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QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail Base: All those who use UK Mail (QV4=4)	
Table 372	5554
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS Base: All those who use UPS (QV4=5)	

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<p>Table 373</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel Base: All those who use Yodel (QV4=6)</p>	<p>5576</p>
<p>Table 374</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce Base: All those who use Parcelforce (QV4=7)</p>	<p>5598</p>
<p>Table 375</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes) Base: All those who use Evri (formerly known as Hermes) (QV4=8)</p>	<p>5620</p>
<p>Table 376</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx Base: All those who use FedEx (QV4=9)</p>	<p>5642</p>
<p>Table 378</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX Base: All those who use DX (QV4=11)</p>	<p>5664</p>
<p>Table 381</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express Base: All those who use TNT Express (QV4=14)</p>	<p>5686</p>
<p>Table 382</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post) Base: All those who use Whistl (QV4=15)</p>	<p>5708</p>
<p>Table 384</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics Base: All those who use Amazon Logistics (QV4=17)</p>	<p>5730</p>
<p>Table 385</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local Base: All those who use DPD/DPD Local (QV4=18)</p>	<p>5752</p>
<p>Table OP5BRESP</p> <p>QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers Base: All who use any provider other than RM at QV4</p>	<p>5774</p>
<p>Table 386</p> <p>QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE Base: All who use each provider at QV4</p>	<p>5796</p>
<p>Table 387</p> <p>QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money Base: All respondents</p>	<p>5797</p>
<p>Table 388</p> <p>QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same? Base: All respondents</p>	<p>5819</p>

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Table 389	5841
QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?	
Base: All with increased volume of post sent in the last 12 months (QS1=1)	
Table 390	5882
QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?	
Base: All with decreased volume of post sent in the last 12 months (QS1=3)	
Table 394	5926
QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?	
Base: All respondents	
Table 395	5948
QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?	
Base: All who have not considered trying another postal provider (QS4=3)	
Table 396	5993
QF4. Over the last 12 months, has your organisation moved some post to other communication methods?	
Base: All respondents	
Table 397	6015
QF5. Why have you not moved any post to other communication methods in the last 12 months?	
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)	
Table 398	6059
QF6. Why have you moved post to other communication methods in the last 12 months?	
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)	
Table 400	6125
QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.	
Base: All respondents	
Table 402	6183
QN3B. In the last month which of the following companies have you sent a small parcel with?	
Base: All sending parcels and packets (QV6a=3)	
Table 403	6235
QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?	
Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)	
Table 405	6257
QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?	
Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)	
Table 406	6301
QN9. When sending letters, which service does your business tend to use?	
Base: All	
Table 408	6323
QN11. Which if any of the following influence your decision to use first or second-class stamps?	
Base: All sending letters (QN9=1-5 OR 7)	

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Table 409	6367
QN12. In the last three months have you had to do any of the following? Base: All respondents	
Table 411	6396
QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:) Base: All respondents	
Table 414	6418
QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:) Base: All respondents	
Table 417	6440
QWFH. At the moment do employees in your organisation mainly work from home or another location? Base: All respondents	
Table 418	6462
QN3B. In the last month which of the following companies have you sent a small parcel with? Base: All sending parcels and packets (QV2a=1-11 for column C)	
Table 419	6514
QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use? Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)	

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1

Quarter

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Q3 2022	500	249	251	477	19	2	1	23
	25%	41%	18%	25%	25%	25%	25%	25%
		b						
Q4 2022	500	236	264	477	19	2	1	23
	25%	39%	19%	25%	25%	25%	25%	25%
		b						
Q1 2023	500	60	440	478	19	2	1	23
	25%	10%	32%	25%	25%	25%	25%	25%
			a					
Q2 2023	500	60	440	478	19	2	1	23
	25%	10%	32%	25%	25%	25%	25%	25%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Q3 2022	500	348	90	39	12	9	1	477	19	4
	25%	29%	16%	28%	24%	27%	25%	25%	25%	25%
		b		b		b	b	b	b	b
Q4 2022	500	327	110	41	11	11	1	477	19	4
	25%	27%	20%	29%	20%	33%	25%	25%	25%	25%
		b		b		bd				
Q1 2023	500	273	177	28	15	6	1	478	19	3
	25%	22%	32%	20%	28%	19%	25%	25%	25%	25%
			aceg							
Q2 2023	500	274	172	32	14	7	1	478	19	3
	25%	22%	31%	23%	28%	21%	25%	25%	25%	25%
			aeg							

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Q3 2022	500	389	88	19	2	1	252	60	13	17	17
	25%	25%	25%	25%	25%	25%	23%	23%	24%	37%	37%
Q4 2022	500	389	88	19	2	1	257	47	11	7	10
	25%	25%	25%	25%	25%	25%	23%	18%	21%	16%	21%
Q1 2023	500	390	88	19	2	1	294	92	15	13	9
	25%	25%	25%	25%	25%	25%	26%	35%	28%	29%	20%
Q2 2023	500	390	88	19	2	1	308	65	15	8	11
	25%	25%	25%	25%	25%	25%	28%	25%	28%	18%	23%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Q3 2022	500	45	32	72	28	32	79	69	43	40
	25%	27%	21%	20%	29%	21%	29%	28%	26%	27%
Q4 2022	500	25	55	124	30	33	39	58	40	36
	25%	15%	37%	34%	31%	21%	14%	23%	24%	25%
			aefg	aef	af					
Q1 2023	500	50	36	81	17	47	74	65	34	36
	25%	30%	24%	23%	18%	30%	27%	26%	21%	25%
Q2 2023	500	47	27	83	22	43	79	58	45	35
	25%	28%	18%	23%	23%	28%	29%	23%	28%	24%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Q3 2022	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q4 2022	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q1 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%
Q2 2023	500	100	120	220	440	60	30	20	10
	25%	25%	25%	25%	25%	25%	25%	25%	25%

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Q3 2022	500	30	38	11	49	46	105	28	23	216
	25%	30%	29%	28%	29%	20%	25%	39%	39%	23%
								ei	ei	
Q4 2022	500	27	33	17	50	48	105	15	7	243
	25%	27%	25%	44%	30%	21%	25%	21%	12%	26%
				eh	h					
Q1 2023	500	22	34	5	40	63	105	15	17	239
	25%	22%	26%	14%	23%	27%	25%	20%	29%	25%
Q2 2023	500	22	26	5	31	72	105	14	12	242
	25%	21%	20%	14%	18%	31%	25%	19%	21%	26%

Columns Tested: a,b,c,d,e,f,g,h,i

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Q3 2022	500	125	105	270	417	83	-	469	31	494	6
	25%	25%	25%	25%	25%	25%	-%	25%	20%	26%	8%
										b	
Q4 2022	500	125	105	270	417	83	-	468	32	467	33
	25%	25%	25%	25%	25%	25%	-%	25%	21%	24%	43%
										a	
Q1 2023	500	125	105	270	417	83	-	462	38	482	18
	25%	25%	25%	25%	25%	25%	-%	25%	25%	25%	23%
Q2 2023	500	125	105	270	417	83	-	449	51	480	20
	25%	25%	25%	25%	25%	25%	-%	24%	34%	25%	26%
									a		

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Q3 2022	500	309	71	109
	25%	25%	24%	26%
Q4 2022	500	318	67	109
	25%	25%	23%	26%
Q1 2023	500	306	99	90
	25%	24%	34%	22%
			ac	
Q2 2023	500	322	57	111
	25%	26%	19%	26%

Columns Tested:: a,b,c

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Q3 2022	500	433	54	9	*	1	*	1	-	488	12	3
	25%	25%	29%	24%	4%	6%	10%	54%	-%	25%	17%	9%
Q4 2022	500	448	39	6	1	6	1	*	*	486	14	7
	25%	26%	21%	17%	11%	31%	13%	7%	10%	25%	19%	22%
Q1 2023	500	422	50	13	4	8	3	1	*	471	29	16
	25%	24%	27%	34%	47%	43%	68%	38%	1%	24%	40%	47%
										ai	ai	
Q2 2023	500	440	44	9	3	4	*	*	*	483	17	7
	25%	25%	23%	24%	37%	20%	9%	1%	89%	25%	23%	22%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Q3 2022	500	265	168	67	381	302	414	304	115	107	128	237	14	17	13	3	2
	25%	24%	27%	26%	24%	24%	24%	24%	17%	21%	26%	24%	30%	21%	32%	9%	12%
					e	e	e	e									
Q4 2022	500	313	134	52	387	276	411	273	137	110	143	216	8	26	4	6	8
	25%	28%	22%	20%	24%	22%	24%	21%	20%	22%	29%	22%	17%	32%	10%	18%	46%
		b									b						be
Q1 2023	500	267	154	78	424	340	439	339	204	149	105	272	13	18	12	15	3
	25%	24%	25%	30%	26%	27%	26%	27%	30%	30%	21%	27%	27%	22%	32%	42%	20%
																a	
Q2 2023	500	278	161	60	424	348	448	363	224	135	116	276	12	20	10	10	4
	25%	25%	26%	23%	26%	27%	26%	28%	33%	27%	24%	28%	26%	25%	26%	30%	22%
									ac								

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Q3 2022	500	316	29	15	14	4	1	1	242	33	13	9	4	*	1
	25%	23%	32%	22%	40%	21%	7%	11%	24%	25%	26%	18%	17%	2%	9%
Q4 2022	500	325	23	17	7	3	5	6	214	25	17	10	3	3	5
	25%	24%	25%	26%	21%	20%	32%	58%	22%	19%	33%	21%	13%	25%	53%
Q1 2023	500	360	21	23	6	5	7	2	264	37	10	15	9	4	1
	25%	26%	23%	34%	16%	29%	50%	22%	27%	28%	19%	30%	42%	36%	6%
Q2 2023	500	378	18	12	8	5	2	1	273	36	11	15	6	4	3
	25%	27%	19%	18%	23%	30%	11%	9%	27%	27%	22%	30%	28%	36%	32%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Q3 2022	500	226	49	8	15	6	*	*	212	79	78	33	7
	25%	23%	38%	12%	35%	19%	3%	*%	24%	24%	23%	29%	14%
			acg		cg								
Q4 2022	500	209	20	18	10	8	3	5	208	70	89	25	15
	25%	21%	16%	29%	24%	26%	20%	22%	24%	21%	27%	23%	28%
Q1 2023	500	252	26	26	7	11	7	10	209	91	88	32	18
	25%	26%	20%	41%	17%	34%	49%	45%	24%	28%	26%	29%	33%
			abd										
Q2 2023	500	291	32	11	10	7	4	7	245	88	78	22	14
	25%	30%	25%	18%	24%	21%	28%	33%	28%	27%	24%	19%	25%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Q3 2022	500	214	66	58	31	4	161	61	48	20	7
	25%	23%	22%	23%	38%	13%	24%	26%	22%	24%	17%
					abc						
Q4 2022	500	227	70	58	22	9	127	54	58	19	13
	25%	24%	23%	23%	27%	28%	19%	23%	27%	23%	30%
Q1 2023	500	233	91	69	18	13	168	65	68	25	13
	25%	25%	30%	28%	21%	42%	25%	27%	32%	30%	30%
Q2 2023	500	268	73	64	12	5	218	58	40	19	10
	25%	28%	24%	26%	14%	17%	32%	24%	19%	23%	23%
		d					c				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Q3 2022	500	147	45	58	31	16	176	10	112	443	57	359	22
	25%	22%	22%	27%	25%	32%	24%	16%	24%	25%	22%	24%	20%
Q4 2022	500	129	52	52	26	12	168	10	93	436	64	362	25
	25%	19%	25%	24%	21%	24%	23%	15%	20%	25%	24%	24%	23%
Q1 2023	500	174	47	64	33	13	190	21	120	419	81	390	35
	25%	26%	23%	29%	27%	25%	26%	32%	26%	24%	31%	26%	31%
Q2 2023	500	212	61	44	34	9	192	25	146	439	61	394	29
	25%	32%	30%	20%	28%	19%	26%	38%	31%	25%	23%	26%	27%
		c											

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Q3 2022	500	278	24	220	84	356	25	278	24	217	87
	25%	25%	17%	25%	22%	24%	23%	25%	16%	24%	23%
Q4 2022	500	242	35	186	87	365	22	245	32	191	82
	25%	21%	25%	21%	23%	24%	20%	22%	21%	21%	21%
Q1 2023	500	296	44	232	107	394	30	287	53	236	103
	25%	26%	31%	26%	28%	26%	28%	26%	35%	26%	27%
Q2 2023	500	311	37	258	105	392	32	307	41	252	111
	25%	28%	27%	29%	27%	26%	29%	28%	27%	28%	29%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Q3 2022	500	177	305	55	1	159	231	42	-	214	167	60	2
	25%	25%	24%	26%	48%	24%	26%	25%	-%	24%	25%	30%	59%
Q4 2022	500	162	306	37	*	135	194	28	*	186	136	30	-
	25%	23%	24%	18%	5%	21%	22%	16%	4%	21%	20%	15%	-%
Q1 2023	500	206	339	66	-	181	230	53	4	248	178	57	-
	25%	29%	26%	31%	-%	28%	26%	31%	96%	28%	26%	29%	-%
Q2 2023	500	174	342	51	1	179	243	49	-	236	199	52	2
	25%	24%	26%	25%	47%	27%	27%	28%	-%	27%	29%	26%	41%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Q3 2022	500	352	280	227	306	214	2	140	110	134	25	24	241	187			
	25%	24%	26%	26%	26%	22%	14%	24%	25%	31%	21%	26%	55%	47%			
Q4 2022	500	345	234	191	266	239	1	115	84	97	18	18	201	212			
	25%	24%	22%	22%	23%	25%	6%	19%	19%	23%	16%	20%	45%	53%			
Q1 2023	500	387	270	224	301	258	7	160	128	104	38	24	-	-			
	25%	27%	25%	26%	26%	27%	53% ab	27%	29%	24%	32%	26%	-%	-%			
Q2 2023	500	375	278	220	285	258	4	173	114	95	36	25	-	-			
	25%	26%	26%	26%	25%	27%	28%	30%	26%	22%	31%	28%	-%	-%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Q3 2022	500	28	13	10	7	438	326	452	368	358	230	433	80	*	391	19
	25%	18%	18%	15%	18%	26%	29%	25%	30%	31%	29%	26%	35%	35%	27%	15%
									ac	ac			b		b	
Q4 2022	500	38	11	11	7	420	313	435	310	303	165	413	46	*	354	43
	25%	25%	16%	16%	18%	25%	28%	24%	25%	26%	21%	25%	20%	65%	24%	35%
Q1 2023	500	53	21	28	10	424	264	446	258	267	195	406	50	-	359	25
	25%	35%	30%	42%	24%	25%	23%	25%	21%	23%	25%	24%	22%	-%	24%	20%
Q2 2023	500	34	24	18	16	424	232	448	283	232	196	415	51	-	364	38
	25%	22%	35%	27%	40%	25%	20%	25%	23%	20%	25%	25%	22%	-%	25%	30%
						be		be								

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Q3 2022	500	136	325	121	12	52	94	53	331	85	67	47	349
	25%	20%	28%	23%	29%	22%	24%	27%	25%	21%	25%	16%	26%
			a								b		b
Q4 2022	500	163	299	110	10	57	85	32	328	107	65	62	346
	25%	24%	26%	21%	26%	23%	21%	16%	25%	27%	25%	20%	26%
										a			
Q1 2023	500	213	249	139	12	65	105	61	329	103	67	87	335
	25%	31%	21%	27%	30%	27%	26%	31%	25%	26%	25%	29%	25%
			b										
Q2 2023	500	180	285	153	6	69	118	51	339	103	66	108	310
	25%	26%	25%	29%	16%	28%	29%	26%	26%	26%	25%	35%	23%
												ac	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Q3 2022	500	247	253
	25%	27%	24%
Q4 2022	500	277	223
	25%	30%	21%
		b	
Q1 2023	500	211	289
	25%	23%	27%
Q2 2023	500	195	305
	25%	21%	28%
		a	

Columns Tested: a,b

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Q3 2022	500	-	68	360	72	-	-	-	-	-	-	-	-
	25%	-%	100%	100%	20%	-%	-%	-%	-%	-%	-%	-%	-%
			defghijkl	defghijkl	efghijkl								
Q4 2022	500	-	-	-	284	35	182	-	-	-	-	-	-
	25%	-%	-%	-%	80%	100%	100%	-%	-%	-%	-%	-%	-%
					bcghijkl	bcdghijkl	bcdghijkl						
Q1 2023	500	-	-	-	-	-	-	53	204	243	-	-	-
	25%	-%	-%	-%	-%	-%	-%	100%	100%	100%	-%	-%	-%
								bcdefjkl	bcdefjkl	bcdefjkl			
Q2 2023	500	-	-	-	-	-	-	-	-	-	66	310	123
	25%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	100%
											bcdefghi	bcdefghi	bcdefghi

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Weighted tables - Ofcom: Business Postal Tracker July 2022 - June 2023

Table 1 (continuation)

Quarter

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Q3 2022	500	500	-	-	-	500	-
	25%	100%	-%	-%	-%	50%	-%
		bcd				b	
Q4 2022	500	-	500	-	-	500	-
	25%	-%	100%	-%	-%	50%	-%
			acd			b	
Q1 2023	500	-	-	500	-	-	500
	25%	-%	-%	100%	-%	-%	50%
				abd			a
Q2 2023	500	-	-	-	500	-	500
	25%	-%	-%	-%	100%	-%	50%
					abc		a

Columns Tested:: a,b,c,d - a,b

Table 2

Collection Mode

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
CAWI	1395	-	1395	1337	47	7	4	58
	70%	-%	100%	70%	62%	77%	70%	64%
			a	b		be		
CATI	605	605	-	573	29	2	1	32
	30%	100%	-%	30%	38%	23%	30%	36%
		b			ac			c

Columns Tested: a,b - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
CAWI	1395	845	410	82	33	21	4	1337	47	10
	70%	69%	75%	58%	63%	65%	70%	70%	62%	75%
		c	cdh					ch		cdh
CATI	605	376	139	58	19	11	1	573	29	4
	30%	31%	25%	42%	37%	35%	30%	30%	38%	25%
				abgi	bi				bgi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
CAWI	1395	1122	215	47	7	4	979	214	41	33	28
	70%	72%	61%	62%	77%	70%	88%	81%	75%	72%	60%
		bc			bc		bcde	e			
CATI	605	436	137	29	2	1	132	49	13	13	19
	30%	28%	39%	38%	23%	30%	12%	19%	25%	28%	40%
			ad	ad				a	a	a	ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
CAWI	1395	137	103	237	66	112	198	186	120	108
	70%	82%	69%	66%	68%	72%	73%	75%	73%	73%
		c								
CATI	605	31	46	122	31	43	73	63	43	40
	30%	18%	31%	34%	32%	28%	27%	25%	27%	27%
				a						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
CAWI	1395	286	359	622	1267	127	66	43	19
	70%	72%	75%	71%	72%	53%	55%	53%	47%
		efgh	efgh	efgh	efgh				
CATI	605	114	121	258	493	113	54	37	21
	30%	28%	25%	29%	28%	47%	45%	47%	53%
						abcd	abcd	abcd	abcd

Columns Tested: a,b,c,d,e,f,g,h

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
CAWI	1395	50	89	25	114	164	293	51	31	690
	70%	50%	68%	64%	67%	71%	70%	71%	54%	73%
						a	ah	a		ah
CATI	605	51	42	14	56	65	127	21	27	250
	30%	50%	32%	36%	33%	29%	30%	29%	46%	27%
		efgi							fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 2 (continuation)

Collection Mode

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
CAMI	1395	328	293	774	1167	227	-	1298	97	1357	38
	70%	66%	70%	72%	70%	68%	-%	70%	64%	71%	49%
										b	
CATI	605	172	127	306	500	105	-	550	55	567	39
	30%	34%	30%	28%	30%	32%	-%	30%	36%	29%	51%
										a	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
CAWI	1395	879	222	280
	70%	70%	75%	67%
CATI	605	376	72	139
	30%	30%	25%	33%

Columns Tested:: a,b,c

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
CAWI	1395	1207	134	22	7	18	4	2	*	1342	53	31
	70%	69%	72%	59%	89%	95%	87%	100%	90%	70%	75%	93%
												aci
CATI	605	535	52	16	1	1	1	-	*	587	18	2
	30%	31%	28%	41%	11%	5%	13%	-%	10%	30%	25%	7%
		k		k						k		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
CAWI	1395	747	460	188	1244	1026	1302	1020	652	452	307	830	31	58	28	31	16
	70%	66%	74%	73%	77%	81%	76%	80%	96%	90%	62%	83%	66%	73%	71%	89%	94%
			a			c			abcdf	abcd		ac				a	a
CATI	605	378	158	70	371	241	410	259	29	49	185	171	16	22	11	4	1
	30%	34%	26%	27%	23%	19%	24%	20%	4%	10%	38%	17%	34%	27%	29%	11%	6%
		b			ef	ef	bef	ef		e	bfg		b				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
CAWI	1395	1061	78	49	18	14	13	11	794	122	34	37	18	12	8
	70%	77%	86%	72%	51%	83%	91%	100%	80%	93%	66%	77%	87%	98%	89%
		d	d							acd					
CATI	605	318	13	19	17	3	1	-	198	9	17	11	3	*	1
	30%	23%	14%	28%	49%	17%	9%	-%	20%	7%	34%	23%	13%	2%	11%
					ab				b		b	b			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
CAWI	1395	765	99	56	32	31	14	22	650	252	276	70	47
	70%	78%	78%	89%	77%	96%	98%	100%	74%	77%	83%	63%	88%
									d	d	ad		d
CATI	605	213	29	7	10	1	*	*	224	75	58	42	7
	30%	22%	22%	11%	23%	4%	2%	*%	26%	23%	17%	37%	12%
									c			abce	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
CAWI	1395	728	230	203	46	27	560	195	172	51	39
	70%	77%	77%	82%	56%	90%	83%	82%	80%	61%	87%
		d	d	d		d	d	d	d		d
CATI	605	213	69	45	37	3	114	43	42	33	6
	30%	23%	23%	18%	44%	10%	17%	18%	20%	39%	13%
					abce					abce	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
CAWI	1395	533	172	174	85	38	585	60	363	1222	172	1160	84
	70%	81%	84%	80%	69%	77%	80%	91%	77%	70%	65%	77%	76%
		d	d					c					
CATI	605	128	33	44	38	12	142	6	107	514	91	345	26
	30%	19%	16%	20%	31%	23%	20%	9%	23%	30%	35%	23%	24%
					ab				b				

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
CAWI	1395	902	124	717	303	1161	83	892	134	718	302
	70%	80%	88%	80%	79%	77%	76%	80%	89%	80%	79%
CATI	605	224	17	178	81	346	26	225	16	178	81
	30%	20%	12%	20%	21%	23%	24%	20%	11%	20%	21%
								b			

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
CAWI	1395	606	983	181	-	562	712	152	4	721	538	166	2
	70%	84%	76%	87%	-%	86%	79%	88%	96%	81%	79%	83%	41%
		b		b		b		b					
CATI	605	115	309	28	3	93	186	20	*	165	141	34	2
	30%	16%	24%	13%	100%	14%	21%	12%	4%	19%	21%	17%	59%
			ac				ac						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 2 (continuation)
Collection Mode
 Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
CAWI	1395	1118	846	695	890	780	14	501	392	359	109	83	251	251
	70%	77%	80%	81%	77%	81%	97%	85%	90%	83%	93%	92%	57%	63%
							a		c					
CATI	605	342	216	168	268	188	*	87	44	72	8	8	191	148
	30%	23%	20%	19%	23%	19%	3%	15%	10%	17%	7%	8%	43%	37%
					c					b				

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 2 (continuation)
Collection Mode
 Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
CAWI	1395	131	64	60	37	1158	657	1216	745	627	616	1114	160	-	1046	90
	70%	86%	93%	92%	92%	68%	58%	68%	61%	54%	78%	67%	71%	-%	71%	72%
						bde		bde	e		b					
CATI	605	22	5	5	3	548	478	565	474	532	170	553	66	*	422	35
	30%	14%	7%	8%	8%	32%	42%	32%	39%	46%	22%	33%	29%	100%	29%	28%
							ac		ac	acd		a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
CAWI	1395	599	726	425	36	221	305	158	946	279	166	285	913
	70%	87%	63%	81%	90%	91%	76%	81%	71%	70%	62%	94%	68%
		b				b		bc				ac	
CATI	605	92	433	98	4	22	97	38	381	118	100	19	428
	30%	13%	37%	19%	10%	9%	24%	19%	29%	30%	38%	6%	32%
			a			a			a	a	b		b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
CAWI	1395	474	920
	70%	51%	86%
		a	
CATI	605	456	149
	30%	49%	14%
		b	

Columns Tested: a,b

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
CAWI	1395	-	43	208	96	23	144	44	194	202	53	300	88
	70%	-%	63%	58%	27%	67%	79%	82%	95%	83%	79%	97%	71%
			d	d		d	cd	cd	bcdefgijl	bcdl	cd	bcdefgijl	cd
CATI	605	-	25	152	260	11	37	9	10	41	14	11	35
	30%	-%	37%	42%	73%	33%	21%	18%	5%	17%	21%	3%	29%
			hik	fghijkl	bcefgijkl	hk	hk	hk		hk	hk		hik

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 2 (continuation)

Collection Mode

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
CAWI	1395	251	264	440	440	514	880
	70%	50%	53%	88%	88%	51%	88%
				ab	ab		a
CATI	605	249	236	60	60	486	120
	30%	50%	47%	12%	12%	49%	12%
		cd	cd			b	

Columns Tested: a,b,c,d - a,b

Table 3

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	c	d	e
Unweighted Base	1403	-	1403	980	195	81	147	423
Effective base	708	-	708	655	121	49	89	170
Weighted Base	1395	-	1395	1337	47	7	4	58
Large City (population: more than 500,000)	310	-	310	290	15	3	1	19
	22%	-%	22%	22%	32%	41%	42%	34%
					a	a	a	a
Smaller City or Large town (population: 100,000 - 500,000)	275	-	275	263	10	1	1	11
	20%	-%	20%	20%	21%	9%	24%	20%
							c	
Medium town (population: 15,000 - 99,999)	319	-	319	303	13	2	1	16
	23%	-%	23%	23%	29%	24%	20%	28%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	-	178	173	4	1	*	5
	13%	-%	13%	13%	8%	12%	7%	9%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	-	86	84	2	*	*	3
	6%	-%	6%	6%	5%	4%	2%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	-	163	160	2	*	*	3
	12%	-%	12%	12%	4%	7%	5%	5%
				be				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	-	64	64	*	*	-	1
	5%	-%	5%	5%	1%	5%	-%	1%
				bde		d		

Columns Tested:: a,b - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1403	518	339	123	114	162	147	980	195	228
Effective base	708	383	215	80	81	76	89	655	121	97
Weighted Base	1395	845	410	82	33	21	4	1337	47	10
Large City (population: more than 500,000)	310 22%	187 22%	83 20%	20 24%	10 30%	8 37%	1 42%	290 22%	15 32%	4 41%
						abg	abcg		abg	abcg
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	172 20%	79 19%	13 15%	7 20%	4 18%	1 24%	263 20%	10 21%	1 14%
Medium town (population: 15,000 - 99,999)	319 23%	190 22%	83 20%	29 36%	11 34%	4 19%	1 20%	303 23%	13 29%	2 23%
				abefg	abefg					
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	115 14%	46 11%	12 15%	2 7%	2 11%	* 7%	173 13%	4 8%	1 10%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	52 6%	26 6%	5 6%	1 3%	2 8%	* 2%	84 6%	2 5%	* 3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	105 12%	53 13%	2 3%	1 4%	1 5%	* 5%	160 12%	2 4%	1 6%
		cdeh	cdeh					cdh		
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	24 3%	39 10%	* *%	* 1%	* 2%	- -%	64 5%	* 1%	* 3%
			acdefghi					fh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1403	670	310	195	81	147	686	244	90	75	166
Effective base	708	501	211	121	49	89	462	123	40	24	29
Weighted Base	1395	1122	215	47	7	4	979	214	41	33	28
Large City (population: more than 500,000)	310	243	47	15	3	1	212	35	17	16	10
	22%	22%	22%	32%	41%	42%	22%	16%	41%	49%	36%
				ab	ab	ab			ab	ab	b
Smaller City or Large town (population: 100,000 - 500,000)	275	221	42	10	1	1	194	36	10	10	6
	20%	20%	20%	21%	9%	24%	20%	17%	23%	31%	21%
					d						
Medium town (population: 15,000 - 99,999)	319	248	54	13	2	1	229	57	7	3	4
	23%	22%	25%	29%	24%	20%	23%	27%	18%	10%	14%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	147	26	4	1	*	123	30	5	3	6
	13%	13%	12%	8%	12%	7%	13%	14%	11%	8%	20%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	71	13	2	*	*	59	16	2	*	1
	6%	6%	6%	5%	4%	2%	6%	7%	4%	1%	3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	140	20	2	*	*	117	36	*	*	2
	12%	13%	9%	4%	7%	5%	12%	17%	1%	1%	6%
		c					c	cd			
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	51	12	*	*	-	47	4	1	*	*
	5%	5%	6%	1%	5%	-%	5%	2%	2%	1%	1%
		e	ce		e						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1403	99	74	156	57	96	107	104	94	92
Effective base	708	69	53	99	39	68	82	76	65	66
Weighted Base	1395	137	103	237	66	112	198	186	120	108
Large City (population: more than 500,000)	310 22%	8 6%	8 7%	168 71%	10 15%	16 14%	8 4%	10 5%	25 21%	36 33%
				abdefghi	f	f			abfg	abdefg
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	31 23%	13 13%	26 11%	19 29%	25 22%	44 22%	46 25%	30 25%	18 16%
		c			c	c	c	c	c	
Medium town (population: 15,000 - 99,999)	319 23%	31 23%	15 14%	27 11%	25 37%	34 31%	69 35%	38 21%	34 28%	23 21%
					bc	bc	bcg		c	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	17 12%	17 16%	9 4%	8 11%	18 16%	33 17%	33 18%	10 9%	15 13%
		c	c			c	c	c		c
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	8 6%	4 4%	2 1%	2 3%	6 5%	18 9%	26 14%	2 2%	6 6%
							c	bch		
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	30 22%	36 35%	4 2%	3 4%	10 9%	26 13%	23 12%	8 7%	8 8%
		cdehi	cdefghi			c	c	c		
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	13 9%	11 11%	* *0%	- -0%	3 2%	- -0%	10 5%	10 9%	2 2%
		cf	cdf					cf	cf	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1403	245	267	367	879	524	188	175	161
Effective base	708	172	186	257	601	211	82	92	82
Weighted Base	1395	286	359	622	1267	127	66	43	19
Large City (population: more than 500,000)	310 22%	62 22%	40 11%	186 30%	288 23%	21 17%	15 23%	2 6%	3 17%
		bg		bdegh	bg	g	bg		g
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	62 22%	74 21%	116 19%	252 20%	23 18%	10 15%	7 17%	6 30%
									cdef
Medium town (population: 15,000 - 99,999)	319 23%	82 29%	80 22%	135 22%	296 23%	22 18%	11 17%	7 17%	4 19%
		efg							
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	40 14%	44 12%	75 12%	159 13%	20 15%	12 18%	6 14%	1 8%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	14 5%	14 4%	47 7%	74 6%	12 10%	7 10%	5 12%	1 4%
						b		abd	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	22 8%	74 21%	53 9%	149 12%	14 11%	3 5%	9 22%	2 9%
			acdefh					acdefh	
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	5 2%	34 9%	10 2%	49 4%	15 12%	8 12%	5 12%	2 13%
			acd			acd	acd	acd	acd

Columns Tested:: a,b,c,d,e,f,g,h

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1403	46	91	18	109	123	341	62	56	662
Effective base	708	23	36	9	45	66	190	29	21	352
Weighted Base	1395	50	89	25	114	164	293	51	31	690
Large City (population: more than 500,000)	310 22%	3 6%	23 26%	3 13%	26 23%	36 22%	65 22%	8 16%	8 27%	163 24% a
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	7 14%	24 27%	6 25%	30 27%	35 21%	55 19%	12 24%	12 38% fi	123 18%
Medium town (population: 15,000 - 99,999)	319 23%	4 8%	17 19%	12 50%	29 26%	27 17%	74 25%	16 32% a	5 17%	162 23%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	8 16% g	5 5%	3 11%	7 6%	23 14% g	33 11%	* 1%	3 10%	103 15% g
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	2 4%	9 10%	- -%	9 8%	12 7%	17 6%	3 7%	* *%	43 6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	15 29% bdfi	8 9%	- -%	8 7%	21 13%	32 11%	8 16%	3 8%	77 11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	11 22% bdefhi	4 4%	- -%	4 3%	10 6%	17 6%	3 5%	- -%	20 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1403	278	341	784	1216	187	-	1204	199	1366	37
Effective base	708	133	190	402	606	103	-	647	65	687	21
Weighted Base	1395	328	293	774	1167	227	-	1298	97	1357	38
Large City (population: more than 500,000)	310 22%	65 20%	65 22%	180 23%	310 27% b	- -%	- -%	286 22%	23 24%	298 22%	11 30%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	72 22%	55 19%	148 19%	275 24% b	- -%	- -%	257 20%	18 18%	265 20%	9 25%
Medium town (population: 15,000 - 99,999)	319 23%	61 19%	74 25%	184 24%	319 27% b	- -%	- -%	297 23%	22 23%	310 23%	8 22%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	39 12%	33 11%	106 14%	178 15% b	- -%	- -%	166 13%	12 12%	175 13%	3 9%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	22 7%	17 6%	47 6%	86 7% b	- -%	- -%	81 6%	5 5%	86 6%	1 1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	44 13%	32 11%	88 11%	- -%	163 72% a	- -%	155 12%	8 8%	163 12%	* 1%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	25 8% c	17 6%	23 3%	- -%	64 28% a	- -%	56 4%	8 9%	60 4%	5 12%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	1403	806	285	296
Effective base	708	447	109	144
Weighted Base	1395	879	222	280
Large City (population: more than 500,000)	310 22%	195 22%	54 24%	59 21%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	170 19%	42 19%	62 22%
Medium town (population: 15,000 - 99,999)	319 23%	203 23%	51 23%	59 21%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	108 12%	36 16%	34 12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	59 7%	8 4%	20 7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	102 12%	19 8%	39 14%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	42 5%	12 5%	7 3%

Columns Tested: a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1403	1042	228	63	16	28	14	8	4	1270	133	70
Effective base	708	599	82	14	4	7	3	4	1	678	30	16
Weighted Base	1395	1207	134	22	7	18	4	2	*	1342	53	31
Large City (population: more than 500,000)	310	269	26	8	5	*	*	*	*	295	14	6
	22%	22%	19%	39%	74%	3%	12%	8%	12%	22%	27%	19%
Smaller City or Large town (population: 100,000 - 500,000)	275	228	36	4	2	4	*	*	-	264	11	7
	20%	19%	27%	19%	26%	22%	9%	19%	-%	20%	20%	21%
Medium town (population: 15,000 - 99,999)	319	275	29	3	*	9	1	1	*	304	14	12
	23%	23%	22%	12%	*%	51%	29%	37%	88%	23%	27%	37%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	157	19	1	-	1	-	1	-	176	3	2
	13%	13%	14%	4%	-%	5%	-%	36%	-%	13%	5%	6%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	79	5	1	-	2	*	-	-	84	3	2
	6%	7%	4%	5%	-%	8%	*%	-%	-%	6%	5%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	140	15	5	-	2	2	-	-	155	9	4
	12%	12%	11%	21%	-%	10%	51%	-%	-%	12%	16%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	60	4	*	-	-	-	-	-	64	*	-
	5%	5%	3%	1%	-%	-%	-%	-%	-%	5%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1403	550	492	361	1298	1124	1344	1074	743	611	240	780	62	91	66	70	35
Effective base	708	355	246	111	637	529	670	511	329	234	160	418	20	29	18	17	11
Weighted Base	1395	747	460	188	1244	1026	1302	1020	652	452	307	830	31	58	28	31	16
Large City (population: more than 500,000)	310	169	100	41	283	236	293	223	147	104	58	194	6	16	6	4	8
	22%	23%	22%	22%	23%	23%	22%	22%	23%	23%	19%	23%	18%	28%	21%	13%	52%
																	abf
Smaller City or Large town (population: 100,000 - 500,000)	275	132	96	47	230	198	244	203	132	107	49	140	18	16	6	13	3
	20%	18%	21%	25%	19%	19%	19%	20%	20%	24%	16%	17%	57%	27%	21%	41%	16%
																	ab
																	abdeg
Medium town (population: 15,000 - 99,999)	319	166	109	44	278	230	297	235	147	109	81	181	4	16	10	5	1
	23%	22%	24%	23%	22%	22%	23%	23%	23%	24%	26%	22%	11%	28%	36%	15%	6%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	100	57	22	165	138	171	128	88	49	39	121	3	2	4	1	2
	13%	13%	12%	11%	13%	13%	13%	13%	13%	11%	13%	15%	9%	4%	14%	4%	11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	50	29	8	76	60	77	76	42	19	18	55	1	*	*	3	-
	6%	7%	6%	4%	6%	6%	6%	7%	6%	4%	6%	7%	2%	1%	*%	10%	-%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	95	45	23	154	122	159	115	73	47	42	100	1	8	*	6	2
	12%	13%	10%	12%	12%	12%	12%	11%	11%	11%	14%	12%	3%	13%	*%	19%	14%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	36	24	4	58	44	62	40	23	17	20	40	-	-	2	-	*
	5%	5%	5%	2%	5%	4%	5%	4%	4%	4%	7%	5%	-%	-%	8%	-%	1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Number of letters sent							Number of large letters sent						
		1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ *g	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 *f	5,000+ *g
Significance Level: 95%															
Unweighted Base	1403	948	113	79	66	34	36	22	759	151	79	53	39	25	18
Effective base	708	532	48	25	15	10	6	6	412	56	19	20	10	8	6
Weighted Base	1395	1061	78	49	18	14	13	11	794	122	34	37	18	12	8
Large City (population: more than 500,000)	310	233	20	14	7	1	*	7	182	29	5	8	6	3	3
	22%	22%	25%	29%	36%	8%	3%	68%	23%	24%	14%	21%	32%	25%	35%
Smaller City or Large town (population: 100,000 - 500,000)	275	185	18	13	3	5	5	*	130	31	16	11	4	4	2
	20%	17%	23%	27%	17%	37%	39%	4%	16%	25%	46% a	29%	22%	33%	26%
Medium town (population: 15,000 - 99,999)	319	236	17	14	5	5	1	*	180	23	10	9	6	3	*
	23%	22%	22%	28%	25%	31%	9%	4%	23%	19%	29%	23%	31%	21%	3%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	153	4	5	1	*	2	1	113	16	2	4	1	*	1
	13%	14%	5%	10%	7%	3%	12%	7%	14%	13%	6%	11%	6%	1%	12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	70	4	*	*	1	*	-	52	4	1	1	-	2	-
	6%	7%	5%	1%	*%	7%	*%	-%	7%	3%	2%	3%	-%	16%	-%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	136	8	2	2	*	5	2	94	19	1	5	2	*	2
	12%	13%	10%	4%	11%	*%	37%	17%	12%	16%	2%	14%	9%	3%	23%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	49	7	-	*	2	-	-	43	-	*	-	-	-	*
	5%	5%	9%	-%	3%	13%	-%	-%	5%	-%	1%	-%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1403	686	132	95	54	51	22	34	502	273	319	157	83
Effective base	708	372	53	34	19	16	7	11	316	133	148	47	25
Weighted Base	1395	765	99	56	32	31	14	22	650	252	276	70	47
Large City (population: more than 500,000)	310	159	23	15	6	9	6	6	154	56	55	12	16
	22%	21%	23%	27%	17%	30%	40%	26%	24%	22%	20%	16%	33%
Smaller City or Large town (population: 100,000 - 500,000)	275	135	28	12	15	2	*	11	111	49	48	22	10
	20%	18%	28%	22%	47%	7%	1%	50%	17%	19%	17%	32%	21%
					ae			ae				ac	
Medium town (population: 15,000 - 99,999)	319	171	24	18	6	9	7	1	140	58	71	18	9
	23%	22%	24%	32%	17%	28%	51%	3%	21%	23%	26%	26%	19%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	106	9	4	1	8	*	1	90	38	35	6	3
	13%	14%	9%	7%	4%	25%	1%	5%	14%	15%	13%	9%	6%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	71	2	2	-	1	1	*	39	12	25	*	*
	6%	9%	2%	3%	-%	2%	5%	*%	6%	5%	9%	1%	*%
											d		
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	90	12	5	2	2	*	3	86	27	31	9	6
	12%	12%	12%	9%	6%	8%	2%	16%	13%	11%	11%	13%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	35	2	-	2	-	*	*	32	13	11	3	4
	5%	5%	2%	-%	8%	-%	2%	1%	5%	5%	4%	4%	8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1403	584	252	257	136	59	474	229	240	108	59
Effective base	708	350	125	115	36	15	275	101	96	35	19
Weighted Base	1395	728	230	203	46	27	560	195	172	51	39
Large City (population: more than 500,000)	310 22%	160 22%	63 27%	42 21%	9 20%	7 27%	139 25%	37 19%	36 21%	9 18%	15 38%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	132 18%	33 14%	38 19%	16 34%	4 13%	93 17%	56 29%	23 14%	14 28%	7 19%
Medium town (population: 15,000 - 99,999)	319 23%	152 21%	61 26%	50 25%	10 21%	6 21%	118 21%	38 19%	49 28%	13 26%	7 17%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	107 15%	25 11%	26 13%	6 13%	1 4%	73 13%	28 14%	30 17%	5 11%	2 5%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	45 6%	14 6%	15 8%	* 1%	* *%	34 6%	12 6%	14 8%	* 1%	- -%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	102 14%	23 10%	21 10%	2 4%	6 23% d	72 13%	20 10%	14 8%	9 18%	6 16%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	31 4%	12 5%	10 5%	3 7%	3 12%	30 5%	6 3%	6 3%	- -%	2 5%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1403	441	182	237	125	65	625	95	343	1197	206	1180	118
Effective base	708	256	77	102	49	22	298	41	169	624	84	595	42
Weighted Base	1395	533	172	174	85	38	585	60	363	1222	172	1160	84
Large City (population: more than 500,000)	310	122	28	42	21	9	131	22	70	269	40	263	19
	22%	23%	16%	24%	25%	24%	22%	36%	19%	22%	23%	23%	23%
								c					
Smaller City or Large town (population: 100,000 - 500,000)	275	80	49	40	19	11	141	15	44	238	37	210	20
	20%	15%	29%	23%	23%	29%	24%	24%	12%	19%	21%	18%	24%
			a				c	c					
Medium town (population: 15,000 - 99,999)	319	125	37	45	17	9	132	13	87	274	45	262	16
	23%	23%	22%	26%	20%	24%	23%	21%	24%	22%	26%	23%	19%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	66	24	22	7	5	71	3	53	159	19	155	11
	13%	12%	14%	13%	9%	14%	12%	4%	15%	13%	11%	13%	13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	45	14	8	4	*	41	4	28	78	8	74	1
	6%	8%	8%	5%	5%	*%	7%	7%	8%	6%	5%	6%	2%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	71	12	14	14	2	50	1	64	145	18	139	16
	12%	13%	7%	8%	16%	4%	8%	1%	18%	12%	10%	12%	19%
									ab				
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	25	8	3	2	2	19	3	17	58	6	58	1
	5%	5%	5%	2%	3%	5%	3%	6%	5%	5%	4%	5%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1403	938	186	701	373	1182	116	931	193	701	373
Effective base	708	471	59	364	147	597	40	463	67	365	146
Weighted Base	1395	902	124	717	303	1161	83	892	134	718	302
Large City (population: more than 500,000)	310 22%	200 22%	36 29%	144 20%	79 26%	265 23%	18 22%	195 22%	40 30%	136 19%	87 29%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	167 19%	30 25%	141 20%	63 21%	208 18%	22 27%	164 18%	34 25%	143 20%	61 20%
Medium town (population: 15,000 - 99,999)	319 23%	207 23%	23 18%	175 24%	60 20%	264 23%	14 17%	202 23%	28 21%	179 25%	56 19%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	122 14%	15 13%	93 13%	36 12%	154 13%	11 14%	127 14%	11 8%	93 13%	35 12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	57 6%	3 2%	56 8%	20 7%	75 6%	1 1%	56 6%	3 3%	56 8%	20 7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	106 12%	16 13%	82 11%	33 11%	139 12%	16 19%	106 12%	16 12%	82 11%	33 11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	43 5%	* *%	27 4%	12 4%	58 5%	1 1%	42 5%	1 1%	30 4%	10 3%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1403	699	982	226	-	653	772	183	3	783	577	208	1
Effective base	708	310	509	96	-	290	380	82	3	363	282	93	1
Weighted Base	1395	606	983	181	-	562	712	152	4	721	538	166	2
Large City (population: more than 500,000)	310 22%	164 27%	226 23%	58 32%	- -%	147 26%	147 21%	37 25%	- -%	182 25%	93 17%	48 29%	2 100%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	106 18%	172 17%	37 21%	- -%	99 18%	132 19%	46 30%	1 14%	128 18%	111 21%	40 24%	- -%
Medium town (population: 15,000 - 99,999)	319 23%	128 21%	228 23%	23 13%	- -%	118 21%	175 25%	21 14%	2 41%	167 23%	128 24%	27 16%	- -%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	97 16%	134 14%	26 15%	- -%	92 16%	98 14%	16 10%	2 46%	102 14%	72 13%	21 13%	- -%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	27 4%	64 7%	8 4%	- -%	27 5%	44 6%	6 4%	- -%	42 6%	51 9%	9 6%	- -%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	60 10%	114 12%	19 10%	- -%	56 10%	83 12%	20 13%	- -%	71 10%	57 11%	17 10%	- -%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	23 4%	45 5%	10 6%	- -%	24 4%	33 5%	7 4%	- -%	30 4%	27 5%	4 3%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	1403	1134	911	704	915	766	49	505	411	365	106	71	274	253	
Effective base	708	573	445	357	453	399	17	261	201	178	58	42	126	123	
Weighted Base	1395	1118	846	695	890	780	14	501	392	359	109	83	251	251	
Large City (population: more than 500,000)	310 22%	245 22%	192 23%	140 20%	203 23%	162 21%	3 19%	85 17%	95 24% a	88 24%	28 25%	18 22%	56 22%	64 26%	
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	202 18%	158 19%	135 19%	170 19%	131 17%	4 26%	101 20%	56 14%	63 17%	20 18%	20 24%	47 19%	36 14%	
Medium town (population: 15,000 - 99,999)	319 23%	249 22%	188 22%	166 24%	199 22%	181 23%	5 38%	132 26% d	84 21%	77 21%	15 14%	15 19%	48 19%	51 20%	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	153 14%	120 14%	83 12%	122 14%	100 13%	- -%	54 11%	55 14%	59 17%	17 16%	15 18%	39 15%	34 14%	
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	73 6%	52 6%	60 9%	49 6%	51 6%	1 9%	43 9%	35 9%	32 9%	6 6%	5 6%	19 8%	18 7%	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	142 13%	96 11%	82 12%	104 12%	113 14%	* 1%	61 12%	47 12%	26 7%	19 17% c	5 6%	24 10%	31 12%	
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	55 5%	41 5%	29 4%	43 5%	44 6%	1 8%	24 5%	18 5%	14 4%	4 4%	4 5%	16 7%	18 7%	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1403	142	94	70	33	1173	742	1238	776	680	673	1091	195	-	1064	76
Effective base	708	70	38	34	17	587	343	617	375	323	311	564	89	-	529	47
Weighted Base	1395	131	64	60	37	1158	657	1216	745	627	616	1114	160	-	1046	90
Large City (population: more than 500,000)	310	31	17	15	6	256	149	269	149	145	165	253	38	-	217	24
	22%	24%	27%	25%	17%	22%	23%	22%	20%	23%	27%	23%	24%	-%	21%	26%
Smaller City or Large town (population: 100,000 - 500,000)	275	30	21	14	1	205	106	223	145	107	119	190	37	-	215	16
	20%	23%	32% d	23%	3%	18%	16%	18%	20%	17%	19%	17%	23%	-%	21%	17%
Medium town (population: 15,000 - 99,999)	319	25	17	16	14	255	146	271	155	140	132	247	31	-	249	19
	23%	19%	27%	26%	38%	22%	22%	22%	21%	22%	21%	22%	20%	-%	24%	21%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	13	5	9	5	156	95	164	114	78	90	154	24	-	138	13
	13%	10%	8%	15%	14%	14%	14%	13%	15%	12%	15%	14%	15%	-%	13%	14%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	12	3	-	2	81	53	83	58	57	24	77	13	-	65	8
	6%	9%	4%	-%	4%	7%	8%	7%	8%	9%	4%	7%	8%	-%	6%	9%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	14	*	1	9	149	83	151	90	73	59	146	6	-	110	7
	12%	10%	1%	1%	23% bc	13%	13%	12%	12%	12%	10%	13% c	4%	-%	11%	8%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	7	1	6	-	56	26	56	35	27	28	47	11	-	52	4
	5%	5%	1%	9%	-%	5%	4%	5%	5%	4%	4%	4%	7%	-%	5%	5%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1403	587	724	470	27	260	310	193	922	275	184	306	880
Effective base	708	299	373	208	15	109	146	89	473	141	90	140	464
Weighted Base	1395	599	726	425	36	221	305	158	946	279	166	285	913
Large City (population: more than 500,000)	310	140	152	98	20	70	71	52	205	50	47	64	194
	22%	23%	21%	23%	55%	32%	23%	33%	22%	18%	28%	23%	21%
								bc					
Smaller City or Large town (population: 100,000 - 500,000)	275	135	126	86	6	40	58	35	174	63	34	72	166
	20%	22%	17%	20%	17%	18%	19%	22%	18%	23%	20%	25%	18%
Medium town (population: 15,000 - 99,999)	319	145	158	94	3	45	62	31	233	51	38	61	209
	23%	24%	22%	22%	9%	20%	20%	20%	25%	18%	23%	22%	23%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	61	106	63	4	31	43	13	136	28	23	31	120
	13%	10%	15%	15%	10%	14%	14%	8%	14%	10%	14%	11%	13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	26	60	22	1	6	19	5	54	27	6	12	68
	6%	4%	8%	5%	3%	3%	6%	3%	6%	10%	3%	4%	7%
			a										
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	66	88	48	-	19	40	19	102	43	9	37	112
	12%	11%	12%	11%	-%	9%	13%	12%	11%	15%	5%	13%	12%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	27	37	13	2	10	11	2	42	17	9	8	44
	5%	4%	5%	3%	5%	4%	3%	1%	4%	6%	6%	3%	5%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1403	538	865
Effective base	708	240	468
Weighted Base	1395	474	920
Large City (population: more than 500,000)	310	112	198
	22%	24%	21%
Smaller City or Large town (population: 100,000 - 500,000)	275	88	186
	20%	19%	20%
Medium town (population: 15,000 - 99,999)	319	101	218
	23%	21%	24%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	52	126
	13%	11%	14%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	38	49
	6%	8%	5%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	64	99
	12%	14%	11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	19	45
	5%	4%	5%

Columns Tested: a,b

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1403	-	51	171	154	37	130	93	205	156	144	179	83
Effective base	708	-	22	91	58	11	68	30	108	102	47	139	49
Weighted Base	1395	-	43	208	96	23	144	44	194	202	53	300	88
Large City (population: more than 500,000)	310 22%	- -%	3 6%	43 21%	23 24%	4 18%	47 33% bh	7 16%	32 17%	56 28% b	14 27%	62 21%	19 21%
Smaller City or Large town (population: 100,000 - 500,000)	275 20%	- -%	14 32% f	46 22%	18 19%	11 46% fhij	18 12%	7 17%	35 18%	34 17%	9 18%	62 21%	20 23%
Medium town (population: 15,000 - 99,999)	319 23%	- -%	10 24%	50 24%	16 17%	2 8%	30 21%	13 30%	43 22%	48 24%	11 20%	62 21%	33 38% defhk
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178 13%	- -%	5 11%	35 17%	6 7%	2 7%	22 15%	3 7%	33 17%	17 9%	7 13%	33 11%	15 17%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86 6%	- -%	7 16% kl	11 5%	9 10%	1 2%	6 4%	4 10%	19 10%	14 7%	3 6%	12 4%	1 1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163 12%	- -%	3 7%	18 9% l	14 15% l	2 7%	16 11% l	4 10%	20 10% l	26 13% l	5 10% l	55 18% cl	- -%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64 5%	- -%	1 3%	6 3%	8 9%	3 12%	5 4%	5 11% l	13 7%	6 3%	3 6%	14 5%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 3 (continuation)

CAWI.AreaType. Which of the following best describes the location of the business?

Base: CAWI interviews

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1403	223	320	454	406	543	860
Effective base	708	113	136	238	224	247	462
Weighted Base	1395	251	264	440	440	514	880
Large City (population: more than 500,000)	310	45	74	95	95	120	190
	22%	18%	28%	22%	22%	23%	22%
Smaller City or Large town (population: 100,000 - 500,000)	275	59	47	77	91	107	168
	20%	24%	18%	17%	21%	21%	19%
Medium town (population: 15,000 - 99,999)	319	60	48	104	106	109	210
	23%	24%	18%	24%	24%	21%	24%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	178	40	30	53	55	70	108
	13%	16%	11%	12%	13%	14%	12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	86	17	16	37	16	33	53
	6%	7%	6%	8%	4%	6%	6%
				d			
Rural area (population: less than 2,000) less than 10 miles from a large settlement	163	21	32	50	60	53	110
	12%	8%	12%	11%	14%	10%	13%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	64	7	16	23	17	24	41
	5%	3%	6%	5%	4%	5%	5%

Columns Tested:: a,b,c,d - a,b

Table 4

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Respondent only / self-employed	1221	376	845	1221	-	-	-	-
	61%	62%	61%	64%	-%	-%	-%	-%
				bcde				
Respondent and one (other) employee	337	60	277	337	-	-	-	-
	17%	10%	20%	18%	-%	-%	-%	-%
			a	bcde				
3 - 4	212	79	133	212	-	-	-	-
	11%	13%	10%	11%	-%	-%	-%	-%
				bcde				
5 - 9	140	58	82	140	-	-	-	-
	7%	10%	6%	7%	-%	-%	-%	-%
		b		bcde				
10 - 19	52	19	33	-	52	-	-	52
	3%	3%	2%	-%	69%	-%	-%	58%
					acde			acd
20 - 25	9	5	5	-	9	-	-	9
	*%	1%	*%	-%	12%	-%	-%	10%
					acd			acd
26 - 49	14	5	10	-	14	-	-	14
	1%	1%	1%	-%	19%	-%	-%	16%
					acd			acd
50 - 99	9	2	7	-	-	9	-	9
	*%	*%	*%	-%	-%	100%	-%	10%
						abde		abd
100 - 249	5	1	4	-	-	-	5	5
	*%	*%	*%	-%	-%	-%	100%	6%
							abce	ab
NETS								
Micro (0 - 9)	1910	573	1337	1910	-	-	-	-
	95%	95%	96%	100%	-%	-%	-%	-%
				bcde				
Small (10 - 49)	76	29	47	-	76	-	-	76
	4%	5%	3%	-%	100%	-%	-%	84%
					acde			acd

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Medium (50 - 249)	14 1%	4 1%	10 1%	- -%	- -%	9 100%	5 100%	14 16%
						abe	abe	ab
NETS								
0-1	1558 78%	436 72%	1122 80%	1558 82%	- -%	- -%	- -%	- -%
			a	bcd				
2-9	352 18%	137 23%	215 15%	352 18%	- -%	- -%	- -%	- -%
		b		bcd				
10-49	76 4%	29 5%	47 3%	- -%	76 100%	- -%	- -%	76 84%
					acde			acd
50-99	9 *%	2 *%	7 *%	- -%	- -%	9 100%	- -%	9 10%
						abde		abd
100-249	5 *%	1 *%	4 *%	- -%	- -%	- -%	5 100%	5 6%
							abce	ab

Columns Tested:: a,b - a,b,c,d,e

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Respondent only / self-employed	1221	1221	-	-	-	-	-	1221	-	-
	61%	100%	-%	-%	-%	-%	-%	64%	-%	-%
		bcdefghi						bcdefhi		
Respondent and one (other) employee	337	-	337	-	-	-	-	337	-	-
	17%	-%	61%	-%	-%	-%	-%	18%	-%	-%
			acdefghi					acdefhi		
3 - 4	212	-	212	-	-	-	-	212	-	-
	11%	-%	39%	-%	-%	-%	-%	11%	-%	-%
			acdefghi					acdefhi		
5 - 9	140	-	-	140	-	-	-	140	-	-
	7%	-%	-%	100%	-%	-%	-%	7%	-%	-%
				abdefghi				abdefhi		
10 - 19	52	-	-	-	52	-	-	-	52	-
	3%	-%	-%	-%	100%	-%	-%	-%	69%	-%
					abcefgi				abcefgi	
20 - 25	9	-	-	-	-	9	-	-	9	-
	*%	-%	-%	-%	-%	29%	-%	-%	12%	-%
						abcdfghi			abcdfgi	
26 - 49	14	-	-	-	-	14	-	-	14	-
	1%	-%	-%	-%	-%	44%	-%	-%	19%	-%
						abcdfghi			abcdfgi	
50 - 99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	28%	-%	-%	-%	64%
						abcdfgh				abcdfgh
100 - 249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100%	-%	-%	36%
							abcdeghi			abcdegh
NETS										
Micro (0 - 9)	1910	1221	549	140	-	-	-	1910	-	-
	95%	100%	100%	100%	-%	-%	-%	100%	-%	-%
		defhi	defhi	defhi				defhi		
Small (10 - 49)	76	-	-	-	52	24	-	-	76	-
	4%	-%	-%	-%	100%	72%	-%	-%	100%	-%
					abcefgi	abcefgi			abcefgi	

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Medium (50 - 249)	14	-	-	-	-	9	5	-	-	14
	1%	-%	-%	-%	-%	28%	100%	-%	-%	100%
						abcdgh	abcdgh			abcdgh
NETS										
0-1	1558	1221	337	-	-	-	-	1558	-	-
	78%	100%	61%	-%	-%	-%	-%	82%	-%	-%
		bcdefghi	cdefhi					bcdefhi		
2-9	352	-	212	140	-	-	-	352	-	-
	18%	-%	39%	100%	-%	-%	-%	18%	-%	-%
			adefghi	abdefghi				adefhi		
10-49	76	-	-	-	52	24	-	-	76	-
	4%	-%	-%	-%	100%	72%	-%	-%	100%	-%
					abcefgi	abcefgi			abcefgi	
50-99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	28%	-%	-%	-%	64%
						abcdfgh				abcdfgh
100-249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100%	-%	-%	36%
							abcdeghi			abcdegh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Respondent only / self-employed	1221	1221	-	-	-	-	819	101	11	14	6
	61%	78%	-%	-%	-%	-%	74%	38%	19%	30%	13%
		bcde					bcde	ce			
Respondent and one (other) employee	337	337	-	-	-	-	215	54	2	1	5
	17%	22%	-%	-%	-%	-%	19%	20%	3%	1%	11%
		bcde					cd	cd			
3 - 4	212	-	212	-	-	-	52	64	12	10	7
	11%	-%	60%	-%	-%	-%	5%	24%	22%	21%	14%
			acde					a	a	a	a
5 - 9	140	-	140	-	-	-	18	32	20	11	8
	7%	-%	40%	-%	-%	-%	2%	12%	37%	24%	17%
			acde					a	abe	a	a
10 - 19	52	-	-	52	-	-	5	7	6	8	10
	3%	-%	-%	69%	-%	-%	*%	3%	10%	18%	22%
				abde				a	ab	ab	ab
20 - 25	9	-	-	9	-	-	*	2	1	1	2
	*%	-%	-%	12%	-%	-%	*%	1%	2%	1%	4%
				abde					a		a
26 - 49	14	-	-	14	-	-	1	4	1	1	4
	1%	-%	-%	19%	-%	-%	*%	1%	2%	1%	8%
				abde				a	a		a
50 - 99	9	-	-	-	9	-	1	*	1	1	3
	*%	-%	-%	-%	100%	-%	*%	*%	3%	2%	6%
					abce				a		a
100 - 249	5	-	-	-	-	5	*	*	*	*	2
	*%	-%	-%	-%	-%	100%	*%	*%	1%	1%	5%
					abcd						a
NETS											
Micro (0 - 9)	1910	1558	352	-	-	-	1104	250	45	35	26
	95%	100%	100%	-%	-%	-%	99%	95%	82%	76%	55%
		cde	cde				bcde	cde	e		
Small (10 - 49)	76	-	-	76	-	-	6	13	8	10	16
	4%	-%	-%	100%	-%	-%	1%	5%	14%	21%	35%
				abde				a	ab	ab	abc

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Medium (50 - 249)	14 1%	- -%	- -%	- -%	9 100%	5 100%	1 *%	1 *%	2 3%	1 3%	5 10%
					abc	abc			a	a	ab
NETS											
0-1	1558 78%	1558 100%	- -%	- -%	- -%	- -%	1034 93%	154 59%	12 23%	14 31%	11 23%
		bcd					bcd	cde			
2-9	352 18%	- -%	352 100%	- -%	- -%	- -%	71 6%	96 36%	32 60%	20 45%	15 32%
			acde					a	abe	a	a
10-49	76 4%	- -%	- -%	76 100%	- -%	- -%	6 1%	13 5%	8 14%	10 21%	16 35%
				abde				a	ab	ab	abc
50-99	9 *%	- -%	- -%	- -%	9 100%	- -%	1 *%	* *%	1 3%	1 2%	3 6%
					abce				a		a
100-249	5 *%	- -%	- -%	- -%	- -%	5 100%	* *%	* *%	* 1%	* 1%	2 5%
					abcd						a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Respondent only / self-employed	1221 61%	107 64%	99 66%	210 59%	69 71%	81 52%	171 63%	161 65%	99 61%	91 62%
Respondent and one (other) employee	337 17%	24 15%	25 17%	71 20%	7 8%	35 23%	46 17%	44 18%	28 17%	23 16%
3 - 4	212 11%	24 14%	8 5%	40 11%	9 9%	20 13%	23 8%	17 7%	20 12%	18 12%
5 - 9	140 7%	6 3%	11 7%	23 6%	9 9%	12 8%	23 8%	18 7%	7 5%	12 8%
10 - 19	52 3%	6 3%	3 2%	9 2%	3 3%	3 2%	8 3%	6 3%	4 2%	1 1%
20 - 25	9 *%	- -%	2 1%	1 *%	- -%	1 1%	* *%	1 *%	- -%	* *%
26 - 49	14 1%	- -%	1 1%	2 1%	* *%	2 1%	1 *%	2 1%	3 2%	1 *%
50 - 99	9 *%	* *%	* *%	2 *%	* *%	* *%	- -%	- -%	1 1%	1 1%
100 - 249	5 *%	* *%	* *%	1 *%	* *%	* *%	1 *%	1 *%	* *%	* *%
NETS										
Micro (0 - 9)	1910 95%	161 96%	143 95%	345 96%	94 97%	149 96%	262 96%	240 96%	155 95%	143 97%
Small (10 - 49)	76 4%	6 3%	6 4%	12 3%	3 3%	6 4%	9 3%	9 3%	7 4%	2 1%
Medium (50 - 249)	14 1%	1 *%	1 *%	3 1%	1 1%	* *%	1 *%	1 *%	2 1%	2 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
NETS										
0-1	1558	132	124	282	76	116	216	205	127	113
	78%	78%	83%	78%	78%	75%	80%	82%	78%	77%
2-9	352	30	19	63	18	32	45	35	28	30
	18%	18%	12%	17%	18%	21%	17%	14%	17%	20%
10-49	76	6	6	12	3	6	9	9	7	2
	4%	3%	4%	3%	3%	4%	3%	3%	4%	1%
50-99	9	*	*	2	*	*	-	-	1	1
	*%	*%	*%	*%	*%	*%	-%	-%	1%	1%
100-249	5	*	*	1	*	*	1	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Respondent only / self-employed	1221	241	305	542	1088	134	71	44	19
	61%	60%	64%	62%	62%	56%	59%	56%	47%
		h	eh	h	eh	h	h		
Respondent and one (other) employee	337	65	78	161	304	32	15	13	5
	17%	16%	16%	18%	17%	13%	12%	16%	13%
3 - 4	212	47	52	80	179	32	16	10	6
	11%	12%	11%	9%	10%	13%	14%	12%	15%
									c
5 - 9	140	33	24	63	119	21	9	6	5
	7%	8%	5%	7%	7%	9%	8%	8%	12%
									bd
10 - 19	52	7	13	24	44	9	4	3	2
	3%	2%	3%	3%	2%	4%	3%	3%	6%
									ad
20 - 25	9	2	2	2	6	4	1	2	1
	*%	*%	*%	*%	*%	2%	1%	2%	2%
						d		cd	
26 - 49	14	2	4	4	10	4	1	1	1
	1%	1%	1%	*%	1%	2%	1%	1%	3%
									acd
50 - 99	9	2	2	2	6	3	2	1	1
	*%	*%	*%	*%	*%	1%	1%	1%	1%
						d			
100 - 249	5	1	1	2	4	1	1	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%
NETS									
Micro (0 - 9)	1910	386	459	846	1691	219	111	73	35
	95%	97%	96%	96%	96%	91%	92%	92%	87%
		egh	eh	egh	efgh				

Columns Tested: a,b,c,d,e,f,g,h

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Small (10 - 49)	76 4%	11 3%	19 4%	30 3%	60 3%	16 7%	7 5%	5 7%	4 11%
Medium (50 - 249)	14 1%	3 1%	3 1%	4 *%	10 1%	4 2% d	2 2%	1 2%	1 2%
NETS									
0-1	1558 78%	306 77%	383 80%	703 80%	1392 79%	166 69%	85 71%	57 71%	24 60%
2-9	352 18%	80 20%	76 16%	143 16%	299 17%	53 22% bcd	26 21%	16 20%	11 27% bcd
10-49	76 4%	11 3%	19 4%	30 3%	60 3%	16 7% acd	7 5%	5 7%	4 11% abcd
50-99	9 *%	2 *%	2 *%	2 *%	6 *%	3 1% d	2 1%	1 1%	1 1%
100-249	5 *%	1 *%	1 *%	2 *%	4 *%	1 *%	1 1%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g,h

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Respondent only / self-employed	1221	55	52	22	74	122	254	35	30	644
	61%	54%	40%	56%	44%	53%	60%	48%	51%	69%
							bd			bdefgh
Respondent and one (other) employee	337	11	33	3	36	43	81	18	8	141
	17%	11%	25%	7%	21%	19%	19%	24%	14%	15%
			i							
3 - 4	212	27	19	3	22	22	41	12	8	77
	11%	26%	14%	9%	13%	10%	10%	17%	14%	8%
		efi								
5 - 9	140	7	12	9	21	24	28	4	8	47
	7%	6%	10%	22%	12%	11%	7%	6%	14%	5%
				fi	i	i			i	
10 - 19	52	1	8	1	9	11	8	2	2	18
	3%	1%	6%	3%	5%	5%	2%	3%	4%	2%
20 - 25	9	*	1	1	2	2	1	*	1	2
	*%	*%	1%	3%	1%	1%	*%	*%	1%	*%
26 - 49	14	*	3	-	3	3	3	*	*	5
	1%	*%	2%	-%	2%	1%	1%	*%	1%	*%
50 - 99	9	1	1	-	1	*	2	*	*	5
	*%	1%	1%	-%	1%	*%	*%	1%	1%	*%
100 - 249	5	*	1	*	1	1	1	*	*	1
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%
NETS										
Micro (0 - 9)	1910	99	117	37	153	211	405	68	55	909
	95%	98%	89%	94%	90%	92%	96%	95%	94%	97%
							bd			bde
Small (10 - 49)	76	2	12	2	14	16	12	3	3	25
	4%	2%	9%	6%	8%	7%	3%	4%	5%	3%
			fi		fi	i				
Medium (50 - 249)	14	1	2	*	2	1	3	1	1	6
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
NETS										
0-1	1558 78%	66 65%	85 65%	24 63%	110 65%	165 72%	335 80% abd	52 73%	38 65%	785 83% abcdeh
2-9	352 18%	33 33% fi	31 24% i	12 31% i	43 26% i	46 20%	70 17%	16 22%	16 28% i	125 13%
10-49	76 4%	2 2%	12 9% fi	2 6%	14 8% fi	16 7% i	12 3%	3 4%	3 5%	25 3%
50-99	9 *%	1 1%	1 1%	- -%	1 1%	* *%	2 *%	* 1%	* 1%	5 *%
100-249	5 *%	* *%	1 1%	* *%	1 1%	1 *%	1 *%	* *%	* *%	1 *%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Respondent only / self-employed	1221	251	254	717	1019	202	-	1221	-	1176	45
	61%	50%	60%	66%	61%	61%	-%	66%	-%	61%	59%
		a	a					b			
Respondent and one (other) employee	337	89	81	166	267	70	-	282	54	327	10
	17%	18%	19%	15%	16%	21%	-%	15%	36%	17%	13%
			a	a				a			
3 - 4	212	71	41	99	170	42	-	164	48	202	10
	11%	14%	10%	9%	10%	13%	-%	9%	31%	10%	13%
		c						a			
5 - 9	140	52	28	60	130	10	-	112	28	130	10
	7%	10%	7%	6%	8%	3%	-%	6%	19%	7%	13%
		c			b			a			
10 - 19	52	21	8	22	48	4	-	41	11	52	1
	3%	4%	2%	2%	3%	1%	-%	2%	7%	3%	1%
								a			
20 - 25	9	5	1	3	8	1	-	7	2	9	*
	*%	1%	*%	*%	*%	*%	-%	*%	2%	*%	*%
26 - 49	14	6	3	5	13	1	-	10	4	14	1
	1%	1%	1%	*%	1%	*%	-%	1%	3%	1%	1%
								a			
50 - 99	9	2	2	5	8	1	-	6	3	9	-
	*%	*%	*%	1%	*%	*%	-%	*%	2%	*%	-%
100 - 249	5	2	1	2	5	*	-	4	1	5	*
	*%	*%	*%	*%	*%	*%	-%	*%	1%	*%	*%
NETS											
Micro (0 - 9)	1910	463	405	1042	1585	325	-	1780	130	1835	75
	95%	93%	96%	96%	95%	98%	-%	96%	86%	95%	98%
			a	a				b			
Small (10 - 49)	76	33	12	31	70	6	-	58	18	74	2
	4%	7%	3%	3%	4%	2%	-%	3%	12%	4%	2%
		c						a			

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Medium (50 - 249)	14	4	3	7	13	1	-	10	4	14	*
	1%	1%	1%	1%	1%	*%	-%	1%	2%	1%	*%
									a		
NETS											
0-1	1558	340	335	883	1286	272	-	1504	54	1503	55
	78%	68%	80%	82%	77%	82%	-%	81%	36%	78%	72%
			a	a				b			
2-9	352	123	70	159	300	52	-	276	76	332	20
	18%	25%	17%	15%	18%	16%	-%	15%	50%	17%	26%
		bc						a			
10-49	76	33	12	31	70	6	-	58	18	74	2
	4%	7%	3%	3%	4%	2%	-%	3%	12%	4%	2%
		c						a			
50-99	9	2	2	5	8	1	-	6	3	9	-
	*%	*%	*%	1%	*%	*%	-%	*%	2%	*%	-%
100-249	5	2	1	2	5	*	-	4	1	5	*
	*%	*%	*%	*%	*%	*%	-%	*%	1%	*%	*%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Respondent only / self-employed	1221	751	160	288
	61%	60%	54%	69%
				ab
Respondent and one (other) employee	337	228	52	51
	17%	18%	18%	12%
		c		
3 - 4	212	130	35	46
	11%	10%	12%	11%
5 - 9	140	97	23	19
	7%	8%	8%	4%
10 - 19	52	31	12	10
	3%	2%	4%	2%
20 - 25	9	6	2	2
	*%	*%	1%	*%
26 - 49	14	7	6	1
	1%	1%	2%	*%
50 - 99	9	3	3	2
	*%	*%	1%	*%
100 - 249	5	3	1	1
	*%	*%	*%	*%
NETS				
Micro (0 - 9)	1910	1206	270	404
	95%	96%	92%	96%
		b		
Small (10 - 49)	76	43	19	12
	4%	3%	7%	3%
Medium (50 - 249)	14	6	5	3
	1%	*%	2%	1%

Columns Tested: a,b,c

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
NETS				
0-1	1558 78%	979 78%	212 72%	339 81%
				b
2-9	352 18%	227 18%	58 20%	65 16%
10-49	76 4%	43 3%	19 7%	12 3%
50-99	9 *%	3 *%	3 1%	2 *%
100-249	5 *%	3 *%	1 *%	1 *%

Columns Tested:: a,b,c

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Respondent only / self-employed	1221	1087	104	14	3	10	2	1	*	1191	30	16
	61%	62%	56%	38%	37%	52%	43%	35%	79%	62%	42%	47%
		cj								cj		
Respondent and one (other) employee	337	312	16	6	-	3	-	-	-	327	9	3
	17%	18%	8%	17%	-%	16%	-%	-%	-%	17%	13%	9%
		b								b		
3 - 4	212	168	30	8	2	4	*	*	-	197	15	7
	11%	10%	16%	21%	23%	23%	6%	19%	-%	10%	20%	20%
		a								ai		
5 - 9	140	116	17	3	2	1	1	1	-	133	7	5
	7%	7%	9%	7%	25%	4%	24%	34%	-%	7%	10%	14%
10 - 19	52	39	9	3	*	*	*	-	-	49	4	1
	3%	2%	5%	7%	2%	2%	10%	-%	-%	3%	5%	3%
20 - 25	9	6	2	1	*	-	-	-	-	8	1	*
	*%	*%	1%	2%	5%	-%	-%	-%	-%	*%	1%	1%
26 - 49	14	9	4	1	*	-	*	-	-	12	2	1
	1%	*%	2%	4%	3%	-%	7%	-%	-%	1%	3%	2%
50 - 99	9	4	3	1	*	*	*	*	-	7	2	1
	*%	*%	2%	3%	4%	1%	6%	7%	-%	*%	3%	2%
		a		a						a		
100 - 249	5	2	2	*	*	*	*	*	*	4	1	1
	*%	*%	1%	1%	2%	2%	4%	5%	21%	*%	2%	2%
		a								a		a
NETS												
Micro (0 - 9)	1910	1682	167	31	6	18	4	2	*	1849	61	30
	95%	97%	89%	83%	85%	95%	73%	88%	79%	96%	86%	89%
		bcj								bcj		
Small (10 - 49)	76	54	15	5	1	*	1	-	-	69	7	2
	4%	3%	8%	13%	10%	2%	17%	-%	-%	4%	10%	6%
		ai		ai						a		
Medium (50 - 249)	14	6	5	2	*	*	*	*	*	11	3	2
	1%	*%	3%	4%	5%	2%	9%	12%	21%	1%	4%	5%
		ai		ai						ai		ai

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
NETS												
0-1	1558 78%	1399 80% bcjk	120 64%	21 55%	3 37%	13 68%	2 43%	1 35%	* 79%	1519 79%	39 55%	19 56%
2-9	352 18%	283 16%	47 25% ai	11 28%	4 48%	5 27%	1 30%	1 53%	- -%	330 17%	22 31% ai	11 33%
10-49	76 4%	54 3%	15 8% ai	5 13% ai	1 10%	* 2%	1 17%	- -%	- -%	69 4%	7 10% a	2 6%
50-99	9 *%	4 *%	3 2% a	1 3% a	* 4%	* 1%	* 6%	* 7%	- -%	7 *%	2 3% a	1 2%
100-249	5 *%	2 *%	2 1%	* 1%	* 2%	* 2%	* 4%	* 5%	* 21%	4 *%	1 2% a	1 2% a

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Respondent only / self-employed	1221	739	348	134	944	745	1023	740	386	270	329	580	19	47	23	18	9
	61%	66%	56%	52%	58%	59%	60%	58%	57%	54%	67%	58%	40%	58%	58%	50%	51%
		bc									bc						
Respondent and one (other) employee	337	205	107	25	289	224	295	246	132	82	71	199	9	12	2	2	-
	17%	18%	17%	10%	18%	18%	17%	19%	19%	16%	14%	20%	18%	15%	5%	5%	-%
		c	c														
3 - 4	212	94	74	44	179	134	184	143	75	70	46	98	8	8	8	9	5
	11%	8%	12%	17%	11%	11%	11%	11%	11%	14%	9%	10%	17%	11%	21%	26%	30%
				a												ab	ab
5 - 9	140	62	53	24	123	94	126	84	42	42	32	79	6	5	2	1	1
	7%	6%	9%	10%	8%	7%	7%	7%	6%	8%	6%	8%	12%	6%	5%	4%	4%
10 - 19	52	18	21	13	46	40	49	37	24	18	9	30	3	3	1	2	1
	3%	2%	3%	5%	3%	3%	3%	3%	4%	4%	2%	3%	6%	3%	4%	5%	5%
				a													
20 - 25	9	1	5	3	9	7	9	6	5	3	2	3	1	1	*	*	1
	*%	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	*%	1%	2%	1%	*%	5%
																	b
26 - 49	14	3	6	6	13	11	13	11	8	7	1	7	1	2	1	1	*
	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	*%	1%	3%	2%	1%	4%	1%
				a													
50 - 99	9	2	2	5	8	8	8	8	6	6	1	3	1	1	1	1	1
	*%	*%	*%	2%	1%	1%	*%	1%	1%	1%	*%	*%	2%	1%	3%	3%	3%
				a										ab			
100 - 249	5	1	1	3	5	4	5	4	3	3	1	2	*	1	1	1	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	1%	1%	1%	2%	1%
NETS																	
Micro (0 - 9)	1910	1100	582	228	1534	1197	1628	1213	634	463	478	957	41	73	35	30	15
	95%	98%	94%	88%	95%	94%	95%	95%	93%	93%	97%	96%	87%	91%	89%	86%	85%
		bc	c								cfg	c					
Small (10 - 49)	76	22	32	22	69	58	71	54	37	29	13	40	5	6	2	3	2
	4%	2%	5%	8%	4%	5%	4%	4%	5%	6%	3%	4%	11%	7%	6%	9%	11%
			a	a									a				

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Medium (50 - 249)	14 1%	2 *%	4 1%	8 3% ab	13 1%	12 1%	13 1%	12 1%	9 1%	9 2%	1 *%	5 *%	1 3%	2 2%	2 5%	2 5%	1 5%
NETS																	
0-1	1558 78%	944 84%	455 74%	159 62%	1232 76%	969 76%	1318 77%	986 77%	517 76%	352 70%	399 81%	780 78%	27 58%	59 74%	25 63%	19 55%	9 51%
		bc	c				f	f			cefg	cfg					
2-9	352 18%	156 14%	127 21%	69 27%	302 19%	228 18%	310 18%	227 18%	117 17%	111 22%	78 16%	178 18%	13 28%	13 17%	10 26%	11 30%	6 34%
10-49	76 4%	22 2%	32 5%	22 8% a	69 4%	58 5%	71 4%	54 4%	37 5%	29 6%	13 3%	40 4%	5 11%	6 7%	2 6%	3 9%	2 11%
50-99	9 *%	2 *%	2 *%	5 2% a	8 1%	8 1%	8 *%	8 1%	6 1%	6 1%	1 *%	3 *%	1 2%	1 1%	1 3%	1 3%	1 3%
100-249	5 *%	1 *%	1 *%	3 1%	5 *%	4 *%	5 *%	4 *%	3 *%	3 1%	1 *%	2 *%	* 1%	1 1%	1 1%	1 2%	* 1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Respondent only / self-employed	1221	839	32	31	19	9	7	7	590	76	29	29	12	4	6
	61%	61%	36%	46%	52%	53%	52%	62%	59%	58%	56%	60%	58%	29%	60%
Respondent and one (other) employee	337	253	20	15	-	-	*	-	191	18	6	7	*	2	-
	17%	18%	22%	23%	-%	-%	2%	-%	19%	13%	12%	15%	1%	13%	-%
		d	d	d											
3 - 4	212	132	15	10	11	4	3	4	93	14	9	7	4	5	2
	11%	10%	17%	15%	31%	24%	18%	33%	9%	10%	17%	14%	21%	44%	17%
		a													
5 - 9	140	102	12	5	1	1	1	*	75	13	2	1	2	1	*
	7%	7%	14%	7%	3%	7%	5%	1%	8%	10%	4%	2%	12%	4%	2%
10 - 19	52	35	5	3	1	*	2	-	29	6	1	2	1	*	1
	3%	3%	6%	4%	4%	2%	11%	-%	3%	5%	2%	4%	2%	*%	9%
20 - 25	9	6	1	1	*	*	*	*	4	1	1	-	*	-	1
	*%	*%	1%	2%	1%	2%	3%	*%	*%	1%	2%	-%	*%	-%	8%
26 - 49	14	7	3	1	1	1	*	*	6	2	1	2	-	*	*
	1%	1%	3%	1%	3%	6%	1%	1%	1%	2%	2%	4%	-%	1%	2%
		a				a									
50 - 99	9	3	1	1	1	1	1	*	3	1	2	1	*	1	*
	*%	*%	1%	1%	4%	4%	5%	1%	*%	1%	3%	1%	2%	7%	1%
		a			a		a				a				
100 - 249	5	2	1	1	1	*	*	*	2	1	1	*	1	*	*
	*%	*%	1%	1%	2%	1%	2%	2%	*%	1%	1%	1%	3%	1%	1%
NETS															
Micro (0 - 9)	1910	1326	80	61	31	15	11	10	950	120	47	44	19	11	7
	95%	96%	88%	90%	87%	84%	77%	96%	96%	91%	90%	90%	92%	90%	79%
		bdef													
Small (10 - 49)	76	48	9	5	3	2	2	*	39	10	3	4	1	*	2
	4%	3%	10%	8%	8%	11%	15%	1%	4%	7%	6%	8%	3%	2%	19%
		a													
Medium (50 - 249)	14	6	2	1	2	1	1	*	5	2	2	1	1	1	*
	1%	*%	2%	2%	6%	5%	8%	3%	*%	2%	4%	2%	5%	8%	2%
					a	a	a				a		a		

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
NETS															
0-1	1558	1091	52	46	19	9	8	7	781	93	35	36	12	5	6
	78%	79%	58%	68%	52%	53%	54%	62%	79%	71%	69%	74%	60%	42%	60%
		bde													
2-9	352	235	28	15	12	5	3	4	168	26	11	8	7	6	2
	18%	17%	31%	22%	34%	31%	23%	34%	17%	20%	21%	16%	33%	48%	19%
		a			a										
10-49	76	48	9	5	3	2	2	*	39	10	3	4	1	*	2
	4%	3%	10%	8%	8%	11%	15%	1%	4%	7%	6%	8%	3%	2%	19%
		a													
50-99	9	3	1	1	1	1	1	*	3	1	2	1	*	1	*
	*%	*%	1%	1%	4%	4%	5%	1%	*%	1%	3%	1%	2%	7%	1%
		a			a		a				a				
100-249	5	2	1	1	1	*	*	*	2	1	1	*	1	*	*
	*%	*%	1%	1%	2%	1%	2%	2%	*%	1%	1%	1%	3%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Respondent only / self-employed	1221	560	78	29	27	20	11	16	579	167	188	55	26
	61%	57%	61%	46%	63%	61%	73%	71%	66%	51%	56%	49%	49%
Respondent and one (other) employee	337	215	15	10	*	5	-	*	153	72	51	13	6
	17%	22%	12%	16%	*%	15%	-%	1%	18%	22%	15%	11%	12%
		d		d						d			
3 - 4	212	99	16	12	9	4	-	4	70	41	44	21	8
	11%	10%	13%	18%	22%	12%	-%	16%	8%	13%	13%	18%	15%
											a	a	
5 - 9	140	62	10	5	2	2	2	1	53	26	30	10	6
	7%	6%	8%	8%	4%	7%	14%	4%	6%	8%	9%	8%	12%
10 - 19	52	27	4	1	2	1	1	*	14	13	10	8	3
	3%	3%	3%	2%	5%	2%	5%	2%	2%	4%	3%	7%	6%
												a	
20 - 25	9	3	1	1	-	*	*	*	1	2	2	2	2
	*%	*%	1%	2%	-%	*%	3%	2%	*%	1%	1%	2%	3%
													a
26 - 49	14	5	2	3	1	*	*	*	3	3	4	2	*
	1%	1%	1%	5%	2%	1%	*%	1%	*%	1%	1%	2%	1%
				a									
50 - 99	9	3	*	1	1	*	1	*	1	2	3	2	1
	*%	*%	*%	2%	3%	2%	4%	2%	*%	*%	1%	2%	2%
100 - 249	5	2	1	1	*	*	*	*	*	1	1	1	1
	*%	*%	*%	1%	1%	1%	1%	1%	*%	*%	*%	1%	1%
NETS													
Micro (0 - 9)	1910	937	120	55	38	30	13	20	854	306	313	98	47
	95%	96%	94%	88%	89%	95%	87%	92%	98%	94%	94%	87%	87%
		c							bcd				
Small (10 - 49)	76	35	7	5	3	1	1	1	18	19	16	12	5
	4%	4%	6%	9%	7%	3%	9%	5%	2%	6%	5%	10%	9%
										a		a	a

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Medium (50 - 249)	14	5	1	2	2	1	1	1	1	2	4	3	2
	1%	1%	1%	3%	4%	3%	5%	3%	*%	1%	1%	3%	3%
												a	a
NETS													
0-1	1558	776	94	39	27	24	11	16	732	238	239	68	32
	78%	79%	73%	62%	63%	76%	73%	72%	84%	73%	72%	60%	61%
		c							bcde	d			
2-9	352	161	26	16	11	6	2	4	122	68	74	30	14
	18%	17%	20%	26%	26%	19%	14%	20%	14%	21%	22%	27%	27%
										a	a	a	
10-49	76	35	7	5	3	1	1	1	18	19	16	12	5
	4%	4%	6%	9%	7%	3%	9%	5%	2%	6%	5%	10%	9%
										a		a	a
50-99	9	3	*	1	1	*	1	*	1	2	3	2	1
	*%	*%	*%	2%	3%	2%	4%	2%	*%	*%	1%	2%	2%
100-249	5	2	1	1	*	*	*	*	*	1	1	1	1
	*%	*%	*%	1%	1%	1%	1%	1%	*%	*%	*%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Respondent only / self-employed	1221	615	156	115	29	15	410	132	127	42	23
	61%	65%	52%	46%	36%	50%	61%	55%	59%	51%	51%
		bcd	d								
Respondent and one (other) employee	337	169	62	46	12	-	141	43	25	8	6
	17%	18%	21%	18%	14%	-%	21%	18%	12%	10%	15%
		e	e	e			c				
3 - 4	212	80	37	39	19	4	60	25	27	16	7
	11%	8%	12%	16%	22%	13%	9%	10%	12%	19%	16%
				a	a					a	
5 - 9	140	54	25	30	8	6	43	22	18	7	3
	7%	6%	8%	12%	10%	18%	6%	9%	8%	9%	8%
				a	a						
10 - 19	52	16	11	10	7	2	13	10	9	5	3
	3%	2%	4%	4%	9%	7%	2%	4%	4%	6%	6%
					a						
20 - 25	9	2	2	1	2	1	1	2	1	1	1
	*%	*%	1%	1%	2%	5%	*%	1%	1%	2%	1%
					a	a					
26 - 49	14	4	3	4	2	*	4	2	3	1	*
	1%	*%	1%	2%	3%	1%	1%	1%	2%	1%	1%
50 - 99	9	1	2	2	2	1	1	2	3	1	1
	*%	*%	1%	1%	2%	4%	*%	1%	1%	2%	2%
					a	a					
100 - 249	5	1	1	1	1	1	1	1	1	1	*
	*%	*%	*%	*%	2%	2%	*%	*%	1%	1%	1%
NETS											
Micro (0 - 9)	1910	918	281	230	68	25	654	221	196	73	40
	95%	97%	94%	93%	82%	82%	97%	93%	92%	88%	90%
		bcd	d	d			cd				
Small (10 - 49)	76	22	16	15	11	4	18	14	13	8	3
	4%	2%	5%	6%	14%	12%	3%	6%	6%	9%	7%
				a	ab	a				a	

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Medium (50 - 249)	14	2	3	3	3	2	2	2	4	2	1
	1%	*%	1%	1%	4%	6%	*%	1%	2%	3%	3%
					a	a				a	
NETS											
0-1	1558	784	219	161	41	15	551	175	152	50	29
	78%	83%	73%	65%	50%	50%	82%	74%	71%	60%	66%
		bcde	de				cd				
2-9	352	134	62	69	27	10	103	46	44	23	11
	18%	14%	21%	28%	32%	32%	15%	20%	21%	28%	24%
			a	a	a	a				a	
10-49	76	22	16	15	11	4	18	14	13	8	3
	4%	2%	5%	6%	14%	12%	3%	6%	6%	9%	7%
				a	ab	a				a	
50-99	9	1	2	2	2	1	1	2	3	1	1
	*%	*%	1%	1%	2%	4%	*%	1%	1%	2%	2%
					a	a					
100-249	5	1	1	1	1	1	1	1	1	1	*
	*%	*%	*%	*%	2%	2%	*%	*%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Respondent only / self-employed	1221	380	119	130	69	28	446	27	262	1077	144	885	59
	61%	58%	58%	59%	56%	56%	61%	40%	56%	62%	55%	59%	53%
Respondent and one (other) employee	337	157	41	30	9	9	123	13	104	292	45	279	9
	17%	24%	20%	14%	7%	17%	17%	19%	22%	17%	17%	19%	8%
		cd	d									b	
3 - 4	212	64	22	27	23	6	86	8	49	177	35	160	19
	11%	10%	11%	13%	19%	13%	12%	13%	10%	10%	13%	11%	17%
					a								
5 - 9	140	39	12	14	13	3	35	8	37	119	21	110	13
	7%	6%	6%	6%	10%	5%	5%	12%	8%	7%	8%	7%	12%
								a					
10 - 19	52	15	6	9	6	1	17	6	13	43	9	42	5
	3%	2%	3%	4%	5%	2%	2%	9%	3%	2%	3%	3%	4%
								ac					
20 - 25	9	1	2	1	1	1	4	2	1	8	2	9	1
	*%	*%	1%	*%	1%	3%	1%	3%	*%	*%	1%	1%	1%
								c					
26 - 49	14	4	2	5	*	*	7	2	2	10	4	11	2
	1%	1%	1%	2%	*%	*%	1%	2%	1%	1%	2%	1%	2%
50 - 99	9	1	1	2	2	1	6	*	2	7	2	7	2
	*%	*%	1%	1%	1%	2%	1%	*%	*%	*%	1%	*%	1%
100 - 249	5	1	1	1	1	1	2	*	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
NETS													
Micro (0 - 9)	1910	640	193	201	113	46	690	56	453	1665	245	1434	100
	95%	97%	94%	92%	92%	92%	95%	85%	96%	96%	93%	95%	91%
		c					b		b				
Small (10 - 49)	76	19	9	15	7	2	28	9	16	61	15	61	8
	4%	3%	4%	7%	6%	5%	4%	14%	3%	4%	6%	4%	7%
								ac					
Medium (50 - 249)	14	2	2	3	3	2	8	1	2	11	3	11	2
	1%	*%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	2%
NETS													
0-1	1558	537	160	160	77	36	570	40	367	1369	189	1164	68
	78%	81%	78%	73%	63%	73%	78%	60%	78%	79%	72%	77%	62%
		d	d				b		b			b	
2-9	352	103	33	41	36	9	121	17	86	296	56	270	32
	18%	16%	16%	19%	29%	19%	17%	25%	18%	17%	21%	18%	29%
					ab								a
10-49	76	19	9	15	7	2	28	9	16	61	15	61	8
	4%	3%	4%	7%	6%	5%	4%	14%	3%	4%	6%	4%	7%
								ac					
50-99	9	1	1	2	2	1	6	*	2	7	2	7	2
	*%	*%	1%	1%	1%	2%	1%	*%	*%	*%	1%	*%	1%
100-249	5	1	1	1	1	1	2	*	1	4	1	4	1
	*%	*%	*%	*%	1%	1%	*%	1%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Respondent only / self-employed	1221	661	84	529	211	880	63	657	88	530	210
	61%	59%	60%	59%	55%	58%	58%	59%	59%	59%	55%
Respondent and one (other) employee	337	215	9	179	67	281	7	213	11	174	71
	17%	19%	7%	20%	17%	19%	7%	19%	7%	19%	19%
		b				b		b			
3 - 4	212	118	16	92	51	162	17	114	21	98	46
	11%	11%	11%	10%	13%	11%	15%	10%	14%	11%	12%
5 - 9	140	76	18	58	26	111	12	76	18	57	26
	7%	7%	13%	6%	7%	7%	11%	7%	12%	6%	7%
10 - 19	52	33	7	24	13	42	5	33	7	24	13
	3%	3%	5%	3%	3%	3%	4%	3%	5%	3%	3%
20 - 25	9	6	1	2	4	9	*	6	1	2	4
	*%	1%	1%	*%	1%	1%	*%	1%	1%	*%	1%
26 - 49	14	10	2	5	7	11	2	10	2	4	7
	1%	1%	1%	1%	2%	1%	2%	1%	1%	*%	2%
50 - 99	9	6	2	4	3	7	1	6	2	4	4
	*%	*%	2%	*%	1%	*%	1%	1%	1%	*%	1%
100 - 249	5	3	1	2	2	4	1	3	1	2	2
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	1%
NETS											
Micro (0 - 9)	1910	1069	128	858	355	1434	99	1060	137	859	354
	95%	95%	91%	96%	93%	95%	91%	95%	91%	96%	92%
Small (10 - 49)	76	49	9	31	23	61	8	48	10	31	24
	4%	4%	6%	4%	6%	4%	7%	4%	6%	3%	6%
Medium (50 - 249)	14	8	4	6	5	11	2	9	3	6	6
	1%	1%	3%	1%	1%	1%	2%	1%	2%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
NETS											
0-1	1558 78%	875 78%	94 67%	708 79%	278 73%	1162 77%	70 65%	871 78%	98 66%	704 79%	282 74%
2-9	352 18%	194 17%	34 24%	150 17%	77 20%	273 18%	29 27%	190 17%	38 26%	155 17%	72 19%
10-49	76 4%	49 4%	9 6%	31 4%	23 6%	61 4%	8 7%	48 4%	10 6%	31 3%	24 6%
50-99	9 *%	6 *%	2 2%	4 *%	3 1%	7 *%	1 1%	6 1%	2 1%	4 *%	4 1%
100-249	5 *%	3 *%	1 1%	2 *%	2 *%	4 *%	1 1%	3 *%	1 1%	2 *%	2 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Respondent only / self-employed	1221	398	757	109	-	376	538	102	2	489	410	120	4
	61%	55%	59%	52%	-%	57%	60%	59%	39%	55%	60%	60%	100%
Respondent and one (other) employee	337	139	228	44	*	120	145	22	2	192	101	27	-
	17%	19%	18%	21%	5%	18%	16%	13%	47%	22%	15%	13%	-%
			b										
3 - 4	212	93	145	32	-	73	98	26	1	104	88	27	-
	11%	13%	11%	15%	-%	11%	11%	15%	13%	12%	13%	14%	-%
5 - 9	140	45	100	10	3	44	66	10	-	53	48	12	-
	7%	6%	8%	5%	95%	7%	7%	6%	-%	6%	7%	6%	-%
10 - 19	52	23	37	8	-	22	29	6	-	25	19	6	-
	3%	3%	3%	4%	-%	3%	3%	4%	-%	3%	3%	3%	-%
20 - 25	9	5	7	2	-	5	5	2	-	6	3	2	-
	*%	1%	1%	1%	-%	1%	1%	1%	-%	1%	*%	1%	-%
26 - 49	14	9	10	2	-	7	8	1	-	9	5	2	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
50 - 99	9	6	5	2	-	5	5	2	-	6	4	3	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100 - 249	5	3	3	1	-	3	2	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NETS													
Micro (0 - 9)	1910	675	1229	194	3	613	847	160	4	838	646	186	4
	95%	94%	95%	93%	100%	94%	94%	93%	100%	95%	95%	93%	100%
Small (10 - 49)	76	37	54	12	-	33	42	9	-	39	27	10	-
	4%	5%	4%	6%	-%	5%	5%	5%	-%	4%	4%	5%	-%
Medium (50 - 249)	14	9	9	3	-	8	8	3	-	9	6	3	-
	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
NETS													
0-1	1558	537	984	153	*	496	683	124	4	681	510	147	4
	78%	75%	76%	73%	5%	76%	76%	72%	87%	77%	75%	74%	100%
2-9	352	138	245	42	3	117	164	36	1	157	135	40	-
	18%	19%	19%	20%	95%	18%	18%	21%	13%	18%	20%	20%	-%
10-49	76	37	54	12	-	33	42	9	-	39	27	10	-
	4%	5%	4%	6%	-%	5%	5%	5%	-%	4%	4%	5%	-%
50-99	9	6	5	2	-	5	5	2	-	6	4	3	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
100-249	5	3	3	1	-	3	2	1	-	3	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Respondent only / self-employed	1221	855	631	536	662	594	3	365	262	272	70	59	296	270
	61%	59%	59%	62%	57%	61%	25%	62%	60%	63%	60%	65%	67%	68%
					c	c								
Respondent and one (other) employee	337	272	193	159	225	175	1	105	91	83	29	18	38	45
	17%	19%	18%	18%	19%	18%	5%	18%	21%	19%	24%	20%	9%	11%
3 - 4	212	156	111	85	123	105	5	64	44	40	11	9	48	42
	11%	11%	10%	10%	11%	11%	38%	11%	10%	9%	9%	10%	11%	10%
							ab							
5 - 9	140	110	70	47	88	55	1	30	19	18	3	2	37	26
	7%	8%	7%	5%	8%	6%	10%	5%	4%	4%	3%	3%	8%	6%
10 - 19	52	40	33	22	36	23	1	14	11	10	2	1	11	8
	3%	3%	3%	3%	3%	2%	11%	2%	2%	2%	2%	2%	2%	2%
							b							
20 - 25	9	8	6	3	6	5	1	2	2	1	-	*	3	2
	*%	1%	1%	*%	1%	*%	4%	*%	*%	*%	-%	*%	1%	1%
26 - 49	14	9	8	6	7	6	*	4	4	2	-	-	6	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	-%	1%	1%
50 - 99	9	6	6	5	6	5	1	3	3	3	1	1	2	2
	*%	*%	1%	1%	1%	1%	4%	*%	1%	1%	1%	1%	1%	*%
100 - 249	5	4	3	2	3	2	*	1	1	1	*	*	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%	*%
NETS														
Micro (0 - 9)	1910	1393	1005	826	1099	928	11	564	416	413	113	88	419	382
	95%	95%	95%	96%	95%	96%	78%	96%	95%	96%	97%	97%	95%	96%
					c	c								
Small (10 - 49)	76	57	47	30	49	33	2	20	16	13	2	1	20	15
	4%	4%	4%	3%	4%	3%	16%	3%	4%	3%	2%	2%	5%	4%
							ab							

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Medium (50 - 249)	14	10	9	7	9	7	1	4	4	4	2	1	4	2
	1%	1%	1%	1%	1%	1%	6%	1%	1%	1%	1%	1%	1%	1%
							ab							
NETS														
0-1	1558	1126	824	695	887	768	4	470	353	355	99	77	334	314
	78%	77%	78%	80%	77%	79%	30%	80%	81%	82%	84%	85%	75%	79%
					c	c								
2-9	352	266	182	132	211	160	7	93	63	58	14	11	85	67
	18%	18%	17%	15%	18%	17%	48%	16%	14%	13%	12%	12%	19%	17%
							ab							
10-49	76	57	47	30	49	33	2	20	16	13	2	1	20	15
	4%	4%	4%	3%	4%	3%	16%	3%	4%	3%	2%	2%	5%	4%
							ab							
50-99	9	6	6	5	6	5	1	3	3	3	1	1	2	2
	*%	*%	1%	1%	1%	1%	4%	*%	1%	1%	1%	1%	1%	*%
100-249	5	4	3	2	3	2	*	1	1	1	*	*	1	1
	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Respondent only / self-employed	1221	86	41	43	24	1008	655	1058	715	676	463	996	138	-	896	80
	61%	56%	60%	66%	60%	59%	58%	59%	59%	58%	59%	60%	61%	-%	61%	64%
Respondent and one (other) employee	337	36	9	8	9	301	198	312	206	194	132	297	30	-	252	20
	17%	23%	13%	13%	22%	18%	17%	18%	17%	17%	17%	18%	13%	-%	17%	16%
3 - 4	212	18	8	9	5	184	126	194	142	134	91	179	32	-	146	17
	11%	12%	11%	13%	12%	11%	11%	11%	12%	12%	12%	11%	14%	-%	10%	14%
5 - 9	140	8	7	2	*	131	96	133	96	97	56	123	12	-	104	6
	7%	5%	10%	4%	1%	8%	8%	7%	8%	8%	7%	7%	5%	-%	7%	5%
10 - 19	52	1	2	1	2	48	33	49	32	33	24	44	7	*	42	1
	3%	1%	3%	2%	4%	3%	3%	3%	3%	3%	3%	3%	3%	35%	3%	1%
20 - 25	9	*	1	1	-	8	7	9	7	6	5	7	1	-	8	*
	*%	*%	2%	2%	-%	*%	1%	*%	1%	1%	1%	*%	*%	-%	1%	*%
26 - 49	14	2	1	-	*	13	10	13	10	10	8	10	4	-	10	*
	1%	1%	1%	-%	*%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	*%
50 - 99	9	1	1	*	*	8	6	9	6	5	5	7	2	*	7	*
	*%	1%	1%	1%	*%	*%	1%	*%	*%	*%	1%	*%	1%	65%	*%	*%
100 - 249	5	1	*	*	*	4	4	5	4	4	3	4	1	-	4	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
NETS																
Micro (0 - 9)	1910	148	64	63	38	1625	1075	1697	1160	1101	741	1596	212	-	1398	123
	95%	97%	93%	96%	95%	95%	95%	95%	95%	95%	94%	96%	94%	-%	95%	99%
Small (10 - 49)	76	3	4	2	2	69	51	71	50	49	37	61	12	*	60	2
	4%	2%	5%	4%	4%	4%	4%	4%	4%	4%	5%	4%	5%	35%	4%	1%
Medium (50 - 249)	14	2	1	1	*	12	10	13	9	9	8	11	3	*	11	*
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	65%	1%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
NETS																
0-1	1558	122	50	51	33	1310	853	1370	922	870	594	1293	168	-	1148	100
	78%	80%	72%	78%	82%	77%	75%	77%	76%	75%	76%	78%	74%	-%	78%	80%
2-9	352	26	14	11	5	315	222	327	238	231	147	303	44	-	250	23
	18%	17%	21%	17%	13%	18%	20%	18%	20%	20%	19%	18%	19%	-%	17%	19%
10-49	76	3	4	2	2	69	51	71	50	49	37	61	12	*	60	2
	4%	2%	5%	4%	4%	4%	4%	4%	4%	4%	5%	4%	5%	35%	4%	1%
50-99	9	1	1	*	*	8	6	9	6	5	5	7	2	*	7	*
	*%	1%	1%	1%	*%	*%	1%	*%	*%	*%	1%	*%	1%	65%	*%	*%
100-249	5	1	*	*	*	4	4	5	4	4	3	4	1	-	4	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Respondent only / self-employed	1221	448	685	309	24	155	229	107	829	229	158	184	809
	61%	65%	59%	59%	61%	63%	57%	54%	62%	58%	59%	60%	60%
Respondent and one (other) employee	337	115	204	95	8	27	93	36	212	81	45	50	236
	17%	17%	18%	18%	20%	11%	23%	18%	16%	20%	17%	16%	18%
						a							
3 - 4	212	59	133	59	3	28	40	29	131	44	37	32	141
	11%	9%	11%	11%	7%	12%	10%	15%	10%	11%	14%	10%	10%
5 - 9	140	40	85	28	4	21	15	14	97	26	15	23	97
	7%	6%	7%	5%	11%	8%	4%	7%	7%	7%	6%	8%	7%
10 - 19	52	15	34	15	*	4	13	5	36	7	5	7	37
	3%	2%	3%	3%	*%	2%	3%	3%	3%	2%	2%	2%	3%
20 - 25	9	3	6	5	-	1	3	1	5	3	1	2	5
	*%	*%	1%	1%	-%	1%	1%	*%	*%	1%	1%	1%	*%
26 - 49	14	5	6	8	-	4	5	2	8	4	2	3	9
	1%	1%	1%	1%	-%	2%	1%	1%	1%	1%	1%	1%	1%
50 - 99	9	4	4	4	*	3	2	2	6	2	2	2	5
	*%	1%	*%	1%	1%	1%	*%	1%	*%	*%	1%	1%	*%
100 - 249	5	2	2	2	*	1	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
NETS													
Micro (0 - 9)	1910	663	1107	491	39	230	377	186	1268	380	255	289	1282
	95%	96%	95%	94%	99%	94%	94%	95%	96%	96%	96%	95%	96%
Small (10 - 49)	76	23	46	27	*	9	21	8	50	14	8	13	51
	4%	3%	4%	5%	*%	4%	5%	4%	4%	4%	3%	4%	4%
Medium (50 - 249)	14	6	6	6	*	4	3	3	9	3	3	3	7
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
NETS													
0-1	1558	563	889	404	32	181	322	142	1041	311	203	234	1045
	78%	82%	77%	77%	81%	74%	80%	72%	78%	78%	76%	77%	78%
2-9	352	99	218	87	7	49	55	43	228	70	52	55	238
	18%	14%	19%	17%	18%	20%	14%	22%	17%	18%	19%	18%	18%
10-49	76	23	46	27	*	9	21	8	50	14	8	13	51
	4%	3%	4%	5%	*%	4%	5%	4%	4%	4%	3%	4%	4%
50-99	9	4	4	4	*	3	2	2	6	2	2	2	5
	*%	1%	*%	1%	1%	1%	*%	1%	*%	*%	1%	1%	*%
100-249	5	2	2	2	*	1	1	1	3	1	1	1	3
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Respondent only / self-employed	1221	540	681
	61%	58%	64%
Respondent and one (other) employee	337	154	182
	17%	17%	17%
3 - 4	212	112	100
	11%	12%	9%
5 - 9	140	74	66
	7%	8%	6%
10 - 19	52	26	27
	3%	3%	2%
20 - 25	9	7	2
	*%	1%	*%
26 - 49	14	9	5
	1%	1%	*%
50 - 99	9	5	4
	*%	*%	*%
100 - 249	5	3	2
	*%	*%	*%
NETS			
Micro (0 - 9)	1910	880	1030
	95%	95%	96%
Small (10 - 49)	76	42	34
	4%	5%	3%
Medium (50 - 249)	14	8	6
	1%	1%	1%
NETS			
0-1	1558	694	864
	78%	75%	81%
			a

Columns Tested: a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
2-9	352	186	166
	18%	20%	16%
10-49	76	42	34
	4%	5%	3%
50-99	9	5	4
	*%	*%	*%
100-249	5	3	2
	*%	*%	*%

Columns Tested: a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Respondent only / self-employed	1221	-	28	248	265	23	110	31	123	119	30	188	56
	61%	-%	41%	69%	75%	68%	61%	57%	60%	49%	45%	61%	45%
				bijl	bghijkl		b		bl			bjl	
Respondent and one (other) employee	337	-	11	31	30	7	25	7	44	66	11	74	31
	17%	-%	15%	9%	8%	21%	14%	13%	21%	27%	16%	24%	25%
									cd	cdf		cd	cd
3 - 4	212	-	10	39	22	2	24	5	18	37	7	37	11
	11%	-%	15%	11%	6%	5%	13%	10%	9%	15%	11%	12%	9%
										d			
5 - 9	140	-	11	28	20	2	19	4	13	10	10	7	15
	7%	-%	17%	8%	6%	5%	10%	8%	7%	4%	15%	2%	12%
			dik	k			k				dik		ik
10 - 19	52	-	3	9	9	*	1	2	3	10	2	3	10
	3%	-%	5%	3%	3%	***	1%	3%	2%	4%	3%	1%	8%
													cdfhk
20 - 25	9	-	2	*	3	-	*	1	1	-	2	*	-
	***	-%	3%	***	1%	-%	***	2%	***	-%	3%	***	-%
26 - 49	14	-	2	2	4	*	1	2	1	-	2	*	-
	1%	-%	3%	1%	1%	***	***	3%	***	-%	4%	***	-%
50 - 99	9	-	1	1	1	*	1	1	1	-	2	*	-
	***	-%	2%	***	***	1%	***	2%	1%	-%	3%	***	-%
100 - 249	5	-	*	1	*	*	1	*	1	*	*	*	1
	***	-%	***	***	***	***	1%	1%	***	***	***	***	1%
NETS													
Micro (0 - 9)	1910	-	60	346	338	34	178	47	198	232	58	307	113
	95%	-%	88%	96%	95%	99%	98%	89%	97%	96%	87%	99%	91%
				bj	j		bgj		bj	j		bdgjl	
Small (10 - 49)	76	-	7	12	17	*	2	5	5	10	6	3	10
	4%	-%	10%	3%	5%	1%	1%	8%	2%	4%	9%	1%	8%
			fhk					k			fhk		fk
Medium (50 - 249)	14	-	1	2	2	*	2	1	2	*	2	*	1
	1%	-%	2%	1%	***	1%	1%	3%	1%	***	3%	***	1%

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
NETS													
0-1	1558	-	38	279	296	31	136	38	166	186	40	262	87
	78%	-%	56%	78%	83%	89%	75%	71%	82%	76%	61%	84%	70%
				bj	bjl	bj	b		bj	bj		bjl	
2-9	352	-	21	67	42	3	43	10	31	47	17	45	26
	18%	-%	31%	19%	12%	10%	23%	18%	15%	19%	26%	14%	21%
			dhk				d				dk		
10-49	76	-	7	12	17	*	2	5	5	10	6	3	10
	4%	-%	10%	3%	5%	1%	1%	8%	2%	4%	9%	1%	8%
			fhk				k				fhk		fk
50-99	9	-	1	1	1	*	1	1	1	-	2	*	-
	*%	-%	2%	*%	*%	1%	*%	2%	1%	-%	3%	*%	-%
100-249	5	-	*	1	*	*	1	*	1	*	*	*	1
	*%	-%	*%	*%	*%	*%	1%	1%	*%	*%	*%	*%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Respondent only / self-employed	1221	348	327	273	274	675	546
	61%	70%	65%	55%	55%	67%	55%
		cd	cd			b	
Respondent and one (other) employee	337	41	63	117	116	104	233
	17%	8%	13%	23%	23%	10%	23%
				ab	ab		a
3 - 4	212	49	47	60	56	96	116
	11%	10%	9%	12%	11%	10%	12%
5 - 9	140	39	41	28	32	80	60
	7%	8%	8%	6%	6%	8%	6%
10 - 19	52	12	11	15	14	23	29
	3%	2%	2%	3%	3%	2%	3%
20 - 25	9	2	3	2	2	6	4
	*%	*%	1%	*%	*%	1%	*%
26 - 49	14	5	5	2	2	9	5
	1%	1%	1%	*%	*%	1%	*%
50 - 99	9	2	2	2	2	5	5
	*%	*%	*%	*%	*%	*%	*%
100 - 249	5	1	1	1	1	3	2
	*%	*%	*%	*%	*%	*%	*%
NETS							
Micro (0 - 9)	1910	477	477	478	478	955	955
	95%	95%	95%	95%	95%	95%	95%
Small (10 - 49)	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
Medium (50 - 249)	14	4	4	3	3	7	7
	1%	1%	1%	1%	1%	1%	1%
NETS							
0-1	1558	389	389	390	390	779	779
	78%	78%	78%	78%	78%	78%	78%

Columns Tested:: a,b,c,d - a,b

Table 4 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
2-9	352	88	88	88	88	176	176
	18%	18%	18%	18%	18%	18%	18%
10-49	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
50-99	9	2	2	2	2	5	5
	*%	*%	*%	*%	*%	*%	*%
100-249	5	1	1	1	1	3	2
	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d - a,b

Table 6

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Up to £49,999	801 40%	76 12%	725 52% a	798 42% bcde	2 3%	1 8%	* 2%	3 3%
£50,000 -£99,999	311 16%	57 9%	254 18% a	307 16% bcde	4 5%	* 4%	* 2%	4 5%
£100,000 -£199,999	130 7%	29 5%	101 7%	127 7% cd	3 4%	* *%	* 1%	3 4%
£200,000 -£299,999	61 3%	10 2%	51 4%	58 3%	3 3%	* 2%	* 1%	3 3%
£300,000 -£399,999	40 2%	3 1%	37 3% a	37 2%	3 4%	* 1%	* 2%	3 3%
£400,000 -£499,999	32 2%	7 1%	25 2%	28 1%	4 5% a	* 2%	* 1%	4 4% a
£500,000 -£749,999	35 2%	8 1%	27 2%	30 2%	4 5% a	1 9% a	* 5% a	5 5% a
£750,000 -£999,999	20 1%	6 1%	14 1%	15 1%	4 6% ad	1 7% ad	* 1%	5 5% ad
£1,000,000 -£1,499,999	46 2%	13 2%	33 2%	35 2%	10 13% a	1 9% a	* 10% a	11 12% a
£1,500,000 -£1,999,999	14 1%	5 1%	9 1%	8 *%	5 6% a	1 8% a	* 5% a	6 6% a
£2,000,000 -£4,999,999	12 1%	4 1%	9 1%	4 *%	7 9% a	1 6% a	1 11% a	8 9% a
£5,000,000 +	20 1%	10 2%	10 1%	13 1%	4 6% a	1 14% ab	1 28% abce	7 8% a

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Don't know / not sure	431	365	66	405	22	3	1	26
	22%	60%	5%	21%	30%	28%	30%	29%
		b			a		a	a
Refused	47	14	34	46	2	-	*	2
	2%	2%	2%	2%	2%	-%	1%	2%
Net: <£100,000	1112	132	979	1104	6	1	*	7
	56%	22%	70%	58%	8%	12%	4%	8%
			a	bcde		d		
Net: <£200,000	1242	161	1080	1231	9	1	*	11
	62%	27%	77%	64%	12%	13%	5%	12%
			a	bcde	d			d
Net: £200,000 -£500,000	133	20	113	123	9	*	*	10
	7%	3%	8%	6%	12%	5%	5%	11%
			a		ad			a
Net: £500,000 -£1,000,000	54	13	41	45	8	1	*	10
	3%	2%	3%	2%	10%	16%	6%	11%
					a	ad	a	a
Net: £1,000,000 -£2,000,000	59	18	42	43	14	2	1	17
	3%	3%	3%	2%	19%	17%	15%	19%
					a	a	a	a
Net: >£2,000,000	33	14	19	17	11	2	2	15
	2%	2%	1%	1%	15%	20%	39%	17%
					a	a	abce	a

Columns Tested: a,b - a,b,c,d,e

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Up to £49,999	801 40%	661 54%	127 23%	9 6%	2 3%	1 4%	* 2%	798 42%	2 3%	1 6%
		bcdefghi	cdefhi					bcdefhi		
£50,000 -£99,999	311 16%	158 13%	140 25%	9 7%	3 7%	1 3%	* 2%	307 16%	4 5%	* 3%
		defhi	acdefghi					cdefhi		
£100,000 -£199,999	130 7%	63 5%	53 10%	11 8%	2 3%	2 5%	* 1%	127 7%	3 4%	* 1%
		fi	adfni	fi		i		fi	i	
£200,000 -£299,999	61 3%	15 1%	38 7%	5 4%	2 4%	1 3%	* 1%	58 3%	3 3%	* 2%
			afgi		a			a		
£300,000 -£399,999	40 2%	16 1%	12 2%	9 7%	1 2%	2 5%	* 2%	37 2%	3 4%	* 1%
				abgi		ag			a	
£400,000 -£499,999	32 2%	7 1%	14 3%	6 5%	2 5%	1 5%	* 1%	28 1%	4 5%	* 2%
			a	ag	ag	ag			ag	
£500,000 -£749,999	35 2%	8 1%	10 2%	12 9%	2 5%	2 6%	* 5%	30 2%	4 5%	1 8%
				abg	ag	abg	ag		ag	abg
£750,000 -£999,999	20 1%	3 *%	4 1%	8 6%	3 6%	2 5%	* 1%	15 1%	4 6%	1 5%
				abfg	abfg	abfg			abfg	abg
£1,000,000 -£1,499,999	46 2%	14 1%	10 2%	11 8%	8 16%	2 6%	* 10%	35 2%	10 13%	1 9%
				abg	abceg	abg	abg		abg	abg
£1,500,000 -£1,999,999	14 1%	- -%	5 1%	3 2%	4 7%	2 6%	* 5%	8 *%	5 6%	1 7%
			a	ag	abg	abg	abg		abg	abg
£2,000,000 -£4,999,999	12 1%	- -%	2 *%	2 1%	3 7%	4 13%	1 11%	4 *%	7 9%	1 8%
				a	abcg	abcg	abcg		abcg	abcg
£5,000,000 +	20 1%	6 *%	4 1%	4 3%	3 6%	2 7%	1 28%	13 1%	4 6%	3 19%
				ag	abg	abg	abcdegh		abg	abcdegh

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Don't know / not sure	431	239	116	51	15	10	1	405	22	4
	22%	20%	21%	36%	28%	32%	30%	21%	30%	29%
				abg	a	abg	ag		abg	ag
Refused	47	33	13	*	1	*	*	46	2	*
	2%	3%	2%	*%	2%	1%	1%	2%	2%	*%
Net:<£100,000	1112	819	267	18	5	2	*	1104	6	1
	56%	67%	49%	13%	10%	6%	4%	58%	8%	9%
		bcdefghi	cdefhi	f				bcdefhi		
Net:<£200,000	1242	882	320	29	7	4	*	1231	9	1
	62%	72%	58%	21%	13%	12%	5%	64%	12%	10%
		bcdefghi	cdefhi	fhi	f			cdefhi	f	
Net:£200,000 -£500,000	133	38	64	21	6	4	*	123	9	1
	7%	3%	12%	15%	11%	12%	5%	6%	12%	5%
			afgi	afgi	a	afgi		a	afgi	
Net:£500,000 -£1,000,000	54	11	14	20	6	4	*	45	8	2
	3%	1%	3%	14%	11%	11%	6%	2%	10%	13%
				abfg	abg	abg	ag	a	abg	abg
Net:£1,000,000 -£2,000,000	59	14	15	14	12	4	1	43	14	2
	3%	1%	3%	10%	23%	12%	15%	2%	19%	17%
				abg	abceg	abg	abg		abcg	abg
Net: >£2,000,000	33	6	6	5	7	6	2	17	11	4
	2%	*%	1%	4%	13%	20%	39%	1%	15%	27%
				ag	abcg	abcg	abcdgghi		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Up to £49,999	801 40%	770 49%	28 8%	2 3%	1 8%	* 2%	801 72%	- -%	- -%	- -%	- -%
		bcde	ce				bcde				
£50,000 -£99,999	311 16%	264 17%	43 12%	4 5%	* 4%	* 2%	311 28%	- -%	- -%	- -%	- -%
		bcde	ce				bcde				
£100,000 -£199,999	130 7%	94 6%	33 9%	3 4%	* *%	* 1%	- -%	130 49%	- -%	- -%	- -%
		e	cde					acde			
£200,000 -£299,999	61 3%	32 2%	27 8%	3 3%	* 2%	* 1%	- -%	61 23%	- -%	- -%	- -%
			ae					acde			
£300,000 -£399,999	40 2%	18 1%	19 5%	3 4%	* 1%	* 2%	- -%	40 15%	- -%	- -%	- -%
			a	a				acde			
£400,000 -£499,999	32 2%	11 1%	17 5%	4 5%	* 2%	* 1%	- -%	32 12%	- -%	- -%	- -%
			a	a				acde			
£500,000 -£749,999	35 2%	9 1%	21 6%	4 5%	1 9%	* 5%	- -%	- -%	35 64%	- -%	- -%
			a	a	a	a			abde		
£750,000 -£999,999	20 1%	4 *%	11 3%	4 6%	1 7%	* 1%	- -%	- -%	20 36%	- -%	- -%
			a	ae	ae				abde		
£1,000,000 -£1,499,999	46 2%	14 1%	20 6%	10 13%	1 9%	* 10%	- -%	- -%	- -%	46 100%	- -%
			a	ab	a	a				abce	
£1,500,000 -£1,999,999	14 1%	- -%	8 2%	5 6%	1 8%	* 5%	- -%	- -%	- -%	- -%	14 30%
			a	ab	ab	a					abcd
£2,000,000 -£4,999,999	12 1%	1 *%	3 1%	7 9%	1 6%	1 11%	- -%	- -%	- -%	- -%	12 26%
			a	ab	ab	ab					abcd
£5,000,000 +	20 1%	10 1%	4 1%	4 6%	1 14%	1 28%	- -%	- -%	- -%	- -%	20 44%
				ab	abc	abcd					abcd

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Don't know / not sure	431	292	113	22	3	1	-	-	-	-	-
	22%	19%	32%	30%	28%	30%	-%	-%	-%	-%	-%
		a	a	a	a	a					
Refused	47	41	5	2	-	*	-	-	-	-	-
	2%	3%	1%	2%	-%	1%	-%	-%	-%	-%	-%
Net:<£100,000	1112	1034	71	6	1	*	1112	-	-	-	-
	56%	66%	20%	8%	12%	4%	100%	-%	-%	-%	-%
		bcde	ce	e			bcde				
Net:<£200,000	1242	1127	104	9	1	*	1112	130	-	-	-
	62%	72%	29%	12%	13%	5%	100%	49%	-%	-%	-%
		bcde	cde	e			bcde	cde			
Net:£200,000 -£500,000	133	61	63	9	*	*	-	133	-	-	-
	7%	4%	18%	12%	5%	5%	-%	51%	-%	-%	-%
			ade	ae				acde			
Net:£500,000 -£1,000,000	54	12	32	8	1	*	-	-	54	-	-
	3%	1%	9%	10%	16%	6%	-%	-%	100%	-%	-%
			a	a	ae	a			abde		
Net:£1,000,000 -£2,000,000	59	14	29	14	2	1	-	-	-	46	14
	3%	1%	8%	19%	17%	15%	-%	-%	-%	100%	30%
			a	ab	ab	ab				abce	abc
Net: >£2,000,000	33	11	7	11	2	2	-	-	-	-	33
	2%	1%	2%	15%	20%	39%	-%	-%	-%	-%	70%
			ab	ab	abcd						abcd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Up to £49,999	801 40%	79 47%	77 51%	124 34%	47 48%	54 35%	127 47%	91 37%	63 39%	62 42%
£50,000 -£99,999	311 16%	32 19%	17 11%	62 17%	14 15%	24 15%	29 11%	54 22%	29 18%	25 17%
£100,000 -£199,999	130 7%	5 3%	10 6%	18 5%	6 6%	12 8%	11 4%	23 9%	20 12%	12 8%
£200,000 -£299,999	61 3%	3 2%	2 1%	20 6%	1 1%	6 4%	12 5%	5 2%	2 1%	3 2%
£300,000 -£399,999	40 2%	6 4%	6 4%	2 1%	3 3%	3 2%	6 2%	9 4%	1 1%	3 2%
£400,000 -£499,999	32 2%	2 1%	2 1%	7 2%	1 1%	8 5%	3 1%	1 *	3 2%	2 1%
£500,000 -£749,999	35 2%	5 3%	3 2%	11 3%	3 3%	3 2%	1 1%	3 1%	1 1%	1 1%
£750,000 -£999,999	20 1%	2 1%	2 1%	3 1%	2 2%	* *%	2 1%	2 1%	1 1%	3 2%
£1,000,000 -£1,499,999	46 2%	5 3%	3 2%	9 2%	1 1%	8 5%	7 2%	4 1%	5 3%	* *%
£1,500,000 -£1,999,999	14 1%	1 1%	* *%	4 1%	* *%	3 2%	1 *%	2 1%	- -%	* *%
£2,000,000 -£4,999,999	12 1%	1 *%	1 1%	2 1%	1 1%	1 1%	2 1%	* *%	* *%	1 1%
£5,000,000 +	20 1%	1 *%	* *%	6 2%	* *%	* *%	* *%	9 4%	1 *%	1 1%
Don't know / not sure	431 22%	25 15%	25 17%	85 24%	18 18%	30 19%	58 21%	39 16%	35 21%	30 20%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Refused	47	1	2	8	2	2	11	7	1	5
	2%	1%	1%	2%	2%	1%	4%	3%	1%	4%
Net: <£100,000	1112	111	94	186	61	77	156	145	92	87
	56%	66%	63%	52%	63%	50%	57%	58%	57%	59%
		ce								
Net: <£200,000	1242	116	103	203	67	90	167	168	113	99
	62%	69%	69%	56%	68%	58%	61%	67%	69%	67%
									c	
Net: £200,000 -£500,000	133	12	10	28	5	17	22	15	6	7
	7%	7%	7%	8%	5%	11%	8%	6%	4%	5%
						h				
Net: £500,000 -£1,000,000	54	7	5	13	4	3	4	5	3	4
	3%	4%	3%	4%	4%	2%	1%	2%	2%	3%
Net: £1,000,000 -£2,000,000	59	6	3	13	2	12	8	5	5	*
	3%	3%	2%	4%	2%	8%	3%	2%	3%	1%
						i				
Net: >£2,000,000	33	1	1	8	1	1	3	10	1	2
	2%	1%	1%	2%	1%	1%	1%	4%	1%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Up to £49,999	801 40%	163 41%	219 46%	341 39%	723 41%	78 32%	39 32%	28 35%	11 28%
		eh	efgh	h	efh				
£50,000 -£99,999	311 16%	63 16%	79 16%	145 16%	287 16%	24 10%	12 10%	8 10%	3 8%
		eh	eh	egh	efgh				
£100,000 -£199,999	130 7%	29 7%	35 7%	51 6%	115 7%	15 6%	7 6%	5 7%	3 7%
£200,000 -£299,999	61 3%	10 2%	7 1%	37 4%	54 3%	7 3%	3 2%	3 3%	2 5%
				b					b
£300,000 -£399,999	40 2%	9 2%	13 3%	18 2%	39 2%	1 1%	1 1%	* *%	1 1%
		eg	eg	eg	eg				
£400,000 -£499,999	32 2%	11 3%	8 2%	10 1%	30 2%	2 1%	1 1%	* 1%	1 2%
£500,000 -£749,999	35 2%	6 2%	10 2%	16 2%	32 2%	3 1%	2 1%	1 1%	* 1%
£750,000 -£999,999	20 1%	5 1%	5 1%	6 1%	17 1%	3 1%	* *%	2 3%	1 1%
£1,000,000 -£1,499,999	46 2%	10 2%	12 2%	19 2%	41 2%	4 2%	3 2%	1 1%	1 1%
£1,500,000 -£1,999,999	14 1%	4 1%	1 *%	6 1%	11 1%	2 1%	1 1%	1 1%	1 1%
£2,000,000 -£4,999,999	12 1%	3 1%	2 *%	5 1%	9 1%	3 1%	2 1%	1 1%	1 2%
£5,000,000 +	20 1%	1 *%	2 *%	16 2%	18 1%	2 1%	1 1%	1 1%	* 1%
Don't know / not sure	431 22%	77 19%	86 18%	182 21%	345 20%	86 36%	44 36%	27 34%	15 38%
						abcd	abcd	abcd	abcd

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Refused	47	9	4	27	39	8	5	2	1
	2%	2%	1%	3%	2%	3%	4%	2%	3%
						b	b		
Net: <£100,000	1112	226	298	486	1010	102	51	36	14
	56%	57%	62%	55%	57%	42%	43%	45%	36%
		efgh	efgh	efgh	efgh				
Net: <£200,000	1242	256	332	538	1125	116	58	41	17
	62%	64%	69%	61%	64%	49%	48%	52%	43%
		efgh	cefg	efgh	efgh				
Net: £200,000 -£500,000	133	30	27	65	122	11	5	3	3
	7%	7%	6%	7%	7%	5%	4%	4%	8%
Net: £500,000 -£1,000,000	54	11	15	22	48	6	2	3	1
	3%	3%	3%	3%	3%	2%	2%	4%	2%
Net: £1,000,000 -£2,000,000	59	14	13	26	53	7	4	2	1
	3%	3%	3%	3%	3%	3%	3%	2%	3%
Net: >£2,000,000	33	4	3	20	27	5	3	2	1
	2%	1%	1%	2%	2%	2%	2%	2%	3%

Columns Tested: a,b,c,d,e,f,g,h

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Up to £49,999	801 40%	24 23%	45 34%	11 28%	56 33%	54 24%	184 44% aeh	24 33%	14 24%	444 47% adeh
£50,000 -£99,999	311 16%	12 12%	8 6%	7 18%	15 9%	42 18%	71 17% b	19 26% bd	7 11%	145 15%
£100,000 -£199,999	130 7%	3 3%	9 7%	3 8%	13 7%	18 8%	38 9% i	5 7%	4 6%	49 5%
£200,000 -£299,999	61 3%	5 5%	8 6% f	3 8%	11 7% f	9 4%	6 2%	2 3%	2 4%	25 3%
£300,000 -£399,999	40 2%	5 5% i	5 4% i	1 2%	6 3% i	14 6% fi	4 1%	2 3%	2 4%	7 1%
£400,000 -£499,999	32 2%	3 3%	9 7% fi	- -%	9 5% i	7 3% i	6 1%	1 1%	2 4% i	5 1%
£500,000 -£749,999	35 2%	2 2%	4 3%	2 5%	6 4% i	8 3% i	11 3% i	* *%	2 3%	7 1%
£750,000 -£999,999	20 1%	* *%	2 2%	- -%	2 1%	2 1%	8 2%	* *%	1 1%	7 1%
£1,000,000 -£1,499,999	46 2%	3 3%	6 5%	- -%	6 4%	9 4%	9 2%	- -%	4 6% i	14 2%
£1,500,000 -£1,999,999	14 1%	* *%	2 2%	1 2%	3 2%	1 *%	3 1%	1 1%	* *%	6 1%
£2,000,000 -£4,999,999	12 1%	* *%	2 2%	* *%	2 1%	4 2%	2 1%	1 1%	1 1%	2 *%
£5,000,000 +	20 1%	4 4% f	2 1%	- -%	2 1%	4 2%	2 *%	* *%	1 1%	8 1%
Don't know / not sure	431 22%	42 42% bdefi	25 19%	11 29%	36 21%	53 23%	71 17%	16 22%	19 32% f	192 20%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Refused	47	1	3	-	3	4	6	2	1	29
	2%	*%	2%	-%	2%	2%	2%	3%	1%	3%
Net: <£100,000	1112	35	53	18	70	96	255	42	20	589
	56%	35%	40%	46%	41%	42%	61%	59%	35%	63%
							abdeh	ah		abdeh
Net: <£200,000	1242	38	62	21	83	114	293	47	24	639
	62%	37%	47%	54%	49%	50%	70%	65%	42%	68%
							abdeh	ah		abdeh
Net: £200,000 -£500,000	133	13	22	4	26	30	16	5	7	37
	7%	12%	16%	10%	15%	13%	4%	7%	12%	4%
		fi	fi		fi	fi			fi	
Net: £500,000 -£1,000,000	54	2	7	2	8	10	19	*	3	13
	3%	2%	5%	5%	5%	4%	4%	*%	4%	1%
					i		i			
Net: £1,000,000 -£2,000,000	59	3	9	1	9	10	12	1	4	20
	3%	3%	7%	2%	6%	4%	3%	1%	6%	2%
Net: >£2,000,000	33	4	4	*	4	8	4	1	1	10
	2%	4%	3%	*%	2%	4%	1%	1%	2%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Up to £49,999	801 40%	133 27%	184 44%	483 45%	663 40%	137 41%	- -%	777 42%	23 15%	782 41%	18 24%
£50,000 -£99,999	311 16%	68 14%	71 17%	172 16%	255 15%	56 17%	- -%	289 16%	22 15%	304 16%	7 9%
£100,000 -£199,999	130 7%	34 7%	38 9%	59 5%	112 7%	18 5%	- -%	116 6%	14 9%	123 6%	7 10%
£200,000 -£299,999	61 3%	25 5%	6 2%	30 3%	53 3%	8 3%	- -%	54 3%	8 5%	59 3%	3 4%
£300,000 -£399,999	40 2%	25 5%	4 1%	11 1%	22 1%	18 5%	- -%	34 2%	6 4%	40 2%	- -%
£400,000 -£499,999	32 2%	18 4%	6 1%	8 1%	25 2%	7 2%	- -%	28 2%	4 3%	32 2%	- -%
£500,000 -£749,999	35 2%	15 3%	11 3%	9 1%	32 2%	2 1%	- -%	31 2%	3 2%	35 2%	* *%
£750,000 -£999,999	20 1%	4 1%	8 2%	7 1%	19 1%	1 *%	- -%	18 1%	2 1%	19 1%	* 1%
£1,000,000 -£1,499,999	46 2%	18 4%	9 2%	18 2%	43 3%	3 1%	- -%	43 2%	3 2%	45 2%	* *%
£1,500,000 -£1,999,999	14 1%	4 1%	3 1%	7 1%	12 1%	2 1%	- -%	13 1%	1 1%	14 1%	- -%
£2,000,000 -£4,999,999	12 1%	6 1%	2 1%	4 *%	11 1%	1 *%	- -%	11 1%	1 1%	12 1%	- -%
£5,000,000 +	20 1%	10 2%	2 *%	9 1%	19 1%	1 *%	- -%	19 1%	1 1%	18 1%	3 4%
Don't know / not sure	431 22%	131 26%	71 17%	230 21%	358 21%	73 22%	- -%	373 20%	58 39%	397 21%	35 45%
		b							a		a

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Refused	47	8	6	33	43	4	-	43	5	44	3
	2%	2%	2%	3%	3%	1%	-%	2%	3%	2%	4%
Net: <£100,000	1112	201	255	656	918	193	-	1066	46	1087	25
	56%	40%	61%	61%	55%	58%	-%	58%	30%	56%	33%
		a	a					b		b	
Net: <£200,000	1242	235	293	714	1030	211	-	1182	59	1209	32
	62%	47%	70%	66%	62%	64%	-%	64%	39%	63%	43%
		a	a					b		b	
Net: £200,000 -£500,000	133	68	16	49	100	33	-	116	17	131	3
	7%	14%	4%	5%	6%	10%	-%	6%	12%	7%	4%
		bc						a			
Net: £500,000 -£1,000,000	54	20	19	16	51	3	-	49	5	54	*
	3%	4%	4%	1%	3%	1%	-%	3%	4%	3%	1%
		c	c								
Net: £1,000,000 -£2,000,000	59	22	12	25	55	5	-	55	4	59	*
	3%	4%	3%	2%	3%	1%	-%	3%	3%	3%	1%
Net: >£2,000,000	33	16	4	13	30	2	-	30	2	30	3
	2%	3%	1%	1%	2%	1%	-%	2%	1%	2%	4%
		c									

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Up to £49,999	801 40%	473 38%	106 36%	211 50%
				ab
£50,000 -£99,999	311 16%	212 17%	52 18%	47 11%
		c		
£100,000 -£199,999	130 7%	85 7%	26 9%	18 4%
£200,000 -£299,999	61 3%	47 4%	10 3%	4 1%
		c		
£300,000 -£399,999	40 2%	28 2%	10 3%	3 1%
£400,000 -£499,999	32 2%	19 1%	3 1%	10 2%
£500,000 -£749,999	35 2%	17 1%	9 3%	8 2%
£750,000 -£999,999	20 1%	11 1%	5 2%	4 1%
£1,000,000 -£1,499,999	46 2%	29 2%	4 1%	12 3%
£1,500,000 -£1,999,999	14 1%	10 1%	2 1%	2 *%
£2,000,000 -£4,999,999	12 1%	7 1%	4 1%	1 *%
£5,000,000 +	20 1%	18 1%	2 1%	1 *%
Don't know / not sure	431 22%	267 21%	54 19%	92 22%
Refused	47 2%	32 3%	7 2%	7 2%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Net: <£100,000	1112 56%	685 55%	158 54%	258 62%
Net: <£200,000	1242 62%	771 61%	184 63%	276 66%
Net: £200,000 -£500,000	133 7%	94 7%	23 8%	17 4%
Net: £500,000 -£1,000,000	54 3%	29 2%	14 5%	12 3%
Net: £1,000,000 -£2,000,000	59 3%	39 3%	7 2%	14 3%
Net: >£2,000,000	33 2%	25 2%	6 2%	2 *%

Columns Tested: a,b,c

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Up to £49,999	801	722	62	7	3	6	*	1	-	784	17	10
	40%	41%	33%	18%	37%	34%	1%	41%	-%	41%	24%	30%
		cj								cj		
£50,000 -£99,999	311	279	26	2	-	3	-	1	*	305	6	4
	16%	16%	14%	5%	-%	14%	-%	54%	79%	16%	8%	12%
£100,000 -£199,999	130	107	12	4	*	5	2	-	-	119	12	8
	7%	6%	6%	10%	3%	29%	44%	-%	-%	6%	16%	23%
										ai	abi	abi
£200,000 -£299,999	61	57	4	-	-	*	*	-	-	61	*	*
	3%	3%	2%	-%	-%	*%	6%	-%	-%	3%	1%	1%
£300,000 -£399,999	40	30	5	2	-	3	1	-	-	35	5	4
	2%	2%	3%	4%	-%	14%	20%	-%	-%	2%	7%	10%
											ai	ai
£400,000 -£499,999	32	19	13	*	-	-	*	-	-	32	*	*
	2%	1%	7%	*%	-%	-%	1%	-%	-%	2%	*%	*%
			ai									
£500,000 -£749,999	35	23	9	1	1	*	*	-	-	33	2	1
	2%	1%	5%	2%	17%	*%	1%	-%	-%	2%	3%	4%
			ai									
£750,000 -£999,999	20	12	4	3	*	*	*	-	-	16	3	*
	1%	1%	2%	8%	*%	1%	7%	-%	-%	1%	5%	1%
				ai							ai	
£1,000,000 -£1,499,999	46	31	5	7	2	1	-	-	-	36	9	3
	2%	2%	3%	17%	28%	4%	-%	-%	-%	2%	13%	9%
				abi							abi	ai
£1,500,000 -£1,999,999	14	10	3	*	1	*	*	*	-	13	1	1
	1%	1%	1%	*%	11%	*%	1%	3%	-%	1%	2%	3%
£2,000,000 -£4,999,999	12	6	4	1	*	*	*	-	*	10	2	1
	1%	*%	2%	3%	1%	1%	9%	-%	1%	1%	3%	2%
			a								a	
£5,000,000 +	20	17	2	1	*	*	*	*	*	19	2	1
	1%	1%	1%	3%	*%	2%	5%	2%	6%	1%	2%	2%
Don't know / not sure	431	383	38	11	*	-	*	-	*	420	11	*
	22%	22%	20%	29%	*%	-%	1%	-%	14%	22%	15%	*%
		k	k	k						k		

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Refused	47	46	1	*	-	-	*	-	-	47	1	*
	2%	3%	1%	1%	-%	-%	4%	-%	-%	2%	1%	1%
Net: <£100,000	1112	1001	88	9	3	9	*	2	*	1089	23	14
	56%	57%	47%	23%	37%	48%	1%	95%	79%	56%	32%	42%
		bcj	c							cj		
Net: <£200,000	1242	1108	100	12	3	15	2	2	*	1207	34	22
	62%	64%	53%	33%	41%	77%	44%	95%	79%	63%	48%	66%
		bc								c		c
Net: £200,000 -£500,000	133	106	21	2	-	3	1	-	-	128	6	4
	7%	6%	11%	4%	-%	14%	27%	-%	-%	7%	8%	12%
			a									
Net: £500,000 -£1,000,000	54	35	14	3	1	*	*	-	-	49	5	2
	3%	2%	7%	9%	18%	1%	8%	-%	-%	3%	7%	6%
			ai	a							a	
Net: £1,000,000 -£2,000,000	59	41	7	7	3	1	*	*	-	49	11	4
	3%	2%	4%	18%	40%	5%	1%	3%	-%	3%	15%	12%
				abi							abi	ai
Net: >£2,000,000	33	23	6	2	*	1	1	*	*	29	4	2
	2%	1%	3%	6%	2%	3%	14%	2%	7%	1%	5%	5%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Up to £49,999	801 40%	477 42%	245 40%	79 31%	665 41%	555 44%	722 42%	559 44%	323 47%	231 46%	202 41%	443 44%	9 19%	32 40%	12 31%	14 41%	9 52%
£50,000 -£99,999	311 16%	175 16%	104 17%	32 12%	265 16%	195 15%	276 16%	221 17%	107 16%	70 14%	83 17%	166 17%	7 16%	9 11%	3 7%	4 10%	4 24%
£100,000 -£199,999	130 7%	60 5%	46 8%	24 9%	115 7%	93 7%	120 7%	100 8%	58 9%	47 9%	30 6%	73 7%	5 10%	8 10%	4 10%	* *%	* 2%
£200,000 -£299,999	61 3%	39 3%	18 3%	4 2%	55 3%	49 4%	55 3%	43 3%	31 4%	16 3%	7 1%	42 4%	4 9%	1 1%	- -%	- -%	1 6%
£300,000 -£399,999	40 2%	18 2%	12 2%	10 4%	40 2%	33 3%	40 2%	28 2%	24 4%	21 4%	7 1%	27 3%	- -%	3 4%	1 3%	1 3%	- -%
£400,000 -£499,999	32 2%	9 1%	10 2%	13 5% a	31 2%	26 2%	31 2%	23 2%	17 2%	13 3%	4 1%	16 2%	3 7% ab	- -%	2 6%	5 14% abd	- -%
£500,000 -£749,999	35 2%	5 *% a	18 3% a	11 4% a	33 2%	30 2%	34 2%	27 2%	19 3%	16 3%	5 1%	21 2%	1 2%	5 6% a	2 6%	* 1% a	- -%
£750,000 -£999,999	20 1%	6 1%	6 1%	7 3% a	18 1%	15 1%	18 1%	17 1%	10 1%	10 2%	4 1%	10 1%	2 5%	1 1%	1 3%	* 1% a	* *% a
£1,000,000 -£1,499,999	46 2%	14 1%	18 3%	14 6% a	42 3%	38 3%	44 3%	26 2%	16 2%	17 3%	8 2%	25 3%	* 1%	3 4%	3 7%	3 8%	1 6%
£1,500,000 -£1,999,999	14 1%	1 *% a	9 1% a	4 1% a	11 1%	11 1%	11 1%	11 1%	8 1%	4 1%	1 *% a	8 1%	1 1%	1 1%	* 1% a	* 1% a	* *% a
£2,000,000 -£4,999,999	12 1%	1 *% a	6 1% a	6 2% a	11 1%	10 1%	11 1%	8 1%	6 1%	7 1%	2 *% a	5 1% a	* 1% a	1 1% a	* 1% a	2 6% ab	1 5% ab
£5,000,000 +	20 1%	7 1%	10 2%	4 1%	20 1%	13 1%	20 1%	13 1%	4 1%	3 1%	6 1%	10 1%	1 2%	* *% a	1 2% a	1 4% a	* 1% a
Don't know / not sure	431 22%	279 25% b	103 17% b	49 19% b	275 17% ef	175 14% ef	291 17% ef	175 14% ef	44 6% ef	39 8% ef	119 24% b	134 13% b	12 25% b	13 17% b	9 24% b	3 9% b	1 4% b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Refused	47 2%	34 3%	12 2%	2 1%	37 2%	25 2%	39 2%	28 2%	14 2%	7 1%	14 3%	22 2%	* 1%	2 2%	* *%	* 1%	- -%
Net:<£100,000	1112 56%	652 58%	349 57%	110 43%	929 58%	751 59%	998 58%	779 61%	430 63%	301 60%	286 58%	609 61%	16 35%	41 51%	15 38%	18 52%	13 75%
Net:<£200,000	1242 62%	712 63%	396 64%	134 52%	1044 65%	843 67%	1118 65%	879 69%	489 72%	348 69%	315 64%	682 68%	21 45%	49 62%	19 47%	18 52%	13 77%
Net:£200,000 -£500,000	133 7%	66 6%	40 6%	27 10%	126 8%	108 8%	126 7%	95 7%	71 10%	50 10%	18 4%	85 8%	8 17%	5 6%	4 9%	6 18%	1 6%
Net:£500,000 -£1,000,000	54 3%	11 1%	25 4%	19 7%	50 3%	45 4%	52 3%	44 3%	29 4%	26 5%	8 2%	31 3%	3 7%	5 7%	3 9%	1 2%	* *%
Net:£1,000,000 -£2,000,000	59 3%	15 1%	27 4%	18 7%	53 3%	48 4%	55 3%	37 3%	24 4%	22 4%	9 2%	33 3%	1 2%	4 5%	3 8%	3 9%	1 7%
Net: >£2,000,000	33 2%	7 1%	16 3%	9 4%	31 2%	23 2%	31 2%	22 2%	10 1%	10 2%	8 2%	15 1%	1 3%	1 2%	1 2%	3 10%	1 6%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Up to £49,999	801	581	37	23	7	8	4	6	433	71	14	19	6	9	4
	40%	42%	40%	34%	19%	46%	27%	59%	44%	54%	28%	39%	27%	70%	41%
		d							c						
£50,000 -£99,999	311	236	11	9	4	*	1	3	165	11	8	3	3	2	3
	16%	17%	13%	13%	13%	1%	6%	26%	17%	8%	15%	7%	17%	18%	32%
£100,000 -£199,999	130	92	12	10	1	-	*	*	71	11	3	4	4	*	*
	7%	7%	13%	14%	3%	-%	*%	2%	7%	9%	5%	8%	19%	*%	1%
£200,000 -£299,999	61	51	2	1	*	-	*	1	41	2	4	1	-	*	*
	3%	4%	2%	2%	*%	-%	1%	9%	4%	2%	8%	2%	-%	*%	2%
£300,000 -£399,999	40	28	7	2	1	2	*	-	25	5	2	1	*	-	-
	2%	2%	8%	3%	2%	13%	*%	-%	3%	4%	3%	2%	*%	-%	-%
		a				a									
£400,000 -£499,999	32	21	2	1	1	*	5	-	15	6	3	*	1	*	-
	2%	2%	3%	2%	3%	*%	35%	-%	2%	5%	6%	*%	6%	*%	-%
							abcd								
£500,000 -£749,999	35	26	3	1	2	*	*	-	19	5	1	5	*	*	-
	2%	2%	3%	2%	6%	1%	1%	-%	2%	4%	2%	11%	1%	*%	-%
												a			
£750,000 -£999,999	20	13	2	1	1	*	*	*	9	3	1	1	*	*	*
	1%	1%	3%	1%	3%	1%	1%	1%	1%	2%	2%	2%	1%	*%	*%
£1,000,000 -£1,499,999	46	36	1	1	1	3	*	-	23	5	1	5	2	*	1
	2%	3%	1%	1%	4%	15%	2%	-%	2%	4%	1%	11%	11%	3%	11%
						ab						a			
£1,500,000 -£1,999,999	14	7	2	1	*	*	-	*	8	1	1	*	*	*	-
	1%	1%	2%	2%	1%	2%	-%	*%	1%	1%	2%	*%	1%	3%	-%
£2,000,000 -£4,999,999	12	7	*	1	1	*	2	*	6	2	*	1	*	*	1
	1%	*%	*%	2%	2%	1%	16%	1%	1%	1%	1%	2%	1%	*%	9%
							ab								
£5,000,000 +	20	16	1	*	1	1	1	*	10	1	1	1	1	*	*
	1%	1%	1%	*%	2%	4%	4%	2%	1%	1%	1%	2%	3%	*%	1%
Don't know / not sure	431	233	9	16	12	3	1	*	143	8	14	7	2	1	*
	22%	17%	10%	24%	35%	17%	7%	*%	14%	6%	27%	13%	11%	6%	3%
				ab							b				
Refused	47	34	1	*	2	-	-	-	24	*	*	*	*	-	-
	2%	2%	1%	*%	6%	-%	-%	-%	2%	*%	*%	*%	1%	-%	-%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Net: <£100,000	1112	816	48	32	11	8	5	9	598	82	22	23	9	11	7
	56%	59%	53%	47%	31%	47%	33%	86%	60%	62%	42%	46%	44%	88%	73%
		d													
Net: <£200,000	1242	908	60	41	12	8	5	10	669	93	24	26	13	11	7
	62%	66%	66%	61%	35%	47%	33%	88%	67%	71%	47%	54%	63%	88%	73%
		d	d	d					c	c					
Net: £200,000 -£500,000	133	100	12	4	2	2	5	1	82	14	9	2	1	*	*
	7%	7%	13%	7%	6%	13%	36%	9%	8%	10%	17%	4%	6%	*%	2%
							a								
Net: £500,000 -£1,000,000	54	39	5	2	3	*	*	*	28	8	2	6	*	*	*
	3%	3%	6%	3%	10%	2%	1%	1%	3%	6%	4%	13%	2%	*%	*%
												a			
Net: £1,000,000 -£2,000,000	59	43	3	2	2	3	*	*	31	6	2	5	3	1	1
	3%	3%	3%	3%	5%	17%	2%	*%	3%	5%	3%	11%	13%	5%	11%
						a						a			
Net: >£2,000,000	33	23	1	2	1	1	3	*	16	3	1	2	1	*	1
	2%	2%	1%	2%	4%	5%	20%	2%	2%	2%	2%	4%	4%	*%	11%
							ab								

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Up to £49,999	801 40%	417 43%	66 51%	25 41%	10 24%	23 71%	6 42%	11 50%	404 46%	131 40%	123 37%	37 33%	21 38%
£50,000 -£99,999	311 16%	198 20%	7 5%	4 6%	4 9%	4 12%	2 12%	3 13%	134 15%	55 17%	66 20%	11 10%	10 18%
£100,000 -£199,999	130 7%	73 7%	4 3%	8 12%	8 18%	1 3%	3 24%	2 11%	51 6%	28 9%	28 9%	7 7%	4 8%
£200,000 -£299,999	61 3%	35 4%	2 2%	2 4%	3 7%	1 3%	* *%	* 1%	31 4%	7 2%	14 4%	2 2%	2 3%
£300,000 -£399,999	40 2%	19 2%	3 2%	4 6%	1 1%	1 5%	1 6%	* *%	19 2%	5 1%	14 4%	1 1%	* 1%
£400,000 -£499,999	32 2%	12 1%	4 3%	6 9%	1 3%	* *%	- -%	- -%	10 1%	6 2%	5 2%	3 3%	7 12%
£500,000 -£749,999	35 2%	12 1%	9 7%	2 2%	4 10%	* 1%	* 3%	* *%	8 1%	8 3%	10 3%	3 2%	4 8%
£750,000 -£999,999	20 1%	11 1%	2 2%	2 3%	1 4%	- -%	* 3%	* 1%	4 *%	3 1%	7 2%	3 3%	* *%
£1,000,000 -£1,499,999	46 2%	14 1%	3 3%	1 1%	3 6%	1 3%	* 3%	4 20%	20 2%	8 2%	7 2%	4 4%	2 4%
£1,500,000 -£1,999,999	14 1%	7 1%	1 1%	1 1%	1 2%	- -%	* 2%	* 1%	2 *%	3 1%	3 1%	2 2%	* 1%
£2,000,000 -£4,999,999	12 1%	5 1%	1 1%	2 3%	* *%	* *%	- -%	* 1%	1 *%	4 1%	3 1%	3 3%	* *%
£5,000,000 +	20 1%	7 1%	4 3%	* *%	1 2%	* 1%	* 2%	1 3%	10 1%	5 1%	2 1%	2 2%	1 1%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Don't know / not sure	431	144	18	7	6	*	*	*	153	60	44	31	3
	22%	15%	14%	11%	13%	*%	2%	*%	17%	18%	13%	28%	5%
Refused	47	25	2	*	-	*	-	-	27	6	5	1	*
	2%	3%	2%	1%	-%	1%	-%	-%	3%	2%	2%	1%	*%
Net: <£100,000	1112	615	73	29	14	27	8	14	538	185	189	49	30
	56%	63%	57%	47%	34%	83%	54%	63%	62%	57%	57%	43%	56%
		cd				bcd			d		d		
Net: <£200,000	1242	688	77	37	22	28	11	17	589	213	217	56	34
	62%	70%	60%	59%	52%	86%	77%	74%	67%	65%	65%	50%	64%
		d				bcd			d	d	d		
Net: £200,000 -£500,000	133	65	9	12	5	2	1	*	59	17	33	7	9
	7%	7%	7%	19%	12%	7%	7%	1%	7%	5%	10%	6%	16%
				a									b
Net: £500,000 -£1,000,000	54	23	11	3	6	*	1	*	12	12	17	6	4
	3%	2%	9%	5%	13%	1%	7%	1%	1%	4%	5%	5%	8%
			a		a						a		a
Net: £1,000,000 -£2,000,000	59	21	5	1	3	1	1	5	22	11	10	6	2
	3%	2%	4%	2%	8%	3%	5%	21%	3%	3%	3%	6%	4%
							abc						
Net: >£2,000,000	33	12	5	2	1	1	*	1	11	8	5	5	1
	2%	1%	4%	3%	2%	2%	2%	4%	1%	3%	2%	5%	1%
											a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Up to £49,999	801 40%	468 50%	101 34%	62 25%	21 25%	8 26%	316 47%	98 41%	92 43%	24 29%	18 41%
£50,000 -£99,999	311 16%	136 14%	58 19%	58 23%	6 8%	6 21%	107 16%	37 16%	32 15%	11 13%	7 15%
£100,000 -£199,999	130 7%	51 5%	29 10%	29 12%	1 1%	* 1%	50 7%	22 9%	9 4%	7 9%	4 10%
£200,000 -£299,999	61 3%	31 3%	11 4%	10 4%	2 2%	1 4%	32 5%	6 2%	10 5%	1 1%	1 2%
£300,000 -£399,999	40 2%	21 2%	5 2%	11 5%	1 2%	* 1%	19 3%	4 2%	8 4%	1 2%	* **%
£400,000 -£499,999	32 2%	10 1%	6 2%	7 3%	3 4%	5 15%	10 1%	4 2%	2 1%	3 4%	7 15%
£500,000 -£749,999	35 2%	10 1%	6 2%	10 4%	3 3%	4 14%	10 1%	9 4%	5 2%	3 4%	3 7%
£750,000 -£999,999	20 1%	4 **%	3 1%	7 3%	3 3%	* **%	7 1%	1 **%	5 2%	2 2%	* **%
£1,000,000 -£1,499,999	46 2%	18 2%	11 4%	4 2%	4 5%	1 5%	17 2%	7 3%	7 3%	2 2%	2 4%
£1,500,000 -£1,999,999	14 1%	3 **%	3 1%	3 1%	2 3%	* 1%	4 1%	2 1%	3 1%	2 2%	* **%
£2,000,000 -£4,999,999	12 1%	2 **%	4 1%	3 1%	3 4%	* **%	1 **%	3 1%	3 1%	3 3%	* **%
£5,000,000 +	20 1%	10 1%	5 2%	2 1%	2 2%	1 2%	5 1%	4 2%	2 1%	1 2%	* 1%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Don't know / not sure	431	152	53	37	29	2	84	37	30	22	2
	22%	16%	18%	15%	35%	8%	12%	15%	14%	26%	4%
					abce					ae	
Refused	47	25	5	5	1	*	14	4	4	1	*
	2%	3%	2%	2%	1%	1%	2%	2%	2%	1%	*%
Net: <£100,000	1112	604	158	120	27	14	423	135	124	35	25
	56%	64%	53%	48%	33%	47%	63%	57%	58%	42%	56%
		bcd	d	d			d		d		
Net: <£200,000	1242	655	187	149	28	15	473	157	133	42	29
	62%	70%	63%	60%	35%	48%	70%	66%	62%	50%	65%
		cd	d	d			d				
Net: £200,000 -£500,000	133	62	22	28	7	6	60	14	20	6	7
	7%	7%	7%	11%	8%	21%	9%	6%	9%	7%	17%
						a					
Net: £500,000 -£1,000,000	54	14	9	17	6	4	16	9	10	5	3
	3%	1%	3%	7%	7%	14%	2%	4%	5%	6%	7%
				a	a	ab					
Net: £1,000,000 -£2,000,000	59	21	14	7	6	2	21	9	10	4	2
	3%	2%	5%	3%	8%	6%	3%	4%	5%	5%	4%
					a						
Net: >£2,000,000	33	12	9	5	5	1	5	7	5	4	1
	2%	1%	3%	2%	6%	2%	1%	3%	2%	5%	1%
					a					a	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Up to £49,999	801 40%	285 43%	93 46%	114 52%	36 30%	21 43%	359 49%	27 41%	168 36%	718 41%	83 31%	635 42%	30 27%
		d	d	d			c			b		b	
£50,000 -£99,999	311 16%	132 20%	40 20%	22 10%	19 15%	7 14%	125 17%	5 8%	90 19%	283 16%	28 11%	256 17%	8 8%
		c	c										
£100,000 -£199,999	130 7%	49 7%	19 9%	17 8%	8 7%	4 7%	43 6%	7 11%	47 10%	110 6%	20 8%	99 7%	16 14%
													a
£200,000 -£299,999	61 3%	27 4%	3 2%	11 5%	2 2%	* 1%	20 3%	6 9%	18 4%	56 3%	5 2%	50 3%	5 4%
								a					
£300,000 -£399,999	40 2%	15 2%	2 1%	3 1%	4 3%	1 2%	12 2%	2 2%	15 3%	26 1%	14 5%	29 2%	11 10%
											a		a
£400,000 -£499,999	32 2%	9 1%	2 1%	4 2%	6 5%	2 4%	11 2%	* 1%	11 2%	22 1%	10 4%	24 2%	6 6%
											a		a
£500,000 -£749,999	35 2%	7 1%	4 2%	4 2%	9 7%	3 6%	18 2%	5 7%	4 1%	27 2%	8 3%	27 2%	5 5%
					a	a		c					
£750,000 -£999,999	20 1%	5 1%	3 1%	4 2%	3 2%	2 3%	8 1%	5 7%	4 1%	15 1%	5 2%	15 1%	2 2%
								ac					
£1,000,000 -£1,499,999	46 2%	10 2%	7 3%	4 2%	4 3%	1 2%	17 2%	1 2%	6 1%	37 2%	8 3%	36 2%	5 5%
£1,500,000 -£1,999,999	14 1%	5 1%	1 1%	2 1%	2 2%	* *%	6 1%	* 1%	4 1%	11 1%	2 1%	9 1%	2 2%

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
£2,000,000 -£4,999,999	12 1%	2 *%	1 1%	3 1%	2 2%	* *%	4 1%	2 2%	2 *%	10 1%	2 1%	10 1%	1 1%
£5,000,000 +	20 1%	9 1%	1 1%	1 1%	1 1%	1 2%	4 *%	1 1%	9 2%	19 1%	1 *%	19 1%	* *%
Don't know / not sure	431 22%	87 13%	25 12%	27 12%	27 22%	7 14%	88 12%	5 8%	75 16%	359 21%	72 27%	258 17%	16 15%
Refused	47 2%	20 3%	2 1%	4 2%	1 *%	1 2%	11 2%	1 1%	16 3%	43 2%	5 2%	36 2%	1 1%
Net:<£100,000	1112 56%	417 63%	133 65%	135 62%	55 45%	28 57%	484 67%	32 48%	259 55%	1001 58%	111 42%	891 59%	38 35%
Net:<£200,000	1242 62%	465 70%	152 74%	152 69%	64 52%	32 64%	527 73%	39 59%	306 65%	1111 64%	130 50%	990 66%	54 49%
Net:£200,000 -£500,000	133 7%	51 8%	7 4%	17 8%	12 10%	3 7%	43 6%	8 12%	44 9%	104 6%	29 11%	104 7%	22 20%
Net:£500,000 -£1,000,000	54 3%	12 2%	7 3%	8 4%	11 9%	5 10%	26 4%	9 14%	8 2%	42 2%	13 5%	43 3%	8 7%
Net:£1,000,000 -£2,000,000	59 3%	15 2%	8 4%	7 3%	6 5%	1 2%	23 3%	2 3%	10 2%	49 3%	11 4%	45 3%	8 7%
Net: >£2,000,000	33 2%	10 2%	3 1%	4 2%	3 3%	1 2%	8 1%	2 4%	11 2%	29 2%	3 1%	30 2%	1 1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Up to £49,999	801 40%	505 45%	50 36%	409 46%	149 39%	634 42%	31 29%	501 45%	55 37%	407 45%	152 40%
£50,000 -£99,999	311 16%	183 16%	12 9%	164 18%	57 15%	257 17%	7 6%	180 16%	16 11%	166 19%	54 14%
£100,000 -£199,999	130 7%	72 6%	20 14%	68 8%	32 8%	99 7%	15 14%	73 7%	20 13%	65 7%	35 9%
£200,000 -£299,999	61 3%	46 4%	2 2%	32 4%	11 3%	50 3%	5 4%	44 4%	5 3%	36 4%	7 2%
£300,000 -£399,999	40 2%	23 2%	10 7% a	14 2%	14 4%	29 2%	11 10% a	23 2%	10 7% a	14 2%	14 4%
£400,000 -£499,999	32 2%	20 2%	6 4%	12 1%	11 3%	24 2%	6 6% a	20 2%	6 4%	12 1%	11 3%
£500,000 -£749,999	35 2%	22 2%	8 6%	16 2%	12 3%	28 2%	5 5%	21 2%	9 6% a	16 2%	12 3%
£750,000 -£999,999	20 1%	12 1%	2 2%	12 1%	5 1%	15 1%	2 2%	12 1%	2 2%	12 1%	5 1%
£1,000,000 -£1,499,999	46 2%	24 2%	14 10% a	11 1%	15 4% a	37 2%	5 4%	24 2%	13 9% a	14 2%	13 3%
£1,500,000 -£1,999,999	14 1%	7 1%	3 2%	6 1%	5 1%	9 1%	2 2%	8 1%	2 1%	6 1%	5 1%
£2,000,000 -£4,999,999	12 1%	8 1%	1 1%	5 1%	4 1%	10 1%	1 1%	8 1%	1 1%	5 1%	4 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
£5,000,000 +	20 1%	12 1%	1 1%	11 1%	3 1%	19 1%	* *%	12 1%	1 1%	11 1%	3 1%
Don't know / not sure	431 22%	166 15%	9 7%	114 13%	61 16%	258 17%	16 15%	166 15%	9 6%	112 13%	63 16%
Refused	47 2%	25 2%	* *%	22 3%	6 1%	36 2%	1 1%	25 2%	* *%	22 3%	6 1%
Net:<£100,000	1112 56%	688 61%	62 44%	574 64%	206 54%	891 59%	38 35%	680 61%	71 47%	573 64%	206 54%
Net:<£200,000	1242 62%	761 68%	83 59%	642 72%	238 62%	991 66%	54 49%	753 67%	90 60%	638 71%	241 63%
Net:£200,000 -£500,000	133 7%	89 8%	18 13%	58 6%	37 10%	104 7%	22 20%	87 8%	21 14%	62 7%	33 8%
Net:£500,000 -£1,000,000	54 3%	34 3%	10 7%	27 3%	17 4%	43 3%	7 7%	34 3%	11 7%	27 3%	17 4%
Net:£1,000,000 -£2,000,000	59 3%	31 3%	17 12%	17 2%	19 5%	46 3%	7 6%	33 3%	15 10%	19 2%	17 5%
Net: >£2,000,000	33 2%	20 2%	2 2%	16 2%	6 2%	30 2%	1 1%	20 2%	2 2%	15 2%	6 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Up to £49,999	801 40%	312 43%	512 40%	82 39%	- -%	290 44%	384 43%	82 48%	3 83%	375 42%	295 43%	93 47%	2 41%
£50,000 -£99,999	311 16%	123 17%	218 17%	35 17%	- -%	109 17%	146 16%	30 17%	- -%	154 17%	124 18%	25 13%	- -%
£100,000 -£199,999	130 7%	60 8%	94 7%	21 10%	- -%	54 8%	63 7%	12 7%	1 13%	80 9%	49 7%	20 10%	- -%
£200,000 -£299,999	61 3%	29 4%	46 4%	4 2%	- -%	26 4%	31 3%	7 4%	- -%	30 3%	23 3%	5 3%	- -%
£300,000 -£399,999	40 2%	19 3%	28 2%	4 2%	- -%	18 3%	20 2%	2 1%	- -%	20 2%	12 2%	4 2%	- -%
£400,000 -£499,999	32 2%	15 2%	25 2%	5 2%	- -%	13 2%	19 2%	4 2%	- -%	14 2%	16 2%	7 3%	- -%
£500,000 -£749,999	35 2%	17 2%	27 2%	5 3%	- -%	18 3%	17 2%	4 2%	- -%	23 3%	8 1%	5 2%	- -%
£750,000 -£999,999	20 1%	10 1%	12 1%	3 1%	- -%	8 1%	9 1%	1 1%	- -%	12 1%	10 1%	3 2%	- -%
£1,000,000 -£1,499,999	46 2%	21 3%	32 2%	11 5%	- -%	23 4%	28 3%	7 4%	- -%	18 2%	14 2%	4 2%	- -%
£1,500,000 -£1,999,999	14 1%	6 1%	7 1%	2 1%	1 48%	6 1%	7 1%	1 1%	- -%	9 1%	5 1%	1 1%	- -%
£2,000,000 -£4,999,999	12 1%	7 1%	10 1%	4 2%	- -%	4 1%	9 1%	2 1%	- -%	7 1%	3 *%	1 1%	- -%
£5,000,000 +	20 1%	11 2%	18 1%	5 2%	- -%	11 2%	12 1%	6 3%	- -%	8 1%	11 2%	6 3%	- -%
Don't know / not sure	431 22%	80 11%	228 18%	24 12%	2 52%	68 10%	133 15%	15 9%	* 4%	116 13%	90 13%	24 12%	2 59%
Refused	47 2%	12 2%	35 3%	4 2%	- -%	8 1%	20 2%	* *%	- -%	19 2%	19 3%	* *%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Net: <£100,000	1112 56%	435 60%	730 57%	117 56%	- -%	399 61%	530 59%	112 65%	3 83%	529 60%	419 62%	118 59%	2 41%
Net: <£200,000	1242 62%	495 69%	824 64%	138 66%	- -%	452 69%	593 66%	123 72%	4 96%	609 69%	468 69%	139 70%	2 41%
Net: £200,000 -£500,000	133 7%	63 9%	99 8%	13 6%	- -%	56 9%	70 8%	13 7%	- -%	65 7%	52 8%	16 8%	- -%
Net: £500,000 -£1,000,000	54 3%	27 4%	39 3%	8 4%	- -%	25 4%	25 3%	5 3%	- -%	36 4%	18 3%	8 4%	- -%
Net: £1,000,000 -£2,000,000	59 3%	26 4%	39 3%	14 7%	1 48%	29 4%	35 4%	8 5%	- -%	27 3%	19 3%	6 3%	- -%
Net: >£2,000,000	33 2%	18 2%	28 2%	9 4%	- -%	15 2%	20 2%	8 4%	- -%	15 2%	13 2%	7 3%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Refused	47	36	20	17	25	23	*	13	15	5	-	-	5	9
	2%	2%	2%	2%	2%	2%	4%	2%	3%	1%	-%	-%	1%	2%
Net:<£100,000	1112	854	643	564	668	610	6	402	299	294	88	66	224	230
	56%	59%	61%	65%	58%	63%	43%	68%	69%	68%	75%	74%	51%	58%
				a										
Net:<£200,000	1242	959	712	633	751	670	6	446	331	330	100	73	259	255
	62%	66%	67%	73%	65%	69%	44%	76%	76%	77%	85%	81%	59%	64%
				ab										
Net:£200,000 -£500,000	133	97	89	51	82	75	2	37	28	21	3	*	17	16
	7%	7%	8%	6%	7%	8%	12%	6%	6%	5%	2%	-%	4%	4%
Net:£500,000 -£1,000,000	54	42	33	29	36	28	1	20	15	12	3	3	13	12
	3%	3%	3%	3%	3%	3%	8%	3%	3%	3%	3%	4%	3%	3%
Net:£1,000,000 -£2,000,000	59	45	39	22	36	27	3	14	13	16	3	4	11	11
	3%	3%	4%	3%	3%	3%	24%	2%	3%	4%	2%	4%	2%	3%
							ab							
Net: >£2,000,000	33	30	20	12	24	15	1	8	9	7	5	4	16	8
	2%	2%	2%	1%	2%	2%	6%	1%	2%	2%	4%	4%	4%	2%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Up to £49,999	801 40%	73 48%	35 51%	37 56%	24 60%	635 37%	373 33%	671 38%	445 36%	361 31%	323 41%	637 38%	84 37%	- -%	629 43%	50 40%
£50,000 -£99,999	311 16%	29 19%	10 15%	9 13%	3 7%	286 17%	156 14%	294 17%	173 14%	159 14%	129 16%	275 16%	42 19%	- -%	216 15%	28 22%
£100,000 -£199,999	130 7%	15 10%	6 9%	1 1%	3 6%	114 7%	80 7%	119 7%	80 7%	94 8%	60 8%	103 6%	25 11%	- -%	95 6%	10 8%
£200,000 -£299,999	61 3%	2 1%	4 5%	5 8%	- -%	48 3%	45 4%	55 3%	39 3%	38 3%	30 4%	51 3%	4 2%	- -%	50 3%	1 1%
£300,000 -£399,999	40 2%	3 2%	4 5%	4 6%	2 4%	37 2%	28 2%	39 2%	23 2%	23 2%	24 3%	31 2%	3 1%	- -%	22 1%	* *%
£400,000 -£499,999	32 2%	* *%	1 2%	2 3%	- -%	32 2%	27 2%	32 2%	26 2%	23 2%	16 2%	26 2%	6 3%	- -%	17 1%	- -%
£500,000 -£749,999	35 2%	4 2%	1 2%	1 2%	1 2%	32 2%	22 2%	33 2%	21 2%	27 2%	20 2%	32 2%	4 2%	- -%	25 2%	3 3%
£750,000 -£999,999	20 1%	1 1%	1 1%	1 1%	1 2%	17 1%	11 1%	17 1%	12 1%	14 1%	8 1%	15 1%	3 1%	- -%	13 1%	1 1%
£1,000,000 -£1,499,999	46 2%	3 2%	1 1%	* *%	3 9%	41 2%	20 2%	43 2%	25 2%	27 2%	26 3%	32 2%	5 2%	- -%	34 2%	4 3%
£1,500,000 -£1,999,999	14 1%	* *%	2 3%	* *%	* 1%	13 1%	11 1%	13 1%	9 1%	9 1%	10 1%	13 1%	3 1%	- -%	11 1%	1 1%
£2,000,000 -£4,999,999	12 1%	* *%	* *%	* *%	* *%	11 1%	7 1%	12 1%	8 1%	8 1%	8 1%	10 1%	1 1%	- -%	11 1%	* *%
£5,000,000 +	20 1%	* *%	* *%	* 1%	* *%	20 1%	15 1%	20 1%	16 1%	12 1%	10 1%	19 1%	5 2%	- -%	16 1%	* *%
Don't know / not sure	431 22%	20 13%	3 4%	1 2%	3 8%	380 22%	319 28%	392 22%	315 26%	345 30%	98 12%	379 23%	38 17%	* 100%	300 20%	22 17%
							ac			ac		a				

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Refused	47	2	-	4	-	41	22	42	27	21	22	44	2	-	30	5
	2%	1%	-%	7%	-%	2%	2%	2%	2%	2%	3%	3%	1%	-%	2%	4%
Net: <£100,000	1112	103	46	46	27	920	528	965	618	520	452	912	126	-	845	77
	56%	67%	66%	70%	67%	54%	47%	54%	51%	45%	58%	55%	56%	-%	58%	62%
						be		be	e							
Net: <£200,000	1242	117	52	46	30	1034	608	1083	698	614	513	1015	151	-	940	87
	62%	77%	75%	71%	74%	61%	54%	61%	57%	53%	65%	61%	67%	-%	64%	70%
						be		be								
Net: £200,000 -£500,000	133	5	9	11	2	116	100	126	88	83	71	108	13	-	89	1
	7%	3%	12%	17%	4%	7%	9%	7%	7%	7%	9%	6%	6%	-%	6%	1%
				a												
Net: £500,000 -£1,000,000	54	5	2	2	2	49	33	50	33	40	28	47	8	-	38	4
	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	4%	3%	3%	-%	3%	3%
Net: £1,000,000 -£2,000,000	59	4	3	*	4	54	31	56	34	36	36	45	8	-	45	5
	3%	2%	5%	*%	9%	3%	3%	3%	3%	3%	5%	3%	3%	-%	3%	4%
Net: >£2,000,000	33	1	*	*	*	32	22	32	24	20	18	29	7	-	26	*
	2%	*%	*%	1%	*%	2%	2%	2%	2%	2%	2%	2%	3%	-%	2%	*%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Up to £49,999	801	327	442	233	18	100	177	86	549	158	104	142	529
	40%	47%	38%	45%	46%	41%	44%	44%	41%	40%	39%	47%	39%
		b											
£50,000 -£99,999	311	130	169	67	6	32	64	32	220	57	35	52	224
	16%	19%	15%	13%	14%	13%	16%	16%	17%	14%	13%	17%	17%
£100,000 -£199,999	130	48	67	47	3	29	26	15	82	31	20	24	82
	7%	7%	6%	9%	7%	12%	6%	8%	6%	8%	7%	8%	6%
£200,000 -£299,999	61	20	39	20	-	12	8	4	42	12	9	12	39
	3%	3%	3%	4%	-%	5%	2%	2%	3%	3%	3%	4%	3%
£300,000 -£399,999	40	14	15	16	3	18	3	7	27	6	4	21	15
	2%	2%	1%	3%	7%	7%	1%	3%	2%	2%	2%	7%	1%
						b						ac	
£400,000 -£499,999	32	12	17	9	*	6	7	4	16	11	2	5	26
	2%	2%	1%	2%	*%	3%	2%	2%	1%	3%	1%	2%	2%
£500,000 -£749,999	35	14	16	12	1	8	5	11	16	8	9	9	17
	2%	2%	1%	2%	2%	3%	1%	6%	1%	2%	3%	3%	1%
						b							
£750,000 -£999,999	20	6	10	6	1	6	2	3	15	1	2	5	11
	1%	1%	1%	1%	3%	3%	*%	2%	1%	*%	1%	2%	1%
£1,000,000 -£1,499,999	46	15	26	16	-	10	10	5	34	5	6	6	33
	2%	2%	2%	3%	-%	4%	3%	3%	3%	1%	2%	2%	2%
£1,500,000 -£1,999,999	14	6	7	5	*	2	3	1	9	1	2	3	8
	1%	1%	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%	1%
£2,000,000 -£4,999,999	12	5	7	5	1	2	4	2	7	3	2	2	9
	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%
£5,000,000 +	20	5	15	3	-	1	2	1	9	11	4	1	15
	1%	1%	1%	*%	-%	*%	1%	*%	1%	3%	1%	*%	1%
						b							
Don't know / not sure	431	65	307	74	7	15	79	20	279	74	61	16	302
	22%	9%	26%	14%	17%	6%	20%	10%	21%	19%	23%	5%	22%
			a			a			a		b		b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Refused	47	23	23	11	-	3	10	5	21	19	7	7	30
	2%	3%	2%	2%	-%	1%	2%	2%	2%	5%	3%	2%	2%
										b			
Net: <£100,000	1112	457	611	300	24	133	241	118	770	215	139	194	753
	56%	66%	53%	57%	60%	54%	60%	60%	58%	54%	52%	64%	56%
		b										a	
Net: <£200,000	1242	505	678	347	27	161	267	132	852	245	158	218	835
	62%	73%	58%	66%	67%	66%	66%	67%	64%	62%	60%	72%	62%
		b										ac	
Net: £200,000 -£500,000	133	46	71	44	3	36	19	15	85	30	15	38	80
	7%	7%	6%	8%	7%	15%	5%	8%	6%	7%	6%	12%	6%
						b						ac	
Net: £500,000 -£1,000,000	54	21	25	18	2	14	7	14	31	9	11	14	28
	3%	3%	2%	3%	5%	6%	2%	7%	2%	2%	4%	5%	2%
						bc							
Net: £1,000,000 -£2,000,000	59	21	33	21	*	12	14	7	43	6	8	8	41
	3%	3%	3%	4%	*%	5%	3%	3%	3%	2%	3%	3%	3%
Net: >£2,000,000	33	10	22	8	1	3	6	3	16	14	6	3	24
	2%	1%	2%	1%	3%	1%	2%	1%	1%	4%	2%	1%	2%
										b			

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Up to £49,999	801 40%	255 27%	546 51%
		a	
£50,000 -£99,999	311 16%	124 13%	187 17%
£100,000 -£199,999	130 7%	75 8%	55 5%
£200,000 -£299,999	61 3%	31 3%	30 3%
£300,000 -£399,999	40 2%	24 3%	16 1%
£400,000 -£499,999	32 2%	18 2%	14 1%
£500,000 -£749,999	35 2%	20 2%	15 1%
£750,000 -£999,999	20 1%	6 1%	14 1%
£1,000,000 -£1,499,999	46 2%	16 2%	29 3%
£1,500,000 -£1,999,999	14 1%	6 1%	8 1%
£2,000,000 -£4,999,999	12 1%	8 1%	4 *%
£5,000,000 +	20 1%	11 1%	9 1%
Don't know / not sure	431 22%	308 33%	123 12%
		b	
Refused	47 2%	28 3%	19 2%
Net:<£100,000	1112 56%	379 41%	733 68%
		a	

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Net: <£200,000	1242 62%	454 49%	788 74%
		a	
Net: £200,000 -£500,000	133 7%	73 8%	60 6%
Net: £500,000 -£1,000,000	54 3%	26 3%	28 3%
Net: £1,000,000 -£2,000,000	59 3%	22 2%	37 3%
Net: >£2,000,000	33 2%	19 2%	13 1%

Columns Tested: a,b

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Up to £49,999	801	-	30	143	118	22	68	26	109	73	27	149	35
	40%	-%	45%	40%	33%	63% dil	38%	50% il	54% cdfil	30%	40%	48% dil	28%
£50,000 -£99,999	311	-	9	52	33	7	28	5	41	40	9	66	23
	16%	-%	13%	15%	9%	19%	15%	9%	20% d	16% d	14%	21% d	19% d
£100,000 -£199,999	130	-	5	28	13	3	17	2	16	28	4	12	2
	7%	-%	7%	8%	4%	9%	10% dl	4%	8%	12% dkl	6%	4%	2%
£200,000 -£299,999	61	-	1	4	8	-	4	2	6	11	2	16	8
	3%	-%	1%	1%	2%	-%	2%	3%	3%	4%	3%	5% c	6% c
£300,000 -£399,999	40	-	1	2	3	-	7	3	4	8	2	11	1
	2%	-%	2%	*%	1%	-%	4% c	5% c	2%	3%	3%	4% c	*%
£400,000 -£499,999	32	-	3	5	*	-	3	*	2	11	1	3	4
	2%	-%	5% d	1%	*%	-%	2%	1%	1%	5% d	1%	1%	3% d
£500,000 -£749,999	35	-	1	6	3	*	4	*	1	8	1	6	3
	2%	-%	2%	2%	1%	*%	2%	1%	1%	3%	2%	2%	3%
£750,000 -£999,999	20	-	*	5	1	*	3	1	3	1	1	3	2
	1%	-%	1%	1%	*%	*%	1%	2%	1%	*%	1%	1%	1%
£1,000,000 -£1,499,999	46	-	3	14	2	*	5	2	2	9	1	5	3
	2%	-%	5%	4% d	1%	*%	3%	4%	1%	4% d	1%	2%	2%
£1,500,000 -£1,999,999	14	-	1	4	2	*	*	*	1	2	1	2	2
	1%	-%	1%	1%	*%	*%	*%	1%	*%	1%	2%	1%	1%
£2,000,000 -£4,999,999	12	-	2	1	3	*	*	1	1	2	1	-	1
	1%	-%	2%	*%	1%	*%	*%	3%	*%	1%	1%	-%	1%
£5,000,000 +	20	-	5	4	4	*	1	1	1	1	3	*	1
	1%	-%	8% cdfhik	1%	1%	*%	*%	2%	*%	*%	4% k	*%	1%
Don't know / not sure	431	-	7	86	163	3	35	9	13	44	12	22	37
	22%	-%	10%	24% hk	46% bcefg hijkl	8%	19% hk	17%	6%	18% hk	19% hk	7% hk	30% bhk

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Refused	47	-	*	5	3	-	6	*	5	5	2	16	3
	2%	-%	*%	1%	1%	-%	3%	1%	3%	2%	3%	5%	3%
												cd	
Net: <£100,000	1112	-	39	195	150	28	96	31	150	113	36	215	58
	56%	-%	58%	54%	42%	82%	53%	58%	74%	47%	54%	69%	47%
				d		cdfijl			cdfijl			cdfijl	
Net: <£200,000	1242	-	44	224	163	31	114	33	166	141	40	226	60
	62%	-%	64%	62%	46%	91%	62%	62%	82%	58%	60%	73%	48%
			d	dl		bcdgijl	d		bcdgijl	d	d	cdil	
Net: £200,000 -£500,000	133	-	5	10	12	-	14	5	12	29	5	30	12
	7%	-%	7%	3%	3%	-%	8%	9%	6%	12%	7%	10%	10%
										cd		cd	cd
Net: £500,000 -£1,000,000	54	-	2	11	4	*	7	2	4	9	2	9	5
	3%	-%	2%	3%	1%	1%	4%	3%	2%	4%	2%	3%	4%
Net: £1,000,000 -£2,000,000	59	-	4	18	4	*	5	2	2	11	2	7	4
	3%	-%	6%	5%	1%	*%	3%	5%	1%	4%	3%	2%	4%
				d						d			
Net: >£2,000,000	33	-	7	5	7	*	1	2	2	3	4	*	2
	2%	-%	10%	2%	2%	*%	*%	4%	1%	1%	6%	*%	2%
			cdfhik								k		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Up to £49,999	801	186	195	209	210	381	419
	40%	37%	39%	42%	42%	38%	42%
£50,000 -£99,999	311	66	62	85	98	128	183
	16%	13%	12%	17%	20%	13%	18%
£100,000 -£199,999	130	38	28	46	18	66	64
	7%	8%	6%	9%	4%	7%	6%
		d		d			
£200,000 -£299,999	61	9	8	18	26	17	44
	3%	2%	2%	4%	5%	2%	4%
				ab			a
£300,000 -£399,999	40	5	8	14	13	13	27
	2%	1%	2%	3%	3%	1%	3%
£400,000 -£499,999	32	8	3	13	8	11	21
	2%	2%	1%	3%	2%	1%	2%
£500,000 -£749,999	35	7	7	10	10	15	20
	2%	1%	1%	2%	2%	1%	2%
£750,000 -£999,999	20	6	4	5	5	10	10
	1%	1%	1%	1%	1%	1%	1%
£1,000,000 -£1,499,999	46	17	7	13	8	24	21
	2%	3%	1%	3%	2%	2%	2%
£1,500,000 -£1,999,999	14	5	2	3	5	7	7
	1%	1%	*%	1%	1%	1%	1%
£2,000,000 -£4,999,999	12	3	3	4	2	6	6
	1%	1%	1%	1%	*%	1%	1%
£5,000,000 +	20	9	5	2	4	14	6
	1%	2%	1%	*%	1%	1%	1%
Don't know / not sure	431	136	158	66	71	294	137
	22%	27%	32%	13%	14%	29%	14%
		cd	cd			b	
Refused	47	5	10	10	22	15	32
	2%	1%	2%	2%	4%	1%	3%
				a			

Table 6 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Net: <£100,000	1112	252	257	294	308	509	602
	56%	50%	51%	59%	62%	51%	60%
					ab		a
Net: <£200,000	1242	291	285	341	326	575	667
	62%	58%	57%	68%	65%	58%	67%
				ab	b		a
Net: £200,000 -£500,000	133	21	19	46	47	41	92
	7%	4%	4%	9%	9%	4%	9%
				ab	ab		a
Net: £500,000 -£1,000,000	54	13	11	15	15	24	30
	3%	3%	2%	3%	3%	2%	3%
Net: £1,000,000 -£2,000,000	59	22	9	16	13	31	28
	3%	4%	2%	3%	3%	3%	3%
Net: >£2,000,000	33	12	8	7	6	20	13
	2%	2%	2%	1%	1%	2%	1%

Columns Tested: a,b,c,d - a,b

Table 7

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
East of England	168	31	137	161	6	*	*	6
	8%	5%	10%	8%	8%	3%	7%	7%
			a					
East Midlands	150	46	103	143	6	*	*	7
	7%	8%	7%	7%	8%	3%	5%	8%
Greater London	360	122	237	345	12	2	1	15
	18%	20%	17%	18%	16%	20%	27%	17%
							abe	
North East	98	31	66	94	3	*	*	3
	5%	5%	5%	5%	4%	5%	3%	4%
North West	155	43	112	149	6	*	*	7
	8%	7%	8%	8%	8%	3%	5%	7%
South East	271	73	198	262	9	-	1	10
	14%	12%	14%	14%	12%	-%	10%	11%
				c	c		c	c
South West	249	63	186	240	9	-	1	9
	12%	10%	13%	13%	11%	-%	11%	10%
				c	c		c	c
West Midlands	163	43	120	155	7	1	*	8
	8%	7%	9%	8%	9%	14%	5%	9%
Yorkshire and The Humber	147	40	108	143	2	1	*	4
	7%	7%	8%	8%	3%	15%	6%	4%
				b		abde		
Scotland	120	54	66	111	7	2	1	9
	6%	9%	5%	6%	9%	20%	13%	10%
		b				abe	a	a
Wales	80	37	43	73	5	1	*	7
	4%	6%	3%	4%	7%	12%	4%	7%
		b			a	a		a
Northern Ireland	40	21	19	35	4	1	*	5
	2%	4%	1%	2%	6%	6%	3%	6%
		b			a	a		a
Net: North	400	114	286	386	11	2	1	14
	20%	19%	21%	20%	15%	22%	14%	15%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Net: Midlands	480	121	359	459	19	2	1	21
	24%	20%	26%	24%	25%	20%	17%	24%
			a					
Net: South	880	258	622	846	30	2	2	34
	44%	43%	45%	44%	39%	20%	48%	38%
				c	c		c	c
Net: Scotland, Wales and Northern Ireland	240	113	127	219	16	3	1	21
	12%	19%	9%	11%	22%	38%	21%	23%
		b			a	abde	a	a
Nations								
England	1760	493	1267	1691	60	6	4	69
	88%	81%	91%	89%	78%	62%	79%	77%
			a	bcde	c		c	c
Wales	80	37	43	73	5	1	*	7
	4%	6%	3%	4%	7%	12%	4%	7%
		b			a	a		a
Scotland	120	54	66	111	7	2	1	9
	6%	9%	5%	6%	9%	20%	13%	10%
		b				abe	a	a
Northern Ireland	40	21	19	35	4	1	*	5
	2%	4%	1%	2%	6%	6%	3%	6%
		b			a	a		a
Groups								
East of England / East Midlands / West Midlands	480	121	359	459	19	2	1	21
	24%	20%	26%	24%	25%	20%	17%	24%
			a					
Greater London / South East / South West	880	258	622	846	30	2	2	34
	44%	43%	45%	44%	39%	20%	48%	38%
				c	c		c	c
North East / North West / Yorkshire and The Humber	400	114	286	386	11	2	1	14
	20%	19%	21%	20%	15%	22%	14%	15%

Columns Tested: a,b - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Scotland / Wales / Northern Ireland	240	113	127	219	16	3	1	21
	12%	19%	9%	11%	22%	38%	21%	23%
		b			a	abde	a	a
Urbanity								
Urban	1668	500	1167	1585	70	8	5	82
	83%	83%	84%	83%	92%	88%	92%	91%
					a		a	a
Rural	332	105	227	325	6	1	*	8
	17%	17%	16%	17%	8%	12%	8%	9%
				bde				

Columns Tested:: a,b - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
East of England	168 8%	107 9%	48 9%	6 4%	6 11%	* 1%	* 7%	161 8%	6 8%	1 4%
		e	e		cei		e	e	e	
East Midlands	150 7%	99 8%	33 6%	11 8%	3 5%	4 12%	* 5%	143 7%	6 8%	1 4%
Greater London	360 18%	210 17%	112 20%	23 16%	9 17%	5 14%	1 27%	345 18%	12 16%	3 22%
							acegh			
North East	98 5%	69 6%	17 3%	9 6%	3 5%	1 2%	* 3%	94 5%	3 4%	1 4%
North West	155 8%	81 7%	56 10%	12 8%	3 6%	3 9%	* 5%	149 8%	6 8%	* 4%
			i							
South East	271 14%	171 14%	68 12%	23 16%	8 16%	1 3%	1 10%	262 14%	9 12%	1 4%
		ei	ei	ei	ei		ei	ei	ei	
South West	249 12%	161 13%	61 11%	18 13%	6 12%	2 7%	1 11%	240 13%	9 11%	1 4%
		i	i	i	i		i	i	i	
West Midlands	163 8%	99 8%	48 9%	7 5%	4 8%	4 12%	* 5%	155 8%	7 9%	2 11%
Yorkshire and The Humber	147 7%	91 7%	41 7%	12 9%	1 2%	2 7%	* 6%	143 8%	2 3%	2 12%
		dh	dh	dh				dh		dh
Scotland	120 6%	71 6%	31 6%	9 7%	4 7%	5 14%	1 13%	111 6%	7 9%	2 17%
						abg	abg			abcdgh
Wales	80 4%	44 4%	23 4%	6 5%	3 5%	4 12%	* 4%	73 4%	5 7%	1 9%
						abcfg			ag	abg
Northern Ireland	40 2%	19 2%	11 2%	5 3%	2 5%	3 8%	* 3%	35 2%	4 6%	1 5%
					ag	abg		abg	abg	ag

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Net: North	400 20%	241 20%	113 21%	33 23%	7 14%	6 18%	1 14%	386 20%	11 15%	3 19%
				d						
Net: Midlands	480 24%	305 25%	130 24%	24 17%	13 24%	8 24%	1 17%	459 24%	19 25%	3 19%
Net: South	880 44%	542 44%	241 44%	63 45%	24 45%	8 24%	2 48%	846 44%	30 39%	4 30%
		ei	ei	ei	ei		ei	ei	e	
Net: Scotland, Wales and Northern Ireland	240 12%	134 11%	65 12%	21 15%	9 17%	11 34%	1 21%	219 11%	16 22%	4 32%
						abcdfgh	abg		abg	abcdfgh
Nations										
England	1760 88%	1088 89%	484 88%	119 85%	44 83%	22 66%	4 79%	1691 89%	60 78%	10 68%
		efhi	efhi	ei	ei		ei	efhi	ei	
Wales	80 4%	44 4%	23 4%	6 5%	3 5%	4 12%	* 4%	73 4%	5 7%	1 9%
						abcfg			ag	abg
Scotland	120 6%	71 6%	31 6%	9 7%	4 7%	5 14%	1 13%	111 6%	7 9%	2 17%
						abg	abg			abcdgh
Northern Ireland	40 2%	19 2%	11 2%	5 3%	2 5%	3 8%	* 3%	35 2%	4 6%	1 5%
					ag	abg			abg	ag
Groups										
East of England / East Midlands / West Midlands	480 24%	305 25%	130 24%	24 17%	13 24%	8 24%	1 17%	459 24%	19 25%	3 19%
Greater London / South East / South West	880 44%	542 44%	241 44%	63 45%	24 45%	8 24%	2 48%	846 44%	30 39%	4 30%
		ei	ei	ei	ei		ei	ei	e	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
North East / North West / Yorkshire and The Humber	400	241	113	33	7	6	1	386	11	3
	20%	20%	21%	23%	14%	18%	14%	20%	15%	19%
Scotland / Wales / Northern Ireland	240	134	65	21	9	11	1	219	16	4
	12%	11%	12%	15%	17%	34%	21%	11%	22%	32%
				d		abcdfgh	abg		abg	abcdfgh
Urbanity										
Urban	1668	1019	436	130	48	29	5	1585	70	13
	83%	83%	80%	93%	93%	89%	92%	83%	92%	89%
				abg	abg	b	abg		abg	b
Rural	332	202	112	10	4	3	*	325	6	1
	17%	17%	20%	7%	7%	11%	8%	17%	8%	11%
		cdfn	cdefhi					cdfn		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Net: Midlands	480 24%	383 25%	76 22%	19 25%	2 20%	1 17%	298 27%	62 24%	15 27%	12 26%	4 9%
Net: South	880 44%	703 45%	143 41%	30 39%	2 20%	2 48%	486 44%	116 44%	22 41%	19 42%	27 58%
Net: Scotland, Wales and Northern Ireland	240 12%	166 11%	53 15%	16 22%	3 38%	1 21%	102 9%	26 10%	6 11%	4 10%	8 17%
Nations		a	a	a	abce	a					
England	1760 88%	1392 89%	299 85%	60 78%	6 62%	4 79%	1010 91%	237 90%	48 89%	41 90%	39 83%
Wales	80 4%	57 4%	16 5%	5 7%	1 12%	* 4%	36 3%	8 3%	3 5%	1 3%	2 5%
Scotland	120 6%	85 5%	26 7%	7 9%	2 20%	1 13%	51 5%	12 4%	2 3%	3 6%	4 9%
Northern Ireland	40 2%	24 2%	11 3%	4 6%	1 6%	* 3%	14 1%	6 2%	1 2%	1 1%	2 3%
Groups		a	a	a	a	a					
East of England / East Midlands / West Midlands	480 24%	383 25%	76 22%	19 25%	2 20%	1 17%	298 27%	62 24%	15 27%	12 26%	4 9%
Greater London / South East / South West	880 44%	703 45%	143 41%	30 39%	2 20%	2 48%	486 44%	116 44%	22 41%	19 42%	27 58%
North East / North West / Yorkshire and The Humber	400 20%	306 20%	80 23%	11 15%	2 22%	1 14%	226 20%	59 22%	11 21%	10 21%	7 16%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Scotland / Wales / Northern Ireland	240	166	53	16	3	1	102	26	6	4	8
	12%	11%	15%	22%	38%	21%	9%	10%	11%	10%	17%
			a	a	abce	a					
Urbanity											
Urban	1668	1286	300	70	8	5	918	212	51	43	42
	83%	83%	85%	92%	88%	92%	83%	80%	94%	93%	91%
				ab		a			ab		
Rural	332	272	52	6	1	*	193	52	3	3	4
	17%	17%	15%	8%	12%	8%	17%	20%	6%	7%	9%
		ce	c				c	c			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Net: North	400	-	-	-	98	155	-	-	-	147
	20%	-%	-%	-%	100%	100%	-%	-%	-%	100%
					abcfgh	abcfgh				abcfgh
Net: Midlands	480	168	150	-	-	-	-	-	163	-
	24%	100%	100%	-%	-%	-%	-%	-%	100%	-%
		cdefgi	cdefgi						cdefgi	
Net: South	880	-	-	360	-	-	271	249	-	-
	44%	-%	-%	100%	-%	-%	100%	100%	-%	-%
				abdehi			abdehi	abdehi		
Net: Scotland, Wales and Northern Ireland	240	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Nations										
England	1760	168	150	360	98	155	271	249	163	147
	88%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wales	80	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Scotland	120	-	-	-	-	-	-	-	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Northern Ireland	40	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Groups										
East of England / East Midlands / West Midlands	480	168	150	-	-	-	-	-	163	-
	24%	100%	100%	-%	-%	-%	-%	-%	100%	-%
		cdefgi	cdefgi						cdefgi	
Greater London / South East / South West	880	-	-	360	-	-	271	249	-	-
	44%	-%	-%	100%	-%	-%	100%	100%	-%	-%
				abdehi			abdehi	abdehi		
North East / North West / Yorkshire and The Humber	400	-	-	-	98	155	-	-	-	147
	20%	-%	-%	-%	100%	100%	-%	-%	-%	100%
					abcfgh	abcfgh				abcfgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Scotland / Wales / Northern Ireland	240	-	-	-	-	-	-	-	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Urbanity										
Urban	1668	112	93	346	89	137	229	201	142	130
	83%	67%	62%	96%	91%	88%	84%	81%	87%	88%
				abefghi	ab	ab	ab	ab	ab	ab
Rural	332	55	56	14	9	19	43	48	21	17
	17%	33%	38%	4%	9%	12%	16%	19%	13%	12%
		cdefghi	cdefghi			c	c	c	c	c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
East of England	168 8%	- -%	168 35%	- -%	168 10%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
East Midlands	150 7%	- -%	150 31%	- -%	150 8%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
Greater London	360 18%	- -%	- -%	360 41%	360 20%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
North East	98 5%	98 24%	- -%	- -%	98 6%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
North West	155 8%	155 39%	- -%	- -%	155 9%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
South East	271 14%	- -%	- -%	271 31%	271 15%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
South West	249 12%	- -%	- -%	249 28%	249 14%	- -%	- -%	- -%	- -%
				abdefgh	abefgh				
West Midlands	163 8%	- -%	163 34%	- -%	163 9%	- -%	- -%	- -%	- -%
			acdefgh		acefgh				
Yorkshire and The Humber	147 7%	147 37%	- -%	- -%	147 8%	- -%	- -%	- -%	- -%
		bcdefgh			bcefgh				
Scotland	120 6%	- -%	- -%	- -%	- -%	120 50%	120 100%	- -%	- -%
						abcdgh	abcdegh		
Wales	80 4%	- -%	- -%	- -%	- -%	80 33%	- -%	80 100%	- -%
						abcdfh		abcdefh	

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdfg
Net: North	400	400	-	-	400	-	-	-	-
	20%	100%	-%	-%	23%	-%	-%	-%	-%
		bcdefgh			bcefg				
Net: Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefg				
Net: South	880	-	-	880	880	-	-	-	-
	44%	-%	-%	100%	50%	-%	-%	-%	-%
				abdefgh	abefgh				
Net: Scotland, Wales and Northern Ireland	240	-	-	-	-	240	120	80	40
	12%	-%	-%	-%	-%	100%	100%	100%	100%
						abcd	abcd	abcd	abcd
Nations									
England	1760	400	480	880	1760	-	-	-	-
	88%	100%	100%	100%	100%	-%	-%	-%	-%
		efgh	efgh	efgh	efgh				
Wales	80	-	-	-	-	80	-	80	-
	4%	-%	-%	-%	-%	33%	-%	100%	-%
						abcdfh		abcdefh	
Scotland	120	-	-	-	-	120	120	-	-
	6%	-%	-%	-%	-%	50%	100%	-%	-%
						abcdgh	abcdegh		
Northern Ireland	40	-	-	-	-	40	-	-	40
	2%	-%	-%	-%	-%	17%	-%	-%	100%
						abcdfg			abcdfg
Groups									
East of England / East Midlands / West Midlands	480	-	480	-	480	-	-	-	-
	24%	-%	100%	-%	27%	-%	-%	-%	-%
			acdefgh		acefg				

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Greater London / South East / South West	880	-	-	880	880	-	-	-	-
	44%	-%	-%	100%	50%	-%	-%	-%	-%
				abdefgh	abefgh				
North East / North West / Yorkshire and The Humber	400	400	-	-	400	-	-	-	-
	20%	100%	-%	-%	23%	-%	-%	-%	-%
		bcdefgh			bcefg				
Scotland / Wales / Northern Ireland	240	-	-	-	-	240	120	80	40
	12%	-%	-%	-%	-%	100%	100%	100%	100%
						abcd	abcd	abcd	abcd
Urbanity									
Urban	1668	355	348	775	1478	189	98	60	31
	83%	89%	72%	88%	84%	79%	82%	75%	77%
		begh		begh	begh	b	b		
Rural	332	45	132	105	282	51	22	20	9
	17%	11%	28%	12%	16%	21%	18%	25%	23%
			acdef			acd		acd	acd

Columns Tested:: a,b,c,d,e,f,g,h

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
East of England	168	18	7	1	8	20	28	6	5	81
	8%	18%	5%	2%	5%	9%	7%	8%	8%	9%
		bdfi								
East Midlands	150	2	13	3	16	15	38	6	8	65
	7%	2%	10%	7%	9%	6%	9%	9%	13%	7%
Greater London	360	10	33	9	43	42	73	8	14	169
	18%	10%	26%	23%	25%	18%	17%	11%	25%	18%
		a								
North East	98	4	10	3	12	17	26	5	3	29
	5%	4%	7%	7%	7%	7%	6%	6%	5%	3%
							i			
North West	155	5	18	5	23	18	35	3	4	67
	8%	4%	14%	14%	14%	8%	8%	4%	8%	7%
South East	271	7	12	-	12	42	52	2	2	155
	14%	6%	9%	-%	7%	18%	12%	3%	4%	16%
						dgh				dgh
South West	249	29	10	6	15	18	41	22	3	120
	12%	28%	7%	14%	9%	8%	10%	30%	5%	13%
		bdefhi						bdefhi		
West Midlands	163	-	7	4	10	22	46	3	5	76
	8%	-%	5%	10%	6%	10%	11%	4%	8%	8%
			a			a	a			
Yorkshire and The Humber	147	9	9	6	15	14	34	5	4	66
	7%	9%	7%	16%	9%	6%	8%	7%	6%	7%
Scotland	120	9	7	2	9	13	25	7	6	51
	6%	9%	6%	4%	5%	6%	6%	10%	10%	5%
Wales	80	6	5	*	6	6	13	5	3	40
	4%	6%	4%	1%	3%	3%	3%	6%	5%	4%
Northern Ireland	40	3	1	*	1	3	8	2	2	21
	2%	3%	1%	1%	1%	1%	2%	2%	3%	2%
Net: North	400	18	36	14	50	48	96	12	11	162
	20%	17%	27%	37%	30%	21%	23%	17%	19%	17%
				i	i					

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Net: Midlands	480	20	26	7	34	56	112	15	17	222
	24%	20%	20%	19%	20%	25%	27%	21%	29%	24%
Net: South	880	45	55	15	69	103	166	31	20	444
	44%	44%	42%	38%	41%	45%	40%	43%	34%	47%
										f
Net: Scotland, Wales and Northern Ireland	240	19	14	2	16	22	46	13	11	112
	12%	18%	11%	6%	10%	10%	11%	19%	18%	12%
Nations										
England	1760	83	117	37	153	207	374	59	48	828
	88%	82%	89%	94%	90%	90%	89%	81%	82%	88%
Wales	80	6	5	*	6	6	13	5	3	40
	4%	6%	4%	1%	3%	3%	3%	6%	5%	4%
Scotland	120	9	7	2	9	13	25	7	6	51
	6%	9%	6%	4%	5%	6%	6%	10%	10%	5%
Northern Ireland	40	3	1	*	1	3	8	2	2	21
	2%	3%	1%	1%	1%	1%	2%	2%	3%	2%
Groups										
East of England / East Midlands / West Midlands	480	20	26	7	34	56	112	15	17	222
	24%	20%	20%	19%	20%	25%	27%	21%	29%	24%
Greater London / South East / South West	880	45	55	15	69	103	166	31	20	444
	44%	44%	42%	38%	41%	45%	40%	43%	34%	47%
										f
North East / North West / Yorkshire and The Humber	400	18	36	14	50	48	96	12	11	162
	20%	17%	27%	37%	30%	21%	23%	17%	19%	17%
				i	i					
Scotland / Wales / Northern Ireland	240	19	14	2	16	22	46	13	11	112
	12%	18%	11%	6%	10%	10%	11%	19%	18%	12%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Urbanity										
Urban	1668	59	116	36	152	191	351	52	55	800
	83%	59%	88%	93%	90%	83%	83%	72%	94%	85%
			ag	a	ag	a	a		ag	ag
Rural	332	42	15	3	18	38	69	20	4	140
	17%	41%	12%	7%	10%	17%	17%	28%	6%	15%
		bcdefhi						bdhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
East of England	168 8%	46 9%	28 7%	94 9%	112 7%	55 17%	- -%	157 9%	10 7%	164 9%	4 5%
East Midlands	150 7%	32 6%	38 9%	79 7%	93 6%	56 17%	- -%	141 8%	9 6%	144 7%	6 8%
Greater London	360 18%	95 19%	73 17%	192 18%	346 21%	14 4%	- -%	331 18%	29 19%	347 18%	13 17%
North East	98 5%	33 7%	26 6%	39 4%	89 5%	9 3%	- -%	87 5%	11 7%	94 5%	4 5%
North West	155 8%	46 9%	35 8%	74 7%	137 8%	19 6%	- -%	142 8%	13 9%	151 8%	4 5%
South East	271 14%	60 12%	52 12%	159 15%	229 14%	43 13%	- -%	260 14%	11 8%	259 13%	13 16%
South West	249 12%	62 12%	41 10%	146 14%	201 12%	48 14%	- -%	230 12%	19 12%	238 12%	11 14%
West Midlands	163 8%	32 6%	46 11%	84 8%	142 9%	21 6%	- -%	149 8%	14 9%	157 8%	6 7%
Yorkshire and The Humber	147 7%	37 7%	34 8%	76 7%	130 8%	17 5%	- -%	137 7%	10 7%	141 7%	7 9%
Scotland	120 6%	31 6%	25 6%	64 6%	98 6%	22 6%	- -%	109 6%	11 7%	115 6%	5 7%
Wales	80 4%	18 4%	13 3%	49 5%	60 4%	20 6%	- -%	71 4%	9 6%	76 4%	4 5%
Northern Ireland	40 2%	7 1%	8 2%	25 2%	31 2%	9 3%	- -%	34 2%	6 4%	39 2%	1 1%
Net: North	400 20%	116 23%	96 23%	188 17%	355 21%	45 13%	- -%	366 20%	34 23%	386 20%	14 19%
					b						

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Net: Midlands	480 24%	110 22%	112 27%	257 24%	348 21%	132 40%	- -%	447 24%	33 22%	465 24%	15 20%
Net: South	880 44%	217 43%	166 40%	497 46%	775 46%	105 31%	- -%	821 44%	59 39%	844 44%	36 47%
Net: Scotland, Wales and Northern Ireland	240 12%	57 11%	46 11%	138 13%	189 11%	51 15%	- -%	215 12%	25 17%	230 12%	10 14%
Nations											
England	1760 88%	443 89%	374 89%	942 87%	1478 89%	282 85%	- -%	1634 88%	126 83%	1694 88%	66 86%
Wales	80 4%	18 4%	13 3%	49 5%	60 4%	20 6%	- -%	71 4%	9 6%	76 4%	4 5%
Scotland	120 6%	31 6%	25 6%	64 6%	98 6%	22 6%	- -%	109 6%	11 7%	115 6%	5 7%
Northern Ireland	40 2%	7 1%	8 2%	25 2%	31 2%	9 3%	- -%	34 2%	6 4%	39 2%	1 1%
Groups											
East of England / East Midlands / West Midlands	480 24%	110 22%	112 27%	257 24%	348 21%	132 40%	- -%	447 24%	33 22%	465 24%	15 20%
Greater London / South East / South West	880 44%	217 43%	166 40%	497 46%	775 46%	105 31%	- -%	821 44%	59 39%	844 44%	36 47%
North East / North West / Yorkshire and The Humber	400 20%	116 23%	96 23%	188 17%	355 21%	45 13%	- -%	366 20%	34 23%	386 20%	14 19%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Scotland / Wales / Northern Ireland	240	57	46	138	189	51	-	215	25	230	10
	12%	11%	11%	13%	11%	15%	-%	12%	17%	12%	14%
Urbanity											
Urban	1668	402	351	915	1668	-	-	1540	127	1600	67
	83%	80%	83%	85%	100%	-%	-%	83%	84%	83%	88%
					b						
Rural	332	98	69	165	-	332	-	308	24	323	9
	17%	20%	17%	15%	-%	100%	-%	17%	16%	17%	12%
						a					

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
East of England	168 8%	115 9%	26 9%	23 5%
East Midlands	150 7%	74 6%	36 12%	37 9%
Greater London	360 18%	223 18%	60 20%	75 18%
North East	98 5%	53 4%	21 7%	24 6%
North West	155 8%	101 8%	12 4%	37 9%
South East	271 14%	181 14%	25 8%	64 15%
South West	249 12%	168 13%	35 12%	43 10%
West Midlands	163 8%	96 8%	25 8%	35 8%
Yorkshire and The Humber	147 7%	97 8%	15 5%	32 8%
Scotland	120 6%	75 6%	19 6%	24 6%
Wales	80 4%	49 4%	13 4%	16 4%
Northern Ireland	40 2%	23 2%	8 3%	9 2%
Net: North	400 20%	252 20%	48 16%	93 22%
Net: Midlands	480 24%	285 23%	87 30%	95 23%
Net: South	880 44%	572 46%	120 41%	182 43%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Net: Scotland, Wales and Northern Ireland	240	146	39	49
	12%	12%	13%	12%
Nations				
England	1760	1109	255	370
	88%	88%	87%	88%
Wales	80	49	13	16
	4%	4%	4%	4%
Scotland	120	75	19	24
	6%	6%	6%	6%
Northern Ireland	40	23	8	9
	2%	2%	3%	2%
Groups				
East of England / East Midlands / West Midlands	480	285	87	95
	24%	23%	30%	23%
Greater London / South East / South West	880	572	120	182
	44%	46%	41%	43%
North East / North West / Yorkshire and The Humber	400	252	48	93
	20%	20%	16%	22%
Scotland / Wales / Northern Ireland	240	146	39	49
	12%	12%	13%	12%
Urbanity				
Urban	1668	1042	252	355
	83%	83%	86%	85%
Rural	332	213	42	64
	17%	17%	14%	15%

Columns Tested:: a,b,c

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
East of England	168 8%	147 8%	9 5%	7 18% b	2 23%	3 15%	- -%	- -%	- -%	157 8%	11 16% b	4 13%
East Midlands	150 7%	120 7%	22 12%	6 15%	* 3%	- -%	2 43%	- -%	- -%	141 7%	8 11%	2 7%
Greater London	360 18%	308 18%	33 17%	8 22%	4 59%	6 32%	1 11%	* 3%	* 10%	340 18%	19 27%	11 33%
North East	98 5%	88 5%	10 5%	- -%	- -%	- -%	- -%	- -%	- -%	98 5%	- -%	- -%
North West	155 8%	132 8%	20 11%	2 5%	- -%	1 5%	1 20%	- -%	- -%	151 8%	4 5%	2 6%
South East	271 14%	237 14%	26 14%	6 16%	- -%	2 10%	- -%	1 34%	- -%	263 14%	9 12%	3 8%
South West	249 12%	230 13% b	10 5%	4 11%	- -%	4 20%	* 8%	- -%	- -%	241 12% b	8 12%	4 12%
West Midlands	163 8%	140 8%	22 12%	1 3%	- -%	* *%	- -%	* 7%	- -%	162 8%	1 2%	* 1%
Yorkshire and The Humber	147 7%	135 8%	8 5%	* 1%	* 2%	3 15%	* 5%	- -%	* 6%	144 7%	3 5%	3 10%
Scotland	120 6%	104 6%	13 7%	1 2%	1 12%	* *%	* 7%	1 56%	* 4%	117 6%	3 5%	2 7%
Wales	80 4%	72 4%	7 4%	1 2%	* 1%	* 1%	* 5%	- -%	- -%	79 4%	1 2%	* 1%
Northern Ireland	40 2%	30 2%	7 4%	2 4%	* 1%	* 2%	* 3%	- -%	* 80%	37 2%	3 4%	1 3%
Net: North	400 20%	355 20%	38 20%	2 6%	* 2%	4 20%	1 24%	- -%	* 6%	393 20%	7 10%	5 15%
Net: Midlands	480 24%	407 23%	53 28%	14 36%	2 26%	3 15%	2 43%	* 7%	- -%	460 24%	20 29%	7 21%
Net: South	880 44%	775 44%	69 37%	18 49%	4 59%	12 62%	1 19%	1 37%	* 10%	844 44%	36 51%	18 53%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Net: Scotland, Wales and Northern Ireland	240	206	27	3	1	1	1	1	*	233	7	4
	12%	12%	14%	9%	13%	3%	14%	56%	84%	12%	10%	11%
Nations												
England	1760	1537	159	34	6	18	4	1	*	1696	64	30
	88%	88%	86%	91%	87%	97%	86%	44%	16%	88%	90%	89%
Wales	80	72	7	1	*	*	*	-	-	79	1	*
	4%	4%	4%	2%	1%	1%	5%	-%	-%	4%	2%	1%
Scotland	120	104	13	1	1	*	*	1	*	117	3	2
	6%	6%	7%	2%	12%	*%	7%	56%	4%	6%	5%	7%
Northern Ireland	40	30	7	2	*	*	*	-	*	37	3	1
	2%	2%	4%	4%	1%	2%	3%	-%	80%	2%	4%	3%
Groups												
East of England / East Midlands / West Midlands	480	407	53	14	2	3	2	*	-	460	20	7
	24%	23%	28%	36%	26%	15%	43%	7%	-%	24%	29%	21%
Greater London / South East / South West	880	775	69	18	4	12	1	1	*	844	36	18
	44%	44%	37%	49%	59%	62%	19%	37%	10%	44%	51%	53%
North East / North West / Yorkshire and The Humber	400	355	38	2	*	4	1	-	*	393	7	5
	20%	20%	20%	6%	2%	20%	24%	-%	6%	20%	10%	15%
Scotland / Wales / Northern Ireland	240	206	27	3	1	1	1	1	*	233	7	4
	12%	12%	14%	9%	13%	3%	14%	56%	84%	12%	10%	11%
Urbanity												
Urban	1668	1450	158	31	7	16	3	2	*	1608	59	29
	83%	83%	85%	82%	99%	85%	56%	100%	100%	83%	83%	85%
Rural	332	292	28	7	*	3	2	-	-	321	12	5
	17%	17%	15%	18%	1%	15%	44%	-%	-%	17%	17%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
East of England	168 8%	96 9%	51 8%	20 8%	142 9%	116 9%	146 9%	117 9%	58 8%	45 9%	30 6%	96 10%	3 7%	8 10%	1 2%	4 13%	3 14%
East Midlands	150 7%	88 8%	32 5%	30 12%	118 7%	93 7%	137 8%	81 6%	42 6%	47 9%	57 12%	64 6%	3 6%	2 3%	6 17%	1 3%	3 15%
Greater London	360 18%	208 19%	99 16%	52 20%	282 17%	222 18%	291 17%	215 17%	132 19%	96 19%	62 13%	183 18%	6 13%	22 27%	5 12%	10 29%	3 17%
North East	98 5%	45 4%	43 7%	10 4%	77 5%	61 5%	87 5%	67 5%	31 5%	35 7%	35 7%	42 4%	2 4%	3 4%	1 2%	5 14%	- -%
North West	155 8%	81 7%	50 8%	23 9%	137 8%	108 9%	141 8%	104 8%	64 9%	32 6%	34 7%	86 9%	7 15%	8 10%	3 7%	1 3%	2 10%
South East	271 14%	153 14%	84 14%	34 13%	229 14%	180 14%	237 14%	192 15%	94 14%	71 14%	58 12%	147 15%	10 21%	11 14%	4 10%	4 11%	3 17%
South West	249 12%	149 13%	82 13%	19 7%	198 12%	150 12%	208 12%	166 13%	93 14%	54 11%	65 13%	122 12%	4 8%	4 5%	9 23%	5 13%	- -%
West Midlands	163 8%	79 7%	60 10%	23 9%	129 8%	107 8%	143 8%	103 8%	61 9%	35 7%	47 10%	80 8%	1 1%	9 11%	4 10%	1 3%	2 11%
Yorkshire and The Humber	147 7%	93 8%	42 7%	12 5%	116 7%	86 7%	125 7%	98 8%	42 6%	32 6%	45 9%	70 7%	3 6%	5 7%	2 5%	* *%	* 1%
Scotland	120 6%	69 6%	35 6%	16 6%	93 6%	69 5%	97 6%	71 6%	32 5%	25 5%	30 6%	54 5%	4 7%	4 5%	2 4%	2 4%	2 10%
Wales	80 4%	44 4%	28 4%	8 3%	60 4%	48 4%	65 4%	43 3%	21 3%	17 3%	19 4%	38 4%	3 7%	2 2%	2 4%	1 4%	* 1%
Northern Ireland	40 2%	19 2%	11 2%	10 4%	34 2%	26 2%	35 2%	22 2%	11 2%	11 2%	9 2%	20 2%	2 4%	2 2%	1 2%	1 3%	1 4%
Net: North	400 20%	219 20%	135 22%	45 18%	330 20%	255 20%	354 21%	269 21%	137 20%	100 20%	114 23%	198 20%	12 25%	16 21%	6 15%	6 18%	2 11%
Net: Midlands	480 24%	263 23%	144 23%	73 28%	389 24%	316 25%	425 25%	301 24%	161 24%	127 25%	134 27%	241 24%	7 15%	19 24%	11 29%	6 18%	7 41%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Net: South	880	510	265	105	709	553	736	573	319	222	185	452	20	37	18	19	6
	44%	45%	43%	41%	44%	44%	43%	45%	47%	44%	38%	45%	42%	47%	46%	53%	33%
												a					
Net: Scotland, Wales and Northern Ireland	240	132	74	34	187	143	197	136	64	53	58	111	9	8	4	4	3
	12%	12%	12%	13%	12%	11%	11%	11%	9%	11%	12%	11%	19%	9%	10%	11%	15%
Nations																	
England	1760	992	544	223	1429	1124	1515	1143	617	448	434	890	38	73	35	31	15
	88%	88%	88%	87%	88%	89%	89%	89%	91%	89%	88%	89%	81%	91%	90%	89%	85%
Wales	80	44	28	8	60	48	65	43	21	17	19	38	3	2	2	1	*
	4%	4%	4%	3%	4%	4%	4%	3%	3%	3%	4%	4%	7%	2%	4%	4%	1%
Scotland	120	69	35	16	93	69	97	71	32	25	30	54	4	4	2	2	2
	6%	6%	6%	6%	6%	5%	6%	6%	5%	5%	6%	5%	7%	5%	4%	4%	10%
Northern Ireland	40	19	11	10	34	26	35	22	11	11	9	20	2	2	1	1	1
	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	3%	4%
Groups																	
East of England / East Midlands / West Midlands	480	263	144	73	389	316	425	301	161	127	134	241	7	19	11	6	7
	24%	23%	23%	28%	24%	25%	25%	24%	24%	25%	27%	24%	15%	24%	29%	18%	41%
Greater London / South East / South West	880	510	265	105	709	553	736	573	319	222	185	452	20	37	18	19	6
	44%	45%	43%	41%	44%	44%	43%	45%	47%	44%	38%	45%	42%	47%	46%	53%	33%
												a					
North East / North West / Yorkshire and The Humber	400	219	135	45	330	255	354	269	137	100	114	198	12	16	6	6	2
	20%	20%	22%	18%	20%	20%	21%	21%	20%	20%	23%	20%	25%	21%	15%	18%	11%
Scotland / Wales / Northern Ireland	240	132	74	34	187	143	197	136	64	53	58	111	9	8	4	4	3
	12%	12%	12%	13%	12%	11%	11%	11%	9%	11%	12%	11%	19%	9%	10%	11%	15%
Urbanity																	
Urban	1668	919	532	217	1338	1060	1417	1080	580	431	392	834	43	70	34	28	15
	83%	82%	86%	84%	83%	84%	83%	84%	85%	86%	80%	83%	91%	88%	88%	80%	84%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Rural	332	206	86	40	278	207	295	199	100	70	100	167	4	10	5	7	3
	17%	18%	14%	16%	17%	16%	17%	16%	15%	14%	20%	17%	9%	12%	12%	20%	16%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Net: Scotland, Wales and Northern Ireland	240	157	11	9	3	3	2	2	114	12	9	3	3	1	1
	12%	11%	12%	13%	8%	15%	15%	16%	11%	9%	17%	6%	16%	11%	8%
Nations															
England	1760	1222	79	59	32	15	12	9	879	120	43	46	17	11	9
	88%	89%	88%	87%	92%	85%	85%	84%	89%	91%	83%	94%	84%	89%	92%
Wales	80	51	3	3	1	1	*	*	40	3	3	*	1	1	*
	4%	4%	3%	5%	4%	5%	2%	*%	4%	3%	5%	1%	4%	4%	2%
Scotland	120	79	6	4	1	1	1	1	55	5	5	2	2	1	*
	6%	6%	6%	6%	3%	8%	6%	12%	6%	4%	9%	4%	8%	5%	2%
Northern Ireland	40	27	3	2	1	*	1	*	19	3	2	1	1	*	*
	2%	2%	3%	2%	2%	2%	6%	4%	2%	2%	3%	1%	4%	1%	3%
Groups															
East of England / East Midlands / West Midlands	480	333	23	9	12	6	2	4	246	35	8	17	2	4	4
	24%	24%	26%	13%	34%	33%	13%	39%	25%	27%	15%	34%	12%	31%	44%
Greater London / South East / South West	880	600	36	41	14	7	7	4	436	54	23	19	12	6	3
	44%	44%	40%	61%	40%	39%	46%	37%	44%	41%	44%	39%	57%	47%	37%
North East / North West / Yorkshire and The Humber	400	289	20	9	6	2	4	1	196	31	12	10	3	2	1
	20%	21%	22%	13%	18%	12%	26%	8%	20%	24%	24%	21%	15%	12%	10%
Scotland / Wales / Northern Ireland	240	157	11	9	3	3	2	2	114	12	9	3	3	1	1
	12%	11%	12%	13%	8%	15%	15%	16%	11%	9%	17%	6%	16%	11%	8%
Urbanity															
Urban	1668	1137	75	63	30	15	8	9	822	111	48	41	19	12	7
	83%	82%	83%	93%	85%	88%	59%	83%	83%	84%	93%	85%	92%	94%	75%
Rural	332	243	15	4	5	2	6	2	171	21	4	7	2	1	2
	17%	18%	17%	7%	15%	12%	41%	17%	17%	16%	7%	15%	8%	6%	25%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Net: South	880 44%	438 45%	62 49%	26 42%	16 38%	12 36%	9 61%	10 45%	410 47%	130 40%	131 39%	32 29%	29 54%
Net: Scotland, Wales and Northern Ireland	240 12%	102 10%	16 12%	9 14%	5 11%	3 9%	* 3%	2 8%	92 10%	44 13%	40 12%	16 14%	5 9%
Nations													
England	1760 88%	875 90%	112 88%	54 86%	38 89%	29 91%	14 97%	20 92%	782 90%	284 87%	294 88%	97 86%	49 91%
Wales	80 4%	33 3%	5 4%	3 4%	1 1%	1 3%	* *%	* 1%	31 4%	12 4%	16 5%	5 4%	1 2%
Scotland	120 6%	54 5%	8 6%	5 7%	3 7%	2 5%	* *%	1 4%	46 5%	25 8%	17 5%	7 6%	2 3%
Northern Ireland	40 2%	15 2%	3 2%	1 2%	1 3%	* 2%	* 2%	1 3%	14 2%	7 2%	7 2%	4 4%	2 4%
Groups													
East of England / East Midlands / West Midlands	480 24%	228 23%	31 24%	11 18%	14 32%	9 27%	2 12%	6 28%	206 24%	84 26%	84 25%	40 35%	10 19%
Greater London / South East / South West	880 44%	438 45%	62 49%	26 42%	16 38%	12 36%	9 61%	10 45%	410 47%	130 40%	131 39%	32 29%	29 54%
North East / North West / Yorkshire and The Humber	400 20%	210 21%	19 15%	17 27%	8 18%	9 27%	3 24%	4 19%	166 19%	70 21%	78 23%	25 22%	10 18%
Scotland / Wales / Northern Ireland	240 12%	102 10%	16 12%	9 14%	5 11%	3 9%	* 3%	2 8%	92 10%	44 13%	40 12%	16 14%	5 9%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Urbanity													
Urban	1668	816	110	56	37	29	14	19	711	280	278	94	42
	83%	83%	86%	90%	87%	89%	97%	84%	81%	86%	84%	83%	79%
Rural	332	162	18	6	5	4	*	4	163	47	55	19	11
	17%	17%	14%	10%	13%	11%	3%	16%	19%	14%	16%	17%	21%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Net: South	880 44%	432 46%	127 42%	103 42%	27 33%	17 55%	323 48%	93 39%	84 40%	22 27%	24 55%
Net: Scotland, Wales and Northern Ireland	240 12%	97 10%	39 13%	33 13%	14 17%	3 9%	68 10%	34 15%	24 11%	11 13%	4 9%
Nations											
England	1760 88%	845 90%	260 87%	215 87%	68 83%	28 91%	606 90%	203 85%	190 89%	73 87%	40 91%
Wales	80 4%	31 3%	11 4%	13 5%	4 5%	1 3%	23 3%	12 5%	8 4%	3 4%	1 1%
Scotland	120 6%	50 5%	21 7%	16 6%	6 7%	1 3%	35 5%	18 8%	9 4%	5 6%	2 3%
Northern Ireland	40 2%	16 2%	7 2%	5 2%	4 5%	1 4%	10 2%	5 2%	6 3%	2 3%	2 5%
Groups											
East of England / East Midlands / West Midlands	480 24%	221 23%	75 25%	62 25%	21 25%	7 22%	159 24%	64 27%	52 24%	32 38%	8 17%
Greater London / South East / South West	880 44%	432 46%	127 42%	103 42%	27 33%	17 55%	323 48%	93 39%	84 40%	22 27%	24 55%
North East / North West / Yorkshire and The Humber	400 20%	192 20%	58 19%	50 20%	21 25%	4 14%	123 18%	46 19%	54 25%	19 22%	8 18%
Scotland / Wales / Northern Ireland	240 12%	97 10%	39 13%	33 13%	14 17%	3 9%	68 10%	34 15%	24 11%	11 13%	4 9%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Urbanity											
Urban	1668	766	257	211	71	19	551	208	181	70	35
	83%	81%	86%	85%	87%	64%	82%	88%	85%	84%	79%
Rural	332	176	42	38	11	11	122	29	32	13	9
	17%	19%	14%	15%	13%	36%	18%	12%	15%	16%	21%
						bcd					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
East of England	168 8%	76 12%	18 9%	8 4%	12 10%	2 5%	55 8%	9 13%	53 11%	155 9%	13 5%	136 9%	6 5%
East Midlands	150 7%	34 5%	6 3%	26 12%	10 8%	3 7%	53 7%	1 2%	27 6%	129 7%	21 8%	106 7%	12 11%
Greater London	360 18%	108 16%	33 16%	31 14%	28 23%	10 21%	135 19%	7 10%	71 15%	295 17%	64 24%	253 17%	29 27%
North East	98 5%	30 5%	5 2%	17 8%	6 5%	7 14%	49 7%	2 4%	13 3%	84 5%	14 5%	68 5%	9 8%
North West	155 8%	55 8%	17 8%	19 9%	10 8%	3 6%	61 8%	6 8%	35 7%	124 7%	31 12%	119 8%	17 16%
South East	271 14%	108 16%	30 15%	23 10%	17 14%	8 16%	81 11%	8 11%	102 22%	235 14%	36 14%	217 14%	12 11%
South West	249 12%	84 13%	44 22%	22 10%	9 7%	4 9%	93 13%	1 2%	66 14%	235 14%	14 5%	189 13%	8 8%
West Midlands	163 8%	42 6%	21 10%	24 11%	11 9%	4 8%	63 9%	15 23%	25 5%	141 8%	22 8%	128 9%	1 1%
Yorkshire and The Humber	147 7%	60 9%	5 2%	22 10%	9 7%	2 4%	60 8%	11 16%	27 6%	130 8%	17 6%	112 7%	4 4%
Scotland	120 6%	33 5%	14 7%	15 7%	6 5%	2 4%	40 6%	2 4%	28 6%	103 6%	17 7%	88 6%	5 5%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Wales	80 4%	21 3%	8 4%	7 3%	4 3%	1 2%	23 3%	4 6%	17 4%	70 4%	10 4%	57 4%	3 3%
Northern Ireland	40 2%	9 1%	4 2%	4 2%	2 2%	2 4%	14 2%	1 1%	7 2%	36 2%	4 2%	32 2%	2 2%
Net: North	400 20%	145 22%	26 13%	58 27%	24 20%	12 25%	171 24%	19 28%	75 16%	338 19%	62 24%	300 20%	30 28%
Net: Midlands	480 24%	153 23%	44 22%	58 26%	33 27%	10 20%	170 23%	25 38%	104 22%	424 24%	56 21%	370 25%	19 18%
Net: South	880 44%	300 45%	108 53%	76 35%	54 44%	23 46%	309 43%	16 24%	239 51%	766 44%	114 43%	659 44%	50 45%
Net: Scotland, Wales and Northern Ireland	240 12%	64 10%	26 13%	26 12%	12 10%	5 10%	76 11%	7 10%	52 11%	209 12%	31 12%	176 12%	11 10%
Nations													
England	1760 88%	598 90%	179 87%	192 88%	111 90%	45 90%	650 89%	59 90%	419 89%	1528 88%	232 88%	1329 88%	99 90%
Wales	80 4%	21 3%	8 4%	7 3%	4 3%	1 2%	23 3%	4 6%	17 4%	70 4%	10 4%	57 4%	3 3%
Scotland	120 6%	33 5%	14 7%	15 7%	6 5%	2 4%	40 6%	2 4%	28 6%	103 6%	17 7%	88 6%	5 5%
Northern Ireland	40 2%	9 1%	4 2%	4 2%	2 2%	2 4%	14 2%	1 1%	7 2%	36 2%	4 2%	32 2%	2 2%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Groups													
East of England / East Midlands / West Midlands	480	153	44	58	33	10	170	25	104	424	56	370	19
	24%	23%	22%	26%	27%	20%	23%	38% ac	22%	24%	21%	25%	18%
Greater London / South East / South West	880	300	108	76	54	23	309	16	239	766	114	659	50
	44%	45%	53%	35%	44%	46%	43%	24%	51%	44%	43%	44%	45%
		c	c				b		ab				
North East / North West / Yorkshire and The Humber	400	145	26	58	24	12	171	19	75	338	62	300	30
	20%	22%	13%	27%	20%	25%	24%	28%	16%	19%	24%	20%	28%
		b		b			c						
Scotland / Wales / Northern Ireland	240	64	26	26	12	5	76	7	52	209	31	176	11
	12%	10%	13%	12%	10%	10%	11%	10%	11%	12%	12%	12%	10%
Urbanity													
Urban	1668	544	179	193	100	46	639	61	366	1441	227	1252	86
	83%	82%	88%	88%	81%	92%	88%	93%	78%	83%	86%	83%	78%
							c	c					
Rural	332	118	25	26	23	4	88	5	105	296	37	253	25
	17%	18%	12%	12%	19%	8%	12%	7%	22%	17%	14%	17%	22%
									ab				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
East of England	168 8%	109 10%	7 5%	90 10%	27 7%	136 9%	6 5%	108 10%	9 6%	94 11%	23 6%
East Midlands	150 7%	81 7%	12 9%	57 6%	24 6%	108 7%	10 9%	78 7%	15 10%	55 6%	25 7%
Greater London	360 18%	185 16%	38 27%	130 14%	85 22%	253 17%	29 26%	183 16%	39 26%	126 14%	89 23%
North East	98 5%	51 5%	10 7%	50 6%	17 4%	68 5%	9 8%	50 4%	12 8%	50 6%	17 4%
North West	155 8%	88 8%	20 14%	64 7%	40 11%	120 8%	17 15%	84 7%	24 16%	66 7%	39 10%
South East	271 14%	169 15%	12 8%	135 15%	58 15%	217 14%	12 11%	166 15%	14 10%	138 15%	55 14%
South West	249 12%	142 13%	8 6%	134 15%	31 8%	193 13%	5 5%	140 13%	10 6%	136 15%	29 8%
West Midlands	163 8%	95 8%	12 8%	66 7%	36 9%	124 8%	5 5%	99 9%	8 5%	62 7%	41 11%
Yorkshire and The Humber	147 7%	76 7%	10 7%	71 8%	26 7%	111 7%	6 5%	78 7%	7 5%	71 8%	27 7%
Scotland	120 6%	63 6%	6 4%	51 6%	20 5%	88 6%	5 5%	63 6%	6 4%	50 6%	21 5%
Wales	80 4%	44 4%	3 2%	32 4%	12 3%	56 4%	4 4%	44 4%	3 2%	31 3%	12 3%
Northern Ireland	40 2%	23 2%	3 2%	17 2%	6 1%	32 2%	2 2%	23 2%	3 2%	16 2%	6 2%
Net: North	400 20%	215 19%	40 28%	185 21%	84 22%	299 20%	31 29%	212 19%	43 29%	186 21%	83 22%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Net: Midlands	480 24%	285 25%	31 22%	213 24%	88 23%	368 24%	21 19%	285 25%	32 21%	212 24%	89 23%
Net: South	880 44%	496 44%	57 41%	399 45%	174 45%	663 44%	46 42%	490 44%	63 42%	400 45%	173 45%
Net: Scotland, Wales and Northern Ireland	240 12%	130 12%	12 9%	99 11%	38 10%	176 12%	11 10%	131 12%	12 8%	98 11%	39 10%
Nations											
England	1760 88%	996 88%	128 91%	797 89%	346 90%	1331 88%	98 90%	986 88%	138 92%	798 89%	344 90%
Wales	80 4%	44 4%	3 2%	32 4%	12 3%	56 4%	4 4%	44 4%	3 2%	31 3%	12 3%
Scotland	120 6%	63 6%	6 4%	51 6%	20 5%	88 6%	5 5%	63 6%	6 4%	50 6%	21 5%
Northern Ireland	40 2%	23 2%	3 2%	17 2%	6 1%	32 2%	2 2%	23 2%	3 2%	16 2%	6 2%
Groups											
East of England / East Midlands / West Midlands	480 24%	285 25%	31 22%	213 24%	88 23%	368 24%	21 19%	285 25%	32 21%	212 24%	89 23%
Greater London / South East / South West	880 44%	496 44%	57 41%	399 45%	174 45%	663 44%	46 42%	490 44%	63 42%	400 45%	173 45%
North East / North West / Yorkshire and The Humber	400 20%	215 19%	40 28%	185 21%	84 22%	299 20%	31 29%	212 19%	43 29%	186 21%	83 22%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Scotland / Wales / Northern Ireland	240	130	12	99	38	176	11	131	12	98	39
	12%	12%	9%	11%	10%	12%	10%	12%	8%	11%	10%
Urbanity											
Urban	1668	939	121	752	328	1253	84	931	129	750	330
	83%	83%	86%	84%	86%	83%	77%	83%	86%	84%	86%
Rural	332	187	20	143	55	253	25	186	21	146	53
	17%	17%	14%	16%	14%	17%	23%	17%	14%	16%	14%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
East of England	168	74	109	17	-	78	84	20	-	82	72	19	-
	8%	10%	8%	8%	-%	12%	9%	12%	-%	9%	11%	9%	-%
East Midlands	150	52	92	10	1	48	63	14	1	61	37	14	-
	7%	7%	7%	5%	47%	7%	7%	8%	13%	7%	6%	7%	-%
Greater London	360	151	220	55	-	129	140	38	-	169	84	43	2
	18%	21%	17%	26%	-%	20%	16%	22%	-%	19%	12%	22%	41%
				b						b		b	
North East	98	29	58	6	-	24	48	4	-	43	36	10	-
	5%	4%	5%	3%	-%	4%	5%	2%	-%	5%	5%	5%	-%
North West	155	53	110	14	1	50	81	8	-	70	58	9	-
	8%	7%	9%	7%	48%	8%	9%	5%	-%	8%	9%	5%	-%
South East	271	99	182	30	-	88	131	24	-	130	110	31	-
	14%	14%	14%	14%	-%	14%	15%	14%	-%	15%	16%	16%	-%
South West	249	79	165	20	-	67	105	15	-	108	94	17	-
	12%	11%	13%	10%	-%	10%	12%	9%	-%	12%	14%	8%	-%
West Midlands	163	50	106	20	-	47	83	16	2	56	60	19	2
	8%	7%	8%	9%	-%	7%	9%	9%	39%	6%	9%	10%	59%
Yorkshire and The Humber	147	56	100	14	-	47	60	15	2	70	54	14	-
	7%	8%	8%	7%	-%	7%	7%	9%	44%	8%	8%	7%	-%
Scotland	120	37	77	9	-	40	49	8	-	51	38	12	-
	6%	5%	6%	4%	-%	6%	5%	5%	-%	6%	6%	6%	-%
Wales	80	28	45	7	-	25	34	4	-	31	22	7	-
	4%	4%	3%	3%	-%	4%	4%	3%	-%	4%	3%	3%	-%
Northern Ireland	40	13	27	6	*	12	19	5	*	14	13	5	-
	2%	2%	2%	3%	5%	2%	2%	3%	4%	2%	2%	2%	-%
Net: North	400	138	268	35	1	121	189	27	2	183	148	33	-
	20%	19%	21%	17%	48%	19%	21%	16%	44%	21%	22%	17%	-%
Net: Midlands	480	176	308	47	1	173	230	50	2	199	169	52	2
	24%	24%	24%	23%	47%	26%	26%	29%	53%	22%	25%	26%	59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Net: South	880	329	567	105	-	285	376	77	-	407	288	91	2
	44%	46%	44%	50%	-%	43%	42%	45%	-%	46%	42%	46%	41%
Net: Scotland, Wales and Northern Ireland	240	77	148	22	*	76	103	18	*	97	74	23	-
	12%	11%	11%	11%	5%	12%	11%	10%	4%	11%	11%	11%	-%
Nations													
England	1760	644	1143	187	3	579	795	154	4	789	605	177	4
	88%	89%	89%	89%	95%	88%	89%	90%	96%	89%	89%	89%	100%
Wales	80	28	45	7	-	25	34	4	-	31	22	7	-
	4%	4%	3%	3%	-%	4%	4%	3%	-%	4%	3%	3%	-%
Scotland	120	37	77	9	-	40	49	8	-	51	38	12	-
	6%	5%	6%	4%	-%	6%	5%	5%	-%	6%	6%	6%	-%
Northern Ireland	40	13	27	6	*	12	19	5	*	14	13	5	-
	2%	2%	2%	3%	5%	2%	2%	3%	4%	2%	2%	2%	-%
Groups													
East of England / East Midlands / West Midlands	480	176	308	47	1	173	230	50	2	199	169	52	2
	24%	24%	24%	23%	47%	26%	26%	29%	53%	22%	25%	26%	59%
Greater London / South East / South West	880	329	567	105	-	285	376	77	-	407	288	91	2
	44%	46%	44%	50%	-%	43%	42%	45%	-%	46%	42%	46%	41%
North East / North West / Yorkshire and The Humber	400	138	268	35	1	121	189	27	2	183	148	33	-
	20%	19%	21%	17%	48%	19%	21%	16%	44%	21%	22%	17%	-%
Scotland / Wales / Northern Ireland	240	77	148	22	*	76	103	18	*	97	74	23	-
	12%	11%	11%	11%	5%	12%	11%	10%	4%	11%	11%	11%	-%
Urbanity													
Urban	1668	614	1076	172	2	556	751	141	4	757	569	172	4
	83%	85%	83%	82%	53%	85%	84%	82%	100%	86%	84%	86%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d	Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d	Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Rural	332	107	216	37	1	99	147	31	-	128	110	28	-
	17%	15%	17%	18%	47%	15%	16%	18%	-%	14%	16%	14%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
East of England	168 8%	136 9%	106 10%	97 11%	110 9%	100 10%	4 26%	71 12%	52 12%	48 11%	15 13%	10 12%	34 8%	35 9%
East Midlands	150 7%	106 7%	81 8%	65 7%	87 8%	88 9%	* 3%	41 7%	33 7%	34 8%	10 9%	3 3%	38 9%	34 9%
Greater London	360 18%	245 17%	179 17%	124 14%	197 17%	149 15%	1 8%	78 13%	80 18%	77 18%	28 24%	16 18%	61 14%	58 14%
North East	98 5%	65 4%	46 4%	47 5%	60 5%	41 4%	* *%	33 6%	24 6%	22 5%	4 3%	5 6%	29 7%	20 5%
North West	155 8%	117 8%	85 8%	69 8%	84 7%	70 7%	2 17%	47 8%	30 7%	27 6%	7 6%	4 4%	28 6%	31 8%
South East	271 14%	208 14%	159 15%	121 14%	162 14%	126 13%	1 6%	82 14%	49 11%	54 12%	13 11%	8 8%	64 15%	56 14%
South West	249 12%	190 13%	122 12%	115 13%	152 13%	131 14%	1 9%	86 15%	59 14%	62 14%	4 4%	12 13%	64 15%	40 10%
West Midlands	163 8%	114 8%	90 8%	63 7%	90 8%	88 9%	* 3%	43 7%	29 7%	27 6%	15 13%	10 11%	41 9%	45 11%
Yorkshire and The Humber	147 7%	105 7%	74 7%	69 8%	78 7%	69 7%	* 1%	52 9%	37 9%	35 8%	10 9%	14 16%	30 7%	29 7%
Scotland	120 6%	87 6%	57 5%	46 5%	69 6%	53 5%	2 14%	24 4%	17 4%	25 6%	5 5%	4 5%	26 6%	28 7%
Wales	80 4%	56 4%	41 4%	32 4%	47 4%	32 3%	1 8%	20 3%	17 4%	13 3%	4 4%	2 3%	17 4%	14 3%
Northern Ireland	40 2%	31 2%	23 2%	16 2%	21 2%	22 2%	1 5%	9 2%	8 2%	7 2%	1 1%	1 1%	8 2%	9 2%
Net: North	400 20%	287 20%	205 19%	185 21%	222 19%	180 19%	3 19%	132 22%	92 21%	84 20%	21 18%	23 26%	88 20%	80 20%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
Net: Midlands	480	356	277	224	287	276	4	156	114	109	41	24	113	114	
	24%	24%	26%	26%	25%	29%	32%	26%	26%	25%	35%	26%	26%	29%	
Net: South	880	642	460	361	512	406	3	247	189	192	46	36	190	153	
	44%	44%	43%	42%	44%	42%	22%	42%	43%	45%	39%	39%	43%	38%	
Net: Scotland, Wales and Northern Ireland	240	174	120	93	137	107	4	53	42	45	10	8	52	51	
	12%	12%	11%	11%	12%	11%	27% b	9%	10%	10%	9%	8%	12%	13%	
Nations															
England	1760	1286	941	770	1021	862	10	534	394	386	107	83	390	348	
	88%	88%	89%	89%	88%	89% c	73%	91%	90%	90%	91%	92%	88%	87%	
Wales	80	56	41	32	47	32	1	20	17	13	4	2	17	14	
	4%	4%	4%	4%	4%	3%	8%	3%	4%	3%	4%	3%	4%	3%	
Scotland	120	87	57	46	69	53	2	24	17	25	5	4	26	28	
	6%	6%	5%	5%	6%	5%	14%	4%	4%	6%	5%	5%	6%	7%	
Northern Ireland	40	31	23	16	21	22	1	9	8	7	1	1	8	9	
	2%	2%	2%	2%	2%	2%	5%	2%	2%	2%	1%	1%	2%	2%	
Groups															
East of England / East Midlands / West Midlands	480	356	277	224	287	276	4	156	114	109	41	24	113	114	
	24%	24%	26%	26%	25%	29%	32%	26%	26%	25%	35%	26%	26%	29%	
Greater London / South East / South West	880	642	460	361	512	406	3	247	189	192	46	36	190	153	
	44%	44%	43%	42%	44%	42%	22%	42%	43%	45%	39%	39%	43%	38%	
North East / North West / Yorkshire and The Humber	400	287	205	185	222	180	3	132	92	84	21	23	88	80	
	20%	20%	19%	21%	19%	19%	19%	22%	21%	20%	18%	26%	20%	20%	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															a	b
Significance Level: 95%																
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436		
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210		
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399		
Scotland / Wales / Northern Ireland	240	174	120	93	137	107	4	53	42	45	10	8	52	51		
	12%	12%	11%	11%	12%	11%	27% b	9%	10%	10%	9%	8%	12%	13%		
Urbanity																
Urban	1668	1206	888	716	968	781	12	487	352	371	92	81	367	323		
	83%	83%	84%	83%	84%	81%	89%	83%	81%	86%	79%	90%	83%	81%		
Rural	332	254	174	147	189	187	2	100	84	59	25	9	75	76		
	17%	17%	16%	17%	16%	19%	11%	17%	19%	14%	21%	10%	17%	19%		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
East of England	168	16	5	8	3	149	104	154	111	94	75	143	25	-	123	16
	8%	10%	7%	12%	8%	9%	9%	9%	9%	8%	9%	9%	11%	-%	8%	13%
East Midlands	150	7	4	7	10	126	85	135	94	85	56	133	17	-	111	4
	7%	5%	6%	10%	25%	7%	7%	8%	8%	7%	7%	8%	8%	-%	8%	3%
					ab											
Greater London	360	30	10	11	8	298	195	310	217	207	169	299	50	-	248	21
	18%	20%	15%	16%	19%	17%	17%	17%	18%	18%	21%	18%	22%	-%	17%	17%
North East	98	11	4	6	2	78	54	85	45	48	36	68	6	-	70	6
	5%	7%	6%	9%	5%	5%	5%	5%	4%	4%	5%	4%	3%	-%	5%	5%
North West	155	10	6	8	*	133	103	141	93	89	50	137	10	-	97	12
	8%	6%	9%	12%	*%	8%	9%	8%	8%	8%	6%	8%	4%	-%	7%	10%
South East	271	13	7	4	10	238	153	247	175	158	116	234	37	-	199	22
	14%	9%	10%	7%	24%	14%	13%	14%	14%	14%	15%	14%	16%	-%	14%	17%
South West	249	26	7	8	*	222	135	230	143	141	91	208	25	-	207	20
	12%	17%	10%	12%	*%	13%	12%	13%	12%	12%	12%	12%	11%	-%	14%	16%
West Midlands	163	12	10	8	4	138	90	146	95	92	54	131	21	*	127	10
	8%	8%	14%	12%	9%	8%	8%	8%	8%	8%	7%	8%	9%	65%	9%	8%
Yorkshire and The Humber	147	13	8	1	*	111	70	116	80	83	52	113	7	-	107	5
	7%	8%	12%	1%	*%	7%	6%	7%	7%	7%	7%	7%	3%	-%	7%	4%
Scotland	120	7	3	3	2	103	67	105	83	76	41	99	15	*	84	5
	6%	5%	4%	4%	6%	6%	6%	6%	7%	7%	5%	6%	7%	35%	6%	4%
Wales	80	6	2	2	1	74	52	75	55	57	33	69	6	-	63	3
	4%	4%	3%	3%	3%	4%	5%	4%	4%	5%	4%	4%	3%	-%	4%	2%
Northern Ireland	40	3	2	2	*	37	27	37	28	30	15	35	6	-	32	2
	2%	2%	4%	2%	*%	2%	2%	2%	2%	3%	2%	2%	3%	-%	2%	2%
Net: North	400	33	19	14	2	322	228	342	219	219	138	318	23	-	274	23
	20%	22%	27%	21%	5%	19%	20%	19%	18%	19%	18%	19%	10%	-%	19%	18%
												c				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Net: Midlands	480	35	18	22	17	413	278	435	300	271	184	406	64	*	361	30
	24%	23%	27%	34%	43%	24%	24%	24%	25%	23%	23%	24%	28%	65%	25%	24%
Net: South	880	69	24	23	17	758	482	786	535	506	376	741	111	-	654	63
	44%	45%	35%	35%	43%	44%	42%	44%	44%	44%	48%	44%	49%	-%	45%	50%
Net: Scotland, Wales and Northern Ireland	240	16	8	7	4	213	147	218	166	163	88	203	28	*	179	10
	12%	10%	11%	10%	9%	12%	13%	12%	14%	14%	11%	12%	12%	35%	12%	8%
Nations																
England	1760	137	61	59	37	1493	988	1563	1053	996	697	1465	199	*	1290	115
	88%	90%	89%	90%	91%	88%	87%	88%	86%	86%	89%	88%	88%	65%	88%	92%
Wales	80	6	2	2	1	74	52	75	55	57	33	69	6	-	63	3
	4%	4%	3%	3%	3%	4%	5%	4%	4%	5%	4%	4%	3%	-%	4%	2%
Scotland	120	7	3	3	2	103	67	105	83	76	41	99	15	*	84	5
	6%	5%	4%	4%	6%	6%	6%	6%	7%	7%	5%	6%	7%	35%	6%	4%
Northern Ireland	40	3	2	2	*	37	27	37	28	30	15	35	6	-	32	2
	2%	2%	4%	2%	-%	2%	2%	2%	2%	3%	2%	2%	3%	-%	2%	2%
Groups																
East of England / East Midlands / West Midlands	480	35	18	22	17	413	278	435	300	271	184	406	64	*	361	30
	24%	23%	27%	34%	43%	24%	24%	24%	25%	23%	23%	24%	28%	65%	25%	24%
Greater London / South East / South West	880	69	24	23	17	758	482	786	535	506	376	741	111	-	654	63
	44%	45%	35%	35%	43%	44%	42%	44%	44%	44%	48%	44%	49%	-%	45%	50%
North East / North West / Yorkshire and The Humber	400	33	19	14	2	322	228	342	219	219	138	318	23	-	274	23
	20%	22%	27%	21%	5%	19%	20%	19%	18%	19%	18%	19%	10%	-%	19%	18%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Scotland / Wales / Northern Ireland	240	16	8	7	4	213	147	218	166	163	88	203	28	*	179	10
	12%	10%	11%	10%	9%	12%	13%	12%	14%	14%	11%	12%	12%	35%	12%	8%
Urbanity																
Urban	1668	131	66	58	32	1405	939	1471	1010	963	661	1374	190	*	1224	110
	83%	85%	95%	89%	78%	82%	83%	83%	83%	83%	84%	82%	84%	100%	83%	88%
			d													
Rural	332	22	3	7	9	301	197	310	209	196	125	294	37	-	245	14
	17%	15%	5%	11%	22%	18%	17%	17%	17%	17%	16%	18%	16%	-%	17%	12%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
East of England	168 8%	60 9%	101 9%	29 6%	6 15%	28 12%	19 5%	9 5%	129 10%	23 6%	22 8%	24 8%	107 8%
East Midlands	150 7%	52 8%	87 8%	40 8%	* *%	14 6%	31 8%	10 5%	101 8%	33 8%	21 8%	17 6%	101 8%
Greater London	360 18%	128 19%	197 17%	96 18%	12 30%	51 21%	86 21%	40 20%	212 16%	80 20%	50 19%	54 18%	234 17%
North East	98 5%	33 5%	53 5%	27 5%	- -%	15 6%	15 4%	11 6%	68 5%	16 4%	20 7%	18 6%	55 4%
North West	155 8%	54 8%	81 7%	52 10%	2 4%	22 9%	40 10%	18 9%	106 8%	27 7%	29 11%	22 7%	102 8%
South East	271 14%	101 15%	149 13%	81 16%	1 2%	24 10%	62 15%	19 10%	204 15%	45 11%	27 10%	51 17%	186 14%
South West	249 12%	78 11%	166 14%	55 11%	7 17%	31 13%	35 9%	26 13%	157 12%	56 14%	17 6%	30 10%	197 15%
West Midlands	163 8%	69 10%	87 7%	57 11%	- -%	17 7%	46 11%	26 13%	96 7%	33 8%	27 10%	30 10%	101 8%
Yorkshire and The Humber	147 7%	49 7%	86 7%	35 7%	8 20%	19 8%	28 7%	17 9%	100 8%	27 7%	16 6%	30 10%	101 8%
Scotland	120 6%	32 5%	76 7%	27 5%	3 9%	13 5%	22 5%	11 6%	77 6%	29 7%	20 8%	16 5%	73 5%
Wales	80 4%	24 3%	50 4%	16 3%	1 2%	7 3%	12 3%	5 2%	53 4%	18 5%	11 4%	8 3%	57 4%
Northern Ireland	40 2%	10 1%	27 2%	7 1%	* *%	3 1%	6 1%	4 2%	25 2%	9 2%	6 2%	5 2%	27 2%
Net: North	400 20%	137 20%	219 19%	114 22%	10 24%	56 23%	83 21%	47 24%	274 21%	69 17%	64 24%	70 23%	257 19%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Net: Midlands	480	181	275	127	6	59	96	45	325	90	70	71	309
	24%	26%	24%	24%	15%	24%	24%	23%	25%	23%	26%	23%	23%
Net: South	880	308	512	233	20	106	182	84	573	182	95	135	618
	44%	45%	44%	44%	49%	43%	45%	43%	43%	46%	36%	44%	46%
													a
Net: Scotland, Wales and Northern Ireland	240	66	153	50	4	23	40	20	155	56	37	29	157
	12%	10%	13%	10%	11%	10%	10%	10%	12%	14%	14%	9%	12%
Nations													
England	1760	625	1006	473	35	220	362	176	1172	341	229	276	1184
	88%	90%	87%	90%	89%	90%	90%	90%	88%	86%	86%	91%	88%
Wales	80	24	50	16	1	7	12	5	53	18	11	8	57
	4%	3%	4%	3%	2%	3%	3%	2%	4%	5%	4%	3%	4%
Scotland	120	32	76	27	3	13	22	11	77	29	20	16	73
	6%	5%	7%	5%	9%	5%	5%	6%	6%	7%	8%	5%	5%
Northern Ireland	40	10	27	7	*	3	6	4	25	9	6	5	27
	2%	1%	2%	1%	*%	1%	1%	2%	2%	2%	2%	2%	2%
Groups													
East of England / East Midlands / West Midlands	480	181	275	127	6	59	96	45	325	90	70	71	309
	24%	26%	24%	24%	15%	24%	24%	23%	25%	23%	26%	23%	23%
Greater London / South East / South West	880	308	512	233	20	106	182	84	573	182	95	135	618
	44%	45%	44%	44%	49%	43%	45%	43%	43%	46%	36%	44%	46%
													a
North East / North West / Yorkshire and The Humber	400	137	219	114	10	56	83	47	274	69	64	70	257
	20%	20%	19%	22%	24%	23%	21%	24%	21%	17%	24%	23%	19%
Scotland / Wales / Northern Ireland	240	66	153	50	4	23	40	20	155	56	37	29	157
	12%	10%	13%	10%	11%	10%	10%	10%	12%	14%	14%	9%	12%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Urbanity													
Urban	1668	589	948	449	38	210	340	169	1113	320	236	258	1106
	83%	85%	82%	86%	95%	86%	85%	86%	84%	81%	89%	85%	82%
Rural	332	102	211	74	2	34	62	27	214	77	30	46	235
	17%	15%	18%	14%	5%	14%	15%	14%	16%	19%	11%	15%	18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
East of England	168 8%	57 6%	111 10%
			a
East Midlands	150 7%	64 7%	85 8%
Greater London	360 18%	194 21%	165 15%
		b	
North East	98 5%	57 6%	41 4%
North West	155 8%	57 6%	98 9%
South East	271 14%	99 11%	173 16%
			a
South West	249 12%	122 13%	127 12%
West Midlands	163 8%	87 9%	76 7%
Yorkshire and The Humber	147 7%	63 7%	85 8%
Scotland	120 6%	63 7%	57 5%
Wales	80 4%	42 4%	38 4%
Northern Ireland	40 2%	26 3%	14 1%
Net: North	400 20%	176 19%	224 21%
Net: Midlands	480 24%	208 22%	272 25%

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Net: South	880	415	465
	44%	45%	43%
Net: Scotland, Wales and Northern Ireland	240	131	109
	12%	14%	10%
Nations			
England	1760	799	961
	88%	86%	90%
Wales	80	42	38
	4%	4%	4%
Scotland	120	63	57
	6%	7%	5%
Northern Ireland	40	26	14
	2%	3%	1%
Groups			
East of England / East Midlands / West Midlands	480	208	272
	24%	22%	25%
Greater London / South East / South West	880	415	465
	44%	45%	43%
North East / North West / Yorkshire and The Humber	400	176	224
	20%	19%	21%
Scotland / Wales / Northern Ireland	240	131	109
	12%	14%	10%
Urbanity			
Urban	1668	779	889
	83%	84%	83%

Columns Tested: a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Rural	332	152	181
	17%	16%	17%

Columns Tested:: a,b

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
East of England	168	-	7	24	26	-	13	7	14	29	*	36	11
	8%	-%	11%	7%	7%	-%	7%	13%	7%	12%	-%	12%	9%
			j	j	j		j	j	j	j		j	j
East Midlands	150	-	8	18	41	1	18	4	10	21	3	20	4
	7%	-%	12%	5%	12%	3%	10%	8%	5%	9%	5%	6%	4%
				chl									
Greater London	360	-	9	39	71	14	64	8	18	55	3	60	20
	18%	-%	13%	11%	20%	40%	35%	14%	9%	23%	5%	19%	16%
				chj	bcghjl	bcdghijkl				chj		chj	j
North East	98	-	4	24	16	7	8	4	11	3	*	11	11
	5%	-%	6%	7%	4%	19%	4%	7%	5%	1%	-%	3%	9%
				ij	dfhijk								ij
North West	155	-	4	28	19	4	10	1	40	6	2	28	13
	8%	-%	6%	8%	5%	12%	5%	1%	19%	3%	3%	9%	11%
									bcdfgijk			i	gij
South East	271	-	10	64	31	-	13	1	27	47	10	44	25
	14%	-%	14%	18%	9%	-%	7%	1%	13%	19%	15%	14%	20%
			g	dfg					g	defg	g	g	defg
South West	249	-	5	45	52	3	21	7	17	41	5	39	14
	12%	-%	7%	13%	15%	8%	12%	13%	8%	17%	8%	13%	11%
										h			
West Midlands	163	-	8	33	27	-	15	2	16	16	3	32	11
	8%	-%	11%	9%	8%	-%	8%	4%	8%	7%	4%	10%	9%
Yorkshire and The Humber	147	-	6	34	22	-	15	3	29	4	3	28	4
	7%	-%	8%	9%	6%	-%	8%	6%	14%	2%	4%	9%	3%
				i			i		dijl			i	
Scotland	120	-	4	25	28	1	2	8	6	16	18	8	5
	6%	-%	6%	7%	8%	2%	1%	15%	3%	6%	26%	2%	4%
			f	fk				fhk	f	bcdefhikl			
Wales	80	-	3	16	15	4	2	6	10	3	13	3	4
	4%	-%	4%	4%	4%	11%	1%	12%	5%	1%	19%	1%	3%
					ik			fik			bcdfhikl		
Northern Ireland	40	-	2	8	8	2	1	3	5	1	7	2	1
	2%	-%	2%	2%	2%	5%	-%	6%	3%	1%	10%	1%	1%
											cdfhikl		

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Net: North	400	-	13	87	57	11	32	7	79	13	5	67	29
	20%	-%	20%	24%	16%	32%	18%	14%	39%	5%	7%	21%	23%
			i	dij	i	ij	i		bcdgijkl			ij	ij
Net: Midlands	480	-	23	75	94	1	47	13	40	66	6	88	26
	24%	-%	34%	21%	26%	3%	26%	25%	20%	27%	9%	28%	21%
			ej	j	ej		ej	j		ej		ej	j
Net: South	880	-	23	148	154	16	98	15	62	143	18	143	59
	44%	-%	34%	41%	43%	47%	54%	28%	31%	59%	28%	46%	48%
					hj		bcghj			bcdghjk		ghj	ghj
Net: Scotland, Wales and Northern Ireland	240	-	8	50	51	6	5	17	22	20	37	13	10
	12%	-%	12%	14%	14%	18%	3%	33%	11%	8%	56%	4%	8%
			f	fk	fk	fk		bcdfhikl	fk		bcdefghikl		
Nations													
England	1760	-	59	310	305	28	177	36	182	222	29	297	114
	88%	-%	88%	86%	86%	82%	97%	67%	89%	92%	44%	96%	92%
			gj	gj	gj	j	bcdeghj	j	gj	gj		cdeghj	gj
Wales	80	-	3	16	15	4	2	6	10	3	13	3	4
	4%	-%	4%	4%	4%	11%	1%	12%	5%	1%	19%	1%	3%
						ik		fik			bcdfhikl		
Scotland	120	-	4	25	28	1	2	8	6	16	18	8	5
	6%	-%	6%	7%	8%	2%	1%	15%	3%	6%	26%	2%	4%
				f	fk			fhk		f	bcddefhikl		
Northern Ireland	40	-	2	8	8	2	1	3	5	1	7	2	1
	2%	-%	2%	2%	2%	5%	*%	6%	3%	1%	10%	1%	1%
											cdfhikl		
Groups													
East of England / East Midlands / West Midlands	480	-	23	75	94	1	47	13	40	66	6	88	26
	24%	-%	34%	21%	26%	3%	26%	25%	20%	27%	9%	28%	21%
			ej	j	ej		ej	j		ej		ej	j
Greater London / South East / South West	880	-	23	148	154	16	98	15	62	143	18	143	59
	44%	-%	34%	41%	43%	47%	54%	28%	31%	59%	28%	46%	48%
					hj		bcghj			bcdghjk		ghj	ghj

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
North East / North West / Yorkshire and The Humber	400	-	13	87	57	11	32	7	79	13	5	67	29
	20%	-%	20%	24%	16%	32%	18%	14%	39%	5%	7%	21%	23%
			i	dij	i	ij	i		bcdfgijkl			ij	ij
Scotland / Wales / Northern Ireland	240	-	8	50	51	6	5	17	22	20	37	13	10
	12%	-%	12%	14%	14%	18%	3%	33%	11%	8%	56%	4%	8%
			f	fk	fk	fk		bcdfhikl	fk		bcdefghikl		
Urbanity													
Urban	1668	-	61	312	273	28	160	37	171	208	52	242	123
	83%	-%	90%	87%	77%	80%	88%	70%	84%	86%	78%	78%	100%
			g	dgk			dgk			dg			bcdefghijk
Rural	332	-	7	48	83	7	22	16	32	34	14	69	-
	17%	-%	10%	13%	23%	20%	12%	30%	16%	14%	22%	22%	-%
			l	l	cfil	l	l	bcfil	l	l	l	cfl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 7 (continuation)

C3. Where in the UK do you work?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Net: Scotland, Wales and Northern Ireland	240	60	60	60	60	120	120
	12%	12%	12%	12%	12%	12%	12%
Nations							
England	1760	440	440	440	440	880	880
	88%	88%	88%	88%	88%	88%	88%
Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%
Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%
Groups							
East of England / East Midlands / West Midlands	480	120	120	120	120	240	240
	24%	24%	24%	24%	24%	24%	24%
Greater London / South East / South West	880	220	220	220	220	440	440
	44%	44%	44%	44%	44%	44%	44%
North East / North West / Yorkshire and The Humber	400	100	100	100	100	200	200
	20%	20%	20%	20%	20%	20%	20%
Scotland / Wales / Northern Ireland	240	60	60	60	60	120	120
	12%	12%	12%	12%	12%	12%	12%
Urbanity							
Urban	1668	417	417	417	417	834	834
	83%	83%	83%	83%	83%	83%	83%
Rural	332	83	83	83	83	166	166
	17%	17%	17%	17%	17%	17%	17%

Columns Tested: a,b,c,d - a,b

Table 11

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Agriculture, Forestry, & Fishing	102 5%	51 8%	50 4%	99 5%	2 2%	1 6%	* 3%	3 3%
Mining and Quarrying	6 *%	3 *%	4 *%	6 *%	1 1%	- -%	* 1%	1 1%
Manufacturing	124 6%	39 6%	85 6%	111 6%	12 15%	1 10%	1 19%	13 15%
Electricity, gas, steam & Air conditioning supply	26 1%	7 1%	18 1%	24 1%	1 2%	- -%	* 3%	1 2%
Water Supply, sewerage, waste management	13 1%	7 1%	6 *%	12 1%	1 1%	- -%	* *%	1 1%
Construction	229 11%	65 11%	164 12%	211 11%	16 22%	* 3%	1 20%	18 20%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	91 15%	222 16%	306 16%	6 8%	1 6%	* 9%	7 8%
Transportation and storage	43 2%	12 2%	31 2%	39 2%	3 4%	1 6%	* 7%	4 4%
Accommodation and food service activities	72 4%	21 3%	51 4%	68 4%	3 4%	* 5%	* 2%	3 4%
Information and communication	63 3%	23 4%	40 3%	59 3%	3 4%	1 8%	* 6%	4 5%
Financial and insurance activities	58 3%	27 4%	31 2%	55 3%	3 4%	* 5%	* 5%	4 4%

Columns Tested:: a,b - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Real estate activities	60 3%	12 2%	48 3%	59 3%	2 2%	* 1%	* *%	2 2%
Professional, scientific and technical activities	179 9%	1 *%	178 13% a	174 9% d	5 6%	* 4%	* 3%	5 6%
Administrative and support service activities	76 4%	8 1%	68 5% a	74 4%	1 2%	* 5%	* 2%	2 2%
Public administration and defence compulsory social security	32 2%	21 3% b	11 1%	30 2%	1 2%	* 2%	* 1%	2 2%
Education	68 3%	21 3%	47 3%	63 3%	3 4%	1 13% abe	* 7%	5 5%
Human health and social work activities	180 9%	113 19% b	67 5%	173 9%	6 8%	1 14% d	* 6%	8 8%
Arts, entertainment and recreation	171 9%	30 5%	140 10% a	168 9% bde	2 3%	1 10% bde	* 2%	3 3%
Other service activities	174 9%	42 7%	132 9%	169 9% cd	5 6%	* 2%	* 3%	5 5%
Other	2 *%	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%
Don't Know	8 *%	5 1%	2 *%	8 *%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Agriculture, Forestry, & Fishing	102 5%	55 5%	37 7% h	7 5%	1 3%	1 3%	* 3%	99 5%	2 2%	1 5%
Mining and Quarrying	6 *%	2 *%	1 *%	3 2%	1 1%	- -%	* 1%	6 *%	1 1%	* 1%
Manufacturing	124 6%	51 4%	51 9%	9 7%	8 14%	5 15%	1 19%	111 6%	12 15%	2 13%
Electricity, gas, steam & Air conditioning supply	26 1%	12 1%	6 1%	6 4%	1 2%	* 1%	* 3%	24 1%	1 2%	* 1%
Water Supply, sewerage, waste management	13 1%	10 1%	- -%	2 2%	* *%	1 2%	* *%	12 1%	1 1%	* *%
Construction	229 11%	122 10%	65 12%	24 17%	11 21%	6 18%	1 20%	211 11%	16 22%	1 9%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	198 16%	89 16%	20 14%	5 10%	2 5%	* 9%	306 16%	6 8%	1 7%
Transportation and storage	43 2%	26 2%	12 2%	1 1%	2 4%	2 5%	* 7%	39 2%	3 4%	1 7%
Accommodation and food service activities	72 4%	35 3%	30 5%	4 3%	2 5%	1 3%	* 2%	68 4%	3 4%	1 4%
Information and communication	63 3%	30 2%	21 4%	8 6%	1 2%	3 8%	* 6%	59 3%	3 4%	1 8%
						ag	a			ag

Columns Tested: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Financial and insurance activities	58 3%	30 2%	16 3%	8 6% a	2 4%	1 4%	* 5%	55 3%	3 4%	1 5%
Real estate activities	60 3%	36 3%	18 3%	5 4%	1 3%	1 2%	* *%	59 3%	2 2%	* 1%
Professional, scientific and technical activities	179 9%	111 9%	59 11%	4 3%	3 7%	2 5%	* 3%	174 9%	5 6%	1 4%
Administrative and support service activities	76 4%	48 4%	23 4%	4 3%	1 2%	1 2%	* 2%	74 4%	1 2%	1 4%
Public administration and defence compulsory social security	32 2%	18 1%	7 1%	5 4%	1 2%	* 1%	* 1%	30 2%	1 2%	* 2%
Education	68 3%	47 4%	15 3%	1 1%	2 4%	2 8% bcg	* 7% c	63 3%	3 4%	1 11% abcdgh
Human health and social work activities	180 9%	123 10%	38 7%	11 8%	4 7%	3 10%	* 6%	173 9%	6 8%	2 11%
Arts, entertainment and recreation	171 9%	128 10% bdefh	32 6%	8 6%	2 3%	1 4%	* 2%	168 9% dfh	2 3%	1 7%
Other service activities	174 9%	133 11% befi	28 5%	9 6%	4 7%	1 4%	* 3%	169 9% bfi	5 6%	* 2%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't Know	8 *%	6 *%	2 *%	- -%	- -%	- -%	- -%	8 *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Agriculture, Forestry, & Fishing	102 5%	66 4%	33 9%	2 2%	1 6%	* 3%	35 3%	15 6%	2 3%	3 6%	4 9%
Mining and Quarrying	6 *%	2 *%	4 1%	1 1%	- -%	* 1%	2 *%	1 *%	2 4%	- -%	1 1%
Manufacturing	124 6%	84 5%	28 8%	12 15%	1 10%	1 19%	51 5%	30 11%	5 8%	6 14%	6 12%
Electricity, gas, steam & Air conditioning supply	26 1%	14 1%	10 3%	1 2%	- -%	* 3%	12 1%	7 3%	1 2%	- -%	* *%
Water Supply, sewerage, waste management	13 1%	10 1%	2 1%	1 1%	- -%	* *%	6 1%	- -%	1 1%	- -%	1 2%
Construction	229 11%	165 11%	46 13%	16 22%	* 3%	1 20%	96 9%	48 18%	10 18%	9 20%	9 20%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	260 17%	47 13%	6 8%	1 6%	* 9%	199 18%	31 12%	18 33%	4 8%	3 7%
Transportation and storage	43 2%	33 2%	6 2%	3 4%	1 6%	* 7%	26 2%	10 4%	* *%	1 2%	1 3%
Accommodation and food service activities	72 4%	52 3%	16 5%	3 4%	* 5%	* 2%	42 4%	10 4%	* *%	- -%	2 3%
Information and communication	63 3%	42 3%	17 5%	3 4%	1 8%	* 6%	30 3%	13 5%	1 1%	5 10%	2 4%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Financial and insurance activities	58 3%	38 2%	16 5%	3 4%	* 5%	* 5%	20 2%	11 4%	3 5%	4 8% a	1 3%
Real estate activities	60 3%	47 3%	12 3%	2 2%	* 1%	* *%	28 3%	7 3%	2 3%	2 4%	2 5%
Professional, scientific and technical activities	179 9%	160 10%	13 4%	5 6%	* 4%	* 3%	130 12%	34 13%	6 10%	5 10%	1 2%
Administrative and support service activities	76 4%	65 4%	9 3%	1 2%	* 5%	* 2%	62 6% b	5 2%	2 3%	2 4%	1 1%
Public administration and defence compulsory social security	32 2%	19 1%	11 3% a	1 2%	* 2%	* 1%	9 1%	2 1%	* *%	- -%	2 5%
Education	68 3%	55 4%	8 2%	3 4%	1 13% abc	* 7% b	47 4% b	2 1%	1 1%	* *%	1 1%
Human health and social work activities	180 9%	140 9%	33 9%	6 8%	1 14% e	* 6%	81 7% b	6 2%	* 1%	2 5%	2 4%
Arts, entertainment and recreation	171 9%	150 10% bce	17 5%	2 3%	1 10% ce	* 2%	121 11% bc	8 3%	1 2%	2 4%	7 15% bc
Other service activities	174 9%	148 9% de	21 6%	5 6%	* 2%	* 3%	111 10%	22 8%	2 4%	2 4%	1 2%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Don't Know	8	6	2	-	-	-	2	1	-	-	1
	***%	***%	1%	-%	-%	-%	***%	***%	-%	-%	2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Agriculture, Forestry, & Fishing	102 5%	18 11%	2 1%	10 3%	4 4%	5 3%	7 2%	29 11%	- -%	9 6%
		bcefn			h			bcefn		h
Mining and Quarrying	6 *%	- -%	2 1%	1 *%	- -%	2 1%	- -%	- -%	- -%	- -%
Manufacturing	124 6%	7 4%	11 7%	33 9%	10 10%	16 10%	12 4%	10 4%	7 4%	9 6%
Electricity, gas, steam & Air conditioning supply	26 1%	- -%	- -%	9 3%	- -%	5 3%	- -%	3 1%	4 2%	3 2%
					f					
Water Supply, sewerage, waste management	13 1%	1 *%	3 2%	- -%	3 3%	- -%	- -%	2 1%	- -%	4 2%
					c					c
Construction	229 11%	20 12%	15 10%	42 12%	17 17%	18 12%	42 16%	18 7%	22 14%	14 9%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	18 11%	33 22%	54 15%	21 22%	25 16%	38 14%	31 13%	32 19%	30 20%
			a							
Transportation and storage	43 2%	4 2%	4 3%	6 2%	3 3%	7 4%	5 2%	2 1%	4 2%	2 1%
Accommodation and food service activities	72 4%	6 4%	6 4%	8 2%	5 5%	3 2%	2 1%	22 9%	3 2%	5 3%
								cefn		
Information and communication	63 3%	6 4%	1 1%	14 4%	3 3%	4 2%	9 3%	7 3%	11 7%	3 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Financial and insurance activities	58 3%	5 3%	8 5%	14 4%	3 3%	4 3%	2 1%	3 1%	5 3%	4 3%
Real estate activities	60 3%	3 2%	4 3%	20 5%	2 2%	5 3%	4 2%	3 1%	8 5%	2 1%
Professional, scientific and technical activities	179 9%	28 17% bcdi	10 7%	26 7% d	* *% f	16 10% f	31 11% d	20 8% d	23 14% di	7 5%
Administrative and support service activities	76 4%	4 2%	8 6%	13 4%	3 3%	4 2%	18 7%	6 2%	5 3%	9 6%
Public administration and defence compulsory social security	32 2%	* *%	5 3%	11 3%	- -%	1 1%	2 1%	3 1%	3 2%	1 *%
Education	68 3%	7 4%	7 4%	16 5%	5 5%	8 5%	2 1%	2 1%	6 4%	6 4%
Human health and social work activities	180 9%	3 2%	12 8%	37 10% a	5 5%	11 7%	40 15% ah	23 9% a	10 6%	17 11% a
Arts, entertainment and recreation	171 9%	9 5%	9 6%	22 6%	7 7%	13 8%	33 12% h	37 15% ach	7 4%	13 9%
Other service activities	174 9%	27 16% ce	9 6%	26 7%	6 6%	9 6%	25 9%	26 10%	15 9%	12 8%
Other	2 *%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	1 1%	1 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Agriculture, Forestry, & Fishing	102 5%	18 4%	20 4%	45 5%	83 5%	19 8%	9 8%	6 8%	3 7%
Mining and Quarrying	6 *%	2 *%	2 *%	1 *%	4 *%	2 1%	2 2%	* *%	- -%
Manufacturing	124 6%	34 9%	24 5%	54 6%	113 6%	12 5%	6 5%	5 6%	1 3%
Electricity, gas, steam & Air conditioning supply	26 1%	8 2%	4 1%	12 1%	24 1%	2 1%	1 1%	* *%	* 1%
Water Supply, sewerage, waste management	13 1%	6 2%	4 1%	2 *%	12 1%	1 *%	1 1%	* *%	- -%
Construction	229 11%	48 12%	56 12%	103 12%	207 12%	22 9%	13 11%	6 7%	3 8%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	75 19%	83 17%	123 14%	281 16%	33 14%	18 15%	9 12%	5 12%
Transportation and storage	43 2%	11 3%	12 2%	13 1%	36 2%	7 3%	3 3%	2 3%	2 4%
Accommodation and food service activities	72 4%	12 3%	15 3%	31 4%	59 3%	13 6%	7 6%	5 6%	2 4%
Information and communication	63 3%	10 2%	18 4%	30 3%	57 3%	6 2%	3 2%	2 2%	1 3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Financial and insurance activities	58 3%	11 3%	17 3%	20 2%	48 3%	11 4%	6 5%	3 4%	2 5%
Real estate activities	60 3%	9 2%	15 3%	27 3%	51 3%	10 4%	6 5%	3 3%	1 2%
Professional, scientific and technical activities	179 9%	24 6%	62 13%	76 9%	162 9%	17 7%	8 7%	7 8%	2 6%
Administrative and support service activities	76 4%	16 4%	17 4%	37 4%	71 4%	6 2%	1 1%	4 4%	2 4%
Public administration and defence compulsory social security	32 2%	2 *%	8 2%	16 2%	25 1%	7 3%	3 2%	4 5%	* 1%
Education	68 3%	19 5%	20 4%	20 2%	59 3%	9 4%	4 4%	3 4%	1 3%
Human health and social work activities	180 9%	33 8%	25 5%	99 11%	157 9%	23 9%	8 7%	8 10%	6 16%
Arts, entertainment and recreation	171 9%	32 8%	25 5%	92 10%	149 8%	21 9%	11 9%	6 7%	4 11%
Other service activities	174 9%	27 7%	51 11%	76 9%	154 9%	20 8%	9 7%	7 9%	4 10%
Other	2 *%	2 1%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Don't Know	8	1	3	2	6	2	1	1	-
	%	%	1%	%	%	1%	1%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Agriculture, Forestry, & Fishing	102	102	-	-	-	-	-	-	-	-
	5%	100%	-%	-%	-%	-%	-%	-%	-%	-%
		bcdefghi								
Mining and Quarrying	6	-	6	-	6	-	-	-	-	-
	*%	-%	5%	-%	4%	-%	-%	-%	-%	-%
			efi		fi					
Manufacturing	124	-	124	-	124	-	-	-	-	-
	6%	-%	95%	-%	73%	-%	-%	-%	-%	-%
			acdefghi		acefghi					
Electricity, gas, steam & Air conditioning supply	26	-	-	26	26	-	-	-	-	-
	1%	-%	-%	66%	15%	-%	-%	-%	-%	-%
				abdefghi	abefghi					
Water Supply, sewerage, waste management	13	-	-	13	13	-	-	-	-	-
	1%	-%	-%	34%	8%	-%	-%	-%	-%	-%
				abdefghi	befi					
Construction	229	-	-	-	-	229	-	-	-	-
	11%	-%	-%	-%	-%	100%	-%	-%	-%	-%
						abcdfghi				
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314	-	-	-	-	-	314	-	-	-
	16%	-%	-%	-%	-%	-%	75%	-%	-%	-%
							abcddeghi			
Transportation and storage	43	-	-	-	-	-	43	-	-	-
	2%	-%	-%	-%	-%	-%	10%	-%	-%	-%
							abdeghi			
Accommodation and food service activities	72	-	-	-	-	-	-	72	-	-
	4%	-%	-%	-%	-%	-%	-%	100%	-%	-%
								abcddefhi		
Information and communication	63	-	-	-	-	-	63	-	-	-
	3%	-%	-%	-%	-%	-%	15%	-%	-%	-%
							abdeghi			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Financial and insurance activities	58 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	58 100%	- -%
									abcdefgi	
Real estate activities	60 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	60 6%
										bdef
Professional, scientific and technical activities	179 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	179 19%
										abdefgh
Administrative and support service activities	76 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	76 8%
										bdefg
Public administration and defence compulsory social security	32 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	32 3%
										f
Education	68 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	68 7%
										bdef
Human health and social work activities	180 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	180 19%
										abdefgh
Arts, entertainment and recreation	171 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	171 18%
										abdefgh
Other service activities	174 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	174 18%
										abdefgh
Other	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Don't Know	8	-	-	-	-	-	-	-	-	-
	***%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Agriculture, Forestry, & Fishing	102 5%	102 20%	- -%	- -%	59 4%	42 13%	- -%	95 5%	6 4%	99 5%	3 4%
		bc				a					
Mining and Quarrying	6 *%	6 1%	- -%	- -%	6 *%	- -%	- -%	5 *%	1 1%	5 *%	1 1%
		c									
Manufacturing	124 6%	124 25%	- -%	- -%	109 7%	15 5%	- -%	119 6%	6 4%	122 6%	3 3%
		bc									
Electricity, gas, steam & Air conditioning supply	26 1%	26 5%	- -%	- -%	26 2%	* *%	- -%	23 1%	3 2%	26 1%	- -%
		bc									
Water Supply, sewerage, waste management	13 1%	13 3%	- -%	- -%	11 1%	2 1%	- -%	13 1%	- -%	10 1%	3 4%
		bc									a
Construction	229 11%	229 46%	- -%	- -%	191 11%	38 11%	- -%	201 11%	28 19%	212 11%	17 22%
		bc							a		a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	- -%	314 75%	- -%	266 16%	47 14%	- -%	301 16%	13 8%	308 16%	6 7%
			ac					b			
Transportation and storage	43 2%	- -%	43 10%	- -%	34 2%	9 3%	- -%	41 2%	3 2%	40 2%	3 4%
			ac								
Accommodation and food service activities	72 4%	- -%	- -%	72 7%	52 3%	20 6%	- -%	61 3%	11 7%	68 4%	4 6%
				ab							

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Information and communication	63 3%	- -%	63 15% ac	- -%	51 3%	13 4%	- -%	58 3%	5 4%	61 3%	2 3%
Financial and insurance activities	58 3%	- -%	- -%	58 5% ab	55 3%	4 1%	- -%	45 2%	13 9% a	58 3%	- -%
Real estate activities	60 3%	- -%	- -%	60 6% ab	54 3%	7 2%	- -%	54 3%	7 4%	59 3%	2 2%
Professional, scientific and technical activities	179 9%	- -%	- -%	179 17% ab	149 9%	30 9%	- -%	171 9%	8 5%	178 9%	1 1%
Administrative and support service activities	76 4%	- -%	- -%	76 7% ab	70 4%	6 2%	- -%	72 4%	4 3%	76 4%	* *%
Public administration and defence compulsory social security	32 2%	- -%	- -%	32 3% ab	30 2%	2 1%	- -%	27 1%	5 3%	25 1%	7 9% a
Education	68 3%	- -%	- -%	68 6% ab	58 3%	10 3%	- -%	65 4%	3 2%	67 3%	1 1%
Human health and social work activities	180 9%	- -%	- -%	180 17% ab	161 10%	19 6%	- -%	165 9%	15 10%	171 9%	9 12%
Arts, entertainment and recreation	171 9%	- -%	- -%	171 16% ab	132 8%	38 12%	- -%	163 9%	7 5%	164 9%	6 8%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Other service activities	174	-	-	174	147	27	-	160	14	164	10
	9%	-%	-%	16%	9%	8%	-%	9%	9%	8%	14%
				ab							
Other	2	-	-	2	2	-	-	2	-	2	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Don't Know	8	-	-	8	6	2	-	7	*	8	-
	*%	-%	-%	1%	*%	*%	-%	*%	*%	*%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Agriculture, Forestry, & Fishing	102 5%	77 6%	15 5%	9 2%
		c		
Mining and Quarrying	6 *%	3 *%	3 1%	* *%
Manufacturing	124 6%	61 5%	24 8%	39 9%
				a
Electricity, gas, steam & Air conditioning supply	26 1%	13 1%	7 2%	6 1%
Water Supply, sewerage, waste management	13 1%	5 *%	2 1%	4 1%
Construction	229 11%	145 12%	51 17%	30 7%
			ac	
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	131 10%	29 10%	149 35%
				ab
Transportation and storage	43 2%	31 2%	5 2%	6 1%
Accommodation and food service activities	72 4%	44 4%	9 3%	18 4%
Information and communication	63 3%	44 3%	10 3%	10 2%
Financial and insurance activities	58 3%	41 3%	10 3%	7 2%

Columns Tested: a,b,c

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Real estate activities	60 3%	55 4%	3 1%	2 *%
Professional, scientific and technical activities	179 9%	144 11%	22 8%	13 3%
Administrative and support service activities	76 4%	48 4%	16 5%	12 3%
Public administration and defence compulsory social security	32 2%	19 2%	5 2%	6 2%
Education	68 3%	51 4%	3 1%	9 2%
Human health and social work activities	180 9%	122 10%	26 9%	29 7%
Arts, entertainment and recreation	171 9%	95 8%	27 9%	43 10%
Other service activities	174 9%	123 10%	24 8%	25 6%
Other	2 *%	- -%	2 1%	- -%
Don't Know	8 *%	3 *%	- -%	3 1%

Columns Tested: a,b,c

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Agriculture, Forestry, & Fishing	102 5%	84 5%	10 5%	1 2%	2 23%	5 24%	- -%	* 3%	- -%	94 5%	7 10%	6 19%
												ai
Mining and Quarrying	6 *%	3 *%	3 2%	- -%	- -%	* *%	* 4%	- -%	- -%	6 *%	* *%	* 1%
			a									
Manufacturing	124 6%	101 6%	15 8%	9 23%	- -%	* 1%	* 4%	* 1%	- -%	115 6%	9 13%	* 1%
				abik								
Electricity, gas, steam & Air conditioning supply	26 1%	19 1%	1 *%	* *%	- -%	5 24%	1 26%	- -%	- -%	20 1%	6 8%	6 17%
											abi	abi
Water Supply, sewerage, waste management	13 1%	11 1%	2 1%	- -%	1 10%	- -%	- -%	- -%	- -%	12 1%	1 1%	1 2%
Construction	229 11%	199 11%	24 13%	1 4%	1 16%	3 18%	* 2%	* 1%	- -%	223 12%	6 8%	5 14%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	230 13%	66 36%	12 33%	* 5%	4 23%	* *%	- -%	* 6%	297 15%	17 24%	5 14%
			ai	ai								
Transportation and storage	43 2%	39 2%	1 1%	1 2%	* 5%	* *%	2 44%	* 7%	- -%	40 2%	3 5%	3 8%
												b
Accommodation and food service activities	72 4%	66 4%	5 3%	* 1%	- -%	* *%	- -%	- -%	- -%	71 4%	1 1%	* *%
Information and communication	63 3%	59 3%	4 2%	* *%	* 2%	* *%	- -%	- -%	- -%	63 3%	* *%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Financial and insurance activities	58 3%	54 3%	3 2%	1 3%	- -%	* *%	* 1%	- -%	* 5%	57 3%	1 2%	* *%
Real estate activities	60 3%	58 3%	2 1%	* 1%	- -%	- -%	- -%	- -%	- -%	60 3%	* 1%	- -%
Professional, scientific and technical activities	179 9%	174 10%	5 3%	* *%	* 2%	- -%	- -%	- -%	- -%	179 9%	* *%	* *%
Administrative and support service activities	76 4%	69 4%	3 2%	3 8%	- -%	* *%	- -%	1 34%	* 79%	72 4%	4 6%	1 3%
Public administration and defence compulsory social security	32 2%	29 2%	2 1%	* *%	- -%	* *%	- -%	1 35%	- -%	31 2%	1 1%	1 2%
Education	68 3%	66 4%	1 *%	* *%	* *%	* *%	* 9%	- -%	- -%	67 3%	1 1%	* 1%
Human health and social work activities	180 9%	159 9%	12 6%	5 12%	3 37%	1 4%	* 1%	* 19%	- -%	171 9%	9 12%	4 12%
Arts, entertainment and recreation	171 9%	161 9%	5 3%	3 9%	- -%	* *%	* 9%	- -%	* 10%	167 9%	4 6%	1 2%
Other service activities	174 9%	152 9%	21 11%	* *%	* 1%	1 4%	- -%	- -%	- -%	173 9%	1 1%	1 3%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't Know	8 *%	7 *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	7 *%	* *%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Agriculture, Forestry, & Fishing	102 5%	67 6%	18 3%	17 7%	85 5%	64 5%	90 5%	63 5%	40 6%	28 5%	26 5%	48 5%	3 6%	6 7%	2 6%	3 8%	2 13%
Mining and Quarrying	6 *%	3 *%	1 *%	3 1%	4 *%	4 *%	4 *%	5 *%	2 *%	4 1%	- -%	2 *%	2 4%	- -%	- -%	* 1%	- -%
Manufacturing	124 6%	56 5%	44 7%	24 9%	85 5%	72 6%	88 5%	105 8%	49 7%	23 4%	15 3%	65 7%	3 5%	1 1%	* 1%	1 3%	2 14%
Electricity, gas, steam & Air conditioning supply	26 1%	11 1%	8 1%	6 2%	25 2%	24 2%	26 1%	25 2%	18 3%	13 3%	2 *%	14 1%	3 7%	5 6%	1 2%	- -%	1 5%
Water Supply, sewerage, waste management	13 1%	9 1%	2 *%	3 1%	7 *%	7 1%	10 1%	10 1%	4 1%	6 1%	4 1%	3 *%	2 5%	- -%	- -%	- -%	* 1%
Construction	229 11%	117 10%	82 13%	30 12%	202 13%	140 11%	203 12%	144 11%	97 14%	94 19%	56 11%	115 11%	9 20%	8 10%	7 17%	8 24%	* 3%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	114 10%	116 19%	83 32%	217 13%	201 16%	251 15%	254 20%	118 17%	69 14%	79 16%	131 13%	7 14%	15 18%	12 31%	4 11%	4 23%
Transportation and storage	43 2%	29 3%	10 2%	4 2%	35 2%	25 2%	38 2%	27 2%	16 2%	19 4%	15 3%	20 2%	* 1%	1 1%	1 4%	* 1%	* 2%
Accommodation and food service activities	72 4%	48 4%	18 3%	6 2%	54 3%	34 3%	57 3%	38 3%	17 3%	19 4%	25 5%	28 3%	1 2%	2 2%	* *%	1 3%	* *%
Information and communication	63 3%	40 4%	19 3%	4 2%	46 3%	41 3%	53 3%	36 3%	20 3%	16 3%	17 4%	31 3%	1 2%	1 1%	1 3%	2 6%	- -%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Financial and insurance activities	58 3%	36 3%	18 3%	4 2%	53 3%	51 4%	58 3%	20 2%	11 2%	11 2%	13 3%	40 4%	1 3%	2 2%	* 1%	1 4%	* %*
					d	de	d										
Real estate activities	60 3%	44 4%	13 2%	3 1%	56 3%	44 3%	56 3%	33 3%	26 4%	16 3%	11 2%	40 4%	1 3%	3 4%	* 1%	1 2%	- -%
Professional, scientific and technical activities	179 9%	121 11%	53 9%	5 2%	176 11%	142 11%	176 10%	110 9%	58 9%	33 7%	34 7%	135 13%	2 4%	4 5%	2 5%	* 1%	* %*
		c	c		f	f						a					
Administrative and support service activities	76 4%	48 4%	21 3%	7 3%	64 4%	47 4%	64 4%	48 4%	24 4%	19 4%	16 3%	39 4%	* 1%	5 6%	1 3%	2 7%	- -%
Public administration and defence compulsory social security	32 2%	17 2%	12 2%	3 1%	20 1%	17 1%	22 1%	7 1%	4 1%	4 1%	6 1%	11 1%	* %*	3 4%	* %*	* 1%	1 5%
Education	68 3%	58 5%	8 1%	2 1%	58 4%	38 3%	59 3%	25 2%	17 2%	11 2%	22 4%	33 3%	2 3%	2 2%	* 1%	* 1%	* 1%
		bc															
Human health and social work activities	180 9%	112 10%	48 8%	21 8%	140 9%	82 6%	145 8%	83 6%	28 4%	32 6%	63 13%	60 6%	4 10%	8 9%	4 10%	6 17%	* 2%
					e		e				b						
Arts, entertainment and recreation	171 9%	85 8%	76 12%	9 4%	142 9%	112 9%	148 9%	134 10%	72 11%	45 9%	38 8%	96 10%	* 1%	8 10%	3 8%	3 9%	* 2%
			ac														
Other service activities	174 9%	104 9%	48 8%	22 8%	141 9%	118 9%	156 9%	106 8%	57 8%	39 8%	48 10%	88 9%	5 10%	7 9%	3 8%	* 1%	5 28% abf
Other	2 %*	2 %*	- -%	- -%	2 %*	- -%	2 %*	2 %*	- -%	- -%	2 %*	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 %*	4 %*	4 1%	* %*	5 %*	5 %*	5 %*	5 %*	1 %*	1 %*	1 %*	3 %*	- -%	1 1%	- -%	* 1%	- -%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Agriculture, Forestry, & Fishing	102 5%	73 5%	3 4%	4 6%	* 1%	3 19%	1 6%	- -%	42 4%	10 8%	2 4%	5 9%	2 9%	* 3%	2 21%
Mining and Quarrying	6 *%	2 *%	2 2%	- -%	* 1%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%	* 1%	- -%	- -%
Manufacturing	124 6%	70 5%	9 10%	1 1%	* 1%	1 8%	* *%	2 22%	55 6%	10 8%	2 5%	2 3%	* 1%	2 19%	* 1%
Electricity, gas, steam & Air conditioning supply	26 1%	19 1%	- -%	6 8%	- -%	- -%	- -%	1 7%	13 1%	2 1%	8 16%	1 1%	- -%	- -%	- -%
Water Supply, sewerage, waste management	13 1%	7 1%	- -%	* *%	- -%	- -%	- -%	- -%	3 *%	2 1%	2 5%	- -%	- -%	- -%	* 1%
Construction	229 11%	165 12%	7 8%	20 30%	2 5%	* 1%	7 52%	* 1%	107 11%	16 12%	9 17%	2 4%	5 23%	1 8%	* 4%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	182 13%	13 14%	8 12%	6 16%	4 25%	2 11%	2 17%	153 15%	17 13%	7 13%	17 35%	1 4%	3 28%	4 42%
Transportation and storage	43 2%	30 2%	3 3%	2 2%	* 1%	- -%	* 1%	* 3%	18 2%	5 4%	1 1%	* 1%	1 7%	- -%	* 1%
Accommodation and food service activities	72 4%	44 3%	8 8%	1 2%	1 2%	* 2%	1 4%	- -%	31 3%	1 1%	1 1%	1 3%	* 1%	- -%	* 1%
Information and communication	63 3%	37 3%	8 8%	1 1%	* 1%	1 3%	* 1%	- -%	34 3%	5 4%	* 1%	* *%	* 2%	2 15%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Financial and insurance activities	58 3%	48 3%	1 2%	* 1%	2 5%	1 4%	1 6%	* *%	46 5%	2 2%	1 2%	1 2%	1 4%	* *%	* *%
Real estate activities	60 3%	47 3%	5 6%	3 4%	* *%	* 2%	1 4%	- -%	39 4%	3 2%	2 4%	* *%	- -%	- -%	- -%
Professional, scientific and technical activities	179 9%	165 12%	6 7%	2 3%	3 7%	* *%	* 3%	* *%	128 13%	9 7%	2 4%	3 6%	* *%	- -%	- -%
Administrative and support service activities	76 4%	56 4%	3 3%	2 2%	3 9%	1 4%	* 1%	- -%	34 3%	6 5%	1 1%	4 8%	2 11%	- -%	- -%
Public administration and defence compulsory social security	32 2%	15 1%	1 1%	3 5% a	* *%	* 1%	* *%	1 7%	12 1%	2 1%	2 4%	* *%	1 5%	- -%	* 1%
Education	68 3%	52 4%	2 2%	1 1%	2 5%	* 2%	* 1%	* 1%	35 4%	1 1%	1 1%	* 1%	* *%	* 3%	* 2%
Human health and social work activities	180 9%	113 8%	6 7%	7 11%	10 29% ab	2 11%	* 3%	* 4%	63 6%	8 6%	1 1%	4 9%	5 22% ac	1 7%	- -%
Arts, entertainment and recreation	171 9%	125 9%	7 7%	5 8%	2 7%	3 16%	* *%	- -%	83 8%	20 15%	2 4%	3 7%	2 10%	1 10%	* 4%
Other service activities	174 9%	124 9%	6 6%	1 2%	4 11%	* *%	1 6%	4 37%	94 9%	8 6%	7 14%	5 11%	* *%	1 4%	2 22%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	3 *%	1 1%	1 1%	- -%	* 1%	- -%	- -%	3 *%	- -%	1 2%	- -%	- -%	* 2%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Agriculture, Forestry, & Fishing	102 5%	41 4%	13 10%	1 1%	5 11%	1 3%	* 1%	2 9%	51 6%	18 5%	17 5%	4 3%	1 1%
Mining and Quarrying	6 *%	2 *%	- -%	2 3%	- -%	1 3%	* *%	- -%	- -%	2 1%	2 1%	- -%	* *%
Manufacturing	124 6%	81 8%	10 8%	8 12%	2 6%	* 1%	* *%	4 16%	32 4%	19 6%	26 8%	6 6%	4 8%
Electricity, gas, steam & Air conditioning supply	26 1%	14 1%	1 1%	1 2%	3 7%	6 19%	* 3%	- -%	6 1%	7 2%	9 3%	3 3%	1 1%
Water Supply, sewerage, waste management	13 1%	8 1%	* *%	- -%	1 2%	1 3%	- -%	- -%	7 1%	- -%	2 1%	1 1%	1 2%
Construction	229 11%	108 11%	17 14%	8 12%	4 11%	* 1%	3 24%	3 13%	94 11%	41 13%	48 14%	10 9%	6 12%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	176 18%	31 24%	18 28%	13 32%	10 32%	1 4%	5 22%	101 12%	32 10%	66 20%	31 28%	20 37%
Transportation and storage	43 2%	16 2%	3 2%	3 4%	* 1%	1 2%	2 13%	2 10%	22 2%	8 2%	3 1%	3 3%	2 4%
Accommodation and food service activities	72 4%	29 3%	4 3%	2 4%	* *%	2 5%	* *%	* 1%	34 4%	13 4%	3 1%	5 5%	1 1%
Information and communication	63 3%	25 3%	3 3%	6 10%	1 2%	* *%	- -%	* *%	34 4%	6 2%	8 3%	4 3%	* 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Financial and insurance activities	58 3%	17 2%	1 1%	1 1%	* 1%	* *%	- -%	1 3%	29 3%	14 4%	3 1%	9 8%	3 6%
Real estate activities	60 3%	31 3%	* *%	1 2%	1 2%	* *%	- -%	1 2%	30 3%	14 4%	9 3%	3 3%	* 1%
Professional, scientific and technical activities	179 9%	96 10%	5 4%	2 3%	3 8%	4 11%	* 3%	- -%	101 12%	27 8%	42 13%	4 4%	1 2%
Administrative and support service activities	76 4%	42 4%	1 1%	2 3%	1 3%	1 3%	- -%	1 6%	30 3%	17 5%	11 3%	2 2%	3 6%
Public administration and defence compulsory social security	32 2%	4 *%	2 1%	1 1%	- -%	- -%	- -%	* *%	6 1%	8 3%	5 1%	2 1%	2 3%
Education	68 3%	22 2%	1 1%	1 2%	- -%	* *%	* 2%	1 4%	47 5%	8 2%	1 *%	2 2%	* *%
Human health and social work activities	180 9%	69 7%	4 3%	2 4%	3 7%	1 2%	3 20%	* *%	90 10%	25 8%	19 6%	10 9%	1 2%
Arts, entertainment and recreation	171 9%	106 11%	24 18%	2 3%	* 1%	* *%	1 7%	- -%	86 10%	32 10%	21 6%	7 6%	* 1%
Other service activities	174 9%	84 9%	6 4%	2 3%	4 9%	5 14%	3 23%	3 12%	74 8%	31 10%	35 11%	7 6%	6 11%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%
Don't Know	8 *%	4 *%	* *%	1 2%	- -%	- -%	- -%	- -%	1 *%	2 1%	2 1%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Agriculture, Forestry, & Fishing	102	58	13	10	4	1	36	11	13	3	1
	5%	6%	4%	4%	4%	2%	5%	5%	6%	3%	1%
Mining and Quarrying	6	2	*	2	-	*	-	2	2	-	*
	*%	*%	*%	1%	-%	1%	-%	1%	1%	-%	*%
Manufacturing	124	45	17	21	1	*	27	18	17	6	4
	6%	5%	6%	9%	1%	*%	4%	8%	8%	7%	10%
Electricity, gas, steam & Air conditioning supply	26	13	4	5	3	*	5	11	5	3	1
	1%	1%	1%	2%	3%	1%	1%	5%	2%	3%	1%
Water Supply, sewerage, waste management	13	4	-	2	1	1	4	-	2	1	-
	1%	*%	-%	1%	1%	3%	1%	-%	1%	1%	-%
Construction	229	98	37	44	10	6	70	31	19	9	6
	11%	10%	12%	18%	12%	21%	10%	13%	9%	10%	14%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314	115	32	44	15	9	78	26	51	27	18
	16%	12%	11%	18%	19%	28%	12%	11%	24%	32%	41%
Transportation and storage	43	22	7	5	1	*	13	6	1	2	2
	2%	2%	2%	2%	1%	*%	2%	3%	1%	3%	5%
Accommodation and food service activities	72	32	12	4	4	1	20	9	2	2	1
	4%	3%	4%	2%	5%	3%	3%	4%	1%	2%	2%
Information and communication	63	29	8	6	3	*	27	5	6	3	*
	3%	3%	3%	3%	3%	1%	4%	2%	3%	4%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Financial and insurance activities	58 3%	28 3%	10 3%	3 1%	9 11%	3 9%	26 4%	12 5%	3 1%	7 8%	2 5%
Real estate activities	60 3%	30 3%	15 5%	7 3%	3 4%	* 1%	30 4%	5 2%	8 4%	1 1%	* *%
Professional, scientific and technical activities	179 9%	112 12%	28 9%	31 12%	4 5%	1 3%	95 14%	17 7%	26 12%	4 5%	* 1%
Administrative and support service activities	76 4%	30 3%	19 6%	10 4%	2 2%	3 11%	30 4%	8 4%	5 2%	2 3%	2 3%
Public administration and defence compulsory social security	32 2%	6 1%	8 3%	3 1%	2 2%	2 6%	5 1%	8 3%	3 1%	* *%	* *%
Education	68 3%	48 5%	6 2%	1 *%	2 3%	* *%	28 4%	8 3%	1 1%	* *%	* *%
Human health and social work activities	180 9%	90 10%	25 8%	15 6%	9 11%	* 1%	50 7%	14 6%	11 5%	5 7%	1 2%
Arts, entertainment and recreation	171 9%	103 11%	21 7%	12 5%	4 4%	* *%	67 10%	21 9%	16 8%	4 5%	* 1%
Other service activities	174 9%	74 8%	34 11%	22 9%	6 7%	3 8%	61 9%	21 9%	20 9%	5 6%	6 13%
Other	2 *%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	1 *%	1 *%	2 1%	- -%	- -%	* *%	2 1%	2 1%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Agriculture, Forestry, & Fishing	102 5%	37 6%	14 7%	6 3%	5 4%	* 1%	30 4%	1 1%	32 7%	92 5%	10 4%	81 5%	4 3%
Mining and Quarrying	6 *%	- -%	1 *%	4 2%	- -%	* *%	2 *%	1 1%	2 *%	5 *%	1 *%	4 *%	* *%
Manufacturing	124 6%	38 6%	23 11%	26 12%	13 11%	5 10%	83 11%	8 13%	14 3%	77 4%	48 18%	73 5%	11 10%
Electricity, gas, steam & Air conditioning supply	26 1%	6 1%	8 4%	3 1%	6 4%	* *%	10 1%	2 2%	12 2%	21 1%	5 2%	20 1%	5 5%
Water Supply, sewerage, waste management	13 1%	7 1%	- -%	2 1%	1 1%	- -%	9 1%	- -%	1 *%	10 1%	3 1%	7 *%	* *%
Construction	229 11%	87 13%	13 6%	17 8%	21 17%	1 2%	75 10%	10 16%	58 12%	185 11%	44 17%	173 11%	29 27%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	93 14%	28 14%	62 28%	42 34%	28 56%	208 29%	14 21%	32 7%	262 15%	52 20%	203 13%	14 13%
Transportation and storage	43 2%	18 3%	3 1%	1 1%	* *%	3 5%	10 1%	5 8%	12 2%	33 2%	10 4%	30 2%	5 5%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Accommodation and food service activities	72 4%	21 3%	5 2%	3 2%	4 3%	1 3%	12 2%	1 2%	24 5% a	64 4%	8 3%	49 3%	5 4%
Information and communication	63 3%	21 3%	3 1%	8 4%	3 2%	* *%	21 3%	3 5%	10 2%	53 3%	10 4%	42 3%	4 3%
Financial and insurance activities	58 3%	13 2%	1 1%	2 1%	3 3%	* 1%	3 *%	1 1%	16 3% a	54 3%	4 2%	50 3%	2 2%
Real estate activities	60 3%	28 4%	1 1%	3 1%	1 1%	- -%	11 1%	- -%	23 5% a	56 3%	5 2%	53 4%	3 2%
Professional, scientific and technical activities	179 9%	70 11% d	24 12% de	13 6%	2 1%	* *%	44 6%	2 4%	62 13% a	166 10%	13 5%	175 12% b	* *%
Administrative and support service activities	76 4%	29 4% c	11 5% c	1 1%	2 2%	2 4%	22 3%	4 5%	22 5%	76 4% b	* *%	62 4%	2 2%
Public administration and defence compulsory social security	32 2%	3 *%	3 1%	* *%	1 1%	- -%	* *%	2 3% a	5 1% a	31 2%	1 *%	19 1%	1 1%
Education	68 3%	19 3%	3 2%	3 1%	1 1%	* 1%	10 1%	4 6% a	11 2%	63 4%	5 2%	55 4%	2 2%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Human health and social work activities	180 9%	49 7%	15 7%	11 5%	7 6%	1 1%	28 4%	1 1%	54 11% ab	168 10% b	12 4%	135 9%	5 4%
Arts, entertainment and recreation	171 9%	68 10%	33 16% d	21 10%	4 3%	4 8%	92 13% b	- -%	39 8% b	154 9%	17 6%	136 9%	6 6%
Other service activities	174 9%	53 8%	12 6%	29 13%	7 5%	4 8%	52 7%	8 12%	43 9%	159 9%	15 6%	129 9%	12 11%
Other	2 *%	- -%	2 1%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
Don't Know	8 *%	1 *%	1 1%	2 1%	- -%	- -%	3 *%	- -%	- -%	6 *%	1 *%	5 *%	- -%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Agriculture, Forestry, & Fishing	102 5%	54 5%	9 7%	51 6%	12 3%	81 5%	3 3%	58 5%	6 4%	53 6%	10 3%
Mining and Quarrying	6 *%	3 *%	1 1%	3 *%	2 *%	4 *%	* *%	3 *%	1 1%	3 *%	2 *%
Manufacturing	124 6%	60 5%	12 9%	49 5%	56 15%	75 5%	9 9%	58 5%	15 10%	48 5%	57 15%
Electricity, gas, steam & Air conditioning supply	26 1%	14 1%	10 7% a	20 2%	6 1%	21 1%	5 4%	13 1%	10 7% a	20 2%	6 1%
Water Supply, sewerage, waste management	13 1%	6 1%	1 1%	6 1%	4 1%	7 *%	* *%	6 1%	1 1%	6 1%	4 1%
Construction	229 11%	111 10%	29 21% a	77 9%	67 17% a	172 11%	30 27% a	110 10%	30 20% a	75 8%	69 18% a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	186 17%	15 11%	181 20%	73 19%	201 13%	16 15%	183 16%	18 12%	177 20%	76 20%
Transportation and storage	43 2%	19 2%	7 5%	11 1%	15 4% a	30 2%	6 5%	17 2%	8 6% a	13 1%	14 4%
Accommodation and food service activities	72 4%	33 3%	1 1%	27 3%	11 3%	49 3%	5 5%	30 3%	4 3%	30 3%	8 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Information and communication	63 3%	36 3%	5 4%	26 3%	10 3%	43 3%	3 2%	36 3%	5 3%	26 3%	9 2%
Financial and insurance activities	58 3%	46 4%	5 4%	16 2%	4 1%	50 3%	2 2%	46 4%	5 3%	17 2%	3 1%
Real estate activities	60 3%	41 4%	3 2%	27 3%	6 2%	53 4%	3 2%	42 4%	2 2%	27 3%	6 2%
Professional, scientific and technical activities	179 9%	132 12%	10 7%	82 9%	29 7%	176 12%	* *%	130 12%	12 8%	79 9%	31 8%
Administrative and support service activities	76 4%	47 4%	* *%	42 5% b	6 2%	62 4%	2 2%	47 4%	* *%	42 5% b	6 2%
Public administration and defence compulsory social security	32 2%	16 1%	1 1%	6 1%	1 *%	19 1%	1 1%	16 1%	1 1%	6 1%	1 *%
Education	68 3%	32 3%	6 4%	19 2%	7 2%	55 4%	2 2%	32 3%	6 4%	19 2%	7 2%
Human health and social work activities	180 9%	80 7%	2 1%	65 7%	18 5%	137 9%	3 3%	79 7%	3 2%	65 7%	17 5%
Arts, entertainment and recreation	171 9%	103 9%	9 6%	96 11%	38 10%	136 9%	6 6%	103 9%	9 6%	96 11%	38 10%
Other service activities	174 9%	103 9%	14 10%	86 10%	20 5%	127 8%	13 12%	103 9%	15 10%	89 10% b	17 4%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Other	2	-	-	2	-	2	-	-	-	2	-
	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%
Don't Know	8	5	-	3	2	5	-	5	-	3	2
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Agriculture, Forestry, & Fishing	102 5%	42 6%	66 5%	15 7%	- -%	37 6%	35 4%	10 6%	- -%	45 5%	32 5%	14 7%	- -%
Mining and Quarrying	6 *%	2 *%	3 *%	* *%	- -%	2 *%	3 *%	1 1%	- -%	3 *%	3 *%	1 1%	- -%
Manufacturing	124 6%	38 5%	64 5%	25 12% ab	1 48%	38 6%	49 5%	16 9%	- -%	73 8%	42 6%	16 8%	- -%
Electricity, gas, steam & Air conditioning supply	26 1%	19 3%	14 1%	5 3%	- -%	15 2%	10 1%	3 2%	- -%	19 2%	9 1%	2 1%	- -%
Water Supply, sewerage, waste management	13 1%	6 1%	4 *%	- -%	- -%	4 1%	6 1%	* *%	- -%	9 1%	3 *%	2 1%	- -%
Construction	229 11%	81 11%	165 13% c	13 6%	- -%	71 11% c	104 12% c	7 4%	- -%	99 11%	76 11%	13 6%	- -%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	122 17%	175 14%	35 17%	- -%	114 17%	146 16%	40 23%	2 44%	196 22%	135 20%	49 24%	4 100%
Transportation and storage	43 2%	19 3%	27 2%	6 3%	- -%	19 3%	14 2%	5 3%	- -%	20 2%	13 2%	5 3%	- -%
Accommodation and food service activities	72 4%	15 2%	45 4%	3 1%	- -%	13 2%	26 3%	2 1%	- -%	26 3%	18 3%	2 1%	- -%
Information and communication	63 3%	21 3%	37 3%	7 3%	- -%	20 3%	34 4%	5 3%	- -%	24 3%	23 3%	7 3%	- -%
Financial and insurance activities	58 3%	25 3%	44 3%	3 1%	- -%	23 3%	36 4%	4 2%	1 13%	13 2%	11 2%	1 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Real estate activities	60 3%	31 4%	47 4%	10 5%	- -%	24 4%	32 4%	5 3%	- -%	29 3%	19 3%	3 1%	- -%
Professional, scientific and technical activities	179 9%	66 9%	156 12%	28 14%	- -%	67 10%	118 13%	19 11%	- -%	73 8%	67 10%	21 10%	- -%
Administrative and support service activities	76 4%	33 5%	49 4%	10 5%	- -%	29 4%	31 3%	6 4%	2 39%	33 4%	24 4%	9 4%	- -%
Public administration and defence compulsory social security	32 2%	5 1%	16 1%	* *%	- -%	5 1%	13 1%	- -%	- -%	3 *%	5 1%	- -%	- -%
Education	68 3%	27 4%	43 3%	3 1%	- -%	21 3%	21 2%	1 1%	- -%	14 2%	16 2%	2 1%	- -%
Human health and social work activities	180 9%	46 6%	119 9%	9 5%	1 47%	39 6%	65 7%	5 3%	- -%	51 6%	48 7%	5 3%	- -%
Arts, entertainment and recreation	171 9%	66 9%	111 9%	21 10%	- -%	63 10%	72 8%	23 13%	- -%	91 10%	72 11%	33 17%	- -%
Other service activities	174 9%	55 8%	100 8%	17 8%	* 5%	50 8%	79 9%	18 11%	* 4%	63 7%	57 8%	15 8%	- -%
Other	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't Know	8 *%	2 *%	4 *%	1 *%	- -%	2 *%	4 *%	1 *%	- -%	3 *%	3 *%	1 *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Agriculture, Forestry, & Fishing	102 5%	81 6%	45 4%	45 5%	57 5%	65 7%	4 27% ab	37 6%	19 4%	31 7%	8 7%	7 7%	33 8%	33 8%
Mining and Quarrying	6 *%	3 *%	3 *%	2 *%	4 *%	3 *%	- -%	2 *%	- -%	- -%	* *%	- -%	2 *%	2 1%
Manufacturing	124 6%	70 5%	51 5%	58 7%	56 5%	44 5%	* 3%	34 6%	22 5%	31 7%	6 5%	1 1%	16 4%	18 4%
Electricity, gas, steam & Air conditioning supply	26 1%	12 1%	11 1%	6 1%	12 1%	15 2%	1 4%	- -%	4 1%	* *%	- -%	- -%	6 1%	11 3%
Water Supply, sewerage, waste management	13 1%	7 *%	6 1%	6 1%	9 1%	3 *%	- -%	3 *%	5 1%	5 1%	- -%	- -%	2 1%	1 *%
Construction	229 11%	169 12% c	104 10%	66 8%	151 13% b	90 9%	* 3%	42 7%	37 9%	32 7%	7 6%	7 7%	61 14%	32 8%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	191 13%	184 17% a	198 23% ab	149 13%	156 16%	2 12%	129 22%	116 27%	108 25%	41 35% a	25 27%	56 13%	73 18%
Transportation and storage	43 2%	31 2%	18 2%	15 2%	26 2%	17 2%	2 17% ab	9 2%	8 2%	5 1%	2 2%	* *%	9 2%	3 1%
Accommodation and food service activities	72 4%	49 3%	31 3%	31 4%	46 4%	33 3%	- -%	27 5%	14 3%	10 2%	* *%	1 1%	22 5%	14 4%
Information and communication	63 3%	45 3%	38 4%	24 3%	37 3%	21 2%	* 1%	16 3%	11 2%	11 3%	2 2%	3 3%	18 4%	4 1% b

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Financial and insurance activities	58 3%	50 3%	42 4%	15 2%	49 4%	27 3%	* 1%	12 2%	9 2%	8 2%	* *%	- -%	21 5%	11 3%
Real estate activities	60 3%	52 4%	42 4%	27 3%	46 4%	25 3%	* 4%	17 3%	19 4%	13 3%	3 3%	4 5%	14 3%	12 3%
Professional, scientific and technical activities	179 9%	171 12%	133 13%	85 10%	133 11%	126 13%	1 7%	68 12%	48 11%	37 9%	13 11%	9 10%	36 8%	37 9%
Administrative and support service activities	76 4%	59 4%	42 4%	36 4%	48 4%	41 4%	1 5%	23 4%	20 5%	22 5%	8 7%	6 6%	14 3%	10 2%
Public administration and defence compulsory social security	32 2%	18 1%	13 1%	4 *%	13 1%	11 1%	- -%	4 1%	1 *%	1 *%	- -%	- -%	5 1%	4 1%
Education	68 3%	54 4%	32 3%	15 2%	41 4%	34 4%	* 1%	14 2%	5 1%	5 1%	2 1%	* *%	16 4%	20 5%
Human health and social work activities	180 9%	133 9%	76 7%	57 7%	95 8%	88 9%	1 4%	33 6%	18 4%	28 7%	4 3%	3 3%	48 11%	48 12%
Arts, entertainment and recreation	171 9%	133 9%	94 9%	92 11%	91 8%	89 9%	1 9%	60 10%	43 10%	48 11%	12 10%	21 23% abc	27 6%	29 7%
Other service activities	174 9%	124 8%	94 9%	77 9%	89 8%	81 8%	* 3%	54 9%	34 8%	33 8%	9 8%	5 6%	29 7%	37 9%
Other	2 *%	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	2 *%	- -%
Don't Know	8 *%	4 *%	4 *%	3 *%	3 *%	2 *%	- -%	2 *%	1 *%	* *%	- -%	- -%	2 *%	* *%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Agriculture, Forestry, & Fishing	102 5%	9 6%	7 9%	* *%	5 12% c	93 5%	58 5%	97 5%	61 5%	71 6%	41 5%	75 4%	18 8%	* 35%	85 6% b	* *%
Mining and Quarrying	6 *%	- -%	1 2%	1 1%	* *%	5 *%	3 *%	5 *%	4 *%	4 *%	2 *%	1 *%	- -%	- -%	2 *%	1 1%
Manufacturing	124 6%	5 3%	3 5%	10 15% a	* 1%	99 6%	77 7%	105 6%	94 8%	77 7%	65 8%	113 7%	16 7%	* 65%	85 6%	13 10%
Electricity, gas, steam & Air conditioning supply	26 1%	2 1%	1 1%	1 1%	5 13% a	13 1%	11 1%	16 1%	16 1%	14 1%	15 2%	13 1%	3 1%	- -%	20 1%	- -%
Water Supply, sewerage, waste management	13 1%	- -%	2 3%	1 1%	- -%	12 1%	13 1%	13 1%	12 1%	12 1%	9 1%	10 1%	- -%	- -%	7 *%	- -%
Construction	229 11%	24 16%	7 11%	8 12%	2 4%	205 12%	128 11%	212 12%	143 12%	134 12%	90 11%	194 12%	14 6%	- -%	146 10%	10 8%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	44 28% b	6 9%	13 20%	8 21%	253 15%	185 16%	268 15%	230 19% ac	200 17%	132 17%	272 16%	46 20%	- -%	231 16%	22 17%
Transportation and storage	43 2%	2 1%	2 3%	* *%	2 5%	36 2%	22 2%	37 2%	25 2%	19 2%	23 3%	29 2%	5 2%	- -%	31 2%	2 2%
Accommodation and food service activities	72 4%	8 5%	* 1%	* *%	- -%	68 4%	43 4%	70 4%	48 4%	47 4%	25 3%	63 4%	3 1%	- -%	55 4%	3 3%
Information and communication	63 3%	4 3%	4 5%	3 4%	1 3%	52 3%	36 3%	55 3%	35 3%	31 3%	27 3%	48 3%	5 2%	- -%	40 3%	9 7%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Financial and insurance activities	58 3%	4 2%	* *%	1 1%	- -%	54 3%	38 3%	58 3%	34 3%	40 3%	16 2%	56 3%	2 1%	- -%	41 3%	8 7%
Real estate activities	60 3%	4 3%	4 6%	3 4%	- -%	56 3%	34 3%	59 3%	33 3%	37 3%	23 3%	56 3%	9 4%	- -%	43 3%	5 4%
Professional, scientific and technical activities	179 9%	15 10%	1 2%	5 7%	6 15% b	164 10%	109 10%	171 10%	100 8%	96 8%	79 10%	162 10%	27 12%	- -%	142 10%	10 8%
Administrative and support service activities	76 4%	2 1%	1 2%	6 9% a	4 11% a	65 4%	36 3%	69 4%	44 4%	37 3%	28 4%	63 4%	6 3%	- -%	65 4%	3 2%
Public administration and defence compulsory social security	32 2%	1 1%	3 5%	- -%	- -%	26 2%	16 1%	27 2%	17 1%	25 2%	13 2%	25 1%	6 3%	- -%	25 2%	2 2%
Education	68 3%	8 5%	1 1%	* *%	* *%	62 4%	40 4%	63 4%	40 3%	42 4%	18 2%	61 4%	8 4%	- -%	48 3%	3 2%
Human health and social work activities	180 9%	8 5%	11 15% c	* *%	1 2%	142 8%	104 9%	145 8%	97 8%	117 10%	55 7%	138 8%	11 5%	- -%	140 10%	9 7%
Arts, entertainment and recreation	171 9%	9 6%	2 3%	9 14%	4 9%	151 9%	93 8%	151 9%	104 9%	78 7%	58 7%	143 9%	27 12%	- -%	134 9%	10 8%
Other service activities	174 9%	5 3%	10 15% a	6 9%	2 4%	141 8%	80 7%	153 9%	74 6%	71 6%	65 8%	136 8%	21 9%	- -%	122 8%	14 11%
Other	2 *%	- -%	- -%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	- -%	- -%	2 *%	- -%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't Know	8	1	1	-	-	7	6	7	6	6	2	7	1	-	5	1
	*%	*%	1%	-%	-%	*%	1%	*%	1%	*%	*%	*%	*%	-%	*%	1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Agriculture, Forestry, & Fishing	102 5%	20 3%	76 7%	14 3%	1 2%	11 5%	10 2%	10 5%	68 5%	17 4%	5 2%	14 5%	75 6%
Mining and Quarrying	6 *%	2 *%	3 *%	1 *%	1 2%	1 *%	1 *%	1 *%	4 *%	1 *%	1 *%	2 1%	3 *%
Manufacturing	124 6%	47 7%	64 5%	50 10%	11 27%	15 6%	51 13%	15 7%	80 6%	26 6%	23 9%	30 10%	63 5%
Electricity, gas, steam & Air conditioning supply	26 1%	7 1%	14 1%	9 2%	1 2%	9 4%	1 *%	2 1%	14 1%	10 2%	1 *%	13 4%	12 1%
Water Supply, sewerage, waste management	13 1%	2 *%	9 1%	6 1%	- -%	1 *%	5 1%	3 2%	10 1%	* *%	3 1%	4 1%	7 1%
Construction	229 11%	69 10%	131 11%	74 14%	5 13%	48 20%	46 11%	27 14%	159 12%	37 9%	40 15%	46 15%	135 10%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	143 21%	144 12%	119 23%	6 15%	52 22%	92 23%	65 33%	187 14%	54 14%	62 23%	67 22%	176 13%
Transportation and storage	43 2%	13 2%	24 2%	12 2%	* *%	8 3%	10 2%	6 3%	29 2%	5 1%	10 4%	5 2%	27 2%
Accommodation and food service activities	72 4%	15 2%	52 4%	16 3%	- -%	11 4%	7 2%	6 3%	52 4%	8 2%	6 2%	6 2%	58 4%
Information and communication	63 3%	24 3%	33 3%	11 2%	1 4%	6 2%	9 2%	1 1%	44 3%	15 4%	10 4%	3 1%	50 4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Financial and insurance activities	58 3%	17 2%	38 3%	7 1%	- -%	1 *%	6 1%	2 1%	35 3%	21 5%	4 2%	5 2%	49 4%
Real estate activities	60 3%	22 3%	33 3%	16 3%	- -%	5 2%	11 3%	5 2%	42 3%	12 3%	9 3%	5 2%	41 3%
Professional, scientific and technical activities	179 9%	77 11%	101 9%	51 10%	7 17%	19 8%	45 11%	3 1%	135 10%	38 10%	17 6%	21 7%	137 10%
Administrative and support service activities	76 4%	27 4%	49 4%	14 3%	- -%	2 1%	12 3%	* *%	55 4%	19 5%	7 3%	15 5%	53 4%
Public administration and defence compulsory social security	32 2%	11 2%	20 2%	3 1%	1 2%	1 *%	3 1%	* *%	17 1%	9 2%	1 *%	2 1%	26 2%
Education	68 3%	20 3%	43 4%	13 3%	* *%	3 1%	11 3%	7 4%	49 4%	8 2%	6 2%	4 1%	51 4%
Human health and social work activities	180 9%	46 7%	125 11%	21 4%	* 1%	8 3%	17 4%	13 7%	109 8%	41 10%	19 7%	14 5%	133 10%
Arts, entertainment and recreation	171 9%	77 11%	85 7%	54 10%	4 10%	17 7%	47 12%	13 7%	106 8%	44 11%	24 9%	29 10%	106 8%
Other service activities	174 9%	53 8%	109 9%	29 6%	2 5%	23 10%	18 4%	17 8%	123 9%	31 8%	18 7%	18 6%	131 10%
Other	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	2 *%
Don't Know	8 *%	1 *%	6 *%	3 1%	- -%	1 1%	2 *%	- -%	7 1%	- -%	1 *%	1 *%	5 *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Agriculture, Forestry, & Fishing	102 5%	60 6%	42 4%
Mining and Quarrying	6 *%	2 *%	5 *%
Manufacturing	124 6%	48 5%	76 7%
Electricity, gas, steam & Air conditioning supply	26 1%	21 2%	4 *%
Water Supply, sewerage, waste management	13 1%	7 1%	6 1%
Construction	229 11%	123 13%	106 10%
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314 16%	120 13%	194 18%
Transportation and storage	43 2%	19 2%	25 2%
Accommodation and food service activities	72 4%	34 4%	38 4%
Information and communication	63 3%	28 3%	35 3%
Financial and insurance activities	58 3%	40 4%	19 2%
		b	

Columns Tested: a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Real estate activities	60 3%	27 3%	34 3%
Professional, scientific and technical activities	179 9%	66 7%	113 11% a
Administrative and support service activities	76 4%	30 3%	47 4%
Public administration and defence compulsory social security	32 2%	23 2%	9 1%
Education	68 3%	36 4%	32 3%
Human health and social work activities	180 9%	112 12% b	69 6%
Arts, entertainment and recreation	171 9%	72 8%	99 9%
Other service activities	174 9%	63 7%	111 10% a
Other	2 *%	- -%	2 *%
Don't Know	8 *%	3 *%	4 *%

Columns Tested: a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Agriculture, Forestry, & Fishing	102	-	4	15	32	2	5	3	2	17	2	15	4
	5%	-%	6%	4%	9%	6%	2%	6%	1%	7%	3%	5%	3%
					fh					h			
Mining and Quarrying	6	-	-	2	1	-	-	*	*	1	1	1	1
	*%	-%	-%	1%	*%	-%	-%	*%	*%	*%	1%	*%	1%
Manufacturing	124	-	8	24	16	5	15	5	6	22	1	17	6
	6%	-%	12%	7%	4%	13%	8%	9%	3%	9%	1%	5%	5%
			hj			j	j			hj			
Electricity, gas, steam & Air conditioning supply	26	-	*	8	3	3	8	*	2	-	1	1	1
	1%	-%	1%	2%	1%	8%	4%	*%	1%	-%	2%	*%	1%
						dhik	dik						
Water Supply, sewerage, waste management	13	-	-	-	4	3	-	*	-	4	1	2	-
	1%	-%	-%	-%	1%	8%	-%	*%	-%	2%	1%	1%	-%
						cdfhkl							
Construction	229	-	3	35	37	2	16	6	17	40	5	43	23
	11%	-%	5%	10%	11%	5%	9%	12%	8%	16%	8%	14%	19%
										h			bch
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314	-	11	51	51	9	37	6	33	39	8	55	15
	16%	-%	16%	14%	14%	26%	20%	10%	16%	16%	13%	18%	12%
Transportation and storage	43	-	1	8	5	1	*	*	7	8	2	9	2
	2%	-%	1%	2%	1%	2%	*%	1%	4%	3%	2%	3%	2%
Accommodation and food service activities	72	-	1	18	17	1	7	4	6	4	2	5	7
	4%	-%	1%	5%	5%	4%	4%	7%	3%	2%	4%	2%	6%
Information and communication	63	-	4	18	5	*	10	1	5	6	3	9	3
	3%	-%	5%	5%	2%	*%	5%	2%	2%	2%	4%	3%	2%
Financial and insurance activities	58	-	4	16	7	*	2	3	4	10	2	7	3
	3%	-%	6%	4%	2%	1%	1%	5%	2%	4%	3%	2%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Real estate activities	60	-	5	6	7	*	12	1	5	12	*	10	2
	3%	-%	8%	2%	2%	***	7%	3%	2%	5%	***	3%	1%
			cj				cdj						
Professional, scientific and technical activities	179	-	10	33	9	*	11	4	38	26	3	29	18
	9%	-%	14%	9%	3%	***	6%	8%	18%	11%	4%	9%	14%
			d	d					cdfjk	d		d	dj
Administrative and support service activities	76	-	1	12	5	-	5	2	23	7	3	15	2
	4%	-%	1%	3%	2%	-%	3%	4%	11%	3%	5%	5%	2%
									bcdfl				
Public administration and defence compulsory social security	32	-	*	3	7	-	8	*	6	1	2	2	1
	2%	-%	1%	1%	2%	-%	4%	1%	3%	***	4%	1%	1%
							i						
Education	68	-	1	20	15	1	6	1	8	5	3	7	2
	3%	-%	1%	5%	4%	4%	3%	1%	4%	2%	4%	2%	1%
Human health and social work activities	180	-	4	26	71	6	19	2	15	10	6	13	7
	9%	-%	5%	7%	20%	18%	11%	3%	7%	4%	10%	4%	6%
				bcghikl		gik							
Arts, entertainment and recreation	171	-	9	34	22	1	7	10	12	13	12	39	10
	9%	-%	14%	9%	6%	2%	4%	19%	6%	5%	18%	13%	8%
								dfhi			dfhi	dfi	
Other service activities	174	-	2	29	36	1	14	4	15	18	9	30	15
	9%	-%	3%	8%	10%	2%	8%	8%	7%	7%	13%	10%	12%
Other	2	-	-	2	-	-	-	-	-	-	-	-	-
	***	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	8	-	-	1	4	*	*	-	-	-	-	1	1
	***	-%	-%	***	1%	1%	***	-%	-%	-%	-%	***	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Agriculture, Forestry, & Fishing	102	30	27	22	22	57	44
	5%	6%	5%	4%	4%	6%	4%
Mining and Quarrying	6	2	1	1	2	3	3
	*%	*%	*%	*%	*%	*%	*%
Manufacturing	124	36	32	33	24	67	57
	6%	7%	6%	7%	5%	7%	6%
Electricity, gas, steam & Air conditioning supply	26	8	13	2	2	22	4
	1%	2%	3%	*%	*%	2%	*%
Water Supply, sewerage, waste management	13	2	4	4	3	7	7
	1%	*%	1%	1%	1%	1%	1%
Construction	229	46	48	63	72	94	135
	11%	9%	10%	13%	14%	9%	13%
			cd			b	a
Wholesale & Retail Trade; repair of motor vehicles and motorcycles	314	71	87	77	78	158	155
	16%	14%	17%	15%	16%	16%	16%
Transportation and storage	43	10	4	16	13	15	29
	2%	2%	1%	3%	3%	1%	3%
Accommodation and food service activities	72	28	15	15	14	43	28
	4%	6%	3%	3%	3%	4%	3%
Information and communication	63	23	14	12	14	37	26
	3%	5%	3%	2%	3%	4%	3%
Financial and insurance activities	58	23	7	17	12	30	29
	3%	5%	1%	3%	2%	3%	3%
Real estate activities	60	14	17	18	12	31	30
	3%	3%	3%	4%	2%	3%	3%

Columns Tested:: a,b,c,d - a,b

Table 11 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Professional, scientific and technical activities	179	42	20	67	50	62	117
	9%	8%	4%	13%	10%	6%	12%
		b		b	b		a
Administrative and support service activities	76	13	11	33	20	23	53
	4%	3%	2%	7%	4%	2%	5%
				ab			a
Public administration and defence compulsory social security	32	4	15	7	6	19	13
	2%	1%	3%	1%	1%	2%	1%
Education	68	20	23	13	12	43	25
	3%	4%	5%	3%	2%	4%	2%
Human health and social work activities	180	40	86	27	27	126	54
	9%	8%	17%	5%	5%	13%	5%
			acd			b	
Arts, entertainment and recreation	171	47	26	36	61	73	97
	9%	9%	5%	7%	12%	7%	10%
				bc			
Other service activities	174	36	46	38	54	82	92
	9%	7%	9%	8%	11%	8%	9%
Other	2	2	-	-	-	2	-
	*%	*%	-%	-%	-%	*%	-%
Don't Know	8	1	5	-	2	5	2
	*%	*%	1%	-%	*%	1%	*%

Columns Tested: a,b,c,d - a,b

Table 12

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Agriculture	102 5%	51 8% b	50 4%	99 5%	2 2%	1 6%	* 3%	3 3%
Manufacturing	131 7%	42 7%	89 6%	117 6%	12 16% a	1 10%	1 21% a	14 16% a
Utilities	39 2%	14 2%	25 2%	37 2%	2 3%	- -%	* 3%	2 3%
Net: Manufacturing and utilities	170 8%	56 9%	114 8%	153 8%	14 19% a	1 10%	1 23% ac	16 18% a
Construction	229 11%	65 11%	164 12%	211 11%	16 22% ac	* 3%	1 20% ac	18 20% ac
Retail/ Distribution/ Communication	420 21%	127 21%	293 21%	405 21%	12 16%	2 21%	1 22%	15 17%
Hospitality	72 4%	21 3%	51 4%	68 4%	3 4%	* 5%	* 2%	3 4%
Financial	58 3%	27 4% b	31 2%	55 3%	3 4%	* 5%	* 5%	4 4%
Non-financial	940 47%	250 41%	690 49% a	909 48% bde	25 33%	5 51% bde	1 24%	31 34%
Other	2 *%	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%
Don't Know	8 *%	5 1%	2 *%	8 *%	- -%	- -%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	172 28%	328 23%	463 24%	33 43% ac	2 19%	2 46% ac	37 41% ac

Columns Tested: a,b - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Method		Business Size 1				
		CATI a	CAWI b	0-9 a	10-49 b	50-99 c	100-249 d	10+ e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Net: Retail/ Distribution/ Communication	420	127	293	405	12	2	1	15
	21%	21%	21%	21%	16%	21%	22%	17%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	306	774	1042	31	5	2	38
	54%	50%	56%	55%	41%	61%	32%	42%
				bde		bde		

Columns Tested: a,b - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Agriculture	102 5%	55 5%	37 7% h	7 5%	1 3%	1 3%	* 3%	99 5%	2 2%	1 5%
Manufacturing	131 7%	52 4%	52 9%	12 9%	8 15%	5 15%	1 21%	117 6%	12 16%	2 14%
Utilities	39 2%	22 2%	6 1% ag	9 6% a	1 2% ag	1 4% ag	* 3% abcg	37 2% g	2 3% abg	* 1% ag
Net: Manufacturing and utilities	170 8%	74 6%	58 11% a	21 15% ag	9 17% abg	6 19% abg	1 23% abg	153 8% g	14 19% abg	2 15% ag
Construction	229 11%	122 10%	65 12% a	24 17% ag	11 21% abgi	6 18% agi	1 20% abgi	211 11% g	16 22% abgi	1 9% ag
Retail/ Distribution/ Communication	420 21%	254 21%	123 22% a	28 20% ag	8 16% abgi	6 18% agi	1 22% abgi	405 21% g	12 16% abgi	3 21% ag
Hospitality	72 4%	35 3%	30 5% a	4 3% a	2 5% a	1 3% a	* 2% a	68 4% g	3 4% abg	1 4% ag
Financial	58 3%	30 2%	16 3% a	8 6% a	2 4% a	1 4% a	* 5% a	55 3% g	3 4% abg	1 5% ag
Non-financial	940 47%	644 53% bcdefhi	218 40% f	47 34% a	18 34% a	12 35% a	1 24% a	909 48% bcdefh	25 33% bcdefh	6 42% f
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't Know	8 *%	6 *%	2 *%	- -%	- -%	- -%	- -%	8 *%	- -%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	251 21%	160 29% a	52 37% ag	21 41% abgi	13 39% ag	2 46% abgi	463 24% g	33 43% abgi	4 28% ag

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Net: Retail/ Distribution/ Communication	420	254	123	28	8	6	1	405	12	3
	21%	21%	22%	20%	16%	18%	22%	21%	16%	21%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	717	266	60	22	14	2	1042	31	7
	54%	59%	48%	43%	43%	43%	32%	55%	41%	50%
		bcdefh	f					cdefh		f

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Agriculture	102 5%	66 4%	33 9%	2 2%	1 6%	* 3%	35 3%	15 6%	2 3%	3 6%	4 9%
Manufacturing	131 7%	85 5%	31 9%	12 16%	1 10%	1 21%	53 5%	31 12%	7 12%	6 14%	6 13%
Utilities	39 2%	24 2%	12 3%	2 3%	- -%	* 3%	18 2%	7 3%	2 3%	- -%	1 2%
Net: Manufacturing and utilities	170 8%	110 7%	43 12%	14 19%	1 10%	1 23%	70 6%	38 15%	8 15%	6 14%	7 15%
Construction	229 11%	165 11%	46 13%	16 22%	* 3%	1 20%	96 9%	48 18%	10 18%	9 20%	9 20%
Retail/ Distribution/ Communication	420 21%	335 21%	70 20%	12 16%	2 21%	1 22%	255 23%	54 20%	19 34%	9 21%	6 14%
Hospitality	72 4%	52 3%	16 5%	3 4%	* 5%	* 2%	42 4%	10 4%	* *%	- -%	2 3%
Financial	58 3%	38 2%	16 5%	3 4%	* 5%	* 5%	20 2%	11 4%	3 5%	4 8%	1 3%
Non-financial	940 47%	785 50%	125 35%	25 33%	5 51%	1 24%	589 53%	86 33%	13 25%	14 32%	16 34%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
Don't Know	8 *%	6 *%	2 1%	- -%	- -%	- -%	2 *%	1 *%	- -%	- -%	1 2%
Net: Agriculture, Manufacturing & Construction	500 25%	340 22%	123 35%	33 43%	2 19%	2 46%	201 18%	102 39%	20 36%	18 40%	20 44%

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Net: Retail/ Distribution/ Communication	420	335	70	12	2	1	255	54	19	9	6
	21%	21%	20%	16%	21%	22%	23%	20%	34%	21%	14%
									e		
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	883	159	31	5	2	656	108	16	18	20
	54%	57%	45%	41%	61%	32%	59%	41%	30%	40%	43%
		bce	e		bce		bcd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Agriculture	102 5%	18 11%	2 1%	10 3%	4 4%	5 3%	7 2%	29 11%	- -%	9 6%
		bcefn			h			bcefn		h
Manufacturing	131 7%	7 4%	13 9%	33 9%	10 10%	18 11%	12 4%	10 4%	7 4%	9 6%
						fg				
Utilities	39 2%	1 *%	3 2%	9 3%	3 3%	5 3%	- -%	6 2%	4 2%	6 4%
						f				f
Net: Manufacturing and utilities	170 8%	8 5%	16 11%	43 12%	12 12%	23 15%	12 4%	15 6%	10 6%	15 10%
				f	f	afg				
Construction	229 11%	20 12%	15 10%	42 12%	17 17%	18 12%	42 16%	18 7%	22 14%	14 9%
Retail/ Distribution/ Communication	420 21%	28 17%	38 26%	73 20%	26 27%	35 23%	52 19%	41 16%	46 28%	34 23%
									g	
Hospitality	72 4%	6 4%	6 4%	8 2%	5 5%	3 2%	2 1%	22 9%	3 2%	5 3%
								cefn		
Financial	58 3%	5 3%	8 5%	14 4%	3 3%	4 3%	2 1%	3 1%	5 3%	4 3%
Non-financial	940 47%	81 49%	65 43%	169 47%	29 30%	67 43%	155 57%	120 48%	76 46%	66 45%
		d		d			de	d	d	
Other	2 *%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	1 1%	1 1%
Net: Agriculture, Manufacturing & Construction	500 25%	46 27%	32 22%	95 26%	33 34%	46 29%	60 22%	62 25%	32 20%	37 25%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Net: Retail/ Distribution/ Communication	420	28	38	73	26	35	52	41	46	34
	21%	17%	26%	20%	27%	23%	19%	16%	28%	23%
									g	
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	94	79	192	39	74	159	146	84	76
	54%	56%	53%	53%	39%	48%	59%	59%	52%	51%
		d					d	d		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Agriculture	102 5%	18 4%	20 4%	45 5%	83 5%	19 8%	9 8%	6 8%	3 7%
Manufacturing	131 7%	36 9%	26 6%	55 6%	117 7%	14 6%	7 6%	5 7%	1 3%
Utilities	39 2%	14 4%	7 2%	15 2%	37 2%	2 1%	2 1%	* *%	* 1%
Net: Manufacturing and utilities	170 8%	50 13%	34 7%	69 8%	153 9%	16 7%	9 8%	6 7%	1 3%
Construction	229 11%	48 12%	56 12%	103 12%	207 12%	22 9%	13 11%	6 7%	3 8%
Retail/ Distribution/ Communication	420 21%	96 24%	112 23%	166 19%	374 21%	46 19%	25 20%	13 17%	8 19%
Hospitality	72 4%	12 3%	15 3%	31 4%	59 3%	13 6%	7 6%	5 6%	2 4%
Financial	58 3%	11 3%	17 3%	20 2%	48 3%	11 4%	6 5%	3 4%	2 5%
Non-financial	940 47%	162 41%	222 46%	444 50%	828 47%	112 47%	51 42%	40 50%	21 53%
Other	2 *%	2 1%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
Don't Know	8 *%	1 *%	3 1%	2 *%	6 *%	2 1%	1 1%	1 1%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	116 29%	110 23%	217 25%	443 25%	57 24%	31 26%	18 22%	7 19%

Columns Tested: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Net: Retail/ Distribution/ Communication	420 21%	96 24%	112 23%	166 19%	374 21%	46 19%	25 20%	13 17%	8 19%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	188 47%	257 54%	497 56%	942 54%	138 57%	64 53%	49 61%	25 62%
				a		a		a	ad

Columns Tested: a,b,c,d,e,f,g,h

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Agriculture	102	102	-	-	-	-	-	-	-	-
	5%	100%	-%	-%	-%	-%	-%	-%	-%	-%
		bcdefghi								
Manufacturing	131	-	131	-	131	-	-	-	-	-
	7%	-%	100%	-%	77%	-%	-%	-%	-%	-%
			acdefghi		acefghi					
Utilities	39	-	-	39	39	-	-	-	-	-
	2%	-%	-%	100%	23%	-%	-%	-%	-%	-%
				abdefghi	abefghi					
Net: Manufacturing and utilities	170	-	131	39	170	-	-	-	-	-
	8%	-%	100%	100%	100%	-%	-%	-%	-%	-%
			aefghi	aefghi	aefghi					
Construction	229	-	-	-	-	229	-	-	-	-
	11%	-%	-%	-%	-%	100%	-%	-%	-%	-%
						abcdfghi				
Retail/ Distribution/ Communication	420	-	-	-	-	-	420	-	-	-
	21%	-%	-%	-%	-%	-%	100%	-%	-%	-%
							abcdeghi			
Hospitality	72	-	-	-	-	-	-	72	-	-
	4%	-%	-%	-%	-%	-%	-%	100%	-%	-%
								abcdefhi		
Financial	58	-	-	-	-	-	-	-	58	-
	3%	-%	-%	-%	-%	-%	-%	-%	100%	-%
									abcdefgi	
Non-financial	940	-	-	-	-	-	-	-	-	940
	47%	-%	-%	-%	-%	-%	-%	-%	-%	100%
										abcdefgh
Other	2	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	8	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Net: Agriculture, Manufacturing & Construction	500	102	131	39	170	229	-	-	-	-
	25%	100%	100%	100%	100%	100%	-%	-%	-%	-%
		fghi	fghi	fghi	fghi	fghi				
Net: Retail/ Distribution/ Communication	420	-	-	-	-	-	420	-	-	-
	21%	-%	-%	-%	-%	-%	100%	-%	-%	-%
							abcdeghi			
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	-	-	-	-	-	-	72	58	940
	54%	-%	-%	-%	-%	-%	-%	100%	100%	100%
								abcdef	abcdef	abcdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Agriculture	102 5%	102 20%	- -%	- -%	59 4%	42 13%	- -%	95 5%	6 4%	99 5%	3 4%
Manufacturing	131 7%	131 26%	- -%	- -%	116 7%	15 5%	- -%	124 7%	7 4%	127 7%	3 5%
Utilities	39 2%	39 8%	- -%	- -%	36 2%	3 1%	- -%	36 2%	3 2%	36 2%	3 4%
Net: Manufacturing and utilities	170 8%	170 34%	- -%	- -%	152 9%	18 5%	- -%	160 9%	9 6%	163 8%	6 8%
Construction	229 11%	229 46%	- -%	- -%	191 11%	38 11%	- -%	201 11%	28 19%	212 11%	17 22%
Retail/ Distribution/ Communication	420 21%	- -%	420 100%	- -%	351 21%	69 21%	- -%	400 22%	20 13%	409 21%	11 14%
Hospitality	72 4%	- -%	- -%	72 7%	52 3%	20 6%	- -%	61 3%	11 7%	68 4%	4 6%
Financial	58 3%	- -%	- -%	58 5%	55 3%	4 1%	- -%	45 2%	13 9%	58 3%	- -%
Non-financial	940 47%	- -%	- -%	940 87%	800 48%	140 42%	- -%	877 47%	63 41%	905 47%	35 46%
Other	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
Don't Know	8 *%	- -%	- -%	8 1%	6 *%	2 *%	- -%	7 *%	* *%	8 *%	- -%

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Net: Agriculture, Manufacturing & Construction	500 25%	500 100%	- -%	- -%	402 24%	98 29%	- -%	456 25%	44 29%	474 25%	26 34%
Net: Retail/ Distribution/ Communication	420 21%	- -%	420 100%	- -%	351 21%	69 21%	- -%	400 22%	20 13%	409 21%	11 14%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	- -%	- -%	1080 100%	915 55%	165 50%	- -%	993 54%	87 58%	1040 54%	40 52%
		bc	ac	ab				b			

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Agriculture	102 5%	77 6%	15 5%	9 2%
		c		
Manufacturing	131 7%	64 5%	27 9%	39 9%
		a		
Utilities	39 2%	19 1%	9 3%	9 2%
Net: Manufacturing and utilities	170 8%	82 7%	36 12%	48 12%
		a		a
Construction	229 11%	145 12%	51 17%	30 7%
		ac		
Retail/ Distribution/ Communication	420 21%	206 16%	44 15%	164 39%
		ab		
Hospitality	72 4%	44 4%	9 3%	18 4%
Financial	58 3%	41 3%	10 3%	7 2%
Non-financial	940 47%	657 52%	127 43%	139 33%
		bc	c	
Other	2 *%	- -%	2 1%	- -%
Don't Know	8 *%	3 *%	- -%	3 1%
Net: Agriculture, Manufacturing & Construction	500 25%	303 24%	102 35%	87 21%
		ac		

Columns Tested: a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Net: Retail/ Distribution/ Communication	420 21%	206 16%	44 15%	164 39% ab
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	746 59% bc	148 50% c	167 40%

Columns Tested:: a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Agriculture	102 5%	84 5%	10 5%	1 2%	2 23%	5 24%	- -%	* 3%	- -%	94 5%	7 10%	6 19% ai
Manufacturing	131 7%	104 6%	18 9%	9 23% aik	- -%	* 1%	* 8%	* 1%	- -%	121 6%	9 13%	1 2%
Utilities	39 2%	30 2%	3 1%	* *% aik	1 10%	5 24%	1 26%	- -%	- -%	32 2%	7 9% abi	6 19% abci
Net: Manufacturing and utilities	170 8%	134 8%	20 11%	9 24% ai	1 10%	5 25%	2 34%	* 1%	- -%	154 8%	16 22% ai	7 21% ai
Construction	229 11%	199 11%	24 13%	1 4%	1 16%	3 18%	* 2%	* 1%	- -%	223 12%	6 8%	5 14%
Retail/ Distribution/ Communication	420 21%	328 19%	72 38% ai	13 35%	1 12%	4 23%	2 44%	* 7%	* 6%	400 21%	20 29%	8 22%
Hospitality	72 4%	66 4%	5 3%	* 1%	- -%	* *% ai	- -%	- -%	- -%	71 4%	1 1%	* *% ai
Financial	58 3%	54 3%	3 2%	1 3%	- -%	* *% ai	* 1%	- -%	* 5%	57 3%	1 2%	* *% ai
Non-financial	940 47%	869 50% bjk	52 28%	12 31%	3 40%	2 9%	1 19%	2 88%	* 89%	920 48% bjk	20 28%	8 23%
Other	2 *% ai	2 *% ai	- -% ai	- -% ai	- -% ai	- -% ai	- -% ai	- -% ai	- -% ai	2 *% ai	- -% ai	- -% ai
Don't Know	8 *% ai	7 *% ai	- -% ai	* 1% ai	- -% ai	- -% ai	- -% ai	- -% ai	- -% ai	7 *% ai	* *% ai	- -% ai
Net: Agriculture, Manufacturing & Construction	500 25%	417 24%	54 29%	11 29%	4 48%	13 67%	2 36%	* 4%	- -%	471 24%	29 41% ai	18 54% abi

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Net: Retail/ Distribution/ Communication	420	328	72	13	1	4	2	*	*	400	20	8
	21%	19%	38%	35%	12%	23%	44%	7%	6%	21%	29%	22%
			ai									
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	998	60	13	3	2	1	2	*	1058	22	8
	54%	57%	32%	36%	40%	10%	20%	88%	94%	55%	30%	24%
		bcjk								bjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Agriculture	102 5%	67 6%	18 3%	17 7%	85 5%	64 5%	90 5%	63 5%	40 6%	28 5%	26 5%	48 5%	3 6%	6 7%	2 6%	3 8%	2 13%
Manufacturing	131 7%	59 5%	45 7%	27 10%	89 5%	77 6%	92 5%	110 9%	51 8%	27 5%	15 3%	67 7%	5 10%	1 1%	* 1%	1 4%	2 14%
Utilities	39 2%	20 2%	10 2%	9 4%	32 2%	30 2%	36 2%	35 3%	22 3%	19 4%	6 1%	18 2%	6 12%	5 6%	1 2%	- -%	1 5%
Net: Manufacturing and utilities	170 8%	79 7%	55 9%	36 14%	121 8%	107 8%	128 7%	146 11%	73 11%	46 9%	21 4%	85 8%	10 21%	6 7%	1 3%	1 4%	3 19%
Construction	229 11%	117 10%	82 13%	30 12%	202 13%	140 11%	203 12%	144 11%	97 14%	94 19%	56 11%	115 11%	9 20%	8 10%	7 17%	8 24%	* 3%
Retail/ Distribution/ Communication	420 21%	182 16%	145 24%	92 36%	298 18%	268 21%	342 20%	316 25%	155 23%	103 21%	111 23%	182 18%	8 17%	16 20%	15 38%	6 18%	4 25%
Hospitality	72 4%	48 4%	18 3%	6 2%	54 3%	34 3%	57 3%	38 3%	17 3%	19 4%	25 5%	28 3%	1 2%	2 2%	* *%	1 3%	* *%
Financial	58 3%	36 3%	18 3%	4 2%	53 3%	51 4%	58 3%	20 2%	11 2%	11 2%	13 3%	40 4%	1 3%	2 2%	* 1%	1 4%	* *%
Non-financial	940 47%	589 52%	279 45%	71 28%	796 49%	599 47%	827 48%	546 43%	287 42%	199 40%	238 48%	501 50%	14 31%	40 50%	14 36%	13 39%	7 39%
Other	2 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	4 *%	4 1%	* *%	5 *%	5 *%	5 *%	5 *%	1 *%	1 *%	1 *%	3 *%	- -%	1 1%	- -%	* 1%	- -%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Net: Agriculture, Manufacturing & Construction	500 25%	262 23%	154 25%	83 32% a	408 25%	311 25%	420 25%	353 28%	210 31% abc	167 33% abc	103 21%	247 25%	22 48% abd	19 24%	10 25%	13 36%	6 35%
Net: Retail/ Distribution/ Communication	420 21%	182 16%	145 24% a	92 36% ab	298 18%	268 21%	342 20%	316 25% ac	155 23%	103 21%	111 23%	182 18%	8 17%	16 20%	15 38% b	6 18%	4 25%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	680 60% bc	319 52% c	82 32%	909 56% def	688 54% def	950 55% def	610 48%	317 47%	230 46%	278 57% c	572 57% c	16 35%	45 56%	14 37%	16 46%	7 40%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Agriculture	102 5%	73 5%	3 4%	4 6%	* 1%	3 19%	1 6%	- -%	42 4%	10 8%	2 4%	5 9%	2 9%	* 3%	2 21%
Manufacturing	131 7%	72 5%	11 13%	1 1%	1 2%	1 8%	* *%	2 22%	55 6%	14 11%	2 5%	2 3%	* 2%	2 19%	* 1%
Utilities	39 2%	26 2%	- -%	6 8%	- -%	- -%	- -%	1 7%	15 2%	3 3%	11 21%	1 1%	- -%	- -%	* 1%
Net: Manufacturing and utilities	170 8%	98 7%	11 13%	6 9%	1 2%	1 8%	* *%	3 29%	71 7%	18 14%	13 26%	2 5%	* 2%	2 19%	* 2%
Construction	229 11%	165 12%	7 8%	20 30%	2 5%	* 1%	7 52%	* 1%	107 11%	16 12%	9 17%	2 4%	5 23%	1 8%	* 4%
Retail/ Distribution/ Communication	420 21%	249 18%	24 26%	10 15%	6 18%	5 28%	2 13%	2 20%	204 21%	27 21%	8 16%	17 35%	3 13%	5 43%	4 43%
Hospitality	72 4%	44 3%	8 8%	1 2%	1 2%	* 2%	1 4%	- -%	31 3%	1 1%	1 1%	1 3%	* 1%	- -%	* 1%
Financial	58 3%	48 3%	1 2%	* 1%	2 5%	1 4%	1 6%	* *%	46 5%	2 2%	1 2%	1 2%	1 4%	* *%	* *%
Non-financial	940 47%	697 51%	35 39%	24 36%	24 68%	6 36%	3 19%	5 50%	488 49%	57 44%	17 33%	21 43%	10 48%	3 24%	3 30%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	3 *%	1 1%	1 1%	- -%	* 1%	- -%	- -%	3 *%	- -%	1 2%	- -%	- -%	* 2%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	337 24%	22 24%	31 45%	3 8%	5 27%	8 58%	3 30%	220 22%	44 33%	24 47%	9 18%	7 34%	4 31%	3 27%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Net: Retail/ Distribution/ Communication	420	249	24	10	6	5	2	2	204	27	8	17	3	5	4
	21%	18%	26%	15%	18%	28%	13%	20%	21%	21%	16%	35%	13%	43%	43%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	794	45	27	26	8	4	5	568	60	19	23	11	3	3
	54%	58%	50%	40%	75%	44%	29%	50%	57%	46%	38%	47%	53%	26%	30%
		c			bcd				c						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Agriculture	102 5%	41 4%	13 10%	1 1%	5 11%	1 3%	* 1%	2 9%	51 6%	18 5%	17 5%	4 3%	1 1%
Manufacturing	131 7%	83 9%	10 8%	10 15%	2 6%	1 5%	* *%	4 16%	32 4%	21 6%	28 8%	6 6%	4 8%
Utilities	39 2%	22 2%	1 1%	1 2%	3 8%	7 21%	* 3%	- -%	13 1%	7 2%	11 3%	4 3%	1 3%
Net: Manufacturing and utilities	170 8%	106 11%	11 9%	10 17%	6 14%	8 26%	* 3%	4 16%	45 5%	28 9%	39 12%	10 9%	6 11%
Construction	229 11%	108 11%	17 14%	8 12%	4 11%	* 1%	3 24%	3 13%	94 11%	41 13%	48 14%	10 9%	6 12%
Retail/ Distribution/ Communication	420 21%	217 22%	37 29%	26 42%	14 34%	11 34%	2 17%	7 32%	157 18%	45 14%	78 23%	38 34%	23 42%
Hospitality	72 4%	29 3%	4 3%	2 4%	* *%	2 5%	* *%	* 1%	34 4%	13 4%	3 1%	5 5%	1 1%
Financial	58 3%	17 2%	1 1%	1 1%	* 1%	* *%	- -%	1 3%	29 3%	14 4%	3 1%	9 8%	3 6%
Non-financial	940 47%	454 46%	42 33%	13 21%	12 29%	10 31%	8 55%	6 26%	463 53%	164 50%	143 43%	37 33%	14 27%
Other	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%
Don't Know	8 *%	4 *%	* *%	1 2%	- -%	- -%	- -%	- -%	1 *%	2 1%	2 1%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Net: Agriculture, Manufacturing & Construction	500 25%	255 26%	42 33%	19 30%	15 36%	9 29%	4 28%	8 38%	190 22%	87 27%	104 31%	24 21%	13 24%
Net: Retail/ Distribution/ Communication	420 21%	217 22%	37 29%	26 42%	14 34%	11 34%	2 17%	7 32%	157 18%	45 14%	78 23%	38 34%	23 42%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	506 52%	48 38%	17 28%	13 30%	12 37%	8 55%	7 30%	527 60%	195 60%	151 45%	51 45%	18 34%
		bcd		a					cde	cde	a	ab	abc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Agriculture	102 5%	58 6%	13 4%	10 4%	4 4%	1 2%	36 5%	11 5%	13 6%	3 3%	1 1%
Manufacturing	131 7%	47 5%	17 6%	23 9%	1 1%	*	27 4%	20 9%	19 9%	6 7%	4 10%
Utilities	39 2%	17 2%	4 1%	7 3%	3 4%	1 4%	9 1%	11 5%	7 3%	4 4%	1 1%
Net: Manufacturing and utilities	170 8%	64 7%	21 7%	30 12%	4 5%	2 5%	36 5%	31 13%	25 12%	9 11%	5 11%
Construction	229 11%	98 10%	37 12%	44 18%	10 12%	6 21%	70 10%	31 13%	19 9%	9 10%	6 14%
Retail/ Distribution/ Communication	420 21%	166 18%	48 16%	56 22%	19 23%	9 29%	118 18%	37 16%	58 27%	33 39%	21 46%
Hospitality	72 4%	32 3%	12 4%	4 2%	4 5%	1 3%	20 3%	9 4%	2 1%	2 2%	1 2%
Financial	58 3%	28 3%	10 3%	3 1%	9 11%	3 9%	26 4%	12 5%	3 1%	7 8%	2 5%
Non-financial	940 47%	494 52%	155 52%	99 40%	32 39%	10 32%	366 54%	104 44%	90 42%	22 26%	9 20%
Other	2 *%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	1 *%	1 *%	2 1%	- -%	- -%	* *%	2 1%	2 1%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Net: Agriculture, Manufacturing & Construction	500 25%	219 23%	71 24%	84 34%	18 22%	9 28%	143 21%	73 31%	58 27%	21 25%	12 27%
Net: Retail/ Distribution/ Communication	420 21%	166 18%	48 16%	56 22%	19 23%	9 29%	118 18%	37 16%	58 27%	33 39%	21 46%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080 54%	556 59%	181 60%	108 44%	46 55%	13 43%	413 61%	127 53%	97 45%	30 36%	12 27%
		c	c	ab				a	ab	ab	ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Agriculture	102 5%	37 6%	14 7%	6 3%	5 4%	* 1%	30 4%	1 1%	32 7%	92 5%	10 4%	81 5%	4 3%
Manufacturing	131 7%	38 6%	24 12%	30 14%	13 11%	5 10%	85 12%	9 14%	16 3%	82 5%	49 18%	77 5%	12 11%
Utilities	39 2%	13 2%	8 4%	5 2%	6 5%	* *%	19 3%	2 2%	13 3%	31 2%	8 3%	27 2%	5 5%
Net: Manufacturing and utilities	170 8%	51 8%	32 16%	35 16%	20 16%	5 10%	105 14%	11 16%	28 6%	113 6%	57 22%	105 7%	17 15%
Construction	229 11%	87 13%	13 6%	17 8%	21 17%	1 2%	75 10%	10 16%	58 12%	185 11%	44 17%	173 11%	29 27%
Retail/ Distribution/ Communication	420 21%	132 20%	34 17%	72 33%	45 37%	31 62%	238 33%	22 33%	54 11%	348 20%	72 27%	275 18%	23 21%
Hospitality	72 4%	21 3%	5 2%	3 2%	4 3%	1 3%	12 2%	1 2%	24 5%	64 4%	8 3%	49 3%	5 4%
Financial	58 3%	13 2%	1 1%	2 1%	3 3%	* 1%	3 *%	1 1%	16 3%	54 3%	4 2%	50 3%	2 2%
Non-financial	940 47%	319 48%	102 50%	81 37%	24 20%	11 21%	259 36%	20 31%	259 55%	873 50%	67 26%	765 51%	31 28%
Other	2 *%	- -%	2 1%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Don't Know	8	1	1	2	-	-	3	-	-	6	1	5	-
	%	%	1%	1%	-%	-%	%	-%	-%	%	%	%	-%
Net: Agriculture, Manufacturing & Construction	500	175	59	58	46	7	210	22	118	390	110	359	50
	25%	26%	29%	26%	37%	13%	29%	33%	25%	22%	42%	24%	45%
					e						a		a
Net: Retail/ Distribution/ Communication	420	132	34	72	45	31	238	22	54	348	72	275	23
	21%	20%	17%	33%	37%	62%	33%	33%	11%	20%	27%	18%	21%
				ab	ab	abcd	c	c					
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	354	112	89	32	12	279	22	299	999	81	872	38
	54%	54%	54%	41%	26%	25%	38%	34%	64%	58%	31%	58%	34%
		cde	cde	d					ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Agriculture	102 5%	54 5%	9 7%	51 6%	12 3%	81 5%	3 3%	58 5%	6 4%	53 6%	10 3%
Manufacturing	131 7%	63 6%	13 9%	52 6%	58 15%	79 5%	10 9%	61 5%	16 11%	51 6%	59 15%
Utilities	39 2%	20 2%	11 8%	26 3%	9 2%	28 2%	5 4%	19 2%	11 7%	26 3%	9 2%
Net: Manufacturing and utilities	170 8%	83 7%	24 17%	78 9%	67 18%	107 7%	14 13%	80 7%	27 18%	77 9%	69 18%
Construction	229 11%	111 10%	29 21%	77 9%	67 17%	172 11%	30 27%	110 10%	30 20%	75 8%	69 18%
Retail/ Distribution/ Communication	420 21%	241 21%	27 19%	218 24%	98 25%	274 18%	24 22%	236 21%	32 21%	217 24%	99 26%
Hospitality	72 4%	33 3%	1 1%	27 3%	11 3%	49 3%	5 5%	30 3%	4 3%	30 3%	8 2%
Financial	58 3%	46 4%	5 4%	16 2%	4 1%	50 3%	2 2%	46 4%	5 3%	17 2%	3 1%
Non-financial	940 47%	554 49%	45 32%	422 47%	124 32%	765 51%	30 28%	552 49%	47 31%	422 47%	124 32%
Other	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%	- -%	- -%	2 *%	- -%
Don't Know	8 *%	5 *%	- -%	3 *%	2 *%	5 *%	- -%	5 *%	- -%	3 *%	2 *%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Net: Agriculture, Manufacturing & Construction	500	248	62	206	146	361	47	249	62	205	148
	25%	22%	44%	23%	38%	24%	44%	22%	41%	23%	39%
		a	a	a	a	a	a	a	a	a	a
Net: Retail/ Distribution/ Communication	420	241	27	218	98	274	24	236	32	217	99
	21%	21%	19%	24%	25%	18%	22%	21%	21%	24%	26%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	637	51	471	140	872	37	632	56	475	136
	54%	57%	36%	53%	36%	58%	34%	57%	37%	53%	35%
		b	b	b	b	b	b	b	b	b	b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Agriculture	102 5%	42 6%	66 5%	15 7%	- -%	37 6%	35 4%	10 6%	- -%	45 5%	32 5%	14 7%	- -%
Manufacturing	131 7%	40 6%	67 5%	25 12% ab	1 48%	40 6%	52 6%	17 10%	- -%	76 9%	45 7%	17 8%	- -%
Utilities	39 2%	25 3% b	18 1%	5 3%	- -%	19 3%	16 2%	3 2%	- -%	28 3%	12 2%	4 2%	- -%
Net: Manufacturing and utilities	170 8%	65 9%	85 7%	30 14% b	1 48%	59 9%	67 8%	20 12%	- -%	103 12%	57 8%	21 10%	- -%
Construction	229 11%	81 11%	165 13% c	13 6%	- -%	71 11% c	104 12% c	7 4%	- -%	99 11%	76 11%	13 6%	- -%
Retail/ Distribution/ Communication	420 21%	163 23%	238 18%	47 23%	- -%	154 23%	194 22%	50 29%	2 44%	239 27%	171 25%	60 30%	4 100%
Hospitality	72 4%	15 2%	45 4%	3 1%	- -%	13 2%	26 3%	2 1%	- -%	26 3%	18 3%	2 1%	- -%
Financial	58 3%	25 3%	44 3%	3 1%	- -%	23 3%	36 4%	4 2%	1 13%	13 2%	11 2%	1 1%	- -%
Non-financial	940 47%	328 46%	642 50%	97 46%	2 52%	297 45%	430 48%	78 45%	2 43%	357 40%	309 46%	88 44%	- -%
Other	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%
Don't Know	8 *%	2 *%	4 *%	1 *%	- -%	2 *%	4 *%	1 *%	- -%	3 *%	3 *%	1 *%	- -%
Net: Agriculture, Manufacturing & Construction	500 25%	188 26%	316 24%	58 28%	1 48%	166 25%	207 23%	38 22%	- -%	247 28%	166 24%	47 24%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Net: Retail/ Distribution/ Communication	420	163	238	47	-	154	194	50	2	239	171	60	4
	21%	23%	18%	23%	-%	23%	22%	29%	44%	27%	25%	30%	100%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	370	737	104	2	335	496	84	2	399	342	92	-
	54%	51%	57%	50%	52%	51%	55%	49%	56%	45%	50%	46%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															a	b
Significance Level: 95%																
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436		
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210		
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399		
Agriculture	102 5%	81 6%	45 4%	45 5%	57 5%	65 7%	4 27% ab	37 6%	19 4%	31 7%	8 7%	7 7%	33 8%	33 8%		
Manufacturing	131 7%	74 5%	54 5%	60 7%	60 5%	47 5%	* 3%	36 6%	22 5%	31 7%	6 5%	1 1%	18 4%	20 5%		
Utilities	39 2%	19 1%	17 2%	12 1%	21 2%	17 2%	1 4%	3 *%	9 2%	6 1%	- -%	- -%	9 2%	12 3%		
Net: Manufacturing and utilities	170 8%	93 6%	70 7%	72 8%	81 7%	64 7%	1 7%	39 7%	31 7%	37 9%	6 5%	1 1%	27 6%	31 8%		
Construction	229 11%	169 12%	104 10%	66 8%	151 13%	90 9%	* 3%	42 7%	37 9%	32 7%	7 6%	7 7%	61 14%	32 8%		
Retail/ Distribution/ Communication	420 21%	266 18%	240 23%	237 27%	212 18%	193 20%	4 30%	154 26%	134 31%	124 29%	46 39%	27 30%	84 19%	80 20%		
Hospitality	72 4%	49 3%	31 3%	31 4%	46 4%	33 3%	- -%	27 5%	14 3%	10 2%	* *%	1 1%	22 5%	14 4%		
Financial	58 3%	50 3%	42 4%	15 2%	49 4%	27 3%	* 1%	12 2%	9 2%	8 2%	* *%	- -%	21 5%	11 3%		
Non-financial	940 47%	744 51%	527 50%	392 45%	556 48%	495 51%	5 33%	273 46%	188 43%	187 44%	50 42%	48 53%	190 43%	198 50%		
Other	2 *%	2 *%	- -%	2 *%	2 *%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	2 *%	- -%		
Don't Know	8 *%	4 *%	4 *%	3 *%	3 *%	2 *%	- -%	2 *%	1 *%	* *%	- -%	- -%	2 *%	* *%		
Net: Agriculture, Manufacturing & Construction	500 25%	343 24%	218 21%	183 21%	289 25%	219 23%	5 37%	118 20%	88 20%	100 23%	21 18%	14 16%	121 27%	96 24%		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Net: Retail/ Distribution/ Communication	420	266	240	237	212	193	4	154	134	124	46	27	84	80
	21%	18%	23%	27%	18%	20%	30%	26%	31%	29%	39%	30%	19%	20%
			a	a							a			
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	850	603	443	656	556	5	315	214	206	51	48	238	223
	54%	58%	57%	51%	57%	57%	33%	54%	49%	48%	43%	54%	54%	56%
		c				c								

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Agriculture	102 5%	9 6%	7 9%	* *%	5 12% c	93 5%	58 5%	97 5%	61 5%	71 6%	41 5%	75 4%	18 8%	* 35%	85 6% b	* *%
Manufacturing	131 7%	5 3%	4 6%	11 17% a	* 1%	103 6%	79 7%	110 6%	98 8%	81 7%	67 9%	114 7%	16 7%	* 65%	87 6%	13 11%
Utilities	39 2%	2 1%	3 4%	2 3%	5 13% a	25 1%	24 2%	29 2%	28 2%	26 2%	24 3% b	23 1%	3 1%	- -%	27 2%	- -%
Net: Manufacturing and utilities	170 8%	7 5%	7 11%	13 19% a	5 14%	128 8%	104 9%	139 8%	126 10%	106 9%	91 12%	137 8%	19 8%	* 65%	114 8%	13 11%
Construction	229 11%	24 16%	7 11%	8 12%	2 4%	205 12%	128 11%	212 12%	143 12%	134 12%	90 11%	194 12%	14 6%	- -%	146 10%	10 8%
Retail/ Distribution/ Communication	420 21%	50 33%	12 18%	16 24%	12 29%	341 20%	244 21%	359 20%	290 24%	251 22%	181 23%	349 21%	55 24%	- -%	302 21%	32 26%
Hospitality	72 4%	8 5%	* 1%	* *%	- -%	68 4%	43 4%	70 4%	48 4%	47 4%	25 3%	63 4%	3 1%	- -%	55 4%	3 3%
Financial	58 3%	4 2%	* *%	1 1%	- -%	54 3%	38 3%	58 3%	34 3%	40 3%	16 2%	56 3%	2 1%	- -%	41 3%	8 7%
Non-financial	940 47%	51 33%	34 50%	28 43%	17 41%	808 47% d	513 45%	837 47% d	509 42%	503 43%	340 43%	784 47%	115 51%	- -%	718 49%	56 45%
Other	2 *%	- -%	- -%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	- -%	- -%	2 *%	- -%
Don't Know	8 *%	1 *%	1 1%	- -%	- -%	7 *%	6 1%	7 *%	6 1%	6 *%	2 *%	7 *%	1 *%	- -%	5 *%	1 1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Net: Agriculture, Manufacturing & Construction	500	40	21	21	12	426	289	448	330	311	222	406	52	*	345	24
	25%	26%	31%	31%	30%	25%	25%	25%	27%	27%	28%	24%	23%	100%	23%	19%
Net: Retail/ Distribution/ Communication	420	50	12	16	12	341	244	359	290	251	181	349	55	-	302	32
	21%	33%	18%	24%	29%	20%	21%	20%	24%	22%	23%	21%	24%	-%	21%	26%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	63	35	29	17	939	602	974	599	597	383	912	120	-	821	69
	54%	41%	51%	44%	41%	55%	53%	55%	49%	51%	49%	55%	53%	-%	56%	55%
						d		d				a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Agriculture	102 5%	20 3%	76 7%	14 3%	1 2%	11 5%	10 2%	10 5%	68 5%	17 4%	5 2%	14 5%	75 6%
Manufacturing	131 7%	49 7%	67 6%	51 10%	11 29%	16 6%	52 13%	15 8%	84 6%	27 7%	24 9%	32 10%	66 5%
Utilities	39 2%	8 1%	23 2%	15 3%	1 2%	10 4%	5 1%	5 3%	24 2%	10 2%	4 1%	17 5%	19 1%
Net: Manufacturing and utilities	170 8%	57 8%	90 8%	66 13%	12 31%	26 11%	57 14%	21 10%	108 8%	37 9%	28 10%	48 16%	85 6%
Construction	229 11%	69 10%	131 11%	74 14%	5 13%	48 20%	46 11%	27 14%	159 12%	37 9%	40 15%	46 15%	135 10%
Retail/ Distribution/ Communication	420 21%	181 26%	200 17%	142 27%	7 19%	67 27%	111 28%	72 37%	261 20%	74 19%	82 31%	75 25%	252 19%
Hospitality	72 4%	15 2%	52 4%	16 3%	- -%	11 4%	7 2%	6 3%	52 4%	8 2%	6 2%	6 2%	58 4%
Financial	58 3%	17 2%	38 3%	7 1%	- -%	1 *%	6 1%	2 1%	35 3%	21 5%	4 2%	5 2%	49 4%
Non-financial	940 47%	333 48%	566 49%	202 39%	14 35%	79 32%	164 41%	58 29%	635 48%	203 51%	100 38%	108 36%	680 51%
Other	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	2 *%
Don't Know	8 *%	1 *%	6 *%	3 1%	- -%	1 1%	2 *%	- -%	7 1%	- -%	1 *%	1 *%	5 *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Net: Agriculture, Manufacturing & Construction	500	146	296	154	18	85	112	58	334	91	73	109	295
	25%	21%	26%	29%	46%	35%	28%	29%	25%	23%	27%	36%	22%
												c	
Net: Retail/ Distribution/ Communication	420	181	200	142	7	67	111	72	261	74	82	75	252
	21%	26%	17%	27%	19%	27%	28%	37%	20%	19%	31%	25%	19%
		b						bc			c		
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	365	663	227	14	92	178	66	731	232	112	120	794
	54%	53%	57%	43%	35%	38%	44%	34%	55%	58%	42%	40%	59%
									a	a			ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Agriculture	102 5%	60 6%	42 4%
Manufacturing	131 7%	50 5%	81 8%
Utilities	39 2%	28 3%	11 1%
		b	
Net: Manufacturing and utilities	170 8%	79 8%	91 9%
Construction	229 11%	123 13%	106 10%
Retail/ Distribution/ Communication	420 21%	166 18%	254 24%
		a	
Hospitality	72 4%	34 4%	38 4%
Financial	58 3%	40 4%	19 2%
		b	
Non-financial	940 47%	426 46%	514 48%
Other	2 *%	- -%	2 *%
Don't Know	8 *%	3 *%	4 *%
Net: Agriculture, Manufacturing & Construction	500 25%	261 28%	239 22%
		b	

Columns Tested:: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Net: Retail/ Distribution/ Communication	420	166	254
	21%	18%	24%
			a
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	503	577
	54%	54%	54%

Columns Tested: a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Agriculture	102 5%	- -%	4 6%	15 4%	32 9%	2 6%	5 2%	3 6%	2 1%	17 7%	2 3%	15 5%	4 3%
Manufacturing	131 7%	- -%	8 12%	26 7%	17 5%	5 13%	15 8%	5 9%	6 3%	23 9%	2 3%	18 6%	7 5%
Utilities	39 2%	- -%	* 1%	8 2%	7 2%	5 16%	8 4%	* *%	2 1%	4 2%	2 3%	3 1%	1 1%
Net: Manufacturing and utilities	170 8%	- -%	9 13%	34 9%	24 7%	10 29%	23 12%	5 9%	8 4%	26 11%	4 5%	20 6%	8 6%
Construction	229 11%	- -%	3 5%	35 10%	37 11%	2 5%	16 9%	6 12%	17 8%	40 16%	5 8%	43 14%	23 19%
Retail/ Distribution/ Communication	420 21%	- -%	15 22%	77 21%	62 17%	9 27%	47 26%	7 14%	45 22%	53 22%	12 19%	73 24%	19 16%
Hospitality	72 4%	- -%	1 1%	18 5%	17 5%	1 4%	7 4%	4 7%	6 3%	4 2%	2 4%	5 2%	7 6%
Financial	58 3%	- -%	4 6%	16 4%	7 2%	* 1%	2 1%	3 5%	4 2%	10 4%	2 3%	7 2%	3 3%
Non-financial	940 47%	- -%	32 47%	163 45%	173 49%	9 26%	82 45%	25 46%	122 60%	92 38%	39 58%	146 47%	57 46%
Other	2 *%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know	8 *%	- -%	- -%	1 *%	4 1%	* 1%	* *%	- -%	- -%	- -%	- -%	1 *%	1 1%
Net: Agriculture, Manufacturing & Construction	500 25%	- -%	16 23%	84 23%	93 26%	14 40%	43 24%	15 28%	27 13%	83 34%	11 17%	79 25%	35 29%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Net: Retail/ Distribution/ Communication	420	-	15	77	62	9	47	7	45	53	12	73	19
	21%	-%	22%	21%	17%	27%	26%	14%	22%	22%	19%	24%	16%
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	-	37	199	201	11	92	31	132	107	43	158	69
	54%	-%	54%	55%	57%	32%	51%	59%	65%	44%	65%	51%	56%
					i				efik		ei		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Agriculture	102 5%	30 6%	27 5%	22 4%	22 4%	57 6%	44 4%
Manufacturing	131 7%	38 8%	33 7%	34 7%	26 5%	70 7%	60 6%
Utilities	39 2%	11 2%	17 3%	5 1%	5 1%	28 3%	11 1%
Net: Manufacturing and utilities	170 8%	49 10%	50 10%	40 8%	31 6%	99 10%	71 7%
Construction	229 11%	46 9%	48 10%	63 13%	72 14%	94 9%	135 13% a
Retail/ Distribution/ Communication	420 21%	105 21%	105 21%	105 21%	105 21%	210 21%	210 21%
Hospitality	72 4%	28 6%	15 3%	15 3%	14 3%	43 4%	28 3%
Financial	58 3%	23 5%	7 1%	17 3%	12 2%	30 3%	29 3%
Non-financial	940 47%	216 43%	243 49%	239 48%	242 48%	460 46%	480 48%
Other	2 *%	2 *%	- -%	- -%	- -%	2 *%	- -%
Don't Know	8 *%	1 *%	5 1%	- -%	2 *%	5 1%	2 *%
Net: Agriculture, Manufacturing & Construction	500 25%	125 25%	125 25%	125 25%	125 25%	250 25%	250 25%
Net: Retail/ Distribution/ Communication	420 21%	105 21%	105 21%	105 21%	105 21%	210 21%	210 21%

Columns Tested: a,b,c,d - a,b

Table 12 (continuation)

C1. To which industry does your organisation belong to?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Net: Hospitality/ Financial/ and Non-financial/ Other/ DK	1080	270	270	270	270	540	540
	54%	54%	54%	54%	54%	54%	54%

Columns Tested:: a,b,c,d - a,b

Table 14

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Head office	1849	550	1298	1780	58	6	4	69
	92%	91%	93%	93%	77%	72%	76%	76%
				bcd				
Branch / local office	151	55	97	130	18	3	1	21
	8%	9%	7%	7%	23%	28%	24%	24%
					a	a	a	a

Columns Tested: a,b - a,b,c,d,e

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Head office	1849	1221	447	112	41	23	4	1780	58	10
	92%	100%	81%	80%	79%	72%	76%	93%	77%	73%
		bcdefghi	e					bcdefhi		
Branch / local office	151	-	102	28	11	9	1	130	18	4
	8%	-%	19%	20%	21%	28%	24%	7%	23%	27%
			ag	ag	ag	abg	ag	a	ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Head office	1849	1504	276	58	6	4	1066	232	49	43	43
	92%	97%	78%	77%	72%	76%	96%	88%	90%	94%	93%
		bcd					b				
Branch / local office	151	54	76	18	3	1	46	31	5	3	3
	8%	3%	22%	23%	28%	24%	4%	12%	10%	6%	7%
		a	a	a	a	a	a	a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Head office	1849	157	141	331	87	142	260	230	149	137
	92%	94%	94%	92%	89%	91%	96%	92%	91%	93%
Branch / local office	151	10	9	29	11	13	11	19	14	10
	8%	6%	6%	8%	11%	9%	4%	8%	9%	7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Head office	1849	366	447	821	1634	215	109	71	34
	92%	91%	93%	93%	93%	90%	91%	89%	85%
		h	h	h	eh				
Branch / local office	151	34	33	59	126	25	11	9	6
	8%	9%	7%	7%	7%	10%	9%	11%	15%
						d			abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Head office	1849	95	124	36	160	201	400	61	45	877
	92%	94%	95%	93%	94%	88%	95%	85%	77%	93%
		h	h		h		egh			gh
Branch / local office	151	6	7	3	9	28	20	11	13	63
	8%	6%	5%	7%	6%	12%	5%	15%	23%	7%
						f		fi	abdfi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Head office	1849	456	400	993	1540	308	-	1849	-	1786	63
	92%	91%	95%	92%	92%	93%	-%	100%	-%	93%	82%
								b		b	
Branch / local office	151	44	20	87	127	24	-	-	151	138	14
	8%	9%	5%	8%	8%	7%	-%	-%	100%	7%	18%
								a		a	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Head office	1849	1152	270	399
	92%	92%	92%	95%
Branch / local office	151	103	24	20
	8%	8%	8%	5%

Columns Tested:: a,b,c

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Head office	1849	1609	172	35	7	18	5	2	*	1781	67	32
	92%	92%	92%	95%	96%	95%	98%	80%	84%	92%	95%	95%
Branch / local office	151	134	14	2	*	1	*	*	*	148	4	2
	8%	8%	8%	5%	4%	5%	2%	20%	16%	8%	5%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Head office	1849	1030	579	240	1482	1165	1577	1182	613	444	465	914	41	72	37	32	15
	92%	92%	94%	93%	92%	92%	92%	92%	90%	89%	94%	91%	88%	90%	94%	92%	89%
Branch / local office	151	94	39	18	134	102	135	97	68	57	27	87	6	8	2	3	2
	8%	8%	6%	7%	8%	8%	8%	8%	10%	11%	6%	9%	12%	10%	6%	8%	11%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Head office	1849	1279	72	61	31	17	12	10	913	118	50	45	20	10	9
	92%	93%	79%	90%	87%	95%	82%	96%	92%	90%	96%	93%	98%	81%	94%
		b													
Branch / local office	151	100	19	7	5	1	3	*	80	13	2	3	*	2	1
	8%	7%	21%	10%	13%	5%	18%	4%	8%	10%	4%	7%	2%	19%	6%
		a													

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Head office	1849	900	118	57	42	30	13	22	818	289	312	101	47
	92%	92%	92%	90%	99%	94%	90%	99%	94%	88%	94%	89%	88%
									b				
Branch / local office	151	77	10	6	*	2	1	*	56	38	21	12	7
	8%	8%	8%	10%	1%	6%	10%	1%	6%	12%	6%	11%	12%
									a				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Head office	1849	874	267	231	72	25	625	212	199	77	39
	92%	93%	89%	93%	87%	83%	93%	89%	93%	92%	87%
Branch / local office	151	67	32	18	10	5	49	25	14	7	6
	8%	7%	11%	7%	13%	17%	7%	11%	7%	8%	13%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Head office	1849	607	191	204	114	47	683	54	436	1604	245	1381	100
	92%	92%	93%	93%	92%	95%	94%	82%	93%	92%	93%	92%	91%
Branch / local office	151	54	14	15	9	3	44	12	35	133	18	124	10
	8%	8%	7%	7%	8%	5%	6%	18%	7%	8%	7%	8%	9%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Head office	1849	1035	130	822	360	1382	100	1028	137	824	359
	92%	92%	93%	92%	94%	92%	91%	92%	92%	92%	94%
Branch / local office	151	92	10	74	23	125	9	89	12	72	24
	8%	8%	7%	8%	6%	8%	9%	8%	8%	8%	6%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Head office	1849	662	1194	201	3	602	835	167	4	818	638	190	4
	92%	92%	92%	96%	100%	92%	93%	97%	87%	92%	94%	95%	100%
Branch / local office	151	58	98	8	-	53	62	5	1	67	40	9	-
	8%	8%	8%	4%	-%	8%	7%	3%	13%	8%	6%	5%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Head office	1849	1344	987	822	1061	914	12	559	414	412	113	87	413	379			
	92%	92%	93%	95%	92%	94%	85%	95%	95%	96%	97%	97%	93%	95%			
				a													
Branch / local office	151	115	74	41	96	55	2	29	22	19	4	3	30	20			
	8%	8%	7%	5%	8%	6%	15%	5%	5%	4%	3%	3%	7%	5%			
				c													

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Head office	1849	147	61	63	35	1573	1048	1642	1132	1077	739	1542	218	*	1353	121
	92%	96%	88%	97%	87%	92%	92%	92%	93%	93%	94%	92%	96%	35%	92%	97%
Branch / local office	151	6	8	2	5	132	87	139	87	82	47	125	9	*	115	4
	8%	4%	12%	3%	13%	8%	8%	8%	7%	7%	6%	8%	4%	65%	8%	3%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Head office	1849	654	1055	485	40	234	369	183	1223	368	249	288	1232
	92%	95%	91%	93%	100%	96%	92%	93%	92%	93%	94%	94%	92%
		b											
Branch / local office	151	37	104	39	*	9	33	13	104	29	17	17	109
	8%	5%	9%	7%	*%	4%	8%	7%	8%	7%	6%	6%	8%
		a											

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Head office	1849	845	1003
	92%	91%	94%
Branch / local office	151	85	67
	8%	9%	6%

Columns Tested:: a,b

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Head office	1849	-	62	335	340	30	170	50	196	216	58	281	110
	92%	-%	91%	93%	96%	87%	93%	93%	96%	89%	88%	91%	89%
				ijl					ijl				
Branch / local office	151	-	6	24	16	5	12	4	8	26	8	29	13
	8%	-%	9%	7%	4%	13%	7%	7%	4%	11%	12%	9%	11%
									dh	dh			dh

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 14 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Head office	1849	469	468	462	449	937	912
	92%	94%	94%	92%	90%	94%	91%
Branch / local office	151	31	32	38	51	63	88
	8%	6%	6%	8%	10%	6%	9%

Columns Tested: a,b,c,d - a,b

Table 15

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Yes	1924	567	1357	1835	74	9	5	88
	96%	94%	97%	96%	98%	100%	93%	98%
			a		d	d		d
No	76	39	38	75	2	-	*	2
	4%	6%	3%	4%	2%	-%	7%	2%
		b					bce	

Columns Tested: a,b - a,b,c,d,e

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Yes	1924	1176	529	130	52	32	5	1835	74	14
	96%	96%	96%	93%	99%	98%	93%	96%	98%	98%
					cf				cf	
No	76	45	20	10	1	1	*	75	2	*
	4%	4%	4%	7%	1%	2%	7%	4%	2%	2%
				dh			dh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Yes	1924	1503	332	74	9	5	1087	253	54	45	44
	96%	96%	94%	98%	100%	93%	98%	96%	99%	99%	94%
				be	e						
No	76	55	20	2	-	*	25	10	*	*	3
	4%	4%	6%	2%	-%	7%	2%	4%	1%	1%	6%
			c			cd					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Yes	1924	164	144	347	94	151	259	238	157	141
	96%	98%	96%	96%	96%	98%	95%	96%	97%	96%
No	76	4	6	13	4	4	13	11	6	7
	4%	2%	4%	4%	4%	2%	5%	4%	3%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	1924	386	465	844	1694	230	115	76	39
	96%	96%	97%	96%	96%	96%	95%	95%	98%
No	76	14	15	36	66	10	5	4	1
	4%	4%	3%	4%	4%	4%	5%	5%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Yes	1924	99	127	36	163	212	409	68	58	905
	96%	97%	97%	93%	96%	93%	97%	94%	100%	96%
						e				
No	76	3	3	3	6	17	11	4	-	35
	4%	3%	3%	7%	4%	7%	3%	6%	-%	4%
						f				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Yes	1924	474	409	1040	1600	323	-	1786	138	1924	-
	96%	95%	97%	96%	96%	97%	-%	97%	91%	100%	-%
								b	b	b	
No	76	26	11	40	67	9	-	63	14	-	76
	4%	5%	3%	4%	4%	3%	-%	3%	9%	-%	100%
								a	a	a	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Yes	1924	1209	286	401
	96%	96%	97%	96%
No	76	46	9	18
	4%	4%	3%	4%

Columns Tested:: a,b,c

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Yes	1924	1672	183	35	7	19	5	2	*	1855	69	34
	96%	96%	98%	93%	100%	100%	100%	100%	100%	96%	96%	100%
No	76	71	3	3	-	-	-	-	-	74	3	-
	4%	4%	2%	7%	-%	-%	-%	-%	-%	4%	4%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Yes	1924	1067	605	252	1561	1244	1654	1252	668	496	456	984	46	78	39	35	17
	96%	95%	98%	98%	97%	98%	97%	98%	98%	99%	93%	98%	98%	97%	100%	99%	97%
			a			c				ac		a					
No	76	58	13	6	54	22	58	27	12	5	36	18	1	2	*	*	1
	4%	5%	2%	2%	3%	2%	3%	2%	2%	1%	7%	2%	2%	3%	1%	1%	3%
		b			f		bf				b						

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Yes	1924	1331	88	67	34	17	14	11	973	130	51	49	21	12	9
	96%	96%	98%	99%	95%	99%	95%	100%	98%	99%	99%	100%	99%	95%	100%
No	76	49	2	1	2	*	1	-	20	1	1	-	*	1	-
	4%	4%	2%	1%	5%	1%	5%	-%	2%	1%	1%	-%	1%	5%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Yes	1924	954	127	62	42	31	14	22	830	324	328	109	51
	96%	98%	100%	98%	100%	97%	96%	100%	95%	99%	98%	97%	95%
No	76	24	*	1	-	1	1	*	44	3	6	3	3
	4%	2%	*%	2%	-%	3%	4%	*%	5%	1%	2%	3%	5%
									b				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Yes	1924	898	294	244	82	28	660	236	210	80	43
	96%	95%	98%	98%	99%	93%	98%	99%	99%	96%	98%
No	76	43	5	4	1	2	14	1	3	3	1
	4%	5%	2%	2%	1%	7%	2%	1%	1%	4%	2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Yes	1924	643	203	216	120	49	715	61	462	1670	254	1451	110
	96%	97%	99%	99%	97%	99%	98%	92%	98%	96%	96%	96%	100%
No	76	19	2	3	3	1	11	5	9	67	10	54	*
	4%	3%	1%	1%	3%	1%	2%	8%	2%	4%	4%	4%	*%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Yes	1924	1107	138	880	373	1452	109	1097	147	880	372
	96%	98%	98%	98%	97%	96%	100%	98%	98%	98%	97%
No	76	20	3	16	11	54	*	20	3	16	11
	4%	2%	2%	2%	3%	4%	*%	2%	2%	2%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Yes	1924	711	1247	208	3	647	886	169	4	869	666	195	4
	96%	99%	96%	99%	100%	99%	99%	98%	100%	98%	98%	98%	100%
		b											
No	76	10	45	1	-	8	11	3	-	16	13	4	-
	4%	1%	4%	1%	-%	1%	1%	2%	-%	2%	2%	2%	-%
		a											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Yes	1924	1409	1047	855	1121	946	14	581	432	425	117	90	425	386
	96%	97%	99%	99%	97%	98%	100%	99%	99%	99%	100%	99%	96%	97%
			a	a										
No	76	51	15	8	36	23	-	6	4	5	1	1	18	13
	4%	3%	1%	1%	3%	2%	-%	1%	1%	1%	*%	1%	4%	3%
		bc												

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Yes	1924	151	66	65	40	1641	1096	1713	1183	1120	766	1602	221	*	1420	124
	96%	99%	95%	98%	98%	96%	97%	96%	97%	97%	97%	96%	98%	100%	97%	100%
No	76	2	3	1	1	65	39	68	36	39	20	66	6	-	48	1
	4%	1%	5%	2%	2%	4%	3%	4%	3%	3%	3%	4%	2%	-%	3%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Yes	1924	678	1106	512	40	243	391	194	1275	385	257	298	1285
	96%	98%	95%	98%	100%	100%	97%	99%	96%	97%	97%	98%	96%
		b											
No	76	13	53	11	-	1	10	2	51	12	9	7	56
	4%	2%	5%	2%	-%	*%	3%	1%	4%	3%	3%	2%	4%
		a											

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Yes	1924	899	1024
	96%	97%	96%
No	76	31	46
	4%	3%	4%

Columns Tested:: a,b

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Yes	1924	-	68	356	336	35	168	53	201	228	59	302	119
	96%	-%	100%	99%	94%	100%	92%	100%	99%	94%	89%	97%	96%
				dfij				fj	fij			j	
No	76	-	*	4	20	-	14	-	3	15	7	8	5
	4%	-%	*%	1%	6%	-%	8%	-%	1%	6%	11%	3%	4%
					c		cgh		ch		cghk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 15 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Yes	1924	494	467	482	480	961	962
	96%	99%	93%	96%	96%	96%	96%
		b					
No	76	6	33	18	20	39	38
	4%	1%	7%	4%	4%	4%	4%
		a					

Columns Tested: a,b,c,d - a,b

Table 16

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Senior Management (Managing Director, Director, Business Owner)	1516 76%	393 65%	1124 81%	1483 78%	29 38%	3 28%	2 39%	33 37%
Owner	1352 68%	296 49%	1056 76%	1336 70%	15 20%	1 8%	1 10%	16 18%
Senior Management (Managing Director, other Director)	165 8%	97 16%	68 5%	147 8%	14 18%	2 20%	1 29%	17 19%
Office Admin / Office Management	164 8%	108 18%	56 4%	145 8%	17 22%	1 16%	1 19%	19 21%
Operations	69 3%	12 2%	57 4%	61 3%	7 10%	1 10%	* 10%	9 10%
Customer Service	56 3%	18 3%	37 3%	47 2%	6 8%	2 18%	* 5%	8 9%
Finance / Accounts	46 2%	28 5%	18 1%	40 2%	5 7%	1 7%	* 7%	6 7%
Marketing	28 1%	3 *%	25 2%	27 1%	1 1%	* 5%	- -%	1 1%
Customer Relationship Management	21 1%	13 2%	9 1%	17 1%	3 4%	* 3%	* 9%	4 4%
Procurement	11 1%	- -%	11 1%	10 1%	* *%	* 4%	* 1%	1 1%

Columns Tested: a,b - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Mailroom	7 *%	2 *%	5 *%	7 *%	* *%	* 2%	- -%	* *%
Facilities	4 *%	1 *%	3 *%	3 *%	1 1% a	* 1%	* 1%	1 1% a
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	- -%	9 1%	8 *%	* 1%	- -%	* 2%	* 1%
Don't know	15 1%	3 *%	12 1%	14 1%	* 1%	* *%	* 1%	* 1%
Other answers	53 3%	24 4%	29 2%	47 2%	6 8% a	1 6%	* 7% a	7 7% a

Columns Tested:: a,b - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Senior Management (Managing Director, Director, Business Owner)	1516 76%	1046 86%	378 69%	59 42%	18 35%	13 40%	2 39%	1483 78%	29 38%	4 32%
Owner	1352 68%	991 81%	311 57%	34 24%	11 20%	5 15%	1 10%	1336 70%	15 20%	1 9%
Senior Management (Managing Director, other Director)	165 8%	55 4%	68 12%	25 18%	8 15%	8 24%	1 29%	147 8%	14 18%	3 23%
Office Admin / Office Management	164 8%	42 3%	72 13%	32 23%	13 26%	5 14%	1 19%	145 8%	17 22%	2 17%
Operations	69 3%	20 2%	25 5%	16 11%	4 7%	4 13%	* 10%	61 3%	7 10%	1 10%
Customer Service	56 3%	21 2%	15 3%	12 8%	5 9%	3 10%	* 5%	47 2%	6 8%	2 13%
Finance / Accounts	46 2%	16 1%	15 3%	9 6%	4 8%	2 6%	* 7%	40 2%	5 7%	1 7%
Marketing	28 1%	18 1%	6 1%	3 2%	* 1%	1 2%	- -%	27 1%	1 1%	* 3%
Customer Relationship Management	21 1%	6 1%	10 2%	1 1%	2 5%	1 3%	* 9%	17 1%	3 4%	1 5%
Procurement	11 1%	6 1%	2 *%	2 1%	* *%	* 1%	* 1%	10 1%	* *%	* 3%
										abg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Mailroom	7 *%	1 *%	5 1%	1 1%	* *%	* *%	- -%	7 *%	* *%	* 1%
Facilities	4 *%	- -%	3 1%	- -%	* *%	1 3%	* 1%	3 *%	1 1%	* 1%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	5 *%	2 *%	2 2%	* 1%	- -%	* 2%	8 *%	* 1%	* 1%
Don't know	15 1%	8 1%	4 1%	2 1%	- -%	* 1%	* 1%	14 1%	* 1%	* *%
Other answers	53 3%	33 3%	11 2%	3 2%	4 8%	2 6%	* 7%	47 2%	6 8%	1 7%
					abcg	bg	abg		abcg	abg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Senior Management (Managing Director, Director, Business Owner)	1516 76%	1306 84%	178 50%	29 38%	3 28%	2 39%	968 87%	195 74%	36 67%	26 56%	31 67%
Owner	1352 68%	1214 78%	122 35%	15 20%	1 8%	1 10%	933 84%	160 61%	26 48%	18 40%	20 44%
Senior Management (Managing Director, other Director)	165 8%	92 6%	56 16%	14 18%	2 20%	1 29%	35 3%	34 13%	10 19%	7 16%	11 23%
Office Admin / Office Management	164 8%	66 4%	79 22%	17 22%	1 16%	1 19%	27 2%	18 7%	4 7%	5 10%	6 13%
Operations	69 3%	36 2%	24 7%	7 10%	1 10%	* 10%	30 3%	11 4%	3 6%	2 5%	2 4%
Customer Service	56 3%	28 2%	20 6%	6 8%	2 18%	* 5%	10 1%	13 5%	4 8%	1 3%	2 5%
Finance / Accounts	46 2%	21 1%	19 5%	5 7%	1 7%	* 7%	8 1%	6 2%	3 6%	9 19%	2 5%
Marketing	28 1%	22 1%	5 1%	1 1%	* 5%	- -%	16 1%	5 2%	1 2%	- -%	* *%
Customer Relationship Management	21 1%	11 1%	6 2%	3 4%	* 3%	* 9%	3 *%	2 1%	2 3%	1 1%	* 1%
Procurement	11 1%	8 1%	2 *%	* *0%	* 4%	* 1%	4 *%	5 2%	* 1%	2 4%	* *%

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Mailroom	7 *%	6 *%	1 *%	* *%	* 2%	- -%	5 *%	* *%	* *%	- -%	- -%
Facilities	4 *%	- -%	3 1%	1 1%	* 1%	* 1%	2 *%	* *%	- -%	* *%	* *%
			a	a	a	a					
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	6 *%	2 1%	* 1%	- -%	* 2%	5 *%	1 *%	- -%	- -%	* *%
Don't know	15 1%	11 1%	3 1%	* 1%	* *%	* 1%	5 *%	3 1%	- -%	- -%	* *%
Other answers	53 3%	36 2%	11 3%	6 8%	1 6%	* 7%	27 2%	5 2%	* 1%	1 2%	1 3%
				ab		a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Senior Management (Managing Director, Director, Business Owner)	1516	132	115	288	75	109	201	208	121	112
	76%	79%	77%	80%	77%	70%	74%	83%	74%	76%
Owner	1352	127	106	246	69	96	175	181	109	105
	68%	75%	71%	69%	70%	62%	65%	73%	67%	71%
Senior Management (Managing Director, other Director)	165	5	8	42	6	13	25	26	11	7
	8%	3%	6%	12%	6%	8%	9%	11%	7%	5%
Office Admin / Office Management	164	13	11	21	6	13	21	17	16	9
	8%	8%	7%	6%	6%	8%	8%	7%	10%	6%
Operations	69	2	10	9	3	5	17	3	5	4
	3%	1%	7%	3%	3%	4%	6%	1%	3%	2%
Customer Service	56	8	6	6	3	6	6	1	3	7
	3%	5%	4%	2%	3%	4%	2%	1%	2%	5%
Finance / Accounts	46	3	3	6	1	8	3	6	4	5
	2%	2%	2%	2%	1%	5%	1%	2%	2%	4%
Marketing	28	2	-	-	5	5	3	3	4	4
	1%	1%	-%	-%	6%	3%	1%	1%	3%	3%
Customer Relationship Management	21	1	1	7	2	3	1	1	-	2
	1%	*%	1%	2%	2%	2%	*%	*%	-%	1%
Procurement	11	-	2	4	-	2	2	-	*	*
	1%	-%	1%	1%	-%	1%	1%	-%	*%	*%
Mailroom	7	-	-	4	-	1	-	-	1	-
	*%	-%	-%	1%	-%	1%	-%	-%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Facilities	4	-	-	1	-	1	1	*	1	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	*	-	1	-	1	2	3	*	1
	*%	*%	-%	*%	-%	*%	1%	1%	*%	1%
Don't know	15	-	*	1	1	2	3	2	3	-
	1%	-%	*%	*%	1%	2%	1%	1%	2%	-%
Other answers	53	7	2	11	1	1	11	6	5	3
	3%	4%	1%	3%	1%	1%	4%	2%	3%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Senior Management (Managing Director, Director, Business Owner)	1516 76%	295 74% efh	367 76% efh	697 79% efh	1359 77% efh	157 66% h	78 65% h	58 72% h	22 55% h
Owner	1352 68%	269 67% efh	342 71% efh	603 69% efh	1214 69% efh	137 57% h	69 57% h	52 65% h	17 42% h
Senior Management (Managing Director, other Director)	165 8%	26 7%	25 5%	93 11% b	145 8%	20 8%	9 8%	6 7%	5 13% ab
Office Admin / Office Management	164 8%	28 7%	40 8%	59 7%	126 7%	37 16% abcd	17 14% acd	11 14% abcd	9 23% abcdefg
Operations	69 3%	12 3%	18 4%	30 3%	60 3%	10 4%	5 4%	3 4%	2 5%
Customer Service	56 3%	16 4% c	17 3%	13 2%	46 3%	9 4% c	6 5% c	1 1%	3 6% cdg
Finance / Accounts	46 2%	14 3%	10 2%	15 2%	39 2%	7 3%	3 2%	3 4%	1 3%
Marketing	28 1%	14 3% cdegh	6 1%	6 1%	26 1%	2 1%	2 1%	* *% *	* *% *
Customer Relationship Management	21 1%	6 2%	2 *% *	8 1% *	16 1% *	5 2% *	3 2% *	1 2% *	1 3% bd
Procurement	11 1%	2 1% *	2 *% *	6 1% *	10 1% *	* *% *	* *% *	* *% *	* *% *

Columns Tested: a,b,c,d,e,f,g,h

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mailroom	7 *%	1 *%	1 *%	4 *%	7 *%	1 *%	- -%	* *%	1 2%
Facilities	4 *%	1 *%	1 *%	2 *%	3 *%	1 *%	* *%	1 1%	* *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	1 *%	* *%	5 1%	7 *%	2 1%	2 1%	- -%	* 1%
Don't know	15 1%	3 1%	3 1%	5 1%	12 1%	3 1%	2 2%	* *%	* *%
Other answers	53 3%	5 1%	14 3%	29 3%	48 3%	5 2%	4 3%	1 1%	1 2%

Columns Tested: a,b,c,d,e,f,g,h

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Senior Management (Managing Director, Director, Business Owner)	1516	77	93	25	118	153	343	53	37	729
	76%	76%	71%	63%	69%	67%	82%	73%	64%	78%
Owner	1352	74	70	21	91	134	306	51	35	654
	68%	73%	54%	54%	54%	58%	73%	70%	60%	70%
		d					bde			bde
Senior Management (Managing Director, other Director)	165	3	23	4	26	20	37	2	2	75
	8%	3%	17%	9%	16%	9%	9%	3%	4%	8%
			aghi		agi					
Office Admin / Office Management	164	12	11	3	14	25	17	6	12	77
	8%	12%	8%	8%	8%	11%	4%	8%	20%	8%
		f				f			fi	f
Operations	69	8	7	-	7	21	9	1	5	18
	3%	8%	5%	-%	4%	9%	2%	2%	9%	2%
		fi				fi			fi	
Customer Service	56	*	5	1	7	2	15	6	1	25
	3%	*%	4%	3%	4%	1%	4%	8%	2%	3%
								e		
Finance / Accounts	46	*	6	3	9	10	8	4	2	14
	2%	*%	4%	7%	5%	4%	2%	6%	4%	1%
					i			i		
Marketing	28	*	3	4	7	4	5	*	-	11
	1%	*%	3%	9%	4%	2%	1%	*%	-%	1%
				fg						
Customer Relationship Management	21	*	1	1	2	1	5	1	1	11
	1%	*%	1%	3%	1%	1%	1%	1%	1%	1%
Procurement	11	-	-	2	2	4	2	-	*	3
	1%	-%	-%	5%	1%	2%	*%	-%	*%	*%
				fi		i				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mailroom	7 *%	- -%	1 1%	- -%	1 *%	- -%	2 *%	* *%	- -%	5 *%
Facilities	4 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	* 1%	* 1%	2 *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	- -%	1 1%	- -%	1 1%	2 1%	2 *%	- -%	- -%	4 *%
Don't know	15 1%	- -%	- -%	1 2%	1 *%	4 2%	2 *%	- -%	- -%	7 1%
Other answers	53 3%	3 3%	3 2%	- -%	3 2%	2 1%	9 2%	1 2%	* *%	35 4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Senior Management (Managing Director, Director, Business Owner)	1516 76%	348 70%	343 82%	825 76%	1256 75%	261 78%	- -%	1460 79%	57 37%	1471 76%	46 60%
Owner	1352 68%	299 60%	306 73%	746 69%	1117 67%	235 71%	- -%	1309 71%	43 29%	1314 68%	38 50%
Senior Management (Managing Director, other Director)	165 8%	49 10%	37 9%	79 7%	139 8%	26 8%	- -%	151 8%	13 9%	157 8%	8 10%
Office Admin / Office Management	164 8%	51 10%	17 4%	96 9%	135 8%	29 9%	- -%	131 7%	33 22%	153 8%	11 14%
Operations	69 3%	36 7%	9 2%	24 2%	60 4%	9 3%	- -%	54 3%	16 10%	63 3%	6 8%
Customer Service	56 3%	9 2%	15 4%	32 3%	46 3%	10 3%	- -%	39 2%	17 11%	54 3%	1 2%
Finance / Accounts	46 2%	19 4%	8 2%	20 2%	38 2%	8 2%	- -%	42 2%	4 3%	44 2%	3 3%
Marketing	28 1%	11 2%	5 1%	12 1%	28 2%	* *%	- -%	24 1%	4 3%	28 1%	* *%
Customer Relationship Management	21 1%	3 1%	5 1%	12 1%	20 1%	1 *%	- -%	18 1%	4 2%	19 1%	3 3%
Procurement	11 1%	6 1%	2 *%	3 *%	6 *%	4 1%	- -%	10 1%	* *%	11 1%	- -%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mailroom	7 *%	1 *%	2 *%	5 *%	7 *%	- -%	- -%	7 *%	1 *%	7 *%	- -%
Facilities	4 *%	1 *%	1 *%	3 *%	4 *%	* *%	- -%	3 *%	2 1%	3 *%	1 2% a
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	3 1%	2 *%	4 *%	7 *%	2 *%	- -%	8 *%	1 1%	7 *%	2 2%
Don't know	15 1%	5 1%	2 *%	8 1%	10 1%	5 1%	- -%	10 1%	5 3% a	11 1%	4 5% a
Other answers	53 3%	7 1%	9 2%	37 3%	50 3%	3 1%	- -%	44 2%	9 6% a	53 3%	* *%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Senior Management (Managing Director, Director, Business Owner)	1516 76%	955 76%	206 70%	333 79%
Owner	1352 68%	851 68%	175 60%	307 73%
Senior Management (Managing Director, other Director)	165 8%	104 8%	30 10%	26 6%
Office Admin / Office Management	164 8%	118 9%	21 7%	24 6%
Operations	69 3%	46 4%	14 5%	8 2%
Customer Service	56 3%	28 2%	11 4%	16 4%
Finance / Accounts	46 2%	34 3%	6 2%	6 1%
Marketing	28 1%	6 1%	12 4%	10 2%
Customer Relationship Management	21 1%	12 1%	3 1%	4 1%
Procurement	11 1%	2 *%	2 1%	6 1%
Mailroom	7 *%	1 *%	4 1%	2 *%

Columns Tested: a,b,c

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Facilities	4 *%	4 *%	1 *%	* *%
Sales	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%
Refused	9 *%	5 *%	2 1%	1 *%
Don't know	15 1%	6 *%	5 2%	* *%
Other answers	53 3%	37 3%	8 3%	8 2%

Columns Tested:: a,b,c

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Senior Management (Managing Director, Director, Business Owner)	1516	1345	122	23	7	16	2	1	*	1467	50	26
	76%	77%	65%	62%	94%	84%	48%	38%	80%	76%	70%	78%
Owner	1352	1205	108	17	6	14	1	1	-	1313	39	22
	68%	69%	58%	45%	82%	73%	29%	34%	-%	68%	55%	65%
Senior Management (Managing Director, other Director)	165	140	13	6	1	2	1	*	*	154	11	4
	8%	8%	7%	17%	12%	12%	20%	3%	80%	8%	15%	13%
Office Admin / Office Management	164	139	23	*	*	1	*	-	*	162	2	1
	8%	8%	13%	1%	*%	6%	*%	-%	4%	8%	2%	4%
Operations	69	55	11	3	*	*	*	-	-	66	3	*
	3%	3%	6%	7%	1%	*%	2%	-%	-%	3%	4%	*%
Customer Service	56	45	4	3	*	1	2	*	-	49	7	4
	3%	3%	2%	7%	3%	4%	49%	19%	-%	3%	9%	11%
Finance / Accounts	46	39	5	2	*	-	*	-	*	44	2	*
	2%	2%	3%	6%	2%	-%	*%	-%	10%	2%	3%	*%
Marketing	28	23	4	1	-	*	-	-	-	27	1	*
	1%	1%	2%	3%	-%	1%	-%	-%	-%	1%	2%	*%
Customer Relationship Management	21	15	3	4	-	*	-	*	*	18	4	*
	1%	1%	1%	9%	-%	*%	-%	1%	6%	1%	5%	*%
Procurement	11	4	7	*	-	*	-	*	-	11	*	*
	1%	*%	4%	*%	-%	*%	-%	1%	-%	1%	*%	*%
Mailroom	7	7	*	-	-	*	-	*	-	7	*	*
	*%	*%	*%	-%	-%	*%	-%	7%	-%	*%	*%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Facilities	4	4	*	-	-	-	-	-	-	4	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	7	1	-	-	1	-	-	-	8	1	1
	*%	*%	*%	-%	-%	4%	-%	-%	-%	*%	1%	2%
Don't know	15	10	4	-	-	-	-	1	-	14	1	1
	1%	1%	2%	-%	-%	-%	-%	35%	-%	1%	1%	2%
Other answers	53	51	1	1	-	-	-	-	-	52	1	-
	3%	3%	1%	4%	-%	-%	-%	-%	-%	3%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Senior Management (Managing Director, Director, Business Owner)	1516 76%	893 79%	452 73%	171 67%	1203 74%	958 76%	1286 75%	979 77%	508 75%	325 65%	376 76%	769 77%	27 58%	54 67%	28 72%	23 67%	9 50%
Owner	1352 68%	803 71%	402 65%	147 57%	1069 66%	864 68%	1151 67%	881 69%	461 68%	298 59%	339 69%	693 69%	22 46%	46 57%	24 61%	19 55%	8 47%
Senior Management (Managing Director, other Director)	165 8%	89 8%	51 8%	24 9%	134 8%	94 7%	135 8%	98 8%	47 7%	28 6%	37 8%	76 8%	5 12%	8 10%	4 11%	4 12%	1 3%
Office Admin / Office Management	164 8%	85 8%	54 9%	25 10%	138 9%	90 7%	145 8%	81 6%	26 4%	34 7%	55 11%	72 7%	1 3%	9 11%	5 13%	2 5%	* 3%
Operations	69 3%	30 3%	25 4%	14 6%	66 4%	44 3%	66 4%	43 3%	31 5%	36 7%	22 4%	34 3%	3 6%	4 5%	* 1%	* 1%	3 17%
Customer Service	56 3%	26 2%	18 3%	11 4%	43 3%	39 3%	44 3%	46 4%	30 4%	32 6%	6 1%	28 3%	2 4%	4 5%	1 3%	2 6%	1 7%
Finance / Accounts	46 2%	26 2%	12 2%	7 3%	43 3%	31 2%	43 3%	24 2%	12 2%	3 1%	9 2%	26 3%	4 9%	2 3%	* *%	* 1%	2 11%
Marketing	28 1%	9 1%	14 2%	5 2%	24 1%	24 2%	24 1%	26 2%	22 3%	20 4%	* *%	17 2%	3 7%	* 1%	2 5%	* 1%	1 7%
Customer Relationship Management	21 1%	8 1%	7 1%	6 2%	11 1%	10 1%	13 1%	14 1%	7 1%	7 1%	4 1%	5 1%	* 1%	2 2%	1 2%	* 1%	* *%
Procurement	11 1%	2 *%	2 *%	7 3%	9 1%	11 1%	11 1%	10 1%	9 1%	9 2%	2 *%	4 *%	- -%	* *%	- -%	5 13%	* *%
				ab												abd	

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Mailroom	7 *%	2 *%	4 1%	1 *%	7 *%	7 1%	7 *%	6 *%	4 1%	5 1%	- -%	4 *%	- -%	3 4%	- -%	* *%	- -%
Facilities	4 *%	2 *%	2 *%	* *%	3 *%	2 *%	3 *%	2 *%	1 *%	3 1%	1 *%	1 *%	* *%	1 1%	1 1%	* *%	- -%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	7 1%	* *%	2 1%	9 1%	6 *%	9 1%	5 *%	5 1%	2 *%	3 1%	5 *%	1 1%	* *%	- -%	* *%	- -%
Don't know	15 1%	8 1%	2 *%	5 2%	15 1%	13 1%	15 1%	13 1%	11 2%	6 1%	1 *%	8 1%	4 8%	- -%	1 2%	* *%	1 4%
Other answers	53 3%	27 2%	24 4%	3 1%	45 3%	33 3%	46 3%	29 2%	15 2%	19 4%	13 3%	29 3%	1 3%	1 2%	* 1%	2 5%	* *%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Senior Management (Managing Director, Director, Business Owner)	1516	1054	58	43	22	13	8	5	765	98	30	34	16	9	6
	76%	76%	64%	64%	63%	75%	55%	42%	77%	75%	58%	70%	78%	70%	65%
		b							c						
Owner	1352	942	54	36	14	11	7	4	695	88	24	29	14	9	6
	68%	68%	59%	54%	40%	66%	46%	41%	70%	67%	46%	60%	69%	69%	59%
		d							c						
Senior Management (Managing Director, other Director)	165	112	4	7	8	2	1	*	69	11	6	5	2	*	*
	8%	8%	5%	10%	23%	9%	8%	1%	7%	8%	12%	10%	9%	1%	5%
					ab										
Office Admin / Office Management	164	113	9	8	6	1	1	*	71	5	10	2	1	*	*
	8%	8%	10%	11%	17%	7%	4%	2%	7%	4%	20%	4%	6%	3%	4%
											ab				
Operations	69	50	8	5	1	*	-	2	38	3	2	*	*	*	1
	3%	4%	9%	7%	3%	1%	-%	21%	4%	2%	4%	*%	2%	2%	8%
			a												
Customer Service	56	33	5	2	1	1	1	*	26	4	2	4	*	2	*
	3%	2%	6%	3%	4%	4%	5%	4%	3%	3%	4%	7%	1%	20%	3%
Finance / Accounts	46	34	1	4	2	*	*	2	26	2	*	*	*	*	2
	2%	2%	1%	6%	5%	1%	*%	17%	3%	1%	1%	*%	1%	*%	20%
Marketing	28	19	2	2	*	*	*	1	10	7	4	2	-	1	-
	1%	1%	2%	3%	*%	1%	3%	7%	1%	6%	7%	5%	-%	5%	-%
										a	a				
Customer Relationship Management	21	6	2	2	1	*	*	*	6	3	*	1	*	-	*
	1%	*%	2%	3%	2%	1%	*%	*%	1%	2%	1%	2%	*%	-%	1%
Procurement	11	4	*	-	-	-	5	*	6	5	*	*	-	-	-
	1%	*%	*%	-%	-%	-%	32%	*%	1%	3%	*%	*%	-%	-%	-%
							abcd			a					
Mailroom	7	7	-	-	-	-	*	-	3	1	-	3	-	-	-
	*%	*%	-%	-%	-%	-%	1%	-%	*%	1%	-%	6%	-%	-%	-%
												a			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Facilities	4	1	1	*	1	-	-	-	*	*	-	1	*	-	-
	*%	*%	2%	*%	2%	-%	-%	-%	*%	*%	-%	3%	*%	-%	-%
		a	a	a	a							a			
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	9	-	-	-	-	*	-	4	1	1	*	-	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	1%	1%	*%	-%	-%	-%
Don't know	15	12	*	1	-	*	-	1	8	2	3	1	1	-	-
	1%	1%	*%	2%	-%	*%	-%	7%	1%	1%	5%	1%	4%	-%	-%
											a				
Other answers	53	38	3	1	2	2	-	-	30	*	*	*	2	-	*
	3%	3%	3%	1%	4%	10%	-%	-%	3%	*%	*%	*%	9%	-%	1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Senior Management (Managing Director, Director, Business Owner)	1516 76%	765 78%	95 75%	43 68%	29 68%	23 71%	8 52%	18 80%	691 79%	242 74%	247 74%	64 57%	34 64%
Owner	1352 68%	698 71%	83 65%	34 54%	22 53%	21 66%	7 52%	16 71%	623 71%	219 67%	222 67%	56 50%	26 48%
Senior Management (Managing Director, other Director)	165 8%	67 7%	12 10%	9 14%	6 15%	2 5%	* *%	2 9%	68 8%	24 7%	25 8%	8 7%	8 15%
Office Admin / Office Management	164 8%	73 8%	2 2%	1 2%	2 4%	2 6%	* 2%	* *%	64 7%	28 8%	23 7%	26 23%	5 8%
Operations	69 3%	34 4%	2 2%	3 5%	* 1%	3 8%	* 1%	1 4%	32 4%	8 2%	22 7%	2 2%	3 5%
Customer Service	56 3%	26 3%	9 7%	4 7%	1 3%	1 3%	2 11%	2 11%	15 2%	12 4%	7 2%	6 6%	3 5%
Finance / Accounts	46 2%	17 2%	5 4%	* *%	* *%	* *%	2 12%	* *%	18 2%	5 2%	8 2%	8 7%	2 3%
Marketing	28 1%	7 1%	5 4%	3 5%	7 16%	3 9%	1 4%	- -%	6 1%	9 3%	4 1%	3 3%	2 4%
Customer Relationship Management	21 1%	10 1%	1 1%	1 2%	* *%	* *%	2 13%	* 1%	4 *%	5 1%	2 *%	2 2%	1 2%
Procurement	11 1%	6 1%	* *%	4 7%	* *%	- -%	- -%	- -%	4 *%	* *%	2 1%	* *%	5 8%
				ab									abcd

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Mailroom	7 *%	3 *%	2 1%	1 1%	- -	- -	- -	* 1%	3 *%	1 *%	3 1%	* *%	- -
Facilities	4 *%	1 *%	* *%	* 1%	1 1%	- -	- -	* -%	1 *%	1 *%	1 *%	1 1%	- -%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	4 *%	- -%	- -%	- -%	* *%	1 5%	1 3%	5 1%	3 1%	1 *%	- -%	* *%
Don't know	15 1%	7 1%	2 2%	1 2%	3 6%	1 2%	- -	- -%	7 1%	3 1%	5 1%	1 1%	* *%
Other answers	53 3%	24 2%	4 3%	* *%	* *%	* *%	* *%	- -%	27 3%	11 3%	7 2%	* *%	* 1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Senior Management (Managing Director, Director, Business Owner)	1516 76%	750 80%	221 74%	171 69%	41 49%	14 48%	529 79%	175 74%	165 77%	50 60%	28 64%
Owner	1352 68%	681 72%	196 66%	144 58%	32 39%	11 37%	484 72%	158 66%	149 70%	43 51%	21 49%
Senior Management (Managing Director, other Director)	165 8%	69 7%	25 8%	27 11%	8 10%	3 10%	45 7%	17 7%	16 7%	7 9%	7 16%
Office Admin / Office Management	164 8%	61 6%	28 9%	22 9%	23 27%	4 13%	40 6%	17 7%	12 6%	19 22%	2 5%
Operations	69 3%	36 4%	8 3%	17 7%	2 2%	2 8%	18 3%	5 2%	18 8%	1 1%	2 4%
Customer Service	56 3%	19 2%	11 4%	6 3%	4 5%	2 6%	20 3%	8 3%	4 2%	4 5%	2 6%
Finance / Accounts	46 2%	17 2%	5 2%	8 3%	8 9%	2 6%	13 2%	4 2%	6 3%	3 4%	2 4%
Marketing	28 1%	8 1%	7 2%	4 1%	2 2%	* 1%	9 1%	9 4%	1 *%	3 3%	2 5%
Customer Relationship Management	21 1%	3 *%	4 1%	2 1%	2 3%	1 3%	5 1%	3 1%	* *%	2 2%	1 2%
Procurement	11 1%	2 *%	* *%	2 1%	* *%	4 14%	4 1%	* *%	2 1%	* *%	5 10%
						abcd					abcd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Mailroom	7 *%	4 *%	* *%	3 1%	* *%	- -%	6 1%	1 *%	* *%	- -%	- -%
Facilities	4 *%	1 *%	1 *%	1 *%	1 1%	- -%	* *%	* *%	1 *%	1 1%	- -%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	5 1%	3 1%	* *%	- -%	* *%	4 1%	1 *%	1 *%	- -%	* *%
Don't know	15 1%	8 1%	1 *%	5 2%	1 1%	* *%	6 1%	4 2%	3 1%	- -%	* *%
Other answers	53 3%	27 3%	11 4%	7 3%	* *%	* *%	20 3%	11 5%	1 1%	- -%	* 1%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Senior Management (Managing Director, Director, Business Owner)	1516	527	159	171	74	32	592	34	347	1321	195	1134	69
	76%	80%	78%	78%	60%	65%	82%	51%	74%	76%	74%	75%	63%
		d	d	d			bc		b			b	
Owner	1352	474	151	157	63	23	537	30	308	1190	162	1013	55
	68%	72%	74%	72%	51%	47%	74%	45%	65%	69%	62%	67%	50%
		de	de	de			bc		b			b	
Senior Management (Managing Director, other Director)	165	53	8	15	11	9	55	4	39	131	33	120	14
	8%	8%	4%	7%	9%	19%	8%	6%	8%	8%	13%	8%	12%
						bc					a		
Office Admin / Office Management	164	46	10	8	11	4	30	4	43	154	10	134	4
	8%	7%	5%	3%	9%	9%	4%	6%	9%	9%	4%	9%	3%
									a		b		
Operations	69	20	5	12	4	2	17	9	18	59	10	60	6
	3%	3%	3%	5%	3%	4%	2%	13%	4%	3%	4%	4%	5%
								ac					
Customer Service	56	17	7	6	12	1	20	4	22	42	13	33	10
	3%	3%	3%	3%	10%	2%	3%	6%	5%	2%	5%	2%	9%
					ac							a	
Finance / Accounts	46	11	2	5	6	*	13	*	10	38	8	36	7
	2%	2%	1%	2%	5%	*%	2%	*%	2%	2%	3%	2%	6%
Marketing	28	4	5	1	7	8	19	4	3	23	5	20	4
	1%	1%	3%	1%	5%	16%	3%	6%	1%	1%	2%	1%	3%
					ac	abc		c					

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Customer Relationship Management	21 1%	6 1%	1 *% a	6 3%	1 1%	* 1%	11 1%	* 1%	3 1%	14 1%	8 3% a	9 1%	2 2%
Procurement	11 1%	4 1%	* *% a	2 1%	4 4% a	* *% a	6 1%	- -%	4 1%	4 *% a	6 2% a	4 *% a	5 4% a
Mailroom	7 *% a	- -%	4 2% a	1 1%	- -%	- -%	5 1%	1 1%	- -%	6 *% a	2 1%	6 *% a	* *% a
Facilities	4 *% a	1 *% a	* *% a	1 *% a	* *% a	- -%	1 *% a	1 1% a	* *% a	4 *% a	* *% a	3 *% a	* *% a
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *% a	3 *% a	1 *% a	* *% a	2 1% a	* *% a	1 *% a	2 3% a	3 1% a	7 *% a	2 1% a	8 1% a	1 1% a
Don't know	15 1% a	6 1% a	1 1% a	5 2% a	1 1% a	* *% a	4 1% a	4 6% ac	3 1% a	14 1% a	1 *% a	11 1% a	4 3% a
Other answers	53 3% a	17 3% a	8 4% a	1 *% a	1 1% a	1 3% a	9 1% a	4 6% a	14 3% a	50 3% a	4 1% a	45 3% a	* *% a

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Senior Management (Managing Director, Director, Business Owner)	1516 76%	861 76%	97 69%	686 77%	293 76%	1141 76%	62 57%	852 76%	106 71%	692 77%	287 75%
Owner	1352 68%	779 69%	85 61%	624 70%	257 67%	1020 68%	49 45%	769 69%	95 63%	634 71%	247 65%
Senior Management (Managing Director, other Director)	165 8%	82 7%	12 8%	62 7%	36 10%	121 8%	13 12%	83 7%	11 7%	59 7%	40 10%
Office Admin / Office Management	164 8%	86 8%	4 3%	64 7%	17 4%	134 9%	4 4%	86 8%	4 3%	65 7%	16 4%
Operations	69 3%	39 3%	5 3%	28 3%	16 4%	60 4%	6 5%	39 4%	5 3%	28 3%	16 4%
Customer Service	56 3%	28 3%	11 8%	31 3%	15 4%	32 2%	11 10%	28 2%	11 7%	29 3%	17 4%
Finance / Accounts	46 2%	29 3%	1 1%	16 2%	7 2%	36 2%	7 6%	29 3%	1 1%	16 2%	7 2%
Marketing	28 1%	16 1%	8 6%	21 2%	5 1%	17 1%	7 7%	20 2%	4 3%	17 2%	9 2%
Customer Relationship Management	21 1%	8 1%	3 2%	5 1%	10 2%	9 1%	3 2%	6 1%	5 3%	7 1%	8 2%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Procurement	11 1%	4 *%	6 5% a	4 *%	6 2%	4 *%	5 4% a	4 *%	6 4% a	4 *%	6 2% a
Mailroom	7 *%	6 1%	1 1%	3 *%	2 1%	6 *%	* *%	6 1%	1 1%	3 *%	3 1%
Facilities	4 *%	1 *%	1 1%	1 *%	1 *%	2 *%	1 1%	1 *%	1 1%	1 *%	1 *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	3 *%	3 2%	3 *%	3 1%	8 1%	1 1%	3 *%	3 2%	3 *%	3 1%
Don't know	15 1%	13 1%	1 1%	10 1%	4 1%	11 1%	4 3%	10 1%	4 2%	12 1%	1 *%
Other answers	53 3%	32 3%	1 1%	24 3%	5 1%	45 3%	* *%	32 3%	1 *%	19 2%	10 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Senior Management (Managing Director, Director, Business Owner)	1516	551	960	163	-	497	689	139	2	683	508	152	4
	76%	77%	74%	78%	-%	76%	77%	81%	53%	77%	75%	76%	100%
Owner	1352	489	857	137	-	450	620	127	2	608	470	133	2
	68%	68%	66%	66%	-%	69%	69%	74%	53%	69%	69%	67%	41%
Senior Management (Managing Director, other Director)	165	63	102	26	-	46	69	13	-	75	38	19	2
	8%	9%	8%	12%	-%	7%	8%	7%	-%	8%	6%	10%	59%
Office Admin / Office Management	164	40	123	11	2	32	73	9	*	50	50	10	-
	8%	6%	10%	5%	53%	5%	8%	5%	4%	6%	7%	5%	-%
		a											
Operations	69	31	54	7	-	25	32	3	-	35	24	3	-
	3%	4%	4%	3%	-%	4%	4%	2%	-%	4%	3%	2%	-%
Customer Service	56	25	27	5	1	27	19	4	-	32	22	5	-
	3%	4%	2%	3%	47%	4%	2%	3%	-%	4%	3%	2%	-%
Finance / Accounts	46	12	37	1	-	14	22	1	-	8	16	*	-
	2%	2%	3%	*%	-%	2%	2%	1%	-%	1%	2%	*%	-%
Marketing	28	16	20	6	-	16	16	2	2	21	17	7	-
	1%	2%	2%	3%	-%	2%	2%	1%	44%	2%	3%	4%	-%
Customer Relationship Management	21	6	9	4	-	7	7	4	-	13	4	4	-
	1%	1%	1%	2%	-%	1%	1%	2%	-%	1%	1%	2%	-%
Procurement	11	7	4	*	-	9	6	-	-	9	6	2	-
	1%	1%	*%	*%	-%	1%	1%	-%	-%	1%	1%	1%	-%
Mailroom	7	5	5	3	-	5	5	4	-	5	4	1	-
	*%	1%	*%	1%	-%	1%	1%	2%	-%	1%	1%	*%	-%
Facilities	4	2	2	1	-	2	1	1	-	2	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	1	7	1	-	1	4	-	-	1	4	1	-
	*%	*%	1%	*%	-%	*%	*%	-%	-%	*%	1%	1%	-%
Don't know	15	6	8	*	-	6	4	3	-	5	5	3	-
	1%	1%	1%	*%	-%	1%	*%	2%	-%	1%	1%	1%	-%
Other answers	53	17	35	8	-	14	21	3	-	21	18	9	-
	3%	2%	3%	4%	-%	2%	2%	2%	-%	2%	3%	4%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Senior Management (Managing Director, Director, Business Owner)	1516	1104	824	682	870	749	9	464	358	340	96	81	324	297
	76%	76%	78%	79%	75%	77%	65%	79%	82%	79%	82%	89%	73%	74%
Owner	1352	987	744	630	780	685	9	437	330	316	90	78	294	262
	68%	68%	70%	73%	67%	71%	62%	74%	76%	73%	77%	86%	66%	66%
				a										
Senior Management (Managing Director, other Director)	165	117	80	52	90	64	*	27	29	24	6	3	31	35
	8%	8%	8%	6%	8%	7%	3%	5%	7%	6%	5%	3%	7%	9%
Office Admin / Office Management	164	134	80	54	108	80	*	36	22	24	2	2	57	49
	8%	9%	8%	6%	9%	8%	4%	6%	5%	6%	2%	2%	13%	12%
Operations	69	58	31	24	49	31	*	19	13	15	*	*	12	6
	3%	4%	3%	3%	4%	3%	2%	3%	3%	3%	*%	*%	3%	2%
Customer Service	56	31	28	27	26	21	1	16	10	7	4	1	6	5
	3%	2%	3%	3%	2%	2%	4%	3%	2%	2%	3%	1%	1%	1%
Finance / Accounts	46	31	23	12	21	18	*	10	5	4	-	-	12	14
	2%	2%	2%	1%	2%	2%	*%	2%	1%	1%	-%	-%	3%	3%
Marketing	28	17	17	21	16	13	*	14	6	15	7	6	6	6
	1%	1%	2%	2%	1%	1%	3%	2%	1%	3%	6%	6%	1%	1%
											b	b		
Customer Relationship Management	21	8	7	6	9	4	2	3	3	4	*	1	3	2
	1%	1%	1%	1%	1%	*%	17%	1%	1%	1%	*%	1%	1%	*%
							ab							
Procurement	11	9	9	9	9	9	*	9	7	7	-	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	-%	*%	-%
Mailroom	7	6	7	4	4	7	-	3	*	3	3	-	*	1
	*%	*%	1%	*%	*%	1%	-%	1%	*%	1%	2%	-%	*%	*%
											b			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Facilities	4	3	1	1	3	1	-	*	1	*	-	-	1	1
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Refused	9	8	1	-	2	6	-	-	-	-	-	-	-	-
	%	1%	%	%	%	1%	%	%	%	%	%	%	%	%
Don't know	15	7	7	5	5	4	-	4	1	2	-	-	2	1
	1%	1%	1%	1%	%	%	%	1%	%	%	%	%	1%	%
Other answers	53	43	27	18	35	27	1	9	11	9	6	1	19	19
	3%	3%	3%	2%	3%	3%	4%	2%	2%	2%	5%	1%	4%	5%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Senior Management (Managing Director, Director, Business Owner)	1516 76%	126 82%	43 62%	54 82%	26 63%	1301 76%	845 74%	1356 76%	919 75%	853 74%	593 75%	1287 77%	181 80%	- -%	1110 76%	95 76%
Owner	1352 68%	117 77%	40 58%	45 69%	24 59%	1149 67%	729 64%	1196 67%	807 66%	730 63%	527 67%	1142 68%	157 69%	- -%	985 67%	88 71%
Senior Management (Managing Director, other Director)	165 8%	8 5%	2 3%	8 12%	2 4%	152 9%	116 10%	159 9%	113 9%	123 11%	66 8%	145 9%	23 10%	- -%	125 9%	7 6%
Office Admin / Office Management	164 8%	13 8%	3 5%	- -%	- -%	155 9%	113 10%	157 9%	111 9%	124 11%	58 7%	149 9%	16 7%	* 35%	136 9%	9 8%
Operations	69 3%	5 3%	5 7%	1 2%	4 9%	63 4%	40 4%	66 4%	37 3%	36 3%	33 4%	59 4%	7 3%	- -%	55 4%	3 3%
Customer Service	56 3%	2 1%	4 6%	1 2%	7 19%	41 2%	39 3%	47 3%	39 3%	27 2%	25 3%	46 3%	7 3%	- -%	39 3%	4 4%
Finance / Accounts	46 2%	* *%	* *%	* *%	2 4%	41 2%	27 2%	42 2%	28 2%	31 3%	11 1%	39 2%	1 *%	- -%	33 2%	1 1%
Marketing	28 1%	3 2%	4 6%	6 10%	* 1%	15 1%	14 1%	21 1%	19 2%	16 1%	18 2%	15 1%	3 1%	- -%	24 2%	* *%
Customer Relationship Management	21 1%	* *%	2 3%	1 1%	1 1%	16 1%	16 1%	18 1%	17 1%	15 1%	12 1%	16 1%	7 3%	- -%	12 1%	* *%
Procurement	11 1%	* *%	2 3%	- -%	- -%	10 1%	10 1%	10 1%	10 1%	10 1%	8 1%	4 *%	- -%	- -%	4 *%	- -%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Mailroom	7	-	*	1	*	5	2	5	3	3	3	2	-	-	6	1
	%	-%	%	1%	%	%	%	%	%	%	%	%	-%	-%	%	1%
Facilities	4	-	*	*	1	4	1	4	2	2	2	3	1	-	3	-
	%	-%	%	%	2%	%	%	%	%	%	%	%	1%	-%	%	-%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	-	2	*	*	6	1	6	3	3	4	4	-	-	1	4
	%	-%	3%	%	%	%	%	%	%	%	%	%	-%	-%	%	3%
																a
Don't know	15	1	4	*	-	7	4	8	6	6	3	7	-	-	7	-
	1%	1%	5%	%	-%	%	%	%	1%	%	%	%	-%	-%	%	-%
Other answers	53	3	*	1	-	42	23	42	24	33	15	37	4	*	37	6
	3%	2%	%	1%	-%	2%	2%	2%	2%	3%	2%	2%	2%	65%	3%	5%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Senior Management (Managing Director, Director, Business Owner)	1516 76%	549 79%	862 74%	418 80%	32 81%	177 73%	337 84%	147 75%	1013 76%	306 77%	217 82%	240 79%	996 74%
Owner	1352 68%	502 73%	764 66%	379 72%	24 60%	161 66%	301 75%	130 66%	918 69%	263 66%	181 68%	212 70%	903 67%
Senior Management (Managing Director, other Director)	165 8%	46 7%	99 9%	39 7%	8 21%	16 7%	35 9%	17 9%	95 7%	43 11%	36 13%	27 9%	94 7%
Office Admin / Office Management	164 8%	30 4%	129 11%	20 4%	* *%	3 1%	18 5%	11 6%	105 8%	33 8%	12 5%	8 3%	131 10%
Operations	69 3%	21 3%	42 4%	20 4%	- -%	11 4%	10 2%	6 3%	51 4%	11 3%	2 1%	17 6%	48 4%
Customer Service	56 3%	21 3%	26 2%	14 3%	* *%	12 5%	8 2%	9 4%	39 3%	4 1%	9 3%	11 4%	31 2%
Finance / Accounts	46 2%	6 1%	32 3%	8 2%	- -%	2 1%	7 2%	4 2%	29 2%	11 3%	6 2%	4 1%	35 3%
Marketing	28 1%	18 3%	7 1%	13 2%	2 5%	13 5%	3 1%	12 6%	14 1%	2 1%	7 3%	12 4%	9 1%
Customer Relationship Management	21 1%	5 1%	10 1%	10 2%	* *%	2 1%	8 2%	2 1%	13 1%	5 1%	2 1%	3 1%	15 1%
Procurement	11 1%	5 1%	4 *%	4 1%	* *%	6 3%	2 1%	2 1%	4 *%	5 1%	4 1%	* *%	7 1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Mailroom	7 *%	5 1%	2 *%	3 1%	1 2%	3 1%	3 1%	1 1%	2 *%	4 1%	2 1%	1 *%	4 *%
Facilities	4 *%	1 *%	3 *%	1 *%	- -%	1 *%	1 *%	* *%	4 *%	1 *%	* *%	1 *%	3 *%
Sales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	9 *%	7 1%	1 *%	1 *%	1 2%	2 1%	* *%	1 1%	1 *%	6 1%	1 *%	1 *%	7 *%
Don't know	15 1%	7 1%	7 1%	3 1%	1 2%	4 2%	- -%	1 *%	10 1%	1 *%	1 1%	2 1%	8 1%
Other answers	53 3%	17 2%	34 3%	9 2%	3 7%	7 3%	5 1%	1 *%	42 3%	9 2%	3 1%	5 2%	46 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Senior Management (Managing Director, Director, Business Owner)	1516	675	842
	76%	73%	79%
Owner	1352	575	777
	68%	62%	73%
			a
Senior Management (Managing Director, other Director)	165	100	65
	8%	11%	6%
		b	
Office Admin / Office Management	164	95	69
	8%	10%	6%
		b	
Operations	69	27	42
	3%	3%	4%
Customer Service	56	29	26
	3%	3%	2%
Finance / Accounts	46	24	22
	2%	3%	2%
Marketing	28	20	8
	1%	2%	1%
Customer Relationship Management	21	19	3
	1%	2%	*%
		b	
Procurement	11	7	4
	1%	1%	*%
Mailroom	7	5	2
	*%	1%	*%

Columns Tested: a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Facilities	4 *%	2 *%	3 *%
Sales	- -%	- -%	- -%
Company Secretary	- -%	- -%	- -%
General manager / site manager	- -%	- -%	- -%
Refused	9 *%	4 *%	4 *%
Don't know	15 1%	4 *%	11 1%
Other answers	53 3%	20 2%	33 3%

Columns Tested:: a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Senior Management (Managing Director, Director, Business Owner)	1516	-	48	258	253	29	158	44	154	194	41	254	84
	76%	-%	70%	72%	71%	84%	87%	81%	75%	80%	62%	82%	68%
							bcdhjl	j		j		cdjl	
Owner	1352	-	41	232	219	29	134	38	145	170	36	236	71
	68%	-%	60%	65%	62%	83%	74%	72%	71%	70%	54%	76%	57%
						jl	djl		jl	j		bcdjl	
Senior Management (Managing Director, other Director)	165	-	7	25	34	*	24	5	8	24	6	17	13
	8%	-%	11%	7%	9%	1%	13%	10%	4%	10%	8%	6%	11%
							hk						
Office Admin / Office Management	164	-	9	52	42	-	6	3	11	11	8	11	11
	8%	-%	14%	14%	12%	-%	3%	5%	6%	4%	13%	4%	9%
			fk	fnik	fik						fk		
Operations	69	-	2	9	6	2	4	2	13	12	4	11	6
	3%	-%	3%	2%	2%	5%	2%	3%	6%	5%	6%	3%	5%
									d				
Customer Service	56	-	1	9	7	1	1	1	5	10	5	7	7
	3%	-%	1%	3%	2%	2%	1%	2%	3%	4%	7%	2%	6%
										df			
Finance / Accounts	46	-	5	6	16	-	4	1	4	4	1	2	2
	2%	-%	7%	2%	5%	-%	2%	1%	2%	2%	2%	1%	2%
			k		k								
Marketing	28	-	*	10	*	3	*	-	8	2	-	2	3
	1%	-%	*%	3%	*%	8%	*%	-%	4%	1%	-%	1%	2%
			d			dfjk			d			d	
Customer Relationship Management	21	-	*	4	4	*	4	1	4	1	*	2	2
	1%	-%	*%	1%	1%	1%	2%	3%	2%	*%	*%	1%	1%
Procurement	11	-	-	*	-	-	2	*	*	4	*	2	2
	1%	-%	-%	*%	-%	-%	1%	*%	*%	2%	*%	1%	2%
									d				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mailroom	7	-	-	*	1	-	*	-	*	-	*	5	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	*%	2%	-%
Facilities	4	-	*	1	*	*	1	*	1	-	*	-	1
	*%	-%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	1%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	9	-	-	-	-	-	1	-	-	1	3	4	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	5%	1%	*%
											cdh		
Don't know	15	-	1	1	2	-	*	1	*	-	2	6	2
	1%	-%	2%	*%	1%	-%	*%	2%	*%	-%	2%	2%	2%
Other answers	53	-	1	11	24	*	*	1	3	3	1	6	3
	3%	-%	2%	3%	7%	1%	*%	1%	2%	1%	2%	2%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Senior Management (Managing Director, Director, Business Owner)	1516	358	388	392	379	746	771
	76%	72%	78%	78%	76%	75%	77%
Owner	1352	320	335	354	343	655	697
	68%	64%	67%	71%	69%	66%	70%
Senior Management (Managing Director, other Director)	165	38	53	38	36	90	74
	8%	8%	11%	8%	7%	9%	7%
Office Admin / Office Management	164	70	39	25	30	109	55
	8%	14%	8%	5%	6%	11%	5%
Operations	69	bcd	bcd	bcd	bcd	b	a
	3%	2%	2%	5%	4%	2%	5%
Customer Service	56	13	6	17	20	19	37
	3%	3%	1%	3%	4%	2%	4%
Finance / Accounts	46	18	13	9	6	32	15
	2%	4%	3%	2%	1%	3%	1%
Marketing	28	10	3	10	4	14	14
	1%	2%	1%	2%	1%	1%	1%
Customer Relationship Management	21	4	8	6	4	12	10
	1%	1%	2%	1%	1%	1%	1%
Procurement	11	*	2	5	4	2	9
	1%	*%	*%	1%	1%	*%	1%
Mailroom	7	*	1	*	5	2	5
	*%	*%	*%	*%	1%	*%	1%
Facilities	4	1	1	2	1	2	3
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 16 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Sales	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Refused	9	-	1	1	7	1	8
	*%	-%	*%	*%	1%	*%	1%
Don't know	15	2	2	1	9	4	10
	1%	*%	*%	*%	2%	*%	1%
					c		
Other answers	53	12	25	7	10	37	17
	3%	2%	5%	1%	2%	4%	2%
			c			b	

Columns Tested:: a,b,c,d - a,b

Table 17

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	376 62%	879 63%	1206 63%	43 c	3 38%	3 51%	49 55%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	72 12%	222 16%	270 14%	19 a	3 36%	1 28%	24 27%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	139 23%	280 20%	404 21%	12 16%	2 22%	1 20%	15 17%
Don't Know	32 2%	18 3%	14 1%	30 2%	1 1%	* 4%	* 1%	1 2%

Columns Tested: a,b - a,b,c,d,e

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	751 62% efi	358 65% efi	97 69% efhi	31 58% i	16 49%	3 51%	1206 63% efi	43 57% i	6 43%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	160 13%	87 16%	23 16%	12 22% ag	11 34% abcdg	1 28% abcg	270 14%	19 26% abg	5 33% abcdg
Post is core to our business operations (i.e. our business could not function without it)	419 21%	288 24% bceh	97 18%	19 13%	10 18%	5 14%	1 20%	404 21% c	12 16%	3 21%
Don't Know	32 2%	22 2%	7 1%	2 1%	1 1%	1 2%	* 1%	30 2%	1 1%	* 3%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	979 63%	227 64%	43 57%	3 38%	3 51%	685 62%	179 68%	29 53%	29 65%	34 73%
		de	de	d							c
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	212 14%	58 17%	19 26%	3 36%	1 28%	158 14%	49 19%	14 25%	4 9%	8 17%
				ab	ab	ab			a		
Post is core to our business operations (i.e. our business could not function without it)	419 21%	339 22%	65 18%	12 16%	2 22%	1 20%	258 23%	34 13%	12 21%	12 26%	4 8%
							be			e	
Don't Know	32 2%	28 2%	2 1%	1 1%	* 4%	* 1%	11 1%	1 *%	* 1%	- -%	1 1%
					b						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	115 69%	74 49%	223 62%	53 54%	101 65%	181 67%	168 68%	96 59%	97 66%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	b 16%	b 24%	c 17%	d 21%	e 8%	f 9%	g 14%	h 15%	i 10%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	23 13%	37 25%	75 21%	24 25%	37 24%	64 24%	43 17%	35 22%	32 22%
Don't Know	32 2%	3 2%	2 2%	2 1%	* *%	4 3%	2 1%	2 1%	7 4%	3 2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	252 63%	285 59%	572 65%	1109 63%	146 61%	75 62%	49 61%	23 58%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	48 12%	87 18%	120 14%	255 15%	39 16%	19 16%	13 16%	8 19%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	93 23%	95 20%	182 21%	370 21%	49 21%	24 20%	16 21%	9 22%
Don't Know	32 2%	8 2%	12 3%	6 1%	26 1%	5 2%	2 2%	3 3%	1 2%

Columns Tested: a,b,c,d,e,f,g,h

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	77 75% bcdf	64 49%	19 48%	82 49%	145 63% f	206 49%	44 61%	41 71% bdf	657 70% bdf
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	15 15%	27 21% f	9 23%	36 21% f	51 22% fi	44 10%	9 13%	10 17%	127 14%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	9 9%	39 30% aehi	9 24%	48 29% aei	30 13%	164 39% aehi	18 25%	7 12%	139 15%
Don't Know	32 2%	* *%	* *%	2 6%	3 2%	4 2%	6 1%	1 1%	- -%	17 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	303 61%	206 49%	746 69%	1042 62%	213 64%	- -%	1152 62%	103 68%	1209 63%	46 60%
		b		ab							
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	102 20%	44 10%	148 14%	252 15%	42 13%	- -%	270 15%	24 16%	286 15%	9 11%
		bc									
Post is core to our business operations (i.e. our business could not function without it)	419 21%	87 17%	164 39%	167 15%	355 21%	64 19%	- -%	399 22%	20 13%	401 21%	18 23%
			ac					b			
Don't Know	32 2%	7 1%	6 1%	19 2%	18 1%	14 4%	- -%	27 1%	5 3%	28 1%	4 5%
						a					

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	1255 100%	- -%	- -%
		bc		
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	- -%	294 100%	- -%
			ac	
Post is core to our business operations (i.e. our business could not function without it)	419 21%	- -%	- -%	419 100%
				ab
Don't Know	32 2%	- -%	- -%	- -%

Columns Tested: a,b,c

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	1198 69%	44 23%	8 21%	* 2%	5 26%	* 10%	* 3%	* 16%	1241 64%	14 19%	6 17%
		bcijk								bcjk		
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	236 14%	34 19%	5 13%	2 29%	12 61%	4 84%	1 63%	* 79%	270 14%	24 34%	19 57%
										ai	abci	
Post is core to our business operations (i.e. our business could not function without it)	419 21%	279 16%	107 58%	25 66%	5 69%	2 13%	* 2%	1 34%	* 5%	386 20%	33 46%	8 25%
			aik	aik						a	ai	
Don't Know	32 2%	30 2%	1 1%	- -%	- -%	- -%	* 4%	- -%	- -%	31 2%	* *%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	911 81%	287 46%	57 22%	1068 66%	742 59%	1097 64%	706 55%	396 58%	251 50%	364 74%	668 67%	12 26%	31 39%	14 35%	5 15%	3 15%
		bc	c		bdef	f	bdf		f		bcdefg	cdefg		f			
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	100 9%	135 22%	59 23%	261 16%	219 17%	267 16%	223 17%	135 20%	154 31%	41 8%	157 16%	19 40%	22 28%	10 24%	9 26%	9 53%
			a	a						abcde		a	ab	a	a	a	ab
Post is core to our business operations (i.e. our business could not function without it)	419 21%	90 8%	188 30%	140 54%	274 17%	293 23%	332 19%	338 26%	139 20%	95 19%	84 17%	168 17%	12 26%	26 33%	16 40%	21 59%	5 31%
			a	ab		a	acef							ab	ab	abc	
Don't Know	32 2%	23 2%	8 1%	1 *%	13 1%	12 1%	15 1%	13 1%	10 1%	1 *%	3 1%	9 1%	3 7%	* *%	- -%	- -%	* 1%
													ab				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	980 71%	41 46%	28 42%	13 36%	3 17%	3 19%	* 4%	670 67%	37 28%	15 29%	14 30%	3 17%	1 7%	2 24%
		bcdef							bcde						
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	182 13%	27 29%	26 38%	9 26%	7 42%	3 18%	8 70%	135 14%	45 34%	13 24%	10 21%	9 46%	4 36%	3 32%
			a	a		a				a			a		
Post is core to our business operations (i.e. our business could not function without it)	419 21%	205 15%	22 25%	14 20%	14 39%	7 41%	9 64%	3 26%	184 19%	45 34%	21 40%	24 49%	8 38%	7 57%	4 43%
					a	a	abc			a	a	a			
Don't Know	32 2%	12 1%	* *%	- -%	* *%	* 1%	- -%	- -%	5 *%	5 4%	3 6%	- -%	- -%	- -%	* 1%
									a	a					

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	623 64%	52 41%	13 20%	6 15%	4 14%	2 16%	5 25%	695 80%	204 62%	145 44%	38 33%	10 19%
		bcdeg	cde						bcde	cde	e		
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	140 14%	24 19%	23 37%	14 34%	11 33%	7 50%	3 14%	71 8%	69 21%	89 27%	22 20%	10 18%
				ab	a	a				a	a	a	
Post is core to our business operations (i.e. our business could not function without it)	419 21%	205 21%	51 40%	25 40%	22 51%	17 53%	5 34%	13 58%	97 11%	53 16%	94 28%	53 47%	33 62%
			a	a	a	a		a			ab	abc	abc
Don't Know	32 2%	10 1%	1 *%	1 2%	* *%	- -%	- -%	1 3%	10 1%	1 *%	4 1%	- -%	* 1%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	695 74% cde	201 67% cde	126 51% e	35 42%	7 23%	504 75% bcde	131 55% cde	71 33%	21 25%	8 18%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	102 11%	58 19% a	70 28% a	15 18%	6 21%	79 12%	50 21% a	60 28% a	17 21%	7 15%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	133 14%	40 13%	51 21%	33 40% abc	17 56% abc	83 12%	55 23% a	78 37% ab	45 54% abc	29 66% abc
Don't Know	32 2%	11 1%	1 *%	1 1%	- -%	- -%	8 1%	* *%	4 2%	- -%	* 1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	488 74%	109 53%	65 30%	24 20%	8 17%	259 36%	43 65%	394 84%	1146 66%	109 41%	1027 68%	40 37%
		bcde	cde					a	ab	b		b	
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	83 13%	48 24%	57 26%	20 16%	6 11%	162 22%	15 22%	44 9%	242 14%	53 20%	222 15%	40 36%
			a	a			c	c					a
Post is core to our business operations (i.e. our business could not function without it)	419 21%	82 12%	47 23%	93 43%	78 63%	35 71%	301 41%	4 6%	30 6%	326 19%	93 35%	246 16%	27 25%
			a	ab	abc	abc	bc				a		
Don't Know	32 2%	8 1%	- -%	4 2%	1 1%	* *%	5 1%	4 6%	3 1%	23 1%	9 3%	10 1%	3 3%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	689 61%	53 38%	538 60%	168 44%	1023 68%	44 41%	686 61%	57 38%	539 60%	167 44%
		b		b		b		b		b	
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	172 15%	48 34%	140 16%	83 22%	226 15%	36 33%	169 15%	50 33%	142 16%	81 21%
			a				a		a		
Post is core to our business operations (i.e. our business could not function without it)	419 21%	257 23%	36 26%	212 24%	126 33%	248 16%	26 24%	253 23%	39 26%	210 23%	128 33%
					a						a
Don't Know	32 2%	9 1%	4 3%	6 1%	7 2%	10 1%	3 3%	9 1%	4 3%	6 1%	7 2%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	403 56% c	865 67% ac	80 38%	2 53%	337 52% c	539 60% ac	52 30%	* 4%	431 49% c	384 57% ac	66 33%	4 100%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	155 22% b	205 16%	53 25% b	- -%	137 21% b	138 15%	42 24% b	2 39%	182 21%	107 16%	43 22%	- -%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	161 22% b	218 17%	76 36% ab	1 47%	178 27%	214 24%	78 45% ab	2 57%	268 30%	183 27%	90 45% ab	- -%
Don't Know	32 2%	2 *%	4 *%	- -%	- -%	2 *%	7 1%	- -%	- -%	5 1%	4 1%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	1002 69%	625 59%	472 55%	772 67%	615 64%	5 35%	322 55%	234 54%	199 46%	28 23%	32 35%	292 66%	265 66%
		bc			c	c		cde	de	d				
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	211 14%	166 16%	143 17%	183 16%	155 16%	5 34%	88 15%	74 17%	81 19%	27 23%	19 21%	62 14%	54 13%
							a							
Post is core to our business operations (i.e. our business could not function without it)	419 21%	241 16%	265 25%	249 29%	198 17%	194 20%	4 32%	177 30%	128 29%	151 35%	63 54%	40 44%	86 19%	80 20%
			a	a							abc			
Don't Know	32 2%	6 *%	5 1%	* *%	4 *%	4 *%	- -%	- -%	- -%	* *%	- -%	- -%	3 1%	* *%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	70 46%	23 34%	29 45%	18 45%	1136 67% bde	695 61%	1162 65% d	695 57%	703 61%	407 52%	1094 66% ac	121 53%	* 65%	937 64%	75 60%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	23 15%	25 36% a	22 34% a	13 32%	226 13%	173 15%	250 14%	193 16%	179 15%	161 20% b	216 13%	46 20% b	* 35%	213 14%	20 16%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	60 39% c	20 30%	14 21%	9 23%	323 19%	256 23%	349 20%	311 26% ac	259 22%	210 27% b	335 20%	60 26%	- -%	304 21%	29 23%
Don't Know	32 2%	- -%	1 1%	* 1%	- -%	20 1%	11 1%	20 1%	20 2%	18 2%	8 1%	23 1%	- -%	- -%	15 1%	1 1%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	370 54%	813 70% a	238 46%	17 42%	88 36%	202 50% a	62 32%	885 67% a	266 67% a	122 46%	129 42%	959 72% ab
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	127 18% b	139 12%	110 21%	13 33%	72 30% b	68 17%	40 20% c	195 15%	46 11%	52 19% c	79 26% c	147 11%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	188 27% b	188 16%	165 32%	9 24%	81 33%	124 31%	93 48% bc	231 17%	83 21%	92 35% c	95 31% c	219 16%
Don't Know	32 2%	5 1%	19 2%	10 2%	* 1%	3 1%	8 2%	1 1%	15 1%	2 1%	1 *%	1 *%	15 1%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	614 66%	641 60%
		b	
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	139 15%	156 15%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	158 17%	261 24%
			a
Don't Know	32 2%	19 2%	12 1%

Columns Tested: a,b

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	- -%	39 57%	232 64%	234 66%	20 57%	102 56%	29 55%	131 64%	146 60%	43 65%	195 63%	85 69%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	- -%	11 16%	54 15%	32 9%	3 9%	37 21%	15 29%	39 19%	45 19%	8 12%	33 11%	16 13%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	- -%	18 27%	71 20%	76 21%	12 34%	42 23%	8 15%	31 15%	51 21%	14 22%	75 24%	21 17%
Don't Know	32 2%	- -%	* 1%	3 1%	13 4%	- -%	1 *%	1 2%	3 2%	* *%	1 1%	8 2%	1 1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 17 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Post is used mainly for administrative needs and is not core to our service delivery	1255 63%	309 62%	318 64%	306 61%	322 64%	626 63%	629 63%
Post is critical for our customer communications and/or statements but is not core to our business	294 15%	71 14%	67 13%	99 20% bd	57 11%	138 14%	156 16%
Post is core to our business operations (i.e. our business could not function without it)	419 21%	109 22%	109 22%	90 18%	111 22%	218 22%	201 20%
Don't Know	32 2%	11 2%	6 1%	4 1%	10 2%	18 2%	14 1%

Columns Tested:: a,b,c,d - a,b

Table 18

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Yes - All of them	133 7%	31 5%	102 7%	118 6%	11 14%	2 25%	1 28%	15 16%
					a	ab	abe	a
Yes - Some but not all of them	98 5%	13 2%	85 6%	85 4%	9 12%	3 30%	1 20%	13 14%
			a		a	abe	ab	a
No	1722 86%	540 89%	1182 85%	1665 87%	51 67%	3 36%	2 47%	57 63%
		b		bcde	cd			cd
Don't know	47 2%	20 3%	27 2%	41 2%	5 6%	1 9%	* 5%	6 6%
					a	a		a
NETS								
Yes	231 12%	45 7%	186 13%	204 11%	20 26%	5 55%	2 48%	27 30%
			a		a	abe	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Yes - All of them	133 7%	73 6%	32 6%	14 10%	6 11%	7 22%	1 28%	118 6%	11 14%	4 26%
Yes - Some but not all of them	98 5%	42 3%	31 6%	13 9%	5 10%	7 21%	1 20%	85 4%	9 12%	4 26%
No	1722 86%	1083 89%	477 87%	105 75%	39 74%	16 48%	2 47%	1665 87%	51 67%	6 40%
Don't know	47 2%	24 2%	9 2%	8 6%	3 5%	3 9%	* 5%	41 2%	5 6%	1 7%
				abg	b	abg			abg	abg
NETS										
Yes	231 12%	115 9%	63 11%	26 19%	11 21%	14 43%	2 48%	204 11%	20 26%	7 53%
				abg	abg	abcdgh	abcdgh		abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Yes - All of them	133 7%	82 5%	36 10%	11 14%	2 25%	1 28%	55 5%	31 12%	8 15%	13 28%	4 9%
		a	a	a	abc	abc	a	a	a	abe	
Yes - Some but not all of them	98 5%	53 3%	32 9%	9 12%	3 30%	1 20%	53 5%	21 8%	5 10%	2 5%	3 6%
		a	a	a	abc	abc	a	a	a	abc	
No	1722 86%	1392 89%	273 78%	51 67%	3 36%	2 47%	988 89%	208 79%	40 74%	30 65%	39 83%
		bcd	cde	de			bcd				
Don't know	47 2%	30 2%	11 3%	5 6%	1 9%	* 5%	15 1%	3 1%	1 1%	1 2%	1 2%
			a	a	ab						
NETS											
Yes	231 12%	136 9%	68 19%	20 26%	5 55%	2 48%	109 10%	53 20%	14 25%	15 33%	7 15%
			a	a	abc	abc	a	a	a	a	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Yes - All of them	133 7%	10 6%	12 8%	35 10%	14 15%	9 6%	5 2%	12 5%	13 8%	11 7%
			f	f	fg				f	
Yes - Some but not all of them	98 5%	4 2%	12 8%	17 5%	6 6%	9 5%	17 6%	5 2%	10 6%	7 4%
No	1722 86%	145 86%	122 82%	303 84%	78 80%	136 88%	242 89%	231 93%	134 82%	129 88%
								bcdh		
Don't know	47 2%	9 5%	3 2%	5 2%	- -%	1 1%	7 3%	1 1%	6 4%	1 1%
NETS										
Yes	231 12%	14 8%	24 16%	51 14%	20 20%	17 11%	22 8%	17 7%	23 14%	18 12%
			g		afg					

Columns Tested: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes - All of them	133 7%	34 8%	35 7%	51 6%	120 7%	13 5%	7 6%	2 3%	4 9%
Yes - Some but not all of them	98 5%	g 5%	g 5%	g 4%	g 5%	g 5%	g 5%	g 5%	g 5%
No	1722 86%	343 86%	401 84%	776 88%	1520 86%	202 84%	97 81%	72 89%	33 82%
Don't know	47 2%	2 1%	18 4%	14 2%	34 2%	13 6%	9 8%	2 3%	2 4%
NETS			a			acd	acd		a
Yes	231 12%	55 14%	61 13%	90 10%	206 12%	25 10%	13 11%	6 8%	6 14%

Columns Tested: a,b,c,d,e,f,g,h

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Yes - All of them	133 7%	10 9%	12 9%	6 15%	18 11%	23 10%	32 8%	1 2%	3 6%	44 5%
Yes - Some but not all of them	98 5%	7 7%	9 7%	5 14%	14 8%	14 6%	29 7%	1 1%	1 1%	33 4%
No	1722 86%	84 83%	109 83%	28 71%	137 80%	189 83%	349 83%	68 95%	54 93%	833 89%
Don't know	47 2%	1 1%	1 1%	- -%	1 *%	3 2%	10 2%	1 2%	* 1%	29 3%
NETS								cdef	c	cf
Yes	231 12%	17 17%	21 16%	11 29%	32 19%	37 16%	61 15%	2 3%	4 7%	77 8%
		g	g	ghi	gi	gi	gi			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Yes - All of them	133 7%	51 10%	32 8%	50 5%	120 7%	13 4%	- -%	119 6%	14 9%	131 7%	2 2%
Yes - Some but not all of them	98 5%	35 7%	29 7%	34 3%	90 5%	8 2%	- -%	81 4%	17 11%	97 5%	1 1%
No	1722 86%	409 82%	349 83%	964 89%	1427 86%	295 89%	- -%	1613 87%	109 72%	1648 86%	74 96%
Don't know	47 2%	5 1%	10 2%	32 3%	31 2%	16 5%	- -%	36 2%	11 8%	47 2%	* *%
NETS		c	c		b	a		a	a		
Yes	231 12%	86 17%	61 15%	84 8%	210 13%	21 6%	- -%	200 11%	31 20%	228 12%	3 3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Yes - All of them	133 7%	49 4%	38 13% a	47 11% a
Yes - Some but not all of them	98 5%	26 2%	36 12% a	36 9% a
No	1722 86%	1161 93% bc	211 72%	328 78%
Don't know	47 2%	19 2%	10 3%	9 2%
NETS				
Yes	231 12%	75 6%	73 25% a	82 20% a

Columns Tested:: a,b,c

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Yes - All of them	133 7%	73 4%	26 14% ai	12 33% abi	6 77%	10 55%	3 68%	1 63%	* 86%	100 5%	33 47% abi	21 63% abi
Yes - Some but not all of them	98 5%	60 3%	26 14% ai	4 10%	2 21%	4 21%	1 31%	1 36%	- -%	86 4%	12 16% ai	8 23% ai
No	1722 86%	1569 90% bcjk	129 69% jk	19 51% k	* 2%	5 24%	* 1%	* 1%	* 14%	1698 88% bcjk	24 33%	5 14%
Don't know	47 2%	40 2%	4 2%	2 6%	* *%	- -%	- -%	- -%	- -%	45 2%	2 3%	* *%
NETS												
Yes	231 12%	133 8%	53 28% ai	16 43% ai	7 98%	15 76%	5 99%	2 99%	* 86%	186 10%	45 63% abi	29 86% abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Yes - All of them	133 7%	40 4%	34 5%	60 23% ab	114 7%	110 9%	120 7%	114 9%	83 12% ac	88 18% abcd	13 3%	54 5%	9 20% ab	11 13% ab	18 46% abcd	12 34% ab	4 22% ab
Yes - Some but not all of them	98 5%	18 2%	42 7% a	38 15% ab	85 5%	83 7%	89 5%	95 7%	72 11% abc	64 13% abcd	7 1%	41 4%	10 21% a	14 18% ab	4 11% a	4 12% a	8 47% abdef
No	1722 86%	1042 93% bc	527 85% c	153 59%	1383 86% def	1043 82% ef	1466 86% def	1042 81% ef	511 75% f	335 67%	463 94% bcdefg	885 88% cdefg	26 56% g	51 64% g	16 42% g	19 54% g	5 28% g
Don't know	47 2%	25 2%	16 3%	7 3%	34 2%	30 2%	36 2%	28 2%	15 2%	13 3%	9 2%	22 2%	1 3%	4 5%	* 1% *	* *% *	1 3%
NETS																	
Yes	231 12%	57 5%	76 12% a	98 38% ab	199 12%	193 15%	210 12%	209 16% ac	155 23% abcd	153 30% abcde	20 4%	95 9%	19 40% ab	25 31% ab	22 57% abd	16 46% ab	12 69% abd

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Yes - All of them	133	65	11	10	14	8	4	1	38	34	6	20	9	1	3
	7%	5%	13%	15%	39%	47%	29%	10%	4%	26%	11%	42%	43%	5%	32%
		a	a	abc	abc	a			a	a	ac	ac			
Yes - Some but not all of them	98	45	15	14	1	1	2	6	34	21	12	7	3	5	2
	5%	3%	16%	21%	3%	8%	14%	57%	3%	16%	23%	14%	13%	45%	21%
		a	ad						a	a	a				
No	1722	1240	63	41	20	8	8	4	897	75	33	19	9	6	4
	86%	90%	69%	61%	57%	44%	54%	33%	90%	57%	64%	38%	44%	48%	46%
		bcdef							bcde						
Don't know	47	30	2	2	*	*	*	-	24	1	1	3	-	*	*
	2%	2%	2%	2%	1%	1%	3%	-%	2%	1%	2%	6%	-%	3%	1%
NETS															
Yes	231	110	26	25	15	10	6	7	72	55	17	27	12	6	5
	12%	8%	29%	36%	42%	55%	43%	67%	7%	42%	33%	56%	56%	49%	53%
		a	a	a	a	a	a		a	a	a	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Yes - All of them	133	37	11	19	15	6	10	15	28	26	32	24	10
	7%	4%	9%	31%	36%	19%	66%	68%	3%	8%	10%	21%	20%
				ab	ab	a		abce		a	a	abc	a
Yes - Some but not all of them	98	46	13	12	12	8	1	2	14	31	25	7	11
	5%	5%	10%	19%	28%	26%	9%	10%	2%	10%	8%	6%	20%
				a	ab	a				a	a	a	acd
No	1722	870	101	30	15	18	3	5	821	265	264	76	31
	86%	89%	79%	48%	36%	55%	23%	22%	94%	81%	79%	67%	58%
		bcdeg	cdeg						bcde	de	de		
Don't know	47	24	2	1	-	*	*	*	11	5	12	6	1
	2%	2%	2%	2%	-%	*%	2%	1%	1%	2%	4%	5%	2%
												a	
NETS													
Yes	231	83	24	31	27	15	11	17	41	57	57	31	21
	12%	9%	19%	50%	64%	45%	75%	77%	5%	18%	17%	28%	39%
			a	ab	ab	ab		ab		a	a	a	abc

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Yes - All of them	133 7%	41 4%	30 10%	17 7%	17 20%	4 14%	29 4%	22 9%	29 13%	22 27%	9 20%
			a		ac			a	a	abc	a
Yes - Some but not all of them	98 5%	32 3%	21 7%	22 9%	6 7%	3 11%	23 3%	27 11%	14 7%	7 8%	10 23%
			a	a				a			ac
No	1722 86%	857 91%	243 81%	199 80%	54 66%	22 72%	604 90%	184 78%	165 77%	53 63%	24 55%
		bcde	d	d			bcde	de	e		
Don't know	47 2%	11 1%	5 2%	10 4%	6 7%	1 2%	18 3%	4 2%	5 3%	2 2%	1 2%
				a	a						
NETS											
Yes	231 12%	73 8%	52 17%	39 16%	22 27%	8 25%	52 8%	49 21%	43 20%	29 35%	19 43%
			a	a	a	a		a	a	abc	abc

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Yes - All of them	133	18	18	36	30	10	93	9	12	105	28	91	22
	7%	3%	9%	17%	25%	19%	13%	13%	3%	6%	10%	6%	20%
			a	a	ab	a	c	c					a
Yes - Some but not all of them	98	21	16	28	23	6	71	13	11	66	32	57	28
	5%	3%	8%	13%	19%	12%	10%	19%	2%	4%	12%	4%	25%
			a	a	ab	a	c	ac			a		a
No	1722	610	164	151	66	34	547	43	437	1527	195	1324	59
	86%	92%	80%	69%	53%	68%	75%	65%	93%	88%	74%	88%	53%
		bcd	d	d					ab	b		b	
Don't know	47	12	7	4	4	*	15	2	11	39	8	32	2
	2%	2%	3%	2%	3%	1%	2%	2%	2%	2%	3%	2%	2%
NETS													
Yes	231	39	34	64	53	16	164	22	23	171	60	149	50
	12%	6%	17%	29%	43%	31%	23%	33%	5%	10%	23%	10%	45%
			a	ab	abc	a	c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Yes - All of them	133 7%	76 7%	35 25% a	71 8%	42 11%	90 6%	24 22% a	76 7%	34 23% a	68 8%	46 12%
Yes - Some but not all of them	98 5%	56 5%	26 19% a	52 6%	43 11% a	60 4%	25 23% a	48 4%	35 24% a	53 6%	42 11% a
No	1722 86%	965 86% b	78 56%	752 84% b	290 76%	1326 88% b	57 52%	966 86% b	77 52%	755 84% b	287 75%
Don't know	47 2%	29 3%	1 1%	20 2%	8 2%	31 2%	3 3%	27 2%	3 2%	20 2%	8 2%
NETS											
Yes	231 12%	132 12%	61 44% a	123 14%	86 22% a	150 10%	49 45% a	124 11%	69 46% a	121 13%	88 23% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Yes - All of them	133 7%	89 12%	72 6%	32 15%	- -%	87 13%	60 7%	30 18%	- -%	96 11%	48 7%	27 14%	- -%
Yes - Some but not all of them	98 5%	62 9%	46 4%	22 11%	- -%	60 9%	30 3%	21 12%	2 44%	80 9%	30 4%	23 12%	- -%
No	1722 86%	554 77%	1150 89%	150 72%	2 53%	496 76%	782 87%	116 68%	2 56%	694 78%	582 86%	148 74%	2 59%
Don't know	47 2%	16 2%	24 2%	5 2%	1 47%	12 2%	26 3%	4 3%	- -%	15 2%	19 3%	2 1%	2 41%
NETS			ac				ac				ac		
Yes	231 12%	151 21%	118 9%	54 26%	- -%	146 22%	90 10%	51 30%	2 44%	176 20%	78 11%	50 25%	- -%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															a	b
Significance Level: 95%																
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436		
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210		
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399		
Yes - All of them	133	83	78	66	80	54	7	39	31	40	14	12	31	14		
	7%	6%	7%	8%	7%	6%	50%	7%	7%	9%	12%	13%	7%	4%		
							ab									
Yes - Some but not all of them	98	43	52	43	42	31	3	23	18	33	11	3	11	4		
	5%	3%	5%	5%	4%	3%	21%	4%	4%	8%	10%	3%	2%	1%		
							ab									
No	1722	1302	906	735	1012	869	4	514	380	351	89	76	393	372		
	86%	89%	85%	85%	87%	90%	26%	87%	87%	82%	76%	84%	89%	93%		
		bc			c	c		d	d							
Don't know	47	31	26	19	23	14	*	12	7	6	3	-	8	9		
	2%	2%	2%	2%	2%	1%	3%	2%	2%	1%	2%	-%	2%	2%		
NETS																
Yes	231	126	130	109	122	85	10	62	49	73	26	15	41	18		
	12%	9%	12%	13%	11%	9%	70%	11%	11%	17%	22%	16%	9%	5%		
			a	a			ab			a	ab					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Yes - All of them	133	21	21	13	7	96	79	114	74	66	86	68	23	-	100	5
	7%	14%	31%	19%	17%	6%	7%	6%	6%	6%	11%	4%	10%	-%	7%	4%
			a								b		b			
Yes - Some but not all of them	98	10	17	8	8	64	53	80	62	57	60	64	11	*	64	5
	5%	6%	25%	12%	20%	4%	5%	4%	5%	5%	8%	4%	5%	65%	4%	4%
			a								b					
No	1722	121	29	45	22	1506	976	1546	1050	1006	628	1501	189	*	1268	115
	86%	79%	42%	69%	55%	88%	86%	87%	86%	87%	80%	90%	83%	35%	86%	92%
		bd		b							ac					
Don't know	47	1	1	-	3	41	27	41	34	30	12	35	3	-	36	-
	2%	1%	1%	-%	8%	2%	2%	2%	3%	3%	2%	2%	1%	-%	2%	-%
					a											
NETS																
Yes	231	31	39	20	15	160	132	194	136	123	145	132	34	*	164	9
	12%	20%	56%	31%	37%	9%	12%	11%	11%	11%	19%	8%	15%	65%	11%	8%
			ac								b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Yes - All of them	133	73	44	54	2	47	20	38	73	20	42	43	46
	7%	11%	4%	10%	6%	19%	5%	19%	5%	5%	16%	14%	3%
		b				b		bc			c	c	
Yes - Some but not all of them	98	55	19	52	5	48	14	24	61	10	18	46	29
	5%	8%	2%	10%	13%	20%	4%	12%	5%	3%	7%	15%	2%
		b				b		bc			c	ac	
No	1722	552	1065	406	31	145	356	133	1163	359	202	213	1241
	86%	80%	92%	77%	79%	60%	89%	68%	88%	90%	76%	70%	93%
			a			a		a	a				ab
Don't know	47	11	31	12	1	4	11	2	29	8	4	2	25
	2%	2%	3%	2%	2%	1%	3%	1%	2%	2%	2%	1%	2%
NETS													
Yes	231	128	63	106	7	95	34	62	134	30	60	89	75
	12%	18%	5%	20%	19%	39%	9%	32%	10%	8%	23%	29%	6%
		b				b		bc			c	c	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Yes - All of them	133 7%	68 7%	64 6%
Yes - Some but not all of them	98 5%	44 5%	54 5%
No	1722 86%	792 85%	930 87%
Don't know	47 2%	26 3%	21 2%
NETS			
Yes	231 12%	113 12%	118 11%

Columns Tested: a,b

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Yes - All of them	133	-	3	23	22	4	10	3	11	33	4	9	10
	7%	-%	4%	6%	6%	13%	5%	7%	6%	14%	6%	3%	8%
										cdhk			
Yes - Some but not all of them	98	-	4	16	6	5	11	6	11	14	4	19	3
	5%	-%	6%	4%	2%	14%	6%	11%	5%	6%	6%	6%	2%
						dl	d	d		d		d	
No	1722	-	60	316	312	25	160	43	180	192	55	268	110
	86%	-%	89%	88%	88%	74%	88%	81%	88%	79%	83%	86%	89%
				i	i								
Don't know	47	-	1	5	16	*	1	*	2	3	3	15	1
	2%	-%	1%	1%	4%	*%	*%	1%	1%	1%	5%	5%	1%
NETS													
Yes	231	-	7	38	28	9	21	10	22	47	8	28	13
	12%	-%	10%	11%	8%	26%	11%	18%	11%	19%	12%	9%	10%
						dk				cdk			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 18 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Yes - All of them	133	30	32	48	23	62	71
	7%	6%	6%	10%	5%	6%	7%
Yes - Some but not all of them	98	20	21	31	26	41	57
	5%	4%	4%	6%	5%	4%	6%
No	1722	437	437	416	432	874	848
	86%	87%	87%	83%	86%	87%	85%
Don't know	47	13	10	6	19	23	24
	2%	3%	2%	1%	4%	2%	2%
				c			
NETS							
Yes	231	50	53	79	49	103	128
	12%	10%	11%	16%	10%	10%	13%
				d			

Columns Tested:: a,b,c,d - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Net: <£1,200	1743 87%	535 88%	1207 87%	1682 88%	54 71%	4 45%	2 40%	60 67%
				bcde	cd			cd
Net:£1,200 -<£12,000	186 9%	52 9%	134 10%	167 9%	15 20%	3 33%	2 34%	20 22%
					a	ab	abe	a
Net:£12,000 -<£60,000	37 2%	16 3%	22 2%	31 2%	5 6%	1 12%	* 9%	6 7%
					a	a	a	a
Net:£60,000 -<£120,000	7 *%	1 *%	7 *%	6 *%	1 1%	* 3%	* 2%	1 1%
						a	a	
Net:£120,000 - <£300,000	19 1%	1 *%	18 1%	18 1%	* 1%	* 1%	* 7%	1 1%
							abe	
Net:£300,000 - <£600,000	5 *%	1 *%	4 *%	4 *%	1 1%	* 3%	* 3%	1 1%
					a	a	a	a
Net:£600,000 - <£1,200,000	2 *%	- -%	2 *%	2 *%	- -%	* 2%	* 2%	* *%
						a	ab	
Net: >£1,200,000	* *%	* *%	* *%	* *%	- -%	- -%	* 2%	* *%
							ae	
Net: £60,000+	34 2%	2 *%	31 2%	30 2%	2 3%	1 9%	1 16%	4 4%
			a			ab	abe	a
Answered	2000	605	1395	1910	76	9	5	90
Mean score	531.0	184.6	681.3	479.8	777.6	3657.8	10715.2	1617.7
						ab	abe	
Standard error	143.33	79.03	212.24	154.35	223.48	1401.81	4448.28	579.02
Standard deviation	6757.61	2263.14	7949.89	6150.98	4102.64	14088.03	62434.5	14590.80

Columns Tested: a,b - a,b,c,d,e

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Under £120 pa	1125 56%	739 61%	299 54%	62 44%	18 34%	6 17%	1 15%	1100 58%	22 29%	2 17%
		cdefhi	defhi	efhi	efi			cdefhi	efi	
£120 -£299 pa	314 16%	191 16%	89 16%	21 15%	8 16%	5 15%	* 6%	301 16%	13 17%	1 7%
		fi	fi	f	fi	fi		fi	fi	
£300 -£599 pa	188 9%	105 9%	53 10%	17 12%	8 15%	5 15%	1 12%	174 9%	12 16%	1 10%
					ag	a			abg	
£600 -£1,199 pa	116 6%	52 4%	39 7%	16 12%	5 10%	3 10%	* 7%	107 6%	7 10%	1 9%
				ag	a	a			ag	a
£1,200 -£2,399 pa	88 4%	52 4%	19 4%	8 6%	5 9%	3 10%	1 15%	79 4%	7 9%	1 11%
					abg	abg	abcg		abg	abg
£2,400 -£5,999 pa	57 3%	22 2%	21 4%	7 5%	3 6%	3 10%	1 11%	50 3%	5 6%	2 16%
				a	a	abg	abg		ag	abcdgh
£6,000 -£11,999 pa	41 2%	30 2%	5 1%	2 1%	2 3%	2 7%	* 8%	37 2%	3 4%	1 7%
						abcg	abcg		bg	abcg
£12,000 -£23,999 pa	21 1%	9 1%	7 1%	2 1%	2 3%	1 3%	* 3%	18 1%	2 3%	* 3%
					ag	ag	ag		ag	
£24,000 -£35,999 pa	13 1%	5 *%	6 1%	- -%	1 1%	1 2%	* 2%	11 1%	1 1%	1 5%
						a				abcg
£36,000 -£59,999 pa	4 *%	- -%	1 *%	1 1%	* 1%	1 4%	* 4%	2 *%	1 2%	* 3%
				a	a	abg	abg		abg	abg
£60,000 -£89,999 pa	6 *%	3 *%	- -%	2 1%	* *%	1 2%	* *%	5 *%	1 1%	* 2%
				b		abg				abg
£90,000 -£119,999 pa	2 *%	- -%	2 *%	- -%	- -%	* *%	* 2%	2 *%	* *%	* 1%
							ag			

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Net: <£1,200	1743 87%	1087 89%	480 87%	116 83%	39 75%	19 58%	2 40%	1682 88%	54 71%	6 44%
		cdefhi	defhi	efhi	efi	fi		defhi	efi	
Net:£1,200 -<£12,000	186 9%	104 9%	45 8%	17 12%	9 18%	9 27%	2 34%	167 9%	15 20%	5 34%
					abg	abcg	abcdgh		abg	abcdgh
Net:£12,000 -<£60,000	37 2%	14 1%	14 3%	3 2%	3 5%	3 10%	* 9%	31 2%	5 6%	2 11%
					ag	abcg	abcg		abg	abcg
Net:£60,000 -<£120,000	7 *%	3 *%	2 *%	2 1%	* *%	1 3%	* 2%	6 *%	1 1%	* 3%
						abg	abg			abg
Net:£120,000 - <£300,000	19 1%	10 1%	7 1%	1 1%	* 1%	* *%	* 7%	18 1%	* 1%	* 3%
							abcdegh			ag
Net:£300,000 - <£600,000	5 *%	2 *%	* *%	1 1%	* 1%	1 2%	* 3%	4 *%	1 1%	* 3%
						abg	abg		g	abg
Net:£600,000 - <£1,200,000	2 *%	1 *%	* *%	1 1%	- -%	* *%	* 2%	2 *%	- -%	* 2%
							abgh			abg
Net: >£1,200,000	* *%	* *%	- -%	- -%	- -%	- -%	* 2%	* *%	- -%	* 1%
							abg			
Net: £60,000+	34 2%	16 1%	10 2%	5 3%	1 2%	2 6%	1 16%	30 2%	2 3%	2 12%
						ag	abcdegh			abcdgh
Answered	2000	1221	549	140	52	33	5	1910	76	14
Mean score	531.0	430.6	425.0	1123.0	708.0	1684.0	10715.2	479.8	777.6	6178.3
						b	abgh			abg
Standard error	143.33	239.25	137.76	524.81	302.24	513.51	4448.28	154.35	223.48	2115.66
Standard deviation	6757.61	6921.80	3201.19	7623.30	4348.53	7804.67	62434.52	6150.98	4102.64	36522.02

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Under £120 pa	1125 56%	944 61%	156 44%	22 29%	2 18%	1 15%	652 59%	127 48%	11 20%	14 30%	9 19%
		bcde	cde	e			bcde	ce			
£120 -£299 pa	314 16%	251 16%	49 14%	13 17%	1 8%	* 6%	198 18%	37 14%	8 14%	9 20%	10 22%
		e	e	e							
£300 -£599 pa	188 9%	135 9%	39 11%	12 16%	1 9%	1 12%	97 9%	30 11%	6 12%	2 5%	9 20%
				a							a
£600 -£1,199 pa	116 6%	68 4%	39 11%	7 10%	1 10%	* 7%	54 5%	19 7%	10 19%	6 14%	5 12%
			a	a	a				ab	a	
£1,200 -£2,399 pa	88 4%	58 4%	21 6%	7 9%	1 8%	1 15%	36 3%	22 8%	4 7%	2 4%	4 8%
				a		ab		a			
£2,400 -£5,999 pa	57 3%	30 2%	20 6%	5 6%	2 18%	1 11%	33 3%	3 1%	5 9%	2 5%	3 6%
			a	a	abc	a			ab		
£6,000 -£11,999 pa	41 2%	32 2%	5 1%	3 4%	1 7%	* 8%	18 2%	9 3%	5 9%	1 2%	2 4%
				b	ab	ab			a		
£12,000 -£23,999 pa	21 1%	13 1%	5 1%	2 3%	* 3%	* 3%	7 1%	3 1%	2 5%	4 9%	2 3%
				a	a	a			a	ab	
£24,000 -£35,999 pa	13 1%	8 *%	4 1%	1 1%	1 6%	* 2%	2 *%	* *%	* 1%	3 6%	* 1%
					abc					ab	
£36,000 -£59,999 pa	4 *%	- -%	2 1%	1 2%	* 3%	* 4%	- -%	2 1%	* 1%	* *%	* 1%
			a	a	a	ab					
£60,000 -£89,999 pa	6 *%	3 *%	2 1%	1 1%	* 3%	* *%	3 *%	* *%	1 2%	* 1%	1 2%
					a				a		
£90,000 -£119,999 pa	2 *%	- -%	2 *%	* *%	* *%	* 2%	- -%	- -%	* *%	2 4%	* *%
						a				ab	

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Net: <£1,200	1743 87%	1399 90%	283 81%	54 71%	4 45%	2 40%	1001 90%	213 81%	35 65%	31 69%	33 72%
		bcd	cde	de			bcd	c			
Net:£1,200 -<£12,000	186 9%	120 8%	47 13%	15 20%	3 33%	2 34%	88 8%	33 13%	14 25%	5 11%	8 18%
		a	a	ab	abc	abc		ab			
Net:£12,000 -<£60,000	37 2%	21 1%	11 3%	5 6%	1 12%	* 9%	9 1%	5 2%	3 6%	7 14%	2 5%
		a	a	ab	ab			a	a	ab	a
Net:£60,000 -<£120,000	7 *%	3 *%	4 1%	1 1%	* 3%	* 2%	3 *%	* *%	1 2%	2 5%	1 2%
		a	a	a	a			a	ab		
Net:£120,000 - <£300,000	19 1%	13 1%	5 1%	* 1%	* 1%	* 7%	9 1%	8 3%	* *%	1 2%	1 2%
						abc		a			
Net:£300,000 - <£600,000	5 *%	2 *%	1 *%	1 1%	* 3%	* 3%	* *%	3 1%	* 1%	- -%	1 2%
					ab	ab		a			
Net:£600,000 - <£1,200,000	2 *%	1 *%	1 *%	- -%	* 2%	* 2%	2 *%	- -%	- -%	- -%	* *%
					a	ac					
Net: >£1,200,000	* *%	* *%	- -%	- -%	- -%	* 2%	* *%	- -%	- -%	- -%	* *%
						ab					
Net: £60,000+	34 2%	19 1%	11 3%	2 3%	1 9%	1 16%	14 1%	12 4%	2 3%	3 6%	3 5%
			a		abc	abc		a		a	
Answered	2000	1558	352	76	9	5	1112	263	54	46	46
Mean score	531.0	381.7	913.7	777.6	3657.8	10715.2	472.8	1174.5	666.9	937.5	1699.1
					abc	abc					
Standard error	143.33	191.10	259.42	223.48	1401.81	4448.28	268.34	307.55	271.55	248.16	1033.14
Standard deviation	6757.61	6168.68	6061.67	4102.64	14088.03	62434.52	7669.97	5326.90	2848.04	2418.72	15042.71

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Under £120 pa	1125 56%	96 57%	88 59%	208 58%	45 46%	81 53%	153 56%	149 60%	79 49%	93 63%
										d
£120 -£299 pa	314 16%	28 17%	11 7%	41 12%	21 22%	32 21%	46 17%	44 18%	34 21%	17 12%
					b	bc	b	b	b	
£300 -£599 pa	188 9%	18 11%	16 10%	28 8%	14 14%	7 5%	25 9%	31 13%	13 8%	14 9%
					e					
£600 -£1,199 pa	116 6%	5 3%	6 4%	30 8%	8 8%	11 7%	13 5%	7 3%	14 9%	11 8%
£1,200 -£2,399 pa	88 4%	3 2%	15 10%	22 6%	3 3%	6 4%	7 3%	2 1%	15 9%	3 2%
			afgi	g					afgi	
£2,400 -£5,999 pa	57 3%	5 3%	* *%	4 1%	7 7%	8 5%	8 3%	6 3%	5 3%	6 4%
					bc	bc				
£6,000 -£11,999 pa	41 2%	2 1%	6 4%	7 2%	* *%	6 4%	10 4%	2 1%	1 1%	* *%
£12,000 -£23,999 pa	21 1%	4 2%	4 3%	5 1%	- -%	1 1%	4 2%	* *%	1 1%	- -%
£24,000 -£35,999 pa	13 1%	2 1%	1 1%	3 1%	- -%	- -%	2 1%	3 1%	* *%	* *%
£36,000 -£59,999 pa	4 *%	* *%	* *%	* *%	- -%	1 1%	- -%	1 *%	- -%	- -%
£60,000 -£89,999 pa	6 *%	- -%	* *%	4 1%	- -%	- -%	- -%	- -%	- -%	* *%
£90,000 -£119,999 pa	2 *%	2 1%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%
£120,000 -£179,999 pa	6 *%	3 2%	- -%	- -%	- -%	1 1%	* *%	* *%	* *%	1 1%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
£180,000 -£239,999 pa	6 *%	- -%	- -%	1 *%	- -%	* *%	- -%	3 1%	- -%	2 1%
£240,000 -£299,999 pa	7 *%	- -%	- -%	5 1%	- -%	- -%	2 1%	- -%	- -%	- -%
£300,000 -£359,999 pa	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
£360,000 -£479,999 pa	2 *%	- -%	2 1%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
£480,000 -£599,999 pa	2 *%	- -%	- -%	* *%	- -%	1 1%	- -%	- -%	- -%	* *%
£600,000 -£899,999 pa	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
£900,000 -£1,199,999 pa	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	* *%	- -%
£1,200,000 -£3,599,999 pa	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
£3,600,000 -£5,999,999 pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1743 87%	147 88%	120 80%	308 86%	88 90%	132 85%	237 87%	230 93%	140 86%	135 92%
Net:£1,200 -<£12,000	186 9%	9 6%	22 15%	33 9%	10 10%	20 13%	26 9%	10 4%	22 13%	8 6%
Net:£12,000 -<£60,000	37 2%	7 4%	6 4%	8 2%	- -%	2 1%	6 2%	4 2%	1 1%	* *%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Net:£60,000 -<£120,000	7	2	*	4	-	-	-	-	-	*
	%	1%	%	1%	-%	-%	-%	-%	-%	%
Net:£120,000 - <£300,000	19	3	-	6	-	1	2	4	*	3
	1%	2%	-%	2%	-%	1%	1%	2%	%	2%
Net:£300,000 - <£600,000	5	-	2	1	-	1	-	*	-	*
	%	-%	1%	%	-%	1%	-%	%	-%	%
Net:£600,000 - <£1,200,000	2	-	-	*	-	-	1	-	*	-
	%	-%	-%	%	-%	-%	%	-%	%	-%
Net: >£1,200,000	*	-	-	*	-	-	-	-	-	*
	%	-%	-%	%	-%	-%	-%	-%	-%	%
Net: £60,000+	34	4	2	11	-	2	3	4	*	3
	2%	3%	2%	3%	-%	1%	1%	2%	%	2%
Answered	2000	168	150	360	98	155	271	249	163	147
Mean score	531.0	408.7	627.0	629.2	48.3	448.4	488.1	377.5	142.5	502.5
Standard error	143.33	165.23	388.53	264.88	10.49	313.10	387.88	201.89	231.45	710.04
Standard deviation	6757.61	1847.38	4111.80	4017.09	97.30	3651.32	4936.96	2388.81	2669.19	7970.19

Columns Tested: a,b,c,d,e,f,g,h,i

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Under £120 pa	1125 56%	219 55%	263 55%	510 58%	992 56%	132 55%	69 58%	44 55%	19 48%
£120 -£299 pa	314 16%	71 18%	73 15%	131 15%	275 16%	40 16%	22 18%	14 17%	4 11%
£300 -£599 pa	188 9%	35 9%	46 10%	84 10%	165 9%	23 10%	9 8%	10 12%	4 9%
£600 -£1,199 pa	116 6%	30 7%	25 5%	50 6%	105 6%	11 5%	4 3%	4 5%	3 8%
£1,200 -£2,399 pa	88 4%	11 3%	33 7%	31 4%	75 4%	13 5%	6 5%	3 4%	4 9%
£2,400 -£5,999 pa	57 3%	21 5%	10 2%	18 2%	49 3%	7 3%	3 2%	2 3%	2 6%
£6,000 -£11,999 pa	41 2%	6 2%	10 2%	19 2%	35 2%	7 3%	4 3%	2 2%	1 3%
£12,000 -£23,999 pa	21 1%	1 *%	9 2%	9 1%	19 1%	1 1%	* *%	* *%	1 2%
£24,000 -£35,999 pa	13 1%	* *%	4 1%	8 1%	12 1%	1 *%	* *%	* *%	* 1%
£36,000 -£59,999 pa	4 *%	1 *%	1 *%	1 *%	3 *%	1 *%	* *%	1 1%	* *%
£60,000 -£89,999 pa	6 *%	* *%	* *%	4 *%	5 *%	1 *%	1 1%	* *%	- -%
£90,000 -£119,999 pa	2 *%	* *%	2 *%	* *%	2 *%	* *%	* *%	* *%	* *%
£120,000 -£179,999 pa	6 *%	2 *%	3 1%	* *%	5 *%	* *%	- -%	- -%	* 1%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
£180,000 -£239,999 pa	6 *% %	2 *% -%	- -%	4 *% %	6 *% %	* *% %	* *% %	* *% %	- -%
£240,000 -£299,999 pa	7 *% %	- -%	- -%	7 1% e	7 *% %	* *% %	* *% %	* *% %	- -%
£300,000 -£359,999 pa	1 *% %	- -%	- -%	* *% %	* *% %	1 *% %	* *% %	* *% %	* *% %
£360,000 -£479,999 pa	2 *% %	- -%	2 *% %	* *% %	2 *% %	* *% %	- -%	- -%	* *% %
£480,000 -£599,999 pa	2 *% %	1 *% %	- -%	* *% %	2 *% %	* *% %	- -%	* *% %	* *% %
£600,000 -£899,999 pa	1 *% %	- -%	- -%	* *% %	* *% %	1 *% %	1 1% d	- -%	- -%
£900,000 -£1,199,999 pa	1 *% %	- -%	* *% %	1 *% %	1 *% %	* *% %	* *% %	- -%	- -%
£1,200,000 -£3,599,999 pa	* *% %	- -%	- -%	* *% %	* *% %	* *% %	- -%	- -%	* *% %
£3,600,000 -£5,999,999 pa	* *% %	- -%	- -%	- -%	- -%	* *% %	- -%	- -%	* 1% d
£6,000,000+ pa	* *% %	* *% %	- -%	- -%	* *% %	* *% %	* *% %	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1743 87%	355 89%	407 85%	775 88%	1537 87%	206 86%	104 87%	72 90%	30 76%
		h	h	h	h	h	h	h	

Columns Tested: a,b,c,d,e,f,g,h

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Net:£1,200 -<£12,000	186 9%	38 10%	53 11%	69 8%	159 9%	27 11%	13 11%	7 9%	7 18%
									abcdeg
Net:£12,000 -<£60,000	37 2%	2 1%	14 3%	18 2%	34 2%	3 1%	1 1%	1 1%	2 4%
			a						a
Net:£60,000 -<£120,000	7 *% *%	* *% *%	2 *% *%	4 *% *%	6 *% *%	1 *% *%	1 1% *%	* *% *%	* *% *%
Net:£120,000 - <£300,000	19 1%	4 1%	3 1%	12 1%	18 1%	1 *% *%	* *% *%	* *% *%	* 1%
Net:£300,000 - <£600,000	5 *% *%	1 *% *%	2 *% *%	1 *% *%	4 *% *%	1 *% *%	* *% *%	* *% *%	* *% *%
Net:£600,000 - <£1,200,000	2 *% *%	- -% *%	* *% *%	1 *% *%	1 *% *%	1 1% 1%	1 1% d	- -% -	- -% -
Net: >£1,200,000	* *% *%	* *% *%	- -% *%	* *% *%	* *% *%	* *% *%	* *% *%	- -% -	* 1% d
Net: £60,000+	34 2%	5 1%	7 1%	18 2%	30 2%	4 2%	2 2%	* 1%	1 2%
Answered	2000	400	480	880	1760	240	120	80	40
Mean score	531.0	370.5	386.4	514.5	446.8	1148.1	987.7	198.8	3528.2
									d
Standard error	143.33	285.91	154.88	171.79	115.66	515.39	539.30	96.42	2035.62
Standard deviation	6757.61	5333.61	2979.16	3962.46	4089.06	16076.42	10017.11	1732.93	35550.63

Columns Tested: a,b,c,d,e,f,g,h

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Under £120 pa	1125 56%	67 66% bdf	59 45%	20 51%	79 46%	117 51%	182 43%	48 67% bdf	36 62%	589 63% bdef
£120 -£299 pa	314 16%	10 10%	26 20%	5 13%	31 18%	45 20%	54 13%	11 15%	6 10%	158 17%
£300 -£599 pa	188 9%	5 5%	11 9%	4 10%	15 9%	30 13%	52 12% i	6 8%	4 8%	73 8%
£600 -£1,199 pa	116 6%	3 3%	8 6%	1 2%	9 5%	6 3%	40 10% ei	2 2%	8 13% ei	48 5%
£1,200 -£2,399 pa	88 4%	6 6%	7 6%	1 2%	8 5%	16 7% i	26 6% i	5 7%	2 3%	26 3%
£2,400 -£5,999 pa	57 3%	4 4%	6 5%	- -%	6 4%	5 2%	26 6% i	* 1%	1 2%	14 2%
£6,000 -£11,999 pa	41 2%	- -%	4 3%	2 5%	6 4%	4 2%	19 5% i	* *% i	* 1%	12 1%
£12,000 -£23,999 pa	21 1%	- -%	7 5% i	- -%	7 4% i	* *% i	6 1%	* *% i	1 1%	6 1%
£24,000 -£35,999 pa	13 1%	1 1%	* *% i	- -%	* *% i	1 *% i	6 1%	* *% i	* *% i	5 *% i
£36,000 -£59,999 pa	4 *% i	* *% i	2 1%	* *% i	2 1%	* *% i	1 *% i	* *% i	* *% i	1 *% i
£60,000 -£89,999 pa	6 *% i	- -% i	- -% i	1 2%	1 *% i	1 *% i	1 *% i	- -% i	- -% i	3 *% i
£90,000 -£119,999 pa	2 *% i	2 2% fi	- -% i	- -% i	- -% i	* *% i	* *% i	- -% i	- -% i	* *% i
£120,000 -£179,999 pa	6 *% i	3 3% i	* *% i	- -% i	* *% i	- -% i	2 1%	- -% i	- -% i	* *% i

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
£180,000 -£239,999 pa	6 *%	- -%	* *%	* *%	* *%	3 2% i	2 *%	* *%	- -%	1 *%
£240,000 -£299,999 pa	7 *%	2 2% fi	* *%	5 12% befghi	5 3% fi	- -%	* *%	- -%	* *%	1 *%
£300,000 -£359,999 pa	1 *%	- -%	* *%	* 1%	1 *%	- -%	* *%	- -%	- -%	* *%
£360,000 -£479,999 pa	2 *%	- -%	- -%	- -%	- -%	* *%	2 *%	- -%	* *%	- -%
£480,000 -£599,999 pa	2 *%	- -%	* *%	1 2% fi	1 1%	- -%	* *%	- -%	* *%	* *%
£600,000 -£899,999 pa	1 *%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	1 *%
£900,000 -£1,199,999 pa	1 *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	1 *%
£1,200,000 -£3,599,999 pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£6,000,000+ pa	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Net: <£1,200	1743 87%	84 83%	104 79%	30 77%	134 79%	199 87%	328 78%	66 92%	54 93%	869 92%
Net:£1,200 -<£12,000	186 9%	10 10%	18 13%	3 7%	20 12%	24 11%	72 17%	5 7%	3 5%	52 6%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Net:£12,000 -<£60,000	37 2%	1 1%	9 7% ei	* *% ei	9 5% i	1 1% i	13 3% i	* 1% i	1 2% i	12 1% i
Net:£60,000 -<£120,000	7 *%	2 2%	- -%	1 2%	1 *%	1 1%	1 *%	- -%	- -%	3 *%
Net:£120,000 - <£300,000	19 1%	5 5% i	* *% i	5 12% befghi	5 3% i	3 2% i	4 1% i	* *% i	* *% i	2 *% i
Net:£300,000 - <£600,000	5 *%	- -%	* *% i	1 3% i	2 1% i	* *% i	2 1% i	- -% i	* *% i	1 *% i
Net:£600,000 - <£1,200,000	2 *%	* *% i	* *% i	- -% i	* *% i	* *% i	* *% i	- -% i	- -% i	2 *% i
Net: >£1,200,000	* *%	- -% i	- -% i	- -% i	- -% i	- -% i	* *% i	- -% i	* *% i	* *% i
Net: £60,000+	34 2%	6 6% i	1 1% i	6 17% befghi	7 4% i	5 2% i	8 2% i	* *% i	* *% i	8 1% i
Answered	2000	102	131	39	170	229	420	72	58	940
Mean score	531.0	976.5	344.3	4086.3	1202.5	368.6	558.7	61.5	267.3	446.0
Standard error	143.33	427.81	196.61	1829.01	410.57	175.10	242.74	57.10	1005.70	257.45
Standard deviation	6757.61	4013.25	2359.32	10017.92	5415.83	2381.67	5551.21	587.92	9955.96	8298.57

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Under £120 pa	1125	262	182	680	919	206	-	1030	94	1067	58
	56%	52%	43%	63%	55%	62%	-%	56%	62%	55%	75%
£120 -£299 pa	314	86	54	175	283	31	-	298	16	306	8
	16%	17%	13%	16%	17%	9%	-%	16%	11%	16%	11%
£300 -£599 pa	188	50	52	86	150	38	-	178	10	184	4
	9%	10%	12%	8%	9%	11%	-%	10%	7%	10%	6%
£600 -£1,199 pa	116	18	40	58	99	17	-	103	13	115	1
	6%	4%	10%	5%	6%	5%	-%	6%	8%	6%	1%
£1,200 -£2,399 pa	88	29	26	32	72	16	-	82	7	87	1
	4%	6%	6%	3%	4%	5%	-%	4%	4%	5%	1%
£2,400 -£5,999 pa	57	15	26	16	50	7	-	51	6	55	2
	3%	3%	6%	1%	3%	2%	-%	3%	4%	3%	2%
£6,000 -£11,999 pa	41	10	19	12	36	5	-	39	2	40	1
	2%	2%	5%	1%	2%	2%	-%	2%	1%	2%	1%
£12,000 -£23,999 pa	21	7	6	8	14	6	-	20	1	18	3
	1%	1%	1%	1%	1%	2%	-%	1%	1%	1%	3%
£24,000 -£35,999 pa	13	2	6	5	12	*	-	12	1	13	-
	1%	*%	1%	*%	1%	*%	-%	1%	1%	1%	-%
£36,000 -£59,999 pa	4	2	1	1	4	*	-	4	*	4	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
£60,000 -£89,999 pa	6	2	1	3	6	-	-	5	*	6	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£90,000 -£119,999 pa	2	2	*	*	2	*	-	2	*	2	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c							
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
£120,000 -£179,999 pa	6	3	2	*	5	1	-	6	-	6	-
*%		1%	1%	*%	*%	*%	-%	*%	-%	*%	-%
£180,000 -£239,999 pa	6	4	2	1	6	-	-	6	*	6	-
*%		1%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£240,000 -£299,999 pa	7	6	*	1	5	2	-	6	1	7	-
*%		1%	*%	*%	*%	1%	-%	*%	*%	*%	-%
£300,000 -£359,999 pa	1	1	*	*	1	*	-	1	*	1	-
*%		*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
£360,000 -£479,999 pa	2	*	2	*	*	2	-	2	-	2	-
*%		*%	*%	*%	*%	1%	-%	*%	-%	*%	-%
£480,000 -£599,999 pa	2	1	*	*	2	*	-	2	*	2	-
*%		*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
£600,000 -£899,999 pa	1	*	*	1	1	-	-	1	*	1	-
*%		*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£900,000 -£1,199,999 pa	1	*	*	1	1	-	-	1	*	1	-
*%		*%	*%	*%	*%	-%	-%	*%	*%	*%	-%
£1,200,000 -£3,599,999 pa	*	-	-	*	*	-	-	*	*	*	-
*%		-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
£3,600,000 -£5,999,999 pa	*	-	-	*	*	-	-	*	-	*	-
*%		-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
£6,000,000+ pa	*	-	*	*	*	-	-	*	*	*	-
*%		-%	*%	*%	*%	-%	-%	*%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
-		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	417	328	998	1450	292	-	1609	134	1672	71
	87%	83%	78%	92%	87%	88%	-%	87%	88%	87%	93%
				ab							

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Net:£1,200 -<£12,000	186 9%	54 11%	72 17%	60 6%	158 9%	28 9%	- -%	172 9%	14 9%	183 10%	3 4%
Net:£12,000 -<£60,000	37 2%	11 2%	13 3%	13 1%	31 2%	7 2%	- -%	35 2%	2 1%	35 2%	3 3%
Net:£60,000 -<£120,000	7 *%	4 1%	1 *%	3 *%	7 *%	* *%	- -%	7 *%	* *%	7 *%	- -%
Net:£120,000 - <£300,000	19 1%	13 3%	4 1%	2 *%	16 1%	3 1%	- -%	18 1%	1 1%	19 1%	- -%
Net:£300,000 - <£600,000	5 *%	2 *%	2 1%	1 *%	3 *%	2 1%	- -%	5 *%	* *%	5 *%	- -%
Net:£600,000 - <£1,200,000	2 *%	* *%	* *%	2 *%	2 *%	- -%	- -%	2 *%	* *%	2 *%	- -%
Net: >£1,200,000	* *%	- -%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
Net: £60,000+	34 2%	18 4%	8 2%	8 1%	29 2%	5 1%	- -%	32 2%	2 1%	34 2%	- -%
Answered	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mean score	531.0	774.9	558.7	407.2	545.6	457.8	-	524.3	612.8	549.1	75.3
Standard error	143.33	188.56	242.74	228.19	168.29	173.12	-	149.29	518.20	148.94	30.87
Standard deviation	6757.61	3986.54	5551.21	8077.25	7251.94	3312.02	-	6492.1	9442.1	6889.76	281.28

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Under £120 pa	1125 56%	911 73% bc	100 34% c	90 22%
£120 -£299 pa	314 16%	179 14%	71 24% ac	61 15%
£300 -£599 pa	188 9%	73 6%	35 12% a	77 18% a
£600 -£1,199 pa	116 6%	35 3%	30 10% a	50 12% a
£1,200 -£2,399 pa	88 4%	26 2%	20 7% a	42 10% a
£2,400 -£5,999 pa	57 3%	11 1%	6 2%	39 9% ab
£6,000 -£11,999 pa	41 2%	7 1%	9 3% a	26 6% a
£12,000 -£23,999 pa	21 1%	1 *%	3 1% a	17 4% a
£24,000 -£35,999 pa	13 1%	6 *%	1 *%	6 1%
£36,000 -£59,999 pa	4 *%	2 *%	* *%	2 *%
£60,000 -£89,999 pa	6 *%	* *%	1 *%	4 1% a
£90,000 -£119,999 pa	2 *%	* *%	1 *%	1 *%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
£120,000 -£179,999 pa	6 *%	2 *%	1 *%	2 1%
£180,000 -£239,999 pa	6 *%	1 *%	5 2%	* *%
£240,000 -£299,999 pa	7 *%	2 *%	5 2%	* *%
£300,000 -£359,999 pa	1 *%	* *%	1 *%	* *%
£360,000 -£479,999 pa	2 *%	* *%	2 1%	* *%
£480,000 -£599,999 pa	2 *%	* *%	1 *%	* *%
£600,000 -£899,999 pa	1 *%	* *%	1 *%	- -%
£900,000 -£1,199,999 pa	1 *%	- -%	1 *%	1 *%
£1,200,000 -£3,599,999 pa	* *%	* *%	- -%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	* *%	- -%
£6,000,000+ pa	* *%	* *%	- -%	* *%
Don't know	- -%	- -%	- -%	- -%
Net: <£1,200	1743 87%	1198 95%	236 80%	279 67%
		bc	c	

Columns Tested: a,b,c

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Net:£1,200 -<£12,000	186 9%	44 3%	34 12%	107 26%
			a	ab
Net:£12,000 -<£60,000	37 2%	8 1%	5 2%	25 6%
				ab
Net:£60,000 -<£120,000	7 *%	* *%	2 1%	5 1%
				a
Net:£120,000 - <£300,000	19 1%	5 *%	12 4%	2 1%
			ac	
Net:£300,000 - <£600,000	5 *%	* *%	4 1%	* *%
			a	
Net:£600,000 - <£1,200,000	2 *%	* *%	1 *%	1 *%
Net: >£1,200,000	* *%	* *%	* *%	* *%
Net: £60,000+	34 2%	6 *%	19 7%	8 2%
			ac	a
Answered	2000	1255	294	419
Mean score	531.0	139.0	2171.4	570.1
			a	
Standard error	143.33	85.84	730.87	250.78
Standard deviation	6757.61	3098.66	14978.40	5372.74

Columns Tested: a,b,c

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Under £120 pa	1125 56%	1125 65%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1125 58%	- -%	- -%
		bcijk								bcjk		
£120 -£299 pa	314 16%	314 18%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	314 16%	- -%	- -%
		bcjk								bcj		
£300 -£599 pa	188 9%	188 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	188 10%	- -%	- -%
		bj								bj		
£600 -£1,199 pa	116 6%	116 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	116 6%	- -%	- -%
		b								b		
£1,200 -£2,399 pa	88 4%	- -%	88 47%	- -%	- -%	- -%	- -%	- -%	- -%	88 5%	- -%	- -%
			acijk							a		
£2,400 -£5,999 pa	57 3%	- -%	57 30%	- -%	- -%	- -%	- -%	- -%	- -%	57 3%	- -%	- -%
			acijk							a		
£6,000 -£11,999 pa	41 2%	- -%	41 22%	- -%	- -%	- -%	- -%	- -%	- -%	41 2%	- -%	- -%
			acijk							a		
£12,000 -£23,999 pa	21 1%	- -%	- -%	21 55%	- -%	- -%	- -%	- -%	- -%	- -%	21 29%	- -%
				abijk							abik	
£24,000 -£35,999 pa	13 1%	- -%	- -%	13 34%	- -%	- -%	- -%	- -%	- -%	- -%	13 18%	- -%
				abik							abi	
£36,000 -£59,999 pa	4 *%	- -%	- -%	4 11%	- -%	- -%	- -%	- -%	- -%	- -%	4 6%	- -%
				abi							abi	
£60,000 -£89,999 pa	6 *%	- -%	- -%	- -%	6 75%	- -%	- -%	- -%	- -%	- -%	6 8%	6 16%
											abi	abi
£90,000 -£119,999 pa	2 *%	- -%	- -%	- -%	2 25%	- -%	- -%	- -%	- -%	- -%	2 3%	2 5%
											ai	abi

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Net: <£1,200	1743 87%	1743 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1743 90%	- -%	- -%
		bcijk								bcjk		
Net:£1,200 -<£12,000	186 9%	- -%	186 100%	- -%	- -%	- -%	- -%	- -%	- -%	186 10%	- -%	- -%
			acijk							aj		
Net:£12,000 -<£60,000	37 2%	- -%	- -%	37 100%	- -%	- -%	- -%	- -%	- -%	- -%	37 53%	- -%
				abijk							abik	
Net:£60,000 -<£120,000	7 *%	- -%	- -%	- -%	7 100%	- -%	- -%	- -%	- -%	- -%	7 10%	7 22%
											abi	abci
Net:£120,000 - <£300,000	19 1%	- -%	- -%	- -%	- -%	19 100%	- -%	- -%	- -%	- -%	19 27%	19 56%
											abci	abcij
Net:£300,000 - <£600,000	5 *%	- -%	- -%	- -%	- -%	- -%	5 100%	- -%	- -%	- -%	5 7%	5 14%
											abi	abi
Net:£600,000 - <£1,200,000	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 100%	- -%	- -%	2 3%	2 6%
											ai	abi
Net: >£1,200,000	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 1%	* 1%
											ai	ai
Net: £60,000+	34 2%	- -%	- -%	- -%	7 100%	19 100%	5 100%	2 100%	* 100%	- -%	34 47%	34 100%
											abci	abcij
Answered	2000	1743	186	37	7	19	5	2	*	1929	71	34
Mean score	531.0	15.3	344.3	2112.0	6874.5	17906.3	36939.1	77662.3	397163.1	47.0	13643.4	26412.8
			ai	abi						a	abi	abci
Standard error	143.33	.45	12.96	87.74	267.03	776.96	1764.09	5883.35	-	2.70	2612.57	5159.33
Standard deviation	6757.61	18.89	234.08	813.65	1163.94	4184.07	7273.53	16640.64	-	122.64	33457.26	45565.94

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	1125	618	-	1412	1059	1480	1051	556	393	449	918	27	55	15	12	3
	87%	100%	100%	-%	87%	84%	86%	82%	82%	78%	91%	92%	58%	69%	39%	35%	20%
		c	c		bdef		def				cdefg	cdefg	g	efg			
Net:£1,200 -<£12,000	186	-	-	186	146	145	165	160	79	68	34	68	15	14	15	12	7
	9%	-%	-%	72%	9%	11%	10%	13%	12%	14%	7%	7%	33%	18%	38%	33%	42%
				ab				a		a			ab	ab	ab	ab	ab
Net:£12,000 -<£60,000	37	-	-	37	27	30	33	35	14	12	8	9	2	4	5	4	1
	2%	-%	-%	15%	2%	2%	2%	3%	2%	2%	2%	1%	4%	5%	13%	10%	8%
				ab										b	ab	ab	b
Net:£60,000 -<£120,000	7	-	-	7	7	7	7	7	7	4	-	2	*	*	*	4	*
	*%	-%	-%	3%	*%	1%	*%	1%	1%	1%	-%	*%	*%	*%	*%	13%	2%
				ab												abd	
Net:£120,000 - <£300,000	19	-	-	19	16	19	19	19	18	18	1	1	2	6	4	2	3
	1%	-%	-%	7%	1%	1%	1%	1%	3%	4%	*%	*%	4%	8%	9%	6%	18%
				ab					ac	ac			ab	ab	ab	ab	ab
Net:£300,000 - <£600,000	5	-	-	5	5	5	5	4	4	5	-	3	*	*	*	*	1
	*%	-%	-%	2%	*%	*%	*%	*%	1%	1%	-%	*%	1%	*%	*%	1%	3%
				ab												a	
Net:£600,000 - <£1,200,000	2	-	-	2	2	2	2	2	2	2	*	*	-	-	*	1	1
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	3%	7%
																b	ab
Net: >£1,200,000	*	-	-	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%
Net: £60,000+	34	-	-	34	31	33	34	33	32	28	1	6	2	7	4	8	5
	2%	-%	-%	13%	2%	3%	2%	3%	5%	6%	*%	1%	5%	9%	10%	22%	30%
				ab					ac	abcd			ab	ab	ab	ab	abc
Answered	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Mean score	531.0	5.0	34.0	4021.1	602.8	697.7	602.6	690.5	1137.6	1772.4	354.3	215.6	1188	2006.9	2213.2	4653.3	10150.9
			a	ab									b	b	b	b	ab
Standard error	143.33	*	.81	835.29	173.62	146.03	165.26	136.92	246.66	505.82	456.8	72.64	418.7	558.11	635.80	1573.24	5611.87
Standard deviation	6757.61	*	21.58	18489.88	7479.84	5604.47	7284.44	5150.40	6950.31	13248.17	10204	2329	4081	6113.84	5615.23	14504.58	34593.9

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Under £120 pa	1125	872	21	13	2	1	*	-	550	25	4	6	1	-	*
	56%	63%	24%	20%	5%	5%	2%	-%	55%	19%	7%	12%	5%	-%	1%
		bcdef	d						bcde						
£120 -£299 pa	314	207	24	11	4	*	3	3	186	22	9	8	3	3	-
	16%	15%	27%	16%	11%	2%	21%	29%	19%	17%	18%	17%	16%	20%	-%
		a													
£300 -£599 pa	188	109	22	11	5	2	1	-	108	22	12	5	1	-	*
	9%	8%	24%	17%	13%	13%	6%	-%	11%	17%	23%	11%	4%	-%	1%
		a													
£600 -£1,199 pa	116	70	11	8	5	5	*	*	65	16	4	4	3	2	*
	6%	5%	12%	12%	13%	28%	3%	*%	7%	12%	7%	9%	17%	13%	1%
		a				a									
£1,200 -£2,399 pa	88	44	5	4	6	3	5	2	29	19	6	4	1	1	*
	4%	3%	6%	7%	16%	20%	37%	21%	3%	14%	12%	8%	6%	12%	4%
					a	a	abc			a	a				
£2,400 -£5,999 pa	57	32	4	5	1	1	*	2	26	14	1	2	1	4	2
	3%	2%	4%	7%	2%	3%	3%	17%	3%	10%	2%	4%	3%	31%	20%
										a					
£6,000 -£11,999 pa	41	21	2	1	5	*	1	2	15	2	9	7	*	1	2
	2%	1%	2%	2%	15%	1%	7%	16%	1%	1%	17%	14%	1%	8%	18%
					ab						ab	ab			
£12,000 -£23,999 pa	21	13	*	*	1	*	1	*	7	4	*	6	*	*	1
	1%	1%	*%	1%	3%	1%	9%	1%	1%	3%	1%	12%	2%	2%	6%
												a			
£24,000 -£35,999 pa	13	3	-	1	4	*	*	*	4	*	-	3	*	1	1
	1%	*%	-%	1%	10%	2%	*%	2%	*%	*%	-%	6%	2%	7%	7%
					ab							a			
£36,000 -£59,999 pa	4	1	*	-	*	1	*	*	1	*	1	1	*	*	-
	*%	*%	*%	-%	1%	6%	1%	*%	*%	*%	2%	2%	*%	*%	-%
					a						a	a			
£60,000 -£89,999 pa	6	2	*	*	3	-	-	-	*	2	*	*	3	-	*
	*%	*%	*%	1%	9%	-%	-%	-%	*%	1%	1%	*%	13%	-%	4%
					a					a			a		
£90,000 -£119,999 pa	2	-	*	*	*	2	*	-	*	*	*	2	*	*	-
	*%	-%	*%	*%	*%	10%	*%	-%	*%	*%	*%	3%	*%	*%	-%
						ab						a			

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
£120,000 -£179,999 pa	6	*	-	-	*	1	1	*	1	-	-	*	1	-	3
	*%	*%	-%	-%	*%	5%	9%	2%	*%	-%	-%	1%	5%	-%	33%
					a	a						a			
£180,000 -£239,999 pa	6	1	*	5	*	-	-	-	2	*	*	-	3	1	-
	*%	*%	*%	8%	*%	-%	-%	-%	*%	*%	*%	-%	17%	6%	-%
				ab								abc			
£240,000 -£299,999 pa	7	1	-	6	-	-	-	*	-	3	5	-	-	-	*
	*%	*%	-%	9%	-%	-%	-%	*%	-%	2%	9%	-%	-%	-%	*%
				ab						a	a				
£300,000 -£359,999 pa	1	1	-	-	*	-	-	-	*	*	*	*	*	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	*%	*%	1%	*%	1%	-%	-%
£360,000 -£479,999 pa	2	2	-	-	-	*	-	*	-	2	-	-	*	*	*
	*%	*%	-%	-%	-%	*%	-%	1%	-%	2%	-%	-%	*%	*%	*%
										a					
£480,000 -£599,999 pa	2	1	-	*	*	-	*	-	-	1	*	-	-	*	*
	*%	*%	-%	1%	*%	-%	*%	-%	-%	1%	*%	-%	-%	*%	4%
£600,000 -£899,999 pa	1	*	-	-	*	-	*	1	*	-	*	-	1	-	-
	*%	*%	-%	-%	*%	-%	*%	7%	*%	-%	*%	-%	4%	-%	-%
													a		
£900,000 -£1,199,999 pa	1	*	-	-	-	1	*	*	*	-	-	*	1	-	-
	*%	*%	-%	-%	-%	4%	1%	4%	*%	-%	-%	1%	4%	-%	-%
						a							a		
£1,200,000 -£3,599,999 pa	*	*	-	-	-	-	-	*	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%
£3,600,000 -£5,999,999 pa	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£6,000,000+ pa	*	-	-	-	-	-	-	*	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	1259	79	43	15	8	5	3	909	85	29	24	9	4	*
	87%	91%	87%	64%	42%	48%	33%	29%	92%	65%	55%	49%	42%	33%	3%
		cdef	cdef						bcde						

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Net:£1,200 -<£12,000	186 9%	96 7%	11 12%	10 15%	12 33%	4 24%	7 47%	6 54%	70 7%	34 26%	16 31%	12 26%	2 10%	6 50%	4 42%
Net:£12,000 -<£60,000	37 2%	17 1%	* 1%	1 2%	5 15%	2 10%	1 9%	* 3%	11 1%	4 3%	1 3%	10 21%	1 4%	1 10%	1 13%
Net:£60,000 -<£120,000	7 *%	2 *%	* *%	* 1%	3 9%	2 10%	* *%	- -%	* *%	2 2%	* 1%	2 3%	3 14%	* *%	* 4%
Net:£120,000 - <£300,000	19 1%	2 *%	* *%	12 17%	* *%	1 5%	1 9%	* 2%	3 *%	3 2%	5 9%	* 1%	5 22%	1 6%	3 33%
Net:£300,000 - <£600,000	5 *%	4 *%	- -%	* 1%	* 1%	* *%	* *%	* 1%	* *%	3 3%	* 1%	* *%	* 1%	* 1%	* 5%
Net:£600,000 - <£1,200,000	2 *%	* *%	- -%	- -%	* *%	1 4%	* 1%	1 11%	* *%	- -%	* *%	* 1%	2 7%	- -%	- -%
Net: >£1,200,000	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	* *%
Net: £60,000+	34 2%	8 1%	* *%	12 18%	3 10%	3 19%	2 11%	2 14%	3 *%	8 6%	5 11%	2 5%	9 44%	1 7%	4 41%
Answered	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean score	531.0	289.6	119.8	390.3	1406.0	5662.8	2478.3	10624.1	123.8	1665	2580	1719.4	11056.6	1765.4	7968.7
Standard error	143.33	171.4	59.85	812.3	432.09	2815.83	1524.94	9273.31	44.60	501.5	697.4	1020.07	4184.68	1282.13	5987.17
Standard deviation	6757.61	6428	733.0	8363	3983.64	18248.7	10115.34	43495.7	1433	6728	7078	8224.06	28381.8	6537.61	27436.7

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
£90,000 -£119,999 pa	2 *%	- -%	* *%	* *%	2 4%	- -%	- -%	- -%	* *%	- -%	2 1%	* *%	* *%
£120,000 -£179,999 pa	6 *%	- -%	* *%	- -%	1 2%	1 3%	* *%	4 16%	2 *%	- -%	- -%	3 3%	* 1%
£180,000 -£239,999 pa	6 *%	- -%	* *%	2 3%	* *%	1 2%	3 24%	* *%	- -%	3 1%	3 1%	* *%	* *%
£240,000 -£299,999 pa	7 *%	* *%	2 1%	* *%	- -%	5 14%	1 5%	- -%	2 *%	* *%	5 2%	- -%	* *%
£300,000 -£359,999 pa	1 *%	* *%	- -%	* 1%	* *%	* 1%	- -%	- -%	* *%	1 *%	* *%	- -%	* *%
£360,000 -£479,999 pa	2 *%	- -%	- -%	- -%	- -%	* *%	- -%	2 10%	- -%	- -%	- -%	2 2%	* *%
£480,000 -£599,999 pa	2 *%	- -%	- -%	1 2%	* 1%	* *%	- -%	- -%	- -%	1 *%	* *%	* *%	- -%
£600,000 -£899,999 pa	1 *%	- -%	- -%	1 1%	* *%	* *%	* *%	- -%	- -%	1 *%	* *%	* *%	- -%
£900,000 -£1,199,999 pa	1 *%	* *%	- -%	- -%	- -%	1 2%	- -%	* 1%	- -%	* *%	* *%	* *%	1 1%
£1,200,000 -£3,599,999 pa	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
£3,600,000 -£5,999,999 pa	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
£6,000,000+ pa	*	-	-	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	880	95	39	17	8	3	9	837	298	256	53	25
	87%	90%	74%	62%	40%	25%	19%	39%	96%	91%	77%	47%	46%
		bcdeg	deg	e					bcde	cde	de		
Net:£1,200 -<£12,000	186	83	25	14	16	16	4	3	28	16	59	39	23
	9%	8%	20%	22%	37%	49%	28%	14%	3%	5%	18%	35%	44%
			a	a	a	abc					ab	abc	abc
Net:£12,000 -<£60,000	37	14	6	5	6	1	1	4	2	6	7	14	4
	2%	1%	5%	7%	13%	2%	5%	20%	*%	2%	2%	13%	7%
				a	a			a		a	a	abc	a
Net:£60,000 -<£120,000	7	*	*	1	3	*	3	*	3	1	2	1	*
	*%	*%	*%	2%	6%	1%	19%	1%	*%	*%	1%	1%	1%
				a	a								
Net:£120,000 - <£300,000	19	*	2	2	1	6	4	4	4	3	9	3	*
	1%	*%	1%	3%	2%	20%	29%	16%	*%	1%	3%	3%	1%
			a	a	a	abc		ab			a		
Net:£300,000 - <£600,000	5	*	-	1	*	*	-	2	*	2	*	2	*
	*%	*%	-%	2%	1%	1%	-%	10%	*%	1%	*%	2%	1%
				a				ab				a	
Net:£600,000 - <£1,200,000	2	*	-	1	*	1	*	*	-	1	*	*	1
	*%	*%	-%	1%	*%	2%	*%	1%	-%	*%	*%	*%	1%
						a							
Net: >£1,200,000	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Net: £60,000+	34	1	2	5	4	8	7	6	7	7	11	6	2
	2%	*%	2%	9%	9%	24%	48%	28%	1%	2%	3%	6%	3%
			a	a	a	ab		ab			a	a	
Answered	2000	978	128	63	42	32	15	22	874	327	333	113	54
Mean score	531.0	115.3	529.3	2645	1613.3	6547.2	7881.9	6472.9	123.7	638.0	1299.2	1564.9	1950.0
				a	a	ab		ab		a		a	a

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Standard error	143.33	60.07	217.7	891.2	588.47	2111.50	5339.86	2151.90	45.02	237.38	724.33	396.71	1074.22
Standard deviation	6757.61	1866	2710	9516	4888.18	15516.3	25609.08	12730.8	1266.93	4699.92	14648.65	6107.24	10795.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Under £120 pa	1125	695	135	64	9	2	467	72	27	9	3
	56%	74%	45%	26%	11%	6%	69%	30%	13%	11%	7%
		bcde	cde	d			bcde	cde			
£120 -£299 pa	314	104	74	60	10	1	106	65	47	5	3
	16%	11%	25%	24%	12%	4%	16%	27%	22%	6%	7%
			ade	ade				ade	d		
£300 -£599 pa	188	49	37	46	14	3	45	52	41	6	3
	9%	5%	12%	19%	17%	10%	7%	22%	19%	8%	8%
			a	a	a			ad	ad		
£600 -£1,199 pa	116	28	26	29	10	5	26	17	29	12	8
	6%	3%	9%	12%	13%	15%	4%	7%	14%	14%	18%
			a	a	a	a		a	a	a	a
£1,200 -£2,399 pa	88	19	10	19	13	6	5	7	23	19	8
	4%	2%	3%	8%	16%	18%	1%	3%	11%	22%	17%
				a	ab	ab			ab	abc	ab
£2,400 -£5,999 pa	57	16	3	12	8	5	10	6	21	6	5
	3%	2%	1%	5%	10%	17%	2%	2%	10%	8%	12%
				a	ab	ab			ab	a	ab
£6,000 -£11,999 pa	41	5	3	10	6	7	3	7	9	8	9
	2%	1%	1%	4%	7%	24%	*%	3%	4%	9%	21%
				a	ab	abcd		a	a	a	abc
£12,000 -£23,999 pa	21	4	5	3	4	*	1	4	2	8	3
	1%	*%	2%	1%	5%	1%	*%	2%	1%	9%	6%
					a					abc	a
£24,000 -£35,999 pa	13	3	*	1	4	*	2	2	1	4	*
	1%	*%	*%	1%	5%	*%	*%	1%	*%	5%	*%
					ab					ac	
£36,000 -£59,999 pa	4	*	1	1	*	*	*	*	1	*	1
	*%	*%	*%	1%	*%	1%	*%	*%	*%	*%	2%
£60,000 -£89,999 pa	6	4	*	*	1	*	3	1	*	1	*
	*%	*%	*%	*%	1%	1%	*%	*%	*%	1%	1%
£90,000 -£119,999 pa	2	*	1	1	*	-	*	-	2	*	*
	*%	*%	*%	*%	*%	-%	*%	-%	1%	*%	*%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
£120,000 -£179,999 pa	6 *% *	*% *% -	- -% -	- -% -	2 3% a	*% *% *	2 *% *	- -% 3	1 1% a	2 2% *	* 1% -
£180,000 -£239,999 pa	6 *% *	*% *% 3	1% 1% 4	-% -% -	*% *% *	*% *% *	*% *% *	1% 1% 3	2% 2% a	*% *% *	-% -% -
£240,000 -£299,999 pa	7 *% *	1% 1% 7	*% *% *	-% -% -	-% -% -	*% *% *	*% *% 2	*% *% *	2% 2% a	-% -% -	*% *% *
£300,000 -£359,999 pa	1 *% *	*% *% 1	*% *% *	-% -% -	-% -% -	1% 1% *	*% *% *	*% *% 1	*% *% *	-% -% -	*% *% *
£360,000 -£479,999 pa	2 *% *	*% *% 2	-% -% -	-% -% -	-% -% -	*% *% *	-% -% -	-% -% -	-% -% -	3% 3% a	*% *% *
£480,000 -£599,999 pa	2 *% *	*% *% 1	*% *% *	*% *% *	*% *% *	-% -% -	*% *% *	1% 1% 1	*% *% *	*% *% *	-% -% -
£600,000 -£899,999 pa	1 *% *	-% -% -	*% *% 1	-% -% -	*% *% *	-% -% -	*% *% 1	-% -% -	*% *% *	*% *% *	-% -% -
£900,000 -£1,199,999 pa	1 *% *	-% -% -	*% *% *	*% *% *	*% *% *	1 2% a	-% -% -	-% -% -	*% *% *	1% 1% 1	-% -% -
£1,200,000 -£3,599,999 pa	* *% *	-% -% -	-% -% -	*% *% *	-% -% -	*% *% *	-% -% -	-% -% -	-% -% -	-% -% -	*% *% *
£3,600,000 -£5,999,999 pa	* *% *	-% -% -	-% -% -	*% *% *	-% -% -	-% -% -	-% -% -	-% -% -	-% -% -	-% -% -	-% -% -
£6,000,000+ pa	* *% *	-% -% -	-% -% -	*% *% *	-% -% -	-% -% -	-% -% -	-% -% -	*% *% *	-% -% -	-% -% -
Don't know	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Net: <£1,200	1743	876	272	199	44	11	644	206	144	33	17
	87%	93%	91%	80%	53%	35%	96%	87%	68%	39%	39%
		cde	cde	de	abc	abc	bcde	cde	de	abc	abc
Net:£1,200 -<£12,000	186	41	16	41	27	18	18	19	53	33	22
	9%	4%	5%	17%	33%	58%	3%	8%	25%	39%	50%
				ab	abc	abc		a	ab	ab	abc
Net:£12,000 -<£60,000	37	7	5	6	8	*	3	7	4	12	4
	2%	1%	2%	2%	10%	1%	3%	3%	2%	15%	8%
					abc			a		abc	a
Net:£60,000 -<£120,000	7	4	1	1	1	*	3	1	2	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Net:£120,000 - <£300,000	19	10	4	-	2	*	4	3	10	2	*
	1%	1%	1%	-%	3%	1%	1%	1%	5%	2%	1%
									a		
Net:£300,000 - <£600,000	5	4	*	*	*	*	*	2	*	2	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
										a	
Net:£600,000 - <£1,200,000	2	-	1	*	*	1	1	-	*	1	-
	1%	0%	1%	1%	1%	2%	1%	0%	1%	1%	0%
						a					
Net: >£1,200,000	*	-	-	*	-	*	-	-	*	-	*
	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	1%
Net: £60,000+	34	18	5	2	4	2	8	6	12	6	1
	2%	2%	2%	1%	4%	5%	1%	2%	6%	7%	2%
									a	a	
Answered	2000	941	299	248	82	30	674	237	213	84	44
Mean score	531.0	447.8	490.6	934.8	980.0	3001.3	236.1	679.8	1437.8	2482.4	817.0
						a				a	
Standard error	143.33	112.70	205.74	900.14	314.35	1671.13	102.75	241.43	568.90	789.79	417.96
Standard deviation	6757.61	3303.05	3925.25	16524.33	4566.22	14278.10	2568.85	4160.68	9886.35	10021.28	3546.54

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Under £120 pa	1125	449	41	26	11	4	193	35	309	1029	95	877	33
	56%	68%	20%	12%	9%	7%	27%	53%	66%	59%	36%	58%	30%
		bcde	d					a	a	b		b	
£120 -£299 pa	314	137	74	42	5	2	165	12	83	270	45	231	21
	16%	21%	36%	19%	4%	5%	23%	18%	18%	16%	17%	15%	19%
		de	acde	d									
£300 -£599 pa	188	41	45	45	13	6	100	8	41	159	29	141	9
	9%	6%	22%	20%	10%	12%	14%	12%	9%	9%	11%	9%	9%
			ad	a									
£600 -£1,199 pa	116	18	21	30	13	8	70	2	18	92	24	88	11
	6%	3%	10%	14%	11%	17%	10%	3%	4%	5%	9%	6%	10%
			a	a	a	a	c						
£1,200 -£2,399 pa	88	4	5	31	24	5	52	5	11	65	23	58	11
	4%	1%	2%	14%	19%	10%	7%	8%	2%	4%	9%	4%	10%
				ab	ab	a	c				a		a
£2,400 -£5,999 pa	57	6	4	17	17	8	49	1	1	44	13	41	4
	3%	1%	2%	8%	14%	16%	7%	1%	*%	3%	5%	3%	3%
				a	ab	ab	c						
£6,000 -£11,999 pa	41	1	1	11	19	9	38	1	2	30	11	28	4
	2%	*%	1%	5%	15%	17%	5%	1%	*%	2%	4%	2%	4%
				a	abc	abc	c						
£12,000 -£23,999 pa	21	*	4	2	11	3	18	1	2	14	6	14	2
	1%	*%	2%	1%	9%	7%	3%	1%	*%	1%	2%	1%	1%
			a		ac	a	c						
£24,000 -£35,999 pa	13	*	1	5	4	1	11	-	*	8	5	8	1
	1%	*%	*%	2%	3%	3%	2%	-%	*%	*%	2%	1%	1%
				a	a	a							
£36,000 -£59,999 pa	4	*	*	1	1	1	4	*	*	3	1	3	*
	*%	*%	*%	1%	1%	3%	1%	*%	*%	*%	*%	*%	*%
						a							

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
£60,000 -£89,999 pa	6	3	*	1	1	*	6	-	-	4	2	5	*
	%	%	%	1%	1%	1%	1%	-%	-%	%	1%	%	%
£90,000 -£119,999 pa	2	*	1	1	*	*	2	*	*	*	2	1	1
	%	%	%	%	%	%	%	%	%	%	1%	%	1%
£120,000 -£179,999 pa	6	*	2	*	3	*	5	-	*	5	1	2	1
	%	%	1%	%	3%	%	1%	-%	%	%	%	%	1%
£180,000 -£239,999 pa	6	*	*	5	1	*	4	2	*	4	2	*	6
	%	%	%	2%	1%	%	1%	3%	%	%	1%	%	5%
£240,000 -£299,999 pa	7	2	5	*	-	*	6	1	-	6	1	6	1
	%	%	3%	%	-%	%	1%	1%	-%	%	%	%	1%
£300,000 -£359,999 pa	1	*	-	1	-	*	1	*	-	*	1	*	1
	%	%	-%	%	-%	%	%	%	-%	%	%	%	1%
£360,000 -£479,999 pa	2	-	-	*	-	*	*	*	2	*	2	*	2
	%	-%	-%	%	-%	%	%	%	%	%	1%	%	2%
£480,000 -£599,999 pa	2	-	*	1	*	*	1	*	*	*	2	*	1
	%	-%	%	%	%	%	%	%	%	%	1%	%	1%
£600,000 -£899,999 pa	1	-	-	*	1	*	*	-	1	*	1	*	1
	%	-%	-%	%	1%	%	%	-%	%	%	%	%	1%
£900,000 -£1,199,999 pa	1	-	-	*	1	*	1	-	-	1	-	1	*
	%	-%	-%	%	1%	1%	%	-%	-%	%	-%	%	%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
£1,200,000 -£3,599,999 pa	*	-	-	-	-	*	*	-	-	*	-	*	-
	%	-%	-%	-%	-%	%	%	-%	-%	%	-%	%	-%
£3,600,000 -£5,999,999 pa	*	-	-	-	-	-	-	-	-	*	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	%	-%
£6,000,000+ pa	*	-	-	*	-	-	*	-	-	*	-	*	*
	%	-%	-%	%	-%	-%	%	-%	-%	%	-%	%	%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	646	181	142	42	20	528	56	452	1550	193	1337	75
	87%	98%	88%	65%	34%	41%	73%	85%	96%	89%	73%	89%	68%
		bcde	cde	de					ab	b		b	
Net:£1,200 -<£12,000	186	11	10	58	59	22	138	6	14	140	47	127	19
	9%	2%	5%	27%	48%	44%	19%	10%	3%	8%	18%	8%	17%
				ab	abc	ab	c	c			a		a
Net:£12,000 -<£60,000	37	*	5	8	16	6	33	1	2	25	12	25	2
	2%	%	3%	4%	13%	12%	5%	1%	%	1%	5%	2%	2%
			a	a	abc	ab	c				a		
Net:£60,000 -<£120,000	7	3	1	2	1	*	7	*	*	4	3	6	1
	%	%	1%	1%	1%	1%	1%	%	%	%	1%	%	1%
Net:£120,000 - <£300,000	19	2	7	5	4	*	16	3	*	15	4	8	8
	1%	%	4%	2%	3%	1%	2%	4%	%	1%	1%	1%	7%
			a	a	a		c	c					a
Net:£300,000 - <£600,000	5	*	*	2	*	1	2	*	2	1	4	1	4
	%	%	%	1%	%	1%	%	1%	%	%	2%	%	4%
										a		a	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Net: £600,000 - <£1,200,000	2	-	-	*	2	*	1	-	1	1	1	1	1
	%	-%	-%	%	1%	1%	%	-%	%	%	%	%	1%
Net: >£1,200,000	*	-	-	*	-	*	*	-	-	*	-	*	*
	%	-%	-%	%	-%	%	%	-%	-%	%	-%	%	%
Net: £60,000+	34	5	9	9	6	2	27	3	3	22	12	16	14
	2%	1%	4%	4%	5%	3%	4%	5%	1%	1%	5%	1%	13%
			a	a	a		c	c			a		a
Answered	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Mean score	531.0	111.8	839.9	1137.9	1854.5	1769.9	940.3	965.9	287.4	414.0	1302.4	387.3	3540.8
			a	a	a	a							a
Standard error	143.33	52.73	250.70	468.12	646.57	983.97	214.57	419.60	156.20	156.85	344.21	165.50	1047.25
Standard deviation	6757.61	1293.85	3835.02	7916.70	8698.75	9071.79	6099.25	4320.01	3439.93	6826.31	6243.36	6809.69	13370.40

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Under £120 pa	1125 56%	548 49%	37 27%	417 47%	127 33%	873 58%	37 34%	549 49%	36 24%	420 47%	124 32%
£120 -£299 pa	314 16%	204 18%	27 19%	183 20%	81 21%	234 16%	19 17%	202 18%	29 20%	186 21%	78 20%
£300 -£599 pa	188 9%	135 12%	14 10%	99 11%	51 13%	141 9%	9 8%	132 12%	17 11%	101 11%	49 13%
£600 -£1,199 pa	116 6%	77 7%	17 12%	60 7%	32 8%	90 6%	10 9%	77 7%	17 11%	56 6%	36 9%
£1,200 -£2,399 pa	88 4%	46 4%	16 11%	45 5%	23 6%	54 4%	15 14%	49 4%	12 8%	40 5%	28 7%
£2,400 -£5,999 pa	57 3%	46 4%	3 2%	34 4%	17 4%	41 3%	4 3%	45 4%	4 3%	34 4%	17 4%
£6,000 -£11,999 pa	41 2%	33 3%	3 2%	24 3%	17 4%	28 2%	4 4%	31 3%	4 3%	26 3%	15 4%
£12,000 -£23,999 pa	21 1%	11 1%	7 5%	7 1%	14 4%	14 1%	2 1%	11 1%	7 5%	6 1%	14 4%
£24,000 -£35,999 pa	13 1%	8 1%	1 1%	7 1%	4 1%	8 1%	1 1%	7 1%	2 1%	5 1%	6 2%
£36,000 -£59,999 pa	4 *%	3 *%	* *%	* *%	4 1%	3 *%	* *%	3 *%	* *%	* *%	4 1%
£60,000 -£89,999 pa	6 *%	4 *%	2 1%	4 *%	2 *%	5 *%	* *%	4 *%	2 1%	4 *%	2 *%
£90,000 -£119,999 pa	2 *%	* *%	2 1%	* *%	2 *%	* *%	2 2%	* *%	2 1%	2 *%	* *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
£120,000 -£179,999 pa	6 *%	6 *%	* *%	5 1%	1 *%	3 *%	* *%	5 *%	1 1%	4 *%	1 *%
£180,000 -£239,999 pa	6 *%	4 *%	2 1%	4 *%	3 1%	4 *%	2 2%	* *%	6 4%	4 *%	3 1%
£240,000 -£299,999 pa	7 *%	2 *%	5 4% a	6 1%	1 *%	6 *%	1 1%	2 *%	5 4% a	6 1% a	1 *%
£300,000 -£359,999 pa	1 *%	* *%	1 *%	* *%	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 *%
£360,000 -£479,999 pa	2 *%	* *%	2 2% a	* *%	2 1%	* *%	2 2% a	* *%	2 1% a	* *%	2 1%
£480,000 -£599,999 pa	2 *%	- -%	1 1% a	* *%	1 *%	* *%	1 1% a	- -%	1 1% a	* *%	1 *%
£600,000 -£899,999 pa	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 1% a	* *%	1 1% a	* *%	1 *%
£900,000 -£1,199,999 pa	1 *%	1 *%	* *%	* *%	1 *%	1 *%	* *%	1 *%	* *%	- -%	1 *%
£1,200,000 -£3,599,999 pa	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%
£3,600,000 -£5,999,999 pa	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
£6,000,000+ pa	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	- -%	* *%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	964	95	760	291	1338	74	959	100	763	287
	87%	86%	68%	85%	76%	89%	68%	86%	66%	85%	75%
		b		b		b		b		b	
Net:£1,200 -<£12,000	186	124	21	103	57	123	23	125	20	101	60
	9%	11%	15%	11%	15%	8%	21%	11%	13%	11%	16%
						a					
Net:£12,000 -<£60,000	37	22	8	14	22	25	2	21	9	11	24
	2%	2%	6%	2%	6%	2%	2%	2%	6%	1%	6%
			a		a				a		a
Net:£60,000 -<£120,000	7	4	3	4	3	5	2	4	3	6	2
	*%	*%	2%	*%	1%	*%	2%	*%	2%	1%	*%
			a								
Net:£120,000 - <£300,000	19	12	7	15	4	13	3	7	12	14	5
	1%	1%	5%	2%	1%	1%	2%	1%	8%	2%	1%
			a						a		
Net:£300,000 - <£600,000	5	*	4	*	4	*	4	*	4	*	4
	*%	*%	3%	*%	1%	*%	4%	*%	3%	*%	1%
			a				a		a		
Net:£600,000 - <£1,200,000	2	1	1	*	2	1	1	1	1	*	2
	*%	*%	1%	*%	1%	*%	1%	*%	1%	*%	1%
Net: >£1,200,000	*	*	*	-	*	*	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Net: £60,000+	34	17	16	19	14	21	10	12	21	21	12
	2%	2%	11%	2%	4%	1%	9%	1%	14%	2%	3%
			a				a		a		
Answered	2000	1126	140	896	383	1507	109	1117	150	896	383
Mean score	531.0	407.3	3027.4	442.0	1270.8	440.2	2850.7	315.9	3545.7	436.7	1284.2
			a				a		a		

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Standard error	143.33	135.56	655.73	89.59	383.54	167.07	1031.88	127.88	686.19	84.53	389.27
Standard deviation	6757.61	4808.01	9614.88	2739.55	8402.88	6878.17	13093.05	4523.05	10224.00	2586.22	8519.61

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Under £120 pa	1125	301	739	49	-	237	418	28	-	312	302	35	2
	56%	42%	57%	23%	-%	36%	47%	16%	-%	35%	44%	17%	41%
		c	ac			c	ac			c	ac		
£120 -£299 pa	314	137	204	46	*	127	169	30	2	196	137	38	2
	16%	19%	16%	22%	5%	19%	19%	17%	43%	22%	20%	19%	59%
£300 -£599 pa	188	87	116	25	-	86	101	24	2	110	80	28	-
	9%	12%	9%	12%	-%	13%	11%	14%	44%	12%	12%	14%	-%
£600 -£1,199 pa	116	57	75	37	1	62	74	28	-	72	57	32	-
	6%	8%	6%	18%	48%	9%	8%	16%	-%	8%	8%	16%	-%
				ab				b				ab	
£1,200 -£2,399 pa	88	45	56	18	-	39	45	19	1	53	39	22	-
	4%	6%	4%	8%	-%	6%	5%	11%	13%	6%	6%	11%	-%
								b					
£2,400 -£5,999 pa	57	26	39	9	-	25	42	10	-	42	28	8	-
	3%	4%	3%	4%	-%	4%	5%	6%	-%	5%	4%	4%	-%
£6,000 -£11,999 pa	41	24	21	8	-	29	18	15	-	38	14	16	-
	2%	3%	2%	4%	-%	4%	2%	8%	-%	4%	2%	8%	-%
						b		b				b	
£12,000 -£23,999 pa	21	10	12	7	1	14	13	8	-	20	7	6	-
	1%	1%	1%	3%	47%	2%	1%	5%	-%	2%	1%	3%	-%
				b				b					
£24,000 -£35,999 pa	13	5	7	*	-	5	7	*	-	11	3	4	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	2%	-%
£36,000 -£59,999 pa	4	2	2	*	-	3	3	*	-	4	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
£60,000 -£89,999 pa	6	3	4	2	-	3	3	1	-	3	3	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
£90,000 -£119,999 pa	2	2	2	2	-	2	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
£120,000 -£179,999 pa	6	2	2	*	-	5	1	-	-	5	1	*	-
	*%	*%	*%	*%	-%	1%	*%	-%	-%	1%	*%	*%	-%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
£180,000 -£239,999 pa	6	6	4	*	-	4	1	2	-	6	1	1	-
	*%	1%	*%	*%	-%	1%	*%	1%	-%	1%	*%	*%	-%
£240,000 -£299,999 pa	7	7	5	2	-	7	*	2	-	7	*	3	-
	*%	1%	*%	1%	-%	1%	*%	1%	-%	1%	*%	1%	-%
						b		b				b	
£300,000 -£359,999 pa	1	1	-	*	-	1	-	*	-	1	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%
£360,000 -£479,999 pa	2	2	2	2	-	2	*	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
								b					
£480,000 -£599,999 pa	2	1	*	*	-	1	1	*	-	1	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
£600,000 -£899,999 pa	1	1	-	*	-	1	-	*	-	*	1	-	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%
£900,000 -£1,199,999 pa	1	1	1	1	-	1	1	1	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%
£1,200,000 -£3,599,999 pa	*	*	*	*	-	-	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	*%	*%	*%	-%
£3,600,000 -£5,999,999 pa	*	*	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£6,000,000+ pa	*	*	*	*	-	*	*	*	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	582	1134	157	2	512	761	110	4	689	575	133	4
	87%	81%	88%	75%	53%	78%	85%	64%	87%	78%	85%	67%	100%
			ac			c	ac			c	ac		
Net:£1,200 -<£12,000	186	95	116	35	-	93	105	43	1	133	82	46	-
	9%	13%	9%	17%	-%	14%	12%	25%	13%	15%	12%	23%	-%
		b		b				ab				ab	

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Net:£12,000 -<£60,000	37 2%	17 2%	22 2%	8 4%	1 47%	22 3%	22 2%	8 5%	- -%	35 4%	11 2%	11 5%	- -%
Net:£60,000 -<£120,000	7 *%	4 1%	5 *%	4 2%	- -%	4 1%	5 1%	3 2%	- -%	4 1%	5 1%	3 2%	- -%
Net:£120,000 - <£300,000	19 1%	16 2%	11 1%	2 1%	- -%	17 3%	2 *%	4 2%	- -%	19 2%	2 *%	3 2%	- -%
Net:£300,000 - <£600,000	5 *%	5 1%	3 *%	3 1%	- -%	5 1%	1 *%	3 2%	- -%	4 *%	2 *%	2 1%	- -%
Net:£600,000 - <£1,200,000	2 *%	2 *%	1 *%	1 *%	- -%	2 *%	1 *%	1 1%	- -%	1 *%	1 *%	1 *%	- -%
Net: >£1,200,000	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
Net: £60,000+	34 2%	27 4%	20 2%	9 4%	- -%	28 4%	9 1%	11 6%	- -%	29 3%	11 2%	10 5%	- -%
Answered	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Mean score	531.0	1234.9	402.5	1411.8	745.1	1183.2	278.6	2103.5	43.2	899.9	453.3	1442.8	12.1
Standard error	143.33	365.46	120.98	656.79	507.55	252.79	112.27	853.04	24.36	186.55	187.84	452.99	4.85
Standard deviation	6757.61	10804.34	4603.50	10812.11	879.10	7100.79	3629.37	12681.30	48.73	5881.39	5164.75	7119.32	6.85

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Under £120 pa	1125	852	479	358	646	531	3	259	169	142	19	19	250	232
	56%	58%	45%	42%	56%	55%	21%	44%	39%	33%	17%	21%	57%	58%
		bc			c	c		cde	de	d				
£120 -£299 pa	314	222	197	182	184	155	1	112	98	103	18	17	55	53
	16%	15%	19%	21%	16%	16%	11%	19%	22%	24%	15%	19%	12%	13%
				a										
£300 -£599 pa	188	136	134	106	122	86	*	79	54	55	10	13	59	38
	9%	9%	13%	12%	11%	9%	2%	14%	12%	13%	8%	14%	13%	9%
			a											
£600 -£1,199 pa	116	88	78	63	65	67	1	44	40	37	31	18	25	26
	6%	6%	7%	7%	6%	7%	6%	7%	9%	9%	27%	20%	6%	6%
											abc	abc		
£1,200 -£2,399 pa	88	60	53	55	55	36	2	34	30	32	16	10	26	18
	4%	4%	5%	6%	5%	4%	12%	6%	7%	7%	13%	11%	6%	4%
											a			
£2,400 -£5,999 pa	57	39	44	33	29	33	1	24	20	16	6	7	14	15
	3%	3%	4%	4%	3%	3%	10%	4%	5%	4%	5%	7%	3%	4%
£6,000 -£11,999 pa	41	23	32	29	19	25	*	14	9	20	6	4	7	7
	2%	2%	3%	3%	2%	3%	2%	2%	2%	5%	5%	5%	1%	2%
				a										
£12,000 -£23,999 pa	21	14	14	12	14	9	1	5	8	12	5	*	1	3
	1%	1%	1%	1%	1%	1%	6%	1%	2%	3%	4%	*%	*%	1%
£24,000 -£35,999 pa	13	8	7	7	8	3	*	4	2	2	*	-	3	-
	1%	1%	1%	1%	1%	*%	2%	1%	*%	1%	*%	-%	1%	-%
£36,000 -£59,999 pa	4	3	3	2	1	1	*	2	2	2	1	*	1	2
	*%	*%	*%	*%	*%	*%	3%	*%	*%	*%	*%	*%	*%	*%
							ab							
£60,000 -£89,999 pa	6	2	4	1	2	3	-	*	*	1	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%
£90,000 -£119,999 pa	2	2	2	2	2	2	2	2	1	2	2	2	-	-
	*%	*%	*%	*%	*%	*%	12%	*%	*%	*%	1%	2%	-%	-%
							ab							

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Net: <£1,200	1743	1298	889	710	1016	839	6	494	361	337	78	67	389	349
	87%	89%	84%	82%	88%	87%	40%	84%	83%	78%	67%	74%	88%	87%
		bc			c	c		d	d					
Net:£1,200 -<£12,000	186	122	129	116	102	94	3	72	59	69	28	21	46	40
	9%	8%	12%	13%	9%	10%	24%	12%	13%	16%	24%	23%	10%	10%
			a	a			a				ab	a		
Net:£12,000 -<£60,000	37	24	24	21	22	14	2	12	12	16	5	*	5	4
	2%	2%	2%	2%	2%	1%	11%	2%	3%	4%	5%	*%	1%	1%
							ab							
Net:£60,000 -<£120,000	7	4	6	3	4	5	2	2	1	3	2	2	*	*
	*%	*%	1%	*%	*%	1%	12%	*%	*%	1%	2%	2%	*%	*%
							ab							
Net:£120,000 - <£300,000	19	7	13	10	8	13	1	7	2	3	1	*	1	5
	1%	*%	1%	1%	1%	1%	7%	1%	1%	1%	1%	*%	*%	1%
							a							
Net:£300,000 - <£600,000	5	2	1	2	2	2	*	*	*	2	2	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	2%	*%	*%	-%
											ab			
Net:£600,000 - <£1,200,000	2	1	1	1	1	1	1	1	1	1	1	1	1	1
	*%	*%	*%	*%	*%	*%	5%	*%	*%	*%	1%	1%	*%	*%
							ab							
Net: >£1,200,000	*	*	*	*	*	*	-	*	-	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%
Net: £60,000+	34	15	20	16	16	22	3	10	4	9	6	3	2	5
	2%	1%	2%	2%	1%	2%	25%	2%	1%	2%	5%	3%	*%	1%
							ab				b			
Answered	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Mean score	531.0	402.4	497.9	505.5	494.9	736.8	7138.4	464.6	361.2	687.5	1769.1	1003.9	238.2	482.0
							ab							
Standard error	143.33	180.60	134.97	159.16	227.40	283.75	2896.17	212.64	175.81	307.94	1103.58	893.31	171.01	215.76
Standard deviation	6757.61	7322.55	4714.15	4838.05	8154.90	9233.86	20479.01	5221.55	3795.3	6554.07	11987.98	8039.78	3711.36	4505.19

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Under £120 pa	1125	38	17	24	10	991	601	1026	589	611	313	980	87	*	854	50
	56%	25%	25%	36%	25%	58%	53%	58%	48%	53%	40%	59%	38%	100%	58%	40%
						bde		d				ac			b	
£120 -£299 pa	314	37	8	15	7	269	185	281	219	199	164	260	46	-	219	33
	16%	24%	11%	23%	18%	16%	16%	16%	18%	17%	21%	16%	20%	-%	15%	27%
											b				a	
£300 -£599 pa	188	29	8	11	3	163	120	166	146	124	98	152	20	-	138	14
	9%	19%	12%	17%	8%	10%	11%	9%	12%	11%	13%	9%	9%	-%	9%	11%
£600 -£1,199 pa	116	13	9	5	3	90	71	97	80	72	58	90	25	-	85	7
	6%	9%	13%	7%	7%	5%	6%	5%	7%	6%	7%	5%	11%	-%	6%	6%
													b			
£1,200 -£2,399 pa	88	6	6	1	2	68	67	78	71	53	54	66	24	-	56	5
	4%	4%	9%	1%	5%	4%	6%	4%	6%	5%	7%	4%	10%	-%	4%	4%
											b		b			
£2,400 -£5,999 pa	57	10	7	4	*	44	30	46	34	33	29	44	7	-	34	11
	3%	6%	10%	6%	*%	3%	3%	3%	3%	3%	4%	3%	3%	-%	2%	8%
															a	
£6,000 -£11,999 pa	41	4	9	5	2	29	26	29	35	28	21	33	6	-	36	*
	2%	2%	14%	7%	5%	2%	2%	2%	3%	2%	3%	2%	3%	-%	2%	*%
			a													
£12,000 -£23,999 pa	21	4	*	1	3	20	14	21	14	14	15	20	5	-	12	1
	1%	2%	*%	1%	8%	1%	1%	1%	1%	1%	2%	1%	2%	-%	1%	*%
£24,000 -£35,999 pa	13	1	*	-	1	10	8	12	10	8	6	9	1	-	5	4
	1%	1%	*%	-%	2%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	3%
															a	
£36,000 -£59,999 pa	4	1	*	1	-	4	3	4	4	3	2	4	2	-	3	*
	*%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
£60,000 -£89,999 pa	6	1	*	-	-	3	3	3	1	1	3	2	*	-	4	-
	*%	1%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
£90,000 -£119,999 pa	2	2	-	-	-	1	1	2	2	2	2	1	1	-	2	-
	%	1%	-%	-%	-%	%	%	%	%	%	%	%	%	-%	%	-%
£120,000 -£179,999 pa	6	3	2	-	-	5	3	6	3	3	4	3	2	-	5	-
	%	2%	3%	-%	-%	%	%	%	%	%	1%	%	1%	-%	%	-%
£180,000 -£239,999 pa	6	4	*	*	-	4	*	4	1	2	4	1	*	-	4	*
	%	3%	%	%	-%	%	%	%	%	%	1%	%	%	-%	%	%
£240,000 -£299,999 pa	7	-	*	-	6	1	2	3	5	*	7	*	-	-	6	-
	%	-%	%	-%	16%	%	%	%	%	%	1%	%	-%	-%	%	-%
					abc						b					
£300,000 -£359,999 pa	1	*	*	-	-	1	*	1	*	*	1	*	-	-	*	-
	%	%	1%	-%	-%	%	%	%	%	%	%	%	-%	-%	%	-%
£360,000 -£479,999 pa	2	-	-	*	2	*	*	*	2	2	2	*	*	-	2	-
	%	-%	-%	%	5%	%	%	%	%	%	%	%	%	-%	%	-%
					a											
£480,000 -£599,999 pa	2	*	*	-	-	1	1	1	1	1	1	1	1	-	*	-
	%	%	%	-%	-%	%	%	%	%	%	%	%	%	-%	%	-%
£600,000 -£899,999 pa	1	-	*	-	-	*	-	*	1	*	1	*	*	-	*	-
	%	-%	%	-%	-%	%	-%	%	%	%	%	%	%	-%	%	-%
£900,000 -£1,199,999 pa	1	-	1	*	*	1	1	1	1	1	1	1	1	-	1	-
	%	-%	1%	%	1%	%	%	%	%	%	%	%	%	-%	%	-%
£1,200,000 -£3,599,999 pa	*	-	*	-	-	*	-	*	*	*	*	*	*	-	*	-
	%	-%	%	-%	-%	%	-%	%	%	%	%	%	%	-%	%	-%
£3,600,000 -£5,999,999 pa	*	-	*	-	-	*	*	*	-	-	*	-	-	-	-	*
	%	-%	%	-%	-%	%	%	%	-%	-%	%	-%	-%	-%	-%	%
£6,000,000+ pa	*	*	-	-	-	*	*	*	-	*	*	*	*	-	*	-
	%	%	-%	-%	-%	%	%	%	-%	%	%	%	%	-%	%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	118	42	55	23	1513	977	1570	1035	1007	633	1482	178	*	1296	104
	87%	77%	61%	84%	58%	89%	86%	88%	85%	87%	81%	89%	79%	100%	88%	84%
				bd		d						ac				
Net:£1,200 -<£12,000	186	20	23	9	4	142	123	153	140	114	103	143	36	-	126	16
	9%	13%	33%	14%	10%	8%	11%	9%	12%	10%	13%	9%	16%	-%	9%	13%
			a						a		b		b			
Net:£12,000 -<£60,000	37	6	*	1	4	35	25	36	28	25	23	33	7	-	20	4
	2%	4%	1%	2%	10%	2%	2%	2%	2%	2%	3%	2%	3%	-%	1%	3%
Net:£60,000 -<£120,000	7	3	*	-	-	4	4	5	3	2	4	3	1	-	6	-
	*%	2%	*%	-%	-%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	-%
Net:£120,000 - <£300,000	19	7	2	*	6	10	5	13	8	5	16	4	2	-	16	*
	1%	5%	4%	*%	16%	1%	*%	1%	1%	*%	2%	*%	1%	-%	1%	*%
					c						b					
Net:£300,000 - <£600,000	5	*	*	*	2	1	1	2	3	4	4	1	1	-	3	-
	*%	*%	1%	*%	5%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
					a											
Net:£600,000 - <£1,200,000	2	-	1	*	*	1	1	1	2	1	2	1	1	-	1	-
	*%	-%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Net: >£1,200,000	*	*	*	-	-	*	*	*	*	*	*	*	*	-	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Net: £60,000+	34	10	4	*	9	17	11	21	16	13	26	10	5	-	26	*
	2%	7%	6%	*%	22%	1%	1%	1%	1%	1%	3%	1%	2%	-%	2%	*%
					ac						b					
Answered	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Mean score	531.0	1110.3	3626.4	363.5	6449.6	372.4	415.7	404.4	466.8	427.4	1087.8	247.4	784.3	5.0	457.2	1120.3
					ac						b					
Standard error	143.33	622.18	2884.3	482.68	2253.72	154.14	215.23	150.06	108.45	129.06	339.82	95.75	486.76	-	115.90	1859.18
Standard deviation	6757.61	8112.3	28553	4290.14	13522.35	6775.25	8009.77	6734.11	4122.42	4844.5	10222.81	4114.86	7983.45	-	4720.78	19937.47

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Under £120 pa	1125 56%	311 45%	758 65%	183 35%	11 27%	53 22%	169 42%	30 16%	805 61%	224 56%	94 35%	84 28%	882 66%
£120 -£299 pa	314 16%	117 17%	167 14%	111 21%	12 30%	64 26%	68 17%	38 19%	213 16%	61 15%	48 18%	81 27%	180 13%
£300 -£599 pa	188 9%	79 11%	94 8%	70 13%	3 8%	29 12%	53 13%	30 15%	108 8%	46 12%	36 14%	39 13%	104 8%
£600 -£1,199 pa	116 6%	53 8%	51 4%	38 7%	9 22%	24 10%	39 10%	24 12%	65 5%	25 6%	26 10%	24 8%	63 5%
£1,200 -£2,399 pa	88 4%	41 6%	34 3%	34 6%	1 3%	20 8%	26 7%	20 10%	43 3%	18 5%	16 6%	27 9%	41 3%
£2,400 -£5,999 pa	57 3%	30 4%	21 2%	23 4%	- -%	10 4%	15 4%	16 8%	37 3%	4 1%	10 4%	14 5%	32 2%
£6,000 -£11,999 pa	41 2%	23 3%	15 1%	25 5%	2 5%	17 7%	11 3%	13 7%	23 2%	5 1%	11 4%	14 5%	15 1%
£12,000 -£23,999 pa	21 1%	5 1%	11 1%	10 2%	- -%	3 1%	12 3%	2 1%	14 1%	5 1%	7 3%	5 2%	9 1%
£24,000 -£35,999 pa	13 1%	7 1%	2 *%	6 1%	- -%	2 1%	4 1%	5 2%	7 1%	1 *%	2 1%	2 1%	9 1%
£36,000 -£59,999 pa	4 *%	2 *%	1 *%	3 1%	* *%	3 1%	1 *%	1 *%	3 *%	* *%	1 1%	2 1%	1 *%
£60,000 -£89,999 pa	6 *%	2 *%	3 *%	2 *%	- -%	2 1%	* *%	3 1%	3 *%	- -%	4 2%	1 *%	1 *%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
£90,000 -£119,999 pa	2 *%	2 *%	* *%	2 *%	- -%	2 1%	* *%	2 1%	* *%	- -%	1 *%	1 *%	* *%
£120,000 -£179,999 pa	6 *%	4 1%	1 *%	1 *%	- -%	1 *%	- -%	5 2%	1 *%	* *%	3 1%	* *%	2 *%
£180,000 -£239,999 pa	6 *%	4 1%	* *%	6 1%	* *%	4 2%	2 *%	4 2%	* *%	2 *%	4 1%	3 1%	* *%
£240,000 -£299,999 pa	7 *%	6 1%	* *%	5 1%	- -%	5 2%	* *%	1 *%	2 *%	5 1%	1 *%	6 2%	- -%
£300,000 -£359,999 pa	1 *%	* *%	- -%	1 *%	- -%	1 *%	- -%	1 *%	* *%	- -%	* *%	1 *%	* *%
£360,000 -£479,999 pa	2 *%	2 *%	* *%	* *%	- -%	2 1%	* *%	2 1%	* *%	- -%	2 1%	- -%	* *%
£480,000 -£599,999 pa	2 *%	* *%	- -%	1 *%	1 2%	1 1%	* *%	* *%	2 *%	- -%	1 *%	1 *%	* *%
£600,000 -£899,999 pa	1 *%	* *%	* *%	* *%	1 2%	1 *%	- -%	- -%	* *%	1 *%	* *%	* *%	1 *%
£900,000 -£1,199,999 pa	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	* *%	1 *%	- -%	* *%	* *%	1 *%
£1,200,000 -£3,599,999 pa	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
£6,000,000+ pa	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	560	1069	403	35	169	329	122	1191	357	204	229	1229
	87%	81%	92%	77%	88%	69%	82%	62%	90%	90%	77%	75%	92%
		a	a	a	a	a	a	a	a	a	a	a	ab
Net:£1,200 -<£12,000	186	93	70	83	3	47	51	49	103	27	37	55	88
	9%	13%	6%	16%	8%	19%	13%	25%	8%	7%	14%	18%	7%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Net:£12,000 -<£60,000	37	15	14	19	*	8	17	8	24	6	10	8	18
	2%	2%	1%	4%	*%	3%	4%	4%	2%	1%	4%	3%	1%
		b	b	b	*	b	b	b	b	b	c	c	c
Net:£60,000 -<£120,000	7	4	3	4	-	3	*	4	3	-	5	2	1
	*%	1%	*%	1%	-%	1%	*%	2%	*%	-%	2%	1%	*%
		b	b	b	*	b	b	bc	bc	bc	c	c	c
Net:£120,000 - <£300,000	19	15	1	13	*	11	2	10	2	7	7	9	3
	1%	2%	*%	2%	*%	4%	*%	5%	*%	2%	3%	3%	*%
		b	b	b	*	b	b	b	b	b	c	c	c
Net:£300,000 - <£600,000	5	3	*	1	1	4	*	3	2	-	3	2	*
	*%	*%	*%	*%	2%	2%	*%	1%	*%	-%	1%	1%	*%
		b	b	b	*	b	b	b	b	b	c	c	c
Net:£600,000 - <£1,200,000	2	1	1	1	1	1	1	*	1	1	*	*	2
	*%	*%	*%	*%	2%	1%	*%	*%	*%	*%	*%	*%	*%
		b	b	b	*	b	b	b	b	b	c	c	c
Net: >£1,200,000	*	*	*	*	-	*	-	*	*	-	-	*	*
	*%	*%	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	*%
		b	b	b	*	b	b	b	b	b	c	c	c
Net: £60,000+	34	23	5	19	2	20	3	18	9	7	16	13	5
	2%	3%	*%	4%	4%	8%	1%	9%	1%	2%	6%	4%	*%
		b	b	b	*	b	b	bc	bc	bc	c	c	c
Answered	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Mean score	531.0	968.5	153.3	1018.5	2360.2	2735.4	440.8	1897.6	359.7	530.1	1261.5	1150.7	273.7
		b	b	b	*	b	b	b	b	b	c	c	c
Standard error	143.33	391.07	72.26	281.60	1915.84	1009.99	204.12	588.88	189.06	182.10	326.91	469.26	174.23
Standard deviation	6757.61	10456.95	2620.23	6903.48	11005.69	17405.87	4237.69	9292.35	7171.68	3832.75	5902.54	8614.53	6641.25

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Under £120 pa	1125 56%	548 59%	576 54%
£120 -£299 pa	314 16%	141 15%	173 16%
£300 -£599 pa	188 9%	88 9%	100 9%
£600 -£1,199 pa	116 6%	46 5%	70 7%
£1,200 -£2,399 pa	88 4%	39 4%	50 5%
£2,400 -£5,999 pa	57 3%	17 2%	40 4%
			a
£6,000 -£11,999 pa	41 2%	15 2%	27 2%
£12,000 -£23,999 pa	21 1%	10 1%	10 1%
£24,000 -£35,999 pa	13 1%	4 *%	9 1%
£36,000 -£59,999 pa	4 *%	2 *%	2 *%
£60,000 -£89,999 pa	6 *%	2 *%	4 *%
£90,000 -£119,999 pa	2 *%	* *%	2 *%
£120,000 -£179,999 pa	6 *%	3 *%	2 *%
£180,000 -£239,999 pa	6 *%	4 *%	2 *%
£240,000 -£299,999 pa	7 *%	5 1%	2 *%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
		a	b
Significance Level: 95%			
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
£300,000 -£359,999 pa	1 *%	1 *%	* *%
£360,000 -£479,999 pa	2 *%	2 *%	* *%
£480,000 -£599,999 pa	2 *%	1 *%	* *%
£600,000 -£899,999 pa	1 *%	* *%	1 *%
£900,000 -£1,199,999 pa	1 *%	1 *%	* *%
£1,200,000 -£3,599,999 pa	* *%	* *%	- -%
£3,600,000 -£5,999,999 pa	* *%	* *%	- -%
£6,000,000+ pa	* *%	* *%	* *%
Don't know	- -%	- -%	- -%
Net: <£1,200	1743 87%	823 88%	920 86%
Net:£1,200 -<£12,000	186 9%	70 8%	116 11%
Net:£12,000 -<£60,000	37 2%	16 2%	21 2%
Net:£60,000 -<£120,000	7 *%	2 *%	5 *%
Net:£120,000 - <£300,000	19 1%	13 1%	6 1%

Columns Tested: a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Net:£300,000 - <£600,000	5 *%	4 *%	* *%
Net:£600,000 - <£1,200,000	2 *%	1 *%	1 *%
Net: >£1,200,000	* *%	* *%	* *%
Net: £60,000+	34 2%	21 2%	13 1%
Answered	2000	930	1070
Mean score	531.0	797.7	299.2
Standard error	143.33	271.31	100.78
Standard deviation	6757.61	9260.49	3278.00

Columns Tested: a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Under £120 pa	1125	-	20	197	232	23	107	32	113	123	36	171	71
	56%	-%	29%	55%	65%	68%	59%	59%	55%	51%	54%	55%	57%
			b	bci	b	b	b	b	b	b	b	b	b
£120 -£299 pa	314	-	18	58	33	5	16	11	42	38	10	52	31
	16%	-%	27%	16%	9%	15%	9%	21%	21%	16%	15%	17%	25%
			df	d				d	df			d	df
£300 -£599 pa	188	-	14	40	33	2	25	4	13	19	6	26	7
	9%	-%	21%	11%	9%	4%	14%	7%	6%	8%	9%	8%	6%
			dhikl										
£600 -£1,199 pa	116	-	4	21	20	*	13	1	13	14	2	22	6
	6%	-%	6%	6%	6%	1%	7%	1%	6%	6%	3%	7%	5%
£1,200 -£2,399 pa	88	-	6	20	22	2	1	3	9	13	5	5	2
	4%	-%	9%	6%	6%	5%	*%	5%	5%	6%	8%	2%	1%
			fk	f	fk					f	fk		
£2,400 -£5,999 pa	57	-	1	13	1	2	8	1	7	6	3	11	3
	3%	-%	2%	3%	*%	5%	5%	2%	3%	3%	4%	4%	3%
				d		d	d		d	d	d	d	
£6,000 -£11,999 pa	41	-	2	4	6	*	5	1	3	6	1	12	1
	2%	-%	3%	1%	2%	*%	3%	2%	1%	3%	2%	4%	*%
£12,000 -£23,999 pa	21	-	2	2	*	*	1	*	1	8	2	5	1
	1%	-%	2%	1%	*%	1%	*%	*%	*%	3%	3%	1%	1%
										d	d		
£24,000 -£35,999 pa	13	-	*	2	6	*	-	*	*	3	*	1	*
	1%	-%	*%	*%	2%	1%	-%	*%	*%	1%	*%	*%	*%
£36,000 -£59,999 pa	4	-	-	1	2	-	*	*	*	-	*	1	*
	*%	-%	-%	*%	*%	-%	*%	1%	*%	-%	*%	*%	*%
£60,000 -£89,999 pa	6	-	*	-	1	-	*	1	-	1	-	3	-
	*%	-%	*%	-%	*%	-%	*%	1%	-%	*%	-%	1%	-%
£90,000 -£119,999 pa	2	-	-	*	-	-	-	*	*	2	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	1%	*%	-%	-%
£120,000 -£179,999 pa	6	-	-	1	*	-	1	-	-	1	*	-	2
	*%	-%	-%	*%	*%	-%	1%	-%	-%	*%	*%	-%	2%
£180,000 -£239,999 pa	6	-	-	-	*	*	*	*	2	4	-	-	-
	*%	-%	-%	-%	*%	*%	*%	*%	1%	2%	-%	-%	-%
										d			

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
£240,000 -£299,999 pa	7	-	-	-	*	-	5	*	*	1	-	2	-
	%	-%	-%	-%	%	-%	2%	%	%	%	-%	1%	-%
							cd						
£300,000 -£359,999 pa	1	-	-	*	*	-	-	*	*	-	*	*	-
	%	-%	-%	%	%	-%	-%	%	%	-%	%	%	-%
£360,000 -£479,999 pa	2	-	-	-	*	-	*	-	-	2	-	*	-
	%	-%	-%	-%	%	-%	%	-%	-%	1%	-%	%	-%
£480,000 -£599,999 pa	2	-	*	*	*	-	*	-	1	-	-	-	-
	%	-%	%	%	%	-%	%	-%	%	-%	-%	-%	-%
£600,000 -£899,999 pa	1	-	-	1	-	-	-	*	*	*	-	-	-
	%	-%	-%	%	-%	-%	-%	%	%	%	-%	-%	-%
£900,000 -£1,199,999 pa	1	-	-	*	-	-	*	-	1	-	*	-	-
	%	-%	-%	%	-%	-%	%	-%	%	-%	%	-%	-%
£1,200,000 -£3,599,999 pa	*	-	-	-	-	-	*	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	%	-%	%	-%	-%	-%	-%
£3,600,000 -£5,999,999 pa	*	-	-	-	-	-	-	-	-	-	*	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%
£6,000,000+ pa	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	-	57	316	317	30	161	47	180	194	54	271	115
	87%	-%	83%	88%	89%	88%	88%	89%	88%	80%	81%	87%	93%
				i									j
Net:£1,200 -<£12,000	186	-	10	36	29	3	14	4	19	26	10	29	5
	9%	-%	14%	10%	8%	10%	8%	8%	9%	11%	15%	9%	4%
										l			
Net:£12,000 -<£60,000	37	-	2	5	8	1	1	1	1	11	2	6	1
	2%	-%	2%	1%	2%	1%	%	1%	%	5%	3%	2%	1%
										h			
Net:£60,000 -<£120,000	7	-	*	*	1	-	*	1	*	3	*	3	-
	%	-%	%	%	%	-%	%	1%	%	1%	%	1%	-%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Net:£120,000 - <£300,000	19	-	-	1	*	*	6	*	2	6	*	2	2
	1%	-%	-%	*%	*%	*%	3%	*%	1%	3%	*%	1%	2%
							cd			d			
Net:£300,000 - <£600,000	5	-	*	*	1	-	*	*	1	2	*	*	-
	*%	-%	*%	*%	*%	-%	*%	*%	*%	1%	*%	*%	-%
Net:£600,000 - <£1,200,000	2	-	-	1	-	-	*	*	1	*	*	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%
Net: >£1,200,000	*	-	-	-	-	-	*	-	*	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%
Net: £60,000+	34	-	*	3	2	*	6	1	4	11	1	5	2
	2%	-%	*%	1%	*%	*%	3%	2%	2%	5%	1%	2%	2%
							d			cd			
Answered	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mean score	531.0	-	148.5	400.3	173.4	82.0	817.0	301.1	776.9	966.9	2255.2	292.6	365.7
										d			
Standard error	143.33	-	126.03	233.29	74.71	93.30	419.46	194.94	401.35	300.82	2100.33	128.18	732.21
Standard deviation	6757.61	-	1208.83	4463.17	1525.72	611.82	5305.82	2239.73	6459.07	4359.35	28951.01	1922.75	8316.33

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Under £120 pa	1125	265	313	267	278	579	546
	56%	53%	63%	53%	56%	58%	55%
			ac				
£120 -£299 pa	314	78	52	92	92	130	184
	16%	16%	10%	18%	18%	13%	18%
				b	b		a
£300 -£599 pa	188	62	51	35	39	113	74
	9%	12%	10%	7%	8%	11%	7%
			c				b
£600 -£1,199 pa	116	28	31	27	30	59	57
	6%	6%	6%	5%	6%	6%	6%
£1,200 -£2,399 pa	88	32	18	25	12	51	38
	4%	6%	4%	5%	2%	5%	4%
			d				
£2,400 -£5,999 pa	57	14	11	14	17	25	31
	3%	3%	2%	3%	3%	3%	3%
£6,000 -£11,999 pa	41	8	9	10	14	17	24
	2%	2%	2%	2%	3%	2%	2%
£12,000 -£23,999 pa	21	4	1	9	7	5	16
	1%	1%	*%	2%	1%	*%	2%
£24,000 -£35,999 pa	13	5	4	4	1	8	5
	1%	1%	1%	1%	*%	1%	*%
£36,000 -£59,999 pa	4	1	2	*	1	2	2
	*%	*%	*%	*%	*%	*%	*%
£60,000 -£89,999 pa	6	*	1	2	3	1	4
	*%	*%	*%	*%	1%	*%	*%
£90,000 -£119,999 pa	2	*	-	2	*	*	2
	*%	*%	-%	*%	*%	*%	*%
£120,000 -£179,999 pa	6	1	1	1	2	2	3
	*%	*%	*%	*%	*%	*%	*%
£180,000 -£239,999 pa	6	-	*	6	-	*	6
	*%	-%	*%	1%	-%	*%	1%

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
£240,000 -£299,999 pa	7	-	5	1	2	5	3
	%	-%	1%	%	%	%	%
£300,000 -£359,999 pa	1	*	*	*	*	*	1
	%	%	%	%	%	%	%
£360,000 -£479,999 pa	2	-	*	2	*	*	2
	%	-%	%	%	%	%	%
£480,000 -£599,999 pa	2	*	*	1	-	1	1
	%	%	%	%	-%	%	%
£600,000 -£899,999 pa	1	1	-	*	-	1	*
	%	%	-%	%	-%	%	%
£900,000 -£1,199,999 pa	1	*	*	1	*	1	1
	%	%	%	%	%	%	%
£1,200,000 -£3,599,999 pa	*	-	*	*	-	*	*
	%	-%	%	%	-%	%	%
£3,600,000 -£5,999,999 pa	*	-	-	-	*	-	*
	%	-%	-%	-%	%	-%	%
£6,000,000+ pa	*	-	-	-	*	-	*
	%	-%	-%	-%	%	-%	%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Net: <£1,200	1743	433	448	422	440	881	861
	87%	87%	90%	84%	88%	88%	86%
Net:£1,200 -<£12,000	186	54	39	50	44	93	93
	9%	11%	8%	10%	9%	9%	9%
Net:£12,000 -<£60,000	37	9	6	13	9	15	22
	2%	2%	1%	3%	2%	2%	2%
Net:£60,000 -<£120,000	7	*	1	4	3	1	6
	%	%	%	1%	1%	%	1%
Net:£120,000 - <£300,000	19	1	6	8	4	7	12
	1%	%	1%	2%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 20 (continuation)

QV1b On average, how much money does your organisation spend in total per annum on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Net: £300,000 - <£600,000	5 *%	* *%	1 *%	3 1%	* *%	1 *%	4 *%
Net: £600,000 - <£1,200,000	2 *%	1 *%	* *%	1 *%	* *%	1 *%	1 *%
Net: >£1,200,000	* *%	- -%	* *%	* *%	* *%	* *%	* *%
Net: £60,000+	34 2%	3 1%	7 1%	16 3%	7 1%	11 1%	23 2%
Answered	2000	500	500	500	500	1000	1000
Mean score	531.0	328.8	405.5	818.3	571.3	367.2	694.8
Standard error	143.33	172.06	142.75	210.92	488.00	110.83	261.14
Standard deviation	6757.61	3816.57	3455.67	5170.76	11382.00	3638.98	8836.31

Columns Tested: a,b,c,d - a,b

Table 21

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1943	599	1344	1345	314	96	188	598
Effective base	922	259	670	841	184	60	114	246
Weighted Base	1712	410	1302	1628	71	8	5	84
0-24%	261	31	230	246	14	1	1	15
	15%	8%	18%	15%	19%	7%	16%	18%
			a		c			c
25-49%	191	7	184	174	12	3	1	16
	11%	2%	14%	11%	17%	40%	24%	20%
			a		a	abde	a	a
50-74%	270	80	190	253	14	2	1	17
	16%	20%	15%	16%	20%	29%	22%	21%
						a		
75-100%	990	292	698	955	31	2	2	35
	58%	71%	54%	59%	44%	24%	37%	42%
		b		bcde	c			c
Answered	1712	410	1302	1628	71	8	5	84
Mean score	68.9	80.8	65.2	69.4	60.6	54.4	57.0	59.8
		b		bcde				
Standard error	.76	1.13	.94	.91	1.89	2.99	2.57	1.35
Standard deviation	33.49	27.61	34.30	33.46	33.58	29.30	35.22	32.94

Columns Tested:: a,b - a,b,c,d,e

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1943	686	468	191	190	220	188	1345	314	284
Effective base	922	483	271	113	124	100	114	841	184	125
Weighted Base	1712	1023	479	126	49	31	5	1628	71	13
0-24%	261 15%	164 16%	66 14%	16 12%	10 21%	4 14%	1 16%	246 15%	14 19%	1 10%
25-49%	191 11%	95 9%	66 14%	12 10%	7 15%	8 26%	1 24%	174 11%	12 17%	5 34%
50-74%	270 16%	163 16%	67 14%	23 18%	10 20%	7 21%	1 22%	253 16%	14 20%	3 26%
75-100%	990 58%	601 59%	279 58%	75 60%	22 45%	12 38%	2 37%	955 59%	31 44%	4 29%
Answered	1712	1023	479	126	49	31	5	1628	71	13
Mean score	68.9	69.7	68.2	71.2	60.4	59.3	57.0	69.4	60.6	55.3
Standard error	.76	defhi	defhi	defhi	i			defhi	i	
Standard deviation	33.49	1.29	1.51	2.39	2.49	2.12	2.57	.91	1.89	1.78
		33.88	32.69	33.02	34.32	31.47	35.22	33.46	33.58	30.08

Columns Tested: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1943	868	477	314	96	188	741	279	105	92	203
Effective base	922	617	288	184	60	114	491	140	47	31	33
Weighted Base	1712	1318	310	71	8	5	998	246	52	44	42
0-24%	261 15%	204 15%	42 14%	14 19%	1 7%	1 16%	181 18%	26 11%	13 24%	9 21%	5 11%
25-49%	191 11%	135 10%	39 13%	12 17%	3 40%	1 24%	121 12%	36 15%	7 13%	5 11%	7 16%
50-74%	270 16%	197 15%	56 18%	14 20%	2 29%	1 22%	150 15%	42 17%	11 21%	5 11%	10 23%
75-100%	990 58%	783 59%	172 56%	31 44%	2 24%	2 37%	545 55%	141 58%	22 42%	25 57%	21 50%
Answered	1712	1318	310	71	8	5	998	246	52	44	42
Mean score	68.9	69.6	68.3	60.6	54.4	57.0	66.0	69.0	56.9	67.3	66.9
Standard error	.76	1.14	1.52	1.89	2.99	2.57	1.27	1.83	3.51	3.81	2.14
Standard deviation	33.49	33.54	33.15	33.58	29.30	35.22	34.67	30.54	35.98	36.58	30.50

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1943	108	102	198	79	125	142	121	119	111
Effective base	922	74	73	127	54	88	103	88	81	76
Weighted Base	1712	146	137	291	87	141	237	208	143	125
0-24%	261	11	27	47	11	17	51	23	26	18
	15%	8%	20%	16%	12%	12%	22%	11%	18%	14%
		a					ag			
25-49%	191	26	10	42	15	13	15	22	16	15
	11%	18%	7%	14%	17%	9%	6%	11%	11%	12%
		f		f	f					
50-74%	270	18	17	48	15	30	37	37	19	18
	16%	12%	13%	16%	17%	21%	16%	18%	13%	15%
75-100%	990	90	82	155	47	81	134	126	83	75
	58%	62%	60%	53%	54%	57%	57%	61%	58%	59%
Answered	1712	146	137	291	87	141	237	208	143	125
Mean score	68.9	72.6	69.6	65.4	67.4	71.1	64.9	71.9	69.1	70.1
Standard error	.76	2.88	3.52	2.43	3.81	2.90	2.92	2.78	3.22	3.23
Standard deviation	33.49	29.95	35.59	34.24	33.85	32.44	34.74	30.62	35.09	34.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1943	315	329	461	1105	838	289	274	275
Effective base	922	218	227	318	747	371	136	154	149
Weighted Base	1712	354	425	736	1515	197	97	65	35
0-24%	261 15%	46 13%	64 15%	121 16%	230 15%	31 16%	15 15%	11 18%	5 14%
25-49%	191 11%	43 12%	52 12%	79 11%	173 11%	17 9%	8 9%	5 8%	4 11%
50-74%	270 16%	63 18%	54 13%	121 16%	239 16%	31 16%	16 16%	11 17%	5 14%
75-100%	990 58%	202 57%	256 60%	415 56%	873 58%	117 59%	58 60%	38 58%	21 60%
Answered	1712	354	425	736	1515	197	97	65	35
Mean score	68.9	69.9	70.5	67.1	68.7	70.6	70.4	70.3	71.4
Standard error	.76	1.88	1.85	1.56	1.01	1.16	1.96	2.07	2.04
Standard deviation	33.49	33.31	33.54	33.52	33.49	33.51	33.30	34.18	33.77

Columns Tested:: a,b,c,d,e,f,g,h

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1943	80	119	28	147	167	438	87	97	919
Effective base	922	39	44	14	58	84	225	35	37	460
Weighted Base	1712	90	92	36	128	203	342	57	58	827
0-24%	261	10	32	6	38	24	98	5	1	84
	15%	11%	34%	18%	30%	12%	29%	9%	2%	10%
			aeghi		aeghi		aeghi			
25-49%	191	14	22	8	30	24	38	2	1	81
	11%	16%	24%	23%	23%	12%	11%	3%	1%	10%
		h	fghi		fghi	h				
50-74%	270	18	11	6	17	33	57	9	1	134
	16%	20%	12%	15%	13%	16%	17%	16%	2%	16%
		h				h	h	h		h
75-100%	990	47	28	16	44	122	150	41	55	528
	58%	52%	30%	44%	34%	60%	44%	72%	95%	64%
		b				bdf		bdf	abdefgi	bdf
Answered	1712	90	92	36	128	203	342	57	58	827
Mean score	68.9	68.6	45.2	57.9	48.8	71.0	56.9	77.2	93.5	74.2
		bdf				bdf	bd	bdf	abdefgi	bdf
Standard error	.76	3.62	3.08	6.50	2.82	2.40	1.76	3.01	1.61	1.02
Standard deviation	33.49	32.41	33.59	34.42	34.17	31.04	36.81	28.11	15.88	30.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1943	394	438	1111	1631	312	-	1644	299	1876	67
Effective base	922	181	225	536	774	149	-	829	100	888	34
Weighted Base	1712	420	342	950	1417	295	-	1577	135	1654	58
0-24%	261	72	98	92	222	39	-	246	15	257	4
	15%	17%	29%	10%	16%	13%	-%	16%	11%	16%	7%
		c	ac								
25-49%	191	68	38	84	171	19	-	173	17	190	1
	11%	16%	11%	9%	12%	6%	-%	11%	13%	11%	1%
		c			b						
50-74%	270	68	57	146	223	47	-	246	24	263	7
	16%	16%	17%	15%	16%	16%	-%	16%	17%	16%	13%
75-100%	990	213	150	628	800	190	-	911	79	944	46
	58%	51%	44%	66%	56%	64%	-%	58%	59%	57%	79%
				ab							a
Answered	1712	420	342	950	1417	295	-	1577	135	1654	58
Mean score	68.9	63.7	56.9	75.5	68.0	73.4	-	68.8	70.6	68.3	86.4
		b		ab		a					a
Standard error	.76	1.70	1.76	.91	.83	1.82	-	.83	1.81	.77	3.17
Standard deviation	33.49	33.73	36.81	30.41	33.68	32.22	-	33.68	31.27	33.56	25.99

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1943	1153	386	385
Effective base	922	589	142	184
Weighted Base	1712	1097	267	332
0-24%	261	100	49	107
	15%	9%	18%	32%
			a	ab
25-49%	191	73	70	47
	11%	7%	26%	14%
			ac	a
50-74%	270	154	48	64
	16%	14%	18%	19%
75-100%	990	770	100	114
	58%	70%	37%	34%
		bc		
Answered	1712	1097	267	332
Mean score	68.9	77.6	56.5	50.5
		bc	c	
Standard error	.76	.87	1.67	1.80
Standard deviation	33.49	29.65	32.75	35.29

Columns Tested:: a,b,c

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1943	1486	299	82	18	29	16	8	5	1785	158	76
Effective base	922	783	105	20	5	8	4	4	2	885	37	18
Weighted Base	1712	1480	165	33	7	19	5	2	*	1646	66	34
0-24%	261	186	55	13	*	4	1	2	-	241	20	7
	15%	13%	33%	40%	5%	20%	26%	71%	-%	15%	30%	21%
			ai	ai							ai	
25-49%	191	150	19	4	4	13	1	*	*	169	22	18
	11%	10%	11%	11%	51%	69%	19%	10%	7%	10%	33%	54%
											abi	abci
50-74%	270	227	28	10	*	2	2	*	-	255	15	5
	16%	15%	17%	32%	4%	10%	46%	19%	-%	15%	23%	14%
75-100%	990	917	64	5	3	*	*	*	*	981	9	4
	58%	62%	38%	17%	39%	1%	9%	1%	93%	60%	14%	12%
		bcjk	jk							bcjk		
Answered	1712	1480	165	33	7	19	5	2	*	1646	66	34
Mean score	68.9	72.2	51.5	40.5	52.5	29.1	42.0	26.6	95.8	70.1	38.5	36.6
		bcjk	ckj							bcjk		
Standard error	.76	.84	2.07	3.17	5.75	2.49	7.83	6.31	-	.79	2.02	2.52
Standard deviation	33.49	32.26	35.73	28.71	24.41	13.42	31.31	17.86	-	33.20	25.40	21.95

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1943	821	665	457	1856	1473	1943	1295	783	664	499	1028	95	120	78	85	38
Effective base	922	476	309	141	867	675	922	598	343	250	277	524	28	41	22	20	12
Weighted Base	1712	936	545	232	1616	1267	1712	1141	668	469	492	1002	47	80	39	35	17
0-24%	261	69	117	75	237	222	261	261	149	71	56	183	8	1	2	5	5
	15%	7%	22%	32%	15%	18%	15%	23%	22%	15%	11%	18%	16%	2%	5%	15%	30%
			a	ab				abcf	acf		d	ad	d				de
25-49%	191	62	88	41	187	187	191	190	144	108	6	131	6	21	8	10	8
	11%	7%	16%	18%	12%	15%	11%	17%	21%	23%	1%	13%	14%	26%	21%	28%	44%
			a	a				ac	abc	abcd		a	a	ab	a	a	abc
50-74%	270	106	121	43	246	238	270	270	145	102	46	165	10	22	16	9	2
	16%	11%	22%	19%	15%	19%	16%	24%	22%	22%	9%	17%	21%	28%	41%	26%	10%
			a	a				abc	ac	ac		a	a	ab	a	a	
75-100%	990	700	218	73	947	620	990	420	230	187	384	522	23	35	13	11	3
	58%	75%	40%	31%	59%	49%	58%	37%	34%	40%	78%	52%	49%	44%	33%	31%	16%
			bc		bdef	def	bdef				bcdefg	g					
Answered	1712	936	545	232	1616	1267	1712	1141	668	469	492	1002	47	80	39	35	17
Mean score	68.9	81.1	57.0	47.8	69.4	62.7	68.9	53.5	51.8	58.9	82.9	64.0	64.3	63.6	60.5	55.7	38.9
		bc	c		bdef	def	bdef			de	bcdefg	fg	g	fg	g	g	g
Standard error	.76	.98	1.29	1.57	.77	.86	.76	.86	1.10	1.25	1.37	1.05	3.15	2.59	2.83	3.07	4.57
Standard deviation	33.49	28.19	33.16	33.56	33.30	33.16	33.49	31.04	30.73	32.13	30.60	33.76	30.67	28.32	25.03	28.26	28.19

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1943	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	922	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1712	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
0-24%	261	213	14	3	1	1	2	3	178	27	6	3	3	2	4
	15%	15%	15%	4%	2%	4%	16%	23%	18%	21%	11%	5%	12%	18%	47%
25-49%	191	131	18	21	4	5	2	6	106	40	12	11	10	5	1
	11%	9%	20%	31%	12%	31%	12%	53%	11%	31%	24%	24%	48%	42%	14%
			a	a		a				a	a	a	a		
50-74%	270	182	22	18	12	4	8	1	163	39	16	14	3	1	1
	16%	13%	24%	26%	35%	20%	53%	5%	16%	30%	30%	30%	12%	12%	13%
			a	a	a		a			a					
75-100%	990	853	37	26	18	8	3	2	545	25	18	20	6	4	2
	58%	62%	41%	39%	50%	44%	18%	19%	55%	19%	35%	42%	28%	29%	26%
		bcf							bc			b			
Answered	1712	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean score	68.9	70.8	59.9	60.4	68.7	66.8	56.7	39.5	65.6	47.3	58.3	61.0	50.1	46.1	43.3
		bcf			bcf				bce		b	be			
Standard error	.76	.90	2.57	2.84	2.76	4.43	4.05	6.37	1.05	2.11	2.86	3.19	4.03	6.08	7.71
Standard deviation	33.49	33.66	31.42	29.20	25.45	28.72	26.85	29.86	33.70	28.33	29.01	25.74	27.37	31.01	35.34

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1943	868	146	108	64	52	22	35	792	392	409	237	101
Effective base	922	445	59	39	23	16	7	11	451	179	185	73	30
Weighted Base	1712	860	113	61	40	30	14	22	874	327	333	113	54
0-24%	261	160	40	19	18	11	3	10	153	41	53	7	7
	15%	19%	35%	31%	45%	36%	18%	47%	18%	13%	16%	6%	13%
			a		a			a	d		d		
25-49%	191	109	24	23	7	16	6	6	54	51	50	14	16
	11%	13%	21%	37%	18%	55%	42%	26%	6%	16%	15%	13%	31%
				a		abd				a	a		acd
50-74%	270	202	29	16	14	*	3	6	91	62	74	27	13
	16%	23%	26%	25%	35%	1%	19%	27%	10%	19%	22%	24%	24%
		e	e	e	e			e		a	a	a	a
75-100%	990	389	20	4	1	3	3	*	575	173	157	64	18
	58%	45%	18%	6%	2%	9%	21%	*%	66%	53%	47%	57%	33%
		bcdeg							bce	e		e	
Answered	1712	860	113	61	40	30	14	22	874	327	333	113	54
Mean score	68.9	59.3	40.1	33.2	33.5	28.6	41.8	29.6	72.7	67.5	63.0	69.6	54.3
		bcdeg	ceg						bce	ce	e	ce	
Standard error	.76	1.05	2.20	2.05	2.28	3.42	5.23	3.38	1.24	1.64	1.58	1.77	2.86
Standard deviation	33.49	30.92	26.59	21.34	18.27	24.67	24.52	19.98	34.93	32.37	31.91	27.30	28.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1943	859	364	337	211	73	625	297	302	161	72
Effective base	922	479	168	145	58	18	344	126	123	53	23
Weighted Base	1712	941	299	248	82	30	674	237	213	84	44
0-24%	261	165	28	31	5	3	134	36	39	7	6
	15%	18%	9%	12%	6%	11%	20%	15%	18%	8%	14%
		bd					d				
25-49%	191	98	38	32	9	7	65	48	42	12	16
	11%	10%	13%	13%	11%	22%	10%	20%	20%	14%	36%
								a	a		ad
50-74%	270	104	63	46	22	7	89	61	56	18	11
	16%	11%	21%	19%	27%	23%	13%	26%	26%	22%	25%
			a	a	a			a	a		
75-100%	990	574	170	139	46	13	386	93	77	47	11
	58%	61%	57%	56%	56%	44%	57%	39%	36%	56%	25%
							bce			bce	
Answered	1712	941	299	248	82	30	674	237	213	84	44
Mean score	68.9	69.6	71.2	67.8	70.6	62.0	66.2	59.0	56.6	66.5	48.9
			e		e		bce	e		bce	
Standard error	.76	1.21	1.60	1.65	1.84	3.49	1.39	1.80	1.82	2.16	3.06
Standard deviation	33.49	35.42	30.52	30.22	26.77	29.83	34.83	31.07	31.69	27.44	26.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1943	550	209	267	165	78	717	105	458	1686	257	1693	163
Effective base	922	299	85	116	62	26	331	46	217	822	100	809	58
Weighted Base	1712	599	170	196	110	44	619	65	442	1522	190	1505	110
0-24%	261	99	37	69	38	16	209	11	40	188	73	213	24
	15%	17%	22%	35%	34%	36%	34%	18%	9%	12%	38%	14%	21%
				ab	a	a	bc				a		
25-49%	191	63	48	49	16	12	142	17	28	143	48	148	39
	11%	11%	28%	25%	15%	28%	23%	27%	6%	9%	25%	10%	36%
			a	a		a	c	c			a		a
50-74%	270	114	60	52	29	7	144	15	105	238	32	221	25
	16%	19%	35%	27%	26%	15%	23%	23%	24%	16%	17%	15%	23%
			a										
75-100%	990	323	25	27	27	9	125	21	268	953	38	924	22
	58%	54%	15%	14%	25%	21%	20%	33%	61%	63%	20%	61%	20%
		bcde							ab	b		b	
Answered	1712	599	170	196	110	44	619	65	442	1522	190	1505	110
Mean score	68.9	63.6	44.2	38.9	43.5	38.3	41.8	53.0	69.4	72.7	38.7	71.2	44.5
		bcde	c					a	ab	b		b	
Standard error	.76	1.31	1.77	1.65	2.28	3.17	1.08	2.90	1.25	.78	1.93	.80	2.28
Standard deviation	33.49	30.64	25.65	26.93	29.24	27.98	28.93	29.69	26.85	31.84	30.97	32.86	29.05

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1943	1258	215	869	426	1695	161	1251	222	870	425
Effective base	922	605	70	433	165	811	57	597	78	435	163
Weighted Base	1712	1126	140	815	326	1507	109	1117	150	816	325
0-24%	261 15%	187 17%	36 25%	163 20%	98 30%	209 14%	27 25%	189 17%	34 23%	161 20%	100 31%
25-49%	191 11%	136 12%	50 36%	120 15%	71 22%	153 10%	34 31%	129 12%	58 38%	116 14%	74 23%
50-74%	270 16%	205 18%	33 23%	199 24%	71 22%	221 15%	25 22%	204 18%	34 23%	205 25%	64 20%
75-100%	990 58%	598 53%	22 16%	334 41%	86 26%	923 61%	23 21%	596 53%	25 16%	333 41%	87 27%
Answered	1712	1126	140	815	326	1507	109	1117	150	816	325
Mean score	68.9	65.4	41.0	56.9	44.8	71.1	45.0	65.4	41.9	57.1	44.4
Standard error	.76	.92	1.91	1.04	1.46	.80	2.39	.93	1.89	1.04	1.46
Standard deviation	33.49	32.77	28.00	30.77	30.06	32.82	30.31	32.81	28.11	30.68	30.15

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1943	874	1448	271	3	789	1045	221	4	912	698	232	2
Effective base	922	382	701	113	2	348	492	95	3	415	334	100	2
Weighted Base	1712	720	1292	209	3	655	898	172	4	793	605	176	4
0-24%	261 15%	130 18%	162 13%	46 22%	- -%	119 18%	141 16%	43 25%	2 39%	209 26%	112 18%	64 36%	2 59%
		b		b				b		b		ab	
25-49%	191 11%	140 19%	126 10%	43 21%	1 48%	145 22%	103 11%	33 19%	2 44%	166 21%	82 13%	45 26%	- -%
		b		b		b		b		b		b	
50-74%	270 16%	151 21%	179 14%	42 20%	1 47%	144 22%	159 18%	37 21%	- -%	186 23%	149 25%	32 18%	- -%
		b											
75-100%	990 58%	300 42%	825 64%	77 37%	* 5%	246 38%	495 55%	59 34%	1 17%	232 29%	263 43%	36 20%	2 41%
		ac				ac				ac			
Answered	1712	720	1292	209	3	655	898	172	4	793	605	176	4
Mean score	68.9	58.5	72.9	54.5	47.3	56.0	66.7	53.4	35.8	48.2	58.5	40.8	46.5
		ac				ac				c	ac		
Standard error	.76	1.10	.85	1.92	7.82	1.12	1.01	2.15	18.38	.99	1.16	1.86	36.35
Standard deviation	33.49	32.44	32.20	31.64	13.54	31.50	32.72	31.96	36.75	29.88	30.54	28.27	51.41

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1943	1644	1220	851	1286	1059	50	569	446	423	113	79	471	436
Effective base	922	785	575	418	610	516	18	290	216	204	57	43	228	210
Weighted Base	1712	1459	1062	771	1157	969	14	538	409	388	110	85	442	399
0-24%	261	197	176	174	144	158	4	108	88	106	30	25	53	58
	15%	13%	17%	23% ab	12%	16%	30% a	20%	21%	27%	27%	29%	12%	15%
25-49%	191	137	136	110	125	93	4	75	75	73	25	18	29	31
	11%	9%	13% a	14% a	11%	10%	30% ab	14%	18%	19%	22%	21%	7%	8%
50-74%	270	214	195	197	181	136	4	134	93	98	21	20	61	54
	16%	15%	18%	26% ab	16%	14%	28%	25%	23%	25%	19%	23%	14%	13%
75-100%	990	911	555	289	707	582	2	220	153	111	34	23	298	256
	58%	62% bc	52% c	38% c	61% c	60% c	12% c	41% c	37% c	29% c	31% c	27% c	67% c	64% c
Answered	1712	1459	1062	771	1157	969	14	538	409	388	110	85	442	399
Mean score	68.9	72.2	64.9	54.4	71.6	69.9	43.3	57.0	54.4	49.0	49.6	48.6	75.8	73.5
Standard error	.76	.80	.94	1.05	.89	1.03	3.63	1.27	1.45	1.42	2.90	3.34	1.49	1.58
Standard deviation	33.49	32.39	32.70	30.55	32.04	33.51	25.66	30.22	30.57	29.14	30.86	29.67	32.33	32.97

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1943	166	94	74	34	1703	1222	1779	1239	1186	832	1608	246	1	1478	105
Effective base	922	80	38	34	18	798	546	833	562	531	378	773	111	1	694	60
Weighted Base	1712	150	64	59	40	1485	979	1551	1029	958	719	1428	198	*	1284	112
0-24%	261	27	21	15	9	199	130	207	189	155	140	198	41	-	206	14
	15%	18%	32%	25%	24%	13%	13%	13%	18%	16%	19%	14%	21%	-%	16%	13%
									abc		b					
25-49%	191	32	17	11	12	142	120	167	122	97	134	129	31	-	135	16
	11%	21%	27%	19%	30%	10%	12%	11%	12%	10%	19%	9%	16%	-%	10%	14%
											b		b			
50-74%	270	29	7	17	8	232	175	245	203	164	145	213	43	-	192	20
	16%	19%	11%	29%	21%	16%	18%	16%	20%	17%	20%	15%	22%	-%	15%	18%
									a		b					
75-100%	990	63	19	16	10	912	555	932	515	542	300	888	82	*	752	62
	58%	42%	30%	28%	26%	61%	57%	60%	50%	57%	42%	62%	41%	100%	59%	55%
						d	d	d		d		ac				
Answered	1712	150	64	59	40	1485	979	1551	1029	958	719	1428	198	*	1284	112
Mean score	68.9	58.5	47.6	50.7	45.7	71.5	68.9	70.7	63.4	68.0	58.1	71.5	57.8	100.0	69.0	68.1
		bd				bde	d	de		d		ac				
Standard error	.76	2.53	3.32	3.66	5.27	.79	.92	.77	.95	.96	1.15	.82	2.07	-	.88	3.27
Standard deviation	33.49	32.63	32.23	31.48	30.74	32.45	32.09	32.66	33.50	33.21	33.20	32.77	32.51	-	33.64	33.55

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1943	673	1141	525	27	265	368	221	1291	407	271	319	1305
Effective base	922	330	544	224	14	106	166	97	624	192	126	142	638
Weighted Base	1712	639	984	439	35	214	329	168	1174	354	219	287	1167
0-24%	261	111	129	120	10	46	98	49	155	52	59	57	135
	15%	17%	13%	27%	29%	21%	30%	29%	13%	15%	27%	20%	12%
								bc			c	c	
25-49%	191	120	44	91	14	73	45	34	118	38	42	73	72
	11%	19%	4%	21%	38%	34%	14%	20%	10%	11%	19%	25%	6%
		b				b		bc			c	c	
50-74%	270	112	137	83	3	46	69	33	169	63	44	50	174
	16%	18%	14%	19%	9%	21%	21%	20%	14%	18%	20%	17%	15%
75-100%	990	295	674	144	8	50	117	52	732	201	74	107	787
	58%	46%	69%	33%	23%	23%	36%	31%	62%	57%	34%	37%	67%
			a			a		a	a				ab
Answered	1712	639	984	439	35	214	329	168	1174	354	219	287	1167
Mean score	68.9	61.6	75.9	48.9	43.9	45.8	51.0	48.2	72.1	68.7	52.1	53.2	76.1
			a			a		a	a				ab
Standard error	.76	1.29	.94	1.38	6.03	1.71	1.72	2.17	.91	1.63	2.01	1.82	.86
Standard deviation	33.49	33.37	31.74	31.57	31.35	27.85	32.95	32.22	32.76	32.89	33.13	32.49	31.21

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1943	970	973
Effective base	922	411	511
Weighted Base	1712	742	970
0-24%	261	82	179
	15%	11%	18%
		a	
25-49%	191	85	106
	11%	11%	11%
50-74%	270	128	142
	16%	17%	15%
75-100%	990	447	543
	58%	60%	56%
Answered	1712	742	970
Mean score	68.9	71.7	66.7
		b	
Standard error	.76	1.01	1.12
Standard deviation	33.49	31.34	34.91

Columns Tested: a,b

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1943	-	86	310	347	40	147	113	235	176	178	209	102
Effective base	922	-	34	150	157	16	81	32	108	107	61	140	59
Weighted Base	1712	-	63	306	269	25	162	41	190	208	58	296	95
0-24%	261	-	11	61	18	3	27	16	23	31	13	46	14
	15%	-%	17%	20%	7%	11%	16%	38%	12%	15%	22%	16%	15%
			d	d			d	cdfhikl		d	d	d	
25-49%	191	-	13	19	6	4	27	5	34	33	5	28	17
	11%	-%	20%	6%	2%	17%	17%	11%	18%	16%	9%	9%	18%
			cd			d	cd	d	cd	cd	d	d	cd
50-74%	270	-	14	41	52	5	28	9	30	29	8	44	9
	16%	-%	23%	13%	19%	19%	18%	23%	16%	14%	14%	15%	9%
75-100%	990	-	25	185	194	13	80	12	103	115	32	178	55
	58%	-%	40%	60%	72%	54%	49%	29%	54%	55%	54%	60%	58%
			bg	bcfghijk			g		g	g	g	bg	g
Answered	1712	-	63	306	269	25	162	41	190	208	58	296	95
Mean score	68.9	-	59.2	69.5	81.4	65.4	64.2	49.3	66.8	68.0	66.2	67.7	66.8
			g	bg	bcefghijkl	g	g		g	bg	g	bg	g
Standard error	.76	-	3.53	2.00	1.46	5.17	2.84	3.22	2.16	2.51	2.74	2.29	3.33
Standard deviation	33.49	-	32.70	35.21	27.19	32.70	34.45	34.22	33.10	33.33	36.61	33.13	33.66

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 21 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending letters/ large letters

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1943	416	514	524	489	930	1013
Effective base	922	200	240	245	242	436	486
Weighted Base	1712	414	411	439	448	825	887
0-24%	261	72	47	69	73	119	142
	15%	18%	11%	16%	16%	14%	16%
25-49%	191	31	38	72	50	69	122
	11%	8%	9%	16%	11%	8%	14%
				ab			a
50-74%	270	67	73	69	61	140	130
	16%	16%	18%	16%	14%	17%	15%
75-100%	990	243	254	229	264	497	493
	58%	59%	62%	52%	59%	60%	56%
			c				
Answered	1712	414	411	439	448	825	887
Mean score	68.9	69.8	73.1	65.7	67.3	71.4	66.5
			cd			b	
Standard error	.76	1.67	1.42	1.47	1.52	1.09	1.06
Standard deviation	33.49	34.14	32.10	33.66	33.64	33.16	33.64

Columns Tested:: a,b,c,d - a,b

Table 23

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
0-24%	466	69	397	446	17	2	1	20
	36%	27%	39%	37%	31%	20%	27%	30%
			a	c				
25-49%	251	17	235	232	15	3	1	19
	20%	6%	23%	19%	27%	43%	33%	30%
			a		a	ab	a	a
50-74%	216	72	144	201	12	2	1	15
	17%	28%	14%	17%	21%	29%	24%	22%
		b				a		
75-100%	346	101	245	334	11	1	1	12
	27%	39%	24%	28%	20%	8%	16%	18%
		b		cde				
Answered	1279	259	1020	1213	54	8	4	66
Mean score	44.3	56.4	41.2	44.4	42.1	40.5	41.6	41.9
		b						
Standard error	.89	1.90	.99	1.10	1.90	2.77	2.29	1.29
Standard deviation	33.65	35.17	32.55	33.94	28.59	24.35	29.18	27.76

Columns Tested:: a,b - a,b,c,d,e

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
0-24%	466 36%	267 36%	149 38%	31 36%	12 32%	7 28%	1 27%	446 37%	17 31%	3 22%
		i	i	i				i		
25-49%	251 20%	145 20%	64 17%	22 27%	9 25%	9 36%	1 33%	232 19%	15 27%	5 40%
						abg	abg		bg	abdg
50-74%	216 17%	110 15%	77 20%	14 17%	8 23%	5 21%	1 24%	201 17%	12 21%	3 27%
							a			ag
75-100%	346 27%	218 29%	99 25%	17 20%	8 20%	4 15%	1 16%	334 28%	11 20%	1 11%
		efhi	i					efi		
Answered	1279	740	389	84	37	25	4	1213	54	12
Mean score	44.3	45.2	43.8	40.9	43.1	40.1	41.6	44.4	42.1	40.9
Standard error	.89	1.55	1.86	2.83	2.48	2.03	2.29	1.10	1.90	1.59
Standard deviation	33.65	34.11	34.14	31.49	29.48	25.96	29.18	33.94	28.59	24.64

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
0-24%	466 36%	371 38% de	75 33%	17 31%	2 20%	1 27%	279 36%	85 44%	14 31%	8 29%	12 38%
25-49%	251 20%	174 18%	58 26%	15 27%	3 43%	1 33%	148 19%	64 33%	12 27%	8 31%	7 22%
50-74%	216 17%	156 16%	46 20%	12 21%	2 29%	1 24%	119 15%	26 13%	6 14%	4 15%	10 30%
75-100%	346 27%	286 29% bcde	48 21% d	11 20%	1 8%	1 16%	233 30%	19 10%	12 28%	6 24%	3 11%
Answered	1279	986	227	54	8	4	779	194	44	26	32
Mean score	44.3	44.8	42.8	42.1	40.5	41.6	45.2	32.5	45.4	43.5	38.7
Standard error	.89	1.38	1.76	1.90	2.77	2.29	be	b	b	b	b
Standard deviation	33.65	34.45	31.64	28.59	24.35	29.18	1.44	1.76	3.60	3.51	1.99
							34.32	26.31	33.98	29.58	26.51

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
0-24%	466	49	20	72	24	44	80	61	38	33
	36%	42%	25%	33%	35%	43%	42%	37%	37%	33%
25-49%	251	16	18	44	18	26	28	37	24	16
	20%	14%	22%	20%	26%	25%	15%	22%	24%	16%
50-74%	216	28	18	47	6	14	28	23	11	17
	17%	24%	22%	22%	9%	13%	15%	14%	11%	18%
		d								
75-100%	346	24	25	52	20	20	56	44	29	32
	27%	20%	31%	24%	30%	20%	29%	27%	28%	33%
Answered	1279	117	81	215	67	104	192	166	103	98
Mean score	44.3	42.9	49.6	44.5	44.3	37.1	43.8	43.1	43.3	48.4
		e								e
Standard error	.89	3.60	3.88	2.64	4.28	3.40	3.32	3.47	3.70	3.93
Standard deviation	33.65	33.73	31.55	31.76	32.89	32.78	34.96	33.66	34.51	36.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
0-24%	466 36%	101 37%	107 36%	213 37%	421 37%	45 33%	24 34%	14 32%	7 32%
25-49%	251 20%	59 22%	58 19%	108 19%	226 20%	25 19%	12 17%	8 19%	5 22%
50-74%	216 17%	37 14%	58 19%	99 17%	193 17%	23 17%	11 16%	7 17%	4 20%
75-100%	346 27%	72 27%	78 26%	153 27%	303 26%	43 31%	23 32%	14 32%	6 27%
Answered	1279	269	301	573	1143	136	71	43	22
Mean score	44.3	43.0	44.9	43.9	43.9	47.5	48.2	47.6	45.0
						d			
Standard error	.89	2.23	2.15	1.78	1.17	1.40	2.38	2.50	2.32
Standard deviation	33.65	34.48	33.45	33.36	33.63	33.77	34.67	34.03	31.68

Columns Tested: a,b,c,d,e,f,g,h

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
0-24%	466	25	19	13	32	61	81	15	16	234
	36%	40%	17%	38%	22%	43%	26%	40%	81%	43%
		b				bdf		b	abdefgi	bdf
25-49%	251	10	21	10	31	40	55	7	2	107
	20%	17%	19%	28%	21%	28%	17%	19%	9%	20%
50-74%	216	20	25	5	30	19	48	5	2	89
	17%	32%	23%	14%	21%	14%	15%	13%	9%	16%
		efi								
75-100%	346	7	46	7	53	24	133	11	-	116
	27%	11%	41%	20%	36%	16%	42%	29%	-%	21%
			aehi		aehi		aehi	h		
Answered	1279	63	110	35	146	144	316	38	20	546
Mean score	44.3	34.2	60.9	35.6	54.8	36.8	55.5	46.3	15.0	39.0
		h	aeghi		aehi	h	aehi	ah		h
Standard error	.89	3.57	3.14	6.59	2.97	2.66	1.78	4.44	2.51	1.30
Standard deviation	33.65	26.75	33.85	32.30	35.09	29.77	35.33	33.21	17.22	31.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
0-24%	466	118	81	267	380	86	-	424	42	456	10
	36%	34%	26%	44%	35%	43%	-%	36%	44%	36%	38%
				ab							
25-49%	251	81	55	116	218	33	-	228	24	248	3
	20%	23%	17%	19%	20%	17%	-%	19%	24%	20%	13%
50-74%	216	70	48	98	181	35	-	198	18	211	5
	17%	20%	15%	16%	17%	17%	-%	17%	19%	17%	17%
75-100%	346	83	133	130	300	45	-	333	13	337	8
	27%	24%	42%	21%	28%	23%	-%	28%	13%	27%	32%
			ac					b			
Answered	1279	353	316	610	1080	199	-	1182	97	1252	27
Mean score	44.3	43.8	55.5	38.8	45.2	39.4	-	45.1	34.8	44.2	47.6
		c	ac		b			b			
Standard error	.89	1.83	1.78	1.20	.97	2.24	-	.98	1.99	.90	7.19
Standard deviation	33.65	32.85	35.33	31.80	33.85	32.18	-	33.91	28.81	33.54	38.73

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
0-24%	466 36%	344 49%	53 24%	65 19%
		bc		
25-49%	251 20%	117 17%	79 36%	55 16%
			ac	
50-74%	216 17%	97 14%	50 22%	65 19%
			a	
75-100%	346 27%	148 21%	41 18%	153 45%
				ab
Answered	1279	706	223	338
Mean score	44.3	36.7	43.0	60.8
			a	ab
Standard error	.89	1.22	1.62	1.71
Standard deviation	33.65	32.88	28.15	32.85

Columns Tested: a,b,c

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
0-24%	466	409	46	5	3	2	1	1	-	455	11	7
	36%	39%	29%	13%	38%	12%	22%	35%	-%	38%	17%	21%
		cj								cj		
25-49%	251	190	34	9	1	14	3	*	*	224	27	18
	20%	18%	21%	26%	9%	74%	72%	10%	100%	19%	40%	55%
										abi	abi	
50-74%	216	175	24	10	4	1	*	1	-	199	16	6
	17%	17%	15%	29%	48%	7%	2%	54%	-%	16%	24%	18%
75-100%	346	276	56	11	*	1	*	*	-	333	13	2
	27%	26%	35%	31%	5%	7%	4%	1%	-%	27%	19%	6%
			k							k		
Answered	1279	1051	160	35	7	19	4	2	*	1211	68	33
Mean score	44.3	43.0	51.7	55.7	39.7	35.5	33.0	38.2	38.3	44.2	46.3	36.3
			aik	aijk							k	
Standard error	.89	1.08	2.07	3.20	4.54	3.76	5.93	7.71	-	.96	2.14	2.30
Standard deviation	33.65	33.85	34.22	28.63	19.80	19.90	23.72	20.40	-	34.02	26.36	19.52

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
0-24%	466	277	132	57	449	427	466	466	286	121	46	355	14	20	16	9	6
	36%	51%	26%	25%	42%	42%	41%	36%	43%	31%	29%	44%	39%	32%	43%	29%	33%
		bc			f	f	f		f			a					
25-49%	251	76	114	61	244	238	251	251	197	139	19	157	16	30	10	13	7
	20%	14%	22%	27%	23%	23%	22%	20%	29%	36%	12%	20%	44%	48%	26%	43%	40%
			a	a					abcd	abcd			ab	ab		ab	a
50-74%	216	82	94	41	199	185	216	216	93	65	40	142	4	11	11	5	3
	17%	15%	19%	18%	18%	18%	19%	17%	14%	17%	25%	18%	12%	18%	29%	17%	15%
							e										
75-100%	346	109	167	69	185	173	208	346	96	66	54	146	2	1	1	3	2
	27%	20%	33%	30%	17%	17%	18%	27%	14%	17%	34%	18%	5%	1%	3%	11%	12%
			a	a				abcef			bcde	d					
Answered	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Mean score	44.3	36.0	50.6	50.1	36.8	36.5	37.7	44.3	34.1	39.2	50.5	36.3	30.8	29.9	30.5	39.1	37.4
			a	a	e		e	abcef		e	bcdefg	d				cde	d
Standard error	.89	1.57	1.42	1.56	.82	.84	.82	.89	.99	1.16	2.51	1.08	2.15	1.58	2.43	2.72	4.24
Standard deviation	33.65	33.33	32.81	32.11	29.01	28.89	29.35	33.65	27.61	27.25	31.70	30.00	19.27	15.75	20.63	23.05	25.09

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
0-24%	466	379	31	13	14	8	2	3	355	30	10	17	7	3	4
	36%	43%	39%	24%	48%	52%	13%	26%	46%	25%	24%	40%	40%	27%	50%
		c							bc						
25-49%	251	163	30	28	5	3	8	6	142	49	24	11	7	7	*
	20%	19%	38%	52%	18%	21%	65%	53%	18%	41%	57%	25%	35%	55%	4%
			a	ad			ad			a	ad				
50-74%	216	162	10	11	9	4	2	1	135	23	7	14	4	-	2
	17%	18%	13%	21%	32%	26%	14%	6%	17%	19%	17%	33%	22%	-%	23%
75-100%	346	173	8	1	1	-	1	2	148	18	1	1	1	2	2
	27%	20%	10%	2%	2%	-%	9%	16%	19%	15%	1%	2%	3%	18%	23%
		c							cd						
Answered	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Mean score	44.3	37.8	31.6	33.0	29.9	27.7	41.1	38.2	36.6	39.3	31.4	32.4	34.5	37.4	40.5
		bde					bcde			c					
Standard error	.89	1.03	2.19	1.88	2.37	3.37	3.46	6.19	1.10	1.92	1.57	2.44	2.66	5.82	7.62
Standard deviation	33.65	30.33	24.46	17.73	20.21	20.23	20.78	27.68	30.65	24.54	15.16	18.58	17.23	29.11	33.22

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
0-24%	466	409	35	7	6	3	5	2	228	80	97	44	13
	36%	42%	27%	10%	14%	8%	32%	10%	45%	36%	37%	49%	27%
		bcdeg	c										
25-49%	251	156	24	31	11	11	6	13	62	67	82	18	22
	20%	16%	19%	50%	26%	34%	38%	57%	12%	30%	31%	20%	45%
				ab		a		ab		a	a		ad
50-74%	216	160	19	12	13	8	1	4	89	49	42	23	8
	17%	16%	15%	19%	29%	24%	6%	20%	18%	22%	16%	26%	17%
75-100%	346	252	50	13	13	11	3	3	127	27	42	5	5
	27%	26%	39%	21%	31%	34%	24%	13%	25%	12%	16%	6%	11%
			ac						bcd		d		
Answered	1279	978	128	63	42	32	15	22	506	223	264	91	49
Mean score	44.3	42.1	54.1	46.1	52.5	57.5	44.8	42.8	40.2	35.5	36.9	31.5	37.2
			ac		a	acg			bd		d		
Standard error	.89	1.11	2.62	2.42	3.04	4.09	6.15	3.69	1.61	1.57	1.51	1.70	2.40
Standard deviation	33.65	34.60	32.62	25.83	25.28	30.09	29.51	21.85	33.37	25.94	26.52	23.35	22.53

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
0-24%	466	240	75	92	30	9	257	69	50	38	9
	36%	41%	38%	47%	48%	35%	49%	35%	28%	50%	22%
							bce			ce	
25-49%	251	99	61	58	11	10	83	64	58	12	20
	20%	17%	31%	30%	17%	36%	16%	33%	32%	16%	47%
			a	a				ad	ad		ad
50-74%	216	105	45	23	19	5	75	41	36	22	8
	17%	18%	23%	12%	30%	20%	14%	21%	20%	29%	18%
			c		c					a	
75-100%	346	139	17	22	3	2	105	20	36	4	5
	27%	24%	9%	11%	5%	9%	20%	10%	20%	6%	13%
		bcd					bd		d		
Answered	1279	583	198	195	63	26	521	194	181	76	42
Mean score	44.3	40.5	32.9	31.2	32.2	36.9	35.4	35.5	42.2	31.7	39.8
		bcd							abd		d
Standard error	.89	1.43	1.54	1.54	1.81	3.08	1.49	1.55	1.70	2.03	2.74
Standard deviation	33.65	32.28	24.05	24.32	23.14	24.48	32.04	24.05	26.93	24.00	22.10

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
0-24%	466	335	43	33	32	11	153	28	276	435	31	431	18
	36%	51%	21%	15%	26%	23%	21%	43%	59%	42%	13%	44%	18%
		bcde						a	ab	b		b	
25-49%	251	93	59	65	23	9	153	26	71	204	48	195	49
	20%	14%	29%	30%	19%	18%	21%	39%	15%	19%	21%	20%	50%
			a	a				ac					a
50-74%	216	96	41	38	28	9	136	8	69	174	42	180	19
	17%	14%	20%	17%	23%	17%	19%	12%	15%	17%	18%	18%	19%
75-100%	346	138	62	83	39	21	285	5	56	235	111	172	13
	27%	21%	30%	38%	32%	42%	39%	7%	12%	22%	48%	18%	13%
				a	a	a	bc				a		
Answered	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Mean score	44.3	36.3	51.4	55.6	52.5	56.3	55.9	30.0	29.0	40.0	63.9	36.5	40.0
			a	a	a	a	bc				a		
Standard error	.89	1.37	2.09	1.81	2.37	3.47	1.16	2.33	1.31	.96	1.97	.89	1.94
Standard deviation	33.65	33.60	31.93	30.63	31.88	31.97	32.89	24.00	28.79	32.27	32.86	29.55	22.80

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
0-24%	466	401	26	357	109	428	20	396	32	362	105
	36%	45%	20%	40%	28%	44%	21%	45%	23%	40%	27%
		b		b		b		b		b	
25-49%	251	178	60	163	88	199	44	174	64	160	91
	20%	20%	47%	18%	23%	20%	46%	20%	47%	18%	24%
			a				a		a		
50-74%	216	163	22	163	53	180	19	162	22	164	52
	17%	18%	17%	18%	14%	18%	20%	18%	16%	18%	14%
75-100%	346	153	20	212	133	173	12	154	19	211	135
	27%	17%	16%	24%	35%	18%	13%	17%	14%	24%	35%
					a						a
Answered	1279	895	128	896	383	981	95	886	137	896	383
Mean score	44.3	36.0	40.3	41.4	51.2	36.6	39.4	36.1	39.0	41.2	51.6
					a						a
Standard error	.89	.94	1.75	1.08	1.55	.89	2.03	.95	1.67	1.08	1.55
Standard deviation	33.65	29.43	24.58	33.07	34.02	29.50	23.39	29.59	23.85	33.02	34.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
0-24%	466	206	372	54	*	207	301	48	2	270	271	42	2
	36%	34%	45%	29%	5%	36%	43%	31%	50%	31%	40%	21%	41%
			ac				ac				ac		
25-49%	251	177	169	47	1	161	154	47	-	189	131	38	-
	20%	30%	21%	26%	48%	28%	22%	30%	-%	21%	19%	19%	-%
		b											
50-74%	216	122	144	48	1	125	123	35	2	168	111	47	-
	17%	20%	18%	26%	47%	21%	18%	22%	50%	19%	16%	24%	-%
			b										
75-100%	346	93	137	34	-	88	116	26	-	258	166	71	2
	27%	16%	17%	19%	-%	15%	17%	17%	-%	29%	24%	36%	59%
			b								b		
Answered	1279	598	822	183	3	581	694	155	4	885	679	199	4
Mean score	44.3	38.2	35.4	42.8	38.4	38.1	35.9	40.1	30.4	47.8	41.7	55.2	47.6
			ab							b		ab	
Standard error	.89	1.01	.98	1.79	8.35	1.03	1.04	1.90	16.84	1.04	1.22	2.01	32.31
Standard deviation	33.65	27.02	29.38	27.79	14.46	27.04	29.28	27.06	29.17	32.64	33.54	31.55	45.70

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
0-24%	466	416	360	316	329	269	5	241	165	125	36	26	108	94
	36%	44%	43%	37%	43%	42%	36%	41%	38%	29%	31%	28%	44%	40%
		c	c					c	c					
25-49%	251	188	176	148	160	128	4	107	79	85	22	16	46	49
	20%	20%	21%	17%	21%	20%	31%	18%	18%	20%	19%	18%	18%	21%
50-74%	216	173	157	160	151	110	3	98	90	88	28	22	46	46
	17%	19%	19%	19%	20%	17%	23%	17%	21%	20%	24%	25%	19%	20%
75-100%	346	160	143	240	116	138	1	142	102	132	31	26	48	48
	27%	17%	17%	28%	15%	21%	10%	24%	23%	31%	27%	29%	19%	20%
				ab		a								
Answered	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Mean score	44.3	36.2	36.7	45.2	36.1	38.6	37.6	41.4	42.8	49.3	47.4	47.2	37.4	39.0
				ab						ab				
Standard error	.89	.91	.94	1.10	.98	1.17	3.23	1.33	1.47	1.49	2.96	3.47	1.85	1.90
Standard deviation	33.65	29.38	29.03	33.51	28.86	30.70	22.35	32.78	31.78	31.76	32.15	31.20	31.61	30.70

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
0-24%	466	44	19	15	4	424	293	436	274	265	187	411	60	-	351	32
	36%	37%	32%	26%	12%	40%	39%	39%	32%	36%	31%	39%	35%	-%	38%	37%
		d				d	d	d				a				
25-49%	251	27	20	19	15	185	145	214	166	127	165	160	31	-	176	18
	20%	23%	33%	32%	41%	17%	19%	19%	19%	17%	27%	15%	18%	-%	19%	21%
											b					
50-74%	216	28	8	6	9	190	140	198	168	135	123	189	42	*	156	16
	17%	24%	13%	10%	25%	18%	18%	18%	19%	18%	20%	18%	24%	100%	17%	19%
75-100%	346	21	13	19	8	268	183	281	261	217	136	284	41	-	247	19
	27%	17%	22%	33%	22%	25%	24%	25%	30%	29%	22%	27%	23%	-%	27%	23%
									b							
Answered	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Mean score	44.3	41.0	42.1	47.0	47.0	42.4	42.6	42.5	48.1	46.3	43.4	44.0	44.1	70.0	43.6	40.9
									abc	abc						
Standard error	.89	2.29	3.13	3.77	4.62	.96	1.08	.93	1.06	1.14	1.13	1.02	2.17	-	1.02	3.93
Standard deviation	33.65	27.06	29.50	31.73	26.92	33.36	32.65	33.25	33.25	33.72	29.91	34.37	31.61	-	33.15	34.06

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
0-24%	466 36%	181 35%	270 43%	136 29%	10 26%	62 27%	102 29%	40 23%	323 39%	100 39%	50 22%	96 35%	306 41%
25-49%	251 20%	118 23%	102 16%	112 24%	2 4%	72 32%	66 19%	42 24%	148 18%	57 22%	37 17%	79 29%	131 17%
50-74%	216 17%	105 20%	92 14%	63 13%	16 43%	39 17%	53 15%	33 19%	139 17%	42 16%	47 21%	39 14%	127 17%
75-100%	346 27%	120 23%	169 27%	162 34%	10 26%	54 24%	134 38%	61 35%	222 27%	59 23%	91 41%	57 21%	190 25%
Answered	1279	525	633	472	38	227	356	176	831	259	225	272	754
Mean score	44.3	43.4	41.4	50.6	52.4	46.4	52.5	52.9	43.4	41.1	57.4	40.8	41.9
Standard error	.89	1.31	1.30	1.45	5.94	1.81	1.79	2.10	1.14	1.98	2.01	1.75	1.20
Standard deviation	33.65	30.89	34.60	33.70	30.87	30.17	34.70	31.66	34.25	32.39	32.94	30.59	34.08

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
0-24%	466	204	262
	36%	38%	36%
25-49%	251	108	143
	20%	20%	19%
50-74%	216	95	121
	17%	17%	16%
75-100%	346	135	211
	27%	25%	29%
Answered	1279	542	737
Mean score	44.3	43.3	45.1
Standard error	.89	1.28	1.25
Standard deviation	33.65	32.89	34.19

Columns Tested: a,b

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
0-24%	466	-	12	78	54	8	32	10	45	57	11	131	28
	36%	-%	25%	33%	36%	30%	27%	24%	34%	35%	28%	54%	36%
												bcdgfhijl	
25-49%	251	-	13	33	20	6	32	8	44	36	8	33	18
	20%	-%	25%	14%	13%	24%	28%	20%	33%	22%	21%	13%	23%
							cdk		cdk				
50-74%	216	-	16	31	37	2	25	7	24	27	6	30	10
	17%	-%	32%	13%	24%	7%	22%	17%	18%	17%	15%	12%	12%
			ck		ck								
75-100%	346	-	9	91	40	10	28	16	20	44	14	50	23
	27%	-%	18%	39%	27%	40%	24%	39%	15%	27%	36%	21%	29%
				bhk		h		h			h		
Answered	1279	-	50	233	151	26	117	41	133	165	40	244	79
Mean score	44.3	-	47.4	50.8	46.2	53.2	45.7	54.5	37.8	44.8	50.0	34.8	45.8
			hk	hk	hk	hk	hk	hik		hk	hk		hk
Standard error	.89	-	3.58	2.39	2.32	6.43	3.01	3.47	2.08	2.87	3.05	2.60	3.97
Standard deviation	33.65	-	29.33	36.77	33.93	38.03	30.81	32.75	27.49	33.29	33.82	32.51	35.77

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 23 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
0-24%	466	98	86	112	170	184	282
	36%	32%	31%	33%	47%	32%	40%
					abc		a
25-49%	251	48	55	89	59	103	148
	20%	16%	20%	26%	16%	18%	21%
				ad			
50-74%	216	56	55	58	46	111	105
	17%	18%	20%	17%	13%	19%	15%
75-100%	346	102	77	80	87	178	167
	27%	34%	28%	24%	24%	31%	24%
		c				b	
Answered	1279	304	273	339	363	577	702
Mean score	44.3	49.3	47.3	43.2	38.8	48.4	41.0
		cd	d			b	
Standard error	.89	1.98	1.81	1.58	1.78	1.34	1.19
Standard deviation	33.65	35.05	33.51	31.43	33.82	34.31	32.74

Columns Tested: a,b,c,d - a,b

Table 25

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
0-24%	512	21	491	481	26	4	2	32
	75%	74%	75%	76%	69%	64%	65%	68%
25-49%	105	3	102	94	9	2	1	11
	15%	11%	16%	15%	23%	32%	24%	24%
						a		a
50-74%	48	1	47	45	2	*	*	3
	7%	3%	7%	7%	6%	3%	9%	6%
75-100%	16	3	12	15	1	*	*	1
	2%	11%	2%	2%	2%	1%	1%	2%
		b						
Answered	681	29	652	634	37	6	3	46
Mean score	15.5	21.0	15.3	15.3	17.9	19.1	19.8	18.2
		b					a	a
Standard error	.69	3.86	.69	.89	1.59	2.15	2.22	1.04
Standard deviation	19.35	27.59	18.90	19.41	19.03	16.83	23.63	18.56

Columns Tested:: a,b - a,b,c,d,e

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
0-24%	512 75%	286 74%	164 79%	31 72%	18 75%	12 60%	2 65%	481 76%	26 69%	6 64%
		e	efi					ei		
25-49%	105 15%	59 15%	28 13%	7 17%	4 18%	6 33%	1 24%	94 15%	9 23%	3 30%
						abg				abg
50-74%	48 7%	34 9%	8 4%	3 6%	1 5%	1 7%	* 9%	45 7%	2 6%	* 5%
75-100%	16 2%	6 2%	7 3%	2 4%	1 2%	* *%	* 1%	15 2%	1 2%	* 1%
Answered	681	386	207	42	24	19	3	634	37	9
Mean score	15.5	15.7	14.3	17.5	16.9	19.6	19.8	15.3	17.9	19.3
						bg		bg		abg
Standard error	.69	1.25	1.50	2.60	2.16	1.57	2.22	.89	1.59	1.32
Standard deviation	19.35	18.89	19.93	21.58	19.80	17.25	23.63	19.41	19.03	17.46

Columns Tested: a,b,c,d,e,f,g,h,i

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123
Effective base	350	224	118	90	40	66	201	71	26	13	34
Weighted Base	681	517	117	37	6	3	430	130	29	16	18
0-24%	512	398	83	26	4	2	331	92	21	11	14
	75%	77%	71%	69%	64%	65%	77%	71%	73%	70%	76%
25-49%	105	71	23	9	2	1	66	22	4	1	3
	15%	14%	19%	23%	32%	24%	15%	17%	15%	8%	17%
				a	a						
50-74%	48	37	8	2	*	*	21	15	3	3	1
	7%	7%	7%	6%	3%	9%	5%	12%	12%	21%	7%
										a	
75-100%	16	11	3	1	*	*	13	1	*	-	*
	2%	2%	3%	2%	1%	1%	3%	1%	*%	-%	*%
Answered	681	517	117	37	6	3	430	130	29	16	18
Mean score	15.5	14.8	17.9	17.9	19.1	19.8	14.7	16.7	16.5	22.2	15.6
						a				ae	
Standard error	.69	1.09	1.57	1.59	2.15	2.22	1.08	1.61	2.47	3.13	1.64
Standard deviation	19.35	19.14	20.45	19.03	16.83	23.63	19.26	19.61	19.74	21.88	18.14

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
0-24%	512	49	30	97	18	48	72	72	43	35
	75%	85%	73%	74%	59%	75%	77%	78%	70%	84%
		d								
25-49%	105	7	7	23	9	12	7	19	10	1
	15%	12%	18%	17%	29%	19%	7%	20%	16%	4%
					fi					
50-74%	48	2	4	10	3	3	7	2	7	4
	7%	3%	9%	8%	9%	5%	8%	2%	11%	9%
75-100%	16	-	-	1	1	1	8	-	2	2
	2%	-%	-%	1%	3%	2%	8%	-%	3%	4%
Answered	681	58	42	132	31	64	94	93	61	42
Mean score	15.5	10.9	15.0	14.8	20.2	14.7	19.3	12.7	17.6	14.2
					ag		a			
Standard error	.69	1.94	2.71	1.87	3.83	2.46	3.50	1.82	2.94	2.89
Standard deviation	19.35	13.47	16.91	18.56	20.96	18.42	25.94	13.89	21.42	18.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
0-24%	512	101	122	242	465	47	23	16	8
	75%	74%	76%	76%	75%	74%	73%	75%	74%
25-49%	105	22	24	49	95	10	4	4	2
	15%	16%	15%	15%	15%	15%	12%	18%	16%
50-74%	48	10	13	20	43	5	4	1	1
	7%	7%	8%	6%	7%	8%	13%	4%	5%
75-100%	16	3	2	9	14	2	1	1	1
	2%	2%	1%	3%	2%	3%	2%	3%	5%
Answered	681	137	161	319	617	64	32	21	11
Mean score	15.5	15.8	14.5	15.5	15.3	17.5	19.4	14.8	17.5
Standard error	.69	1.69	1.51	1.38	.88	1.14	b	2.09	2.04
Standard deviation	19.35	19.06	17.85	20.05	19.25	20.32	19.97	21.08	21.19

Columns Tested: a,b,c,d,e,f,g,h

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
0-24%	512	23	32	11	42	71	119	17	10	229
	75%	57%	62%	50%	58%	73%	77% d	98%	91%	80% abd
25-49%	105	13	10	5	15	15	23	*	1	37
	15%	33% i	19%	24%	21%	15%	15%	1%	9%	13%
50-74%	48	4	9	5	13	11	8	*	*	12
	7%	10%	17% i	22%	18% fi	11%	5%	1%	*%	4%
75-100%	16	-	1	1	2	-	5	-	*	9
	2%	-%	3%	4%	3%	-%	3%	-%	*%	3%
Answered	681	40	51	22	73	97	155	17	11	287
Mean score	15.5	18.2	22.0	25.1	22.9	15.4	13.9	7.3	7.2	15.1
			fi		efi					
Standard error	.69	2.96	2.83	5.81	2.55	1.96	1.31	1.90	2.19	1.08
Standard deviation	19.35	17.74	22.31	23.97	22.69	17.13	18.81	9.86	11.39	19.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
0-24%	512	136	119	257	430	82	-	466	46	504	8
	75%	65%	77%	81%	74%	82%	-%	76%	68%	75%	67%
		a									
25-49%	105	43	23	38	96	8	-	90	15	104	1
	15%	21%	15%	12%	17%	8%	-%	15%	22%	16%	4%
50-74%	48	28	8	12	38	10	-	42	6	45	3
	7%	13%	5%	4%	7%	10%	-%	7%	9%	7%	26%
		bc									
75-100%	16	2	5	9	15	*	-	14	1	15	*
	2%	1%	3%	3%	3%	*%	-%	2%	2%	2%	3%
Answered	681	210	155	317	580	100	-	613	68	668	12
Mean score	15.5	18.5	13.9	14.3	16.3	11.3	-	15.4	16.9	15.4	23.7
		bc			b						
Standard error	.69	1.41	1.31	.97	.74	1.79	-	.76	1.66	.69	7.44
Standard deviation	19.35	19.55	18.81	19.32	19.67	16.86	-	19.29	19.97	19.16	27.83

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
0-24%	512	320	77	110
	75%	81%	57%	79%
		b		b
25-49%	105	49	32	23
	15%	12%	24%	16%
			a	
50-74%	48	17	22	6
	7%	4%	16%	4%
			ac	
75-100%	16	10	4	1
	2%	3%	3%	1%
Answered	681	396	135	139
Mean score	15.5	13.2	23.7	13.5
			ac	
Standard error	.69	.93	1.53	1.15
Standard deviation	19.35	18.71	21.53	15.44

Columns Tested:: a,b,c

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	794	532	151	47	15	27	14	6	2	683	111	64
Effective base	350	279	46	11	5	7	3	3	1	324	25	16
Weighted Base	681	556	79	14	7	18	4	2	*	635	45	32
0-24%	512	434	58	6	7	4	2	*	*	492	20	14
	75%	78%	74%	43%	96%	24%	59%	20%	83%	77%	44%	45%
		cjk	jk							cjk		
25-49%	105	82	13	4	*	5	*	1	*	95	10	7
	15%	15%	16%	26%	3%	29%	5%	45%	17%	15%	23%	21%
50-74%	48	27	7	4	-	8	1	1	-	34	14	10
	7%	5%	9%	27%	-%	47%	13%	36%	-%	5%	30%	31%
				ai							abi	abi
75-100%	16	14	*	1	*	*	1	-	-	14	2	1
	2%	3%	*%	4%	*%	*%	23%	-%	-%	2%	3%	3%
Answered	681	556	79	14	7	18	4	2	*	635	45	32
Mean score	15.5	14.5	14.1	31.5	8.3	37.5	34.2	36.0	21.7	14.4	30.7	30.3
				abi							abi	abi
Standard error	.69	.81	1.43	3.57	3.11	3.20	11.11	12.18	-	.71	2.22	2.92
Standard deviation	19.35	18.74	17.55	24.44	12.04	16.64	41.57	29.83	-	18.58	23.43	23.36

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
0-24%	512	229	204	78	495	495	502	506	512	171	14	404	15	28	16	21	4
	75%	79%	77%	63%	76%	75%	75%	75%	75%	59%	69%	79%	60%	57%	70%	76%	29%
		c	c		f	f	f	f	f			dg					g
25-49%	105	35	47	23	99	103	105	105	105	74	5	64	7	10	7	6	7
	15%	12%	18%	19%	15%	16%	16%	16%	15%	25%	24%	12%	27%	21%	29%	22%	47%
										abcde							b
50-74%	48	19	8	21	46	48	48	47	48	40	*	30	3	11	*	*	3
	7%	6%	3%	17%	7%	7%	7%	7%	7%	14%	*%	6%	13%	22%	*%	1%	23%
				ab						abcde				b			b
75-100%	16	8	6	2	14	12	14	14	16	5	2	12	*	-	*	*	*
	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	8%	2%	*%	-%	*%	*%	*%
Answered	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
Mean score	15.5	13.7	15.3	20.1	15.1	15.1	15.3	15.3	15.5	21.7	18.8	13.8	22.7	22.2	17.3	12.6	30.8
				ab						abcde			bf	bf			bdef
Standard error	.69	1.31	1.00	1.32	.68	.68	.68	.68	.69	.96	4.69	.86	2.58	2.13	1.41	1.97	4.09
Standard deviation	19.35	19.85	17.42	21.38	18.91	18.83	19.00	18.94	19.35	19.96	20.99	18.96	18.79	19.03	10.34	15.03	22.40

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	794	480	91	67	55	27	31	18	461	123	71	46	36	21	14
Effective base	350	248	37	21	13	8	5	5	241	41	17	18	10	8	4
Weighted Base	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6
0-24%	512	395	41	24	14	8	11	2	398	45	13	21	10	4	3
	75%	79%	68%	59%	76%	76%	89%	27%	84%	50%	41%	72%	54%	46%	54%
		c							bce						
25-49%	105	65	11	10	4	2	1	6	47	28	11	4	7	5	*
	15%	13%	17%	25%	22%	24%	7%	63%	10%	31%	35%	15%	40%	54%	5%
									a	a	a				
50-74%	48	31	6	7	*	*	*	1	17	15	8	4	1	-	2
	7%	6%	11%	17%	2%	*%	3%	9%	4%	17%	24%	14%	5%	-%	41%
									a	a	a				
75-100%	16	11	2	-	-	*	*	*	11	1	-	-	-	-	-
	2%	2%	4%	-%	-%	*%	1%	1%	2%	1%	-%	-%	-%	-%	-%
Answered	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6
Mean score	15.5	14.0	18.7	22.3	14.2	18.2	7.9	27.6	11.8	25.1	26.4	17.0	22.4	22.2	28.4
			af	adf						ad	ad		a		
Standard error	.69	.86	2.24	1.96	1.98	2.15	2.68	4.87	.81	1.82	2.27	2.66	2.80	3.71	7.97
Standard deviation	19.35	18.92	21.35	16.06	14.67	11.19	14.91	20.68	17.45	20.22	19.11	18.05	16.79	17.01	29.83

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
0-24%	512	387	53	22	15	16	5	8	236	85	112	42	24
	75%	85%	67%	45%	53%	60%	41%	44%	82%	62%	73%	91%	65%
		bcde							b			bce	
25-49%	105	41	22	19	6	6	7	3	30	38	23	1	10
	15%	9%	29%	38%	22%	22%	59%	13%	10%	28%	15%	2%	26%
			a	a						acd			d
50-74%	48	17	3	8	7	5	-	8	16	9	17	3	3
	7%	4%	4%	15%	25%	18%	-%	43%	5%	6%	11%	7%	8%
				a	ab	a							
75-100%	16	13	*	1	*	-	-	-	7	5	2	*	*
	2%	3%	*%	2%	1%	-%	-%	-%	2%	4%	1%	*%	1%
Answered	681	458	78	50	28	26	13	19	289	137	154	46	37
Mean score	15.5	12.2	16.6	26.9	24.4	19.9	18.6	32.2	12.3	19.8	17.0	12.6	17.5
			a	ab	ab	a				ad	ad		
Standard error	.69	.85	1.54	2.20	2.97	2.68	3.89	4.59	1.24	1.62	1.25	1.23	2.47
Standard deviation	19.35	18.08	15.98	20.01	20.13	17.58	16.02	24.30	18.70	21.21	17.92	12.83	19.64

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
0-24%	512	273	79	96	31	14	272	89	75	30	23
	75%	77%	69%	77%	96%	77%	81%	62%	76%	87%	66%
					abc		b			b	
25-49%	105	54	22	16	1	4	33	41	16	2	8
	15%	15%	19%	13%	3%	21%	10%	28%	16%	5%	24%
			d				ad				
50-74%	48	20	9	11	*	*	23	12	7	3	3
	7%	6%	8%	9%	*%	2%	7%	8%	7%	9%	8%
75-100%	16	9	4	1	*	-	8	3	1	*	*
	2%	2%	3%	1%	*%	-%	2%	2%	1%	*%	1%
Answered	681	356	114	124	33	19	336	145	100	35	35
Mean score	15.5	14.0	18.3	15.4	12.3	10.0	12.9	19.6	16.4	11.5	17.2
			ade					ad	ad		
Standard error	.69	1.10	1.76	1.31	.85	2.12	1.13	1.48	1.20	1.59	2.96
Standard deviation	19.35	19.16	21.41	17.11	8.40	14.04	19.38	19.64	15.46	14.20	19.85

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
0-24%	512	281	65	84	46	22	246	37	215	443	69	465	31
	75%	84%	58%	71%	72%	70%	70%	65%	85%	79%	58%	81%	38%
		bc							ab	b		b	
25-49%	105	28	33	24	11	6	72	8	23	70	35	66	33
	15%	8%	29%	20%	17%	19%	20%	14%	9%	12%	29%	11%	41%
			a	a			c				a		a
50-74%	48	14	14	8	7	3	30	11	6	36	12	31	14
	7%	4%	13%	7%	11%	10%	8%	20%	2%	6%	10%	5%	18%
			a				c	ac					a
75-100%	16	11	-	2	-	*	5	*	9	13	2	12	2
	2%	3%	-%	2%	-%	1%	1%	1%	3%	2%	2%	2%	2%
Answered	681	334	112	119	65	31	353	56	252	562	119	573	80
Mean score	15.5	12.1	21.7	17.4	16.3	16.2	17.4	21.7	11.0	14.4	20.7	13.4	27.6
			acd	a			c	c			a		a
Standard error	.69	1.12	1.51	1.40	1.73	2.43	.87	2.33	1.19	.76	1.59	.70	2.01
Standard deviation	19.35	19.32	17.94	18.51	16.88	18.20	18.12	21.58	18.72	19.06	19.94	17.89	21.32

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
0-24%	512	456	39	370	136	467	28	453	42	378	128
	75%	83%	36%	81%	63%	81%	37%	84%	36%	81%	62%
		b		b		b		b		b	
25-49%	105	63	40	52	53	73	26	56	46	51	53
	15%	11%	37%	11%	25%	13%	34%	10%	40%	11%	26%
			a		a		a		a		a
50-74%	48	21	27	24	23	25	21	23	25	23	24
	7%	4%	25%	5%	11%	4%	27%	4%	22%	5%	12%
			a				a		a		a
75-100%	16	10	2	12	2	12	2	10	2	12	2
	2%	2%	2%	3%	1%	2%	2%	2%	2%	3%	1%
Answered	681	550	107	457	214	576	77	542	115	464	208
Mean score	15.5	12.4	29.0	13.4	19.3	13.3	29.0	12.2	29.1	13.3	19.7
			a		a		a		a		a
Standard error	.69	.70	1.62	.84	1.11	.68	2.16	.69	1.58	.84	1.12
Standard deviation	19.35	17.20	20.70	18.57	19.14	17.61	22.30	17.05	20.54	18.51	19.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
0-24%	512	273	394	87	-	271	330	76	2	335	282	76	4
	75%	70%	82%	77%	-%	71%	82%	72%	53%	71%	83%	75%	100%
		a	a			a	a			a	a		
25-49%	105	73	52	17	1	72	49	18	-	92	37	13	-
	15%	19%	11%	15%	100%	19%	12%	18%	-%	19%	11%	13%	-%
		b	b			b	b			b	b		
50-74%	48	37	25	9	-	34	22	10	-	38	13	13	-
	7%	10%	5%	8%	-%	9%	6%	10%	-%	8%	4%	12%	-%
												b	
75-100%	16	8	7	*	-	7	3	*	2	9	7	*	-
	2%	2%	1%	*%	-%	2%	1%	*%	47%	2%	2%	*%	-%
Answered	681	391	477	113	1	384	404	104	3	474	339	102	4
Mean score	15.5	17.9	12.4	15.0	30.0	17.3	12.4	17.0	45.3	17.0	12.3	17.2	5.9
		b	b			b	b			b	b		
Standard error	.69	.86	.73	1.25	*	.87	.73	1.52	35.57	.78	.84	1.44	4.04
Standard deviation	19.35	19.25	16.85	16.04	*	19.07	16.05	18.26	50.30	18.69	17.00	17.99	5.71

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b								
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	794	620	587	465	516	418	41	333	275	256	73	53	164	147	
Effective base	350	276	264	215	224	183	14	156	119	115	33	26	67	59	
Weighted Base	681	538	495	406	435	363	12	297	219	220	60	50	122	117	
0-24%	512	447	404	331	356	301	7	244	185	181	52	42	104	94	
	75%	83%	82%	82%	82%	83%	57%	82%	85%	82%	87%	84%	85%	80%	
					c	c									
25-49%	105	62	53	48	54	37	5	38	23	27	4	3	10	14	
	15%	12%	11%	12%	12%	10%	39%	13%	11%	12%	6%	6%	8%	12%	
							ab								
50-74%	48	17	28	16	18	20	1	8	6	9	4	5	6	9	
	7%	3%	6%	4%	4%	6%	4%	3%	3%	4%	7%	10%	5%	8%	
75-100%	16	12	10	11	7	4	-	7	5	2	-	-	2	*	
	2%	2%	2%	3%	2%	1%	-%	2%	2%	1%	-%	-%	2%	*%	
Answered	681	538	495	406	435	363	12	297	219	220	60	50	122	117	
Mean score	15.5	12.5	13.4	13.4	12.7	11.9	22.9	12.7	12.4	12.8	11.8	12.5	11.6	11.5	
							ab								
Standard error	.69	.69	.75	.84	.73	.78	2.19	.93	1.01	.91	1.52	2.09	1.26	1.24	
Standard deviation	19.35	17.15	18.08	18.07	16.53	15.96	14.00	16.93	16.70	14.64	12.98	15.25	16.16	14.99	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	794	95	77	49	25	649	473	707	484	424	452	586	131	1	588	43
Effective base	350	45	30	21	12	284	198	311	211	176	186	270	54	1	258	24
Weighted Base	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
0-24%	512	60	25	28	15	441	287	468	321	261	240	434	80	-	397	38
	75%	73%	49%	70%	56%	80%	79%	78%	78%	79%	67%	83%	78%	-%	80%	79%
		b										a				
25-49%	105	21	11	7	4	74	49	91	62	43	75	59	15	*	57	9
	15%	25%	23%	17%	16%	14%	13%	15%	15%	13%	21%	11%	15%	100%	11%	19%
											b					
50-74%	48	2	13	5	7	20	20	30	23	22	39	17	7	-	32	1
	7%	2%	27%	12%	28%	4%	5%	5%	5%	7%	11%	3%	7%	-%	6%	2%
			a								b					
75-100%	16	*	1	*	-	13	8	13	6	4	2	10	*	-	10	*
	2%	*%	1%	1%	-%	2%	2%	2%	2%	1%	1%	2%	*%	-%	2%	*%
Answered	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
Mean score	15.5	15.7	25.7	20.2	20.6	13.7	13.9	14.3	14.3	14.8	18.0	12.4	13.8	30.0	14.0	15.0
			a								bc					
Standard error	.69	1.26	2.57	2.67	4.23	.71	.81	.69	.76	.86	.84	.71	1.34	-	.76	2.30
Standard deviation	19.35	12.26	22.53	18.69	21.17	18.16	17.72	18.30	16.82	17.70	17.80	17.12	15.29	-	18.45	15.07

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
0-24%	512	239	256	193	12	87	151	78	318	113	79	121	299
	75%	76%	82%	69%	70%	54%	83%	70%	75%	82%	81%	64%	81%
						a					b		b
25-49%	105	47	33	57	3	47	21	25	63	15	16	38	46
	15%	15%	11%	21%	15%	29%	11%	22%	15%	11%	16%	20%	12%
						b							
50-74%	48	27	10	27	2	26	9	7	28	9	2	29	13
	7%	9%	3%	10%	9%	16%	5%	6%	7%	7%	2%	15%	4%
		b				b						ac	
75-100%	16	2	12	1	1	1	1	1	14	1	*	2	13
	2%	1%	4%	1%	5%	1%	1%	1%	3%	1%	1%	1%	3%
Answered	681	316	311	278	17	161	182	112	423	138	98	190	371
Mean score	15.5	15.2	13.3	17.1	22.4	23.0	12.2	17.1	15.6	12.9	12.8	20.3	13.4
						b		c				ac	
Standard error	.69	.90	1.07	.92	6.84	1.32	1.05	1.43	.92	1.35	1.19	1.28	.99
Standard deviation	19.35	17.12	20.11	17.03	25.58	18.72	15.36	17.32	20.55	16.05	13.70	18.97	20.10

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
0-24%	512	195	317
	75%	71%	78%
25-49%	105	50	55
	15%	18%	13%
50-74%	48	24	24
	7%	9%	6%
75-100%	16	4	12
	2%	1%	3%
Answered	681	273	408
Mean score	15.5	16.8	14.7
Standard error	.69	.99	.95
Standard deviation	19.35	18.60	19.82

Columns Tested: a,b

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
0-24%	512	-	22	69	42	5	49	21	55	75	12	129	33
	75%	-%	71%	83%	85%	46%	64%	79%	71%	74%	62%	81%	72%
					fj								
25-49%	105	-	6	9	4	6	19	2	10	21	4	19	5
	15%	-%	18%	11%	8%	53%	25%	9%	13%	21%	20%	12%	10%
50-74%	48	-	2	5	2	*	8	1	7	4	*	10	7
	7%	-%	5%	6%	4%	1%	11%	5%	9%	4%	2%	6%	16%
75-100%	16	-	2	*	1	-	*	2	6	1	3	1	1
	2%	-%	6%	*%	2%	-%	*%	6%	8%	1%	16%	1%	1%
											cfik		
Answered	681	-	31	84	49	11	77	27	77	101	19	159	46
Mean score	15.5	-	19.9	12.3	11.7	18.0	16.8	18.8	20.6	13.7	27.7	12.6	18.4
			cdk					cd	cdik		cdfik		cd
Standard error	.69	-	3.04	1.54	1.86	3.00	2.00	3.07	2.42	1.76	3.85	1.76	3.03
Standard deviation	19.35	-	20.63	14.62	18.71	13.74	16.72	23.62	25.11	15.81	32.94	17.34	21.01

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 25 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
0-24%	512	91	96	150	174	188	325
	75%	79%	70%	74%	78%	74%	76%
25-49%	105	15	29	34	28	44	61
	15%	13%	21%	16%	12%	17%	14%
50-74%	48	7	11	13	18	18	30
	7%	6%	8%	6%	8%	7%	7%
75-100%	16	2	1	8	4	3	12
	2%	2%	1%	4%	2%	1%	3%
Answered	681	115	137	204	224	252	429
Mean score	15.5	14.4	15.1	17.0	15.1	14.8	16.0
Standard error	.69	1.43	1.25	1.33	1.37	.94	.95
Standard deviation	19.35	16.71	17.32	20.96	20.28	17.02	20.61

Columns Tested:: a,b,c,d - a,b

Table 27

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Letters and large letters	63.7	68.5	62.0	64.0	59.3	51.6	55.4	58.3
		b		bcde	c			
Parcels and packets	30.6	30.3	30.7	30.5	31.5	34.8	33.6	31.9
Other postal items	5.7	1.2	7.3	5.5	9.2	13.6	11.0	9.7
			a		a	abe	a	a

Columns Tested: a,b - a,b,c,d,e

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Letters and large letters	63.7	64.4	62.0	68.3	59.5	56.9	55.4	64.0	59.3	52.9
Parcels and packets	30.6	30.2	32.4	26.1	32.2	31.4	33.6	30.5	31.5	34.4
Other postal items	5.7	5.4	5.6	5.6	8.3	11.7	11.0	5.5	9.2	12.7
					abg	abcdg	abcg		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Letters and large letters	63.7	63.9	64.2	59.3	51.6	55.4	61.3	66.6	54.5	66.5	64.9
Parcels and packets	30.6	de	de	d			ac			c	c
Other postal items	5.7	30.8	29.5	31.5	34.8	33.6	32.8	24.8	36.8	25.5	28.6
		5.3	6.4	9.2	13.6	11.0	b		bde		
				ab	abc	ab	5.9	8.5	8.7	8.0	6.5
							a				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)								
		East of England a	East Midlands b	Greater London c	North East d	North West e	South East f	South West g	West Midlands h	Yorkshire and the Humber i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Letters and large letters	63.7	65.1	67.3	62.4	62.0	67.7	60.0	64.3	64.2	62.3
Parcels and packets	30.6	31.0	28.3	31.3	31.4	26.0	32.9	30.7	28.8	33.4
Other postal items	5.7	3.9	4.4	6.4	6.6	6.3	7.1	5.1	7.0	4.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Letters and large letters	63.7	64.3	65.5	62.1	63.6	64.6	62.8	65.8	67.6
Parcels and packets	30.6	30.1	29.4	31.6	30.7	30.2	31.5	29.6	27.1
Other postal items	5.7	5.6	5.1	6.2	5.8	5.2	5.7	4.5	5.3

Columns Tested: a,b,c,d,e,f,g,h

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Letters and large letters	63.7	68.1	34.6	53.7	39.3	67.9	49.7	70.3	93.5	70.6
Parcels and packets	30.6	bdf				bdf	bd	bdf	abdefgi	bdf
Other postal items	5.7	23.8	56.0	32.4	50.2	25.0	44.8	27.7	5.2	24.5
		h	aefghi		aeghi	h	aeghi	h		h
		8.1	9.4	14.0	10.5	7.0	5.5	2.0	1.4	5.0
		ghi	fghi		fghi	gh	gh			gh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Letters and large letters	63.7	58.1	49.7	71.8	62.3	70.7	-	63.4	67.9	63.2	76.4
Parcels and packets	30.6	b	44.8	ab	31.6	a	-	31.1	a	31.0	a
Other postal items	5.7	c	5.5	23.7	b	25.6	-	b	24.0	b	19.3
		bc	5.5	4.5	6.1	3.7	-	5.5	8.1	5.8	4.4
					b				a		

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Letters and large letters	63.7	73.2	54.2	42.9
Parcels and packets	30.6	bc	c	
Other postal items	5.7	22.3	34.3	52.3
		4.5	a	ab
			11.5	4.8
			ac	

Columns Tested: a,b,c

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Letters and large letters	63.7	66.7	47.5	35.6	52.2	29.1	40.3	26.6	95.8	64.8	36.0	36.3
Parcels and packets	30.6	bcjk 28.2	cjk 46.3	52.7	39.7	35.4	30.1	38.0	2.7	bcjk 30.0	44.5	35.4
Other postal items	5.7	5.0	aik 6.2	aijk 11.7	8.0	35.5	29.7	35.5	1.5	5.1	aik 19.6	28.3 abcij

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Letters and large letters	63.7	76.3	51.1	44.2	69.4	62.7	68.9	47.7	50.8	56.0	82.9	64.0	64.3	63.6	60.5	55.7	38.9
Parcels and packets	30.6	bc	c		bdef	def	bdef		d	de	bcdefg	fg	g	fg	g	g	
Other postal items	5.7	19.7	42.2	45.8	24.5	29.5	25.1	44.3	33.6	31.2	16.4	29.0	23.6	22.8	29.6	34.4	36.4
		a	a			ac		abcef	abc	ac		ad	a	a	ad	acd	acd
		4.0	6.7	10.0	6.1	7.9	6.0	8.0	15.5	12.8	.8	7.0	12.1	13.6	10.0	9.9	24.7
		a	ab			ac		ac	abcdf	abcd		a	ab	ab	a	a	abcdef

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Letters and large letters	63.7	70.8	59.9	60.4	68.7	66.8	56.7	39.5	65.6	47.3	58.3	61.0	50.1	46.1	43.3
Parcels and packets	30.6	bcf			bcf				bce	b	be				
		24.0	27.6	26.0	24.3	22.8	36.6	38.0	28.7	35.7	25.3	28.7	30.7	36.5	38.6
							abcde			ac					
Other postal items	5.7	5.1	12.5	13.6	7.1	10.4	6.7	22.5	5.6	17.0	16.4	10.4	19.2	17.4	18.0
			ad	adf		a				ad	ad	a	ad		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Letters and large letters	63.7	52.2	35.7	32.5	31.6	26.2	39.1	29.6	72.7	67.5	63.0	69.6	54.3
Parcels and packets	30.6	42.1	54.1	46.1	52.5	57.5	44.8	42.8	23.3	24.2	29.2	25.3	33.7
Other postal items	5.7	5.7	10.2	21.3	15.9	16.3	16.1	27.5	4.1	8.3	7.9	5.2	12.1
			a	ab	ab	ab		abde		ad	ad		abcd

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Letters and large letters	63.7	69.6	71.2	67.8	70.6	62.0	66.2	59.0	56.6	66.5	48.9
Parcels and packets	30.6	25.1	21.8	24.5	24.6	31.9	27.3	29.1	35.7	28.8	37.6
Other postal items	5.7	5.3	7.0	7.7	4.9	6.1	6.5	11.9	7.7	4.7	13.5
				ad				acd	d		acd

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Letters and large letters	63.7	57.6	36.7	35.0	38.9	33.6	35.6	51.7	65.2	68.9	29.9	71.2	44.5
Parcels and packets	30.6	36.3	51.4	55.6	52.5	56.3	55.9	30.0	29.0	26.1	60.2	23.7	35.5
Other postal items	5.7	6.1	11.9	9.4	8.6	10.0	8.4	18.3	5.9	5.0	10.0	5.1	20.0
			ad	a		a	c	ac			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Letters and large letters	63.7	65.4	41.0	51.8	38.1	71.1	45.0	65.4	41.9	52.0	37.7
Parcels and packets	30.6	b	36.8	b	51.2	b	34.4	b	35.7	b	51.6
Other postal items	5.7	28.6	a	41.4	a	23.8	a	28.7	a	41.2	a
		6.1	22.2	6.8	10.8	5.1	20.6	5.9	22.4	6.9	10.7
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Letters and large letters	63.7	58.5	72.9	54.5	47.3	56.0	66.7	53.4	35.8	43.2	52.2	36.0	46.5
Parcels and packets	30.6	31.7	22.5	37.5	38.4	33.8	27.7	36.3	26.5	47.8	41.7	55.2	47.6
Other postal items	5.7	b	4.6	8.1	14.3	b	5.6	b	37.7	b	6.1	8.7	5.9
		b		b		b		b		b		b	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Letters and large letters	63.7	72.2	64.9	48.5	71.6	69.9	43.3	52.2	51.0	44.2	46.6	45.9	75.8	73.5
Parcels and packets	30.6	bc	c	45.2	c	c		c	c					
Other postal items	5.7	4.6	a	ab	23.6	25.6	36.6	41.4	42.8	49.3	47.4	47.2	21.0	23.1
			a	ab	4.8	4.4	20.1	6.4	6.2	6.5	6.0	6.9	3.2	3.4
			a	ab										

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Letters and large letters	63.7	58.4	44.0	45.6	45.1	66.8	64.3	66.0	57.8	62.3	55.9	66.1	55.7	35.1	65.1	64.3
Parcels and packets	30.6	bcd	32.9	37.3	42.2	28.5	d	de	37.0	33.0	35.5	29.7	37.5	45.4	29.8	29.7
Other postal items	5.7	8.7	18.7	12.2	13.6	4.7	4.8	5.2	5.2	4.7	8.6	4.2	6.9	19.5	5.1	6.1
			ac	a					abce	ac	b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Letters and large letters	63.7	58.7	71.1	42.8	39.6	40.7	44.5	41.9	66.5	66.2	44.6	50.5	70.8
Parcels and packets	30.6	34.1	24.9	47.7	50.6	43.9	49.6	48.2	28.3	29.0	50.5	36.7	25.2
Other postal items	5.7	7.2	3.9	9.5	9.8	15.3	5.9	9.9	5.2	4.8	4.9	12.7	4.0
		b				b		bc				ac	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Letters and large letters	63.7	65.5	62.3
Parcels and packets	30.6	28.8	32.0
Other postal items	5.7	5.6	5.8

Columns Tested: a,b

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Letters and large letters	63.7	-	55.3	62.4	74.4	50.4	61.0	43.0	65.7	61.6	60.5	65.6	58.5
			g	g	bcefg hijkl		g		beg	g	g	beg	g
Parcels and packets	30.6	-	35.5	34.6	23.6	43.2	31.4	46.6	26.1	32.4	31.1	27.8	33.7
			dh	dhk		dhk	d	bcd fhijkl		dh	d		dh
Other postal items	5.7	-	9.2	3.0	1.9	6.3	7.6	10.5	8.2	6.0	8.5	6.6	7.8
			cd			cd	cd	cdik	cd	cd	cd	cd	cd

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 27 (continuation)

QV1C1. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Mean Score summary

Base: All sending postal items

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Letters and large letters	63.7	63.5	66.7	61.4	63.3	65.1	62.4
Parcels and packets	30.6	32.9	28.7	31.2	29.6	30.8	30.4
Other postal items	5.7	3.6	4.6	7.4	7.1	4.1	7.2
				ab	ab		a

Columns Tested: a,b,c,d - a,b

Table 31
QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1-24	1380	318	1061	1326	48	3	2	54
	69%	53%	76%	69%	63%	38%	42%	60%
			a	cde	cd			cd
25-49	91	13	78	80	9	1	1	10
	5%	2%	6%	4%	12%	11%	13%	12%
			a		a	a	a	a
50-99	68	19	49	61	5	1	1	7
	3%	3%	4%	3%	7%	10%	10%	7%
					a	a	a	a
100-249	35	17	18	31	3	1	1	5
	2%	3%	1%	2%	4%	16%	12%	5%
						abe	abe	a
250-499	17	3	14	15	2	1	*	3
	1%	*%	1%	1%	2%	8%	5%	3%
					a	a	a	a
500-4,999	14	1	13	11	2	1	*	3
	1%	*%	1%	1%	3%	9%	7%	4%
					a	ab	a	a
5,000-49,999	8	-	8	8	*	-	*	*
	*%	-%	1%	*%	*%	-%	2%	*%
							ae	
50,000-499,999	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	*%	2%	*%
							a	
5m+	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1%	*%	*%
						a		
None - we never send this type of post	368	234	134	361	6	1	*	7
	18%	39%	10%	19%	8%	8%	7%	8%
		b		bcd				
Don't know	16	*	16	15	1	*	-	1
	1%	*%	1%	1%	1%	*%	-%	1%
			a					

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: Send 'Any Letters'	1616	371	1244	1534	69	8	5	82
	81%	61%	89%	80%	91%	92%	93%	91%
			a		a	a	a	a
Mean Score	1860.1	22.1	2657.7	1571.2	489.3	41133.9	62369.2	7991.5
						a	abe	

Columns Tested:: a,b - a,b,c,d,e

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1-24	1380 69%	839 69%	385 70%	102 73%	35 67%	16 51%	2 42%	1326 69%	48 63%	6 39%
		efi	efi	efi	efi			efi	efi	
25-49	91 5%	32 3%	35 6%	12 9%	5 10%	5 14%	1 13%	80 4%	9 12%	2 2%
			a	ag	ag	abg	abg		abg	ag
50-99	68 3%	31 3%	25 5%	5 3%	3 5%	3 10%	1 10%	61 3%	5 7%	1 10%
						abcg	abcg		ag	abcg
100-249	35 2%	19 2%	11 2%	1 1%	1 3%	3 8%	1 12%	31 2%	3 4%	2 14%
						abcg	abcdgh			abcdgh
250-499	17 1%	9 1%	4 1%	1 1%	* 1%	2 6%	* 5%	15 1%	2 2%	1 7%
						abcdg	abdg		g	abcdg
500-4,999	14 1%	7 1%	3 1%	1 *%	2 3%	1 4%	* 7%	11 1%	2 3%	1 8%
					abg	abg	abcg		abg	abcgh
5,000-49,999	8 *%	5 *%	3 1%	- -%	- -%	* *%	* 2%	8 *%	* *%	* 1%
							g			
50,000-499,999	2 *%	2 *%	- -%	* *%	- -%	* *%	* *%	2 *%	* *%	* *%
500,000- 4,999,999	1 *%	- -%	1 *%	- -%	- -%	* *%	* 2%	1 *%	- -%	* 1%
							ag			g
5m+	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%
None - we never send this type of post	368 18%	267 22%	77 14%	17 12%	5 9%	2 5%	* 7%	361 19%	6 8%	1 7%
		bcdefhi	efhi					bdefhi		
Don't know	16 1%	11 1%	4 1%	- -%	1 2%	* *%	- -%	15 1%	1 1%	* *%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
NET: Send 'Any Letters'	1616	944	467	123	46	31	5	1534	69	13
	81%	77%	85%	88%	89%	94%	93%	80%	91%	92%
		a	a	ag	ag	abg	abg	ag	ag	abg
Mean Score	1860.1	535.6	4223.7	213.7	104.4	12320.3	62369.2	1571.2	489.3	48717.9
							abgh			abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1-24	1380	1091	235	48	3	2	816	191	39	36	30
	69%	70%	67%	63%	38%	42%	73%	73%	72%	78%	66%
		de	de	de							
25-49	91	52	28	9	1	1	48	23	5	1	3
	5%	3%	8%	12%	11%	13%	4%	9%	10%	2%	6%
		a	a	a	a	a		a			
50-99	68	46	15	5	1	1	32	14	2	1	3
	3%	3%	4%	7%	10%	10%	3%	5%	4%	2%	6%
			a	a	a	ab					
100-249	35	19	12	3	1	1	11	3	3	1	2
	2%	1%	3%	4%	16%	12%	1%	1%	6%	3%	4%
			a	a	abc	abc			ab		
250-499	17	9	5	2	1	*	8	2	*	3	1
	1%	1%	2%	2%	8%	5%	1%	1%	1%	6%	3%
			a	a	ab	ab				a	
500-4,999	14	8	3	2	1	*	5	5	*	*	3
	1%	*%	1%	3%	9%	7%	*%	2%	*%	1%	6%
			a	a	abc	ab					a
5,000-49,999	8	5	3	*	-	*	8	*	*	-	*
	*%	*%	1%	*%	-%	2%	1%	*%	*%	-%	*%
			a			a					
50,000-499,999	2	2	*	*	*	*	2	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%
500,000- 4,999,999	1	-	1	-	*	*	-	1	-	-	*
	*%	-%	*%	-%	*%	2%	-%	*%	-%	-%	*%
			a			a					
5m+	*	-	-	-	*	*	-	-	*	-	-
	*%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%
None - we never send this type of post	368	312	49	6	1	*	168	23	4	4	4
	18%	20%	14%	8%	8%	7%	15%	9%	7%	9%	8%
		bcde	ce				b				
Don't know	16	13	2	1	*	-	14	-	*	-	1
	1%	1%	*%	1%	*%	-%	1%	-%	*%	-%	1%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
NET: Send 'Any Letters'	1616	1232	302	69	8	5	929	240	50	42	42
	81%	79%	86%	91%	92%	93%	84%	91%	93%	91%	91%
Mean Score	1860.1	423.6	6650.4	489.3	41133.9	62369.2	642.9	8636.9	5077.6	55.5	7557.2
				a	a	ab		a			
						abc					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1-24	1380 69%	127 76%	96 65%	233 65%	62 63%	124 80%	196 72%	171 69%	110 68%	103 70%
						bcd				
25-49	91 5%	5 3%	12 8%	15 4%	7 7%	6 4%	10 4%	11 4%	7 4%	6 4%
50-99	68 3%	4 2%	2 1%	20 6%	2 2%	2 1%	13 5%	8 3%	3 2%	5 3%
100-249	35 2%	1 1%	4 2%	6 2%	4 4%	1 1%	4 1%	4 2%	7 4%	2 1%
250-499	17 1%	3 2%	2 2%	1 *0%	* *0%	2 1%	3 1%	3 1%	* *0%	- -0%
500-4,999	14 1%	1 1%	* *0%	5 1%	3 3%	1 1%	1 *0%	* *0%	1 *0%	* *0%
5,000-49,999	8 *0%	- -0%	2 2%	* *0%	- -0%	* *0%	2 1%	- -0%	2 1%	- -0%
50,000-499,999	2 *0%	- -0%	- -0%	2 *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%
500,000- 4,999,999	1 *0%	- -0%	- -0%	- -0%	- -0%	1 1%	- -0%	- -0%	* *0%	* *0%
5m+	* *0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%	- -0%
None - we never send this type of post	368 18%	23 14%	30 20%	74 21%	21 21%	15 9%	38 14%	51 21%	33 20%	30 21%
			e	e	e			e	e	e
Don't know	16 1%	3 2%	2 1%	3 1%	- -0%	4 2%	4 1%	- -0%	- -0%	* *0%
NET: Send 'Any Letters'	1616 81%	142 85%	118 79%	282 78%	77 79%	137 88%	229 84%	198 79%	129 80%	116 79%
Mean Score	1860.1	39.3	455.8	1376.4	96.3	14364.6	256.5	24.8	1287.6	440.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	1380 69%	289 72%	333 69%	600 68%	1222 69%	157 66%	79 65%	51 64%	27 68%
25-49	91 5%	20 5%	23 5%	36 4%	79 5%	11 5%	6 5%	3 3%	3 7%
50-99	68 3%	9 2%	9 2%	41 5%	59 3%	9 4%	4 3%	3 4%	2 4%
100-249	35 2%	6 2%	12 3%	14 2%	32 2%	3 1%	1 1%	1 2%	1 1%
250-499	17 1%	2 1%	6 1%	7 1%	15 1%	3 1%	1 1%	1 1%	* 1%
500-4,999	14 1%	4 1%	2 *%	7 1%	12 1%	2 1%	1 1%	* *%	1 2%
5,000-49,999	8 *%	* *%	4 1%	2 *%	7 *%	1 1%	1 1%	- -%	* 1%
50,000-499,999	2 *%	- -%	- -%	2 *%	2 *%	* *%	* *%	* *%	* *%
500,000- 4,999,999	1 *%	1 *%	* *%	- -%	1 *%	* *%	- -%	- -%	* *%
5m+	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%
None - we never send this type of post	368 18%	65 16%	86 18%	164 19%	316 18%	53 22%	27 22%	20 25%	6 15%
Don't know	16 1%	4 1%	4 1%	7 1%	16 1%	1 *%	* *%	* *%	* *%
NET: Send 'Any Letters'	1616 81%	330 83%	389 81%	709 81%	1429 81%	187 78%	93 78%	60 75%	34 84%
Mean Score	1860.1	5754.0	592.4	648.5	1793.6	2348.1	1296.8	137.6	9922.7

Columns Tested:: a,b,c,d,e,f,g,h

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1-24	1380 69%	73 72%	72 55%	26 67%	98 58%	165 72%	249 59%	44 61%	48 81%	697 74%
						bf			bdfg	bdf
25-49	91 5%	3 3%	11 9%	- -%	11 7%	7 3%	24 6%	8 10%	1 3%	35 4%
								i		
50-99	68 3%	4 4%	1 *%	6 15%	6 4%	20 9%	10 2%	1 1%	* 1%	24 3%
				bfg		bfi				
100-249	35 2%	* *%	1 *%	- -%	1 *%	2 1%	6 1%	1 1%	2 3%	24 3%
250-499	17 1%	3 3%	1 1%	- -%	1 1%	* *%	5 1%	* 1%	1 1%	6 1%
500-4,999	14 1%	1 1%	* *%	- -%	* *%	7 3%	2 *%	1 1%	1 1%	3 *%
						fi				
5,000-49,999	8 *%	- -%	2 2%	- -%	2 1%	* *%	2 1%	- -%	* *%	3 *%
50,000-499,999	2 *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	2 *%
500,000- 4,999,999	1 *%	- -%	* *%	1 2%	1 1%	* *%	* *%	- -%	- -%	- -%
				fi						
5m+	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
None - we never send this type of post	368 18%	17 16%	41 32%	6 17%	48 28%	26 11%	117 28%	18 25%	6 10%	134 14%
			ehi		ehi		ehi			
Don't know	16 1%	- -%	1 *%	- -%	1 *%	1 *%	4 1%	- -%	- -%	11 1%
NET: Send 'Any Letters'	1616 81%	85 84%	89 68%	32 83%	121 71%	202 88%	298 71%	54 75%	53 90%	796 85%
						bdf			bdf	bdf

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mean Score	1860.1	48.1	1684.7	57118.6 fi	14398.8	491.5	342.9	38.1	1615.3	977.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1-24	1380 69%	337 67%	249 59%	794 73%	1137 68%	243 73%	- -%	1279 69%	100 66%	1331 69%	49 64%
25-49	91 5%	22 4%	24 6%	45 4%	75 5%	15 5%	- -%	72 4%	19 12%	88 5%	2 3%
50-99	68 3%	31 6%	10 2%	27 2%	63 4%	4 1%	- -%	61 3%	7 4%	67 3%	1 1%
100-249	35 2%	3 1%	6 1%	26 2%	30 2%	5 2%	- -%	31 2%	5 3%	34 2%	2 2%
250-499	17 1%	5 1%	5 1%	8 1%	15 1%	2 1%	- -%	17 1%	1 1%	17 1%	* *%
500-4,999	14 1%	8 2%	2 *%	4 *%	8 1%	6 2%	- -%	12 1%	3 2%	14 1%	1 1%
5,000-49,999	8 *%	2 *%	2 1%	3 *%	6 *%	2 1%	- -%	8 *%	* *%	8 *%	- -%
50,000-499,999	2 *%	- -%	* *%	2 *%	2 *%	* *%	- -%	2 *%	- -%	2 *%	- -%
500,000- 4,999,999	1 *%	1 *%	* *%	- -%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
5m+	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
None - we never send this type of post	368 18%	91 18%	117 28%	160 15%	314 19%	55 16%	- -%	352 19%	16 11%	347 18%	21 27%
Don't know	16 1%	1 *%	4 1%	11 1%	16 1%	- -%	- -%	15 1%	1 1%	15 1%	1 2%
NET: Send 'Any Letters'	1616 81%	408 82%	298 71%	909 84%	1338 80%	278 84%	- -%	1482 80%	134 89%	1561 81%	54 71%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mean Score	1860.1	5119.6	342.9	941.1	2186.1	224.4	-	1966.2	565.8	1932.5	38.6

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1-24	1380 69%	980 78%	182 62%	205 49%
		bc	c	
25-49	91 5%	41 3%	27 9%	22 5%
			a	
50-99	68 3%	28 2%	26 9%	14 3%
			ac	
100-249	35 2%	13 1%	9 3%	14 3%
				a
250-499	17 1%	3 *%	7 2%	7 2%
			a	a
500-4,999	14 1%	3 *%	3 1%	9 2%
				a
5,000-49,999	8 *%	* *%	6 2%	2 *%
			a	
50,000-499,999	2 *%	* *%	2 1%	* *%
500,000- 4,999,999	1 *%	* *%	* *%	1 *%
5m+	* *%	- -%	* *%	* *%
None - we never send this type of post	368 18%	175 14%	32 11%	142 34%
				ab
Don't know	16 1%	12 1%	1 *%	3 1%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
NET: Send 'Any Letters'	1616	1068	261	274
	81%	85%	89%	65%
		c	c	
Mean Score	1860.1	119.7	3427.0	6111.6

Columns Tested: a,b,c

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1-24	1380	1259	96	17	2	2	4	*	*	1355	25	8
	69%	72%	52%	45%	25%	10%	79%	1%	89%	70%	35%	23%
		bcjk	k							bcjk		
25-49	91	79	11	*	*	*	-	-	-	90	1	*
	5%	5%	6%	1%	4%	*%	-%	-%	-%	5%	1%	1%
50-99	68	43	10	1	*	12	*	-	-	54	14	12
	3%	2%	6%	4%	6%	61%	9%	-%	-%	3%	19%	37%
											abi	abci
100-249	35	15	12	5	3	*	*	*	-	27	9	3
	2%	1%	6%	14%	41%	1%	5%	3%	-%	1%	12%	10%
			ai	ai							ai	ai
250-499	17	8	4	2	2	1	*	1	-	12	5	3
	1%	*%	2%	5%	23%	4%	1%	34%	-%	1%	7%	10%
			a	ai							ai	ai
500-4,999	14	5	7	1	*	1	*	*	-	11	3	2
	1%	*%	4%	4%	*%	7%	*%	7%	-%	1%	4%	4%
			ai	a							ai	a
5,000-49,999	8	2	4	*	-	-	*	1	*	7	2	1
	*%	*%	2%	1%	-%	-%	1%	54%	1%	*%	2%	4%
			ai								a	ai
50,000-499,999	2	*	2	*	-	*	-	-	-	2	*	*
	*%	*%	1%	*%	-%	1%	-%	-%	-%	*%	*%	*%
			a									
500,000- 4,999,999	1	1	-	-	-	*	*	-	*	1	*	*
	*%	*%	-%	-%	-%	*%	1%	-%	6%	*%	*%	*%
5m+	*	-	-	-	-	*	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	4%	-%	*%	*%
None - we never send this type of post	368	315	40	10	*	3	*	-	-	355	13	3
	18%	18%	22%	27%	*%	16%	4%	-%	-%	18%	19%	9%
Don't know	16	16	*	-	-	-	-	-	-	16	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Send 'Any Letters'	1616	1412	146	27	7	16	5	2	*	1558	58	31
	81%	81%	78%	73%	100%	84%	96%	100%	100%	81%	81%	91%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Mean Score	1860.1	1336.3	3279.4	1090.4	172.7	24424.6	18271.2	15179.2	393096.1	1524.0	10968.2	21906.3 ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1-24	1380 69%	872 78%	387 63%	121 47%	1380 85%	963 76%	1380 81%	877 69%	503 74%	322 64%	416 85%	921 92%	12 27%	22 28%	2 4%	5 16%	* 1%
		bc	c		bcdef	df	bdef		f		cdefg	acdefg	e	eg			
25-49	91 5%	21 2%	57 9%	12 5%	91 6%	79 6%	91 5%	79 6%	61 9%	45 9%	- -%	70 7%	11 23%	7 9%	1 1%	2 5%	- -%
			a						ac	ac		a	abe	a		a	
50-99	68 3%	13 1%	30 5%	24 9%	68 4%	57 5%	68 4%	53 4%	41 6%	44 9%	- -%	- -%	20 43%	37 46%	9 24%	1 2%	1 5%
			a	a						abcd			abfg	abfg	abf	b	ab
100-249	35 2%	2 *%	13 2%	20 8%	35 2%	31 2%	35 2%	29 2%	18 3%	14 3%	- -%	- -%	- -%	10 12%	19 48%	7 19%	1 4%
			a	ab										ab	abcdg	abc	ab
250-499	17 1%	1 *%	7 1%	9 4%	17 1%	17 1%	17 1%	14 1%	10 1%	12 2%	- -%	- -%	- -%	- -%	9 23%	8 24%	* 1%
			a	a										abcd	abcd	abcd	
500-4,999	14 1%	* *%	4 1%	10 4%	14 1%	13 1%	14 1%	13 1%	12 2%	12 2%	- -%	- -%	- -%	- -%	- -%	12 34%	2 14%
				ab						c						abcde	abcd
5,000-49,999	8 *%	- -%	2 *%	6 2%	8 *%	8 1%	8 *%	8 1%	6 1%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%	8 46%
			a	a													abcdef
50,000-499,999	2 *%	- -%	* *%	2 1%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 11%
																	abd
500,000- 4,999,999	1 *%	- -%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%
																	ab
5m+	* *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
None - we never send this type of post	368 18%	207 18%	108 17%	54 21%	- -%	92 7%	92 5%	195 15%	25 4%	38 8%	74 15%	10 1%	3 7%	3 3%	- -%	* 1%	2 13%
						ae	a	abcef	a	ae	bde		b				b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	16	8	8	*	-	4	4	8	2	6	2	*	-	2	-	-	-
	1%	1%	1%	*%	-%	*%	*%	1%	*%	1%	*%	*%	-%	2%	-%	-%	-%
							a			a				b			
NET: Send 'Any Letters'	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
	81%	81%	81%	79%	100%	92%	94%	84%	96%	91%	85%	99%	93%	94%	100%	99%	87%
					bcdef	d	d		bdf	d		acd		a			
Mean Score	1860.1	12.7	3745.2	5405.1	2302.6	2712.2	2173.0	2613.1	5177.0	6276.1	10.6	14.1	43.9	61.8	188.7	1060.8	210459
												a	ab	abc	abcd	abcde	abcdef

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
1-24	1380	1380	-	-	-	-	-	-	840	81	12	22	2	5	*
	69%	100%	-%	-%	-%	-%	-%	-%	85%	62%	24%	46%	8%	44%	1%
		bcdef							bcde	ce		e			
25-49	91	-	91	-	-	-	-	-	59	11	5	2	1	2	-
	5%	-%	100%	-%	-%	-%	-%	-%	6%	8%	10%	4%	3%	13%	-%
			acdef												
50-99	68	-	-	68	-	-	-	-	10	18	19	3	6	1	1
	3%	-%	-%	100%	-%	-%	-%	-%	1%	13%	37%	7%	28%	7%	9%
				abdef						a	abd	a	a		
100-249	35	-	-	-	35	-	-	-	4	1	7	12	7	*	1
	2%	-%	-%	-%	100%	-%	-%	-%	*%	1%	14%	24%	32%	1%	7%
					abcef						ab	ab	ab		
250-499	17	-	-	-	-	17	-	-	2	5	1	3	5	1	*
	1%	-%	-%	-%	-%	100%	-%	-%	*%	4%	2%	6%	23%	5%	1%
						abcdf				a		a	abc		
500-4,999	14	-	-	-	-	-	14	-	*	6	3	1	*	1	1
	1%	-%	-%	-%	-%	-%	100%	-%	*%	4%	6%	3%	2%	8%	15%
							abcde			a	a	a	a		
5,000-49,999	8	-	-	-	-	-	-	8	2	-	*	*	1	2	2
	*%	-%	-%	-%	-%	-%	-%	73%	*%	-%	*%	1%	5%	19%	20%
												a			
50,000-499,999	2	-	-	-	-	-	-	2	-	-	*	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	18%	-%	-%	*%	-%	-%	-%	21%
500,000- 4,999,999	1	-	-	-	-	-	-	1	-	-	1	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	8%	-%	-%	2%	-%	*%	-%	1%
											a				
5m+	*	-	-	-	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%
None - we never send this type of post	368	-	-	-	-	-	-	-	74	10	3	3	-	*	2
	18%	-%	-%	-%	-%	-%	-%	-%	7%	7%	7%	6%	-%	2%	24%
Don't know	16	-	-	-	-	-	-	-	2	*	-	2	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	4%	-%	-%	-%
												a			
NET: Send 'Any Letters'	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
	81%	100%	100%	100%	100%	100%	100%	100%	92%	93%	93%	91%	100%	98%	76%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean Score	1860.1	12.5	37.0	75.0	175.0	375.0	2750.0	333169	77.8	154.3	43254	376.8	4612.4	5575.6	98944.6
			a			ab					a				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1-24	1380 69%	726 74%	74 58%	29 46%	23 54%	11 34%	1 9%	13 57%	796 91%	262 80%	228 69%	60 53%	26 49%
		bcde							bcde	cde	de		
25-49	91 5%	54 6%	11 9%	11 17%	3 8%	* 1%	* 1%	* *%	19 2%	29 9%	31 9%	11 10%	1 2%
				a						a	a	a	
50-99	68 3%	16 2%	15 12%	7 12%	2 4%	8 25%	4 26%	* 1%	14 2%	13 4%	24 7%	9 8%	6 11%
			a	a		ad					a	a	a
100-249	35 2%	7 1%	3 2%	4 7%	8 19%	1 4%	4 24%	2 9%	7 1%	3 1%	4 1%	15 13%	4 7%
				a	ab			a				abc	abc
250-499	17 1%	7 1%	* *%	1 2%	3 6%	2 6%	* 2%	* 2%	2 *%	* *%	9 3%	3 2%	3 6%
				a							ab		ab
500-4,999	14 1%	1 *%	1 1%	5 9%	* 1%	* *%	1 4%	4 20%	1 *%	3 1%	1 *%	3 3%	6 10%
				ab				abd				a	abc
5,000-49,999	8 *%	* *%	- -%	3 5%	* 1%	4 13%	* *%	* *%	- -%	1 *%	3 1%	2 2%	2 5%
				a		ab						a	ab
50,000-499,999	2 *%	- -%	- -%	* *%	* *%	* *%	2 12%	* *%	- -%	- -%	* *%	* *%	2 3%
													abc
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	1 3%	* *%	* *%	- -%	1 *%	* *%	* *%	* *%
						a							
5m+	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
None - we never send this type of post	368 18%	158 16%	24 19%	1 2%	3 7%	5 15%	1 8%	2 9%	32 4%	14 4%	31 9%	10 9%	3 6%
		c	c								a		

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Don't know	16	6	-	-	*	-	2	-	2	1	2	-	-
	1%	1%	-%	-%	*%	-%	13%	-%	*%	*%	1%	-%	-%
NET: Send 'Any Letters'	1616	813	104	61	39	27	11	20	839	313	300	103	50
	81%	83%	81%	98%	92%	85%	79%	91%	96%	96%	90%	91%	94%
				ab					c	c			
Mean Score	1860.1	31.4	41.1	1672	845.0	72888.5	37123.0	12703.8	19.1	6904.7	801.3	2009.6	12628.2
				ab		ab		a					a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1-24	1380	878	251	189	39	12	576	179	130	45	22
	69%	93%	84%	76%	47%	39%	86%	76%	61%	54%	50%
		bcde	de	de			bcde	cde			
25-49	91	22	28	29	11	1	36	23	14	5	1
	5%	2%	9%	12%	14%	2%	5%	10%	7%	6%	2%
			a	a	a						
50-99	68	23	13	16	11	4	15	15	18	4	4
	3%	2%	4%	7%	13%	12%	2%	6%	9%	5%	9%
				a	ab	a		a	a		
100-249	35	7	3	4	15	4	6	2	3	13	4
	2%	1%	1%	2%	18%	12%	1%	1%	2%	16%	9%
					abc	abc				abc	ab
250-499	17	2	1	9	2	3	4	1	10	2	*
	1%	*%	*%	3%	3%	10%	1%	*%	5%	3%	1%
				ab	a	ab			ab		
500-4,999	14	4	1	1	3	6	*	3	2	2	6
	1%	*%	*%	1%	3%	18%	*%	1%	1%	3%	13%
					a	abcd				a	abc
5,000-49,999	8	5	1	*	2	*	1	*	3	2	2
	*%	1%	*%	*%	2%	*%	*%	*%	1%	3%	5%
										a	ab
50,000-499,999	2	-	*	-	*	2	-	*	*	-	2
	*%	-%	*%	-%	*%	6%	-%	*%	*%	-%	4%
						abc					abc
500,000- 4,999,999	1	-	1	*	*	*	1	-	*	*	-
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%
5m+	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
None - we never send this type of post	368	-	-	-	-	-	32	14	31	10	3
	18%	-%	-%	-%	-%	-%	5%	6%	14%	12%	8%
									ab		
Don't know	16	-	-	-	-	-	2	1	2	-	-
	1%	-%	-%	-%	-%	-%	*%	*%	1%	-%	-%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: Send 'Any Letters'	1616	941	299	248	82	30	639	223	180	74	41
	81%	100%	100%	100%	100%	100%	95%	94%	85%	88%	92%
Mean Score	1860.1	169.5	7624.2	709.5	2653.3	20090.0	3348.5	62.9	1966.4	1856.3	13324.8
						ac					b

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1-24	1380 69%	511 77%	128 63%	130 59%	62 51%	27 54%	433 60%	44 67%	390 83%	1253 72%	126 48%	1318 88%	61 55%
		bcde							ab	b		b	
25-49	91 5%	40 6%	16 8%	14 6%	7 6%	2 3%	45 6%	8 12%	24 5%	73 4%	17 7%	75 5%	16 14%
												a	
50-99	68 3%	14 2%	13 6%	16 7%	7 6%	3 6%	36 5%	6 10%	10 2%	53 3%	14 5%	51 3%	17 15%
			a	a				c				a	
100-249	35 2%	4 1%	3 1%	3 1%	10 8%	7 13%	23 3%	2 3%	2 *	31 2%	5 2%	32 2%	3 3%
					abc	abc	c						
250-499	17 1%	2 *%	5 2%	5 2%	3 2%	* *%	13 2%	* *%	1 *%	14 1%	4 1%	15 1%	3 2%
500-4,999	14 1%	1 *%	* *%	3 1%	7 6%	1 2%	7 1%	* *%	5 1%	10 1%	5 2%	10 1%	5 4%
					ab							a	
5,000-49,999	8 *%	* *%	* *%	5 2%	3 2%	* 1%	5 1%	2 3%	1 *%	3 *%	5 2%	3 *%	5 5%
				a	a			c			a		a
50,000-499,999	2 *%	* *%	* *%	- -%	2 1%	* *%	2 *%	- -%	* *%	2 *%	* *%	2 *%	* *%
500,000- 4,999,999	1 *%	- -%	- -%	1 *%	- -%	- -%	* *%	1 1%	- -%	* *%	1 *%	* *%	1 1%
								a				a	
5m+	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* *%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None - we never send this type of post	368 18%	83 13%	36 18%	42 19%	23 18%	11 21%	155 21%	2 4%	37 8%	284 16%	84 32%	- -%	- -%
Don't know	16 1%	5 1%	3 2%	- -%	* *%	- -%	8 1%	- -%	* *%	14 1%	2 1%	- -%	- -%
NET: Send 'Any Letters'	1616 81%	573 87%	165 81%	177 81%	100 82%	39 79%	564 78%	64 96%	433 92%	1439 83%	177 67%	1505 100%	110 100%
Mean Score	1860.1	60.6	39.8	12221.8	4850.8 ab	508.7	1238.2	35783.0 ac	145.4	604.1	10139.9 a	657.5	24730.1 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1-24	1380 69%	877 78%	87 62%	653 73%	224 58%	1313 87%	67 61%	880 79%	84 56%	652 73%	225 59%
25-49	91 5%	65 6%	13 9%	47 5%	32 8%	76 5%	14 13%	63 6%	16 11%	48 5%	31 8%
50-99	68 3%	43 4%	14 10%	29 3%	25 6%	54 4%	13 12%	39 3%	19 12%	27 3%	26 7%
100-249	35 2%	28 2%	3 2%	21 2%	7 2%	33 2%	3 2%	28 2%	3 2%	21 2%	7 2%
250-499	17 1%	13 1%	3 2%	8 1%	6 2%	14 1%	3 3%	13 1%	4 3%	10 1%	5 1%
500-4,999	14 1%	8 1%	5 4%	8 1%	5 1%	9 1%	5 4%	8 1%	5 3%	7 1%	5 1%
5,000-49,999	8 *%	5 *%	3 2%	* *%	8 2%	5 *%	3 3%	2 *%	6 4%	* *%	8 2%
50,000-499,999	2 *%	2 *%	* *%	2 *%	* *%	2 *%	* *%	2 *%	* *%	2 *%	* *%
500,000- 4,999,999	1 *%	* *%	1 1%	* *%	1 *%	* *%	1 1%	* *%	1 1%	* *%	1 *%
5m+	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%
None - we never send this type of post	368 18%	81 7%	11 8%	123 14%	71 19%	- -%	- -%	81 7%	11 7%	123 14%	72 19%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Don't know	16	4	*	5	4	-	-	2	2	7	2
	1%	*%	*%	1%	1%	-%	-%	*%	1%	1%	*%
NET: Send 'Any Letters'	1616	1041	130	767	309	1507	109	1033	137	767	309
	81%	92%	92%	86%	80%	100%	100%	93%	92%	86%	81%
Mean Score	1860.1	948.3	16864.4	772.8	6911.6	698.9	24469.9	889.6	16306.7	866.8	6699.7
			a				a		a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1-24	1380	580	1108	164	3	488	686	115	2	589	472	135	4
	69%	80%	86%	78%	100%	75%	76%	67%	56%	67%	70%	67%	100%
			ac										
25-49	91	54	70	9	-	46	53	5	-	61	41	7	-
	5%	7%	5%	4%	-%	7%	6%	3%	-%	7%	6%	3%	-%
50-99	68	39	56	15	-	33	32	13	2	43	22	10	-
	3%	5%	4%	7%	-%	5%	4%	7%	44%	5%	3%	5%	-%
100-249	35	16	29	6	-	16	23	6	-	20	16	7	-
	2%	2%	2%	3%	-%	2%	3%	3%	-%	2%	2%	3%	-%
250-499	17	15	15	11	-	14	15	10	-	14	10	6	-
	1%	2%	1%	5%	-%	2%	2%	6%	-%	2%	1%	3%	-%
				b				b					
500-4,999	14	9	9	2	-	7	7	2	-	9	6	1	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	*%	-%
5,000-49,999	8	6	5	2	-	6	2	5	-	7	1	*	-
	*%	1%	*%	1%	-%	1%	*%	3%	-%	1%	*%	*%	-%
								b					
50,000-499,999	2	2	*	*	-	2	*	-	-	2	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
500,000- 4,999,999	1	1	*	*	-	*	-	1	-	1	*	-	-
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%
5m+	*	-	*	*	-	-	*	*	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%
None - we never send this type of post	368	-	-	-	-	40	76	16	-	131	108	32	-
	18%	-%	-%	-%	-%	6%	8%	9%	-%	15%	16%	16%	-%
Don't know	16	-	-	-	-	2	2	-	-	8	3	1	-
	1%	-%	-%	-%	-%	*%	*%	-%	-%	1%	*%	1%	-%
NET: Send 'Any Letters'	1616	720	1292	209	3	613	820	156	4	747	568	166	4
	81%	100%	100%	100%	100%	94%	91%	91%	100%	84%	84%	83%	100%
Mean Score	1860.1	4521.7	292.3	2445.3	12.5	1570.2	263.7	14685.0	39.9	3702.8	232.8	55.0	12.5
								b					

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Mean Score	1860.1	597.5	520.6	882.3	752.3	310.5	1337.0	216.6	492.9	1739.7	603.4	56.6	339.8	189.3

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1-24	1380	104	38	46	23	1229	787	1274	820	766	542	1189	145	*	1053	91
	69%	68%	55%	70%	58%	72%	69%	72%	67%	66%	69%	71%	64%	35%	72%	73%
						de		e								
25-49	91	13	7	4	2	83	58	86	55	51	52	72	6	-	60	4
	5%	9%	10%	6%	5%	5%	5%	5%	5%	4%	7%	4%	3%	-%	4%	3%
50-99	68	14	8	*	8	51	39	58	46	39	46	45	11	-	48	3
	3%	9%	12%	1%	20%	3%	3%	3%	4%	3%	6%	3%	5%	-%	3%	2%
			c	c							b					
100-249	35	2	*	2	*	28	22	29	22	19	13	28	6	-	27	4
	2%	1%	1%	4%	1%	2%	2%	2%	2%	2%	2%	2%	3%	-%	2%	3%
250-499	17	4	1	1	-	15	10	16	13	14	13	14	11	-	16	*
	1%	3%	1%	1%	-%	1%	1%	1%	1%	1%	2%	1%	5%	-%	1%	-%
													ab			
500-4,999	14	4	*	*	*	13	8	14	7	8	9	6	1	-	10	-
	1%	3%	-%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	-%
5,000-49,999	8	2	*	2	*	3	2	5	4	5	6	5	3	-	1	4
	-%	1%	-%	4%	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	3%
															a	
50,000-499,999	2	*	*	-	2	*	*	*	2	*	2	*	-	-	2	-
	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000- 4,999,999	1	*	-	*	-	*	*	*	*	1	*	*	*	-	*	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m+	*	-	-	-	-	*	*	*	-	*	-	*	*	-	*	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None - we never send this type of post	368	9	12	9	4	273	207	290	247	250	101	299	40	*	245	19
	18%	6%	18%	14%	10%	16%	18%	16%	20%	22%	13%	18%	18%	65%	17%	15%
			a						ac	ac		a				
Don't know	16	*	2	-	-	10	2	10	3	4	2	10	5	-	8	*
	1%	-%	3%	-%	-%	1%	-%	1%	-%	-%	-%	1%	2%	-%	1%	-%
													a			

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
NET: Send 'Any Letters'	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
	81%	94%	80%	86%	90%	83%	82%	83%	79%	78%	87%	81%	80%	35%	83%	85%
		b				de		e			b					
Mean Score	1860.1	2035.7	496.0	2336.7	12017.7	349.1	494.4	370.3	737.0	2495.0	1332.6	221.3	1140.5	4.4	870.1	945.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1-24	1380	491	840	323	28	136	265	107	970	289	151	213	986
	69%	71%	72%	62%	71%	56%	66%	54%	73%	73%	57%	70%	74%
									a	a		a	a
25-49	91	38	40	35	3	25	16	14	62	13	11	27	48
	5%	5%	3%	7%	8%	10%	4%	7%	5%	3%	4%	9%	4%
						b						c	
50-99	68	29	26	34	3	18	19	21	34	11	14	18	33
	3%	4%	2%	7%	7%	8%	5%	11%	3%	3%	5%	6%	2%
						bc						c	
100-249	35	11	22	6	-	5	4	7	24	4	7	3	23
	2%	2%	2%	1%	-%	2%	1%	4%	2%	1%	3%	1%	2%
250-499	17	10	6	7	-	6	4	6	9	3	3	8	6
	1%	2%	1%	1%	-%	2%	1%	3%	1%	1%	1%	3%	*%
						b						c	
500-4,999	14	10	4	2	*	5	1	2	4	8	4	1	9
	1%	2%	*%	*%	*%	2%	*%	1%	*%	2%	2%	*%	1%
		b								b			
5,000-49,999	8	5	*	7	1	6	2	*	7	1	*	7	1
	*%	1%	*%	1%	2%	2%	*%	*%	*%	*%	*%	2%	*%
		b										c	
50,000-499,999	2	2	*	*	-	*	*	-	2	-	*	2	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%	1%	*%
500,000- 4,999,999	1	*	*	1	-	1	*	*	1	-	-	*	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%
5m+	*	*	-	-	-	*	-	-	*	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
None - we never send this type of post	368	87	213	104	4	38	87	39	202	63	73	24	220
	18%	13%	18%	20%	9%	16%	22%	20%	15%	16%	28%	8%	16%
			a								bc		b
Don't know	16	7	7	4	1	2	4	-	12	4	-	2	14
	1%	1%	1%	1%	3%	1%	1%	-%	1%	1%	-%	1%	1%

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
NET: Send 'Any Letters'	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
	81%	86%	81%	79%	87%	83%	77%	80%	84%	83%	72%	92%	83%
		b										ac	a
Mean Score	1860.1	1821.8	132.2	5010.9	547.7	11396.5	390.6	437.2	2490.8	830.7	146.5	2796.7	1905.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1-24	1380 69%	587 63%	793 74%
			a
25-49	91 5%	46 5%	45 4%
50-99	68 3%	38 4%	29 3%
100-249	35 2%	14 1%	22 2%
250-499	17 1%	7 1%	10 1%
500-4,999	14 1%	12 1%	3 *%
5,000-49,999	8 *%	1 *%	7 1%
50,000-499,999	2 *%	* *%	2 *%
500,000- 4,999,999	1 *%	1 *%	* *%
5m+	* *%	* *%	* *%
None - we never send this type of post	368 18%	219 24%	149 14%
		b	
Don't know	16 1%	6 1%	10 1%
NET: Send 'Any Letters'	1616 81%	705 76%	911 85%
			a
Mean Score	1860.1	3020.4	851.5

Columns Tested:: a,b

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1-24	1380	-	48	244	209	22	119	35	158	167	48	248	82
	69%	-%	70%	68%	59%	62%	65%	66%	77%	69%	72%	80%	66%
									d			cdfil	
25-49	91	-	3	26	10	*	13	2	13	6	2	13	3
	5%	-%	5%	7%	3%	*%	7%	3%	6%	2%	3%	4%	2%
				d									
50-99	68	-	2	8	11	2	9	2	8	13	3	7	3
	3%	-%	3%	2%	3%	6%	5%	3%	4%	6%	4%	2%	2%
100-249	35	-	6	6	7	*	3	2	2	2	1	7	*
	2%	-%	9%	2%	2%	1%	2%	4%	1%	1%	2%	2%	*%
			cdhil										
250-499	17	-	*	3	3	-	1	*	1	4	1	4	*
	1%	-%	1%	1%	1%	-%	*%	*%	*%	2%	1%	1%	*%
500-4,999	14	-	*	1	3	*	1	*	1	6	1	-	1
	1%	-%	1%	*%	1%	*%	1%	1%	*%	2%	1%	-%	1%
5,000-49,999	8	-	-	1	-	*	4	*	*	2	-	*	-
	*%	-%	-%	*%	-%	1%	2%	*%	*%	1%	-%	*%	-%
							d						
50,000-499,999	2	-	-	-	-	-	2	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	1%	*%	*%	-%	*%	-%	-%
500,000- 4,999,999	1	-	-	*	*	-	-	-	-	-	-	-	1
	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%
5m+	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None - we never send this type of post	368	-	9	71	110	10	30	12	13	42	9	30	33
	18%	-%	13%	20%	31%	30%	16%	23%	6%	17%	13%	10%	27%
				hk	bcfnijk	hk	h	hk		h			hjk
Don't know	16	-	-	-	3	-	*	-	8	1	3	1	1
	1%	-%	-%	-%	1%	-%	*%	-%	4%	*%	4%	*%	1%
									c		c		
NET: Send 'Any Letters'	1616	-	59	289	244	24	152	41	183	200	55	279	89
	81%	-%	87%	80%	68%	70%	84%	77%	90%	82%	82%	90%	72%
			d	d			d		cdegl	d	d	cdegl	
Mean Score	1860.1	-	44.5	539.5	285.3	205.2	3412.8	204.4	170.0	343.9	5541.4	29.2	18550.1

Table 31 (continuation)

QV2A. Letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1-24	1380	316	325	360	378	641	738
	69%	63%	65%	72%	76%	64%	74%
			a	ab			a
25-49	91	29	23	21	18	52	38
	5%	6%	5%	4%	4%	5%	4%
50-99	68	15	17	23	12	33	35
	3%	3%	3%	5%	2%	3%	3%
100-249	35	14	7	6	8	22	14
	2%	3%	1%	1%	2%	2%	1%
250-499	17	4	3	5	5	7	10
	1%	1%	1%	1%	1%	1%	1%
500-4,999	14	1	5	7	2	6	9
	1%	*%	1%	1%	*%	1%	1%
5,000-49,999	8	1	4	2	*	6	2
	*%	*%	1%	*%	*%	1%	*%
50,000-499,999	2	-	2	*	*	2	*
	*%	-%	*%	*%	*%	*%	*%
500,000- 4,999,999	1	*	*	-	1	*	1
	*%	*%	*%	-%	*%	*%	*%
5m+	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
None - we never send this type of post	368	119	110	67	72	229	139
	18%	24%	22%	13%	14%	23%	14%
		cd	cd			b	
Don't know	16	-	3	9	5	3	13
	1%	-%	1%	2%	1%	*%	1%
			a				
NET: Send 'Any Letters'	1616	381	387	424	424	768	848
	81%	76%	77%	85%	85%	77%	85%
			ab	ab			a
Mean Score	1860.1	396.6	1455.6	258.1	5330.1	926.1	2794.1

Columns Tested:: a,b,c,d - a,b

Table 34
QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1-24	993 50%	198 33%	794 57%	950 50%	39 51%	3 33%	2 32%	43 48%
			a	cd	cd			cd
25-49	131 7%	9 2%	122 9%	120 6%	10 13%	1 14%	1 15%	12 13%
			a		a	a	a	a
50-99	52 3%	17 3%	34 2%	47 2%	3 4%	2 18%	1 11%	5 6%
						abe	abe	a
100-249	49 2%	11 2%	37 3%	44 2%	4 5%	1 7%	* 6%	5 5%
					a	a	a	a
250-499	21 1%	3 *%	18 1%	19 1%	1 1%	* 5%	1 11%	2 2%
						ab	abe	
500-4,999	12 1%	* *%	12 1%	11 1%	* *%	1 10%	* 3%	1 1%
						abe	ab	
5,000-49,999	6 *%	1 *%	6 *%	5 *%	1 2%	* 1%	- -%	1 1%
					a			a
50,000-499,999	* *%	- -%	* *%	* *%	- -%	- -%	* 2%	* *%
							ae	
500,000- 4,999,999	1 *%	* *%	* *%	- -%	1 1%	- -%	- -%	1 1%
					a			a
5m+	2 *%	- -%	2 *%	2 *%	* *%	- -%	* *%	* *%
None - we never send this type of post	680 34%	360 60%	320 23%	661 35%	17 22%	1 11%	1 19%	19 21%
		b		bcd				
Don't know	53 3%	4 1%	49 4%	52 3%	1 2%	* 1%	* 1%	2 2%
			a					

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: Send 'Any Large letters'	1267	241	1026	1197	58	8	4	70
	63%	40%	74%	63%	76%	88%	80%	77%
			a		a	ab	a	a
Mean Score	6980.9	1941.9	9167.6	6295.8	23937.5	509.9	22609.9	21520.9

Columns Tested:: a,b - a,b,c,d,e

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1-24	993 50%	590 48% efi	284 52% efi	75 54% efi	29 56% efi	12 37%	2 32%	950 50% efi	39 51% efi	5 33%
25-49	131 7%	76 6%	31 6%	13 9%	6 12%	5 15%	1 15%	120 6%	10 13%	2 14%
					abg	abg	abg		abg	abg
50-99	52 3%	29 2%	15 3%	2 1%	1 2%	3 11%	1 11%	47 2%	3 4%	2 16%
						abcdgh	abcdgh			abcdgh
100-249	49 2%	29 2%	14 3%	1 1%	2 4%	2 7%	* 6%	44 2%	4 5%	1 6%
						abcg	acg		cg	acg
250-499	21 1%	12 1%	5 1%	2 2%	1 1%	1 2%	1 11%	19 1%	1 1%	1 8%
							abcdegh			abcdegh
500-4,999	12 1%	4 *%	7 1%	1 *%	* *%	1 3%	* 3%	11 1%	* *%	1 7%
						ag	agh			abcdgh
5,000-49,999	6 *%	4 *%	2 *%	- -%	* 1%	1 3%	- -%	5 *%	1 2%	* *%
						abg		g		
50,000-499,999	* *%	- -%	- -%	* *%	- -%	- -%	* 2%	* *%	- -%	* 1%
							abg			
500,000- 4,999,999	1 *%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	1 1%	- -%
					ag			g		
5m+	2 *%	2 *%	- -%	- -%	- -%	* *%	* *%	2 *%	* *%	* *%
None - we never send this type of post	680 34%	448 37% defhi	172 31% defhi	41 29% i	11 21%	7 20%	1 19%	661 35% defhi	17 22%	2 14%
Don't know	53 3%	28 2%	18 3%	5 4%	1 3%	* 1%	* 1%	52 3%	1 2%	* 1%

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
NET: Send 'Any Large letters'	1267	745	358	94	40	26	4	1197	58	12
	63%	61%	65%	67%	76%	79%	80%	63%	76%	85%
					abg	abcg	abcg		abg	abcgh
Mean Score	6980.9	9732.9	132.6	464.7	22216.8	20236.8	22609.9	6295.8	23937.5	8402.7
					b					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1-24	993	781	168	39	3	2	598	153	28	23	23
	50%	50%	48%	51%	33%	32%	54%	58%	52%	51%	50%
		de	de	de							
25-49	131	93	26	10	1	1	82	25	8	5	4
	7%	6%	7%	13%	14%	15%	7%	9%	14%	11%	8%
				ab	a	ab					
50-99	52	35	11	3	2	1	22	11	2	1	2
	3%	2%	3%	4%	18%	11%	2%	4%	3%	2%	4%
				abc	abc						
100-249	49	36	8	4	1	*	23	6	6	5	2
	2%	2%	2%	5%	7%	6%	2%	2%	12%	11%	4%
				a	a	ab			ab	ab	
250-499	21	12	7	1	*	1	9	5	*	2	1
	1%	1%	2%	1%	5%	11%	1%	2%	1%	5%	3%
				ac	ac	abc				a	
500-4,999	12	5	6	*	1	*	11	*	*	*	*
	1%	*%	2%	*%	10%	3%	1%	*%	*%	1%	1%
			a	abc	ac						
5,000-49,999	6	4	2	1	*	-	5	*	-	1	*
	*%	*%	*%	2%	1%	-%	*%	*%	-%	2%	1%
			a								
50,000-499,999	*	-	*	-	-	*	*	*	*	-	*
	*%	-%	*%	-%	-%	2%	*%	*%	*%	-%	*%
						ab					
500,000- 4,999,999	1	-	-	1	-	-	-	-	-	-	1
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%
				a							
5m+	2	2	-	*	-	*	2	*	-	-	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	-%	-%
None - we never send this type of post	680	551	111	17	1	1	328	59	8	6	12
	34%	35%	31%	22%	11%	19%	30%	22%	14%	13%	26%
		cde	cde				cd				
Don't know	53	38	13	1	*	*	32	4	2	2	1
	3%	2%	4%	2%	1%	1%	3%	2%	3%	5%	2%

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
NET: Send 'Any Large letters'	1267	969	228	58	8	4	751	200	45	38	33
	63%	62%	65%	76%	88%	80%	68%	76%	82%	83%	72%
				ab	abc	ab		a	a		
Mean Score	6980.9	7635.6	365.8	23937.5	509.9	22609.9	10767.6	1481.2	154.3	672.0	31377.7

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1-24	993	91	68	163	44	76	151	122	87	76
	50%	54%	46%	45%	45%	49%	56%	49%	54%	52%
25-49	131	11	15	30	11	15	13	11	9	5
	7%	7%	10%	8%	11%	10%	5%	4%	6%	3%
50-99	52	3	1	9	3	9	9	4	5	*
	3%	2%	*%	3%	3%	6%	3%	2%	3%	*%
						i				
100-249	49	7	6	11	1	5	3	5	4	5
	2%	4%	4%	3%	1%	3%	1%	2%	2%	3%
250-499	21	2	-	4	2	1	1	7	*	*
	1%	1%	-%	1%	2%	1%	*%	3%	*%	*%
500-4,999	12	1	3	2	*	1	2	1	-	*
	1%	*%	2%	1%	*%	1%	1%	*%	-%	*%
5,000-49,999	6	-	*	2	-	1	1	-	2	-
	*%	-%	*%	1%	-%	1%	*%	-%	1%	-%
50,000-499,999	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
500,000- 4,999,999	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
5m+	2	2	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
None - we never send this type of post	680	47	52	126	33	45	80	97	54	56
	34%	28%	35%	35%	34%	29%	30%	39%	33%	38%
Don't know	53	4	4	11	4	2	11	2	2	5
	3%	3%	3%	3%	4%	1%	4%	1%	1%	4%
NET: Send 'Any Large letters'	1267	116	93	222	61	108	180	150	107	86
	63%	69%	62%	62%	63%	70%	67%	60%	66%	58%
Mean Score	6980.9	70154.9	124.1	3420.7	29.5	245.6	104.7	36.1	423.8	15.3

Columns Tested: a,b,c,d,e,f,g,h,i

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	993 50%	196 49%	246 51%	436 50%	879 50%	114 48%	55 46%	40 50%	19 48%
25-49	131 7%	31 8%	35 7%	54 6%	120 7%	12 5%	5 4%	3 4%	3 7%
50-99	52 3%	12 3%	8 2%	23 3%	43 2%	9 4%	5 4%	3 3%	2 4%
100-249	49 2%	10 3%	17 3%	19 2%	46 3%	3 1%	2 1%	* 1%	1 1%
250-499	21 1%	3 1%	2 1%	12 1%	17 1%	3 1%	2 1%	1 1%	1 2%
500-4,999	12 1%	2 *%	4 1%	6 1%	11 1%	1 1%	1 1%	1 1%	* *%
5,000-49,999	6 *%	1 *%	2 *%	3 *%	6 *%	* *%	* *%	* *%	* *%
50,000-499,999	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* 1%
500,000- 4,999,999	1 *%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	- -%
5m+	2 *%	- -%	2 *%	- -%	2 *%	* *%	* *%	* *%	- -%
None - we never send this type of post	680 34%	134 33%	153 32%	303 34%	590 34%	89 37%	45 38%	31 39%	13 34%
Don't know	53 3%	11 3%	10 2%	24 3%	46 3%	8 3%	5 5%	2 2%	1 2%
NET: Send 'Any Large letters'	1267 63%	255 64%	316 66%	553 63%	1124 64%	143 59%	69 58%	48 60%	26 64%
Mean Score	6980.9	108.0	24686.9	1440.3	7477.5	3339.4	3126.9	4516.8	1622.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1-24	993	42	55	15	71	107	204	31	46	488
	50%	42%	42%	39%	42%	47%	49%	43%	79%	52%
									abcdefgi	
25-49	131	10	14	3	18	16	27	1	2	57
	7%	10%	11%	9%	11%	7%	6%	1%	4%	6%
			g							
50-99	52	2	2	11	13	9	8	1	1	17
	3%	2%	2%	28%	8%	4%	2%	1%	1%	2%
				abdefghi	fi					
100-249	49	5	2	1	2	2	17	1	1	21
	2%	4%	1%	2%	1%	1%	4%	2%	1%	2%
250-499	21	2	*	-	*	5	3	*	1	10
	1%	2%	*%	-%	*%	2%	1%	*%	1%	1%
500-4,999	12	*	2	-	2	1	5	-	*	3
	1%	*%	2%	-%	1%	*%	1%	-%	*%	*%
5,000-49,999	6	-	-	*	*	*	4	*	-	2
	*%	-%	-%	*%	*%	*%	1%	*%	-%	*%
50,000-499,999	*	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
500,000- 4,999,999	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
5m+	2	2	-	-	-	-	-	-	*	*
	*%	2%	-%	-%	-%	-%	-%	-%	*%	*%
		fi								
None - we never send this type of post	680	35	53	6	59	76	146	38	6	315
	34%	34%	41%	15%	35%	33%	35%	53%	10%	34%
		h	h		h	h	h	ceffhi		h
Don't know	53	3	1	3	3	13	6	*	2	26
	3%	3%	1%	7%	2%	6%	1%	*%	3%	3%
						f				
NET: Send 'Any Large letters'	1267	64	77	30	107	140	268	34	51	599
	63%	63%	59%	78%	63%	61%	64%	47%	87%	64%
				g			g		abdefgi	g

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mean Score	6980.9	115850.5	181.3	106.1	164.0	79.2	403.1	35.9	1574.8	2011.4
		fi								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1-24	993 50%	220 44%	204 49%	568 53%	822 49%	171 51%	- -%	913 49%	80 53%	973 51%	20 26%
25-49	131 7%	44 9%	27 6%	60 6%	111 7%	21 6%	- -%	118 6%	13 9%	130 7%	1 2%
50-99	52 3%	24 5%	8 2%	19 2%	48 3%	4 1%	- -%	50 3%	2 1%	51 3%	1 1%
100-249	49 2%	9 2%	17 4%	23 2%	41 2%	7 2%	- -%	45 2%	3 2%	49 3%	- -%
250-499	21 1%	7 1%	3 1%	11 1%	19 1%	2 *%	- -%	20 1%	* *%	21 1%	* *%
500-4,999	12 1%	4 1%	5 1%	3 *%	12 1%	1 *%	- -%	10 1%	2 2%	12 1%	1 1%
5,000-49,999	6 *%	* *%	4 1%	2 *%	4 *%	2 1%	- -%	6 *%	1 *%	6 *%	- -%
50,000-499,999	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
500,000- 4,999,999	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
5m+	2 *%	2 *%	- -%	* *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
None - we never send this type of post	680 34%	169 34%	146 35%	364 34%	562 34%	118 35%	- -%	633 34%	47 31%	629 33%	51 67%
Don't know	53 3%	20 4%	6 1%	28 3%	45 3%	8 2%	- -%	50 3%	3 2%	51 3%	3 4%
NET: Send 'Any Large letters'	1267 63%	311 62%	268 64%	688 64%	1060 64%	207 62%	- -%	1165 63%	102 67%	1244 65%	22 29%

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mean Score	6980.9	23613.0	403.1	1839.0	8310.4	311.2	-	7537.2	192.7	7257.2	26.3

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1-24	993 50%	670 53%	135 46%	184 44%
		c		
25-49	131 7%	37 3%	45 15%	45 11%
		a	a	a
50-99	52 3%	15 1%	13 4%	21 5%
		a	a	a
100-249	49 2%	14 1%	10 3%	24 6%
		a	a	a
250-499	21 1%	3 *%	9 3%	8 2%
		a	a	a
500-4,999	12 1%	1 *%	4 2%	7 2%
		a	a	a
5,000-49,999	6 *%	* *%	2 1%	4 1%
		a	a	a
50,000-499,999	* *%	* *%	* *%	* *%
500,000- 4,999,999	1 *%	* *%	* *%	- -%
5m+	2 *%	2 *%	* *%	* *%
None - we never send this type of post	680 34%	469 37%	68 23%	123 29%
		bc		
Don't know	53 3%	43 3%	7 2%	3 1%
		c		

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
NET: Send 'Any Large letters'	1267	742	219	293
	63%	59%	75%	70%
		a	a	a
Mean Score	6980.9	9625.3	5438.5	585.7

Columns Tested: a,b,c

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1-24	993	909	70	11	*	3	*	*	-	979	14	3
	50%	52%	38%	29%	2%	16%	1%	8%	-%	51%	20%	10%
		bcjk	jk							bcjk		
25-49	131	85	34	4	2	3	3	-	-	119	12	8
	7%	5%	18%	11%	27%	14%	72%	-%	-%	6%	17%	24%
			ai								ai	ai
50-99	52	29	16	1	*	5	*	*	-	45	7	5
	3%	2%	9%	4%	5%	24%	7%	3%	-%	2%	10%	16%
			ai								ai	ai
100-249	49	24	12	10	2	*	*	*	-	36	12	2
	2%	1%	7%	27%	23%	2%	*%	19%	-%	2%	18%	7%
			ai	abi							ai	a
250-499	21	9	2	1	3	5	*	2	*	11	10	9
	1%	*%	1%	2%	38%	24%	6%	70%	6%	1%	14%	27%
											abi	abci
500-4,999	12	4	6	1	*	1	*	-	*	10	2	1
	1%	*%	3%	3%	*%	4%	1%	-%	1%	1%	3%	2%
			ai	a							a	
5,000-49,999	6	*	4	1	*	1	*	-	-	4	2	1
	*%	*%	2%	3%	4%	5%	1%	-%	-%	*%	3%	4%
			ai	ai							ai	ai
50,000-499,999	*	*	-	*	-	*	-	-	-	*	*	*
	*%	*%	-%	*%	-%	1%	-%	-%	-%	*%	*%	*%
500,000- 4,999,999	1	-	-	*	-	-	*	-	-	-	1	*
	*%	-%	-%	*%	-%	-%	9%	-%	-%	-%	1%	1%
											ai	ai
5m+	2	-	-	*	-	2	-	-	*	-	2	2
	*%	-%	-%	*%	-%	10%	-%	-%	4%	-%	3%	6%
											ai	abi
None - we never send this type of post	680	632	40	7	*	*	*	-	*	672	8	1
	34%	36%	21%	20%	*%	*%	4%	-%	89%	35%	11%	2%
		bjk	k							bjk		
Don't know	53	52	2	*	-	-	-	*	-	53	*	*
	3%	3%	1%	*%	-%	-%	-%	1%	-%	3%	*%	*%

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
NET: Send 'Any Large letters'	1267	1059	145	30	7	19	5	2	*	1204	63	33
	63%	61%	78%	80%	100%	100%	96%	99%	11%	62%	88%	98%
			ai								ai	abi
Mean Score	6980.9	43.4	706.9	17986.9	1423.8	621539.9	239505.0	298.8	232941.3	107.5	193221.3	387268.0
			ai	ai							abi	abci

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1-24	993 50%	550 49%	359 58%	84 33%	917 57%	993 78%	993 58%	780 61%	473 70%	211 42%	76 15%	898 90%	10 21%	4 5%	2 6%	*	2 13%
			c ac		f acdef		f f		acdf			acdefg		df			
25-49	131 7%	25 2%	60 10%	46 18%	122 8%	131 10%	131 8%	119 9%	89 13%	87 17%	- -%	91 9%	11 23%	18 23%	5 13%	6 16%	- -%
			a	ab		a			ac	abcd		a	ab	ab	a	a	
50-99	52 3%	4 *%	25 4%	23 9%	48 3%	52 4%	52 3%	42 3%	32 5%	30 6%	- -%	- -%	16 34%	24 30%	8 20%	3 8%	1 5%
			a	ab					ac				abf	ab	ab	ab	ab
100-249	49 2%	6 1%	18 3%	25 10%	44 3%	49 4%	49 3%	43 3%	30 4%	30 6%	- -%	- -%	- -%	29 36%	15 38%	4 12%	* 2%
			a	ab					ac					abcfg	abcfg	ab	ab
250-499	21 1%	1 *%	8 1%	12 5%	21 1%	21 2%	21 1%	18 1%	18 3%	13 3%	- -%	- -%	- -%	- -%	8 20%	12 33%	1 6%
			a	ab										abcd	abcd	abcd	ab
500-4,999	12 1%	- -%	4 1%	8 3%	12 1%	12 1%	12 1%	12 1%	10 1%	7 1%	- -%	- -%	- -%	- -%	- -%	9 25%	3 20%
				ab												abcde	abcde
5,000-49,999	6 *%	- -%	* *%	6 2%	6 *%	6 1%	6 *%	6 1%	4 1%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	6 37%
				ab													abcdef
50,000-499,999	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%
																	b
500,000- 4,999,999	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
																	ab
5m+	2 *%	- -%	- -%	2 1%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%
																	abd
None - we never send this type of post	680 34%	505 45%	127 21%	48 19%	409 25%	- -%	409 24%	238 19%	22 3%	108 22%	384 78%	12 1%	6 13%	5 6%	1 2%	2 4%	* *%
			bc		bde		bde	be	b	be	bcdefg		b	b			

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	53	35	17	2	36	-	36	18	1	11	32	*	4	-	-	-	-
	3%	3%	3%	1%	2%	-%	2%	1%	1%	2%	6%	1%	8%	-%	-%	-%	-%
					be		be	b		be	b		b				
NET: Send 'Any Large letters'	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
	63%	52%	77%	81%	72%	100%	74%	80%	97%	76%	15%	99%	78%	94%	98%	96%	100%
			a	a		acdef	ac	acdf			acd	a	a	ac	a	a	a
Mean Score	6980.9	40.1	49.4	53931.2	1358.3	11021.4	8155.1	9939.9	17616.6	26801.1	1.9	14.6	36.8	95.0	165.0	857.8	801626
				ab					a	a		a	ab	abc	abcd	abcde	abcdef

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean Score	6980.9	283.2	71.0	17325	672.1	2290.9	2909.7	47798.0	12.5	37.0	75.0	175.0	375.0	2750.0	1493798
				a			bd						d		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1-24	993 50%	697 71%	50 39%	15 25%	6 14%	8 26%	2 16%	* 1%	523 60%	199 61%	195 58%	55 49%	14 26%
		bcdeg	dg						e	e	e	e	
25-49	131 7%	40 4%	32 25%	24 39%	12 27%	5 15%	1 8%	6 25%	20 2%	40 12%	46 14%	14 12%	11 21%
			a	a	a	a		a		a	a	a	a
50-99	52 3%	8 1%	5 4%	8 13%	8 19%	7 22%	1 6%	5 21%	7 1%	9 3%	23 7%	8 7%	4 8%
			a	a	ab	ab		a			a	a	a
100-249	49 2%	10 1%	12 9%	5 8%	9 20%	4 11%	* 1%	3 15%	1 *%	3 1%	16 5%	17 15%	11 21%
			a	a	a	a		a			ab	abc	abc
250-499	21 1%	3 *%	2 2%	1 2%	3 6%	1 4%	6 43%	2 8%	7 1%	1 *%	5 1%	3 3%	3 6%
					a	a		a					ab
500-4,999	12 1%	2 *%	- -%	5 8%	1 3%	1 3%	1 6%	2 10%	2 *%	1 *%	2 1%	2 2%	5 9%
				ab	a	a		ab					abc
5,000-49,999	6 *%	- -%	* *%	* 1%	- -%	2 6%	2 14%	2 9%	- -%	* *%	* *%	3 3%	2 5%
						a		ab				ab	abc
50,000-499,999	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* 1%	- -%	* *%	* *%	* *%	* *%
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%	- -%	- -%
5m+	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	2 *%	* *%	* *%	- -%	- -%
								ab					
None - we never send this type of post	680 34%	200 20%	26 20%	3 5%	4 10%	4 14%	1 6%	- -%	292 33%	71 22%	33 10%	10 9%	3 5%
		c	c						bcde	cde			
Don't know	53 3%	17 2%	* *%	- -%	* *%	* *%	- -%	- -%	20 2%	3 1%	12 4%	* *%	- -%

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
NET: Send 'Any Large letters'	1267	760	102	60	38	28	14	22	562	253	288	103	51
	63%	78%	80%	95%	90%	86%	94%	100%	64%	77%	86%	91%	95%
			ab							a	ab	ab	ab
Mean Score	6980.9	18.6	63.0	460.7	755.8	1756.2	4086.2	563575	13475.4	4653.6	1297.7	1075.9	2052.7
			a			ab		abcde					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1-24	993 50%	540 57%	181 60%	146 59%	37 45%	7 24%	619 92%	178 75%	131 62%	42 50%	10 23%
		e	de	e			bcde	cde	e	e	
25-49	131 7%	54 6%	25 8%	23 9%	8 10%	9 28%	29 4%	40 17%	43 20%	9 11%	10 22%
						abcd		a	a		a
50-99	52 3%	15 2%	6 2%	20 8%	6 7%	1 3%	10 1%	13 5%	17 8%	8 10%	4 9%
				ab	a			a	a	a	a
100-249	49 2%	7 1%	9 3%	11 4%	12 15%	4 15%	4 1%	4 1%	13 6%	17 20%	11 25%
			a	a	abc	ab			ab	abc	abc
250-499	21 1%	7 1%	4 1%	1 *%	3 4%	3 10%	8 1%	* *%	6 3%	3 3%	2 5%
						abc					b
500-4,999	12 1%	6 1%	* *%	2 1%	2 2%	1 4%	3 *%	2 1%	2 1%	2 2%	4 10%
											abc
5,000-49,999	6 *%	* *%	* *%	- -%	3 4%	2 7%	- -%	* *%	1 *%	3 4%	2 5%
					abc	abc				ab	abc
50,000-499,999	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	* *%
500,000- 4,999,999	1 *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%
5m+	2 *%	* *%	- -%	* *%	- -%	- -%	2 *%	* *%	* *%	- -%	- -%
None - we never send this type of post	680 34%	292 31%	71 24%	33 13%	10 12%	3 9%	- -%	- -%	- -%	- -%	- -%
		cde	c								
Don't know	53 3%	20 2%	3 1%	12 5%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
				b							

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: Send 'Any Large letters'	1267	630	225	203	72	28	674	237	213	84	44
	63%	67%	75%	82%	88%	91%	100%	100%	100%	100%	100%
			a	a	ab	a					
Mean Score	6980.9	1637.3	1007.5	561.1	1453.9	3009.1	17479.9	6572.4	1930.4	1269.6	2384.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1-24	993	486	106	110	49	14	364	43	363	886	107	875	42
	50%	74%	52%	50%	40%	28%	50%	65%	77%	51%	41%	58%	38%
		bcde	e	e				a	a	b		b	
25-49	131	22	33	36	16	9	89	7	22	106	25	98	23
	7%	3%	16%	17%	13%	17%	12%	11%	5%	6%	9%	7%	21%
			a	a	a	a	c						a
50-99	52	2	9	15	9	6	37	3	2	44	8	40	9
	3%	*%	5%	7%	7%	13%	5%	5%	*%	3%	3%	3%	8%
			a	a	a	a	c	c					a
100-249	49	4	7	7	18	8	38	4	1	40	9	38	6
	2%	1%	3%	3%	15%	15%	5%	6%	*%	2%	3%	3%	6%
			a	a	abc	abc	c	c					
250-499	21	5	*	5	4	2	13	1	1	16	5	13	8
	1%	1%	*%	2%	3%	4%	2%	2%	*%	1%	2%	1%	7%
													a
500-4,999	12	2	*	4	4	3	11	*	1	5	7	7	5
	1%	*%	*%	2%	3%	6%	1%	*%	*%	*%	3%	*%	4%
					a	ab					a		a
5,000-49,999	6	-	*	*	6	1	6	*	*	6	*	6	*
	*%	-%	*%	*%	5%	1%	1%	*%	*%	*%	*%	*%	*%
					abc								
50,000-499,999	*	*	*	*	*	-	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	1	-	-	-	*	-	*	-	-	*	*	*	*
	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*%	*%	*%
5m+	2	-	2	-	-	-	2	*	-	2	*	*	*
	*%	-%	1%	-%	-%	-%	*%	*%	-%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None - we never send this type of post	680	129	42	42	18	8	154	7	77	583	97	393	16
	34%	19%	20%	19%	14%	15%	21%	10%	16%	34%	37%	26%	15%
Don't know	53	11	6	1	*	-	13	-	4	48	6	35	1
	3%	2%	3%	*%	*%	-%	2%	-%	1%	3%	2%	2%	1%
NET: Send 'Any Large letters'	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
	63%	79%	77%	81%	85%	85%	77%	90%	83%	64%	61%	72%	85%
								a					a
Mean Score	6980.9	59.9	59226.9	151.6	3939.9	597.4	16936.5	5524.3	88.5	7130.8	5993.0	437.0	13918.4
			a										a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1-24	993	927	66	588	192	872	45	922	71	594	186
	50%	82%	47%	66%	50%	58%	41%	83%	47%	66%	49%
25-49	131	87	44	68	52	96	26	94	37	64	56
	7%	8%	32%	8%	13%	6%	24%	8%	25%	7%	15%
50-99	52	40	12	24	17	39	9	37	15	25	16
	3%	4%	8%	3%	5%	3%	8%	3%	10%	3%	4%
100-249	49	37	11	25	18	37	7	37	12	27	16
	2%	3%	8%	3%	5%	2%	7%	3%	8%	3%	4%
250-499	21	17	4	12	6	17	3	13	8	12	6
	1%	1%	3%	1%	2%	1%	3%	1%	6%	1%	2%
500-4,999	12	10	2	6	6	12	*	6	6	3	9
	1%	1%	2%	1%	2%	1%	*%	1%	4%	*%	2%
5,000-49,999	6	6	*	4	3	6	*	6	*	4	3
	*%	1%	*%	*%	1%	*%	*%	1%	*%	*%	1%
50,000-499,999	*	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
500,000- 4,999,999	1	-	1	-	*	*	*	-	1	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
5m+	2	2	*	2	*	*	*	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	680	-	-	154	84	392	17	-	-	153	86
	34%	-%	-%	17%	22%	26%	16%	-%	-%	17%	22%
Don't know	53	-	-	12	6	35	1	-	-	12	6
	3%	-%	-%	1%	1%	2%	1%	-%	-%	1%	1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
NET: Send 'Any Large letters'	1267	1126	140	730	293	1079	91	1117	150	731	292
	63%	100%	100%	81%	76%	72%	83%	100%	100%	82%	76%
Mean Score	6980.9	10758.5	13131.0	13333.1	2014.6	445.8	13971.1	10837.7	12391.5	13319.1	2032.4
							a				

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Mean Score	6980.9	2393.4	1584.0	6116.0	6.6	21110.6	1857.6	7407.1	83.8	14296.9	1046.5	122.0	12.5

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: Send 'Any Large letters'	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
	63%	71%	100%	79%	75%	77%	95%	83%	84%	79%	92%	92%	70%	76%
			ac	a			a				c	c		
Mean Score	6980.9	420.6	11570.1	14131.0	10628.9	313.3	1095.2	20563.4	839.5	963.0	119.3	79.5	231.3	168.6

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1-24	993	83	24	32	20	879	627	912	645	573	421	874	123	*	752	65
	50%	54%	35%	48%	48%	52%	55%	51%	53%	49%	54%	52%	54%	35%	51%	52%
		b					e									
25-49	131	12	21	12	6	88	75	106	77	69	91	77	21	-	85	12
	7%	8%	30%	18%	15%	5%	7%	6%	6%	6%	12%	5%	9%	-%	6%	10%
		a									b		b			
50-99	52	10	8	3	7	37	33	41	36	33	32	32	5	-	39	1
	3%	7%	11%	4%	17%	2%	3%	2%	3%	3%	4%	2%	2%	-%	3%	1%
											b					
100-249	49	12	1	3	5	40	32	46	34	32	37	33	10	-	32	3
	2%	8%	2%	5%	11%	2%	3%	3%	3%	3%	5%	2%	4%	-%	2%	3%
											b					
250-499	21	6	3	*	*	12	6	12	6	7	11	7	4	-	16	-
	1%	4%	4%	*%	*%	1%	1%	1%	*%	1%	1%	*%	2%	-%	1%	-%
500-4,999	12	4	*	5	1	6	6	9	11	6	9	12	2	-	6	6
	1%	2%	*%	7%	2%	*%	1%	1%	1%	1%	1%	1%	1%	-%	*%	5%
															a	
5,000-49,999	6	3	-	*	2	4	2	5	3	2	2	4	*	-	4	3
	*%	2%	-%	*%	4%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	2%
															a	
50,000-499,999	*	*	*	-	-	*	*	*	*	*	*	-	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
500,000- 4,999,999	1	*	-	-	-	1	1	1	1	1	1	1	*	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
5m+	2	-	2	-	-	2	*	2	-	-	2	*	*	-	2	-
	*%	-%	3%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%
None - we never send this type of post	680	20	10	12	1	591	342	601	388	419	168	588	56	*	499	33
	34%	13%	15%	18%	1%	35%	30%	34%	32%	36%	21%	35%	25%	65%	34%	27%
										b		ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't know	53	4	*	-	-	45	12	45	19	17	12	39	5	-	33	1
	3%	3%	*%	-%	-%	3%	1%	3%	2%	2%	2%	2%	2%	-%	2%	1%
						b		b								
NET: Send 'Any Large letters'	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
	63%	84%	85%	82%	99%	63%	69%	64%	67%	62%	77%	62%	73%	35%	64%	72%
						ace					b		b			
Mean Score	6980.9	2524.0	171432	229.5	1281.5	7919.9	1787.1	7801.8	1296.1	1331.3	17469.6	1014.8	5529.0	4.4	8409.6	699.2
			a								b					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1-24	993 50%	390 56%	559 48%	260 50%	26 65%	101 42%	224 56%	79 40%	687 52%	218 55%	141 53%	151 49%	680 51%
25-49	131 7%	69 10%	48 4%	58 11%	3 8%	41 17%	36 9%	26 13%	73 6%	29 7%	18 7%	50 17%	59 4%
50-99	52 3%	22 3%	24 2%	24 5%	* *%	20 8%	8 2%	16 8%	26 2%	9 2%	9 3%	17 6%	24 2%
100-249	49 2%	36 5%	7 1%	26 5%	2 5%	19 8%	10 3%	16 8%	24 2%	8 2%	9 3%	17 5%	23 2%
250-499	21 1%	8 1%	9 1%	7 1%	1 2%	9 4%	1 *%	7 4%	12 1%	2 *%	9 3%	3 1%	6 *%
500-4,999	12 1%	10 2%	2 *%	9 2%	- -%	6 3%	4 1%	5 3%	7 1%	1 *%	* *%	3 1%	9 1%
5,000-49,999	6 *%	6 1%	1 *%	3 1%	- -%	1 *%	2 1%	2 1%	4 *%	* *%	1 *%	4 1%	2 *%
50,000-499,999	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	* *%
500,000- 4,999,999	1 *%	* *%	- -%	1 *%	- -%	* *%	* *%	- -%	1 *%	- -%	* *%	* *%	- -%
5m+	2 *%	2 *%	- -%	* *%	- -%	* *%	- -%	2 1%	* *%	- -%	- -%	* *%	2 *%
None - we never send this type of post	680 34%	135 20%	471 41%	127 24%	5 13%	44 18%	106 26%	40 20%	452 34%	123 31%	76 28%	54 18%	491 37%
			a						a	a	b		b

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Don't know	53	11	38	9	3	3	9	4	41	7	4	5	44
	3%	2%	3%	2%	6%	1%	2%	2%	3%	2%	1%	2%	3%
NET: Send 'Any Large letters'	1267	544	650	387	32	196	286	153	834	267	187	245	806
	63%	79%	56%	74%	80%	81%	71%	78%	63%	67%	70%	80%	60%
		b						bc			c	ac	
Mean Score	6980.9	17859.8	85.7	3630.8	26.7	2927.9	3082.0	60292.2	1594.8	27.8	4464.3	2912.2	8864.2
		b						bc					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1-24	993 50%	401 43%	592 55%
		a	
25-49	131 7%	62 7%	69 6%
50-99	52 3%	35 4%	17 2%
		b	
100-249	49 2%	20 2%	28 3%
250-499	21 1%	9 1%	12 1%
500-4,999	12 1%	2 *%	10 1%
5,000-49,999	6 *%	2 *%	4 *%
50,000-499,999	* *%	* *%	* *%
500,000- 4,999,999	1 *%	1 *%	- -%
5m+	2 *%	2 *%	* *%
None - we never send this type of post	680 34%	378 41%	302 28%
		b	
Don't know	53 3%	18 2%	35 3%
NET: Send 'Any Large letters'	1267 63%	534 57%	733 68%
		a	
Mean Score	6980.9	14706.8	264.7

Columns Tested: a,b

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1-24	993	-	36	188	129	11	91	27	110	128	29	188	56
	50%	-%	54%	52%	36%	32%	50%	51%	54%	53%	44%	60%	45%
			d	d			d		d	d		dejl	
25-49	131	-	9	23	7	2	17	2	13	22	4	25	7
	7%	-%	14%	6%	2%	6%	10%	5%	6%	9%	6%	8%	6%
			d	d			d		d	d		d	
50-99	52	-	3	8	10	3	7	2	5	3	3	7	2
	3%	-%	4%	2%	3%	9%	4%	5%	2%	1%	4%	2%	1%
						i							
100-249	49	-	*	6	10	*	3	2	7	6	1	11	3
	2%	-%	*%	2%	3%	1%	2%	3%	3%	3%	1%	4%	2%
250-499	21	-	3	1	2	*	*	2	1	6	*	5	*
	1%	-%	4%	*%	1%	1%	*%	3%	1%	3%	1%	2%	*%
			c										
500-4,999	12	-	*	*	*	-	3	*	*	4	1	4	-
	1%	-%	*%	*%	*%	-%	1%	*%	*%	2%	1%	1%	-%
5,000-49,999	6	-	*	-	*	-	4	*	-	-	*	1	-
	*%	-%	1%	-%	*%	-%	2%	1%	-%	-%	*%	*%	-%
							cd						
50,000-499,999	*	-	-	*	-	-	*	-	-	-	*	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%
500,000- 4,999,999	1	-	-	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
5m+	2	-	-	-	*	-	-	-	-	-	*	-	2
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	2%
None - we never send this type of post	680	-	15	129	186	15	53	16	61	69	22	63	51
	34%	-%	22%	36%	52%	44%	29%	29%	30%	29%	33%	20%	41%
				k	bcfghijk	k							bk
Don't know	53	-	1	5	11	3	3	2	7	4	6	7	3
	3%	-%	2%	1%	3%	8%	2%	4%	4%	2%	9%	2%	3%
											cdfik		
NET: Send 'Any Large letters'	1267	-	52	226	159	17	126	36	135	169	38	240	69
	63%	-%	76%	63%	45%	48%	69%	67%	66%	70%	58%	77%	56%
			del	d			d	d	d	d		cdehjl	

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mean Score	6980.9	-	178.4	3255.4	1037.9	16.9	876.0	265.9	1381.6	74.5	2015.0	138.1	95333.1 cdh

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 34 (continuation)

QV2A. Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1-24	993	242	214	264	273	456	537
	50%	48%	43%	53%	55%	46%	54%
			b	b		a	
25-49	131	33	25	37	36	58	73
	7%	7%	5%	7%	7%	6%	7%
50-99	52	13	17	10	11	30	21
	3%	3%	3%	2%	2%	3%	2%
100-249	49	9	10	15	15	19	29
	2%	2%	2%	3%	3%	2%	3%
250-499	21	4	3	9	6	6	15
	1%	1%	1%	2%	1%	1%	1%
500-4,999	12	*	3	4	4	3	9
	1%	*%	1%	1%	1%	*%	1%
5,000-49,999	6	*	5	*	1	5	1
	*%	*%	1%	*%	*%	1%	*%
50,000-499,999	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
500,000- 4,999,999	1	*	-	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%
5m+	2	-	*	-	2	*	2
	*%	-%	*%	-%	*%	*%	*%
None - we never send this type of post	680	191	207	146	135	399	281
	34%	38%	41%	29%	27%	40%	28%
		cd	cd			b	
Don't know	53	6	16	14	17	23	31
	3%	1%	3%	3%	3%	2%	3%
NET: Send 'Any Large letters'	1267	302	276	340	348	579	688
	63%	60%	55%	68%	70%	58%	69%
			b	ab		a	
Mean Score	6980.9	2368.6	1056.7	628.1	23870.4	1712.6	12249.2

Columns Tested: a,b,c,d - a,b

Table 37

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1-24	978 49%	213 35%	765 55%	937 49%	35 47%	3 37%	2 33%	40 45%
			a	d	d			d
25-49	128 6%	29 5%	99 7%	120 6%	7 9%	* 4%	1 10%	8 9%
50-99	63 3%	7 1%	56 4%	55 3%	5 7%	1 15%	1 11%	7 8%
			a		a	a	a	a
100-249	42 2%	10 2%	32 2%	38 2%	3 4%	1 13%	* 7%	5 5%
						abe	a	a
250-499	32 2%	1 *%	31 2%	30 2%	1 1%	* 5%	* 7%	2 2%
			a			ab	abe	
500-4,999	15 1%	* *%	14 1%	13 1%	1 2%	1 6%	* 3%	2 2%
						a	a	a
5,000-49,999	10 *%	- -%	10 1%	9 *%	1 1%	* *%	* 3%	1 1%
							a	
50,000-499,999	5 *%	* *%	5 *%	5 *%	* *%	* 4%	* 3%	1 1%
						abe	ab	
500,000- 4,999,999	1 *%	- -%	1 *%	1 *%	- -%	- -%	* *%	* *%
5m+	6 *%	- -%	6 *%	6 *%	* *%	- -%	- -%	* *%
None - we never send this type of post	670 34%	342 57%	328 24%	649 34%	19 26%	1 13%	1 19%	22 24%
		b		bcde	c			
Don't know	51 3%	4 1%	47 3%	48 3%	2 3%	* 2%	* 4%	3 3%
			a					

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: Send 'Any Packets and parcels'	1279	259	1020	1213	54	8	4	66
	64%	43%	73%	64%	71%	85%	77%	73%
			a		a	ab	a	a
Mean Score	19878.6	26.1	28493.7	20349.3	9036.4	11095.4	20705.4	9890.6
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1-24	978 49%	560 46%	314 57%	62 45%	27 52%	12 36%	2 33%	937 49%	35 47%	5 36%
		fi	acefghi		efi			efi	f	
25-49	128 6%	78 6%	31 6%	10 7%	4 8%	3 10%	1 10%	120 6%	7 9%	1 7%
50-99	63 3%	29 2%	21 4%	5 3%	1 2%	6 17%	1 11%	55 3%	5 7%	2 13%
						abcdgh	abcdg		ag	abcdg
100-249	42 2%	27 2%	10 2%	2 1%	2 4%	2 6%	* 7%	38 2%	3 4%	2 11%
						abcg	abcg			abcdgh
250-499	32 2%	20 2%	9 2%	2 2%	1 1%	1 2%	* 7%	30 2%	1 1%	1 6%
							abcdgh			abdgh
500-4,999	15 1%	11 1%	- -%	2 1%	1 1%	1 3%	* 3%	13 1%	1 2%	1 5%
				b	b	bg	bg		b	abg
5,000-49,999	10 *%	6 1%	2 *%	1 *%	* 1%	* 1%	* 3%	9 *%	1 1%	* 1%
							abg			
50,000-499,999	5 *%	4 *%	- -%	* *%	* *%	1 2%	* 3%	5 *%	* *%	* 3%
						bg	abgh			abgh
500,000- 4,999,999	1 *%	1 *%	1 *%	- -%	- -%	- -%	* *%	1 *%	- -%	* *%
5m+	6 *%	5 *%	1 *%	- -%	- -%	* *%	- -%	6 *%	* *%	- -%
None - we never send this type of post	670 34%	453 37%	146 27%	50 36%	14 26%	7 21%	1 19%	649 34%	19 26%	2 15%
		bdefhi	i	efi	i			befhi	i	
Don't know	51 3%	28 2%	14 3%	6 5%	2 4%	* 1%	* 4%	48 3%	2 3%	* 3%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
NET: Send 'Any Packets and parcels'	1279	740	389	84	37	25	4	1213	54	12
	64%	61%	71%	60%	70%	77%	77%	64%	71%	82%
			acg		a	acg	acg		acg	abcdgh
Mean Score	19878.6	25653.2	13563.2	685.0	455.9	23380.8	20705.4	20349.3	9036.4	14527.5

Columns Tested: a,b,c,d,e,f,g,h,i

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
NET: Send 'Any Packets and parcels'	1279	986	227	54	8	4	779	194	44	26	32
	64%	63%	65%	71%	85%	77%	70%	74%	81%	57%	69%
Mean Score	19878.6	20117.7	21374.2	9036.4	11095.4	20705.4	32689.1	2605.4	1451.6	42669.0	14964.5
										b	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1-24	978 49%	94 56% bc	57 38%	146 41%	49 50%	75 48%	158 58% bc	133 53% bc	77 47%	86 59% bc
25-49	128 6%	12 7% i	6 4%	28 8% i	5 6%	12 8% i	16 6% i	18 7% i	13 8% i	1 *% i
50-99	63 3%	2 1%	8 5% f	20 5% f	5 5%	6 4%	2 1%	5 2%	2 1%	5 4%
100-249	42 2%	3 2%	4 3%	4 1%	2 2%	5 3%	6 2%	5 2%	7 4%	* *% *
250-499	32 2%	2 1%	4 2%	7 2%	2 2%	2 1%	5 2%	* *% *	4 2%	5 4% *
500-4,999	15 1%	1 1%	* *% *	5 2%	1 1%	2 1%	- -% *	3 1% *	* *% *	* *% *
5,000-49,999	10 *% *	2 1%	- -% *	4 1%	- -% *	1 *% *	3 1% *	* *% *	- -% *	- -% *
50,000-499,999	5 *% *	- -% *	2 1% *	* *% *	- -% *	* *% *	2 1% *	- -% *	* *% *	- -% *
500,000- 4,999,999	1 *% *	- -% *	- -% *	- -% *	- -% *	* *% *	1 *% *	- -% *	- -% *	- -% *
5m+	6 *% *	2 1%	- -% *	- -% *	3 3% c	1 1%	- -% *	- -% *	- -% *	- -% *
None - we never send this type of post	670 34%	48 28%	66 44% af	132 37% f	30 30%	47 30%	68 25%	83 34%	55 34%	45 30%
Don't know	51 3%	3 2%	2 2%	13 4%	1 1%	4 2%	11 4% g	* *% g	5 3%	5 3%
NET: Send 'Any Packets and parcels'	1279 64%	117 70% b	81 54%	215 60%	67 69%	104 67%	192 71% b	166 66%	103 63%	98 66%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Mean Score	19878.6	70474.5	3830.8	516.6	166843.3	36305.5	9295.9	96.5	378.5	24.2
					cfg					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	978 49%	210 52%	228 48%	438 50%	875 50%	102 43%	54 45%	33 42%	15 38%
		egh		eh	eh				
25-49	128 6%	19 5%	31 6%	62 7%	112 6%	16 6%	8 6%	5 6%	3 7%
50-99	63 3%	17 4%	11 2%	26 3%	54 3%	9 4%	5 4%	3 3%	1 3%
100-249	42 2%	8 2%	14 3%	16 2%	38 2%	5 2%	3 2%	1 1%	1 4%
250-499	32 2%	9 2%	9 2%	12 1%	29 2%	3 1%	2 1%	1 1%	* 1%
500-4,999	15 1%	3 1%	2 *%	9 1%	14 1%	* *%	* *%	* *%	* 1%
5,000-49,999	10 *%	1 *%	2 *%	7 1%	9 1%	* *%	* *%	* *%	* 1%
50,000-499,999	5 *%	* *%	2 *%	2 *%	5 *%	* *%	* *%	* *%	* 1%
500,000- 4,999,999	1 *%	* *%	- -%	1 *%	1 *%	1 *%	1 1%	- -%	- -%
5m+	6 *%	4 1%	2 *%	- -%	6 *%	* *%	* *%	- -%	- -%
		e							
None - we never send this type of post	670 34%	121 30%	169 35%	283 32%	574 33%	96 40%	45 37%	35 44%	16 40%
						acd		acd	a
Don't know	51 3%	10 2%	10 2%	24 3%	43 2%	7 3%	4 3%	1 2%	2 4%
NET: Send 'Any Packets and parcels'	1279 64%	269 67%	301 63%	573 65%	1143 65%	136 57%	71 59%	43 54%	22 56%
		egh		egh	egh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mean Score	19878.6	54885.4	25938.0	3104.9	21100.4	10919.0	20815.9	287.3	2491.8
		ce							

Columns Tested:: a,b,c,d,e,f,g,h

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1-24	978 49%	41 40%	83 64% aghi	22 58%	106 62% aghi	108 47%	217 52% h	29 40%	17 29%	454 48% h
25-49	128 6%	13 13% i	10 8%	1 3%	11 7%	17 8%	37 9% i	4 6%	1 2%	42 4%
50-99	63 3%	1 1%	10 7% i	1 2%	10 6% i	8 3%	26 6% i	2 3%	1 1%	13 1%
100-249	42 2%	5 5%	2 2% i	3 9% gi	6 3%	4 2%	14 3% i	* *% i	* 1%	12 1%
250-499	32 2%	1 1%	1 1%	7 18% abefghi	8 5% ei	* *%	11 3%	2 2%	* *%	10 1%
500-4,999	15 1%	* *%	* *%	* 1%	* *%	3 2%	2 1%	* *%	- -%	8 1%
5,000-49,999	10 *%	- -%	4 3%	- -%	4 2%	* *%	1 *%	* *%	- -%	5 1%
50,000-499,999	5 *%	- -%	* *%	- -%	* *%	* *%	5 1% i	* *%	- -%	* *%
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	1 1% i	- -%
5m+	6 *%	2 2% i	- -%	- -%	- -%	3 1% i	1 *%	- -%	- -%	* *%
None - we never send this type of post	670 34%	35 35% bd	19 14%	4 10%	22 13%	73 32% bd	98 23%	34 47% bcdf	34 58% abcdefi	371 39% bcdf
Don't know	51 3%	3 3%	2 1%	- -%	2 1%	12 5% f	5 1%	* *%	5 8%	23 2% f

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
NET: Send 'Any Packets and parcels'	1279	63	110	35	146	144	316	38	20	546
	64%	62%	85%	90%	86%	63%	75%	52%	34%	58%
		h	aeghi	aeghi	aeghi	h	eghi			h
Mean Score	19878.6	115841.4	890.1	119.2	713.3	71390.6	20783.9	692.3	31862.2	954.8
		i				i	i		i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1-24	978 49%	255 51%	217 52%	506 47%	816 49%	162 49%	- -%	900 49%	77 51%	954 50%	24 31%
25-49	128 6%	42 8%	37 9%	48 4%	110 7%	18 5%	- -%	118 6%	10 7%	127 7%	* 1%
50-99	63 3%	19 4%	26 6%	17 2%	56 3%	6 2%	- -%	57 3%	6 4%	62 3%	1 1%
100-249	42 2%	15 3%	14 3%	13 1%	37 2%	5 2%	- -%	42 2%	* *%	42 2%	- -%
250-499	32 2%	9 2%	11 3%	12 1%	29 2%	4 1%	- -%	30 2%	2 1%	31 2%	1 1%
500-4,999	15 1%	4 1%	2 1%	8 1%	14 1%	* *%	- -%	13 1%	1 1%	14 1%	1 1%
5,000-49,999	10 *%	4 1%	1 *%	5 *%	9 1%	1 *%	- -%	10 1%	* *%	10 1%	- -%
50,000-499,999	5 *%	* *%	5 1%	1 *%	3 *%	2 1%	- -%	5 *%	* *%	5 *%	* *%
500,000- 4,999,999	1 *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%
5m+	6 *%	5 1%	1 *%	* *%	6 *%	- -%	- -%	6 *%	- -%	6 *%	- -%
None - we never send this type of post	670 34%	131 26%	98 23%	441 41%	549 33%	121 37%	- -%	621 34%	50 33%	623 32%	47 62%
Don't know	51 3%	17 3%	5 1%	28 3%	38 2%	12 4%	- -%	46 2%	5 3%	48 2%	3 4%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
NET: Send 'Any Packets and parcels'	1279	353	316	610	1080	199	-	1182	97	1252	27
	64%	71%	75%	57%	65%	60%	-%	64%	64%	65%	35%
		c	c							b	
Mean Score	19878.6	56438.0	20783.9	2601.0	23446.6	1978.6	-	21438	844.9	20662.6	145.1
		c									

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1-24	978 49%	623 50%	140 48%	205 49%
25-49	128 6%	52 4%	24 8%	51 12%
			a	a
50-99	63 3%	13 1%	23 8%	25 6%
			a	a
100-249	42 2%	6 1%	14 5%	22 5%
			a	a
250-499	32 2%	4 *%	11 4%	17 4%
			a	a
500-4,999	15 1%	2 *%	7 2%	5 1%
			a	
5,000-49,999	10 *%	3 *%	1 *%	6 1%
50,000-499,999	5 *%	* *%	2 1%	2 1%
500,000- 4,999,999	1 *%	- -%	* *%	1 *%
5m+	6 *%	2 *%	- -%	4 1%
None - we never send this type of post	670 34%	509 41%	65 22%	77 18%
		bc		
Don't know	51 3%	40 3%	6 2%	4 1%
NET: Send 'Any Packets and parcels'	1279 64%	706 56%	223 76%	338 81%
			a	a

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Weighted Base	2000	1255	294	419
Mean Score	19878.6	10001.9	2569.6	62986.8
				ab

Columns Tested: a,b,c

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1-24	978	880	83	14	*	*	*	*	-	963	14	1
	49%	51%	44%	36%	1%	*%	6%	19%	-%	50%	20%	2%
		jk	jk	k						jk		
25-49	128	95	25	6	*	2	-	-	-	120	8	2
	6%	5%	14%	15%	1%	10%	-%	-%	-%	6%	11%	6%
			ai									
50-99	63	39	14	5	1	2	1	1	-	53	10	5
	3%	2%	7%	12%	17%	10%	30%	35%	-%	3%	14%	16%
			ai	ai							ai	ai
100-249	42	17	16	6	3	1	*	*	-	33	10	4
	2%	1%	8%	15%	35%	5%	5%	3%	-%	2%	13%	11%
			ai	ai							ai	ai
250-499	32	8	16	1	*	6	*	1	*	24	8	8
	2%	*%	8%	2%	5%	33%	5%	35%	1%	1%	12%	23%
			ai								ai	aci
500-4,999	15	3	4	1	3	4	-	*	*	7	8	7
	1%	*%	2%	2%	37%	22%	-%	1%	6%	*%	11%	21%
			ai								abi	abi
5,000-49,999	10	5	1	3	*	1	*	-	-	6	4	1
	*%	*%	*%	9%	4%	3%	1%	-%	-%	*%	6%	3%
				abi							abi	
50,000-499,999	5	*	2	*	-	*	2	*	-	3	3	2
	*%	*%	1%	1%	-%	*%	44%	7%	-%	*%	4%	7%
			ai								ai	ai
500,000- 4,999,999	1	1	-	1	-	-	-	-	-	1	1	-
	*%	*%	-%	2%	-%	-%	-%	-%	-%	*%	1%	-%
				ai								
5m+	6	3	-	*	-	3	-	-	-	3	3	3
	*%	*%	-%	*%	-%	15%	-%	-%	-%	*%	4%	9%
											ai	abi
None - we never send this type of post	670	642	26	2	-	-	*	-	*	668	2	*
	34%	37%	14%	5%	-%	-%	9%	-%	10%	35%	3%	1%
		bcjk								bcjk		
Don't know	51	50	*	*	-	*	-	*	*	50	1	*
	3%	3%	*%	*%	-%	*%	-%	1%	83%	3%	1%	1%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
NET: Send 'Any Packets and parcels'	1279	1051	160	35	7	19	4	2	*	1211	68	33
	64%	60%	86%	95%	100%	100%	91%	99%	7%	63%	96%	98%
		ai	ai	ai						ai	ai	ai
Mean Score	19878.6	10567.7	3721.0	71272.4	2340.4	911495.3	120377.8	19108.7	164.3	9906.4	290083.1	532384.5
				abi							abi	abci

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1-24	978 49%	508 45%	372 60%	97 38%	813 50%	760 60%	860 50%	978 76%	458 67%	217 43%	141 29%	669 67%	10 22%	21 26%	16 41%	2 6%	1 5%
			ac		f	acf	f	abcef	abcf		f	acdefg			fg		
25-49	128 6%	18 2%	76 12%	33 13%	104 6%	102 8%	113 7%	128 10%	78 12%	64 13%	11 2%	67 7%	11 24%	20 25%	1 2%	3 9%	* 1%
			a	a			ac	ac	abc			a	abe	abe			
50-99	63 3%	8 1%	31 5%	24 9%	61 4%	60 5%	61 4%	63 5%	50 7%	41 8%	* *%	32 3%	4 8%	9 12%	4 11%	9 26%	4 20%
			a	a					ac	abc		a	a	ab	a	ab	ab
100-249	42 2%	2 *%	16 3%	25 10%	39 2%	38 3%	40 2%	42 3%	28 4%	24 5%	1 *%	17 2%	8 16%	2 2%	8 21%	4 12%	* 2%
			a	ab						c			abd		abd	ab	
250-499	32 2%	3 *%	5 1%	24 9%	27 2%	28 2%	30 2%	32 3%	26 4%	21 4%	4 1%	7 1%	1 2%	6 7%	4 11%	2 6%	5 29%
			ab						ac	ac				ab	ab	b	abcd
500-4,999	15 1%	2 *%	1 *%	12 5%	11 1%	14 1%	14 1%	15 1%	13 2%	8 2%	2 *%	1 *%	- -%	1 1%	4 11%	3 9%	3 15%
			ab											ab	ab	ab	abcd
5,000-49,999	10 *%	3 *%	2 *%	5 2%	10 1%	10 1%	10 1%	10 1%	10 1%	7 1%	- -%	3 *%	1 2%	3 3%	* 1%	2 5%	* 2%
			a											ab		ab	
50,000-499,999	5 *%	* *%	- -%	5 2%	5 *%	5 *%	5 *%	5 *%	3 *%	3 1%	* *%	2 *%	- -%	* *%	* *%	3 7%	* 2%
			ab													ab	
500,000- 4,999,999	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	1 4%
													b				ab
5m+	6 *%	- -%	3 *%	3 1%	4 *%	6 *%	6 *%	6 *%	6 1%	6 1%	- -%	- -%	- -%	- -%	- -%	3 8%	3 17%
			a													ab	abcde
None - we never send this type of post	670 34%	547 49%	95 15%	28 11%	496 31%	225 18%	526 31%	- -%	8 1%	98 20%	311 63%	189 19%	7 15%	14 18%	1 3%	4 12%	* 2%
		bc			bdef	de	bdef		d	de	bdefg						

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	51	34	16	1	43	19	45	-	1	11	22	14	4	5	*	-	*
	3%	3%	3%	*%	3%	1%	3%	-%	*%	2%	5%	1%	8%	6%	*%	-%	*%
		c			de	d	de			de	b		b	b			
NET: Send 'Any Packets and parcels'	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
	64%	48%	82%	89%	67%	81%	67%	100%	99%	78%	32%	80%	77%	76%	97%	88%	97%
			a	a		ac	abcef	abcf	ac			a	a	a	abcd	a	a
Mean Score	19878.6	157.9	29513	82891.3	17317.1	31377.2	23218.5	31082.0	53854.4	74234.8	35.5	685.9	40430	1475.1	825.4	489000.7	1148642
			a	a			a		ac			ab	a		abcde	abcde	abcde

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
1-24	978	726	54	16	7	7	1	*	697	40	8	10	3	2	-
	49%	53%	60%	24%	20%	42%	8%	4%	70%	30%	16%	21%	13%	13%	-%
		cdf	cdf						bcde						
25-49	128	74	11	15	3	*	1	-	50	32	5	12	2	-	*
	6%	5%	12%	23%	7%	3%	5%	-%	5%	24%	10%	24%	12%	-%	1%
		a	a						a		a				
50-99	63	29	11	7	4	1	5	3	15	24	8	5	1	5	*
	3%	2%	12%	11%	12%	8%	37%	29%	2%	19%	15%	11%	6%	42%	5%
		a	a		a		a		a		a				
100-249	42	23	3	2	8	3	*	*	6	12	8	9	3	1	*
	2%	2%	4%	3%	22%	16%	2%	3%	1%	9%	16%	18%	13%	9%	1%
					abc	a			a	a	a	a	a		
250-499	32	11	*	8	1	2	*	5	8	5	7	4	1	1	2
	2%	1%	*%	12%	3%	10%	1%	45%	1%	4%	14%	7%	6%	8%	20%
				ab		ab					a	a			
500-4,999	15	1	*	4	4	*	1	2	2	1	1	*	6	1	2
	1%	*%	*%	6%	10%	2%	4%	16%	*%	1%	2%	*%	30%	7%	21%
				a	ab		a						abcd		
5,000-49,999	10	8	-	*	1	*	*	*	*	3	1	3	2	*	*
	*%	1%	-%	*%	4%	1%	3%	*%	*%	3%	2%	6%	9%	*%	4%
										a	a	a	a		
50,000-499,999	5	4	*	-	*	*	*	*	*	2	*	*	-	2	*
	*%	*%	*%	-%	*%	2%	2%	1%	*%	2%	*%	1%	-%	18%	4%
										a					
500,000- 4,999,999	1	1	-	-	1	-	-	*	-	-	1	-	-	-	1
	*%	*%	-%	-%	2%	-%	-%	*%	-%	-%	1%	-%	-%	-%	7%
					a										
5m+	6	-	-	-	-	-	4	*	-	-	3	-	-	-	3
	*%	-%	-%	-%	-%	-%	26%	1%	-%	-%	5%	-%	-%	-%	32%
							abcd				a				
None - we never send this type of post	670	464	11	10	7	3	2	-	199	12	10	1	2	*	*
	34%	34%	12%	15%	19%	17%	11%	-%	20%	9%	19%	2%	11%	2%	4%
		bc							bd						
Don't know	51	38	1	4	*	-	-	*	14	*	-	5	-	-	*
	3%	3%	1%	6%	*%	-%	-%	1%	1%	*%	-%	10%	-%	-%	*%
												ab			

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
NET: Send 'Any Packets and parcels'	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
	64%	64%	88%	79%	81%	83%	89%	99%	79%	91%	81%	88%	89%	98%	95%
		a							a						
Mean Score	19878.6	2409	131.6	359.3	53538.0	5157.5	1537184.8	64098.7	74.2	5125	352636.1	3561.3	3379.3	50434.8	2141428
		a							abcde						
		a							abd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1-24	978 49%	978 100%	- -%	- -%	- -%	- -%	- -%	- -%	431 49%	161 49%	199 60%	47 42%	16 29%
		bcdeg							e	e	abde		
25-49	128 6%	- -%	128 100%	- -%	- -%	- -%	- -%	- -%	43 5%	28 8%	17 5%	16 14%	8 15%
		acdeg										ac	ac
50-99	63 3%	- -%	- -%	63 100%	- -%	- -%	- -%	- -%	9 1%	17 5%	16 5%	8 7%	11 21%
		abdeg								a	a	a	abcd
100-249	42 2%	- -%	- -%	- -%	42 100%	- -%	- -%	- -%	7 1%	5 1%	15 5%	10 9%	2 5%
		abceg									a	ab	
250-499	32 2%	- -%	- -%	- -%	- -%	32 100%	- -%	- -%	7 1%	4 1%	11 3%	5 4%	3 6%
		abcdg									a	a	a
500-4,999	15 1%	- -%	- -%	- -%	- -%	- -%	15 100%	- -%	5 1%	1 *%	5 1%	* *%	3 6%
													abd
5,000-49,999	10 *%	- -%	- -%	- -%	- -%	- -%	- -%	10 45%	* *%	4 1%	1 *%	* *%	5 9%
										a			abcd
50,000-499,999	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	5 23%	2 *%	* *%	* *%	2 2%	* *%
500,000- 4,999,999	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	1 *%	- -%	1 1%	- -%
5m+	6 *%	- -%	- -%	- -%	- -%	- -%	- -%	6 26%	2 *%	3 1%	* *%	1 1%	- -%
None - we never send this type of post	670 34%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	351 40%	95 29%	52 16%	21 19%	5 9%
									bcde	ce			

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Don't know	51	-	-	-	-	-	-	-	16	9	17	1	1
	3%	-%	-%	-%	-%	-%	-%	-%	2%	3%	5%	1%	1%
NET: Send 'Any Packets and parcels'	1279	978	128	63	42	32	15	22	506	223	264	91	49
	64%	100%	100%	100%	100%	100%	100%	100%	58%	68%	79%	80%	90%
										a	ab	a	ab
Mean Score	19878.6	12.5	37.0	75.0	175.0	375.0	2750.0	1787222	14178.6	56266.4	2186.6	71467.9	3051.0
												ac	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1-24	978 49%	463 49%	152 51%	151 61%	32 39%	10 31%	450 67%	127 54%	126 59%	40 48%	10 23%
25-49	128 6%	56 6%	15 5%	17 7%	9 11%	4 14%	37 6%	30 13%	14 7%	10 11%	8 18%
50-99	63 3%	24 3%	12 4%	13 5%	4 5%	7 22% abcd	10 1%	16 7%	14 7%	8 9%	11 25% abc
100-249	42 2%	8 1%	6 2%	11 4%	10 12%	* 2%	7 1%	10 4%	10 4%	9 11%	2 5%
250-499	32 2%	18 2%	2 1%	1 *%	5 6%	1 4%	7 1%	3 1%	11 5%	5 6%	2 5%
500-4,999	15 1%	4 *%	4 1%	1 *%	* 6%	2 8% acd	5 1%	* *%	5 2%	* *%	3 7% ab
5,000-49,999	10 *%	1 *%	7 2%	* *%	1 1%	2 6% ac	1 *%	4 2%	1 *%	* *%	5 11% abcd
50,000-499,999	5 *%	5 *%	* *%	* *%	* *%	* *%	2 *%	* *%	* *%	2 3%	- -%
500,000- 4,999,999	1 *%	1 *%	* *%	- -%	1 1%	- -%	- -%	1 *%	- -%	1 1%	- -%
5m+	6 *%	3 *%	* *%	- -%	1 1%	- -%	2 *%	3 1%	* *%	1 1%	- -%
None - we never send this type of post	670 34%	342 36%	89 30%	40 16%	19 23%	4 13%	146 22%	41 17%	27 12%	7 9%	2 4%
Don't know	51 3%	17 2%	12 4%	13 5%	1 1%	* 1%	7 1%	2 1%	6 3%	1 1%	1 1%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: Send 'Any Packets and parcels'	1279	583	198	195	63	26	521	194	181	76	42
	64%	62%	66%	79%	76%	86%	77%	82%	85%	91%	95%
				ab	a	a				a	a
Mean Score	19878.6	20687.2	2945.0	189.3	91039.5	2501.3	18428.7	77629.4	3343.0	95746.5	3252.3
					abc	c				ac	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1-24	978 49%	628 95%	141 69%	133 61%	48 39%	12 24%	485 67%	47 70%	434 92%	838 48%	140 53%	780 52%	33 30%
		bcde	de	de					ab			b	
25-49	128 6%	24 4%	32 16%	28 13%	31 25%	10 21%	93 13%	7 10%	26 5%	90 5%	37 14%	84 6%	20 18%
			a	a	ac	a	c				a		a
50-99	63 3%	3 *%	14 7%	23 10%	10 8%	11 23%	51 7%	4 7%	7 1%	35 2%	28 10%	40 3%	21 19%
			a	a	a	abd	c	c			a		a
100-249	42 2%	1 *%	5 2%	13 6%	21 17%	3 6%	40 6%	* 1%	2 *%	33 2%	10 4%	31 2%	9 8%
			a	a	abc	a	c						a
250-499	32 2%	1 *%	6 3%	12 5%	7 6%	6 12%	28 4%	4 6%	* *%	23 1%	9 3%	22 1%	5 5%
			a	a	a	a	c	c					
500-4,999	15 1%	5 1%	1 *%	4 2%	2 2%	2 5%	13 2%	1 1%	1 *%	13 1%	1 1%	7 *%	5 4%
													a
5,000-49,999	10 *%	- -%	3 2%	3 2%	1 1%	2 4%	6 1%	3 5%	- -%	7 *%	3 1%	7 *%	3 3%
			a	a		a		ac					a
50,000-499,999	5 *%	- -%	* *%	* *%	* *%	2 5%	3 *%	* *%	2 *%	1 *%	4 2%	3 *%	2 2%
						ac					a		a
500,000- 4,999,999	1 *%	- -%	* *%	1 *%	1 1%	- -%	1 *%	* *%	- -%	1 *%	* *%	1 *%	* *%
5m+	6 *%	- -%	2 1%	3 1%	1 1%	- -%	6 1%	- -%	- -%	6 *%	- -%	4 *%	- -%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None - we never send this type of post	670	-	-	-	-	-	-	-	-	639	31	485	12
	34%	-%	-%	-%	-%	-%	-%	-%	-%	37%	12%	32%	11%
										b		b	
Don't know	51	-	-	-	-	-	-	-	-	50	1	43	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	*%	3%	1%
NET: Send 'Any Packets and parcels'	1279	661	205	219	123	50	727	66	471	1047	232	978	98
	64%	100%	100%	100%	100%	100%	100%	100%	100%	60%	88%	65%	89%
										a		a	
Mean Score	19878.6	35.3	58674.2	84046.0	65541.0	14716.5	53637.5	3131.5	1231.0	22099.3	5239.9	18036.9	7503.9
			a	a	a	a	c						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1-24	978 49%	707 63%	53 38%	734 82%	244 64%	777 52%	36 33%	708 63%	52 35%	735 82%	243 63%
25-49	128 6%	80 7%	22 16%	69 8%	59 15%	84 6%	19 18%	81 7%	20 14%	72 8%	56 15%
50-99	63 3%	40 4%	20 14%	30 3%	32 8%	45 3%	17 15%	36 3%	23 16%	28 3%	35 9%
100-249	42 2%	27 2%	12 8%	24 3%	18 5%	27 2%	12 11%	25 2%	13 9%	23 3%	20 5%
250-499	32 2%	17 2%	11 8%	18 2%	14 4%	23 2%	5 4%	16 1%	11 8%	17 2%	15 4%
500-4,999	15 1%	12 1%	1 1%	10 1%	4 1%	11 1%	1 1%	7 1%	7 5%	12 1%	2 1%
5,000-49,999	10 *%	3 *%	7 5%	3 *%	7 2%	7 *%	3 3%	3 *%	7 5%	3 *%	7 2%
50,000-499,999	5 *%	3 *%	3 2%	* *%	5 1%	3 *%	2 2%	3 *%	2 2%	* *%	5 1%
500,000- 4,999,999	1 *%	1 *%	* *%	1 *%	* *%	1 *%	* *%	1 *%	* *%	1 *%	* *%
5m+	6 *%	6 *%	* *%	6 1%	* *%	4 *%	- -%	6 1%	* *%	6 1%	* *%
None - we never send this type of post	670 34%	216 19%	9 6%	- -%	- -%	484 32%	13 12%	216 19%	9 6%	- -%	- -%
		b				b		b			

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Don't know	51	15	3	-	-	42	1	15	4	-	-
	3%	1%	2%	-%	-%	3%	1%	1%	2%	-%	-%
NET: Send 'Any Packets and parcels'	1279	895	128	896	383	981	95	886	137	896	383
	64%	79%	91%	100%	100%	65%	87%	79%	92%	100%	100%
			a				a		a		
Mean Score	19878.6	33895.4	11172.3	41935.0	5732.7	18030.3	7458.8	34189.3	10401.6	41887.8	5795.7

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1-24	978 49%	410 57%	644 50%	123 59%	3 100%	392 60%	551 61%	92 54%	2 43%	625 71%	551 81%	128 64%	4 100%
25-49	128 6%	66 9%	74 6%	21 10%	- -%	68 10%	65 7%	24 14%	- -%	108 12%	65 10%	33 16%	- -%
50-99	63 3%	44 6%	37 3%	13 6%	- -%	39 6%	35 4%	17 10%	- -%	53 6%	26 4%	13 6%	- -%
100-249	42 2%	30 4%	26 2%	11 5%	- -%	32 5%	18 2%	7 4%	- -%	37 4%	18 3%	14 7%	- -%
250-499	32 2%	23 3%	18 1%	5 2%	- -%	21 3%	11 1%	5 3%	2 44%	32 4%	4 1%	5 3%	- -%
500-4,999	15 1%	8 1%	8 1%	1 *%	- -%	10 2%	4 *%	1 1%	- -%	11 1%	6 1%	2 1%	- -%
5,000-49,999	10 *%	9 1%	6 *%	5 3%	- -%	8 1%	6 1%	6 3%	- -%	10 1%	2 *%	2 1%	- -%
50,000-499,999	5 *%	5 1%	5 *%	2 1%	- -%	5 1%	* *%	2 1%	- -%	5 1%	2 *%	2 1%	- -%
500,000- 4,999,999	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%
5m+	6 *%	1 *%	4 *%	- -%	- -%	3 *%	3 *%	- -%	- -%	3 *%	3 *%	- -%	- -%
None - we never send this type of post	670 34%	106 15%	437 34%	23 11%	- -%	67 10%	185 21%	16 9%	1 13%	- -%	- -%	- -%	- -%
Don't know	51 3%	16 2%	33 3%	3 1%	- -%	6 1%	18 2%	* *%	- -%	- -%	- -%	- -%	- -%

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
NET: Send 'Any Packets and parcels'	1279	598	822	183	3	581	694	155	4	885	679	199	4
	64%	83%	64%	88%	100%	89%	77%	90%	87%	100%	100%	100%	100%
		b		b		b		b					
Mean Score	19878.6	16047.9	21390.5	12583.5	12.5	35550.5	23298.1	15586.4	169.9	26363.3	31484.0	12725.5	12.5

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Don't know	51	37	19	-	35	29	-	-	-	-	-	-	11	14
	3%	3%	2%	-%	3%	3%	-%	-%	-%	-%	-%	-%	3%	4%
		c	c											
NET: Send 'Any Packets and parcels'	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
	64%	64%	79%	100%	65%	66%	97%	100%	100%	100%	100%	100%	56%	59%
			a	ab			ab							
Mean Score	19878.6	18992.1	21297.7	26106.0	34114.8	8385.9	468.5	27482.9	23146	24918.8	5675.5	54.1	49513.9	148.4

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1-24	978	64	29	25	20	862	600	890	670	585	414	858	126	*	729	63
	49%	42%	41%	38%	50%	51%	53%	50%	55%	50%	53%	51%	56%	65%	50%	50%
25-49	128	19	8	14	3	103	72	109	90	82	72	93	15	-	84	8
	6%	12%	11%	21%	8%	6%	6%	6%	7%	7%	9%	6%	7%	-%	6%	7%
50-99	63	13	6	12	3	35	38	44	39	29	45	32	8	-	37	6
	3%	8%	8%	18%	7%	2%	3%	2%	3%	3%	6%	2%	4%	-%	3%	5%
100-249	42	9	10	1	-	27	25	34	34	29	28	25	9	-	32	4
	2%	6%	15%	1%	-%	2%	2%	2%	3%	2%	4%	2%	4%	-%	2%	3%
250-499	32	7	3	4	5	16	16	24	22	14	25	21	9	-	21	2
	2%	5%	4%	6%	12%	1%	1%	1%	2%	1%	3%	1%	4%	-%	1%	2%
500-4,999	15	4	2	1	2	9	3	9	6	1	10	4	3	-	12	-
	1%	3%	3%	1%	5%	1%	*%	*%	*%	*%	1%	*%	1%	-%	1%	-%
5,000-49,999	10	*	1	-	-	6	4	9	1	1	8	6	3	-	6	-
	*%	*%	2%	-%	-%	*%	*%	1%	*%	*%	1%	*%	1%	-%	*%	-%
50,000-499,999	5	*	*	2	2	3	1	3	5	3	5	2	*	-	3	2
	*%	*%	*%	4%	6%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	2%
500,000- 4,999,999	1	1	-	-	-	1	1	1	1	*	1	1	-	-	1	1
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%
5m+	6	4	2	-	-	6	*	6	*	1	5	1	-	-	6	-
	*%	2%	3%	-%	-%	*%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%
None - we never send this type of post	670	28	8	7	2	592	357	605	331	395	159	584	50	*	507	35
	34%	18%	11%	10%	5%	35%	31%	34%	27%	34%	20%	35%	22%	35%	35%	28%
						d		d		d		ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't know	51	4	*	-	3	46	17	46	19	19	16	40	2	-	31	4
	3%	3%	*%	-%	7%	3%	2%	3%	2%	2%	2%	2%	1%	-%	2%	3%
NET: Send 'Any Packets and parcels'	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
	64%	79%	88%	90%	88%	63%	67%	63%	71%	64%	78%	63%	77%	65%	63%	69%
Mean Score	19878.6	159066	171888	10065.1	15419.3	21720.9	4092.1	21917.7	4662.6	6033.8	40993.4	6421.5	693.2	8.1	25261.5	19649.5
									ace		b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1-24	978 49%	354 51%	551 48%	306 59%	31 78%	112 46%	276 69%	87 44%	674 51%	206 52%	142 53%	174 57%	640 48%
25-49	128 6%	64 9%	42 4%	71 14%	1 2%	39 16%	39 10%	28 14%	76 6%	24 6%	38 14%	42 14%	44 3%
50-99	63 3%	36 5%	14 1%	28 5%	4 10%	25 10%	13 3%	18 9%	27 2%	15 4%	12 5%	22 7%	26 2%
100-249	42 2%	29 4%	8 1%	27 5%	* *%	21 8%	9 2%	18 9%	22 2%	3 1%	8 3%	13 4%	21 2%
250-499	32 2%	19 3%	8 1%	26 5%	2 5%	18 7%	11 3%	11 6%	13 1%	7 2%	11 4%	12 4%	10 1%
500-4,999	15 1%	9 1%	5 *%	8 1%	- -%	6 2%	2 1%	5 3%	9 1%	1 *%	8 3%	3 1%	4 *%
5,000-49,999	10 *%	2 *%	5 *%	4 1%	- -%	5 2%	3 1%	1 *%	9 1%	* *%	1 *%	4 1%	5 *%
50,000-499,999	5 *%	5 1%	* *%	3 1%	- -%	3 1%	2 1%	4 2%	1 *%	- -%	2 1%	1 *%	2 *%
500,000- 4,999,999	1 *%	1 *%	- -%	- -%	- -%	- -%	* *%	1 1%	* *%	- -%	- -%	1 *%	1 *%
5m+	6 *%	6 1%	- -%	* *%	- -%	* *%	- -%	3 1%	* *%	3 1%	4 1%	* *%	2 *%
None - we never send this type of post	670 34%	144 21%	498 43%	43 8%	1 2%	12 5%	41 10%	17 9%	454 34%	134 34%	38 14%	26 8%	549 41%
			a						a	a			ab

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Don't know	51	22	29	8	1	5	5	3	41	4	4	7	38
	3%	3%	2%	1%	3%	2%	1%	2%	3%	1%	1%	2%	3%
NET: Send 'Any Packets and parcels'	1279	525	633	472	38	227	356	176	831	259	225	272	754
	64%	76%	55%	90%	95%	93%	89%	90%	63%	65%	84%	89%	56%
		b						bc			c	c	
Mean Score	19878.6	56966.2	195.3	2864.4	35.7	6119.9	1968.4	113297.7	893.7	41122.5	84499.4	9447.8	10735.9
		b						b		b	c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1-24	978 49%	395 42%	582 54%
			a
25-49	128 6%	64 7%	63 6%
50-99	63 3%	29 3%	33 3%
100-249	42 2%	19 2%	23 2%
250-499	32 2%	13 1%	19 2%
500-4,999	15 1%	7 1%	8 1%
5,000-49,999	10 *%	5 1%	5 *%
50,000-499,999	5 *%	3 *%	2 *%
500,000- 4,999,999	1 *%	* *%	1 *%
5m+	6 *%	6 1%	- -%
None - we never send this type of post	670 34%	373 40%	298 28%
		b	
Don't know	51 3%	16 2%	35 3%
NET: Send 'Any Packets and parcels'	1279 64%	542 58%	737 69%
			a
Mean Score	19878.6	37906.2 b	4207.1

Columns Tested:: a,b

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1-24	978	-	28	186	125	17	79	31	107	114	28	200	63
	49%	-%	41%	52%	35%	49%	43%	58%	52%	47%	43%	64%	51%
				d				d	d	d		bcdfnij	d
25-49	128	-	12	31	9	4	12	4	6	16	4	24	5
	6%	-%	18%	9%	3%	12%	7%	7%	3%	7%	6%	8%	4%
			dhijl	d								d	
50-99	63	-	5	3	5	2	12	2	12	12	2	6	3
	3%	-%	8%	1%	1%	5%	6%	4%	6%	5%	4%	2%	2%
			cd				cd		cd	c			
100-249	42	-	2	10	7	3	3	*	1	6	2	5	3
	2%	-%	3%	3%	2%	9%	2%	*%	1%	3%	3%	2%	3%
						h							
250-499	32	-	3	3	2	-	7	3	4	5	3	3	1
	2%	-%	5%	1%	*%	-%	4%	5%	2%	2%	4%	1%	1%
			d				d	d					
500-4,999	15	-	*	*	*	*	3	*	2	5	*	4	*
	1%	-%	1%	*%	*%	*%	1%	*%	1%	2%	*%	1%	*%
5,000-49,999	10	-	-	-	*	-	1	*	*	4	*	1	3
	*%	-%	-%	-%	*%	-%	*%	1%	*%	2%	*%	*%	2%
													cd
50,000-499,999	5	-	-	*	*	-	*	*	*	4	*	-	-
	*%	-%	-%	*%	*%	-%	*%	1%	*%	2%	*%	-%	-%
500,000- 4,999,999	1	-	-	-	-	-	-	-	1	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
5m+	6	-	-	-	3	-	1	-	*	-	-	-	2
	*%	-%	-%	-%	1%	-%	1%	-%	*%	-%	-%	-%	2%
None - we never send this type of post	670	-	16	118	198	8	60	13	63	71	24	56	43
	34%	-%	24%	33%	56%	24%	33%	24%	31%	29%	36%	18%	35%
				k	bcefg hijkl		k		k	k	k	k	k
Don't know	51	-	1	9	8	*	5	*	8	6	3	11	1
	3%	-%	2%	3%	2%	1%	2%	*%	4%	2%	4%	3%	*%
NET: Send 'Any Packets and parcels'	1279	-	50	233	151	26	117	41	133	165	40	244	79
	64%	-%	74%	65%	42%	75%	64%	76%	65%	68%	60%	79%	64%
			d	d		d	d	d	d	d	d	cdfnijl	d

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mean Score	19878.6	-	55.0	61.7	45960.7	33.4	30831.1	1629.0	12246.2	5404.3	1196.9	6297.4	95950.4
										c			c

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 37 (continuation)

QV2A. Packets and parcels - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1-24	978	226	209	252	291	434	543
	49%	45%	42%	50%	58%	43%	54%
				b	ab		a
25-49	128	49	20	26	32	69	59
	6%	10%	4%	5%	6%	7%	6%
		bc					
50-99	63	8	18	26	11	26	37
	3%	2%	4%	5%	2%	3%	4%
				a			
100-249	42	15	10	7	10	25	18
	2%	3%	2%	1%	2%	2%	2%
250-499	32	6	8	11	7	15	18
	2%	1%	2%	2%	1%	1%	2%
500-4,999	15	*	3	7	4	3	11
	1%	*%	1%	1%	1%	*%	1%
5,000-49,999	10	-	1	5	4	1	9
	*%	-%	*%	1%	1%	*%	1%
50,000-499,999	5	*	*	5	*	*	5
	*%	*%	*%	1%	*%	*%	*%
500,000- 4,999,999	1	-	-	1	1	-	1
	*%	-%	-%	*%	*%	-%	*%
5m+	6	-	4	*	2	4	2
	*%	-%	1%	*%	*%	*%	*%
None - we never send this type of post	670	186	214	147	123	400	270
	34%	37%	43%	29%	25%	40%	27%
		d	cd			b	
Don't know	51	11	13	13	14	23	27
	3%	2%	3%	3%	3%	2%	3%
NET: Send 'Any Packets and parcels'	1279	304	273	339	363	577	702
	64%	61%	55%	68%	73%	58%	70%
				b	ab		a
Mean Score	19878.6	57.4	43929.7	7791.6	27735.9	21993.5	17763.7

Columns Tested:: a,b,c,d - a,b

Table 40

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1-24	529 26%	25 4%	504 36% a	500 26%	25 32%	3 36%	1 25%	29 32%
25-49	36 2%	* *% a	35 3% a	32 2%	3 4% a	1 10% a	* 4%	4 5% a
50-99	25 1%	1 *% a	24 2% a	21 1%	2 3%	1 7% a	* 7% a	3 3% a
100-249	37 2%	2 *% a	35 3% a	33 2%	3 4%	1 8% a	* 4%	4 4% a
250-499	24 1%	* *% a	24 2% a	21 1%	2 3% a	* 4%	* 3%	3 3% a
500-4,999	11 1%	* *% a	11 1%	9 *% a	1 1%	1 6% ab	* 5% a	2 2% a
5,000-49,999	15 1%	- -% a	15 1% a	14 1%	1 1%	* 1%	* 2%	1 1%
50,000-499,999	* *% a	- -% a	* *% a	- -% a	* *% a	- -% a	* 1% a	* *% a
500,000- 4,999,999	* *% a	- -% a	* *% a	- -% a	- -% a	- -% a	* 1% a	* *% a
5m+	4 *% a	- -% a	4 *% a	4 *% a	- -% a	- -% a	* 1% a	* *% a
None - we never send this type of post	1221 61%	573 95% b	648 46% c	1181 62% bcde	35 47% c	2 26% c	2 40% c	40 44% c
Don't know	98 5%	4 1% a	95 7% a	94 5%	3 4%	* 4%	* 7%	4 5%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: Send 'Any Other postal items'	681	29	652	634	37	6	3	46
	34%	5%	47%	33%	49%	71%	53%	51%
			a		a	abde	a	a
Mean Score	12971.1	1.5	18599.2	13294.4	927.1	405.6	95154.9	6109.8
							abe	

Columns Tested:: a,b - a,b,c,d,e

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1-24	529 26%	301 25%	169 31%	30 21%	17 33%	10 32%	1 25%	500 26%	25 32%	4 32%
			c		ac				ac	
25-49	36 2%	13 1%	17 3%	2 1%	2 3%	2 7%	* 4%	32 2%	3 4%	1 8%
			a		a	acg	a		ag	abcg
50-99	25 1%	13 1%	6 1%	2 2%	1 2%	1 5%	* 7%	21 1%	2 3%	1 7%
						abg	abcg			abg
100-249	37 2%	21 2%	9 2%	4 3%	2 4%	2 5%	* 4%	33 2%	3 4%	1 7%
						g				abg
250-499	24 1%	14 1%	3 *%	4 3%	1 3%	1 4%	* 3%	21 1%	2 3%	* 3%
				b	b	abg	b		bg	bg
500-4,999	11 1%	8 1%	- -%	1 1%	- -%	2 5%	* 5%	9 *%	1 1%	1 6%
						abcdg	abcdg		b	abcdgh
5,000-49,999	15 1%	11 1%	3 1%	- -%	* 1%	* 1%	* 2%	14 1%	1 1%	* 1%
50,000-499,999	* *%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	* *%	* *%
							ag			
500,000- 4,999,999	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%
							g			
5m+	4 *%	4 *%	* *%	* *%	- -%	- -%	* 1%	4 *%	- -%	* *%
None - we never send this type of post	1221 61%	786 64%	307 56%	88 63%	25 48%	12 38%	2 40%	1181 62%	35 47%	4 31%
		bdefhi	efhi	defhi	i			defhi	i	
Don't know	98 5%	50 4%	35 6%	9 7%	3 5%	1 3%	* 7%	94 5%	3 4%	1 5%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
NET: Send 'Any Other postal items'	681 34%	386 32%	207 38%	42 30%	24 46%	19 59%	3 53%	634 33%	37 49%	9 64%
Mean Score	12971.1	18882.5	2786.5	5723.5	540.4	1404.1	95154.9 abgh	13294.4	927.1	34244.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
NET: Send 'Any Other postal items'	681	517	117	37	6	3	430	130	29	16	18
	34%	33%	33%	49%	71%	53%	39%	49%	53%	35%	39%
Mean Score	12971.1	15724.8	2536.9	927.1	405.6	95154.9	20833.5	9911.7	2570.5	231.5	436.2
						abc		a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1-24	529 26%	46 28%	29 19%	96 27%	15 15%	42 27%	82 30% d	84 34% bd	51 31% d	37 25%
25-49	36 2%	1 1%	1 1%	9 2%	1 1%	4 3%	5 2%	3 1%	3 2%	1 1%
50-99	25 1%	4 3%	5 3%	5 1%	- -%	3 2%	1 *%	1 *%	1 *%	2 1%
100-249	37 2%	2 1%	1 *%	12 3%	8 8%	6 4%	1 *%	1 *%	3 2%	3 2%
250-499	24 1%	2 1%	1 1%	2 *%	5 5% abfg cgi	2 1%	6 2%	* *%	4 2%	- -%
500-4,999	11 1%	1 *%	2 1%	2 1%	* *%	3 2%	- -%	1 *%	* *%	* *%
5,000-49,999	15 1%	- -%	3 2%	5 1%	2 2%	1 1%	- -%	3 1%	* *%	- -%
50,000-499,999	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
500,000- 4,999,999	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
5m+	4 *%	2 1%	- -%	* *%	- -%	2 1%	- -%	- -%	- -%	- -%
None - we never send this type of post	1221 61%	105 63%	105 70% ef	210 58%	62 63%	80 52%	151 56%	154 62%	95 58%	97 66% e
Don't know	98 5%	5 3%	2 2%	18 5%	5 5%	11 7% g	26 9% bg	3 1%	7 4%	8 5%
NET: Send 'Any Other postal items'	681 34%	58 34%	42 28%	132 37%	31 32%	64 41%	94 35%	93 37%	61 37%	42 29%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Mean Score	12971.1	70143.4	632.7	1077.7	483.4	72384.1	13.0	398.4	118.6	9.2
			f							

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	529 26%	94 24%	126 26%	262 30%	482 27%	46 19%	23 19%	15 19%	8 21%
			e	efgh	efg				
25-49	36 2%	7 2%	5 1%	16 2%	28 2%	8 3%	3 3%	3 4%	1 4%
								bd	
50-99	25 1%	5 1%	10 2%	7 1%	22 1%	3 1%	1 1%	1 2%	* 1%
100-249	37 2%	16 4%	5 1%	14 2%	35 2%	2 1%	2 1%	* *%	* *%
			begh						
250-499	24 1%	7 2%	7 1%	7 1%	21 1%	2 1%	1 1%	1 1%	* 1%
500-4,999	11 1%	3 1%	3 1%	3 *%	10 1%	1 *%	1 1%	- -%	* 1%
5,000-49,999	15 1%	3 1%	3 1%	9 1%	15 1%	1 *%	1 1%	* *%	* *%
50,000-499,999	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%
500,000- 4,999,999	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
5m+	4 *%	2 *%	2 *%	* *%	4 *%	* *%	- -%	- -%	* 1%
None - we never send this type of post	1221 61%	239 60%	305 63%	515 59%	1059 60%	162 68%	81 68%	54 67%	27 68%
						acd	c		c
Don't know	98 5%	24 6%	14 3%	46 5%	85 5%	14 6%	7 6%	5 6%	2 4%
NET: Send 'Any Other postal items'	681 34%	137 34%	161 33%	319 36%	617 35%	64 27%	32 26%	21 26%	11 28%
			e	efg	efg				

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mean Score	12971.1	28181.2	24737.8	557.2	13430.1	9605.1	413.0	33.8	56324.2 ce

Columns Tested:: a,b,c,d,e,f,g,h

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1-24	529 26%	27 26%	37 28%	9 23%	46 27%	75 33%	119 28%	16 23%	8 14%	238 25%
25-49	36 2%	6 6%	5 4%	1 2%	6 4%	1 1%	9 2%	* *%	* 1%	12 1%
50-99	25 1%	3 3%	1 1%	1 2%	2 1%	1 *%	10 2%	* 1%	* *%	9 1%
100-249	37 2%	1 1%	4 3%	10 24%	14 8%	7 3%	4 1%	* *%	2 3%	9 1%
250-499	24 1%	2 2%	* *%	1 3%	1 1%	9 4%	3 1%	* *%	* *%	9 1%
500-4,999	11 1%	* *%	1 1%	1 2%	2 1%	* *%	4 1%	* *%	* *%	4 *%
5,000-49,999	15 1%	- -%	2 2%	- -%	2 1%	4 2%	3 1%	- -%	1 1%	5 1%
50,000-499,999	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%
500,000- 4,999,999	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
5m+	4 *%	2 2%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	* *%
None - we never send this type of post	1221 61%	57 56%	74 57%	15 38%	89 52%	118 51%	254 60%	49 68%	42 72%	604 64%
Don't know	98 5%	5 5%	5 4%	3 7%	8 5%	15 6%	12 3%	5 8%	5 8%	49 5%
NET: Send 'Any Other postal items'	681 34%	40 40%	51 39%	22 55%	73 43%	97 42%	155 37%	17 24%	11 19%	287 31%
		h	h	ghi	ghi	ghi	h			

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mean Score	12971.1	115834.8	647.2	107.6	523.4	543.5	30280.7	253.4	328.8	1292.0
		i					i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1-24	529 26%	147 29%	119 28%	263 24%	444 27%	85 26%	- -%	476 26%	53 35%	518 27%	11 14%
25-49	36 2%	14 3%	9 2%	13 1%	32 2%	4 1%	- -%	32 2%	4 3%	35 2%	1 1%
50-99	25 1%	5 1%	10 2%	10 1%	23 1%	2 *%	- -%	22 1%	3 2%	25 1%	- -%
100-249	37 2%	22 4%	4 1%	12 1%	33 2%	4 1%	- -%	34 2%	3 2%	37 2%	- -%
250-499	24 1%	12 2%	3 1%	9 1%	23 1%	* *%	- -%	21 1%	3 2%	23 1%	* *%
500-4,999	11 1%	2 *%	4 1%	4 *%	5 *%	5 2%	- -%	10 1%	1 *%	10 1%	1 1%
5,000-49,999	15 1%	7 1%	3 1%	6 1%	15 1%	- -%	- -%	14 1%	1 1%	15 1%	- -%
50,000-499,999	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%
500,000- 4,999,999	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%
5m+	4 *%	2 *%	2 *%	* *%	4 *%	- -%	- -%	4 *%	* *%	4 *%	- -%
None - we never send this type of post	1221 61%	263 53%	254 60%	704 65%	1001 60%	220 66%	- -%	1148 62%	73 48%	1161 60%	60 78%
Don't know	98 5%	28 6%	12 3%	59 5%	86 5%	12 4%	- -%	88 5%	10 7%	94 5%	4 6%
NET: Send 'Any Other postal items'	681 34%	210 42%	155 37%	317 29%	580 35%	100 30%	- -%	613 33%	68 45%	668 35%	12 16%
		c	c	c				a	b	b	

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mean Score	12971.1	23944.2	30280.7	1159.4	15546.3	51.8	-	13789	2989.3	13440.2	1163.5
		c	c								

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1-24	529 26%	359 29%	76 26%	89 21%
		c		
25-49	36 2%	9 1%	11 4%	15 4%
			a	a
50-99	25 1%	7 1%	5 2%	12 3%
			a	a
100-249	37 2%	7 1%	20 7%	10 2%
			ac	a
250-499	24 1%	6 *%	12 4%	6 1%
			a	
500-4,999	11 1%	2 *%	3 1%	3 1%
5,000-49,999	15 1%	3 *%	9 3%	4 1%
			a	
50,000-499,999	* *%	* *%	* *%	* *%
500,000- 4,999,999	* *%	* *%	- -%	- -%
5m+	4 *%	4 *%	* *%	* *%
None - we never send this type of post	1221 61%	790 63%	141 48%	269 64%
		b		b
Don't know	98 5%	69 6%	18 6%	11 3%

Columns Tested:: a,b,c

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
NET: Send 'Any Other postal items'	681	396	135	139
	34%	32%	46%	33%
		ac		
Mean Score	12971.1	18896.9	2189.9	3753.6

Columns Tested: a,b,c

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1-24	529 26%	478 27% k	40 21%	9 25%	* 2%	1 5%	* 6%	- -%	- -%	518 27% k	11 15%	1 4%
25-49	36 2%	20 1%	13 7% ai	1 2%	* *% ai	2 10%	- -%	- -%	- -%	33 2%	2 3%	2 5%
50-99	25 1%	12 1%	8 4% ai	2 5% a	2 21%	1 5%	* 6%	* 22%	* 6%	20 1%	5 7% ai	3 10% ai
100-249	37 2%	21 1%	6 3%	* 1% a	1 18%	8 40%	1 28%	- -%	- -%	27 1%	11 15% abi	10 31% abci
250-499	24 1%	11 1%	9 5% ai	* *% ai	1 15%	1 5%	* 1%	2 76%	- -%	20 1%	4 5% ai	4 11% ai
500-4,999	11 1%	6 *% ai	1 1%	1 3%	- -%	- -%	2 44%	- -%	* 1%	7 *% ai	3 4% ai	2 6% ai
5,000-49,999	15 1%	6 *% abi	2 1%	1 2%	3 42%	3 18%	* 1%	- -%	- -%	8 *% abi	7 10% abi	7 20% abi
50,000-499,999	* *%	* *% abi	* *% abi	- -% abi	- -% abi	* *% abi	- -% abi	- -% abi	- -% abi	* *% abi	* *% abi	* *% abi
500,000- 4,999,999	* *%	- -% abi	* *% abi	- -% abi	- -% abi	- -% abi	- -% abi	- -% abi	- -% abi	* *% abi	- -% abi	- -% abi
5m+	4 *%	2 *% abi	- -% abi	* *% abi	- -% abi	2 12% abi	- -% abi	- -% abi	- -% abi	2 *% abi	2 3% abi	2 7% abi
None - we never send this type of post	1221 61%	1096 63% jk	100 54% jk	23 60% k	* 3%	1 5%	1 13%	* 1%	* 89%	1196 62% jk	25 35% k	2 7%
Don't know	98 5%	90 5%	8 4%	1 3%	- -%	- -%	- -%	* 1%	* 4%	97 5%	1 1%	* *%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
NET: Send 'Any Other postal items'	681	556	79	14	7	18	4	2	*	635	45	32
	34%	32%	42%	37%	97%	95%	87%	99%	7%	33%	64%	93%
			ai								abci	abcij
Mean Score	12971.1	6871.8	930.1	4331.0	11570.3	711440.0	1589.8	303.4	36.7	6297.9	193785.4	403578.7
											abi	abci

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1-24	529 26%	272 24%	206 33%	51 20%	512 32%	510 40%	521 30%	522 41%	529 78%	172 34%	17 3%	460 46%	10 21%	19 24%	10 25%	5 15%	1 3%
			ac			ac	ac	ac	abcdf			acdfg	a	a	a	a	a
25-49	36 2%	1 *%	20 3%	15 6%	32 2%	33 3%	33 2%	36 3%	36 5%	24 5%	1 *%	14 1%	7 14%	5 7%	3 7%	2 5%	1 7%
			a	a					abcd	ac			ab	ab	a	a	a
50-99	25 1%	3 *%	9 1%	13 5%	24 1%	25 2%	25 1%	24 2%	25 4%	16 3%	1 *%	9 1%	3 6%	6 8%	3 8%	2 7%	1 4%
			a	ab					ac				ab	ab	ab	ab	a
100-249	37 2%	9 1%	11 2%	16 6%	35 2%	35 3%	35 2%	35 3%	37 5%	32 6%	- -%	12 1%	5 11%	10 12%	1 2%	7 20%	1 6%
				ab					abcd	abcd			ab	ab		ab	a
250-499	24 1%	3 *%	8 1%	13 5%	24 1%	24 2%	24 1%	24 2%	24 3%	23 5%	- -%	7 1%	* *%	8 9%	1 2%	6 16%	3 18%
				ab					ac	abcd				ab		abc	abc
500-4,999	11 1%	- -%	6 1%	4 2%	11 1%	11 1%	11 1%	11 1%	11 2%	7 1%	- -%	7 1%	- -%	* *%	1 2%	2 5%	1 4%
			a	a												a	a
5,000-49,999	15 1%	1 *%	5 1%	9 4%	15 1%	15 1%	15 1%	15 1%	15 2%	11 2%	- -%	2 *%	1 1%	* *%	5 12%	4 10%	5 26%
				ab											ab	ab	abcd
50,000-499,999	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
																	b
500,000- 4,999,999	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
5m+	4 *%	2 *%	- -%	2 1%	* *%	4 *%	4 *%	4 *%	4 1%	4 1%	2 *%	- -%	- -%	* *%	* 1%	- -%	2 11%
									a	a							abd
None - we never send this type of post	1221 61%	777 69%	320 52%	125 48%	875 54%	555 44%	954 56%	554 43%	- -%	180 36%	440 89%	447 45%	17 36%	26 33%	16 42%	5 13%	3 16%
			bc		bdef	ef	bdef	ef		e	bcdefg	fg			f		

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	98	56	33	9	87	54	90	53	-	31	32	45	5	5	*	3	1
	5%	5%	5%	3%	5%	4%	5%	4%	-%	6%	6%	4%	10%	6%	*%	9%	4%
					e	e	e	e		e							
NET: Send 'Any Other postal items'	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
	34%	26%	43%	48%	40%	52%	39%	53%	100%	58%	4%	51%	53%	61%	58%	78%	80%
			a	a		ac	ac	ac	abcd	ac		a	a	a	a	ab	ab
Mean Score	12971.1	10487.9	290.6	54248.7	1996.3	20477.1	15152.4	20280.1	38116.2	51503.6	22266	76.3	429.2	10164.8	48223.8	3054.3	696681
				ab		a		a	a	ac			b		b	bc	abcdef

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
1-24	529 26%	440 32%	47 52%	14 21%	5 13%	4 23%	2 14%	* 1%	448 45%	35 26%	7 14%	14 30%	2 10%	3 28%	* 2%
			acd						bce						
25-49	36 2%	16 1%	6 7%	7 10%	1 2%	1 5%	* 3%	1 7%	9 1%	13 10%	6 12%	1 2%	1 6%	2 13%	* 4%
			a	a						a	a				
50-99	25 1%	11 1%	3 3%	3 4%	5 15%	1 5%	* *%	1 6%	6 1%	8 6%	5 9%	5 10%	2 9%	- -%	- -%
			a	a	a	a	*%	6%	1%	a	a	a	a	-%	-%
100-249	37 2%	14 1%	3 3%	8 13%	4 11%	* 1%	6 40%	- -%	4 *%	17 13%	9 18%	1 2%	2 11%	* 2%	1 11%
			a	a	a	a	ab			a	a	a	a		
250-499	24 1%	11 1%	2 2%	2 3%	* *%	3 14%	3 21%	3 28%	4 *%	7 5%	4 8%	6 12%	3 12%	* 2%	* 1%
			a	a	*%	a	a	3		a	a	a	a		
500-4,999	11 1%	7 1%	* *%	1 1%	* *%	1 8%	1 6%	* *%	- -%	7 6%	* 1%	2 4%	* 1%	1 8%	- -%
			a	a	*%	a	a	*		a	a	a	a		
5,000-49,999	15 1%	2 *%	* *%	6 8%	3 8%	* *%	- -%	4 38%	* *%	2 1%	1 1%	* 1%	7 35%	3 26%	2 22%
			a	ab	a	a		4		a	a	a	abcd		
50,000-499,999	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%
500,000- 4,999,999	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
5m+	4 *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	2 *%	- -%	* *%	* *%	* 1%	- -%	2 21%
None - we never send this type of post	1221 61%	797 58%	28 31%	22 33%	17 47%	7 42%	2 12%	2 18%	479 48%	36 28%	20 38%	14 29%	3 14%	* 3%	3 29%
			bcd						be						
Don't know	98 5%	80 6%	2 2%	4 6%	1 2%	* 1%	1 4%	* *%	40 4%	6 5%	* *%	5 10%	* 1%	2 19%	1 7%
NET: Send 'Any Other postal items'	681 34%	503 36%	61 67%	41 61%	18 50%	10 57%	12 85%	9 82%	473 48%	89 68%	32 62%	30 61%	18 86%	10 79%	6 64%
			a	a			a			a			a		

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean Score	12971.1	1702	130.6	2403	8780.9	5286.8	2264.2	24446.8	11049	1200	4992	16789.6	78946.9	7372.9	1291577

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1-24	529 26%	439 45% cd	58 45% cd	7 11%	7 17%	7 22%	* 1%	4 17%	266 30%	106 32%	104 31%	30 27%	13 24%
25-49	36 2%	11 1%	11 8%	5 7%	6 15%	3 9%	* 3%	* *%	6 1%	5 2%	16 5%	5 5%	1 1%
50-99	25 1%	* *%	4 3%	11 18%	2 5%	4 14%	1 5%	2 9%	4 *%	5 2%	9 3%	1 1%	5 9%
100-249	37 2%	1 *%	5 4%	16 25%	4 9%	7 22%	* 3%	2 8%	1 *%	10 3%	11 3%	6 5%	5 9%
250-499	24 1%	2 *%	1 1%	4 7%	7 16%	4 12%	* *%	6 26%	4 *%	8 2%	4 1%	1 1%	6 11%
500-4,999	11 1%	3 *%	- -%	3 5%	* *%	1 3%	1 7%	2 10%	- -%	1 *%	5 1%	2 2%	3 5%
5,000-49,999	15 1%	1 *%	- -%	3 5%	2 4%	* *%	8 54%	1 5%	4 *%	2 1%	4 1%	- -%	5 9%
50,000-499,999	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	* *%	* *%	- -%
500,000- 4,999,999	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
5m+	4 *%	- -%	- -%	- -%	- -%	- -%	2 13%	2 11%	4 *%	* *%	* *%	- -%	* 1%
None - we never send this type of post	1221 61%	474 49% ceg	49 38% ceg	10 17%	14 33% g	4 12%	2 13%	* 1%	535 61% ce	177 54% e	158 48%	63 56% e	15 29%
Don't know	98 5%	45 5%	* *%	3 4%	1 1%	2 6%	* 1%	3 13% b	50 6%	13 4%	21 6%	3 3%	1 2%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
NET: Send 'Any Other postal items'	681	458	78	50	28	26	13	19	289	137	154	46	37
	34%	47%	61%	79%	65%	82%	86%	86%	33%	42%	46%	41%	69%
			a	a		a		a		a	a		abcd
Mean Score	12971.1	145.2	21.4	1912	1110.6	229.7	770743.2	650529	26127.8	983.6	2855.4	209.5	33805.6
				b	b	b		abcde					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1-24	529 26%	298 32%	89 30%	97 39%	22 26%	5 15%	305 45%	111 47%	56 26%	22 26%	12 27%
25-49	36 2%	9 1%	6 2%	11 4%	5 7%	* *%	11 2%	5 2%	12 6%	4 5%	1 1%
50-99	25 1%	10 1%	3 1%	7 3%	1 1%	3 11% abd	5 1%	5 2%	9 4% a	1 1%	5 11% ab
100-249	37 2%	17 2%	5 2%	4 2%	3 4%	5 16% abc	3 *%	12 5% a	9 4% a	4 5% a	4 10% a
250-499	24 1%	8 1%	8 3%	* *%	1 1%	3 10% ac	5 1%	7 3%	5 2%	1 2%	5 11% ac
500-4,999	11 1%	6 1%	* *%	4 2%	* *%	1 2%	* *%	1 *%	5 2% a	2 3% a	3 6% ab
5,000-49,999	15 1%	9 1%	3 1%	1 *%	- -%	2 7% ac	4 1%	3 1%	3 2%	* *%	5 11% abcd
50,000-499,999	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
500,000- 4,999,999	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
5m+	4 *%	* *%	* *%	- -%	* *%	* *%	4 1%	* *%	* *%	- -%	* 1%
None - we never send this type of post	1221 61%	533 57%	169 57%	110 44%	47 58%	11 36%	302 45%	89 38%	105 49%	46 55%	8 19%
Don't know	98 5%	52 6%	16 5%	15 6%	2 3%	1 2%	36 5%	4 2%	8 4%	3 3%	1 2%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: Send 'Any Other postal items'	681	356	114	124	33	19	336	145	100	35	35
	34%	38%	38%	50%	40%	61%	50%	61%	47%	41%	79%
				ab		a		acd			acd
Mean Score	12971.1	1274.7	792.1	145.4	17638.2	9729.8	34233.0	1452.7	4425.7	98.6	35669.5

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1-24	529 26%	319 48%	87 42%	64 29%	35 28%	13 25%	237 33%	35 53%	242 51%	464 27%	65 24%	486 32%	27 24%
		cde	c					a	a				
25-49	36 2%	6 1%	4 2%	13 6%	9 7%	4 9%	31 4%	4 6%	1 *	26 1%	10 4%	21 1%	11 10%
				a	a	a	c	c					a
50-99	25 1%	1 *%	8 4%	8 4%	3 2%	4 8%	19 3%	4 7%	1 *%	19 1%	6 2%	21 1%	2 2%
			a	a	a	a	c	c					
100-249	37 2%	2 *%	8 4%	11 5%	9 7%	3 6%	23 3%	5 8%	5 1%	22 1%	15 6%	21 1%	14 13%
			a	a	a	a		c			a		a
250-499	24 1%	1 *%	3 1%	10 5%	8 6%	1 3%	16 2%	6 9%	1 *%	11 1%	13 5%	12 1%	12 11%
				a	a	a		ac			a		a
500-4,999	11 1%	* *%	1 *%	5 2%	* *%	3 6%	8 1%	- -%	3 1%	3 *%	7 3%	3 *%	7 7%
				a		ab					a		a
5,000-49,999	15 1%	4 1%	- -%	8 4%	2 1%	2 4%	14 2%	1 2%	- -%	12 1%	3 1%	9 1%	6 6%
				a			c	c					a
50,000-499,999	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%
500,000- 4,999,999	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
5m+	4 *%	2 *%	2 1%	- -%	- -%	* 1%	4 1%	* *%	- -%	4 *%	* *%	* *%	* *%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None - we never send this type of post	1221 61%	294 44%	84 41%	97 44%	54 44%	17 34%	342 47%	10 14%	198 42%	1088 63%	133 51%	846 56%	29 26%
Don't know	98 5%	33 5%	9 4%	3 2%	4 3%	2 5%	31 4%	1 1%	21 4%	87 5%	12 4%	86 6%	1 1%
NET: Send 'Any Other postal items'	681 34%	334 51%	112 55%	119 54%	65 53%	31 62%	353 49%	56 85%	252 53%	562 32%	119 45%	573 38%	80 72%
Mean Score	12971.1	16736.6	62146.8	1525.0	432.5	35262.8	34983.0	7719.0	24.9	14781.0	1039.9	424.7	23421.1 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1-24	529 26%	467 41%	44 31%	377 42%	146 38%	484 32%	29 26%	468 42%	42 28%	385 43%	137 36%
25-49	36 2%	21 2%	12 9% a	21 2%	14 4%	23 2%	9 8% a	19 2%	14 9% a	23 3%	13 3%
50-99	25 1%	20 2%	5 3%	17 2%	7 2%	20 1%	3 3%	19 2%	5 3%	16 2%	8 2%
100-249	37 2%	14 1%	21 15% a	17 2%	18 5%	21 1%	14 13% a	13 1%	22 15% a	18 2%	17 5%
250-499	24 1%	7 1%	17 12% a	10 1%	14 4% a	9 1%	15 14% a	10 1%	13 9% a	6 1%	17 5% a
500-4,999	11 1%	3 *% a	8 6% a	2 *% a	9 2% a	3 *% a	8 7% a	3 *% a	8 5% a	2 *% a	9 2% a
5,000-49,999	15 1%	15 1%	* *% a	11 1%	4 1%	15 1%	* *% a	7 1%	9 6% a	10 1%	5 1%
50,000-499,999	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a	* *% a
500,000- 4,999,999	* *% a	- -% a	* *% a	* *% a	- -% a	* *% a	- -% a	- -% a	* *% a	- -% a	* *% a
5m+	4 *% a	4 *% a	* *% a	2 *% a	2 1% a	* *% a	* *% a	2 *% a	2 1% a	4 *% a	* *% a
None - we never send this type of post	1221 61%	528 47%	27 19%	404 45%	150 39%	845 56%	30 28%	528 47%	27 18%	397 44%	158 41%
			b				b		b		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Don't know	98	49	6	34	19	86	2	47	8	35	18
	5%	4%	4%	4%	5%	6%	1%	4%	5%	4%	5%
NET: Send 'Any Other postal items'	681	550	107	457	214	576	77	542	115	464	208
	34%	49%	77%	51%	56%	38%	71%	49%	77%	52%	54%
Mean Score	12971.1	22066.5	7724.3	15460.8	31536.5	1486.6	9040.1	12241.4	81908.2	25954.8	7000.7
			a				a		a		

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1-24	529 26%	281 39%	396 31%	81 39%	1 48%	274 42%	339 38%	70 40%	3 83%	346 39%	283 42%	67 33%	4 100%
25-49	36 2%	28 4%	18 1%	12 6%	- -%	26 4%	15 2%	11 6%	- -%	33 4%	12 2%	12 6%	- -%
50-99	25 1%	20 3%	15 1%	4 2%	- -%	19 3%	15 2%	6 3%	- -%	23 3%	9 1%	5 2%	- -%
100-249	37 2%	27 4%	16 1%	4 2%	- -%	25 4%	11 1%	5 3%	- -%	29 3%	9 1%	7 3%	- -%
250-499	24 1%	16 2%	14 1%	5 2%	- -%	18 3%	12 1%	4 3%	- -%	18 2%	11 2%	6 3%	- -%
500-4,999	11 1%	7 1%	7 1%	5 3%	- -%	7 1%	7 1%	5 3%	- -%	7 1%	8 1%	5 3%	- -%
5,000-49,999	15 1%	10 1%	11 1%	1 1%	- -%	10 2%	5 1%	4 2%	- -%	13 1%	5 1%	1 1%	- -%
50,000-499,999	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%
500,000- 4,999,999	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%
5m+	4 *%	* *%	* *%	- -%	- -%	4 1%	* *%	* *%	- -%	4 *%	2 *%	- -%	- -%
None - we never send this type of post	1221 61%	295 41%	745 58%	87 42%	2 52%	243 37%	448 50%	67 39%	1 17%	373 42%	315 46%	93 46%	- -%
Don't know	98 5%	35 5%	70 5%	9 4%	- -%	27 4%	46 5%	1 1%	- -%	38 4%	25 4%	5 3%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
NET: Send 'Any Other postal items'	681	391	477	113	1	384	404	104	3	474	339	102	4
	34%	54%	37%	54%	48%	59%	45%	61%	83%	54%	50%	51%	100%
		b		b		b		b					
Mean Score	12971.1	3150.6	1054.5	235.2	6.0	37827.8	2038.7	5850.1	10.4	29020.1	18735.2	236.0	12.5
						b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
1-24	529 26%	465 32%	412 39%	330 38%	363 31%	301 31%	4 26%	254 43%	179 41%	164 38%	42 36%	40 45%	99 22%	95 24%	
25-49	36 2%	20 1%	23 2%	19 2%	13 1%	14 1%	2 11% ab	9 1%	8 2%	16 4%	6 5%	2 2%	5 1%	4 1%	
50-99	25 1%	18 1%	21 2%	16 2%	16 1%	13 1%	2 14% ab	12 2%	13 3%	12 3%	4 3%	2 2%	3 1%	5 1%	
100-249	37 2%	13 1%	16 2%	14 2%	16 1%	13 1%	* *%	9 2%	9 2%	10 2%	* *%	- -%	4 1%	7 2%	
250-499	24 1%	11 1%	9 1%	8 1%	11 1%	9 1%	3 23% ab	3 *%	4 1%	7 2%	5 5% ab	5 6% ab	7 2%	4 1%	
500-4,999	11 1%	5 *%	2 *%	5 1%	3 *%	5 *%	- -%	2 *%	2 1%	4 1%	3 3%	1 1%	1 *%	1 *%	
5,000-49,999	15 1%	5 *%	8 1%	10 1%	9 1%	7 1%	- -%	5 1%	2 1%	4 1%	* *%	- -%	2 1%	* *%	
50,000-499,999	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	
500,000- 4,999,999	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	
5m+	4 *%	* *%	4 *%	4 *%	4 *%	* *%	2 13% ab	4 1%	2 *%	2 1%	- -%	- -%	- -%	* *%	
None - we never send this type of post	1221 61%	841 58% bc	519 49%	422 49%	651 56% c	549 57% c	2 11%	271 46%	194 45%	196 46%	54 46%	40 44%	302 68%	260 65%	
Don't know	98 5%	80 6%	47 4%	36 4%	72 6%	57 6%	* 1%	20 3%	23 5%	14 3%	4 3%	* *%	18 4%	21 5%	

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: Send 'Any Other postal items'	681	538	495	406	435	363	12	297	219	220	60	50	122	117
	34%	37%	47%	47%	38%	37%	87%	51%	50%	51%	51%	55%	28%	29%
			a	a			ab							
Mean Score	12971.1	1338.3	21964.5	29364.7	20175.0	2024.6	790740.1	38899.9	25543	31209.1	110.5	49.8	165.7	3615.3
			a	a			ab							

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1-24	529 26%	54 35%	22 32%	21 31%	11 27%	472 28%	291 26%	494 28%	324 27%	268 23%	246 31%	453 27%	75 33%	* 65%	402 27%	39 32%
25-49	36 2%	5 3%	11 16%	4 6%	4 9%	22 1%	21 2%	30 2%	25 2%	19 2%	26 3%	21 1%	8 4%	- -%	26 2%	4 3%
50-99	25 1%	7 5%	3 4%	4 6%	1 2%	15 1%	15 1%	21 1%	17 1%	7 1%	20 3%	16 1%	6 3%	- -%	17 1%	1 1%
100-249	37 2%	4 2%	3 5%	8 13%	6 14%	15 1%	16 1%	22 1%	18 1%	18 2%	19 2%	13 1%	1 *%	- -%	19 1%	1 1%
250-499	24 1%	5 3%	5 8%	1 1%	1 2%	10 1%	11 1%	18 1%	10 1%	11 1%	21 3%	6 *%	8 3%	- -%	13 1%	* *%
500-4,999	11 1%	1 1%	1 2%	- -%	2 5%	5 *%	4 *%	5 *%	7 1%	4 *%	7 1%	5 *%	2 1%	- -%	5 *%	- -%
5,000-49,999	15 1%	7 4%	* *%	2 4%	3 6%	6 *%	3 *%	8 *%	8 1%	3 *%	12 2%	4 *%	* *%	- -%	12 1%	2 2%
50,000-499,999	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
500,000- 4,999,999	* *%	* *%	- -%	- -%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%
5m+	4 *%	- -%	4 6%	- -%	* *%	4 *%	2 *%	4 *%	2 *%	* *%	4 1%	2 *%	2 1%	- -%	4 *%	- -%
None - we never send this type of post	1221 61%	64 42%	18 27%	21 33%	11 27%	1068 63%	732 64%	1088 61%	760 62%	790 68%	389 50%	1069 64%	118 52%	* 35%	912 62%	66 53%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't know	98	6	1	4	3	89	40	90	47	38	40	79	7	-	60	11
	5%	4%	1%	7%	7%	5%	4%	5%	4%	3%	5%	5%	3%	-%	4%	9%
NET: Send 'Any Other postal items'	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
	34%	54%	73%	61%	66%	32%	32%	34%	34%	29%	45%	31%	45%	65%	34%	38%
							e	e			b		b			
Mean Score	12971.1	1938.4	353855	1037.5	21681.0	13511.9	11124.9	13780.5	11295.2	2333.4	32715.8	7652.9	54714.0	8.1	16440.9	1225.9
			ac								b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1-24	529 26%	217 31%	291 25%	192 37%	14 35%	83 34%	156 39%	56 28%	358 27%	111 28%	60 23%	124 41%	328 24%
25-49	36 2%	24 3%	7 1%	24 5%	- -%	17 7%	9 2%	14 7%	16 1%	6 1%	7 3%	15 5%	12 1%
50-99	25 1%	18 3%	4 *%	10 2%	1 2%	9 4%	5 1%	13 7%	7 1%	4 1%	4 2%	10 3%	10 1%
100-249	37 2%	24 4%	4 *%	16 3%	2 4%	22 9%	3 1%	7 3%	15 1%	13 3%	9 3%	21 7%	6 *%
250-499	24 1%	11 2%	2 *%	17 3%	1 2%	15 6%	4 1%	7 4%	13 1%	4 1%	5 2%	13 4%	6 *%
500-4,999	11 1%	4 1%	1 *%	7 1%	- -%	6 3%	3 1%	5 3%	5 *%	* *%	3 1%	3 1%	4 *%
5,000-49,999	15 1%	12 2%	3 *%	9 2%	- -%	9 4%	* *%	8 4%	7 1%	* *%	9 3%	5 2%	1 *%
50,000-499,999	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%
500,000- 4,999,999	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
5m+	4 *%	4 1%	* *%	2 *%	- -%	* *%	2 *%	2 1%	2 *%	* *%	* *%	* *%	4 *%
None - we never send this type of post	1221 61%	333 48%	795 69%	225 43%	22 55%	75 31%	200 50%	73 37%	826 62%	251 63%	157 59%	102 33%	898 67%
Don't know	98 5%	42 6%	53 5%	21 4%	1 2%	8 3%	19 5%	11 6%	77 6%	7 2%	11 4%	13 4%	72 5%

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
NET: Send 'Any Other postal items'	681	316	311	278	17	161	182	112	423	138	98	190	371
	34%	46%	27%	53%	43%	66%	45%	57%	32%	35%	37%	62%	28%
		b				b		bc			c	ac	
Mean Score	12971.1	36824.7	274.6	25794.0	21.1	10842.4	27676.0	61300.6	9397.4	3633.1	1955.1	3934.6	16993.5
		b						b					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1-24	529 26%	191 21%	338 32%
			a
25-49	36 2%	19 2%	17 2%
50-99	25 1%	9 1%	15 1%
100-249	37 2%	28 3%	9 1%
		b	
250-499	24 1%	11 1%	12 1%
500-4,999	11 1%	4 *%	6 1%
5,000-49,999	15 1%	6 1%	10 1%
50,000-499,999	* *%	* *%	- -%
500,000- 4,999,999	* *%	* *%	- -%
5m+	4 *%	4 *%	- -%
None - we never send this type of post	1221 61%	638 69%	583 55%
		b	
Don't know	98 5%	19 2%	79 7%
			a
NET: Send 'Any Other postal items'	681 34%	273 29%	408 38%
			a

Columns Tested: a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Weighted Base	2000	930	1070
Mean Score	12971.1	27579.1	272.2
		b	

Columns Tested: a,b

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1-24	529 26%	- -%	19 28%	72 20%	43 12%	5 15%	55 30%	20 38%	57 28%	69 29%	16 23%	136 44%	37 30%
			d	d			d	cd	d	d	d	cdefhijl	d
25-49	36 2%	- -%	1 2%	5 1%	1 *%	1 4%	5 3%	* 1%	3 2%	6 2%	2 2%	9 3%	2 2%
							d			d		d	
50-99	25 1%	- -%	5 7%	1 *%	1 *%	* 1%	5 3%	1 2%	3 2%	4 2%	- -%	4 1%	1 1%
			cdj				d						
100-249	37 2%	- -%	4 6%	1 *%	* *%	3 8%	7 4%	4 7%	7 4%	8 3%	* 1%	2 1%	1 *%
			cdk			cdjk	cd	cdk	cd	cd			
250-499	24 1%	- -%	* *%	5 1%	3 1%	2 5%	1 1%	1 1%	3 2%	4 2%	1 1%	1 *%	3 2%
500-4,999	11 1%	- -%	* *%	* *%	1 *%	- -%	* *%	* *%	* *%	5 2%	1 1%	3 1%	* *%
5,000-49,999	15 1%	- -%	2 2%	- -%	* *%	- -%	4 2%	* 1%	1 *%	5 2%	* *%	4 1%	- -%
			d				cd			d			
50,000-499,999	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
500,000- 4,999,999	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
5m+	4 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	2 1%	- -%	* *%	* *%	2 2%
None - we never send this type of post	1221 61%	- -%	35 52%	264 73%	294 82%	20 59%	98 54%	26 48%	120 59%	128 53%	39 58%	129 42%	69 56%
				bfg hijkl	bce fghijkl				k	k	k	k	k
Don't know	98 5%	- -%	2 3%	12 3%	14 4%	3 9%	7 4%	1 2%	7 3%	14 6%	8 12%	22 7%	8 7%
										cdh			
NET: Send 'Any Other postal items'	681 34%	- -%	31 46%	84 23%	49 14%	11 32%	77 42%	27 50%	77 38%	101 41%	19 29%	159 51%	46 37%
			cd	d		d	cd	cdj	cd	cd	d	cdhjl	cd

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mean Score	12971.1	-	657.1	52.1	4045.0	36.0	638.4	719.1	55427.8	593.5	12367.5	821.2	95335.5 cd

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 40 (continuation)

QV2A. Other postal items - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1-24	529 26%	91 18%	102 20%	146 29% ab	189 38% abc	194 19%	335 34% a
25-49	36 2%	6 1%	7 1%	10 2%	13 3%	13 1%	23 2%
50-99	25 1%	6 1%	6 1%	8 2%	5 1%	11 1%	13 1%
100-249	37 2%	5 1%	11 2%	19 4% ad	3 1%	15 2%	22 2%
250-499	24 1%	5 1%	6 1%	8 2%	5 1%	11 1%	13 1%
500-4,999	11 1%	* *%	1 *%	5 1%	4 1%	1 *%	9 1%
5,000-49,999	15 1%	2 *%	4 1%	6 1%	4 1%	6 1%	10 1%
50,000-499,999	* *%	* *%	- -%	* *%	* *%	* *%	* *%
500,000- 4,999,999	* *%	- -%	- -%	* *%	- -%	- -%	* *%
5m+	4 *%	- -%	* *%	2 *%	2 *%	* *%	4 *%
None - we never send this type of post	1221 61%	372 74% cd	339 68% cd	273 55%	237 47%	711 71% b	510 51%
Don't know	98 5%	14 3%	24 5%	23 5%	38 8% a	37 4%	61 6%
NET: Send 'Any Other postal items'	681 34%	115 23%	137 27%	204 41% ab	224 45% ab	252 25%	429 43% a
Mean Score	12971.1	126.8	3114.7	22973.0	25669.9	1620.7	24321.4

Columns Tested:: a,b,c,d - a,b

Table 43

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1-24	492	185	307	478	13	1	1	14
	25%	31%	22%	25%	17%	6%	13%	16%
		b		bcde	c			
25-49	1002	171	830	957	40	3	2	44
	50%	28%	60%	50%	52%	34%	32%	49%
			a	cd	cd			cd
50-99	47	16	31	41	5	1	*	6
	2%	3%	2%	2%	7%	9%	9%	7%
					a	a	a	a
100-249	80	22	58	73	6	1	1	8
	4%	4%	4%	4%	8%	11%	10%	8%
					a	a	a	a
250-499	39	11	28	35	2	1	1	4
	2%	2%	2%	2%	3%	15%	11%	5%
						abe	abe	a
500-4,999	35	4	31	30	3	1	1	5
	2%	1%	2%	2%	4%	12%	14%	5%
					a	ab	abe	a
5,000-49,999	10	1	9	8	1	*	*	2
	*%	*%	1%	*%	2%	5%	2%	2%
						a		a
50,000-499,999	4	-	4	4	-	*	*	*
	*%	-%	*%	*%	-%	*%	1%	*%
500,000- 4,999,999	2	*	1	1	1	*	*	1
	*%	*%	*%	*%	1%	*%	2%	1%
					a		a	
5m+	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
None - we never send this type of post	277	195	82	272	4	1	*	5
	14%	32%	6%	14%	6%	6%	7%	6%
		b		bde				
Don't know	19	*	19	18	1	*	-	1
	1%	*%	1%	1%	1%	*%	-%	1%
			a					

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: Send 'Any Letters / Large letters'	1712	410	1302	1628	71	8	5	84
	86%	68%	93%	85%	94%	94%	93%	94%
			a		a		a	a
Mean Score	8841.0	1964.0	11825.3	7867.0	24426.8	41643.8	84979.1	29512.5
							a	

Columns Tested:: a,b - a,b,c,d,e

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1-24	492 25%	329 27% defhi	117 21% fi	32 23% fi	9 18% i	4 13% i	1 13% i	478 25% efhi	13 17% i	1 8% i
25-49	1002 50%	580 48% fi	298 54% efi	79 57% efi	30 56% efi	13 40% efi	2 32% efi	957 50% fi	40 52% efi	5 33% efi
50-99	47 2%	19 2%	16 3%	6 4%	3 6%	3 9%	* 9%	41 2%	5 7%	1 9%
100-249	80 4%	47 4%	21 4%	5 4%	3 5%	4 13%	1 10%	73 4%	6 8%	2 11%
250-499	39 2%	23 2%	10 2%	2 1%	1 3%	2 7%	1 11%	35 2%	2 3%	2 13%
500-4,999	35 2%	18 1%	11 2%	1 1%	2 3%	2 8%	1 14%	30 2%	3 4%	2 13%
5,000-49,999	10 *%	3 *%	4 1%	1 *%	* 1%	1 4%	* 2%	8 *%	1 2%	1 4%
50,000-499,999	4 *%	4 *%	- -%	* *%	- -%	* *%	* 1%	4 *%	- -%	* *%
500,000- 4,999,999	2 *%	- -%	1 *%	* *%	* 1%	* *%	* 2%	1 *%	1 1%	* 1%
5m+	2 *%	2 *%	- -%	- -%	- -%	* *%	* *%	2 *%	* *%	* *%
None - we never send this type of post	277 14%	191 16% defhi	67 12% eh	14 10%	3 6%	2 5%	* 7%	272 14% defhi	4 6%	1 6%
Don't know	19 1%	14 1%	4 1%	- -%	1 1%	* *%	- -%	18 1%	1 1%	* *%

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
NET: Send 'Any Letters / Large letters'	1712	1023	479	126	49	31	5	1628	71	13
	86%	84%	87%	90%	93%	95%	93%	85%	94%	94%
					ag	abg	ag		abg	ag
Mean Score	8841.0	10268.5	4356.3	678.5	22321.3	32557.1	84979.1	7867.0	24426.8	57120.7
							abg			bg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1-24	492 25%	399 26% cde	78 22% de	13 17% d	1 6%	1 13%	286 26%	48 18%	8 15%	8 19%	9 19%
25-49	1002 50%	780 50% de	178 51% de	40 52% de	3 34%	2 32%	609 55%	158 60%	31 57%	25 55%	23 49%
50-99	47 2%	27 2%	13 4%	5 7% a	1 9% a	* 9% ab	16 1%	13 5% a	3 6% a	* 1%	2 4%
100-249	80 4%	59 4%	13 4%	6 8% ab	1 11% ab	1 10% ab	41 4%	13 5%	5 10% a	3 7%	2 5%
250-499	39 2%	25 2%	10 3%	2 3%	1 15% abc	1 11% abc	15 1%	7 3%	3 6% a	3 6%	1 3%
500-4,999	35 2%	19 1%	11 3% a	3 4% a	1 12% abc	1 14% abc	18 2%	6 2%	1 1%	3 6%	4 8% a
5,000-49,999	10 *%	3 *%	5 1% a	1 2% a	* 5% ab	* 2% a	7 1%	* *%	- -%	1 2%	* 1%
50,000-499,999	4 *%	4 *%	* *% a	- -% a	* *% ab	* 1%	4 *%	- -%	* *%	- -%	* *%
500,000- 4,999,999	2 *%	- -%	1 *% a	1 1% a	* *% a	* 2% a	- -%	1 *%	- -%	- -%	1 1%
5m+	2 *%	2 *%	- -%	* *% a	* 1% ab	* *% a	2 *%	* *%	* *%	- -%	- -%
None - we never send this type of post	277 14%	230 15% ce	42 12% c	4 6%	1 6%	* 7%	104 9%	18 7%	2 4%	2 4%	4 8%
Don't know	19 1%	16 1%	2 *%	1 1%	* *%	- -%	14 1%	- -%	* *%	- -%	1 1%

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
NET: Send 'Any Letters / Large letters'	1712	1318	310	71	8	5	998	246	52	44	42
	86%	85%	88%	94%	94%	93%	90%	93%	96%	96%	91%
Mean Score	8841.0	8059.2	7016.2	24426.8	41643.8	84979.1	11410.5	10118.0	5232.0	727.6	38934.9
						ab					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1-24	492 25%	30 18%	57 38% acef	62 17%	35 36% acf	34 22%	58 21%	65 26%	47 29%	45 31% c
25-49	1002 50%	96 57%	64 43%	183 51%	42 43%	86 56%	147 54%	122 49%	80 49%	70 48%
50-99	47 2%	3 2%	3 2%	6 2%	2 2%	7 5%	10 4%	4 1%	1 *%	3 2%
100-249	80 4%	8 5%	2 1%	22 6%	3 3%	8 5%	11 4%	4 2%	9 5%	5 4%
250-499	39 2%	1 *%	6 4%	5 1%	1 1%	3 2%	4 1%	9 4%	4 2%	2 1%
500-4,999	35 2%	4 3%	1 1%	10 3%	5 5%	1 1%	4 1%	5 2%	1 1%	* *%
5,000-49,999	10 *%	1 *%	3 2%	1 *%	- -%	1 1%	3 1%	- -%	- -%	* *%
50,000-499,999	4 *%	- -%	- -%	2 *%	- -%	* *%	- -%	- -%	2 1%	- -%
500,000- 4,999,999	2 *%	- -%	- -%	* *%	- -%	1 1%	- -%	- -%	* *%	* *%
5m+	2 *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None - we never send this type of post	277 14%	20 12%	11 7%	66 18% be	11 11%	14 9%	32 12%	41 17%	20 12%	21 14%
Don't know	19 1%	4 3%	2 1%	5 2%	- -%	- -%	7 2%	- -%	- -%	* *%
NET: Send 'Any Letters / Large letters'	1712 86%	146 87%	137 91% c	291 81%	87 89%	141 91% c	237 87%	208 83%	143 88%	125 85%
Mean Score	8841.0	70194.2	579.8	4797.1	125.8	14610.2	361.2	60.9	1711.4	455.9

Columns Tested: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1-24	492 25%	114 29%	134 28%	185 21%	434 25%	58 24%	30 25%	19 24%	9 23%
25-49	1002 50%	198 49%	241 50%	452 51%	890 51%	111 46%	54 45%	38 47%	20 50%
50-99	47 2%	12 3%	7 1%	20 2%	38 2%	9 4%	4 3%	3 4%	2 5%
100-249	80 4%	16 4%	19 4%	37 4%	73 4%	8 3%	4 3%	2 2%	2 4%
250-499	39 2%	6 1%	11 2%	18 2%	35 2%	4 2%	2 1%	2 2%	1 2%
500-4,999	35 2%	6 2%	6 1%	19 2%	31 2%	4 2%	2 1%	1 2%	1 3%
5,000-49,999	10 *%	1 *%	3 1%	4 *%	8 *%	2 1%	2 1%	* *%	* 1%
50,000-499,999	4 *%	* *%	2 *%	2 *%	4 *%	* *%	- -%	* *%	* *%
500,000- 4,999,999	2 *%	1 *%	* *%	* *%	1 *%	* *%	* *%	- -%	* *%
5m+	2 *%	- -%	2 *%	- -%	2 *%	* *%	* *%	* *%	* *%
None - we never send this type of post	277 14%	45 11%	50 11%	139 16%	234 13%	43 18%	23 19%	15 19%	5 12%
Don't know	19 1%	* *%	6 1%	12 1%	18 1%	* *%	* *%	* *%	* *%
NET: Send 'Any Letters / Large letters'	1712 86%	354 89%	425 89%	736 84%	1515 86%	197 82%	97 81%	65 81%	35 87%
		efg	efg	e	e				

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mean Score	8841.0	5862.1	25279.4	2088.8	9271.1	5687.5	4423.7	4654.4	11545.0

Columns Tested:: a,b,c,d,e,f,g,h

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1-24	492 25%	26 25%	15 12%	6 16%	21 13%	56 24%	111 26%	25 35%	13 22%	238 25%
25-49	1002 50%	48 47%	67 51%	18 45%	85 50%	115 50%	182 43%	28 39%	40 69%	501 53%
50-99	47 2%	3 3%	5 3%	6 14%	10 6%	9 4%	8 2%	1 1%	1 2%	14 2%
100-249	80 4%	6 6%	1 1%	5 13%	6 3%	8 3%	16 4%	2 3%	2 3%	40 4%
250-499	39 2%	2 2%	* *%	1 2%	1 1%	7 3%	15 4%	* *%	* 1%	14 1%
500-4,999	35 2%	3 3%	1 1%	- -%	1 1%	8 4%	6 1%	1 1%	1 3%	13 1%
5,000-49,999	10 *%	* *%	2 2%	* *%	2 1%	* *%	2 1%	* *%	* *%	4 *%
50,000-499,999	4 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%
500,000- 4,999,999	2 *%	- -%	* *%	1 2%	1 1%	* *%	* *%	- -%	- -%	1 *%
5m+	2 *%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%
None - we never send this type of post	277 14%	12 12%	38 29%	3 8%	41 24%	26 11%	77 18%	15 20%	* *%	104 11%
Don't know	19 1%	- -%	1 *%	- -%	1 *%	3 1%	2 1%	- -%	- -%	13 1%
NET: Send 'Any Letters / Large letters'	1712 86%	90 88%	92 70%	36 92%	128 75%	203 89%	342 81%	57 80%	58 100%	827 88%
		b				bd			abdefgi	bdf

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mean Score	8841.0	115898.6	1866.0	57224.7	14562.9	570.7	746.0	74.0	3190.1	2989.1
		fi		fi						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1-24	492 25%	103 21%	111 26%	278 26%	392 24%	100 30%	- -%	465 25%	27 18%	456 24%	36 48%
25-49	1002 50%	247 49%	182 43%	572 53%	834 50%	167 50%	- -%	914 49%	87 58%	984 51%	18 23%
50-99	47 2%	22 4%	8 2%	16 2%	43 3%	4 1%	- -%	41 2%	6 4%	46 2%	1 1%
100-249	80 4%	19 4%	16 4%	45 4%	70 4%	10 3%	- -%	72 4%	8 5%	78 4%	2 3%
250-499	39 2%	10 2%	15 4%	14 1%	34 2%	5 1%	- -%	37 2%	2 1%	39 2%	* *%
500-4,999	35 2%	13 3%	6 1%	16 2%	28 2%	7 2%	- -%	32 2%	3 2%	35 2%	* *%
5,000-49,999	10 *%	3 1%	2 1%	4 *%	9 1%	1 *%	- -%	8 *%	2 1%	9 *%	1 1%
50,000-499,999	4 *%	- -%	2 *%	2 *%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	- -%
500,000- 4,999,999	2 *%	1 *%	* *%	1 *%	2 *%	- -%	- -%	2 *%	* *%	2 *%	- -%
5m+	2 *%	2 *%	- -%	* *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
None - we never send this type of post	277 14%	79 16%	77 18%	121 11%	240 14%	37 11%	- -%	261 14%	16 11%	259 13%	18 24%
Don't know	19 1%	3 1%	2 1%	13 1%	19 1%	- -%	- -%	17 1%	1 1%	17 1%	1 2%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
NET: Send 'Any Letters / Large letters'	1712	420	342	950	1417	295	-	1577	135	1654	58
	86%	84%	81%	88%	85%	89%	-%	85%	89%	86%	76%
				b							
Mean Score	8841.0	28732.5	746.0	2780.1	10496.5	535.7	-	9503.4	758.5	9189.7	65.0
		c									

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1-24	492 25%	364 29% bc	41 14%	84 20%
25-49	1002 50%	668 53%	157 53%	168 40%
50-99	47 2%	12 1%	19 6%	12 3%
100-249	80 4%	31 3%	22 8%	26 6%
250-499	39 2%	14 1%	10 3%	16 4%
500-4,999	35 2%	5 *%	9 3%	21 5%
5,000-49,999	10 *%	* *%	7 2%	3 1%
50,000-499,999	4 *%	* *%	2 1%	2 *%
500,000- 4,999,999	2 *%	* *%	* *%	1 *%
5m+	2 *%	2 *%	* *%	* *%
None - we never send this type of post	277 14%	150 12%	26 9%	85 20%
Don't know	19 1%	15 1%	1 *%	3 ab 1%

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
NET: Send 'Any Letters / Large letters'	1712	1097	267	332
	86%	87%	91%	79%
		c	c	
Mean Score	8841.0	9745.0	8865.5	6697.3

Columns Tested: a,b,c

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1-24	492	449	34	8	-	1	-	*	*	483	9	1
	25%	26%	18%	21%	-%	5%	-%	1%	89%	25%	13%	4%
		k								k		
25-49	1002	918	68	9	2	1	3	*	-	986	16	6
	50%	53%	36%	25%	25%	5%	72%	1%	-%	51%	22%	18%
		bcjk								bcjk		
50-99	47	27	15	2	*	2	*	-	-	43	4	2
	2%	2%	8%	5%	2%	10%	6%	-%	-%	2%	6%	7%
		ai										
100-249	80	55	14	4	*	6	*	-	-	69	11	7
	4%	3%	8%	10%	5%	34%	1%	-%	-%	4%	15%	20%
		ai								ai		ai
250-499	39	15	15	5	*	4	*	*	-	30	9	4
	2%	1%	8%	13%	2%	20%	*%	3%	-%	2%	13%	12%
		ai		ai						ai		ai
500-4,999	35	12	12	4	4	2	*	1	-	24	11	8
	2%	1%	6%	9%	61%	11%	6%	42%	-%	1%	16%	23%
		ai		ai						ai		abi
5,000-49,999	10	3	4	1	*	1	*	1	*	6	4	2
	*%	*%	2%	3%	4%	5%	1%	54%	1%	*%	5%	7%
		ai		ai						ai		ai
50,000-499,999	4	*	4	*	-	*	-	-	-	4	*	*
	*%	*%	2%	*%	-%	*%	-%	-%	-%	*%	*%	*%
		ai										
500,000- 4,999,999	2	1	-	*	-	*	*	-	*	1	1	1
	*%	*%	-%	*%	-%	1%	9%	-%	6%	*%	1%	2%
												ai
5m+	2	-	-	*	-	2	-	-	*	-	2	2
	*%	-%	-%	*%	-%	11%	-%	-%	4%	-%	3%	6%
											ai	abi
None - we never send this type of post	277	252	21	4	*	-	*	-	-	273	5	*
	14%	14%	11%	12%	*%	-%	4%	-%	-%	14%	7%	1%
Don't know	19	19	*	-	-	-	-	-	-	19	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
NET: Send 'Any Letters / Large letters'	1712	1480	165	33	7	19	5	2	*	1646	66	34
	86%	85%	89%	88%	100%	100%	96%	100%	100%	85%	93%	99%
Mean Score	8841.0	1379.7	3986.3	19077.3	1596.5	645964.5	257776.2	15478.1	626037.4	1631.4	204189.4	409174.3
				i							abi	abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Don't know	19	7	11	*	-	-	-	10	*	7	-	-	-	-	-	-	-
	1%	1%	2%	*%	-%	-%	-%	1%	*%	1%	-%	-%	-%	-%	-%	-%	-%
							abc			abce							
NET: Send 'Any Letters / Large letters'	1712	936	545	232	1616	1267	1712	1141	668	469	492	1002	47	80	39	35	17
	86%	83%	88%	90%	100%	100%	100%	89%	98%	94%	100%	100%	100%	100%	100%	100%	100%
			a	a	def	def	def		df	d							
Mean Score	8841.0	52.8	3794.5	59336.3	3661.0	13733.6	10328.0	12553.0	22793.7	33077.2	12.5	28.7	80.7	156.8	353.6	1918.6	1012085
				ab					a	a		a	ab	abc	abcd	abcde	abcdef

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mean Score	8841.0	295.7	108.0	17400	847.1	2665.9	5659.7	380967	90.3	191.3	43329	551.8	4987.4	8325.6	1592742
				a	b		bd				a	a			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Don't know	19	10	-	-	*	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Send 'Any Letters / Large letters'	1712	860	113	61	40	30	14	22	874	327	333	113	54
	86%	88%	89%	98%	94%	92%	94%	100%	100%	100%	100%	100%	100%
Mean Score	8841.0	50.0	104.1	2132	1600.9	74644.7	41209.3	576278	13494.5	11558.3	2099.0	3085.4	14680.9
				ab		ab		abcde					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: Send 'Any Letters / Large letters'	1712	941	299	248	82	30	674	237	213	84	44
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean Score	8841.0	1806.8	8631.7	1270.6	4107.1	23099.1	20828.4	6635.3	3896.8	3125.9	15708.8
						a					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1-24	492 25%	94 14%	12 6%	35 16%	14 12%	4 8%	97 13%	6 9%	56 12%	460 26%	33 12%	407 27%	9 8%
25-49	1002 50%	b 475 72%	b 127 62%	b 113 52%	d 47 38%	e 20 40%	a 385 53%	b 41 62%	c 363 77%	a 894 51%	b 108 41%	a 939 62%	b 52 47%
50-99	47 2%	8 1%	2 1%	15 7%	8 6%	3 7%	23 3%	5 7%	7 2%	34 2%	13 5%	30 2%	14 13%
100-249	80 4%	13 2%	20 10%	13 6%	12 10%	3 6%	46 6%	8 12%	8 2%	69 4%	11 4%	64 4%	12 10%
250-499	39 2%	5 1%	5 3%	8 4%	11 9%	7 15%	34 5%	2 2%	1 *	36 2%	4 1%	34 2%	5 5%
500-4,999	35 2%	5 1%	2 1%	7 3%	11 9%	4 9%	23 3%	* 1%	5 1%	20 1%	14 5%	23 2%	11 10%
5,000-49,999	10 *%	* *%	* *%	5 2%	3 2%	2 3%	6 1%	2 3%	2 *%	4 *%	6 2%	4 *%	6 5%
50,000-499,999	4 *%	- -%	* *%	- -%	4 3%	* *%	4 1%	* *%	- -%	4 *%	* *%	4 *%	* *%
500,000- 4,999,999	2 *%	* *%	- -%	1 *%	* *%	- -%	* *%	1 1%	* *%	* *%	1 *%	* *%	1 1%
5m+	2 *%	- -%	2 1%	- -%	- -%	- -%	2 *%	* *%	- -%	2 *%	* *%	* *%	* *%

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None - we never send this type of post	277 14%	59 9%	32 16%	22 10%	13 11%	6 12%	102 14%	2 2%	29 6%	205 12%	72 27%	- -%	- -%
Don't know	19 1%	5 1%	6 3%	- -%	* *%	- -%	7 1%	- -%	3 1%	15 1%	4 2%	- -%	- -%
NET: Send 'Any Letters / Large letters'	1712 86%	599 91%	170 83%	196 90%	110 89%	44 88%	619 85%	65 98%	442 94%	1522 88%	190 72%	1505 100%	110 100%
Mean Score	8841.0	120.5	59266.7 a	12373.4	8790.7 a	1106.1	18174.7	41307.3 a	233.9 a	7734.9	16132.9	1094.6	38648.5 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1-24	492	68	8	119	40	406	10	66	10	120	39
	25%	6%	6%	13%	10%	27%	9%	6%	6%	13%	10%
						b					
25-49	1002	904	85	594	204	933	59	908	82	595	204
	50%	80%	61%	66%	53%	62%	54%	81%	55%	66%	53%
		b		b				b		b	
50-99	47	28	8	14	22	30	13	26	11	16	20
	2%	3%	6%	2%	6%	2%	12%	2%	7%	2%	5%
					a		a		a		a
100-249	80	55	20	33	28	64	12	55	21	32	29
	4%	5%	14%	4%	7%	4%	11%	5%	14%	4%	8%
			a				a		a		a
250-499	39	36	2	31	7	37	2	33	5	31	7
	2%	3%	2%	3%	2%	2%	2%	3%	4%	3%	2%
500-4,999	35	22	11	16	15	26	9	20	13	15	16
	2%	2%	8%	2%	4%	2%	8%	2%	9%	2%	4%
			a				a		a		a
5,000-49,999	10	6	4	3	7	6	3	4	6	3	7
	*%	1%	3%	*%	2%	*%	3%	*%	4%	*%	2%
							a		a		
50,000-499,999	4	4	*	2	2	4	*	4	*	2	2
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%
500,000- 4,999,999	2	*	1	*	1	*	1	*	1	*	1
	*%	*%	1%	*%	*%	*%	1%	*%	1%	*%	*%
							a				
5m+	2	2	*	2	*	*	*	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
None - we never send this type of post	277	-	-	76	57	-	-	-	-	75	57
	14%	-%	-%	8%	15%	-%	-%	-%	-%	8%	15%
					a						a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Don't know	19	-	-	6	4	-	-	-	-	6	4
	1%	-%	-%	1%	1%	-%	-%	-%	-%	1%	1%
NET: Send 'Any Letters / Large letters'	1712	1126	140	815	326	1507	109	1117	150	816	325
	86%	100%	100%	91%	85%	100%	100%	100%	100%	91%	85%
				b						b	
Mean Score	8841.0	11706.8	29995.4	14105.8	8926.2	1144.7	38441.0	11727.4	28698.1	14185.9	8732.1
							a				

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1-24	492	98	344	16	1	38	60	10	-	115	85	18	-
	25%	14%	27%	8%	47%	6%	7%	6%	-%	13%	13%	9%	-%
			ac										
25-49	1002	492	790	137	2	488	713	107	2	530	434	118	4
	50%	68%	61%	66%	53%	75%	79%	62%	56%	60%	64%	59%	100%
		b				c	c						
50-99	47	25	32	11	-	22	23	12	-	27	18	11	-
	2%	4%	3%	5%	-%	3%	3%	7%	-%	3%	3%	5%	-%
				b									
100-249	80	43	59	19	-	48	49	16	-	52	29	12	-
	4%	6%	5%	9%	-%	7%	5%	10%	-%	6%	4%	6%	-%
				b									
250-499	39	28	32	11	-	26	24	11	2	32	17	7	-
	2%	4%	2%	5%	-%	4%	3%	6%	44%	4%	2%	4%	-%
500-4,999	35	21	26	11	-	19	22	9	-	22	18	9	-
	2%	3%	2%	5%	-%	3%	2%	5%	-%	2%	3%	5%	-%
5,000-49,999	10	7	6	4	-	7	3	6	-	9	4	1	-
	*%	1%	*%	2%	-%	1%	*%	4%	-%	1%	1%	*%	-%
						b							
50,000-499,999	4	4	2	*	-	4	2	-	-	4	*	*	-
	*%	1%	*%	*%	-%	1%	*%	-%	-%	*%	*%	*%	-%
500,000- 4,999,999	2	2	1	*	-	1	1	1	-	1	*	-	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	-%	-%
5m+	2	-	*	*	-	2	*	*	-	2	*	-	-
	*%	-%	*%	*%	-%	*%	*%	*%	-%	*%	*%	-%	-%
None - we never send this type of post	277	-	-	-	-	-	-	-	-	87	73	22	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	10%	11%	11%	-%
Don't know	19	-	-	-	-	-	-	-	-	8	2	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
NET: Send 'Any Letters / Large letters'	1712	720	1292	209	3	655	898	172	4	793	605	176	4
	86%	100%	100%	100%	100%	100%	100%	100%	100%	90%	89%	88%	100%
Mean Score	8841.0	6915.1	1876.3	8561.3	19.1	22680.8	2121.4	22092.0	123.7	17999.7	1279.3	177.0	25.0
								b					

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: Send 'Any Letters / Large letters'	1712	1459	1062	771	1157	969	14	538	409	388	110	85	442	399
	86%	100%	100%	89%	100%	100%	100%	91%	94%	90%	94%	95%	100%	100%
		c	c											
Mean Score	8841.0	1018.1	12090.6	15013.3	11381.2	623.9	2432.2	20779.9	1332.3	2702.7	722.7	136.1	571.0	358.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1-24	492	26	12	3	3	435	229	445	246	262	131	416	43	-	388	23
	25%	17%	17%	4%	8%	26%	20%	25%	20%	23%	17%	25%	19%	-%	26%	18%
						bd		bd				a				
25-49	1002	87	31	43	20	888	623	921	645	565	451	873	116	*	747	74
	50%	57%	45%	65%	50%	52%	55%	52%	53%	49%	57%	52%	51%	35%	51%	59%
						e										
50-99	47	4	7	3	-	34	32	39	33	28	24	28	2	-	29	2
	2%	3%	10%	5%	-%	2%	3%	2%	3%	2%	3%	2%	1%	-%	2%	1%
100-249	80	12	8	3	13	60	50	70	50	53	55	53	14	-	57	2
	4%	8%	12%	4%	31%	4%	4%	4%	4%	5%	7%	3%	6%	-%	4%	2%
					ac						b					
250-499	39	9	2	3	1	37	24	38	27	23	27	30	13	-	32	3
	2%	6%	3%	4%	1%	2%	2%	2%	2%	2%	3%	2%	6%	-%	2%	2%
													b			
500-4,999	35	10	1	3	1	23	16	27	20	18	19	19	6	-	24	3
	2%	7%	2%	4%	2%	1%	1%	2%	2%	2%	2%	1%	3%	-%	2%	3%
5,000-49,999	10	1	*	2	1	4	5	7	6	7	8	6	3	-	4	3
	*%	1%	*%	4%	1%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	2%
															a	
50,000-499,999	4	2	*	-	2	2	*	2	2	*	2	2	-	-	2	2
	*%	1%	*%	-%	4%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%
															a	
500,000- 4,999,999	2	*	*	*	-	1	1	1	1	1	1	1	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
5m+	2	-	2	-	-	2	*	2	-	*	2	*	*	-	2	-
	*%	-%	3%	-%	-%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%
None - we never send this type of post	277	3	5	7	1	214	156	223	189	197	66	233	26	*	180	13
	14%	2%	8%	10%	1%	13%	14%	13%	15%	17%	8%	14%	12%	65%	12%	10%
				a						ac		a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Don't know	19	3	-	-	-	11	-	11	1	4	3	11	3	-	8	*
	1%	2%	-%	-%	-%	1%	-%	1%	*%	*%	*%	1%	1%	-%	1%	*%
						b		b								
NET: Send 'Any Letters / Large letters'	1712	150	64	59	40	1485	979	1551	1029	958	719	1428	198	*	1284	112
	86%	98%	92%	90%	99%	87%	86%	87%	84%	83%	92%	86%	87%	35%	87%	90%
		c				e		e			b					
Mean Score	8841.0	4559.8	171928	2566.2	13299.2	8269.0	2281.4	8172.1	2033.0	3826.3	18802.2	1236.1	6669.5	8.8	9279.7	1645.1
			a								b					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1-24	492	119	357	64	4	22	54	20	368	99	50	49	381
	25%	17%	31%	12%	10%	9%	13%	10%	28%	25%	19%	16%	28%
			a						a	a			ab
25-49	1002	408	551	278	28	122	228	90	684	218	132	173	675
	50%	59%	48%	53%	70%	50%	57%	46%	52%	55%	50%	57%	50%
		b											
50-99	47	14	22	24	1	14	13	8	35	3	4	13	28
	2%	2%	2%	5%	2%	6%	3%	4%	3%	1%	2%	4%	2%
100-249	80	43	27	41	*	24	20	19	40	19	11	29	38
	4%	6%	2%	8%	*%	10%	5%	10%	3%	5%	4%	10%	3%
		b						b				c	
250-499	39	22	15	12	2	10	7	18	17	4	11	8	20
	2%	3%	1%	2%	5%	4%	2%	9%	1%	1%	4%	3%	1%
		b						bc			c		
500-4,999	35	22	11	11	*	14	5	8	18	8	9	6	18
	2%	3%	1%	2%	*%	6%	1%	4%	1%	2%	3%	2%	1%
		b				b		b					
5,000-49,999	10	5	2	7	1	7	*	3	6	1	1	5	3
	*%	1%	*%	1%	2%	3%	*%	1%	*%	*%	1%	2%	*%
						b						c	
50,000-499,999	4	4	*	2	-	*	2	-	4	-	*	4	-
	*%	1%	*%	*%	-%	*%	*%	-%	*%	-%	*%	1%	-%
												c	
500,000- 4,999,999	2	*	*	1	-	1	*	*	2	-	*	*	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
5m+	2	2	-	*	-	*	-	2	*	*	-	*	2
	*%	*%	-%	*%	-%	*%	-%	1%	*%	*%	-%	*%	*%
								b					
None - we never send this type of post	277	49	168	82	3	28	70	28	146	40	47	16	165
	14%	7%	15%	16%	8%	12%	18%	14%	11%	10%	18%	5%	12%
			a								b		b

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Don't know	19	3	12	7	1	1	7	3	12	4	-	4	15
	1%	*%	1%	1%	3%	1%	2%	1%	1%	1%	-%	1%	1%
NET: Send 'Any Letters / Large letters'	1712	639	984	439	35	214	329	168	1174	354	219	287	1167
	86%	92%	85%	84%	89%	88%	82%	86%	88%	89%	82%	94%	87%
Mean Score	8841.0	b										ac	
		19681.6	217.9	8641.7	574.4	14324.4	3472.6	60729.4	4085.6	858.5	4610.8	5708.9	10770.0
		b						bc					

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1-24	492 25%	217 23%	275 26%
25-49	1002 50%	419 45%	582 54%
50-99	47 2%	22 2%	25 2%
100-249	80 4%	45 5%	35 3%
250-499	39 2%	16 2%	23 2%
500-4,999	35 2%	16 2%	19 2%
5,000-49,999	10 *%	3 *%	7 1%
50,000-499,999	4 *%	* *%	4 *%
500,000- 4,999,999	2 *%	1 *%	* *%
5m+	2 *%	2 *%	* *%
None - we never send this type of post	277 14%	184 20%	94 9%
Don't know	19 1%	7 1%	12 1%
NET: Send 'Any Letters / Large letters'	1712 86%	742 80%	970 91%
Mean Score	8841.0	17727.2	1116.2

Columns Tested:: a,b

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1-24	492	-	12	91	124	8	37	6	57	42	21	68	26
	25%	-%	18%	25%	35%	24%	20%	11%	28%	17%	32%	22%	21%
				bcfgikl				g		gi			
25-49	1002	-	42	187	113	11	101	28	112	132	29	189	58
	50%	-%	61%	52%	32%	31%	56%	53%	55%	54%	43%	61%	47%
			de	d			d	d	d	d		dej	d
50-99	47	-	1	7	9	3	2	1	4	8	3	8	1
	2%	-%	2%	2%	3%	8%	1%	1%	2%	3%	5%	3%	1%
100-249	80	-	3	12	11	2	14	3	12	3	1	14	5
	4%	-%	5%	3%	3%	6%	8%	5%	6%	1%	2%	4%	4%
							i						
250-499	39	-	2	8	6	1	*	3	2	7	2	8	*
	2%	-%	3%	2%	2%	1%	*%	5%	1%	3%	4%	3%	*%
500-4,999	35	-	3	1	6	*	1	1	2	12	1	8	1
	2%	-%	4%	*%	2%	*%	*%	1%	1%	5%	2%	3%	1%
			c							cfh		c	
5,000-49,999	10	-	*	1	1	*	3	*	*	3	*	1	-
	*%	-%	1%	*%	*%	1%	2%	1%	*%	1%	*%	*%	-%
50,000-499,999	4	-	-	-	-	-	4	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	2%	*%	-%	-%	*%	*%	-%
							cd						
500,000- 4,999,999	2	-	-	*	*	-	*	-	*	-	-	-	1
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	1%
5m+	2	-	-	-	*	-	-	-	-	-	*	-	2
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	2%
None - we never send this type of post	277	-	5	53	84	10	20	12	10	35	5	14	29
	14%	-%	7%	15%	24%	29%	11%	23%	5%	14%	8%	5%	23%
				hk	bcfnhjk	bhjk		hjk		hk			bfhjk
Don't know	19	-	-	-	3	-	*	2	4	1	3	3	4
	1%	-%	-%	-%	1%	-%	*%	3%	2%	*%	4%	1%	3%
										c		c	
NET: Send 'Any Letters / Large letters'	1712	-	63	306	269	25	162	41	190	208	58	296	95
	86%	-%	93%	85%	76%	71%	89%	77%	93%	86%	88%	95%	77%
			del	d			dl		cdegl	d	d	cdegil	

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mean Score	8841.0	-	222.8	3794.9	1323.2	222.1	4288.8	470.3	1551.6	418.4	7556.4	167.3	113883.2 cdhik

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 43 (continuation)

QV2A. Letters / Large letters - On average, how many of the following types of post does your organisation typically send per mailing?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1-24	492	128	143	105	116	271	221
	25%	26%	29%	21%	23%	27%	22%
25-49	1002	237	216	272	276	453	548
	50%	47%	43%	54%	55%	45%	55%
50-99	47	14	8	13	12	22	25
	2%	3%	2%	3%	2%	2%	2%
100-249	80	17	26	18	20	42	38
	4%	3%	5%	4%	4%	4%	4%
250-499	39	13	4	12	10	17	23
	2%	3%	1%	2%	2%	2%	2%
500-4,999	35	3	6	15	10	10	25
	2%	1%	1%	3%	2%	1%	3%
5,000-49,999	10	2	4	3	1	6	4
	*%	*%	1%	1%	*%	1%	*%
50,000-499,999	4	-	4	*	*	4	*
	*%	-%	1%	*%	*%	*%	*%
500,000- 4,999,999	2	*	*	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
5m+	2	-	*	-	2	*	2
	*%	-%	*%	-%	*%	*%	*%
None - we never send this type of post	277	86	86	57	48	172	105
	14%	17%	17%	11%	10%	17%	11%
Don't know	19	-	3	6	10	3	16
	1%	-%	1%	1%	2%	*%	2%
NET: Send 'Any Letters / Large letters'	1712	414	411	439	448	825	887
	86%	83%	82%	88%	90%	83%	89%
Mean Score	8841.0	2765.2	2512.2	886.2	29200.5	2638.7	15043.3

Columns Tested:: a,b,c,d - a,b

Table 46

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Letters	1860.1	22.1	2657.7	1571.2	489.3	41133.9	62369.2	7991.5
Large letters	6980.9	1941.9	9167.6	6295.8	23937.5	509.9	22609.9	21520.9
Packets and parcels	19878.6	26.1	28493.7	20349.3	9036.4	11095.4	20705.4	9890.6
Other postal items	12971.1	1.5	18599.2	13294.4	927.1	405.6	95154.9	6109.8
All types	41690.8	1991.6	58918.3	41510.7	34390.2	53144.7	200839	45512.9
			a				abe	

Columns Tested:: a,b - a,b,c,d,e

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Letters	1860.1	535.6	4223.7	213.7	104.4	12320.3	62369.2	1571.2	489.3	48717.9
Large letters	6980.9	9732.9	132.6	464.7	22216.8	20236.8	22609.9	6295.8	23937.5	8402.7
Packets and parcels	19878.6	25653.2	13563.2	685.0	455.9	23380.8	20705.4	20349.3	9036.4	14527.5
Other postal items	12971.1	18882.5	2786.5	5723.5	540.4	1404.1	95154.9	13294.4	927.1	34244.6
All types	41690.8	54804.3	20706.0	7087.0	23317.6	57342.0	200839.4	41510.7	34390.2	105892.8
							abcgh			b

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Letters	1860.1	423.6	6650.4	489.3	41133.9	62369.2	642.9	8636.9	5077.6	55.5	7557.2
Large letters	6980.9	7635.6	365.8	23937.5	509.9	22609.9	10767.6	1481.2	154.3	672.0	31377.7
Packets and parcels	19878.6	20117.7	21374.2	9036.4	11095.4	20705.4	32689.1	2605.4	1451.6	42669.0	14964.5
Other postal items	12971.1	15724.8	2536.9	927.1	405.6	95154.9	20833.5	9911.7	2570.5	231.5	436.2
All types	41690.8	43901.8	30927.3	34390.2	53144.7	200839.4	64933.1	22635.1	9254.1	43628.1	54335.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Letters	1860.1	5754.0	592.4	648.5	1793.6	2348.1	1296.8	137.6	9922.7
Large letters	6980.9	108.0	24686.9	1440.3	7477.5	3339.4	3126.9	4516.8	1622.3
Packets and parcels	19878.6	54885.4	25938.0	3104.9	21100.4	10919.0	20815.9	287.3	2491.8
		ce							
Other postal items	12971.1	28181.2	24737.8	557.2	13430.1	9605.1	413.0	33.8	56324.2
		ceg							ce
All types	41690.8	88928.6	75955.2	5750.9	43801.6	26211.6	25652.6	4975.5	70361.0
		ceg							c

Columns Tested:: a,b,c,d,e,f,g,h

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Letters	1860.1	48.1	1684.7	57118.6	14398.8	491.5	342.9	38.1	1615.3	977.7
Large letters	6980.9	115850.5	181.3	106.1	164.0	79.2	403.1	35.9	1574.8	2011.4
Packets and parcels	19878.6	115841.4	890.1	119.2	713.3	71390.6	20783.9	692.3	31862.2	954.8
Other postal items	12971.1	115834.8	647.2	107.6	523.4	543.5	30280.7	253.4	328.8	1292.0
All types	41690.8	347574.8	3403.2	57451.4	15799.6	72504.8	51810.6	1019.7	35381.2	5235.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Letters	1860.1	5119.6	342.9	941.1	2186.1	224.4	-	1966.2	565.8	1932.5	38.6
Large letters	6980.9	23613.0	403.1	1839.0	8310.4	311.2	-	7537.2	192.7	7257.2	26.3
Packets and parcels	19878.6	56438.0	20783.9	2601.0	23446.6	1978.6	-	21438	844.9	20662.6	145.1
Other postal items	12971.1	23944.2	30280.7	1159.4	15546.3	51.8	-	13789	2989.3	13440.2	1163.5
All types	41690.8	109114.7	51810.6	6540.5	49489.4	2566.0	-	44731	4592.7	43292.5	1373.6

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Letters	1860.1	119.7	3427.0	6111.6
Large letters	6980.9	9625.3	5438.5	585.7
Packets and parcels	19878.6	10001.9	2569.6	62986.8
Other postal items	12971.1	18896.9	2189.9	3753.6
All types	41690.8	38643.8	13625.0	73437.7

Columns Tested:: a,b,c

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Letters	1860.1	1336.3	3279.4	1090.4	172.7	24424.6	18271.2	15179.2	393096.1	1524.0	10968.2	21906.3
Large letters	6980.9	43.4	706.9	17986.9	1423.8	621539.9	239505.0	298.8	232941.3	107.5	193221.3	387268.0
Packets and parcels	19878.6	10567.7	3721.0	71272.4	2340.4	911495.3	120377.8	19108.7	164.3	9906.4	290083.1	532384.5
Other postal items	12971.1	6871.8	930.1	4331.0	11570.3	711440.0	1589.8	303.4	36.7	6297.9	193785.4	403578.7
All types	41690.8	18819.1	8637.4	94680.7	15507.2	2268899.9	379743.9	34890.2	626238.4	17835.7	688057.9	1345138
				abi							abi	abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Letters	1860.1	12.7	3745.2	5405.1	2302.6	2712.2	2173.0	2613.1	5177.0	6276.1	10.6	14.1	43.9	61.8	188.7	1060.8	210459
Large letters	6980.9	40.1	49.4	53931.2	1358.3	11021.4	8155.1	9939.9	17616.6	26801.1	1.9	14.6	36.8	95.0	165.0	857.8	801626
Packets and parcels	19878.6	157.9	29513	82891.3	17317.1	31377.2	23218.5	31082.0	53854.4	74234.8	35.5	685.9	40430	1475.1	825.4	489000.7	1148642
Other postal items	12971.1	10487.9	290.6	54248.7	1996.3	20477.1	15152.4	20280.1	38116.2	51503.6	22266	76.3	429.2	10164.8	48223.8	3054.3	696681
All types	41690.8	10698.6	33598	196476.3	22974.3	65587.9	48698.9	63915.1	114764.3	158815.7	22314	790.9	40940	11796.7	49402.8	493973.5	2857407

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Letters	1860.1	12.5	37.0	75.0	175.0	375.0	2750.0	333169	77.8	154.3	43254	376.8	4612.4	5575.6	98944.6
Large letters	6980.9	283.2	71.0	17325	672.1	2290.9	2909.7	47798.0	12.5	37.0	75.0	175.0	375.0	2750.0	1493798
Packets and parcels	19878.6	2409	131.6	359.3	53538.0	5157.5	1537184.8	64098.7	74.2	5125	352636.1	3561.3	3379.3	50434.8	2141428
Other postal items	12971.1	1702	130.6	2403	8780.9	5286.8	2264.2	24446.8	11049	1200	4992	16789.6	78946.9	7372.9	1291577
All types	41690.8	4407	370.2	20163	63166.0	13110.1	1545108.7	469513	11213	6517	400957.3	20902.7	87313.6	66133.3	5025747

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Letters	1860.1	31.4	41.1	1672	845.0	72888.5	37123.0	12703.8	19.1	6904.7	801.3	2009.6	12628.2
Large letters	6980.9	18.6	63.0	460.7	755.8	1756.2	4086.2	563575	13475.4	4653.6	1297.7	1075.9	2052.7
Packets and parcels	19878.6	12.5	37.0	75.0	175.0	375.0	2750.0	1787222	14178.6	56266.4	2186.6	71467.9	3051.0
Other postal items	12971.1	145.2	21.4	1912	1110.6	229.7	770743.2	650529	26127.8	983.6	2855.4	209.5	33805.6
All types	41690.8	207.7	162.5	4120	2886.4	75249.4	814702.5	3014030	53800.9	68808.2	7140.9	74762.8	51537.5
				ab		ab		abcde		c		c	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Letters	1860.1	169.5	7624.2	709.5	2653.3	20090.0	3348.5	62.9	1966.4	1856.3	13324.8
Large letters	6980.9	1637.3	1007.5	561.1	1453.9	3009.1	17479.9	6572.4	1930.4	1269.6	2384.0
Packets and parcels	19878.6	20687.2	2945.0	189.3	91039.5	2501.3	18428.7	77629.4	3343.0	95746.5	3252.3
Other postal items	12971.1	1274.7	792.1	145.4	17638.2	9729.8	34233.0	1452.7	4425.7	98.6	35669.5
All types	41690.8	23768.8	12368.8	1605.3	112784.9	35330.2	73490.2	85717.5	11665.4	98971.0	54630.6
					abc					ac	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Letters	1860.1	60.6	39.8	12221.8	4850.8	508.7	1238.2	35783.0	145.4	604.1	10139.9	657.5	24730.1
Large letters	6980.9	59.9	59226.9	151.6	3939.9	597.4	16936.5	5524.3	88.5	7130.8	5993.0	437.0	13918.4
Packets and parcels	19878.6	35.3	58674.2	84046.0	65541.0	14716.5	53637.5	3131.5	1231.0	22099.3	5239.9	18036.9	7503.9
Other postal items	12971.1	16736.6	62146.8	1525.0	432.5	35262.8	34983.0	7719.0	24.9	14781.0	1039.9	424.7	23421.1
All types	41690.8	16892.4	180087.6	97944.5	74764.2	51085.4	106795.2	52157.8	1489.8	44615.2	22412.7	19556.2	69573.5
			a	a			c	c					a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Letters	1860.1	948.3	16864.4	772.8	6911.6	698.9	24469.9	889.6	16306.7	866.8	6699.7
Large letters	6980.9	10758.5	13131.0	13333.1	2014.6	445.8	13971.1	10837.7	12391.5	13319.1	2032.4
Packets and parcels	19878.6	33895.4	11172.3	41935.0	5732.7	18030.3	7458.8	34189.3	10401.6	41887.8	5795.7
Other postal items	12971.1	22066.5	7724.3	15460.8	31536.5	1486.6	9040.1	12241.4	81908.2	25954.8	7000.7
All types	41690.8	67668.7	48892.1	71501.6	46195.4	20661.6	54940.0	58158.1	121007.9	82028.5	21528.4

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Letters	1860.1	4521.7	292.3	2445.3	12.5	1570.2	263.7	14685.0	39.9	3702.8	232.8	55.0	12.5
Large letters	6980.9	2393.4	1584.0	6116.0	6.6	21110.6	1857.6	7407.1	83.8	14296.9	1046.5	122.0	12.5
Packets and parcels	19878.6	16047.9	21390.5	12583.5	12.5	35550.5	23298.1	15586.4	169.9	26363.3	31484.0	12725.5	12.5
Other postal items	12971.1	3150.6	1054.5	235.2	6.0	37827.8	2038.7	5850.1	10.4	29020.1	18735.2	236.0	12.5
All types	41690.8	26113.7	24321.3	21380.0	37.6	96059.1	27458.2	43528.5	304.1	73383.1	51498.5	13138.5	50.0

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Letters	1860.1	597.5	520.6	882.3	752.3	310.5	1337.0	216.6	492.9	1739.7	603.4	56.6	339.8	189.3			
Large letters	6980.9	420.6	11570.1	14131.0	10628.9	313.3	1095.2	20563.4	839.5	963.0	119.3	79.5	231.3	168.6			
Packets and parcels	19878.6	18992.1	21297.7	26106.0	34114.8	8385.9	468.5	27482.9	23146	24918.8	5675.5	54.1	49513.9	148.4			
Other postal items	12971.1	1338.3	21964.5	29364.7	20175.0	2024.6	790740.1	38899.9	25543	31209.1	110.5	49.8	165.7	3615.3			
All types	41690.8	21348.5	55352.9	70484.0	65671.1	11034.4	793640.8	87162.7	50021	58830.6	6508.7	240.0	50250.7	4121.7			
			a	a	b		ab										

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Letters	1860.1	2035.7	496.0	2336.7	12017.7	349.1	494.4	370.3	737.0	2495.0	1332.6	221.3	1140.5	4.4	870.1	945.9
Large letters	6980.9	2524.0	171432	229.5	1281.5	7919.9	1787.1	7801.8	1296.1	1331.3	17469.6	1014.8	5529.0	4.4	8409.6	699.2
Packets and parcels	19878.6	159066	171888	10065.1	15419.3	21720.9	4092.1	21917.7	4662.6	6033.8	40993.4	6421.5	693.2	8.1	25261.5	19649.5
Other postal items	12971.1	1938.4	353855	1037.5	21681.0	13511.9	11124.9	13780.5	11295.2	2333.4	32715.8	7652.9	54714.0	8.1	16440.9	1225.9
All types	41690.8	165564	697671	13668.8	50399.5	43501.8	17498.5	43870.4	17990.8	12193	92511.4	15310.5	62076.6	25.0	50982.1	22520.6
			a								b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Letters	1860.1	1821.8	132.2	5010.9	547.7	11396.5	390.6	437.2	2490.8	830.7	146.5	2796.7	1905.8
Large letters	6980.9	17859.8	85.7	3630.8	26.7	2927.9	3082.0	60292.2	1594.8	27.8	4464.3	2912.2	8864.2
Packets and parcels	19878.6	56966.2	195.3	2864.4	35.7	6119.9	1968.4	113297.7	893.7	41122.5	84499.4	9447.8	10735.9
Other postal items	12971.1	36824.7	274.6	25794.0	21.1	10842.4	27676.0	61300.6	9397.4	3633.1	1955.1	3934.6	16993.5
All types	41690.8	113472.5	687.8	37300.1	631.1	31286.7	33116.9	235327.8	14376.7	45614.1	91065.3	19091.3	38499.4
		b						bc					

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Letters	1860.1	3020.4	851.5
Large letters	6980.9	14706.8	264.7
Packets and parcels	19878.6	37906.2	4207.1
		b	
Other postal items	12971.1	27579.1	272.2
		b	
All types	41690.8	83212.4	5595.5
		b	

Columns Tested: a,b

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Letters	1860.1	-	44.5	539.5	285.3	205.2	3412.8	204.4	170.0	343.9	5541.4	29.2	18550.1
Large letters	6980.9	-	178.4	3255.4	1037.9	16.9	876.0	265.9	1381.6	74.5	2015.0	138.1	95333.1
Packets and parcels	19878.6	-	55.0	61.7	45960.7	33.4	30831.1	1629.0	12246.2	5404.3	1196.9	6297.4	95950.4
Other postal items	12971.1	-	657.1	52.1	4045.0	36.0	638.4	719.1	55427.8	593.5	12367.5	821.2	95335.5
All types	41690.8	-	935.0	3908.8	51328.9	291.6	35758.3	2818.4	69225.6	6416.1	21120.8	7285.9	305169.1

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 46 (continuation)

QV2A. On average, how many of the following types of post does your organisation typically send per mailing?: Mean Score summary

Base: All sending postal items

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Letters	1860.1	396.6	1455.6	258.1	5330.1	926.1	2794.1
Large letters	6980.9	2368.6	1056.7	628.1	23870.4	1712.6	12249.2
Packets and parcels	19878.6	57.4	43929.7	7791.6	27735.9	21993.5	17763.7
Other postal items	12971.1	126.8	3114.7	22973.0	25669.9	1620.7	24321.4
All types	41690.8	2949.4	49556.6	31650.8	82606.3	26253.0	57128.5

Columns Tested: a,b,c,d - a,b

Table 52

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Less than once a week	941 58%	213 57%	728 59%	918 60%	22 32%	1 16%	1 12%	24 29%
				bcd	cd			cd
Once a week	299 19%	69 19%	230 18%	281 18%	16 23%	2 19%	1 23%	18 23%
More than once a week but not every day	248 15%	45 12%	203 16%	230 15%	15 22%	2 28%	1 22%	19 23%
					a	a	a	a
Once a day	82 5%	37 10%	46 4%	68 4%	11 16%	2 22%	1 31%	15 18%
		b			a	a	abe	a
Twice a day	10 1%	2 *%	9 1%	7 *%	3 4%	1 11%	* 2%	4 4%
					a	ad	a	a
More than twice a day	20 1%	1 *%	19 1%	18 1%	1 2%	* 4%	* 9%	2 2%
							abe	
Don't know	14 1%	4 1%	10 1%	13 1%	1 2%	* 1%	* 1%	1 1%
NET: Daily	113 7%	40 11%	73 6%	93 6%	15 22%	3 37%	2 41%	20 25%
		b			a	ab	abe	a
NET: Weekly	660 41%	154 41%	506 41%	603 39%	46 67%	7 84%	4 87%	57 70%
					a	abe	abe	a

Columns Tested: a,b - a,b,c,d,e

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
Less than once a week	941 58%	615 65%	249 53%	54 44%	16 34%	7 24%	1 12%	918 60%	22 32%	2 15%
		bcdefhi	defhi	efhi	fi	f		cdefhi	fi	
Once a week	299 19%	156 17%	100 21%	25 20%	11 24%	6 21%	1 23%	281 18%	16 23%	3 20%
More than once a week but not every day	248 15%	115 12%	85 18%	30 24%	10 21%	8 25%	1 22%	230 15%	15 22%	3 26%
		a	a	ag	a	ag	ag		ag	ag
Once a day	82 5%	29 3%	30 6%	8 7%	7 16%	6 19%	1 31%	68 4%	11 16%	3 25%
		a	a	abg	abcg	abcg	abcdgh		abcg	abcg
Twice a day	10 1%	3 *%	1 *%	2 2%	2 4%	2 5%	* 2%	7 *%	3 4%	1 8%
				abg	abg	g		abg	abg	abg
More than twice a day	20 1%	12 1%	3 1%	3 3%	* *%	1 4%	* 9%	18 1%	1 2%	1 5%
						bg	abdgh			abdgh
Don't know	14 1%	12 1%	- -%	1 1%	1 1%	1 2%	* 1%	13 1%	1 2%	* 1%
						b			b	
NET: Daily	113 7%	45 5%	34 7%	14 11%	9 20%	9 29%	2 41%	93 6%	15 22%	5 38%
				ag	abg	abcg	abcdgh		abcg	abcdgh
NET: Weekly	660 41%	316 34%	219 47%	68 56%	30 65%	23 75%	4 87%	603 39%	46 67%	11 85%
			ag	ag	abg	abcg	abcdgh	a	abg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Less than once a week	941 58%	784 64%	134 44%	22 32%	1 16%	1 12%	604 65%	114 47%	14 27%	18 44%	15 35%
		bcde	cde	de			bcde	c			
Once a week	299 19%	219 18%	62 21%	16 23%	2 19%	1 23%	158 17%	50 21%	9 18%	11 28%	11 26%
More than once a week but not every day	248 15%	161 13%	69 23%	15 22%	2 28%	1 22%	120 13%	57 24%	17 33%	4 9%	8 19%
		a	a	a	a	a	a	a	ad		
Once a day	82 5%	41 3%	27 9%	11 16%	2 22%	1 31%	27 3%	8 3%	6 11%	4 10%	7 18%
			a	ab	ab	abc			a		ab
Twice a day	10 1%	3 *%	3 1%	3 4%	1 11%	* 2%	5 1%	1 *%	2 3%	1 3%	1 1%
				a	abe	a					
More than twice a day	20 1%	12 1%	6 2%	1 2%	* 4%	* 9%	9 1%	6 2%	3 6%	* *%	* 1%
						abc			a		
Don't know	14 1%	12 1%	1 *%	1 2%	* 1%	* 1%	5 1%	5 2%	1 1%	3 6%	- -%
									a		
NET: Daily	113 7%	56 5%	36 12%	15 22%	3 37%	2 41%	42 4%	15 6%	10 20%	5 13%	8 20%
			a	ab	abc	abc			ab	a	ab
NET: Weekly	660 41%	436 35%	167 55%	46 67%	7 84%	4 87%	320 34%	122 51%	36 72%	21 50%	27 65%
			a	ab	abc	abc		a	ab		a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
Less than once a week	941 58%	80 57%	69 59%	171 61%	49 63%	73 54%	142 62%	119 60%	71 55%	70 60%
Once a week	299 19%	34 24%	14 11%	52 18%	11 14%	26 19%	38 16%	37 19%	28 22%	21 18%
More than once a week but not every day	248 15%	21 15%	24 20%	36 13%	9 11%	25 18%	40 17%	28 14%	17 13%	16 14%
Once a day	82 5%	4 3%	7 6%	11 4%	4 5%	8 6%	6 2%	11 6%	9 7%	9 7%
Twice a day	10 1%	1 1%	2 1%	1 1%	* *%	2 2%	3 1%	* *%	- -%	- -%
More than twice a day	20 1%	1 1%	3 2%	9 3%	2 2%	- -%	2 1%	2 1%	* *%	- -%
Don't know	14 1%	- -%	- -%	2 1%	3 4%	3 2%	- -%	1 1%	4 3%	- -%
NET: Daily	113 7%	6 5%	11 10%	21 7%	6 7%	11 8%	10 4%	13 7%	9 7%	9 7%
NET: Weekly	660 41%	61 43%	49 41%	109 38%	26 33%	61 45%	88 38%	78 39%	55 42%	46 40%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Less than once a week	941 58%	192 58%	221 57%	432 61%	845 59%	97 52%	50 54%	31 52%	16 47%
Once a week	299 19%	58 18%	75 19%	127 18%	260 18%	39 21%	21 22%	11 19%	7 20%
More than once a week but not every day	248 15%	50 15%	62 16%	103 15%	215 15%	33 18%	16 17%	13 21%	5 16%
Once a day	82 5%	21 6%	21 5%	27 4%	68 5%	14 7%	6 6%	4 7%	4 13%
Twice a day	10 1%	2 1%	3 1%	4 1%	9 1%	1 1%	* *0%	* 1%	* 1%
More than twice a day	20 1%	2 1%	4 1%	13 2%	18 1%	2 1%	* *0%	1 1%	1 2%
Don't know	14 1%	6 2%	4 1%	4 1%	13 1%	1 *0%	* *0%	* *0%	* *0%
NET: Daily	113 7%	25 7%	27 7%	44 6%	96 7%	17 9%	6 7%	5 8%	5 16%
NET: Weekly	660 41%	133 40%	165 42%	274 39%	571 40%	89 48%	43 46%	29 48%	18 52%

Columns Tested: a,b,c,d,e,f,g,h

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Less than once a week	941 58%	58 68% e	47 53%	17 51%	64 53%	98 48%	166 56%	32 60%	28 53%	494 62% e
Once a week	299 19%	13 15%	17 19%	4 13%	21 18%	37 18%	48 16%	12 23%	10 19%	155 20%
More than once a week but not every day	248 15%	10 12%	23 26%	7 21%	30 25%	44 22%	56 19%	4 7%	3 5%	99 13%
Once a day	82 5%	4 4%	1 1%	3 11%	4 4%	10 5%	19 6%	4 8%	9 17%	32 4%
Twice a day	10 1%	* *%	- -%	* 1%	* *%	* *%	3 1%	* 1%	2 3%	5 1%
More than twice a day	20 1%	* *%	* *%	1 3%	1 1%	6 3%	6 2%	* 1%	1 2%	5 1%
Don't know	14 1%	- -%	- -%	- -%	- -%	7 3%	1 *%	1 1%	- -%	5 1%
NET: Daily	113 7%	4 5%	1 1%	5 15%	6 5%	16 8%	27 9%	5 9%	12 22%	42 5%
NET: Weekly	660 41%	27 32%	42 47%	16 49%	57 47%	97 48%	131 44%	21 39%	25 47%	296 37%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Less than once a week	941 58%	219 54%	166 56%	556 61%	766 57%	176 63%	- -%	874 59%	67 50%	898 58%	43 79%
Once a week	299 19%	71 17%	48 16%	181 20%	257 19%	42 15%	- -%	267 18%	32 24%	294 19%	5 9%
More than once a week but not every day	248 15%	84 21%	56 19%	108 12%	211 16%	38 14%	- -%	231 16%	18 13%	244 16%	4 7%
Once a day	82 5%	18 4%	19 6%	46 5%	71 5%	11 4%	- -%	72 5%	10 8%	82 5%	1 1%
Twice a day	10 1%	1 *%	3 1%	7 1%	7 1%	3 1%	- -%	7 *%	3 2%	8 1%	2 4%
More than twice a day	20 1%	8 2%	6 2%	6 1%	12 1%	8 3%	- -%	18 1%	2 2%	20 1%	* *%
Don't know	14 1%	7 2%	1 *%	6 1%	14 1%	* *%	- -%	13 1%	1 1%	14 1%	- -%
NET: Daily	113 7%	27 7%	27 9%	59 6%	91 7%	22 8%	- -%	97 7%	16 12%	110 7%	3 5%
NET: Weekly	660 41%	182 45%	131 44%	348 38%	558 42%	102 37%	- -%	595 40%	66 49%	649 42%	11 21%
										b	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Less than once a week	941 58%	695 65%	102 39%	133 49%
		bc		
Once a week	299 19%	201 19%	58 22%	40 15%
More than once a week but not every day	248 15%	126 12%	70 27%	51 19%
			a	a
Once a day	82 5%	35 3%	15 6%	33 12%
				a
Twice a day	10 1%	4 *%	3 1%	4 1%
More than twice a day	20 1%	3 *%	3 1%	14 5%
				a
Don't know	14 1%	4 *%	10 4%	- -%
			ac	
NET: Daily	113 7%	42 4%	21 8%	50 18%
			a	ab
NET: Weekly	660 41%	368 35%	149 57%	141 51%
			a	a

Columns Tested: a,b,c

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Less than once a week	941 58%	876 62%	41 28%	7 25%	4 56%	10 61%	4 90%	- -%	- -%	917 59%	25 43%	18 59%
		bcj								bc		bc
Once a week	299 19%	272 19%	16 11%	5 20%	1 13%	4 22%	* 2%	1 39%	- -%	288 19%	11 19%	5 18%
		b										
More than once a week but not every day	248 15%	199 14%	41 28%	6 23%	1 13%	- -%	* *%	* 19%	* 99%	240 15%	8 14%	2 6%
		ai										
Once a day	82 5%	44 3%	27 18%	8 31%	1 13%	2 15%	* *%	* 8%	- -%	70 5%	12 21%	4 12%
		ai		ai							ai	
Twice a day	10 1%	7 *%	2 2%	* 1%	* 4%	* *%	* *%	1 34%	- -%	9 1%	1 2%	1 4%
More than twice a day	20 1%	4 *%	15 11%	* 1%	- -%	* 1%	* 7%	- -%	* 1%	19 1%	1 1%	1 2%
		ai								a		
Don't know	14 1%	10 1%	4 3%	- -%	- -%	* *%	- -%	- -%	- -%	14 1%	* *%	* *%
NET: Daily	113 7%	54 4%	45 31%	9 32%	1 17%	3 17%	* 8%	1 43%	* 1%	99 6%	14 24%	5 17%
		ai		ai						a	ai	a
NET: Weekly	660 41%	526 37%	102 69%	20 75%	3 44%	6 39%	* 10%	2 100%	* 100%	627 40%	33 57%	12 41%
		aik		aik						a		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Less than once a week	941	695	181	66	941	630	941	583	356	207	302	580	13	24	4	12	5
	58%	76%	36%	32%	58%	54%	58%	54%	55%	45%	73%	58%	31%	32%	9%	36%	36%
		bc			f	f	f	f	f		bcdefg	cdef		e		e	
Once a week	299	135	137	27	299	225	299	198	114	95	64	204	5	18	5	2	2
	19%	15%	27%	13%	19%	19%	19%	18%	17%	21%	15%	21%	11%	24%	13%	5%	14%
			ac														
More than once a week but not every day	248	64	135	49	248	203	248	195	124	96	39	153	22	19	9	6	1
	15%	7%	27%	24%	15%	17%	15%	18%	19%	21%	9%	15%	50%	25%	24%	18%	4%
			a	a					ac			a	abdfg	a	a		
Once a day	82	9	34	39	82	72	82	63	33	34	7	39	3	7	17	5	4
	5%	1%	7%	19%	5%	6%	5%	6%	5%	8%	2%	4%	8%	10%	43%	14%	24%
			a	ab										a	abcdf	ab	ab
Twice a day	10	2	5	4	10	9	10	8	4	4	2	3	*	*	3	1	1
	1%	*%	1%	2%	1%	1%	1%	1%	1%	1%	*%	*%	*%	1%	7%	3%	8%
															ab		ab
More than twice a day	20	*	4	16	20	19	20	19	15	12	1	3	*	6	2	7	2
	1%	*%	1%	8%	1%	2%	1%	2%	2%	3%	*%	*%	1%	8%	4%	19%	14%
				ab										ab	ab	abc	ab
Don't know	14	5	5	4	14	13	14	11	8	8	1	10	-	1	-	2	*
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*%	1%	-%	1%	-%	6%	*%
																a	
NET: Daily	113	11	43	59	113	100	113	89	51	50	10	45	4	13	21	12	7
	7%	1%	9%	29%	7%	9%	7%	8%	8%	11%	2%	5%	9%	18%	54%	35%	46%
			a	ab						ac				ab	abcd	abc	abc
NET: Weekly	660	210	316	134	660	528	660	482	289	242	113	402	30	51	36	20	10
	41%	23%	63%	66%	41%	45%	41%	45%	44%	53%	27%	40%	69%	67%	91%	58%	63%
			a	a						abcde		a	ab	ab	abdf	a	a

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Less than once a week	941	878	22	23	7	2	4	5	540	54	15	7	7	6	1
	58%	64%	25%	34%	21%	11%	27%	44%	59%	44%	31%	17%	34%	53%	9%
		bcd	d						bcd	d					
Once a week	299	251	28	13	3	1	1	2	181	25	6	9	4	*	*
	19%	18%	30%	19%	9%	7%	7%	16%	20%	20%	12%	21%	21%	2%	7%
		ad													
More than once a week but not every day	248	189	29	16	4	9	1	*	146	23	20	11	1	2	*
	15%	14%	32%	24%	11%	49%	9%	4%	16%	19%	42%	24%	4%	20%	2%
		a				ad					abe				
Once a day	82	39	11	11	15	2	3	2	37	8	6	12	3	2	4
	5%	3%	12%	16%	42%	14%	18%	18%	4%	6%	13%	28%	16%	15%	50%
		a	a	abc	a	a						ab			
Twice a day	10	5	*	1	*	3	1	-	5	1	*	*	1	1	*
	1%	*%	*%	1%	1%	16%	6%	-%	1%	1%	1%	*%	5%	9%	5%
						abc	a								
More than twice a day	20	7	*	3	3	*	5	2	3	7	*	4	2	*	2
	1%	*%	*%	5%	9%	2%	33%	18%	*%	6%	1%	10%	10%	*%	28%
				a	ab		abc			a		a	a		
Don't know	14	11	-	1	2	-	-	*	6	4	1	-	2	-	-
	1%	1%	-%	1%	6%	-%	-%	*%	1%	3%	1%	-%	10%	-%	-%
				a									a		
NET: Daily	113	51	12	14	19	6	8	4	45	17	7	17	6	3	6
	7%	4%	13%	21%	53%	32%	57%	35%	5%	14%	14%	38%	30%	24%	82%
			a	a	abc	a	ab			a	a	ab	a		
NET: Weekly	660	491	68	44	26	15	10	6	371	64	33	37	12	6	6
	41%	36%	75%	65%	73%	89%	73%	55%	40%	53%	68%	83%	56%	47%	91%
			a	a	a	a	a				a	ab			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
Less than once a week	941 58%	463 57%	56 54%	24 40%	8 22%	18 68%	4 31%	9 42%	836 100%	52 17%	35 12%	14 14%	4 9%
		cd	d			d			bcde				
Once a week	299 19%	152 19%	15 14%	12 20%	6 14%	2 8%	4 38%	7 34%	- -%	260 83%	30 10%	2 2%	6 13%
										acde	ad	a	ad
More than once a week but not every day	248 15%	151 19%	17 17%	13 22%	11 28%	1 3%	1 9%	* 1%	- -%	- -%	235 78%	6 6%	7 14%
											abde	ab	ab
Once a day	82 5%	32 4%	9 9%	4 7%	10 25%	5 18%	* *%	3 13%	- -%	- -%	- -%	80 78%	2 4%
					ac	a						abce	abc
Twice a day	10 1%	4 1%	1 1%	1 1%	* *%	1 3%	1 7%	* 2%	- -%	- -%	- -%	- -%	10 21%
													abcd
More than twice a day	20 1%	5 1%	3 3%	6 10%	* 1%	* 1%	2 15%	2 7%	- -%	- -%	- -%	- -%	20 40%
				a			a	a					abcd
Don't know	14 1%	4 1%	2 2%	1 1%	4 10%	- -%	* *%	- -%	4 *%	- -%	- -%	- -%	- -%
					a								
NET: Daily	113 7%	42 5%	13 13%	11 18%	10 27%	6 22%	2 22%	4 22%	- -%	- -%	- -%	80 78%	33 65%
			a	a	a	a	a	a				abc	abc
NET: Weekly	660 41%	345 42%	45 44%	36 59%	27 69%	9 32%	8 68%	12 58%	- -%	260 83%	265 88%	89 86%	46 91%
				a	abe					a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Less than once a week	941 58%	941 100%	- -%	- -%	- -%	- -%	523 82%	52 23%	35 19%	14 19%	4 11%
		bcde					bcde				
Once a week	299 19%	- -%	299 100%	- -%	- -%	- -%	72 11%	112 50%	30 17%	2 3%	6 15%
			acde					acde	d		
More than once a week but not every day	248 15%	- -%	- -%	248 100%	- -%	- -%	34 5%	47 21%	107 59%	6 8%	7 17%
				abde				ad	abde		a
Once a day	82 5%	- -%	- -%	- -%	82 100%	- -%	4 1%	10 5%	6 3%	49 67%	2 5%
					abce			a		abce	
Twice a day	10 1%	- -%	- -%	- -%	- -%	10 34%	2 *	- -%	1 1%	2 2%	4 10%
						abcd					abc
More than twice a day	20 1%	- -%	- -%	- -%	- -%	20 66%	* *	1 1%	1 *	* *	17 41%
						abcd					abcd
Don't know	14 1%	- -%	- -%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%
NET: Daily	113 7%	- -%	- -%	- -%	82 100%	30 100%	6 1%	12 5%	8 4%	51 69%	23 57%
					abc	abc		a	a	abc	abc
NET: Weekly	660 41%	- -%	299 100%	248 100%	82 100%	30 100%	112 18%	171 77%	145 81%	60 81%	36 89%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Less than once a week	941 58%	412 72%	55 33%	75 42%	22 22%	10 24%	296 52%	28 44%	254 59%	839 58%	102 58%	890 59%	52 47%
Once a week	299 19%	88 15%	66 40%	30 17%	8 8%	5 14%	84 15%	24 38%	88 20%	276 19%	23 13%	276 18%	23 21%
More than once a week but not every day	248 15%	63 11%	37 23%	66 38%	16 16%	8 22%	113 20%	10 15%	67 16%	217 15%	31 18%	230 15%	19 17%
Once a day	82 5%	7 1%	5 3%	4 2%	41 41%	6 15%	47 8%	* 1%	15 4%	74 5%	8 5%	76 5%	7 6%
Twice a day	10 1%	3 1%	* *%	* *%	2 2%	1 4%	5 1%	1 1%	2 *%	10 1%	1 *%	10 1%	1 1%
More than twice a day	20 1%	* *%	1 1%	1 1%	8 8%	8 21%	13 2%	* *%	5 1%	11 1%	9 5%	13 1%	7 6%
Don't know	14 1%	1 *%	- -%	- -%	4 4%	- -%	7 1%	1 1%	1 *%	11 1%	3 2%	11 1%	3 3%
NET: Daily	113 7%	10 2%	7 4%	6 3%	51 51%	16 40%	65 11%	2 2%	23 5%	95 7%	18 10%	99 7%	14 13%
NET: Weekly	660 41%	161 28%	110 67%	102 58%	75 75%	30 76%	261 46%	35 55%	178 41%	589 41%	72 40%	605 40%	55 50%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Less than once a week	941 58%	567 55%	63 48%	427 56%	156 51%	892 59%	50 46%	566 55%	64 47%	427 56%	156 51%
Once a week	299 19%	200 19%	25 19%	148 19%	50 16%	281 19%	18 16%	198 19%	27 20%	151 20%	47 15%
More than once a week but not every day	248 15%	179 17%	23 18%	132 17%	63 21%	226 15%	23 21%	176 17%	27 20%	131 17%	64 21%
Once a day	82 5%	68 7%	4 3%	42 6%	20 7%	78 5%	4 4%	65 6%	7 5%	42 5%	21 7%
Twice a day	10 1%	8 1%	1 1%	5 1%	3 1%	10 1%	1 1%	8 1%	1 1%	5 1%	3 1%
More than twice a day	20 1%	12 1%	7 5%	6 1%	12 4%	13 1%	7 6%	12 1%	7 5%	7 1%	12 4%
Don't know	14 1%	6 1%	7 5%	7 1%	3 1%	7 *	7 6%	9 1%	3 2%	4 *	7 2%
NET: Daily	113 7%	88 8%	12 9%	53 7%	36 12%	101 7%	12 11%	85 8%	15 11%	54 7%	35 11%
NET: Weekly	660 41%	468 45%	60 46%	333 43%	149 48%	608 40%	52 48%	458 44%	70 51%	336 44%	146 47%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Less than once a week	941 58%	370 51%	734 57%	88 42%	1 48%	307 50%	414 51%	69 44%	- -%	388 52%	297 52%	75 45%	2 41%
Once a week	299 19%	138 19%	249 19%	39 19%	* 5%	121 20%	161 20%	29 18%	2 56%	133 18%	107 19%	26 15%	- -%
More than once a week but not every day	248 15%	139 19%	209 16%	59 28%	- -%	115 19%	167 20%	40 26%	- -%	149 20%	112 20%	44 27%	2 59%
Once a day	82 5%	47 7%	69 5%	16 8%	1 47%	42 7%	52 6%	10 6%	2 44%	46 6%	34 6%	8 5%	- -%
Twice a day	10 1%	7 1%	9 1%	2 1%	- -%	6 1%	7 1%	2 1%	- -%	7 1%	5 1%	3 2%	- -%
More than twice a day	20 1%	13 2%	13 1%	5 2%	- -%	16 3%	9 1%	6 4%	- -%	16 2%	7 1%	4 3%	- -%
Don't know	14 1%	6 1%	9 1%	* *%	- -%	5 1%	10 1%	- -%	- -%	8 1%	7 1%	6 4%	- -%
NET: Daily	113 7%	67 9%	90 7%	23 11%	1 47%	64 11%	68 8%	18 11%	2 44%	69 9%	46 8%	15 9%	- -%
NET: Weekly	660 41%	344 48%	548 42%	121 58%	2 52%	301 49%	395 48%	87 56%	4 100%	351 47%	264 47%	85 51%	2 59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374
Less than once a week	941	851	502	369	621	536	2	253	194	171	47	33	218	229
	58%	58%	51%	51%	56%	59%	17%	51%	50%	47%	45%	41%	52%	61%
		bc			c	c								
Once a week	299	272	196	139	226	163	3	95	80	70	18	16	81	51
	19%	19%	20%	19%	20%	18%	27%	19%	21%	19%	17%	20%	19%	14%
More than once a week but not every day	248	225	179	139	179	142	4	101	76	74	24	23	77	61
	15%	15%	18%	19%	16%	16%	35%	20%	20%	20%	23%	29%	18%	16%
							ab							
Once a day	82	75	67	44	61	44	2	32	20	26	7	1	34	19
	5%	5%	7%	6%	5%	5%	14%	6%	5%	7%	6%	1%	8%	5%
Twice a day	10	10	8	6	8	4	1	5	5	5	2	2	2	1
	1%	1%	1%	1%	1%	*	6%	1%	1%	1%	2%	2%	1%	*
							ab							
More than twice a day	20	16	15	16	10	16	*	11	11	13	4	1	2	5
	1%	1%	2%	2%	1%	2%	*%	2%	3%	4%	4%	2%	1%	1%
Don't know	14	10	9	6	7	10	-	*	2	6	4	4	7	7
	1%	1%	1%	1%	1%	1%	-%	*%	*%	2%	4%	5%	2%	2%
											ab	ab		
NET: Daily	113	101	90	66	78	64	2	48	36	44	13	4	38	25
	7%	7%	9%	9%	7%	7%	21%	10%	9%	12%	12%	5%	9%	7%
							ab							
NET: Weekly	660	598	465	345	484	369	10	244	192	188	54	43	195	138
	41%	41%	48%	48%	44%	40%	83%	49%	50%	52%	51%	54%	46%	37%
			a	a			ab						b	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
Less than once a week	941	66	19	29	22	815	487	851	524	486	350	789	89	-	719	56
	58%	46%	35%	52%	60%	57%	53%	57%	54%	54%	51%	58%	49%	-%	59%	53%
Once a week	299	31	11	14	7	270	184	280	189	177	135	264	28	*	229	12
	19%	21%	20%	25%	20%	19%	20%	19%	19%	20%	20%	19%	15%	100%	19%	11%
More than once a week but not every day	248	28	16	10	4	229	169	237	167	146	132	205	44	-	174	28
	15%	19%	29%	18%	12%	16%	18%	16%	17%	16%	19%	15%	24%	-%	14%	26%
Once a day	82	18	2	*	1	74	62	78	61	64	38	75	14	-	67	7
	5%	13%	4%	1%	2%	5%	7%	5%	6%	7%	6%	6%	8%	-%	5%	7%
Twice a day	10	*	2	1	-	10	6	10	6	8	5	8	2	-	10	*
	1%	*%	4%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%
More than twice a day	20	*	*	2	2	18	15	18	16	13	16	12	3	-	13	1
	1%	*%	*%	3%	5%	1%	2%	1%	2%	1%	2%	1%	2%	-%	1%	1%
Don't know	14	*	4	-	-	7	4	7	6	10	6	7	2	-	5	2
	1%	*%	8%	-%	-%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	2%
NET: Daily	113	19	5	3	3	102	83	106	83	85	59	95	20	-	89	8
	7%	13%	9%	5%	7%	7%	9%	7%	9%	9%	9%	7%	11%	-%	7%	8%
NET: Weekly	660	77	31	27	14	601	436	623	439	408	327	563	92	*	492	48
	41%	54%	57%	48%	40%	42%	47%	42%	45%	45%	48%	41%	50%	100%	40%	45%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
Less than once a week	941 58%	325 54%	575 61%	226 54%	16 47%	86 42%	174 56%	63 40%	647 58%	221 67%	113 59%	141 51%	669 60%
Once a week	299 19%	117 20%	168 18%	64 16%	7 19%	37 18%	54 17%	23 15%	221 20%	52 16%	37 19%	47 17%	208 19%
More than once a week but not every day	248 15%	99 17%	134 14%	83 20%	9 27%	48 24%	59 19%	41 26%	173 16%	33 10%	24 12%	68 24%	148 13%
Once a day	82 5%	32 5%	46 5%	24 6%	2 5%	10 5%	18 6%	17 11%	49 4%	16 5%	16 8%	12 4%	53 5%
Twice a day	10 1%	4 1%	6 1%	3 1%	1 2%	3 1%	1 *%	3 2%	6 1%	1 *%	1 *%	1 *%	9 1%
More than twice a day	20 1%	13 2%	5 1%	9 2%	- -%	12 6%	1 *%	5 3%	9 1%	7 2%	1 1%	6 2%	12 1%
Don't know	14 1%	7 1%	4 *%	5 1%	- -%	6 3%	3 1%	5 3%	8 1%	* *%	1 1%	4 1%	6 1%
NET: Daily	113 7%	49 8%	57 6%	36 9%	3 8%	25 12%	20 7%	25 16%	64 6%	24 7%	18 9%	19 7%	75 7%
NET: Weekly	660 41%	265 44%	359 38%	184 44%	19 53%	111 55%	133 43%	90 57%	458 41%	109 33%	79 41%	134 48%	431 39%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
Less than once a week	941 58%	402 57%	539 59%
Once a week	299 19%	127 18%	172 19%
More than once a week but not every day	248 15%	108 15%	141 15%
Once a day	82 5%	42 6%	40 4%
Twice a day	10 1%	6 1%	5 1%
More than twice a day	20 1%	10 1%	10 1%
Don't know	14 1%	10 1%	4 *%
NET: Daily	113 7%	58 8%	55 6%
NET: Weekly	660 41%	292 41%	368 40%

Columns Tested:: a,b

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
Less than once a week	941	-	33	162	144	13	87	23	101	109	33	179	56
	58%	-%	56%	56%	59%	55%	57%	56%	55%	55%	60%	64%	62%
Once a week	299	-	7	54	42	2	30	11	45	35	10	47	16
	19%	-%	12%	19%	17%	7%	20%	26%	24%	18%	18%	17%	18%
More than once a week but not every day	248	-	10	41	37	7	22	4	29	36	7	43	14
	15%	-%	16%	14%	15%	30%	14%	9%	16%	18%	13%	15%	16%
Once a day	82	-	6	22	19	*	6	2	6	10	4	6	2
	5%	-%	10%	8%	8%	*%	4%	5%	3%	5%	8%	2%	2%
				k	k								
Twice a day	10	-	1	1	*	*	*	1	3	2	*	2	-
	1%	-%	2%	*%	*%	*%	*%	2%	2%	1%	1%	1%	-%
More than twice a day	20	-	*	2	1	2	5	*	*	7	*	1	1
	1%	-%	*%	1%	*%	8%	3%	1%	*%	3%	*%	1%	1%
						cdhjk			h				
Don't know	14	-	2	6	*	-	2	1	*	1	*	1	1
	1%	-%	3%	2%	*%	-%	1%	1%	*%	*%	*%	*%	1%
NET: Daily	113	-	7	25	20	2	11	3	9	18	5	10	3
	7%	-%	12%	9%	8%	8%	7%	8%	5%	9%	9%	3%	3%
NET: Weekly	660	-	24	120	99	11	63	17	82	90	22	99	33
	41%	-%	41%	42%	41%	45%	41%	43%	45%	45%	40%	35%	37%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 52 (continuation)

QV2B.1 Letters - On average, how often does your organisation send...

Base: All sending Letters

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
Less than once a week	941	214	227	233	268	440	501
	58%	56%	59%	55%	63%	57%	59%
Once a week	299	66	70	91	73	135	164
	19%	17%	18%	21%	17%	18%	19%
More than once a week but not every day	248	58	58	69	64	116	132
	15%	15%	15%	16%	15%	15%	16%
Once a day	82	31	22	18	12	53	29
	5%	8%	6%	4%	3%	7%	3%
Twice a day	10	2	1	5	2	3	8
	1%	1%	*%	1%	1%	*%	1%
More than twice a day	20	2	8	7	3	10	10
	1%	1%	2%	2%	1%	1%	1%
Don't know	14	8	2	1	2	11	3
	1%	2%	1%	*%	*%	1%	*%
NET: Daily	113	35	31	30	17	65	47
	7%	9%	8%	7%	4%	9%	6%
NET: Weekly	660	159	158	189	154	317	343
	41%	42%	41%	45%	36%	41%	41%

Columns Tested:: a,b,c,d - a,b

Table 54

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Less than once a week	674 53%	114 47%	560 55%	654 55%	18 32%	1 14%	1 13%	20 29%
				bcd	cd			cd
Once a week	237 19%	43 18%	195 19%	221 18%	14 24%	2 21%	1 16%	16 24%
More than once a week but not every day	213 17%	42 17%	172 17%	196 16%	13 23%	3 34%	1 35%	17 25%
						a	abe	a
Once a day	84 7%	33 14%	51 5%	73 6%	8 13%	1 18%	1 24%	10 14%
		b			a	a	abe	a
Twice a day	22 2%	2 1%	21 2%	19 2%	2 3%	1 9%	* 4%	3 4%
						a		a
More than twice a day	22 2%	4 2%	18 2%	20 2%	1 2%	* 1%	* 6%	2 2%
							a	
Don't know	15 1%	4 2%	10 1%	13 1%	1 2%	* 2%	* 1%	2 2%
NET: Daily	128 10%	38 16%	90 9%	113 9%	11 19%	2 29%	1 35%	15 21%
		b			a	a	abe	a
NET: Weekly	578 46%	122 51%	456 44%	530 44%	38 66%	7 84%	3 86%	48 69%
					a	abe	abe	a

Columns Tested: a,b - a,b,c,d,e

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Less than once a week	674 53%	410 55%	201 56%	43 46%	13 33%	6 24%	1 13%	654 55%	18 32%	2 14%
		defhi	defhi	efhi	fi			defhi	fi	
Once a week	237 19%	132 18%	68 19%	22 23%	10 25%	6 22%	1 16%	221 18%	14 24%	2 19%
More than once a week but not every day	213 17%	127 17%	52 14%	18 19%	9 21%	7 28%	1 35%	196 16%	13 23%	4 34%
						abg	abcdgh			abcdgh
Once a day	84 7%	42 6%	24 7%	7 8%	5 13%	4 16%	1 24%	73 6%	8 13%	2 20%
					ag	abg	abcdgh		abg	abcg
Twice a day	22 2%	12 2%	4 1%	3 3%	1 3%	1 5%	* 4%	19 2%	2 3%	1 8%
						g				abg
More than twice a day	22 2%	11 1%	9 3%	* *%	1 3%	* 1%	* 6%	20 2%	1 2%	* 3%
							acg			
Don't know	15 1%	11 2%	1 *%	1 1%	1 1%	1 4%	* 1%	13 1%	1 2%	* 2%
						b				
NET: Daily	128 10%	65 9%	38 10%	11 11%	8 19%	6 22%	1 35%	113 9%	11 19%	4 31%
					abg	abg	abcdgh		abg	abcgh
NET: Weekly	578 46%	323 43%	157 44%	50 53%	26 65%	19 72%	3 86%	530 44%	38 66%	10 84%
					abg	abcg	abcdegh		abg	abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Less than once a week	674 53%	551 57%	103 45%	18 32%	1 14%	1 13%	423 56%	110 55%	16 37%	17 44%	10 29%
		bcd	cde	de			ce	e			
Once a week	237 19%	175 18%	46 20%	14 24%	2 21%	1 16%	135 18%	36 18%	9 21%	7 19%	9 27%
More than once a week but not every day	213 17%	152 16%	44 19%	13 23%	3 34%	1 35%	124 17%	29 14%	10 22%	7 20%	8 24%
					ab	abc					
Once a day	84 7%	50 5%	23 10%	8 13%	1 18%	1 24%	35 5%	13 6%	5 12%	2 5%	6 18%
			a	a	a	abc					a
Twice a day	22 2%	12 1%	7 3%	2 3%	1 9%	* 4%	13 2%	6 3%	* 1%	1 3%	* 1%
					ab	a					
More than twice a day	22 2%	17 2%	3 1%	1 2%	* 1%	* 6%	12 2%	6 3%	3 6%	* 1%	* 1%
						ab					
Don't know	15 1%	12 1%	1 *	1 2%	* 2%	* 1%	8 1%	1 1%	1 1%	3 7%	- -
										ab	
NET: Daily	128 10%	80 8%	34 15%	11 19%	2 29%	1 35%	60 8%	25 12%	9 19%	4 10%	7 20%
			a	a	ab	abc			a		a
NET: Weekly	578 46%	406 42%	124 55%	38 66%	7 84%	3 86%	319 42%	89 45%	28 62%	18 49%	24 71%
			a	ab	abc	abc			a		ab

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Less than once a week	674 53%	65 56%	42 46%	134 60%	24 39%	52 48%	107 59%	82 55%	52 48%	47 55%
Once a week	237 19%	24 20%	17 18%	32 14%	12 19%	24 22%	29 16%	32 21%	23 22%	10 12%
More than once a week but not every day	213 17%	14 12%	18 20%	22 10%	12 20%	22 21%	33 19%	29 19%	19 18%	19 23%
Once a day	84 7%	10 8%	10 11%	13 6%	9 14%	3 2%	5 3%	5 3%	12 11%	7 9%
Twice a day	22 2%	1 1%	3 3%	10 5%	2 3%	- -%	4 2%	* *%	- -%	- -%
More than twice a day	22 2%	1 1%	2 2%	7 3%	- -%	4 4%	2 1%	1 1%	* *%	2 2%
Don't know	15 1%	1 1%	* *%	5 2%	3 5%	3 2%	- -%	1 1%	* *%	- -%
NET: Daily	128 10%	12 10%	15 16%	29 13%	11 17%	7 6%	11 6%	6 4%	12 12%	9 11%
NET: Weekly	578 46%	50 43%	50 54%	83 37%	35 56%	53 49%	74 41%	67 44%	55 51%	39 45%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Less than once a week	674 53%	123 48%	159 50%	323 59%	606 54%	68 48%	35 50%	23 48%	10 40%
Once a week	237 19%	46 18%	64 20%	93 17%	203 18%	34 24%	18 26%	12 25%	5 18%
More than once a week but not every day	213 17%	54 21%	52 16%	84 15%	190 17%	24 17%	9 14%	8 17%	6 23%
Once a day	84 7%	19 7%	32 10%	22 4%	73 6%	11 8%	5 7%	3 7%	2 9%
Twice a day	22 2%	2 1%	4 1%	14 3%	20 2%	2 2%	1 2%	* *%	1 4%
More than twice a day	22 2%	6 2%	4 1%	10 2%	20 2%	2 1%	* *%	1 1%	1 4%
Don't know	15 1%	6 2%	2 1%	6 1%	13 1%	2 1%	* 1%	1 2%	* 1%
NET: Daily	128 10%	27 10%	40 13%	47 8%	113 10%	15 11%	7 10%	4 8%	4 17%
NET: Weekly	578 46%	127 50%	155 49%	223 40%	505 45%	73 51%	34 49%	24 50%	15 59%

Columns Tested: a,b,c,d,e,f,g,h

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Less than once a week	674 53%	36 56%	27 36%	9 29%	36 34%	70 50%	118 44%	20 60%	26 52%	366 61%
Once a week	237 19%	11 17%	20 27%	11 35%	31 29%	31 22%	37 14%	9 26%	12 24%	104 17%
More than once a week but not every day	213 17%	13 21%	19 24%	7 22%	25 24%	19 14%	58 22%	2 5%	3 6%	90 15%
Once a day	84 7%	3 5%	6 7%	4 12%	9 9%	9 6%	33 12%	2 5%	7 14%	22 4%
Twice a day	22 2%	* 1%	2 3%	* *%	2 2%	6 4%	4 2%	1 2%	2 4%	6 1%
More than twice a day	22 2%	* *%	2 3%	* 1%	3 2%	* *%	16 6%	* 1%	* *%	3 *%
Don't know	15 1%	- -%	- -%	- -%	- -%	4 3%	1 *%	1 2%	* *%	8 1%
NET: Daily	128 10%	3 5%	10 13%	4 13%	14 13%	15 11%	53 20%	2 7%	9 18%	31 5%
NET: Weekly	578 46%	28 44%	49 64%	21 71%	71 66%	65 47%	149 55%	13 38%	24 48%	224 37%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Less than once a week	674 53%	143 46%	118 44%	413 60% ab	551 52%	122 59%	- -%	625 54%	49 48%	660 53%	14 63%
Once a week	237 19%	73 24% b	37 14%	127 18%	208 20%	29 14%	- -%	212 18%	25 25%	236 19%	1 6%
More than once a week but not every day	213 17%	58 19%	58 22% c	97 14%	181 17%	32 15%	- -%	199 17%	14 14%	210 17%	3 12%
Once a day	84 7%	21 7%	33 12% c	30 4%	70 7%	13 6%	- -%	77 7%	7 7%	80 6%	3 15%
Twice a day	22 2%	9 3%	4 2%	9 1%	16 2%	6 3%	- -%	17 1%	5 5% a	21 2%	1 4%
More than twice a day	22 2%	3 1%	16 6% ac	3 *% *	19 2%	3 1%	- -%	22 2%	* *% *	22 2%	* *% *
Don't know	15 1%	4 1%	1 *% ac	9 1%	14 1%	1 *% -	- -%	14 1%	1 1%	15 1%	- -%
NET: Daily	128 10%	33 10%	53 20% ac	42 6%	105 10%	23 11%	- -%	115 10%	13 12%	123 10%	4 19%
NET: Weekly	578 46%	164 53% c	149 55% c	266 39%	495 47%	84 41%	- -%	527 45%	52 51%	570 46%	8 37%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Less than once a week	674 53%	504 68%	79 36%	83 28%
		bc		
Once a week	237 19%	131 18%	50 23%	55 19%
More than once a week but not every day	213 17%	71 10%	60 27%	78 27%
			a	a
Once a day	84 7%	21 3%	17 8%	45 16%
			a	a
Twice a day	22 2%	5 1%	5 3%	11 4%
				a
More than twice a day	22 2%	3 *%	1 *%	18 6%
				ab
Don't know	15 1%	7 1%	6 3%	1 *%
NET: Daily	128 10%	29 4%	24 11%	75 26%
			a	ab
NET: Weekly	578 46%	231 31%	134 61%	208 71%
			a	a

Columns Tested: a,b,c

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Less than once a week	674 53%	644 61%	18 13%	3 11%	3 43%	4 20%	* 2%	1 35%	- -%	663 55%	11 18%	8 24%
		bcijk								bcjk		
Once a week	237 19%	206 19%	19 13%	7 23%	1 15%	3 15%	2 44%	- -%	- -%	225 19%	13 20%	6 18%
More than once a week but not every day	213 17%	144 14%	53 36%	4 12%	2 26%	10 52%	* 1%	* 22%	* 89%	197 16%	16 26%	12 38%
		ai								ai		ai
Once a day	84 7%	33 3%	33 23%	12 42%	1 11%	2 11%	2 46%	1 35%	- -%	65 5%	18 29%	6 17%
			ai	ai						a	ai	ai
Twice a day	22 2%	10 1%	11 7%	1 2%	* 5%	* 1%	* 1%	- -%	* 11%	21 2%	1 2%	1 2%
			ai									
More than twice a day	22 2%	7 1%	11 8%	3 11%	- -%	* 1%	* 6%	- -%	- -%	18 2%	4 6%	* 1%
			ai	ai							a	
Don't know	15 1%	14 1%	* *%	- -%	- -%	- -%	- -%	* 7%	- -%	15 1%	* *%	* *%
NET: Daily	128 10%	50 5%	55 38%	16 54%	1 16%	2 13%	2 53%	1 35%	* 11%	105 9%	23 36%	7 20%
			ai	aik						a	ai	a
NET: Weekly	578 46%	400 38%	126 87%	27 89%	4 57%	15 80%	5 98%	1 58%	* 100%	527 44%	52 82%	25 76%
			ai	ai						a	ai	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Less than once a week	674 53%	467 80%	177 37%	30 14%	639 55%	674 53%	674 53%	521 51%	336 51%	155 41%	27 35%	604 61%	8 23%	19 25%	5 14%	7 22%	4 21%
Once a week	237 19%	72 12%	134 28%	32 15%	223 19%	237 19%	237 19%	194 19%	145 22%	101 26%	15 19%	190 19%	11 31%	14 19%	1 3%	5 14%	1 4%
More than once a week but not every day	213 17%	27 5%	117 25%	69 33%	180 15%	213 17%	213 17%	181 18%	100 15%	70 18%	22 28%	135 14%	11 29%	23 30%	13 34%	7 21%	3 20%
Once a day	84 7%	9 2%	23 5%	51 24%	74 6%	84 7%	84 7%	76 7%	35 5%	26 7%	10 13%	39 4%	3 8%	9 12%	14 38%	5 14%	4 22%
Twice a day	22 2%	3 1%	7 2%	12 6%	22 2%	22 2%	22 2%	20 2%	19 3%	15 4%	- -%	7 1%	* 1%	5 7%	* 1%	5 14%	5 31%
More than twice a day	22 2%	- -%	7 1%	15 7%	19 2%	22 2%	22 2%	22 2%	16 2%	12 3%	2 3%	5 *%	3 8%	4 6%	4 10%	3 9%	* 3%
Don't know	15 1%	6 1%	8 2%	* *%	13 1%	15 1%	15 1%	10 1%	7 1%	4 1%	1 2%	11 1%	- -%	1 1%	- -%	2 7%	- -%
NET: Daily	128 10%	13 2%	38 8%	78 37%	115 10%	128 10%	128 10%	118 12%	69 11%	53 14%	12 16%	50 5%	6 18%	19 25%	19 49%	12 37%	10 56%
NET: Weekly	578 46%	112 19%	289 61%	178 86%	518 44%	578 46%	578 46%	493 48%	314 48%	223 59%	48 63%	375 38%	28 77%	56 74%	33 86%	24 72%	14 79%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Less than once a week	674	576	36	15	6	4	*	2	619	29	10	4	8	3	2
	53%	60%	46%	26%	21%	22%	1%	15%	62%	22%	18%	7%	38%	22%	21%
		cdef	df						bcd				d		
Once a week	237	179	23	15	2	1	3	*	178	40	13	4	*	2	1
	19%	19%	29%	27%	6%	3%	22%	*%	18%	30%	24%	7%	1%	15%	8%
			d						ade						
More than once a week but not every day	213	130	14	18	3	10	2	3	131	43	17	13	6	2	1
	17%	14%	18%	32%	11%	59%	12%	26%	13%	33%	33%	28%	27%	12%	7%
			a			abd			a	a	a	a	a		
Once a day	84	45	5	4	13	2	2	2	42	9	8	17	3	2	3
	7%	5%	6%	7%	42%	14%	19%	20%	4%	7%	15%	35%	13%	15%	37%
					abc						a	ab			
Twice a day	22	10	1	2	*	*	5	4	6	7	*	3	*	3	2
	2%	1%	1%	4%	1%	*%	42%	37%	1%	5%	1%	7%	1%	27%	22%
							abcde			a		a			
More than twice a day	22	12	*	2	4	*	*	*	4	3	4	8	2	1	*
	2%	1%	*%	3%	12%	1%	2%	2%	*%	2%	7%	16%	10%	9%	4%
					ab						a	ab	a		
Don't know	15	11	-	1	2	-	*	-	12	*	1	-	2	-	-
	1%	1%	-%	1%	7%	-%	1%	-%	1%	*%	1%	-%	10%	-%	-%
				a									ab		
NET: Daily	128	67	5	8	17	3	8	6	52	19	12	28	5	6	6
	10%	7%	7%	14%	55%	16%	63%	59%	5%	14%	23%	58%	25%	51%	64%
				abce			abc			a	a	abc	a		
NET: Weekly	578	376	42	42	22	13	12	9	362	102	42	45	11	10	7
	46%	39%	54%	73%	73%	78%	98%	85%	36%	78%	81%	93%	52%	78%	79%
			a	a	a	a	ab		a	a	a	ae			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
Less than once a week	674	450	37	10	7	7	5	5	561	72	34	4	2
	53%	59%	37%	16%	18%	26%	38%	22%	100%	29%	12%	4%	4%
		bcdeg	c						bcde	cde			
Once a week	237	127	30	16	10	3	*	7	-	178	47	10	1
	19%	17%	30%	27%	26%	9%	3%	33%	-%	70%	16%	10%	2%
		a								acde	ae	a	
More than once a week but not every day	213	126	14	14	10	11	5	1	-	-	205	6	2
	17%	17%	14%	23%	25%	38%	34%	5%	-%	-%	71%	6%	4%
					ab						abde	ab	a
Once a day	84	40	10	8	9	5	*	4	-	-	-	82	2
	7%	5%	9%	13%	25%	19%	*%	18%	-%	-%	-%	80%	3%
					a	a						abce	a
Twice a day	22	6	1	7	*	*	2	3	-	-	-	-	22
	2%	1%	1%	12%	*%	*%	18%	15%	-%	-%	-%	-%	44%
				ab				ab					abcd
More than twice a day	22	4	7	4	2	2	1	1	-	-	-	-	22
	2%	1%	7%	7%	6%	8%	5%	7%	-%	-%	-%	-%	43%
				a	a	a		a					abcd
Don't know	15	7	2	1	-	-	*	*	1	3	1	*	-
	1%	1%	2%	1%	-%	-%	*%	1%	*%	1%	*%	*%	-%
NET: Daily	128	50	18	19	12	7	3	9	-	-	-	82	46
	10%	7%	17%	32%	31%	27%	24%	39%	-%	-%	-%	80%	90%
				a	a	a		a				abc	abc
NET: Weekly	578	303	62	49	31	21	8	17	-	178	253	98	49
	46%	40%	61%	82%	82%	74%	61%	78%	-%	70%	88%	96%	96%
				a	ab	a		a		a	ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Less than once a week	674	523	72	34	4	2	674	-	-	-	-
	53%	83%	32%	17%	6%	7%	100%	-%	-%	-%	-%
		bcde	cde				bcde				
Once a week	237	52	112	47	10	1	-	237	-	-	-
	19%	8%	50%	23%	14%	4%	-%	100%	-%	-%	-%
			acde	a				acde			
More than once a week but not every day	213	35	30	107	6	2	-	-	213	-	-
	17%	6%	13%	53%	8%	7%	-%	-%	100%	-%	-%
			a	abde					abde		
Once a day	84	14	2	6	49	2	-	-	-	84	-
	7%	2%	1%	3%	68%	6%	-%	-%	-%	100%	-%
					abce					abce	
Twice a day	22	3	6	1	*	12	-	-	-	-	22
	2%	1%	3%	*%	*%	43%	-%	-%	-%	-%	50%
						abcd					abcd
More than twice a day	22	1	*	6	2	9	-	-	-	-	22
	2%	*%	*%	3%	3%	33%	-%	-%	-%	-%	50%
				a		abcd					abcd
Don't know	15	1	3	1	*	-	-	-	-	-	-
	1%	*%	1%	1%	*%	-%	-%	-%	-%	-%	-%
NET: Daily	128	19	9	13	51	23	-	-	-	84	44
	10%	3%	4%	6%	71%	82%	-%	-%	-%	100%	100%
					abc	abc				abc	abc
NET: Weekly	578	106	150	168	68	26	-	237	213	84	44
	46%	17%	67%	83%	94%	93%	-%	100%	100%	100%	100%
			a	ab	abc	ab		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Less than once a week	674 53%	430 82%	38 24%	24 14%	16 16%	6 13%	214 38%	25 42%	276 71%	595 54%	79 49%	604 56%	36 38%
		bcde							ab			b	
Once a week	237 19%	57 11%	87 55%	30 17%	14 13%	3 7%	107 19%	18 30%	65 17%	213 19%	24 15%	205 19%	18 19%
			acde										
More than once a week but not every day	213 17%	27 5%	32 20%	107 61%	11 10%	4 10%	141 25%	10 17%	27 7%	187 17%	26 16%	164 15%	17 18%
			a	abde			c	c					
Once a day	84 7%	6 1%	1 1%	7 4%	53 50%	7 16%	61 11%	* 1%	14 4%	74 7%	9 6%	69 6%	5 5%
					abce	abc	bc						
Twice a day	22 2%	1 *%	* *%	5 3%	8 8%	5 12%	11 2%	3 6%	5 1%	11 1%	12 7%	10 1%	12 13%
				a	ab	ab					a		a
More than twice a day	22 2%	* *%	- -%	* *%	3 3%	17 41%	21 4%	1 1%	* *%	16 1%	6 4%	16 1%	2 3%
					a	abcd	c						
Don't know	15 1%	1 *%	- -%	1 1%	- -%	- -%	4 1%	2 3%	2 *%	10 1%	4 3%	10 1%	3 4%
NET: Daily	128 10%	7 1%	1 1%	13 8%	64 61%	29 70%	93 17%	5 8%	20 5%	101 9%	27 17%	95 9%	20 21%
				ab	abc	abc	c				a		a
NET: Weekly	578 46%	91 17%	120 76%	150 85%	89 84%	37 87%	341 61%	32 55%	112 29%	501 45%	78 48%	463 43%	54 58%
			a	a	a	a	c	c					a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Less than once a week	674 53%	614 55%	59 42%	390 53%	131 45%	598 55%	42 46%	618 55%	56 37%	388 53%	133 46%
Once a week	237 19%	208 19%	29 21%	126 17%	68 23%	206 19%	17 19%	203 18%	34 23%	129 18%	65 22%
More than once a week but not every day	213 17%	186 16%	27 19%	135 19%	45 15%	167 15%	13 15%	181 16%	32 22%	139 19%	42 14%
Once a day	84 7%	75 7%	8 6%	53 7%	23 8%	70 6%	4 4%	75 7%	8 6%	52 7%	24 8%
Twice a day	22 2%	12 1%	10 7%	8 1%	13 4%	13 1%	9 10%	9 1%	13 9%	8 1%	13 4%
More than twice a day	22 2%	19 2%	3 2%	11 2%	10 3%	16 1%	3 3%	19 2%	3 2%	11 2%	10 4%
Don't know	15 1%	11 1%	4 3%	6 1%	4 2%	10 1%	3 4%	11 1%	3 2%	5 1%	5 2%
NET: Daily	128 10%	107 9%	21 15%	72 10%	45 15%	99 9%	16 17%	104 9%	24 16%	71 10%	47 16%
NET: Weekly	578 46%	501 44%	78 55%	334 46%	158 54%	472 44%	46 51%	488 44%	91 61%	339 46%	154 53%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Less than once a week	674 53%	282 46%	522 57%	68 35%	1 90%	295 45%	489 54%	48 28%	- -%	329 46%	282 52%	53 32%	2 41%
Once a week	237 19%	145 24%	158 17%	46 24%	* 10%	154 24%	150 17%	41 24%	2 43%	153 22%	87 16%	39 24%	- -%
More than once a week but not every day	213 17%	115 19%	143 15%	47 25%	- -%	121 18%	158 18%	42 24%	- -%	129 18%	104 19%	37 22%	2 59%
Once a day	84 7%	41 7%	64 7%	20 10%	- -%	51 8%	64 7%	25 14%	- -%	56 8%	52 9%	22 14%	- -%
Twice a day	22 2%	15 2%	12 1%	4 2%	- -%	16 2%	10 1%	7 4%	1 13%	18 3%	7 1%	4 3%	- -%
More than twice a day	22 2%	13 2%	15 2%	8 4%	- -%	14 2%	16 2%	9 5%	2 44%	20 3%	10 2%	7 5%	- -%
Don't know	15 1%	5 1%	9 1%	- -%	- -%	4 1%	12 1%	- -%	- -%	6 1%	4 1%	2 1%	- -%
NET: Daily	128 10%	69 11%	91 10%	31 16%	- -%	81 12%	89 10%	41 24%	2 57%	94 13%	68 13%	34 21%	- -%
NET: Weekly	578 46%	328 53%	392 43%	124 65%	* 10%	356 54%	397 44%	124 72%	4 100%	376 53%	259 48%	110 67%	2 59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
Less than once a week	674	582	563	339	464	409	3	253	179	141	36	27	160	169
	53%	56%	53%	50%	54%	55%	24%	52%	49%	42%	33%	33%	52%	56%
		c			c	c		cde	d					
Once a week	237	196	198	117	183	117	2	74	61	71	20	12	60	44
	19%	19%	19%	17%	21%	16%	19%	15%	17%	21%	18%	14%	20%	15%
					b									
More than once a week but not every day	213	153	186	139	125	138	5	97	78	66	25	28	48	61
	17%	15%	18%	20%	14%	19%	39%	20%	21%	19%	23%	33%	15%	20%
				a			ab					ac		
Once a day	84	64	71	59	62	43	2	46	27	35	21	11	27	10
	7%	6%	7%	9%	7%	6%	17%	9%	7%	10%	19%	14%	9%	3%
											ab		b	
Twice a day	22	13	15	12	16	11	*	9	9	12	4	4	8	4
	2%	1%	1%	2%	2%	1%	1%	2%	3%	3%	3%	4%	3%	1%
More than twice a day	22	14	18	15	8	15	*	9	9	13	3	1	2	8
	2%	1%	2%	2%	1%	2%	*%	2%	3%	4%	3%	2%	1%	3%
Don't know	15	10	10	3	7	9	-	1	2	2	-	-	3	6
	1%	1%	1%	*%	1%	1%	-%	*%	1%	1%	-%	-%	1%	2%
NET: Daily	128	91	104	86	85	69	2	65	46	60	28	16	37	22
	10%	9%	10%	13%	10%	9%	18%	13%	13%	18%	26%	20%	12%	7%
											ab			
NET: Weekly	578	440	488	342	393	324	10	236	186	196	72	55	146	127
	46%	43%	46%	50%	45%	44%	76%	48%	51%	58%	67%	67%	47%	42%
				a			ab			a	ab	a		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Less than once a week	674	35	20	25	17	599	382	622	408	366	284	585	66	-	519	39
	53%	27%	34%	47%	42%	56%	49%	55%	50%	51%	47%	56%	40%	-%	55%	43%
						b						ac				
Once a week	237	39	16	6	2	199	160	215	162	152	128	189	34	*	172	15
	19%	30%	28%	12%	5%	19%	20%	19%	20%	21%	21%	18%	21%	100%	18%	17%
More than once a week but not every day	213	35	15	10	14	162	139	173	145	114	110	157	34	-	149	26
	17%	27%	25%	19%	35%	15%	18%	15%	18%	16%	18%	15%	21%	-%	16%	29%
															a	
Once a day	84	17	6	3	3	63	64	71	61	59	45	68	21	-	62	5
	7%	14%	11%	6%	7%	6%	8%	6%	8%	8%	7%	7%	13%	-%	7%	6%
													b			
Twice a day	22	*	1	3	2	14	15	18	16	11	20	10	7	-	10	3
	2%	*%	1%	5%	4%	1%	2%	2%	2%	2%	3%	1%	4%	-%	1%	3%
											b		b			
More than twice a day	22	2	*	6	3	20	16	22	17	14	15	19	2	-	19	*
	2%	2%	1%	10%	7%	2%	2%	2%	2%	2%	2%	2%	1%	-%	2%	*%
				a												
Don't know	15	1	1	*	-	12	6	12	3	6	4	12	2	-	5	2
	1%	*%	1%	*%	-%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	2%
NET: Daily	128	20	7	12	7	97	95	111	95	84	80	97	30	-	92	8
	10%	15%	12%	22%	18%	9%	12%	10%	12%	12%	13%	9%	18%	-%	10%	9%
													b			
NET: Weekly	578	93	38	28	23	458	393	499	401	350	318	444	98	*	413	49
	46%	72%	65%	53%	58%	43%	50%	44%	49%	48%	52%	43%	59%	100%	44%	55%
							ac		a		b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Less than once a week	674 53%	242 44%	398 61%	184 48%	12 39%	76 39%	140 49%	45 29%	471 57%	149 56%	87 47%	85 34%	483 60%
Once a week	237 19%	114 21%	111 17%	73 19%	8 24%	38 20%	56 20%	31 21%	157 19%	49 18%	31 17%	67 27%	135 17%
More than once a week but not every day	213 17%	114 21%	88 14%	78 20%	9 29%	43 22%	56 20%	46 30%	121 15%	43 16%	39 21%	52 21%	120 15%
Once a day	84 7%	44 8%	36 6%	27 7%	1 3%	7 4%	26 9%	15 10%	52 6%	16 6%	22 12%	22 9%	40 5%
Twice a day	22 2%	14 3%	4 1%	10 3%	- -%	13 7%	4 1%	2 1%	12 1%	8 3%	1 1%	8 3%	13 2%
More than twice a day	22 2%	12 2%	7 1%	12 3%	2 6%	14 7%	1 *%	13 9%	7 1%	1 1%	5 3%	11 4%	6 1%
Don't know	15 1%	5 1%	7 1%	3 1%	- -%	4 2%	3 1%	1 1%	13 2%	* *%	1 1%	* *%	9 1%
NET: Daily	128 10%	70 13%	47 7%	49 13%	3 8%	35 18%	30 11%	30 20%	72 9%	26 10%	28 15%	41 17%	58 7%
NET: Weekly	578 46%	298 55%	246 38%	200 52%	20 61%	116 59%	143 50%	107 70%	350 42%	118 44%	98 53%	160 65%	314 39%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Less than once a week	674 53%	277 52%	397 54%
Once a week	237 19%	122 23%	115 16%
		b	
More than once a week but not every day	213 17%	77 14%	137 19%
Once a day	84 7%	34 6%	50 7%
Twice a day	22 2%	9 2%	14 2%
More than twice a day	22 2%	8 1%	14 2%
Don't know	15 1%	8 2%	6 1%
NET: Daily	128 10%	51 9%	77 11%
NET: Weekly	578 46%	249 47%	329 45%

Columns Tested:: a,b

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Less than once a week	674	-	24	127	69	6	62	22	68	78	18	155	45
	53%	-%	46%	56%	43%	39%	50%	60%	50%	46%	46%	65%	65%
												dhij	d
Once a week	237	-	10	49	35	3	18	7	25	32	9	38	11
	19%	-%	19%	22%	22%	18%	14%	21%	19%	19%	23%	16%	16%
More than once a week but not every day	213	-	12	28	36	5	26	4	31	33	8	25	8
	17%	-%	22%	12%	23%	27%	20%	11%	23%	19%	20%	10%	11%
					ck				k				
Once a day	84	-	4	13	17	*	4	1	8	16	3	15	1
	7%	-%	7%	6%	11%	2%	3%	4%	6%	9%	8%	6%	2%
Twice a day	22	-	1	1	1	2	7	1	*	6	1	*	3
	2%	-%	2%	1%	*%	12%	6%	2%	*%	3%	2%	*%	4%
					cdhk		cdhk						
More than twice a day	22	-	*	5	*	*	3	*	2	4	*	6	*
	2%	-%	*%	2%	*%	2%	2%	1%	2%	2%	*%	3%	*%
Don't know	15	-	2	3	*	-	5	1	1	*	-	1	2
	1%	-%	4%	1%	*%	-%	4%	1%	1%	*%	-%	*%	2%
NET: Daily	128	-	5	20	18	3	14	2	11	26	4	22	4
	10%	-%	9%	9%	12%	16%	11%	6%	8%	15%	10%	9%	6%
NET: Weekly	578	-	26	96	90	10	58	14	67	90	21	84	23
	46%	-%	50%	43%	56%	61%	46%	38%	49%	53%	54%	35%	33%
					ckl				k	kl	kl		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 54 (continuation)

QV2B.1 Large letters - On average, how often does your organisation send...

Base: All sending Large letters

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Less than once a week	674 53%	161 53%	127 46%	168 49%	218 63% bc	288 50%	385 56%
Once a week	237 19%	61 20%	54 19%	65 19%	58 17%	115 20%	122 18%
More than once a week but not every day	213 17%	48 16%	58 21% d	68 20% d	40 12%	105 18%	108 16%
Once a day	84 7%	20 7%	19 7%	25 7%	19 6%	39 7%	45 6%
Twice a day	22 2%	2 1%	10 3%	7 2%	4 1%	12 2%	10 1%
More than twice a day	22 2%	5 2%	4 1%	7 2%	7 2%	9 2%	13 2%
Don't know	15 1%	5 2%	6 2%	2 *%	3 1%	10 2%	4 1%
NET: Daily	128 10%	27 9%	32 12%	38 11%	30 8%	60 10%	68 10%
NET: Weekly	578 46%	136 45%	144 52% d	171 50% d	128 37%	280 48%	298 43%

Columns Tested: a,b,c,d - a,b

Table 56

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Less than once a week	661 52%	128 50%	533 52%	640 53%	19 35%	1 18%	1 15%	21 32%
				bcd	cd			d
Once a week	205 16%	33 13%	172 17%	193 16%	9 17%	1 19%	1 15%	11 17%
More than once a week but not every day	219 17%	44 17%	174 17%	201 17%	15 27%	2 25%	1 28%	18 27%
					a		a	a
Once a day	123 10%	38 15%	85 8%	113 9%	7 13%	2 22%	1 26%	10 15%
		b				a	abe	a
Twice a day	21 2%	6 2%	15 1%	19 2%	1 2%	* 3%	* 4%	1 2%
More than twice a day	29 2%	5 2%	23 2%	26 2%	1 2%	1 11%	* 10%	3 4%
						abe	abe	
Don't know	22 2%	4 2%	18 2%	20 2%	2 4%	* 1%	* 2%	2 3%
NET: Daily	173 13%	50 19%	123 12%	159 13%	9 17%	3 36%	2 41%	14 21%
		b				abe	abe	a
NET: Weekly	596 47%	127 49%	469 46%	553 46%	33 61%	6 81%	3 83%	43 65%
					a	abe	abe	a

Columns Tested: a,b - a,b,c,d,e

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Less than once a week	661 52%	380 51% efhi	220 57% defhi	39 47% efi	15 40% efi	6 23%	1 15%	640 53% defhi	19 35% fi	2 17%
Once a week	205 16%	119 16%	63 16%	12 14%	6 15%	5 20%	1 15%	193 16%	9 17%	2 18%
More than once a week but not every day	219 17%	130 18%	58 15%	14 16%	9 24%	8 31%	1 28%	201 17%	15 27%	3 26%
Once a day	123 10%	69 9%	32 8%	13 15%	6 16%	3 12%	1 26%	113 9%	7 13%	3 24%
Twice a day	21 2%	15 2%	3 1%	1 1%	1 2%	1 3%	* 4%	19 2%	1 2%	* 3%
More than twice a day	29 2%	13 2%	12 3%	2 2%	* 1%	2 7%	* 10%	26 2%	1 2%	1 11%
Don't know	22 2%	14 2%	1 *% b	4 5% b	1 3% b	1 4% b	* 2%	20 2%	2 4% b	* 1%
NET: Daily	173 13%	97 13%	47 12%	15 18%	7 18%	5 22% bg	2 41% abcdegh	159 13%	9 17%	4 38% abcdegh
NET: Weekly	596 47%	346 47%	167 43%	40 48%	21 57% bg	18 73% abcdg	3 83% abcdgh	553 46%	33 61% abg	9 82% abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Less than once a week	661 52%	537 54% bcde	103 45% de	19 35% de	1 18%	1 15%	417 53% c	100 51% c	12 28%	10 39%	15 46%
Once a week	205 16%	160 16%	33 15%	9 17%	1 19%	1 15%	133 17%	27 14%	7 15%	7 26%	4 12%
More than once a week but not every day	219 17%	160 16%	41 18%	15 27%	2 25%	1 28%	135 17%	34 17%	8 19%	4 17%	6 20%
Once a day	123 10%	77 8% a	36 16% a	7 13% a	2 22% a	1 26% abc	55 7% a	20 10% ab	11 26% ab	4 14% a	5 16% a
Twice a day	21 2%	15 1% a	5 2% a	1 2% a	* 3% abc	* 4% abc	11 1% a	2 1% a	1 2% a	* 1% a	* *% a
More than twice a day	29 2%	22 2% a	5 2% a	1 2% a	1 11% abc	* 10% abc	17 2% a	4 2% a	4 9% a	1 2% a	1 3% a
Don't know	22 2%	15 2% a	5 2% a	2 4% a	* 1% abc	* 2% abc	11 1% a	7 4% a	1 1% a	- -% a	1 2% a
NET: Daily	173 13%	114 12% a	45 20% a	9 17% a	3 36% abc	2 41% abc	83 11% a	27 14% a	16 37% ab	5 17% a	6 20% a
NET: Weekly	596 47%	434 44% a	119 52% a	33 61% a	6 81% abc	3 83% abc	352 45% a	87 45% a	31 71% ab	16 61% a	17 52% a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Less than once a week	661 52%	76 65% bdh	34 42%	108 50%	30 45%	55 53%	108 56%	84 51%	42 41%	60 61% h
Once a week	205 16%	18 15%	6 7%	33 15% i	5 8%	17 16% i	30 16% i	44 27% bdi	21 20% i	5 5%
More than once a week but not every day	219 17%	8 7%	26 32% acfg	31 15%	17 26% a	19 18%	23 12%	22 13%	24 23% a	22 23% a
Once a day	123 10%	12 10%	10 12%	28 13%	6 8%	10 10%	17 9%	9 5%	11 11%	9 9%
Twice a day	21 2%	1 *% aefgi	- -%	7 3%	6 8%	* *% aefgi	2 1%	* *% aefgi	4 4%	- -% aefgi
More than twice a day	29 2%	2 2%	3 4%	4 2%	1 2%	3 3%	6 3%	4 3%	* *% aefgi	2 2%
Don't know	22 2%	1 *% aefgi	2 3%	5 2%	2 3%	* *% aefgi	6 3%	2 1% aefgi	- -% aefgi	- -% aefgi
NET: Daily	173 13%	14 12%	13 16%	38 18%	13 19%	13 13%	25 13%	14 8%	15 15%	11 11%
NET: Weekly	596 47%	40 34%	44 55% a	103 48%	35 52%	49 47%	78 40%	80 48%	60 59% afi	38 39%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Less than once a week	661 52%	145 54%	153 51%	300 52%	598 52%	64 47%	33 47%	21 49%	9 42%
Once a week	205 16%	26 10%	44 15%	108 19%	179 16%	26 19%	14 20%	8 19%	4 17%
More than once a week but not every day	219 17%	58 22%	58 19%	76 13%	192 17%	26 19%	15 21%	7 16%	4 20%
Once a day	123 10%	24 9%	33 11%	54 9%	111 10%	12 9%	6 8%	4 9%	2 11%
Twice a day	21 2%	6 2%	5 2%	8 1%	19 2%	2 1%	1 1%	* *%	1 4%
More than twice a day	29 2%	6 2%	5 2%	14 2%	26 2%	3 2%	1 2%	1 2%	1 4%
Don't know	22 2%	2 1%	3 1%	13 2%	18 2%	3 3%	1 2%	2 4%	* 2%
NET: Daily	173 13%	37 14%	43 14%	76 13%	156 14%	17 12%	8 11%	5 12%	4 19%
NET: Weekly	596 47%	122 45%	145 48%	260 45%	527 46%	69 51%	37 51%	20 47%	13 56%

Columns Tested:: a,b,c,d,e,f,g,h

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Less than once a week	661 52%	37 59% bd	38 34%	13 38%	51 35%	87 60% bdf	132 42%	21 56%	13 65% bd	319 58% bdf
Once a week	205 16%	14 22%	24 22%	8 24%	32 22%	13 9%	34 11%	5 12%	1 6%	102 19%
More than once a week but not every day	219 17%	6 10%	30 27% ei	5 13%	35 24%	17 12%	72 23% i	3 9%	2 10%	81 15%
Once a day	123 10%	5 8%	13 12% i	6 18%	20 13% i	21 15% i	45 14% i	4 11%	3 16%	24 4%
Twice a day	21 2%	* 1%	3 3%	* *%	3 2%	* *%	11 3%	1 3%	* 1%	5 1%
More than twice a day	29 2%	- -%	2 2%	- -%	2 2%	1 1%	20 6% i	* 1%	* *%	5 1%
Don't know	22 2%	- -%	* *%	2 7%	3 2%	5 4%	2 1%	3 7% f	* 2%	9 2%
NET: Daily	173 13%	6 9%	18 17% i	6 18%	25 17% i	22 15% i	76 24% i	6 15%	4 18%	35 6%
NET: Weekly	596 47%	26 41%	72 65% aeghi	19 55%	92 63% egi	52 36%	182 57% ei	14 37%	7 34%	218 40%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Less than once a week	661 52%	175 50%	132 42%	354 58%	544 50%	118 59%	- -%	607 51%	54 56%	643 51%	19 70%
Once a week	205 16%	59 17%	34 11%	112 18%	179 17%	25 13%	- -%	191 16%	14 14%	203 16%	2 6%
More than once a week but not every day	219 17%	58 16%	72 23%	89 15%	193 18%	26 13%	- -%	204 17%	15 15%	216 17%	3 10%
Once a day	123 10%	46 13%	45 14%	32 5%	100 9%	23 12%	- -%	114 10%	9 10%	120 10%	3 12%
Twice a day	21 2%	3 1%	11 3%	7 1%	20 2%	1 *%	- -%	19 2%	2 2%	20 2%	1 2%
More than twice a day	29 2%	3 1%	20 6%	6 1%	26 2%	3 2%	- -%	28 2%	1 1%	29 2%	* *%
Don't know	22 2%	8 2%	2 1%	12 2%	19 2%	3 1%	- -%	19 2%	2 3%	22 2%	- -%
NET: Daily	173 13%	53 15%	76 24%	44 7%	146 13%	27 14%	- -%	161 14%	12 12%	169 13%	4 14%
NET: Weekly	596 47%	170 48%	182 57%	245 40%	518 48%	78 39%	- -%	556 47%	40 42%	588 47%	8 30%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Less than once a week	661 52%	488 69%	83 37%	82 24%
		bc	c	
Once a week	205 16%	109 15%	48 22%	47 14%
More than once a week but not every day	219 17%	65 9%	57 26%	93 28%
			a	a
Once a day	123 10%	24 3%	20 9%	78 23%
			a	ab
Twice a day	21 2%	5 1%	5 2%	11 3%
				a
More than twice a day	29 2%	3 *%	1 *%	24 7%
				ab
Don't know	22 2%	11 2%	8 4%	2 1%
NET: Daily	173 13%	33 5%	26 12%	113 34%
			a	ab
NET: Weekly	596 47%	206 29%	131 59%	254 75%
			a	ab

Columns Tested: a,b,c

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Less than once a week	661 52%	646 61%	11 7%	* *%	3 38%	2 11%	* 1%	- -%	- -%	656 54%	5 7%	5 15%
		bcijk								bcjk		
Once a week	205 16%	181 17%	10 6%	5 15%	1 18%	7 38%	* 1%	- -%	- -%	191 16%	14 20%	9 26%
		b								b	b	b
More than once a week but not every day	219 17%	142 14%	58 36%	8 24%	2 29%	5 29%	2 38%	* 10%	* 83%	201 17%	18 26%	9 29%
			ai								a	
Once a day	123 10%	42 4%	59 37%	16 44%	1 11%	4 21%	* 1%	2 71%	- -%	101 8%	22 32%	6 19%
			ai	ai						a	ai	a
Twice a day	21 2%	12 1%	7 4%	2 5%	* 4%	* *%	* 1%	* 19%	- -%	18 2%	3 4%	1 2%
			a									
More than twice a day	29 2%	9 1%	15 9%	4 12%	* *%	* 2%	* 11%	* 1%	* 17%	24 2%	5 7%	1 3%
			ai	ai							ai	
Don't know	22 2%	20 2%	* *%	- -%	- -%	- -%	2 47%	- -%	- -%	20 2%	2 3%	2 6%
												b
NET: Daily	173 13%	62 6%	81 50%	22 61%	1 16%	4 22%	1 13%	2 90%	* 17%	143 12%	30 43%	8 24%
			aik	aik						a	ai	a
NET: Weekly	596 47%	385 37%	149 93%	35 100%	5 62%	17 89%	2 51%	2 100%	* 100%	535 44%	61 90%	26 79%
			ai	aik						a	ai	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Less than once a week	661 52%	449 83%	196 39%	16 7%	573 53%	522 51%	599 53%	661 52%	334 50%	154 39%	94 59%	475 59%	8 21%	13 21%	5 13%	5 16%	1 3%
Once a week	205 16%	41 8%	139 28%	24 10%	165 15%	157 15%	170 15%	205 16%	112 17%	82 21%	12 7%	127 16%	2 6%	20 33%	5 14%	2 5%	2 13%
More than once a week but not every day	219 17%	26 5%	116 23%	76 33%	177 16%	176 17%	196 17%	219 17%	119 18%	79 20%	35 22%	113 14%	15 42%	13 21%	8 22%	7 22%	6 34%
Once a day	123 10%	11 2%	31 6%	81 35%	100 9%	105 10%	110 10%	123 10%	65 10%	46 12%	14 9%	47 6%	8 22%	12 20%	11 30%	11 35%	7 40%
Twice a day	21 2%	3 1%	9 2%	9 4%	18 2%	18 2%	19 2%	21 2%	14 2%	10 2%	1 1%	13 2%	* 1%	* 1%	3 8%	- -	1 8%
More than twice a day	29 2%	1 *	8 2%	20 9%	22 2%	25 2%	25 2%	29 2%	17 3%	12 3%	3 2%	7 1%	3 9%	3 5%	4 12%	4 14%	* 2%
Don't know	22 2%	13 2%	7 1%	2 1%	22 2%	21 2%	22 2%	22 2%	11 2%	8 2%	1 *	18 2%	- -	1 1%	* *	3 8%	- -
NET: Daily	173 13%	15 3%	48 9%	110 48%	139 13%	147 14%	154 13%	173 13%	95 14%	68 17%	18 11%	67 8%	11 31%	15 25%	19 50%	15 49%	8 50%
NET: Weekly	596 47%	82 15%	303 60%	210 92%	481 45%	481 47%	520 46%	596 47%	326 49%	229 58%	64 40%	307 38%	28 79%	48 79%	33 86%	23 76%	16 97%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Less than once a week	661	511	40	14	4	2	1	*	486	22	2	4	5	2	*
	52%	58%	51%	27%	14%	14%	9%	1%	62%	19%	4%	9%	30%	14%	1%
		cdef	cde						bcde				c		
Once a week	205	128	16	13	3	5	*	*	106	33	9	7	*	*	2
	16%	15%	21%	24%	10%	32%	1%	*%	14%	27%	22%	15%	3%	3%	24%
			a						a						
More than once a week but not every day	219	130	14	16	3	5	3	6	110	36	15	7	5	4	*
	17%	15%	18%	30%	11%	34%	24%	53%	14%	30%	36%	16%	25%	31%	1%
			a						a	a					
Once a day	123	62	7	7	10	3	7	4	49	16	9	18	4	4	6
	10%	7%	9%	13%	35%	18%	55%	41%	6%	13%	21%	42%	20%	29%	66%
				ab			abc				a	ab			
Twice a day	21	12	1	*	3	-	1	*	6	7	3	1	*	1	*
	2%	1%	2%	1%	10%	-%	4%	4%	1%	6%	8%	1%	*%	5%	4%
				a						a	a				
More than twice a day	29	15	*	2	4	*	*	*	8	1	3	7	2	2	*
	2%	2%	*%	5%	12%	2%	2%	1%	1%	1%	8%	16%	12%	19%	3%
				ab							a	ab	a		
Don't know	22	18	-	1	2	*	1	-	15	3	1	-	2	-	-
	2%	2%	-%	1%	7%	*%	4%	-%	2%	3%	1%	-%	11%	-%	-%
NET: Daily	173	89	8	10	17	3	8	5	63	25	15	26	6	6	7
	13%	10%	11%	18%	57%	20%	61%	46%	8%	21%	36%	59%	32%	53%	74%
				abc			abc			a	a	ab	a		
NET: Weekly	596	347	39	38	23	12	11	11	279	93	39	39	11	10	9
	47%	40%	49%	72%	78%	86%	86%	99%	36%	78%	94%	91%	59%	86%	99%
			ab	ab	ab		a			a	ae	ae			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Less than once a week	661 52%	628 64%	24 19%	3 5%	1 1%	1 3%	5 35%	- -%	423 84%	93 42%	70 27%	8 9%	4 7%
		bcdeg	cd						bcde	cde	de		
Once a week	205 16%	141 14%	32 25%	14 22%	5 11%	6 20%	1 5%	6 26%	29 6%	84 38%	51 19%	5 6%	2 4%
		a								acde	ade		
More than once a week but not every day	219 17%	133 14%	28 22%	23 36%	13 30%	12 36%	4 26%	7 32%	27 5%	31 14%	121 46%	9 9%	7 14%
		a		a	a	a				a	abde		
Once a day	123 10%	48 5%	31 24%	10 16%	21 49%	7 23%	2 17%	3 13%	15 3%	9 4%	14 5%	59 65%	13 27%
			a	a	abcg	a						abce	abc
Twice a day	21 2%	7 1%	2 1%	7 12%	2 4%	1 4%	2 11%	* 1%	1 *%	3 1%	2 1%	6 6%	7 14%
				ab								ac	abc
More than twice a day	29 2%	5 1%	9 7%	4 7%	1 4%	5 14%	1 5%	4 19%	4 1%	2 1%	2 1%	1 1%	16 33%
		a	a	a		a		a					abcd
Don't know	22 2%	16 2%	3 2%	1 2%	* *%	- -%	* *%	2 9%	8 2%	2 1%	3 1%	3 3%	* 1%
NET: Daily	173 13%	60 6%	41 32%	21 34%	24 57%	13 41%	5 34%	7 33%	20 4%	14 6%	19 7%	66 73%	36 74%
		a	a	a	ab	a		a				abc	abc
NET: Weekly	596 47%	334 34%	101 79%	58 93%	42 98%	31 97%	9 65%	20 91%	75 15%	129 58%	190 72%	80 88%	45 92%
			a	a	ab	a		a		a	ab	abc	abc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Less than once a week	661 52%	412 71%	88 44%	63 32%	7 11%	3 12%	430 83%	57 29%	27 15%	6 7%	1 3%
		bcde	de	d			bcde	cde			
Once a week	205 16%	55 9%	66 33%	37 19%	5 8%	2 6%	38 7%	87 45%	32 18%	1 1%	* *%
			acde	a				acde	ade		
More than once a week but not every day	219 17%	75 13%	30 15%	66 34%	4 7%	1 5%	24 5%	30 16%	107 59%	7 10%	6 14%
				abde				a	abde		
Once a day	123 10%	22 4%	8 4%	16 8%	41 65%	10 39%	16 3%	14 7%	11 6%	53 69%	12 28%
					abc	abc				abce	abc
Twice a day	21 2%	5 1%	4 2%	4 2%	3 5%	2 6%	1 *%	2 1%	2 1%	6 8%	7 16%
										ab	abc
More than twice a day	29 2%	5 1%	1 1%	4 2%	3 5%	8 31%	5 1%	1 1%	2 1%	1 1%	16 38%
						abcd					abcd
Don't know	22 2%	11 2%	1 *%	4 2%	* *%	* 2%	7 1%	3 1%	* *%	3 3%	* 1%
NET: Daily	173 13%	31 5%	13 7%	24 13%	47 74%	20 75%	22 4%	17 9%	15 8%	60 79%	34 82%
				a	abc	abc				abc	abc
NET: Weekly	596 47%	161 28%	109 55%	128 66%	56 89%	23 86%	84 16%	134 69%	153 85%	68 89%	40 96%
			a	a	abc	ab		a	ab	ab	ab

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Less than once a week	661 52%	661 100%	- -%	- -%	- -%	- -%	243 33%	34 52%	376 80%	575 55%	86 37%	548 56%	25 26%
		bcde						a	ab	b		b	
Once a week	205 16%	- -%	205 100%	- -%	- -%	- -%	146 20%	12 19%	47 10%	173 17%	32 14%	152 16%	13 13%
			acde				c						
More than once a week but not every day	219 17%	- -%	- -%	219 100%	- -%	- -%	184 25%	16 24%	16 3%	160 15%	58 25%	143 15%	34 34%
				abde			c	c			a		a
Once a day	123 10%	- -%	- -%	- -%	123 100%	- -%	103 14%	1 2%	19 4%	86 8%	37 16%	83 8%	17 18%
					abce		bc				a		a
Twice a day	21 2%	- -%	- -%	- -%	- -%	21 42%	20 3%	* *%	1 *%	15 1%	6 2%	14 1%	4 4%
					abcd		c						
More than twice a day	29 2%	- -%	- -%	- -%	- -%	29 58%	28 4%	* *%	* *%	21 2%	8 3%	21 2%	1 1%
					abcd		c						
Don't know	22 2%	- -%	- -%	- -%	- -%	- -%	2 *%	2 4%	13 3%	17 2%	4 2%	17 2%	4 4%
								a	a				
NET: Daily	173 13%	- -%	- -%	- -%	123 100%	50 100%	151 21%	2 2%	20 4%	122 12%	51 22%	118 12%	22 22%
					abc	abc	bc				a		a
NET: Weekly	596 47%	- -%	205 100%	219 100%	123 100%	50 100%	482 66%	30 45%	82 17%	455 43%	141 61%	413 42%	68 70%
			a	a	a	a	bc	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Less than once a week	661 52%	486 54%	36 28%	509 57%	152 40%	548 56%	26 27%	483 55%	39 28%	515 57%	147 38%
Once a week	205 16%	128 14%	29 23%	139 15%	66 17%	151 15%	14 15%	132 15%	25 18%	137 15%	68 18%
More than once a week but not every day	219 17%	147 16%	29 23%	135 15%	84 22%	149 15%	27 29%	138 16%	38 27%	139 16%	79 21%
Once a day	123 10%	80 9%	25 20%	70 8%	53 14%	80 8%	20 21%	80 9%	25 18%	64 7%	59 15%
Twice a day	21 2%	15 2%	2 2%	13 1%	8 2%	14 1%	3 4%	13 1%	5 4%	12 1%	9 2%
More than twice a day	29 2%	23 3%	2 1%	16 2%	12 3%	21 2%	* 1%	23 3%	2 1%	16 2%	13 3%
Don't know	22 2%	16 2%	5 4%	14 2%	7 2%	17 2%	4 5%	16 2%	5 3%	14 2%	8 2%
NET: Daily	173 13%	118 13%	29 23%	99 11%	74 19%	115 12%	24 25%	116 13%	31 23%	91 10%	81 21%
NET: Weekly	596 47%	393 44%	88 69%	372 42%	224 58%	416 42%	65 69%	387 44%	94 68%	367 41%	228 60%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Less than once a week	661 52%	267 45%	458 56%	70 38%	1 48%	254 44%	367 53%	45 29%	2 45%	396 45%	379 56%	62 31%	2 41%
			ac			c	ac			c	ac		
Once a week	205 16%	111 19%	122 15%	34 19%	* 5%	110 19%	100 14%	25 16%	* 4%	162 18%	97 14%	31 15%	- -%
More than once a week but not every day	219 17%	117 20%	127 15%	34 19%	- -%	106 18%	119 17%	42 27%	- -%	170 19%	104 15%	50 25%	2 59%
								b				b	
Once a day	123 10%	70 12%	68 8%	27 15%	1 47%	77 13%	63 9%	24 15%	- -%	105 12%	57 8%	35 18%	- -%
												b	
Twice a day	21 2%	11 2%	12 1%	7 4%	- -%	10 2%	15 2%	7 4%	- -%	15 2%	14 2%	8 4%	- -%
More than twice a day	29 2%	14 2%	19 2%	7 4%	- -%	17 3%	15 2%	9 6%	2 50%	28 3%	13 2%	8 4%	- -%
Don't know	22 2%	8 1%	16 2%	4 2%	- -%	6 1%	15 2%	4 3%	- -%	10 1%	15 2%	6 3%	- -%
NET: Daily	173 13%	95 16%	99 12%	41 22%	1 47%	105 18%	93 13%	40 25%	2 50%	148 17%	84 12%	51 25%	- -%
				b				b				ab	
NET: Weekly	596 47%	323 54%	348 42%	109 60%	2 52%	321 55%	313 45%	107 69%	2 55%	480 54%	285 42%	131 66%	2 59%
				b		b		ab		b		ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Less than once a week	661	532	435	452	409	351	4	327	223	184	36	36	125	127
	52%	57%	52%	52%	54%	55%	32%	56%	51%	43%	30%	40%	50%	54%
								cd	d					
Once a week	205	142	132	140	117	86	2	87	69	85	21	14	33	31
	16%	15%	16%	16%	15%	13%	12%	15%	16%	20%	18%	16%	13%	13%
More than once a week but not every day	219	137	131	142	118	103	4	93	86	75	20	19	45	46
	17%	15%	16%	16%	16%	16%	29%	16%	20%	17%	17%	21%	18%	20%
Once a day	123	78	87	77	68	65	3	50	33	58	31	14	28	13
	10%	8%	10%	9%	9%	10%	26%	9%	8%	13%	26%	15%	11%	6%
							ab			b	abc			
Twice a day	21	9	12	16	11	7	*	12	6	7	3	3	7	3
	2%	1%	1%	2%	1%	1%	1%	2%	1%	2%	3%	4%	3%	1%
More than twice a day	29	21	24	23	15	17	*	16	12	18	5	3	5	10
	2%	2%	3%	3%	2%	3%	*%	3%	3%	4%	4%	4%	2%	4%
Don't know	22	18	14	13	18	16	-	3	7	4	2	-	6	6
	2%	2%	2%	1%	2%	2%	-%	*%	2%	1%	2%	-%	2%	3%
NET: Daily	173	108	123	116	94	88	4	78	51	83	39	21	39	27
	13%	12%	15%	13%	12%	14%	27%	13%	12%	19%	33%	23%	16%	11%
										b	abc	b		
NET: Weekly	596	387	386	398	329	277	9	258	206	242	80	54	117	104
	47%	41%	46%	46%	43%	43%	68%	44%	47%	56%	68%	60%	47%	44%
							ab			a	ab	a		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Less than once a week	661	32	12	19	13	604	404	624	427	389	269	593	76	-	488	43
	52%	26%	20%	32%	37%	57%	53%	55%	49%	52%	44%	57%	44%	-%	52%	50%
						d		d				ac				
Once a week	205	23	11	13	7	166	110	170	153	119	116	157	34	-	160	10
	16%	19%	18%	23%	19%	16%	14%	15%	18%	16%	19%	15%	19%	-%	17%	12%
More than once a week but not every day	219	33	24	10	7	148	123	170	139	119	105	148	32	-	152	17
	17%	27%	40%	17%	20%	14%	16%	15%	16%	16%	17%	14%	18%	-%	16%	20%
			c													
Once a day	123	24	12	4	3	93	81	102	100	83	79	93	21	*	77	10
	10%	20%	19%	6%	8%	9%	11%	9%	11%	11%	13%	9%	12%	100%	8%	11%
Twice a day	21	2	2	3	1	14	17	20	14	7	13	11	4	-	16	*
	2%	1%	3%	5%	3%	1%	2%	2%	2%	1%	2%	1%	2%	-%	2%	*%
More than twice a day	29	4	*	9	2	28	18	28	26	14	21	27	5	-	24	4
	2%	3%	1%	16%	6%	3%	2%	2%	3%	2%	4%	3%	3%	-%	3%	5%
				ab												
Don't know	22	3	1	1	2	15	8	16	11	13	7	15	4	-	14	2
	2%	3%	1%	1%	6%	1%	1%	1%	1%	2%	1%	1%	2%	-%	2%	2%
NET: Daily	173	30	14	16	6	134	116	150	139	104	114	131	30	*	117	13
	13%	25%	22%	27%	18%	13%	15%	13%	16%	14%	19%	13%	17%	100%	13%	16%
											b					
NET: Weekly	596	85	49	39	20	448	348	490	431	343	335	436	95	*	429	41
	47%	71%	80%	67%	57%	42%	46%	43%	50%	46%	55%	42%	54%	100%	46%	48%
									ac		b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Less than once a week	661 52%	240 46%	374 59%	192 41%	13 35%	67 29%	163 46%	37 21%	471 57%	144 56%	89 39%	98 36%	455 60%
Once a week	205 16%	83 16%	104 16%	75 16%	6 15%	37 16%	61 17%	31 17%	133 16%	39 15%	35 16%	56 21%	113 15%
More than once a week but not every day	219 17%	96 18%	92 15%	114 24%	13 35%	49 22%	86 24%	52 29%	123 15%	43 17%	51 23%	61 23%	102 14%
Once a day	123 10%	72 14%	31 5%	59 12%	4 11%	46 20%	30 9%	34 19%	63 8%	25 10%	31 14%	41 15%	50 7%
Twice a day	21 2%	10 2%	8 1%	10 2%	- -%	7 3%	6 2%	5 3%	13 2%	3 1%	4 2%	6 2%	10 1%
More than twice a day	29 2%	18 3%	11 2%	18 4%	2 5%	16 7%	6 2%	15 9%	10 1%	3 1%	12 5%	8 3%	9 1%
Don't know	22 2%	6 1%	14 2%	3 1%	- -%	5 2%	5 1%	2 1%	18 2%	1 1%	3 1%	2 1%	15 2%
NET: Daily	173 13%	100 19%	49 8%	87 18%	6 16%	69 31%	42 12%	54 31%	86 10%	32 12%	46 21%	56 20%	69 9%
NET: Weekly	596 47%	279 53%	245 39%	277 59%	25 65%	156 69%	188 53%	137 78%	342 41%	114 44%	133 59%	173 63%	284 38%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Less than once a week	661 52%	293 54%	368 50%
Once a week	205 16%	88 16%	116 16%
More than once a week but not every day	219 17%	71 13%	148 20% a
Once a day	123 10%	55 10%	68 9%
Twice a day	21 2%	10 2%	11 1%
More than twice a day	29 2%	13 2%	15 2%
Don't know	22 2%	12 2%	10 1%
NET: Daily	173 13%	78 14%	95 13%
NET: Weekly	596 47%	237 44%	359 49%

Columns Tested:: a,b

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Less than once a week	661	-	25	113	72	15	50	23	74	77	17	147	48
	52%	-%	49%	48%	48%	59%	43%	56%	56%	47%	42%	60%	61%
												fj	
Once a week	205	-	2	43	19	2	31	4	21	22	9	40	12
	16%	-%	4%	18%	13%	8%	26%	10%	15%	14%	22%	16%	16%
							bd				b		
More than once a week but not every day	219	-	17	33	40	2	18	11	24	28	4	28	12
	17%	-%	34%	14%	27%	10%	15%	28%	18%	17%	10%	12%	15%
			cjk		cjk			k					
Once a day	123	-	2	25	16	4	8	1	7	25	8	22	4
	10%	-%	5%	11%	11%	17%	7%	3%	5%	15%	20%	9%	5%
										h	ghl		
Twice a day	21	-	2	5	*	*	5	1	3	3	*	1	1
	2%	-%	5%	2%	.*%	.*%	4%	1%	2%	2%	.*%	.*%	1%
More than twice a day	29	-	*	8	2	1	4	1	2	4	1	6	*
	2%	-%	.*%	4%	1%	6%	3%	1%	1%	2%	2%	2%	.*%
Don't know	22	-	2	6	1	-	2	1	2	6	1	-	2
	2%	-%	4%	2%	.*%	-%	2%	1%	2%	4%	2%	-%	2%
										k			
NET: Daily	173	-	5	39	18	6	16	2	12	31	9	29	5
	13%	-%	10%	17%	12%	23%	14%	6%	9%	19%	23%	12%	6%
										l	hl		
NET: Weekly	596	-	24	114	78	11	64	17	57	82	22	97	29
	47%	-%	47%	49%	52%	41%	55%	43%	43%	50%	56%	40%	37%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 56 (continuation)

QV2B.1 Packets and parcels - On average, how often does your organisation send...

Base: All sending Packets and parcels

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Less than once a week	661 52%	147 48%	129 47%	174 51%	212 58%	276 48%	386 55%
Once a week	205 16%	45 15%	52 19%	47 14%	61 17%	97 17%	108 15%
More than once a week but not every day	219 17%	58 19%	52 19%	64 19%	44 12%	110 19%	108 15%
Once a day	123 10%	31 10%	26 9%	33 10%	34 9%	56 10%	67 10%
Twice a day	21 2%	7 2%	5 2%	6 2%	2 1%	12 2%	8 1%
More than twice a day	29 2%	9 3%	7 2%	6 2%	7 2%	15 3%	14 2%
Don't know	22 2%	8 3%	3 1%	9 3%	3 1%	10 2%	12 2%
NET: Daily	173 13%	46 15%	37 14%	46 13%	43 12%	84 15%	89 13%
NET: Weekly	596 47%	149 49%	142 52%	156 46%	149 41%	291 50%	305 43%

Columns Tested:: a,b,c,d - a,b

Table 58

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
Less than once a week	431	15	416	413	16	2	*	18
	63%	53%	64%	65%	43%	29%	18%	40%
				bcde	d			d
Once a week	86	3	83	78	6	1	*	7
	13%	11%	13%	12%	16%	17%	18%	16%
More than once a week but not every day	73	3	70	62	9	2	1	11
	11%	11%	11%	10%	24%	26%	25%	24%
					a	a	a	a
Once a day	36	4	32	32	2	1	*	4
	5%	14%	5%	5%	6%	19%	17%	8%
						abe	abe	
Twice a day	8	*	8	6	2	-	*	2
	1%	1%	1%	1%	4%	-%	8%	4%
					a		a	
More than twice a day	17	*	16	16	1	*	*	1
	2%	1%	3%	2%	2%	5%	9%	3%
							abe	
Don't know	29	2	27	27	2	*	*	2
	4%	9%	4%	4%	5%	3%	4%	5%
NET: Daily	61	5	57	54	4	2	1	7
	9%	16%	9%	9%	12%	25%	35%	15%
						a	abe	
NET: Weekly	220	11	209	194	19	4	2	26
	32%	38%	32%	31%	52%	68%	78%	56%
					a	a	abe	a

Columns Tested: a,b - a,b,c,d,e

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
Less than once a week	431 63%	250 65% defhi	140 68% defhi	23 55% efi	12 49% efi	6 30%	* 18%	413 65% defhi	16 43% fi	2 26%
Once a week	86 13%	45 12%	29 14%	4 9%	2 10%	5 23% ag	* 18%	78 12%	6 16%	2 17%
More than once a week but not every day	73 11%	37 10%	18 9%	7 15%	6 24% abg	5 25% abg	1 25% abg	62 10%	9 24% abg	2 26% abg
Once a day	36 5%	13 3%	15 7%	4 9%	1 5%	2 11% a	* 17% abdgh	32 5%	2 6%	2 19% abdgh
Twice a day	8 1%	6 1%	- -%	1 1%	1 4% b	1 4%	* 8% abg	6 1%	2 4% bg	* 2%
More than twice a day	17 2%	10 3%	2 1%	3 8% b	1 3%	* 2%	* 9% abgh	16 2%	1 2%	1 6%
Don't know	29 4%	25 6% b	1 1%	1 3%	1 5% b	1 5%	* 4%	27 4%	2 5% b	* 3%
NET: Daily	61 9%	29 8%	18 9%	8 18% ag	3 12%	3 16%	1 35% abdegh	54 9%	4 12%	2 28% abdgh
NET: Weekly	220 32%	111 29%	65 31%	18 42%	11 46% ag	12 65% abcdg	2 78% abcdgh	194 31%	19 52% abg	6 71% abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123
Effective base	350	224	118	90	40	66	201	71	26	13	34
Weighted Base	681	517	117	37	6	3	430	130	29	16	18
Less than once a week	431 63%	351 68% bcde	62 53% de	16 43% e	2 29%	* 18%	293 68% bce	67 52%	13 46%	10 60%	7 38%
Once a week	86 13%	62 12%	17 14%	6 16%	1 17%	* 18%	49 11%	23 17%	3 11%	2 15%	4 21%
More than once a week but not every day	73 11%	43 8%	18 15%	9 24%	2 26%	1 25%	40 9%	16 13%	5 18%	2 11%	4 21%
Once a day	36 5%	21 4%	11 10% a	2 6% a	1 19% ac	* 17% ac	18 4%	9 7%	2 7%	1 6%	2 13%
Twice a day	8 1%	6 1%	1 1%	2 4%	- -%	* 8% ab	1 *%	6 5% a	1 2%	* 2%	* 2%
More than twice a day	17 2%	10 2%	6 5%	1 2%	* 5%	* 9% ac	12 3%	3 2%	1 4%	* 3%	1 4%
Don't know	29 4%	25 5%	2 2%	2 5%	* 3%	* 4%	18 4%	6 4%	3 11% e	* 2%	- -%
NET: Daily	61 9%	37 7%	18 15% a	4 12% a	2 25% a	1 35% abc	31 7%	18 14%	4 13%	2 12%	4 19% a
NET: Weekly	220 32%	142 27%	52 45% a	19 52% a	4 68% ab	2 78% abc	120 28%	57 44% a	12 43%	6 38%	11 62% a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
Less than once a week	431 63%	44 76% bd	17 40%	83 63%	14 46%	42 65%	69 73% bd	71 76% bd	33 54%	27 64%
Once a week	86 13%	3 6%	13 30% acfg	15 11%	3 9%	9 13%	5 5%	7 8%	13 21% f	6 14%
More than once a week but not every day	73 11%	5 9%	6 15%	14 11%	6 18%	7 12%	8 8%	4 4%	8 14%	5 11%
Once a day	36 5%	3 6%	* 1%	9 6%	3 9%	2 3%	4 4%	* *%	4 7%	5 11%
Twice a day	8 1%	- -%	- -%	4 3%	- -%	- -%	- -%	4 4%	* *%	- -%
More than twice a day	17 2%	2 3%	4 11%	2 2%	- -%	4 6%	- -%	3 3%	- -%	- -%
Don't know	29 4%	- -%	1 3%	4 3%	6 19% acei	1 1%	9 9%	4 5%	2 4%	- -%
NET: Daily	61 9%	5 9%	5 11%	15 11%	3 9%	5 9%	4 4%	7 7%	4 7%	5 11%
NET: Weekly	220 32%	14 24%	24 57% afg	44 33%	11 35%	21 34%	16 17%	18 19%	26 42% fg	15 36%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
Less than once a week	431 63%	83 60%	94 59%	223 70%	400 65%	31 49%	14 46%	12 54%	5 48%
Once a week	86 13%	17 13%	29 18%	26 8%	73 12%	13 20%	7 22%	4 18%	2 19%
More than once a week but not every day	73 11%	18 13%	20 12%	26 8%	63 10%	10 15%	5 14%	3 16%	2 14%
Once a day	36 5%	9 7%	8 5%	13 4%	30 5%	6 10%	4 13%	1 5%	1 8%
Twice a day	8 1%	- -%	* *%	7 2%	7 1%	1 1%	* 1%	* 1%	* 3%
More than twice a day	17 2%	4 3%	6 4%	5 2%	15 2%	2 3%	1 2%	1 3%	* 4%
Don't know	29 4%	7 5%	4 2%	18 5%	28 5%	1 2%	* 1%	1 2%	1 5%
NET: Daily	61 9%	13 9%	14 9%	26 8%	52 8%	9 14%	5 17%	2 9%	2 15%
NET: Weekly	220 32%	48 35%	63 39%	78 24%	189 31%	31 49%	17 53%	9 43%	5 47%
			c			acd	acd	c	cd

Columns Tested: a,b,c,d,e,f,g,h

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
Less than once a week	431 63%	24 59%	24 46%	5 25%	29 40%	53 55%	96 62% d	9 50%	8 74%	212 74% bdef
Once a week	86 13%	5 13%	5 10%	1 5%	6 8%	16 16%	26 17%	4 26%	* 3%	28 10%
More than once a week but not every day	73 11%	8 21%	16 30% efi	5 22%	20 28% fi	9 10%	11 7%	- -%	* 2%	24 8%
Once a day	36 5%	3 7%	4 7%	9 41%	13 17% fi	5 6%	5 3%	* 2%	2 14%	8 3%
Twice a day	8 1%	* *%	- -%	1 3%	1 1%	4 4% i	3 2%	- -%	* 1%	* *%
More than twice a day	17 2%	- -%	* *%	* *%	* *%	1 1%	5 3%	* 2%	* 4%	9 3%
Don't know	29 4%	- -%	3 6%	1 4%	4 5%	8 8%	8 5%	3 20%	* 2%	6 2%
NET: Daily	61 9%	3 7%	4 7%	9 44%	13 18% i	10 11%	13 9%	1 4%	2 18%	17 6%
NET: Weekly	220 32%	17 41%	24 48% i	15 71%	40 55% fi	35 37%	51 33%	5 30%	3 24%	69 24%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
Less than once a week	431 63%	106 51%	96 62%	229 72%	360 62%	72 71%	- -%	385 63%	47 69%	422 63%	9 74%
Once a week	86 13%	27 13%	26 17%	33 10%	72 12%	13 13%	- -%	81 13%	5 7%	86 13%	* 2%
More than once a week but not every day	73 11%	38 18% bc	11 7%	24 8%	65 11%	8 8%	- -%	64 10%	9 13%	71 11%	2 17%
Once a day	36 5%	21 10% c	5 3%	11 3%	36 6%	* *%	- -%	31 5%	5 7%	36 5%	1 4%
Twice a day	8 1%	5 2%	3 2%	* *%	7 1%	1 1%	- -%	7 1%	1 2%	8 1%	- -%
More than twice a day	17 2%	1 1%	5 3%	10 3%	10 2%	7 7%	- -%	17 3%	* *%	17 2%	* 2%
Don't know	29 4%	12 6%	8 5%	10 3%	29 5%	* *%	- -%	28 5%	2 3%	29 4%	- -%
NET: Daily	61 9%	27 13%	13 9%	21 7%	54 9%	7 7%	- -%	55 9%	6 9%	60 9%	1 7%
NET: Weekly	220 32%	92 44% c	51 33%	77 24%	191 33%	29 29%	- -%	200 33%	19 29%	217 32%	3 26%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
Less than once a week	431 63%	305 77% bc	50 37%	71 51%
Once a week	86 13%	29 7%	36 27% a	21 15%
More than once a week but not every day	73 11%	33 8%	17 13% a	22 16%
Once a day	36 5%	7 2%	16 12% a	13 9% a
Twice a day	8 1%	1 *%	4 3% a	3 2%
More than twice a day	17 2%	5 1%	4 3%	5 3%
Don't know	29 4%	17 4%	7 5%	5 4%
NET: Daily	61 9%	13 3%	24 18% a	21 15% a
NET: Weekly	220 32%	74 19%	78 57% a	63 46% a

Columns Tested:: a,b,c

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	794	532	151	47	15	27	14	6	2	683	111	64
Effective base	350	279	46	11	5	7	3	3	1	324	25	16
Weighted Base	681	556	79	14	7	18	4	2	*	635	45	32
Less than once a week	431 63%	394 71%	27 34%	6 42%	3 39%	2 11%	* 2%	- -%	- -%	421 66%	11 24%	5 15%
		bjk								bjk		
Once a week	86 13%	69 12%	12 15%	2 12%	* 7%	3 16%	* 7%	* 7%	- -%	80 13%	5 12%	4 12%
More than once a week but not every day	73 11%	38 7%	26 33%	4 26%	1 12%	4 22%	* 1%	* 22%	* 83%	64 10%	9 20%	5 17%
			ai	a							a	
Once a day	36 5%	17 3%	9 11%	2 12%	2 22%	5 26%	1 33%	2 71%	- -%	25 4%	11 24%	9 29%
			ai								ai	ai
Twice a day	8 1%	3 1%	1 1%	* 3%	* 5%	3 19%	* 1%	- -%	* 17%	4 1%	4 9%	4 12%
											ai	ai
More than twice a day	17 2%	10 2%	2 2%	* 3%	1 16%	1 5%	2 56%	- -%	- -%	12 2%	5 10%	4 14%
											ai	ai
Don't know	29 4%	26 5%	3 4%	* 2%	- -%	* 2%	- -%	- -%	- -%	29 5%	1 1%	* 1%
NET: Daily	61 9%	30 5%	11 14%	2 18%	3 43%	9 49%	4 90%	2 71%	* 17%	42 7%	20 43%	17 54%
			a								abi	abi
NET: Weekly	220 32%	137 25%	49 62%	8 55%	4 61%	16 88%	4 98%	2 100%	* 100%	186 29%	34 75%	26 84%
			ai	a							ai	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
Less than once a week	431 63%	251 86%	143 54%	38 30%	417 64%	422 64%	427 64%	428 64%	431 63%	133 46%	11 55%	375 74%	4 16%	22 46%	7 31%	6 23%	* 3%
		bc	c		f	f	f	f	f			cdefg		cg			
Once a week	86 13%	10 3%	59 22%	17 14%	85 13%	86 13%	86 13%	86 13%	86 13%	55 19%	* 2%	59 12%	7 30%	7 14%	5 21%	1 5%	6 41%
			a	a									b				bf
More than once a week but not every day	73 11%	8 3%	30 11%	35 28%	65 10%	65 10%	68 10%	70 10%	73 11%	45 16%	5 24%	35 7%	8 31%	7 14%	2 8%	8 29%	4 31%
			a	ab									b			b	b
Once a day	36 5%	8 3%	9 3%	19 16%	36 5%	36 5%	36 5%	36 5%	36 5%	27 9%	* *%	15 3%	5 18%	6 12%	3 11%	7 25%	1 10%
				ab									b	b		b	
Twice a day	8 1%	* *%	3 1%	5 4%	8 1%	8 1%	8 1%	8 1%	8 1%	7 3%	- -%	3 1%	- -%	1 1%	4 16%	* 1%	1 6%
														b			
More than twice a day	17 2%	2 1%	9 3%	7 5%	14 2%	14 2%	14 2%	17 3%	17 2%	11 4%	- -%	7 1%	1 5%	* *%	2 10%	3 10%	* 3%
														b	b	b	
Don't know	29 4%	14 5%	12 5%	3 3%	28 4%	27 4%	29 4%	26 4%	29 4%	12 4%	4 19%	16 3%	- -%	6 13%	1 3%	2 7%	1 6%
														b			
NET: Daily	61 9%	9 3%	21 8%	31 25%	58 9%	58 9%	58 9%	61 9%	61 9%	45 16%	* *%	25 5%	6 23%	7 13%	8 37%	10 36%	3 19%
				ab						abcde			b	b	b	b	
NET: Weekly	220 32%	27 9%	110 41%	83 67%	209 32%	208 32%	212 32%	217 32%	220 32%	145 50%	5 27%	119 23%	21 84%	20 41%	15 66%	19 70%	13 91%
			a	ab						abcde			bd	b	b	b	bd

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	794	480	91	67	55	27	31	18	461	123	71	46	36	21	14
Effective base	350	248	37	21	13	8	5	5	241	41	17	18	10	8	4
Weighted Base	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6
Less than once a week	431	356	36	13	7	3	1	*	364	36	3	11	5	3	*
	63%	71%	60%	32%	39%	32%	11%	1%	77%	41%	10%	37%	28%	28%	2%
		cdf	cf						bcde	c	c				
Once a week	86	53	14	9	3	1	1	5	57	13	6	4	*	4	1
	13%	11%	23%	21%	16%	6%	10%	52%	12%	15%	20%	15%	1%	37%	19%
			a												
More than once a week but not every day	73	40	7	7	2	3	5	2	29	19	7	4	1	*	4
	11%	8%	11%	17%	10%	30%	40%	25%	6%	21%	23%	14%	5%	3%	65%
			a				a			a	a				
Once a day	36	18	3	7	1	3	4	1	7	9	12	2	3	2	-
	5%	4%	5%	16%	6%	26%	34%	9%	2%	10%	39%	7%	17%	23%	-%
			a				a			a	abd		a		
Twice a day	8	3	1	4	*	*	*	*	1	2	*	*	4	*	1
	1%	1%	1%	9%	*%	2%	4%	*%	*%	2%	1%	1%	21%	*%	14%
			a										ab		
More than twice a day	17	9	*	1	3	*	*	*	1	7	1	2	2	1	*
	2%	2%	*%	3%	18%	4%	*%	4%	*%	8%	3%	7%	14%	8%	1%
				ab						a		a	a		
Don't know	29	24	*	1	2	-	-	1	13	3	2	6	3	-	-
	4%	5%	*%	1%	12%	-%	-%	9%	3%	4%	5%	19%	15%	-%	-%
												ab			
NET: Daily	61	30	4	11	4	3	5	1	9	18	13	5	9	3	1
	9%	6%	6%	28%	24%	32%	39%	13%	2%	20%	42%	15%	51%	32%	14%
			ab		a		a			a	a	a	ab		
NET: Weekly	220	123	24	27	9	7	11	8	96	49	27	13	10	7	6
	32%	24%	40%	66%	49%	68%	89%	90%	20%	56%	85%	44%	57%	72%	98%
			a	a			ab			a	abd	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
Less than once a week	431	356	45	8	5	5	5	4	265	73	62	18	7
	63%	78%	57%	17%	18%	18%	41%	19%	92%	53%	40%	39%	19%
		bcde	cde						bcde	e			
Once a week	86	42	15	14	8	5	*	1	12	35	24	8	7
	13%	9%	20%	28%	27%	19%	4%	6%	4%	26%	15%	17%	19%
			a	a	a					a	a	a	a
More than once a week but not every day	73	36	4	10	9	7	3	2	6	5	45	3	8
	11%	8%	5%	20%	32%	25%	22%	13%	2%	4%	29%	7%	22%
			a	a	ab	ab					abd		ab
Once a day	36	6	5	8	6	7	1	4	1	12	10	11	2
	5%	1%	6%	16%	21%	28%	4%	21%	*%	9%	7%	23%	6%
			a	a	a	ab				a	a	ac	
Twice a day	8	1	1	3	*	*	4	1	-	1	5	*	3
	1%	*%	1%	5%	*%	*%	29%	3%	-%	*%	3%	*%	8%
				a									a
More than twice a day	17	4	4	3	*	2	-	4	*	4	3	3	4
	2%	1%	5%	7%	1%	6%	-%	22%	*%	3%	2%	7%	10%
			a	a								a	a
Don't know	29	14	5	4	*	1	*	3	4	7	5	3	6
	4%	3%	6%	7%	1%	3%	*%	17%	1%	5%	4%	7%	16%
													a
NET: Daily	61	10	9	14	6	9	4	9	1	16	18	14	9
	9%	2%	12%	28%	22%	34%	33%	45%	*%	12%	12%	30%	24%
			a	a	a	a				a	a	abc	a
NET: Weekly	220	88	29	38	23	21	7	12	19	57	86	25	24
	32%	19%	37%	76%	82%	79%	59%	64%	7%	42%	56%	54%	65%
			a	ab	ab	ab				a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
Less than once a week	431 63%	288 81%	60 53%	56 45%	11 34%	1 7%	304 90%	70 49%	28 28%	12 35%	7 19%
Once a week	86 13%	21 6%	31 27%	21 17%	8 23%	1 3%	16 5%	44 30%	16 16%	3 10%	6 19%
More than once a week but not every day	73 11%	14 4%	6 5%	34 27%	3 10%	8 44%	8 2%	10 7%	37 37%	2 5%	8 23%
Once a day	36 5%	17 5%	2 1%	5 4%	10 29%	2 11%	3 1%	14 9%	7 7%	11 33%	1 3%
Twice a day	8 1%	1 *%	4 3%	3 2%	* *%	* 2%	- -%	1 1%	4 4%	* *%	3 9%
More than twice a day	17 2%	8 2%	1 1%	* *%	* 1%	3 18%	1 *%	3 2%	3 3%	3 9%	4 11%
Don't know	29 4%	7 2%	10 8%	4 3%	1 2%	3 15%	5 1%	3 2%	4 4%	3 8%	6 16%
NET: Daily	61 9%	27 7%	7 6%	9 7%	10 31%	6 31%	3 1%	17 12%	15 15%	14 42%	8 23%
NET: Weekly	220 32%	62 17%	44 39%	64 51%	21 65%	15 78%	27 8%	71 49%	67 68%	20 57%	22 64%
			a	a	ab	ab		a	ab	a	a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
Less than once a week	431 63%	324 97%	46 41%	34 29%	19 29%	5 18%	185 52%	28 50%	208 82%	387 69%	45 38%	399 70%	18 23%
		bcde							ab	b		b	
Once a week	86 13%	7 2%	49 43%	13 11%	12 18%	5 17%	55 16%	13 24%	17 7%	64 11%	21 18%	67 12%	18 23%
			acd	a	a	a	c	c					
More than once a week but not every day	73 11%	2 1%	8 7%	40 34%	18 28%	2 6%	53 15%	7 12%	10 4%	48 9%	25 21%	51 9%	14 18%
			a	abe	ab		c				a		
Once a day	36 5%	* *%	5 5%	14 12%	15 23%	2 5%	30 8%	2 4%	4 2%	28 5%	8 7%	27 5%	9 11%
			a	a	ab	a	c						
Twice a day	8 1%	- -%	- -%	4 4%	1 1%	3 10%	8 2%	* *%	- -%	5 1%	3 3%	2 *%	6 8%
				a		ab							a
More than twice a day	17 2%	* *%	1 1%	5 4%	1 2%	7 24%	13 4%	1 1%	3 1%	8 1%	9 8%	7 1%	7 9%
				a		abcd					a		a
Don't know	29 4%	1 *%	3 3%	7 6%	- -%	6 19%	9 3%	5 10%	10 4%	22 4%	8 6%	20 4%	7 9%
				a		abd		a					
NET: Daily	61 9%	* *%	6 6%	24 20%	16 26%	12 39%	51 14%	3 5%	7 3%	41 7%	20 17%	36 6%	22 27%
			a	ab	ab	ab	c				a		a
NET: Weekly	220 32%	9 3%	63 56%	77 65%	46 71%	19 63%	159 45%	23 40%	35 14%	154 27%	66 56%	154 27%	54 68%
			a	a	a	a	c	c		a		a	a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
Less than once a week	431 63%	390 71%	32 30%	321 70%	107 50%	398 69%	19 24%	393 72%	30 26%	329 71%	99 48%
Once a week	86 13%	63 11%	23 21%	49 11%	37 17%	67 12%	19 24%	60 11%	25 22%	46 10%	40 19%
More than once a week but not every day	73 11%	45 8%	20 18%	40 9%	31 14%	49 9%	16 21%	45 8%	19 17%	39 8%	31 15%
Once a day	36 5%	22 4%	14 13%	23 5%	13 6%	27 5%	8 11%	19 3%	17 15%	26 6%	10 5%
Twice a day	8 1%	5 1%	3 3%	4 1%	4 2%	6 1%	2 3%	1 *	7 6%	4 1%	4 2%
More than twice a day	17 2%	6 1%	8 8%	6 1%	11 5%	8 1%	6 8%	5 1%	9 8%	6 1%	11 5%
Don't know	29 4%	19 3%	8 7%	15 3%	12 5%	21 4%	7 9%	19 3%	8 7%	14 3%	12 6%
NET: Daily	61 9%	32 6%	25 24%	34 7%	28 13%	41 7%	17 22%	25 5%	33 29%	36 8%	25 12%
NET: Weekly	220 32%	140 26%	68 63%	122 27%	95 44%	157 27%	52 67%	130 24%	78 68%	121 26%	96 46%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
Less than once a week	431 63%	221 57%	327 68%	71 63%	1 100%	223 58%	282 70%	61 59%	- -%	276 58%	237 70%	51 50%	2 41%
Once a week	86 13%	59 15%	58 12%	10 9%	- -%	57 15%	46 11%	15 14%	3 100%	72 15%	35 10%	16 16%	- -%
More than once a week but not every day	73 11%	54 14%	31 7%	9 8%	- -%	50 13%	31 8%	6 6%	- -%	59 13%	26 8%	13 13%	- -%
Once a day	36 5%	29 8%	24 5%	10 9%	- -%	28 7%	16 4%	10 10%	- -%	29 6%	15 5%	11 11%	- -%
Twice a day	8 1%	8 2%	6 1%	4 3%	- -%	7 2%	4 1%	4 3%	- -%	8 2%	3 1%	3 3%	- -%
More than twice a day	17 2%	9 2%	11 2%	6 6%	- -%	10 3%	9 2%	7 7%	- -%	14 3%	11 3%	7 6%	- -%
Don't know	29 4%	10 3%	21 4%	3 2%	- -%	10 3%	16 4%	1 1%	- -%	16 3%	11 3%	2 2%	2 59%
NET: Daily	61 9%	46 12%	41 9%	20 17%	- -%	44 12%	29 7%	21 20%	- -%	51 11%	29 9%	20 20%	- -%
NET: Weekly	220 32%	160 41%	130 27%	39 35%	- -%	151 39%	106 26%	42 40%	3 100%	183 39%	91 27%	49 48%	- -%
		b				b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	794	620	587	465	516	418	41	333	275	256	73	53	164	147
Effective base	350	276	264	215	224	183	14	156	119	115	33	26	67	59
Weighted Base	681	538	495	406	435	363	12	297	219	220	60	50	122	117
Less than once a week	431	374	342	269	295	244	4	211	143	128	34	35	86	87
	63%	70%	69%	66%	68%	67%	34%	71%	65%	58%	57%	70%	70%	74%
					c	c		c						
Once a week	86	64	63	50	58	36	1	31	30	33	10	8	21	10
	13%	12%	13%	12%	13%	10%	7%	11%	14%	15%	16%	15%	17%	8%
More than once a week but not every day	73	52	45	45	39	37	3	31	28	32	5	4	10	10
	11%	10%	9%	11%	9%	10%	29%	10%	13%	14%	8%	7%	9%	8%
							ab							
Once a day	36	16	23	11	17	17	2	6	7	10	7	3	3	5
	5%	3%	5%	3%	4%	5%	19%	2%	3%	4%	11%	7%	3%	4%
							ab				a			
Twice a day	8	5	1	5	6	5	1	4	1	1	*	*	1	*
	1%	1%	*%	1%	1%	1%	9%	1%	*%	*%	*%	*%	1%	*%
							a							
More than twice a day	17	10	6	10	8	7	*	7	4	7	5	-	1	*
	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	8%	-%	1%	*%
Don't know	29	17	15	16	13	17	-	7	7	10	-	-	*	6
	4%	3%	3%	4%	3%	5%	-%	2%	3%	4%	-%	-%	*%	5%
NET: Daily	61	31	31	26	30	28	4	17	12	18	11	3	5	6
	9%	6%	6%	6%	7%	8%	30%	6%	5%	8%	19%	7%	4%	5%
							ab				ab			
NET: Weekly	220	146	138	120	127	101	8	80	69	83	26	15	36	25
	32%	27%	28%	30%	29%	28%	66%	27%	32%	38%	43%	30%	29%	21%
							ab							

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	794	95	77	49	25	649	473	707	484	424	452	586	131	1	588	43
Effective base	350	45	30	21	12	284	198	311	211	176	186	270	54	1	258	24
Weighted Base	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
Less than once a week	431	35	14	21	10	378	233	399	257	207	183	371	67	-	330	31
	63%	42%	29%	53%	38%	69%	64%	66%	62%	63%	51%	71%	66%	-%	66%	65%
Once a week	86	23	9	5	3	61	47	69	64	52	63	58	9	-	59	5
	13%	28%	17%	13%	12%	11%	13%	12%	16%	16%	18%	11%	9%	-%	12%	10%
More than once a week but not every day	73	9	15	4	5	57	44	67	47	36	51	44	12	-	47	8
	11%	10%	30%	9%	17%	10%	12%	11%	11%	11%	14%	9%	12%	-%	9%	18%
Once a day	36	7	10	2	5	16	13	22	18	17	25	14	6	*	27	1
	5%	9%	20%	5%	17%	3%	4%	4%	4%	5%	7%	3%	6%	100%	5%	2%
Twice a day	8	4	1	*	1	8	4	8	1	1	7	1	1	-	6	-
	1%	4%	1%	*%	3%	1%	1%	1%	*%	*%	2%	*%	1%	-%	1%	-%
More than twice a day	17	2	1	5	2	11	5	11	13	4	12	13	2	-	12	*
	2%	3%	2%	12%	8%	2%	1%	2%	3%	1%	3%	3%	2%	-%	2%	*%
Don't know	29	3	1	3	1	19	16	25	11	14	16	18	6	-	15	3
	4%	4%	2%	7%	5%	3%	4%	4%	3%	4%	4%	4%	6%	-%	3%	6%
NET: Daily	61	13	11	7	7	34	22	41	32	22	44	29	8	*	45	1
	9%	16%	23%	17%	28%	6%	6%	7%	8%	7%	12%	5%	8%	100%	9%	2%
NET: Weekly	220	45	35	16	15	152	114	178	144	110	158	130	29	*	151	14
	32%	54%	70%	40%	57%	28%	31%	30%	35%	33%	44%	25%	29%	100%	30%	29%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
Less than once a week	431 63%	180 57%	237 76%	146 53%	4 25%	52 33%	123 68%	36 32%	292 69%	97 70%	48 49%	91 48%	274 74%
Once a week	86 13%	49 16%	23 7%	45 16%	3 17%	35 22%	22 12%	23 21%	49 12%	13 9%	15 15%	35 18%	36 10%
More than once a week but not every day	73 11%	39 12%	26 8%	35 12%	7 43%	28 17%	22 12%	24 21%	37 9%	12 9%	16 16%	28 15%	29 8%
Once a day	36 5%	25 8%	6 2%	17 6%	3 15%	16 10%	4 2%	8 7%	14 3%	13 10%	5 5%	19 10%	12 3%
Twice a day	8 1%	5 2%	1 *%	8 3%	- -%	7 4%	1 1%	7 6%	1 *%	- -%	4 4%	3 2%	1 *%
More than twice a day	17 2%	10 3%	3 1%	11 4%	- -%	11 7%	4 2%	10 9%	7 2%	* *%	8 8%	3 1%	6 2%
Don't know	29 4%	7 2%	15 5%	15 6%	- -%	12 8%	5 3%	4 3%	23 5%	2 2%	2 3%	12 6%	12 3%
NET: Daily	61 9%	41 13%	10 3%	36 13%	3 15%	33 20%	9 5%	25 22%	22 5%	14 10%	17 18%	25 13%	19 5%
NET: Weekly	220 32%	129 41%	59 19%	116 42%	13 75%	96 60%	53 29%	72 65%	108 26%	39 28%	48 49%	87 46%	84 23%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
Less than once a week	431 63%	152 56%	279 68%
		a	
Once a week	86 13%	36 13%	49 12%
More than once a week but not every day	73 11%	31 11%	42 10%
Once a day	36 5%	23 9%	13 3%
		b	
Twice a day	8 1%	5 2%	3 1%
More than twice a day	17 2%	9 3%	8 2%
Don't know	29 4%	15 6%	14 3%
NET: Daily	61 9%	38 14%	23 6%
		b	
NET: Weekly	220 32%	105 39%	114 28%
		b	

Columns Tested:: a,b

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
Less than once a week	431	-	19	61	28	5	48	15	47	46	11	121	30
	63%	-%	60%	73%	57%	42%	62%	58%	61%	46%	57%	76%	66%
				i								di	
Once a week	86	-	4	10	6	2	13	6	17	12	4	12	1
	13%	-%	12%	12%	12%	14%	17%	22%	22%	12%	22%	7%	2%
									kl		l		
More than once a week but not every day	73	-	5	5	6	5	7	4	6	18	1	9	5
	11%	-%	16%	6%	13%	41%	9%	15%	8%	18%	7%	6%	12%
										k			
Once a day	36	-	*	1	8	*	5	*	3	9	2	6	1
	5%	-%	*%	2%	17%	*%	6%	*%	5%	9%	12%	4%	1%
				ck									
Twice a day	8	-	1	*	-	-	*	*	*	6	*	1	-
	1%	-%	3%	*%	-%	-%	*%	1%	*%	6%	1%	*%	-%
More than twice a day	17	-	*	3	*	*	1	*	*	6	*	5	1
	2%	-%	1%	4%	*%	2%	1%	2%	*%	6%	1%	3%	1%
Don't know	29	-	2	2	1	-	3	1	3	4	*	5	8
	4%	-%	6%	3%	1%	-%	4%	2%	4%	4%	1%	3%	17%
													cdjk
NET: Daily	61	-	1	5	8	*	6	1	4	21	3	12	1
	9%	-%	4%	6%	17%	2%	8%	3%	5%	20%	14%	8%	2%
										chkl			
NET: Weekly	220	-	10	20	20	6	27	11	27	50	8	33	7
	32%	-%	33%	24%	42%	58%	34%	40%	35%	50%	42%	20%	16%
				kl						ckl			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 58 (continuation)

QV2B.1 Other postal items - On average, how often does your organisation send...

Base: All sending Other postal items

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
Less than once a week	431 63%	80 70%	80 59%	108 53%	163 73%	160 64%	271 63%
Once a week	86 13%	14 12%	21 15%	35 17%	17 8%	34 14%	51 12%
More than once a week but not every day	73 11%	10 9%	18 13%	28 14%	16 7%	29 11%	44 10%
Once a day	36 5%	1 1%	13 10%	12 6%	9 4%	15 6%	22 5%
Twice a day	8 1%	1 1%	* *%	7 3%	1 *%	1 *%	7 2%
More than twice a day	17 2%	4 3%	1 1%	6 3%	6 3%	5 2%	12 3%
Don't know	29 4%	4 4%	4 3%	8 4%	13 6%	8 3%	21 5%
NET: Daily	61 9%	6 5%	14 10%	25 12%	16 7%	20 8%	41 10%
NET: Weekly	220 32%	30 26%	53 39%	88 43%	48 22%	83 33%	136 32%

Columns Tested: a,b,c,d - a,b

Table 60

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1943	599	1344	1345	314	96	188	598
Effective base	922	259	670	841	184	60	114	246
Weighted Base	1712	410	1302	1628	71	8	5	84
Less than once a week	874 51%	224 55%	650 50%	854 52% bcde	18 25% cd	1 12%	* 9%	20 23% d
Once a week	327 19%	75 18%	252 19%	306 19%	19 27% a	2 18%	1 17%	21 25% a
More than once a week but not every day	333 19%	58 14%	276 21% a	313 19%	16 23%	3 33% a	1 30% a	20 24%
Once a day	113 7%	42 10% b	70 5%	98 6%	12 16% a	2 22% a	1 31% abe	15 18% a
Twice a day	20 1%	2 *% b	18 1%	17 1%	3 4% a	1 10% a	* 4% a	4 5% a
More than twice a day	33 2%	5 1% b	29 2%	30 2%	2 3% a	* 4% a	* 9% abe	3 4%
Don't know	11 1%	4 1% b	7 1%	10 1%	1 2% a	* 1% a	* 1% abe	1 1%
NET: Daily	166 10%	49 12% b	118 9%	145 9%	17 24% a	3 36% a	2 43% abe	22 26% a
NET: Weekly	827 48%	182 44% b	645 50%	763 47%	52 73% a	7 87% ab	4 90% abe	63 75% a

Columns Tested:: a,b - a,b,c,d,e

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1943	686	468	191	190	220	188	1345	314	284
Effective base	922	483	271	113	124	100	114	841	184	125
Weighted Base	1712	1023	479	126	49	31	5	1628	71	13
Less than once a week	874 51%	579 57%	223 47%	53 42%	14 28%	6 18%	* 9%	854 52%	18 25%	1 11%
		bcdefhi	defhi	defhi	fi			cdefhi	fi	
Once a week	327 19%	167 16%	113 24%	26 21%	13 27%	7 23%	1 17%	306 19%	19 27%	2 18%
		a	a	ag	ag			ag	ag	
More than once a week but not every day	333 19%	188 18%	95 20%	30 24%	10 22%	9 28%	1 30%	313 19%	16 23%	4 32%
						ag	abg			abg
Once a day	113 7%	55 5%	33 7%	10 8%	8 16%	6 19%	1 31%	98 6%	12 16%	3 25%
					abcg	abcg	abcdgh		abcg	abcg
Twice a day	20 1%	9 1%	4 1%	3 2%	2 4%	2 6%	* 4%	17 1%	3 4%	1 8%
					ag	abg	ag		abg	abg
More than twice a day	33 2%	17 2%	10 2%	3 3%	1 3%	1 4%	* 9%	30 2%	2 3%	1 5%
							abcdgh			ag
Don't know	11 1%	9 1%	- -%	1 1%	1 1%	1 2%	* 1%	10 1%	1 2%	* 1%
						b		b	b	
NET: Daily	166 10%	81 8%	48 10%	16 13%	11 22%	9 30%	2 43%	145 9%	17 24%	5 39%
					abg	abcg	abcdgh		abcg	abcdgh
NET: Weekly	827 48%	435 43%	255 53%	73 58%	34 71%	25 80%	4 90%	763 47%	52 73%	12 88%
			a	ag	abcg	abcg	abcdgh		abcg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1943	868	477	314	96	188	741	279	105	92	203
Effective base	922	617	288	184	60	114	491	140	47	31	33
Weighted Base	1712	1318	310	71	8	5	998	246	52	44	42
Less than once a week	874 51%	732 56%	122 40%	18 25%	1 12%	* 9%	538 54%	110 45%	12 24%	20 46%	14 32%
		bcd	cde	de			ce	c		c	
Once a week	327 19%	238 18%	68 22%	19 27%	2 18%	1 17%	185 19%	45 18%	12 23%	8 18%	11 27%
More than once a week but not every day	333 19%	239 18%	74 24%	16 23%	3 33%	1 30%	189 19%	62 25%	17 33%	7 17%	8 20%
		a	a	a	a	a	a	a	a		
Once a day	113 7%	68 5%	30 10%	12 16%	2 22%	1 31%	49 5%	14 6%	6 11%	4 9%	8 19%
		a	a	ab	ab	abc					ab
Twice a day	20 1%	9 1%	7 2%	3 4%	1 10%	* 4%	14 1%	2 1%	2 3%	1 3%	1 1%
		a	a	a	ab	a					
More than twice a day	33 2%	23 2%	7 2%	2 3%	* 4%	* 9%	16 2%	11 4%	3 5%	* 1%	* 1%
						abc					
Don't know	11 1%	9 1%	1 *%	1 2%	* 1%	* 1%	7 1%	1 *%	1 1%	3 6%	- -%
										ab	
NET: Daily	166 10%	100 8%	45 14%	17 24%	3 36%	2 43%	79 8%	27 11%	10 19%	6 14%	9 21%
		a	a	ab	ab	abc			a		a
NET: Weekly	827 48%	577 44%	186 60%	52 73%	7 87%	4 90%	453 45%	135 55%	39 75%	21 48%	29 68%
			a	ab	abc	abc			abd		a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1943	108	102	198	79	125	142	121	119	111
Effective base	922	74	73	127	54	88	103	88	81	76
Weighted Base	1712	146	137	291	87	141	237	208	143	125
Less than once a week	874 51%	69 48%	66 49%	166 57%	38 43%	60 42%	129 54%	116 56%	70 49%	69 55%
Once a week	327 19%	37 25%	16 12%	49 17%	19 22%	28 20%	42 18%	39 19%	31 22%	22 17%
More than once a week but not every day	333 19%	25 17%	34 25%	43 15%	16 19%	36 26%	49 21%	39 19%	26 18%	26 20%
Once a day	113 7%	11 7%	13 10%	14 5%	9 10%	8 6%	7 3%	11 5%	15 11%	8 6%
Twice a day	20 1%	1 1%	5 3%	5 2%	* *%	2 1%	5 2%	* *%	- -%	- -%
More than twice a day	33 2%	1 1%	3 2%	13 4%	2 2%	4 3%	4 2%	2 1%	* *%	2 1%
Don't know	11 1%	1 1%	- -%	2 1%	3 4%	3 2%	- -%	1 1%	- -%	- -%
NET: Daily	166 10%	13 9%	21 15%	31 11%	11 12%	14 10%	17 7%	13 6%	16 11%	10 8%
NET: Weekly	827 48%	75 52%	70 51%	123 42%	46 53%	79 56%	108 46%	91 44%	73 51%	57 45%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1943	315	329	461	1105	838	289	274	275
Effective base	922	218	227	318	747	371	136	154	149
Weighted Base	1712	354	425	736	1515	197	97	65	35
Less than once a week	874 51%	166 47%	206 48%	410 56%	782 52%	92 47%	46 48%	31 47%	14 42%
Once a week	327 19%	70 20%	84 20%	130 18%	284 19%	44 22%	25 26%	12 18%	7 20%
More than once a week but not every day	333 19%	78 22%	84 20%	131 18%	294 19%	40 20%	17 17%	16 25%	7 19%
Once a day	113 7%	25 7%	40 9%	32 4%	97 6%	16 8%	7 7%	5 7%	4 13%
Twice a day	20 1%	2 1%	6 1%	10 1%	18 1%	3 1%	1 1%	* 1%	1 3%
More than twice a day	33 2%	8 2%	5 1%	19 3%	31 2%	2 1%	* *0%	1 1%	1 4%
Don't know	11 1%	6 2%	1 *0%	4 *0%	11 1%	1 *0%	* *0%	* *0%	* *0%
NET: Daily	166 10%	35 10%	50 12%	61 8%	145 10%	21 11%	9 9%	6 9%	7 19%
NET: Weekly	827 48%	182 51%	218 51%	323 44%	723 48%	104 53%	50 52%	34 52%	20 58%
			c			c			cd

Columns Tested: a,b,c,d,e,f,g,h

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1943	80	119	28	147	167	438	87	97	919
Effective base	922	39	44	14	58	84	225	35	37	460
Weighted Base	1712	90	92	36	128	203	342	57	58	827
Less than once a week	874 51%	51 56% bd	32 35%	13 36%	45 35%	94 46%	157 46%	34 59% bd	29 50%	463 56% bdf
Once a week	327 19%	18 20%	21 23%	7 19%	28 22%	41 20%	45 13%	13 23%	14 24%	164 20% f
More than once a week but not every day	333 19%	17 19%	28 30% ghi	11 31%	39 31% ghi	48 24% gh	78 23% gh	3 6%	3 5%	143 17%
Once a day	113 7%	4 4%	6 7%	4 10%	10 8%	10 5%	38 11% i	5 9%	9 16% i	37 4%
Twice a day	20 1%	* *% 2	2 3%	* *% 2	2 2%	* *% 6	6 2%	* 1%	2 4%	8 1%
More than twice a day	33 2%	* *% 2	2 2%	1 4%	3 3%	6 3% i	16 5% i	* 1%	1 2%	6 1%
Don't know	11 1%	- -% -	- -% -	- -% -	- -% -	3 2%	1 *% 1	1 1%	- -% -	6 1%
NET: Daily	166 10%	4 5%	11 12%	5 14%	16 12%	16 8%	61 18% aei	6 10%	12 21% aei	51 6%
NET: Weekly	827 48%	39 44%	60 65% agi	23 64%	83 65% agi	105 52%	184 54% i	23 39%	29 50%	358 43%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1943	394	438	1111	1631	312	-	1644	299	1876	67
Effective base	922	181	225	536	774	149	-	829	100	888	34
Weighted Base	1712	420	342	950	1417	295	-	1577	135	1654	58
Less than once a week	874	190	157	527	711	163	-	818	56	830	44
	51%	45%	46%	55%	50%	55%	-%	52%	41%	50%	75%
			ab					b			a
Once a week	327	87	45	195	280	47	-	289	38	324	3
	19%	21%	13%	21%	20%	16%	-%	18%	28%	20%	5%
		b		b				a		b	
More than once a week but not every day	333	104	78	151	278	55	-	312	21	328	6
	19%	25%	23%	16%	20%	19%	-%	20%	16%	20%	10%
		c	c								
Once a day	113	24	38	51	94	19	-	101	12	109	3
	7%	6%	11%	5%	7%	6%	-%	6%	9%	7%	6%
			ac								
Twice a day	20	3	6	11	17	4	-	16	4	18	3
	1%	1%	2%	1%	1%	1%	-%	1%	3%	1%	4%
More than twice a day	33	10	16	7	26	8	-	31	2	33	*
	2%	2%	5%	1%	2%	3%	-%	2%	2%	2%	*%
			c								
Don't know	11	3	1	7	11	*	-	10	1	11	-
	1%	1%	*%	1%	1%	*%	-%	1%	1%	1%	-%
NET: Daily	166	37	61	69	136	30	-	148	18	160	6
	10%	9%	18%	7%	10%	10%	-%	9%	14%	10%	10%
			ac								
NET: Weekly	827	227	184	416	694	133	-	749	78	812	15
	48%	54%	54%	44%	49%	45%	-%	47%	58%	49%	25%
		c	c							b	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1943	1153	386	385
Effective base	922	589	142	184
Weighted Base	1712	1097	267	332
Less than once a week	874 51%	695 63%	71 27%	97 29%
Once a week	327 19%	204 19%	69 26%	53 16%
More than once a week but not every day	333 19%	145 13%	89 33%	94 28%
Once a day	113 7%	38 3%	22 8%	53 16%
Twice a day	20 1%	7 1%	6 2%	8 2%
More than twice a day	33 2%	4 *%	4 1%	26 8%
Don't know	11 1%	4 *%	6 2%	1 *%
NET: Daily	166 10%	48 4%	32 12%	86 26%
NET: Weekly	827 48%	398 36%	190 71%	234 70%

Columns Tested.: a,b,c

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1943	1486	299	82	18	29	16	8	5	1785	158	76
Effective base	922	783	105	20	5	8	4	4	2	885	37	18
Weighted Base	1712	1480	165	33	7	19	5	2	*	1646	66	34
Less than once a week	874 51%	837 57% bcjk	28 17%	2 6%	3 41%	4 20%	*	-	-	865 53% bcjk	9 13%	7 21%
Once a week	327 19%	298 20% b	16 10%	6 18%	1 17%	3 15%	2 44%	1 36%	-	314 19% b	13 19%	7 20%
More than once a week but not every day	333 19%	256 17%	59 36% ai	7 21%	2 25%	9 46%	* 2%	*	*	315 19%	18 27%	11 34%
Once a day	113 7%	53 4%	39 24% ai	14 44% ai	1 13%	3 17%	2 45%	*	-	92 6%	21 31% ai	6 19% ai
Twice a day	20 1%	16 1%	3 2%	* 1%	* 5%	* 1%	* *%	1 34%	-	19 1%	2 3%	1 4%
More than twice a day	33 2%	9 1%	20 12% ai	3 10% ai	- -%	* 1%	* 7%	-	*	29 2% a	4 6% a	1 1%
Don't know	11 1%	11 1%	* *% ai	- -% ai	- -%	* *% ai	- -%	-	-	11 1% a	* *% ai	* *% ai
NET: Daily	166 10%	78 5%	62 38% ai	18 55% ai	1 17%	4 19%	2 53%	1 43%	*	140 9% a	26 40% ai	8 25% ai
NET: Weekly	827 48%	632 43%	137 83% ai	31 94% ai	4 59%	15 80%	5 99%	2 100%	*	769 47% ai	58 87% ai	27 79% ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1943	821	665	457	1856	1473	1943	1295	783	664	499	1028	95	120	78	85	38
Effective base	922	476	309	141	867	675	922	598	343	250	277	524	28	41	22	20	12
Weighted Base	1712	936	545	232	1616	1267	1712	1141	668	469	492	1002	47	80	39	35	17
Less than once a week	874 51%	688 73%	149 27%	37 16%	839 52%	562 44%	874 51%	506 44%	289 43%	161 34%	329 67%	509 51%	10 22%	13 17%	3 7%	8 23%	2 11%
Once a week	327 19%	147 16%	152 28%	29 13%	313 19%	253 20%	327 19%	223 20%	137 21%	117 25%	79 16%	219 22%	8 18%	13 16%	2 5%	4 12%	2 13%
More than once a week but not every day	333 19%	79 8%	177 33%	77 33%	300 19%	288 23%	333 19%	264 23%	154 23%	117 25%	61 12%	202 20%	19 41%	28 35%	13 33%	7 19%	3 19%
Once a day	113 7%	13 1%	40 7%	60 26%	103 6%	103 8%	113 7%	91 8%	46 7%	40 9%	17 3%	52 5%	6 12%	14 17%	15 38%	5 15%	4 22%
Twice a day	20 1%	5 1%	11 2%	5 2%	20 1%	19 1%	20 1%	17 1%	13 2%	10 2%	2 *	7 1%	* 1%	4 5%	3 7%	1 3%	4 21%
More than twice a day	33 2%	* *%	9 2%	24 10%	30 2%	32 3%	33 2%	32 3%	24 4%	19 4%	3 1%	6 1%	3 7%	7 9%	4 10%	8 22%	2 13%
Don't know	11 1%	5 *%	7 1%	* *%	10 1%	10 1%	11 1%	8 1%	5 1%	4 1%	3 1%	6 1%	- -%	1 1%	- -%	2 6%	* *%
NET: Daily	166 10%	18 2%	60 11%	89 38%	153 9%	153 12%	166 10%	139 12%	83 12%	69 15%	22 4%	66 7%	9 19%	25 31%	22 55%	14 40%	10 56%
NET: Weekly	827 48%	243 26%	389 71%	195 84%	766 47%	695 55%	827 48%	626 55%	374 56%	304 65%	161 33%	486 49%	37 78%	66 83%	36 93%	25 71%	15 88%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1943	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	922	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1712	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Less than once a week	874	796	19	14	7	2	1	-	523	20	7	1	7	2	2
	51%	58%	21%	21%	21%	11%	7%	-%	53%	15%	15%	2%	33%	20%	21%
		bcdef							bcd				d		
Once a week	327	262	29	13	3	*	3	2	199	40	9	3	1	1	1
	19%	19%	32%	20%	9%	2%	23%	15%	20%	31%	17%	7%	4%	8%	6%
		ade							d						
More than once a week but not every day	333	228	31	24	4	9	1	3	195	46	23	16	5	2	1
	19%	17%	34%	36%	10%	54%	8%	26%	20%	35%	44%	33%	22%	19%	7%
		ad	ad			adf			a	a					
Once a day	113	60	11	9	15	3	3	2	55	14	8	17	3	2	4
	7%	4%	12%	14%	42%	14%	21%	20%	6%	11%	15%	36%	15%	15%	38%
		a	a	abc		a			a		a	ab			
Twice a day	20	12	1	1	*	3	1	2	9	1	*	3	1	3	*
	1%	1%	1%	1%	1%	16%	7%	22%	1%	1%	1%	7%	6%	28%	4%
						abc						a			
More than twice a day	33	14	*	5	4	*	5	2	5	10	4	8	2	1	2
	2%	1%	*%	7%	11%	2%	33%	18%	*%	8%	7%	16%	10%	9%	24%
			a	ab			ab		a	a	a	a	a		
Don't know	11	7	-	1	2	-	-	*	7	-	1	-	2	-	-
	1%	1%	-%	1%	6%	-%	-%	*%	1%	-%	1%	-%	10%	-%	-%
				a									ab		
NET: Daily	166	86	12	15	19	6	9	6	69	25	12	28	6	6	6
	10%	6%	13%	22%	54%	32%	61%	59%	7%	19%	23%	58%	31%	52%	65%
			a	a	abc	a	ab		a	a	abc	a			
NET: Weekly	827	576	72	53	26	15	13	11	462	112	44	48	12	10	7
	48%	42%	79%	78%	73%	89%	93%	100%	47%	85%	84%	98%	58%	80%	79%
			a	a	a	a	a		ae	a	ae				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1943	868	146	108	64	52	22	35	792	392	409	237	101
Effective base	922	445	59	39	23	16	7	11	451	179	185	73	30
Weighted Base	1712	860	113	61	40	30	14	22	874	327	333	113	54
Less than once a week	874 51%	431 50%	43 37%	9 14%	7 18%	7 25%	5 34%	4 19%	874 100%	- -%	- -%	- -%	- -%
		cdg	c						bcde				
Once a week	327 19%	161 19%	28 24%	17 28%	5 12%	4 13%	1 7%	8 34%	- -%	327 100%	- -%	- -%	- -%
										acde			
More than once a week but not every day	333 19%	199 23%	17 15%	16 26%	15 39%	11 36%	5 35%	1 5%	- -%	- -%	333 100%	- -%	- -%
					bg						abde		
Once a day	113 7%	47 5%	16 14%	8 13%	10 25%	5 16%	* *%	4 20%	- -%	- -%	- -%	113 100%	- -%
			a	a	a		a					abce	
Twice a day	20 1%	8 1%	1 1%	3 5%	* *%	1 3%	1 6%	3 15%	- -%	- -%	- -%	- -%	20 38%
								ab					abcd
More than twice a day	33 2%	8 1%	7 6%	9 14%	2 6%	2 8%	2 18%	2 7%	- -%	- -%	- -%	- -%	33 62%
			a	a	a	a							abcd
Don't know	11 1%	6 1%	2 2%	1 1%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	166 10%	63 7%	24 21%	19 32%	13 32%	8 26%	3 24%	9 42%	- -%	- -%	- -%	113 100%	54 100%
			a	a	a	a	a	a				abc	abc
NET: Weekly	827 48%	423 49%	69 61%	52 85%	33 82%	22 75%	9 65%	18 81%	- -%	327 100%	333 100%	113 100%	54 100%
				ab	a	a		a		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1943	859	364	337	211	73	625	297	302	161	72
Effective base	922	479	168	145	58	18	344	126	123	53	23
Weighted Base	1712	941	299	248	82	30	674	237	213	84	44
Less than once a week	874 51%	836 89%	- -%	- -%	- -%	- -%	561 83%	- -%	- -%	- -%	- -%
		bcde					bcde				
Once a week	327 19%	52 6%	260 87%	- -%	- -%	- -%	72 11%	178 75%	- -%	- -%	- -%
		c	acde				cd	acde			
More than once a week but not every day	333 19%	35 4%	30 10%	235 95%	- -%	- -%	34 5%	47 20%	205 96%	- -%	- -%
			ad	abde				ade	abde		
Once a day	113 7%	14 2%	2 1%	6 3%	80 97%	- -%	4 1%	10 4%	6 3%	82 98%	- -%
					abce			a		abce	
Twice a day	20 1%	3 *%	6 2%	1 *%	* *%	10 33%	2 *%	- -%	1 *%	2 2%	14 32%
			a			abcd					abcd
More than twice a day	33 2%	1 *%	* *%	6 3%	2 2%	20 67%	* *%	1 1%	1 *%	* *%	30 68%
				a	a	abcd					abcd
Don't know	11 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	166 10%	19 2%	9 3%	13 5%	82 100%	30 100%	6 1%	12 5%	8 4%	84 100%	44 100%
				a	abc	abc		a	a	abc	abc
NET: Weekly	827 48%	106 11%	299 100%	248 100%	82 100%	30 100%	112 17%	237 100%	213 100%	84 100%	44 100%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1943	550	209	267	165	78	717	105	458	1686	257	1693	163
Effective base	922	299	85	116	62	26	331	46	217	822	100	809	58
Weighted Base	1712	599	170	196	110	44	619	65	442	1522	190	1505	110
Less than once a week	874 51%	423 71%	29 17%	27 14%	15 13%	5 12%	223 36%	20 31%	258 58%	789 52%	85 45%	806 54%	33 30%
		bcde							ab			b	
Once a week	327 19%	93 15%	84 49%	31 16%	9 8%	5 10%	108 17%	23 36%	89 20%	297 20%	30 16%	291 19%	22 20%
			acde					ac					
More than once a week but not every day	333 19%	70 12%	51 30%	121 62%	14 13%	4 10%	175 28%	16 25%	68 15%	294 19%	39 21%	272 18%	29 26%
			ade	abde			c						
Once a day	113 7%	8 1%	5 3%	9 4%	59 54%	7 16%	72 12%	* 1%	18 4%	100 7%	13 7%	94 6%	9 8%
					abce	abc	bc						
Twice a day	20 1%	3 1%	1 *%	6 3%	2 2%	5 11%	11 2%	3 5%	2 *%	15 1%	6 3%	14 1%	6 6%
						ab	c						a
More than twice a day	33 2%	* *%	1 1%	1 1%	11 10%	18 40%	26 4%	1 1%	6 1%	20 1%	13 7%	21 1%	9 8%
					abc	abcd					a		a
Don't know	11 1%	1 *%	- -%	1 1%	- -%	- -%	4 1%	1 1%	1 *%	7 *%	4 2%	7 *%	3 3%
										a	a	a	a
NET: Daily	166 10%	12 2%	7 4%	15 8%	72 66%	30 68%	109 18%	5 7%	25 6%	135 9%	32 17%	129 9%	24 22%
				a	abc	abc	c				a		a
NET: Weekly	827 48%	175 29%	141 83%	168 86%	95 87%	39 88%	392 63%	44 68%	183 41%	726 48%	101 53%	692 46%	74 67%
			a	a	a	a	c	c					a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1943	1258	215	869	426	1695	161	1251	222	870	425
Effective base	922	605	70	433	165	811	57	597	78	435	163
Weighted Base	1712	1126	140	815	326	1507	109	1117	150	816	325
Less than once a week	874 51%	521 46%	41 29%	391 48%	115 35%	801 53%	38 35%	523 47%	39 26%	390 48%	117 36%
Once a week	327 19%	221 20%	33 23%	153 19%	70 21%	293 19%	20 18%	223 20%	30 20%	154 19%	69 21%
More than once a week but not every day	333 19%	247 22%	41 29%	184 23%	80 24%	272 18%	29 27%	239 21%	48 32%	185 23%	79 24%
Once a day	113 7%	94 8%	9 6%	60 7%	30 9%	96 6%	7 6%	90 8%	12 8%	60 7%	30 9%
Twice a day	20 1%	14 1%	5 3%	8 1%	9 3%	17 1%	3 3%	11 1%	7 5%	8 1%	8 3%
More than twice a day	33 2%	23 2%	9 7% a	14 2%	17 5% a	21 1%	9 8% a	23 2%	9 6% a	15 2%	17 5% a
Don't know	11 1%	7 1%	3 2%	4 *	4 1%	7 *	3 3% a	7 1%	3 2%	4 *%	4 1%
NET: Daily	166 10%	131 12%	23 16%	83 10%	56 17% a	134 9%	19 17% a	125 11%	29 19% a	84 10%	55 17% a
NET: Weekly	827 48%	598 53%	96 69% a	421 52%	206 63% a	698 46%	68 62% a	587 53%	107 72% a	423 52%	204 63% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1943	874	1448	271	3	789	1045	221	4	912	698	232	2
Effective base	922	382	701	113	2	348	492	95	3	415	334	100	2
Weighted Base	1712	720	1292	209	3	655	898	172	4	793	605	176	4
Less than once a week	874	300	680	61	1	252	396	38	-	326	273	52	2
	51%	42%	53%	29%	48%	39%	44%	22%	-%	41%	45%	30%	41%
		c	ac			c	c			c	c		
Once a week	327	152	243	39	*	138	169	35	2	157	108	30	-
	19%	21%	19%	19%	5%	21%	19%	20%	43%	20%	18%	17%	-%
More than once a week but not every day	333	178	240	71	-	164	218	54	-	194	141	54	2
	19%	25%	19%	34%	-%	25%	24%	31%	-%	24%	23%	31%	59%
		b		ab									
Once a day	113	54	89	24	1	63	77	26	-	67	58	24	-
	7%	8%	7%	11%	47%	10%	9%	15%	-%	8%	10%	13%	-%
								b					
Twice a day	20	13	15	5	-	13	11	8	1	16	9	5	-
	1%	2%	1%	2%	-%	2%	1%	4%	13%	2%	1%	3%	-%
								b					
More than twice a day	33	21	19	9	-	22	19	11	2	28	13	9	-
	2%	3%	1%	4%	-%	3%	2%	6%	44%	3%	2%	5%	-%
				b				b					
Don't know	11	3	5	*	-	2	7	-	-	5	4	2	-
	1%	*%	*%	*%	-%	*%	1%	-%	-%	1%	1%	1%	-%
NET: Daily	166	88	123	38	1	98	108	45	2	111	80	38	-
	10%	12%	10%	18%	47%	15%	12%	26%	57%	14%	13%	21%	-%
				b				ab				b	
NET: Weekly	827	418	606	148	2	400	495	134	4	461	329	122	2
	48%	58%	47%	71%	52%	61%	55%	78%	100%	58%	54%	69%	59%
		b		ab				ab				ab	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1943	1644	1220	851	1286	1059	50	569	446	423	113	79	471	436
Effective base	922	785	575	418	610	516	18	290	216	204	57	43	228	210
Weighted Base	1712	1459	1062	771	1157	969	14	538	409	388	110	85	442	399
Less than once a week	874	785	464	336	579	505	3	233	179	147	31	29	221	223
	51%	54%	44%	44%	50%	52%	18%	43%	44%	38%	28%	34%	50%	56%
		bc			c	c		d	d					
Once a week	327	284	212	140	248	164	3	94	68	73	15	8	83	50
	19%	19%	20%	18%	21%	17%	22%	17%	17%	19%	13%	9%	19%	13%
More than once a week but not every day	333	257	251	192	216	202	5	134	104	95	34	32	87	90
	19%	18%	24%	25%	19%	21%	37%	25%	26%	25%	31%	37%	20%	22%
		a	a											
Once a day	113	91	89	68	82	59	2	53	33	42	22	11	38	19
	7%	6%	8%	9%	7%	6%	17%	10%	8%	11%	20%	13%	9%	5%
											ab			
Twice a day	20	14	14	9	15	9	1	8	8	8	4	4	8	4
	1%	1%	1%	1%	1%	1%	6%	2%	2%	2%	4%	5%	2%	1%
							b							
More than twice a day	33	21	25	23	14	23	*	16	16	20	4	1	2	9
	2%	1%	2%	3%	1%	2%	*%	3%	4%	5%	4%	2%	1%	2%
Don't know	11	6	7	2	3	7	-	*	2	2	-	-	3	4
	1%	*%	1%	*%	*%	1%	-%	*%	*%	*%	-%	-%	1%	1%
NET: Daily	166	126	129	101	111	90	3	77	56	71	30	17	48	32
	10%	9%	12%	13%	10%	9%	23%	14%	14%	18%	28%	20%	11%	8%
			a	a							ab			
NET: Weekly	827	668	592	433	576	456	11	304	229	239	79	56	219	172
	48%	46%	56%	56%	50%	47%	82%	57%	56%	62%	72%	66%	49%	43%
			a	a			ab				ab			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1943	166	94	74	34	1703	1222	1779	1239	1186	832	1608	246	1	1478	105
Effective base	922	80	38	34	18	798	546	833	562	531	378	773	111	1	694	60
Weighted Base	1712	150	64	59	40	1485	979	1551	1029	958	719	1428	198	*	1284	112
Less than once a week	874	44	14	25	12	784	445	802	485	454	298	756	77	-	677	51
	51%	29%	21%	42%	31%	53%	45%	52%	47%	47%	41%	53%	39%	-%	53%	46%
						bd		b				ac				
Once a week	327	33	18	10	5	288	205	306	205	204	150	281	27	*	249	13
	19%	22%	28%	17%	14%	19%	21%	20%	20%	21%	21%	20%	14%	100%	19%	11%
More than once a week but not every day	333	45	22	12	15	271	205	286	216	179	171	251	55	-	233	35
	19%	30%	35%	20%	37%	18%	21%	18%	21%	19%	24%	18%	28%	-%	18%	31%
											b		b		a	a
Once a day	113	25	6	4	3	90	85	100	82	82	59	95	25	-	85	7
	7%	16%	9%	6%	7%	6%	9%	6%	8%	9%	8%	7%	13%	-%	7%	7%
													b			
Twice a day	20	1	3	3	-	14	13	18	12	11	14	15	8	-	14	3
	1%	*%	5%	6%	-%	1%	1%	1%	1%	1%	2%	1%	4%	-%	1%	3%
													b			
More than twice a day	33	2	*	6	4	30	23	31	27	21	25	22	4	-	23	1
	2%	1%	1%	10%	11%	2%	2%	2%	3%	2%	3%	2%	2%	-%	2%	1%
				a	ab						b					
Don't know	11	*	1	-	-	8	4	9	2	6	2	8	2	-	3	2
	1%	*%	1%	-%	-%	1%	*%	1%	*%	1%	*%	1%	1%	-%	*%	2%
NET: Daily	166	27	9	13	7	134	121	149	121	114	98	132	37	-	122	11
	10%	18%	14%	21%	18%	9%	12%	10%	12%	12%	14%	9%	19%	-%	10%	10%
							a				b		b			
NET: Weekly	827	106	50	34	27	693	531	741	542	498	419	664	119	*	604	59
	48%	70%	78%	58%	69%	47%	54%	48%	53%	52%	58%	46%	60%	100%	47%	53%
							ac		a		b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1943	673	1141	525	27	265	368	221	1291	407	271	319	1305
Effective base	922	330	544	224	14	106	166	97	624	192	126	142	638
Weighted Base	1712	639	984	439	35	214	329	168	1174	354	219	287	1167
Less than once a week	874 51%	269 42%	571 58%	180 41%	13 38%	62 29%	144 44%	49 29%	619 53%	194 55%	99 45%	86 30%	670 57%
Once a week	327 19%	134 21%	177 18%	82 19%	6 17%	39 18%	65 20%	28 17%	232 20%	66 19%	40 18%	73 26%	207 18%
More than once a week but not every day	333 19%	151 24%	161 16%	115 26%	13 38%	67 31%	79 24%	52 31%	219 19%	59 17%	44 20%	81 28%	199 17%
Once a day	113 7%	53 8%	53 5%	37 8%	* *%	13 6%	30 9%	21 12%	69 6%	23 7%	27 12%	27 9%	59 5%
Twice a day	20 1%	11 2%	6 1%	10 2%	1 2%	9 4%	5 1%	4 2%	12 1%	5 1%	2 1%	6 2%	12 1%
More than twice a day	33 2%	19 3%	10 1%	14 3%	2 5%	20 10%	2 1%	13 8%	13 1%	7 2%	6 3%	13 5%	14 1%
Don't know	11 1%	3 *%	6 1%	2 1%	- -%	4 2%	3 1%	1 1%	10 1%	* *%	1 1%	- -%	6 1%
NET: Daily	166 10%	83 13%	70 7%	61 14%	3 7%	42 19%	37 11%	38 22%	94 8%	35 10%	35 16%	46 16%	85 7%
NET: Weekly	827 48%	367 57%	408 41%	257 59%	22 62%	148 69%	182 55%	118 70%	545 46%	160 45%	119 54%	201 70%	491 42%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1943	970	973
Effective base	922	411	511
Weighted Base	1712	742	970
Less than once a week	874 51%	381 51%	493 51%
Once a week	327 19%	156 21%	171 18%
More than once a week but not every day	333 19%	129 17%	204 21%
Once a day	113 7%	49 7%	64 7%
Twice a day	20 1%	7 1%	14 1%
More than twice a day	33 2%	15 2%	19 2%
Don't know	11 1%	6 1%	5 1%
NET: Daily	166 10%	70 9%	96 10%
NET: Weekly	827 48%	355 48%	472 49%

Columns Tested:: a,b

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1943	-	86	310	347	40	147	113	235	176	178	209	102
Effective base	922	-	34	150	157	16	81	32	108	107	61	140	59
Weighted Base	1712	-	63	306	269	25	162	41	190	208	58	296	95
Less than once a week	874	-	24	164	142	13	77	22	90	97	28	164	52
	51%	-%	39%	54%	53%	53%	48%	53%	47%	47%	48%	56%	55%
Once a week	327	-	12	59	49	2	27	11	44	35	14	53	21
	19%	-%	20%	19%	18%	6%	16%	27%	23%	17%	24%	18%	22%
More than once a week but not every day	333	-	17	50	54	7	39	5	41	43	10	54	15
	19%	-%	27%	16%	20%	30%	24%	11%	21%	21%	17%	18%	16%
Once a day	113	-	6	24	22	*	6	2	10	21	5	15	2
	7%	-%	9%	8%	8%	2%	4%	5%	5%	10%	9%	5%	2%
Twice a day	20	-	1	1	1	*	6	1	3	3	1	2	3
	1%	-%	2%	*%	*%	1%	3%	2%	1%	1%	2%	1%	3%
							d						
More than twice a day	33	-	*	5	1	2	5	*	2	9	*	6	1
	2%	-%	*%	2%	1%	8%	3%	1%	1%	4%	*%	2%	1%
							dj			d			
Don't know	11	-	2	3	*	-	3	1	*	1	*	1	1
	1%	-%	3%	1%	*%	-%	2%	1%	*%	*%	*%	*%	1%
NET: Daily	166	-	7	31	24	3	17	3	15	32	6	23	6
	10%	-%	11%	10%	9%	11%	10%	8%	8%	16%	11%	8%	6%
NET: Weekly	827	-	37	140	127	12	82	19	100	110	30	130	42
	48%	-%	58%	46%	47%	47%	50%	46%	53%	53%	52%	44%	44%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 60 (continuation)

QV2B.1 Letters/ Large letters - On average, how often does your organisation send...

Base: All sending Letters/ Large letters

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1943	416	514	524	489	930	1013
Effective base	922	200	240	245	242	436	486
Weighted Base	1712	414	411	439	448	825	887
Less than once a week	874	212	208	209	245	420	453
	51%	51%	51%	48%	55%	51%	51%
Once a week	327	79	70	91	88	149	179
	19%	19%	17%	21%	20%	18%	20%
More than once a week but not every day	333	78	89	88	78	167	166
	19%	19%	22%	20%	18%	20%	19%
Once a day	113	33	25	32	22	58	54
	7%	8%	6%	7%	5%	7%	6%
Twice a day	20	2	7	6	6	9	11
	1%	1%	2%	1%	1%	1%	1%
More than twice a day	33	5	8	12	8	13	20
	2%	1%	2%	3%	2%	2%	2%
Don't know	11	5	4	1	2	8	3
	1%	1%	1%	*%	*%	1%	*%
NET: Daily	166	41	40	50	35	81	86
	10%	10%	10%	11%	8%	10%	10%
NET: Weekly	827	197	199	229	202	396	430
	48%	48%	48%	52%	45%	48%	49%

Columns Tested:: a,b,c,d - a,b

Table 62
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Less than once a week	862 47%	256 53%	607 44%	844 48%	17 24%	1 10%	* 9%	18 21%
		b		bcde	cd			cd
Once a week	340 18%	85 18%	254 19%	321 18%	16 22%	1 16%	1 14%	18 21%
More than once a week but not every day	375 20%	74 15%	301 22%	356 20%	16 22%	2 27%	1 25%	19 22%
			a					
Once a day	171 9%	50 10%	121 9%	153 9%	14 20%	2 24%	2 34%	18 21%
					a	a	abe	a
Twice a day	38 2%	8 2%	31 2%	33 2%	4 5%	1 10%	* 6%	5 6%
					a	a	a	a
More than twice a day	56 3%	7 1%	49 4%	51 3%	4 5%	1 13%	1 12%	6 7%
						ab	a	a
Don't know	9 *%	4 1%	5 *%	8 *%	1 1%	- -%	* 1%	1 1%
NET: Daily	266 14%	65 13%	201 15%	237 13%	22 31%	4 47%	2 51%	29 34%
					a	abe	abe	a
NET: Weekly	981 53%	224 46%	757 55%	914 52%	54 75%	8 90%	4 90%	67 77%
			a		a	abe	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
Less than once a week	862 47%	565 51%	230 44%	49 37%	13 26%	5 17%	* 9%	844 48%	17 24%	1 9%
		bcdefhi	defhi	efhi	fi			cdefhi	fi	
Once a week	340 18%	189 17%	111 21%	21 16%	11 23%	6 20%	1 14%	321 18%	16 22%	2 15%
More than once a week but not every day	375 20%	204 18%	117 22%	35 26%	10 19%	9 27%	1 25%	356 20%	16 22%	4 26%
Once a day	171 9%	91 8%	47 9%	16 12%	10 21%	6 19%	2 34%	153 9%	14 20%	4 27%
					abg	abg	abcdegh		abg	abcg
Twice a day	38 2%	22 2%	7 1%	3 2%	3 5%	2 7%	* 6%	33 2%	4 5%	1 9%
					abg	abg	abg		abg	abcg
More than twice a day	56 3%	30 3%	14 3%	7 5%	2 4%	3 10%	1 12%	51 3%	4 5%	2 13%
						abg	abdgh			abcdgh
Don't know	9 *%	7 1%	- -%	1 1%	1 1%	1 2%	* 1%	8 *%	1 1%	* *%
						b			b	
NET: Daily	266 14%	143 13%	69 13%	26 20%	15 30%	11 36%	2 51%	237 13%	22 31%	7 49%
					abg	abcg	abcdegh		abcg	abcddegh
NET: Weekly	981 53%	536 48%	296 56%	82 62%	36 73%	26 82%	4 90%	914 52%	54 75%	12 90%
			a	ag	abg	abcg	abcdgh		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Less than once a week	862 47%	726 51% bcde	118 36% cde	17 24% de	1 10%	* 9%	518 48% ce	109 43% c	5 10%	18 40% c	13 30% c
Once a week	340 18%	263 18%	58 18%	16 22%	1 16%	1 14%	202 19%	37 14%	11 21%	8 19%	9 21%
More than once a week but not every day	375 20%	273 19%	82 25%	16 22%	2 27%	1 25%	217 20%	64 25%	17 31%	7 16%	10 24%
Once a day	171 9%	106 7%	47 14%	14 20%	2 24%	2 34%	81 8%	24 10%	13 24%	6 14%	8 18%
Twice a day	38 2%	22 2%	11 3%	4 5%	1 10%	* 6%	21 2%	5 2%	3 5%	1 3%	1 2%
More than twice a day	56 3%	38 3%	12 4%	4 5%	1 13%	1 12%	31 3%	15 6%	5 9%	1 2%	2 4%
Don't know	9 *%	7 1%	1 *%	1 1%	- -%	* 1%	5 *%	1 *%	1 1%	3 6%	- -%
NET: Daily	266 14%	167 12%	70 21%	22 31%	4 47%	2 51%	133 12%	44 17%	21 38%	8 19%	11 24%
NET: Weekly	981 53%	703 49%	211 64%	54 75%	8 90%	4 90%	552 51%	145 57%	49 90%	24 54%	30 70%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
Less than once a week	862 47%	76 47%	66 46%	154 51%	40 42%	60 40%	128 50%	110 47%	59 38%	77 54%
Once a week	340 18%	40 25%	14 10%	48 16%	15 16%	27 18%	49 19%	55 24%	31 20%	17 12%
More than once a week but not every day	375 20%	27 17%	38 27%	55 18%	20 21%	34 23%	42 16%	44 19%	36 23%	32 23%
Once a day	171 9%	16 10%	13 9%	23 8%	9 10%	16 11%	22 9%	14 6%	23 15%	14 10%
Twice a day	38 2%	1 1%	5 3%	7 2%	6 6%	2 1%	7 3%	4 2%	4 3%	- -%
More than twice a day	56 3%	2 1%	6 5%	16 5%	3 3%	8 5%	8 3%	4 2%	1 *%	2 2%
Don't know	9 *%	- -%	- -%	2 1%	2 2%	3 2%	- -%	1 1%	- -%	- -%
NET: Daily	266 14%	19 12%	23 17%	46 15%	18 19%	26 17%	37 14%	22 10%	28 18%	16 11%
NET: Weekly	981 53%	86 53%	76 54%	149 49%	53 56%	86 58%	128 50%	121 52%	95 62%	65 46%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
Less than once a week	862 47%	176 46%	201 44%	393 49%	770 47%	92 43%	49 45%	30 44%	13 36%
Once a week	340 18%	59 15%	85 19%	153 19%	297 18%	43 20%	22 21%	13 19%	7 20%
More than once a week but not every day	375 20%	86 22%	101 22%	140 18%	327 20%	48 22%	23 21%	18 26%	7 20%
Once a day	171 9%	39 10%	52 11%	59 7%	150 9%	22 10%	11 10%	6 8%	5 14%
Twice a day	38 2%	8 2%	10 2%	18 2%	35 2%	4 2%	2 1%	1 1%	1 4%
More than twice a day	56 3%	13 3%	9 2%	28 4%	51 3%	6 3%	2 2%	2 2%	2 6%
Don't know	9 *%	5 1%	- -%	4 *%	8 1%	1 *%	* *%	* *%	* *%
NET: Daily	266 14%	60 15%	71 15%	105 13%	235 14%	31 14%	14 13%	8 12%	9 23%
NET: Weekly	981 53%	204 53%	257 56%	398 50%	859 52%	122 57%	60 55%	39 56%	23 63%

Columns Tested: a,b,c,d,e,f,g,h

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Less than once a week	862 47%	49 54% bdf	32 26%	16 41%	47 30%	93 44% b	146 37%	38 60% bdf	29 50% bd	458 53% bdf
Once a week	340 18%	16 18%	29 24%	4 11%	33 21%	35 17%	48 12%	12 19%	13 23%	179 21% f
More than once a week but not every day	375 20%	17 19%	36 30% ghi	5 13%	41 26% gh	46 22% h	103 26% ghi	5 8%	3 5%	158 18% h
Once a day	171 9%	7 8%	16 13% i	12 30%	28 17% i	23 11% i	55 14% i	5 8%	9 16% i	44 5%
Twice a day	38 2%	1 1%	5 4%	1 2%	6 4%	4 2%	11 3%	2 3%	2 4%	13 1%
More than twice a day	56 3%	* *%	2 2%	1 3%	4 2%	8 4%	28 7% i	1 2%	1 2%	14 2%
Don't know	9 *%	- -%	- -%	- -%	- -%	3 1%	- -%	1 1%	- -%	5 1%
NET: Daily	266 14%	8 9%	24 20% i	14 35%	37 23% i	35 16% i	94 24% ai	8 12%	13 22% i	70 8%
NET: Weekly	981 53%	41 46%	88 74% aeghi	23 59%	111 70% aghi	116 55%	245 63% agi	25 39%	29 50%	406 47%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
Less than once a week	862 47%	189 41%	146 37%	527 53% ab	703 45%	160 52%	- -%	804 47%	58 42%	812 45%	50 76% a
Once a week	340 18%	85 18%	48 12%	207 21% b	291 19%	48 16%	- -%	307 18%	33 23%	336 19% b	4 5%
More than once a week but not every day	375 20%	104 23%	103 26% c	168 17%	318 21%	57 19%	- -%	354 21%	21 15%	369 21%	6 9%
Once a day	171 9%	57 12% c	55 14% c	59 6%	149 10%	23 7%	- -%	154 9%	17 12%	168 9%	3 5%
Twice a day	38 2%	11 2% c	11 3% c	16 2%	33 2%	5 2%	- -%	31 2%	7 5%	36 2%	3 4%
More than twice a day	56 3%	12 3% c	28 7% ac	16 2%	43 3%	13 4%	- -%	54 3%	3 2%	56 3%	* 1%
Don't know	9 *%	3 1%	- -%	6 1%	9 1%	* *%	- -%	8 *%	1 1%	9 1%	- -%
NET: Daily	266 14%	80 17% c	94 24% c	92 9%	225 15%	41 13%	- -%	239 14%	27 19%	260 15%	6 9%
NET: Weekly	981 53%	269 58% c	245 63% c	467 47%	834 54%	147 48%	- -%	900 53%	81 58%	965 54% b	16 24%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Less than once a week	862 47%	703 60%	63 23%	84 21%
		bc		
Once a week	340 18%	224 19%	60 22%	56 14%
More than once a week but not every day	375 20%	165 14%	91 33%	118 30%
			a	a
Once a day	171 9%	49 4%	38 13%	85 22%
			a	ab
Twice a day	38 2%	12 1%	14 5%	12 3%
			a	a
More than twice a day	56 3%	7 1%	8 3%	37 10%
			a	ab
Don't know	9 *%	4 *%	5 2%	- -%
NET: Daily	266 14%	68 6%	60 21%	135 34%
			a	ab
NET: Weekly	981 53%	456 39%	211 76%	309 79%
			a	a

Columns Tested: a,b,c

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Less than once a week	862 47%	850 53%	6 3%	2 5%	3 38%	2 10%	* 1%	- -%	- -%	856 48%	6 9%	5 14%
		bcijk								bcjk		
Once a week	340 18%	325 20%	10 6%	4 10%	* 5%	* *%	* 9%	* 1%	- -%	335 19%	5 7%	1 3%
		bj								b		
More than once a week but not every day	375 20%	299 19%	61 34%	9 24%	1 13%	5 24%	* 6%	* 3%	* 99%	360 20%	15 21%	6 19%
		ai										
Once a day	171 9%	78 5%	66 37%	16 42%	2 24%	8 41%	1 28%	1 43%	- -%	144 8%	27 39%	12 35%
		ai		ai						a	ai	ai
Twice a day	38 2%	22 1%	9 5%	2 7%	* 4%	3 18%	* 1%	1 53%	- -%	31 2%	7 10%	5 15%
		ai								ai	ai	ai
More than twice a day	56 3%	20 1%	27 15%	5 12%	1 16%	1 6%	3 54%	* 1%	* 1%	47 3%	10 14%	5 15%
		ai		ai						a	ai	ai
Don't know	9 *%	9 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	9 1%	- -%	- -%
NET: Daily	266 14%	119 7%	102 57%	23 61%	3 44%	12 65%	4 83%	2 97%	* 1%	221 12%	45 63%	22 65%
		ai		ai						a	ai	ai
NET: Weekly	981 53%	743 46%	173 97%	36 95%	5 62%	17 90%	5 99%	2 100%	* 100%	916 51%	65 91%	29 86%
		ai		ai						a	ai	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Weighted Base	1852	995	607	250	1616	1267	1712	1279	681	492	492	1002	47	80	39	35	17
Less than once a week	862 47%	722 73%	128 21%	13 5%	768 48%	498 39%	799 47%	494 39%	243 36%	144 29%	317 64%	452 45%	9 20%	13 16%	3 7%	6 17%	- -%
Once a week	340 18%	154 15%	171 28%	15 6%	297 18%	238 19%	307 18%	236 18%	121 18%	97 20%	69 14%	222 22%	3 7%	9 11%	1 3%	1 2%	1 4%
More than once a week but not every day	375 20%	86 9%	214 35%	76 30%	315 19%	293 23%	350 20%	305 24%	166 24%	123 25%	73 15%	214 21%	16 35%	27 34%	9 24%	6 16%	5 29%
Once a day	171 9%	18 2%	60 10%	94 37%	143 9%	146 12%	158 9%	149 12%	83 12%	75 15%	25 5%	76 8%	13 28%	19 24%	12 30%	8 24%	4 26%
Twice a day	38 2%	8 1%	14 2%	17 7%	35 2%	33 3%	36 2%	35 3%	24 4%	21 4%	3 1%	15 1%	* 1%	4 5%	9 23%	1 3%	5 26%
More than twice a day	56 3%	2 *%	17 3%	37 15%	49 3%	51 4%	52 3%	55 4%	41 6%	29 6%	4 1%	18 2%	4 10%	8 9%	5 13%	11 32%	3 15%
Don't know	9 *%	5 *%	4 1%	* *%	9 1%	8 1%	9 1%	6 *%	3 *%	3 1%	1 *%	5 1%	- -%	1 1%	- -%	2 6%	- -%
NET: Daily	266 14%	28 3%	91 15%	147 59%	227 14%	230 18%	247 14%	239 19%	148 22%	125 25%	32 6%	109 11%	18 38%	31 38%	26 66%	21 59%	12 67%
NET: Weekly	981 53%	268 27%	475 78%	238 95%	838 52%	762 60%	904 53%	779 61%	435 64%	345 70%	174 35%	545 54%	38 80%	67 83%	36 93%	27 77%	17 100%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Less than once a week	862	729	15	14	7	2	1	-	468	15	7	1	7	*	-
	47%	53%	16%	21%	21%	11%	7%	-%	47%	11%	14%	2%	33%	2%	-%
		bcdef							bcd				d		
Once a week	340	261	25	7	3	*	1	*	205	27	3	3	*	*	1
	18%	19%	28%	11%	8%	2%	4%	1%	21%	20%	6%	5%	*%	2%	6%
			de												
More than once a week but not every day	375	243	35	21	3	8	1	3	216	43	14	15	1	2	2
	20%	18%	38%	32%	10%	48%	6%	28%	22%	33%	26%	31%	4%	19%	21%
			ad	a		adf				e					
Once a day	171	92	13	14	13	3	6	3	77	24	19	18	3	2	4
	9%	7%	15%	21%	36%	16%	40%	25%	8%	18%	36%	37%	16%	15%	39%
			a	a	ab		a			a	a	a			
Twice a day	38	18	2	4	3	3	1	3	12	5	3	4	5	3	1
	2%	1%	2%	6%	9%	17%	10%	25%	1%	4%	7%	8%	22%	28%	9%
				a	a	ab					a	a	ab		
More than twice a day	56	31	*	6	4	1	5	2	10	18	5	9	3	4	2
	3%	2%	1%	9%	11%	5%	33%	20%	1%	14%	9%	18%	15%	33%	24%
				ab	ab		ab			a	a	a	a		
Don't know	9	6	-	1	2	-	-	-	5	-	1	-	2	-	-
	*%	*%	-%	1%	6%	-%	-%	-%	1%	-%	1%	-%	10%	-%	-%
				a									ab		
NET: Daily	266	141	16	24	20	7	12	8	99	47	27	30	11	9	7
	14%	10%	17%	36%	56%	38%	83%	71%	10%	36%	53%	62%	53%	76%	72%
			a	ab	a	abc				a	a	ab	a		
NET: Weekly	981	644	76	53	26	15	13	11	520	117	44	48	12	12	9
	53%	47%	84%	78%	73%	89%	93%	100%	52%	89%	85%	98%	58%	98%	100%
			a	a	a	a	a			ae	a	ae			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
Less than once a week	862 47%	465 48%	22 17%	1 2%	* 1%	1 3%	5 32%	- -%	798 91%	- -%	- -%	- -%	- -%
		bcdeg	cd						bcde				
Once a week	340 18%	190 19%	27 21%	10 16%	3 8%	2 5%	* 3%	4 16%	27 3%	280 86%	- -%	- -%	- -%
									c	acde			
More than once a week but not every day	375 20%	234 24%	27 21%	20 32%	10 24%	11 34%	1 7%	2 10%	29 3%	21 6%	299 90%	- -%	- -%
										d	abde		
Once a day	171 9%	62 6%	35 28%	10 16%	24 56%	11 35%	* 1%	6 28%	15 2%	18 6%	23 7%	103 91%	- -%
			a	a	abc	a	a	a		a	a	abce	
Twice a day	38 2%	12 1%	3 2%	8 13%	2 4%	2 6%	5 37%	3 15%	1 *%	3 1%	6 2%	6 5%	20 37%
				ab				a			a	a	abcd
More than twice a day	56 3%	12 1%	12 10%	13 20%	3 7%	5 17%	3 20%	7 31%	4 *%	5 2%	5 2%	4 4%	34 63%
			a	a	a	a	a	a				a	abcd
Don't know	9 *%	3 *%	2 2%	1 1%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 14%	86 9%	50 39%	31 49%	29 67%	19 58%	8 57%	16 73%	20 2%	27 8%	34 10%	113 100%	54 100%
			a	a	ab	a	ab	ab		a	a	abc	abc
NET: Weekly	981 53%	510 52%	104 81%	61 97%	42 99%	31 97%	10 68%	22 100%	76 9%	327 100%	333 100%	113 100%	54 100%
			a	ab	ab	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
Less than once a week	862 47%	767 81%	- -%	- -%	- -%	- -%	496 74%	- -%	- -%	- -%	- -%
		bcde					bcde				
Once a week	340 18%	55 6%	243 81%	- -%	- -%	- -%	93 14%	143 60%	- -%	- -%	- -%
		cd	acde				cd	acde			
More than once a week but not every day	375 20%	60 6%	36 12%	219 88%	- -%	- -%	56 8%	54 23%	180 85%	- -%	- -%
		d	ad	abde			d	ade	abde		
Once a day	171 9%	37 4%	8 3%	18 7%	76 92%	- -%	21 3%	33 14%	20 9%	72 86%	- -%
					abce			a	a	abce	
Twice a day	38 2%	9 1%	11 4%	2 1%	3 4%	10 33%	3 *	2 1%	7 3%	7 9%	13 30%
			a			abcd			a	ab	abcd
More than twice a day	56 3%	14 1%	2 1%	9 4%	4 4%	20 67%	5 1%	5 2%	6 3%	4 5%	31 70%
						abcd				a	abcd
Don't know	9 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 14%	60 6%	21 7%	29 12%	82 100%	30 100%	29 4%	41 17%	33 15%	84 100%	44 100%
				a	abc	abc		a	a	abc	abc
NET: Weekly	981 53%	174 19%	299 100%	248 100%	82 100%	30 100%	178 26%	237 100%	213 100%	84 100%	44 100%
			a	a	a	a		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
Less than once a week	862 47%	486 73%	- -%	- -%	- -%	- -%	193 27%	18 28%	277 59%	777 48%	85 35%	742 49%	26 24%
		bcde						ab		b		b	
Once a week	340 18%	92 14%	142 69%	- -%	- -%	- -%	124 17%	18 27%	92 19%	308 19%	32 13%	283 19%	15 13%
		cde	acde										
More than once a week but not every day	375 20%	71 11%	51 25%	180 82%	- -%	- -%	209 29%	22 33%	69 15%	316 20%	59 24%	289 19%	26 24%
		d	ade	abde			c	c					
Once a day	171 9%	8 1%	10 5%	22 10%	108 88%	- -%	126 17%	3 4%	20 4%	137 9%	34 14%	128 8%	15 14%
			a	a	abce		bc						
Twice a day	38 2%	3 1%	* *%	10 4%	3 2%	18 37%	29 4%	4 5%	2 *%	28 2%	10 4%	24 2%	11 10%
				ab		abcd	c	c					a
More than twice a day	56 3%	* *%	2 1%	6 3%	13 10%	31 63%	45 6%	1 2%	9 2%	33 2%	24 10%	33 2%	16 14%
				a	abc	abcd	c				a		a
Don't know	9 *%	- -%	- -%	- -%	- -%	- -%	2 *%	1 1%	1 *%	7 *%	2 1%	7 *%	2 2%
NET: Daily	266 14%	12 2%	12 6%	39 18%	123 100%	50 100%	199 27%	7 11%	31 7%	199 12%	68 27%	185 12%	42 38%
			a	ab	abc	abc	bc				a		a
NET: Weekly	981 53%	175 27%	205 100%	219 100%	123 100%	50 100%	532 73%	47 71%	192 41%	822 51%	159 65%	756 50%	82 75%
			a	a	a	a	c	c		a		a	a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
Less than once a week	862 47%	469 42%	29 21%	382 43%	112 29%	741 49%	27 25%	466 42%	32 21%	385 43%	109 28%
Once a week	340 18%	216 19%	22 16%	169 19%	67 17%	284 19%	14 12%	221 20%	17 12%	169 19%	66 17%
More than once a week but not every day	375 20%	256 23%	37 26%	205 23%	100 26%	288 19%	27 25%	255 23%	38 25%	205 23%	100 26%
Once a day	171 9%	119 11%	27 19%	93 10%	56 15%	123 8%	20 18%	118 11%	28 19%	90 10%	60 16%
Twice a day	38 2%	28 2%	5 4%	20 2%	15 4%	30 2%	5 4%	20 2%	14 9%	19 2%	16 4%
More than twice a day	56 3%	33 3%	18 13%	24 3%	31 8%	34 2%	15 14%	32 3%	19 13%	24 3%	30 8%
Don't know	9 *%	6 *%	2 1%	4 *%	2 1%	7 *%	2 2%	6 *%	2 1%	4 *%	2 1%
NET: Daily	266 14%	180 16%	51 36%	137 15%	102 27%	188 12%	39 36%	170 15%	61 40%	133 15%	106 28%
NET: Weekly	981 53%	652 58%	109 78%	510 57%	269 70%	759 50%	80 73%	646 58%	116 77%	507 57%	272 71%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
Less than once a week	862 47%	264 37%	623 48%	54 26%	1 48%	219 33%	349 39%	33 19%	- -%	298 34%	277 41%	49 25%	2 41%
		c	ac			c	c				ac		
Once a week	340 18%	130 18%	243 19%	33 16%	* 5%	116 18%	170 19%	25 15%	2 43%	162 18%	117 17%	25 13%	- -%
More than once a week but not every day	375 20%	179 25%	253 20%	67 32%	- -%	163 25%	233 26%	52 30%	- -%	226 26%	165 24%	56 28%	2 59%
		b		b								ab	
Once a day	171 9%	92 13%	107 8%	33 16%	1 47%	102 16%	92 10%	36 21%	- -%	121 14%	75 11%	44 22%	- -%
		b		b		b		b				ab	
Twice a day	38 2%	21 3%	27 2%	6 3%	- -%	20 3%	20 2%	9 5%	1 13%	28 3%	16 2%	7 3%	- -%
More than twice a day	56 3%	32 4%	35 3%	16 7%	- -%	34 5%	29 3%	17 10%	2 44%	47 5%	27 4%	17 8%	- -%
		b		b		b		b				ab	
Don't know	9 *%	3 *%	4 *%	- -%	- -%	1 *%	5 1%	- -%	- -%	3 *%	3 *%	2 1%	- -%
NET: Daily	266 14%	145 20%	169 13%	55 26%	1 47%	156 24%	141 16%	62 36%	2 57%	196 22%	118 17%	67 34%	- -%
		b		b		b		ab				ab	
NET: Weekly	981 53%	454 63%	664 51%	155 74%	2 52%	435 66%	544 61%	139 81%	4 100%	584 66%	399 59%	148 74%	2 59%
		b		ab				ab		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Less than once a week	862 47%	722 49%	412 39%	328 38%	530 46%	459 47%	2 17%	225 38%	166 38%	135 31%	26 22%	26 29%	197 44%	198 50%
Once a week	340 18%	282 19%	210 20%	160 19%	231 20%	168 17%	2 12%	106 18%	74 17%	84 20%	11 9%	10 11%	81 18%	59 15%
More than once a week but not every day	375 20%	281 19%	252 24%	226 26%	236 20%	200 21%	4 30%	154 26%	123 28%	110 26%	33 28%	30 33%	96 22%	92 23%
Once a day	171 9%	110 8%	124 12%	86 10%	105 9%	90 9%	3 24%	58 10%	40 9%	59 14%	33 28%	17 19%	48 11%	32 8%
Twice a day	38 2%	23 2%	22 2%	24 3%	25 2%	15 2%	2 14%	20 3%	10 2%	11 3%	5 4%	5 5%	12 3%	4 1%
More than twice a day	56 3%	36 2%	36 3%	36 4%	27 2%	31 3%	* 2%	25 4%	21 5%	30 7%	10 8%	3 4%	6 1%	11 3%
Don't know	9 *%	6 *%	5 *%	2 *%	3 *%	6 1%	- -%	* *%	2 *%	2 *%	- -%	- -%	3 1%	3 1%
NET: Daily	266 14%	168 12%	182 17%	147 17%	157 14%	136 14%	6 40%	102 17%	71 16%	99 23%	47 40%	25 28%	66 15%	47 12%
NET: Weekly	981 53%	731 50%	644 61%	533 62%	624 54%	503 52%	11 83%	363 62%	268 61%	294 68%	91 78%	64 71%	243 55%	198 50%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
Less than once a week	862 47%	34 22%	8 12%	16 24%	10 25%	778 49% bd	445 42%	798 48% bd	468 41%	461 44%	261 35%	755 49% ac	69 34%	- -%	654 48%	46 38%
Once a week	340 18%	26 17%	12 18%	12 19%	6 16%	301 19%	208 20%	310 19%	223 20%	211 20%	141 19%	302 20%	32 16%	* 35%	259 19%	14 12%
More than once a week but not every day	375 20%	47 31%	22 32%	16 24%	10 26%	312 20%	229 22%	329 20%	244 22%	214 20%	180 24%	292 19% b	57 28% b	- -%	257 19%	37 32% a
Once a day	171 9%	31 21% c	20 29% c	4 6%	5 13%	121 8%	109 10%	137 8%	125 11% a	108 10%	96 13% b	127 8%	30 15% b	* 65%	122 9%	12 10%
Twice a day	38 2%	6 4%	4 6%	6 9%	2 4%	25 2%	24 2%	34 2%	22 2%	18 2%	25 3% b	22 1%	9 4% b	- -%	30 2%	3 3%
More than twice a day	56 3%	6 4%	2 3%	12 18% ab	7 16% b	46 3%	31 3%	47 3%	46 4%	29 3%	42 6% b	40 3%	7 3%	- -%	37 3%	5 4%
Don't know	9 *%	* *%	1 1%	- -%	- -%	6 *%	4 *%	6 *%	2 *%	5 *%	2 *%	6 *%	2 1%	- -%	2 *%	2 1% a
NET: Daily	266 14%	43 29%	26 38%	22 33%	14 34%	192 12%	164 16%	219 13%	193 17% ac	155 15%	162 22% b	189 12%	45 22% b	* 65%	189 14%	20 17%
NET: Weekly	981 53%	117 77%	60 88%	50 76%	30 75%	805 51%	601 57% ac	858 52%	660 58% ac	580 55%	484 65% b	783 51%	134 65% b	* 100%	705 52%	71 60%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
Less than once a week	862 47%	240 36%	572 55%	163 33%	13 33%	53 22%	140 37%	28 15%	633 50%	188 51%	91 36%	77 25%	676 54%
Once a week	340 18%	122 18%	201 19%	78 16%	3 8%	30 12%	67 18%	27 14%	249 20%	63 17%	39 15%	61 20%	233 19%
More than once a week but not every day	375 20%	159 24%	184 17%	138 27%	15 39%	60 25%	113 30%	68 35%	239 19%	66 18%	59 23%	84 28%	221 18%
Once a day	171 9%	91 14%	60 6%	73 15%	5 13%	49 20%	38 10%	36 19%	97 8%	37 10%	39 15%	54 18%	77 6%
Twice a day	38 2%	21 3%	13 1%	20 4%	1 2%	16 7%	8 2%	10 5%	24 2%	4 1%	9 3%	11 4%	18 1%
More than twice a day	56 3%	33 5%	15 1%	29 6%	2 5%	31 13%	10 3%	25 13%	22 2%	9 2%	18 7%	15 5%	23 2%
Don't know	9 *%	3 *%	4 *%	* *%	- -%	2 1%	2 *%	- -%	9 1%	- -%	- -%	- -%	7 1%
NET: Daily	266 14%	145 22%	88 8%	123 24%	8 20%	96 40%	56 15%	71 37%	144 11%	51 14%	66 26%	81 27%	118 9%
NET: Weekly	981 53%	426 64%	473 45%	338 67%	26 67%	185 77%	235 62%	165 85%	632 50%	179 49%	164 64%	226 75%	571 46%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Weighted Base	1852	813	1039
Less than once a week	862 47%	395 49%	468 45%
Once a week	340 18%	146 18%	194 19%
More than once a week but not every day	375 20%	143 18%	232 22%
Once a day	171 9%	76 9%	96 9%
Twice a day	38 2%	20 2%	19 2%
More than twice a day	56 3%	28 3%	28 3%
Don't know	9 *%	5 1%	4 *%
NET: Daily	266 14%	123 15%	143 14%
NET: Weekly	981 53%	413 51%	568 55%

Columns Tested:: a,b

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Less than once a week	862	-	24	159	146	19	69	20	85	103	29	154	54
	47%	-%	35%	47%	50%	60%	41%	42%	44%	45%	46%	50%	50%
Once a week	340	-	10	69	50	2	30	11	43	33	15	53	23
	18%	-%	14%	20%	17%	7%	18%	24%	22%	15%	24%	17%	22%
More than once a week but not every day	375	-	22	59	67	3	43	12	45	39	8	58	19
	20%	-%	32%	17%	23%	11%	25%	25%	23%	17%	13%	19%	18%
			cj										
Once a day	171	-	6	37	28	3	12	2	12	31	9	25	5
	9%	-%	9%	11%	10%	9%	7%	4%	6%	14%	14%	8%	5%
Twice a day	38	-	3	6	1	*	8	1	6	6	1	4	3
	2%	-%	5%	2%	*%	1%	4%	2%	3%	3%	1%	1%	3%
			d				d						d
More than twice a day	56	-	1	9	3	4	6	1	2	16	1	12	2
	3%	-%	1%	3%	1%	12%	4%	2%	1%	7%	2%	4%	2%
						dh				dh			
Don't know	9	-	2	3	*	-	2	1	*	1	-	-	1
	*%	-%	3%	1%	*%	-%	1%	1%	*%	*%	-%	-%	1%
NET: Daily	266	-	10	52	31	7	26	4	20	53	11	41	11
	14%	-%	15%	15%	11%	22%	15%	8%	10%	23%	17%	13%	10%
										dghkl			
NET: Weekly	981	-	42	180	148	13	99	27	108	125	35	151	53
	53%	-%	62%	53%	50%	40%	58%	56%	56%	55%	54%	50%	49%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 62 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All sending Letters/ Large letters/ Packets and parcels/ Other postal items

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Weighted Base	1852	455	451	470	477	906	946
Less than once a week	862 47%	208 46%	209 46%	208 44%	237 50%	417 46%	445 47%
Once a week	340 18%	86 19%	75 17%	87 19%	91 19%	161 18%	178 19%
More than once a week but not every day	375 20%	91 20%	102 23%	97 21%	85 18%	193 21%	182 19%
Once a day	171 9%	46 10%	40 9%	45 10%	39 8%	87 10%	84 9%
Twice a day	38 2%	9 2%	9 2%	12 3%	8 2%	18 2%	20 2%
More than twice a day	56 3%	9 2%	13 3%	19 4%	15 3%	22 2%	34 4%
Don't know	9 *%	5 1%	3 1%	1 *%	1 *%	7 1%	2 *%
NET: Daily	266 14%	65 14%	62 14%	76 16%	63 13%	127 14%	139 15%
NET: Weekly	981 53%	243 53%	239 53%	260 55%	239 50%	481 53%	499 53%

Columns Tested: a,b,c,d - a,b

Table 64
QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Less than once a week	862 43%	256 42%	607 44%	844 44%	17 23%	1 10%	* 8%	18 21%
				bcde	cd			d
Once a week	340 17%	85 14%	254 18%	321 17%	16 21%	1 16%	1 14%	18 20%
More than once a week but not every day	375 19%	74 12%	301 22%	356 19%	16 21%	2 27%	1 24%	19 22%
			a					
Once a day	171 9%	50 8%	121 9%	153 8%	14 19%	2 24%	2 32%	18 20%
					a	a	abe	a
Twice a day	38 2%	8 1%	31 2%	33 2%	4 5%	1 10%	* 6%	5 6%
					a	a	a	a
More than twice a day	56 3%	7 1%	49 4%	51 3%	4 5%	1 13%	1 11%	6 6%
			a			ab	a	a
Don't know	9 *%	4 1%	5 *%	8 *%	1 1%	- -%	* 1%	1 1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	121 20%	26 2%	144 8%	3 4%	* 1%	* 4%	4 4%
		b		e				
NET: Daily	266 13%	65 11%	201 14%	237 12%	22 29%	4 47%	2 49%	29 32%
					a	abe	abe	a
NET: Weekly	981 49%	224 37%	757 54%	914 48%	54 72%	8 89%	4 86%	67 74%
			a		a	abe	abe	a

Columns Tested:: a,b - a,b,c,d,e

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Less than once a week	862 43%	565 46%	230 42%	49 35%	13 24%	5 16%	* 8%	844 44%	17 23%	1 9%
		cdefhi	defhi	efhi	fi			defhi	fi	
Once a week	340 17%	189 15%	111 20%	21 15%	11 22%	6 19%	1 14%	321 17%	16 21%	2 15%
More than once a week but not every day	375 19%	204 17%	117 21%	35 25%	10 18%	9 26%	1 24%	356 19%	16 21%	4 26%
		a	a	a	a	a	a	a	a	a
Once a day	171 9%	91 7%	47 9%	16 11%	10 20%	6 19%	2 32%	153 8%	14 19%	4 27%
					abg	abg	abcdegh		abg	abcg
Twice a day	38 2%	22 2%	7 1%	3 2%	3 5%	2 7%	* 6%	33 2%	4 5%	1 9%
					abg	abg	abg		abg	abcg
More than twice a day	56 3%	30 2%	14 3%	7 5%	2 4%	3 10%	1 11%	51 3%	4 5%	2 13%
						abg	abdg			abcdgh
Don't know	9 *%	7 1%	- -%	1 1%	1 1%	1 2%	* 1%	8 *%	1 1%	* *%
						b			b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	113 9%	22 4%	9 6%	3 6%	* 1%	* 4%	144 8%	3 4%	* 2%
		behi	e	e				bei		
NET: Daily	266 13%	143 12%	69 13%	26 18%	15 29%	11 35%	2 49%	237 12%	22 29%	7 48%
			a	abg	abcg	abcdegh		abcg	abcdgh	
NET: Weekly	981 49%	536 44%	296 54%	82 58%	36 69%	26 81%	4 86%	914 48%	54 72%	12 88%
			a	ag	abg	abcdg	abcdgh		abcg	abcdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Less than once a week	862 43%	726 47%	118 34%	17 23%	1 10%	* 8%	518 47%	109 41%	5 10%	18 39%	13 28%
		bcd	cde	de			ce	c		c	c
Once a week	340 17%	263 17%	58 17%	16 21%	1 16%	1 14%	202 18%	37 14%	11 21%	8 18%	9 20%
More than once a week but not every day	375 19%	273 18%	82 23%	16 21%	2 27%	1 24%	217 20%	64 24%	17 31%	7 16%	10 23%
Once a day	171 9%	106 7%	47 13%	14 19%	2 24%	2 32%	81 7%	24 9%	13 24%	6 13%	8 17%
		a	a	a	ab	abc			ab		a
Twice a day	38 2%	22 1%	11 3%	4 5%	1 10%	* 6%	21 2%	5 2%	3 5%	1 3%	1 2%
				a	ab	a					
More than twice a day	56 3%	38 2%	12 4%	4 5%	1 13%	1 11%	31 3%	15 6%	5 9%	1 2%	2 4%
					abc	ab			a		
Don't know	9 *%	7 *%	1 *%	1 1%	- -%	* 1%	5 *%	1 *%	1 1%	3 6%	- -%
									ab		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	122 8%	23 6%	3 4%	* 1%	* 4%	37 3%	9 3%	- -%	1 2%	3 6%
		d									
NET: Daily	266 13%	167 11%	70 20%	22 29%	4 47%	2 49%	133 12%	44 17%	21 38%	8 19%	11 23%
			a	ab	abc	abc			ab		
NET: Weekly	981 49%	703 45%	211 60%	54 72%	8 89%	4 86%	552 50%	145 55%	49 90%	24 52%	30 65%
			a	ab	abc	abc			abde		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Less than once a week	862 43%	76 45%	66 44%	154 43%	40 41%	60 38%	128 47%	110 44%	59 36%	77 52%
Once a week	340 17%	40 24%	14 9%	48 13%	15 15%	27 17%	49 18%	55 22%	31 19%	17 12%
More than once a week but not every day	375 19%	bci 16%	b 26%	b 15%	b 20%	b 22%	b 15%	b 17%	b 22%	b 22%
Once a day	171 9%	16 10%	13 8%	23 7%	9 10%	16 10%	22 8%	14 6%	23 14%	14 9%
Twice a day	38 2%	1 1%	5 3%	7 2%	6 6%	2 1%	7 3%	4 2%	4 3%	- -%
More than twice a day	56 3%	2 1%	6 4%	16 4%	3 3%	8 5%	8 3%	4 2%	1 *%	2 1%
Don't know	9 *%	- -%	- -%	2 1%	2 2%	3 2%	- -%	1 1%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	5 3%	8 5%	54 15%	3 3%	6 4%	15 6%	16 7%	9 5%	6 4%
NET: Daily	266 13%	19 11%	23 16%	46 13%	18 19%	26 17%	37 14%	22 9%	28 17%	16 11%
NET: Weekly	981 49%	86 51%	76 51%	149 41%	53 54%	86 56%	128 47%	121 49%	95 58%	65 44%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Less than once a week	862 43%	176 44%	201 42%	393 45%	770 44%	92 38%	49 41%	30 38%	13 33%
Once a week	340 17%	59 15%	85 18%	153 17%	297 17%	43 18%	22 19%	13 16%	7 18%
More than once a week but not every day	375 19%	86 21%	101 21%	140 16%	327 19%	48 20%	23 19%	18 22%	7 19%
Once a day	171 9%	39 10%	52 11%	59 7%	150 9%	22 9%	11 9%	6 7%	5 12%
Twice a day	38 2%	8 2%	10 2%	18 2%	35 2%	4 1%	2 1%	1 1%	1 3%
More than twice a day	56 3%	13 3%	9 2%	28 3%	51 3%	6 2%	2 2%	2 2%	2 5%
Don't know	9 *%	5 1%	- -%	4 *%	8 *%	1 *%	* *%	* *%	* *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	15 4%	22 5%	85 10%	123 7%	25 11%	11 10%	11 13%	3 8%
NET: Daily	266 13%	60 15%	71 15%	105 12%	235 13%	31 13%	14 12%	8 10%	9 21%
NET: Weekly	981 49%	204 51%	257 54%	398 45%	859 49%	122 51%	60 50%	39 48%	23 58%
			c						cd

Columns Tested:: a,b,c,d,e,f,g,h

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Less than once a week	862 43%	49 48% bd	32 24%	16 40%	47 28%	93 40% b	146 35%	38 52% bdf	29 50% bd	458 49% bdf
Once a week	340 17%	16 16%	29 22%	4 11%	33 20%	35 15%	48 11%	12 16%	13 23%	179 19%
More than once a week but not every day	375 19%	17 17%	36 27% f gh	5 13%	41 24% f gh	46 20% h	103 25% ghi	5 7%	3 5%	158 17%
Once a day	171 9%	7 7%	16 12% i	12 30% aegi	28 16% i	23 10% i	55 13% i	5 7%	9 16% i	44 5%
Twice a day	38 2%	1 1%	5 4%	1 2%	6 4%	4 2%	11 3%	2 2%	2 4%	13 1%
More than twice a day	56 3%	* *%	2 2%	1 3%	4 2%	8 4%	28 7% i	1 1%	1 2%	14 1%
Don't know	9 *%	- -%	- -%	- -%	- -%	3 1%	- -%	1 1%	- -%	5 1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	11 11% h	11 8%	* 1%	11 6%	17 7%	28 7%	9 13% h	* *%	70 7%
NET: Daily	266 13%	8 8%	24 18% i	14 35% agi	37 22% i	35 15% i	94 22% ai	8 11%	13 22% i	70 7%
NET: Weekly	981 49%	41 41%	88 68% aegi	23 59%	111 66% agi	116 51%	245 58% agi	25 34%	29 50%	406 43%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Less than once a week	862 43%	189 38%	146 35%	527 49%	703 42%	160 48%	- -%	804 43%	58 39%	812 42%	50 65%
Once a week	340 17%	85 17%	48 11%	207 19%	291 17%	48 15%	- -%	307 17%	33 22%	336 17%	4 5%
More than once a week but not every day	375 19%	104 21%	103 25%	168 16%	318 19%	57 17%	- -%	354 19%	21 14%	369 19%	6 8%
Once a day	171 9%	57 11%	55 13%	59 5%	149 9%	23 7%	- -%	154 8%	17 11%	168 9%	3 4%
Twice a day	38 2%	11 2%	11 3%	16 2%	33 2%	5 1%	- -%	31 2%	7 5%	36 2%	3 3%
More than twice a day	56 3%	12 2%	28 7%	16 2%	43 3%	13 4%	- -%	54 3%	3 2%	56 3%	* *%
Don't know	9 *%	3 1%	- -%	6 1%	9 1%	* *%	- -%	8 *%	1 1%	9 *%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	39 8%	28 7%	80 7%	122 7%	26 8%	- -%	137 7%	11 7%	137 7%	11 14%
NET: Daily	266 13%	80 16%	94 22%	92 8%	225 14%	41 12%	- -%	239 13%	27 18%	260 14%	6 8%
NET: Weekly	981 49%	269 54%	245 58%	467 43%	834 50%	147 44%	- -%	900 49%	81 53%	965 50%	16 21%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Less than once a week	862 43%	703 56% bc	63 21%	84 20%
Once a week	340 17%	224 18%	60 21%	56 13%
More than once a week but not every day	375 19%	165 13%	91 31%	118 28%
Once a day	171 9%	49 4%	38 13%	85 20%
Twice a day	38 2%	12 1%	14 5%	12 3%
More than twice a day	56 3%	7 1%	8 3%	37 9%
Don't know	9 *%	4 *%	5 2%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	92 7%	15 5%	27 6%
NET: Daily	266 13%	68 5%	60 20%	135 32%
NET: Weekly	981 49%	456 36%	211 72%	309 74%

Columns Tested:: a,b,c

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Less than once a week	862 43%	850 49% bcjk	6 3%	2 5%	3 38%	2 10%	* 1%	- -%	- -%	856 44%	6 9%	5 14%
Once a week	340 17%	325 19% b	10 5%	4 10%	* 5%	* *% 9%	* 9%	* 1%	- -%	335 17% b	5 7%	1 3%
More than once a week but not every day	375 19%	299 17%	61 32% ai	9 24%	1 13%	5 24%	* 6%	* 3%	* 99%	360 19%	15 21%	6 19%
Once a day	171 9%	78 4%	66 35% ai	16 42% ai	2 24%	8 41%	1 28%	1 43%	- -%	144 7% a	27 39% ai	12 35% ai
Twice a day	38 2%	22 1%	9 5% ai	2 7% a	* 4%	3 18%	* 1%	1 53%	- -%	31 2%	7 10% ai	5 15% ai
More than twice a day	56 3%	20 1%	27 15% ai	5 12% ai	1 16%	1 6%	3 54%	* 1%	* 1%	47 2% a	10 14% ai	5 15% ai
Don't know	9 *%	9 1%	* *% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	9 *% -	- -% -	- -% -
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	141 8%	7 4%	- -%	- -%	- -%	- -%	- -%	- -%	148 8%	- -%	- -%
NET: Daily	266 13%	119 7%	102 55% ai	23 61% ai	3 44%	12 65%	4 83%	2 97%	* 1%	221 11% a	45 63% ai	22 65% ai
NET: Weekly	981 49%	743 43%	173 93% ai	36 95% ai	5 62%	17 90%	5 99%	2 100%	* 100%	916 47% a	65 91% ai	29 86% ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Less than once a week	862 43%	722 64%	128 21%	13 5%	768 48%	498 39%	799 47%	494 39%	243 36%	144 29%	317 64%	452 45%	9 20%	13 16%	3 7%	6 17%	- -%
Once a week	340 17%	154 14%	171 28%	15 6%	297 18%	238 19%	307 18%	236 18%	121 18%	97 19%	69 14%	222 22%	3 7%	9 11%	1 3%	1 2%	1 4%
More than once a week but not every day	375 19%	86 8%	214 35%	76 29%	315 19%	293 23%	350 20%	305 24%	166 24%	123 25%	73 15%	214 21%	16 35%	27 34%	9 24%	6 16%	5 29%
Once a day	171 9%	18 2%	60 10%	94 36%	143 9%	146 12%	158 9%	149 12%	83 12%	75 15%	25 5%	76 8%	13 28%	19 24%	12 30%	8 24%	4 26%
Twice a day	38 2%	8 1%	14 2%	17 6%	35 2%	33 3%	36 2%	35 3%	24 4%	21 4%	3 1%	15 1%	* 1%	4 5%	9 23%	1 3%	5 26%
More than twice a day	56 3%	2 *%	17 3%	37 14%	49 3%	51 4%	52 3%	55 4%	41 6%	29 6%	4 1%	18 2%	4 10%	8 9%	5 13%	11 32%	3 15%
Don't know	9 *%	5 *%	4 1%	* *%	9 1%	8 1%	9 1%	6 *%	3 *%	3 1%	1 *%	5 1%	- -%	1 1%	- -%	2 6%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	130 12%	11 2%	7 3%	- -%	- -%	- -%	- -%	- -%	9 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	28 3%	91 15%	147 57%	227 14%	230 18%	247 14%	239 19%	148 22%	125 25%	32 6%	109 11%	18 38%	31 38%	26 66%	21 59%	12 67%
NET: Weekly	981 49%	268 24%	475 77%	238 92%	838 52%	762 60%	904 53%	779 61%	435 64%	345 69%	174 35%	545 54%	38 80%	67 83%	36 93%	27 77%	17 100%

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Less than once a week	862 43%	729 53%	15 16%	14 21%	7 21%	2 11%	1 7%	- -%	468 47%	15 11%	7 14%	1 2%	7 33%	* 2%	- -%
		bcdef							bcd						
Once a week	340 17%	261 19%	25 28%	7 11%	3 8%	* 2%	1 4%	* 1%	205 21%	27 20%	3 6%	3 5%	* *%	* 2%	1 6%
		de													
More than once a week but not every day	375 19%	243 18%	35 38%	21 32%	3 10%	8 48%	1 6%	3 28%	216 22%	43 33%	14 26%	15 31%	1 4%	2 19%	2 21%
		ad							e						
Once a day	171 9%	92 7%	13 15%	14 21%	13 36%	3 16%	6 40%	3 25%	77 8%	24 18%	19 36%	18 37%	3 16%	2 15%	4 39%
		a							a						
Twice a day	38 2%	18 1%	2 2%	4 6%	3 9%	3 17%	1 10%	3 25%	12 1%	5 4%	3 7%	4 8%	5 22%	3 28%	1 9%
		a							a						
More than twice a day	56 3%	31 2%	* 1%	6 9%	4 11%	1 5%	5 33%	2 20%	10 1%	18 14%	5 9%	9 18%	3 15%	4 33%	2 24%
		ab							a						
Don't know	9 *%	6 *%	- -%	1 1%	2 6%	- -%	- -%	- -%	5 1%	- -%	1 1%	- -%	2 10%	- -%	- -%
		a							ab						
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	141 10%	16 17%	24 36%	20 56%	7 38%	12 83%	8 71%	99 10%	47 36%	27 53%	30 62%	11 53%	9 76%	7 72%
		a							a						
NET: Weekly	981 49%	644 47%	76 84%	53 78%	26 73%	15 89%	13 93%	11 100%	520 52%	117 89%	44 85%	48 98%	12 58%	12 98%	9 100%
		a							ae						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Less than once a week	862 43%	465 48%	22 17%	1 2%	* 1%	1 3%	5 32%	- -	798 91%	- -	- -	- -	- -
		bcdeg	cd						bcde				
Once a week	340 17%	190 19%	27 21%	10 16%	3 8%	2 5%	* 3%	4 16%	27 3%	280 86%	- -	- -	- -
									c	acde			
More than once a week but not every day	375 19%	234 24%	27 21%	20 32%	10 24%	11 34%	1 7%	2 10%	29 3%	21 6%	299 90%	- -	- -
										d	abde		
Once a day	171 9%	62 6%	35 28%	10 16%	24 56%	11 35%	* 1%	6 28%	15 2%	18 6%	23 7%	103 91%	- -
			a	a	abc	a		a		a	a	abce	
Twice a day	38 2%	12 1%	3 2%	8 13%	2 4%	2 6%	5 37%	3 15%	1 *	3 1%	6 2%	6 5%	20 37%
				ab				a			a	a	abcd
More than twice a day	56 3%	12 1%	12 10%	13 20%	3 7%	5 17%	3 20%	7 31%	4 *	5 2%	5 2%	4 4%	34 63%
			a	a	a	a		a				a	abcd
Don't know	9 *	3 *	2 2%	1 1%	* *	- -	* -	- -	- -	- -	- -	- -	- -
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Daily	266 13%	86 9%	50 39%	31 49%	29 67%	19 58%	8 57%	16 73%	20 2%	27 8%	34 10%	113 100%	54 100%
			a	a	ab	a		ab		a	a	abc	abc
NET: Weekly	981 49%	510 52%	104 81%	61 97%	42 99%	31 97%	10 68%	22 100%	76 9%	327 100%	333 100%	113 100%	54 100%
			a	ab	ab	a		a		a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Less than once a week	862 43%	767 81%	- -%	- -%	- -%	- -%	496 74%	- -%	- -%	- -%	- -%
		bcde					bcde				
Once a week	340 17%	55 6%	243 81%	- -%	- -%	- -%	93 14%	143 60%	- -%	- -%	- -%
		cd	acde				cd	acde			
More than once a week but not every day	375 19%	60 6%	36 12%	219 88%	- -%	- -%	56 8%	54 23%	180 85%	- -%	- -%
		d	ad	abde			d	ade	abde		
Once a day	171 9%	37 4%	8 3%	18 7%	76 92%	- -%	21 3%	33 14%	20 9%	72 86%	- -%
					abce			a	a	abce	
Twice a day	38 2%	9 1%	11 4%	2 1%	3 4%	10 33%	3 *%	2 1%	7 3%	7 9%	13 30%
			a			abcd			a	ab	abcd
More than twice a day	56 3%	14 1%	2 1%	9 4%	4 4%	20 67%	5 1%	5 2%	6 3%	4 5%	31 70%
						abcd				a	abcd
Don't know	9 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	60 6%	21 7%	29 12%	82 100%	30 100%	29 4%	41 17%	33 15%	84 100%	44 100%
				a	abc	abc		a	a	abc	abc
NET: Weekly	981 49%	174 19%	299 100%	248 100%	82 100%	30 100%	178 26%	237 100%	213 100%	84 100%	44 100%
			a	a	a	a		a	a	a	a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Less than once a week	862 43%	486 73%	- -%	- -%	- -%	- -%	193 27%	18 28%	277 59%	777 45%	85 32%	742 49%	26 24%
		bcde						ab		b		b	
Once a week	340 17%	92 14%	142 69%	- -%	- -%	- -%	124 17%	18 27%	92 19%	308 18%	32 12%	283 19%	15 13%
		cde	acde										
More than once a week but not every day	375 19%	71 11%	51 25%	180 82%	- -%	- -%	209 29%	22 33%	69 15%	316 18%	59 22%	289 19%	26 24%
		d	ade	abde			c	c					
Once a day	171 9%	8 1%	10 5%	22 10%	108 88%	- -%	126 17%	3 4%	20 4%	137 8%	34 13%	128 8%	15 14%
			a	a	abce		bc						
Twice a day	38 2%	3 1%	* *%	10 4%	3 2%	18 37%	29 4%	4 5%	2 *%	28 2%	10 4%	24 2%	11 10%
				ab		abcd	c	c					a
More than twice a day	56 3%	* *%	2 1%	6 3%	13 10%	31 63%	45 6%	1 2%	9 2%	33 2%	24 9%	33 2%	16 14%
				a	abc	abcd	c				a		a
Don't know	9 *%	- -%	- -%	- -%	- -%	- -%	2 *%	1 1%	1 *%	7 *%	2 1%	7 *%	2 2%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	130 8%	17 7%	- -%	- -%
NET: Daily	266 13%	12 2%	12 6%	39 18%	123 100%	50 100%	199 27%	7 11%	31 7%	199 11%	68 26%	185 12%	42 38%
			a	ab	abc	abc	bc				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
NET: Weekly	981	175	205	219	123	50	532	47	192	822	159	756	82
	49%	27%	100%	100%	100%	100%	73%	71%	41%	47%	60%	50%	75%
			a	a	a	a	c	c			a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Less than once a week	862 43%	469 42%	29 21%	382 43%	112 29%	741 49%	27 25%	466 42%	32 21%	385 43%	109 28%
Once a week	340 17%	216 19%	22 16%	169 19%	67 17%	284 19%	14 12%	221 20%	17 12%	169 19%	66 17%
More than once a week but not every day	375 19%	256 23%	37 26%	205 23%	100 26%	288 19%	27 25%	255 23%	38 25%	205 23%	100 26%
Once a day	171 9%	119 11%	27 19%	93 10%	56 15%	123 8%	20 18%	118 11%	28 19%	90 10%	60 16%
Twice a day	38 2%	28 2%	5 4%	20 2%	15 4%	30 2%	5 4%	20 2%	14 9%	19 2%	16 4%
More than twice a day	56 3%	33 3%	18 13% a	24 3%	31 8% a	34 2%	15 14% a	32 3%	19 13% a	24 3%	30 8% a
Don't know	9 *%	6 *%	2 1%	4 *%	2 1%	7 *%	2 2%	6 *%	2 1%	4 *%	2 1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	180 16%	51 36% a	137 15%	102 27% a	188 12%	39 36% a	170 15%	61 40% a	133 15%	106 28% a
NET: Weekly	981 49%	652 58%	109 78% a	510 57%	269 70% a	759 50%	80 73% a	646 58%	116 77% a	507 57%	272 71% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Less than once a week	862 43%	264 37%	623 48%	54 26%	1 48%	219 33%	349 39%	33 19%	- -%	298 34%	277 41%	49 25%	2 41%
		c	ac			c	c				ac		
Once a week	340 17%	130 18%	243 19%	33 16%	* 5%	116 18%	170 19%	25 15%	2 43%	162 18%	117 17%	25 13%	- -%
More than once a week but not every day	375 19%	179 25%	253 20%	67 32%	- -%	163 25%	233 26%	52 30%	- -%	226 26%	165 24%	56 28%	2 59%
		b		b		b		b				ab	
Once a day	171 9%	92 13%	107 8%	33 16%	1 47%	102 16%	92 10%	36 21%	- -%	121 14%	75 11%	44 22%	- -%
		b		b		b		b				ab	
Twice a day	38 2%	21 3%	27 2%	6 3%	- -%	20 3%	20 2%	9 5%	1 13%	28 3%	16 2%	7 3%	- -%
More than twice a day	56 3%	32 4%	35 3%	16 7%	- -%	34 5%	29 3%	17 10%	2 44%	47 5%	27 4%	17 8%	- -%
		b		b		b		b				ab	
Don't know	9 *%	3 *%	4 *%	- -%	- -%	1 *%	5 1%	- -%	- -%	3 *%	3 *%	2 1%	- -%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	145 20%	169 13%	55 26%	1 47%	156 24%	141 16%	62 36%	2 57%	196 22%	118 17%	67 34%	- -%
		b		b		b		ab				ab	
NET: Weekly	981 49%	454 63%	664 51%	155 74%	2 52%	435 66%	544 61%	139 81%	4 100%	584 66%	399 59%	148 74%	2 59%
		b		ab				ab		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Less than once a week	862 43%	722 49%	412 39%	328 38%	530 46%	459 47%	2 17%	225 38%	166 38%	135 31%	26 22%	26 29%	197 44%	198 50%
		bc			c	c		d	d					
Once a week	340 17%	282 19%	210 20%	160 19%	231 20%	168 17%	2 12%	106 18%	74 17%	84 20%	11 9%	10 11%	81 18%	59 15%
More than once a week but not every day	375 19%	281 19%	252 24%	226 26%	236 20%	200 21%	4 30%	154 26%	123 28%	110 26%	33 28%	30 33%	96 22%	92 23%
		a		a										
Once a day	171 9%	110 8%	124 12%	86 10%	105 9%	90 9%	3 24%	58 10%	40 9%	59 14%	33 28%	17 19%	48 11%	32 8%
		a					ab				abc			
Twice a day	38 2%	23 2%	22 2%	24 3%	25 2%	15 2%	2 14%	20 3%	10 2%	11 3%	5 4%	5 5%	12 3%	4 1%
							ab							
More than twice a day	56 3%	36 2%	36 3%	36 4%	27 2%	31 3%	* 2%	25 4%	21 5%	30 7%	10 8%	3 4%	6 1%	11 3%
Don't know	9 *%	6 *%	5 *%	2 *%	3 *%	6 1%	- -%	* *%	2 *%	2 *%	- -%	- -%	3 1%	3 1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	266 13%	168 12%	182 17%	147 17%	157 14%	136 14%	6 40%	102 17%	71 16%	99 23%	47 40%	25 28%	66 15%	47 12%
		a	a	a			ab				abc			
NET: Weekly	981 49%	731 50%	644 61%	533 62%	624 54%	503 52%	11 83%	363 62%	268 61%	294 68%	91 78%	64 71%	243 55%	198 50%
		a	a	a			ab				ab			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Less than once a week	862 43%	34 22%	8 12%	16 24%	10 25%	778 46%	445 39%	798 45%	468 38%	461 40%	261 33%	755 45%	69 31%	- -%	654 45%	46 37%
Once a week	340 17%	26 17%	12 18%	12 19%	6 16%	301 18%	208 18%	310 17%	223 18%	211 18%	141 18%	302 18%	32 14%	* 35%	259 18%	14 11%
More than once a week but not every day	375 19%	47 31%	22 32%	16 24%	10 26%	312 18%	229 20%	329 18%	244 20%	214 18%	180 23%	292 18%	57 25%	- -%	257 18%	37 30%
Once a day	171 9%	31 21%	20 29%	4 6%	5 13%	121 7%	109 10%	137 8%	125 10%	108 9%	96 12%	127 8%	30 13%	* 65%	122 8%	12 10%
Twice a day	38 2%	6 4%	4 6%	6 9%	2 4%	25 1%	24 2%	34 2%	22 2%	18 2%	25 3%	22 1%	9 4%	- -%	30 2%	3 2%
More than twice a day	56 3%	6 4%	2 3%	12 18%	7 16%	46 3%	31 3%	47 3%	46 4%	29 3%	42 5%	40 2%	7 3%	- -%	37 3%	5 4%
Don't know	9 *%	* *%	1 1%	- -%	- -%	6 *%	4 *%	6 *%	2 *%	5 *%	2 *%	6 *%	2 1%	- -%	2 *%	2 1%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	3 2%	- -%	- -%	- -%	116 7%	86 8%	118 7%	89 7%	113 10%	38 5%	123 7%	21 9%	- -%	108 7%	6 5%
NET: Daily	266 13%	43 28%	26 38%	22 33%	14 34%	192 11%	164 14%	219 12%	193 16%	155 13%	162 21%	189 11%	45 20%	* 65%	189 13%	20 16%
NET: Weekly	981 49%	117 76%	60 88%	50 76%	30 75%	805 47%	601 53%	858 48%	660 54%	580 50%	484 62%	783 47%	134 59%	* 100%	705 48%	71 57%

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Less than once a week	862 43%	240 35%	572 49%	163 31%	13 32%	53 22%	140 35%	28 14%	633 48%	188 47%	91 34%	77 25%	676 50%
		a	a	a	a	a	a	a	a	a	a	a	ab
Once a week	340 17%	122 18%	201 17%	78 15%	3 8%	30 12%	67 17%	27 14%	249 19%	63 16%	39 15%	61 20%	233 17%
More than once a week but not every day	375 19%	159 23%	184 16%	138 26%	15 39%	60 24%	113 28%	68 34%	239 18%	66 17%	59 22%	84 28%	221 16%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Once a day	171 9%	91 13%	60 5%	73 14%	5 13%	49 20%	38 9%	36 18%	97 7%	37 9%	39 15%	54 18%	77 6%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Twice a day	38 2%	21 3%	13 1%	20 4%	1 2%	16 7%	8 2%	10 5%	24 2%	4 1%	9 3%	11 4%	18 1%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
More than twice a day	56 3%	33 5%	15 1%	29 6%	2 5%	31 13%	10 2%	25 13%	22 2%	9 2%	18 7%	15 5%	23 2%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
Don't know	9 *%	3 *%	4 *%	* *%	- -%	2 1%	2 *%	- -%	9 1%	- -%	- -%	- -%	7 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	22 3%	109 9%	22 4%	* 1%	3 1%	25 6%	3 1%	53 4%	30 8%	10 4%	3 1%	87 7%
		a	a	a	a	a	a	ab	ab	ab	b	b	b
NET: Daily	266 13%	145 21%	88 8%	123 23%	8 20%	96 39%	56 14%	71 36%	144 11%	51 13%	66 25%	81 26%	118 9%
		b	b	b	b	b	b	bc	bc	bc	c	c	c
NET: Weekly	981 49%	426 62%	473 41%	338 65%	26 66%	185 76%	235 59%	165 84%	632 48%	179 45%	164 62%	226 74%	571 43%
		b	b	b	b	b	b	bc	bc	bc	c	ac	c

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Less than once a week	862 43%	395 42%	468 44%
Once a week	340 17%	146 16%	194 18%
More than once a week but not every day	375 19%	143 15%	232 22%
		a	
Once a day	171 9%	76 8%	96 9%
Twice a day	38 2%	20 2%	19 2%
More than twice a day	56 3%	28 3%	28 3%
Don't know	9 *%	5 1%	4 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	117 13%	31 3%
		b	
NET: Daily	266 13%	123 13%	143 13%
NET: Weekly	981 49%	413 44%	568 53%
		a	

Columns Tested: a,b

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Less than once a week	862	-	24	159	146	19	69	20	85	103	29	154	54
	43%	-%	35%	44%	41%	55%	38%	38%	42%	42%	44%	50%	44%
Once a week	340	-	10	69	50	2	30	11	43	33	15	53	23
	17%	-%	14%	19%	14%	7%	17%	21%	21%	14%	23%	17%	19%
More than once a week but not every day	375	-	22	59	67	3	43	12	45	39	8	58	19
	19%	-%	32%	16%	19%	10%	24%	23%	22%	16%	13%	19%	16%
			cij										
Once a day	171	-	6	37	28	3	12	2	12	31	9	25	5
	9%	-%	9%	10%	8%	8%	7%	4%	6%	13%	13%	8%	4%
Twice a day	38	-	3	6	1	*	8	1	6	6	1	4	3
	2%	-%	5%	2%	*%	1%	4%	1%	3%	2%	1%	1%	3%
			d				d		d	d			d
More than twice a day	56	-	1	9	3	4	6	1	2	16	1	12	2
	3%	-%	1%	2%	1%	11%	3%	2%	1%	6%	2%	4%	2%
						dh				dh		d	
Don't know	9	-	2	3	*	-	2	1	*	1	-	-	1
	*%	-%	3%	1%	*%	-%	1%	1%	*%	*%	-%	-%	*%
			d										
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148	-	1	18	61	3	11	6	11	13	3	5	15
	7%	-%	1%	5%	17%	8%	6%	11%	5%	6%	4%	2%	12%
					bcfnijk			k					bck
NET: Daily	266	-	10	52	31	7	26	4	20	53	11	41	11
	13%	-%	15%	14%	9%	20%	14%	7%	10%	22%	17%	13%	9%
										dghl			
NET: Weekly	981	-	42	180	148	13	99	27	108	125	35	151	53
	49%	-%	61%	50%	42%	37%	54%	50%	53%	52%	52%	49%	43%
			d				d						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 64 (continuation)

QV2B.1 Letters/ Large letters/ Packets and parcels/ Other postal items - On average, how often does your organisation send...

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Less than once a week	862 43%	208 42%	209 42%	208 42%	237 47%	417 42%	445 45%
Once a week	340 17%	86 17%	75 15%	87 17%	91 18%	161 16%	178 18%
More than once a week but not every day	375 19%	91 18%	102 20%	97 19%	85 17%	193 19%	182 18%
Once a day	171 9%	46 9%	40 8%	45 9%	39 8%	87 9%	84 8%
Twice a day	38 2%	9 2%	9 2%	12 2%	8 2%	18 2%	20 2%
More than twice a day	56 3%	9 2%	13 3%	19 4%	15 3%	22 2%	34 3%
Don't know	9 *%	5 1%	3 1%	1 *%	1 *%	7 1%	2 *%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	148 7%	45 9%	49 10%	30 6%	23 5%	94 9%	54 5%
		d	d			b	
NET: Daily	266 13%	65 13%	62 12%	76 15%	63 13%	127 13%	139 14%
NET: Weekly	981 49%	243 49%	239 48%	260 52%	239 48%	481 48%	499 50%

Columns Tested: a,b,c,d - a,b

Table 66

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Yes	550 43%	68 28%	482 47%	517 43%	25 44%	5 63%	2 55%	33 47%
			a			abe	a	
No - we do despatch products to customers but not using parcel/packet post	130 10%	18 7%	112 11%	119 10%	10 17%	* 5%	* 11%	11 16%
					ac			ac
No - we don't despatch products to our customers	572 45%	149 62%	423 41%	546 46%	22 38%	2 28%	1 33%	25 36%
		b		cde				
Don't know	16 1%	6 3%	10 1%	15 1%	* 1%	* 4%	* 1%	1 1%
NET: No	701 55%	167 69%	534 52%	665 56%	32 55%	3 33%	2 44%	36 52%
		b		cd	c			c

Columns Tested: a,b - a,b,c,d,e

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Yes	550 43%	349 47%	137 38%	32 34%	15 38%	15 59%	2 55%	517 43%	25 44%	7 60%
		c				bcdgh	bcdg			abcdgh
No - we do despatch products to customers but not using parcel/packet post	130 10%	63 8%	38 11%	17 18%	7 17%	4 14%	* 11%	119 10%	10 17%	1 7%
				agi	agi				agi	
No - we don't despatch products to our customers	572 45%	323 43%	181 51%	43 45%	18 45%	6 24%	1 33%	546 46%	22 38%	4 30%
		ei	efhi	ei	ei			efi	e	
Don't know	16 1%	10 1%	2 1%	3 3%	- -%	1 3%	* 1%	15 1%	* 1%	* 3%
NET: No	701 55%	386 52%	219 61%	60 64%	25 62%	10 39%	2 44%	665 56%	32 55%	4 37%
		ei	aefi	aefi	aefi			efi	ei	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Yes	550 43%	422 44%	95 42%	25 44%	5 63%	2 55%	378 50%	71 36%	24 54%	14 39%	9 28%
					abc	ab	be		be		
No - we do despatch products to customers but not using parcel/packet post	130 10%	90 9%	28 12%	10 17%	* 5%	* 11%	73 10%	24 12%	8 19%	5 13%	10 28%
				ad							ab
No - we don't despatch products to our customers	572 45%	444 46%	102 45%	22 38%	2 28%	1 33%	291 39%	105 52%	12 27%	18 48%	14 43%
		de	de					ac			
Don't know	16 1%	12 1%	3 1%	* 1%	* 4%	* 1%	9 1%	- -%	- -%	* *%	- -%
NET: No	701 55%	534 55%	131 57%	32 55%	3 33%	2 44%	364 48%	129 64%	20 46%	23 61%	24 72%
		de	de	d				ac			ac

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Yes	550 43%	43 37%	52 55%	84 38%	36 59%	48 44%	62 34%	61 41%	50 47%	50 58%
			cf		acf					acf
No - we do despatch products to customers but not using parcel/packet post	130 10%	13 11%	8 9%	33 15%	13 21%	8 7%	9 5%	14 10%	19 18%	4 4%
				f	efi				fi	
No - we don't despatch products to our customers	572 45%	61 52%	33 36%	98 44%	12 20%	48 45%	110 61%	70 47%	38 35%	32 37%
		d		d		d	bcdhi	d		
Don't know	16 1%	- -%	- -%	7 3%	- -%	4 4%	- -%	4 3%	- -%	- -%
NET: No	701 55%	73 63%	41 45%	132 59%	25 41%	56 52%	118 66%	85 56%	57 53%	36 42%
		bdi		bdi			bdei	i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Yes	550 43%	134 53%	145 46%	207 38%	487 43%	63 44%	29 42%	22 45%	13 49%
		cd							c
No - we do despatch products to customers but not using parcel/packet post	130 10%	24 9%	40 12%	56 10%	120 11%	10 7%	5 8%	3 7%	1 5%
			eh						
No - we don't despatch products to our customers	572 45%	92 36%	132 42%	279 50%	503 45%	69 48%	35 50%	23 47%	12 45%
				a		a	a		
Don't know	16 1%	4 2%	- -%	11 2%	15 1%	1 1%	* 1%	* 1%	* *%
NET: No	701 55%	117 46%	172 54%	335 61%	623 55%	79 55%	40 58%	26 54%	13 51%
				ah	a	a	a		

Columns Tested: a,b,c,d,e,f,g,h

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Yes	550 43%	22 35%	44 57%	12 38%	55 52%	54 38%	181 67%	11 33%	9 19%	215 36%
No - we do despatch products to customers but not using parcel/packet post	130 10%	9 14%	18 23%	7 22%	24 23%	17 12%	31 11%	2 5%	6 12%	41 7%
No - we don't despatch products to our customers	572 45%	33 51%	15 20%	8 26%	23 21%	70 50%	54 20%	21 62%	35 69%	336 56%
Don't know	16 1%	- -%	- -%	4 15%	4 4%	- -%	3 1%	* *%	- -%	7 1%
NET: No	701 55%	42 65%	33 43%	14 47%	47 44%	86 62%	85 32%	23 67%	41 81%	377 63%
		bdf			f	bdf		bdf	bdefi	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Yes	550 43%	131 42%	181 67% ac	238 35%	465 44%	85 41%	- -%	513 44%	37 36%	546 44%	4 18%
No - we do despatch products to customers but not using parcel/packet post	130 10%	50 16% c	31 11%	49 7%	121 11% b	9 4%	- -%	118 10%	11 11%	127 10%	3 12%
No - we don't despatch products to our customers	572 45%	125 40% b	54 20%	393 57% ab	462 44%	109 53%	- -%	519 45%	53 52%	556 45%	15 69%
Don't know	16 1%	4 1%	3 1%	8 1%	12 1%	4 2%	- -%	15 1%	1 1%	15 1%	* 2%
NET: No	701 55%	175 56% b	85 32%	441 64% ab	583 55%	118 57%	- -%	637 55%	64 63%	683 55%	18 80% a

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Yes	550 43%	175 24%	128 58%	242 83%
			a	ab
No - we do despatch products to customers but not using parcel/packet post	130 10%	72 10%	43 20%	13 4%
		c	ac	
No - we don't despatch products to our customers	572 45%	490 66%	46 21%	32 11%
		bc	c	
Don't know	16 1%	5 1%	2 1%	5 2%
NET: No	701 55%	562 76%	89 41%	45 15%
		bc	c	

Columns Tested:: a,b,c

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Yes	550	387	105	26	7	19	4	1	*	492	58	32
	43%	37%	72%	88%	97%	99%	91%	65%	64%	41%	92%	95%
			ai	ai							abi	abi
No - we do despatch products to customers but not using parcel/packet post	130	115	13	1	*	*	*	-	-	128	2	1
	10%	11%	9%	4%	2%	*%	8%	-%	-%	11%	3%	2%
No - we don't despatch products to our customers	572	543	25	2	*	*	*	1	*	568	3	1
	45%	51%	17%	8%	1%	1%	1%	35%	36%	47%	6%	3%
		bcjk								bcjk		
Don't know	16	13	2	*	-	-	-	-	-	16	*	-
	1%	1%	2%	*%	-%	-%	-%	-%	-%	1%	*%	-%
NET: No	701	659	38	3	*	*	*	1	*	696	5	2
	55%	62%	26%	12%	3%	1%	9%	35%	36%	58%	8%	5%
		bcjk	jk							bcjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Yes	550 43%	120 21%	266 56%	163 78%	477 41%	550 43%	550 43%	493 48%	309 47%	208 54%	59 77%	363 37%	16 43%	51 68%	32 83%	22 65%	8 48%
			a	ab				a		abc	bc			bc	bcg		b
No - we do despatch products to customers but not using parcel/packet post	130 10%	54 9%	61 13%	14 7%	128 11%	130 10%	130 10%	118 12%	86 13%	67 18%	1 2%	99 10%	10 26%	9 12%	1 2%	5 16%	5 30%
										abcd			abe				abe
No - we don't despatch products to our customers	572 45%	402 69%	141 30%	28 14%	552 47%	572 45%	572 45%	401 39%	257 39%	102 27%	16 21%	518 52%	9 24%	16 21%	5 13%	7 20%	2 12%
		bc	c		def	df	df	f	f			acdefg					
Don't know	16 1%	8 1%	5 1%	2 1%	13 1%	16 1%	16 1%	11 1%	5 1%	5 1%	- -%	11 1%	3 8%	- -%	* 1%	* *%	2 10%
												b					b
NET: No	701 55%	457 78%	202 43%	43 21%	680 58%	701 55%	701 55%	519 51%	343 52%	169 44%	17 23%	616 62%	18 50%	24 32%	6 16%	12 35%	7 42%
		bc	c		df	f	f					adef	ae				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Yes	550	359	39	35	20	15	3	4	357	91	27	43	15	8	7
	43%	37%	50%	61%	67%	91%	27%	32%	36%	70%	53%	89%	74%	69%	72%
			a	a	abf				a	ac	a				
No - we do despatch products to customers but not using parcel/packet post	130	96	14	7	3	*	3	5	92	17	11	4	2	3	*
	10%	10%	18%	12%	10%	1%	26%	43%	9%	13%	22%	7%	10%	20%	5%
			a						a						
No - we don't despatch products to our customers	572	497	25	15	7	1	6	1	533	23	10	1	3	1	*
	45%	52%	32%	26%	22%	8%	47%	8%	54%	17%	20%	2%	16%	10%	4%
		bcde							bcde						
Don't know	16	11	*	-	1	-	-	2	11	*	3	*	*	-	2
	1%	1%	1%	-%	2%	-%	-%	16%	1%	*%	5%	1%	*%	-%	18%
NET: No	701	593	39	22	10	1	9	6	625	40	22	5	5	4	1
	55%	62%	49%	39%	32%	9%	73%	52%	63%	30%	42%	10%	26%	31%	9%
		cde	e				e		bcde	d	d				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
Yes	550	297	66	47	31	24	11	19	164	99	172	77	36
	43%	39%	65%	78%	80%	85%	81%	84%	29%	39%	60%	75%	71%
		a	a	a	a	a	a	a		a	ab	abc	ab
No - we do despatch products to customers but not using parcel/packet post	130	79	19	6	6	4	-	4	45	42	32	3	3
	10%	10%	19%	10%	15%	15%	-%	16%	8%	17%	11%	3%	7%
										ad			
No - we don't despatch products to our customers	572	376	16	7	2	*	1	*	344	112	79	22	10
	45%	49%	16%	12%	5%	*%	6%	*%	61%	44%	27%	21%	19%
		bcdeg							bcde	cde			
Don't know	16	9	*	*	*	-	2	-	9	-	4	*	2
	1%	1%	*%	*%	*%	-%	13%	-%	2%	-%	2%	*%	3%
NET: No	701	455	35	13	7	4	1	4	389	154	111	25	13
	55%	60%	35%	22%	19%	15%	6%	16%	69%	61%	39%	25%	26%
		bcdeg							bcde	cde	d		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Yes	550 43%	229 36%	79 35%	102 50%	47 65%	16 58%	200 30%	104 44%	149 70%	64 77%	31 71%
				ab	ab			a	ab	ab	ab
No - we do despatch products to customers but not using parcel/packet post	130 10%	58 9%	42 19%	21 10%	3 5%	1 3%	62 9%	39 17%	18 8%	3 3%	3 7%
			ad					ad			
No - we don't despatch products to our customers	572 45%	336 53%	105 46%	76 37%	21 30%	9 33%	403 60%	92 39%	44 21%	17 20%	8 18%
		cd	d				bcde	cd			
Don't know	16 1%	7 1%	- -%	4 2%	* *%	2 6%	9 1%	2 1%	2 1%	* *%	2 4%
					b						
NET: No	701 55%	394 63%	147 65%	96 47%	25 34%	10 36%	465 69%	131 55%	62 29%	19 23%	11 25%
		cde	cde				bcde	cde			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Yes	550 43%	143 27%	94 60%	136 77%	82 78%	36 86%	465 83%	17 28%	10 3%	455 41%	94 58%	430 40%	47 50%
			a	ab	ab	ab	bc	c			a		
No - we do despatch products to customers but not using parcel/packet post	130 10%	57 11%	24 15%	21 12%	11 10%	2 4%	58 10%	38 64%	20 5%	95 9%	34 21%	103 10%	26 28%
							c	ac			a		a
No - we don't despatch products to our customers	572 45%	318 61%	39 25%	17 10%	11 10%	4 9%	31 6%	5 8%	359 92%	540 49%	32 20%	531 49%	21 22%
		bcde	cd						ab	b		b	
Don't know	16 1%	5 1%	- -%	2 1%	2 2%	* 1%	5 1%	- -%	- -%	15 1%	* *%	13 1%	* *%
NET: No	701 55%	374 72%	63 40%	38 22%	21 20%	6 14%	89 16%	43 72%	379 97%	635 57%	66 41%	634 59%	47 50%
		bcde	cde					a	ab	b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Yes	550 43%	473 42%	77 55% a	320 44%	173 59% a	431 40%	46 51%	466 42%	84 56% a	318 43%	175 60% a
No - we do despatch products to customers but not using parcel/packet post	130 10%	98 9%	32 23% a	62 8%	56 19% a	104 10%	25 27% a	97 9%	32 21% a	66 9%	52 18% a
No - we don't despatch products to our customers	572 45%	540 48%	31 22% b	338 46%	63 22% b	532 49%	20 22% b	538 48%	34 22% b	337 46%	64 22% b
Don't know	16 1%	15 1%	* *% a	11 1%	1 *% a	13 1%	* *% a	15 1%	* *% a	11 1%	1 *% a
NET: No	701 55%	638 57%	63 45% b	400 55% b	119 41% b	636 59%	45 49%	636 57%	66 44% b	403 55%	116 40% b

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Yes	550 43%	311 51%	358 39%	112 58%	- -%	347 53%	382 43%	124 72%	2 57%	402 57%	250 46%	118 72%	- -%
		b		b		b		ab		b		ab	
No - we do despatch products to customers but not using parcel/packet post	130 10%	72 12%	84 9%	22 12%	1 90%	76 12%	72 8%	11 6%	- -%	95 13%	31 6%	10 6%	2 41%
										b			
No - we don't despatch products to our customers	572 45%	223 36%	471 51%	53 27%	* 10%	226 34%	435 48%	35 20%	2 43%	205 29%	258 47%	31 19%	2 59%
			ac			c	ac				ac		
Don't know	16 1%	9 1%	9 1%	5 3%	- -%	6 1%	9 1%	2 1%	- -%	9 1%	7 1%	5 3%	- -%
NET: No	701 55%	295 48%	555 60%	75 39%	2 100%	302 46%	507 56%	46 27%	2 43%	300 42%	289 53%	41 25%	4 100%
			ac			c	ac			c	ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
Yes	550	403	469	338	336	327	11	241	187	197	77	61	105	123
	43%	39%	44%	49%	39%	44%	80%	49%	51%	58%	71%	74%	34%	41%
				a			ab				ab	ab		
No - we do despatch products to customers but not using parcel/packet post	130	94	92	57	87	63	1	32	36	35	3	-	33	17
	10%	9%	9%	8%	10%	8%	5%	7%	10%	10%	3%	-%	11%	5%
									e	e				
No - we don't despatch products to our customers	572	524	488	279	428	344	2	213	138	105	25	22	162	160
	45%	51%	46%	41%	49%	46%	14%	43%	38%	31%	23%	26%	52%	53%
		c			c	c		cde	d					
Don't know	16	11	13	11	13	9	*	5	5	2	3	*	10	2
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	3%	1%	3%	1%
NET: No	701	618	580	336	515	407	2	245	174	141	28	22	194	176
	55%	60%	55%	49%	60%	55%	18%	50%	48%	41%	26%	26%	63%	58%
		c			c	c		de	de	d				

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Yes	550	90	43	34	26	413	338	460	375	286	309	403	93	-	418	36
	43%	70%	73%	64%	64%	39%	43%	41%	46%	40%	51%	39%	56%	-%	45%	40%
									a		b		b			
No - we do despatch products to customers but not using parcel/packet post	130	8	11	8	4	104	81	115	77	83	80	100	6	-	88	12
	10%	6%	19%	14%	10%	10%	10%	10%	10%	11%	13%	10%	4%	-%	9%	14%
			a								c					
No - we don't despatch products to our customers	572	28	5	12	9	540	352	545	347	343	206	525	64	*	419	42
	45%	22%	8%	22%	21%	50%	45%	48%	43%	47%	34%	50%	39%	100%	45%	46%
						d					ac					
Don't know	16	2	-	-	2	13	10	13	13	11	11	13	2	-	11	-
	1%	2%	-%	-%	4%	1%	1%	1%	2%	2%	2%	1%	1%	-%	1%	-%
NET: No	701	36	16	19	13	643	433	661	424	426	286	624	70	*	507	54
	55%	28%	27%	36%	31%	60%	55%	58%	52%	59%	47%	60%	42%	100%	54%	60%
						d		d		d	ac					

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Yes	550 43%	301 55%	213 33%	238 62%	18 57%	123 63%	168 59%	121 79%	315 38%	111 42%	115 62%	163 66%	260 32%
		b						bc			c	c	
No - we do despatch products to customers but not using parcel/packet post	130 10%	57 10%	54 8%	48 13%	8 26%	40 20%	24 8%	12 8%	91 11%	22 8%	28 15%	40 16%	55 7%
						b					c	c	
No - we don't despatch products to our customers	572 45%	178 33%	375 58%	97 25%	6 17%	30 15%	94 33%	20 13%	415 50%	132 49%	41 22%	40 17%	479 59%
			a			a			a	a			ab
Don't know	16 1%	8 2%	7 1%	3 1%	- -%	3 1%	* *%	* *%	13 2%	3 1%	3 2%	2 1%	11 1%
NET: No	701 55%	235 43%	429 66%	146 38%	14 43%	70 36%	118 41%	32 21%	506 61%	153 57%	69 37%	81 33%	535 66%
			a						a	a			ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Yes	550 43%	186 35%	364 50%
			a
No - we do despatch products to customers but not using parcel/packet post	130 10%	55 10%	74 10%
No - we don't despatch products to our customers	572 45%	285 53%	286 39%
		b	
Don't know	16 1%	7 1%	8 1%
NET: No	701 55%	341 64%	361 49%
		b	

Columns Tested: a,b

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Yes	550	-	26	94	57	8	44	15	72	72	16	115	32
	43%	-%	50%	41%	36%	50%	35%	42%	53% df	43%	42%	48%	46%
No - we do despatch products to customers but not using parcel/packet post	130	-	4	23	11	3	31	3	11	15	3	20	6
	10%	-%	8%	10%	7%	18%	25% cdghijkl	7%	8%	9%	7%	8%	9%
No - we don't despatch products to our customers	572	-	21	107	85	5	48	18	50	81	19	106	31
	45%	-%	41%	47%	53% h	32%	39%	51%	37%	48%	50%	44%	45%
Don't know	16	-	*	2	7	-	2	-	4	-	*	*	-
	1%	-%	1%	1%	4% k	-%	1%	-%	3%	-%	1%	*%	-%
NET: No	701	-	25	130	95	8	80	21	60	96	22	126	37
	55%	-%	49%	58% h	60% h	50%	64% h	58%	44%	57% h	57%	52%	54%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 66 (continuation)

QV2C Large letters - Are any of the Large letters you send used for the fulfilment of customer orders for your products?

Base: All sending Large letters

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Yes	550	129	99	159	163	228	321
	43%	43%	36%	47%	47%	39%	47%
			b	b			
No - we do despatch products to customers but not using parcel/packet post	130	27	45	29	29	72	57
	10%	9%	16%	8%	8%	13%	8%
			cd				
No - we don't despatch products to our customers	572	141	126	149	157	266	305
	45%	47%	45%	44%	45%	46%	44%
Don't know	16	5	6	4	1	11	4
	1%	2%	2%	1%	*%	2%	1%
NET: No	701	168	171	177	185	339	362
	55%	56%	62%	52%	53%	59%	53%
			cd				

Columns Tested:: a,b,c,d - a,b

Table 68

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Yes	727	142	585	690	28	6	2	36
	57%	55%	57%	57%	52%	72%	64%	55%
						abe		
No - we do despatch products to customers but not using parcel/packet post	66	6	60	56	9	*	*	10
	5%	2%	6%	5%	17%	3%	11%	15%
					ac		a	ac
No - we don't despatch products to our customers	471	107	363	453	16	2	1	18
	37%	41%	36%	37%	29%	20%	24%	28%
				cde				
Don't know	15	4	11	14	1	*	*	1
	1%	2%	1%	1%	2%	4%	1%	2%
NET: No	537	113	424	509	25	2	1	29
	42%	44%	42%	42%	47%	24%	35%	43%
				c	cd			c

Columns Tested: a,b - a,b,c,d,e

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Yes	727 57%	446 60%	209 54%	35 42%	17 47%	16 65%	2 64%	690 57%	28 52%	8 70%
		cd				cd	cd	c		bcdgh
No - we do despatch products to customers but not using parcel/packet post	66 5%	27 4%	21 5%	8 10%	6 17%	4 14%	* 11%	56 5%	9 17%	1 6%
				a	abgi	abg	ag		abgi	
No - we don't despatch products to our customers	471 37%	262 35%	153 39%	37 45%	13 35%	5 18%	1 24%	453 37%	16 29%	2 22%
		efi	efi	efhi	ei			efi		
Don't know	15 1%	5 1%	6 1%	3 4%	* 1%	1 3%	* 1%	14 1%	1 2%	* 3%
				a						
NET: No	537 42%	289 39%	174 45%	45 54%	19 52%	8 32%	1 35%	509 42%	25 47%	3 27%
		i	ei	aefgi	aefgi			i	efi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Yes	727 57%	570 58%	121 53%	28 52%	6 72%	2 64%	484 62%	86 44%	26 59%	17 67%	14 42%
No - we do despatch products to customers but not using parcel/package post	66 5%	40 4%	17 7%	9 17%	* 3%	* 11%	32 4%	15 8%	9 21%	1 6%	3 8%
No - we don't despatch products to our customers	471 37%	367 37%	86 38%	16 29%	2 20%	1 24%	259 33%	92 47%	8 19%	6 22%	15 48%
Don't know	15 1%	10 1%	4 2%	1 2%	* 4%	* 1%	4 1%	2 1%	* 1%	1 5%	1 2%
NET: No	537 42%	406 41%	102 45%	25 47%	2 24%	1 35%	291 37%	107 55%	18 40%	7 28%	18 56%
		d	de	de				ad			ad

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Yes	727 57%	55 47%	53 65%	135 63%	49 73%	61 59%	81 42%	93 56%	63 61%	60 62%
			f	f	af	f			f	f
No - we do despatch products to customers but not using parcel/packet post	66 5%	9 7%	1 2%	7 3%	2 4%	6 5%	8 4%	1 1%	15 15%	11 11%
									bcfg	g
No - we don't despatch products to our customers	471 37%	53 45%	27 33%	71 33%	13 20%	35 34%	102 53%	66 40%	25 24%	27 27%
		dhi					bcdehi	d		
Don't know	15 1%	1 1%	- -%	2 1%	2 3%	2 2%	2 1%	5 3%	- -%	- -%
NET: No	537 42%	62 52%	28 35%	78 36%	16 24%	41 39%	109 57%	68 41%	40 39%	37 38%
		bcd				d	bcdeghi	d		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Yes	727 57%	171 64%	170 57%	309 54%	650 57%	76 56%	40 57%	23 52%	14 61%
No - we do despatch products to customers but not using parcel/package post	66 5%	19 7%	25 8%	16 3%	59 5%	7 5%	2 3%	4 9%	1 3%
No - we don't despatch products to our customers	471 37%	75 28%	104 35%	239 42%	419 37%	52 38%	28 40%	17 39%	7 33%
Don't know	15 1%	4 2%	1 *%	9 2%	15 1%	1 1%	* *%	- -%	1 3%
NET: No	537 42%	94 35%	130 43%	255 44%	478 42%	59 43%	31 43%	21 48%	8 36%
				a		a		ah	

Columns Tested:: a,b,c,d,e,f,g,h

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Yes	727	30	85	19	105	75	238	12	3	259
	57%	48%	77%	54%	72%	52%	75%	31%	14%	47%
		h	aeghi		aeghi	h	aeghi			h
No - we do despatch products to customers but not using parcel/packet post	66	1	9	2	11	10	22	1	1	20
	5%	1%	8%	4%	7%	7%	7%	3%	4%	4%
No - we don't despatch products to our customers	471	32	16	13	28	58	54	24	16	259
	37%	50%	14%	36%	19%	40%	17%	64%	82%	47%
		bdf				bdf		bdf	bdefi	bdf
Don't know	15	-	-	2	2	1	2	1	-	8
	1%	-%	-%	6%	1%	1%	1%	2%	-%	1%
NET: No	537	32	25	14	39	68	76	25	17	279
	42%	52%	23%	40%	27%	47%	24%	67%	86%	51%
		bdf				bdf		bdefi	abdefi	bdf

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Yes	727 57%	210 59%	238 75%	279 46%	639 59%	88 44%	- -%	683 58%	44 45%	715 57%	11 43%
No - we do despatch products to customers but not using parcel/packet post	66 5%	22 6%	22 7%	22 4%	61 6%	5 2%	- -%	54 5%	12 13% a	61 5%	5 20%
No - we don't despatch products to our customers	471 37%	118 33% b	54 17%	299 49% ab	366 34%	105 53% a	- -%	436 37%	35 36%	462 37%	9 35%
Don't know	15 1%	3 1%	2 1%	10 2%	14 1%	2 1%	- -%	9 1%	6 7% a	15 1%	* 2%
NET: No	537 42%	140 40% b	76 24%	322 53% ab	428 40%	110 55% a	- -%	490 41%	47 48%	522 42%	15 56%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Yes	727 57%	259 37%	162 73%	301 89%
			a	ab
No - we do despatch products to customers but not using parcel/packet post	66 5%	43 6%	15 7%	4 1%
		c	c	
No - we don't despatch products to our customers	471 37%	394 56%	44 20%	30 9%
		bc	c	
Don't know	15 1%	10 1%	2 1%	3 1%
NET: No	537 42%	437 62%	59 26%	34 10%
		bc	c	

Columns Tested:: a,b,c

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Yes	727	528	138	33	7	16	2	1	*	667	60	27
	57%	50%	86%	93%	99%	85%	44%	65%	100%	55%	88%	82%
			ai	ai							ai	ai
No - we do despatch products to customers but not using parcel/package post	66	56	6	1	*	3	*	-	-	63	4	3
	5%	5%	4%	2%	*%	14%	8%	-%	-%	5%	5%	9%
No - we don't despatch products to our customers	471	452	14	2	*	*	2	1	-	466	5	3
	37%	43%	9%	5%	*%	1%	48%	35%	-%	38%	7%	9%
		bcjk								bcjk		
Don't know	15	14	1	*	-	-	-	-	-	15	*	-
	1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%
NET: No	537	508	21	2	*	3	2	1	-	529	8	6
	42%	48%	13%	7%	1%	15%	56%	35%	-%	44%	12%	18%
		bcijk								bcjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Yes	727 57%	193 35%	335 66%	198 87%	564 52%	559 55%	619 54%	727 57%	353 53%	246 63%	97 61%	385 48%	23 65%	46 75%	34 90%	23 73%	12 69%
			a	ab						abce	b			b	ab		b
No - we do despatch products to customers but not using parcel/packet post	66 5%	35 6%	21 4%	10 4%	64 6%	59 6%	65 6%	66 5%	56 8%	35 9%	6 4%	41 5%	5 14%	8 13%	2 4%	*	3 19%
								d									ab
No - we don't despatch products to our customers	471 37%	309 57%	142 28%	19 8%	433 40%	390 38%	442 39%	471 37%	252 38%	107 27%	56 35%	363 45%	7 20%	8 12%	1 2%	5 17%	2 12%
		bc	c		f	f	f	f	f		de	cdefg					
Don't know	15 1%	7 1%	8 2%	1 *%	15 1%	15 1%	15 1%	15 1%	11 2%	3 1%	- -%	10 1%	* 1%	- -%	1 4%	3 8%	- -%
																ab	
NET: No	537 42%	344 63%	164 32%	29 13%	497 46%	449 44%	507 44%	537 42%	308 46%	142 36%	62 39%	404 51%	12 34%	15 25%	2 7%	6 18%	5 31%
		bc	c		f	f	f		f		e	adef	e				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Yes	727	433	45	36	23	13	7	7	364	89	37	38	13	11	8
	57%	49%	56%	68%	80%	94%	51%	64%	47%	74%	88%	89%	68%	91%	94%
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
No - we do despatch products to customers but not using parcel/packet post	66	44	8	6	2	*	*	3	43	7	3	4	1	*	*
	5%	5%	10%	12%	7%	1%	1%	29%	6%	6%	7%	10%	7%	*%	2%
No - we don't despatch products to our customers	471	390	24	10	2	1	5	1	363	22	2	1	1	1	*
	37%	44%	31%	19%	6%	5%	43%	8%	46%	18%	4%	1%	8%	9%	4%
		cde	d						bcde	d					
Don't know	15	9	3	-	2	-	1	-	10	1	*	*	3	-	-
	1%	1%	3%	-%	8%	-%	4%	-%	1%	1%	*%	*%	17%	-%	-%
		a			a								abc		
NET: No	537	434	32	17	4	1	6	4	406	29	5	5	3	1	1
	42%	50%	40%	32%	12%	6%	44%	36%	52%	25%	11%	11%	15%	9%	6%
		cde	de						bcde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Yes	727	485	93	51	40	28	13	16	223	108	175	72	37
	57%	50%	73%	81%	95%	87%	89%	74%	44%	48%	66%	79%	76%
			a	a	ab	a					ab	ab	ab
No - we do despatch products to customers but not using parcel/packet post	66	47	7	4	*	4	1	4	20	23	16	*	4
	5%	5%	5%	7%	1%	13%	5%	17%	4%	10%	6%	1%	9%
										ad			
No - we don't despatch products to our customers	471	434	26	7	2	*	1	2	258	89	68	18	8
	37%	44%	20%	11%	4%	*%	6%	9%	51%	40%	26%	19%	16%
		bcdeg	e						bcde	cde			
Don't know	15	12	2	1	*	-	*	-	5	2	5	1	-
	1%	1%	2%	1%	*%	-%	*%	-%	1%	1%	2%	1%	-%
NET: No	537	481	32	11	2	4	2	6	278	113	84	18	12
	42%	49%	25%	18%	5%	13%	11%	26%	55%	50%	32%	20%	24%
		bcde	d						cde	cde			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Yes	727	296	84	113	47	18	214	107	141	61	32
	57%	51%	42%	58%	75%	68%	41%	55%	78%	80%	76%
				b	ab			a	ab	ab	a
No - we do despatch products to customers but not using parcel/packet post	66	28	24	10	*	1	25	18	10	*	4
	5%	5%	12%	5%	1%	4%	5%	9%	6%	1%	10%
			ad					d			
No - we don't despatch products to our customers	471	254	88	67	15	7	276	65	27	14	6
	37%	43%	44%	35%	24%	28%	53%	34%	15%	19%	14%
		d	d				bcde	c			
Don't know	15	5	2	5	*	-	5	4	3	1	-
	1%	1%	1%	3%	*%	-%	1%	2%	1%	1%	-%
NET: No	537	282	112	77	16	8	301	83	37	15	10
	42%	48%	57%	40%	25%	32%	58%	43%	21%	19%	24%
		d	cde				bcde	cd			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Yes	727 57%	243 37%	146 71%	184 84%	103 84%	49 98%	727 100%	- -%	- -%	560 53%	166 72%	507 52%	57 58%
			a	ab	a	ab	bc				a		
No - we do despatch products to customers but not using parcel/packet post	66 5%	34 5%	12 6%	16 7%	1 1%	* 1%	- -%	66 100%	- -%	47 5%	19 8%	49 5%	15 15%
								ac					a
No - we don't despatch products to our customers	471 37%	376 57%	47 23%	16 7%	19 15%	1 2%	- -%	- -%	471 100%	427 41%	44 19%	409 42%	24 25%
		bcde	ce						ab	b		b	
Don't know	15 1%	8 1%	- -%	3 1%	* *%	- -%	- -%	- -%	- -%	13 1%	2 1%	12 1%	2 2%
NET: No	537 42%	411 62%	59 29%	31 14%	20 16%	1 2%	- -%	66 100%	471 100%	474 45%	63 27%	458 47%	39 40%
		bcde	ce					a	a	b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Yes	727 57%	483 54%	76 59%	465 52%	261 68%	511 52%	53 56%	475 54%	85 62%	467 52%	259 68%
No - we do despatch products to customers but not using parcel/packet post	66 5%	41 5%	18 14% a	35 4%	31 8% a	48 5%	16 17% a	41 5%	19 14% a	35 4%	31 8% a
No - we don't despatch products to our customers	471 37%	358 40% b	31 24%	382 43% b	89 23%	409 42% b	24 25%	358 40% b	32 23%	381 42% b	90 24%
Don't know	15 1%	12 1%	2 2%	13 1%	2 1%	13 1%	2 2%	13 1%	2 2%	13 1%	2 1%
NET: No	537 42%	399 45%	50 39%	417 47% b	120 31%	457 47%	40 42%	399 45%	51 37%	416 46% b	121 32%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Yes	727 57%	357 60%	416 51%	127 69%	1 48%	361 62%	373 54%	117 75%	2 50%	574 65%	355 52%	154 77%	- -%
		b		b		b		ab		b		ab	
No - we do despatch products to customers but not using parcel/packet post	66 5%	40 7%	36 4%	4 2%	- -%	41 7%	27 4%	7 4%	- -%	46 5%	22 3%	4 2%	2 41%
No - we don't despatch products to our customers	471 37%	197 33%	361 44%	50 27%	2 52%	172 30%	288 42%	29 19%	2 50%	255 29%	294 43%	37 18%	2 59%
			ac			c	ac			c	ac		
Don't know	15 1%	5 1%	9 1%	2 1%	- -%	7 1%	7 1%	2 1%	- -%	11 1%	7 1%	4 2%	- -%
NET: No	537 42%	237 40%	397 48%	54 30%	2 52%	213 37%	315 45%	36 23%	2 50%	301 34%	317 47%	41 21%	4 100%
			ac			c	ac			c	ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Yes	727	475	473	495	385	363	11	324	257	278	90	69	126	123
	57%	51%	57%	57%	51%	56%	82%	55%	59%	65%	76%	76%	51%	52%
				a			ab			a	ab	ab		
No - we do despatch products to customers but not using parcel/packet post	66	40	35	29	36	24	*	20	19	18	*	-	12	8
	5%	4%	4%	3%	5%	4%	3%	3%	4%	4%	*%	-%	5%	3%
No - we don't despatch products to our customers	471	409	319	333	325	250	2	241	158	134	27	21	106	104
	37%	44%	38%	39%	43%	39%	14%	41%	36%	31%	23%	24%	43%	44%
					c	c		cde						
Don't know	15	12	8	7	10	7	*	3	3	*	*	*	4	2
	1%	1%	1%	1%	1%	1%	1%	*%	1%	*%	*%	*%	2%	1%
NET: No	537	450	354	362	361	274	2	261	177	152	28	21	118	112
	42%	48%	42%	42%	48%	43%	17%	44%	41%	35%	24%	24%	48%	47%
		bc			c	c		cde	de					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Yes	727	89	49	41	24	571	438	618	525	419	377	569	103	*	550	46
	57%	74%	80%	69%	66%	53%	58%	55%	60%	56%	62%	54%	59%	100%	59%	53%
									a		b					
No - we do despatch products to customers but not using parcel/packet post	66	5	4	2	1	45	37	54	37	39	43	43	6	-	37	5
	5%	4%	7%	4%	3%	4%	5%	5%	4%	5%	7%	4%	4%	-%	4%	6%
No - we don't despatch products to our customers	471	25	7	16	11	440	279	446	301	280	187	422	63	-	331	35
	37%	20%	12%	27%	30%	41%	37%	39%	35%	38%	31%	40%	36%	-%	36%	41%
						d					a					
Don't know	15	2	-	-	-	11	7	11	6	7	5	11	2	-	13	-
	1%	2%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
NET: No	537	29	12	18	12	485	316	500	338	319	230	465	69	-	368	40
	42%	24%	20%	31%	34%	45%	42%	44%	39%	43%	38%	44%	40%	-%	39%	47%
						d		d			a					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Yes	727 57%	338 64%	314 50%	336 71%	31 81%	164 72%	247 70%	149 84%	433 52%	139 54%	173 77%	189 70%	352 47%
		b						bc			c	c	
No - we do despatch products to customers but not using parcel/packet post	66 5%	25 5%	28 4%	28 6%	2 5%	16 7%	18 5%	8 4%	43 5%	11 4%	6 3%	28 10%	28 4%
												ac	
No - we don't despatch products to our customers	471 37%	160 30%	280 44%	108 23%	6 15%	45 20%	91 25%	20 11%	343 41%	107 41%	46 20%	55 20%	363 48%
			a						a	a			ab
Don't know	15 1%	2 *%	11 2%	* *%	- -%	2 1%	* *%	1 *%	12 2%	2 1%	1 *%	* *%	12 2%
NET: No	537 42%	184 35%	308 49%	136 29%	7 19%	61 27%	108 30%	27 15%	386 46%	118 46%	52 23%	83 30%	391 52%
			a						a	a			ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Yes	727 57%	279 52%	447 61%
			a
No - we do despatch products to customers but not using parcel/package post	66 5%	27 5%	39 5%
No - we don't despatch products to our customers	471 37%	233 43%	238 32%
		b	
Don't know	15 1%	2 *%	13 2%
NET: No	537 42%	260 48%	277 38%
		b	

Columns Tested: a,b

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Yes	727	-	31	129	87	21	75	23	69	98	21	134	37
	57%	-%	62%	56%	58%	81%	64%	56%	52%	59%	53%	55%	47%
						l							
No - we do despatch products to customers but not using parcel/package post	66	-	2	8	5	*	4	2	12	6	2	16	7
	5%	-%	5%	3%	4%	1%	4%	6%	9%	4%	4%	7%	9%
No - we don't despatch products to our customers	471	-	14	93	57	5	37	14	49	57	16	94	35
	37%	-%	28%	40%	38%	18%	32%	35%	37%	34%	41%	39%	44%
Don't know	15	-	3	2	2	-	-	1	2	4	*	*	-
	1%	-%	5%	1%	1%	-%	-%	3%	2%	3%	1%	*%	-%
NET: No	537	-	16	101	62	5	42	17	62	63	18	110	42
	42%	-%	32%	43%	41%	19%	36%	41%	46%	38%	45%	45%	53%
									e			e	befi

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 68 (continuation)

QV2C Packets and parcels - Are any of the Packets and parcels you send used for the fulfilment of customer orders for your products?

Base: All sending Packets and parcels

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Yes	727	176	168	190	192	344	382
	57%	58%	62%	56%	53%	60%	54%
No - we do despatch products to customers but not using parcel/packet post	66	10	10	21	25	20	46
	5%	3%	4%	6%	7%	4%	7%
No - we don't despatch products to our customers	471	112	93	120	146	205	266
	37%	37%	34%	35%	40%	36%	38%
Don't know	15	5	2	8	1	7	9
	1%	2%	1%	2%	*%	1%	1%
NET: No	537	123	103	141	170	226	312
	42%	40%	38%	42%	47%	39%	44%
				b			

Columns Tested: a,b,c,d - a,b

Table 70

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1715	490	1225	1174	268	92	181	541
Effective base	806	221	590	734	158	58	109	217
Weighted Base	1523	365	1157	1447	63	9	4	76
Yes	811	159	652	769	33	6	3	42
	53%	43%	56%	53%	52%	70%	65%	55%
			a			abe	ab	
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	14	70	74	9	*	*	10
	5%	4%	6%	5%	14%	4%	8%	13%
					ac			a
No - we don't despatch products to our customers	642	192	450	617	22	2	1	26
	42%	53%	39%	43%	35%	25%	29%	34%
		b		cde				
Don't know	11	7	5	10	*	*	*	1
	1%	2%	*%	1%	1%	3%	1%	1%
		b				a		
NET: No	701	200	501	667	30	2	2	33
	46%	55%	43%	46%	47%	27%	34%	44%
		b		cd	cd			c

Columns Tested:: a,b - a,b,c,d,e

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1715	599	418	157	166	194	181	1174	268	273
Effective base	806	421	241	93	109	88	109	734	158	116
Weighted Base	1523	896	445	105	44	28	4	1447	63	13
Yes	811 53%	500 56%	225 50%	44 42%	21 47%	18 66%	3 65%	769 53%	33 52%	9 68%
		c				bcdgh	bcdgh	c		abcdgh
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	39 4%	22 5%	13 12%	6 14%	3 11%	* 8%	74 5%	9 14%	1 5%
				abg	abgi	ag			abgi	
No - we don't despatch products to our customers	642 42%	363 41%	201 45%	52 49%	18 41%	6 22%	1 29%	617 43%	22 35%	3 27%
		efi	efhi	efhi	ei			efi	e	
Don't know	11 1%	6 1%	2 1%	2 2%	- -%	1 3%	* 1%	10 1%	* 1%	* 3%
NET: No	701 46%	391 44%	218 49%	59 56%	23 53%	9 32%	2 34%	667 46%	30 47%	4 30%
		ei	efi	aefgi	efi			efi	efi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1715	762	412	268	92	181	655	259	100	84	197
Effective base	806	538	255	158	58	109	427	130	44	28	34
Weighted Base	1523	1173	274	63	9	4	885	230	48	40	37
Yes	811 53%	630 54%	139 51%	33 52%	6 70%	3 65%	527 60%	103 45%	31 64%	18 46%	15 41%
					abc	abc	be		be		
No - we do despatch products to customers but not using large letter/ parcel/package post	84 5%	54 5%	20 7%	9 14%	* 4%	* 8%	39 4%	17 7%	6 12%	4 11%	8 21%
				abd					a		ab
No - we don't despatch products to our customers	642 42%	495 42%	121 44%	22 35%	2 25%	1 29%	322 36%	118 51%	12 24%	18 44%	19 51%
		de	de					ac			c
Don't know	11 1%	8 1%	2 1%	* 1%	* 3%	* 1%	4 *%	- -%	- -%	* *%	- -%
NET: No	701 46%	534 46%	133 48%	30 47%	2 27%	2 34%	354 40%	127 55%	18 36%	22 54%	22 59%
		de	de	de				ac			ac

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1715	105	82	174	69	109	129	111	105	97
Effective base	806	72	57	108	48	75	93	80	70	66
Weighted Base	1523	137	104	257	79	127	220	192	123	111
Yes	811	62	62	148	55	68	87	99	70	68
	53%	45%	59%	57%	70%	53%	40%	52%	57%	62%
			f	f	afg				f	f
No - we do despatch products to customers but not using large letter/ parcel/package post	84	10	4	12	7	3	5	7	22	6
	5%	7%	4%	5%	8%	2%	2%	4%	18%	6%
									bcefgi	
No - we don't despatch products to our customers	642	67	42	99	19	52	127	88	35	36
	42%	49%	40%	39%	24%	41%	58%	46%	28%	33%
		dh					bcdehi	dh		
Don't know	11	-	-	2	-	4	-	4	-	-
	1%	-%	-%	1%	-%	3%	-%	2%	-%	-%
NET: No	701	75	42	108	24	55	133	89	53	43
	46%	55%	41%	42%	30%	43%	60%	46%	43%	38%
		di					bcdeghi	d		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1715	275	292	414	981	734	265	235	234
Effective base	806	189	198	281	652	355	145	131	122
Weighted Base	1523	316	364	669	1350	173	89	55	29
Yes	811 53%	191 60%	194 53%	334 50%	719 53%	92 53%	48 54%	28 51%	16 55%
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	16 5%	36 10%	25 4%	77 6%	7 4%	3 4%	2 4%	1 4%
No - we don't despatch products to our customers	642 42%	108 34%	144 40%	315 47%	566 42%	76 44%	39 44%	25 45%	12 41%
Don't know	11 1%	4 1%	- -%	6 1%	10 1%	1 1%	* *%	* *%	1 2%
NET: No	701 46%	121 38%	170 47%	329 49%	620 46%	80 46%	41 46%	27 49%	13 43%

Columns Tested: a,b,c,d,e,f,g,h

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1715	65	127	27	154	143	431	67	83	764
Effective base	806	32	50	15	65	67	226	27	31	373
Weighted Base	1523	70	119	38	157	161	345	45	51	685
Yes	811	31	89	20	109	79	258	15	9	303
	53%	44%	75%	52%	70%	49%	75%	33%	18%	44%
		h	aeghi		aeghi	h	aeghi			h
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	1	8	4	12	16	19	2	7	28
	5%	1%	7%	10%	8%	10%	5%	4%	13%	4%
									i	
No - we don't despatch products to our customers	642	39	22	13	34	77	71	29	37	355
	42%	55%	18%	34%	22%	48%	20%	66%	72%	52%
		bdf				bdf		bdf	bdefi	bdf
Don't know	11	-	-	4	4	-	-	*	-	5
	1%	-%	-%	12%	3%	-%	-%	*%	-%	1%
					f					
NET: No	701	39	29	14	43	82	87	30	42	377
	46%	56%	25%	36%	27%	51%	25%	67%	82%	55%
		bdf				bdf		bdf	abdefi	bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1715	362	431	922	1453	262	-	1455	260	1674	41
Effective base	806	163	226	436	684	122	-	727	85	788	18
Weighted Base	1523	388	345	790	1279	243	-	1403	120	1490	33
Yes	811 53%	219 56%	258 75%	334 42%	706 55%	105 43%	- -%	758 54%	53 44%	799 54%	12 37%
		c	ac		b						
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	28 7%	19 5%	37 5%	74 6%	10 4%	- -%	71 5%	12 10% a	78 5%	6 18% a
No - we don't despatch products to our customers	642 42%	150 39%	71 20%	422 53%	511 40%	131 54%	- -%	585 42%	57 47%	624 42%	18 55%
		b		ab		a					
Don't know	11 1%	4 1%	- -%	7 1%	7 1%	4 2%	- -%	10 1%	1 1%	11 1%	* 1%
NET: No	701 46%	164 42%	87 25%	449 57%	566 44%	135 55%	- -%	635 45%	66 55%	681 46%	20 62% a
		b		ab		a					a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1715	935	355	407
Effective base	806	469	132	198
Weighted Base	1523	885	249	373
Yes	811 53%	301 34%	182 73%	322 86%
			a	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	58 7%	15 6%	5 1%
		c	c	
No - we don't despatch products to our customers	642 42%	536 61%	56 22%	45 12%
		bc	c	
Don't know	11 1%	5 1%	* *%	3 1%
NET: No	701 46%	578 65%	67 27%	48 13%
		bc	c	

Columns Tested:: a,b,c

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1715	1254	304	83	19	28	17	7	3	1558	157	74
Effective base	806	661	111	21	5	8	4	3	2	768	39	17
Weighted Base	1523	1281	171	37	7	19	5	2	*	1452	71	33
Yes	811	603	142	33	7	19	4	1	*	745	65	32
	53%	47%	83%	90%	100%	99%	92%	65%	64%	51%	93%	96%
			ai	ai							ai	ai
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	77	6	*	-	*	*	-	-	83	1	*
	5%	6%	4%	*%	-%	*%	7%	-%	-%	6%	1%	1%
No - we don't despatch products to our customers	642	615	22	4	*	*	*	1	*	638	5	1
	42%	48%	13%	10%	*%	1%	1%	35%	36%	44%	7%	3%
		bcjk								bcjk		
Don't know	11	10	1	*	-	-	-	-	-	11	*	-
	1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%
NET: No	701	668	28	4	*	*	*	1	*	696	5	1
	46%	52%	16%	10%	*%	1%	8%	35%	36%	48%	7%	4%
		bcjk								bcjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1715	613	641	461	1508	1473	1595	1415	787	619	183	1019	88	115	76	77	37
Effective base	806	351	311	149	686	675	741	663	346	229	108	519	26	38	22	19	12
Weighted Base	1523	710	571	241	1288	1267	1384	1279	675	434	183	996	41	75	38	33	17
Yes	811 53%	237 33%	367 64%	207 86%	629 49%	644 51%	704 51%	754 59%	380 56%	282 65%	111 61%	440 44%	26 63%	54 71%	35 92%	24 73%	13 75%
			a	ab			abc		a	abce	b			b	abc	b	b
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	36 5%	41 7%	7 3%	82 6%	77 6%	82 6%	72 6%	53 8%	38 9%	5 3%	61 6%	4 10%	6 8%	* 1%	2 7%	2 13%
No - we don't despatch products to our customers	642 42%	435 61%	180 32%	27 11%	593 46%	561 44%	613 44%	472 37%	255 38%	124 29%	66 36%	510 51%	10 24%	16 21%	2 6%	7 20%	2 12%
		bc	c		def	def	def	f	f		e	acdefg					
Don't know	11 1%	8 1%	2 *%	1 *%	8 1%	11 1%	11 1%	7 1%	3 *%	2 1%	- -%	7 1%	3 7%	- -%	* 1%	* *%	- -%
												ab					
NET: No	701 46%	465 65%	202 35%	33 14%	650 50%	612 48%	670 48%	518 41%	293 43%	151 35%	72 39%	549 55%	12 30%	22 29%	3 7%	9 27%	4 25%
		bc	c		def	df	df		f		e	acdefg	e	e			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1715	1091	141	99	80	40	36	21	1032	180	103	65	46	26	21
Effective base	806	561	54	31	20	12	5	6	533	63	27	25	12	9	7
Weighted Base	1523	1070	85	61	31	17	13	11	993	131	52	49	21	12	9
Yes	811	485	49	42	24	15	7	8	422	103	39	44	15	11	9
	53%	45%	58%	68%	77%	92%	52%	71%	43%	78%	76%	91%	74%	90%	95%
			a	a	ab					a	a	a	a		
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	62	9	5	3	*	*	2	63	6	2	3	2	-	*
	5%	6%	11%	8%	11%	1%	1%	21%	6%	5%	4%	6%	10%	-%	1%
No - we don't despatch products to our customers	642	535	29	17	4	1	6	1	523	25	8	1	3	1	*
	42%	50%	35%	27%	12%	8%	47%	8%	53%	19%	15%	2%	16%	10%	4%
		bcde							bcde						
Don't know	11	7	*	-	1	-	-	-	7	*	3	*	*	-	-
	1%	1%	*%	-%	2%	-%	-%	-%	1%	*%	5%	1%	*%	-%	-%
			a								a				
NET: No	701	578	35	20	7	1	6	3	563	28	10	4	5	1	*
	46%	54%	42%	32%	22%	8%	48%	29%	57%	21%	19%	9%	26%	10%	5%
		cde	e						bcde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1715	965	155	114	69	54	23	35	567	335	369	219	95
Effective base	806	500	64	40	25	17	7	11	323	151	168	67	28
Weighted Base	1523	978	128	63	42	32	15	22	638	276	303	105	51
Yes	811	500	95	54	40	30	14	21	252	128	197	82	40
	53%	51%	74%	87%	95%	93%	94%	96%	40%	46%	65%	78%	79%
			a	a	ab	a		a			ab	ab	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	56	11	1	*	2	-	1	22	32	22	3	1
	5%	6%	8%	2%	1%	7%	-%	4%	3%	12%	7%	3%	3%
										ad			
No - we don't despatch products to our customers	642	437	25	7	2	*	1	*	362	129	86	23	10
	42%	45%	20%	11%	4%	*%	6%	*%	57%	47%	28%	22%	19%
		bcdeg	e						bcde	cde			
Don't know	11	6	*	*	*	-	*	-	6	-	4	*	-
	1%	1%	*%	*%	*%	-%	*%	-%	1%	-%	1%	*%	-%
NET: No	701	472	32	8	2	2	1	1	379	148	102	23	10
	46%	48%	25%	13%	5%	7%	6%	4%	59%	54%	34%	22%	21%
		bcdeg	d						cde	cde			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1715	634	307	297	193	67	625	297	302	161	72
Effective base	806	351	140	128	52	16	344	126	123	53	23
Weighted Base	1523	706	248	218	75	28	674	237	213	84	44
Yes	811	329	101	123	52	18	251	126	157	68	36
	53%	47%	40%	57%	70%	65%	37%	53%	74%	82%	81%
				b	ab			a	ab	ab	ab
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	26	36	13	3	1	32	24	13	2	1
	5%	4%	15%	6%	4%	4%	5%	10%	6%	3%	3%
			acd					a			
No - we don't despatch products to our customers	642	352	123	83	22	9	393	97	42	15	8
	42%	50%	50%	38%	30%	33%	58%	41%	20%	18%	17%
		cd	d				bcde	cde			
Don't know	11	4	-	4	*	-	6	2	2	*	-
	1%	1%	-%	2%	*%	-%	1%	1%	1%	*%	-%
NET: No	701	373	148	91	23	10	416	109	54	15	9
	46%	53%	60%	42%	30%	35%	62%	46%	25%	18%	19%
		cd	cde				bcde	cde			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1715	602	234	286	181	85	808	106	485	1420	295	1358	150
Effective base	806	330	98	129	68	29	381	47	231	683	123	632	54
Weighted Base	1523	661	205	219	123	50	727	66	471	1282	241	1182	106
Yes	811 53%	257 39%	150 73%	192 88%	103 84%	49 98%	727 100%	17 25%	10 2%	631 49%	180 75%	559 47%	71 67%
			a	ab	a	abd	bc	c			a		a
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	39 6%	15 8%	9 4%	4 3%	* *%	- -%	50 75%	20 4%	66 5%	17 7%	69 6%	13 12%
								ac	a				
No - we don't despatch products to our customers	642 42%	379 57%	46 22%	16 7%	19 15%	1 2%	- -%	5 7%	460 98%	594 46%	48 20%	567 48%	26 25%
		bcde	ce					a	ab	b		b	
Don't know	11 1%	2 *%	- -%	3 1%	* *%	- -%	- -%	- -%	- -%	11 1%	* *%	8 1%	* *%
NET: No	701 46%	403 61%	55 27%	24 11%	20 16%	1 2%	- -%	50 75%	460 98%	640 50%	61 25%	616 52%	35 33%
		bcde	ce		e			a	ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1715	1258	215	935	480	1362	146	1251	222	936	479
Effective base	806	605	70	470	193	634	52	597	78	472	192
Weighted Base	1523	1126	140	896	383	1185	103	1117	150	896	383
Yes	811	552	92	479	275	562	68	544	100	481	273
	53%	49%	65%	53%	72%	47%	66%	49%	66%	54%	71%
			a		a		a		a		a
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	58	18	44	28	69	13	59	18	43	29
	5%	5%	13%	5%	7%	6%	13%	5%	12%	5%	7%
			a				a		a		
No - we don't despatch products to our customers	642	525	36	385	86	568	26	525	36	384	88
	42%	47%	26%	43%	22%	48%	25%	47%	24%	43%	23%
		b		b		b		b		b	
Don't know	11	10	*	6	*	8	*	11	*	6	*
	1%	1%	*%	1%	*%	1%	*%	1%	*%	1%	*%
NET: No	701	564	49	410	108	615	35	562	50	409	109
	46%	50%	35%	46%	28%	52%	34%	50%	33%	46%	29%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1715	807	1146	265	3	789	1045	221	4	994	756	247	2
Effective base	806	350	545	110	2	348	492	95	3	460	367	111	2
Weighted Base	1523	663	1012	202	3	655	898	172	4	885	679	199	4
Yes	811	391	464	136	1	395	431	132	2	599	365	160	-
	53%	59%	46%	68%	48%	60%	48%	77%	57%	68%	54%	80%	-%
		b		b		b		ab		b		ab	
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	41	54	9	-	41	50	3	-	45	29	4	2
	5%	6%	5%	4%	-%	6%	6%	2%	-%	5%	4%	2%	41%
No - we don't despatch products to our customers	642	239	503	57	2	225	426	35	2	252	291	34	2
	42%	36%	50%	28%	52%	34%	47%	20%	43%	28%	43%	17%	59%
		ac				c	ac			c	ac		
Don't know	11	4	6	2	-	4	8	2	-	4	4	2	-
	1%	1%	1%	1%	-%	1%	1%	1%	-%	*%	1%	1%	-%
NET: No	701	267	542	63	2	255	458	37	2	282	310	37	4
	46%	40%	54%	31%	52%	39%	51%	22%	43%	32%	46%	18%	100%
		ac				c	ac			c	ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1715	1311	1220	924	1084	869	48	603	466	453	118	81	380	344
Effective base	806	608	575	458	498	420	17	309	227	219	62	45	176	164
Weighted Base	1523	1138	1062	863	938	795	13	588	436	430	117	90	338	319
Yes	811	527	540	505	439	401	12	331	264	282	92	69	142	143
	53%	46%	51%	59%	47%	50%	85%	56%	61%	66%	78%	76%	42%	45%
				ab			ab			a	ab	ab		
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	61	54	35	55	32	-	23	23	22	-	-	23	10
	5%	5%	5%	4%	6%	4%	-%	4%	5%	5%	-%	-%	7%	3%
No - we don't despatch products to our customers	642	560	475	329	451	361	2	239	155	133	25	21	174	168
	42%	49%	45%	38%	48%	45%	13%	41%	35%	31%	21%	24%	52%	53%
		c	c		c	c		cde	d					
Don't know	11	8	10	6	10	6	*	2	2	*	*	*	6	2
	1%	1%	1%	1%	1%	1%	1%	*%	*%	*%	*%	*%	2%	1%
NET: No	701	603	512	351	489	389	2	255	170	148	25	21	190	174
	46%	53%	48%	41%	52%	49%	13%	43%	39%	34%	21%	24%	56%	55%
		c	c		c	c		cde	d					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1715	152	92	77	36	1477	1132	1555	1164	1072	789	1397	237	2	1275	91
Effective base	806	72	37	37	19	684	508	722	534	487	360	666	106	2	590	52
Weighted Base	1523	131	63	65	40	1285	930	1357	1004	900	689	1256	188	*	1105	103
Yes	811	96	51	49	29	627	485	685	570	458	412	623	112	*	604	50
	53%	73%	81%	76%	71%	49%	52%	50%	57%	51%	60%	50%	59%	65%	55%	49%
									ac		b					
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	5	6	2	3	70	50	74	51	54	51	65	3	-	54	5
	5%	4%	9%	3%	7%	5%	5%	5%	5%	6%	7%	5%	2%	-%	5%	5%
											c					
No - we don't despatch products to our customers	642	32	7	15	9	600	400	609	389	396	234	580	72	*	453	48
	42%	24%	12%	23%	22%	47%	43%	45%	39%	44%	34%	46%	38%	35%	41%	47%
						d		d			a					
Don't know	11	2	-	-	-	11	11	11	9	9	7	10	2	-	6	-
	1%	2%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
NET: No	701	33	12	16	12	648	434	661	425	433	270	623	74	*	494	53
	46%	25%	19%	24%	29%	50%	47%	49%	42%	48%	39%	50%	39%	35%	45%	51%
						d		d			ac					

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1715	630	923	562	28	284	393	238	1111	345	294	320	1061
Effective base	806	306	431	247	16	117	184	109	531	158	138	143	510
Weighted Base	1523	599	796	489	38	233	368	190	1013	306	241	283	967
Yes	811 53%	377 63%	350 44%	352 72%	32 83%	177 76%	254 69%	159 84%	491 48%	154 50%	184 76%	207 73%	403 42%
		b						bc			c	c	
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	30 5%	42 5%	28 6%	1 2%	19 8%	15 4%	7 4%	57 6%	16 5%	8 3%	26 9%	43 4%
												ac	
No - we don't despatch products to our customers	642 42%	195 33%	411 52%	116 24%	6 15%	44 19%	99 27%	24 13%	471 46%	142 46%	53 22%	58 21%	519 54%
			a						a	a			ab
Don't know	11 1%	4 1%	7 1%	* *%	- -%	* *%	* *%	1 *%	11 1%	- -%	* *%	* *%	10 1%
NET: No	701 46%	218 36%	439 55%	137 28%	6 17%	56 24%	114 31%	30 16%	511 50%	152 50%	57 24%	76 27%	554 57%
			a						a	a			ab

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1715	837	878
Effective base	806	356	451
Weighted Base	1523	666	856
Yes	811 53%	307 46%	503 59%
			a
No - we do despatch products to customers but not using large letter/ parcel/packet post	84 5%	40 6%	44 5%
No - we don't despatch products to our customers	642 42%	328 49%	314 37%
		b	
Don't know	11 1%	5 1%	7 1%
NET: No	701 46%	354 53%	347 40%
		b	

Columns Tested: a,b

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1715	-	79	290	279	38	126	105	198	169	152	183	96
Effective base	806	-	32	139	123	12	67	31	91	104	52	125	54
Weighted Base	1523	-	61	282	209	27	143	45	154	199	47	268	89
Yes	811	-	34	141	98	21	83	24	83	109	24	146	47
	53%	-%	57%	50%	47%	79%	58%	54%	54%	55%	50%	55%	53%
					d								
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	-	4	15	9	*	11	2	9	8	2	20	4
	5%	-%	7%	5%	4%	1%	8%	3%	6%	4%	5%	7%	5%
No - we don't despatch products to our customers	642	-	23	126	103	5	55	19	59	85	21	109	38
	42%	-%	37%	45%	49%	20%	39%	43%	38%	42%	45%	41%	43%
Don't know	11	-	*	2	4	-	-	-	4	-	*	*	-
	1%	-%	*%	1%	2%	-%	-%	-%	2%	-%	1%	*%	-%
NET: No	701	-	26	139	107	6	59	21	67	91	23	121	42
	46%	-%	43%	49%	51%	21%	42%	46%	44%	45%	49%	45%	47%
				e	e						e		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 70 (continuation)

QV2C Large letters/ parcels and packets - Are any of the items you send used for the fulfilment of customer orders for your products?

Base: All sending large letters/ parcels and packets

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1715	385	427	472	431	812	903
Effective base	806	184	187	224	214	370	437
Weighted Base	1523	378	344	398	403	722	801
Yes	811	194	185	215	217	379	432
	53%	51%	54%	54%	54%	52%	54%
No - we do despatch products to customers but not using large letter/ parcel/packet post	84	19	20	18	26	40	44
	5%	5%	6%	5%	6%	5%	6%
No - we don't despatch products to our customers	642	163	148	162	168	311	331
	42%	43%	43%	41%	42%	43%	41%
Don't know	11	5	2	4	1	7	4
	1%	1%	1%	1%	*%	1%	1%
NET: No	701	180	157	179	186	337	364
	46%	47%	46%	45%	46%	47%	45%

Columns Tested:: a,b,c,d - a,b

Table 72

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	661	107	554	427	99	49	86	234
Effective base	309	46	264	276	60	35	51	92
Weighted Base	550	68	482	517	25	5	2	33
0-24%	140 26%	22 32%	118 25%	134 26% d	4 18%	1 26%	* 11%	6 18%
25-49%	61 11%	1 1%	60 12% a	56 11%	3 14%	1 20%	1 23% a	5 15%
50-74%	122 22%	18 27%	103 21%	107 21%	11 42% a	2 47% a	1 47% a	14 43% a
75-100%	227 41%	27 40%	201 42%	220 43% bcde	7 27% c	* 8%	* 19%	8 23%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	53.6	57.6	57.6 ce	51.4	43.8	52.4	50.3

Columns Tested:: a,b - a,b,c,d,e

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	661	242	134	51	54	94	86	427	99	135
Effective base	309	170	84	31	38	43	51	276	60	64
Weighted Base	550	349	137	32	15	15	2	517	25	7
0-24%	140 26%	81 23%	43 31%	10 32%	4 24%	2 14%	* 11%	134 26%	4 18%	2 22%
25-49%	61 11%	30 8%	22 16%	4 14%	2 11%	3 18%	1 23%	56 11%	3 14%	1 21%
50-74%	122 22%	70 20%	30 22%	8 26%	5 36%	8 50%	1 47%	107 21%	11 42%	3 47%
75-100%	227 41%	168 48%	43 31%	9 28%	4 29%	3 18%	* 19%	220 43%	7 27%	1 11%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	61.6 bcdefhi	49.3	49.1	49.7	50.6	52.4	57.6 bi	51.4	46.4

Columns Tested: a,b,c,d,e,f,g,h,i

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	661	293	134	99	49	86	295	95	52	38	79
Effective base	309	206	90	60	35	51	192	44	22	10	24
Weighted Base	550	422	95	25	5	2	378	71	24	14	9
0-24%	140 26%	103 24% e	31 33% ce	4 18%	1 26%	* 11%	97 26%	14 20%	7 29%	2 11%	4 44% b
25-49%	61 11%	39 9%	17 17%	3 14%	1 20%	1 23%	27 7%	23 33%	4 16%	2 13%	2 19%
50-74%	122 22%	85 20%	22 24%	11 42%	2 47%	1 47%	68 18%	22 31%	8 32%	7 50%	2 20%
75-100%	227 41%	195 46% bcde	25 26% d	7 27% d	* 8%	* 19%	185 49%	12 16%	5 23%	4 26%	2 17%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	60.2 bcd	46.0	51.4	43.8	52.4	61.4 bce	43.6	44.9	59.4 bce	36.4

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	661	36	39	69	33	43	40	41	46	45
Effective base	309	24	27	37	22	29	28	28	27	32
Weighted Base	550	43	52	84	36	48	62	61	50	50
0-24%	140	11	17	12	8	14	17	14	13	16
	26%	26%	34%	14%	23%	29%	28%	23%	25%	33%
25-49%	61	6	5	12	5	8	-	8	3	6
	11%	15%	10%	15%	15%	16%	-%	12%	6%	13%
		f		f	f	f				
50-74%	122	7	6	25	11	10	12	12	12	10
	22%	17%	11%	30%	31%	20%	19%	19%	24%	20%
75-100%	227	18	23	35	11	17	33	28	23	18
	41%	42%	45%	41%	32%	35%	53%	45%	45%	35%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	56.4	56.5	61.5	53.9	51.4	65.0	57.0	59.5	50.6

Columns Tested: a,b,c,d,e,f,g,h,i

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	661	121	121	150	392	269	92	87	90
Effective base	309	83	79	93	250	126	46	46	47
Weighted Base	550	134	145	207	487	63	29	22	13
0-24%	140 26%	39 29%	41 29%	44 21%	124 25%	17 26%	8 28%	5 24%	3 27%
25-49%	61 11%	19 14%	15 10%	20 10%	54 11%	7 11%	4 14%	2 10%	1 6%
50-74%	122 22%	31 23%	25 17%	49 24%	105 22%	17 27%	7 23%	8 35%	3 21%
75-100%	227 41%	46 34%	64 44%	95 46%	205 42%	23 36%	10 35%	7 31%	6 46%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	51.8	57.5	61.2 a	57.5	54.4	52.4	53.6	60.4

Columns Tested:: a,b,c,d,e,f,g,h

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	661	25	51	11	62	48	212	21	33	255
Effective base	309	15	20	5	25	25	118	6	14	114
Weighted Base	550	22	44	12	55	54	181	11	9	215
0-24%	140	6	14	2	17	15	37	3	2	58
	26%	25%	32%	21%	30%	28%	21%	26%	23%	27%
25-49%	61	8	5	-	5	10	12	3	1	21
	11%	37%	11%	-%	9%	19%	7%	29%	7%	10%
50-74%	122	7	12	7	19	21	24	2	3	45
	22%	34%	28%	62%	35%	39%	13%	17%	36%	21%
				f	f				f	
75-100%	227	1	12	2	14	8	107	3	3	91
	41%	4%	28%	17%	26%	14%	59%	29%	34%	43%
							bdei			e
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	34.5	48.7	47.2	48.4	42.9	69.0	49.2	57.3	56.5
							bdei		e	e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	661	135	212	314	584	77	-	566	95	653	8
Effective base	309	64	118	131	265	44	-	281	30	306	2
Weighted Base	550	131	181	238	465	85	-	513	37	546	4
0-24%	140	37	37	66	125	15	-	131	9	137	3
	26%	28%	21%	28%	27%	18%	-%	26%	24%	25%	71%
25-49%	61	23	12	25	55	6	-	53	8	61	-
	11%	18%	7%	10%	12%	7%	-%	10%	21%	11%	-%
50-74%	122	48	24	50	109	13	-	110	12	121	1
	22%	36%	13%	21%	23%	15%	-%	21%	32%	22%	17%
75-100%	227	23	107	98	177	51	-	219	8	227	*
	41%	17%	59%	41%	38%	60%	-%	43%	23%	42%	12%
		b	ac	a		a		b			
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	43.8	69.0	55.5	54.8	69.8	-	57.8	48.8	57.4	19.7
			ac	a		a		b			

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	661	229	177	250
Effective base	309	105	69	133
Weighted Base	550	175	128	242
0-24%	140 26%	53 30%	29 23%	54 22%
25-49%	61 11%	14 8%	27 21%	19 8%
50-74%	122 22%	49 28%	41 32%	31 13%
75-100%	227 41%	58 33%	30 24%	139 57%
Don't know/can't remember	- -%	- -%	- -%	- -%
Mean Score	57.1	50.2	49.7	67.1
				ab

Columns Tested:: a,b,c

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	661	391	161	52	13	25	11	6	2	552	109	57
Effective base	309	212	68	14	5	8	3	3	1	279	30	16
Weighted Base	550	387	105	26	7	19	4	1	*	492	58	32
0-24%	140	113	16	8	1	*	1	1	-	129	11	3
	26%	29%	15%	32%	11%	2%	22%	56%	-%	26%	19%	9%
		b										
25-49%	61	41	8	2	1	6	2	*	*	49	12	10
	11%	11%	8%	8%	12%	34%	55%	4%	17%	10%	20%	30%
												abi
50-74%	122	82	13	8	5	11	1	1	*	96	26	18
	22%	21%	13%	31%	76%	60%	13%	40%	83%	19%	45%	56%
											abi	abi
75-100%	227	151	67	8	*	1	*	-	-	218	9	1
	41%	39%	64%	29%	1%	5%	10%	-%	-%	44%	16%	4%
		jk	acijk							jk		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	54.5	72.5	50.5	48.2	44.4	41.8	30.7	48.3	58.3	47.1	44.3
		k	acijk							jk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	661	120	271	270	600	661	661	594	401	331	52	379	43	69	52	44	22
Effective base	309	65	148	97	267	309	309	274	172	121	35	197	17	25	18	16	7
Weighted Base	550	120	266	163	477	550	550	493	309	208	59	363	16	51	32	22	8
0-24%	140	41	72	27	126	140	140	132	75	41	11	108	2	9	7	2	1
	26%	34%	27%	17%	26%	26%	26%	27%	24%	20%	18%	30%	13%	19%	22%	11%	10%
25-49%	61	13	28	20	57	61	61	57	53	46	2	36	3	6	11	1	3
	11%	10%	11%	12%	12%	11%	11%	12%	17%	22%	3%	10%	19%	11%	33%	6%	37%
										abcd					ab		
50-74%	122	25	57	39	113	122	122	118	80	74	8	74	4	19	4	11	1
	22%	21%	21%	24%	24%	22%	22%	24%	26%	36%	14%	20%	27%	37%	14%	49%	17%
										abcd				a		abe	
75-100%	227	41	109	76	181	227	227	186	101	47	39	146	6	17	10	7	3
	41%	34%	41%	47%	38%	41%	41%	38%	33%	23%	66%	40%	41%	33%	31%	34%	36%
					f	f	f	f			bdef						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	49.5	56.7	63.5	54.8	57.1	57.1	54.7	52.1	49.4	74.4	55.0	60.0	54.8	48.2	64.3	53.4
			ab		f	ef	ef	f			bcde					e	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	661	373	72	59	43	25	17	11	373	115	67	47	29	17	13
Effective base	309	193	30	19	13	10	6	3	205	46	18	23	8	6	5
Weighted Base	550	359	39	35	20	15	3	4	357	91	27	43	15	8	7
0-24%	140	97	16	4	6	1	1	1	107	15	2	13	2	*	*
	26%	27%	40%	12%	27%	7%	37%	23%	30%	17%	9%	30%	14%	3%	1%
			c												
25-49%	61	31	9	10	3	2	1	*	27	14	4	6	5	*	3
	11%	9%	23%	29%	16%	14%	27%	*%	8%	15%	16%	15%	34%	*%	46%
			a	a											
50-74%	122	77	9	16	7	3	*	1	62	26	13	10	5	5	1
	22%	21%	23%	46%	33%	21%	14%	23%	17%	29%	48%	22%	30%	56%	9%
			a								a				
75-100%	227	154	6	5	5	9	1	2	161	35	7	14	3	3	3
	41%	43%	15%	13%	24%	58%	21%	54%	45%	39%	27%	33%	22%	41%	44%
			bc												
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	57.4	37.9	44.7	45.0	75.2	39.8	60.3	57.3	60.0	55.7	50.0	48.9	72.4	59.9
			bcd												

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	661	299	94	74	42	41	18	26	145	140	187	122	66
Effective base	309	160	38	33	18	12	5	9	87	60	94	46	22
Weighted Base	550	297	66	47	31	24	11	19	164	99	172	77	36
0-24%	140	87	19	14	6	2	*	3	61	23	34	15	7
	26%	29%	29%	29%	20%	10%	3%	18%	37%	24%	20%	20%	18%
									cd				
25-49%	61	20	12	7	6	4	4	6	11	13	18	11	7
	11%	7%	18%	15%	19%	15%	34%	31%	7%	13%	10%	14%	19%
			a										
50-74%	122	57	9	19	13	9	6	5	31	30	39	18	4
	22%	19%	13%	42%	41%	38%	52%	28%	19%	30%	23%	23%	10%
			ab	ab									
75-100%	227	133	26	7	6	9	1	4	61	33	81	33	19
	41%	45%	40%	14%	21%	37%	11%	23%	37%	34%	47%	43%	52%
		cd	c										
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	57.4	54.2	41.2	49.9	62.1	46.0	50.1	50.0	55.1	62.8	59.6	63.3
		c	c			c					a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	661	209	114	136	97	43	191	146	171	100	50
Effective base	309	118	47	63	31	11	108	63	80	40	18
Weighted Base	550	229	79	102	47	16	200	104	149	64	31
0-24%	140 26%	74 32%	17 21%	21 21%	10 21%	4 24%	73 37%	19 19%	29 20%	13 21%	5 15%
25-49%	61 11%	19 8%	11 14%	13 13%	11 23%	3 18%	12 6%	17 16%	17 12%	7 10%	7 21%
50-74%	122 22%	51 22%	18 23%	26 25%	13 28%	1 7%	40 20%	34 32%	28 19%	16 25%	3 11%
75-100%	227 41%	84 37%	33 42%	43 42%	13 28%	8 51%	74 37%	34 33%	74 50%	28 44%	17 53%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	52.1	58.8 d	59.4 d	49.5	60.6	50.3	55.7	64.3 ab	60.8 a	64.6 a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	661	138	112	172	107	60	548	29	16	534	127	519	81
Effective base	309	78	47	79	48	21	256	13	5	255	54	239	29
Weighted Base	550	143	94	136	82	36	465	17	10	455	94	430	47
0-24%	140 26%	50 35%	22 24%	36 27%	18 22%	5 13%	119 26%	10 61%	2 20%	98 22%	42 45%	111 26%	15 32%
25-49%	61 11%	9 6%	13 14%	16 12%	12 15%	5 13%	51 11%	1 9%	5 46%	46 10%	15 16%	40 9%	17 37%
50-74%	122 22%	31 22%	30 32%	28 21%	21 26%	7 20%	114 25%	3 19%	* 1%	110 24%	11 12%	104 24%	10 21%
75-100%	227 41%	52 37%	29 31%	55 40%	31 38%	20 54%	181 39%	2 11%	3 32%	201 44%	26 28%	176 41%	5 10%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	50.7	51.6	56.3	57.2	67.1 ab	55.8	24.8	49.5	60.2 b	42.2	57.0 b	34.8

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	661	526	135	357	237	519	81	521	140	353	241
Effective base	309	266	42	182	92	240	27	262	47	182	92
Weighted Base	550	473	77	320	173	431	46	466	84	318	175
0-24%	140 26%	120 25%	20 26%	71 22%	60 35%	110 26%	16 34%	120 26%	20 24%	73 23%	59 34%
25-49%	61 11%	44 9%	17 22%	36 11%	21 12%	43 10%	14 31%	37 8%	24 28%	41 13%	17 10%
50-74%	122 22%	91 19%	31 40%	80 25%	37 22%	102 24%	12 25%	90 19%	31 38%	72 23%	46 26%
75-100%	227 41%	218 46%	10 13%	132 41%	55 31%	176 41%	5 10%	218 47%	9 11%	133 42%	54 31%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	59.6 b	41.8	57.9 b	48.7	56.9 b	35.2	60.1 b	40.9	57.7 b	49.2

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	661	413	421	154	-	446	434	151	2	491	305	151	-
Effective base	309	176	198	67	-	195	218	68	2	223	148	70	-
Weighted Base	550	311	358	112	-	347	382	124	2	402	250	118	-
0-24%	140 26%	71 23%	81 23%	18 16%	- -%	77 22%	92 24%	16 13%	- -%	105 26%	50 20%	19 16%	- -%
25-49%	61 11%	48 16%	45 13%	19 17%	- -%	54 15%	25 7%	12 9%	2 77%	52 13%	28 11%	19 16%	- -%
50-74%	122 22%	90 29%	81 23%	26 23%	- -%	89 26%	75 20%	28 22%	- -%	98 24%	56 22%	23 19%	- -%
75-100%	227 41%	102 33%	150 42%	50 44%	- -%	128 37%	189 50%	69 55%	1 23%	147 36%	115 46%	57 48%	- -%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	57.1	53.5	58.0	61.7 a	-	55.8	62.1 a	69.9 ab	53.8	54.2	61.8 a	63.8 a	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	661	490	535	398	437	356	33	272	237	234	85	56	141	127
Effective base	309	226	260	196	189	181	12	142	111	112	44	32	59	60
Weighted Base	550	403	469	338	336	327	11	241	187	197	77	61	105	123
0-24%	140	107	110	76	79	78	2	49	40	41	9	4	29	30
	26%	27%	23%	23%	24%	24%	18%	20%	21%	21%	12%	7%	27%	24%
25-49%	61	43	38	34	43	31	2	26	16	27	11	9	8	4
	11%	11%	8%	10%	13%	9%	23%	11%	9%	14%	15%	15%	7%	3%
50-74%	122	85	103	78	76	68	5	45	44	44	15	10	25	23
	22%	21%	22%	23%	23%	21%	47%	19%	24%	22%	20%	17%	23%	18%
							b							
75-100%	227	167	218	150	138	149	1	121	87	84	41	37	44	67
	41%	42%	46%	44%	41%	46%	12%	50%	46%	43%	54%	61%	42%	54%
					c	c								
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	56.7	61.1	59.8	57.6	60.1	48.1	63.0	61.9	60.2	69.2	72.9	57.1	64.0
											c	bc		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	661	101	62	44	25	524	428	573	445	383	376	482	125	-	498	40
Effective base	309	52	24	20	13	238	190	261	203	166	164	226	56	-	230	21
Weighted Base	550	90	43	34	26	413	338	460	375	286	309	403	93	-	418	36
0-24%	140	16	5	7	6	117	89	124	105	69	77	113	27	-	101	10
	26%	18%	11%	21%	22%	28%	26%	27%	28%	24%	25%	28%	29%	-%	24%	27%
25-49%	61	15	13	2	5	45	34	55	30	26	47	29	10	-	47	1
	11%	16%	31%	6%	19%	11%	10%	12%	8%	9%	15%	7%	10%	-%	11%	3%
			c								b					
50-74%	122	22	12	10	10	82	78	100	80	64	80	76	18	-	104	2
	22%	25%	28%	29%	37%	20%	23%	22%	21%	22%	26%	19%	19%	-%	25%	5%
															b	
75-100%	227	37	13	15	5	169	136	182	160	127	105	184	39	-	166	23
	41%	41%	30%	44%	21%	41%	40%	39%	43%	45%	34%	46%	42%	-%	40%	64%
											a				a	
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	59.1	54.6	59.6	49.4	55.5	56.3	55.3	57.0	59.1	53.1	58.6	55.5	-	57.0	67.5
											a					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	661	333	269	292	14	170	177	150	379	127	144	178	322
Effective base	309	160	128	123	8	67	82	69	184	54	68	81	153
Weighted Base	550	301	213	238	18	123	168	121	315	111	115	163	260
0-24%	140	62	62	69	5	26	50	19	93	27	34	29	72
	26%	21%	29%	29%	28%	21%	30%	16%	29%	25%	30%	18%	28%
									a				
25-49%	61	38	14	31	4	28	10	23	27	10	13	25	20
	11%	12%	6%	13%	20%	23%	6%	19%	9%	9%	11%	16%	8%
						b		b					
50-74%	122	72	45	52	2	39	28	29	73	18	26	47	46
	22%	24%	21%	22%	11%	32%	17%	24%	23%	17%	22%	29%	18%
						b						c	
75-100%	227	130	93	86	7	30	80	50	122	55	42	61	122
	41%	43%	44%	36%	40%	24%	48%	41%	39%	49%	36%	38%	47%
						a							
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	60.7	56.7	52.7	55.2	49.7	59.0	59.0	54.8	62.2	51.9	58.1	59.4
						a							

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	661	289	372
Effective base	309	104	204
Weighted Base	550	186	364
0-24%	140 26%	34 18%	106 29%
		a	
25-49%	61 11%	33 18%	28 8%
		b	
50-74%	122 22%	67 36%	55 15%
		b	
75-100%	227 41%	52 28%	175 48%
			a
Don't know/can't remember	- -%	- -%	- -%
Mean Score	57.1	53.2	59.1 a

Columns Tested: a,b

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	661	-	33	109	83	20	45	42	99	63	51	82	34
Effective base	309	-	13	50	35	8	21	10	44	39	21	61	19
Weighted Base	550	-	26	94	57	8	44	15	72	72	16	115	32
0-24%	140	-	5	34	11	2	7	9	17	12	5	25	15
	26%	-%	19%	36%	19%	27%	15%	57%	23%	17%	30%	21%	48%
				i				dfhik					dfik
25-49%	61	-	1	6	2	3	4	1	9	18	2	8	7
	11%	-%	3%	6%	3%	40%	9%	7%	13%	25%	14%	7%	21%
										cdk			d
50-74%	122	-	7	17	15	2	7	4	20	15	4	28	4
	22%	-%	29%	18%	27%	25%	15%	27%	29%	20%	22%	24%	11%
75-100%	227	-	13	37	29	1	27	1	25	28	5	55	6
	41%	-%	50%	40%	51%	8%	60%	9%	36%	38%	34%	48%	20%
			g		gl		gl					gl	
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	-	68.2	51.2	65.3	35.3	70.5	27.6	56.5	58.5	53.1	62.9	32.1
			cgl	gl	cgl		cghjl		gl	gl	gl	cgl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 72 (continuation)

QV2d. Large letters - Approximately what percentage of the Large letters you send are to fulfil customer orders?

Base: All sending Large letters for order fulfilment

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	661	146	144	204	167	290	371
Effective base	309	66	57	93	94	122	187
Weighted Base	550	129	99	159	163	228	321
0-24%	140	41	17	37	45	58	82
	26%	32%	17%	23%	27%	25%	26%
25-49%	61	7	9	28	17	16	45
	11%	5%	9%	18%	10%	7%	14%
			a				
50-74%	122	26	22	39	35	48	74
	22%	20%	22%	25%	21%	21%	23%
75-100%	227	55	51	54	67	106	121
	41%	43%	52%	34%	41%	47%	38%
			c				
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	57.1	55.1	65.7	54.7	55.9	59.7	55.3
			acd				

Columns Tested: a,b,c,d - a,b

Table 74
QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	808	183	625	540	119	52	97	268
Effective base	381	84	298	347	70	36	56	106
Weighted Base	727	142	585	690	28	6	2	36
0-24%	111	33	79	106	5	*	*	6
	15%	23%	13%	15%	18%	6%	7%	15%
		b						
25-49%	56	-	56	50	4	1	*	6
	8%	-%	10%	7%	15%	26%	18%	17%
			a		a	a	a	a
50-74%	136	20	116	123	10	2	1	13
	19%	14%	20%	18%	37%	35%	46%	37%
					a	a	a	a
75-100%	424	89	334	412	9	2	1	11
	58%	63%	57%	60%	31%	33%	29%	31%
				bcd				
Don't know/can't remember	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	70.0	69.2	70.1	54.7	59.5	61.1	55.9
				bcd				

Columns Tested:: a,b - a,b,c,d,e

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	808	301	179	60	69	102	97	540	119	149
Effective base	381	212	109	37	45	48	56	347	70	66
Weighted Base	727	446	209	35	17	16	2	690	28	8
0-24%	111 15%	68 15%	34 16%	4 11%	3 19%	2 13%	* 7%	106 15%	5 18%	1 6%
25-49%	56 8%	26 6%	20 9%	4 12%	2 10%	4 24%	* 18%	50 7%	4 15%	2 24%
50-74%	136 19%	81 18%	33 16%	9 25%	6 37%	6 36%	1 46%	123 18%	10 37%	3 38%
75-100%	424 58%	272 61%	122 59%	18 52%	6 34%	4 27%	1 29%	412 60%	9 31%	3 32%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	70.9 defhi	68.8 dehi	66.6 eh	56.4	54.5	61.1	70.1 defhi	54.7	60.0

Columns Tested: a,b,c,d,e,f,g,h,i

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	808	370	170	119	52	97	346	115	52	46	103
Effective base	381	261	111	70	36	56	232	53	23	14	28
Weighted Base	727	570	121	28	6	2	484	86	26	17	14
0-24%	111 15%	83 15%	23 19%	5 18%	* 6%	* 7%	65 13%	18 21%	2 8%	1 8%	2 18%
25-49%	56 8%	37 6%	13 11%	4 15%	1 26%	* 18%	42 9%	7 8%	1 5%	3 20%	1 11%
50-74%	136 19%	98 17%	25 21%	10 37%	2 35%	1 46%	72 15%	30 34%	7 27%	7 41%	4 32%
75-100%	424 58%	352 62%	61 50%	9 31%	2 33%	1 29%	306 63%	32 37%	16 60%	5 31%	5 39%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	71.4 bcde	63.9 c	54.7	59.5	61.1	72.3 be	57.5	74.2 be	63.7	58.9

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	808	43	41	95	42	52	53	52	55	51
Effective base	381	29	29	55	29	35	36	37	36	36
Weighted Base	727	55	53	135	49	61	81	93	63	60
0-24%	111	8	10	17	6	15	12	9	12	9
	15%	14%	19%	13%	12%	25%	15%	10%	19%	15%
25-49%	56	3	3	5	6	6	5	17	1	2
	8%	6%	6%	4%	13%	10%	7%	chi	2%	3%
50-74%	136	8	5	32	13	15	11	14	13	11
	19%	15%	10%	23%	26%	24%	14%	15%	20%	18%
75-100%	424	36	34	81	24	25	52	53	37	39
	58%	65%	64%	60%	50%	42%	65%	57%	60%	64%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	74.8	68.1	71.3	67.9	58.5	73.2	69.2	70.5	71.2
		e		e			e			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	808	145	139	200	484	324	116	97	111
Effective base	381	100	94	128	313	153	65	54	54
Weighted Base	727	171	170	309	650	76	40	23	14
0-24%	111 15%	30 18%	30 17%	39 12%	98 15%	13 17%	6 15%	4 16%	3 23%
25-49%	56 8%	14 8%	8 5%	27 9%	50 8%	6 8%	3 9%	1 4%	2 12%
50-74%	136 19%	38 22%	26 15%	57 18%	121 19%	16 21%	7 17%	7 31%	2 13%
75-100%	424 58%	88 52%	107 63%	186 60%	382 59%	42 55%	24 59%	11 48%	7 51%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	65.7	71.1	71.1 h	69.7 h	66.3	69.1	64.1	61.8

Columns Tested:: a,b,c,d,e,f,g,h

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	808	30	84	13	97	68	280	24	16	287
Effective base	381	15	34	7	42	31	156	8	6	135
Weighted Base	727	30	85	19	105	75	238	12	3	259
0-24%	111 15%	6 19%	13 15%	6 30%	19 18%	19 26%	25 10%	* 4%	- -%	40 16%
25-49%	56 8%	9 29%	5 6%	* 2%	6 5%	3 4%	13 5%	4 37%	* 17%	20 8%
50-74%	136 19%	10 32%	12 15%	9 50%	22 21%	24 33%	20 9%	3 28%	1 50%	55 21%
75-100%	424 58%	6 19%	55 64%	4 19%	58 56%	28 37%	181 76%	4 31%	1 33%	143 55%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	46.4	71.2	46.4	66.7	55.8	80.0	60.3	56.7	68.0
			ae		a		abdei			ae

Columns Tested: a,b,c,d,e,f,g,h,i

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	808	195	280	333	704	104	-	701	107	800	8
Effective base	381	88	156	149	332	49	-	352	31	376	5
Weighted Base	727	210	238	279	639	88	-	683	44	715	11
0-24%	111	44	25	43	93	18	-	104	7	105	7
	15%	21%	10%	15%	15%	20%	-%	15%	16%	15%	58%
		b									
25-49%	56	18	13	25	49	7	-	48	8	55	*
	8%	8%	5%	9%	8%	8%	-%	7%	18%	8%	1%
		a									
50-74%	136	56	20	60	124	12	-	121	15	136	1
	19%	27%	9%	21%	19%	14%	-%	18%	35%	19%	6%
		b									
75-100%	424	92	181	151	373	50	-	410	13	419	4
	58%	44%	76%	54%	58%	57%	-%	60%	31%	59%	36%
		ac									
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	59.9	80.0	67.4	69.7	66.9	-	70.2	55.9	69.8	39.1
			ac	a				b			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	808	309	192	301
Effective base	381	143	77	160
Weighted Base	727	259	162	301
0-24%	111 15%	43 16%	19 12%	46 15%
25-49%	56 8%	21 8%	17 11%	17 6%
50-74%	136 19%	48 19%	54 33%	34 11%
75-100%	424 58%	147 57%	72 44%	203 68%
Don't know/can't remember	- -%	- -%	- -%	- -%
Mean Score	69.4	68.8 b	62.0	74.6 ab

Columns Tested:: a,b,c

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	808	489	200	61	17	22	11	6	2	689	119	58
Effective base	381	265	88	18	5	6	3	3	1	350	31	13
Weighted Base	727	528	138	33	7	16	2	1	*	667	60	27
0-24%	111	75	26	9	*	*	1	-	-	101	10	1
	15%	14%	19%	27%	2%	*%	50%	-%	-%	15%	17%	4%
25-49%	56	44	5	3	1	1	*	1	-	49	6	3
	8%	8%	4%	9%	15%	7%	5%	64%	-%	7%	10%	12%
50-74%	136	97	18	6	4	10	1	*	*	115	22	16
	19%	18%	13%	18%	57%	63%	35%	34%	100%	17%	36%	58%
											abi	abci
75-100%	424	313	89	15	2	5	*	*	-	401	22	7
	58%	59%	64%	46%	27%	30%	10%	2%	-%	60%	37%	26%
		jk	jk							jk		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	69.9	72.1	60.2	58.5	59.2	30.9	40.3	51.7	70.3	58.3	56.0
		cjk	cjk							cjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	808	161	328	319	668	651	717	808	436	350	101	382	49	68	50	43	24
Effective base	381	88	178	118	298	299	331	381	190	127	58	199	13	22	18	15	8
Weighted Base	727	193	335	198	564	559	619	727	353	246	97	385	23	46	34	23	12
0-24%	111 15%	42 22%	32 10%	36 18%	89 16%	89 16%	101 16%	111 15%	46 13%	29 12%	18 19%	60 16%	2 10%	5 11%	12 36%	1 4%	2 17%
25-49%	56 8%	14 7%	30 9%	12 6%	54 10%	52 9%	55 9%	56 8%	41 12%	43 17%	5 5%	32 8%	2 7%	7 16%	1 3%	6 28%	3 22%
50-74%	136 19%	28 14%	69 21%	40 20%	126 22%	131 23%	136 22%	136 19%	96 27%	83 34%	13 13%	76 20%	10 41%	20 43%	8 23%	6 29%	4 32%
75-100%	424 58%	109 56%	204 61%	111 56%	295 52%	286 51%	327 53%	424 58%	170 48%	91 37%	62 63%	216 56%	10 42%	14 30%	13 38%	9 40%	3 29%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	64.9	72.8	68.0	65.6	64.9	65.8	69.4	64.6	59.2	72.1	67.4	65.8	55.3	50.0	63.4	53.9
			a		f	f	f	abcef	f		de	de	e				

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	808	430	79	56	46	23	20	14	372	113	66	41	29	17	13
Effective base	381	223	31	17	13	9	5	4	201	41	19	20	6	7	6
Weighted Base	727	433	45	36	23	13	7	7	364	89	37	38	13	11	8
0-24%	111	67	6	*	8	5	1	2	61	12	3	11	*	*	2
	15%	16%	14%	1%	35%	34%	9%	29%	17%	13%	9%	29%	*%	4%	24%
				c											
25-49%	56	32	8	6	1	4	*	2	18	23	2	3	2	5	*
	8%	7%	18%	16%	3%	30%	7%	34%	5%	26%	6%	8%	17%	43%	2%
									a						
50-74%	136	84	15	18	6	2	1	1	68	21	20	11	5	2	3
	19%	19%	34%	49%	26%	14%	8%	12%	19%	24%	55%	30%	40%	22%	35%
				a							ab				
75-100%	424	250	15	12	8	3	5	2	217	33	11	13	5	3	3
	58%	58%	34%	34%	35%	21%	76%	25%	60%	38%	30%	33%	43%	31%	40%
		b							bcd						
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	68.5	59.1	59.9	49.6	43.3	81.5	42.4	68.9	57.5	61.8	51.1	61.3	55.2	62.8
		bd							bd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	808	461	116	89	55	45	18	24	191	144	194	120	65
Effective base	381	248	48	36	23	15	6	8	112	59	94	42	22
Weighted Base	727	485	93	51	40	28	13	16	223	108	175	72	37
0-24%	111	88	8	8	3	3	*	*	34	14	31	14	8
	15%	18%	9%	16%	8%	12%	*%	2%	15%	13%	17%	20%	21%
25-49%	56	24	15	9	5	1	1	1	6	19	13	8	10
	8%	5%	16%	18%	12%	4%	9%	4%	3%	18%	8%	11%	26%
			a	a						a			ac
50-74%	136	64	16	16	17	11	5	7	36	31	45	18	4
	19%	13%	17%	32%	42%	40%	38%	45%	16%	29%	26%	26%	11%
			a	ab	a								
75-100%	424	310	54	17	15	12	7	8	148	44	86	32	15
	58%	64%	58%	34%	38%	44%	53%	50%	66%	40%	49%	44%	41%
		cd	c						bcde				
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	71.1	70.9	54.6	62.6	65.6	68.9	78.4	72.2	61.4	64.2	60.3	56.5
		c	c						bcde				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	808	249	128	145	99	44	195	138	167	98	49
Effective base	381	141	52	67	29	12	110	56	76	36	19
Weighted Base	727	296	84	113	47	18	214	107	141	61	32
0-24%	111	46	11	20	8	4	32	13	24	14	6
	15%	15%	14%	17%	17%	24%	15%	12%	17%	23%	17%
25-49%	56	27	4	12	8	3	5	25	12	1	9
	8%	9%	5%	11%	17%	15%	3%	23%	9%	2%	27%
								acd			acd
50-74%	136	48	25	32	16	2	45	35	31	17	4
	19%	16%	30%	28%	34%	11%	21%	32%	22%	27%	11%
			a	a	a						
75-100%	424	175	44	49	15	9	132	34	74	29	14
	58%	59%	52%	43%	32%	50%	62%	32%	53%	48%	44%
		cd					b		b		
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	68.3	68.6	61.8	55.1	59.0	69.7	57.2	65.6	61.3	59.8
		d	d				b		b		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	808	213	157	216	143	75	808	-	-	612	196	581	87
Effective base	381	121	67	106	61	28	381	-	-	296	85	266	32
Weighted Base	727	243	146	184	103	49	727	-	-	560	166	507	57
0-24%	111	47	17	27	13	6	111	-	-	72	39	81	8
	15%	19%	12%	15%	13%	11%	15%	-%	-%	13%	23%	16%	15%
											a		
25-49%	56	7	21	14	9	4	56	-	-	46	10	43	11
	8%	3%	14%	7%	9%	9%	8%	-%	-%	8%	6%	9%	19%
			a										
50-74%	136	36	33	33	26	7	136	-	-	120	16	109	17
	19%	15%	23%	18%	26%	15%	19%	-%	-%	21%	10%	21%	30%
			b										
75-100%	424	152	74	111	54	31	424	-	-	322	101	274	20
	58%	62%	51%	60%	53%	64%	58%	-%	-%	58%	61%	54%	36%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	68.9	67.3	70.3	68.4	75.3	69.4	-	-	70.4	65.8	66.7	56.2
												b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	808	521	130	486	322	583	85	513	138	486	322
Effective base	381	261	38	253	129	269	29	253	46	254	128
Weighted Base	727	483	76	465	261	511	53	475	85	467	259
0-24%	111 15%	80 17%	9 12%	57 12%	54 21%	81 16%	8 16%	81 17%	9 10%	59 13%	53 20%
25-49%	56 8%	40 8%	13 17%	26 6%	30 11%	48 9%	6 11%	35 7%	17 20%	29 6%	27 10%
50-74%	136 19%	94 20%	37 49%	95 20%	42 16%	104 20%	22 41%	94 20%	38 44%	92 20%	44 17%
75-100%	424 58%	269 56%	17 23%	288 62%	136 52%	278 54%	17 32%	265 56%	21 25%	288 62%	136 52%
Don't know/can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Mean Score	69.4	66.7 b	53.5	72.9 b	63.0	66.5 b	56.8	66.8 b	54.2	72.6 b	63.4

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	808	444	468	166	1	437	430	146	1	651	395	180	-
Effective base	381	191	219	69	1	191	208	65	1	303	197	86	-
Weighted Base	727	357	416	127	1	361	373	117	2	574	355	154	-
0-24%	111	45	70	13	-	52	73	13	-	87	55	19	-
	15%	13%	17%	10%	-%	14%	20%	11%	-%	15%	15%	12%	-%
25-49%	56	47	29	7	-	43	21	9	-	49	18	6	-
	8%	13%	7%	5%	-%	12%	6%	8%	-%	9%	5%	4%	-%
50-74%	136	98	89	35	1	102	73	29	2	121	63	31	-
	19%	27%	21%	28%	100%	28%	20%	24%	100%	21%	18%	20%	-%
75-100%	424	166	227	72	-	163	206	67	-	317	219	99	-
	58%	47%	55%	57%	-%	45%	55%	57%	-%	55%	62%	64%	-%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	63.7	66.9	70.9	50.0	62.9	65.9	71.0	55.0	67.9	71.8	73.7	-
				a				a				a	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 74 (continuation)

QV2d. Packages and parcels - Approximately what percentage of the Packages and parcels you send are to fulfil customer orders?

Base: All sending Packages and parcels for order fulfilment

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	808	548	528	535	460	381	37	339	289	301	94	62	156	131
Effective base	381	251	253	268	201	190	13	177	142	143	49	35	66	58
Weighted Base	727	475	473	495	385	363	11	324	257	278	90	69	126	123
0-24%	111	75	73	64	58	57	*	43	35	26	5	5	22	26
	15%	16%	15%	13%	15%	16%	4%	13%	13%	9%	5%	7%	17%	21%
25-49%	56	42	37	31	44	27	2	23	18	26	2	3	13	6
	8%	9%	8%	6%	11%	8%	22%	7%	7%	9%	3%	4%	10%	5%
50-74%	136	91	108	87	82	72	5	52	49	53	22	16	22	19
	19%	19%	23%	18%	21%	20%	45%	16%	19%	19%	25%	23%	17%	15%
							ab							
75-100%	424	267	255	312	201	206	3	206	156	173	60	45	70	73
	58%	56%	54%	63%	52%	57%	29%	64%	61%	62%	67%	66%	55%	59%
				b										
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	67.4	66.7	73.1	65.9	67.7	57.1	72.7	71.7	74.0	79.5	78.3	68.4	67.8
				ab							b			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	808	104	69	47	23	658	513	710	582	499	436	626	136	1	610	41
Effective base	381	50	27	22	12	305	232	329	275	224	196	300	60	1	282	23
Weighted Base	727	89	49	41	24	571	438	618	525	419	377	569	103	*	550	46
0-24%	111	10	9	7	*	92	78	103	89	69	56	101	22	-	79	8
	15%	11%	18%	18%	1%	16%	18%	17%	17%	17%	15%	18%	21%	-%	14%	17%
25-49%	56	11	6	3	3	45	33	49	36	35	39	35	6	-	45	3
	8%	12%	12%	7%	11%	8%	8%	8%	7%	8%	10%	6%	5%	-%	8%	7%
50-74%	136	22	25	8	8	92	80	114	84	66	92	82	19	-	116	1
	19%	25%	51%	20%	34%	16%	18%	18%	16%	16%	24%	14%	18%	-%	21%	3%
			ac								b				b	
75-100%	424	46	10	22	13	342	247	353	316	249	190	350	57	*	310	33
	58%	52%	19%	55%	54%	60%	56%	57%	60%	59%	50%	62%	56%	100%	56%	73%
		b		b								a				
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	68.1	51.5	64.3	71.0	69.4	67.1	67.9	69.6	69.0	65.4	69.8	66.5	98.0	68.7	74.6
		b		b								a				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	808	357	356	379	19	205	246	184	472	143	195	202	394
Effective base	381	174	165	167	12	84	118	87	224	68	94	92	187
Weighted Base	727	338	314	336	31	164	247	149	433	139	173	189	352
0-24%	111	38	54	61	5	14	51	22	63	25	34	20	57
	15%	11%	17%	18%	16%	9%	21%	14%	14%	18%	20%	11%	16%
25-49%	56	28	23	33	-	25	10	13	32	11	8	22	25
	8%	8%	7%	10%	-%	15%	4%	9%	7%	8%	5%	12%	7%
50-74%	136	78	49	67	6	48	36	36	83	15	25	55	52
	19%	23%	16%	20%	18%	29%	15%	24%	19%	11%	15%	29%	15%
75-100%	424	194	188	175	20	76	150	78	255	88	106	92	217
	58%	57%	60%	52%	66%	47%	61%	52%	59%	63%	61%	49%	62%
													b
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	70.1	69.8	64.8	74.7	65.5	69.0	66.7	70.3	69.9	68.0	66.5	71.2

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	808	357	451
Effective base	381	146	235
Weighted Base	727	279	447
0-24%	111	44	67
	15%	16%	15%
25-49%	56	22	34
	8%	8%	8%
50-74%	136	76	60
	19%	27%	14%
		b	
75-100%	424	137	286
	58%	49%	64%
		a	
Don't know/can't remember	-	-	-
	-%	-%	-%
Mean Score	69.4	65.7	71.7
		a	

Columns Tested:: a,b

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	808	-	41	140	112	25	60	52	99	80	61	93	45
Effective base	381	-	16	66	45	8	32	14	44	51	20	69	24
Weighted Base	727	-	31	129	87	21	75	23	69	98	21	134	37
0-24%	111	-	*	28	16	3	7	5	6	16	3	22	3
	15%	-%	2%	22%	18%	16%	10%	21%	9%	17%	14%	17%	9%
25-49%	56	-	3	11	5	2	7	2	8	7	1	6	3
	8%	-%	9%	9%	6%	9%	10%	9%	11%	8%	5%	4%	8%
50-74%	136	-	3	20	11	6	11	5	27	19	3	22	8
	19%	-%	11%	16%	13%	30%	15%	21%	39%	19%	14%	17%	21%
									bcd	fijk			
75-100%	424	-	25	70	55	10	49	11	28	55	14	84	23
	58%	-%	79%	54%	63%	46%	65%	49%	40%	57%	67%	62%	63%
			h		h		h				h	h	
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	-	83.3	65.1	71.9	65.6	73.1	58.5	64.2	67.1	76.0	70.4	75.4
			cghik		g		g				gh		gh

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 74 (continuation)

QV2d. Packets and parcels - Approximately what percentage of the Packets and parcels you send are to fulfil customer orders?

Base: All sending Packets and parcels for order fulfilment

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	808	187	191	231	199	378	430
Effective base	381	87	79	108	110	166	217
Weighted Base	727	176	168	190	192	344	382
0-24%	111	33	22	28	29	55	56
	15%	19%	13%	14%	15%	16%	15%
25-49%	56	14	14	17	10	28	27
	8%	8%	9%	9%	5%	8%	7%
50-74%	136	25	27	51	33	52	84
	19%	14%	16%	27%	17%	15%	22%
75-100%	424	103	105	94	121	209	215
	58%	59%	63%	49%	63%	61%	56%
				a	c		
Don't know/can't remember	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Mean Score	69.4	68.3	72.4	65.0	72.0	70.3	68.5
			c		c		

Columns Tested: a,b,c,d - a,b

Table 76

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Royal Mail	1895	527	1369	1812	72	8	5	84
	95%	87%	98%	95%	94%	86%	91%	93%
			a	c	c			
DHL	1171	135	1036	1124	39	6	3	47
	59%	22%	74%	59%	51%	62%	50%	52%
			a					
Parcelforce	1106	63	1044	1066	34	4	2	40
	55%	10%	75%	56%	45%	43%	46%	45%
			a	bcde				
DPD/DPD Local	1040	191	848	998	37	4	2	42
	52%	32%	61%	52%	48%	40%	34%	46%
			a	d	d			d
Evri (formerly known as Hermes)	1015	122	892	975	35	3	2	40
	51%	20%	64%	51%	46%	30%	43%	44%
			a	c	c			c
UPS	1014	74	940	977	31	4	2	37
	51%	12%	67%	51%	40%	47%	42%	41%
			a	be				
FedEx	1001	52	949	962	33	4	2	39
	50%	9%	68%	50%	43%	45%	38%	43%
			a	de				
Yodel	931	32	899	895	31	3	2	36
	47%	5%	64%	47%	40%	33%	44%	40%
			a	ce				
TNT Express	740	12	728	711	24	3	2	29
	37%	2%	52%	37%	32%	36%	36%	33%
			a					
Amazon Logistics	547	33	514	522	21	3	1	25
	27%	6%	37%	27%	28%	33%	21%	28%
			a					
UK Mail	521	4	517	499	17	4	1	22
	26%	1%	37%	26%	22%	40%	27%	24%
			a			abe		
Whistl (formerly TNT Post UK)	358	2	356	346	10	1	1	12
	18%	*%	26%	18%	13%	11%	13%	13%
			a					

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
DX	300	12	288	288	10	1	1	12
	15%	2%	21%	15%	14%	10%	17%	14%
Pitney Bowes	173	*	173	166	6	1	1	7
	9%	*%	12%	9%	8%	6%	10%	8%
			a					
Citipost	162	1	161	153	7	1	*	9
	8%	*%	12%	8%	10%	9%	10%	10%
			a					
Secured mail	44	*	44	40	3	1	*	4
	2%	*%	3%	2%	4%	6%	7%	5%
			a			a	a	a
MHI (Mail Handling International)	12	*	12	12	*	*	*	1
	1%	*%	1%	1%	*%	3%	2%	1%
						a		
Other answers	1	*	*	1	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%
NET: RM/Parcelforce	1913	544	1369	1828	73	8	5	85
	96%	90%	98%	96%	96%	88%	91%	95%
			a	cd	c			

Columns Tested: a,b - a,b,c,d,e

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Royal Mail	1895 95%	1161 95%	517 94%	134 95%	49 93%	30 93%	5 91%	1812 95%	72 94%	12 88%
		i	i	i				i	i	
DHL	1171 59%	723 59%	328 60%	73 52%	28 53%	17 51%	3 50%	1124 59%	39 51%	8 58%
Parcelforce	1106 55%	694 57%	312 57%	60 43%	25 48%	13 39%	2 46%	1066 56%	34 45%	6 44%
		cefhi	cefhi					cefhi		
DPD/DPD Local	1040 52%	650 53%	288 53%	59 42%	26 50%	14 42%	2 34%	998 52%	37 48%	5 38%
		cefi	fi		fi			cfi	f	
Evri (formerly known as Hermes)	1015 51%	642 53%	278 51%	55 39%	27 51%	11 33%	2 43%	975 51%	35 46%	5 35%
		cei	cei		cei			cei	ei	
UPS	1014 51%	641 52%	277 51%	59 42%	22 41%	13 40%	2 42%	977 51%	31 40%	6 45%
		cdefh	h					deh		
FedEx	1001 50%	622 51%	280 51%	60 43%	24 46%	13 39%	2 38%	962 50%	33 43%	6 43%
		ef	ef					ef		
Yodel	931 47%	587 48%	259 47%	49 35%	22 43%	11 35%	2 44%	895 47%	31 40%	5 37%
		cei	cei					cei		
TNT Express	740 37%	459 38%	209 38%	44 31%	18 34%	10 30%	2 36%	711 37%	24 32%	5 36%
Amazon Logistics	547 27%	347 28%	151 28%	24 17%	15 29%	9 28%	1 21%	522 27%	21 28%	4 29%
		c	c		c			c	c	c
UK Mail	521 26%	332 27%	142 26%	25 18%	11 21%	9 28%	1 27%	499 26%	17 22%	5 35%
		c								bcdgh
Whistl (formerly TNT Post UK)	358 18%	228 19%	100 18%	19 13%	7 13%	5 14%	1 13%	346 18%	10 13%	2 12%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
DX	300 15%	165 13%	105 19% a	18 13%	7 13%	4 13%	1 17%	288 15%	10 14%	2 13%
Pitney Bowes	173 9%	97 8%	58 11% e	11 8%	5 10%	1 4%	1 10%	166 9%	6 8%	1 7%
Citipost	162 8%	103 8%	38 7%	12 9%	5 10%	3 8%	* 10%	153 8%	7 10%	1 9%
Secured mail	44 2%	25 2%	12 2%	2 2%	1 3%	2 8%	* 7% abcg	40 2%	3 4%	1 6% abg
MHI (Mail Handling International)	12 1%	9 1%	1 *% e	2 1%	* 1%	* 1%	* 2% b	12 1%	* *% b	* 3% abg
Other answers	1 *%	- -%	* *% e	1 *% e	- -%	* *% e	- -%	1 *% e	* *% e	- -%
NET: RM/Parcelforce	1913 96%	1172 96% fi	522 95% i	134 95%	50 96%	31 94%	5 91%	1828 96% fi	73 96% i	13 89%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Royal Mail	1895	1486	326	72	8	5	1084	242	52	44	45
	95%	95%	93%	94%	86%	91%	97%	92%	96%	96%	96%
		de		d			b				
DHL	1171	953	171	39	6	3	759	185	33	24	22
	59%	61%	49%	51%	62%	50%	68%	70%	60%	53%	46%
		bce		b			e		e		
Parcelforce	1106	919	147	34	4	2	764	164	29	22	21
	55%	59%	42%	45%	43%	46%	69%	62%	54%	48%	45%
		bcde					cde				
DPD/DPD Local	1040	844	154	37	4	2	646	138	30	22	21
	52%	54%	44%	48%	40%	34%	58%	52%	56%	47%	46%
		bde		e							
Evri (formerly known as Hermes)	1015	839	135	35	3	2	673	147	28	20	15
	51%	54%	38%	46%	30%	43%	61%	56%	52%	44%	33%
		bde		d			e	e			
UPS	1014	844	133	31	4	2	691	156	30	22	19
	51%	54%	38%	40%	47%	42%	62%	59%	56%	49%	40%
		bce					e	e			
FedEx	1001	819	143	33	4	2	682	152	31	23	23
	50%	53%	41%	43%	45%	38%	61%	58%	56%	50%	51%
		bce									
Yodel	931	772	123	31	3	2	649	144	25	17	16
	47%	50%	35%	40%	33%	44%	58%	55%	45%	38%	35%
		bcd					de	e			
TNT Express	740	608	103	24	3	2	514	115	25	16	15
	37%	39%	29%	32%	36%	36%	46%	44%	47%	34%	31%
		b									
Amazon Logistics	547	455	67	21	3	1	377	73	15	16	11
	27%	29%	19%	28%	33%	21%	34%	28%	28%	35%	25%
		b		b	b						
UK Mail	521	430	70	17	4	1	367	93	17	10	10
	26%	28%	20%	22%	40%	27%	33%	35%	30%	21%	21%
		b			abc						

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Whistl (formerly TNT Post UK)	358	309	37	10	1	1	271	59	9	6	6
	18%	20%	11%	13%	11%	13%	24%	23%	16%	12%	13%
		bc									
DX	300	235	53	10	1	1	196	53	12	6	5
	15%	15%	15%	14%	10%	17%	18%	20%	22%	14%	12%
Pitney Bowes	173	142	23	6	1	1	123	33	3	3	2
	9%	9%	7%	8%	6%	10%	11%	13%	6%	6%	5%
Citipost	162	132	21	7	1	*	114	27	5	6	5
	8%	8%	6%	10%	9%	10%	10%	10%	9%	13%	10%
Secured mail	44	33	6	3	1	*	24	8	2	4	1
	2%	2%	2%	4%	6%	7%	2%	3%	3%	9%	2%
					ab	ab				a	
MHI (Mail Handling International)	12	9	3	*	*	*	10	-	1	1	*
	1%	1%	1%	*%	3%	2%	1%	-%	2%	2%	1%
				a							
Other answers	1	-	1	*	-	-	-	-	-	*	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	1%	-%
NET: RM/Parcelforce	1913	1500	328	73	8	5	1087	246	52	44	46
	96%	96%	93%	96%	88%	91%	98%	94%	96%	96%	98%
		bde		d			b				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Royal Mail	1895	166	143	330	92	145	259	239	154	141
	95%	99%	96%	92%	94%	94%	96%	96%	95%	96%
		c								
DHL	1171	105	81	216	55	94	173	148	100	95
	59%	62%	54%	60%	56%	60%	64%	60%	61%	65%
Parcelforce	1106	104	74	199	42	92	164	139	96	96
	55%	62%	49%	55%	43%	59%	60%	56%	59%	65%
		d					d			bd
DPD/DPD Local	1040	94	67	181	48	76	156	128	87	92
	52%	56%	45%	50%	49%	49%	57%	52%	54%	62%
										b
Evri (formerly known as Hermes)	1015	106	75	174	44	82	150	124	89	76
	51%	63%	50%	48%	45%	53%	55%	50%	55%	52%
		cd								
UPS	1014	100	80	174	42	80	152	118	89	88
	51%	60%	54%	48%	43%	52%	56%	48%	55%	60%
										d
FedEx	1001	101	72	180	42	76	156	126	79	80
	50%	60%	48%	50%	43%	49%	57%	50%	48%	54%
		d								
Yodel	931	85	68	154	46	77	147	104	83	77
	47%	51%	45%	43%	47%	49%	54%	42%	51%	52%
TNT Express	740	70	57	119	25	61	118	96	71	67
	37%	42%	38%	33%	26%	39%	43%	38%	43%	45%
		d					d		d	d
Amazon Logistics	547	52	26	96	30	44	80	54	55	56
	27%	31%	17%	27%	31%	28%	29%	22%	34%	38%
		b							b	bg
UK Mail	521	59	46	84	15	45	70	60	62	47
	26%	35%	31%	23%	16%	29%	26%	24%	38%	32%
		d	d						cdg	d
Whistl (formerly TNT Post UK)	358	37	30	60	16	33	53	36	35	34
	18%	22%	20%	17%	16%	21%	19%	14%	22%	23%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
DX	300	36	20	49	13	26	42	52	25	13
	15%	21%	14%	14%	13%	17%	15%	21%	16%	9%
		i						i		
Pitney Bowes	173	16	11	38	1	16	37	17	18	7
	9%	9%	8%	10%	1%	10%	14%	7%	11%	5%
		d		d		d	di		d	
Citipost	162	9	15	28	13	9	21	20	21	13
	8%	5%	10%	8%	13%	6%	8%	8%	13%	9%
Secured mail	44	3	4	12	-	5	3	6	4	2
	2%	2%	3%	3%	-%	3%	1%	2%	3%	2%
MHI (Mail Handling International)	12	1	2	3	2	1	2	*	1	*
	1%	*%	1%	1%	2%	1%	1%	*%	*%	*%
Other answers	1	-	*	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1913	166	144	335	92	150	261	241	154	141
	96%	99%	96%	93%	94%	96%	96%	97%	95%	96%
		c								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1895	378	463	828	1670	226	112	76	38
	95%	95%	97%	94%	95%	94%	93%	95%	95%
DHL	1171	244	286	537	1067	104	50	37	17
	59%	61%	60%	61%	61%	43%	42%	46%	43%
		efgh	efgh	efgh	efgh				
Parcelforce	1106	230	273	503	1007	100	50	34	15
	55%	58%	57%	57%	57%	41%	42%	43%	38%
		efgh	efgh	efgh	efgh				
DPD/DPD Local	1040	215	248	465	928	111	52	41	18
	52%	54%	52%	53%	53%	46%	44%	51%	46%
		f		f	ef				
Evri (formerly known as Hermes)	1015	202	270	447	920	95	42	39	14
	51%	51%	56%	51%	52%	40%	35%	48%	35%
		efh	efh	efh	efh			efh	
UPS	1014	211	269	444	924	90	45	33	12
	51%	53%	56%	50%	53%	37%	37%	41%	31%
		efgh	efgh	efgh	efgh			h	
FedEx	1001	198	252	462	911	90	44	32	14
	50%	49%	52%	52%	52%	37%	36%	40%	34%
		efh	efgh	efgh	efgh				
Yodel	931	199	237	406	842	89	41	35	13
	47%	50%	49%	46%	48%	37%	34%	44%	34%
		efh	efh	efh	efh				
TNT Express	740	153	198	333	684	56	26	22	8
	37%	38%	41%	38%	39%	23%	22%	28%	19%
		efgh	efgh	efgh	efgh				
Amazon Logistics	547	129	132	229	491	56	28	19	9
	27%	32%	28%	26%	28%	23%	24%	23%	22%
		efgh							
UK Mail	521	107	167	213	486	35	16	15	4
	26%	27%	35%	24%	28%	14%	13%	18%	11%
		efgh	cdefgh	efh	efgh				

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Whistl (formerly TNT Post UK)	358	83	102	148	334	25	11	10	4
	18%	21%	21%	17%	19%	10%	9%	12%	10%
		efgh	efgh	efh	efgh				
DX	300	52	81	143	277	23	13	8	3
	15%	13%	17%	16%	16%	10%	11%	10%	7%
		h	efgh	efgh	efgh				
Pitney Bowes	173	24	46	91	161	11	5	4	2
	9%	6%	10%	10%	9%	5%	4%	5%	6%
		ef	ef	efg	ef				
Citipost	162	35	44	69	149	13	3	6	3
	8%	9%	9%	8%	8%	5%	3%	8%	8%
		f	f	f	ef			f	f
Secured mail	44	7	11	21	39	5	3	1	1
	2%	2%	2%	2%	2%	2%	2%	1%	3%
MHI (Mail Handling International)	12	3	4	5	11	1	1	*	*
	1%	1%	1%	1%	1%	1%	1%	*%	*%
Other answers	1	-	*	-	*	*	-	-	*
	*%	-%	*%	-%	*%	*%	-%	-%	1%
									d
NET: RM/Parcelforce	1913	383	464	837	1684	229	115	76	38
	96%	96%	97%	95%	96%	96%	96%	95%	95%

Columns Tested:: a,b,c,d,e,f,g,h

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Royal Mail	1895	90	120	35	155	215	393	68	55	910
	95%	88%	92%	90%	91%	94%	93%	95%	95%	97% adf
DHL	1171	25	83	13	96	125	270	43	25	583
	59%	25%	63%	34%	57%	55%	64%	59%	43%	62%
			ac		a	a	ach	a		ach
Parcelforce	1106	24	78	14	92	115	254	41	25	554
	55%	24%	59%	37%	54%	50%	61%	57%	42%	59%
			a		a	a	ah	a		ah
DPD/DPD Local	1040	43	73	11	84	104	253	30	17	504
	52%	42%	56%	27%	49%	46%	60%	42%	29%	54%
			ch		h		acegh			ch
Evri (formerly known as Hermes)	1015	21	62	12	75	106	253	32	22	503
	51%	21%	48%	31%	44%	46%	60%	45%	38%	54%
			a		a	a	acdeh	a		a
UPS	1014	32	72	8	80	110	230	31	24	505
	51%	32%	55%	21%	47%	48%	55%	43%	41%	54%
			ac				ac			ac
FedEx	1001	25	76	10	86	109	216	43	24	498
	50%	25%	58%	25%	50%	48%	52%	59%	40%	53%
			ac		a	a	ac	ac		ac
Yodel	931	16	54	9	62	101	218	33	22	478
	47%	16%	41%	22%	37%	44%	52%	46%	37%	51%
			a		a	a	acd	a	a	acd
TNT Express	740	17	48	7	55	77	181	28	15	368
	37%	17%	37%	18%	32%	34%	43%	38%	25%	39%
			a			a	ah	a		a
Amazon Logistics	547	16	28	7	34	58	149	12	7	270
	27%	16%	21%	17%	20%	25%	36%	17%	13%	29%
							abdghi			h
UK Mail	521	12	32	15	47	68	107	20	8	259
	26%	12%	24%	39%	28%	30%	25%	28%	14%	28%
				ah		a				a

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Whistl (formerly TNT Post UK)	358	6	19	7	26	23	98	7	6	193
	18%	6%	14%	17%	15%	10%	23%	10%	10%	21%
							aeg			ae
DX	300	9	33	6	38	29	72	7	8	136
	15%	9%	25%	15%	23%	13%	17%	10%	14%	15%
			ai							
Pitney Bowes	173	1	2	2	4	8	39	5	5	112
	9%	1%	1%	5%	2%	3%	9%	6%	8%	12%
							bd			abde
Citipost	162	4	8	6	13	14	45	7	2	76
	8%	4%	6%	15%	8%	6%	11%	10%	3%	8%
Secured mail	44	2	6	2	8	*	5	2	*	27
	2%	2%	4%	5%	4%	1%	1%	3%	1%	3%
				e						
MHI (Mail Handling International)	12	1	1	2	3	-	2	-	*	7
	1%	1%	1%	5%	2%	0%	1%	0%	1%	1%
				ef						
Other answers	1	-	-	-	-	-	1	-	-	*
	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%
NET: RM/Parcelforce	1913	90	122	35	157	220	397	70	56	915
	96%	88%	93%	90%	92%	96%	94%	98%	96%	97%
										adf

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Royal Mail	1895	460	393	1043	1567	329	-	1753	142	1828	68
	95%	92%	93%	97%	94%	99%	-%	95%	94%	95%	89%
DHL	1171	246	270	655	1000	171	-	1112	59	1138	33
	59%	49%	64%	61%	60%	52%	-%	60%	39%	59%	43%
Parcelforce	1106	231	254	621	920	186	-	1062	44	1083	23
	55%	46%	61%	57%	55%	56%	-%	57%	29%	56%	30%
DPD/DPD Local	1040	231	253	555	888	151	-	989	50	1013	26
	52%	46%	60%	51%	53%	46%	-%	54%	33%	53%	34%
Evri (formerly known as Hermes)	1015	202	253	560	857	157	-	967	48	987	27
	51%	40%	60%	52%	51%	47%	-%	52%	31%	51%	36%
UPS	1014	222	230	562	853	160	-	974	40	991	23
	51%	44%	55%	52%	51%	48%	-%	53%	27%	52%	30%
FedEx	1001	220	216	565	854	147	-	956	45	975	25
	50%	44%	52%	52%	51%	44%	-%	52%	30%	51%	33%
Yodel	931	180	218	533	782	149	-	885	45	914	17
	47%	36%	52%	49%	47%	45%	-%	48%	30%	47%	22%
TNT Express	740	149	181	410	629	111	-	715	26	727	13
	37%	30%	43%	38%	38%	34%	-%	39%	17%	38%	18%
Amazon Logistics	547	108	149	289	475	72	-	524	23	532	15
	27%	22%	36%	27%	29%	22%	-%	28%	15%	28%	20%
UK Mail	521	127	107	287	420	101	-	502	19	517	4
	26%	25%	25%	27%	25%	30%	-%	27%	13%	27%	5%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Whistl (formerly TNT Post UK)	358	55	98	206	293	66	-	348	11	351	7
	18%	11%	23%	19%	18%	20%	-%	19%	7%	18%	10%
		a	a					b			
DX	300	77	72	151	252	49	-	291	9	298	2
	15%	15%	17%	14%	15%	15%	-%	16%	6%	16%	2%
								b		b	
Pitney Bowes	173	12	39	122	142	30	-	169	3	172	1
	9%	2%	9%	11%	9%	9%	-%	9%	2%	9%	1%
			a	a				b			
Citipost	162	32	45	84	130	32	-	155	7	158	4
	8%	6%	11%	8%	8%	10%	-%	8%	4%	8%	5%
Secured mail	44	9	5	29	38	5	-	41	2	44	-
	2%	2%	1%	3%	2%	2%	-%	2%	2%	2%	-%
MHI (Mail Handling International)	12	4	2	7	12	-	-	12	1	12	*
	1%	1%	*%	1%	1%	-%	-%	1%	*%	1%	*%
Other answers	1	-	1	*	1	*	-	1	*	1	-
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%
NET: RM/Parcelforce	1913	466	397	1050	1583	331	-	1771	143	1845	68
	96%	93%	94%	97%	95%	99%	-%	96%	94%	96%	89%
				ab		a				b	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Royal Mail	1895	1200	269	395
	95%	96%	92%	94%
		b		
DHL	1171	739	163	259
	59%	59%	55%	62%
Parcelforce	1106	688	164	248
	55%	55%	56%	59%
DPD/DPD Local	1040	642	133	254
	52%	51%	45%	61%
				ab
Evri (formerly known as Hermes)	1015	633	130	239
	51%	50%	44%	57%
				b
UPS	1014	625	141	236
	51%	50%	48%	56%
FedEx	1001	631	133	232
	50%	50%	45%	55%
Yodel	931	588	118	219
	47%	47%	40%	52%
				b
TNT Express	740	472	102	166
	37%	38%	35%	40%
Amazon Logistics	547	335	72	140
	27%	27%	24%	33%
UK Mail	521	316	92	112
	26%	25%	31%	27%
Whistl (formerly TNT Post UK)	358	230	44	82
	18%	18%	15%	20%
DX	300	166	62	69
	15%	13%	21%	17%
			a	

Columns Tested: a,b,c

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Pitney Bowes	173 9%	108 9%	26 9%	38 9%
Citipost	162 8%	99 8%	25 9%	37 9%
Secured mail	44 2%	20 2%	11 4%	13 3%
MHI (Mail Handling International)	12 1%	* *%	9 3%	3 1%
Other answers	1 *%	1 *%	* *%	* *%
NET: RM/Parcelforce	1913 96%	1208 96%	272 92%	402 96%

Columns Tested: a,b,c

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Royal Mail	1895	1662	169	34	7	19	3	1	*	1831	65	31
	95%	95%	91%	91%	97%	99%	64%	55%	100%	95%	91%	91%
		b										
DHL	1171	1022	114	28	1	5	*	1	-	1136	35	7
	59%	59%	61%	76%	7%	26%	9%	42%	-%	59%	49%	20%
		k	k	jk						k	k	
Parcelforce	1106	956	113	23	1	10	2	1	-	1069	38	14
	55%	55%	60%	62%	11%	53%	48%	54%	-%	55%	53%	43%
DPD/DPD Local	1040	905	107	22	1	2	*	1	*	1012	27	5
	52%	52%	58%	60%	18%	13%	5%	35%	79%	52%	39%	15%
		k	jk	k						k		
Evri (formerly known as Hermes)	1015	892	102	18	1	1	*	1	-	994	21	3
	51%	51%	55%	47%	11%	7%	2%	35%	-%	52%	29%	9%
		jk	jk	k						jk		
UPS	1014	884	101	24	2	1	*	1	*	985	29	5
	51%	51%	54%	65%	30%	6%	10%	35%	17%	51%	41%	14%
		k	k	k						k	k	
FedEx	1001	873	102	20	4	*	*	1	*	976	25	5
	50%	50%	55%	54%	49%	2%	7%	35%	6%	51%	35%	15%
		k	jk	k						k		
Yodel	931	815	94	18	*	*	2	1	-	909	21	4
	47%	47%	51%	47%	6%	2%	44%	35%	-%	47%	30%	11%
		jk	jk	k						jk		
TNT Express	740	649	74	12	1	1	2	1	*	724	17	5
	37%	37%	40%	31%	7%	6%	45%	64%	6%	38%	24%	15%
		k										
Amazon Logistics	547	468	65	10	2	1	*	1	*	533	14	4
	27%	27%	35%	26%	28%	6%	1%	35%	6%	28%	19%	12%
			k									
UK Mail	521	432	63	13	3	7	1	2	*	495	26	13
	26%	25%	34%	34%	46%	35%	21%	99%	1%	26%	36%	39%
			a									
Whistl (formerly TNT Post UK)	358	311	35	9	*	*	2	1	-	346	12	3
	18%	18%	19%	23%	6%	1%	44%	35%	-%	18%	17%	10%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
DX	300	250	35	11	*	*	2	1	-	285	15	4
	15%	14%	19%	30%	6%	2%	45%	35%	-%	15%	21%	11%
			ai									
Pitney Bowes	173	149	19	5	*	*	-	-	-	168	5	*
	9%	9%	10%	12%	1%	*%	-%	-%	-%	9%	7%	*%
Citipost	162	135	18	6	*	*	2	*	-	153	8	3
	8%	8%	10%	15%	1%	1%	52%	1%	-%	8%	12%	8%
Secured mail	44	35	3	4	*	*	*	*	*	38	6	1
	2%	2%	2%	12%	5%	*%	4%	19%	5%	2%	8%	3%
			abi								ai	
MHI (Mail Handling International)	12	9	3	-	1	*	-	*	-	11	1	1
	1%	*%	1%	-%	12%	*%	-%	19%	-%	1%	2%	4%
Other answers	1	1	*	-	-	-	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: RM/Parcelforce	1913	1671	174	37	7	19	3	1	*	1846	68	31
	96%	96%	94%	98%	97%	99%	68%	55%	100%	96%	95%	92%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Royal Mail	1895	1076	586	234	1559	1227	1647	1214	655	476	465	978	46	75	37	32	13
	95%	96%	95%	91%	96%	97%	96%	95%	96%	95%	94%	98%	97%	94%	95%	92%	77%
DHL	1171	618	403	149	991	832	1046	847	465	303	245	693	21	43	19	19	6
	59%	55%	65%	58%	61%	66%	61%	66%	68%	61%	50%	69%	45%	54%	49%	54%	35%
Parcelforce	1106	580	376	150	959	810	1012	815	453	274	235	683	19	35	15	19	6
	55%	52%	61%	58%	59%	64%	59%	64%	66%	55%	48%	68%	40%	44%	39%	53%	34%
DPD/DPD Local	1040	553	352	135	842	687	893	735	348	223	232	586	14	34	13	11	4
	52%	49%	57%	52%	52%	54%	52%	57%	51%	45%	47%	59%	30%	42%	33%	31%	20%
Evri (formerly known as Hermes)	1015	547	345	123	839	714	894	737	387	227	212	603	18	31	13	11	6
	51%	49%	56%	48%	52%	56%	52%	58%	57%	45%	43%	60%	39%	39%	32%	33%	35%
UPS	1014	540	344	130	858	737	917	745	403	259	216	620	19	30	10	17	5
	51%	48%	56%	50%	53%	58%	54%	58%	59%	52%	44%	62%	41%	38%	25%	49%	26%
FedEx	1001	529	344	127	859	730	906	737	407	261	203	626	20	28	12	13	3
	50%	47%	56%	50%	53%	58%	53%	58%	60%	52%	41%	62%	43%	36%	31%	37%	20%
Yodel	931	493	322	116	802	684	852	678	376	228	199	587	13	24	9	16	4
	47%	44%	52%	45%	50%	54%	50%	53%	55%	46%	40%	59%	29%	30%	23%	46%	21%
TNT Express	740	416	234	91	651	539	682	545	286	195	158	471	12	20	9	8	4
	37%	37%	38%	35%	40%	43%	40%	43%	42%	39%	32%	47%	26%	25%	22%	22%	23%
Amazon Logistics	547	283	185	79	457	382	495	397	225	152	138	315	8	13	6	13	2
	27%	25%	30%	31%	28%	30%	29%	31%	33%	30%	28%	31%	16%	16%	15%	38%	14%
UK Mail	521	258	174	89	475	392	491	400	242	171	103	326	17	18	7	15	6
	26%	23%	28%	35%	29%	31%	29%	31%	36%	34%	21%	33%	35%	23%	18%	42%	33%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Whistl (formerly TNT Post UK)	358	202	109	47	316	277	331	266	138	83	62	252	3	7	1	4	3
	18%	18%	18%	18%	20%	22%	19%	21%	20%	17%	13%	25%	7%	8%	3%	11%	15%
												acde					
DX	300	155	95	50	267	225	271	241	128	78	46	185	11	15	7	5	3
	15%	14%	15%	20%	17%	18%	16%	19%	19%	16%	9%	18%	24%	18%	17%	15%	15%
												a	a				
Pitney Bowes	173	97	53	23	160	135	163	131	76	43	28	117	2	9	2	3	2
	9%	9%	9%	9%	10%	11%	10%	10%	11%	9%	6%	12%	5%	11%	6%	8%	11%
												a					
Citipost	162	83	52	27	144	123	147	126	80	48	25	110	1	6	1	4	2
	8%	7%	8%	10%	9%	10%	9%	10%	12%	10%	5%	11%	1%	7%	1%	10%	13%
												a					
Secured mail	44	21	14	9	42	37	42	36	28	17	5	31	1	3	*	3	*
	2%	2%	2%	3%	3%	3%	2%	3%	4%	3%	1%	3%	1%	3%	1%	8%	3%
																a	
MHI (Mail Handling International)	12	7	2	4	9	9	9	12	9	10	-	7	*	*	*	1	*
	1%	1%	*%	1%	1%	1%	1%	1%	1%	2%	-%	1%	1%	*%	*%	2%	3%
																a	
Other answers	1	*	1	*	1	1	1	1	*	*	*	*	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	1%	-%	-%
NET: RM/Parcelforce	1913	1080	592	242	1569	1231	1657	1226	656	478	470	983	46	75	37	32	13
	96%	96%	96%	94%	97%	97%	97%	96%	96%	96%	95%	98%	98%	94%	95%	92%	77%
											g	ag	g				

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
DX	300	232	17	6	3	7	*	2	169	29	9	12	1	3	3
	15%	17%	18%	9%	8%	38%	3%	17%	17%	22%	17%	25%	6%	23%	28%
						cd									
Pitney Bowes	173	144	12	*	1	2	*	2	114	6	2	8	*	3	2
	9%	10%	13%	1%	2%	10%	*%	18%	11%	4%	3%	17%	2%	23%	20%
			c									b			
Citipost	162	129	12	1	*	*	1	2	101	11	*	5	1	3	2
	8%	9%	13%	2%	1%	1%	4%	17%	10%	9%	*%	10%	3%	22%	25%
Secured mail	44	37	3	*	*	1	*	*	25	6	1	4	*	2	*
	2%	3%	3%	*%	1%	6%	*%	4%	3%	4%	1%	8%	1%	13%	*%
MHI (Mail Handling International)	12	7	*	*	*	1	-	*	6	1	-	1	-	-	*
	1%	1%	*%	*%	*%	5%	-%	4%	1%	1%	-%	3%	-%	-%	*%
Other answers	1	*	-	*	-	-	-	-	*	-	-	*	-	-	-
	*%	*%	-%	1%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
NET: RM/Parcelforce	1913	1350	84	64	33	16	14	7	978	122	50	45	18	10	9
	96%	98%	93%	95%	93%	93%	99%	63%	98%	93%	96%	93%	84%	79%	99%
		b							bde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1895	942	117	53	37	29	14	22	847	308	324	110	50
	95%	96%	92%	85%	87%	89%	100%	98%	97%	94%	97%	98%	93%
		cd											
DHL	1171	679	76	39	21	16	5	10	538	194	218	58	36
	59%	69%	60%	62%	50%	50%	37%	47%	62%	59%	65%	51%	67%
		d									d		
Parcelforce	1106	651	74	32	18	22	7	12	523	175	218	61	31
	55%	67%	58%	51%	43%	68%	48%	52%	60%	54%	65%	54%	57%
		cd									b		
DPD/DPD Local	1040	589	80	28	16	15	2	5	466	158	182	60	22
	52%	60%	63%	44%	37%	47%	10%	25%	53%	48%	55%	54%	40%
		cdg	dg										
Evri (formerly known as Hermes)	1015	599	67	30	11	18	1	10	489	136	187	47	32
	51%	61%	53%	49%	26%	56%	6%	45%	56%	42%	56%	41%	61%
		d	d						bd		bd		
UPS	1014	604	71	29	17	16	1	7	481	158	191	57	28
	51%	62%	55%	47%	40%	50%	8%	31%	55%	48%	57%	50%	52%
		dg											
FedEx	1001	595	74	28	16	14	1	7	477	165	187	51	22
	50%	61%	58%	45%	38%	45%	6%	32%	55%	51%	56%	46%	41%
		d											
Yodel	931	552	57	32	11	15	1	10	451	144	178	50	27
	47%	57%	45%	50%	26%	46%	4%	43%	52%	44%	53%	44%	49%
		d											
TNT Express	740	458	41	20	8	10	1	8	356	109	157	39	19
	37%	47%	32%	31%	19%	31%	9%	34%	41%	33%	47%	34%	35%
		bd									b		
Amazon Logistics	547	314	38	18	10	10	1	6	248	90	111	27	14
	27%	32%	29%	29%	24%	30%	9%	27%	28%	27%	33%	24%	26%
UK Mail	521	295	37	27	19	16	1	5	250	65	125	31	18
	26%	30%	29%	43%	44%	51%	10%	22%	29%	20%	37%	27%	33%
									b		ab		

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Whistl (formerly TNT Post UK)	358	233	11	10	4	5	*	3	172	55	67	27	7
	18%	24%	9%	16%	8%	15%	*%	13%	20%	17%	20%	24%	13%
		b											
DX	300	199	16	8	3	6	1	7	134	30	76	21	9
	15%	20%	13%	13%	8%	19%	3%	32%	15%	9%	23%	18%	17%
		b							b		ab	b	
Pitney Bowes	173	113	8	3	4	2	*	*	88	14	33	22	7
	9%	12%	7%	5%	9%	6%	3%	*%	10%	4%	10%	19%	13%
		b							b		b	abc	
Citipost	162	102	6	5	4	2	*	6	66	24	33	21	1
	8%	10%	5%	9%	9%	6%	3%	25%	8%	7%	10%	18%	2%
								b				abe	
Secured mail	44	24	2	6	*	*	*	3	20	8	9	3	1
	2%	2%	1%	10%	1%	2%	*%	15%	2%	2%	3%	3%	2%
				ab				ab					
MHI (Mail Handling International)	12	9	-	1	1	2	-	-	3	1	5	*	*
	1%	1%	-%	1%	3%	6%	-%	-%	*%	*%	2%	*%	*%
Other answers	1	*	-	-	-	*	-	-	*	1	*	-	-
	*%	*%	-%	-%	-%	2%	-%	-%	*%	*%	*%	-%	-%
						a							
NET: RM/Parcelforce	1913	949	121	54	37	29	15	22	851	309	325	111	51
	96%	97%	95%	86%	88%	89%	100%	98%	97%	95%	98%	98%	94%
		cd											

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Royal Mail	1895	917	282	244	80	30	656	230	207	82	41
	95%	97%	94%	98%	97%	97%	97%	97%	97%	98%	93%
DHL	1171	580	184	164	37	19	468	143	138	45	29
	59%	62%	62%	66%	45%	62%	70%	60%	65%	54%	66%
		d	d	d			d				
Parcelforce	1106	573	169	158	37	19	451	136	142	47	25
	55%	61%	56%	64%	45%	61%	67%	57%	67%	56%	57%
		d		d							
DPD/DPD Local	1040	504	148	135	40	12	385	108	121	47	16
	52%	54%	49%	54%	48%	39%	57%	46%	57%	57%	36%
							b				
Evri (formerly known as Hermes)	1015	522	139	133	28	14	413	102	126	39	26
	51%	55%	46%	54%	34%	47%	61%	43%	59%	46%	60%
		bd		d			bd		b		
UPS	1014	517	148	142	34	16	424	119	121	44	22
	51%	55%	49%	57%	42%	53%	63%	50%	57%	53%	50%
				d			b				
FedEx	1001	516	154	145	30	13	422	126	119	42	16
	50%	55%	51%	58%	36%	43%	63%	53%	56%	50%	37%
		d	d	d			e				
Yodel	931	491	136	131	28	15	392	108	114	40	22
	47%	52%	46%	53%	34%	49%	58%	46%	54%	48%	50%
		d		d			b				
TNT Express	740	387	105	124	23	11	310	81	94	35	13
	37%	41%	35%	50%	27%	35%	46%	34%	44%	42%	30%
		d		bd			b				
Amazon Logistics	547	256	91	86	16	5	200	62	79	22	12
	27%	27%	30%	34%	20%	17%	30%	26%	37%	27%	28%
				d							
UK Mail	521	280	66	94	19	11	206	66	76	24	15
	26%	30%	22%	38%	23%	37%	31%	28%	36%	29%	34%
				bd							

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Whistl (formerly TNT Post UK)	358	195	55	48	14	3	160	36	49	24	6
	18%	21%	19%	19%	17%	10%	24%	15%	23%	29%	13%
							b			b	
DX	300	154	29	64	12	6	121	26	52	19	6
	15%	16%	10%	26%	15%	21%	18%	11%	24%	23%	13%
		b		ab					b		
Pitney Bowes	173	95	17	30	14	4	81	12	18	18	5
	9%	10%	6%	12%	17%	13%	12%	5%	8%	21%	10%
					b		b			bc	
Citipost	162	78	25	27	12	*	65	19	21	17	1
	8%	8%	8%	11%	15%	1%	10%	8%	10%	20%	2%
										abe	
Secured mail	44	24	7	7	3	1	17	9	8	2	1
	2%	3%	2%	3%	4%	2%	3%	4%	4%	2%	2%
MHI (Mail Handling International)	12	4	*	5	*	*	3	2	5	-	*
	1%	*%	*%	2%	*%	*%	*%	1%	2%	-%	*%
Other answers	1	*	1	*	-	-	-	1	*	-	-
	*%	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%
NET: RM/Parcelforce	1913	922	283	245	81	30	657	231	207	83	42
	96%	98%	95%	99%	98%	97%	97%	97%	97%	99%	94%
		b		b							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Royal Mail	1895 95%	640 97% d	197 96%	202 92%	111 90%	46 93%	679 93%	65 97%	457 97%	1690 97% b	205 78%	1473 98% b	86 78%
DHL	1171 59%	456 69% d	138 68%	152 69% d	66 54%	28 56%	480 66%	44 67%	315 67%	1005 58%	166 63%	920 61%	71 64%
Parcelforce	1106 55%	433 65% d	144 70% d	140 64% d	60 49%	27 54%	464 64%	37 55%	312 66%	958 55%	149 56%	901 60%	58 53%
DPD/DPD Local	1040 52%	376 57%	132 65%	134 61%	63 51%	22 45%	444 61% b	30 46%	261 55%	888 51%	152 58%	802 53% b	40 36%
Evri (formerly known as Hermes)	1015 51%	410 62% d	109 53%	129 59% d	53 43%	27 55%	413 57%	40 61%	280 59%	869 50%	146 55%	790 52%	49 44%
UPS	1014 51%	413 62% d	118 57%	123 56%	59 48%	26 53%	429 59%	37 56%	279 59%	876 50%	138 52%	805 54%	53 48%
FedEx	1001 50%	402 61% d	123 60% d	124 57%	54 44%	26 51%	409 56%	38 58%	287 61%	872 50%	129 49%	814 54% b	45 40%
Yodel	931 47%	368 56% d	115 56% d	114 52%	49 40%	21 43%	387 53%	35 54%	253 54%	809 47%	122 46%	759 50%	43 39%
TNT Express	740 37%	305 46% d	91 44%	86 39%	39 32%	16 33%	311 43%	32 48%	202 43%	652 38%	89 34%	622 41% b	28 26%
Amazon Logistics	547 27%	206 31%	72 35%	68 31%	30 24%	18 37%	234 32%	20 29%	142 30%	485 28%	62 24%	437 29%	21 19%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
UK Mail	521 26%	197 30%	78 38%	69 32%	44 35%	10 20%	242 33%	19 28%	139 29%	443 26%	78 29%	429 29%	46 41%
Whistl (formerly TNT Post UK)	358 18%	155 23%	36 17%	41 19%	23 18%	8 15%	135 19%	16 24%	114 24%	325 19%	33 13%	308 20%	9 8%
DX	300 15%	121 18%	48 24%	36 17%	22 18%	8 16%	148 20%	14 21%	79 17%	252 15%	48 18%	254 17%	13 12%
Pitney Bowes	173 9%	77 12%	11 5%	16 8%	18 14%	5 10%	64 9%	7 11%	59 13%	156 9%	17 6%	157 10%	3 3%
Citipost	162 8%	72 11%	22 11%	13 6%	12 10%	3 7%	60 8%	10 15%	56 12%	140 8%	22 8%	133 9%	12 11%
Secured mail	44 2%	16 2%	7 3%	10 4%	3 2%	2 3%	23 3%	1 2%	12 3%	36 2%	7 3%	37 2%	5 4%
MHI (Mail Handling International)	12 1%	5 1%	2 1%	5 2%	* *% 1%	* 1%	10 1%	1 1%	1 *% 1%	10 1%	3 1%	9 1%	* *% 1%
Other answers	1 *% 1%	- -% 1%	- -% 1%	* *% 1%	- -% 1%	* 1%	1 *% 1%	- -% 1%	- -% 1%	* *% 1%	* *% 1%	* *% 1%	* *% 1%
NET: RM/Parcelforce	1913 96%	641 97%	198 97%	207 95%	114 93%	47 94%	690 95%	65 97%	458 97%	1696 98%	217 82%	1479 98%	90 81%
										b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1895	1106	120	877	337	1475	83	1096	131	881	333
	95%	98%	86%	98%	88%	98%	77%	98%	87%	98%	87%
		b		b		b		b		b	
DHL	1171	738	93	570	277	920	71	735	97	564	284
	59%	66%	67%	64%	72%	61%	65%	66%	65%	63%	74%
				a						a	
Parcelforce	1106	729	81	549	266	904	55	720	89	550	266
	55%	65%	58%	61%	69%	60%	50%	64%	60%	61%	69%
				a						a	
DPD/DPD Local	1040	625	61	491	244	804	38	626	61	491	244
	52%	56%	44%	55%	64%	53%	34%	56%	41%	55%	64%
				a		b		b		a	
Evri (formerly known as Hermes)	1015	649	65	507	230	792	47	642	72	503	234
	51%	58%	46%	57%	60%	53%	43%	57%	48%	56%	61%
UPS	1014	653	84	498	247	804	54	653	84	496	249
	51%	58%	60%	56%	64%	53%	50%	58%	56%	55%	65%
				a						a	
FedEx	1001	658	73	498	239	813	45	657	73	499	238
	50%	58%	52%	56%	62%	54%	42%	59%	49%	56%	62%
Yodel	931	617	66	470	208	759	43	614	70	465	213
	47%	55%	47%	52%	54%	50%	40%	55%	47%	52%	56%
TNT Express	740	487	53	367	178	622	29	486	53	365	180
	37%	43%	38%	41%	46%	41%	27%	44%	36%	41%	47%
						b					
Amazon Logistics	547	345	37	274	124	437	20	345	37	275	122
	27%	31%	26%	31%	32%	29%	19%	31%	25%	31%	32%
UK Mail	521	325	67	258	142	431	44	319	73	258	142
	26%	29%	48%	29%	37%	29%	40%	29%	49%	29%	37%
			a		a			a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Whistl (formerly TNT Post UK)	358	260	17	190	76	308	8	257	20	186	79
	18%	23%	12%	21%	20%	20%	8%	23%	13%	21%	21%
		b				b					
DX	300	203	23	155	86	256	11	202	23	149	92
	15%	18%	16%	17%	22%	17%	10%	18%	15%	17%	24%
											a
Pitney Bowes	173	125	9	91	39	159	1	124	11	90	40
	9%	11%	7%	10%	10%	11%	1%	11%	7%	10%	11%
						b					
Citipost	162	101	22	87	39	134	10	102	22	82	44
	8%	9%	16%	10%	10%	9%	9%	9%	15%	9%	11%
Secured mail	44	28	10	19	17	39	3	27	11	18	19
	2%	2%	7%	2%	5%	3%	3%	2%	7%	2%	5%
			a						a		a
MHI (Mail Handling International)	12	7	2	5	7	8	1	7	2	6	7
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%
Other answers	1	*	*	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NET: RM/Parcelforce	1913	1110	121	880	347	1482	87	1100	131	883	343
	96%	99%	86%	98%	90%	98%	80%	98%	88%	99%	90%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Royal Mail	1895	693	1253	204	3	633	874	165	4	835	650	182	4
	95%	96%	97%	97%	100%	97%	97%	96%	100%	94%	96%	91%	100%
DHL	1171	461	834	142	1	433	619	121	4	605	461	147	4
	59%	64%	65%	68%	48%	66%	69%	70%	96%	68%	68%	74%	100%
Parcelforce	1106	456	813	153	1	427	603	124	4	584	446	143	2
	55%	63%	63%	73%	47%	65%	67%	72%	96%	66%	66%	72%	41%
				ab									
DPD/DPD Local	1040	405	717	136	-	369	530	114	1	535	408	131	2
	52%	56%	56%	65%	-%	56%	59%	66%	13%	60%	60%	66%	59%
Evri (formerly known as Hermes)	1015	391	719	112	-	376	553	101	2	536	408	114	4
	51%	54%	56%	54%	-%	57%	62%	59%	57%	61%	60%	57%	100%
UPS	1014	412	724	133	3	393	554	113	1	540	414	130	2
	51%	57%	56%	64%	95%	60%	62%	66%	13%	61%	61%	65%	41%
FedEx	1001	419	730	141	-	396	552	123	1	534	414	137	2
	50%	58%	56%	67%	-%	60%	62%	71%	13%	60%	61%	68%	41%
				b									
Yodel	931	385	690	125	-	366	531	107	1	489	378	119	2
	47%	53%	53%	60%	-%	56%	59%	62%	13%	55%	56%	60%	41%
TNT Express	740	317	567	118	-	283	427	95	-	393	317	105	2
	37%	44%	44%	56%	-%	43%	48%	55%	-%	44%	47%	52%	41%
				ab				a					
Amazon Logistics	547	215	404	81	*	211	297	72	1	291	231	86	-
	27%	30%	31%	39%	5%	32%	33%	42%	17%	33%	34%	43%	-%
				a								a	
UK Mail	521	245	403	84	-	229	299	74	1	297	212	78	-
	26%	34%	31%	40%	-%	35%	33%	43%	13%	34%	31%	39%	-%
Whistl (formerly TNT Post UK)	358	155	285	62	-	149	228	58	1	189	169	65	2
	18%	21%	22%	30%	-%	23%	25%	34%	13%	21%	25%	33%	41%
				a				a				a	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
DX	300 15%	133 18%	241 19%	39 18%	- -%	132 20%	178 20%	34 20%	1 13%	185 21%	140 21%	39 20%	- -%
Pitney Bowes	173 9%	71 10%	153 12%	33 16%	- -%	76 12%	113 13%	33 19%	- -%	95 11%	86 13%	31 15%	- -%
Citipost	162 8%	73 10%	140 11%	37 18%	- -%	77 12%	107 12%	31 18%	- -%	96 11%	81 12%	28 14%	- -%
Secured mail	44 2%	22 3%	38 3%	16 8%	- -%	23 4%	31 3%	14 8%	- -%	28 3%	19 3%	11 6%	- -%
MHI (Mail Handling International)	12 1%	5 1%	9 1%	2 1%	- -%	5 1%	6 1%	2 1%	- -%	9 1%	6 1%	6 3%	- -%
Other answers	1 *% *% *% *%	* *% *% *%	1 *% *% *%	* *% *% *%	- -% -% -%	* *% *% *%	* *% *% *%	* *% *% *%	- -% -% -%	1 *% *% *%	- -% -% -%	* *% *% *%	- -% -% -%
NET: RM/Parcelforce	1913 96%	697 97%	1261 98%	205 98%	3 100%	634 97%	879 98%	165 96%	4 100%	845 95%	655 97%	187 94%	4 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1895	1429	1038	847	1128	945	14	580	432	424	113	86	422	385
	95%	98%	98%	98%	98%	98%	100%	99%	99%	98%	97%	96%	95%	97%
DHL	1171	910	723	594	725	641	6	435	335	311	92	77	233	235
	59%	62%	68%	69%	63%	66%	40%	74%	77%	72%	78%	85%	53%	59%
		a	a	a	c									
Parcelforce	1106	895	705	580	699	647	8	426	343	308	92	73	204	222
	55%	61%	66%	67%	60%	67%	60%	72%	79%	72%	79%	81%	46%	56%
		a	a	a	a								a	a
DPD/DPD Local	1040	793	610	528	612	549	8	383	304	295	81	69	224	219
	52%	54%	57%	61%	53%	57%	58%	65%	70%	69%	69%	76%	51%	55%
		a	a	a										
Evri (formerly known as Hermes)	1015	775	630	528	606	568	5	389	315	284	80	64	183	211
	51%	53%	59%	61%	52%	59%	37%	66%	72%	66%	68%	70%	41%	53%
		a	a	a	a								a	a
UPS	1014	796	650	536	626	576	7	403	304	290	88	68	189	203
	51%	55%	61%	62%	54%	59%	50%	69%	70%	67%	75%	76%	43%	51%
		a	a	a										
FedEx	1001	800	648	533	644	556	7	394	312	291	87	77	195	201
	50%	55%	61%	62%	56%	57%	54%	67%	72%	68%	74%	85%	44%	50%
		a	a	a								ac		
Yodel	931	754	614	501	598	533	6	371	298	281	83	69	179	198
	47%	52%	58%	58%	52%	55%	42%	63%	68%	65%	70%	76%	41%	50%
		a	a	a										
TNT Express	740	618	482	404	486	452	6	302	242	221	79	65	155	164
	37%	42%	45%	47%	42%	47%	41%	51%	56%	51%	67%	72%	35%	41%
											ac	abc		
Amazon Logistics	547	430	342	294	340	318	7	219	178	162	55	53	110	118
	27%	29%	32%	34%	29%	33%	53%	37%	41%	38%	47%	58%	25%	30%
							a					abc		
UK Mail	521	424	336	282	335	316	5	214	172	158	60	49	97	117
	26%	29%	32%	33%	29%	33%	35%	36%	40%	37%	51%	55%	22%	29%
											ac	ac		

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Whistl (formerly TNT Post UK)	358	308	257	213	242	241	2	166	138	128	55	41	88	98			
	18%	21%	24%	25%	21%	25%	16%	28%	32%	30%	47%	45%	20%	25%			
											abc	ac					
DX	300	257	202	181	193	191	4	131	112	116	27	22	80	73			
	15%	18%	19%	21%	17%	20%	29%	22%	26%	27%	23%	24%	18%	18%			
Pitney Bowes	173	155	131	104	123	124	2	84	64	61	27	16	44	38			
	9%	11%	12%	12%	11%	13%	13%	14%	15%	14%	23%	18%	10%	9%			
Citipost	162	132	107	97	114	102	3	68	64	67	34	23	47	44			
	8%	9%	10%	11%	10%	11%	21%	12%	15%	16%	29%	25%	11%	11%			
											abc	a					
Secured mail	44	38	32	22	28	32	1	16	20	16	9	5	7	7			
	2%	3%	3%	3%	2%	3%	4%	3%	5%	4%	8%	6%	2%	2%			
MHI (Mail Handling International)	12	8	9	7	5	8	1	4	5	6	2	1	1	1			
	1%	1%	1%	1%	*%	1%	6%	1%	1%	1%	1%	1%	*%	*%			
							ab										
Other answers	1	*	*	-	*	-	-	-	-	-	-	-	-	-			
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
NET: RM/Parcelforce	1913	1435	1043	850	1132	951	14	581	434	425	113	86	424	389			
	96%	98%	98%	98%	98%	98%	100%	99%	100%	99%	97%	96%	96%	97%			
									de								

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Royal Mail	1895	152	61	61	40	1631	1080	1700	1150	1076	747	1585	220	*	1431	118
	95%	99%	89%	94%	100%	96%	95%	95%	94%	93%	95%	95%	97%	100%	97%	95%
		b				e		e								
DHL	1171	96	35	45	19	996	627	1036	702	650	506	993	145	*	873	85
	59%	63%	51%	68%	47%	58%	55%	58%	58%	56%	64%	60%	64%	65%	59%	68%
Parcelforce	1106	98	26	41	25	949	589	974	664	586	482	945	155	-	837	80
	55%	64%	38%	62%	62%	56%	52%	55%	54%	51%	61%	57%	68%	-%	57%	64%
		b		b		e							b			
DPD/DPD Local	1040	75	20	34	16	895	584	920	688	608	449	906	148	*	772	72
	52%	49%	29%	52%	40%	52%	51%	52%	56%	52%	57%	54%	65%	35%	53%	57%
		b		b									b			
Evri (formerly known as Hermes)	1015	80	21	50	19	865	562	897	637	561	450	884	133	-	751	77
	51%	52%	30%	76%	47%	51%	50%	50%	52%	48%	57%	53%	59%	-%	51%	61%
		b		abd												
UPS	1014	82	26	41	20	862	553	892	629	561	459	872	143	*	768	71
	51%	54%	38%	63%	49%	51%	49%	50%	52%	48%	58%	52%	63%	65%	52%	57%
				b							b		b			
FedEx	1001	85	23	42	17	862	542	891	609	538	441	874	143	*	751	73
	50%	55%	33%	64%	43%	51%	48%	50%	50%	46%	56%	52%	63%	65%	51%	59%
		b		b									b			
Yodel	931	77	17	36	24	794	490	817	562	499	410	798	118	-	708	67
	47%	50%	25%	56%	60%	47%	43%	46%	46%	43%	52%	48%	52%	-%	48%	54%
		b		b	b											
TNT Express	740	54	16	28	12	658	408	670	446	418	333	652	103	*	566	49
	37%	35%	23%	42%	31%	39%	36%	38%	37%	36%	42%	39%	45%	65%	39%	40%
Amazon Logistics	547	59	11	24	16	468	293	483	339	300	250	472	86	-	402	49
	27%	38%	16%	37%	39%	27%	26%	27%	28%	26%	32%	28%	38%	-%	27%	39%
		b		b									b		a	
UK Mail	521	57	21	23	12	443	295	462	324	281	254	447	78	-	376	44
	26%	37%	30%	35%	29%	26%	26%	26%	27%	24%	32%	27%	34%	-%	26%	35%
											b					

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Whistl (formerly TNT Post UK)	358	35	10	13	9	325	215	329	235	211	160	321	64	-	260	29
	18%	23%	15%	20%	22%	19%	19%	18%	19%	18%	20%	19%	28%	-%	18%	23%
													b			
DX	300	26	11	13	6	263	183	272	205	171	158	274	49	-	230	33
	15%	17%	16%	20%	16%	15%	16%	15%	17%	15%	20%	16%	22%	-%	16%	26%
															a	
Pitney Bowes	173	23	4	6	5	158	118	160	114	110	81	158	39	-	137	11
	9%	15%	6%	10%	12%	9%	10%	9%	9%	9%	10%	9%	17%	-%	9%	9%
													ab			
Citipost	162	20	3	2	5	144	95	148	105	95	82	145	33	-	118	10
	8%	13%	4%	3%	14%	8%	8%	8%	9%	8%	10%	9%	14%	-%	8%	8%
													b			
Secured mail	44	5	3	1	*	39	24	43	25	19	25	42	10	-	32	4
	2%	3%	4%	2%	1%	2%	2%	2%	2%	2%	3%	2%	4%	-%	2%	3%
MHI (Mail Handling International)	12	1	2	3	*	11	8	12	10	10	7	12	2	-	8	1
	1%	1%	3%	5%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%
Other answers	1	-	-	-	-	1	1	1	1	*	1	1	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
NET: RM/Parcelforce	1913	152	62	61	40	1648	1096	1718	1166	1091	755	1603	224	*	1435	120
	96%	99%	89%	94%	100%	97%	97%	96%	96%	94%	96%	96%	99%	100%	98%	96%
		b				e	e	e								

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Royal Mail	1895 95%	671 97%	1128 97%	471 90%	37 92%	216 89%	363 91%	179 91%	1273 96%	379 95%	245 92%	290 95%	1286 96%
DHL	1171 59%	461 67%	629 54%	394 75%	24 60%	166 68%	313 78%	129 66%	779 59%	247 62%	146 55%	215 71%	789 59%
Parcelforce	1106 55%	455 66%	587 51%	372 71%	29 72%	149 61%	312 78%	119 61%	753 57%	229 58%	148 56%	198 65%	746 56%
DPD/DPD Local	1040 52%	397 58%	565 49%	331 63%	20 50%	125 51%	279 70%	112 57%	687 52%	213 54%	150 56%	171 56%	685 51%
Evri (formerly known as Hermes)	1015 51%	406 59%	537 46%	337 64%	29 73%	139 57%	276 69%	109 56%	677 51%	206 52%	139 52%	181 59%	671 50%
UPS	1014 51%	407 59%	551 48%	351 67%	20 50%	141 58%	284 71%	103 52%	683 51%	216 54%	130 49%	190 62%	669 50%
FedEx	1001 50%	393 57%	553 48%	340 65%	21 54%	138 57%	269 67%	108 55%	667 50%	218 55%	128 48%	188 62%	671 50%
Yodel	931 47%	388 56%	495 43%	307 59%	21 54%	122 50%	257 64%	101 52%	614 46%	209 53%	113 42%	172 56%	634 47%
TNT Express	740 37%	300 43%	409 35%	248 47%	20 50%	101 41%	211 53%	75 38%	508 38%	154 39%	99 37%	146 48%	486 36%
Amazon Logistics	547 27%	242 35%	276 24%	178 34%	15 38%	83 34%	147 37%	75 38%	350 26%	115 29%	68 25%	116 38%	350 26%
UK Mail	521 26%	239 35%	246 21%	193 37%	17 43%	108 44%	137 34%	63 32%	340 26%	116 29%	67 25%	124 41%	321 24%

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Whistl (formerly TNT Post UK)	358	188	160	111	11	47	98	39	237	81	51	69	231
	18%	27%	14%	21%	28%	19%	24%	20%	18%	20%	19%	22%	17%
		b											
DX	300	117	169	111	8	42	103	32	202	65	31	61	204
	15%	17%	15%	21%	21%	17%	26%	16%	15%	16%	11%	20%	15%
												a	
Pitney Bowes	173	76	92	67	4	18	61	10	114	48	18	30	119
	9%	11%	8%	13%	9%	8%	15%	5%	9%	12%	7%	10%	9%
							a			a			
Citipost	162	80	69	67	4	23	56	23	106	31	22	28	109
	8%	12%	6%	13%	9%	9%	14%	12%	8%	8%	8%	9%	8%
		b											
Secured mail	44	16	24	21	1	7	18	5	28	10	6	8	26
	2%	2%	2%	4%	2%	3%	5%	3%	2%	3%	2%	3%	2%
MHI (Mail Handling International)	12	7	4	12	1	7	6	6	5	1	4	2	3
	1%	1%	*%	2%	2%	3%	1%	3%	*%	*%	2%	1%	*%
								bc			c		
Other answers	1	-	*	*	*	*	*	-	1	*	-	*	*
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%
NET: RM/Parcelforce	1913	673	1132	482	37	221	372	183	1284	381	254	290	1295
	96%	97%	98%	92%	92%	91%	93%	93%	97%	96%	95%	95%	97%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Royal Mail	1895	849	1046
	95%	91%	98%
		a	
DHL	1171	435	737
	59%	47%	69%
		a	
Parcelforce	1106	387	719
	55%	42%	67%
		a	
DPD/DPD Local	1040	415	624
	52%	45%	58%
		a	
Evri (formerly known as Hermes)	1015	376	639
	51%	40%	60%
		a	
UPS	1014	362	652
	51%	39%	61%
		a	
FedEx	1001	352	649
	50%	38%	61%
		a	
Yodel	931	322	608
	47%	35%	57%
		a	
TNT Express	740	254	486
	37%	27%	45%
		a	
Amazon Logistics	547	197	350
	27%	21%	33%
		a	
UK Mail	521	206	315
	26%	22%	29%
		a	

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Whistl (formerly TNT Post UK)	358	116	242
	18%	13%	23%
		a	
DX	300	125	175
	15%	13%	16%
Pitney Bowes	173	65	107
	9%	7%	10%
Citipost	162	71	91
	8%	8%	9%
Secured mail	44	17	27
	2%	2%	3%
MHI (Mail Handling International)	12	3	9
	1%	*%	1%
Other answers	1	*	1
	*%	*%	*%
NET: RM/Parcelforce	1913	863	1050
	96%	93%	98%
		a	

Columns Tested:: a,b

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Royal Mail	1895	-	63	336	323	34	168	52	201	226	64	306	121
	95%	-%	93%	93%	91%	100%	92%	98%	99%	93%	96%	99%	98%
									cdfi			cdfi	d
DHL	1171	-	37	193	125	19	124	36	150	142	39	230	75
	59%	-%	54%	54%	35%	54%	68%	68%	73%	59%	59%	74%	61%
			d	d			cd	d	bcdi	d	d	bcdijl	d
Parcelforce	1106	-	32	174	91	17	121	41	145	143	37	241	64
	55%	-%	47%	48%	26%	49%	67%	77%	71%	59%	56%	78%	52%
			d	d		d	bcd	bcdijl	bcdjl	d	d	bcdeijl	d
DPD/DPD Local	1040	-	37	185	135	17	113	23	131	115	34	189	61
	52%	-%	54%	51%	38%	49%	62%	43%	64%	47%	51%	61%	50%
				d			di		cdgi			di	
Evri (formerly known as Hermes)	1015	-	25	145	112	14	109	31	134	126	37	210	72
	51%	-%	37%	40%	32%	40%	60%	58%	66%	52%	55%	68%	58%
							bcd	cd	bcdei	cd	cd	bcdei	bcd
UPS	1014	-	30	168	99	12	105	30	134	118	36	212	70
	51%	-%	45%	47%	28%	36%	58%	57%	66%	48%	54%	68%	56%
			d	d			d	d	bcdei	d	d	bcdei	d
FedEx	1001	-	33	157	82	13	117	31	136	120	37	212	64
	50%	-%	48%	44%	23%	37%	64%	58%	67%	49%	55%	68%	52%
			d	d			cdei	d	bcdeil	d	d	bcdeil	d
Yodel	931	-	29	145	78	12	99	26	134	109	35	204	59
	47%	-%	43%	40%	22%	36%	54%	48%	66%	45%	53%	66%	48%
			d	d			cd	d	bcdeil	d	d	bcdegil	d
TNT Express	740	-	18	112	60	6	95	20	106	87	30	159	48
	37%	-%	27%	31%	17%	16%	53%	37%	52%	36%	44%	51%	39%
				d			bcdei	d	bcdei	d	de	bcdei	d
Amazon Logistics	547	-	12	88	59	4	61	14	74	53	21	129	31
	27%	-%	18%	25%	17%	13%	34%	26%	36%	22%	32%	42%	25%
							d		bcdi		d	bcdeil	
UK Mail	521	-	11	78	36	7	68	11	78	77	14	117	24
	26%	-%	17%	22%	10%	19%	37%	20%	38%	32%	22%	38%	20%
				d			bcdgjl		bcdgjl	d	d	bcdgjl	d
Whistl (formerly TNT Post UK)	358	-	6	59	29	2	42	7	51	46	12	85	19
	18%	-%	9%	16%	8%	7%	23%	14%	25%	19%	17%	27%	16%
				d			d		bd	d	d	bcd	

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
DX	300	-	9	43	24	6	34	7	35	39	7	86	10
	15%	-%	13%	12%	7%	19%	18%	13%	17%	16%	10%	28%	8%
							dl		d	d		cdhijl	
Pitney Bowes	173	-	2	27	8	*	22	2	24	28	3	43	13
	9%	-%	4%	8%	2%	1%	12%	4%	12%	12%	5%	14%	10%
				d			d		d	d		dj	d
Citipost	162	-	1	34	10	2	25	3	21	18	4	32	11
	8%	-%	1%	10%	3%	5%	14%	6%	10%	8%	6%	10%	9%
				d			bd		d	d		d	d
Secured mail	44	-	*	6	2	-	1	1	10	5	2	17	*
	2%	-%	*%	2%	*%	-%	1%	3%	5%	2%	4%	5%	*%
									d			cdf	
MHI (Mail Handling International)	12	-	-	1	-	-	1	2	*	1	2	6	-
	1%	-%	-%	*%	-%	-%	*%	4%	*%	*%	2%	2%	-%
								d			d	d	
Other answers	1	-	-	*	-	-	-	*	*	-	-	*	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%
NET: RM/Parcelforce	1913	-	63	339	331	34	169	52	201	231	64	306	121
	96%	-%	93%	94%	93%	100%	93%	98%	99%	95%	97%	99%	98%
									df			cdf	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1895	466	459	480	491	924	971
	95%	93%	92%	96%	98%	92%	97%
				b	ab		a
DHL	1171	247	251	329	345	498	673
	59%	49%	50%	66%	69%	50%	67%
				ab	ab		a
Parcelforce	1106	208	228	329	342	435	671
	55%	42%	46%	66%	68%	44%	67%
				ab	ab		a
DPD/DPD Local	1040	243	243	269	284	486	553
	52%	49%	49%	54%	57%	49%	55%
							a
Evri (formerly known as Hermes)	1015	184	221	291	319	405	610
	51%	37%	44%	58%	64%	41%	61%
				ab	ab		a
UPS	1014	208	207	282	318	414	600
	51%	42%	41%	56%	64%	41%	60%
				ab	ab		a
FedEx	1001	199	203	287	312	402	599
	50%	40%	41%	57%	62%	40%	60%
				ab	ab		a
Yodel	931	177	187	268	299	364	567
	47%	35%	37%	54%	60%	36%	57%
				ab	ab		a
TNT Express	740	130	161	213	236	291	449
	37%	26%	32%	43%	47%	29%	45%
				ab	ab		a
Amazon Logistics	547	104	121	141	181	225	322
	27%	21%	24%	28%	36%	23%	32%
					abc		a
UK Mail	521	90	110	165	156	200	321
	26%	18%	22%	33%	31%	20%	32%
				ab	ab		a
Whistl (formerly TNT Post UK)	358	65	74	104	115	138	220
	18%	13%	15%	21%	23%	14%	22%
				a	ab		a

Table 76 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
DX	300	53	63	81	103	116	184
	15%	11%	13%	16%	21%	12%	18%
					ab		a
Pitney Bowes	173	29	30	54	59	59	113
	9%	6%	6%	11%	12%	6%	11%
				ab	ab		a
Citipost	162	35	36	43	47	72	90
	8%	7%	7%	9%	9%	7%	9%
Secured mail	44	6	3	16	19	8	35
	2%	1%	1%	3%	4%	1%	4%
				b	b		a
MHI (Mail Handling International)	12	1	1	3	7	2	10
	1%	*%	*%	1%	1%	*%	1%
Other answers	1	*	-	*	*	*	1
	*%	*%	-%	*%	*%	*%	*%
NET: RM/Parcelforce	1913	470	467	485	491	937	976
	96%	94%	93%	97%	98%	94%	98%
				b	ab		a

Columns Tested:: a,b,c,d - a,b

Table 77

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Royal Mail	1850	525	1325	1769	69	8	4	81
	92%	87%	95%	93%	91%	84%	87%	90%
Parcelforce	202	10	191	191	8	1	1	10
	10%	2%	14%	10%	11%	11%	17%	11%
			a				a	
Evri (formerly known as Hermes)	173	11	162	168	5	*	*	6
	9%	2%	12%	9%	7%	1%	5%	6%
			a	c				
DHL	153	24	129	142	8	2	1	11
	8%	4%	9%	7%	11%	22%	19%	12%
			a			abe	ab	a
DPD/DPD Local	135	40	96	127	7	1	*	9
	7%	7%	7%	7%	9%	12%	7%	10%
UPS	88	11	78	83	5	1	*	5
	4%	2%	6%	4%	6%	6%	7%	6%
			a					
Yodel	81	1	81	77	3	*	*	4
	4%	*%	6%	4%	4%	3%	7%	4%
			a					
FedEx	76	10	65	71	3	1	*	4
	4%	2%	5%	4%	4%	8%	6%	5%
			a					
UK Mail	74	1	73	71	2	1	1	3
	4%	*%	5%	4%	3%	10%	11%	4%
			a			abe	abe	
Amazon Logistics	32	8	25	31	1	1	*	2
	2%	1%	2%	2%	1%	8%	1%	2%
						abde		
TNT Express	17	4	13	15	1	*	*	1
	1%	1%	1%	1%	1%	1%	3%	1%
							a	
DX	15	1	14	12	3	*	*	4
	1%	*%	1%	1%	4%	3%	2%	4%
					a		a	a

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Pitney Bowes	9	*	9	9	1	*	*	1
	%	%	1%	%	1%	%	%	1%
Whistl (Previously known as TNT Post)	9	-	9	9	-	*	*	*
	%	-%	1%	%	-%	1%	2%	%
Citipost	5	*	5	4	1	*	*	1
	%	%	%	%	1%	1%	2%	1%
							a	
MHI (Mail Handling International)	4	-	4	4	-	-	*	*
	%	-%	%	%	-%	-%	%	%
Secured Mail / City Link Post	3	-	3	1	2	*	*	2
	%	-%	%	%	2%	%	%	2%
					a			a
Other answers	21	12	9	20	1	*	-	1
	1%	2%	1%	1%	1%	%	-%	1%
NET: RM Only	1355	486	869	1303	46	4	2	52
	68%	80%	62%	68%	60%	48%	49%	58%
		b		bcde				
NET: RM and Other	495	39	456	467	23	3	2	28
	25%	6%	33%	24%	31%	36%	37%	31%
		a				a	a	a
NET: Provider other than RM	150	80	70	141	7	1	1	9
	8%	13%	5%	7%	9%	16%	13%	10%
		b				a	a	
NET: RM/Parcelforce	1865	530	1336	1784	69	8	4	81
	93%	87%	96%	93%	91%	85%	89%	90%
			a	c				

Columns Tested: a,b - a,b,c,d,e

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Royal Mail	1850 92%	1133 93% efi	511 93% efi	125 89%	49 93%	28 85%	4 87%	1769 93% efi	69 91%	12 85%
Parcelforce	202 10%	122 10%	59 11%	10 7%	4 8%	6 17%	1 17%	191 10%	8 11%	2 13%
Evri (formerly known as Hermes)	173 9%	120 10% ei	41 7% i	7 5%	4 8%	1 4%	* 5%	168 9% i	5 7%	* 2%
DHL	153 8%	95 8%	36 7%	10 7%	3 6%	7 21% abcdgh	1 19% abcdgh	142 7%	8 11%	3 21% abcdgh
DPD/DPD Local	135 7%	76 6%	45 8%	5 4%	5 9%	3 10%	* 7%	127 7%	7 9%	1 10%
UPS	88 4%	54 4%	19 3%	10 7%	2 5%	3 8%	* 7%	83 4%	5 6%	1 7%
Yodel	81 4%	54 4%	17 3%	6 4%	1 2%	2 7%	* 7%	77 4%	3 4%	1 4%
FedEx	76 4%	49 4%	16 3%	6 5%	3 5%	1 4%	* 6%	71 4%	3 4%	1 7%
UK Mail	74 4%	42 3%	20 4%	9 6% d	1 1%	2 6%	1 11% abdgh	71 4%	2 3%	1 10% abdgh
Amazon Logistics	32 2%	15 1%	14 3%	2 1%	1 1%	1 3%	* 1%	31 2%	1 1%	1 6% agh
TNT Express	17 1%	4 *% a	8 1%	4 3% a	* *% ag	1 3% ag	* 3% ag	15 1%	1 1%	* 2% a
DX	15 1%	6 *% abg	4 1%	2 1%	2 4% abg	1 4% abg	* 2% ag	12 1%	3 4% abg	* 2% ag

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Pitney Bowes	9 *%	5 *%	3 1%	1 1%	1 1%	* *%	* *%	9 *%	1 1%	* *%
Whistl (Previously known as TNT Post)	9 *%	6 *%	2 *%	2 1%	- -%	* *%	* 2%	9 *%	- -%	* 1%
Citipost	5 *%	- -%	3 1%	1 1%	1 1%	* *%	* 2%	4 *%	1 1%	* 1%
MHI (Mail Handling International)	4 *%	2 *%	1 *%	1 1%	- -%	- -%	* *%	4 *%	- -%	* *%
Secured Mail / City Link Post	3 *%	- -%	- -%	1 1%	* 1%	1 4%	* *%	1 *%	2 2%	* *%
Other answers	21 1%	13 1%	7 1%	1 *%	1 1%	* *%	- -%	20 1%	1 1%	* *%
NET: RM Only	1355 68%	838 69%	360 66%	105 75%	35 68%	15 45%	2 49%	1303 68%	46 60%	7 49%
NET: RM and Other	495 25%	296 24%	151 28%	20 14%	13 25%	13 41%	2 37%	467 24%	23 31%	5 36%
NET: Provider other than RM	150 8%	88 7%	38 7%	15 11%	4 7%	5 15%	1 13%	141 7%	7 9%	2 15%
NET: RM/Parcelforce	1865 93%	1141 93%	516 94%	127 90%	49 93%	28 86%	4 89%	1784 93%	69 91%	12 86%
		ei	ei					ei		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Royal Mail	1850 92%	1452 93% de	317 90%	69 91%	8 84%	4 87%	1068 96% bc	232 88%	46 85%	41 90%	44 96%
Parcelforce	202 10%	159 10%	32 9%	8 11%	1 11%	1 17% ab	149 13%	31 12%	4 7%	4 8%	4 10%
Evri (formerly known as Hermes)	173 9%	151 10% bd	17 5%	5 7%	* 1%	* 5%	128 11%	20 8%	5 9%	1 3%	2 4%
DHL	153 8%	117 8%	25 7%	8 11%	2 22% abc	1 19% abc	84 8%	35 13% a	4 7%	9 19% a	3 6%
DPD/DPD Local	135 7%	102 7%	25 7%	7 9%	1 12%	* 7%	73 7%	20 8%	3 5%	5 10%	2 5%
UPS	88 4%	63 4%	20 6%	5 6%	1 6%	* 7%	50 4%	15 6%	5 9%	6 14% a	2 4%
Yodel	81 4%	67 4%	10 3%	3 4%	* 3%	* 7%	58 5%	18 7%	3 5%	* 1%	2 4%
FedEx	76 4%	60 4%	11 3%	3 4%	1 8%	* 6%	42 4%	14 5%	5 9%	4 10%	1 3%
UK Mail	74 4%	50 3%	21 6% a	2 3%	1 10% ac	1 11% ac	25 2%	32 12% a	8 14% a	5 12% a	2 4%
Amazon Logistics	32 2%	23 1%	8 2%	1 1%	1 8% abce	* 1%	13 1%	7 3%	1 1%	1 3%	1 2%
TNT Express	17 1%	8 *% a	8 2%	1 1%	* 1%	* 3% a	9 1%	2 1%	* *% a	2 5% a	* *% a
DX	15 1%	8 *% a	4 1%	3 4% ab	* 3%	* 2% a	5 *% a	5 2%	3 6% a	1 2%	* *% a

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Pitney Bowes	9 *%	8 1%	1 *%	1 1%	* *%	* *%	4 *%	5 2%	* 1%	* *%	* *%
Whistl (Previously known as TNT Post)	9 *%	7 *%	2 *%	- -%	* 1%	* 2%	4 *%	5 2%	- -%	* *%	* *%
Citipost	5 *%	3 *%	2 *%	1 1%	* 1%	* 2%	4 *%	- -%	* *%	- -%	1 1%
MHI (Mail Handling International)	4 *%	2 *%	2 *%	- -%	- -%	* *%	3 *%	- -%	* *%	1 2%	- -%
Secured Mail / City Link Post	3 *%	- -%	1 *%	2 2%	* *%	* *%	1 *%	1 1%	* 1%	- -%	* *%
Other answers	21 1%	17 1%	3 1%	1 1%	* *%	- -%	6 1%	1 1%	* 1%	1 1%	* *%
NET: RM Only	1355 68%	1054 68%	248 70%	46 60%	4 48%	2 49%	738 66%	155 59%	33 61%	25 55%	32 69%
NET: RM and Other	495 25%	398 26%	69 20%	23 31%	3 36%	2 37%	330 30%	77 29%	13 24%	16 35%	13 27%
NET: Provider other than RM	150 8%	106 7%	35 10%	7 9%	1 16%	1 13%	44 4%	31 12%	8 15%	5 10%	2 4%
NET: RM/Parcelforce	1865 93%	1462 94%	322 91%	69 91%	8 85%	4 89%	1073 97%	237 90%	49 89%	41 90%	44 96%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Royal Mail	1850 92%	161 96%	139 93%	325 90%	86 88%	135 87%	250 92%	244 98%	155 95%	135 92%
		e						cdef	e	
Parcelforce	202 10%	14 8%	18 12%	33 9%	9 9%	27 18%	26 10%	21 8%	16 10%	17 12%
Evri (formerly known as Hermes)	173 9%	17 10%	13 9%	14 4%	5 5%	23 15%	34 13%	18 7%	20 12%	15 10%
		c				c	c		c	c
DHL	153 8%	11 7%	9 6%	42 12%	11 11%	10 6%	21 8%	12 5%	18 11%	5 4%
				i						
DPD/DPD Local	135 7%	13 7%	7 4%	26 7%	8 8%	12 8%	16 6%	20 8%	12 8%	9 6%
UPS	88 4%	10 6%	4 3%	20 6%	1 1%	8 5%	9 3%	10 4%	14 9%	5 3%
Yodel	81 4%	8 5%	1 1%	11 3%	6 6%	6 4%	18 7%	9 4%	10 6%	5 3%
FedEx	76 4%	5 3%	9 6%	23 6%	6 7%	5 3%	10 4%	10 4%	3 2%	* *%
			i	i	i					
UK Mail	74 4%	4 3%	2 2%	18 5%	5 5%	6 4%	15 6%	4 2%	10 6%	6 4%
Amazon Logistics	32 2%	1 *%	6 4%	12 3%	* *%	3 2%	3 1%	3 1%	- -%	* *%
			h							
TNT Express	17 1%	2 1%	2 1%	2 *%	3 3%	1 1%	2 1%	- -%	3 2%	1 1%
DX	15 1%	1 *%	- -%	1 *%	- -%	1 1%	1 *%	6 2%	5 3%	2 1%
Pitney Bowes	9 *%	- -%	- -%	3 1%	- -%	1 1%	5 2%	- -%	* *%	- -%

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Whistl (Previously known as TNT Post)	9	-	-	2	-	1	6	*	-	-
	*%	-%	-%	*%	-%	1%	2%	*%	-%	-%
Citipost	5	-	-	4	-	1	-	-	-	-
	*%	-%	-%	1%	-%	1%	-%	-%	-%	-%
MHI (Mail Handling International)	4	1	-	-	2	1	-	-	-	-
	*%	*%	-%	-%	2%	1%	-%	-%	-%	-%
Secured Mail / City Link Post	3	-	-	*	-	1	-	1	-	-
	*%	-%	-%	*%	-%	1%	-%	1%	-%	-%
Other answers	21	3	-	10	-	1	3	-	-	-
	1%	2%	-%	3%	-%	1%	1%	-%	-%	-%
NET: RM Only	1355	120	105	223	67	94	185	183	100	100
	68%	72%	70%	62%	69%	60%	68%	74%	62%	68%
NET: RM and Other	495	41	34	102	19	41	65	61	55	36
	25%	24%	23%	28%	19%	26%	24%	24%	34%	24%
NET: Provider other than RM	150	7	10	34	12	20	21	5	7	12
	8%	4%	7%	10%	12%	13%	8%	2%	5%	8%
NET: RM/Parcelforce	1865	161	142	327	89	137	250	245	155	137
	93%	96%	95%	91%	91%	88%	92%	98%	95%	93%
								cdef		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1850	356	455	819	1631	219	108	74	38
	92%	89%	95%	93%	93%	91%	90%	92%	94%
Parcelforce	202	53	48	80	181	20	12	6	3
	10%	13%	10%	9%	10%	8%	10%	7%	6%
Evri (formerly known as Hermes)	173	43	50	66	159	14	7	5	1
	9%	11%	10%	8%	9%	6%	6%	7%	3%
DHL	153	26	38	75	139	14	9	3	2
	8%	7%	8%	9%	8%	6%	7%	3%	6%
DPD/DPD Local	135	29	32	62	122	13	7	4	3
	7%	7%	7%	7%	7%	5%	5%	4%	7%
UPS	88	14	28	39	81	7	5	1	1
	4%	3%	6%	4%	5%	3%	4%	1%	3%
Yodel	81	17	19	38	75	7	4	2	1
	4%	4%	4%	4%	4%	3%	3%	3%	2%
FedEx	76	11	18	42	70	5	3	1	1
	4%	3%	4%	5%	4%	2%	3%	1%	2%
UK Mail	74	17	17	37	71	3	3	*	*
	4%	4%	3%	4%	4%	1%	2%	*%	1%
Amazon Logistics	32	4	7	18	29	3	2	1	1
	2%	1%	1%	2%	2%	1%	2%	1%	1%
TNT Express	17	4	7	4	16	1	1	1	*
	1%	1%	2%	*%	1%	*%	*%	1%	*%

Columns Tested: a,b,c,d,e,f,g,h

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
DX	15 1%	3 1%	5 1%	7 1%	15 1%	* *%	* *%	* *%	* *%
Pitney Bowes	9 *%	1 *%	* *%	8 1%	9 1%	* *%	* *%	* *%	- -%
Whistl (Previously known as TNT Post)	9 *%	1 *%	- -%	7 1%	8 *%	1 *%	- -%	1 1%	* *%
Citipost	5 *%	1 *%	- -%	4 *%	5 *%	* *%	- -%	* *%	* *%
MHI (Mail Handling International)	4 *%	3 1%	1 *%	- -%	4 *%	* *%	- -%	* *%	- -%
Secured Mail / City Link Post	3 *%	1 *%	- -%	2 *%	3 *%	* *%	- -%	* *%	* *%
Other answers	21 1%	1 *%	3 1%	13 1%	17 1%	4 2%	1 1%	2 2%	1 3%
NET: RM Only	1355 68%	261 65%	325 68%	592 67%	1178 67%	177 74%	86 71%	61 76%	31 77%
NET: RM and Other	495 25%	95 24%	130 27%	227 26%	453 26%	42 18%	22 19%	13 16%	7 17%
NET: Provider other than RM	150 8%	44 11%	25 5%	61 7%	129 7%	21 9%	12 10%	6 8%	2 6%

Columns Tested: a,b,c,d,e,f,g,h

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: RM/Parcelforce	1865	362	459	822	1644	221	110	74	38
	93%	91%	96%	93%	93%	92%	92%	92%	94%
			a						

Columns Tested:: a,b,c,d,e,f,g,h

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Royal Mail	1850	95	115	31	147	199	381	67	54	898
	92%	94%	88%	81%	87%	87%	91%	93%	93%	96%
										bcdef
Parcelforce	202	7	23	-	23	38	67	4	1	62
	10%	7%	17%	-%	13%	16%	16%	5%	2%	7%
			hi		hi	hi	hi			
Evri (formerly known as Hermes)	173	2	5	2	7	18	61	4	2	79
	9%	2%	4%	5%	4%	8%	14%	5%	4%	8%
							abdi			
DHL	153	6	24	4	27	23	40	1	*	56
	8%	6%	18%	9%	16%	10%	9%	2%	*%	6%
			ghi	h	ghi	h	h			
DPD/DPD Local	135	8	18	4	21	15	35	4	2	50
	7%	8%	14%	9%	12%	6%	8%	5%	4%	5%
			i		i					
UPS	88	3	9	5	14	5	29	1	1	37
	4%	3%	7%	12%	8%	2%	7%	1%	1%	4%
				g						
Yodel	81	-	4	5	9	15	21	-	1	36
	4%	-%	3%	13%	5%	7%	5%	-%	1%	4%
				agh						
FedEx	76	5	8	1	8	11	20	5	*	26
	4%	5%	6%	1%	5%	5%	5%	7%	*%	3%
UK Mail	74	4	2	7	8	16	15	2	*	28
	4%	4%	1%	17%	5%	7%	4%	3%	*%	3%
				bfg						
Amazon Logistics	32	1	1	2	3	3	13	*	1	12
	2%	1%	1%	5%	2%	1%	3%	1%	1%	1%
TNT Express	17	*	3	*	3	3	10	-	*	1
	1%	*%	2%	*%	2%	1%	2%	-%	*%	*%
			i		i	i	i			
DX	15	-	5	-	5	*	5	-	-	5
	1%	-%	4%	-%	3%	*%	1%	-%	-%	1%
			i		i					

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Pitney Bowes	9	-	1	-	1	-	*	-	*	8
	%	-%	1%	-%	1%	-%	%	-%	%	1%
Whistl (Previously known as TNT Post)	9	-	1	-	1	*	2	*	-	7
	%	-%	1%	-%	%	%	%	%	-%	1%
Citipost	5	-	1	*	1	*	1	-	-	3
	%	-%	1%	%	1%	%	%	-%	-%	%
MHI (Mail Handling International)	4	1	1	-	1	-	-	-	-	2
	%	1%	1%	-%	%	-%	-%	-%	-%	%
Secured Mail / City Link Post	3	-	2	-	2	-	*	-	*	*
	%	-%	2%	-%	1%	-%	%	-%	%	%
			i		i					
Other answers	21	1	7	-	7	4	7	*	-	1
	1%	1%	5%	-%	4%	2%	2%	%	-%	%
			i		i		i			
NET: RM Only	1355	81	63	23	86	135	242	54	52	697
	68%	80%	48%	59%	51%	59%	58%	75%	89%	74%
		bdef						bdf	bcdefi	bdef
NET: RM and Other	495	14	52	8	60	64	139	13	2	201
	25%	14%	40%	21%	36%	28%	33%	17%	4%	21%
			aghi	h	aghi	h	aghi			h
NET: Provider other than RM	150	6	15	8	23	30	39	5	4	42
	8%	6%	12%	19%	13%	13%	9%	7%	7%	4%
			i	i	i	i	i			
NET: RM/Parcelforce	1865	95	118	31	150	207	385	67	54	899
	93%	94%	91%	81%	88%	90%	92%	93%	93%	96%
										cdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Royal Mail	1850	441	381	1028	1537	313	-	1710	140	1783	67
	92%	88%	91%	95%	92%	94%	-%	92%	93%	93%	87%
Parcelforce	202	67	67	67	157	45	-	191	10	201	1
	10%	13%	16%	6%	9%	13%	-%	10%	7%	10%	1%
Evri (formerly known as Hermes)	173	27	61	85	142	31	-	165	8	172	1
	9%	5%	14%	8%	9%	9%	-%	9%	6%	9%	1%
DHL	153	56	40	57	129	23	-	144	9	152	1
	8%	11%	9%	5%	8%	7%	-%	8%	6%	8%	1%
DPD/DPD Local	135	44	35	57	106	29	-	125	11	132	4
	7%	9%	8%	5%	6%	9%	-%	7%	7%	7%	5%
UPS	88	22	29	38	66	22	-	86	3	88	1
	4%	4%	7%	3%	4%	7%	-%	5%	2%	5%	1%
Yodel	81	24	21	36	66	15	-	75	6	81	1
	4%	5%	5%	3%	4%	5%	-%	4%	4%	4%	1%
FedEx	76	25	20	31	63	12	-	72	4	70	6
	4%	5%	5%	3%	4%	4%	-%	4%	3%	4%	8%
UK Mail	74	29	15	30	62	13	-	67	7	74	*
	4%	6%	4%	3%	4%	4%	-%	4%	5%	4%	*%
Amazon Logistics	32	6	13	13	30	3	-	31	1	32	-
	2%	1%	3%	1%	2%	1%	-%	2%	1%	2%	-%
TNT Express	17	6	10	1	10	7	-	16	*	17	-
	1%	1%	2%	*%	1%	2%	-%	1%	*%	1%	-%
		c	c	c							

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
DX	15 1%	5 1%	5 1%	5 *%	11 1%	4 1%	- -%	14 1%	1 1%	15 1%	- -%
Pitney Bowes	9 *%	1 *%	* *%	8 1%	9 1%	- -%	- -%	9 *%	* *%	9 *%	- -%
Whistl (Previously known as TNT Post)	9 *%	1 *%	2 *%	7 1%	9 1%	* *%	- -%	9 *%	* *%	9 *%	- -%
Citipost	5 *%	1 *%	1 *%	3 *%	5 *%	- -%	- -%	5 *%	- -%	5 *%	- -%
MHI (Mail Handling International)	4 *%	2 *%	- -%	2 *%	4 *%	- -%	- -%	4 *%	- -%	4 *%	- -%
Secured Mail / City Link Post	3 *%	2 *%	* *%	* *%	3 *%	- -%	- -%	3 *%	- -%	3 *%	- -%
Other answers	21 1%	11 2%	7 2%	3 *%	19 1%	2 1%	- -%	21 1%	* *%	21 1%	- -%
NET: RM Only	1355 68%	302 60%	242 58%	810 75% ab	1118 67%	237 71%	- -%	1245 67%	110 72%	1290 67%	65 85% a
NET: RM and Other	495 25%	139 28%	139 33%	217 20%	419 25%	76 23%	- -%	464 25%	31 20%	493 26%	2 2%
NET: Provider other than RM	150 8%	59 12%	39 9%	52 5%	130 8%	20 6%	- -%	139 8%	11 7%	140 7%	10 13%
NET: RM/Parcelforce	1865 93%	452 90%	385 92%	1028 95% ab	1549 93%	316 95%	- -%	1721 93%	144 95%	1798 93%	67 87%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Royal Mail	1850 92%	1183 94%	267 91%	377 90%
		c		
Parcelforce	202 10%	85 7%	40 13%	77 18%
			a	a
Evri (formerly known as Hermes)	173 9%	72 6%	23 8%	76 18%
				ab
DHL	153 8%	60 5%	43 15%	50 12%
			a	a
DPD/DPD Local	135 7%	52 4%	25 9%	54 13%
			a	a
UPS	88 4%	21 2%	12 4%	52 12%
				ab
Yodel	81 4%	38 3%	15 5%	28 7%
				a
FedEx	76 4%	18 1%	21 7%	36 9%
			a	a
UK Mail	74 4%	30 2%	29 10%	14 3%
			ac	
Amazon Logistics	32 2%	13 1%	7 2%	11 3%
TNT Express	17 1%	6 *%	4 1%	6 2%

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
DX	15 1%	7 1%	5 2%	3 1%
Pitney Bowes	9 *%	5 *%	4 1%	* *%
Whistl (Previously known as TNT Post)	9 *%	6 *%	1 *%	2 1%
Citipost	5 *%	1 *%	4 1%	* *%
MHI (Mail Handling International)	4 *%	* *%	3 1% a	1 *%
Secured Mail / City Link Post	3 *%	1 *%	1 *%	* *%
Other answers	21 1%	12 1%	5 2%	4 1%
NET: RM Only	1355 68%	966 77%	155 53%	214 51%
NET: RM and Other	495 25%	217 17%	112 38% a	163 39% a
NET: Provider other than RM	150 8%	72 6%	28 9%	42 10% a
NET: RM/Parcelforce	1865 93%	1189 95%	272 93%	380 91%
		c		

Columns Tested: a,b,c

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Pitney Bowes	9	9	*	*	-	*	-	-	-	9	*	*
	*%	1%	*%	1%	-%	*%	-%	-%	-%	*%	1%	*%
Whistl (Previously known as TNT Post)	9	8	*	*	-	*	*	1	-	8	1	1
	*%	*%	*%	*%	-%	*%	1%	34%	-%	*%	1%	2%
Citipost	5	4	*	-	-	*	*	-	-	5	*	*
	*%	*%	*%	-%	-%	*%	9%	-%	-%	*%	1%	1%
MHI (Mail Handling International)	4	3	-	-	1	-	-	-	-	3	1	1
	*%	*%	-%	-%	11%	-%	-%	-%	-%	*%	1%	2%
												i
Secured Mail / City Link Post	3	1	*	1	-	*	*	-	*	1	1	*
	*%	*%	*%	3%	-%	*%	4%	-%	1%	*%	2%	1%
				ai							ai	
Other answers	21	17	4	*	*	-	-	-	-	21	*	*
	1%	1%	2%	*%	*%	-%	-%	-%	-%	1%	*%	*%
NET: RM Only	1355	1244	88	12	4	6	*	*	*	1332	23	10
	68%	71%	47%	33%	50%	34%	6%	1%	14%	69%	32%	31%
		bcjk								bcjk		
NET: RM and Other	495	385	75	17	3	10	2	1	*	460	35	17
	25%	22%	40%	46%	45%	53%	47%	63%	86%	24%	49%	51%
			ai	ai							ai	ai
NET: Provider other than RM	150	113	23	8	*	3	2	1	-	136	14	6
	8%	6%	12%	21%	6%	14%	46%	36%	-%	7%	19%	18%
			ai	ai							ai	
NET: RM/Parcelforce	1865	1643	165	30	7	16	3	1	*	1808	57	28
	93%	94%	88%	79%	94%	86%	55%	64%	100%	94%	81%	82%
		bcjk								bcj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
DX	15 1%	6 1%	5 1%	4 2%	14 1%	13 1%	14 1%	15 1%	10 1%	5 1%	2 *	10 1%	1 1%	1 1%	1 1%	1 3%	- -%
Pitney Bowes	9 *%	4 *%	5 1%	* *%	9 1%	9 1%	9 1%	9 1%	9 1%	7 1%	* *%	6 1%	- -%	3 4%	- -%	- -%	* *%
Whistl (Previously known as TNT Post)	9 *%	4 *%	4 1%	1 *%	9 1%	9 1%	9 1%	9 1%	8 1%	4 1%	- -%	7 1%	- -%	* *%	- -%	2 7%	* *%
Citipost	5 *%	1 *%	4 1%	1 *%	5 *%	5 *%	5 *%	5 *%	5 1%	5 1%	- -%	1 *%	- -%	4 4%	- -%	- -%	1 3%
MHI (Mail Handling International)	4 *%	3 *%	- -%	1 *%	2 *%	2 *%	2 *%	4 *%	4 1%	4 1%	- -%	1 *%	- -%	- -%	- -%	1 2%	- -%
Secured Mail / City Link Post	3 *%	1 *%	1 *%	1 *%	3 *%	3 *%	3 *%	3 *%	3 *%	2 *%	- -%	1 *%	- -%	- -%	* *%	1 4%	* *%
Other answers	21 1%	15 1%	2 *%	4 2%	17 1%	11 1%	17 1%	20 2%	2 *%	1 *%	2 *%	7 1%	4 8%	2 2%	- -%	2 7%	- -%
NET: RM Only	1355 68%	903 80%	341 55%	111 43%	1102 68%	785 62%	1170 68%	696 54%	338 50%	270 54%	417 85%	652 65%	21 44%	36 45%	22 57%	16 45%	6 35%
NET: RM and Other	495 25%	166 15%	219 35%	110 43%	433 27%	410 32%	454 26%	462 36%	289 42%	186 37%	59 12%	306 31%	16 34%	33 42%	16 40%	17 47%	7 39%
NET: Provider other than RM	150 8%	55 5%	57 9%	37 14%	81 5%	72 6%	89 5%	122 10%	54 8%	44 9%	17 3%	43 4%	10 22%	11 13%	1 3%	3 8%	4 26%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
NET: RM/Parcelforce	1865	1074	570	222	1548	1206	1637	1171	637	466	475	972	37	70	38	32	13
	93%	95%	92%	86%	96%	95%	96%	92%	94%	93%	97%	97%	78%	87%	97%	93%	74%
		bc	c		d	d	d				cdg	cdg			g		

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Royal Mail	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
	92%	97%	86%	81%	93%	95%	99%	65%	96%	90%	89%	90%	84%	98%	93%
Parcelforce	202	153	13	6	1	5	5	*	129	29	6	2	2	3	*
	10%	11%	15%	9%	2%	28%	35%	3%	13%	22%	11%	4%	8%	26%	4%
						d	d			d					
Evri (formerly known as Hermes)	173	117	9	7	3	4	*	2	104	18	7	6	1	2	2
	9%	8%	10%	10%	8%	23%	1%	19%	11%	13%	14%	12%	7%	16%	24%
DHL	153	92	12	7	1	5	5	7	63	41	7	3	2	5	3
	8%	7%	14%	10%	2%	29%	34%	67%	6%	31%	14%	7%	10%	39%	27%
						ad	ad			ad					
DPD/DPD Local	135	76	10	5	3	3	1	*	61	15	3	6	4	1	*
	7%	6%	11%	8%	8%	17%	4%	*%	6%	11%	6%	11%	20%	4%	5%
UPS	88	56	5	*	1	6	4	2	36	20	4	8	1	*	2
	4%	4%	5%	1%	1%	33%	31%	20%	4%	15%	9%	16%	5%	3%	21%
						abcd	abcd			a		a			
Yodel	81	56	3	6	*	2	4	2	46	16	6	2	1	1	2
	4%	4%	3%	9%	*%	14%	31%	22%	5%	12%	11%	3%	6%	9%	24%
						abd				a					
FedEx	76	42	13	5	2	4	*	*	41	15	*	9	1	2	-
	4%	3%	15%	7%	5%	25%	*%	3%	4%	12%	1%	18%	7%	13%	-%
			a			a				a		ac			
UK Mail	74	40	8	12	1	4	4	3	28	18	12	6	5	2	2
	4%	3%	8%	18%	4%	24%	31%	30%	3%	14%	23%	12%	25%	19%	23%
			a	a		a	a			a	a	a	a		
Amazon Logistics	32	19	2	1	*	2	-	*	10	6	1	4	1	*	*
	2%	1%	2%	1%	1%	11%	-%	*%	1%	4%	1%	7%	4%	2%	4%
						a				a		a			
TNT Express	17	9	2	*	*	1	*	*	12	1	-	*	1	2	*
	1%	1%	2%	*%	*%	4%	1%	1%	1%	1%	-%	*%	4%	13%	1%
DX	15	13	*	-	*	1	-	-	9	1	1	2	*	*	-
	1%	1%	*%	-%	1%	6%	-%	-%	1%	1%	1%	4%	2%	*%	-%

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Pitney Bowes	9	9	*	-	-	-	-	*	5	1	-	3	-	-	*
	%	1%	%	-%	-%	-%	-%	%	1%	1%	-%	7%	-%	-%	%
												a			
Whistl (Previously known as TNT Post)	9	7	2	*	-	1	*	*	6	1	-	-	1	2	*
	%	%	2%	%	-%	5%	%	%	1%	1%	-%	-%	4%	13%	%
Citipost	5	4	1	1	-	-	-	*	-	1	-	3	-	-	1
	%	%	1%	1%	-%	-%	-%	1%	-%	1%	-%	7%	-%	-%	6%
												a			
MHI (Mail Handling International)	4	1	-	-	*	1	-	-	-	1	-	1	-	*	-
	%	%	-%	-%	%	5%	-%	-%	-%	1%	-%	2%	-%	%	-%
						a						a			
Secured Mail / City Link Post	3	1	-	*	*	1	-	*	*	1	*	1	*	*	*
	%	%	-%	%	1%	6%	-%	%	%	1%	%	2%	1%	%	%
						a						a			
Other answers	21	11	*	6	-	-	*	-	7	2	*	-	-	2	-
	1%	1%	%	8%	-%	-%	1%	-%	1%	1%	1%	-%	-%	18%	-%
				ab											
NET: RM Only	1355	978	50	30	26	8	8	2	668	55	24	20	11	2	6
	68%	71%	55%	44%	75%	44%	57%	17%	67%	42%	47%	40%	51%	16%	61%
		bce			c				bcd						
NET: RM and Other	495	353	29	25	6	9	6	5	281	63	22	24	7	10	3
	25%	26%	32%	37%	18%	51%	42%	48%	28%	48%	42%	50%	33%	82%	32%
						ad				a		a			
NET: Provider other than RM	150	48	12	13	3	1	*	4	44	14	6	5	3	*	1
	8%	3%	14%	19%	7%	5%	1%	35%	4%	10%	11%	10%	16%	2%	7%
			a	a						a					
NET: RM/Parcelforce	1865	1339	84	55	33	17	14	7	960	118	46	44	18	12	9
	93%	97%	93%	81%	93%	95%	99%	65%	97%	90%	89%	90%	85%	98%	93%
		c							be						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1850	905	106	50	37	27	14	19	840	311	312	106	46
	92%	93%	83%	80%	87%	84%	94%	87%	96%	95%	94%	94%	86%
Parcelforce	202	143	22	13	9	7	3	*	73	37	56	9	13
	10%	15%	17%	20%	21%	21%	20%	2%	8%	11%	17%	8%	25%
											a		abd
Evri (formerly known as Hermes)	173	111	20	11	6	13	*	*	58	27	46	8	11
	9%	11%	15%	17%	13%	40%	*%	1%	7%	8%	14%	7%	20%
						abg					a		ab
DHL	153	83	14	17	14	8	1	4	48	32	34	7	14
	8%	8%	11%	27%	32%	25%	8%	20%	6%	10%	10%	6%	26%
				ab	ab	a					a		abcd
DPD/DPD Local	135	84	19	6	5	6	*	*	36	24	21	13	6
	7%	9%	15%	10%	12%	18%	2%	2%	4%	7%	6%	11%	12%
												a	
UPS	88	38	15	11	10	4	1	7	21	15	17	10	13
	4%	4%	12%	17%	23%	14%	6%	31%	2%	5%	5%	9%	24%
			a	a	a			a				a	abcd
Yodel	81	44	6	9	4	10	1	*	21	19	23	4	7
	4%	5%	5%	14%	10%	32%	8%	1%	2%	6%	7%	4%	14%
				a		abg				a	a		a
FedEx	76	45	17	6	2	1	1	-	16	16	20	14	6
	4%	5%	14%	10%	6%	4%	4%	-%	2%	5%	6%	13%	11%
			a							a	a	ab	a
UK Mail	74	26	6	12	11	10	4	3	18	12	28	7	7
	4%	3%	4%	19%	26%	32%	26%	13%	2%	4%	8%	6%	14%
				ab	ab	ab		a			a	a	ab
Amazon Logistics	32	13	*	4	1	2	1	2	5	3	6	4	5
	2%	1%	*%	6%	3%	7%	4%	11%	1%	1%	2%	3%	9%
				a				ab					abc
TNT Express	17	12	1	2	*	1	*	*	4	1	7	2	1
	1%	1%	1%	4%	*%	3%	*%	*%	*%	*%	2%	2%	2%

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
DX	15 1%	10 1%	* *%	2 3%	2 6%	* 1%	- -%	1 2%	7 1%	2 1%	5 1%	* *%	* 1%
Pitney Bowes	9 *%	8 1%	- -%	1 1%	- -%	* 1%	- -%	- -%	3 *%	1 *%	5 1%	- -%	* 1%
Whistl (Previously known as TNT Post)	9 *%	6 1%	- -%	2 4%	* *%	1 3%	- -%	- -%	4 *%	1 *%	2 1%	2 1%	1 1%
Citipost	5 *%	4 *%	* *%	1 1%	- -%	* *%	- -%	- -%	- -%	1 *%	3 1%	* *%	* *%
MHI (Mail Handling International)	4 *%	- -%	- -%	1 1%	1 2%	2 6%	- -%	- -%	- -%	1 *%	1 *%	- -%	* *%
Secured Mail / City Link Post	3 *%	* *%	* *%	2 3%	- -%	* 1%	* *%	- -%	* *%	1 *%	1 *%	- -%	1 1%
Other answers	21 1%	10 1%	7 6%	* *%	- -%	- -%	- -%	2 10%	15 2%	1 *%	2 *%	* *%	- -%
NET: RM Only	1355 68%	590 60%	50 39%	24 39%	13 30%	3 11%	6 44%	9 41%	667 76%	223 68%	187 56%	70 62%	18 34%
NET: RM and Other	495 25%	314 32%	56 44%	26 41%	24 57%	23 73%	7 50%	10 46%	173 20%	88 27%	125 37%	37 32%	28 52%
NET: Provider other than RM	150 8%	73 7%	22 17%	13 20%	5 13%	5 16%	1 6%	3 13%	33 4%	17 5%	22 6%	7 6%	7 14%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
NET: RM/Parcelforce	1865	916	108	50	37	27	14	19	844	314	317	106	46
	93%	94%	85%	80%	88%	84%	94%	87%	97%	96%	95%	94%	86%
		bc							e	e			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Royal Mail	1850	900	285	233	78	28	640	225	202	80	37
	92%	96%	95%	94%	95%	92%	95%	95%	95%	95%	84%
Parcelforce	202	95	23	46	7	9	78	39	33	6	12
	10%	10%	8%	19%	9%	29%	12%	16%	16%	7%	26%
				ab		abd					ad
Evri (formerly known as Hermes)	173	77	23	29	6	6	62	20	37	9	9
	9%	8%	8%	12%	7%	19%	9%	8%	18%	11%	20%
									ab		
DHL	153	64	16	31	5	8	52	35	16	6	13
	8%	7%	5%	13%	6%	26%	8%	15%	8%	7%	30%
				ab		abd		a			acd
DPD/DPD Local	135	47	16	18	10	3	38	19	16	8	5
	7%	5%	5%	7%	12%	10%	6%	8%	8%	10%	12%
					a						
UPS	88	31	15	17	4	7	24	15	12	9	12
	4%	3%	5%	7%	5%	22%	4%	6%	6%	11%	27%
						abcd				a	abc
Yodel	81	39	11	13	4	6	26	14	20	5	6
	4%	4%	4%	5%	5%	19%	4%	6%	9%	6%	14%
						abc			a		a
FedEx	76	29	8	19	6	5	25	18	8	12	5
	4%	3%	3%	8%	8%	17%	4%	8%	4%	14%	11%
				ab		ab				ac	
UK Mail	74	27	14	16	5	7	24	14	21	7	6
	4%	3%	5%	6%	6%	24%	4%	6%	10%	9%	14%
						abcd			a		a
Amazon Logistics	32	8	3	10	-	1	3	5	5	4	4
	2%	1%	1%	4%	-%	4%	*%	2%	2%	5%	9%
				a						a	a
TNT Express	17	3	1	5	2	1	4	2	6	3	*
	1%	*%	*%	2%	3%	3%	1%	1%	3%	4%	1%
				a	a				a		

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
DX	15 1%	9 1%	1 *%	4 2%	* *%	* *%	5 1%	2 1%	5 2%	* *%	* 1%
Pitney Bowes	9 *%	4 *%	* *%	5 2%	- -%	* *%	6 1%	1 1%	2 1%	- -%	* 1%
Whistl (Previously known as TNT Post)	9 *%	4 *%	* *%	2 1%	2 2%	1 3%	4 1%	1 *%	2 1%	2 3%	* *%
Citipost	5 *%	1 *%	- -%	3 1%	* *%	* *%	3 *%	1 1%	1 *%	* *%	* *%
MHI (Mail Handling International)	4 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	- -%	* *%
Secured Mail / City Link Post	3 *%	1 *%	- -%	1 *%	- -%	1 2%	* *%	1 *%	1 *%	- -%	1 1%
Other answers	21 1%	15 2%	1 *%	2 1%	* *%	- -%	10 1%	1 *%	* *%	* *%	- -%
NET: RM Only	1355 68%	681 72%	208 70%	141 57%	54 66%	13 41%	457 68%	143 60%	114 54%	50 60%	12 28%
NET: RM and Other	495 25%	219 23%	76 25%	93 37%	24 29%	15 50%	183 27%	82 35%	87 41%	29 35%	25 57%
NET: Provider other than RM	150 8%	42 4%	15 5%	15 6%	4 5%	2 8%	34 5%	13 5%	12 5%	4 5%	7 16%
NET: RM/Parcelforce	1865 93%	904 96%	288 96%	238 96%	79 95%	28 92%	647 96%	226 95%	204 96%	80 95%	37 84%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Royal Mail	1850 92%	614 93%	187 91%	188 86%	103 84%	46 92%	652 90%	53 79%	440 93%	1737 100%	113 43%	1505 100%	30 27%
Parcelforce	202 10%	86 13%	36 18%	45 21%	18 15%	10 20%	139 19%	6 10%	51 11%	152 9%	50 19%	160 11%	23 21%
Evri (formerly known as Hermes)	173 9%	45 7%	39 19%	45 20%	19 15%	10 20%	126 17%	4 7%	30 6%	112 6%	61 23%	125 8%	17 15%
DHL	153 8%	56 8%	23 11%	26 12%	26 21%	9 17%	98 14%	10 15%	33 7%	87 5%	66 25%	84 6%	45 41%
DPD/DPD Local	135 7%	40 6%	23 11%	33 15%	16 13%	7 14%	97 13%	5 7%	16 3%	72 4%	63 24%	82 5%	15 14%
UPS	88 4%	16 2%	17 8%	20 9%	23 19%	9 19%	67 9%	7 11%	11 2%	54 3%	35 13%	54 4%	20 18%
Yodel	81 4%	20 3%	20 10%	16 8%	14 12%	4 9%	51 7%	6 10%	18 4%	60 3%	21 8%	61 4%	13 11%
FedEx	76 4%	24 4%	16 8%	10 5%	17 14%	6 12%	59 8%	2 3%	12 3%	47 3%	28 11%	56 4%	11 10%
UK Mail	74 4%	16 2%	11 5%	19 9%	22 18%	1 1%	47 6%	7 11%	18 4%	50 3%	24 9%	46 3%	27 25%
				a	abce					a		a	a

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Amazon Logistics	32 2%	6 1%	4 2%	4 2%	3 2%	5 10%	16 2%	2 3%	5 1%	18 1%	14 5%	18 1%	5 4%
						ac					a		a
TNT Express	17 1%	5 1%	2 1%	5 2%	4 3%	1 2%	15 2%	1 1%	1 *%	7 *%	10 4%	10 1%	2 2%
											a		
DX	15 1%	5 1%	2 1%	6 3%	2 2%	- -%	7 1%	4 5%	4 1%	10 1%	6 2%	12 1%	2 2%
Pitney Bowes	9 *%	3 *%	3 1%	4 2%	- -%	* *%	5 1%	1 2%	3 1%	9 1%	* *%	9 1%	* *%
Whistl (Previously known as TNT Post)	9 *%	4 1%	* *%	3 1%	2 2%	* *%	5 1%	1 1%	3 1%	7 *%	2 1%	8 1%	2 2%
Citipost	5 *%	1 *%	3 1%	1 *%	* *%	* *%	3 *%	2 2%	- -%	4 *%	1 *%	4 *%	1 1%
MHI (Mail Handling International)	4 *%	- -%	1 *%	3 1%	* *%	- -%	3 *%	1 1%	- -%	3 *%	1 *%	2 *%	* *%
Secured Mail / City Link Post	3 *%	* *%	- -%	2 1%	* *%	* *%	2 *%	1 2%	- -%	2 *%	1 *%	2 *%	1 1%
Other answers	21 1%	14 2%	* *%	2 1%	1 1%	2 4%	17 2%	2 2%	2 *%	- -%	21 8%	9 1%	9 8%
											a		a
NET: RM Only	1355 68%	432 65%	107 52%	84 38%	46 38%	15 31%	315 43%	33 49%	335 71%	1355 78%	- -%	1102 73%	- -%
		bcde	ce						ab	b		b	

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
NET: RM and Other	495	182	80	105	57	30	337	20	104	382	113	403	30
	25%	27%	39%	48%	46%	61%	46%	30%	22%	22%	43%	27%	27%
			a	a	a	ab	bc				a		
NET: Provider other than RM	150	48	18	30	20	4	74	14	31	-	150	-	81
	8%	7%	9%	14%	16%	8%	10%	21%	7%	-%	57%	-%	73%
			a	a	a		ac				a		a
NET: RM/Parcelforce	1865	621	192	189	103	46	659	54	444	1737	128	1505	43
	93%	94%	94%	87%	84%	92%	91%	82%	94%	100%	49%	100%	39%
		cd	d						b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1850	1126	68	896	262	1507	28	1117	78	896	261
	92%	100%	49%	100%	68%	100%	26%	100%	52%	100%	68%
		b		b		b		b		b	
Parcelforce	202	139	32	87	109	163	20	138	33	89	107
	10%	12%	23%	10%	28%	11%	18%	12%	22%	10%	28%
		a		a		a		a		a	
Evri (formerly known as Hermes)	173	113	27	58	102	126	17	110	30	55	105
	9%	10%	19%	6%	27%	8%	15%	10%	20%	6%	27%
		a		a		a		a		a	
DHL	153	66	58	40	101	82	47	70	54	35	106
	8%	6%	41%	4%	26%	5%	43%	6%	36%	4%	28%
		a		a		a		a		a	
DPD/DPD Local	135	72	18	29	92	83	14	70	20	27	94
	7%	6%	13%	3%	24%	6%	13%	6%	13%	3%	25%
		a		a		a		a		a	
UPS	88	45	28	34	51	54	20	46	27	36	50
	4%	4%	20%	4%	13%	4%	19%	4%	18%	4%	13%
		a		a		a		a		a	
Yodel	81	55	18	20	55	61	13	52	22	27	49
	4%	5%	13%	2%	14%	4%	12%	5%	15%	3%	13%
		a		a		a		a		a	
FedEx	76	43	25	20	53	56	11	45	23	19	54
	4%	4%	18%	2%	14%	4%	10%	4%	16%	2%	14%
		a		a		a		a		a	
UK Mail	74	31	42	33	38	45	28	30	43	33	38
	4%	3%	30%	4%	10%	3%	26%	3%	28%	4%	10%
		a		a		a		a		a	
Amazon Logistics	32	12	9	8	15	17	6	13	9	12	12
	2%	1%	6%	1%	4%	1%	6%	1%	6%	1%	3%
		a		a		a		a		a	

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
TNT Express	17 1%	11 1%	5 3%	4 *% a	13 3%	12 1%	* *% a	11 1%	4 3%	4 1%	12 3% a
DX	15 1%	9 1%	4 3%	7 1%	8 2%	13 1%	2 2%	9 1%	4 3%	7 1%	8 2%
Pitney Bowes	9 *% a	8 1%	2 1%	5 1%	4 1%	9 1%	* *% a	8 1%	2 1%	8 1%	2 *% a
Whistl (Previously known as TNT Post)	9 *% a	6 1%	3 2%	4 *% a	5 1%	9 1%	* *% a	6 1%	3 2%	5 1%	4 1% a
Citipost	5 *% a	3 *% a	2 2%	3 *% a	2 *% a	4 *% a	1 1%	3 *% a	2 1%	3 *% a	1 *% a
MHI (Mail Handling International)	4 *% a	- -% a	2 1%	2 *% a	2 *% a	1 *% a	1 1%	- -% a	2 1%	3 *% a	1 *% a
Secured Mail / City Link Post	3 *% a	2 *% a	1 1%	* *% a	2 1%	2 *% a	1 1%	1 *% a	1 1%	1 *% a	2 1% a
Other answers	21 1%	8 1%	3 2%	- -% a	20 5% a	7 *% a	10 9% a	7 1%	4 3%	- -% a	20 5% a
NET: RM Only	1355 68%	785 70%	- -% b	696 78%	- -% b	1102 73%	- -% b	785 70%	- -% b	696 78%	- -% b
NET: RM and Other	495 25%	342 30%	68 49% a	200 22%	262 68% a	405 27%	28 26% a	332 30%	78 52% a	200 22%	261 68% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
NET: Provider other than RM	150	-	72	-	122	-	81	-	72	-	122
	8%	-%	51%	-%	32%	-%	74%	-%	48%	-%	32%
			a		a		a		a		a
NET: RM/Parcelforce	1865	1126	80	896	275	1507	42	1117	89	896	275
	93%	100%	57%	100%	72%	100%	38%	100%	60%	100%	72%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
DX	15 1%	7 1%	10 1%	* *%	- -%	7 1%	9 1%	2 1%	- -%	12 1%	9 1%	1 1%	- -%
Pitney Bowes	9 *%	7 1%	9 1%	3 1%	- -%	7 1%	9 1%	4 2%	- -%	9 1%	9 1%	4 2%	- -%
Whistl (Previously known as TNT Post)	9 *%	6 1%	8 1%	2 1%	- -%	6 1%	8 1%	2 1%	- -%	8 1%	8 1%	5 2%	- -%
Citipost	5 *%	5 1%	4 *%	3 2%	- -%	5 1%	4 *%	4 2%	- -%	4 *%	4 1%	2 1%	- -%
MHI (Mail Handling International)	4 *%	2 *%	2 *%	1 *%	- -%	2 *%	2 *%	2 1%	- -%	4 *%	2 *%	4 2%	- -%
Secured Mail / City Link Post	3 *%	3 *%	3 *%	1 *%	- -%	3 *%	3 *%	1 1%	- -%	3 *%	1 *%	1 1%	- -%
Other answers	21 1%	4 1%	17 1%	6 3%	- -%	2 *%	8 1%	* *%	- -%	13 1%	8 1%	1 1%	2 41%
NET: RM Only	1355 68%	386 54%	911 71%	95 46%	* 5%	331 50%	586 65%	87 50%	2 43%	401 45%	411 61%	75 38%	- -%
NET: RM and Other	495 25%	290 40%	331 26%	99 47%	1 48%	280 43%	272 30%	73 43%	2 57%	386 44%	221 33%	104 52%	4 100%
NET: Provider other than RM	150 8%	44 6%	50 4%	15 7%	1 47%	44 7%	40 4%	12 7%	- -%	99 11%	47 7%	20 10%	- -%
NET: RM/Parcelforce	1865 93%	684 95%	1250 97%	194 93%	2 53%	615 94%	867 97%	160 93%	4 100%	800 90%	632 93%	180 90%	4 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parcelforce	202	163	144	127	130	112	6	82	95	91	30	18	37	35
	10%	11%	14%	15%	11%	12%	40%	14%	22%	21%	25%	20%	8%	9%
							ab		a	a	a			
Evri (formerly known as Hermes)	173	123	116	86	75	103	1	64	57	51	17	15	23	33
	9%	8%	11%	10%	6%	11%	8%	11%	13%	12%	15%	16%	5%	8%
						a								
DHL	153	84	83	53	75	63	1	33	28	40	22	14	22	21
	8%	6%	8%	6%	6%	7%	8%	6%	6%	9%	19%	16%	5%	5%
											abc	ab		
DPD/DPD Local	135	85	71	54	74	57	4	41	39	42	21	10	24	14
	7%	6%	7%	6%	6%	6%	32%	7%	9%	10%	18%	11%	5%	4%
							ab				ab			
UPS	88	60	59	52	50	45	3	39	39	35	22	11	13	16
	4%	4%	6%	6%	4%	5%	20%	7%	9%	8%	19%	12%	3%	4%
							ab				abc			
Yodel	81	59	66	35	42	57	1	32	23	27	3	3	15	26
	4%	4%	6%	4%	4%	6%	9%	5%	5%	6%	3%	4%	3%	6%
FedEx	76	57	50	41	46	43	3	31	28	31	22	11	14	6
	4%	4%	5%	5%	4%	4%	21%	5%	6%	7%	19%	12%	3%	1%
							ab				abc			
UK Mail	74	48	48	35	40	52	4	27	16	23	13	7	13	18
	4%	3%	5%	4%	3%	5%	26%	5%	4%	5%	11%	8%	3%	4%
							ab				b			
Amazon Logistics	32	20	12	12	16	18	2	8	6	12	5	2	*	3
	2%	1%	1%	1%	1%	2%	11%	1%	1%	3%	4%	2%	1%	1%
							ab						*	3
													%	1%
TNT Express	17	11	14	8	9	11	1	5	7	6	4	4	3	3
	1%	1%	1%	1%	1%	1%	6%	1%	2%	1%	3%	4%	1%	1%
							a							

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
DX	15 1%	12 1%	10 1%	8 1%	7 1%	11 1%	1 4%	8 1%	5 1%	5 1%	1 *%	* *%	5 1%	5 1%
Pitney Bowes	9 *%	8 1%	9 1%	8 1%	4 *%	9 1%	* 3%	8 1%	2 1%	6 1%	3 3%	* *%	* *%	3 1%
Whistl (Previously known as TNT Post)	9 *%	8 1%	9 1%	8 1%	2 *%	8 1%	1 6%	6 1%	5 1%	5 1%	2 2%	1 1%	* *%	3 1%
Citipost	5 *%	4 *%	4 *%	3 *%	4 *%	4 *%	* *%	3 *%	* *%	3 1%	3 2%	- -%	* *%	- -%
MHI (Mail Handling International)	4 *%	1 *%	2 *%	3 *%	2 *%	2 *%	1 6%	1 *%	2 *%	3 1%	1 1%	1 1%	- -%	- -%
Secured Mail / City Link Post	3 *%	2 *%	3 *%	2 *%	2 *%	3 *%	* *%	2 *%	2 *%	1 *%	* *%	* *%	1 *%	1 *%
Other answers	21 1%	9 1%	7 1%	- -%	7 1%	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	5 1%
NET: RM Only	1355 68%	1054 72%	701 66%	580 67%	840 73%	664 69%	4 25%	396 67%	261 60%	238 55%	49 42%	46 52%	346 78%	293 73%
NET: RM and Other	495 25%	405 28%	360 34%	283 33%	317 27%	305 31%	10 75%	192 33%	175 40%	193 45%	69 58%	44 48%	96 22%	106 27%
NET: Provider other than RM	150 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM/Parcelforce	1865 93%	1459 100%	1062 100%	863 100%	1157 100%	969 100%	14 100%	588 100%	436 100%	430 100%	117 100%	90 100%	442 100%	399 100%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Royal Mail	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
	92%	100%	100%	100%	100%	94%	93%	93%	91%	92%	91%	94%	92%	-%	100%	100%
Parcelforce	202	24	11	12	4	174	119	185	156	131	129	177	37	*	149	25
	10%	16%	17%	18%	9%	10%	11%	10%	13%	11%	16%	11%	16%	35%	10%	20%
											b				a	a
Evri (formerly known as Hermes)	173	23	7	16	5	137	102	144	134	98	97	141	22	-	121	11
	9%	15%	10%	24%	12%	8%	9%	8%	11%	8%	12%	8%	10%	-%	8%	9%
									a		b					
DHL	153	11	13	12	2	122	88	139	100	97	98	110	34	*	86	11
	8%	7%	19%	19%	4%	7%	8%	8%	8%	8%	12%	7%	15%	65%	6%	9%
											b		b			
DPD/DPD Local	135	16	4	4	5	107	90	117	112	92	71	115	23	-	81	12
	7%	11%	5%	6%	13%	6%	8%	7%	9%	8%	9%	7%	10%	-%	6%	9%
									a							
UPS	88	17	7	6	2	71	56	79	67	52	69	62	23	-	45	7
	4%	11%	10%	9%	5%	4%	5%	4%	6%	4%	9%	4%	10%	-%	3%	6%
											b		b			
Yodel	81	10	2	10	12	58	49	66	52	41	44	62	10	-	63	8
	4%	6%	3%	14%	29%	3%	4%	4%	4%	4%	6%	4%	4%	-%	4%	6%
					ab											
FedEx	76	12	4	6	2	69	52	74	56	60	56	65	27	-	50	2
	4%	8%	6%	9%	5%	4%	5%	4%	5%	5%	7%	4%	12%	-%	3%	2%
											b		b			
UK Mail	74	18	14	2	11	47	33	53	42	42	50	35	10	-	51	3
	4%	12%	21%	3%	27%	3%	3%	3%	3%	4%	6%	2%	4%	-%	3%	2%
			c		c						b					
Amazon Logistics	32	5	5	2	3	25	20	28	20	21	20	22	6	-	17	2
	2%	3%	7%	3%	9%	1%	2%	2%	2%	2%	3%	1%	2%	-%	1%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
TNT Express	17	2	1	4	2	14	14	16	16	13	9	14	7	-	9	4
	1%	1%	1%	6%	4%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	3%
													b			
DX	15	5	1	1	*	11	9	11	9	13	10	13	4	-	11	1
	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	1%
Pitney Bowes	9	-	*	1	*	8	6	9	8	6	6	6	3	-	8	1
	*%	-%	*%	1%	1%	*%	*%	*%	1%	1%	1%	*%	1%	-%	1%	1%
Whistl (Previously known as TNT Post)	9	2	1	1	-	7	8	8	8	8	5	8	4	-	8	1
	*%	1%	1%	1%	-%	*%	1%	*%	1%	1%	1%	1%	2%	-%	1%	1%
Citipost	5	-	-	1	1	4	1	4	4	2	4	1	1	-	4	1
	*%	-%	-%	1%	2%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	1%
MHI (Mail Handling International)	4	1	-	3	-	2	1	3	1	4	1	3	1	-	1	1
	*%	1%	-%	4%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%
Secured Mail / City Link Post	3	1	*	1	-	2	1	2	1	2	1	2	1	-	1	1
	*%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	1%
Other answers	21	-	-	2	-	21	15	21	14	16	6	20	1	-	6	2
	1%	-%	-%	3%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	2%
NET: RM Only	1355	86	33	25	16	1188	756	1221	758	774	425	1149	116	-	1069	77
	68%	56%	47%	38%	41%	70%	67%	69%	62%	67%	54%	69%	51%	-%	73%	62%
						d		d				ac				
NET: RM and Other	495	68	36	41	24	409	298	438	355	289	290	411	92	-	399	48
	25%	44%	53%	62%	59%	24%	26%	25%	29%	25%	37%	25%	41%	-%	27%	38%
									ac		b		b			
NET: Provider other than RM	150	-	-	-	-	108	82	122	106	96	71	107	18	*	-	-
	8%	-%	-%	-%	-%	6%	7%	7%	9%	8%	9%	6%	8%	100%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
NET: RM/Parcelforce	1865	153	69	66	40	1609	1060	1671	1124	1075	725	1574	209	*	1468	125
	93%	100%	100%	100%	100%	94%	93%	94%	92%	93%	92%	94%	92%	35%	100%	100%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Royal Mail	1850 92%	691 100%	1159 100%	393 75%	35 88%	192 79%	303 76%	171 87%	1234 93%	376 95%	221 83%	274 90%	1281 96%
Parcelforce	202 10%	113 16%	74 6%	158 30%	9 22%	72 30%	130 32%	34 17%	117 9%	51 13%	40 15%	71 23%	87 6%
Evri (formerly known as Hermes)	173 9%	80 12%	67 6%	134 26%	18 46%	69 28%	105 26%	41 21%	97 7%	36 9%	57 22%	41 14%	73 5%
DHL	153 8%	62 9%	46 4%	119 23%	8 20%	73 30%	80 20%	22 11%	97 7%	34 9%	36 14%	57 19%	59 4%
DPD/DPD Local	135 7%	52 8%	48 4%	111 21%	4 11%	46 19%	89 22%	23 12%	77 6%	28 7%	37 14%	30 10%	58 4%
UPS	88 4%	51 7%	18 2%	64 12%	2 4%	44 18%	44 11%	22 11%	42 3%	24 6%	31 12%	26 8%	31 2%
Yodel	81 4%	55 8%	22 2%	63 12%	3 7%	38 16%	43 11%	9 5%	43 3%	29 7%	21 8%	27 9%	28 2%
FedEx	76 4%	37 5%	22 2%	62 12%	4 9%	39 16%	36 9%	13 7%	40 3%	22 6%	25 9%	35 11%	15 1%
UK Mail	74 4%	58 8%	5 *	63 12%	1 2%	53 22%	21 5%	25 13%	37 3%	13 3%	18 7%	30 10%	23 2%
Amazon Logistics	32 2%	12 2%	12 1%	22 4%	1 2%	12 5%	20 5%	9 5%	15 1%	3 1%	9 3%	9 3%	12 1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
TNT Express	17 1%	8 1%	6 1%	10 2%	1 2%	7 3%	10 2%	2 1%	10 1%	5 1%	11 4%	3 1%	3 *
DX	15 1%	7 1%	6 *	12 2%	3 7%	7 3%	8 2%	2 1%	11 1%	3 1%	1 1%	5 2%	8 1%
Pitney Bowes	9 *	9 1%	* *	8 2%	1 2%	4 2%	6 1%	2 1%	5 *	3 1%	1 *	3 1%	3 *
Whistl (Previously known as TNT Post)	9 *	8 1%	2 *	8 2%	1 2%	3 1%	6 2%	1 *	8 1%	* *	* *	3 1%	3 *
Citipost	5 *	4 1%	* *	4 1%	1 2%	2 1%	3 1%	1 *	* *	4 1%	* *	2 1%	3 *
MHI (Mail Handling International)	4 *	4 1%	- -	3 1%	1 2%	4 1%	- -	4 2%	* *	- -	2 1%	2 1%	- -
Secured Mail / City Link Post	3 *	3 *	* *	2 *	1 2%	2 1%	* *	1 1%	2 *	- -	* *	2 1%	1 *
Other answers	21 1%	7 1%	2 *	14 3%	5 13%	2 1%	19 5%	2 1%	16 1%	3 1%	7 3%	1 *	13 1%
NET: RM Only	1355 68%	405 59%	950 82%	- -	- -	- -	- -	78 40%	947 71%	263 66%	97 36%	137 45%	1059 79%
NET: RM and Other	495 25%	286 41%	209 18%	393 75%	35 88%	192 79%	303 76%	94 48%	287 22%	113 28%	124 47%	137 45%	222 17%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
NET: Provider other than RM	150	-	-	130	5	52	98	25	92	21	45	31	60
	8%	-%	-%	25%	12%	21%	24%	13%	7%	5%	17%	10%	4%
								bc			c	c	
NET: RM/Parcelforce	1865	691	1159	408	35	198	312	176	1243	378	227	280	1284
	93%	100%	100%	78%	88%	81%	78%	90%	94%	95%	85%	92%	96%
													a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Royal Mail	1850	847	1003
	92%	91%	94%
Parcelforce	202	70	131
	10%	8%	12%
			a
Evri (formerly known as Hermes)	173	61	112
	9%	7%	11%
			a
DHL	153	74	79
	8%	8%	7%
DPD/DPD Local	135	69	66
	7%	7%	6%
UPS	88	50	38
	4%	5%	4%
Yodel	81	38	44
	4%	4%	4%
FedEx	76	38	37
	4%	4%	3%
UK Mail	74	44	30
	4%	5%	3%
Amazon Logistics	32	15	17
	2%	2%	2%
TNT Express	17	9	8
	1%	1%	1%
DX	15	10	5
	1%	1%	*%
Pitney Bowes	9	4	5
	*%	*%	*%

Columns Tested: a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Whistl (Previously known as TNT Post)	9 *%	2 *%	7 1%
Citipost	5 *%	5 1%	* *%
MHI (Mail Handling International)	4 *%	1 *%	3 *%
Secured Mail / City Link Post	3 *%	2 *%	1 *%
Other answers	21 1%	10 1%	11 1%
NET: RM Only	1355 68%	631 68%	724 68%
NET: RM and Other	495 25%	216 23%	279 26%
NET: Provider other than RM	150 8%	83 9%	67 6%
NET: RM/Parcelforce	1865 93%	852 92%	1013 95%
			a

Columns Tested:: a,b

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Royal Mail	1850	-	63	337	327	30	166	50	195	217	60	300	106
	92%	-%	93%	94%	92%	86%	91%	93%	96%	89%	90%	97%	86%
				l					il			il	
Parcelforce	202	-	11	30	11	3	30	9	23	16	4	52	13
	10%	-%	16%	8%	3%	9%	16%	16%	11%	7%	7%	17%	11%
			d	d			cdi	d	d			cdij	d
Evri (formerly known as Hermes)	173	-	*	26	14	2	7	10	25	19	8	48	13
	9%	-%	*%	7%	4%	5%	4%	19%	12%	8%	12%	16%	11%
								bcd	bdf		bd	bcd	bd
DHL	153	-	8	27	15	5	21	1	10	16	8	30	11
	8%	-%	12%	8%	4%	14%	12%	2%	5%	7%	12%	10%	9%
							d				d	d	
DPD/DPD Local	135	-	7	20	22	5	10	7	17	15	3	23	6
	7%	-%	10%	6%	6%	14%	5%	12%	8%	6%	5%	8%	5%
UPS	88	-	1	18	9	3	9	*	6	20	4	11	7
	4%	-%	1%	5%	3%	9%	5%	1%	3%	8%	6%	4%	5%
										dh			
Yodel	81	-	2	14	7	2	11	*	11	11	*	22	*
	4%	-%	4%	4%	2%	5%	6%	1%	5%	4%	1%	7%	*%
							l					djl	
FedEx	76	-	1	13	6	*	15	*	6	10	1	17	6
	4%	-%	1%	4%	2%	1%	8%	1%	3%	4%	2%	5%	5%
							d					d	
UK Mail	74	-	2	16	1	3	7	*	9	20	*	13	3
	4%	-%	3%	4%	*%	10%	4%	*%	5%	8%	1%	4%	2%
				d		dgj	d		d	dgj		d	
Amazon Logistics	32	-	-	2	6	*	5	1	2	9	*	7	1
	2%	-%	-%	1%	2%	*%	3%	1%	1%	4%	1%	2%	1%
TNT Express	17	-	-	3	1	*	4	*	2	1	*	5	2
	1%	-%	-%	1%	*%	*%	2%	*%	1%	*%	1%	2%	2%
DX	15	-	*	1	1	*	5	-	2	2	-	5	*
	1%	-%	*%	*%	*%	*%	3%	-%	1%	1%	-%	1%	*%
							c						

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Pitney Bowes	9	-	-	3	*	-	-	*	3	*	-	4	-
	*%	-%	-%	1%	*%	-%	-%	*%	1%	*%	-%	1%	-%
Whistl (Previously known as TNT Post)	9	-	*	3	*	-	-	*	4	-	*	2	*
	*%	-%	*%	1%	*%	-%	-%	*%	2%	-%	*%	1%	*%
Citipost	5	-	-	*	-	-	*	*	1	-	*	4	-
	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	*%	1%	-%
MHI (Mail Handling International)	4	-	-	-	-	-	-	2	*	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	3%	*%	*%	-%	*%	-%
								cd					
Secured Mail / City Link Post	3	-	-	-	1	-	-	*	*	-	-	1	-
	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Other answers	21	-	-	3	8	-	5	1	*	3	-	2	*
	1%	-%	-%	1%	2%	-%	2%	2%	*%	1%	-%	*%	*%
NET: RM Only	1355	-	46	248	286	20	112	30	149	151	45	188	80
	68%	-%	67%	69%	80%	59%	62%	57%	73%	62%	68%	61%	65%
				cefgijkl					k				
NET: RM and Other	495	-	18	89	41	10	54	19	47	66	14	112	26
	25%	-%	26%	25%	11%	28%	30%	36%	23%	27%	21%	36%	21%
			d	d			d	d	d	d		cdhjl	d
NET: Provider other than RM	150	-	5	23	29	5	16	4	9	26	7	11	17
	8%	-%	7%	6%	8%	14%	9%	7%	4%	11%	10%	3%	14%
										hk			chk
NET: RM/Parcelforce	1865	-	63	340	327	30	169	50	197	218	61	302	108
	93%	-%	93%	94%	92%	86%	93%	93%	97%	90%	91%	97%	88%
									il			deil	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1850	461	462	462	465	923	927
	92%	92%	92%	92%	93%	92%	93%
Parcelforce	202	41	43	48	70	84	118
	10%	8%	9%	10%	14%	8%	12%
				ab			
Evri (formerly known as Hermes)	173	26	23	55	70	49	124
	9%	5%	5%	11%	14%	5%	12%
				ab	ab		a
DHL	153	35	42	27	49	77	76
	8%	7%	8%	5%	10%	8%	8%
DPD/DPD Local	135	32	31	39	33	63	72
	7%	6%	6%	8%	7%	6%	7%
UPS	88	19	21	26	21	40	48
	4%	4%	4%	5%	4%	4%	5%
Yodel	81	17	21	21	22	37	44
	4%	3%	4%	4%	4%	4%	4%
FedEx	76	15	19	17	24	35	41
	4%	3%	4%	3%	5%	3%	4%
UK Mail	74	18	11	29	16	29	46
	4%	4%	2%	6%	3%	3%	5%
				b			
Amazon Logistics	32	3	10	11	8	13	19
	2%	1%	2%	2%	2%	1%	2%
TNT Express	17	3	5	2	7	8	9
	1%	1%	1%	*%	1%	1%	1%
DX	15	1	6	4	5	6	9
	1%	*%	1%	1%	1%	1%	1%
Pitney Bowes	9	3	*	3	4	3	7
	*%	1%	*%	1%	1%	*%	1%
Whistl (Previously known as TNT Post)	9	3	*	4	2	3	6
	*%	1%	*%	1%	*%	*%	1%

Table 77 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Citipost	5 *%	* *%	* *%	1 *%	4 1%	1 *%	4 *%
MHI (Mail Handling International)	4 *%	- -%	- -%	3 1%	1 *%	- -%	4 *%
Secured Mail / City Link Post	3 *%	- -%	1 *%	* *%	1 *%	1 *%	1 *%
Other answers	21 1%	8 2%	7 1%	5 1%	2 *%	15 1%	6 1%
NET: RM Only	1355 68%	353 71%	359 72%	330 66%	313 63%	712 71%	643 64%
NET: RM and Other	495 25%	108 22%	103 21%	131 26%	152 30% ab	211 21%	284 28% a
NET: Provider other than RM	150 8%	39 8%	38 8%	38 8%	35 7%	77 8%	73 7%
NET: RM/Parcelforce	1865 93%	464 93%	465 93%	465 93%	471 94%	929 93%	936 94%

Columns Tested: a,b,c,d - a,b

Table 78

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
None	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	563	917	1420	51	5	3	60
	74%	93%	66%	74%	67%	61%	57%	66%
		b		bcde				
2 mentions	304	38	265	285	15	2	1	18
	15%	6%	19%	15%	20%	21%	25%	20%
			a				a	a
3 mentions	114	1	113	108	6	1	*	7
	6%	*%	8%	6%	7%	9%	8%	8%
			a					
4 mentions	46	1	44	44	*	*	*	1
	2%	*%	3%	2%	1%	4%	7%	1%
			a				abe	
5 mentions	31	2	29	29	1	*	*	2
	2%	*%	2%	2%	2%	5%	*%	2%
			a			d		
6 mentions	18	-	18	16	2	-	*	2
	1%	-%	1%	1%	3%	-%	1%	2%
			a		a			
7 mentions	2	-	2	1	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
8 mentions	4	-	4	4	-	*	-	*
	*%	-%	*%	*%	-%	*%	-%	*%
9 or more mentions	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
							a	

Columns Tested: a,b - a,b,c,d,e

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	910	395	114	38	19	3	1420	51	8
	74%	75%	72%	81%	73%	57%	57%	74%	67%	60%
		efi	efi	befhi	efi			efhi		
2 mentions	304	172	98	15	9	8	1	285	15	3
	15%	14%	18%	11%	18%	24%	25%	15%	20%	22%
						acg	acg		c	acg
3 mentions	114	72	30	5	3	4	*	108	6	1
	6%	6%	6%	4%	5%	12%	8%	6%	7%	9%
						abcg				
4 mentions	46	32	9	3	*	1	*	44	*	1
	2%	3%	2%	2%	*%	2%	7%	2%	1%	5%
							abcdegh			dh
5 mentions	31	18	10	1	1	1	*	29	1	*
	2%	1%	2%	1%	2%	2%	*%	2%	2%	3%
6 mentions	18	12	4	-	1	1	*	16	2	*
	1%	1%	1%	-%	2%	3%	1%	1%	3%	*%
						g			g	
7 mentions	2	1	-	-	*	-	-	1	*	-
	*%	*%	-%	-%	1%	-%	-%	*%	*%	-%
8 mentions	4	3	1	*	-	*	-	4	-	*
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%
9 or more mentions	2	-	-	2	-	-	*	2	-	*
	*%	-%	-%	1%	-%	-%	1%	*%	-%	*%
				ag			ag			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	1145	275	51	5	3	775	177	37	27	34
	74%	73%	78%	67%	61%	57%	70%	67%	68%	59%	73%
		de	cde								
2 mentions	304	240	45	15	2	1	197	41	8	8	10
	15%	15%	13%	20%	21%	25%	18%	15%	15%	18%	21%
				b		ab					
3 mentions	114	92	16	6	1	*	73	26	5	6	1
	6%	6%	4%	7%	9%	8%	7%	10%	9%	13%	2%
										e	
4 mentions	46	37	7	*	*	*	29	7	2	2	1
	2%	2%	2%	1%	4%	7%	3%	3%	4%	5%	3%
						abc					
5 mentions	31	25	5	1	*	*	23	3	2	1	*
	2%	2%	1%	2%	5%	*%	2%	1%	4%	2%	1%
					e						
6 mentions	18	15	1	2	-	*	11	5	-	1	*
	1%	1%	*%	3%	-%	1%	1%	2%	-%	3%	*%
				b							
7 mentions	2	1	-	*	-	-	2	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%
8 mentions	4	3	1	-	*	-	1	4	-	-	*
	*%	*%	*%	-%	*%	-%	*%	1%	-%	-%	*%
								a			
9 or more mentions	2	-	2	-	-	*	2	-	-	-	*
	*%	-%	*%	-%	-%	1%	*%	-%	-%	-%	*%
						a					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	127	112	253	75	110	203	187	105	110
	74%	76%	75%	70%	77%	71%	75%	75%	65%	75%
2 mentions	304	21	22	64	10	27	35	37	33	26
	15%	12%	15%	18%	11%	18%	13%	15%	20%	18%
3 mentions	114	7	11	26	5	9	17	9	12	8
	6%	4%	7%	7%	6%	6%	6%	4%	7%	5%
4 mentions	46	7	3	7	3	4	1	10	5	3
	2%	4%	2%	2%	3%	2%	*%	4%	3%	2%
								f		
5 mentions	31	6	*	1	4	2	7	4	5	1
	2%	3%	*%	*%	4%	1%	3%	2%	3%	1%
		c			c				c	
6 mentions	18	1	-	9	-	*	5	1	2	*
	1%	*%	-%	2%	-%	*%	2%	1%	1%	*%
7 mentions	2	-	1	*	-	-	-	-	-	-
	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
8 mentions	4	-	-	-	-	1	2	-	-	-
	*%	-%	-%	-%	-%	1%	1%	-%	-%	-%
9 or more mentions	2	-	-	-	-	1	1	*	-	-
	*%	-%	-%	-%	-%	1%	*%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
None	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
1 mention	1479 74%	296 74%	344 72%	643 73%	1283 73%	196 82%	97 81%	66 83%	33 83%
						abcd	bd	abcd	abcd
2 mentions	304 15%	64 16%	76 16%	136 15%	276 16%	28 12%	15 12%	9 11%	4 10%
					e				
3 mentions	114 6%	23 6%	30 6%	53 6%	105 6%	9 4%	4 3%	3 4%	2 4%
4 mentions	46 2%	9 2%	15 3%	18 2%	42 2%	4 2%	3 2%	1 1%	1 1%
5 mentions	31 2%	7 2%	11 2%	12 1%	30 2%	1 1%	* *%	1 1%	1 1%
			ef						
6 mentions	18 1%	* *%	3 1%	15 2%	18 1%	* *%	* *%	- -%	- -%
				e	e				
7 mentions	2 *%	- -%	1 *%	* *%	2 *%	- -%	- -%	- -%	- -%
8 mentions	4 *%	1 *%	- -%	2 *%	3 *%	1 1%	1 1%	* *%	- -%
9 or more mentions	2 *%	1 *%	- -%	1 *%	2 *%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	87	75	28	103	158	272	59	56	736
	74%	86%	58%	72%	61%	69%	65%	82%	96%	78%
		bdef						bdf	bcdefi	bdf
2 mentions	304	5	37	3	40	42	89	10	2	114
	15%	5%	28%	7%	23%	18%	21%	14%	3%	12%
			ahi		ahi	ah	ahi			
3 mentions	114	3	12	7	19	18	18	2	1	53
	6%	3%	9%	19%	11%	8%	4%	3%	1%	6%
				afghi	f					
4 mentions	46	5	*	1	1	4	19	*	*	16
	2%	5%	*%	2%	1%	2%	5%	*%	*%	2%
							i			
5 mentions	31	-	4	*	4	2	11	-	*	14
	2%	-%	3%	*%	2%	1%	3%	-%	*%	2%
6 mentions	18	1	2	-	2	4	9	-	-	3
	1%	1%	1%	-%	1%	2%	2%	-%	-%	*%
						i	i			
7 mentions	2	-	-	-	-	-	1	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
8 mentions	4	-	-	-	-	-	1	-	-	3
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
9 or more mentions	2	-	1	-	1	*	-	-	-	1
	*%	-%	1%	-%	*%	*%	-%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	349	272	859	1226	253	-	1363	117	1405	74
	74%	70%	65%	80%	74%	76%	-%	74%	77%	73%	97%
				ab							a
2 mentions	304	87	89	128	273	31	-	280	24	303	1
	15%	17%	21%	12%	16%	9%	-%	15%	16%	16%	1%
		c	c		b					b	
3 mentions	114	41	18	56	92	22	-	105	9	113	1
	6%	8%	4%	5%	6%	7%	-%	6%	6%	6%	2%
4 mentions	46	10	19	16	40	6	-	45	1	46	-
	2%	2%	5%	2%	2%	2%	-%	2%	1%	2%	-%
			c								
5 mentions	31	6	11	14	19	12	-	31	-	31	-
	2%	1%	3%	1%	1%	4%	-%	2%	-%	2%	-%
						a					
6 mentions	18	7	9	3	12	6	-	18	*	18	-
	1%	1%	2%	*%	1%	2%	-%	1%	*%	1%	-%
			c								
7 mentions	2	-	1	*	*	1	-	1	*	2	-
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%
8 mentions	4	-	1	3	4	1	-	4	*	4	-
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%
9 or more mentions	2	1	-	1	2	-	-	2	-	2	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
None	- -%	- -%	- -%	- -%
1 mention	1479 74%	1030 82% bc	176 60%	245 58%
2 mentions	304 15%	145 12%	59 20% a	97 23% a
3 mentions	114 6%	50 4%	39 13% ac	25 6%
4 mentions	46 2%	19 2%	12 4%	14 3%
5 mentions	31 2%	7 1%	7 2% a	18 4% a
6 mentions	18 1%	2 *%	- -%	17 4% ab
7 mentions	2 *%	- -%	* *%	1 *%
8 mentions	4 *%	3 *%	* *%	2 *%
9 or more mentions	2 *%	* *%	1 *%	1 *%

Columns Tested: a,b,c

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
None	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	1339	104	20	4	9	2	1	*	1443	36	16
	74%	77%	56%	53%	55%	47%	51%	37%	14%	75%	51%	48%
		bcjk								bcjk		
2 mentions	304	249	44	6	*	4	*	*	*	293	11	4
	15%	14%	24%	17%	2%	20%	1%	3%	79%	15%	15%	13%
		ai										
3 mentions	114	80	20	5	1	6	2	1	*	100	15	10
	6%	5%	11%	12%	15%	32%	46%	26%	1%	5%	21%	30%
		ai									ai	abi
4 mentions	46	37	3	4	1	*	*	-	-	41	5	1
	2%	2%	2%	11%	11%	1%	1%	-%	-%	2%	7%	3%
				abi								
5 mentions	31	22	7	1	*	*	*	-	-	29	2	*
	2%	1%	4%	3%	4%	*%	*%	-%	-%	2%	2%	1%
			a									
6 mentions	18	8	8	1	1	-	-	-	*	16	2	1
	1%	*%	4%	4%	11%	-%	-%	-%	6%	1%	3%	3%
			ai									
7 mentions	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
8 mentions	4	4	-	-	-	*	-	-	-	4	*	*
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%
9 or more mentions	2	1	*	-	-	-	-	1	-	1	1	1
	*%	*%	*%	-%	-%	-%	-%	34%	-%	*%	1%	2%
												ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479 74%	955 85%	384 62%	140 55%	1163 72%	836 66%	1237 72%	794 62%	375 55%	297 59%	431 88%	683 68%	28 60%	43 54%	23 60%	18 52%	10 60%
		bc			bdef	e	bdef	e			bcdefg						
2 mentions	304 15%	123 11%	126 20%	55 21%	253 16%	237 19%	268 16%	271 21%	156 23%	97 19%	40 8%	182 18%	13 28%	15 19%	10 25%	4 11%	3 20%
			a	a				ac	ac				a	a	a	a	
3 mentions	114 6%	25 2%	55 9%	34 13%	103 6%	98 8%	107 6%	114 9%	85 13%	63 13%	13 3%	69 7%	5 10%	15 19%	3 7%	2 5%	1 4%
			a	a				c	abc	abc		a	a	ab			
4 mentions	46 2%	16 1%	22 4%	8 3%	41 3%	40 3%	44 3%	43 3%	32 5%	20 4%	7 1%	29 3%	* *%	6 7%	* 1%	1 3%	* 1%
			a											a			
5 mentions	31 2%	5 *%	17 3%	9 3%	30 2%	31 2%	31 2%	31 2%	15 2%	9 2%	1 *%	27 3%	1 1%	* *%	* *%	1 4%	1 4%
			a	a								a					
6 mentions	18 1%	- -%	8 1%	10 4%	18 1%	18 1%	18 1%	18 1%	13 2%	9 2%	1 *%	5 *%	- -%	- -%	3 8%	8 22%	2 11%
			a												ab	abcd	abd
7 mentions	2 *%	- -%	2 *%	- -%	2 *%	2 *%	2 *%	2 *%	* *%	* *%	- -%	1 *%	- -%	* *%	- -%	- -%	- -%
8 mentions	4 *%	- -%	4 1%	* *%	4 *%	4 *%	4 *%	4 *%	4 1%	4 1%	- -%	4 *%	* 1%	- -%	- -%	- -%	* *%
9 or more mentions	2 *%	1 *%	- -%	1 *%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	1 *%	- -%	- -%	- -%	1 2%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	1014	58	39	29	8	8	6	700	62	27	24	14	2	6
	74%	74%	64%	58%	82%	49%	57%	52%	71%	47%	52%	50%	67%	17%	67%
		e			e				bcd						
2 mentions	304	216	13	15	4	1	2	2	178	24	12	12	4	6	*
	15%	16%	14%	23%	11%	6%	11%	22%	18%	18%	24%	24%	21%	52%	5%
3 mentions	114	73	13	12	2	1	*	1	61	20	10	5	1	1	*
	6%	5%	14%	18%	6%	7%	1%	6%	6%	16%	19%	10%	5%	6%	1%
			a	a						a	a				
4 mentions	46	35	4	*	*	1	*	*	22	10	2	5	*	*	*
	2%	3%	4%	*%	1%	6%	*%	*%	2%	8%	4%	10%	*%	*%	1%
										a		a			
5 mentions	31	29	*	*	*	*	-	*	22	6	1	*	*	1	*
	2%	2%	*%	1%	*%	2%	-%	2%	2%	5%	1%	1%	1%	11%	5%
6 mentions	18	6	2	-	-	5	4	2	5	7	-	2	*	2	2
	1%	*%	2%	-%	-%	26%	31%	17%	*%	5%	-%	4%	2%	13%	20%
						abcd	abcd			a		a			
7 mentions	2	1	*	-	-	-	-	-	1	-	-	*	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%
8 mentions	4	3	1	-	-	-	-	*	4	*	-	-	-	-	*
	*%	*%	1%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	*%
9 or more mentions	2	1	-	-	-	1	-	-	-	1	-	-	1	-	-
	*%	*%	-%	-%	-%	5%	-%	-%	-%	1%	-%	-%	4%	-%	-%
						a							a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	649	69	35	15	8	7	12	695	237	200	76	22
	74%	66%	54%	55%	36%	24%	49%	54%	80%	72%	60%	67%	40%
		bde	e	e					cde	ce	e	e	
2 mentions	304	202	35	9	10	7	6	3	115	43	72	18	18
	15%	21%	27%	14%	23%	22%	40%	15%	13%	13%	22%	16%	33%
											ab		abd
3 mentions	114	72	8	6	9	11	1	7	33	26	35	8	3
	6%	7%	7%	9%	22%	35%	5%	29%	4%	8%	11%	7%	5%
					ab	abc		ab		a	a		
4 mentions	46	22	11	6	3	1	*	*	14	12	9	6	2
	2%	2%	8%	10%	8%	3%	*%	1%	2%	4%	3%	5%	4%
			a	a									
5 mentions	31	21	4	*	4	1	1	*	11	7	7	1	3
	2%	2%	3%	*%	9%	3%	5%	1%	1%	2%	2%	1%	6%
					a								a
6 mentions	18	6	-	7	1	3	*	-	5	*	5	4	4
	1%	1%	-%	11%	3%	11%	*%	-%	1%	*%	2%	3%	8%
				ab		ab						ab	abc
7 mentions	2	2	-	-	-	-	-	-	-	-	1	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%
8 mentions	4	4	1	-	-	*	-	-	-	1	3	-	*
	*%	*%	1%	-%	-%	*%	-%	-%	-%	*%	1%	-%	1%
											a		
9 or more mentions	2	-	-	1	-	1	-	-	-	1	*	-	1
	*%	-%	-%	1%	-%	2%	-%	-%	-%	*%	*%	-%	1%
				a		a							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479 74%	718 76%	221 74%	146 59%	58 71%	13 43%	481 71%	152 64%	123 58%	54 65%	15 34%
		ce	ce		e		ce	e	e	e	
2 mentions	304 15%	128 14%	52 17%	51 21%	13 16%	7 24%	111 16%	41 17%	53 25%	14 17%	16 36%
				a					a		ab
3 mentions	114 6%	47 5%	16 5%	27 11%	6 7%	2 8%	50 7%	25 11%	15 7%	4 5%	2 5%
				a							
4 mentions	46 2%	22 2%	9 3%	9 4%	* *%	* *%	15 2%	9 4%	8 4%	6 7%	2 5%
5 mentions	31 2%	18 2%	1 *%	6 2%	1 1%	2 8%	13 2%	7 3%	5 2%	1 2%	3 8%
						b					
6 mentions	18 1%	5 1%	* *%	5 2%	4 5%	4 14%	5 1%	* *%	5 2%	3 4%	4 10%
					ab	abc				a	ab
7 mentions	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	* 1%
8 mentions	4 *%	1 *%	- -%	4 1%	- -%	* *%	- -%	2 1%	2 1%	- -%	* 1%
				a							
9 or more mentions	2 *%	1 *%	* *%	- -%	- -%	1 2%	- -%	1 *%	* *%	1 1%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	473	121	109	59	17	371	44	363	1355	124	1102	61
	74%	72%	59%	50%	48%	35%	51%	67%	77%	78%	47%	73%	55%
		bcde	e					a	a	b		b	
2 mentions	304	121	34	63	27	20	189	14	67	227	77	232	22
	15%	18%	17%	29%	22%	41%	26%	21%	14%	13%	29%	15%	20%
				ab		ab	c				a		
3 mentions	114	44	22	25	17	4	85	3	26	80	34	91	12
	6%	7%	11%	11%	13%	8%	12%	5%	6%	5%	13%	6%	11%
							c				a		
4 mentions	46	12	12	9	6	4	34	3	6	34	12	34	6
	2%	2%	6%	4%	5%	8%	5%	4%	1%	2%	5%	2%	6%
			a			a	c						
5 mentions	31	7	9	6	5	2	27	*	4	22	9	28	2
	2%	1%	5%	3%	4%	5%	4%	1%	1%	1%	3%	2%	2%
			a				c						
6 mentions	18	3	4	2	8	2	13	*	4	11	8	12	6
	1%	*%	2%	1%	6%	3%	2%	1%	1%	1%	3%	1%	5%
					ac						a		a
7 mentions	2	-	-	2	-	-	2	-	-	2	-	1	*
	*%	-%	-%	1%	-%	-%	*%	-%	-%	*%	-%	*%	*%
8 mentions	4	*	2	2	-	*	4	*	-	4	*	4	1
	*%	*%	1%	1%	-%	1%	1%	*%	-%	*%	*%	*%	1%
9 or more mentions	2	-	-	1	1	-	1	1	-	2	-	2	-
	*%	-%	-%	*%	1%	-%	*%	1%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	785	51	696	98	1102	61	785	51	696	98
	74%	70%	36%	78%	26%	73%	56%	70%	34%	78%	26%
		b		b		b		b		b	
2 mentions	304	206	31	126	145	236	17	195	42	126	144
	15%	18%	22%	14%	38%	16%	16%	17%	28%	14%	38%
			a		a		a		a		a
3 mentions	114	65	33	37	77	87	15	64	34	33	81
	6%	6%	23%	4%	20%	6%	14%	6%	23%	4%	21%
			a		a		a		a		a
4 mentions	46	27	13	13	30	34	7	30	10	13	30
	2%	2%	9%	1%	8%	2%	6%	3%	6%	1%	8%
			a		a		a		a		a
5 mentions	31	27	4	11	20	28	2	27	4	16	15
	2%	2%	3%	1%	5%	2%	2%	2%	3%	2%	4%
			a		a		a		a		a
6 mentions	18	10	7	9	9	13	5	11	7	8	10
	1%	1%	5%	1%	2%	1%	5%	1%	5%	1%	3%
			a		a		a		a		a
7 mentions	2	1	*	1	*	2	-	1	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
			a		a		a		a		a
8 mentions	4	4	*	3	2	4	1	4	1	3	1
	*%	*%	*%	*%	*%	*%	1%	*%	1%	*%	*%
			a		a		a		a		a
9 or more mentions	2	1	1	-	2	2	-	1	1	-	2
	*%	*%	1%	-%	*%	*%	-%	*%	1%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	415	952	103	2	361	611	94	2	477	450	91	-
	74%	58%	74%	49%	52%	55%	68%	54%	43%	54%	66%	46%	-%
			ac				ac				ac		
2 mentions	304	160	191	58	1	145	167	31	2	212	129	43	4
	15%	22%	15%	28%	48%	22%	19%	18%	57%	24%	19%	22%	100%
		b		b									
3 mentions	114	79	76	24	-	75	60	23	-	105	47	32	-
	6%	11%	6%	11%	-%	12%	7%	14%	-%	12%	7%	16%	-%
		b		b		b		b		b		b	
4 mentions	46	25	28	5	-	33	23	11	-	36	24	15	-
	2%	4%	2%	3%	-%	5%	3%	6%	-%	4%	4%	7%	-%
5 mentions	31	17	27	7	-	20	22	7	-	29	14	8	-
	2%	2%	2%	3%	-%	3%	2%	4%	-%	3%	2%	4%	-%
6 mentions	18	16	13	8	-	13	10	4	-	18	10	7	-
	1%	2%	1%	4%	-%	2%	1%	2%	-%	2%	2%	3%	-%
				b									
7 mentions	2	2	*	1	-	2	*	*	-	2	*	1	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	1%	-%
8 mentions	4	4	4	2	-	4	4	-	-	4	3	-	-
	*%	1%	*%	1%	-%	1%	*%	-%	-%	1%	*%	-%	-%
9 or more mentions	2	2	1	1	-	2	1	2	-	2	1	2	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	1054	701	580	840	664	4	396	261	238	49	46	346	293			
	74%	72%	66%	67%	73%	69%	25%	67%	60%	55%	42%	52%	78%	73%			
		b			c	c		cde	d								
2 mentions	304	234	200	167	180	165	5	108	98	102	28	21	59	65			
	15%	16%	19%	19%	16%	17%	36%	18%	23%	24%	24%	24%	13%	16%			
							ab										
3 mentions	114	87	80	54	70	70	2	31	34	39	16	9	19	21			
	6%	6%	7%	6%	6%	7%	13%	5%	8%	9%	13%	11%	4%	5%			
											a						
4 mentions	46	31	28	23	32	28	1	21	13	23	9	4	4	4			
	2%	2%	3%	3%	3%	3%	9%	4%	3%	5%	7%	4%	1%	1%			
5 mentions	31	28	28	17	20	21	1	13	13	17	5	4	7	13			
	2%	2%	3%	2%	2%	2%	5%	2%	3%	4%	4%	5%	2%	3%			
6 mentions	18	18	18	15	11	15	1	14	11	10	8	4	6	3			
	1%	1%	2%	2%	1%	2%	6%	2%	3%	2%	7%	4%	1%	1%			
							a				a						
7 mentions	2	1	2	1	*	-	-	-	1	-	1	-	-	-			
	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%	-%			
											a						
8 mentions	4	4	4	3	1	4	*	3	3	1	1	-	*	1			
	*%	*%	*%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	*%			
9 or more mentions	2	1	2	1	2	2	1	1	1	1	1	1	-	-			
	*%	*%	*%	*%	*%	*%	5%	*%	*%	*%	1%	1%	-%	-%			
							ab										

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	86	33	25	16	1280	821	1321	845	855	477	1243	132	*	1069	77
	74%	56%	47%	38%	41%	75%	72%	74%	69%	74%	61%	75%	58%	100%	73%	62%
						d		d				ac				
2 mentions	304	35	13	23	10	253	184	274	219	164	165	263	51	-	233	35
	15%	23%	19%	35%	24%	15%	16%	15%	18%	14%	21%	16%	22%	-%	16%	28%
											b				a	
3 mentions	114	9	20	8	9	86	62	90	77	70	75	83	18	-	95	1
	6%	6%	29%	12%	23%	5%	5%	5%	6%	6%	10%	5%	8%	-%	6%	1%
			a		a						b					
4 mentions	46	11	2	6	3	36	29	41	27	24	25	29	9	-	30	2
	2%	7%	2%	9%	9%	2%	3%	2%	2%	2%	3%	2%	4%	-%	2%	2%
5 mentions	31	5	*	3	*	29	24	30	29	27	20	30	11	-	23	6
	2%	3%	*%	5%	1%	2%	2%	2%	2%	2%	3%	2%	5%	-%	2%	5%
													b		a	
6 mentions	18	7	-	-	-	15	10	18	16	13	16	13	5	-	12	2
	1%	4%	-%	-%	-%	1%	1%	1%	1%	1%	2%	1%	2%	-%	1%	1%
7 mentions	2	-	*	-	1	1	*	2	1	-	2	1	-	-	2	-
	*%	-%	*%	-%	4%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
8 mentions	4	1	-	-	-	4	4	4	4	4	4	4	1	-	4	-
	*%	1%	-%	-%	-%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%
9 or more mentions	2	-	1	1	-	1	1	1	1	2	1	1	1	-	1	1
	*%	-%	1%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	405	950	105	5	31	93	94	1026	282	131	156	1115
	74%	59%	82%	20%	12%	13%	23%	48%	77%	71%	49%	51%	83%
		a	a	a	a	a	a	a	a	a	a	a	ab
2 mentions	304	153	139	252	27	105	199	57	186	60	71	67	159
	15%	22%	12%	48%	68%	43%	49%	29%	14%	15%	27%	22%	12%
		b	b	b	b	b	b	bc	a	a	c	c	c
3 mentions	114	64	44	92	5	59	56	28	63	23	33	43	37
	6%	9%	4%	18%	13%	24%	14%	14%	5%	6%	12%	14%	3%
		b	b	b	b	b	b	bc	a	a	c	c	c
4 mentions	46	25	16	36	1	23	23	10	22	14	13	22	10
	2%	4%	1%	7%	3%	9%	6%	5%	2%	3%	5%	7%	1%
		b	b	b	b	b	b	b	a	a	c	c	c
5 mentions	31	24	5	22	1	11	20	5	16	10	13	6	9
	2%	3%	*%	4%	2%	5%	5%	3%	1%	2%	5%	2%	1%
		b	b	b	b	b	b	b	a	a	c	c	c
6 mentions	18	16	2	11	-	10	8	1	9	8	3	6	9
	1%	2%	*%	2%	-%	4%	2%	1%	1%	2%	1%	2%	1%
		b	b	b	b	b	b	b	a	a	c	c	c
7 mentions	2	*	1	*	-	*	1	*	1	-	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	-%
		b	b	b	b	b	b	b	a	a	c	c	c
8 mentions	4	4	1	4	-	3	1	*	3	2	1	3	1
	*%	1%	*%	1%	-%	1%	*%	*%	*%	*%	*%	1%	*%
		b	b	b	b	b	b	b	a	a	c	c	c
9 or more mentions	2	1	1	1	1	1	1	1	1	-	*	1	1
	*%	*%	*%	*%	2%	*%	*%	*%	*%	-%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
None	-	-	-
	-%	-%	-%
1 mention	1479	703	776
	74%	76%	73%
2 mentions	304	133	171
	15%	14%	16%
3 mentions	114	53	61
	6%	6%	6%
4 mentions	46	14	32
	2%	1%	3%
5 mentions	31	14	17
	2%	2%	2%
6 mentions	18	8	10
	1%	1%	1%
7 mentions	2	2	-
	*%	*%	-%
8 mentions	4	1	3
	*%	*%	*%
9 or more mentions	2	2	-
	*%	*%	-%

Columns Tested:: a,b

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	-	50	268	314	20	121	34	155	174	50	196	97
	74%	-%	74%	74%	88%	59%	66%	64%	76%	72%	75%	63%	79%
				k	bcefgijkl				k			k	k
2 mentions	304	-	11	57	28	12	31	14	24	44	11	55	17
	15%	-%	16%	16%	8%	36%	17%	26%	12%	18%	17%	18%	14%
				d		cdhl	d	dh		d	d	d	
3 mentions	114	-	4	23	6	*	18	3	9	13	3	31	5
	6%	-%	7%	6%	2%	1%	10%	6%	4%	5%	5%	10%	4%
				d			d				d	d	
4 mentions	46	-	2	2	5	1	5	2	12	5	1	11	*
	2%	-%	3%	1%	1%	4%	3%	3%	6%	2%	1%	4%	-%
									cdl			c	
5 mentions	31	-	*	7	*	*	6	*	1	1	1	10	4
	2%	-%	-%	2%	-%	1%	3%	1%	-%	-%	2%	3%	3%
				d			d					d	d
6 mentions	18	-	-	-	4	-	2	*	-	6	-	6	1
	1%	-%	-%	-%	1%	-%	1%	-%	-%	2%	-%	2%	-%
										c		c	
7 mentions	2	-	-	1	-	-	-	-	-	*	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
				-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
8 mentions	4	-	-	1	-	-	-	*	3	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
				-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
9 or more mentions	2	-	-	-	-	-	-	-	1	-	-	1	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
				-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 78 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
None	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
1 mention	1479	389	384	363	344	773	706
	74%	78%	77%	73%	69%	77%	71%
		d	d			b	
2 mentions	304	69	70	82	83	139	165
	15%	14%	14%	16%	17%	14%	16%
3 mentions	114	28	24	25	38	51	63
	6%	6%	5%	5%	8%	5%	6%
4 mentions	46	4	11	19	12	15	31
	2%	1%	2%	4%	2%	1%	3%
				a			
5 mentions	31	7	6	2	16	13	18
	2%	1%	1%	*%	3%	1%	2%
				c			
6 mentions	18	-	6	6	7	6	12
	1%	-%	1%	1%	1%	1%	1%
7 mentions	2	1	-	*	-	1	*
	*%	*%	-%	*%	-%	*%	*%
8 mentions	4	1	-	3	-	1	3
	*%	*%	-%	1%	-%	*%	*%
9 or more mentions	2	-	-	1	1	-	2
	*%	-%	-%	*%	*%	-%	*%

Columns Tested: a,b,c,d - a,b

Table 79

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Royal Mail	1737	514	1222	1665	61	7	4	72
	87%	85%	88%	87%	80%	76%	78%	80%
				bcd				
Evri (formerly known as Hermes)	53	7	46	52	1	*	*	1
	3%	1%	3%	3%	1%	*%	1%	1%
			a					
DPD/DPD Local	50	28	22	47	3	*	*	3
	2%	5%	2%	2%	3%	3%	2%	3%
		b						
DHL	42	14	28	38	3	1	*	4
	2%	2%	2%	2%	4%	9%	6%	4%
						a	a	
Parcelforce	37	5	32	34	2	*	*	3
	2%	1%	2%	2%	3%	4%	4%	3%
UK Mail	15	1	14	14	1	*	*	1
	1%	*%	1%	1%	1%	3%	3%	1%
							a	
FedEx	13	10	3	12	*	*	*	1
	1%	2%	*%	1%	1%	1%	2%	1%
		b						
UPS	12	7	6	10	2	-	*	2
	1%	1%	*%	1%	3%	-%	3%	3%
					a		a	a
Amazon Logistics	9	6	3	9	*	-	-	*
	*%	1%	*%	*%	*%	-%	-%	*%
Yodel	5	-	5	4	*	*	*	1
	*%	-%	*%	*%	1%	3%	1%	1%
						a		
TNT Express	3	2	1	2	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
					a			
DX	2	*	2	2	1	*	-	1
	*%	*%	*%	*%	1%	1%	-%	1%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Whistl (Previously known as TNT Post)	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	1%	*%	*%
						a		
Citipost	*	*	*	-	*	*	-	*
	*%	*%	*%	-%	1%	1%	-%	1%
					a	a		
Secured Mail / City Link Post	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Other answers	21	12	9	20	1	*	-	1
	1%	2%	1%	1%	1%	*%	-%	1%
NET: RM only	1737	514	1222	1665	61	7	4	72
	87%	85%	88%	87%	80%	76%	78%	80%
				bcd				
NET: Provider other than RM	263	91	172	245	15	2	1	18
	13%	15%	12%	13%	20%	24%	22%	20%
					a	a	a	a
NET: RM/Parcelforce	1773	519	1255	1699	63	7	4	75
	89%	86%	90%	89%	83%	80%	82%	83%
			a	bcd				

Columns Tested:: a,b - a,b,c,d,e

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Royal Mail	1737	1077	469	119	43	24	4	1665	61	11
	87%	88%	85%	85%	83%	75%	78%	87%	80%	77%
		efhi	ei					efhi		
Evri (formerly known as Hermes)	53	37	12	3	1	*	*	52	1	*
	3%	3%	2%	2%	1%	1%	1%	3%	1%	*%
DPD/DPD Local	50	30	14	3	2	1	*	47	3	*
	2%	2%	3%	2%	3%	4%	2%	2%	3%	2%
DHL	42	17	17	4	1	2	*	38	3	1
	2%	1%	3%	3%	2%	7%	6%	2%	4%	8%
						ag	ag			abg
Parcelforce	37	21	11	2	2	1	*	34	2	1
	2%	2%	2%	1%	3%	3%	4%	2%	3%	4%
UK Mail	15	3	7	4	-	1	*	14	1	*
	1%	*%	1%	3%	-%	3%	3%	1%	1%	3%
				ag		ag	adg			ag
FedEx	13	11	1	1	*	*	*	12	*	*
	1%	1%	*%	*%	*%	1%	2%	1%	1%	2%
UPS	12	5	3	2	1	1	*	10	2	*
	1%	*%	1%	2%	2%	3%	3%	1%	3%	1%
					ag	abg	abg		abg	
Amazon Logistics	9	5	4	-	*	-	-	9	*	-
	*%	*%	1%	-%	1%	-%	-%	*%	*%	-%
Yodel	5	3	-	1	*	*	*	4	*	*
	*%	*%	-%	1%	1%	1%	1%	*%	1%	2%
										abg
TNT Express	3	1	1	-	-	1	*	2	1	*
	*%	*%	*%	-%	-%	2%	*%	*%	1%	*%
						abg			g	
DX	2	-	2	-	1	*	-	2	1	*
	*%	-%	*%	-%	1%	*%	-%	*%	1%	*%
					ag					
Whistl (Previously known as TNT Post)	1	1	-	-	-	*	*	1	-	*
	*%	*%	-%	-%	-%	*%	*%	*%	-%	1%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Citipost	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	1%	*%	-%	-%	1%	*%
					ag				g	
Secured Mail / City Link Post	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Other answers	21	13	7	1	1	*	-	20	1	*
	1%	1%	1%	*%	1%	*%	-%	1%	1%	*%
NET: RM only	1737	1077	469	119	43	24	4	1665	61	11
	87%	88%	85%	85%	83%	75%	78%	87%	80%	77%
		efhi	ei					efhi		
NET: Provider other than RM	263	144	80	21	9	8	1	245	15	3
	13%	12%	15%	15%	17%	25%	22%	13%	20%	23%
						abg	ag		ag	abg
NET: RM/Parcelforce	1773	1098	480	121	45	25	4	1699	63	11
	89%	90%	88%	86%	86%	78%	82%	89%	83%	81%
		efhi	e					efhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Royal Mail	1737	1369	296	61	7	4	1001	214	42	37	41
	87%	88%	84%	80%	76%	78%	90%	81%	77%	82%	88%
		cde					bc				
Evri (formerly known as Hermes)	53	46	5	1	*	*	32	8	2	-	-
	3%	3%	2%	1%	*%	1%	3%	3%	5%	-%	-%
DPD/DPD Local	50	40	7	3	*	*	21	5	1	2	1
	2%	3%	2%	3%	3%	2%	2%	2%	2%	3%	2%
DHL	42	27	12	3	1	*	23	3	1	3	2
	2%	2%	3%	4%	9%	6%	2%	1%	3%	7%	3%
				ab	a						
Parcelforce	37	26	8	2	*	*	18	11	3	*	1
	2%	2%	2%	3%	4%	4%	2%	4%	5%	1%	1%
UK Mail	15	5	9	1	*	*	2	7	3	2	*
	1%	*%	3%	1%	3%	3%	*%	3%	6%	5%	*%
		a	a	a	a	a	a	a	a	a	
FedEx	13	11	2	*	*	*	1	5	-	-	*
	1%	1%	*%	1%	1%	2%	*%	2%	-%	-%	*%
							a				
UPS	12	7	3	2	-	*	3	2	*	*	1
	1%	*%	1%	3%	-%	3%	*%	1%	*%	*%	2%
				a		a					
Amazon Logistics	9	6	4	*	-	-	-	2	1	-	*
	*%	*%	1%	*%	-%	-%	-%	1%	1%	-%	1%
								a			
Yodel	5	3	1	*	*	*	3	1	*	-	*
	*%	*%	*%	1%	3%	1%	*%	*%	1%	-%	*%
				a							
TNT Express	3	1	1	1	-	*	-	2	-	-	*
	*%	*%	*%	1%	-%	*%	-%	1%	-%	-%	*%
				a							
DX	2	-	2	1	*	-	-	2	-	-	-
	*%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%
				a							

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Whistl (Previously known as TNT Post)	1	1	-	-	*	*	1	-	-	-	*
	%	%	-%	-%	1%	%	%	-%	-%	-%	%
Citipost	*	-	-	*	*	-	-	-	*	-	*
	%	-%	-%	1%	1%	-%	-%	-%	%	-%	1%
Secured Mail / City Link Post	*	-	*	-	-	-	-	-	-	-	-
	%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	21	17	3	1	*	-	6	1	*	1	*
	1%	1%	1%	1%	%	-%	1%	1%	1%	1%	%
NET: RM only	1737	1369	296	61	7	4	1001	214	42	37	41
	87%	88%	84%	80%	76%	78%	90%	81%	77%	82%	88%
		cde					bc				
NET: Provider other than RM	263	189	56	15	2	1	111	49	13	8	6
	13%	12%	16%	20%	24%	22%	10%	19%	23%	18%	12%
		a		a	a			a	a		
NET: RM/Parcelforce	1773	1395	303	63	7	4	1019	225	44	38	41
	89%	90%	86%	83%	80%	82%	92%	85%	82%	83%	89%
		cde					bc				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Royal Mail	1737	155	129	295	84	124	235	235	141	130
	87%	92%	86%	82%	86%	80%	87%	94%	86%	89%
		ce						ce		
Evri (formerly known as Hermes)	53	3	5	5	1	13	8	4	9	2
	3%	2%	3%	1%	1%	8%	3%	2%	6%	1%
						acgi				
DPD/DPD Local	50	-	2	14	4	5	7	2	4	6
	2%	-%	1%	4%	4%	4%	2%	1%	2%	4%
DHL	42	3	2	13	4	6	5	-	3	*
	2%	2%	2%	4%	4%	4%	2%	-%	2%	*%
						g				
Parcelforce	37	*	4	11	1	2	5	4	1	4
	2%	*%	3%	3%	1%	1%	2%	2%	1%	3%
UK Mail	15	3	2	3	2	1	1	*	-	2
	1%	2%	1%	1%	2%	1%	*%	*%	-%	1%
FedEx	13	-	3	-	2	*	3	2	2	-
	1%	-%	2%	-%	2%	*%	1%	1%	1%	-%
UPS	12	*	2	*	-	2	3	*	-	2
	1%	*%	1%	*%	-%	1%	1%	*%	-%	1%
Amazon Logistics	9	-	-	6	-	1	1	-	-	-
	*%	-%	-%	2%	-%	1%	*%	-%	-%	-%
Yodel	5	-	*	1	1	-	-	-	2	-
	*%	-%	*%	*%	1%	-%	-%	-%	1%	-%
TNT Express	3	-	1	-	-	-	-	-	1	1
	*%	-%	1%	-%	-%	-%	-%	-%	1%	1%
DX	2	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Secured Mail / City Link Post	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	21	3	-	10	-	1	3	-	-	-
	1%	2%	-%	3%	-%	1%	1%	-%	-%	-%
NET: RM only	1737	155	129	295	84	124	235	235	141	130
	87%	92%	86%	82%	86%	80%	87%	94%	86%	89%
		ce						ce		
NET: Provider other than RM	263	13	21	64	14	31	36	14	22	17
	13%	8%	14%	18%	14%	20%	13%	6%	14%	11%
				ag		ag				
NET: RM/Parcelforce	1773	155	133	307	85	126	240	239	142	135
	89%	93%	89%	85%	87%	81%	89%	96%	87%	92%
		e						cdefh		e

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1737	338	424	766	1528	209	103	70	36
	87%	84%	88%	87%	87%	87%	85%	88%	90%
Evri (formerly known as Hermes)	53	15	16	17	48	4	3	1	*
	3%	4%	3%	2%	3%	2%	2%	1%	1%
DPD/DPD Local	50	15	6	23	44	6	3	2	1
	2%	4%	1%	3%	2%	2%	2%	2%	3%
DHL	42	10	9	18	36	6	3	2	*
	2%	2%	2%	2%	2%	2%	3%	2%	1%
Parcelforce	37	8	6	20	34	3	2	*	*
	2%	2%	1%	2%	2%	1%	2%	*%	1%
UK Mail	15	4	5	4	14	1	1	-	*
	1%	1%	1%	*%	1%	*%	1%	-%	*%
FedEx	13	2	5	5	12	1	*	1	-
	1%	*%	1%	1%	1%	*%	*%	1%	-%
UPS	12	4	3	3	10	3	2	*	*
	1%	1%	1%	*%	1%	1%	2%	*%	*%
Amazon Logistics	9	1	-	7	8	2	1	1	*
	*%	*%	-%	1%	*%	1%	1%	1%	1%
Yodel	5	1	2	1	4	1	1	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%
TNT Express	3	1	2	-	3	*	*	-	-
	*%	*%	*%	-%	*%	*%	*%	-%	-%
DX	2	-	-	2	2	*	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	1	*
	*%	-%	-%	-%	-%	*%	-%	1%	*%
								d	
Citipost	*	-	-	*	*	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Secured Mail / City Link Post	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
Other answers	21	1	3	13	17	4	1	2	1
	1%	*%	1%	1%	1%	2%	1%	2%	3%
									a
NET: RM only	1737	338	424	766	1528	209	103	70	36
	87%	84%	88%	87%	87%	87%	85%	88%	90%
NET: Provider other than RM	263	62	56	114	232	31	17	10	4
	13%	16%	12%	13%	13%	13%	15%	12%	10%
NET: RM/Parcelforce	1773	346	430	786	1562	212	105	71	36
	89%	86%	90%	89%	89%	88%	87%	88%	91%

Columns Tested:: a,b,c,d,e,f,g,h

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Royal Mail	1737	92	82	31	113	185	348	64	54	873
	87%	90%	63%	79%	67%	81%	83%	88%	93%	93%
		bd				bd	bd	bd	bd	bcdef
Evri (formerly known as Hermes)	53	-	2	-	2	4	21	-	2	23
	3%	-%	2%	-%	1%	2%	5%	-%	4%	2%
DPD/DPD Local	50	5	9	3	13	8	8	1	2	12
	2%	5%	7%	9%	8%	4%	2%	2%	3%	1%
			fi	i	fi					
DHL	42	1	9	3	12	5	9	1	-	13
	2%	1%	7%	7%	7%	2%	2%	2%	-%	1%
			i		fi					
Parcelforce	37	*	12	-	12	12	9	3	-	1
	2%	*%	9%	-%	7%	5%	2%	4%	-%	*%
			fi		i	i	i	i		
UK Mail	15	3	*	1	1	4	6	-	*	1
	1%	3%	*%	2%	1%	2%	1%	-%	*%	*%
		i				i	i			
FedEx	13	-	6	-	6	3	*	2	*	2
	1%	-%	5%	-%	4%	2%	*%	3%	*%	*%
			fi		fi	i		fi		
UPS	12	-	1	1	2	1	2	*	-	6
	1%	-%	1%	3%	1%	*%	1%	1%	-%	1%
Amazon Logistics	9	-	-	-	-	-	5	*	-	4
	*%	-%	-%	-%	-%	-%	1%	1%	-%	*%
Yodel	5	-	-	*	*	-	2	-	-	2
	*%	-%	-%	*%	*%	-%	1%	-%	-%	*%
TNT Express	3	-	*	-	*	1	2	-	-	-
	*%	-%	*%	-%	*%	*%	1%	-%	-%	-%
DX	2	-	2	-	2	-	*	-	-	*
	*%	-%	2%	-%	1%	-%	*%	-%	-%	*%
			i		i					
Whistl (Previously known as TNT Post)	1	-	*	-	*	-	*	-	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail / City Link Post	*	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%
Other answers	21	1	7	-	7	4	7	*	-	1
	1%	1%	5%	-%	4%	2%	2%	*%	-%	*%
			i		i	i	i			
NET: RM only	1737	92	82	31	113	185	348	64	54	873
	87%	90%	63%	79%	67%	81%	83%	88%	93%	93%
		bd				bd	bd	bd	bd	bcdef
NET: Provider other than RM	263	10	49	8	57	44	72	8	4	67
	13%	10%	37%	21%	33%	19%	17%	12%	7%	7%
			aefghi	i	aefghi	i	i			
NET: RM/Parcelforce	1773	92	93	31	124	198	357	66	54	873
	89%	91%	72%	79%	73%	86%	85%	92%	93%	93%
		bd				bd	bd	bd	bd	bcdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Royal Mail	1737	390	348	999	1441	296	-	1604	133	1670	67
	87%	78%	83%	92%	86%	89%	-%	87%	88%	87%	87%
Evri (formerly known as Hermes)	53	6	21	26	47	5	-	49	3	52	*
	3%	1%	5%	2%	3%	2%	-%	3%	2%	3%	*%
DPD/DPD Local	50	26	8	16	45	5	-	47	3	47	3
	2%	5%	2%	1%	3%	2%	-%	3%	2%	2%	4%
DHL	42	18	9	15	38	4	-	39	3	42	-
	2%	4%	2%	1%	2%	1%	-%	2%	2%	2%	-%
Parcelforce	37	24	9	4	26	11	-	32	5	37	-
	2%	5%	2%	*%	2%	3%	-%	2%	3%	2%	-%
UK Mail	15	8	6	1	13	2	-	13	2	15	-
	1%	2%	1%	*%	1%	1%	-%	1%	1%	1%	-%
FedEx	13	9	*	3	10	3	-	13	*	7	6
	1%	2%	*%	*%	1%	1%	-%	1%	*%	*%	8%
UPS	12	3	2	7	11	2	-	11	1	11	1
	1%	1%	1%	1%	1%	*%	-%	1%	1%	1%	1%
Amazon Logistics	9	-	5	4	9	*	-	9	*	9	-
	*%	-%	1%	*%	1%	*%	-%	1%	*%	*%	-%
Yodel	5	*	2	2	5	-	-	4	1	5	-
	*%	*%	1%	*%	*%	-%	-%	*%	1%	*%	-%
TNT Express	3	1	2	-	2	1	-	3	-	3	-
	*%	*%	1%	-%	*%	*%	-%	*%	-%	*%	-%
DX	2	2	*	*	1	2	-	2	1	2	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Whistl (Previously known as TNT Post)	1	*	*	1	1	-	-	1	-	1	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Secured Mail / City Link Post	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Other answers	21	11	7	3	19	2	-	21	*	21	-
	1%	2%	2%	*%	1%	1%	-%	1%	*%	1%	-%
NET: RM only	1737	390	348	999	1441	296	-	1604	133	1670	67
	87%	78%	83%	92%	86%	89%	-%	87%	88%	87%	87%
NET: Provider other than RM	263	110	72	81	227	37	-	245	18	254	10
	13%	22%	17%	8%	14%	11%	-%	13%	12%	13%	13%
NET: RM/Parcelforce	1773	414	357	1002	1467	307	-	1635	138	1707	67
	89%	83%	85%	93%	88%	92%	-%	88%	91%	89%	87%
		c	c	ab							

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Royal Mail	1737	1146	242	326
	87%	91%	82%	78%
		bc		
Evri (formerly known as Hermes)	53	23	2	24
	3%	2%	1%	6%
				ab
DPD/DPD Local	50	19	10	18
	2%	2%	3%	4%
				a
DHL	42	21	12	9
	2%	2%	4%	2%
Parcelforce	37	13	6	18
	2%	1%	2%	4%
				a
UK Mail	15	3	9	3
	1%	*%	3%	1%
			a	
FedEx	13	3	*	10
	1%	*%	*%	2%
				a
UPS	12	5	3	3
	1%	*%	1%	1%
Amazon Logistics	9	5	1	3
	*%	*%	*%	1%
Yodel	5	1	3	1
	*%	*%	1%	*%
			a	
TNT Express	3	2	1	1
	*%	*%	*%	*%
DX	2	2	-	*
	*%	*%	-%	*%

Columns Tested: a,b,c

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Whistl (Previously known as TNT Post)	1 *%	1 *%	* *%	* *%
Citipost	* *%	- -%	* *%	- -%
Secured Mail / City Link Post	* *%	- -%	* *%	- -%
Other answers	21 1%	12 1%	5 2%	4 1%
NET: RM only	1737 87%	1146 91% bc	242 82%	326 78%
NET: Provider other than RM	263 13%	109 9%	53 18% a	93 22% a
NET: RM/Parcelforce	1773 89%	1159 92% bc	247 84%	344 82%

Columns Tested:: a,b,c

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Whistl (Previously known as TNT Post)	1	1	*	*	-	*	-	-	-	1	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
Citipost	*	-	-	-	-	*	*	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	9%	-%	-%	-%	1%	1%
												ai
Secured Mail / City Link Post	*	-	-	-	-	-	*	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	4%	-%	-%	-%	*%	1%
Other answers	21	17	4	*	*	-	-	-	-	21	*	*
	1%	1%	2%	*%	*%	-%	-%	-%	-%	1%	*%	*%
NET: RM only	1737	1550	140	25	4	15	1	1	*	1689	47	22
	87%	89%	75%	68%	56%	81%	11%	64%	100%	88%	66%	65%
		bcjk								bcjk		
NET: Provider other than RM	263	193	47	12	3	4	4	1	-	239	24	12
	13%	11%	25%	32%	44%	19%	89%	36%	-%	12%	34%	35%
			ai	ai							ai	ai
NET: RM/Parcelforce	1773	1577	147	27	4	15	1	1	*	1724	49	22
	89%	90%	79%	72%	56%	81%	11%	64%	100%	89%	69%	65%
		bcjk								bcjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Royal Mail	1737	1029	521	187	1439	1106	1522	1047	562	424	460	894	34	69	36	20	10
	87%	92%	84%	72%	89%	87%	89%	82%	83%	85%	93%	89%	72%	86%	91%	59%	59%
		bc	c		de	de	de				cfg	cfg		fg	fg		
Evri (formerly known as Hermes)	53	19	21	12	39	41	42	47	28	10	5	32	2	*	2	1	-
	3%	2%	3%	5%	2%	3%	2%	4%	4%	2%	1%	3%	5%	*%	4%	3%	-%
				a													
DPD/DPD Local	50	25	15	9	20	16	22	40	12	9	10	9	-	2	-	2	*
	2%	2%	2%	3%	1%	1%	1%	3%	2%	2%	2%	1%	-%	2%	-%	6%	*%
								abc									
DHL	42	13	19	9	27	28	31	37	21	18	6	14	4	2	*	*	6
	2%	1%	3%	4%	2%	2%	2%	3%	3%	4%	1%	1%	8%	3%	*%	1%	32%
				a													abcdef
Parcelforce	37	8	19	10	33	29	33	35	28	15	2	24	*	*	*	6	-
	2%	1%	3%	4%	2%	2%	2%	3%	4%	3%	*%	2%	1%	1%	1%	17%	-%
				a					ac							abcd	
UK Mail	15	*	2	13	14	14	14	15	14	14	-	5	2	2	1	3	1
	1%	*%	*%	5%	1%	1%	1%	1%	2%	3%	-%	1%	4%	3%	3%	7%	5%
				ab					ac							ab	a
FedEx	13	4	5	5	7	6	9	11	2	1	5	4	*	*	*	*	-
	1%	*%	1%	2%	*%	*%	1%	1%	*%	*%	1%	*%	*%	*%	*%	*%	-%
UPS	12	4	4	4	7	6	7	11	4	5	1	2	1	3	-	*	-
	1%	*%	1%	2%	*%	*%	*%	1%	1%	1%	*%	*%	1%	3%	-%	*%	-%
														ab			
Amazon Logistics	9	6	3	1	3	3	3	5	3	2	*	3	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	-%	-%	-%
Yodel	5	-	4	1	5	5	5	5	3	2	-	4	-	-	*	-	*
	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	1%	-%	1%
TNT Express	3	*	2	1	2	2	2	3	1	*	-	2	-	-	-	*	-
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%
DX	2	*	1	2	2	1	2	2	2	-	2	1	-	-	-	-	-
	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g	
Significance Level: 95%																		
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38	
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12	
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17	
Whistl (Previously known as TNT Post)	1 *% *	* *% -	* *% -	* *% *	1 *% *	1 *% *	1 *% *	1 *% -	* *% *	* *% *	- -% -	1 *% -	- -% -	* *% -	- -% -	* *% -	* *% -	* *% 3%
Citipost																		ab
Secured Mail / City Link Post	* *% *	- -% -	- -% -	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% -	- -% -	- -% -	- -% -	- -% -	* 1% *	- -% -	
Other answers	21 1% *	15 1% *	2 *% *	4 2% *	17 1% *	11 1% *	17 1% *	20 2% *	2 *% *	1 *% *	2 *% *	7 1% *	4 8% ab	2 2% *	- -% *	2 7% ab	- -% *	
NET: RM only	1737 87% bc	1029 92% bc	521 84% c	187 72% c	1439 89% de	1106 87% de	1522 89% de	1047 82% de	562 83% de	424 85% de	460 93% cfg	894 89% cfg	34 72% ab	69 86% fg	36 91% fg	20 59% abde	10 59% abde	
NET: Provider other than RM	263 13% a	95 8% a	97 16% a	71 28% ab	177 11% de	161 13% d	190 11% de	232 18% abc	119 17% abc	77 15% abc	33 7% cfg	108 11% cfg	13 28% ab	11 14% g	4 9% g	14 41% abde	7 41% abde	
NET: RM/Parcelforce	1773 89% bc	1037 92% bc	540 87% c	196 76% c	1471 91% de	1134 90% d	1555 91% de	1082 85% de	590 87% de	439 88% de	462 94% cfg	917 92% cfg	34 73% g	69 86% g	36 92% g	26 76% g	10 59% g	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Royal Mail	1737	1253	73	53	31	14	10	5	886	106	44	40	16	5	8
	87%	91%	81%	79%	87%	79%	67%	43%	89%	81%	85%	82%	77%	41%	91%
		bcf													
Evri (formerly known as Hermes)	53	33	2	1	2	-	*	-	31	6	2	2	*	1	-
	3%	2%	3%	2%	5%	-%	1%	-%	3%	4%	4%	3%	1%	7%	-%
DPD/DPD Local	50	16	*	2	2	-	-	*	12	2	*	-	2	-	-
	2%	1%	*%	3%	6%	-%	-%	*%	1%	1%	*%	-%	10%	-%	-%
													a		
DHL	42	18	3	1	*	*	*	5	18	1	3	2	1	2	*
	2%	1%	3%	2%	1%	1%	*%	49%	2%	1%	6%	4%	4%	20%	3%
Parcelforce	37	19	9	*	*	*	4	-	22	5	*	*	*	2	-
	2%	1%	10%	1%	*%	*%	31%	-%	2%	3%	*%	1%	2%	13%	-%
			a				acd								
UK Mail	15	4	2	4	*	3	-	1	3	6	2	2	1	-	*
	1%	*%	2%	5%	1%	19%	-%	8%	*%	5%	4%	3%	4%	-%	*%
			a		abd					a	a	a	a		
FedEx	13	5	1	*	*	*	-	-	6	-	*	*	-	*	-
	1%	*%	1%	*%	*%	*%	-%	-%	1%	-%	*%	*%	-%	*%	-%
UPS	12	7	-	*	-	*	-	-	2	1	*	3	-	*	-
	1%	*%	-%	1%	-%	*%	-%	-%	*%	1%	*%	6%	-%	*%	-%
												a			
Amazon Logistics	9	3	*	-	-	-	-	-	1	3	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	-%
										a					
Yodel	5	4	*	*	-	-	-	-	4	1	-	-	*	-	*
	*%	*%	*%	*%	-%	-%	-%	-%	*%	1%	-%	-%	1%	-%	1%
TNT Express	3	2	-	-	-	-	*	-	2	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%
DX	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	*	*	1	*	-	-	*	-	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Citipost	*	-	-	*	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	4%
Secured Mail / City Link Post	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Other answers	21	11	*	6	-	-	*	-	7	2	*	-	-	2	-
	1%	1%	*%	8%	-%	-%	1%	-%	1%	1%	1%	-%	-%	18%	-%
				ab											
NET: RM only	1737	1253	73	53	31	14	10	5	886	106	44	40	16	5	8
	87%	91%	81%	79%	87%	79%	67%	43%	89%	81%	85%	82%	77%	41%	91%
		bcf													
NET: Provider other than RM	263	126	17	14	5	4	5	6	107	25	8	9	5	7	1
	13%	9%	19%	21%	13%	21%	33%	57%	11%	19%	15%	18%	23%	59%	9%
		a	a	a			a								
NET: RM/Parcelforce	1773	1272	82	53	31	14	14	5	908	111	44	40	16	7	8
	89%	92%	91%	79%	87%	80%	98%	43%	91%	84%	85%	83%	79%	54%	91%
		c													

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1737	838	90	35	33	23	13	15	789	297	294	100	35
	87%	86%	71%	56%	77%	73%	91%	67%	90%	91%	88%	89%	65%
Evri (formerly known as Hermes)	53	28	10	5	1	3	*	-	28	1	8	-	4
	3%	3%	8%	7%	3%	8%	*%	-%	3%	*%	3%	-%	7%
			a						b				bd
DPD/DPD Local	50	31	9	*	*	-	-	*	12	5	2	1	*
	2%	3%	7%	*%	1%	-%	-%	*%	1%	2%	*%	1%	*%
DHL	42	21	2	7	3	2	1	*	15	6	8	1	3
	2%	2%	2%	12%	8%	7%	4%	1%	2%	2%	2%	1%	5%
			ab										
Parcelforce	37	25	3	6	*	*	*	*	6	9	11	2	5
	2%	3%	3%	10%	1%	1%	*%	*%	1%	3%	3%	2%	8%
			a							a	a		a
UK Mail	15	2	2	3	3	2	-	2	-	5	3	4	2
	1%	*%	2%	5%	7%	5%	-%	9%	-%	2%	1%	3%	3%
			a	a	a	a		a		a		a	a
FedEx	13	8	1	*	1	*	-	-	3	*	3	3	*
	1%	1%	1%	*%	2%	1%	-%	-%	*%	*%	1%	2%	*%
UPS	12	6	*	2	*	1	-	3	*	2	1	2	3
	1%	1%	*%	2%	*%	3%	-%	12%	*%	1%	*%	1%	5%
				ab				ab					ac
Amazon Logistics	9	1	-	3	*	-	-	-	*	-	1	-	2
	*%	*%	-%	5%	1%	-%	-%	-%	*%	-%	*%	-%	4%
			a										ab
Yodel	5	1	1	2	-	-	1	-	2	-	1	-	1
	*%	*%	1%	3%	-%	-%	5%	-%	*%	-%	*%	-%	1%
			a										
TNT Express	3	2	1	-	-	*	-	-	-	*	1	1	*
	*%	*%	1%	-%	-%	*%	-%	-%	-%	*%	*%	1%	*%
DX	2	2	-	-	-	-	-	-	2	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101	
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30	
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54	
Whistl (Previously known as TNT Post)	1 *% *	1 *% -	- -% -	* *% -	- -% -	* *% -	- -% -	- -% -	1 *% -	* *% -	* *% -	* *% -	* *% -	* *% -
Citipost	* *% *	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	* *% -	- -% -	- -% -	- -% -	- -% -
Secured Mail / City Link Post	* *% *	- -% -	- -% -	- -% -	- -% -	* 1% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	* *% -
Other answers	21 1% *	10 1% a	7 6% a	* *% a	- -% a	- -% a	- -% a	2 10% a	15 2% a	1 *% a	2 *% a	* *% a	- -% a	
NET: RM only	1737 87%	838 86%	90 71%	35 56%	33 77%	23 73%	13 91%	15 67%	789 90%	297 91%	294 88%	100 89%	35 65%	
NET: Provider other than RM	263 13%	140 14%	37 29%	28 44%	10 23%	9 27%	1 9%	7 33%	85 10%	30 9%	39 12%	13 11%	19 35%	
NET: RM/Parcelforce	1773 89%	863 88%	94 73%	41 66%	33 78%	24 74%	13 91%	15 67%	795 91%	306 94%	305 92%	102 90%	40 74%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Royal Mail	1737	839	276	217	74	21	595	213	187	74	26
	87%	89%	92%	87%	90%	69%	88%	90%	88%	89%	59%
Evri (formerly known as Hermes)	53	e	e	e	e		e	e	e	e	
	3%	3%	*%	2%	-%	6%	4%	*%	3%	-%	8%
DPD/DPD Local	50	b					b				bd
	2%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%
DHL	42										
	2%	2%	2%	2%	1%	*%	2%	2%	2%	1%	6%
Parcelforce	37										
	2%	1%	2%	4%	3%	15%	2%	3%	3%	2%	10%
UK Mail	15										
	1%	1%	1%	1%	2%	6%	*%	2%	1%	4%	4%
FedEx	13										
	1%	*%	*%	1%	-%	*%	*%	*%	1%	3%	*%
UPS	12										
	1%	*%	1%	*%	2%	-%	*%	1%	*%	*%	6%
Amazon Logistics	9										
	*%	*%	-%	3%	-%	-%	-%	-%	1%	-%	2%
Yodel	5										
	*%	*%	-%	*%	-%	1%	*%	-%	1%	-%	*%
TNT Express	3										
	*%	-%	*%	*%	1%	*%	-%	*%	*%	1%	-%
DX	2										
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Whistl (Previously known as TNT Post)	1 *%	1 *%	* *%	* *%	* *%	* *%	1 *%	* *%	* *%	* *%	* *%
Citipost	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Secured Mail / City Link Post	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	* *%
Other answers	21 1%	15 2%	1 *%	2 1%	* *%	- -%	10 1%	1 *%	* *%	* *%	- -%
NET: RM only	1737 87%	839 89%	276 92%	217 87%	74 90%	21 69%	595 88%	213 90%	187 88%	74 89%	26 59%
NET: Provider other than RM	263 13%	102 11%	23 8%	31 13%	8 10%	9 31%	79 12%	24 10%	26 12%	9 11%	18 41%
NET: RM/Parcelforce	1773 89%	850 90%	281 94%	228 92%	76 93%	26 84%	605 90%	219 92%	193 91%	76 91%	31 69%
							e	e	e	e	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Royal Mail	1737 87%	575 87%	173 84%	160 73%	86 70%	36 72%	560 77%	47 71%	427 91%	1737 100%	- -%	1425 95%	13 12%
		cde	cd						ab	b		b	
Evri (formerly known as Hermes)	53 3%	10 2%	14 7%	11 5%	7 6%	5 10%	38 5%	3 4%	6 1%	- -%	53 20%	26 2%	13 11%
			a	a	a	a	c				a		a
DPD/DPD Local	50 2%	19 3%	2 1%	13 6%	5 4%	* 1%	31 4%	1 1%	6 1%	- -%	50 19%	13 1%	6 6%
							c				a		a
DHL	42 2%	17 3%	3 1%	10 4%	6 5%	2 4%	23 3%	4 6%	10 2%	- -%	42 16%	2 *	25 23%
											a		a
Parcelforce	37 2%	14 2%	5 2%	9 4%	6 5%	* *%	20 3%	3 5%	12 2%	- -%	37 14%	14 1%	19 17%
											a		a
UK Mail	15 1%	* *%	3 1%	5 2%	5 4%	* *%	10 1%	3 4%	2 *%	- -%	15 6%	3 *%	11 10%
				a	a			c			a		a
FedEx	13 1%	3 1%	1 1%	3 1%	3 2%	* *%	11 2%	- -%	- -%	- -%	13 5%	4 *%	3 2%
											a		a
UPS	12 1%	4 1%	1 1%	5 2%	1 1%	* *%	4 1%	3 4%	5 1%	- -%	12 5%	1 *%	6 6%
								a			a		a
Amazon Logistics	9 *%	1 *%	- -%	* *%	- -%	3 6%	3 *%	- -%	2 *%	- -%	9 4%	1 *%	2 2%
						abc					a		a
Yodel	5 *%	1 *%	2 1%	* *%	* *%	* 1%	4 1%	1 1%	- -%	- -%	5 2%	2 *%	3 2%
											a		a

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
TNT Express	3 *%	1 *%	- -%	- -%	1 1%	1 2%	2 *%	* *%	* *%	- -%	3 1%	2 *%	* *%
DX	2 *%	1 *%	- -%	- -%	2 1%	- -%	2 *%	1 1%	* *%	- -%	2 1%	2 *%	- -%
Whistl (Previously known as TNT Post)	1 *%	1 *%	- -%	* *%	* *%	* *%	1 *%	- -%	* *%	- -%	1 *%	1 *%	* *%
Citipost	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
Secured Mail / City Link Post	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%
Other answers	21 1%	14 2%	* *%	2 1%	1 1%	2 4%	17 2%	2 2%	2 *%	- -%	21 8%	9 1%	9 8%
NET: RM only	1737 87%	575 87%	173 84%	160 73%	86 70%	36 72%	560 77%	47 71%	427 91%	1737 100%	- -%	1425 95%	13 12%
NET: Provider other than RM	263 13%	86 13%	32 16%	58 27%	37 30%	14 28%	166 23%	19 29%	44 9%	- -%	263 100%	80 5%	97 88%
NET: RM/Parcelforce	1773 89%	589 89%	178 87%	170 78%	92 75%	36 72%	581 80%	50 76%	438 93%	1737 100%	37 14%	1439 96%	32 29%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1737	1061	45	891	156	1424	15	1057	48	893	155
	87%	94%	32%	100%	41%	95%	14%	95%	32%	100%	40%
		b		b		b		b		b	
Evri (formerly known as Hermes)	53	23	18	1	46	27	12	22	19	-	47
	3%	2%	13%	1%	12%	2%	11%	2%	12%	-%	12%
		a		a		a		a		a	
DPD/DPD Local	50	6	9	-	40	13	7	6	9	-	40
	2%	1%	7%	-%	11%	1%	6%	1%	6%	-%	11%
		a		a		a		a		a	
DHL	42	6	22	-	37	5	22	4	24	-	37
	2%	1%	16%	-%	10%	1%	20%	1%	16%	-%	10%
		a		a		a		a		a	
Parcelforce	37	12	17	3	32	16	17	12	17	1	34
	2%	1%	12%	1%	8%	1%	16%	1%	11%	1%	9%
		a		a		a		a		a	
UK Mail	15	1	13	1	14	3	11	-	14	2	13
	1%	1%	9%	1%	4%	1%	10%	-%	9%	1%	3%
		a		a		a		a		a	
FedEx	13	3	3	-	11	4	3	3	3	*	11
	1%	1%	2%	-%	3%	1%	2%	1%	2%	1%	3%
		a		a		a		a		a	
UPS	12	1	5	-	11	1	6	1	5	-	11
	1%	1%	3%	-%	3%	1%	6%	1%	3%	-%	3%
		a		a		a		a		a	
Amazon Logistics	9	1	3	-	5	1	2	1	3	-	5
	1%	1%	2%	-%	1%	1%	2%	1%	2%	-%	1%
		a		a		a		a		a	
Yodel	5	3	2	-	5	2	3	2	3	*	4
	1%	1%	2%	-%	1%	1%	2%	1%	2%	1%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
TNT Express	3	2	*	-	3	2	*	2	*	-	3
	*%	*%	*%	-%	1%	*%	*%	*%	*%	-%	1%
DX	2	1	-	-	2	2	-	1	-	-	2
	*%	*%	-%	-%	1%	*%	-%	*%	-%	-%	1%
Whistl (Previously known as TNT Post)	1	-	1	-	1	1	*	*	*	-	1
	*%	-%	1%	-%	*%	*%	*%	*%	*%	-%	*%
Citipost	*	-	*	-	-	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%
Secured Mail / City Link Post	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
Other answers	21	8	3	-	20	7	10	7	4	-	20
	1%	1%	2%	-%	5%	*%	9%	1%	3%	-%	5%
NET: RM only	1737	1061	45	891	156	1424	15	1057	48	893	155
	87%	94%	32%	100%	41%	95%	14%	95%	32%	100%	40%
NET: Provider other than RM	263	65	96	4	227	83	94	60	101	4	228
	13%	6%	68%	*%	59%	5%	86%	5%	68%	*%	60%
NET: RM/Parcelforce	1773	1072	62	894	188	1439	32	1069	65	893	189
	89%	95%	44%	100%	49%	96%	29%	96%	44%	100%	49%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Royal Mail	1737	624	1173	170	*	561	800	141	4	696	583	156	2
	87%	87%	91%	81%	5%	86%	89%	82%	100%	79%	86%	78%	59%
			ac				c				ac		
Evri (formerly known as Hermes)	53	17	33	2	-	17	33	4	-	36	24	5	-
	3%	2%	3%	1%	-%	3%	4%	2%	-%	4%	4%	3%	-%
DPD/DPD Local	50	7	15	6	-	4	11	3	-	27	19	5	-
	2%	1%	1%	3%	-%	1%	1%	1%	-%	3%	3%	3%	-%
DHL	42	17	15	8	1	25	12	8	-	35	12	8	-
	2%	2%	1%	4%	48%	4%	1%	5%	-%	4%	2%	4%	-%
			b			b		b					
Parcelforce	37	25	14	7	-	22	13	5	-	34	8	6	-
	2%	3%	1%	3%	-%	3%	1%	3%	-%	4%	1%	3%	-%
		b				b				b			
UK Mail	15	12	10	6	-	9	7	9	-	12	10	8	-
	1%	2%	1%	3%	-%	1%	1%	5%	-%	1%	2%	4%	-%
								ab					
FedEx	13	2	6	1	-	3	3	*	-	11	4	5	-
	1%	*%	1%	*%	-%	*%	*%	*%	-%	1%	1%	2%	-%
UPS	12	4	2	1	1	5	1	*	-	9	3	1	-
	1%	1%	*%	*%	47%	1%	*%	*%	-%	1%	*%	*%	-%
Amazon Logistics	9	3	1	3	-	3	3	3	-	3	4	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	1%	1%	-%
				b									
Yodel	5	2	4	*	-	1	4	*	-	5	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	1%	*%	1%	-%
TNT Express	3	1	2	*	-	1	1	-	-	3	*	1	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	1%	-%
DX	2	2	-	-	-	-	-	-	-	2	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Whistl (Previously known as TNT Post)	1	*	1	*	-	*	1	-	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Citipost	*	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
Secured Mail / City Link Post	*	*	-	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Other answers	21	4	17	6	-	2	8	*	-	13	8	1	2
	1%	1%	1%	3%	-%	*%	1%	*%	-%	1%	1%	1%	41%
NET: RM only	1737	624	1173	170	*	561	800	141	4	696	583	156	2
	87%	87%	91%	81%	5%	86%	89%	82%	100%	79%	86%	78%	59%
NET: Provider other than RM	263	97	119	39	3	93	97	31	-	190	96	44	2
	13%	13%	9%	19%	95%	14%	11%	18%	-%	21%	14%	22%	41%
NET: RM/Parcelforce	1773	649	1186	177	*	583	813	145	4	730	591	161	2
	89%	90%	92%	85%	5%	89%	91%	85%	100%	82%	87%	81%	59%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1737	1368	993	827	1095	903	10	559	417	411	109	88	428	383
	87%	94%	94%	96%	95%	93%	71%	95%	96%	95%	93%	98%	97%	96%
					c	c								
Evri (formerly known as Hermes)	53	25	24	10	9	24	-	9	3	*	1	-	3	9
	3%	2%	2%	1%	1%	2%	-%	2%	1%	*%	1%	-%	1%	2%
						a								
DPD/DPD Local	50	13	3	7	13	7	1	5	2	5	-	-	6	*
	2%	1%	*%	1%	1%	1%	4%	1%	*%	1%	-%	-%	1%	*%
DHL	42	4	6	1	5	2	*	1	*	*	*	-	2	1
	2%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%	*%
Parcelforce	37	21	15	12	13	13	1	10	10	9	2	*	1	*
	2%	1%	1%	1%	1%	1%	5%	2%	2%	2%	2%	*%	*%	*%
UK Mail	15	6	3	5	6	5	3	3	2	5	4	2	-	*
	1%	*%	*%	1%	*%	1%	18%	*%	*%	1%	3%	2%	-%	*%
							ab				ab			
FedEx	13	4	3	*	4	3	-	-	*	*	-	-	1	1
	1%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%
UPS	12	1	1	-	1	1	-	-	-	-	-	-	-	*
	1%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon Logistics	9	1	1	-	1	1	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	5	3	3	1	1	2	-	1	1	1	*	*	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%
TNT Express	3	2	2	1	2	*	-	1	*	*	-	-	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%
DX	2	2	1	-	-	2	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	*	-	1	*	*	-	-	-	-	-	*	*
	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Citipost	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail / City Link Post	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other answers	21	9	7	-	7	5	-	-	-	-	-	-	*	5
	1%	1%	1%	%	1%	%	%	%	%	%	%	%	%	1%
NET: RM only	1737	1368	993	827	1095	903	10	559	417	411	109	88	428	383
	87%	94%	94%	96%	95%	93%	71%	95%	96%	95%	93%	98%	97%	96%
		c			c									
NET: Provider other than RM	263	92	68	36	62	65	4	29	19	20	8	2	14	16
	13%	6%	6%	4%	5%	7%	29%	5%	4%	5%	7%	2%	3%	4%
							ab							
NET: RM/Parcelforce	1773	1388	1008	839	1109	916	11	569	428	420	111	88	429	384
	89%	95%	95%	97%	96%	95%	76%	97%	98%	98%	95%	98%	97%	96%
					c	c								

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Royal Mail	1737	142	65	49	36	1514	985	1564	1030	997	663	1467	190	-	1379	112
	87%	93%	94%	75%	89%	89%	87%	88%	85%	86%	84%	88%	84%	-%	94%	90%
		c	c			d										
Evri (formerly known as Hermes)	53	-	1	8	1	39	29	40	40	25	26	41	4	-	26	2
	3%	-%	2%	12%	2%	2%	3%	2%	3%	2%	3%	2%	2%	-%	2%	2%
				a												
DPD/DPD Local	50	2	2	-	1	27	30	37	42	29	8	40	7	-	19	*
	2%	1%	3%	-%	1%	2%	3%	2%	3%	3%	1%	2%	3%	-%	1%	-%
						a										
DHL	42	*	*	3	-	31	23	39	29	24	23	32	7	*	6	2
	2%	*%	1%	5%	-%	2%	2%	2%	2%	2%	3%	2%	3%	65%	*%	2%
Parcelforce	37	5	*	*	*	32	21	34	27	25	24	30	5	*	15	4
	2%	4%	*%	*%	1%	2%	2%	2%	2%	2%	3%	2%	2%	35%	1%	3%
UK Mail	15	4	1	-	2	7	5	8	9	11	10	6	3	-	7	-
	1%	2%	1%	-%	5%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	-%
FedEx	13	-	*	-	-	13	8	13	8	11	5	13	4	-	3	1
	1%	-%	*%	-%	-%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	1%
UPS	12	-	-	-	-	5	8	8	7	8	8	5	5	-	*	-
	1%	-%	-%	-%	-%	*%	1%	*%	1%	1%	1%	*%	2%	-%	*%	-%
													b			
Amazon Logistics	9	-	-	*	1	8	6	8	6	5	6	6	*	-	1	*
	*%	-%	-%	1%	2%	*%	*%	*%	1%	*%	1%	*%	*%	-%	*%	*%
Yodel	5	*	-	2	-	3	1	3	1	2	1	2	-	-	3	-
	*%	*%	-%	3%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
TNT Express	3	-	-	1	-	3	3	3	3	2	2	3	1	-	1	-
	*%	-%	-%	2%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	2	-	-	-	-	2	*	2	2	2	2	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Whistl (Previously known as TNT Post)	1	-	-	*	-	1	1	1	1	1	1	1	*	-	1	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Secured Mail / City Link Post	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	21	-	-	2	-	21	15	21	14	16	6	20	1	-	6	2
	1%	-%	-%	3%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	2%
NET: RM only	1737	142	65	49	36	1514	985	1564	1030	997	663	1467	190	-	1379	112
	87%	93%	94%	75%	89%	89%	87%	88%	85%	86%	84%	88%	84%	-%	94%	90%
		c	c			d										
NET: Provider other than RM	263	11	4	17	4	192	150	216	189	162	123	201	37	*	90	13
	13%	7%	6%	25%	11%	11%	13%	12%	15%	14%	16%	12%	16%	100%	6%	10%
				ab					a							
NET: RM/Parcelforce	1773	147	65	49	36	1546	1006	1598	1057	1022	687	1498	194	*	1394	116
	89%	96%	94%	75%	90%	91%	89%	90%	87%	88%	87%	90%	86%	35%	95%	93%
		c	c			d										

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	1 *%	* *%	* *%	* *%	1 *%
Citipost	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%
Secured Mail / City Link Post	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
Other answers	21 1%	7 1%	2 *%	14 3%	5 13%	2 1%	19 5%	2 1%	16 1%	3 1%	7 3%	1 *%	13 1%
NET: RM only	1737 87%	630 91%	1107 96%	305 58%	24 61%	146 60%	235 59%	148 75%	1162 88%	358 90%	184 69%	248 81%	1234 92%
NET: Provider other than RM	263 13%	61 9%	52 4%	219 42%	15 39%	97 40%	166 41%	48 25%	164 12%	39 10%	82 31%	57 19%	107 8%
NET: RM/Parcelforce	1773 89%	646 93%	1113 96%	333 64%	28 70%	160 66%	258 64%	156 80%	1181 89%	368 93%	190 72%	263 86%	1249 93%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Royal Mail	1737	807	929
	87%	87%	87%
Evri (formerly known as Hermes)	53	12	41
	3%	1%	4%
			a
DPD/DPD Local	50	32	18
	2%	3%	2%
DHL	42	19	23
	2%	2%	2%
Parcelforce	37	14	23
	2%	2%	2%
UK Mail	15	8	7
	1%	1%	1%
FedEx	13	7	6
	1%	1%	1%
UPS	12	9	3
	1%	1%	*%
Amazon Logistics	9	5	4
	*%	1%	*%
Yodel	5	3	2
	*%	*%	*%
TNT Express	3	1	2
	*%	*%	*%
DX	2	2	1
	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1
	*%	*%	*%
Citipost	*	*	-
	*%	*%	-%

Columns Tested:: a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Secured Mail / City Link Post	*	-	*
	*%	-%	*%
Other answers	21	10	11
	1%	1%	1%
NET: RM only	1737	807	929
	87%	87%	87%
NET: Provider other than RM	263	123	141
	13%	13%	13%
NET: RM/Parcelforce	1773	821	952
	89%	88%	89%

Columns Tested: a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Royal Mail	1737	-	57	325	317	25	154	42	187	190	57	279	103
	87%	-%	84%	90%	89%	73%	85%	78%	92%	78%	86%	90%	83%
			egi	i					egi		i		
Evri (formerly known as Hermes)	53	-	*	9	7	*	1	2	3	7	2	14	6
	3%	-%	*%	3%	2%	1%	1%	4%	1%	3%	4%	5%	5%
DPD/DPD Local	50	-	6	8	9	5	4	4	2	8	1	2	1
	2%	-%	9%	2%	3%	13%	2%	8%	1%	3%	1%	1%	1%
			chk			cdhjkl		hk					
DHL	42	-	*	6	7	3	10	*	2	3	2	4	4
	2%	-%	*%	2%	2%	8%	6%	1%	1%	1%	3%	1%	4%
						h	hk						
Parcelforce	37	-	4	2	1	*	4	3	4	10	1	6	2
	2%	-%	6%	1%	*%	*%	2%	6%	2%	4%	2%	2%	2%
			cd					cd		cd			
UK Mail	15	-	*	2	*	2	*	-	3	8	*	*	1
	1%	-%	*%	*%	*%	5%	*%	-%	1%	3%	*%	*%	1%
						dk				cdk			
FedEx	13	-	-	*	2	-	1	*	*	6	-	*	3
	1%	-%	-%	*%	1%	-%	1%	1%	*%	2%	-%	*%	2%
										c			c
UPS	12	-	-	3	1	-	-	*	1	2	2	-	3
	1%	-%	-%	1%	*%	-%	-%	*%	*%	1%	4%	-%	3%
										d			
Amazon Logistics	9	-	-	1	2	-	2	-	*	3	-	-	1
	*%	-%	-%	*%	1%	-%	1%	-%	*%	1%	-%	-%	1%
Yodel	5	-	*	-	-	-	-	*	2	1	*	1	-
	*%	-%	1%	-%	-%	-%	-%	*%	1%	*%	1%	*%	-%
TNT Express	3	-	-	1	1	-	-	-	-	1	*	*	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%
DX	2	-	-	-	*	-	-	-	*	1	-	2	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%	1%	-%
Whistl (Previously known as TNT Post)	1	-	*	*	*	-	-	*	*	-	*	-	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail / City Link Post	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Other answers	21	-	-	3	8	-	5	1	*	3	-	2	*
	1%	-%	-%	1%	2%	-%	2%	2%	*%	1%	-%	*%	*%
NET: RM only	1737	-	57	325	317	25	154	42	187	190	57	279	103
	87%	-%	84%	90%	89%	73%	85%	78%	92%	78%	86%	90%	83%
				egi	i				egi			i	
NET: Provider other than RM	263	-	11	35	39	9	27	12	17	53	9	31	21
	13%	-%	16%	10%	11%	27%	15%	22%	8%	22%	14%	10%	17%
						ch		ch		cdhk			
NET: RM/Parcelforce	1773	-	61	327	319	25	158	45	191	200	58	285	104
	89%	-%	90%	91%	89%	73%	87%	84%	94%	82%	88%	92%	85%
				ei					eil			ei	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1737	443	436	419	439	879	858
	87%	89%	87%	84%	88%	88%	86%
Evri (formerly known as Hermes)	53	9	8	12	22	18	35
	3%	2%	2%	2%	4%	2%	3%
DPD/DPD Local	50	18	14	14	4	32	18
	2%	4%	3%	3%	1%	3%	2%
		d					
DHL	42	6	20	6	10	26	16
	2%	1%	4%	1%	2%	3%	2%
			c				
Parcelforce	37	6	5	17	9	11	25
	2%	1%	1%	3%	2%	1%	3%
UK Mail	15	2	2	10	1	4	11
	1%	*%	*%	2%	*%	*%	1%
				d			
FedEx	13	2	2	7	3	4	9
	1%	*%	*%	1%	1%	*%	1%
UPS	12	3	1	3	6	4	9
	1%	1%	*%	1%	1%	*%	1%
Amazon Logistics	9	2	4	3	1	5	4
	*%	*%	1%	1%	*%	1%	*%
Yodel	5	*	-	3	2	*	4
	*%	*%	-%	1%	*%	*%	*%
TNT Express	3	1	1	1	1	2	1
	*%	*%	*%	*%	*%	*%	*%
DX	2	-	*	1	2	*	2
	*%	-%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%

Columns Tested: a,b,c,d - a,b

Table 79 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Secured Mail / City Link Post	*	-	-	*	-	-	*
	***	-%	-%	***	-%	-%	***
Other answers	21	8	7	5	2	15	6
	1%	2%	1%	1%	***	1%	1%
NET: RM only	1737	443	436	419	439	879	858
	87%	89%	87%	84%	88%	88%	86%
NET: Provider other than RM	263	57	64	81	61	121	142
	13%	11%	13%	16%	12%	12%	14%
NET: RM/Parcelforce	1773	449	441	436	447	890	883
	89%	90%	88%	87%	89%	89%	88%

Columns Tested: a,b,c,d - a,b

Table 80

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	575	63	512	352	100	37	86	223
Effective base	258	31	230	231	58	24	53	82
Weighted Base	521	43	478	490	25	4	2	30
Royal Mail	382	28	354	362	15	3	1	19
	73%	65%	74%	74%	62%	72%	68%	63%
Evri (formerly known as Hermes)	33	1	31	32	*	*	*	*
	6%	3%	7%	7%	1%	1%	1%	1%
				e				
Parcelforce	30	*	30	28	2	*	*	3
	6%	1%	6%	6%	9%	9%	8%	9%
DPD/DPD Local	24	4	20	22	2	-	*	2
	5%	9%	4%	4%	8%	-%	5%	7%
DHL	14	3	11	13	1	*	*	2
	3%	8%	2%	3%	4%	11%	6%	5%
						a		
UK Mail	10	1	9	9	*	*	*	1
	2%	3%	2%	2%	1%	1%	7%	2%
FedEx	4	2	2	4	*	*	*	*
	1%	4%	*%	1%	*%	4%	4%	1%
		b						
Yodel	4	-	4	3	*	-	*	*
	1%	-%	1%	1%	2%	-%	2%	2%
Amazon Logistics	3	*	3	3	*	-	-	*
	1%	1%	1%	1%	1%	-%	-%	1%
UPS	2	1	2	1	1	-	*	1
	*%	2%	*%	*%	3%	-%	*%	3%
					a			
DX	2	-	2	2	1	-	-	1
	*%	-%	*%	*%	2%	-%	-%	2%
TNT Express	2	1	1	1	1	-	-	1
	*%	2%	*%	*%	3%	-%	-%	3%
					a			
Whistl (Previously known as TNT Post)	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	1%	1%	*%
Citipost	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	1%	-%	*%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	575	63	512	352	100	37	86	223
Effective base	258	31	230	231	58	24	53	82
Weighted Base	521	43	478	490	25	4	2	30
Other answers	9	1	8	9	1	-	-	1
	2%	2%	2%	2%	3%	-%	-%	2%
NET: RM only	382	28	354	362	15	3	1	19
	73%	65%	74%	74%	62%	72%	68%	63%
NET: Provider other than RM	139	15	124	128	9	1	1	11
	27%	35%	26%	26%	38%	28%	32%	37%
NET: RM/Parcelforce	412	28	383	390	18	3	2	22
	79%	66%	80%	80%	71%	81%	75%	72%

Columns Tested: a,b - a,b,c,d,e

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	189	122	41	53	84	86	352	100	123
Effective base	258	136	77	28	35	37	53	231	58	54
Weighted Base	521	311	153	26	14	14	2	490	25	6
Royal Mail	382	239	109	14	8	10	1	362	15	4
	73%	77%	71%	54%	56%	71%	68%	74%	62%	70%
		cdh						cd		
Evri (formerly known as Hermes)	33	24	8	*	*	*	*	32	*	*
	6%	8%	6%	1%	1%	2%	1%	7%	1%	1%
Parcelforce	30	19	7	2	2	1	*	28	2	*
	6%	6%	5%	6%	11%	7%	8%	6%	9%	8%
DPD/DPD Local	24	10	11	1	2	*	*	22	2	*
	5%	3%	7%	5%	11%	3%	5%	4%	8%	2%
					i					
DHL	14	3	6	4	1	1	*	13	1	1
	3%	1%	4%	16%	4%	6%	6%	3%	4%	9%
				abg						ag
UK Mail	10	3	2	4	-	*	*	9	*	*
	2%	1%	2%	15%	-%	3%	7%	2%	1%	3%
				abdeghi			a			
FedEx	4	3	1	-	-	*	*	4	*	*
	1%	1%	1%	-%	-%	2%	4%	1%	*%	4%
Yodel	4	3	-	1	*	-	*	3	*	*
	1%	1%	-%	2%	3%	-%	2%	1%	2%	1%
Amazon Logistics	3	2	1	-	*	-	-	3	*	-
	1%	1%	*%	-%	2%	-%	-%	1%	1%	-%
UPS	2	1	1	-	1	*	*	1	1	*
	*%	*%	1%	-%	4%	2%	*%	*%	3%	*%
					ag				g	
DX	2	-	2	-	1	-	-	2	1	-
	*%	-%	1%	-%	4%	-%	-%	*%	2%	-%
					ag					
TNT Express	2	-	1	-	-	1	-	1	1	-
	*%	-%	1%	-%	-%	6%	-%	*%	3%	-%
						ag			g	
Whistl (Previously known as TNT Post)	1	1	-	-	-	*	*	1	-	*
	*%	*%	-%	-%	-%	*%	1%	*%	-%	1%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	189	122	41	53	84	86	352	100	123
Effective base	258	136	77	28	35	37	53	231	58	54
Weighted Base	521	311	153	26	14	14	2	490	25	6
Citipost	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	1%
Other answers	9	4	5	-	1	-	-	9	1	-
	2%	1%	3%	-%	5%	-%	-%	2%	3%	-%
NET: RM only	382	239	109	14	8	10	1	362	15	4
	73%	77%	71%	54%	56%	71%	68%	74%	62%	70%
		cdh						cd		
NET: Provider other than RM	139	71	45	12	6	4	1	128	9	2
	27%	23%	29%	46%	44%	29%	32%	26%	38%	30%
				ag	ag				a	
NET: RM/Parcelforce	412	258	116	16	9	11	2	390	18	4
	79%	83%	76%	60%	67%	77%	75%	80%	71%	79%
		cd						c		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	575	247	105	100	37	86	246	94	41	38	89
Effective base	258	179	71	58	24	53	155	43	15	12	21
Weighted Base	521	413	77	25	4	2	337	87	18	19	13
Royal Mail	382	315	48	15	3	1	263	59	9	12	9
	73%	76%	62%	62%	72%	68%	78%	68%	49%	65%	70%
		bc					c				
Evri (formerly known as Hermes)	33	31	1	*	*	*	25	4	*	-	-
	6%	7%	2%	1%	1%	1%	7%	5%	1%	-%	-%
Parcelforce	30	23	5	2	*	*	14	11	2	*	1
	6%	6%	6%	9%	9%	8%	4%	12%	14%	2%	5%
DPD/DPD Local	24	18	4	2	-	*	17	3	1	*	*
	5%	4%	5%	8%	-%	5%	5%	4%	6%	*	2%
DHL	14	6	7	1	*	*	7	*	1	3	2
	3%	1%	9%	4%	11%	6%	2%	*	8%	16%	12%
		a	a	a						ab	a
UK Mail	10	3	7	*	*	*	2	2	3	2	*
	2%	1%	8%	1%	1%	7%	1%	2%	16%	13%	1%
		a	a	a		a			ae	a	
FedEx	4	3	1	*	*	*	1	1	-	-	*
	1%	1%	1%	*%	4%	4%	*%	1%	-%	-%	1%
Yodel	4	3	1	*	-	*	3	*	*	-	-
	1%	1%	1%	2%	-%	2%	1%	*%	2%	-%	-%
Amazon Logistics	3	2	1	*	-	-	-	2	1	-	*
	1%	1%	1%	1%	-%	-%	-%	3%	4%	-%	3%
UPS	2	1	1	1	-	*	-	1	-	*	1
	*%	*%	1%	3%	-%	*%	-%	1%	-%	*%	6%
			a	a							a
DX	2	-	2	1	-	-	-	2	-	-	-
	*%	-%	2%	2%	-%	-%	-%	2%	-%	-%	-%
			a								
TNT Express	2	-	1	1	-	-	-	1	-	-	-
	*%	-%	1%	3%	-%	-%	-%	1%	-%	-%	-%
			a								
Whistl (Previously known as TNT Post)	1	1	-	-	*	*	1	-	-	-	*
	*%	*%	-%	-%	1%	1%	*%	-%	-%	-%	*%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	247	105	100	37	86	246	94	41	38	89
Effective base	258	179	71	58	24	53	155	43	15	12	21
Weighted Base	521	413	77	25	4	2	337	87	18	19	13
Citipost	*	-	-	-	*	-	-	-	*	-	-
	***	-%	-%	-%	1%	-%	-%	-%	***	-%	-%
Other answers	9	8	*	1	-	-	4	-	-	1	-
	2%	2%	***	3%	-%	-%	1%	-%	-%	3%	-%
NET: RM only	382	315	48	15	3	1	263	59	9	12	9
	73%	76%	62%	62%	72%	68%	78%	68%	49%	65%	70%
		bc					c				
NET: Provider other than RM	139	98	29	9	1	1	74	27	9	6	4
	27%	24%	38%	38%	28%	32%	22%	32%	51%	35%	30%
		a	a	a			a				
NET: RM/Parcelforce	412	337	53	18	3	2	277	70	11	13	10
	79%	82%	68%	71%	81%	75%	82%	81%	63%	67%	75%
		b									

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	32	34	73	20	37	40	37	45	35
Effective base	258	20	21	41	14	27	27	25	32	23
Weighted Base	521	41	38	107	22	45	68	62	57	37
Royal Mail	382	35	24	72	16	30	50	52	40	31
	73%	85%	63%	67%	73%	68%	74%	84%	70%	82%
Evri (formerly known as Hermes)	33	3	2	4	-	8	2	2	7	2
	6%	6%	6%	4%	-%	19%	3%	4%	12%	4%
						c				
Parcelforce	30	*	4	9	1	-	5	4	1	4
	6%	1%	11%	9%	4%	-%	7%	6%	2%	12%
DPD/DPD Local	24	-	2	11	1	1	4	2	2	1
	5%	-%	5%	10%	3%	2%	6%	3%	3%	2%
DHL	14	*	2	*	*	4	2	-	3	*
	3%	1%	6%	*%	*%	9%	3%	-%	5%	*%
						c				
UK Mail	10	2	2	2	2	-	1	-	-	-
	2%	6%	6%	1%	8%	-%	2%	-%	-%	-%
FedEx	4	-	-	-	2	*	-	*	2	-
	1%	-%	-%	-%	8%	*%	-%	*%	4%	-%
Yodel	4	-	*	*	1	-	-	-	2	-
	1%	-%	*%	*%	5%	-%	-%	-%	3%	-%
Amazon Logistics	3	-	-	3	-	-	1	-	-	-
	1%	-%	-%	2%	-%	-%	1%	-%	-%	-%
UPS	2	-	-	-	-	1	1	-	-	-
	*%	-%	-%	-%	-%	2%	1%	-%	-%	-%
DX	2	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%
TNT Express	2	-	1	-	-	-	-	-	1	-
	*%	-%	2%	-%	-%	-%	-%	-%	2%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	32	34	73	20	37	40	37	45	35
Effective base	258	20	21	41	14	27	27	25	32	23
Weighted Base	521	41	38	107	22	45	68	62	57	37
Other answers	9	-	-	6	-	-	3	-	-	-
	2%	-%	-%	6%	-%	-%	4%	-%	-%	-%
NET: RM only	382	35	24	72	16	30	50	52	40	31
	73%	85%	63%	67%	73%	68%	74%	84%	70%	82%
NET: Provider other than RM	139	6	14	35	6	14	18	10	17	7
	27%	15%	37%	33%	27%	32%	26%	16%	30%	18%
NET: RM/Parcelforce	412	35	28	81	17	30	55	56	41	35
	79%	86%	75%	76%	76%	68%	81%	90%	72%	94%
										eh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	575	92	111	150	353	222	79	76	67
Effective base	258	64	73	92	221	92	38	36	30
Weighted Base	521	104	136	237	477	44	23	14	7
Royal Mail	382	77	99	174	350	32	17	10	5
	73%	74%	73%	73%	73%	73%	73%	72%	74%
Evri (formerly known as Hermes)	33	10	12	8	30	3	2	1	*
	6%	10%	9%	3%	6%	7%	8%	6%	5%
Parcelforce	30	5	6	18	30	1	*	*	*
	6%	5%	4%	8%	6%	2%	1%	2%	4%
				e					
DPD/DPD Local	24	2	3	16	22	2	1	1	*
	5%	2%	3%	7%	5%	4%	3%	6%	7%
DHL	14	4	6	2	12	2	1	1	*
	3%	4%	4%	1%	3%	5%	5%	6%	4%
UK Mail	10	2	5	3	9	1	1	-	-
	2%	2%	3%	1%	2%	2%	3%	-%	-%
FedEx	4	2	2	*	4	*	-	*	-
	1%	2%	2%	*%	1%	*%	-%	1%	-%
Yodel	4	1	2	*	3	1	1	*	-
	1%	1%	1%	*%	1%	1%	2%	1%	-%
Amazon Logistics	3	-	-	3	3	*	*	-	-
	1%	-%	-%	1%	1%	1%	1%	-%	-%
UPS	2	1	-	1	1	1	1	-	*
	*%	1%	-%	*%	*%	2%	4%	-%	3%
						d			
DX	2	-	-	2	2	-	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	-%
TNT Express	2	-	2	-	2	-	-	-	-
	*%	-%	1%	-%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	1	*
	*%	-%	-%	-%	-%	2%	-%	5%	*%
								cd	

Columns Tested: a,b,c,d,e,f,g,h

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	575	92	111	150	353	222	79	76	67
Effective base	258	64	73	92	221	92	38	36	30
Weighted Base	521	104	136	237	477	44	23	14	7
Citipost	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	1%
Other answers	9	-	-	9	9	*	-	*	*
	2%	-%	-%	4%	2%	1%	-%	1%	3%
NET: RM only	382	77	99	174	350	32	17	10	5
	73%	74%	73%	73%	73%	73%	73%	72%	74%
NET: Provider other than RM	139	27	37	63	127	12	6	4	2
	27%	26%	27%	27%	27%	27%	27%	28%	26%
NET: RM/Parcelforce	412	82	105	192	379	33	17	10	5
	79%	79%	77%	81%	80%	75%	74%	74%	78%

Columns Tested:: a,b,c,d,e,f,g,h

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	575	19	56	8	64	53	187	18	17	215
Effective base	258	7	23	4	26	26	98	6	6	101
Weighted Base	521	14	55	11	66	70	148	13	3	205
Other answers	9	-	5	-	5	-	4	-	-	*
	2%	-%	9%	-%	8%	-%	3%	-%	-%	*%
			i		i					
NET: RM only	382	11	19	8	26	50	105	9	2	175
	73%	76%	34%	69%	40%	71%	71%	75%	98%	86%
					bd	bd	bd			bd
NET: Provider other than RM	139	3	37	3	40	20	43	3	*	29
	27%	24%	66%	31%	60%	29%	29%	25%	2%	14%
			efi		efi		i			
NET: RM/Parcelforce	412	11	28	8	36	60	114	12	2	176
	79%	76%	51%	69%	54%	85%	77%	96%	98%	86%
					bd	bd	bd			bd

Columns Tested: a,b,c,d,e,f,g,h,i

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	575	136	187	252	509	66	-	498	77	570	5
Effective base	258	59	98	111	224	34	-	236	24	256	4
Weighted Base	521	151	148	221	441	79	-	486	35	518	2
Royal Mail	382 73%	88 58%	105 71%	189 85%	323 73%	59 74%	- -%	358 74%	23 67%	380 73%	1 52%
Evri (formerly known as Hermes)	33 6%	5 3%	12 8%	16 7%	33 7%	* *%	- -%	30 6%	3 9%	33 6%	* 13%
Parcelforce	30 6%	19 13%	8 5%	3 1%	20 4%	11 13%	- -%	28 6%	3 8%	30 6%	- -%
DPD/DPD Local	24 5%	14 10%	3 2%	6 3%	22 5%	2 3%	- -%	22 5%	2 5%	24 5%	- -%
DHL	14 3%	8 5%	6 4%	1 1%	13 3%	2 2%	- -%	14 3%	1 2%	14 3%	- -%
UK Mail	10 2%	5 4%	4 2%	1 *%	8 2%	2 3%	- -%	8 2%	2 5%	10 2%	- -%
FedEx	4 1%	3 2%	* *%	1 1%	3 1%	1 1%	- -%	4 1%	* *%	4 1%	- -%
Yodel	4 1%	* *%	2 1%	2 1%	4 1%	- -%	- -%	4 1%	* *%	4 1%	- -%
Amazon Logistics	3 1%	- -%	3 2%	1 *%	3 1%	* *%	- -%	3 1%	- -%	3 1%	- -%
UPS	2 *%	1 1%	1 *%	* *%	2 1%	* *%	- -%	2 *%	1 2%	2 *%	1 35%
DX	2 *%	2 2%	- -%	- -%	1 *%	2 2%	- -%	2 *%	1 1%	2 *%	- -%
TNT Express	2 *%	1 1%	1 1%	- -%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
Whistl (Previously known as TNT Post)	1 *%	* *%	* *%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	575	136	187	252	509	66	-	498	77	570	5
Effective base	258	59	98	111	224	34	-	236	24	256	4
Weighted Base	521	151	148	221	441	79	-	486	35	518	2
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Other answers	9	5	4	*	9	*	-	9	-	9	-
	2%	3%	3%	*%	2%	*%	-%	2%	-%	2%	-%
NET: RM only	382	88	105	189	323	59	-	358	23	380	1
	73%	58%	71%	85%	73%	74%	-%	74%	67%	73%	52%
				ab							
NET: Provider other than RM	139	64	43	33	119	20	-	128	11	138	1
	27%	42%	29%	15%	27%	26%	-%	26%	33%	27%	48%
		c	c								
NET: RM/Parcelforce	412	107	114	192	342	70	-	386	26	411	1
	79%	70%	77%	87%	78%	88%	-%	79%	75%	79%	52%
				a							

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	575	243	148	179
Effective base	258	119	51	87
Weighted Base	521	225	118	175
Royal Mail	382	180	87	112
	73%	80%	74%	64%
		c		
Evri (formerly known as Hermes)	33	12	1	20
	6%	5%	1%	11%
				b
Parcelforce	30	9	6	15
	6%	4%	5%	9%
DPD/DPD Local	24	6	7	11
	5%	2%	6%	6%
DHL	14	5	2	7
	3%	2%	2%	4%
UK Mail	10	2	5	3
	2%	1%	4%	1%
FedEx	4	3	-	1
	1%	1%	-%	1%
Yodel	4	*	3	1
	1%	*%	2%	*%
Amazon Logistics	3	-	*	3
	1%	-%	*%	2%
UPS	2	1	1	*
	*%	1%	1%	*%
DX	2	2	-	-
	*%	1%	-%	-%
TNT Express	2	*	1	1
	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	1	*	*
	*%	*%	*%	*%
Citipost	*	-	*	-
	*%	-%	*%	-%

Columns Tested: a,b,c

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	575	243	148	179
Effective base	258	119	51	87
Weighted Base	521	225	118	175
Other answers	9	2	5	2
	2%	1%	4%	1%
NET: RM only	382	180	87	112
	73%	80%	74%	64%
		c		
NET: Provider other than RM	139	45	31	62
	27%	20%	26%	36%
		a		
NET: RM/Parcelforce	412	190	93	128
	79%	84%	79%	73%

Columns Tested: a,b,c

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	575	359	131	45	9	14	9	5	3	490	85	40
Effective base	258	195	46	10	4	3	1	3	1	241	17	7
Weighted Base	521	404	82	18	3	10	2	1	*	486	35	17
Royal Mail	382	306	51	13	*	9	*	1	*	357	24	11
	73%	76%	63%	74%	14%	90%	9%	99%	100%	74%	70%	66%
Evri (formerly known as Hermes)	33	23	9	1	*	-	*	-	-	32	1	*
	6%	6%	11%	5%	*%	-%	1%	-%	-%	7%	2%	*%
Parcelforce	30	21	8	2	*	*	-	-	-	28	2	*
	6%	5%	9%	10%	1%	*%	-%	-%	-%	6%	5%	*%
DPD/DPD Local	24	22	2	-	-	-	-	-	-	24	-	-
	5%	6%	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%
DHL	14	13	1	1	-	-	-	*	-	14	1	*
	3%	3%	1%	3%	-%	-%	-%	-%	1%	3%	2%	*%
UK Mail	10	*	4	*	3	1	2	-	-	4	6	6
	2%	*%	4%	*%	85%	9%	88%	-%	-%	1%	17%	33%
			a								ai	abi
FedEx	4	3	1	*	-	-	*	-	-	4	*	*
	1%	1%	1%	*%	-%	-%	2%	-%	-%	1%	*%	*%
Yodel	4	4	*	-	-	-	-	-	-	4	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Amazon Logistics	3	2	*	1	-	-	-	-	-	3	1	-
	1%	1%	*%	4%	-%	-%	-%	-%	-%	1%	2%	-%
UPS	2	1	1	*	-	-	-	-	-	2	*	-
	*%	*%	1%	1%	-%	-%	-%	-%	-%	*%	*%	-%
DX	2	1	2	-	-	-	-	-	-	2	-	-
	*%	*%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	2	*	1	1	-	-	-	-	-	1	1	-
	*%	*%	1%	3%	-%	-%	-%	-%	-%	*%	2%	-%
Whistl (Previously known as TNT Post)	1	1	*	-	-	*	-	-	-	1	*	*
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%
Citipost	*	-	-	-	-	*	-	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
Other answers	9	7	3	-	-	-	-	-	-	9	-	-
	2%	2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	575	359	131	45	9	14	9	5	3	490	85	40
Effective base	258	195	46	10	4	3	1	3	1	241	17	7
Weighted Base	521	404	82	18	3	10	2	1	*	486	35	17
NET: RM only	382	306	51	13	*	9	*	1	*	357	24	11
	73%	76%	63%	74%	14%	90%	9%	99%	100%	74%	70%	66%
NET: Provider other than RM	139	98	31	5	3	1	2	*	-	129	11	6
	27%	24%	37%	26%	86%	10%	91%	1%	-%	26%	30%	34%
NET: RM/Parcelforce	412	326	59	15	*	9	*	1	*	386	26	11
	79%	81%	72%	84%	15%	90%	9%	99%	100%	79%	75%	66%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	575	127	232	216	521	497	539	538	365	293	53	300	42	49	37	37	21
Effective base	258	75	121	63	222	212	235	239	150	97	34	154	12	16	8	9	5
Weighted Base	521	169	234	117	453	431	475	485	306	204	61	319	19	37	16	17	7
Citipost	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%
Other answers	9	6	1	3	9	8	9	9	2	*	*	6	-	-	-	2	-
	2%	4%	*%	2%	2%	2%	2%	2%	1%	*%	*%	2%	-%	-%	-%	14%	-%
NET: RM only	382	126	179	76	337	321	352	351	224	154	43	241	13	32	13	5	4
	73%	75%	77%	65%	74%	74%	74%	72%	73%	75%	71%	76%	69%	88%	86%	28%	61%
											f	f		f	f		
NET: Provider other than RM	139	43	55	41	116	110	123	134	82	50	18	77	6	5	2	12	3
	27%	25%	23%	35%	26%	26%	26%	28%	27%	25%	29%	24%	31%	12%	14%	72%	39%
																abde	
NET: RM/Parcelforce	412	131	195	85	364	347	380	380	249	167	45	260	13	33	14	11	4
	79%	78%	83%	73%	80%	80%	80%	78%	81%	82%	74%	82%	71%	89%	88%	64%	61%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	575	338	54	46	31	22	16	14	283	85	49	29	25	17	9
Effective base	258	178	17	12	7	7	2	3	151	27	12	12	4	7	2
Weighted Base	521	365	32	28	6	9	6	5	293	69	25	24	7	10	3
Royal Mail	382	275	24	23	4	6	1	3	218	52	20	20	5	3	3
	73%	75%	73%	82%	69%	69%	22%	53%	75%	75%	78%	84%	78%	31%	91%
Evri (formerly known as Hermes)	33	24	*	1	2	-	*	-	22	2	2	2	*	1	-
	6%	7%	1%	4%	26%	-%	2%	-%	7%	4%	8%	7%	2%	9%	-%
Parcelforce	30	16	7	*	*	*	4	-	19	5	*	*	*	2	-
	6%	4%	20%	1%	1%	*%	73%	-%	6%	7%	*%	2%	6%	15%	-%
			a												
DPD/DPD Local	24	13	*	2	-	-	-	*	8	2	*	-	-	-	-
	5%	4%	1%	6%	-%	-%	-%	*%	3%	3%	*%	-%	-%	-%	-%
DHL	14	8	*	-	*	*	*	2	8	*	3	*	*	2	*
	3%	2%	1%	-%	1%	1%	1%	45%	3%	1%	12%	*%	1%	23%	4%
UK Mail	10	4	*	2	*	2	-	-	*	6	*	2	1	-	-
	2%	1%	1%	6%	1%	28%	-%	-%	*%	8%	2%	7%	13%	-%	-%
			a												
FedEx	4	3	1	*	*	*	-	-	3	-	*	*	-	*	-
	1%	1%	3%	*%	2%	1%	-%	-%	1%	-%	*%	1%	-%	*%	-%
Yodel	4	4	-	*	-	-	-	-	4	*	-	-	-	-	*
	1%	1%	-%	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	3%
Amazon Logistics	3	3	*	-	-	-	-	-	1	3	-	-	-	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	*%	4%	-%	-%	-%	-%	-%
UPS	2	1	-	*	-	*	-	-	1	-	-	-	-	*	-
	*%	*%	-%	*%	-%	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%
DX	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	-	*	1	*	-	-	*	-	*
	*%	*%	-%	*%	-%	*%	-%	1%	*%	*%	-%	-%	*%	-%	1%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Other answers	9	9	-	-	-	-	*	-	6	-	-	-	-	2	-
	2%	2%	-%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%	22%	-%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	575	338	54	46	31	22	16	14	283	85	49	29	25	17	9
Effective base	258	178	17	12	7	7	2	3	151	27	12	12	4	7	2
Weighted Base	521	365	32	28	6	9	6	5	293	69	25	24	7	10	3
NET: RM only	382	275	24	23	4	6	1	3	218	52	20	20	5	3	3
	73%	75%	73%	82%	69%	69%	22%	53%	75%	75%	78%	84%	78%	31%	91%
NET: Provider other than RM	139	90	9	5	2	3	5	2	74	17	5	4	2	7	*
	27%	25%	27%	18%	31%	31%	78%	47%	25%	25%	22%	16%	22%	69%	9%
NET: RM/Parcelforce	412	291	30	24	4	6	6	3	237	56	20	21	6	5	3
	79%	80%	93%	83%	69%	69%	95%	53%	81%	81%	79%	86%	84%	46%	91%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	575	304	73	56	39	36	14	16	140	106	159	73	55
Effective base	258	160	29	16	14	12	3	5	84	46	67	20	16
Weighted Base	521	329	59	28	27	24	7	10	179	90	133	37	32
Royal Mail	382	248	40	11	20	20	7	6	122	75	107	30	17
	73%	75%	69%	38%	72%	82%	92%	57%	68%	83%	80%	83%	52%
Evri (formerly known as Hermes)	33	15	9	3	*	3	*	-	22	*	3	-	4
	6%	5%	15%	11%	1%	11%	*%	-%	12%	*%	3%	-%	11%
Parcelforce	30	21	2	6	*	*	*	*	4	6	11	2	5
	6%	6%	3%	21%	2%	2%	1%	*%	2%	7%	8%	5%	14%
DPD/DPD Local	24	20	3	*	*	-	-	-	9	5	1	*	*
	5%	6%	5%	*%	*%	-%	-%	-%	5%	6%	1%	*%	1%
DHL	14	7	1	3	3	*	1	*	7	1	3	1	2
	3%	2%	2%	10%	10%	1%	7%	1%	4%	1%	2%	2%	8%
UK Mail	10	2	1	1	3	-	-	2	-	2	2	3	2
	2%	1%	2%	4%	10%	-%	-%	20%	-%	2%	1%	8%	6%
FedEx	4	2	1	*	1	*	-	-	1	*	3	-	*
	1%	1%	2%	*%	3%	1%	-%	-%	1%	*%	2%	-%	*%
Yodel	4	1	1	2	-	-	-	-	2	-	*	-	*
	1%	*%	1%	6%	-%	-%	-%	-%	1%	-%	*%	-%	1%
Amazon Logistics	3	*	-	3	*	-	-	-	-	-	1	-	2
	1%	*%	-%	10%	1%	-%	-%	-%	-%	-%	1%	-%	7%
UPS	2	1	-	-	-	1	-	-	*	1	1	*	-
	*%	*%	-%	-%	-%	4%	-%	-%	*%	1%	*%	*%	-%
DX	2	2	-	-	-	-	-	-	2	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
TNT Express	2	1	1	-	-	-	-	-	-	*	1	1	-
	*%	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	2%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	-	-	1	-	*	*	*
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	575	304	73	56	39	36	14	16	140	106	159	73	55
Effective base	258	160	29	16	14	12	3	5	84	46	67	20	16
Weighted Base	521	329	59	28	27	24	7	10	179	90	133	37	32
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	9	7	-	-	-	-	-	2	9	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	22%	5%	-%	-%	-%	-%
NET: RM only	382	248	40	11	20	20	7	6	122	75	107	30	17
	73%	75%	69%	38%	72%	82%	92%	57%	68%	83%	80%	83%	52%
NET: Provider other than RM	139	81	19	17	8	4	1	4	57	16	26	6	15
	27%	25%	31%	62%	28%	18%	8%	43%	32%	17%	20%	17%	48%
NET: RM/Parcelforce	412	268	42	17	20	20	7	6	126	81	118	32	21
	79%	82%	71%	59%	74%	84%	93%	57%	71%	89%	89%	88%	66%
		c								ae	ae		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	186	93	134	63	39	160	102	129	57	42
Effective base	258	101	43	55	14	8	92	40	47	17	14
Weighted Base	521	224	78	102	24	17	193	85	90	29	29
Royal Mail	382	158	68	77	20	8	137	71	73	24	14
	73%	71%	87%	75%	82%	49%	71%	83%	81%	82%	48%
Evri (formerly known as Hermes)	33	22	1	3	-	2	20	1	2	-	4
	6%	10%	1%	3%	-%	10%	10%	1%	3%	-%	13%
Parcelforce	30	9	2	10	2	5	8	5	6	2	4
	6%	4%	2%	10%	8%	26%	4%	6%	7%	5%	15%
DPD/DPD Local	24	10	4	1	*	*	7	2	1	-	*
	5%	4%	5%	1%	*%	1%	3%	3%	1%	-%	1%
DHL	14	6	1	3	1	-	8	3	*	1	2
	3%	3%	1%	3%	3%	-%	4%	4%	*%	2%	8%
UK Mail	10	4	2	1	1	2	1	1	2	2	2
	2%	2%	2%	1%	4%	10%	*%	2%	3%	7%	6%
FedEx	4	1	*	3	-	*	1	*	2	-	*
	1%	1%	*%	3%	-%	*%	1%	*%	2%	-%	*%
Yodel	4	2	-	*	-	*	2	-	*	-	*
	1%	1%	-%	*%	-%	2%	1%	-%	1%	-%	1%
Amazon Logistics	3	-	-	3	-	-	-	-	1	-	2
	1%	-%	-%	3%	-%	-%	-%	-%	1%	-%	8%
UPS	2	*	1	1	-	-	*	1	1	*	-
	*%	*%	1%	1%	-%	-%	*%	1%	1%	*%	-%
DX	2	2	-	-	-	-	1	-	-	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT Express	2	-	*	1	1	-	-	*	1	1	-
	*%	-%	1%	1%	3%	-%	-%	1%	1%	3%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	*	*	1	-	*	*	*
	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	575	186	93	134	63	39	160	102	129	57	42
Effective base	258	101	43	55	14	8	92	40	47	17	14
Weighted Base	521	224	78	102	24	17	193	85	90	29	29
Citipost	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	9	9	-	-	-	-	8	-	-	-	-
	2%	4%	-%	-%	-%	-%	4%	-%	-%	-%	-%
NET: RM only	382	158	68	77	20	8	137	71	73	24	14
	73%	71%	87%	75%	82%	49%	71%	83%	81%	82%	48%
			ae					e	e		
NET: Provider other than RM	139	66	10	26	4	9	56	15	17	5	15
	27%	29%	13%	25%	18%	51%	29%	17%	19%	18%	52%
		b				b					bc
NET: RM/Parcelforce	412	167	70	87	21	13	145	76	79	26	18
	79%	75%	89%	85%	90%	75%	75%	89%	88%	87%	64%
			a					e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	575	156	94	150	81	50	383	43	110	399	176	446	75
Effective base	258	87	37	63	32	19	173	18	51	188	70	198	25
Weighted Base	521	188	84	109	64	33	355	22	108	382	139	403	49
Royal Mail	382 73%	143 76%	66 79%	77 70%	39 62%	20 63%	245 69%	15 67%	92 85%	382 100%	- -%	323 80%	13 27%
Evri (formerly known as Hermes)	33 6%	6 3%	9 11%	5 5%	5 8%	5 15%	29 8%	1 3%	1 1%	- -%	33 24%	26 7%	1 3%
Parcelforce	30 6%	11 6%	2 2%	9 9%	6 10%	* *%	16 4%	3 14%	10 9%	- -%	30 22%	14 3%	14 28%
DPD/DPD Local	24 5%	13 7%	1 1%	9 8%	1 1%	* *%	21 6%	1 3%	2 2%	- -%	24 17%	13 3%	2 4%
DHL	14 3%	6 3%	1 1%	2 2%	5 7%	1 3%	14 4%	1 3%	* *%	- -%	14 10%	2 *%	9 18%
UK Mail	10 2%	* *%	2 2%	2 2%	4 6%	* *%	8 2%	- -%	2 2%	- -%	10 7%	3 1%	6 12%
FedEx	4 1%	* *%	1 1%	3 3%	- -%	* 1%	4 1%	- -%	- -%	- -%	4 3%	4 1%	* *%
Yodel	4 1%	1 1%	2 2%	* *%	* 1%	* 1%	4 1%	- -%	- -%	- -%	4 3%	2 1%	2 3%
Amazon Logistics	3 1%	* *%	- -%	* *%	- -%	3 9%	3 1%	- -%	1 1%	- -%	3 2%	1 *%	2 4%
UPS	2 *%	1 *%	1 1%	* *%	- -%	- -%	2 *%	* *%	- -%	- -%	2 2%	1 *%	1 1%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	575	156	94	150	81	50	383	43	110	399	176	446	75
Effective base	258	87	37	63	32	19	173	18	51	188	70	198	25
Weighted Base	521	188	84	109	64	33	355	22	108	382	139	403	49
DX	2	1	-	-	2	-	2	1	-	-	2	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	2	-	-	-	1	1	1	-	*	-	2	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	1	1	-	*	*	*	1	-	-	-	1	1	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other answers	9	6	-	*	1	2	8	2	-	-	9	9	*
	2%	3%	%	%	1%	7%	2%	7%	%	%	7%	2%	%
NET: RM only	382	143	66	77	39	20	245	15	92	382	-	323	13
	73%	76%	79%	70%	62%	63%	69%	67%	85%	100%	%	80%	27%
NET: Provider other than RM	139	45	17	33	25	12	110	7	16	-	139	80	36
	27%	24%	21%	30%	38%	37%	31%	33%	15%	%	100%	20%	73%
NET: RM/Parcelforce	412	154	68	86	46	21	261	18	102	382	30	337	27
	79%	82%	82%	79%	72%	63%	73%	81%	94%	100%	22%	84%	55%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	575	354	143	172	366	448	73	347	150	173	365
Effective base	258	171	42	97	142	199	23	163	49	98	141
Weighted Base	521	342	89	200	286	405	48	332	99	200	285
Royal Mail	382	276	45	195	156	322	15	273	48	197	155
	73%	81%	50%	98%	55%	80%	31%	82%	49%	98%	54%
		b		b		b		b		b	
Evri (formerly known as Hermes)	33	23	6	1	29	27	1	22	7	-	30
	6%	7%	6%	*%	10%	7%	2%	7%	7%	-%	11%
				a						a	
Parcelforce	30	12	14	3	26	16	12	12	14	1	28
	6%	3%	16%	1%	9%	4%	25%	3%	14%	*%	10%
			a	a						a	
DPD/DPD Local	24	6	4	-	23	13	2	6	4	-	23
	5%	2%	4%	-%	8%	3%	5%	2%	4%	-%	8%
			a	a						a	
DHL	14	6	8	-	14	5	6	4	10	-	14
	3%	2%	9%	-%	5%	1%	12%	1%	10%	-%	5%
			a	a						a	
UK Mail	10	1	8	1	9	3	6	-	9	2	7
	2%	*%	9%	*%	3%	1%	12%	-%	9%	1%	3%
			a	a						a	
FedEx	4	3	*	-	4	4	*	3	*	*	4
	1%	1%	*%	-%	1%	1%	*%	1%	*%	*%	1%
Yodel	4	3	1	-	4	2	2	2	2	*	3
	1%	1%	1%	-%	1%	1%	3%	1%	2%	*%	1%
Amazon Logistics	3	1	3	-	3	1	2	1	3	-	3
	1%	*%	3%	-%	1%	*%	5%	*%	3%	-%	1%
							a				
UPS	2	1	1	-	2	1	1	1	1	-	2
	*%	*%	1%	-%	1%	*%	1%	*%	1%	-%	1%
DX	2	1	-	-	2	2	-	1	-	-	2
	*%	*%	-%	-%	1%	1%	-%	*%	-%	-%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	575	354	143	172	366	448	73	347	150	173	365
Effective base	258	171	42	97	142	199	23	163	49	98	141
Weighted Base	521	342	89	200	286	405	48	332	99	200	285
TNT Express	2	2	-	-	2	2	-	2	-	-	2
	*%	1%	-%	-%	1%	*%	-%	1%	-%	-%	1%
Whistl (Previously known as TNT Post)	1	-	1	-	1	1	*	*	*	-	1
	*%	-%	1%	-%	*%	*%	*%	*%	*%	-%	*%
Citipost	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	9	8	-	-	9	7	2	7	2	-	9
	2%	2%	-%	-%	3%	2%	3%	2%	2%	-%	3%
NET: RM only	382	276	45	195	156	322	15	273	48	197	155
	73%	81%	50%	98%	55%	80%	31%	82%	49%	98%	54%
NET: Provider other than RM	139	65	45	4	130	83	33	60	50	4	130
	27%	19%	50%	2%	45%	20%	69%	18%	51%	2%	46%
NET: RM/Parcelforce	412	288	59	198	182	337	27	284	62	197	183
	79%	84%	66%	99%	64%	83%	56%	85%	63%	99%	64%
		b	a	b	a	b	a	b	a	b	a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	575	372	375	143	1	352	335	115	2	459	273	145	2
Effective base	258	149	173	54	1	142	153	42	2	198	127	60	2
Weighted Base	521	305	339	106	1	294	287	78	2	408	229	108	4
Royal Mail	382	238	262	75	-	231	214	54	2	295	172	80	2
	73%	78%	77%	70%	-%	79%	75%	69%	100%	72%	75%	74%	59%
Evri (formerly known as Hermes)	33	15	23	2	-	14	23	4	-	27	14	4	-
	6%	5%	7%	2%	-%	5%	8%	5%	-%	6%	6%	4%	-%
Parcelforce	30	24	9	6	-	21	10	5	-	28	8	6	-
	6%	8%	3%	6%	-%	7%	4%	6%	-%	7%	4%	5%	-%
		b											
DPD/DPD Local	24	6	13	6	-	2	9	3	-	13	15	3	-
	5%	2%	4%	5%	-%	1%	3%	3%	-%	3%	7%	3%	-%
DHL	14	5	5	4	1	11	5	6	-	14	4	3	-
	3%	2%	1%	4%	100%	4%	2%	7%	-%	3%	2%	3%	-%
UK Mail	10	7	7	5	-	7	5	5	-	7	8	6	-
	2%	2%	2%	5%	-%	2%	2%	6%	-%	2%	4%	6%	-%
FedEx	4	1	4	*	-	*	3	*	-	4	*	1	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	1%	*%	1%	-%
Yodel	4	1	4	*	-	*	4	*	-	4	*	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	1%	*%	*%	-%
Amazon Logistics	3	3	1	3	-	3	3	3	-	3	2	3	-
	1%	1%	*%	2%	-%	1%	1%	3%	-%	1%	1%	2%	-%
UPS	2	1	2	*	-	1	1	*	-	1	1	-	-
	*%	*%	*%	*%	-%	*%	1%	*%	-%	*%	*%	-%	-%
DX	2	2	-	-	-	-	-	-	-	2	2	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%
TNT Express	2	1	2	*	-	1	1	-	-	2	*	1	-
	*%	*%	1%	*%	-%	*%	*%	-%	-%	*%	*%	1%	-%
Whistl (Previously known as TNT Post)	1	*	1	*	-	*	1	-	-	*	1	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	575	372	375	143	1	352	335	115	2	459	273	145	2
Effective base	258	149	173	54	1	142	153	42	2	198	127	60	2
Weighted Base	521	305	339	106	1	294	287	78	2	408	229	108	4
Other answers	9	2	9	5	-	2	6	-	-	8	-	-	2
	2%	1%	3%	4%	-%	1%	2%	-%	-%	2%	-%	-%	41%
NET: RM only	382	238	262	75	-	231	214	54	2	295	172	80	2
	73%	78%	77%	70%	-%	79%	75%	69%	100%	72%	75%	74%	59%
NET: Provider other than RM	139	67	78	31	1	63	72	24	-	113	57	28	2
	27%	22%	23%	30%	100%	21%	25%	31%	-%	28%	25%	26%	41%
NET: RM/Parcelforce	412	262	271	81	-	252	225	59	2	323	180	86	2
	79%	86%	80%	76%	-%	86%	78%	75%	100%	79%	79%	79%	59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	575	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	258	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	521	405	360	283	317	305	10	192	175	193	69	44	96	106
Royal Mail	382	314	292	247	255	240	6	163	156	173	61	42	81	90
	73%	77%	81%	87%	80%	79%	61%	85%	89%	90%	88%	95%	85%	85%
Evri (formerly known as Hermes)	33	25	24	10	9	24	-	9	3	*	1	-	3	9
	6%	6%	7%	3%	3%	8%	-%	5%	2%	*%	2%	-%	3%	9%
			a			a		c						
Parcelforce	30	21	15	12	13	13	1	10	10	9	2	*	1	*
	6%	5%	4%	4%	4%	4%	7%	5%	6%	5%	3%	*%	1%	*%
DPD/DPD Local	24	13	3	7	13	7	1	5	2	5	-	-	6	*
	5%	3%	1%	2%	4%	2%	5%	2%	1%	2%	-%	-%	6%	*%
DHL	14	4	6	1	5	2	*	1	*	*	*	-	2	1
	3%	1%	2%	*%	1%	1%	1%	1%	*%	*%	1%	-%	2%	1%
UK Mail	10	6	3	5	6	5	3	3	2	5	4	2	-	*
	2%	1%	1%	2%	2%	2%	25%	1%	1%	2%	5%	4%	-%	*%
							ab							
FedEx	4	4	3	*	4	3	-	-	*	*	-	-	1	1
	1%	1%	1%	*%	1%	1%	-%	-%	*%	*%	-%	-%	1%	1%
Yodel	4	3	3	1	1	2	-	1	1	1	*	*	*	-
	1%	1%	1%	*%	*%	1%	-%	*%	*%	*%	*%	1%	*%	-%
Amazon Logistics	3	1	1	-	1	1	-	-	-	-	-	-	-	-
	1%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
UPS	2	1	1	-	1	1	-	-	-	-	-	-	-	*
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
DX	2	2	1	-	-	2	-	-	-	-	-	-	-	-
	*%	1%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	2	2	2	1	2	*	-	1	*	*	-	-	1	-
	*%	*%	*%	*%	1%	*%	-%	*%	*%	*%	-%	-%	1%	-%
Whistl (Previously known as TNT Post)	1	1	*	-	1	*	*	-	-	-	-	-	*	*
	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	575	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	258	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	521	405	360	283	317	305	10	192	175	193	69	44	96	106
Citipost	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other answers	9	9	7	-	7	5	-	-	-	-	-	-	*	5
	2%	2%	2%	%	2%	2%	%	%	%	%	%	%	%	4%
NET: RM only	382	314	292	247	255	240	6	163	156	173	61	42	81	90
	73%	77%	81%	87%	80%	79%	61%	85%	89%	90%	88%	95%	85%	85%
NET: Provider other than RM	139	92	68	36	62	65	4	29	19	20	8	2	14	16
	27%	23%	19%	13%	20%	21%	39%	15%	11%	10%	12%	5%	15%	15%
NET: RM/Parcelforce	412	334	307	259	268	253	7	173	167	182	63	42	83	91
	79%	82%	85%	92%	85%	83%	68%	90%	95%	94%	91%	95%	86%	85%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	575	80	50	52	22	476	379	514	417	364	360	448	124	-	449	37
Effective base	258	36	19	23	11	212	162	230	188	155	153	213	51	-	196	23
Weighted Base	521	68	36	41	24	426	314	460	374	304	309	424	95	-	399	48
Royal Mail	382	56	32	24	20	326	230	343	272	223	238	318	73	-	310	35
	73%	83%	88%	59%	81%	76%	73%	75%	73%	74%	77%	75%	77%	-%	78%	73%
		c	c													
Evri (formerly known as Hermes)	33	-	1	8	1	26	19	27	23	15	17	25	3	-	26	2
	6%	-%	3%	20%	3%	6%	6%	6%	6%	5%	6%	6%	3%	-%	7%	5%
				a												
Parcelforce	30	5	*	*	*	26	19	28	23	19	21	24	5	-	15	4
	6%	8%	1%	*%	2%	6%	6%	6%	6%	6%	7%	6%	5%	-%	4%	8%
DPD/DPD Local	24	2	2	-	1	9	18	18	22	15	4	21	7	-	19	*
	5%	2%	5%	-%	2%	2%	6%	4%	6%	5%	1%	5%	7%	-%	5%	1%
				a												
DHL	14	*	*	3	-	9	10	12	13	10	11	10	3	-	6	2
	3%	*%	1%	8%	-%	2%	3%	3%	4%	3%	3%	2%	3%	-%	1%	5%
UK Mail	10	4	1	-	2	6	4	7	7	6	8	5	2	-	7	-
	2%	5%	2%	-%	9%	1%	1%	1%	2%	2%	3%	1%	2%	-%	2%	-%
FedEx	4	-	*	-	-	4	3	4	3	3	*	4	1	-	3	1
	1%	-%	*%	-%	-%	1%	1%	1%	1%	1%	*%	1%	1%	-%	1%	2%
Yodel	4	*	-	2	-	2	1	2	1	2	*	2	-	-	3	-
	1%	*%	-%	4%	-%	*%	*%	*%	*%	1%	*%	*%	-%	-%	1%	-%
Amazon Logistics	3	-	-	*	1	3	3	3	1	1	3	1	*	-	1	*
	1%	-%	-%	1%	3%	1%	1%	1%	*%	*%	1%	*%	*%	-%	*%	1%
UPS	2	-	-	-	-	1	1	1	2	1	1	1	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	2	-	-	-	-	2	-	2	2	2	2	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	-%	*%	1%	1%	1%	*%	-%	-%	1%	-%
TNT Express	2	-	-	1	-	2	2	2	2	1	1	2	1	-	1	-
	*%	-%	-%	3%	-%	*%	1%	*%	*%	*%	*%	*%	1%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	575	80	50	52	22	476	379	514	417	364	360	448	124	-	449	37
Effective base	258	36	19	23	11	212	162	230	188	155	153	213	51	-	196	23
Weighted Base	521	68	36	41	24	426	314	460	374	304	309	424	95	-	399	48
Whistl (Previously known as TNT Post)	1	-	-	*	-	1	1	1	*	1	*	1	-	-	1	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Other answers	9	-	-	2	-	9	5	9	3	5	2	9	-	-	6	2
	2%	-%	-%	5%	-%	2%	2%	2%	1%	2%	1%	2%	-%	-%	2%	5%
NET: RM only	382	56	32	24	20	326	230	343	272	223	238	318	73	-	310	35
	73%	83%	88%	59%	81%	76%	73%	75%	73%	74%	77%	75%	77%	-%	78%	73%
		c	c													
NET: Provider other than RM	139	11	4	17	4	100	85	116	102	80	71	106	21	-	90	13
	27%	17%	12%	41%	19%	24%	27%	25%	27%	26%	23%	25%	23%	-%	22%	27%
				ab												
NET: RM/Parcelforce	412	62	32	24	20	351	249	371	295	242	258	342	78	-	324	39
	79%	91%	89%	59%	83%	83%	79%	81%	79%	80%	84%	81%	82%	-%	81%	81%
		c	c													

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	575	294	241	483	23	239	336	123	334	111	151	151	253
Effective base	258	135	109	211	14	103	155	57	149	51	72	64	117
Weighted Base	521	286	209	418	35	212	308	103	301	115	135	149	225
Royal Mail	382 73%	225 79%	157 75%	305 73%	24 70%	146 69%	235 76%	71 69%	215 71%	95 82%	87 65%	111 75%	175 78%
Evri (formerly known as Hermes)	33 6%	14 5%	16 8%	30 7%	- -%	21 10%	12 4%	8 8%	20 7%	5 4%	15 11%	7 5%	9 4%
Parcelforce	30 6%	16 6%	7 3%	22 5%	3 10%	14 7%	16 5%	6 6%	16 5%	9 7%	2 2%	14 10%	13 6%
DPD/DPD Local	24 5%	7 3%	15 7%	21 5%	1 2%	6 3%	17 6%	1 1%	20 7%	2 2%	4 3%	4 3%	16 7%
DHL	14 3%	6 2%	3 1%	12 3%	* *%	8 4%	6 2%	2 2%	11 4%	2 2%	6 4%	6 4%	3 1%
UK Mail	10 2%	7 2%	* *%	7 2%	- -%	10 5%	* *%	7 7%	3 1%	- -%	6 5%	1 1%	2 1%
FedEx	4 1%	2 1%	2 1%	4 1%	- -%	1 *%	3 1%	* *%	4 1%	- -%	4 3%	* *%	* *%
Yodel	4 1%	* *%	2 1%	4 1%	- -%	* *%	3 1%	1 1%	2 1%	* *%	3 2%	* *%	* *%
Amazon Logistics	3 1%	* *%	1 *%	3 1%	- -%	3 1%	* *%	3 3%	1 *%	- -%	- -%	2 1%	1 1%
UPS	2 *%	1 *%	1 *%	2 1%	- -%	* *%	2 1%	1 1%	2 1%	* *%	2 1%	- -%	1 *%
DX	2 *%	- -%	2 1%	1 *%	2 5%	2 1%	1 *%	- -%	1 *%	2 2%	- -%	2 1%	- -%
TNT Express	2 *%	* *%	1 1%	2 *%	- -%	* *%	1 *%	1 1%	1 *%	- -%	1 1%	* *%	1 *%
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	* *%	* *%	* *%	* *%	1 *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	575	294	241	483	23	239	336	123	334	111	151	151	253
Effective base	258	135	109	211	14	103	155	57	149	51	72	64	117
Weighted Base	521	286	209	418	35	212	308	103	301	115	135	149	225
Citipost	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Other answers	9	7	2	5	5	-	9	2	6	1	5	-	4
	2%	2%	1%	1%	13%	-%	3%	2%	2%	1%	3%	-%	2%
NET: RM only	382	225	157	305	24	146	235	71	215	95	87	111	175
	73%	79%	75%	73%	70%	69%	76%	69%	71%	82%	65%	75%	78%
NET: Provider other than RM	139	61	52	113	11	66	73	32	86	21	47	38	51
	27%	21%	25%	27%	30%	31%	24%	31%	29%	18%	35%	25%	22%
NET: RM/Parcelforce	412	241	163	327	28	160	252	76	231	103	90	126	188
	79%	84%	78%	78%	80%	75%	82%	74%	77%	89%	67%	84%	83%
										ab		a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	575	276	299
Effective base	258	109	149
Weighted Base	521	227	294
Royal Mail	382	176	205
	73%	78%	70%
Evri (formerly known as Hermes)	33	7	26
	6%	3%	9%
			a
Parcelforce	30	10	20
	6%	4%	7%
DPD/DPD Local	24	11	13
	5%	5%	4%
DHL	14	8	7
	3%	3%	2%
UK Mail	10	5	5
	2%	2%	2%
FedEx	4	3	1
	1%	1%	*%
Yodel	4	2	2
	1%	1%	1%
Amazon Logistics	3	1	3
	1%	*%	1%
UPS	2	2	1
	*%	1%	*%
DX	2	2	1
	*%	1%	*%
TNT Express	2	1	1
	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1
	*%	*%	*%
Citipost	*	*	-
	*%	*%	-%

Columns Tested:: a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	575	276	299
Effective base	258	109	149
Weighted Base	521	227	294
Other answers	9	1	8
	2%	*%	3%
NET: RM only	382	176	205
	73%	78%	70%
NET: Provider other than RM	139	51	88
	27%	22%	30%
NET: RM/Parcelforce	412	186	225
	79%	82%	77%

Columns Tested: a,b

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	575	-	26	86	73	17	53	36	72	56	56	68	32
Effective base	258	-	9	41	29	6	25	11	31	33	20	52	16
Weighted Base	521	-	18	92	42	14	61	19	49	69	16	114	26
Royal Mail	382	-	12	77	31	5	42	12	39	39	12	91	23
	73%	-%	65%	83%	74%	35%	70%	60%	78%	57%	72%	80%	86%
				i								i	i
Evri (formerly known as Hermes)	33	-	*	7	5	*	1	-	3	7	1	8	-
	6%	-%	2%	7%	12%	2%	2%	-%	6%	10%	5%	7%	-%
Parcelforce	30	-	4	*	1	*	4	3	4	9	1	5	-
	6%	-%	21%	*%	2%	*%	6%	16%	8%	13%	7%	4%	-%
								c		c			
DPD/DPD Local	24	-	2	4	2	5	3	4	1	1	*	2	-
	5%	-%	9%	4%	6%	32%	6%	21%	2%	1%	1%	2%	-%
								ik					
DHL	14	-	-	2	1	3	4	*	-	1	1	2	-
	3%	-%	-%	2%	2%	20%	7%	1%	-%	1%	8%	2%	-%
UK Mail	10	-	*	2	-	2	*	-	1	6	*	-	*
	2%	-%	*%	2%	-%	12%	*%	-%	1%	8%	*%	-%	*%
FedEx	4	-	-	*	*	-	1	*	-	-	-	-	3
	1%	-%	-%	*%	*%	-%	2%	1%	-%	-%	-%	-%	10%
													ck
Yodel	4	-	*	-	-	-	-	*	2	-	*	1	-
	1%	-%	2%	-%	-%	-%	-%	1%	3%	-%	1%	1%	-%
Amazon Logistics	3	-	-	*	-	-	-	-	-	3	-	-	1
	1%	-%	-%	*%	-%	-%	-%	-%	-%	4%	-%	-%	3%
UPS	2	-	-	-	*	-	-	*	-	1	1	-	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	2%	6%	-%	-%
DX	2	-	-	-	-	-	-	-	-	1	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	2%	-%
TNT Express	2	-	-	-	1	-	-	-	-	1	-	*	-
	*%	-%	-%	-%	2%	-%	-%	-%	-%	1%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	-	*	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	1%	-%	-%	*%	1%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	575	-	26	86	73	17	53	36	72	56	56	68	32
Effective base	258	-	9	41	29	6	25	11	31	33	20	52	16
Weighted Base	521	-	18	92	42	14	61	19	49	69	16	114	26
Other answers	9	-	-	1	*	-	5	-	-	2	-	2	*
	2%	-%	-%	1%	*%	-%	7%	-%	-%	3%	-%	1%	1%
NET: RM only	382	-	12	77	31	5	42	12	39	39	12	91	23
	73%	-%	65%	83%	74%	35%	70%	60%	78%	57%	72%	80%	86%
				i								i	i
NET: Provider other than RM	139	-	6	15	11	9	18	8	11	30	5	23	4
	27%	-%	35%	17%	26%	65%	30%	40%	22%	43%	28%	20%	14%
										ckl			
NET: RM/Parcelforce	412	-	15	77	32	5	46	15	43	48	13	96	23
	79%	-%	87%	83%	77%	35%	76%	75%	86%	70%	79%	84%	86%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	575	113	142	164	156	255	320
Effective base	258	51	55	74	79	106	153
Weighted Base	521	111	116	137	156	227	294
Royal Mail	382	90	77	89	125	167	215
	73%	81%	67%	65%	80%	74%	73%
				c			
Evri (formerly known as Hermes)	33	7	7	10	9	14	19
	6%	6%	6%	7%	6%	6%	6%
Parcelforce	30	4	5	16	6	9	22
	6%	3%	4%	11%	4%	4%	7%
DPD/DPD Local	24	6	10	6	2	16	8
	5%	5%	9%	4%	1%	7%	3%
			d				
DHL	14	2	8	1	4	10	5
	3%	2%	7%	1%	2%	4%	2%
UK Mail	10	2	2	6	*	3	6
	2%	1%	1%	5%	*%	1%	2%
FedEx	4	*	1	*	3	1	3
	1%	*%	1%	*%	2%	1%	1%
Yodel	4	*	-	2	2	*	3
	1%	*%	-%	1%	1%	*%	1%
Amazon Logistics	3	*	-	3	1	*	3
	1%	*%	-%	2%	*%	*%	1%
UPS	2	-	*	1	1	*	2
	*%	-%	*%	1%	1%	*%	1%
DX	2	-	-	1	2	-	2
	*%	-%	-%	*%	1%	-%	1%
TNT Express	2	-	1	1	*	1	1
	*%	-%	1%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	*	*	-	*	*
	*%	*%	*%	*%	-%	*%	*%
Citipost	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Other answers	9	1	5	2	2	5	4
	2%	1%	4%	2%	1%	2%	1%

Table 80 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	575	113	142	164	156	255	320
Effective base	258	51	55	74	79	106	153
Weighted Base	521	111	116	137	156	227	294
NET: RM only	382	90	77	89	125	167	215
	73%	81%	67%	65%	80%	74%	73%
				c			
NET: Provider other than RM	139	21	39	48	31	60	79
	27%	19%	33%	35%	20%	26%	27%
				d			
NET: RM/Parcelforce	412	93	82	105	131	176	236
	79%	84%	71%	76%	84%	77%	80%

Columns Tested:: a,b,c,d - a,b

Table 81

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	575	63	512	352	100	37	86	223
Effective base	258	31	230	231	58	24	53	82
Weighted Base	521	43	478	490	25	4	2	30
Royal Mail	90	9	81	82	7	1	*	8
	17%	21%	17%	17%	27%	19%	18%	26%
DHL	62	8	54	57	3	1	*	5
	12%	19%	11%	12%	14%	27%	20%	16%
						a		
UK Mail	26	-	26	25	1	*	*	2
	5%	-%	6%	5%	4%	13%	8%	5%
UPS	39	3	36	37	2	*	*	2
	7%	7%	7%	8%	7%	1%	5%	6%
Yodel	26	1	25	25	1	*	*	1
	5%	1%	5%	5%	3%	1%	7%	3%
Parcelforce	112	6	106	107	4	*	*	5
	21%	14%	22%	22%	16%	13%	21%	16%
Evri (formerly known as Hermes)	81	4	77	79	1	*	*	2
	15%	9%	16%	16%	6%	2%	3%	5%
				bde				
FedEx	20	*	20	18	1	*	*	2
	4%	1%	4%	4%	6%	13%	4%	7%
						a		
Secured Mail	*	-	*	-	*	-	-	*
	1%	-%	1%	-%	1%	-%	-%	1%
DX	7	1	7	7	1	-	-	1
	1%	1%	1%	1%	2%	-%	-%	2%
Pitney Bowes	*	*	-	-	*	-	-	*
	1%	1%	-%	-%	1%	-%	-%	1%
TNT Express	4	-	4	4	-	*	*	*
	1%	-%	1%	1%	-%	3%	4%	1%
						a		
Whistl (Previously known as TNT Post)	3	-	3	3	-	-	*	*
	1%	-%	1%	1%	-%	-%	1%	1%
Citipost	4	-	4	3	-	*	-	*
	1%	-%	1%	1%	-%	1%	-%	1%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	575	63	512	352	100	37	86	223
Effective base	258	31	230	231	58	24	53	82
Weighted Base	521	43	478	490	25	4	2	30
Amazon Logistics	11	1	9	10	*	*	-	1
	2%	3%	2%	2%	1%	6%	-%	2%
DPD/DPD Local	38	10	28	35	3	*	*	3
	7%	24%	6%	7%	12%	1%	10%	10%
		b						
NET: RM/Parcelforce	202	15	187	189	11	1	1	13
	39%	34%	39%	39%	43%	32%	39%	41%
NET: Provider other than RM	431	34	397	408	18	3	2	23
	83%	79%	83%	83%	73%	81%	82%	74%

Columns Tested: a,b - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	189	122	41	53	84	86	352	100	123
Effective base	258	136	77	28	35	37	53	231	58	54
Weighted Base	521	311	153	26	14	14	2	490	25	6
Royal Mail	90 17%	43 14%	33 22%	5 20%	4 31%	3 21%	* 18%	82 17%	7 27%	1 19%
					ag				a	
DHL	62 12%	40 13%	13 8%	4 17%	1 10%	3 22%	* 20%	57 12%	3 14%	1 24%
										bg
UK Mail	26 5%	15 5%	8 5%	2 7%	* 3%	1 7%	* 8%	25 5%	1 4%	1 11%
UPS	39 7%	26 8%	9 6%	2 8%	1 9%	* 3%	* 5%	37 8%	2 7%	* 2%
Yodel	26 5%	19 6%	3 2%	2 8%	1 4%	* 2%	* 7%	25 5%	1 3%	* 3%
Parcelforce	112 21%	67 22%	35 23%	5 20%	1 9%	3 22%	* 21%	107 22%	4 16%	1 16%
Evri (formerly known as Hermes)	81 15%	61 20%	16 11%	2 7%	1 8%	* 3%	* 3%	79 16%	1 6%	* 2%
		efhi						efhi		
FedEx	20 4%	10 3%	8 5%	1 2%	1 7%	1 6%	* 4%	18 4%	1 6%	1 10%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 1%	- -%
						g				
DX	7 1%	3 1%	3 2%	1 3%	1 4%	- -%	- -%	7 1%	1 2%	- -%
Pitney Bowes	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
TNT Express	4 1%	- -%	2 1%	2 7%	- -%	* 1%	* 4%	4 1%	- -%	* 3%
				agh			ag			
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -%	- -%	- -%	- -%	* *%	3 1%	- -%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	189	122	41	53	84	86	352	100	123
Effective base	258	136	77	28	35	37	53	231	58	54
Weighted Base	521	311	153	26	14	14	2	490	25	6
Citipost	4	-	3	-	-	*	-	3	-	*
	1%	-%	2%	-%	-%	*%	-%	1%	-%	1%
Amazon Logistics	11	3	7	-	*	*	-	10	*	*
	2%	1%	4%	-%	2%	2%	-%	2%	1%	4%
DPD/DPD Local	38	20	14	*	2	1	*	35	3	*
	7%	7%	9%	1%	13%	8%	10%	7%	12%	4%
NET: RM/Parcelforce	202	110	68	10	6	6	1	189	11	2
	39%	36%	44%	40%	40%	43%	39%	39%	43%	34%
NET: Provider other than RM	431	267	120	21	10	11	2	408	18	5
	83%	86%	78%	80%	69%	79%	82%	83%	73%	81%
		dh						d		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	247	105	100	37	86	246	94	41	38	89
Effective base	258	179	71	58	24	53	155	43	15	12	21
Weighted Base	521	413	77	25	4	2	337	87	18	19	13
Royal Mail	90 17%	66 16%	16 20%	7 27%	1 19%	* 18%	58 17%	8 9%	4 21%	3 18%	3 27%
DHL	62 12%	49 12%	8 10%	3 14%	1 27%	* 20%	34 10%	18 21%	2 12%	* 2%	1 8%
UK Mail	26 5%	17 4%	8 10%	1 4%	* 13%	* 8%	8 2%	11 13%	3 15%	3 16%	1 11%
UPS	39 7%	32 8%	5 7%	2 7%	* 1%	* 5%	30 9%	2 2%	2 13%	4 20%	* 4%
Yodel	26 5%	23 5%	2 3%	1 3%	* 1%	* 7%	16 5%	8 10%	* *%	- -%	* *%
Parcelforce	112 21%	91 22%	16 20%	4 16%	* 13%	* 21%	88 26%	12 14%	* 2%	3 15%	4 28%
Evri (formerly known as Hermes)	81 15%	73 18%	6 8%	1 6%	* 2%	* 3%	67 20%	5 6%	1 4%	1 3%	1 5%
FedEx	20 4%	16 4%	2 2%	1 6%	* 13%	* 4%	9 3%	3 4%	3 16%	1 8%	1 9%
Secured Mail	* *%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
DX	7 1%	5 1%	1 2%	1 2%	- -%	- -%	2 1%	2 2%	3 15%	1 3%	- -%
Pitney Bowes	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT Express	4 1%	2 *%	2 2%	- -%	* 3%	* 4%	2 1%	- -%	- -%	2 10%	* 1%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	247	105	100	37	86	246	94	41	38	89
Effective base	258	179	71	58	24	53	155	43	15	12	21
Weighted Base	521	413	77	25	4	2	337	87	18	19	13
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -%	- -%	- -%	* *%	- -%	3 3% a	- -%	* *%	- -%
Citipost	4 1%	3 1%	1 1%	- -%	* 1%	- -%	3 1%	- -%	- -%	- -%	* *%
Amazon Logistics	11 2%	9 2%	1 1%	* 1%	* 6%	- -%	5 1%	2 3%	* *%	- -%	- -%
DPD/DPD Local	38 7%	24 6%	10 13%	3 12%	* 1%	* 10%	14 4%	12 13% a	* *%	1 5%	1 6%
NET: RM/Parcelforce	202 39%	158 38%	31 41%	11 43%	1 32%	1 39%	146 43% b	20 23%	4 23%	6 33%	7 55% b
NET: Provider other than RM	431 83%	347 84%	61 80%	18 73%	3 81%	2 82%	279 83%	79 91%	14 79%	15 82%	9 73%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	32	34	73	20	37	40	37	45	35
Effective base	258	20	21	41	14	27	27	25	32	23
Weighted Base	521	41	38	107	22	45	68	62	57	37
Royal Mail	90 17%	5 11%	10 28%	25 24%	1 3%	9 20%	14 20%	6 10%	9 16%	3 7%
DHL	62 12%	6 14%	5 13%	14 13%	5 24%	1 2%	9 14%	8 12%	5 9%	5 15%
UK Mail	26 5%	* *%	* 1%	8 7%	2 9%	2 4%	1 2%	3 6%	8 14%	* *%
UPS	39 7%	5 13%	- -%	9 8%	* *%	4 8%	5 8%	8 13%	4 6%	3 7%
Yodel	26 5%	1 3%	1 4%	4 4%	4 16%	- -%	5 7%	3 6%	2 4%	3 7%
Parcelforce	112 21%	11 28%	14 36%	17 16%	4 18%	19 43%	13 19%	3 5%	9 16%	9 24%
		g	g			cgh				
Evri (formerly known as Hermes)	81 15%	10 25%	4 11%	6 6%	3 11%	5 11%	14 20%	14 23%	7 12%	12 32%
		c						c		c
FedEx	20 4%	* 1%	* *%	8 7%	2 9%	3 7%	* *%	3 5%	1 2%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
DX	7 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	4 7%	2 5%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
TNT Express	4 1%	- -%	- -%	* *%	- -%	- -%	2 3%	- -%	2 3%	* *%
Whistl (Previously known as TNT Post)	3 1%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%
Citipost	4 1%	- -%	- -%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	575	32	34	73	20	37	40	37	45	35
Effective base	258	20	21	41	14	27	27	25	32	23
Weighted Base	521	41	38	107	22	45	68	62	57	37
Amazon Logistics	11	-	2	5	-	1	-	2	-	*
	2%	-%	6%	4%	-%	3%	-%	3%	-%	*%
DPD/DPD Local	38	1	*	8	2	1	2	11	6	1
	7%	4%	1%	8%	10%	2%	2%	18%	10%	2%
NET: RM/Parcelforce	202	16	24	42	5	28	27	9	18	12
	39%	39%	64%	39%	21%	63%	39%	14%	32%	31%
			ghi	g		ghi	g			
NET: Provider other than RM	431	36	27	81	22	36	54	56	48	35
	83%	89%	72%	76%	97%	80%	80%	90%	84%	93%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	575	92	111	150	353	222	79	76	67
Effective base	258	64	73	92	221	92	38	36	30
Weighted Base	521	104	136	237	477	44	23	14	7
Royal Mail	90 17%	12 12%	24 18%	45 19%	82 17%	8 19%	4 18%	3 19%	1 20%
DHL	62 12%	12 11%	16 12%	30 13%	58 12%	4 8%	2 9%	* 1%	1 19%
UK Mail	26 5%	4 4%	9 6%	12 5%	25 5%	2 3%	1 5%	* 1%	* 4%
UPS	39 7%	6 6%	9 7%	22 9%	37 8%	2 4%	1 3%	1 5%	* 4%
Yodel	26 5%	6 6%	5 4%	13 5%	24 5%	2 4%	* *%	1 11%	* 5%
Parcelforce	112 21%	32 31%	34 25%	32 14%	99 21%	13 30%	6 27%	5 36%	2 31%
Evri (formerly known as Hermes)	81 15%	20 19%	21 16%	34 14%	75 16%	6 13%	3 14%	2 17%	* 3%
FedEx	20 4%	5 5%	2 1%	11 5%	18 4%	2 5%	2 7%	* 2%	* 4%
Secured Mail	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%
DX	7 1%	2 2%	5 3%	1 *%	7 1%	* *%	- -%	- -%	* *%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT Express	4 1%	* *%	2 1%	2 1%	4 1%	* *%	- -%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g,h

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	575	92	111	150	353	222	79	76	67
Effective base	258	64	73	92	221	92	38	36	30
Weighted Base	521	104	136	237	477	44	23	14	7
Whistl (Previously known as TNT Post)	3 1%	- -%	- -%	3 1%	3 1%	* *%	- -%	- -%	* *%
Citipost	4 1%	- -%	- -%	3 1%	3 1%	* *%	- -%	* *%	- -%
Amazon Logistics	11 2%	2 2%	2 2%	6 3%	10 2%	* 1%	* 2%	- -%	- -%
DPD/DPD Local	38 7%	4 4%	8 6%	21 9%	33 7%	5 12%	4 15%	1 7%	1 10%
NET: RM/Parcelforce	202 39%	45 43%	58 43%	77 33%	180 38%	21 49%	10 45%	7 55%	4 51%
NET: Provider other than RM	431 83%	92 88%	112 82%	191 81%	395 83%	35 81%	19 82%	11 81%	5 80%

Columns Tested:: a,b,c,d,e,f,g,h

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	575	19	56	8	64	53	187	18	17	215
Effective base	258	7	23	4	26	26	98	6	6	101
Weighted Base	521	14	55	11	66	70	148	13	3	205
Royal Mail	90 17%	3 24%	29 52% efi	1 5%	29 44% efi	7 10%	26 18%	3 24%	* 1%	20 10%
DHL	62 12%	5 31%	4 8%	1 8%	5 8%	9 13%	14 10%	* 1%	* 2%	28 14%
UK Mail	26 5%	1 8%	2 3%	5 45%	7 10%	7 10%	2 1%	2 16%	* *%	7 4%
UPS	39 7%	- -%	4 7%	3 25%	7 10%	- -%	12 8%	- -%	- -%	20 10%
Yodel	26 5%	- -%	1 2%	- -%	1 1%	9 13%	5 4%	- -%	1 22%	10 5%
Parcelforce	112 21%	3 18%	10 18%	- -%	10 15%	22 31%	38 26%	1 4%	1 41%	38 19%
Evri (formerly known as Hermes)	81 15%	1 8%	* *%	2 18%	2 3%	9 13%	25 17% b	2 15%	* 8%	42 20% bd
FedEx	20 4%	* 1%	* 1%	- -%	* 1%	* *%	6 4%	3 23%	* *%	11 5%
Secured Mail	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
DX	7 1%	- -%	1 1%	- -%	1 1%	- -%	2 1%	- -%	- -%	5 2%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
TNT Express	4 1%	- -%	* *%	- -%	* *%	* *%	4 2%	- -%	- -%	- -%
Whistl (Previously known as TNT Post)	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%
Citipost	4 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	3 1%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	575	19	56	8	64	53	187	18	17	215
Effective base	258	7	23	4	26	26	98	6	6	101
Weighted Base	521	14	55	11	66	70	148	13	3	205
Amazon Logistics	11	-	-	-	-	3	3	-	1	4
	2%	-%	-%	-%	-%	4%	2%	-%	21%	2%
DPD/DPD Local	38	1	4	-	4	4	10	2	*	14
	7%	10%	8%	-%	6%	6%	7%	18%	2%	7%
NET: RM/Parcelforce	202	6	39	1	39	29	65	4	1	58
	39%	42%	70%	5%	59%	41%	44%	28%	42%	29%
			efi		i		i			
NET: Provider other than RM	431	11	26	11	37	63	122	10	3	184
	83%	76%	48%	95%	56%	90%	82%	76%	99%	90%
						bd	bd			bd

Columns Tested: a,b,c,d,e,f,g,h,i

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	575	136	187	252	509	66	-	498	77	570	5
Effective base	258	59	98	111	224	34	-	236	24	256	4
Weighted Base	521	151	148	221	441	79	-	486	35	518	2
Royal Mail	90 17%	40 27%	26 18%	23 11%	82 19%	8 10%	- -%	82 17%	7 21%	90 17%	* 13%
DHL	62 12%	19 13%	14 10%	28 13%	50 11%	11 14%	- -%	57 12%	4 12%	62 12%	- -%
UK Mail	26 5%	15 10%	2 1%	9 4%	26 6%	- -%	- -%	25 5%	1 3%	26 5%	* 1%
UPS	39 7%	7 5%	12 8%	20 9%	29 7%	10 12%	- -%	38 8%	* 1%	39 7%	- -%
Yodel	26 5%	10 7%	5 4%	10 5%	21 5%	4 6%	- -%	21 4%	5 13%	25 5%	1 27%
Parcelforce	112 21%	34 22%	38 26%	40 18%	83 19%	28 36%	- -%	110 23%	2 4%	111 21%	1 24%
Evri (formerly known as Hermes)	81 15%	12 8%	25 17%	44 20%	70 16%	11 14%	- -%	76 16%	5 14%	81 16%	- -%
FedEx	20 4%	1 *%	6 4%	14 6%	20 4%	* *%	- -%	17 4%	3 8%	20 4%	- -%
Secured Mail	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
DX	7 1%	1 *%	2 1%	5 2%	7 2%	- -%	- -%	7 1%	- -%	7 1%	- -%
Pitney Bowes	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT Express	4 1%	* *%	4 2%	- -%	2 *%	2 2%	- -%	4 1%	- -%	4 1%	- -%
Whistl (Previously known as TNT Post)	3 1%	- -%	- -%	3 1%	3 1%	- -%	- -%	3 1%	- -%	3 1%	- -%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	575	136	187	252	509	66	-	498	77	570	5
Effective base	258	59	98	111	224	34	-	236	24	256	4
Weighted Base	521	151	148	221	441	79	-	486	35	518	2
Citipost	4	-	1	3	4	-	-	4	-	4	-
	1%	-%	1%	1%	1%	-%	-%	1%	-%	1%	-%
Amazon Logistics	11	3	3	5	11	-	-	9	1	11	-
	2%	2%	2%	2%	2%	-%	-%	2%	4%	2%	-%
DPD/DPD Local	38	10	10	18	33	5	-	31	7	37	1
	7%	7%	7%	8%	7%	6%	-%	6%	20%	7%	35%
									a		
NET: RM/Parcelforce	202	74	65	63	166	36	-	193	9	201	1
	39%	49%	44%	28%	38%	45%	-%	40%	26%	39%	36%
		c	c								
NET: Provider other than RM	431	111	122	198	359	72	-	403	27	429	2
	83%	73%	82%	89%	81%	90%	-%	83%	79%	83%	87%
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	575	243	148	179
Effective base	258	119	51	87
Weighted Base	521	225	118	175
Royal Mail	90 17%	26 11%	22 19%	41 24%
				a
DHL	62 12%	29 13%	22 19%	10 6%
				c
UK Mail	26 5%	9 4%	15 13%	1 1%
				ac
UPS	39 7%	8 4%	3 2%	28 16%
				ab
Yodel	26 5%	17 8%	2 1%	7 4%
Parcelforce	112 21%	54 24%	22 18%	36 21%
Evri (formerly known as Hermes)	81 15%	36 16%	18 15%	27 16%
FedEx	20 4%	8 4%	3 3%	8 5%
Secured Mail	* *%	- -%	* *%	- -%
DX	7 1%	4 2%	3 3%	* *%
Pitney Bowes	* *%	* *%	- -%	- -%
TNT Express	4 1%	2 1%	* *%	2 1%
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -%	* *%

Columns Tested:: a,b,c

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	575	243	148	179
Effective base	258	119	51	87
Weighted Base	521	225	118	175
Citipost	4	1	3	*
	1%	*%	2%	*%
Amazon Logistics	11	8	1	2
	2%	3%	1%	1%
DPD/DPD Local	38	21	4	11
	7%	9%	3%	7%
NET: RM/Parcelforce	202	80	44	77
	39%	35%	37%	44%
NET: Provider other than RM	431	200	96	133
	83%	89%	81%	76%
		c		

Columns Tested: a,b,c

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	575	359	131	45	9	14	9	5	3	490	85	40
Effective base	258	195	46	10	4	3	1	3	1	241	17	7
Weighted Base	521	404	82	18	3	10	2	1	*	486	35	17
Royal Mail	90	68	13	3	3	1	2	-	-	81	9	6
	17%	17%	16%	16%	86%	9%	88%	-%	-%	17%	25%	33%
DHL	62	52	7	2	*	*	*	1	*	58	3	1
	12%	13%	8%	11%	3%	*%	4%	65%	92%	12%	10%	8%
UK Mail	26	11	6	*	*	9	*	*	*	17	9	9
	5%	3%	8%	1%	*%	88%	3%	30%	8%	3%	27%	54%
											ai	abci
UPS	39	29	2	8	-	-	-	-	-	31	8	-
	7%	7%	2%	47%	-%	-%	-%	-%	-%	6%	23%	-%
				abik							abi	
Yodel	26	18	8	*	*	-	*	*	-	26	*	*
	5%	4%	10%	*%	*%	-%	1%	1%	-%	5%	*%	*%
Parcelforce	112	90	19	2	*	*	*	*	-	109	3	*
	21%	22%	23%	14%	10%	*%	2%	4%	-%	22%	8%	3%
Evri (formerly known as Hermes)	81	68	13	*	-	-	-	-	-	81	*	-
	15%	17%	16%	*%	-%	-%	-%	-%	-%	17%	*%	-%
FedEx	20	14	5	1	-	-	-	-	-	19	1	-
	4%	3%	6%	5%	-%	-%	-%	-%	-%	4%	3%	-%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
DX	7	7	1	-	-	-	-	-	-	7	-	-
	1%	2%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Pitney Bowes	*	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	4	4	*	-	-	-	*	-	-	4	*	*
	1%	1%	*%	-%	-%	-%	2%	-%	-%	1%	*%	*%
Whistl (Previously known as TNT Post)	3	3	*	-	-	-	-	-	-	3	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Citipost	4	3	-	-	-	*	-	-	-	3	*	*
	1%	1%	-%	-%	-%	*%	-%	-%	-%	1%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	575	359	131	45	9	14	9	5	3	490	85	40
Effective base	258	195	46	10	4	3	1	3	1	241	17	7
Weighted Base	521	404	82	18	3	10	2	1	*	486	35	17
Amazon Logistics	11	8	2	-	-	-	-	-	-	11	-	-
	2%	2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
DPD/DPD Local	38	30	7	1	-	*	-	-	-	36	1	*
	7%	7%	8%	6%	-%	2%	-%	-%	-%	7%	4%	1%
NET: RM/Parcelforce	202	158	32	5	3	1	2	*	-	190	11	6
	39%	39%	39%	30%	96%	9%	90%	4%	-%	39%	33%	36%
NET: Provider other than RM	431	336	69	15	*	9	*	1	*	404	26	12
	83%	83%	84%	84%	14%	91%	12%	100%	100%	83%	75%	67%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	575	127	232	216	521	497	539	538	365	293	53	300	42	49	37	37	21
Effective base	258	75	121	63	222	212	235	239	150	97	34	154	12	16	8	9	5
Weighted Base	521	169	234	117	453	431	475	485	306	204	61	319	19	37	16	17	7
Royal Mail	90 17%	35 21%	33 14%	22 19%	76 17%	69 16%	79 17%	87 18%	51 17%	26 13%	11 19%	52 16%	3 16%	1 2%	2 12%	7 44%	3 37%
DHL	62 12%	20 12%	32 14%	10 9%	56 12%	53 12%	59 12%	57 12%	45 15%	43 21%	6 10%	42 13%	4 20%	5 14%	1 4%	1 8%	* 2%
UK Mail	26 5%	2 1%	9 4%	16 13% ab	26 6%	26 6%	26 6%	23 5%	23 7%	24 12% d	- -%	11 4%	1 3%	8 23% ab	5 30% ab	1 5%	1 9%
UPS	39 7%	4 2%	25 11% a	10 8%	32 7%	32 8%	33 7%	39 8%	21 7%	13 6%	1 2%	21 7%	4 22% a	4 10%	3 18%	* 1%	- -%
Yodel	26 5%	12 7%	6 2%	8 7%	20 4%	20 5%	21 4%	20 4%	15 5%	18 9%	1 2%	14 4%	- -%	1 2%	1 4%	4 27% ab	* %*
Parcelforce	112 21%	36 21%	55 23%	22 19%	100 22%	92 21%	108 23%	109 23%	74 24%	30 15%	23 38% de	75 24%	3 17%	3 9%	1 3%	1 6%	1 17%
Evri (formerly known as Hermes)	81 15%	30 18%	38 16%	13 11%	67 15%	66 15%	71 15%	74 15%	34 11%	17 9%	9 15%	51 16%	2 12%	2 6%	4 23%	1 7%	2 27%
FedEx	20 4%	3 2%	10 4%	6 5%	20 4%	20 5%	20 4%	20 4%	13 4%	12 6%	- -%	15 5%	* 2%	5 12%	* *%	* *%	- -%
Secured Mail	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
DX	7 1%	5 3%	1 1%	1 *% *	7 1%	7 2%	7 1%	7 1%	2 1%	2 1%	- -%	6 2%	1 3%	- -%	* *%	- -%	- -%
Pitney Bowes	* *%	- -%	- -%	* *% *	* *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
TNT Express	4 1%	- -%	4 2%	* *% *	* *%	4 1%	4 1%	4 1%	* *%	* *%	4 6%	* *%	- -%	- -%	- -%	- -%	* 2%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	575	127	232	216	521	497	539	538	365	293	53	300	42	49	37	37	21
Effective base	258	75	121	63	222	212	235	239	150	97	34	154	12	16	8	9	5
Weighted Base	521	169	234	117	453	431	475	485	306	204	61	319	19	37	16	17	7
Whistl (Previously known as TNT Post)	3 1%	3 2%	- -%	* *%	3 1%	3 1%	3 1%	3 1%	3 1%	* *%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%
Citipost	4 1%	- -%	3 1%	* *%	4 1%	4 1%	4 1%	4 1%	4 1%	4 2%	- -%	- -%	- -%	3 9%	- -%	- -%	* *%
Amazon Logistics	11 2%	8 4%	1 *%	2 2%	9 2%	7 2%	9 2%	7 1%	5 2%	1 1%	2 3%	5 2%	* 2%	2 6%	- -%	- -%	- -%
DPD/DPD Local	38 7%	12 7%	18 8%	8 7%	32 7%	28 7%	32 7%	32 7%	17 5%	14 7%	4 6%	23 7%	1 3%	3 8%	1 6%	* 2%	* 5%
NET: RM/Parcelforce	202 39%	71 42%	87 37%	44 37%	177 39%	161 37%	187 39%	196 40%	125 41%	56 27%	34 56%	127 40%	6 33%	4 11%	2 15%	9 51%	4 54%
NET: Provider other than RM	431 83%	134 79%	202 86%	95 81%	376 83%	362 84%	396 83%	399 82%	255 83%	178 87%	50 81%	267 84%	16 84%	36 98%	14 88%	9 56%	4 63%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	575	338	54	46	31	22	16	14	283	85	49	29	25	17	9
Effective base	258	178	17	12	7	7	2	3	151	27	12	12	4	7	2
Weighted Base	521	365	32	28	6	9	6	5	293	69	25	24	7	10	3
Royal Mail	90	63	5	2	2	3	*	2	48	7	2	4	1	7	*
	17%	17%	15%	5%	29%	29%	4%	46%	16%	10%	9%	16%	16%	68%	4%
DHL	62	40	9	5	*	1	*	*	28	20	4	*	1	*	*
	12%	11%	28%	19%	7%	12%	5%	*%	10%	28%	14%	1%	17%	4%	3%
UK Mail	26	14	2	9	1	*	*	1	5	7	7	3	3	1	*
	5%	4%	8%	30%	19%	*%	*%	10%	2%	10%	26%	14%	50%	7%	7%
UPS	39	28	1	*	*	3	-	-	17	9	4	3	*	-	-
	7%	8%	2%	*%	7%	32%	-%	-%	6%	13%	14%	14%	2%	-%	-%
Yodel	26	13	1	1	*	1	4	*	13	7	1	*	*	*	*
	5%	4%	3%	2%	*%	6%	74%	1%	4%	10%	3%	*%	2%	*%	1%
Parcelforce	112	93	2	2	1	1	1	*	76	8	6	1	*	1	*
	21%	25%	8%	9%	8%	11%	9%	5%	26%	11%	23%	4%	6%	6%	11%
Evri (formerly known as Hermes)	81	56	3	4	1	*	-	2	54	4	2	4	*	1	2
	15%	15%	10%	16%	18%	4%	-%	36%	18%	6%	6%	15%	3%	11%	61%
FedEx	20	14	3	2	*	*	-	-	15	2	*	3	-	*	-
	4%	4%	10%	7%	1%	1%	-%	-%	5%	3%	*%	11%	-%	1%	-%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
DX	7	7	-	-	*	-	-	-	6	-	1	-	-	-	-
	1%	2%	-%	-%	*%	-%	-%	-%	2%	-%	2%	-%	-%	-%	-%
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	4	*	-	-	-	-	*	*	4	-	-	-	*	*	-
	1%	*%	-%	-%	-%	-%	2%	1%	1%	-%	-%	-%	1%	1%	-%
Whistl (Previously known as TNT Post)	3	3	*	-	-	-	-	-	3	-	-	-	-	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Citipost	4	3	1	-	-	-	-	*	-	-	-	3	-	-	*
	1%	1%	2%	-%	-%	-%	-%	1%	-%	-%	-%	14%	-%	-%	1%
Amazon Logistics	11	8	1	*	-	-	-	-	5	*	*	2	-	-	-
	2%	2%	2%	1%	-%	-%	-%	-%	2%	*%	1%	8%	-%	-%	-%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	575	338	54	46	31	22	16	14	283	85	49	29	25	17	9
Effective base	258	178	17	12	7	7	2	3	151	27	12	12	4	7	2
Weighted Base	521	365	32	28	6	9	6	5	293	69	25	24	7	10	3
DPD/DPD Local	38	24	4	3	1	*	*	-	21	6	*	1	*	*	*
	7%	7%	12%	11%	10%	4%	6%	-%	7%	8%	1%	2%	4%	2%	12%
NET: RM/Parcelforce	202	156	7	4	2	4	1	3	124	15	8	5	1	8	*
	39%	43%	23%	14%	37%	41%	13%	52%	42%	21%	32%	20%	21%	74%	15%
		c							b						
NET: Provider other than RM	431	303	27	27	5	6	6	3	245	62	23	20	6	3	3
	83%	83%	85%	95%	71%	71%	96%	54%	84%	90%	91%	84%	84%	32%	96%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	575	304	73	56	39	36	14	16	140	106	159	73	55
Effective base	258	160	29	16	14	12	3	5	84	46	67	20	16
Weighted Base	521	329	59	28	27	24	7	10	179	90	133	37	32
Royal Mail	90 17%	53 16%	14 24%	8 28%	4 16%	2 7%	* 7%	4 43%	40 23%	11 12%	14 10%	5 15%	7 21%
DHL	62 12%	37 11%	11 19%	1 4%	5 18%	2 7%	1 8%	* 3%	19 11%	15 16%	18 13%	4 11%	3 9%
UK Mail	26 5%	5 1%	1 2%	2 9%	5 19%	5 22%	4 52%	1 8%	7 4%	4 5%	15 11%	* *%	* *%
UPS	39 7%	18 5%	10 16%	1 4%	7 24%	* *%	* 1%	4 35%	13 7%	7 8%	8 6%	4 10%	1 3%
Yodel	26 5%	13 4%	* 1%	5 18%	* *%	2 7%	* 1%	* *%	6 3%	4 5%	5 4%	1 4%	4 14%
Parcelforce	112 21%	92 28%	5 8%	4 14%	2 8%	4 16%	2 33%	* 3%	49 27%	16 18%	34 25%	3 8%	5 14%
Evri (formerly known as Hermes)	81 15%	55 17%	7 11%	3 11%	3 12%	6 23%	- -%	- -%	20 11%	16 18%	24 18%	5 15%	5 17%
FedEx	20 4%	12 4%	7 12%	* 1%	- -%	* 1%	- -%	- -%	4 2%	7 7%	2 1%	4 12%	3 9%
Secured Mail	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
DX	7 1%	7 2%	* *%	- -%	- -%	- -%	- -%	1 5%	2 1%	1 1%	3 3%	- -%	* *%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT Express	4 1%	4 1%	* *%	- -%	- -%	* *%	- -%	* 1%	4 2%	- -%	* *%	* *%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	575	304	73	56	39	36	14	16	140	106	159	73	55
Effective base	258	160	29	16	14	12	3	5	84	46	67	20	16
Weighted Base	521	329	59	28	27	24	7	10	179	90	133	37	32
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	* *%	- -%
Citipost	4 1%	3 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	3 3%	- -%	* *%
Amazon Logistics	11 2%	7 2%	- -%	* 1%	- -%	- -%	- -%	- -%	3 2%	3 3%	* *%	2 4%	1 3%
DPD/DPD Local	38 7%	20 6%	4 6%	3 11%	1 2%	4 17%	- -%	* 2%	9 5%	6 7%	7 5%	7 20%	3 9%
NET: RM/Parcelforce	202 39%	145 44%	19 32%	12 42%	7 25%	6 24%	3 39%	5 46%	89 50%	27 30%	47 36%	9 23%	11 35%
NET: Provider other than RM	431 83%	276 84%	45 76%	20 72%	23 84%	23 93%	7 93%	6 57%	138 77%	79 88%	119 90%	31 85%	25 79%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	186	93	134	63	39	160	102	129	57	42
Effective base	258	101	43	55	14	8	92	40	47	17	14
Weighted Base	521	224	78	102	24	17	193	85	90	29	29
Royal Mail	90 17%	52 23%	7 8%	12 12%	3 14%	2 14%	36 19%	8 10%	12 13%	5 16%	7 23%
DHL	62 12%	29 13%	5 6%	18 17%	2 8%	3 17%	25 13%	16 19%	6 6%	3 11%	2 8%
UK Mail	26 5%	10 4%	9 11%	3 3%	* *% *	* 1%	9 5%	3 4%	14 16%	* *% *	* *% *
UPS	39 7%	18 8%	5 6%	8 8%	1 2%	- -%	13 7%	9 11%	6 6%	4 13%	1 3%
Yodel	26 5%	6 3%	4 6%	4 4%	1 5%	4 26% ac	8 4%	2 2%	5 5%	1 4%	4 15%
Parcelforce	112 21%	55 24%	16 21%	25 25%	1 4%	2 10%	47 24%	17 20%	20 22%	3 9%	4 13%
Evri (formerly known as Hermes)	81 15%	30 13%	18 22%	13 13%	4 16%	3 15%	26 13%	8 9%	22 24%	6 21%	4 15%
FedEx	20 4%	6 3%	5 6%	2 2%	4 18% ac	3 16%	6 3%	8 10%	1 1%	1 5%	3 10%
Secured Mail	* *% *	* *% *	- -% *	- -% *	- -% *	- -% *	* *% *	- -% *	- -% *	- -% *	- -% *
DX	7 1%	2 1%	1 2%	3 3%	- -% *	* *% *	2 1%	1 2%	3 4%	- -% *	* *% *
Pitney Bowes	* *% *	- -% *	- -% *	- -% *	- -% *	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *
TNT Express	4 1%	- -% *	- -% *	* *% *	* 1% *% *	* *% *	4 2%	- -% *	* *% *	* *% *	* *% *
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -% *	- -% *	* *% *	- -% *	3 1%	- -% *	- -% *	* *% *	- -% *

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	575	186	93	134	63	39	160	102	129	57	42
Effective base	258	101	43	55	14	8	92	40	47	17	14
Weighted Base	521	224	78	102	24	17	193	85	90	29	29
Citipost	4 1%	- -%	- -%	3 3%	- -%	* *%	3 1%	- -%	1 1%	- -%	* *%
Amazon Logistics	11 2%	4 2%	3 4%	2 2%	- -%	* *%	2 1%	3 3%	* *%	2 6%	1 3%
DPD/DPD Local	38 7%	10 4%	6 8%	8 8%	8 32%	* *%	10 5%	9 10%	2 2%	4 14%	3 10%
NET: RM/Parcelforce	202 39%	106 47%	23 29%	37 37%	4 18%	4 24%	83 43%	26 30%	31 35%	7 25%	10 36%
NET: Provider other than RM	431 83%	172 77%	72 92%	90 88%	20 86%	15 86%	157 81%	77 90%	78 87%	25 84%	22 77%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	575	156	94	150	81	50	383	43	110	399	176	446	75
Effective base	258	87	37	63	32	19	173	18	51	188	70	198	25
Weighted Base	521	188	84	109	64	33	355	22	108	382	139	403	49
Royal Mail	90 17%	34 18%	11 13%	25 22%	6 9%	9 28%	73 21%	5 24%	8 7%	- -%	90 65%	65 16%	12 24%
DHL	62 12%	25 13%	12 14%	9 8%	7 11%	4 12%	36 10%	4 19%	16 15%	53 14%	9 6%	46 11%	10 20%
UK Mail	26 5%	4 2%	5 6%	6 6%	7 11%	* 1%	20 6%	1 7%	2 2%	25 7%	1 1%	21 5%	6 12%
UPS	39 7%	9 5%	9 11%	9 8%	8 12%	4 13%	38 11%	* 1%	1 1%	32 8%	7 5%	28 7%	4 8%
Yodel	26 5%	6 3%	* *%	5 4%	8 12%	* *%	10 3%	2 11%	8 7%	18 5%	8 5%	13 3%	7 14%
Parcelforce	112 21%	58 31%	13 16%	23 21%	9 14%	4 12%	71 20%	2 7%	36 34%	106 28%	6 4%	100 25%	1 1%
Evri (formerly known as Hermes)	81 15%	27 15%	11 13%	22 21%	7 11%	3 10%	56 16%	- -%	18 17%	77 20%	3 2%	66 16%	1 2%
FedEx	20 4%	4 2%	4 5%	3 3%	6 9%	3 9%	13 4%	1 3%	6 6%	17 4%	3 2%	17 4%	3 6%
Secured Mail	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* *%	- -%	* *%	- -%
DX	7 1%	4 2%	2 2%	1 *%	1 1%	- -%	1 *%	2 8%	4 4%	5 1%	2 2%	5 1%	2 4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	575	156	94	150	81	50	383	43	110	399	176	446	75
Effective base	258	87	37	63	32	19	173	18	51	188	70	198	25
Weighted Base	521	188	84	109	64	33	355	22	108	382	139	403	49
Pitney Bowes	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
TNT Express	4	4	-	*	*	*	4	-	*	*	4	*	-
	1%	2%	-%	*%	*%	*%	1%	-%	*%	*%	3%	*%	-%
											a		
Whistl (Previously known as TNT Post)	3	3	-	-	-	*	*	-	3	3	-	3	-
	1%	2%	-%	-%	-%	*%	*%	-%	3%	1%	-%	1%	-%
									a				
Citipost	4	1	3	-	-	*	3	1	-	3	*	3	*
	1%	*%	3%	-%	-%	*%	1%	3%	-%	1%	*%	1%	*%
Amazon Logistics	11	2	3	*	2	-	7	*	-	11	*	9	*
	2%	1%	3%	*%	3%	-%	2%	1%	-%	3%	*%	2%	1%
DPD/DPD Local	38	6	10	7	4	5	24	3	6	31	7	28	4
	7%	3%	12%	7%	6%	15%	7%	13%	5%	8%	5%	7%	9%
NET: RM/Parcelforce	202	93	24	48	15	13	145	7	44	106	95	164	12
	39%	49%	29%	44%	23%	39%	41%	31%	41%	28%	69%	41%	25%
		bd									a		
NET: Provider other than RM	431	154	73	85	58	24	282	17	100	382	49	339	38
	83%	82%	87%	78%	91%	72%	79%	76%	93%	100%	35%	84%	76%
									a	b			

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	575	354	143	172	366	448	73	347	150	173	365
Effective base	258	171	42	97	142	199	23	163	49	98	141
Weighted Base	521	342	89	200	286	405	48	332	99	200	285
Royal Mail	90 17%	50 15%	18 20%	4 2%	82 29%	67 17%	9 18%	45 14%	23 24%	4 2%	83 29%
DHL	62 12%	35 10%	17 19%	21 11%	36 13%	44 11%	12 25%	37 11%	16 16%	21 10%	36 13%
UK Mail	26 5%	9 3%	17 19%	18 9%	6 2%	21 5%	5 11%	10 3%	17 17%	14 7%	10 3%
UPS	39 7%	25 7%	7 8%	23 12%	15 5%	29 7%	3 6%	26 8%	7 7%	23 11%	16 6%
Yodel	26 5%	15 4%	5 6%	7 3%	13 4%	13 3%	7 15%	15 5%	5 5%	7 3%	13 5%
Parcelforce	112 21%	86 25%	6 7%	57 29%	52 18%	100 25%	* *%	84 25%	8 8%	61 30%	49 17%
Evri (formerly known as Hermes)	81 15%	61 18%	4 5%	43 21%	31 11%	66 16%	1 2%	60 18%	6 6%	43 21%	31 11%
FedEx	20 4%	16 5%	4 4%	8 4%	12 4%	17 4%	3 7%	14 4%	6 6%	8 4%	11 4%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
DX	7 1%	5 1%	2 2%	4 2%	3 1%	5 1%	2 4%	4 1%	2 2%	5 2%	2 1%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
TNT Express	4 1%	2 1%	2 2%	* *%	4 1%	* *%	* *%	2 1%	2 2%	- -%	4 1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	575	354	143	172	366	448	73	347	150	173	365
Effective base	258	171	42	97	142	199	23	163	49	98	141
Weighted Base	521	342	89	200	286	405	48	332	99	200	285
Whistl (Previously known as TNT Post)	3 1%	3 1%	- -%	* *%	3 1%	3 1%	- -%	3 1%	- -%	3 1%	- -%
Citipost	4 1%	3 1%	1 1%	3 1%	1 *%	3 1%	1 2%	3 1%	1 1%	3 2%	* *%
Amazon Logistics	11 2%	6 2%	1 1%	4 2%	2 1%	9 2%	* *%	6 2%	1 1%	6 3%	1 *%
DPD/DPD Local	38 7%	24 7%	4 5%	7 3%	26 9%	28 7%	4 9%	24 7%	5 5%	4 2%	29 10%
NET: RM/Parcelforce	202 39%	137 40%	24 27%	61 31%	134 47%	168 41%	9 19%	129 39%	32 32%	64 32%	132 46%
NET: Provider other than RM	431 83%	291 85%	71 80%	195 98%	203 71%	337 83%	39 82%	287 86%	75 76%	197 98%	202 71%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	575	372	375	143	1	352	335	115	2	459	273	145	2
Effective base	258	149	173	54	1	142	153	42	2	198	127	60	2
Weighted Base	521	305	339	106	1	294	287	78	2	408	229	108	4
Royal Mail	90 17%	40 13%	57 17%	21 20%	1 100%	38 13%	44 15%	17 22%	- -%	68 17%	41 18%	18 16%	2 41%
DHL	62 12%	41 14%	39 12%	11 10%	- -%	38 13%	27 9%	10 13%	- -%	45 11%	19 8%	11 10%	2 59%
UK Mail	26 5%	23 8%	20 6%	6 6%	- -%	23 8%	14 5%	2 3%	- -%	22 5%	10 4%	7 7%	- -%
UPS	39 7%	19 6%	24 7%	13 12%	- -%	25 9%	22 8%	10 13%	- -%	37 9%	22 10%	15 13%	- -%
Yodel	26 5%	17 6%	13 4%	* *%	- -%	15 5%	14 5%	* 1%	- -%	18 4%	5 2%	1 1%	- -%
Parcelforce	112 21%	68 22%	71 21%	20 18%	- -%	63 22%	65 23%	14 18%	- -%	92 22%	48 21%	20 19%	- -%
Evri (formerly known as Hermes)	81 15%	48 16%	57 17%	17 16%	- -%	37 13%	54 19%	11 14%	2 77%	60 15%	47 20%	17 16%	- -%
FedEx	20 4%	17 5%	19 5%	8 7%	- -%	19 7%	12 4%	3 3%	- -%	19 5%	7 3%	7 7%	- -%
Secured Mail	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%
DX	7 1%	2 1%	4 1%	* *%	- -%	2 1%	4 1%	1 1%	- -%	4 1%	3 1%	- -%	- -%
Pitney Bowes	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
TNT Express	4 1%	* *%	* *%	* *%	- -%	4 1%	4 1%	2 3%	- -%	4 1%	4 2%	2 2%	- -%
Whistl (Previously known as TNT Post)	3 1%	* *%	3 1%	* *%	- -%	* *%	3 1%	* *%	- -%	3 1%	3 1%	3 3%	- -%
Citipost	4 1%	4 1%	3 1%	3 3%	- -%	4 1%	3 1%	3 4%	- -%	4 1%	3 1%	1 1%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	575	372	375	143	1	352	335	115	2	459	273	145	2
Effective base	258	149	173	54	1	142	153	42	2	198	127	60	2
Weighted Base	521	305	339	106	1	294	287	78	2	408	229	108	4
Amazon Logistics	11 2%	6 2%	7 2%	* *%	- -%	4 1%	5 2%	* *%	1 23%	4 1%	5 2%	- -%	- -%
DPD/DPD Local	38 7%	20 6%	23 7%	8 7%	- -%	21 7%	18 6%	4 5%	- -%	28 7%	14 6%	6 6%	- -%
NET: RM/Parcelforce	202 39%	108 35%	128 38%	41 38%	1 100%	101 34%	108 38%	32 40%	- -%	160 39%	88 38%	38 35%	2 41%
NET: Provider other than RM	431 83%	265 87%	283 83%	85 80%	- -%	256 87%	243 85%	61 78%	2 100%	340 83%	189 82%	90 84%	2 59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b								
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	575	452	401	290	371	305	37	195	192	203	72	40	125	107	
Effective base	258	200	181	142	153	149	13	97	90	92	35	22	48	48	
Weighted Base	521	405	360	283	317	305	10	192	175	193	69	44	96	106	
Royal Mail	90	72	49	29	46	47	4	23	13	15	7	2	12	15	
	17%	18%	14%	10%	14%	15%	38%	12%	8%	8%	10%	5%	12%	14%	
							ab								
DHL	62	39	38	22	39	33	1	15	8	18	6	6	9	10	
	12%	10%	11%	8%	12%	11%	8%	8%	4%	9%	9%	14%	9%	10%	
UK Mail	26	16	20	14	20	23	*	10	2	6	6	5	9	11	
	5%	4%	6%	5%	6%	7%	2%	5%	1%	3%	8%	11%	10%	10%	
											b	b			
UPS	39	29	29	31	24	19	-	22	22	17	12	3	7	7	
	7%	7%	8%	11%	8%	6%	-%	11%	13%	9%	17%	7%	8%	7%	
Yodel	26	19	20	14	14	18	-	14	10	8	1	-	4	-	
	5%	5%	5%	5%	4%	6%	-%	7%	6%	4%	2%	-%	4%	-%	
Parcelforce	112	100	86	79	80	65	4	44	61	62	16	12	26	25	
	21%	25%	24%	28%	25%	21%	38%	23%	35%	32%	24%	28%	28%	24%	
Evri (formerly known as Hermes)	81	65	62	52	43	56	*	35	36	34	9	10	14	21	
	15%	16%	17%	18%	14%	18%	*%	19%	21%	18%	14%	24%	14%	20%	
FedEx	20	17	16	14	14	12	1	10	11	14	4	5	4	3	
	4%	4%	5%	5%	4%	4%	5%	5%	6%	7%	6%	11%	5%	3%	
Secured Mail	*	*	*	*	*	*	-	*	*	-	-	-	*	*	
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	
DX	7	5	4	4	3	3	-	3	1	1	-	-	1	1	
	1%	1%	1%	1%	1%	1%	-%	2%	*%	1%	-%	-%	1%	1%	
Pitney Bowes	*	*	-	-	*	-	-	-	-	-	-	-	*	-	
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	
TNT Express	4	*	2	*	*	2	-	*	*	*	*	*	*	*	
	1%	*%	1%	*%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	
Whistl (Previously known as TNT Post)	3	3	3	3	*	3	*	3	*	3	*	*	*	3	
	1%	1%	1%	1%	*%	1%	*%	1%	*%	1%	*%	*%	*%	3%	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	575	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	258	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	521	405	360	283	317	305	10	192	175	193	69	44	96	106
Citipost	4	4	3	3	4	3	*	3	-	3	3	-	-	-
	1%	1%	1%	1%	1%	1%	*%	1%	-%	1%	4%	-%	-%	-%
Amazon Logistics	11	9	4	3	5	8	-	2	*	3	-	-	-	2
	2%	2%	1%	1%	2%	3%	-%	1%	*%	2%	-%	-%	-%	2%
DPD/DPD Local	38	28	24	13	25	15	1	8	10	9	4	*	9	8
	7%	7%	7%	5%	8%	5%	8%	4%	6%	5%	6%	1%	9%	7%
NET: RM/Parcelforce	202	172	135	109	126	111	8	67	74	76	23	14	38	40
	39%	42%	37%	38%	40%	37%	76%	35%	42%	40%	33%	32%	40%	37%
NET: Provider other than RM	431	333	312	254	271	258	6	169	162	178	62	42	84	92
	83%	82%	86%	90%	86%	85%	62%	88%	92%	92%	90%	95%	88%	86%

Columns Tested: a,b,c - a,b,c - a,b,c - a,b,c,d,e - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	575	80	50	52	22	476	379	514	417	364	360	448	124	-	449	37
Effective base	258	36	19	23	11	212	162	230	188	155	153	213	51	-	196	23
Weighted Base	521	68	36	41	24	426	314	460	374	304	309	424	95	-	399	48
Royal Mail	90	11	4	14	4	64	51	75	65	49	41	76	15	-	73	12
	17%	17%	11%	34%	16%	15%	16%	16%	17%	16%	13%	18%	16%	-%	18%	24%
DHL	62	3	9	6	-	50	40	58	34	41	34	46	15	-	49	3
	12%	5%	24%	16%	-%	12%	13%	13%	9%	14%	11%	11%	15%	-%	12%	6%
UK Mail	26	7	7	1	8	16	8	17	14	12	24	8	1	-	22	1
	5%	11%	19%	3%	33%	4%	2%	4%	4%	4%	8%	2%	1%	-%	5%	2%
UPS	39	9	3	3	1	32	22	35	31	18	29	33	7	-	25	3
	7%	13%	8%	7%	3%	8%	7%	8%	8%	6%	9%	8%	8%	-%	6%	7%
Yodel	26	1	1	1	6	20	18	22	13	10	15	18	1	-	20	-
	5%	1%	3%	2%	27%	5%	6%	5%	3%	3%	5%	4%	1%	-%	5%	-%
Parcelforce	112	10	7	6	3	104	73	107	93	72	72	108	22	-	88	18
	21%	16%	20%	14%	14%	24%	23%	23%	25%	24%	23%	25%	24%	-%	22%	37%
Evri (formerly known as Hermes)	81	17	4	6	1	63	46	67	59	40	41	64	11	-	61	7
	15%	25%	11%	15%	3%	15%	15%	15%	16%	13%	13%	15%	11%	-%	15%	15%
FedEx	20	3	*	3	-	17	16	19	20	16	17	18	10	-	16	*
	4%	4%	*%	7%	-%	4%	5%	4%	5%	5%	6%	4%	10%	-%	4%	1%
Secured Mail	*	-	-	-	-	*	*	*	*	-	-	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%
DX	7	1	1	-	-	5	4	5	3	5	3	7	-	-	4	-
	1%	2%	1%	-%	-%	1%	1%	1%	1%	2%	1%	2%	-%	-%	1%	-%
Pitney Bowes	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
TNT Express	4	-	-	-	*	4	4	4	4	4	2	2	2	-	2	-
	1%	-%	-%	-%	*%	1%	1%	1%	1%	1%	1%	*%	2%	-%	*%	-%
Whistl (Previously known as TNT Post)	3	-	-	-	-	3	3	3	3	3	-	3	3	-	3	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	1%	3%	-%	1%	-%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	575	80	50	52	22	476	379	514	417	364	360	448	124	-	449	37
Effective base	258	36	19	23	11	212	162	230	188	155	153	213	51	-	196	23
Weighted Base	521	68	36	41	24	426	314	460	374	304	309	424	95	-	399	48
Citipost	4 1%	- -%	- -%	- -%	1 3%	4 1%	* *%	4 1%	4 1%	1 *%	4 1%	* *%	1 1%	- -%	4 1%	- -%
Amazon Logistics	11 2%	2 3%	* 1%	1 1%	- -%	10 2%	6 2%	11 2%	4 1%	6 2%	5 2%	10 2%	2 2%	- -%	7 2%	1 1%
DPD/DPD Local	38 7%	3 4%	* 1%	* *%	- -%	34 8%	23 7%	35 8%	27 7%	27 9%	23 8%	32 8%	5 5%	- -%	26 6%	4 8%
NET: RM/Parcelforce	202 39%	22 32%	11 31%	20 48%	7 30%	167 39%	124 40%	182 40%	158 42%	120 40%	113 37%	184 43%	37 40%	- -%	161 40%	29 61%
NET: Provider other than RM	431 83%	56 83%	32 89%	27 66%	20 84%	362 85%	263 84%	385 84%	309 83%	255 84%	268 87%	348 82%	80 84%	- -%	326 82%	36 76%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	575	294	241	483	23	239	336	123	334	111	151	151	253
Effective base	258	135	109	211	14	103	155	57	149	51	72	64	117
Weighted Base	521	286	209	418	35	212	308	103	301	115	135	149	225
Royal Mail	90 17%	50 17%	40 19%	75 18%	8 23%	32 15%	58 19%	22 21%	60 20%	8 7%	25 19%	22 15%	39 17%
DHL	62 12%	25 9%	30 14%	52 12%	4 12%	33 15%	29 9%	5 5%	42 14%	15 13%	14 10%	25 17%	22 10%
UK Mail	26 5%	24 8%	2 1%	25 6%	1 2%	23 11%	3 1%	15 15%	6 2%	5 5%	7 5%	13 9%	6 3%
UPS	39 7%	24 8%	11 5%	29 7%	- -%	16 8%	22 7%	8 8%	21 7%	10 9%	14 10%	9 6%	16 7%
Yodel	26 5%	18 6%	7 3%	18 4%	* *%	15 7%	11 4%	1 1%	15 5%	10 8%	5 4%	5 3%	15 7%
Parcelforce	112 21%	66 23%	46 22%	89 21%	4 11%	31 15%	81 26%	15 14%	63 21%	34 29%	16 12%	43 29%	50 22%
Evri (formerly known as Hermes)	81 15%	41 14%	38 18%	56 13%	15 44%	32 15%	48 16%	20 20%	47 16%	14 12%	32 24%	13 9%	35 16%
FedEx	20 4%	13 4%	5 3%	19 5%	- -%	11 5%	9 3%	5 5%	7 2%	7 6%	4 3%	7 4%	8 4%
Secured Mail	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
DX	7 1%	2 1%	3 1%	7 2%	- -%	2 1%	5 2%	- -%	7 2%	1 *%	1 *%	2 1%	5 2%
Pitney Bowes	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%
TNT Express	4 1%	2 1%	* *%	2 *%	- -%	2 1%	2 1%	* *%	2 1%	2 2%	4 3%	* *%	* *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	575	294	241	483	23	239	336	123	334	111	151	151	253
Effective base	258	135	109	211	14	103	155	57	149	51	72	64	117
Weighted Base	521	286	209	418	35	212	308	103	301	115	135	149	225
Whistl (Previously known as TNT Post)	3 1%	3 1%	* *%	3 1%	- -%	- -%	3 1%	- -%	3 1%	- -%	- -%	- -%	* *%
Citipost	4 1%	3 1%	* *%	4 1%	- -%	1 *%	3 1%	- -%	* *%	3 3%	* *%	1 *%	3 1%
Amazon Logistics	11 2%	5 2%	6 3%	6 1%	* *%	2 1%	9 3%	* *%	9 3%	2 1%	4 3%	2 1%	4 2%
DPD/DPD Local	38 7%	11 4%	21 10%	34 8%	3 8%	12 6%	25 8%	12 11%	21 7%	5 4%	9 7%	7 4%	21 10%
NET: RM/Parcelforce	202 39%	115 40%	86 41%	165 39%	12 33%	63 30%	139 45%	36 35%	123 41%	42 36%	41 30%	65 44%	89 40%
NET: Provider other than RM	431 83%	236 83%	169 81%	343 82%	27 77%	181 85%	250 81%	81 79%	241 80%	108 93%	110 81%	127 85%	186 83%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	575	276	299
Effective base	258	109	149
Weighted Base	521	227	294
Royal Mail	90 17%	25 11%	65 22%
		a	
DHL	62 12%	29 13%	32 11%
UK Mail	26 5%	20 9%	6 2%
		b	
UPS	39 7%	21 9%	17 6%
Yodel	26 5%	13 6%	12 4%
Parcelforce	112 21%	40 18%	71 24%
Evri (formerly known as Hermes)	81 15%	30 13%	50 17%
FedEx	20 4%	16 7%	4 1%
		b	
Secured Mail	* *%	- -%	* *%
DX	7 1%	3 1%	4 1%
Pitney Bowes	* *%	* *%	- -%
TNT Express	4 1%	2 1%	2 1%
Whistl (Previously known as TNT Post)	3 1%	- -%	3 1%
Citipost	4 1%	3 2%	* *%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	575	276	299
Effective base	258	109	149
Weighted Base	521	227	294
Amazon Logistics	11 2%	4 2%	7 2%
DPD/DPD Local	38 7%	18 8%	20 7%
NET: RM/Parcelforce	202 39%	66 29%	136 46%
			a
NET: Provider other than RM	431 83%	202 89%	229 78%
			b

Columns Tested: a,b

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	575	-	26	86	73	17	53	36	72	56	56	68	32
Effective base	258	-	9	41	29	6	25	11	31	33	20	52	16
Weighted Base	521	-	18	92	42	14	61	19	49	69	16	114	26
Royal Mail	90	-	6	11	8	5	10	7	5	21	2	14	1
	17%	-%	34%	12%	19%	32%	17%	35%	11%	30%	12%	12%	4%
										ckl			
DHL	62	-	4	13	2	2	9	*	5	2	4	18	4
	12%	-%	21%	14%	4%	15%	15%	2%	9%	3%	23%	16%	15%
											di	i	
UK Mail	26	-	2	9	*	*	5	*	*	7	*	2	*
	5%	-%	9%	10%	1%	1%	8%	*%	1%	10%	3%	2%	*%
UPS	39	-	*	7	5	3	5	*	1	7	1	6	3
	7%	-%	2%	8%	12%	19%	9%	1%	1%	10%	6%	5%	12%
Yodel	26	-	-	3	3	*	1	*	3	9	*	6	*
	5%	-%	-%	3%	8%	2%	1%	*%	6%	13%	*%	5%	*%
Parcelforce	112	-	5	16	5	3	16	5	12	5	3	35	7
	21%	-%	28%	17%	12%	21%	26%	28%	24%	8%	20%	30%	26%
												i	
Evri (formerly known as Hermes)	81	-	-	15	5	1	4	6	15	10	5	14	7
	15%	-%	-%	16%	11%	8%	7%	30%	30%	15%	28%	12%	26%
									fk				
FedEx	20	-	1	4	*	-	4	-	2	1	*	4	3
	4%	-%	4%	5%	1%	-%	7%	-%	4%	1%	2%	4%	11%
Secured Mail	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
DX	7	-	-	1	-	*	2	-	2	1	-	2	-
	1%	-%	-%	1%	-%	*%	3%	-%	4%	1%	-%	2%	-%
Pitney Bowes	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	4	-	-	*	-	-	2	*	-	-	-	2	-
	1%	-%	-%	*%	-%	-%	3%	*%	-%	-%	-%	2%	-%
Whistl (Previously known as TNT Post)	3	-	-	3	*	-	-	-	-	-	-	-	-
	1%	-%	-%	3%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	4	-	-	-	-	-	-	*	1	-	-	3	-
	1%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%	2%	-%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	575	-	26	86	73	17	53	36	72	56	56	68	32
Effective base	258	-	9	41	29	6	25	11	31	33	20	52	16
Weighted Base	521	-	18	92	42	14	61	19	49	69	16	114	26
Amazon Logistics	11	-	-	*	3	-	2	-	*	2	-	3	-
	2%	-%	-%	*%	8%	-%	3%	-%	*%	4%	-%	2%	-%
DPD/DPD Local	38	-	*	9	10	*	*	1	4	4	1	6	1
	7%	-%	2%	10%	23%	1%	1%	4%	8%	6%	7%	6%	5%
				fk									
NET: RM/Parcelforce	202	-	11	27	13	8	26	12	17	26	5	48	8
	39%	-%	62%	29%	31%	54%	43%	63%	35%	38%	31%	43%	30%
								c					
NET: Provider other than RM	431	-	12	81	34	10	51	13	44	48	14	100	25
	83%	-%	66%	88%	81%	68%	83%	65%	89%	70%	88%	88%	96%
				i								i	i

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	575	113	142	164	156	255	320
Effective base	258	51	55	74	79	106	153
Weighted Base	521	111	116	137	156	227	294
Royal Mail	90	17	23	33	17	40	50
	17%	15%	20%	24%	11%	18%	17%
				d			
DHL	62	17	13	7	25	29	32
	12%	15%	11%	5%	16%	13%	11%
				c			
UK Mail	26	11	6	7	2	16	10
	5%	10%	5%	5%	2%	7%	3%
		d					
UPS	39	8	13	7	10	21	18
	7%	7%	11%	5%	7%	9%	6%
Yodel	26	3	4	12	6	8	18
	5%	3%	4%	9%	4%	3%	6%
Parcelforce	112	21	24	22	45	45	67
	21%	19%	21%	16%	29%	20%	23%
Evri (formerly known as Hermes)	81	15	10	31	25	25	56
	15%	13%	9%	23%	16%	11%	19%
			b				
FedEx	20	5	5	2	8	10	10
	4%	4%	4%	2%	5%	4%	3%
Secured Mail	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
DX	7	1	2	2	2	3	4
	1%	*%	2%	2%	1%	1%	2%
Pitney Bowes	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
TNT Express	4	*	2	*	2	2	2
	1%	*%	1%	*%	1%	1%	1%
Whistl (Previously known as TNT Post)	3	3	*	-	-	3	-
	1%	3%	*%	-%	-%	1%	-%
Citipost	4	-	-	1	3	-	4
	1%	-%	-%	1%	2%	-%	1%

Table 81 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	575	113	142	164	156	255	320
Effective base	258	51	55	74	79	106	153
Weighted Base	521	111	116	137	156	227	294
Amazon Logistics	11	*	5	3	3	5	5
	2%	*%	4%	2%	2%	2%	2%
DPD/DPD Local	38	11	9	9	9	20	18
	7%	10%	8%	6%	6%	9%	6%
NET: RM/Parcelforce	202	38	47	55	61	85	117
	39%	34%	41%	40%	39%	37%	40%
NET: Provider other than RM	431	94	93	104	139	187	244
	83%	85%	80%	76%	89%	82%	83%
				c			

Columns Tested: a,b,c,d - a,b

Table 82

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	237	8	229	144	41	15	37	93
Effective base	103	4	100	93	22	10	20	33
Weighted Base	217	5	212	205	10	2	1	12
Parcelforce	53	*	53	50	2	*	*	3
	24%	1%	25%	25%	23%	15%	22%	22%
Yodel	51	-	51	49	2	-	*	2
	23%	-%	24%	24%	22%	-%	16%	19%
DHL	49	1	48	47	2	*	*	3
	23%	31%	23%	23%	22%	16%	28%	22%
DPD/DPD Local	48	2	46	45	2	1	*	3
	22%	42%	22%	22%	18%	49%	7%	22%
FedEx	42	-	42	41	1	*	*	2
	20%	-%	20%	20%	15%	6%	13%	14%
Evri (formerly known as Hermes)	40	1	39	37	3	-	*	3
	18%	14%	18%	18%	30%	-%	16%	25%
UPS	37	1	36	36	1	1	*	1
	17%	28%	17%	18%	6%	33%	15%	10%
UK Mail	33	-	33	32	*	*	*	1
	15%	-%	16%	16%	4%	12%	22%	6%
Royal Mail	24	2	21	22	1	*	*	1
	11%	53%	10%	11%	12%	2%	5%	10%
Amazon Logistics	12	-	12	11	*	1	*	1
	6%	-%	6%	6%	3%	31%	7%	7%
TNT Express	10	2	8	10	*	*	*	*
	5%	40%	4%	5%	3%	2%	9%	3%
Pitney Bowes	9	-	9	9	1	*	*	1
	4%	-%	4%	4%	7%	2%	1%	6%
DX	6	-	6	3	2	*	*	2
	3%	-%	3%	2%	22%	11%	13%	20%
					a		a	a
Whistl (Previously known as TNT Post)	6	-	6	5	-	*	*	*
	3%	-%	3%	3%	-%	2%	6%	1%
MHI (Mail Handling International)	4	-	4	4	-	-	*	*
	2%	-%	2%	2%	-%	-%	1%	*%

Columns Tested: a,b - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	*c	d	e
Unweighted Base	237	8	229	144	41	15	37	93
Effective base	103	4	100	93	22	10	20	33
Weighted Base	217	5	212	205	10	2	1	12
Secured Mail / City Link Post	2	-	2	1	1	*	*	1
	1%	-%	1%	*%	14%	2%	3%	12%
					a			a
Citipost	1	-	1	1	*	-	*	*
	*%	-%	*%	*%	1%	-%	13%	2%
							a	
NET: Provider other than RM	193	2	191	183	8	2	1	11
	89%	47%	90%	89%	88%	98%	95%	90%
NET: RM/Parcelforce	75	3	72	71	3	*	*	4
	34%	55%	34%	35%	35%	15%	27%	32%

Columns Tested:: a,b - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	237	78	47	19	17	39	37	144	41	52
Effective base	103	56	31	12	13	15	20	93	22	20
Weighted Base	217	139	55	11	5	6	1	205	10	2
Parcelforce	53	35	13	3	1	1	*	50	2	*
	24%	25%	23%	30%	20%	24%	22%	25%	23%	18%
Yodel	51	32	14	3	*	2	*	49	2	*
	23%	23%	24%	26%	5%	30%	16%	24%	22%	6%
DHL	49	38	7	1	1	2	*	47	2	*
	23%	28%	12%	12%	12%	28%	28%	23%	22%	20%
DPD/DPD Local	48	26	17	2	2	1	*	45	2	1
	22%	19%	31%	17%	33%	15%	7%	22%	18%	35%
			f							f
FedEx	42	29	7	5	1	*	*	41	1	*
	20%	21%	12%	48%	30%	2%	13%	20%	15%	8%
Evri (formerly known as Hermes)	40	22	12	2	2	*	*	37	3	*
	18%	16%	22%	22%	50%	8%	16%	18%	30%	6%
									i	
UPS	37	23	8	5	-	1	*	36	1	1
	17%	17%	14%	49%	-%	18%	15%	18%	6%	26%
UK Mail	33	24	5	3	*	*	*	32	*	*
	15%	18%	8%	30%	7%	3%	22%	16%	4%	15%
Royal Mail	24	13	9	1	1	*	*	22	1	*
	11%	9%	16%	9%	17%	6%	5%	11%	12%	3%
Amazon Logistics	12	7	3	2	-	1	*	11	*	1
	6%	5%	6%	16%	-%	13%	7%	6%	3%	23%
										ag
TNT Express	10	3	5	2	*	*	*	10	*	*
	5%	2%	8%	17%	2%	3%	9%	5%	3%	4%
Pitney Bowes	9	5	3	1	1	*	*	9	1	*
	4%	4%	5%	7%	15%	*%	1%	4%	7%	2%
DX	6	2	-	1	1	1	*	3	2	*
	3%	2%	-%	7%	21%	19%	13%	2%	22%	12%
						abg	g		abg	g
Whistl (Previously known as TNT Post)	6	2	2	2	-	*	*	5	-	*
	3%	2%	3%	16%	-%	*%	6%	3%	-%	3%

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	237	78	47	19	17	39	37	144	41	52
Effective base	103	56	31	12	13	15	20	93	22	20
Weighted Base	217	139	55	11	5	6	1	205	10	2
MHI (Mail Handling International)	4 2%	2 1%	1 2%	1 7%	- -%	- -%	* 1%	4 2%	- -%	* *%
Secured Mail / City Link Post	2 1%	- -%	- -%	1 7%	* 7%	1 17%	* 3%	1 *%	1 14%	* 2%
Citipost	1 *%	- -%	- -%	1 7%	* 2%	- -%	* 13%	1 *%	* 1%	* 5%
NET: Provider other than RM	193 89%	126 91%	47 84%	10 91%	4 83%	6 94%	1 95%	183 89%	8 88%	2 97%
NET: RM/Parcelforce	75 34%	46 33%	21 38%	4 40%	2 37%	2 29%	* 27%	71 35%	3 35%	* 19%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	237	98	46	41	15	37	107	43	24	18	30
Effective base	103	71	32	22	10	20	63	19	10	6	5
Weighted Base	217	173	32	10	2	1	140	46	9	10	3
Parcelforce	53	41	9	2	*	*	42	8	1	1	*
	24%	24%	28%	23%	15%	22%	30%	18%	7%	6%	6%
Yodel	51	41	7	2	-	*	38	8	3	*	1
	23%	24%	22%	22%	-%	16%	28%	18%	28%	2%	49%
DHL	49	42	5	2	*	*	27	14	*	5	*
	23%	24%	16%	22%	16%	28%	19%	31%	1%	51%	12%
DPD/DPD Local	48	37	8	2	1	*	38	3	2	2	1
	22%	22%	25%	18%	49%	7%	27%	7%	17%	22%	18%
FedEx	42	33	8	1	*	*	32	6	2	3	*
	20%	19%	25%	15%	6%	13%	23%	12%	24%	28%	5%
Evri (formerly known as Hermes)	40	32	5	3	-	*	29	7	1	1	1
	18%	18%	16%	30%	-%	16%	21%	15%	16%	6%	42%
UPS	37	25	11	1	1	*	17	12	3	3	1
	17%	14%	35%	6%	33%	15%	12%	26%	28%	25%	18%
			ac								
UK Mail	33	28	4	*	*	*	15	14	2	-	*
	15%	16%	14%	4%	12%	22%	11%	31%	21%	-%	11%
								a			
Royal Mail	24	17	5	1	*	*	9	10	1	*	*
	11%	10%	17%	12%	2%	5%	6%	22%	10%	3%	6%
Amazon Logistics	12	8	3	*	1	*	9	2	-	1	1
	6%	5%	10%	3%	31%	7%	6%	5%	-%	12%	19%
TNT Express	10	5	5	*	*	*	7	*	*	1	*
	5%	3%	15%	3%	2%	9%	5%	1%	1%	6%	4%
			a								
Pitney Bowes	9	8	1	1	*	*	4	5	*	*	*
	4%	5%	3%	7%	2%	1%	3%	11%	4%	*%	1%
DX	6	2	1	2	*	*	4	1	*	1	*
	3%	1%	3%	22%	11%	13%	3%	2%	4%	5%	4%
			ab			a					
Whistl (Previously known as TNT Post)	6	4	2	-	*	*	3	2	-	-	*
	3%	2%	5%	-%	2%	6%	2%	5%	-%	-%	2%

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	237	98	46	41	15	37	107	43	24	18	30
Effective base	103	71	32	22	10	20	63	19	10	6	5
Weighted Base	217	173	32	10	2	1	140	46	9	10	3
MHI (Mail Handling International)	4	2	2	-	-	*	3	-	*	1	-
	2%	1%	5%	-%	-%	1%	2%	-%	*%	8%	-%
Secured Mail / City Link Post	2	-	1	1	*	*	1	1	*	-	*
	1%	-%	3%	14%	2%	3%	1%	2%	4%	-%	1%
				a							
Citipost	1	-	1	*	-	*	1	-	-	-	*
	*%	-%	3%	1%	-%	13%	1%	-%	-%	-%	4%
				a							
NET: Provider other than RM	193	156	26	8	2	1	131	36	8	10	3
	89%	90%	83%	88%	98%	95%	94%	78%	90%	97%	94%
NET: RM/Parcelforce	75	57	14	3	*	*	50	18	2	1	*
	34%	33%	45%	35%	15%	27%	36%	40%	18%	9%	11%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	237	15	12	34	13	15	17	14	19	9
Effective base	103	10	8	17	7	12	11	9	13	7
Weighted Base	217	20	15	43	12	17	33	25	24	12
Parcelforce	53	3	-	5	3	6	9	14	5	3
	24%	13%	-%	13%	27%	36%	26%	56%	22%	30%
Yodel	51	7	-	5	2	6	13	6	6	3
	23%	33%	-%	11%	13%	34%	40%	24%	25%	23%
DHL	49	2	2	16	2	3	7	4	9	*
	23%	10%	10%	36%	14%	19%	22%	16%	38%	*%
DPD/DPD Local	48	11	4	4	2	5	8	7	3	2
	22%	55%	28%	8%	18%	31%	24%	29%	10%	17%
FedEx	42	5	6	15	3	2	6	5	-	*
	20%	23%	42%	34%	22%	9%	17%	20%	-%	*%
Evri (formerly known as Hermes)	40	4	4	3	1	5	13	*	4	2
	18%	21%	29%	6%	12%	30%	38%	*%	16%	14%
UPS	37	4	2	12	1	3	1	1	11	*
	17%	21%	12%	27%	11%	15%	2%	6%	43%	*%
UK Mail	33	1	*	7	2	3	13	*	2	4
	15%	4%	1%	17%	14%	20%	39%	*%	8%	33%
Royal Mail	24	1	-	5	2	2	1	3	6	2
	11%	6%	-%	12%	16%	11%	2%	12%	23%	21%
Amazon Logistics	12	1	4	1	*	1	2	2	-	*
	6%	4%	26%	3%	3%	5%	7%	7%	-%	*%
TNT Express	10	2	1	2	3	1	1	-	-	-
	5%	11%	9%	4%	21%	5%	2%	-%	-%	-%
Pitney Bowes	9	-	-	3	-	1	5	-	*	-
	4%	-%	-%	7%	-%	5%	15%	-%	2%	-%
DX	6	-	-	1	-	1	*	4	*	-
	3%	-%	-%	1%	-%	5%	*%	16%	2%	-%
Whistl (Previously known as TNT Post)	6	-	-	2	-	1	3	*	-	-
	3%	-%	-%	4%	-%	5%	9%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	237	15	12	34	13	15	17	14	19	9
Effective base	103	10	8	17	7	12	11	9	13	7
Weighted Base	217	20	15	43	12	17	33	25	24	12
MHI (Mail Handling International)	4	1	-	-	2	1	-	-	-	-
	2%	4%	-%	-%	16%	5%	-%	-%	-%	-%
Secured Mail / City Link Post	2	-	-	*	-	1	-	1	-	-
	1%	-%	-%	1%	-%	5%	-%	4%	-%	-%
Citipost	1	-	-	*	-	1	-	-	-	-
	*%	-%	-%	*%	-%	5%	-%	-%	-%	-%
NET: Provider other than RM	193	19	15	38	10	15	32	22	19	9
	89%	94%	100%	88%	84%	89%	98%	88%	77%	79%
NET: RM/Parcelforce	75	4	-	10	5	8	9	17	9	6
	34%	19%	-%	24%	43%	47%	28%	68%	38%	50%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)							Northern Ireland
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	
		a	b	c	d	e	f	g	*h
Significance Level: 95%									
Unweighted Base	237	37	46	65	148	89	30	30	29
Effective base	103	26	30	38	90	34	13	13	16
Weighted Base	217	41	60	101	201	16	8	5	3
Parcelforce	53 24%	13 32%	8 13%	28 28%	49 24%	4 27%	4 44%	1 12%	* 4%
Yodel	51 23%	10 25%	13 21%	24 24%	47 23%	4 27%	3 37%	1 12%	1 21%
DHL	49 23%	5 12%	13 22%	27 27%	45 22%	5 29%	3 39%	1 15%	1 24%
DPD/DPD Local	48 22%	9 23%	18 30%	19 19%	46 23%	2 11%	* 2%	1 18%	1 24%
FedEx	42 20%	4 10%	11 18%	25 25%	40 20%	2 13%	1 18%	* *%	1 21%
Evri (formerly known as Hermes)	40 18%	8 20%	13 21%	15 15%	36 18%	4 24%	1 14%	2 44%	1 21%
UPS	37 17%	4 10%	17 28%	14 14%	34 17%	3 19%	2 23%	* 5%	1 26%
UK Mail	33 15%	9 22%	3 5%	20 20%	32 16%	1 7%	1 13%	* 1%	* 1%
Royal Mail	24 11%	6 15%	7 12%	8 8%	22 11%	2 13%	1 15%	1 14%	* 5%
Amazon Logistics	12 6%	1 3%	5 8%	5 5%	11 6%	1 7%	1 9%	- -%	* 10%
TNT Express	10 5%	3 8%	4 6%	2 2%	9 5%	1 6%	* 4%	1 12%	* 1%
Pitney Bowes	9 4%	1 2%	* 1%	8 8%	9 5%	* *%	* *%	* 1%	- -%
DX	6 3%	1 2%	* 1%	4 4%	6 3%	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	*h
Significance Level: 95%									
Unweighted Base	237	37	46	65	148	89	30	30	29
Effective base	103	26	30	38	90	34	13	13	16
Weighted Base	217	41	60	101	201	16	8	5	3
Whistl (Previously known as TNT Post)	6 3%	1 2%	- -%	5 5%	5 3%	* 1%	- -%	* 3%	* 1%
MHI (Mail Handling International)	4 2%	3 7%	1 1%	- -%	4 2%	* *%	- -%	* *%	- -%
Secured Mail / City Link Post	2 1%	1 2%	- -%	1 1%	2 1%	* *%	- -%	* 1%	* *%
Citipost	1 *%	1 2%	- -%	* *%	1 *%	* 1%	- -%	* 2%	- -%
NET: Provider other than RM	193 89%	35 85%	53 88%	92 92%	180 89%	14 87%	7 85%	4 86%	3 95%
NET: RM/Parcelforce	75 34%	19 47%	13 22%	36 36%	69 34%	6 40%	5 58%	1 26%	* 10%

Columns Tested:: a,b,c,d,e,f,g,h

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	237	10	18	6	24	18	80	5	6	94
Effective base	103	4	8	3	11	10	41	2	3	41
Weighted Base	217	9	18	8	27	29	59	2	1	90
Parcelforce	53	5	1	-	1	3	20	*	-	23
	24%	48%	7%	-%	5%	12%	33%	19%	-%	26%
Yodel	51	-	3	5	8	6	14	-	*	24
	23%	-%	15%	59%	28%	21%	23%	-%	1%	26%
DHL	49	*	10	-	10	8	16	-	*	14
	23%	3%	57%	-%	39%	29%	28%	-%	1%	15%
DPD/DPD Local	48	2	4	*	4	2	17	*	-	23
	22%	18%	21%	1%	15%	7%	28%	6%	-%	26%
FedEx	42	5	1	1	2	7	15	-	-	14
	20%	57%	7%	7%	7%	25%	24%	-%	-%	15%
Evri (formerly known as Hermes)	40	1	3	-	3	5	15	2	-	14
	18%	9%	17%	-%	12%	17%	26%	69%	-%	15%
UPS	37	3	4	1	4	4	14	*	1	11
	17%	30%	20%	10%	17%	15%	24%	6%	99%	12%
UK Mail	33	-	*	1	1	5	8	-	-	20
	15%	-%	*%	10%	3%	16%	13%	-%	-%	22%
Royal Mail	24	-	5	-	5	7	7	-	-	5
	11%	-%	25%	-%	17%	24%	11%	-%	-%	6%
Amazon Logistics	12	1	1	2	3	-	5	-	-	4
	6%	9%	4%	24%	10%	-%	8%	-%	-%	4%
TNT Express	10	*	3	*	3	2	4	-	*	1
	5%	3%	15%	1%	11%	7%	7%	-%	5%	1%
Pitney Bowes	9	-	1	-	1	-	*	-	-	8
	4%	-%	6%	-%	4%	-%	*%	-%	-%	9%
DX	6	-	2	-	2	*	3	-	-	1
	3%	-%	12%	-%	8%	*%	5%	-%	-%	1%
Whistl (Previously known as TNT Post)	6	-	1	-	1	*	2	*	-	3
	3%	-%	4%	-%	3%	*%	3%	6%	-%	3%
MHI (Mail Handling International)	4	1	1	-	1	-	-	-	-	2
	2%	9%	4%	-%	3%	-%	-%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	237	10	18	6	24	18	80	5	6	94
Effective base	103	4	8	3	11	10	41	2	3	41
Weighted Base	217	9	18	8	27	29	59	2	1	90
Secured Mail / City Link Post	2	-	2	-	2	-	*	-	*	*
	1%	-%	10%	-%	7%	-%	1%	-%	1%	*%
Citipost	1	-	1	*	1	*	-	-	-	-
	*%	-%	4%	1%	3%	*%	-%	-%	-%	-%
NET: Provider other than RM	193	9	14	8	22	22	53	2	1	85
	89%	100%	75%	100%	83%	76%	89%	100%	100%	94%
NET: RM/Parcelforce	75	5	6	-	6	10	26	*	-	27
	34%	48%	32%	-%	22%	36%	44%	19%	-%	30%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	*b	a	*b
Significance Level: 95%											
Unweighted Base	237	52	80	105	203	34	-	209	28	235	2
Effective base	103	24	41	43	87	18	-	95	10	102	2
Weighted Base	217	65	59	93	168	49	-	206	11	216	1
Parcelforce	53 24%	9 14%	20 33%	24 26%	47 28%	5 11%	- -%	49 24%	4 35%	53 25%	- -%
Yodel	51 23%	14 21%	14 23%	24 26%	40 24%	11 22%	- -%	50 24%	1 7%	51 24%	- -%
DHL	49 23%	19 29%	16 28%	14 15%	41 24%	9 17%	- -%	48 23%	1 11%	48 22%	1 56%
DPD/DPD Local	48 22%	8 12%	17 28%	23 25%	29 17%	19 39%	- -%	47 23%	1 11%	48 22%	- -%
FedEx	42 20%	14 22%	15 24%	14 15%	34 20%	9 18%	- -%	42 20%	1 8%	42 20%	- -%
Evri (formerly known as Hermes)	40 18%	9 14%	15 26%	16 17%	25 15%	15 30%	- -%	39 19%	* 3%	39 18%	1 44%
UPS	37 17%	12 18%	14 24%	12 12%	26 16%	11 23%	- -%	36 17%	1 14%	37 17%	- -%
UK Mail	33 15%	5 8%	8 13%	20 21%	22 13%	11 22%	- -%	29 14%	4 40%	33 15%	- -%
Royal Mail	24 11%	11 18%	7 11%	5 6%	14 8%	9 19%	- -%	24 11%	- -%	24 11%	- -%
Amazon Logistics	12 6%	4 6%	5 8%	4 4%	10 6%	2 5%	- -%	12 6%	* *%	12 6%	- -%
TNT Express	10 5%	5 8%	4 7%	1 1%	6 4%	4 8%	- -%	10 5%	* 3%	10 5%	- -%
Pitney Bowes	9 4%	1 2%	* *%	8 9%	9 6%	- -%	- -%	9 4%	* 3%	9 4%	- -%
DX	6 3%	2 4%	3 5%	1 1%	3 2%	2 5%	- -%	5 3%	* 3%	6 3%	- -%
Whistl (Previously known as TNT Post)	6 3%	1 1%	2 3%	3 3%	6 3%	* *%	- -%	6 3%	* *%	6 3%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	*b	a	*b
Unweighted Base	237	52	80	105	203	34	-	209	28	235	2
Effective base	103	24	41	43	87	18	-	95	10	102	2
Weighted Base	217	65	59	93	168	49	-	206	11	216	1
MHI (Mail Handling International)	4	2	-	2	4	-	-	4	-	4	-
	2%	3%	-%	2%	2%	-%	-%	2%	-%	2%	-%
Secured Mail / City Link Post	2	2	*	*	2	-	-	2	-	2	-
	1%	3%	1%	*%	1%	-%	-%	1%	-%	1%	-%
Citipost	1	1	-	-	1	-	-	1	-	1	-
	*%	2%	-%	-%	1%	-%	-%	*%	-%	*%	-%
NET: Provider other than RM	193	53	53	88	154	40	-	182	11	192	1
	89%	82%	89%	94%	92%	81%	-%	89%	100%	89%	100%
NET: RM/Parcelforce	75	21	26	28	60	15	-	71	4	75	-
	34%	32%	44%	30%	36%	30%	-%	34%	35%	35%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	237	92	66	77
Effective base	103	43	24	37
Weighted Base	217	80	59	77
Parcelforce	53 24%	18 22%	12 21%	23 30%
Yodel	51 23%	21 26%	10 17%	20 26%
DHL	49 23%	10 12%	9 15%	31 40% ab
DPD/DPD Local	48 22%	12 14%	11 19%	25 32%
FedEx	42 20%	6 8%	18 31% a	18 23%
Evri (formerly known as Hermes)	40 18%	13 16%	3 5%	24 31% b
UPS	37 17%	9 11%	7 11%	22 28%
UK Mail	33 15%	18 23%	5 9%	9 12%
Royal Mail	24 11%	12 15%	3 4%	9 12%
Amazon Logistics	12 6%	1 1%	5 9%	6 8%
TNT Express	10 5%	3 3%	4 6%	4 5%
Pitney Bowes	9 4%	5 6%	4 7%	* *%
DX	6 3%	1 1%	2 3%	3 4%
Whistl (Previously known as TNT Post)	6 3%	2 3%	1 2%	2 3%

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	237	92	66	77
Effective base	103	43	24	37
Weighted Base	217	80	59	77
MHI (Mail Handling International)	4 2%	* *%	3 5%	1 1%
Secured Mail / City Link Post	2 1%	1 2%	1 1%	* *%
Citipost	1 *%	- -%	1 2%	* *%
NET: Provider other than RM	193 89%	68 85%	56 96%	68 88%
NET: RM/Parcelforce	75 34%	29 37%	13 22%	32 42%

Columns Tested:: a,b,c

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	237	139	50	21	6	9	7	3	2	189	48	27
Effective base	103	73	19	5	4	2	1	2	1	92	11	6
Weighted Base	217	155	38	11	3	6	2	1	*	193	24	13
Parcelforce	53	45	6	1	-	*	*	1	-	52	1	1
	24%	29%	16%	5%	-%	1%	5%	57%	-%	27%	6%	7%
Yodel	51	37	8	1	-	5	*	1	-	44	7	6
	23%	24%	20%	10%	-%	72%	*%	89%	-%	23%	28%	43%
DHL	49	27	16	5	*	1	*	-	*	44	6	1
	23%	18%	42%	41%	11%	13%	1%	-%	83%	23%	24%	9%
			a									
DPD/DPD Local	48	36	5	4	1	1	-	1	-	41	7	3
	22%	24%	12%	38%	26%	13%	-%	69%	-%	21%	28%	20%
FedEx	42	33	2	4	2	*	*	1	*	35	7	3
	20%	21%	6%	39%	63%	1%	*%	57%	83%	18%	30%	22%
Evri (formerly known as Hermes)	40	31	8	*	*	*	*	1	-	38	1	1
	18%	20%	20%	2%	10%	*%	*%	57%	-%	20%	6%	8%
UPS	37	21	12	2	2	*	*	1	*	33	4	2
	17%	14%	32%	13%	53%	*%	2%	57%	83%	17%	16%	19%
UK Mail	33	23	9	*	-	*	*	1	-	32	1	1
	15%	15%	24%	1%	-%	*%	4%	57%	-%	17%	4%	7%
Royal Mail	24	12	10	2	-	*	-	-	-	22	2	*
	11%	8%	27%	14%	-%	1%	-%	-%	-%	11%	7%	1%
			a									
Amazon Logistics	12	4	4	*	1	-	2	1	*	8	4	4
	6%	3%	10%	3%	37%	-%	90%	57%	83%	4%	18%	31%
TNT Express	10	9	*	*	*	*	-	1	-	9	1	1
	5%	6%	*%	*%	*%	*%	-%	57%	-%	5%	3%	6%
Pitney Bowes	9	9	-	*	-	*	-	-	-	9	*	*
	4%	6%	-%	3%	-%	*%	-%	-%	-%	5%	2%	*%
DX	6	4	*	2	*	*	-	-	-	4	2	*
	3%	2%	*%	15%	*%	1%	-%	-%	-%	2%	7%	*%
Whistl (Previously known as TNT Post)	6	5	*	-	-	-	*	1	-	5	1	1
	3%	3%	*%	-%	-%	-%	1%	57%	-%	2%	3%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	237	139	50	21	6	9	7	3	2	189	48	27
Effective base	103	73	19	5	4	2	1	2	1	92	11	6
Weighted Base	217	155	38	11	3	6	2	1	*	193	24	13
MHI (Mail Handling International)	4	3	-	-	1	-	-	-	-	3	1	1
	2%	2%	-%	-%	27%	-%	-%	-%	-%	1%	3%	6%
Secured Mail / City Link Post	2	1	*	1	-	*	-	-	*	1	1	*
	1%	1%	*%	9%	-%	*%	-%	-%	17%	1%	4%	*%
Citipost	1	1	*	-	-	-	-	-	-	1	-	-
	*%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Provider other than RM	193	143	28	10	3	6	2	1	*	171	23	13
	89%	92%	73%	86%	100%	99%	100%	100%	100%	89%	93%	99%
		b										
NET: RM/Parcelforce	75	55	16	2	-	*	*	1	-	72	3	1
	34%	36%	43%	19%	-%	1%	5%	57%	-%	37%	13%	7%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	237	37	102	98	222	220	229	231	175	142	14	123	15	25	17	20	15
Effective base	103	21	52	30	92	90	97	101	70	45	12	63	4	8	3	6	3
Weighted Base	217	47	108	62	199	194	208	214	150	107	21	136	6	22	6	13	3
Parcelforce	53 24%	9 19%	37 34%	8 12%	50 25%	50 26%	50 24%	52 24%	31 21%	25 23%	1 6%	40 29%	1 20%	3 15%	3 53%	2 15%	* 1%
			c														
Yodel	51 23%	13 28%	24 22%	14 23%	50 25%	48 25%	51 25%	51 24%	35 23%	25 23%	4 17%	36 26%	1 10%	5 24%	* 3%	3 23%	2 74%
DHL	49 23%	7 15%	21 19%	22 35%	46 23%	43 22%	47 23%	47 22%	32 21%	23 22%	6 27%	28 20%	1 17%	* 1%	3 47%	7 58%	2 66%
DPD/DPD Local	48 22%	8 17%	29 27%	11 18%	45 23%	46 24%	48 23%	48 22%	24 16%	18 17%	4 20%	33 24%	1 14%	6 27%	1 11%	3 22%	* 3%
FedEx	42 20%	6 12%	27 25%	9 15%	41 20%	42 22%	42 20%	42 20%	29 19%	28 26%	2 11%	26 19%	* 5%	6 28%	5 80%	3 25%	* 9%
Evri (formerly known as Hermes)	40 18%	2 4%	29 27%	9 15%	36 18%	34 17%	39 19%	39 18%	23 15%	18 17%	8 39%	23 17%	1 9%	3 15%	3 48%	1 6%	1 17%
			a														
UPS	37 17%	5 11%	16 15%	16 26%	35 18%	34 18%	36 17%	36 17%	25 17%	16 15%	3 13%	22 16%	1 18%	* 1%	- -%	7 56%	2 67%
UK Mail	33 15%	15 32%	8 7%	10 16%	33 17%	33 17%	33 16%	33 15%	30 20%	21 19%	- -%	20 15%	3 54%	1 4%	- -%	7 53%	2 57%
			b														
Royal Mail	24 11%	4 10%	7 7%	12 19%	20 10%	20 11%	22 11%	24 11%	14 9%	6 6%	4 19%	13 10%	- -%	* *%	* 6%	4 34%	* 1%
Amazon Logistics	12 6%	3 5%	2 2%	8 13%	11 5%	11 5%	11 5%	12 6%	11 7%	9 8%	- -%	7 5%	* 5%	1 3%	* 4%	2 15%	* 10%
TNT Express	10 5%	3 6%	6 6%	1 1%	10 5%	10 5%	10 5%	10 5%	6 4%	4 4%	- -%	8 6%	- -%	- -%	* 1%	2 18%	* 4%
Pitney Bowes	9 4%	4 8%	5 5%	* 1%	9 5%	9 5%	9 5%	9 4%	9 6%	7 6%	- -%	6 4%	- -%	3 16%	- -%	- -%	* 1%
DX	6 3%	1 2%	3 3%	2 3%	6 3%	6 3%	6 3%	6 3%	6 4%	3 3%	- -%	3 2%	- -%	1 3%	1 9%	1 9%	- -%
Whistl (Previously known as TNT Post)	6 3%	1 2%	4 4%	1 1%	6 3%	6 3%	6 3%	6 3%	6 4%	4 4%	- -%	3 2%	- -%	- -%	- -%	2 19%	- -%

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	237	37	102	98	222	220	229	231	175	142	14	123	15	25	17	20	15
Effective base	103	21	52	30	92	90	97	101	70	45	12	63	4	8	3	6	3
Weighted Base	217	47	108	62	199	194	208	214	150	107	21	136	6	22	6	13	3
MHI (Mail Handling International)	4 2%	3 6%	- -%	1 1%	2 1%	2 1%	2 1%	4 2%	4 2%	4 3%	- -%	1 1%	- -%	- -%	- -%	1 7%	- -%
Secured Mail / City Link Post	2 1%	1 2%	* *%	1 2%	2 1%	2 1%	2 1%	2 1%	2 1%	2 2%	- -%	1 1%	- -%	- -%	* *%	1 8%	* 1%
Citipost	1 *%	1 2%	* *%	* *%	1 1%	1 1%	1 *%	1 *%	1 1%	1 1%	- -%	1 1%	- -%	* 1%	- -%	- -%	* 3%
NET: Provider other than RM	193 89%	42 90%	101 93%	50 81%	179 90%	174 89%	185 89%	191 89%	136 91%	101 94%	17 81%	123 90%	6 100%	22 100%	6 94%	8 66%	3 99%
NET: RM/Parcelforce	75 34%	13 29%	42 39%	19 31%	68 34%	69 35%	71 34%	74 35%	46 30%	31 29%	5 25%	51 38%	1 20%	3 15%	3 58%	6 49%	* 1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	237	133	27	18	15	13	4	12	108	43	24	18	12	9	6
Effective base	103	70	10	4	2	5	1	2	59	16	5	7	5	3	2
Weighted Base	217	149	20	13	2	8	5	3	115	45	13	12	3	4	3
Parcelforce	53	41	2	3	*	4	-	*	31	17	*	*	1	1	*
	24%	27%	11%	24%	1%	49%	-%	2%	27%	37%	*%	3%	31%	29%	1%
Yodel	51	38	2	5	*	2	-	2	29	8	5	1	1	1	2
	23%	26%	8%	40%	3%	25%	-%	84%	26%	19%	38%	12%	36%	29%	82%
DHL	49	35	*	*	*	4	4	2	17	20	1	1	*	2	2
	23%	23%	2%	4%	4%	48%	97%	68%	15%	44%	5%	9%	6%	50%	86%
DPD/DPD Local	48	36	6	*	*	3	*	-	29	7	3	5	2	*	*
	22%	24%	30%	3%	7%	34%	3%	-%	25%	16%	21%	40%	75%	8%	4%
FedEx	42	23	9	3	2	4	*	*	20	13	*	6	1	2	-
	20%	15%	45%	21%	69%	55%	*%	11%	18%	29%	*%	45%	55%	41%	-%
Evri (formerly known as Hermes)	40	27	4	1	*	4	-	*	20	8	4	*	1	-	*
	18%	18%	18%	10%	4%	45%	-%	8%	18%	18%	28%	3%	41%	-%	13%
UPS	37	21	4	*	*	3	4	2	18	10	1	2	1	*	2
	17%	14%	22%	*%	3%	37%	96%	76%	16%	23%	7%	13%	41%	9%	78%
UK Mail	33	22	4	*	*	1	4	2	19	6	3	1	1	2	2
	15%	15%	19%	*%	2%	10%	96%	69%	17%	12%	23%	6%	33%	41%	74%
Royal Mail	24	15	*	-	-	*	4	*	15	5	*	-	*	-	*
	11%	10%	*%	-%	-%	*%	96%	1%	13%	10%	*%	-%	13%	-%	1%
Amazon Logistics	12	7	1	*	*	2	-	*	4	3	*	2	1	*	*
	6%	5%	4%	4%	9%	24%	-%	1%	4%	6%	3%	12%	30%	8%	13%
TNT Express	10	8	2	*	*	1	-	*	7	1	-	*	1	2	*
	5%	5%	8%	1%	2%	10%	-%	1%	6%	2%	-%	*%	30%	41%	5%
Pitney Bowes	9	9	*	-	-	-	-	*	5	1	-	3	-	-	*
	4%	6%	2%	-%	-%	-%	-%	1%	4%	2%	-%	28%	-%	-%	1%
DX	6	4	*	-	*	1	-	-	2	1	*	2	*	*	-
	3%	3%	2%	-%	10%	14%	-%	-%	2%	2%	1%	14%	17%	*%	-%
Whistl (Previously known as TNT Post)	6	3	2	-	-	1	-	-	2	1	-	-	1	2	-
	3%	2%	8%	-%	-%	10%	-%	-%	2%	2%	-%	-%	31%	42%	-%
MHI (Mail Handling International)	4	1	-	-	*	1	-	-	-	1	-	1	-	*	-
	2%	1%	-%	-%	*%	11%	-%	-%	-%	2%	-%	7%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	237	133	27	18	15	13	4	12	108	43	24	18	12	9	6
Effective base	103	70	10	4	2	5	1	2	59	16	5	7	5	3	2
Weighted Base	217	149	20	13	2	8	5	3	115	45	13	12	3	4	3
Secured Mail / City Link Post	2	1	-	*	-	1	-	*	*	1	*	1	-	*	*
	1%	1%	-%	*%	-%	13%	-%	1%	*%	2%	*%	8%	-%	*%	1%
Citipost	1	1	-	*	-	-	-	-	-	1	-	-	-	-	*
	*%	1%	-%	2%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	4%
NET: Provider other than RM	193	133	20	13	2	8	*	3	99	41	13	12	2	4	3
	89%	90%	100%	100%	100%	100%	4%	99%	87%	90%	100%	100%	87%	100%	99%
NET: RM/Parcelforce	75	54	2	3	*	4	4	*	45	21	*	*	1	1	*
	34%	37%	11%	24%	1%	49%	96%	2%	39%	47%	1%	3%	44%	29%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	237	107	34	32	18	22	9	9	48	51	66	30	31
Effective base	103	60	10	10	9	8	5	3	30	20	29	10	7
Weighted Base	217	127	24	19	18	17	2	7	64	47	61	19	14
Parcelforce	53	27	13	3	6	2	*	-	18	12	11	4	4
	24%	21%	56%	14%	36%	14%	32%	-%	28%	25%	18%	21%	30%
		a											
Yodel	51	30	5	2	4	9	*	*	13	15	16	3	2
	23%	24%	23%	11%	23%	50%	27%	3%	21%	32%	27%	16%	15%
DHL	49	25	1	9	6	4	*	4	14	12	9	2	8
	23%	19%	4%	44%	31%	23%	4%	56%	22%	26%	15%	10%	59%
		b											cd
DPD/DPD Local	48	33	6	3	4	2	*	*	15	12	13	5	3
	22%	26%	23%	15%	24%	9%	22%	2%	23%	26%	21%	25%	23%
FedEx	42	25	9	6	2	1	1	-	8	9	15	8	3
	20%	19%	38%	30%	9%	5%	33%	-%	13%	19%	25%	40%	19%
Evri (formerly known as Hermes)	40	28	3	3	1	5	-	*	10	10	14	3	2
	18%	22%	11%	15%	5%	26%	-%	5%	15%	22%	23%	14%	12%
UPS	37	14	5	8	3	3	1	1	8	6	8	4	9
	17%	11%	22%	41%	18%	20%	52%	10%	13%	13%	13%	24%	65%
		a											abc
UK Mail	33	18	2	6	3	4	-	*	12	2	10	3	5
	15%	14%	9%	31%	16%	20%	-%	1%	18%	5%	17%	18%	38%
Royal Mail	24	13	1	7	-	2	-	-	11	2	4	1	5
	11%	11%	6%	36%	-%	10%	-%	-%	17%	5%	6%	4%	32%
Amazon Logistics	12	5	*	1	1	2	1	2	2	1	5	2	2
	6%	4%	1%	4%	5%	13%	34%	34%	2%	2%	8%	11%	11%
TNT Express	10	7	*	2	*	1	*	-	*	1	6	2	1
	5%	5%	*%	12%	*%	5%	2%	-%	*%	2%	10%	8%	9%
Pitney Bowes	9	8	-	1	-	*	-	-	3	1	5	-	*
	4%	6%	-%	4%	-%	2%	-%	-%	4%	3%	8%	-%	3%
DX	6	1	*	2	2	*	-	-	2	1	1	*	*
	3%	1%	*%	10%	14%	2%	-%	-%	4%	3%	2%	2%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	237	107	34	32	18	22	9	9	48	51	66	30	31
Effective base	103	60	10	10	9	8	5	3	30	20	29	10	7
Weighted Base	217	127	24	19	18	17	2	7	64	47	61	19	14
Whistl (Previously known as TNT Post)	6 3%	2 2%	- -%	2 12%	* *%	1 5%	- -%	- -%	- -%	1 2%	2 4%	2 8%	1 5%
MHI (Mail Handling International)	4 2%	- -%	- -%	1 4%	1 5%	2 11%	- -%	- -%	- -%	1 2%	1 1%	- -%	* *%
Secured Mail / City Link Post	2 1%	- -%	* 1%	2 9%	- -%	* *%	* 1%	- -%	- -%	1 2%	1 2%	- -%	* 3%
Citipost	1 *%	* *%	* *%	1 4%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	* 1%	* 1%
NET: Provider other than RM	193 89%	114 89%	23 94%	12 64%	18 100%	16 90%	2 100%	7 100%	53 83%	45 95%	57 94%	18 96%	10 68%
NET: RM/Parcelforce	75 34%	40 32%	15 62%	8 41%	6 36%	4 23%	* 32%	- -%	27 43%	14 29%	15 25%	5 26%	9 62%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	237	78	37	58	24	22	64	53	52	24	23
Effective base	103	41	15	26	7	4	37	19	19	8	5
Weighted Base	217	96	26	51	11	10	82	44	36	15	13
Parcelforce	53 24%	29 30%	2 8%	11 21%	4 37%	3 26%	21 25%	15 35%	7 20%	2 12%	3 25%
Yodel	51 23%	30 31%	7 26%	9 18%	3 27%	1 8%	17 20%	12 26%	14 37%	4 25%	1 11%
DHL	49 23%	19 20%	6 22%	9 18%	2 18%	5 48%	12 15%	13 29%	6 17%	2 13%	8 65%
DPD/DPD Local	48 22%	26 28%	6 22%	9 18%	1 13%	3 28%	18 22%	8 17%	14 37%	4 28%	2 18%
FedEx	42 20%	20 21%	3 11%	14 27%	2 17%	2 24%	17 21%	10 22%	5 14%	8 53%	2 15%
Evri (formerly known as Hermes)	40 18%	15 16%	4 15%	12 23%	2 21%	1 14%	8 10%	11 25%	9 25%	3 20%	1 8%
UPS	37 17%	12 12%	6 24%	8 15%	2 18%	7 68%	11 13%	4 9%	6 16%	5 35%	9 66%
UK Mail	33 15%	12 12%	2 9%	10 20%	3 31%	5 54%	14 17%	6 13%	5 13%	4 28%	5 36%
Royal Mail	24 11%	9 9%	2 6%	4 8%	1 8%	4 45%	9 11%	3 7%	3 9%	1 3%	5 35%
Amazon Logistics	12 6%	4 5%	* *%	5 10%	- -%	1 13%	2 2%	2 4%	4 11%	3 19%	1 6%
TNT Express	10 5%	3 3%	* *%	5 10%	2 14%	1 9%	* *%	1 3%	6 15%	2 16%	* 3%
Pitney Bowes	9 4%	4 5%	* *%	5 10%	- -%	* *%	6 7%	1 3%	2 6%	- -%	* 3%
DX	6 3%	4 4%	* *%	1 2%	* 3%	- -%	3 3%	1 3%	1 3%	* *%	* 3%
Whistl (Previously known as TNT Post)	6 3%	1 1%	* *%	2 5%	2 14%	1 7%	* *%	1 2%	2 6%	2 15%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	237	78	37	58	24	22	64	53	52	24	23
Effective base	103	41	15	26	7	4	37	19	19	8	5
Weighted Base	217	96	26	51	11	10	82	44	36	15	13
MHI (Mail Handling International)	4 2%	1 1%	- -%	1 2%	- -%	- -%	- -%	1 2%	1 2%	- -%	* *%
Secured Mail / City Link Post	2 1%	1 1%	- -%	1 2%	- -%	* 4%	- -%	1 2%	1 3%	- -%	* 3%
Citipost	1 *%	1 1%	- -%	- -%	* 1%	* 1%	- -%	1 2%	* *%	* 1%	- -%
NET: Provider other than RM	193 89%	87 91%	25 94%	47 92%	10 92%	6 55%	73 89%	42 93%	33 91%	15 97%	8 65%
NET: RM/Parcelforce	75 34%	37 38%	4 15%	15 29%	5 44%	7 70%	29 35%	18 41%	11 29%	2 16%	8 59%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	237	50	44	67	43	25	183	16	31	159	78	184	38
Effective base	103	28	19	31	18	9	81	7	15	70	34	79	13
Weighted Base	217	67	49	47	37	12	166	8	40	155	62	172	28
Parcelforce	53 24%	13 20%	18 36%	12 26%	3 8%	6 48%	47 29%	2 23%	3 7%	46 30%	7 12%	46 27%	3 13%
Yodel	51 23%	12 18%	18 36%	12 25%	6 16%	4 32%	38 23%	3 40%	10 24%	42 27%	9 15%	46 27%	3 12%
DHL	49 23%	14 21%	9 17%	8 18%	13 36%	3 24%	39 24%	2 20%	7 17%	34 22%	15 24%	36 21%	10 36%
DPD/DPD Local	48 22%	15 22%	11 22%	13 28%	7 20%	2 13%	42 26%	1 15%	4 10%	41 27%	6 10%	41 24%	4 16%
FedEx	42 20%	17 25%	10 21%	5 10%	8 21%	3 26%	35 21%	1 15%	6 15%	31 20%	12 19%	35 20%	6 21%
Evri (formerly known as Hermes)	40 18%	7 11%	14 29%	11 24%	5 13%	2 15%	32 19%	2 19%	6 15%	34 22%	5 9%	33 19%	3 12%
UPS	37 17%	3 5%	7 14%	6 14%	14 37%	5 40%	26 15%	4 56%	6 14%	22 14%	16 25%	25 15%	10 36%
UK Mail	33 15%	12 18%	3 6%	7 15%	11 29%	* 2%	16 10%	3 36%	14 34%	25 16%	8 14%	22 13%	11 38%
Royal Mail	24 11%	4 7%	4 7%	3 7%	11 31%	1 6%	19 11%	- -%	5 12%	- -%	24 38%	16 9%	4 16%
Amazon Logistics	12 6%	2 4%	2 4%	3 7%	1 3%	2 15%	7 4%	2 19%	4 9%	8 5%	5 7%	9 5%	2 8%
TNT Express	10 5%	* *%	2 4%	5 10%	2 7%	* 3%	9 5%	1 10%	* 1%	6 4%	4 6%	8 5%	2 6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	237	50	44	67	43	25	183	16	31	159	78	184	38
Effective base	103	28	19	31	18	9	81	7	15	70	34	79	13
Weighted Base	217	67	49	47	37	12	166	8	40	155	62	172	28
Pitney Bowes	9 4%	3 4%	3 6%	4 8%	- -%	* *%	5 3%	1 15%	3 7%	9 6%	* 1%	9 5%	* 1%
DX	6 3%	- -%	- -%	6 12%	* *%	- -%	4 3%	1 15%	- -%	5 3%	1 1%	5 3%	1 2%
Whistl (Previously known as TNT Post)	6 3%	- -%	* *%	3 7%	2 6%	- -%	5 3%	1 10%	* *%	4 3%	2 3%	4 2%	2 6%
MHI (Mail Handling International)	4 2%	- -%	1 2%	3 6%	* *%	- -%	3 2%	1 10%	- -%	3 2%	1 1%	2 1%	* *%
Secured Mail / City Link Post	2 1%	* *%	- -%	2 4%	* 1%	* *%	1 1%	1 10%	- -%	2 1%	* 1%	2 1%	* 1%
Citipost	1 *%	- -%	- -%	1 2%	* 1%	- -%	* *%	1 10%	- -%	1 1%	* *%	1 1%	* *%
NET: Provider other than RM	193 89%	62 93%	46 93%	43 93%	25 69%	11 94%	147 89%	8 100%	35 88%	155 100%	39 62%	156 91%	23 84%
NET: RM/Parcelforce	75 34%	18 26%	20 40%	16 33%	14 39%	7 54%	64 39%	2 23%	8 20%	46 30%	29 47%	60 35%	8 29%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	237	137	83	57	174	183	39	132	88	60	171
Effective base	103	67	24	34	67	79	13	63	27	34	67
Weighted Base	217	136	58	74	140	169	31	138	57	74	141
Parcelforce	53 24%	41 30%	9 16%	27 37%	25 18%	47 28%	2 8%	42 31%	8 13%	28 38%	25 17%
Yodel	51 23%	38 28%	11 18%	14 18%	37 27%	47 28%	3 10%	35 25%	14 24%	19 26%	31 22%
DHL	49 23%	24 18%	18 31%	19 26%	28 20%	33 20%	13 42%	29 21%	14 24%	14 19%	34 24%
DPD/DPD Local	48 22%	42 31%	4 7%	22 30%	26 18%	42 25%	3 10%	40 29%	6 10%	23 31%	25 18%
FedEx	42 20%	23 17%	18 32%	12 16%	31 22%	36 21%	5 17%	27 20%	14 25%	11 15%	31 22%
Evri (formerly known as Hermes)	40 18%	29 21%	5 8%	14 19%	25 18%	33 19%	3 11%	28 20%	6 10%	12 17%	27 19%
UPS	37 17%	19 14%	16 27%	11 15%	25 18%	24 14%	11 36%	19 14%	15 27%	13 18%	22 16%
UK Mail	33 15%	21 15%	12 21%	15 20%	18 13%	21 13%	12 38%	21 15%	12 22%	17 24%	16 11%
Royal Mail	24 11%	15 11%	5 9%	- -%	24 17%	15 9%	4 15%	14 10%	6 11%	* *%	24 17%
Amazon Logistics	12 6%	6 4%	5 9%	4 5%	9 6%	7 4%	4 12%	5 4%	5 9%	5 7%	7 5%
TNT Express	10 5%	7 5%	3 5%	4 5%	6 4%	10 6%	* 1%	7 5%	3 5%	4 6%	5 4%
Pitney Bowes	9 4%	8 6%	2 3%	5 7%	4 3%	9 6%	* *%	8 6%	2 3%	8 11%	2 1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	237	137	83	57	174	183	39	132	88	60	171
Effective base	103	67	24	34	67	79	13	63	27	34	67
Weighted Base	217	136	58	74	140	169	31	138	57	74	141
DX	6 3%	4 3%	2 3%	3 4%	3 2%	6 3%	* *%	4 3%	2 3%	2 3%	3 2%
Whistl (Previously known as TNT Post)	6 3%	3 2%	2 4%	4 5%	2 1%	6 3%	* *%	3 2%	2 4%	2 3%	3 2%
MHI (Mail Handling International)	4 2%	- -%	2 3%	2 3%	2 1%	1 *%	1 3%	- -%	2 3%	3 4%	1 1%
Secured Mail / City Link Post	2 1%	1 1%	1 1%	- -%	2 2%	2 1%	* 1%	1 1%	1 2%	* *%	2 1%
Citipost	1 *%	- -%	1 2%	* *%	1 1%	1 1%	* *%	- -%	1 2%	- -%	1 1%
NET: Provider other than RM	193 89%	121 89%	53 91%	74 100%	117 83%	153 91%	26 85%	123 90%	51 89%	74 100%	117 83%
NET: RM/Parcelforce	75 34%	54 40%	14 25%	27 37%	47 33%	61 36%	7 22%	55 40%	14 24%	28 38%	46 33%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	237	174	156	77	-	171	143	63	-	214	112	78	-
Effective base	103	65	72	25	-	67	65	23	-	92	53	33	-
Weighted Base	217	145	148	48	-	149	120	47	-	196	100	65	-
Parcelforce	53	36	35	11	-	38	28	7	-	48	29	13	-
	24%	25%	23%	24%	-%	26%	24%	15%	-%	25%	29%	20%	-%
Yodel	51	31	45	6	-	33	32	4	-	38	29	5	-
	23%	21%	30%	12%	-%	22%	26%	9%	-%	19%	29%	8%	-%
DHL	49	41	30	20	-	36	23	16	-	44	22	23	-
	23%	28%	20%	42%	-%	24%	19%	34%	-%	22%	22%	35%	-%
DPD/DPD Local	48	30	40	15	-	32	30	16	-	46	30	21	-
	22%	21%	27%	31%	-%	22%	25%	33%	-%	23%	30%	32%	-%
FedEx	42	34	28	17	-	35	23	14	-	42	18	17	-
	20%	24%	19%	35%	-%	24%	19%	30%	-%	22%	18%	26%	-%
Evri (formerly known as Hermes)	40	25	32	8	-	26	24	9	-	38	17	10	-
	18%	17%	22%	17%	-%	17%	20%	18%	-%	19%	17%	15%	-%
UPS	37	26	22	12	-	30	20	12	-	35	13	15	-
	17%	18%	15%	25%	-%	20%	17%	25%	-%	18%	13%	23%	-%
UK Mail	33	27	17	3	-	27	15	4	-	30	11	8	-
	15%	19%	12%	7%	-%	18%	12%	8%	-%	15%	11%	12%	-%
Royal Mail	24	13	12	2	-	11	14	2	-	23	8	6	-
	11%	9%	8%	5%	-%	8%	12%	4%	-%	12%	8%	9%	-%
Amazon Logistics	12	9	9	5	-	9	7	5	-	11	11	8	-
	6%	6%	6%	11%	-%	6%	6%	11%	-%	5%	11%	12%	-%
TNT Express	10	8	8	7	-	8	8	4	-	10	5	4	-
	5%	5%	5%	14%	-%	5%	6%	9%	-%	5%	5%	6%	-%
Pitney Bowes	9	7	9	3	-	7	9	4	-	9	9	4	-
	4%	5%	6%	6%	-%	4%	8%	8%	-%	5%	9%	6%	-%
DX	6	3	6	*	-	6	5	1	-	6	4	1	-
	3%	2%	4%	*%	-%	4%	4%	3%	-%	3%	4%	2%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	237	174	156	77	-	171	143	63	-	214	112	78	-
Effective base	103	65	72	25	-	67	65	23	-	92	53	33	-
Weighted Base	217	145	148	48	-	149	120	47	-	196	100	65	-
Whistl (Previously known as TNT Post)	6 3%	6 4%	5 3%	2 5%	- -%	6 4%	5 4%	2 3%	- -%	6 3%	5 5%	2 2%	- -%
MHI (Mail Handling International)	4 2%	2 1%	2 1%	1 2%	- -%	2 1%	2 1%	2 3%	- -%	4 2%	2 2%	4 5%	- -%
Secured Mail / City Link Post	2 1%	2 2%	2 1%	* 1%	- -%	2 1%	2 2%	1 2%	- -%	2 1%	1 1%	1 2%	- -%
Citipost	1 *%	1 1%	1 1%	- -%	- -%	1 1%	1 1%	1 2%	- -%	1 *%	1 1%	1 1%	- -%
NET: Provider other than RM	193 89%	132 91%	136 92%	46 95%	- -%	137 92%	105 88%	45 96%	- -%	173 88%	92 92%	59 91%	- -%
NET: RM/Parcelforce	75 34%	48 33%	45 30%	14 29%	- -%	49 33%	41 34%	9 20%	- -%	69 35%	37 37%	19 29%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	237	189	178	127	160	142	23	94	90	105	44	23	45	44			
Effective base	103	80	76	56	62	66	9	41	39	42	20	11	19	18			
Weighted Base	217	171	161	116	137	140	5	83	76	90	40	22	37	41			
Parcelforce	53	42	43	36	36	34	1	28	24	20	12	6	9	10			
	24%	25%	27%	31%	26%	24%	16%	33%	31%	23%	29%	26%	26%	24%			
Yodel	51	37	44	20	28	37	1	17	12	18	2	3	10	26			
	23%	22%	27%	17%	20%	26%	22%	21%	15%	20%	4%	13%	28%	63%			
														a			
DHL	49	41	38	30	31	28	*	17	20	22	15	8	11	10			
	23%	24%	24%	26%	23%	20%	3%	20%	26%	24%	37%	36%	29%	24%			
DPD/DPD Local	48	43	44	34	37	35	3	29	27	28	17	9	9	7			
	22%	25%	28%	29%	27%	25%	57%	34%	36%	31%	42%	42%	26%	16%			
FedEx	42	36	31	27	28	28	2	21	17	17	17	7	9	1			
	20%	21%	19%	23%	21%	20%	44%	25%	23%	19%	43%	29%	24%	3%			
											c						
Evri (formerly known as Hermes)	40	33	31	24	23	23	1	20	18	17	7	4	6	3			
	18%	19%	19%	21%	17%	16%	19%	24%	23%	19%	16%	19%	16%	8%			
UPS	37	30	28	20	24	26	3	17	17	18	11	8	6	9			
	17%	18%	18%	17%	18%	18%	51%	21%	22%	20%	26%	36%	16%	23%			
UK Mail	33	26	25	16	15	25	1	15	12	12	3	1	3	7			
	15%	15%	15%	14%	11%	17%	15%	18%	15%	13%	8%	4%	9%	17%			
Royal Mail	24	20	20	7	16	18	*	6	5	5	1	-	3	1			
	11%	12%	12%	6%	12%	13%	1%	7%	7%	6%	3%	-	8%	3%			
Amazon Logistics	12	10	8	9	10	10	2	6	6	9	5	2	*	1			
	6%	6%	5%	7%	7%	7%	29%	7%	7%	10%	12%	7%	%	2%			
TNT Express	10	9	10	7	7	8	1	4	7	5	4	3	2	2			
	5%	5%	6%	6%	5%	6%	15%	5%	9%	6%	9%	15%	7%	6%			
Pitney Bowes	9	8	9	8	4	9	*	8	2	6	3	*	-	3			
	4%	5%	6%	7%	3%	6%	8%	10%	3%	7%	8%	%	-	7%			
DX	6	4	5	4	5	5	1	4	4	4	1	*	4	4			
	3%	3%	3%	4%	3%	4%	11%	5%	5%	5%	1%	1%	10%	9%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	237	189	178	127	160	142	23	94	90	105	44	23	45	44			
Effective base	103	80	76	56	62	66	9	41	39	42	20	11	19	18			
Weighted Base	217	171	161	116	137	140	5	83	76	90	40	22	37	41			
Whistl (Previously known as TNT Post)	6	5	6	5	2	6	1	3	5	2	2	1	-	-			
	3%	3%	3%	4%	1%	4%	14%	4%	6%	3%	6%	3%	-%	-%			
MHI (Mail Handling International)	4	1	2	3	2	2	1	1	2	3	1	1	-	-			
	2%	*%	1%	2%	1%	1%	15%	1%	2%	3%	2%	4%	-%	-%			
Secured Mail / City Link Post	2	1	2	1	1	2	*	1	1	1	*	*	1	1			
	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	1%	3%	3%			
Citipost	1	*	1	*	1	1	-	*	*	-	-	-	*	-			
	*%	*%	1%	*%	1%	1%	-%	*%	*%	-%	-%	-%	*%	-%			
NET: Provider other than RM	193	151	141	109	120	122	5	77	71	85	39	22	34	40			
	89%	88%	88%	94%	88%	87%	99%	93%	93%	94%	97%	100%	92%	97%			
NET: RM/Parcelforce	75	61	61	42	52	51	1	34	29	26	13	6	12	11			
	34%	35%	38%	36%	38%	36%	16%	40%	38%	28%	32%	26%	33%	27%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Unweighted Base	237	48	28	24	13	184	158	206	170	165	169	174	61	-	185	13
Effective base	103	21	11	12	6	81	66	89	75	64	67	80	25	-	78	8
Weighted Base	217	33	23	17	14	172	131	186	155	140	144	162	44	-	167	13
Parcelforce	53	8	4	6	-	39	26	45	36	34	33	39	10	-	46	4
	24%	25%	17%	34%	-%	23%	20%	24%	23%	24%	23%	24%	23%	-%	28%	31%
Yodel	51	9	1	7	5	35	30	41	38	28	27	41	9	-	40	8
	23%	27%	5%	42%	35%	20%	23%	22%	25%	20%	19%	25%	21%	-%	24%	64%
DHL	49	8	4	3	2	41	25	43	37	32	41	33	13	-	32	6
	23%	24%	17%	15%	11%	24%	19%	23%	24%	23%	28%	21%	30%	-%	19%	46%
DPD/DPD Local	48	12	1	4	5	45	36	46	43	35	39	44	11	-	36	7
	22%	36%	6%	21%	32%	26%	28%	25%	28%	25%	27%	27%	24%	-%	22%	59%
FedEx	42	9	4	3	2	39	28	42	29	32	34	34	13	-	31	1
	20%	26%	16%	17%	14%	23%	22%	22%	18%	23%	23%	21%	30%	-%	19%	6%
Evri (formerly known as Hermes)	40	6	2	1	3	35	26	37	35	32	30	36	7	-	34	2
	18%	19%	8%	8%	24%	21%	20%	20%	22%	23%	21%	22%	16%	-%	20%	16%
UPS	37	8	4	3	1	34	26	36	29	27	31	24	11	-	19	4
	17%	26%	17%	17%	10%	20%	20%	19%	18%	19%	22%	15%	24%	-%	12%	30%
UK Mail	33	7	7	1	1	23	21	28	18	19	16	21	6	-	23	2
	15%	22%	28%	5%	5%	14%	16%	15%	12%	13%	11%	13%	13%	-%	14%	15%
Royal Mail	24	-	*	3	1	20	17	20	18	17	11	17	4	-	16	1
	11%	-%	1%	16%	5%	11%	13%	11%	11%	12%	8%	10%	9%	-%	10%	9%
Amazon Logistics	12	3	5	1	3	7	9	9	10	11	10	6	4	-	10	1
	6%	8%	20%	5%	19%	4%	7%	5%	6%	8%	7%	4%	8%	-%	6%	6%
TNT Express	10	2	1	3	1	8	8	9	9	7	5	9	4	-	6	4
	5%	7%	3%	17%	10%	4%	6%	5%	6%	5%	4%	6%	8%	-%	4%	28%
Pitney Bowes	9	-	*	1	*	8	5	9	8	6	6	6	3	-	8	1
	4%	-%	1%	5%	3%	5%	4%	5%	5%	5%	4%	3%	7%	-%	5%	9%
DX	6	3	*	1	*	4	4	5	4	5	5	4	4	-	4	1
	3%	11%	1%	5%	3%	3%	3%	3%	2%	4%	3%	3%	8%	-%	3%	9%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	237	48	28	24	13	184	158	206	170	165	169	174	61	-	185	13
Effective base	103	21	11	12	6	81	66	89	75	64	67	80	25	-	78	8
Weighted Base	217	33	23	17	14	172	131	186	155	140	144	162	44	-	167	13
Whistl (Previously known as TNT Post)	6	2	1	1	-	3	5	5	5	4	5	5	1	-	5	1
	3%	5%	3%	5%	-%	2%	4%	3%	3%	3%	3%	3%	2%	-%	3%	6%
MHI (Mail Handling International)	4	1	-	3	-	2	1	3	1	4	1	3	1	-	1	1
	2%	3%	-%	15%	-%	1%	1%	1%	1%	3%	1%	2%	2%	-%	*%	6%
Secured Mail / City Link Post	2	1	*	1	-	1	1	1	1	2	1	1	1	-	1	1
	1%	4%	*%	5%	-%	1%	1%	1%	1%	2%	1%	1%	2%	-%	1%	6%
Citipost	1	-	-	1	-	*	*	*	*	1	*	*	-	-	*	1
	*%	-%	-%	5%	-%	*%	*%	*%	*%	1%	*%	*%	-%	-%	*%	6%
NET: Provider other than RM	193	33	23	15	14	152	114	167	138	123	132	145	40	-	150	11
	89%	100%	99%	84%	95%	89%	87%	89%	89%	88%	92%	90%	91%	-%	90%	91%
NET: RM/Parcelforce	75	8	4	7	1	59	43	65	53	51	44	56	14	-	61	5
	34%	25%	18%	41%	5%	34%	33%	35%	34%	36%	31%	34%	32%	-%	36%	40%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	237	137	82	192	6	122	115	64	121	51	76	77	77
Effective base	103	60	36	78	4	51	52	30	55	21	38	32	33
Weighted Base	217	133	70	167	8	108	110	46	115	56	63	82	66
Parcelforce	53 24%	31 23%	21 30%	40 24%	1 18%	27 25%	26 24%	11 25%	35 30%	7 12%	18 28%	14 17%	21 32%
Yodel	51 23%	36 27%	13 18%	41 25%	3 34%	22 20%	29 27%	6 13%	26 23%	19 34%	12 19%	22 26%	13 19%
DHL	49 23%	31 23%	13 19%	32 19%	1 10%	24 22%	25 23%	14 31%	22 19%	13 23%	12 20%	21 25%	15 23%
DPD/DPD Local	48 22%	34 26%	13 18%	37 22%	1 10%	20 19%	27 25%	7 15%	21 18%	20 36%	18 28%	16 19%	14 21%
FedEx	42 20%	22 17%	15 21%	31 19%	4 46%	25 23%	17 16%	6 13%	26 22%	11 20%	9 14%	28 34%	6 9%
Evri (formerly known as Hermes)	40 18%	25 18%	13 19%	29 17%	3 34%	15 14%	25 23%	9 20%	17 15%	14 24%	7 11%	18 22%	14 22%
UPS	37 17%	27 20%	6 9%	26 15%	1 10%	22 20%	16 14%	12 27%	12 11%	13 23%	12 19%	13 15%	11 17%
UK Mail	33 15%	28 21%	3 5%	26 16%	- -%	17 15%	16 15%	1 2%	26 23%	6 11%	3 5%	13 15%	14 21%
Royal Mail	24 11%	12 9%	12 17%	13 8%	3 32%	14 13%	10 9%	1 3%	12 10%	10 19%	11 18%	4 5%	8 13%
Amazon Logistics	12 6%	7 5%	6 8%	8 5%	1 10%	7 6%	5 5%	6 14%	4 4%	2 3%	4 7%	5 6%	3 5%
TNT Express	10 5%	6 4%	4 6%	5 3%	1 10%	4 3%	6 6%	1 3%	6 5%	3 5%	5 8%	2 3%	3 4%
Pitney Bowes	9 4%	9 7%	* *%	8 5%	1 10%	4 4%	6 5%	2 3%	5 4%	3 5%	1 1%	3 4%	3 4%
DX	6 3%	5 4%	1 1%	4 3%	1 10%	3 3%	3 3%	2 4%	4 3%	* 1%	1 1%	2 2%	3 5%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	237	137	82	192	6	122	115	64	121	51	76	77	77
Effective base	103	60	36	78	4	51	52	30	55	21	38	32	33
Weighted Base	217	133	70	167	8	108	110	46	115	56	63	82	66
Whistl (Previously known as TNT Post)	6 3%	5 4%	1 1%	5 3%	1 10%	3 3%	2 2%	1 2%	5 4%	* *%	* *%	3 4%	2 4%
MHI (Mail Handling International)	4 2%	4 3%	- -%	3 2%	1 10%	4 3%	- -%	4 8%	* *%	- -%	2 3%	2 2%	- -%
Secured Mail / City Link Post	2 1%	2 2%	* *%	1 1%	1 10%	2 2%	* *%	1 3%	1 1%	- -%	* *%	2 2%	* *%
Citipost	1 *%	1 1%	- -%	* *%	1 10%	1 1%	* *%	1 2%	- -%	* *%	- -%	1 1%	- -%
NET: Provider other than RM	193 89%	121 91%	58 83%	154 92%	5 68%	94 87%	100 91%	45 97%	103 90%	45 81%	52 82%	78 95%	58 87%
NET: RM/Parcelforce	75 34%	42 32%	31 45%	51 31%	4 50%	40 37%	35 32%	13 28%	45 39%	17 31%	27 43%	17 21%	30 44%
											b		b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	237	127	110
Effective base	103	42	61
Weighted Base	217	94	123
Parcelforce	53 24%	16 17%	37 30%
Yodel	51 23%	22 23%	29 24%
DHL	49 23%	26 28%	23 19%
DPD/DPD Local	48 22%	20 21%	28 23%
FedEx	42 20%	15 16%	27 22%
Evri (formerly known as Hermes)	40 18%	18 19%	22 18%
UPS	37 17%	20 21%	18 14%
UK Mail	33 15%	15 16%	18 14%
Royal Mail	24 11%	14 15%	9 8%
Amazon Logistics	12 6%	6 6%	6 5%
TNT Express	10 5%	6 7%	4 3%
Pitney Bowes	9 4%	4 5%	5 4%
DX	6 3%	5 6%	* *%
Whistl (Previously known as TNT Post)	6 3%	2 2%	4 3%

Columns Tested:: a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	237	127	110
Effective base	103	42	61
Weighted Base	217	94	123
MHI (Mail Handling International)	4 2%	1 1%	3 2%
Secured Mail / City Link Post	2 1%	2 2%	* *%
Citipost	1 *%	1 1%	- -%
NET: Provider other than RM	193 89%	80 85%	113 92%
NET: RM/Parcelforce	75 34%	30 32%	45 36%

Columns Tested: a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	h	*i	*j	k	*l
Unweighted Base	237	-	11	30	24	5	24	15	34	22	25	36	11
Effective base	103	-	3	16	10	2	11	4	16	12	11	25	6
Weighted Base	217	-	7	35	14	2	30	5	26	25	5	59	9
Parcelforce	53	-	2	11	4	-	10	*	7	1	*	12	5
	24%	-%	29%	32%	28%	-%	34%	4%	29%	4%	1%	20%	49%
Yodel	51	-	2	11	4	1	11	*	6	1	*	14	*
	23%	-%	31%	32%	27%	76%	37%	1%	22%	3%	3%	24%	3%
DHL	49	-	4	8	7	-	2	*	4	11	2	9	3
	23%	-%	59%	23%	50%	-%	6%	7%	14%	44%	41%	14%	29%
DPD/DPD Local	48	-	*	3	3	*	5	2	12	3	1	15	4
	22%	-%	5%	8%	21%	2%	16%	31%	45%	13%	29%	25%	41%
FedEx	42	-	-	8	3	*	10	*	4	4	1	12	1
	20%	-%	-%	24%	19%	12%	32%	1%	15%	16%	21%	21%	6%
Evri (formerly known as Hermes)	40	-	-	2	3	*	1	2	7	2	1	20	1
	18%	-%	-%	6%	20%	12%	4%	38%	28%	7%	23%	35%	9%
UPS	37	-	*	8	3	*	4	*	4	12	1	5	*
	17%	-%	7%	24%	21%	12%	12%	*%	16%	48%	15%	8%	*%
UK Mail	33	-	*	5	-	1	2	*	6	6	-	11	2
	15%	-%	3%	14%	-%	76%	6%	1%	24%	23%	-%	18%	22%
Royal Mail	24	-	-	2	1	-	1	1	3	6	1	7	3
	11%	-%	-%	5%	10%	-%	4%	17%	10%	24%	14%	12%	27%
Amazon Logistics	12	-	-	1	-	*	2	1	1	3	*	4	*
	6%	-%	-%	2%	-%	8%	6%	10%	6%	12%	9%	7%	*%
TNT Express	10	-	-	2	-	*	2	*	2	-	*	2	2
	5%	-%	-%	5%	-%	2%	7%	1%	6%	-%	4%	4%	20%
Pitney Bowes	9	-	-	3	-	-	-	*	3	*	-	4	-
	4%	-%	-%	8%	-%	-%	-%	1%	10%	1%	-%	6%	-%
DX	6	-	*	-	1	-	2	-	*	1	-	1	*
	3%	-%	3%	-%	7%	-%	8%	-%	1%	3%	-%	1%	1%
Whistl (Previously known as TNT Post)	6	-	-	-	-	-	-	-	3	-	-	2	*
	3%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	4%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	h	*i	*j	k	*l
Unweighted Base	237	-	11	30	24	5	24	15	34	22	25	36	11
Effective base	103	-	3	16	10	2	11	4	16	12	11	25	6
Weighted Base	217	-	7	35	14	2	30	5	26	25	5	59	9
MHI (Mail Handling International)	4	-	-	-	-	-	-	2	*	1	-	1	-
	2%	-%	-%	-%	-%	-%	-%	35%	*%	3%	-%	1%	-%
Secured Mail / City Link Post	2	-	-	-	1	-	-	*	*	-	-	1	-
	1%	-%	-%	-%	7%	-%	-%	1%	*%	-%	-%	2%	-%
Citipost	1	-	-	-	-	-	*	-	-	-	*	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	2%	1%	-%
NET: Provider other than RM	193	-	7	34	13	2	29	4	23	19	4	52	7
	89%	-%	100%	95%	90%	100%	96%	83%	90%	76%	86%	88%	73%
NET: RM/Parcelforce	75	-	2	13	6	-	11	1	8	7	1	19	7
	34%	-%	29%	37%	38%	-%	38%	21%	33%	28%	15%	32%	76%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	237	41	53	71	72	94	143
Effective base	103	18	21	31	34	39	64
Weighted Base	217	42	46	55	73	88	129
Parcelforce	53	13	14	9	17	27	25
	24%	32%	31%	16%	23%	31%	20%
Yodel	51	13	16	7	15	30	21
	23%	32%	35%	12%	20%	34%	17%
			c			b	
DHL	49	12	9	15	13	21	28
	23%	29%	20%	27%	18%	24%	22%
DPD/DPD Local	48	3	8	16	20	11	37
	22%	8%	17%	30%	28%	13%	29%
FedEx	42	8	13	8	14	21	21
	20%	20%	27%	14%	19%	24%	17%
Evri (formerly known as Hermes)	40	2	4	11	22	6	33
	18%	5%	9%	20%	31%	7%	26%
				a			a
UPS	37	9	7	16	6	16	22
	17%	21%	15%	29%	8%	18%	17%
			d				
UK Mail	33	5	3	12	13	9	24
	15%	12%	7%	21%	17%	10%	19%
Royal Mail	24	2	3	9	10	4	19
	11%	4%	6%	17%	14%	5%	15%
Amazon Logistics	12	1	2	5	5	3	10
	6%	2%	4%	9%	6%	3%	8%
TNT Express	10	2	2	2	4	4	6
	5%	4%	5%	3%	6%	5%	5%
Pitney Bowes	9	3	-	3	4	3	7
	4%	7%	-%	5%	5%	3%	5%
DX	6	*	3	1	1	4	2
	3%	*%	8%	2%	1%	4%	2%
Whistl (Previously known as TNT Post)	6	-	-	3	2	-	6
	3%	-%	-%	6%	3%	-%	4%

Columns Tested: a,b,c,d - a,b

Table 82 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	237	41	53	71	72	94	143
Effective base	103	18	21	31	34	39	64
Weighted Base	217	42	46	55	73	88	129
MHI (Mail Handling International)	4	-	-	3	1	-	4
	2%	-%	-%	5%	1%	-%	3%
Secured Mail / City Link Post	2	-	1	*	1	1	1
	1%	-%	2%	*%	2%	1%	1%
Citipost	1	-	*	-	1	*	1
	*%	-%	*%	-%	1%	*%	1%
NET: Provider other than RM	193	40	44	46	63	84	110
	89%	96%	94%	83%	86%	95%	85%
NET: RM/Parcelforce	75	15	17	16	27	32	43
	34%	36%	36%	30%	36%	36%	33%

Columns Tested: a,b,c,d - a,b

Table 83

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Royal Mail	1505	345	1160	1434	61	7	4	72
	93%	93%	93%	93%	89%	80%	84%	87%
				bcd				
DHL	32	7	26	30	2	*	*	3
	2%	2%	2%	2%	3%	6%	6%	3%
						a		
UK Mail	16	-	16	14	1	*	*	2
	1%	-%	1%	1%	2%	4%	3%	2%
						a	a	
Parcelforce	15	3	11	13	1	*	*	1
	1%	1%	1%	1%	2%	1%	3%	2%
							a	
Evri (formerly known as Hermes)	12	2	11	12	1	*	*	1
	1%	*%	1%	1%	1%	*%	1%	1%
DPD/DPD Local	8	2	6	7	1	*	-	1
	1%	1%	*%	*%	1%	2%	-%	1%
UPS	6	1	5	5	1	-	*	1
	*%	*%	*%	*%	2%	-%	2%	1%
					a			
Yodel	5	-	5	5	-	*	*	*
	*%	-%	*%	*%	-%	3%	*%	*%
						abe		
FedEx	4	2	1	3	*	-	*	*
	*%	1%	*%	*%	1%	-%	2%	1%
							a	
Amazon logistics	2	*	2	2	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
Secured Mail	1	-	1	*	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Citipost	*	*	*	-	*	*	-	*
	*%	*%	*%	-%	1%	1%	-%	1%
					a	a		
DX	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	2%	-%	*%
						ab		

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Whistl (Previously known as TNT Post)	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1%	*%	*%
						a		
TNT Express	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	8	*	8	*	*	-	*
	1%	2%	*%	1%	*%	*%	-%	*%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	345	1160	1434	61	7	4	72
	93%	93%	93%	93%	89%	80%	84%	87%
				b	c	d	e	
NET: Provider other than RM	110	26	84	100	8	2	1	10
	7%	7%	7%	7%	11%	20%	16%	13%
					a	a	a	a
NET: RM/Parcelforce	1520	348	1171	1447	62	7	4	73
	94%	94%	94%	94%	90%	81%	87%	89%
				b	c	d	e	

Columns Tested: a,b - a,b,c,d,e

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
Royal Mail	1505	885	439	110	42	26	4	1434	61	11
	93%	94%	94%	89%	89%	85%	84%	93%	89%	81%
		efhi	efhi					efhi		
DHL	32	18	10	2	1	1	*	30	2	1
	2%	2%	2%	1%	2%	5%		2%	3%	6%
							ag			ag
UK Mail	16	6	7	2	*	1	*	14	1	1
	1%	1%	1%	1%	*%	5%	3%	1%	2%	4%
						adg	ag			ag
Parcelforce	15	6	5	2	1	*	*	13	1	*
	1%	1%	1%	2%	2%	*%	3%	1%	2%	2%
							ag			
Evri (formerly known as Hermes)	12	8	2	3	1	*	*	12	1	*
	1%	1%	*%	2%	1%	*%	1%	1%	1%	*%
DPD/DPD Local	8	4	2	1	-	1	-	7	1	*
	1%	*%	1%	1%	-%	2%	-%	*%	1%	1%
						g				
UPS	6	3	-	2	1	-	*	5	1	*
	*%	*%	-%	2%	2%	-%	2%	*%	2%	1%
				bg	abg		b		bg	
Yodel	5	4	-	1	-	*	*	5	-	*
	*%	*%	-%	1%	-%	1%	*%	*%	-%	2%
										bg
FedEx	4	3	*	-	*	*	*	3	*	*
	*%	*%	*%	-%	*%	1%	2%	*%	1%	1%
							g			
Amazon logistics	2	2	*	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	1	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%
					g					
Citipost	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	1%	*%	-%	-%	1%	*%
					g			g		

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
DX	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	1%
										ag
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
										g
TNT Express	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	6	2	1	*	*	-	8	*	*
	1%	1%	*%	*%	*%	*%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	885	439	110	42	26	4	1434	61	11
	93%	94%	94%	89%	89%	85%	84%	93%	89%	81%
		efhi	efhi					efhi		
NET: Provider other than RM	110	59	28	13	5	5	1	100	8	2
	7%	6%	6%	11%	11%	15%	16%	7%	11%	19%
					abg	abg			abg	abg
NET: RM/Parcelforce	1520	891	444	112	43	26	4	1447	62	11
	94%	94%	95%	91%	91%	86%	87%	94%	90%	83%
		efi	efhi					efhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Royal Mail	1505	1164	270	61	7	4	891	202	43	36	38
	93%	94%	89%	89%	80%	84%	96%	84%	85%	87%	91%
		bcd	d				bcd				
DHL	32	20	9	2	*	*	15	10	*	1	1
	2%	2%	3%	3%	6%	6%	2%	4%	0%	3%	4%
				a	a						
UK Mail	16	9	5	1	*	*	3	10	2	-	*
	1%	1%	2%	2%	4%	3%	0%	4%	5%	0%	0%
				a	a			a	a		
Parcelforce	15	8	5	1	*	*	6	6	*	-	*
	1%	1%	2%	2%	1%	3%	1%	3%	1%	0%	0%
				a							
Evri (formerly known as Hermes)	12	9	3	1	*	*	6	3	2	-	-
	1%	1%	1%	1%	0%	1%	1%	1%	4%	0%	0%
								a			
DPD/DPD Local	8	4	4	1	*	-	2	2	-	3	1
	1%	0%	1%	1%	2%	0%	0%	1%	0%	7%	1%
										ab	
UPS	6	3	2	1	-	*	3	1	*	*	1
	0%	0%	1%	2%	0%	2%	0%	0%	0%	0%	1%
				a							
Yodel	5	4	1	-	*	*	2	1	2	-	*
	0%	0%	0%	0%	3%	0%	0%	0%	4%	0%	1%
					abc				a		
FedEx	4	3	*	*	-	*	1	2	-	1	*
	0%	0%	0%	1%	0%	2%	0%	1%	0%	2%	0%
Amazon logistics	2	2	*	-	-	-	-	2	-	-	-
	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Secured Mail	1	-	*	*	-	-	-	-	*	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Citipost	*	-	-	*	*	-	-	-	*	-	*
	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%
DX	*	-	-	-	*	-	-	-	-	*	-
	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%
					abc						

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Whistl (Previously known as TNT Post)	*	-	-	-	*	*	-	-	-	-	*
	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
					a						
TNT Express	*	-	-	-	-	*	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	6	2	*	*	-	*	1	*	-	*
	1%	-%	1%	-%	-%	-%	-%	1%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	1164	270	61	7	4	891	202	43	36	38
	93%	94%	89%	89%	80%	84%	96%	84%	85%	87%	91%
		bcde	d				bcd				
NET: Provider other than RM	110	68	32	8	2	1	38	38	8	5	4
	7%	6%	11%	11%	20%	16%	4%	16%	15%	13%	9%
		a	a	a	ab	a	a	a	a	a	a
NET: RM/Parcelforce	1520	1172	275	62	7	4	897	209	43	36	39
	94%	95%	91%	90%	81%	87%	96%	87%	86%	87%	91%
		bcde	d				bcd				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
Royal Mail	1505 93%	136 96%	106 90%	253 90%	68 89%	119 87%	217 95%	189 96%	128 99%	112 96%
DHL	32 2%	2 1%	6 5%	9 3%	1 1%	7 5%	6 2%	* *%	* *%	* *%
UK Mail	16 1%	1 1%	2 2%	3 1%	2 2%	1 1%	- -%	4 2%	1 1%	2 2%
Parcelforce	15 1%	- -%	* *%	7 2%	2 3%	2 1%	- -%	1 1%	- -%	1 1%
Evri (formerly known as Hermes)	12 1%	- -%	2 2%	1 *%	- -%	4 3%	2 1%	2 1%	- -%	- -%
DPD/DPD Local	8 1%	2 1%	- -%	2 1%	2 3%	1 1%	1 1%	- -%	* *%	- -%
UPS	6 *%	* *%	1 1%	- -%	- -%	1 1%	3 1%	* *%	- -%	- -%
Yodel	5 *%	- -%	- -%	1 *%	2 3%	- -%	- -%	- -%	- -%	2 2%
FedEx	4 *%	* *%	* *%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%
Amazon logistics	2 *%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%
Secured Mail	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
DX	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Whistl (Previously known as TNT Post)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
TNT Express	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	1	-	4	-	1	-	-	-	-
	1%	1%	-%	1%	-%	1%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	136	106	253	68	119	217	189	128	112
	93%	96%	90%	90%	89%	87%	95%	96%	99%	96%
									bcde	e
NET: Provider other than RM	110	6	12	29	9	17	12	8	1	4
	7%	4%	10%	10%	11%	13%	5%	4%	1%	4%
			h	h	h	hi				
NET: RM/Parcelforce	1520	136	106	260	71	121	217	191	128	113
	94%	96%	90%	92%	92%	89%	95%	96%	99%	97%
									bcde	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Royal Mail	1505	300	370	659	1329	176	88	57	32
	93%	91%	95%	93%	93%	94%	94%	94%	94%
DHL	32	8	8	14	29	3	2	*	*
	2%	2%	2%	2%	2%	2%	2%	1%	1%
UK Mail	16	5	4	7	16	*	*	*	*
	1%	1%	1%	1%	1%	*%	*%	*%	*%
		e							
Parcelforce	15	5	*	8	13	1	1	*	*
	1%	1%	*%	1%	1%	1%	1%	1%	*%
Evri (formerly known as Hermes)	12	4	2	4	11	2	1	1	*
	1%	1%	1%	1%	1%	1%	1%	2%	*%
DPD/DPD Local	8	3	2	3	8	1	-	*	*
	1%	1%	*%	*%	1%	*%	-%	*%	1%
UPS	6	1	2	3	6	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%
Yodel	5	4	-	1	5	*	*	-	-
	*%	1%	-%	*%	*%	*%	*%	-%	-%
		e							
FedEx	4	-	*	2	2	2	1	*	-
	*%	-%	*%	*%	*%	1%	1%	*%	-%
							d		
Amazon logistics	2	-	-	2	2	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	1%
Secured Mail	1	-	-	*	*	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
Citipost	*	-	-	*	*	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%
DX	*	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%
TNT Express	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	1	1	4	7	2	*	1	1
	1%	*%	*%	1%	*%	1%	*%	1%	3%
									d
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	300	370	659	1329	176	88	57	32
	93%	91%	95%	93%	93%	94%	94%	94%	94%
NET: Provider other than RM	110	30	19	50	99	11	5	3	2
	7%	9%	5%	7%	7%	6%	6%	6%	6%
NET: RM/Parcelforce	1520	305	370	667	1343	177	88	57	32
	94%	92%	95%	94%	94%	95%	95%	95%	94%

Columns Tested:: a,b,c,d,e,f,g,h

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
TNT Express	*	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	-	2	-	2	4	2	*	-	*
	1%	-%	2%	-%	1%	2%	1%	1%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	81	77	27	105	173	275	49	50	765
	93%	96%	87%	84%	86%	85%	92%	91%	96%	96%
NET: Provider other than RM	110	4	12	5	17	29	23	5	2	31
	7%	4%	13%	16%	14%	15%	8%	9%	4%	4%
NET: RM/Parcelforce	1520	82	80	27	107	180	277	50	50	767
	94%	96%	90%	84%	88%	89%	93%	92%	96%	96%
			i		i	i	i			de

Columns Tested: a,b,c,d,e,f,g,h,i

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Royal Mail	1505	359	275	872	1252	253	-	1381	124	1451	54
	93%	88%	92%	96%	94%	91%	-%	93%	93%	93%	99%
				ab							
DHL	32	17	2	13	27	6	-	30	3	32	-
	2%	4%	1%	1%	2%	2%	-%	2%	2%	2%	-%
		bc									
UK Mail	16	9	6	1	14	2	-	14	2	16	-
	1%	2%	2%	*%	1%	1%	-%	1%	1%	1%	-%
		c	c								
Parcelforce	15	11	2	2	10	5	-	11	4	15	-
	1%	3%	1%	*%	1%	2%	-%	1%	3%	1%	-%
		c									
Evri (formerly known as Hermes)	12	2	5	6	7	5	-	12	*	12	*
	1%	*%	2%	1%	1%	2%	-%	1%	*%	1%	1%
DPD/DPD Local	8	3	1	4	6	2	-	8	*	8	-
	1%	1%	*%	*%	*%	1%	-%	1%	*%	1%	-%
UPS	6	2	*	5	5	1	-	6	*	6	-
	*%	*%	*%	1%	*%	1%	-%	*%	*%	*%	-%
Yodel	5	-	2	3	5	-	-	4	1	5	-
	*%	-%	1%	*%	*%	-%	-%	*%	1%	*%	-%
FedEx	4	*	*	3	2	2	-	3	*	4	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%
Amazon logistics	2	-	2	*	2	-	-	2	*	2	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	*%	-%
Secured Mail	1	*	*	-	1	-	-	1	-	1	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
DX	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	-	*	-	*	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
TNT Express	*	*	-	-	-	*	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	5	2	1	7	2	-	9	*	9	-
	1%	1%	1%	*%	*%	1%	-%	1%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	359	275	872	1252	253	-	1381	124	1451	54
	93%	88%	92%	96%	94%	91%	-%	93%	93%	93%	99%
NET: Provider other than RM	110	50	23	38	86	25	-	100	10	110	*
	7%	12%	8%	4%	6%	9%	-%	7%	7%	7%	1%
NET: RM/Parcelforce	1520	369	277	874	1262	258	-	1392	128	1466	54
	94%	90%	93%	96%	94%	93%	-%	94%	95%	94%	99%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Royal Mail	1505	1027	222	246
	93%	96%	85%	90%
		bc		
DHL	32	9	18	5
	2%	1%	7%	2%
			ac	
UK Mail	16	1	10	5
	1%	*%	4%	2%
			a	a
Parcelforce	15	3	3	8
	1%	*%	1%	3%
				a
Evri (formerly known as Hermes)	12	7	1	2
	1%	1%	*%	1%
DPD/DPD Local	8	4	4	*
	1%	*%	2%	*%
UPS	6	3	1	1
	*%	*%	1%	1%
Yodel	5	4	1	-
	*%	*%	*%	-%
FedEx	4	1	*	3
	*%	*%	*%	1%
				a
Amazon logistics	2	*	-	2
	*%	*%	-%	1%
Secured Mail	1	*	*	-
	*%	*%	*%	-%
Citipost	*	-	*	-
	*%	-%	*%	-%
DX	*	-	*	-
	*%	-%	*%	-%

Columns Tested: a,b,c

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Whistl (Previously known as TNT Post)	*	*	-	*
	*%	*%	-%	*%
TNT Express	*	*	-	-
	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-
	-%	-%	-%	-%
Pitney Bowes	-	-	-	-
	-%	-%	-%	-%
Other	9	8	*	1
	1%	1%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1505	1027	222	246
	93%	96%	85%	90%
		bc		
NET: Provider other than RM	110	40	40	27
	7%	4%	15%	10%
			a	a
NET: RM/Parcelforce	1520	1030	225	254
	94%	97%	86%	93%
		b		

Columns Tested: a,b,c

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Royal Mail	1505	1337	127	25	6	8	1	1	*	1464	41	16
	93%	95%	87%	92%	83%	51%	11%	55%	94%	94%	71%	53%
		bjk	k	k						bjk		
DHL	32	24	7	*	*	1	*	1	-	31	2	2
	2%	2%	4%	1%	*%	5%	1%	35%	-%	2%	3%	5%
UK Mail	16	4	4	*	*	5	2	-	*	8	8	8
	1%	*%	2%	*%	2%	33%	52%	-%	6%	1%	14%	26%
			ai								abi	abci
Parcelforce	15	8	6	*	-	-	*	*	-	14	1	*
	1%	1%	4%	2%	-%	-%	1%	3%	-%	1%	1%	*%
			ai									
Evri (formerly known as Hermes)	12	12	-	-	*	-	*	-	-	12	*	*
	1%	1%	-%	-%	*%	-%	1%	-%	-%	1%	*%	*%
DPD/DPD Local	8	6	*	-	1	1	-	*	-	6	2	2
	1%	*%	*%	-%	11%	7%	-%	7%	-%	*%	4%	7%
											ai	abi
UPS	6	4	*	1	-	-	1	-	-	4	2	1
	*%	*%	*%	6%	-%	-%	20%	-%	-%	*%	4%	3%
				ai							ai	
Yodel	5	4	-	-	-	1	-	*	-	4	1	1
	*%	*%	-%	-%	-%	5%	-%	1%	-%	*%	1%	2%
FedEx	4	2	1	-	*	-	-	-	-	3	*	*
	*%	*%	1%	-%	3%	-%	-%	-%	-%	*%	*%	1%
Amazon logistics	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	1	*	-	-	-	-	*	-	-	*	*	*
	*%	*%	-%	-%	-%	-%	5%	-%	-%	*%	*%	1%
Citipost	*	-	-	-	-	*	*	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	9%	-%	-%	-%	1%	2%
												ai
DX	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	-	-	-	*	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
TNT Express	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	7	2	*	*	-	-	-	-	8	*	*
	1%	*%	1%	*%	*%	-%	-%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	1337	127	25	6	8	1	1	*	1464	41	16
	93%	95%	87%	92%	83%	51%	11%	55%	94%	94%	71%	53%
		bjk	k	k						bjk		
NET: Provider other than RM	110	75	19	2	1	8	4	1	*	94	17	14
	7%	5%	13%	8%	17%	49%	89%	45%	6%	6%	29%	47%
			ai								ai	abci
NET: RM/Parcelforce	1520	1345	133	25	6	8	1	1	*	1478	42	16
	94%	95%	91%	93%	83%	51%	12%	57%	94%	95%	72%	54%
		jk	jk	k						jk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Royal Mail	1505	877	460	168	1505	1077	1505	978	573	390	407	939	30	64	34	23	8
	93%	96%	92%	83%	93%	92%	93%	91%	88%	85%	98%	95%	68%	85%	86%	68%	54%
		bc	c		ef	ef	ef	f			cdefg	cdfg		g	g		
DHL	32	9	15	8	32	29	32	31	27	25	2	16	6	2	*	1	5
	2%	1%	3%	4%	2%	2%	2%	3%	4%	5%	*%	2%	15%	3%	*%	3%	36%
		a	a						ac	abc			ab				abdef
UK Mail	16	*	4	11	16	16	16	16	16	13	-	4	2	3	4	2	1
	1%	*%	1%	6%	1%	1%	1%	1%	2%	3%	-%	*%	4%	3%	11%	4%	6%
			ab						ac	ac			ab	ab	ab	ab	ab
Parcelforce	15	2	6	7	15	12	15	13	11	10	*	9	1	*	*	4	-
	1%	*%	1%	3%	1%	1%	1%	1%	2%	2%	*%	1%	2%	1%	*%	13%	-%
			a													ab	
Evri (formerly known as Hermes)	12	6	6	*	12	12	12	10	9	1	1	11	*	-	-	*	-
	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	*%	1%	1%	-%	-%	*%	-%
DPD/DPD Local	8	-	6	2	8	7	8	8	6	4	1	1	-	2	*	4	-
	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	*%	*%	-%	2%	1%	11%	-%
			a											b		ab	
UPS	6	3	1	2	6	5	6	6	4	5	1	1	1	3	*	*	-
	*%	*%	*%	1%	*%	*%	*%	1%	1%	1%	*%	*%	1%	4%	*%	*%	-%
														b			
Yodel	5	4	*	1	5	5	5	3	3	3	-	5	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	-%	1%	*%	-%
FedEx	4	2	-	1	4	2	4	1	1	1	2	1	-	*	-	-	-
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%
Amazon logistics	2	*	2	-	2	2	2	2	2	2	*	2	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Secured Mail	1	-	*	*	1	1	1	1	1	*	-	*	-	-	-	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	1%	-%
Citipost	*	-	-	*	*	*	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	3%
																ab	
DX	*	-	*	-	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Whistl (Previously known as TNT Post)	*	-	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%
TNT Express	*	-	*	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	6	1	2	9	3	9	8	*	1	2	1	4	2	-	*	-
	1%	1%	*%	1%	1%	*%	1%	1%	*%	*%	1%	*%	9%	2%	-%	*%	-%
													ab	b			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	877	460	168	1505	1077	1505	978	573	390	407	939	30	64	34	23	8
	93%	96%	92%	83%	93%	92%	93%	91%	88%	85%	98%	95%	68%	85%	86%	68%	54%
		bc	c		ef	ef	ef	f			cdefg	cdfg		g	g		
NET: Provider other than RM	110	33	42	36	110	93	110	98	80	66	9	52	14	12	5	11	7
	7%	4%	8%	17%	7%	8%	7%	9%	12%	15%	2%	5%	32%	15%	14%	32%	46%
			a	ab				abc	abcd				ab	ab	a	ab	abde
NET: RM/Parcelforce	1520	879	466	175	1520	1089	1520	991	584	400	407	948	30	64	34	28	8
	94%	97%	93%	86%	94%	93%	94%	92%	89%	88%	98%	96%	70%	85%	87%	80%	54%
		bc	c		ef	ef	ef	f			cdefg	cdfg		g	g		

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Royal Mail	1505	1318	75	51	32	15	10	5	875	98	40	38	13	7	6
	93%	96%	82%	75%	92%	85%	67%	42%	95%	81%	82%	86%	62%	59%	90%
		bcf							bcde						
DHL	32	19	7	1	*	*	*	5	16	1	5	2	1	3	*
	2%	1%	7%	2%	*%	*%	*%	49%	2%	1%	11%	5%	4%	27%	2%
		a							ab						
UK Mail	16	3	3	8	*	1	-	1	4	5	2	*	3	2	*
	1%	*%	3%	11%	*%	5%	-%	8%	*%	4%	5%	*%	17%	13%	2%
		a	a			a			a	a			a		
Parcelforce	15	7	3	*	*	-	4	-	7	5	*	*	*	-	-
	1%	*%	4%	*%	1%	-%	31%	-%	1%	4%	*%	1%	*%	-%	-%
		a					abcd		a						
Evri (formerly known as Hermes)	12	10	2	-	*	-	-	-	8	3	-	-	-	*	-
	1%	1%	3%	-%	*%	-%	-%	-%	1%	3%	-%	-%	-%	*%	-%
DPD/DPD Local	8	3	-	2	2	2	*	-	1	2	-	1	3	-	-
	1%	*%	-%	3%	6%	10%	1%	-%	*%	1%	-%	2%	15%	-%	-%
			a	a	ab								abc		
UPS	6	6	-	*	-	*	-	-	1	1	*	3	-	*	-
	*%	*%	-%	1%	-%	*%	-%	-%	*%	1%	*%	6%	-%	1%	-%
												a			
Yodel	5	5	*	-	-	-	*	-	2	3	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	*%	-%	*%	2%	-%	-%	1%	-%	-%
										a					
FedEx	4	3	*	-	*	-	-	-	1	*	*	-	-	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%
Amazon logistics	2	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
										a					
Secured Mail	1	*	-	-	*	-	-	-	*	-	-	-	*	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%
Citipost	*	-	-	*	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	6%
DX	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Whistl (Previously known as TNT Post)	*	*	-	-	-	*	*	*	*	-	-	-	*	-	*
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	*%
TNT Express	*	-	-	-	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	3	*	6	-	-	*	-	1	2	*	-	-	-	-
	1%	*%	*%	8%	-%	-%	1%	-%	*%	1%	1%	-%	-%	-%	-%
				ab											
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	1318	75	51	32	15	10	5	875	98	40	38	13	7	6
	93%	96%	82%	75%	92%	85%	67%	42%	95%	81%	82%	86%	62%	59%	90%
		bcf							bcde						
NET: Provider other than RM	110	61	16	17	3	3	5	6	42	23	9	6	8	5	1
	7%	4%	18%	25%	8%	15%	33%	58%	5%	19%	18%	14%	38%	41%	10%
			a	a			a			a	a	a	a		
NET: RM/Parcelforce	1520	1325	78	51	33	15	14	5	882	103	40	38	13	7	6
	94%	96%	86%	75%	92%	85%	98%	42%	96%	85%	82%	87%	63%	59%	90%
		bc							bcde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
Royal Mail	1505	780	84	40	31	22	7	15	806	291	272	94	35
	93%	96%	81%	66%	78%	81%	59%	73%	96%	93%	90%	91%	70%
		bcdeg							ce	e	e	e	
DHL	32	12	2	7	6	3	*	*	10	6	13	*	3
	2%	1%	2%	12%	16%	11%	*%	1%	1%	2%	4%	*%	5%
				a	ab	a					a		
UK Mail	16	2	2	4	1	2	4	2	1	4	5	4	2
	1%	*%	2%	6%	2%	6%	33%	10%	*%	1%	2%	4%	4%
				a	a	a		a			a	a	a
Parcelforce	15	6	2	4	*	-	*	*	2	4	2	*	5
	1%	1%	2%	7%	*%	-%	*%	*%	*%	1%	1%	*%	10%
				a									abcd
Evri (formerly known as Hermes)	12	6	1	2	*	-	-	-	7	1	4	-	*
	1%	1%	1%	3%	*%	-%	-%	-%	1%	*%	1%	-%	*%
DPD/DPD Local	8	2	3	-	2	-	-	*	1	2	1	2	*
	1%	*%	3%	-%	4%	-%	-%	2%	*%	1%	*%	2%	*%
				a	a								
UPS	6	2	*	1	*	*	*	3	*	1	1	2	3
	*%	*%	*%	2%	*%	*%	*%	14%	*%	*%	*%	1%	5%
								ab					abc
Yodel	5	2	-	*	-	-	1	-	2	2	1	*	*
	*%	*%	-%	*%	-%	-%	7%	-%	*%	1%	*%	*%	*%
FedEx	4	*	1	*	-	*	-	-	3	*	*	-	-
	*%	*%	1%	*%	-%	1%	-%	-%	*%	*%	*%	-%	-%
Amazon logistics	2	-	-	2	-	-	-	-	*	-	-	-	2
	*%	-%	-%	4%	-%	-%	-%	-%	*%	-%	-%	-%	4%
				a									abc
Secured Mail	1	-	*	-	-	*	-	-	-	-	-	-	1
	*%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
DX	*	-	-	*	-	-	-	-	-	-	*	-	-
	%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	-	-	-	*	-	*	*
	%	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%	*%
TNT Express	*	-	-	-	-	*	-	-	-	-	-	-	*
	%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	1	7	*	-	-	-	-	6	1	2	*	-
	1%	*%	7%	*%	-%	-%	-%	-%	1%	*%	1%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	780	84	40	31	22	7	15	806	291	272	94	35
	93%	96%	81%	66%	78%	81%	59%	73%	96%	93%	90%	91%	70%
NET: Provider other than RM	110	33	20	21	9	5	5	6	33	22	29	9	15
	7%	4%	19%	34%	22%	19%	41%	27%	4%	7%	10%	9%	30%
		a	a	a	a	a	a	a			a		abcd
NET: RM/Parcelforce	1520	786	86	45	31	22	7	15	809	295	274	94	40
	94%	97%	83%	73%	78%	81%	60%	73%	96%	94%	91%	92%	79%
		bcdeg							ce	e			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Royal Mail	1505	890	276	230	76	23	604	205	164	69	26
	93%	95%	92%	93%	92%	76%	94%	92%	91%	93%	64%
		e	e	e			e	e	e	e	
DHL	32	17	5	10	*	*	13	10	4	*	2
	2%	2%	2%	4%	1%	1%	2%	4%	2%	*%	6%
UK Mail	16	5	5	1	2	2	2	4	4	4	2
	1%	1%	2%	1%	3%	6%	*%	2%	2%	6%	4%
					a	a				a	a
Parcelforce	15	3	4	1	*	4	3	1	2	*	5
	1%	*%	1%	*%	*%	15%	1%	1%	1%	*%	12%
					abcd	abcd					abcd
Evri (formerly known as Hermes)	12	10	1	1	-	-	8	-	3	-	*
	1%	1%	*%	*%	-%	-%	1%	-%	2%	-%	*%
DPD/DPD Local	8	1	3	-	2	-	3	-	2	-	*
	1%	*%	1%	-%	2%	-%	*%	-%	1%	-%	1%
					a						
UPS	6	1	3	1	1	-	*	1	1	*	3
	*%	*%	1%	*%	2%	-%	*%	1%	*%	*%	7%
											ac
Yodel	5	3	2	-	*	*	4	-	1	-	-
	*%	*%	1%	-%	*%	1%	1%	-%	1%	-%	-%
FedEx	4	3	*	*	-	-	1	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%
Amazon logistics	2	*	-	2	-	-	-	-	-	-	2
	*%	*%	-%	1%	-%	-%	-%	-%	-%	-%	5%
											abc
Secured Mail	1	-	-	-	-	1	-	-	-	-	1
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	1%
						a					
Citipost	*	*	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
DX	*	-	-	*	-	-	-	-	*	-	-
	%	-%	-%	%	-%	-%	-%	-%	%	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	*	*	-	*	*
	%	%	%	-%	%	%	%	%	-%	%	%
TNT Express	*	-	-	-	-	*	-	*	-	-	-
	%	-%	-%	-%	-%	%	-%	%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	6	1	2	*	-	1	1	*	*	-
	1%	1%	%	1%	%	-%	%	%	%	%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	890	276	230	76	23	604	205	164	69	26
	93%	95%	92%	93%	92%	76%	94%	92%	91%	93%	64%
		e	e	e			e	e	e	e	
NET: Provider other than RM	110	52	23	19	7	7	36	18	17	5	15
	7%	5%	8%	7%	8%	24%	6%	8%	9%	7%	36%
					abc						abcd
NET: RM/Parcelforce	1520	893	280	231	76	28	607	206	166	69	31
	94%	95%	94%	93%	92%	91%	95%	92%	92%	93%	76%
		e	e	e			e	e	e	e	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Royal Mail	1505	548	152	143	83	35	507	49	409	1425	80	1505	-
	93%	96%	92%	81%	83%	89%	90%	77%	94%	99%	45%	100%	-%
		cd	c				b		b	b		b	
DHL	32	12	3	9	4	1	17	4	10	4	28	-	32
	2%	2%	2%	5%	4%	3%	3%	6%	2%	*%	16%	-%	29%
											a		a
UK Mail	16	*	1	7	5	*	11	3	2	4	12	-	16
	1%	*%	1%	4%	5%	*%	2%	4%	*%	*%	7%	-%	14%
				a	a			c			a		a
Parcelforce	15	4	3	2	4	*	8	*	5	1	13	-	15
	1%	1%	2%	1%	4%	*%	1%	*%	1%	*%	7%	-%	13%
					a						a		a
Evri (formerly known as Hermes)	12	2	1	6	*	-	5	3	2	-	12	-	12
	1%	*%	1%	4%	*%	-%	1%	4%	1%	-%	7%	-%	11%
				a				c			a		a
DPD/DPD Local	8	*	1	3	1	*	4	*	2	*	8	-	8
	1%	*%	1%	2%	1%	1%	1%	*%	*%	*%	4%	-%	7%
											a		a
UPS	6	*	*	4	1	*	1	3	2	-	6	-	6
	*%	*%	*%	2%	1%	*%	*%	4%	*%	-%	4%	-%	6%
				a				ac			a		a
Yodel	5	*	3	-	-	*	*	3	-	2	3	-	5
	*%	*%	2%	-%	-%	*%	*%	4%	-%	*%	2%	-%	4%
								ac			a		a
FedEx	4	*	*	1	-	-	1	-	-	1	2	-	4
	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	1%	-%	3%
											a		a
Amazon logistics	2	-	-	-	-	2	2	-	-	-	2	-	2
	*%	-%	-%	-%	-%	6%	*%	-%	-%	-%	1%	-%	2%
						ac					a		a

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Secured Mail	1	-	-	-	*	*	1	-	-	-	1	-	1
	%	-%	-%	-%	%	1%	%	-%	-%	-%	%	-%	%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	%
DX	*	-	-	*	-	-	-	-	-	*	-	-	*
	%	-%	-%	%	-%	-%	-%	-%	-%	%	-%	-%	%
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*	-	*	-	*	-	*
	%	%	-%	%	%	%	%	-%	%	-%	%	-%	%
TNT Express	*	-	-	-	*	-	-	*	-	-	*	-	*
	%	-%	-%	-%	%	-%	-%	%	-%	-%	%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	6	*	1	*	*	6	-	1	-	9	-	9
	1%	1%	%	1%	%	%	1%	-%	%	-%	5%	-%	8%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	548	152	143	83	35	507	49	409	1425	80	1505	-
	93%	96%	92%	81%	83%	89%	90%	77%	94%	99%	45%	100%	-%
		cd	c				b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
NET: Provider other than RM	110	25	13	34	17	4	57	15	24	13	97	-	110
	7%	4%	8%	19%	17%	11%	10%	23%	6%	1%	55%	-%	100%
				ab	a			ac			a		a
NET: RM/Parcelforce	1520	552	155	145	87	35	516	49	414	1426	93	1505	15
	94%	96%	94%	82%	87%	89%	91%	77%	96%	99%	53%	100%	13%
		cd	c				b		b	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Royal Mail	1505	1026	51	760	218	1494	11	1028	49	757	221
	93%	99%	39%	99%	71%	99%	10%	100%	36%	99%	72%
DHL	32	b	b	b	b	b	b	b	b	b	b
	2%	7	22	-	31	4	28	1	28	4	27
		1%	17%	-%	10%	-%	26%	-%	21%	-%	9%
		a	a	a	a	a	a	a	a	a	a
UK Mail	16	4	12	5	11	5	10	*	16	3	12
	1%	-%	9%	1%	3%	-%	10%	-%	12%	-%	4%
		a	a	a	a	a	a	a	a	a	a
Parcelforce	15	*	12	1	13	1	13	1	11	1	12
	1%	-%	9%	-%	4%	-%	12%	-%	8%	-%	4%
		a	a	a	a	a	a	a	a	a	a
Evri (formerly known as Hermes)	12	*	11	-	10	*	12	*	11	-	10
	1%	-%	9%	-%	3%	-%	11%	-%	8%	-%	3%
		a	a	a	a	a	a	a	a	a	a
DPD/DPD Local	8	1	6	*	7	1	7	*	7	1	7
	1%	-%	5%	-%	2%	-%	7%	-%	5%	-%	2%
		a	a	a	a	a	a	a	a	a	a
UPS	6	-	5	-	6	-	6	-	5	-	6
	-%	-%	4%	-%	2%	-%	6%	-%	4%	-%	2%
		a	a	a	a	a	a	a	a	a	a
Yodel	5	2	3	-	3	-	5	2	3	-	3
	-%	-%	2%	-%	1%	-%	4%	-%	2%	-%	1%
		a	a	a	a	a	a	a	a	a	a
FedEx	4	*	2	1	*	-	4	1	1	1	*
	-%	-%	1%	-%	-%	-%	3%	-%	1%	-%	-%
		a	a	a	a	a	a	a	a	a	a
Amazon logistics	2	-	2	-	2	-	2	-	2	-	2
	-%	-%	2%	-%	1%	-%	2%	-%	2%	-%	1%
		a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Secured Mail	1	*	*	-	1	-	1	-	1	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
Citipost	*	-	*	-	-	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%
DX	*	-	*	-	*	*	-	*	-	-	*
	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT Express	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	-	3	-	8	-	9	-	3	-	8
	1%	-%	2%	-%	3%	-%	8%	-%	2%	-%	3%
			a		a		a		a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	1026	51	760	218	1494	11	1028	49	757	221
	93%	99%	39%	99%	71%	99%	10%	100%	36%	99%	72%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
NET: Provider other than RM	110	15	79	7	91	12	98	5	88	10	88
	7%	1%	61%	1%	29%	1%	90%	*%	64%	1%	28%
			a		a		a		a		a
NET: RM/Parcelforce	1520	1026	63	761	230	1496	24	1029	60	758	234
	94%	99%	49%	99%	75%	99%	22%	100%	44%	99%	76%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Royal Mail	1505	655	1220	187	*	552	772	135	4	664	529	148	4
	93%	91%	94%	89%	5%	90%	94%	87%	100%	89%	93%	90%	100%
			ac				ac						
DHL	32	24	18	7	1	23	11	8	-	29	8	4	-
	2%	3%	1%	4%	48%	4%	1%	5%	-%	4%	1%	3%	-%
		b				b		b		b			
UK Mail	16	13	13	5	-	10	7	7	-	14	8	4	-
	1%	2%	1%	3%	-%	2%	1%	4%	-%	2%	1%	2%	-%
								b					
Parcelforce	15	8	9	*	-	8	7	*	-	13	2	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	2%	*%	*%	-%
Evri (formerly known as Hermes)	12	2	12	*	-	2	9	*	-	3	8	*	-
	1%	*%	1%	*%	-%	*%	1%	*%	-%	*%	1%	*%	-%
DPD/DPD Local	8	5	5	3	-	4	5	3	-	7	3	3	-
	1%	1%	*%	1%	-%	1%	1%	2%	-%	1%	1%	2%	-%
UPS	6	4	1	*	1	5	1	-	-	6	*	-	-
	*%	1%	*%	*%	47%	1%	*%	-%	-%	1%	*%	-%	-%
Yodel	5	3	2	*	-	3	2	*	-	3	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
FedEx	4	2	3	2	-	1	*	*	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Amazon logistics	2	2	*	2	-	2	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
				b									
Secured Mail	1	1	*	1	-	1	*	*	-	1	-	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
Citipost	*	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
DX	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
TNT Express	*	-	*	-	-	*	*	-	-	*	-	-	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	2	8	1	-	*	2	*	-	4	7	1	-
	1%	*%	1%	1%	-%	*%	*%	*%	-%	1%	1%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	655	1220	187	*	552	772	135	4	664	529	148	4
	93%	91%	94%	89%	5%	90%	94%	87%	100%	89%	93%	90%	100%
			ac				ac						
NET: Provider other than RM	110	66	72	23	3	60	48	21	-	82	39	17	-
	7%	9%	6%	11%	95%	10%	6%	13%	-%	11%	7%	10%	-%
		b		b		b		b					
NET: RM/Parcelforce	1520	663	1229	187	*	560	778	136	4	677	531	149	4
	94%	92%	95%	89%	5%	91%	95%	87%	100%	91%	93%	90%	100%
			ac				c						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416			
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196			
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374			
Royal Mail	1505	1437	956	701	1093	892	10	485	378	352	99	78	416	371			
	93%	98%	98%	97%	98%	98%	84%	97%	98%	96%	94%	97%	99%	99%			
					c	c											
DHL	32	4	7	2	4	4	-	1	-	*	1	-	2	1			
	2%	*%	1%	*%	*%	*%	-%	*%	-%	*%	1%	-%	1%	*%			
UK Mail	16	7	2	8	6	8	-	3	2	4	4	-	1	*			
	1%	*%	*%	1%	1%	1%	-%	1%	*%	1%	3%	-%	*%	*%			
Parcelforce	15	6	6	6	6	5	-	5	5	5	-	-	1	*			
	1%	*%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	*%	*%			
Evri (formerly known as Hermes)	12	-	*	-	-	*	-	-	-	-	-	-	-	*			
	1%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%			
DPD/DPD Local	8	2	2	2	1	2	2	2	2	2	1	1	*	*			
	1%	*%	*%	*%	*%	*%	14%	*%	*%	1%	1%	1%	*%	*%			
							ab										
UPS	6	1	1	-	1	1	-	-	-	-	-	-	-	-			
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%			
Yodel	5	2	2	-	-	2	-	-	-	-	-	-	-	-			
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%			
FedEx	4	*	*	1	*	-	-	1	*	1	*	1	1	-			
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	1%	*%	-%			
Amazon logistics	2	-	-	-	-	-	-	-	-	-	-	-	-	-			
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Secured Mail	1	*	*	*	*	*	-	*	*	*	*	*	-	-			
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%			
Citipost	*	*	-	-	*	-	-	-	-	-	-	-	-	-			
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
DX	*	*	*	*	*	*	*	*	*	*	*	*	*	*			
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%			
							ab										

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416			
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196			
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374			
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	*	-	-	-	-	-	*	*			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Other	9	*	-	-	-	*	-	-	-	-	-	-	-	*			
	1%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
NET: RM Only	1505	1437	956	701	1093	892	10	485	378	352	99	78	416	371			
	93%	98%	98%	97%	98%	98%	84%	97%	98%	96%	94%	97%	99%	99%			
NET: Provider other than RM	110	22	21	19	18	23	2	13	10	13	6	2	5	2			
	7%	2%	2%	3%	2%	2%	16%	3%	2%	4%	6%	3%	1%	1%			
NET: RM/Parcelforce	1520	1443	962	706	1099	898	10	490	383	357	99	78	417	372			
	94%	99%	99%	98%	99%	98%	84%	98%	99%	98%	94%	97%	99%	99%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
Royal Mail	1505	135	50	53	32	1352	865	1393	897	837	610	1292	166	-	1195	103
	93%	94%	92%	94%	89%	95%	93%	94%	93%	93%	89%	95%	91%	-%	98%	97%
DHL	32	2	3	2	*	18	18	26	21	18	24	21	4	-	7	2
	2%	1%	5%	4%	*%	1%	2%	2%	2%	2%	4%	2%	2%	-%	1%	2%
UK Mail	16	5	-	*	2	8	3	9	7	9	13	4	1	-	7	-
	1%	4%	-%	1%	6%	1%	*%	1%	1%	1%	2%	*%	1%	-%	1%	-%
Parcelforce	15	-	1	-	-	13	8	14	9	12	10	8	*	*	2	-
	1%	-%	2%	-%	-%	1%	1%	1%	1%	1%	1%	1%	*%	100%	*%	-%
Evri (formerly known as Hermes)	12	-	-	*	-	9	7	9	12	5	5	12	*	-	*	-
	1%	-%	-%	1%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	*%	-%
DPD/DPD Local	8	2	*	*	-	4	5	6	6	6	4	5	3	-	2	-
	1%	1%	*%	*%	-%	*%	1%	*%	1%	1%	1%	*%	2%	-%	*%	-%
UPS	6	-	-	-	-	2	5	5	2	3	5	2	4	-	-	-
	*%	-%	-%	-%	-%	*%	1%	*%	*%	*%	1%	*%	2%	-%	-%	-%
Yodel	5	-	-	-	2	1	2	3	2	2	3	4	-	-	2	-
	*%	-%	-%	-%	5%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
FedEx	4	-	-	-	-	3	2	4	4	3	3	2	1	-	1	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	*%
Amazon logistics	2	-	-	-	-	2	2	2	*	*	2	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Secured Mail	1	*	-	-	-	1	-	1	-	*	-	1	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
DX	*	-	-	-	-	*	*	*	*	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT Express	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	-	-	-	-	9	8	9	8	8	3	8	1	-	*	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	1%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	135	50	53	32	1352	865	1393	897	837	610	1292	166	-	1195	103
	93%	94%	92%	94%	89%	95%	93%	94%	93%	93%	89%	95%	91%	-%	98%	97%
												a				
NET: Provider other than RM	110	9	4	3	4	70	62	88	71	67	73	67	16	*	21	3
	7%	6%	8%	6%	11%	5%	7%	6%	7%	7%	11%	5%	9%	100%	2%	3%
											b					
NET: RM/Parcelforce	1520	135	52	53	32	1366	873	1407	906	849	619	1299	166	*	1197	103
	94%	94%	94%	94%	89%	96%	94%	95%	94%	94%	91%	96%	91%	100%	98%	97%
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
Royal Mail	1505 93%	572 96%	933 99%	323 78%	32 91%	144 71%	259 84%	131 83%	1046 94%	313 95%	161 84%	252 90%	1059 96%
DHL	32 2%	7 1%	2 *	29 7%	2 5%	20 10%	13 4%	2 1%	28 3%	2 1%	4 2%	13 5%	15 1%
UK Mail	16 1%	8 1%	* *	13 3%	- -%	11 6%	4 1%	8 5%	6 1%	2 1%	8 4%	4 1%	4 *
Parcelforce	15 1%	6 1%	* *	10 2%	- -%	7 3%	8 2%	5 3%	4 *	5 2%	6 3%	1 *	8 1%
Evri (formerly known as Hermes)	12 1%	* *	- -%	12 3%	- -%	1 1%	11 4%	2 1%	7 1%	3 1%	2 1%	2 1%	9 1%
DPD/DPD Local	8 1%	2 *	- -%	6 1%	- -%	6 3%	2 1%	2 1%	4 *	2 1%	4 2%	* *	2 *
UPS	6 *	1 *	- -%	3 1%	1 3%	6 3%	1 *	1 *	6 1%	- -%	2 1%	4 1%	1 *
Yodel	5 *	- -%	2 *	5 1%	- -%	3 1%	2 1%	1 1%	4 *	- -%	1 1%	2 1%	2 *
FedEx	4 *	1 *	- -%	1 *	- -%	2 1%	2 1%	3 2%	* *	1 *	2 1%	- -%	1 *
Amazon logistics	2 *	- -%	- -%	2 1%	- -%	2 1%	* *	2 1%	* *	- -%	* *	2 1%	* *
Secured Mail	1 *	* *	- -%	1 *	- -%	1 *	- -%	* *	* *	- -%	- -%	- -%	1 *
Citipost	* *	* *	- -%	* *	- -%	* *	* *	- -%	* *	* *	* *	- -%	- -%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
DX	*	-	*	-	-	*	-	-	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
TNT Express	*	-	-	-	-	*	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	-	*	8	*	1	8	*	6	2	2	*	6
	1%	-%	*%	2%	1%	*%	2%	*%	1%	1%	1%	*%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	572	933	323	32	144	259	131	1046	313	161	252	1059
	93%	96%	99%	78%	91%	71%	84%	83%	94%	95%	84%	90%	96%
			a				a		a	a			ab
NET: Provider other than RM	110	25	5	92	3	59	51	26	66	18	32	28	47
	7%	4%	1%	22%	9%	29%	16%	17%	6%	5%	16%	10%	4%
		b				b		bc			c	c	
NET: RM/Parcelforce	1520	578	934	333	32	151	267	137	1050	318	167	252	1067
	94%	97%	100%	80%	91%	74%	86%	87%	94%	96%	87%	90%	96%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
Royal Mail	1505	654	851
	93%	93%	93%
DHL	32	10	23
	2%	1%	2%
UK Mail	16	10	6
	1%	1%	1%
Parcelforce	15	9	5
	1%	1%	1%
Evri (formerly known as Hermes)	12	4	8
	1%	1%	1%
DPD/DPD Local	8	3	6
	1%	*%	1%
UPS	6	3	3
	*%	*%	*%
Yodel	5	1	4
	*%	*%	*%
FedEx	4	1	2
	*%	*%	*%
Amazon logistics	2	*	2
	*%	*%	*%
Secured Mail	1	*	*
	*%	*%	*%
Citipost	*	*	-
	*%	*%	-%
DX	*	*	-
	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*
	*%	*%	*%
TNT Express	*	*	-
	*%	*%	-%

Columns Tested:: a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Pitney Bowes	-	-	-
	-%	-%	-%
Other	9	8	1
	1%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1505	654	851
	93%	93%	93%
NET: Provider other than RM	110	50	60
	7%	7%	7%
NET: RM/Parcelforce	1520	664	856
	94%	94%	94%

Columns Tested: a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
Royal Mail	1505	-	56	277	230	19	138	38	174	178	51	264	80
	93%	-%	95%	96%	95%	80%	91%	92%	95%	89%	93%	94%	89%
			ei	e					e		e	e	
DHL	32	-	*	3	2	3	12	*	3	3	1	4	2
	2%	-%	*%	1%	1%	11%	8%	1%	1%	1%	2%	1%	2%
						cdhik	cdhik						
UK Mail	16	-	1	*	*	2	*	*	2	8	*	2	1
	1%	-%	1%	*%	*%	7%	*%	*%	1%	4%	*%	1%	1%
						cdfjk				cd			
Parcelforce	15	-	-	2	1	*	-	-	1	5	1	2	2
	1%	-%	-%	1%	*%	*%	-%	-%	*%	2%	2%	1%	2%
Evri (formerly known as Hermes)	12	-	*	1	-	*	-	2	1	*	-	6	2
	1%	-%	*%	*%	-%	1%	-%	5%	*%	*%	-%	2%	2%
								d					
DPD/DPD Local	8	-	2	1	1	-	2	*	-	2	*	*	-
	1%	-%	3%	*%	1%	-%	1%	*%	-%	1%	*%	*%	-%
UPS	6	-	-	-	*	-	-	*	1	1	1	-	3
	*%	-%	-%	-%	*%	-%	-%	*%	1%	*%	3%	-%	4%
													cdk
Yodel	5	-	-	-	-	-	-	*	2	1	*	2	-
	*%	-%	-%	-%	-%	-%	-%	*%	1%	*%	*%	1%	-%
FedEx	4	-	*	1	2	-	-	*	*	-	-	*	*
	*%	-%	*%	*%	1%	-%	-%	1%	*%	-%	-%	*%	*%
Amazon logistics	2	-	-	-	*	-	-	-	*	2	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	1%	-%	-%	-%
Secured Mail	1	-	-	-	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
DX	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	*	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
TNT Express	*	-	-	*	-	-	-	-	-	-	-	-	-
*%		-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	-	-	2	6	-	-	*	*	-	-	-	-
1%		-%	-%	1%	3%	-%	-%	1%	*%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	-	56	277	230	19	138	38	174	178	51	264	80
93%		-%	95%	96%	95%	80%	91%	92%	95%	89%	93%	94%	89%
				ei	e				e			e	
NET: Provider other than RM	110	-	3	11	13	5	14	3	9	22	4	16	9
7%		-%	5%	4%	5%	20%	9%	8%	5%	11%	7%	6%	11%
						cdhk				c			
NET: RM/Parcelforce	1520	-	56	280	231	19	138	38	175	183	52	266	82
94%		-%	95%	97%	95%	80%	91%	92%	95%	92%	95%	95%	92%
				e	e				e			e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
Royal Mail	1505	359	362	390	394	721	784
	93%	94%	94%	92%	93%	94%	92%
DHL	32	3	17	6	6	20	12
	2%	1%	4%	1%	1%	3%	1%
			a				
UK Mail	16	1	2	10	3	3	13
	1%	*%	1%	2%	1%	*%	2%
Parcelforce	15	2	1	6	5	4	11
	1%	1%	*%	1%	1%	*%	1%
Evri (formerly known as Hermes)	12	1	*	3	7	2	11
	1%	*%	*%	1%	2%	*%	1%
DPD/DPD Local	8	3	3	2	*	6	2
	1%	1%	1%	*%	*%	1%	*%
UPS	6	-	*	2	5	*	6
	*%	-%	*%	*%	1%	*%	1%
Yodel	5	-	-	3	2	-	5
	*%	-%	-%	1%	1%	-%	1%
FedEx	4	3	*	*	*	3	1
	*%	1%	*%	*%	*%	*%	*%
Amazon logistics	2	-	*	2	-	*	2
	*%	-%	*%	1%	-%	*%	*%
Secured Mail	1	-	-	*	*	-	1
	*%	-%	-%	*%	*%	-%	*%
Citipost	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
DX	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%
TNT Express	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b

Table 83 (continuation)

QV5A.1. Letters - Which would you say is your organisation's main postal service for Letters in terms of the number of items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	9	7	1	1	-	8	1
	1%	2%	*%	*%	-%	1%	*%
		d					
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1505	359	362	390	394	721	784
	93%	94%	94%	92%	93%	94%	92%
NET: Provider other than RM	110	22	25	35	29	47	64
	7%	6%	6%	8%	7%	6%	8%
NET: RM/Parcelforce	1520	362	363	395	400	725	795
	94%	95%	94%	93%	94%	94%	94%

Columns Tested: a,b,c,d - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
DX	1	-	1	-	*	*	-	1
	%	%	%	%	1%	2%	%	1%
						a		
Secured Mail	*	-	*	*	-	-	*	*
	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	3	2	*	2	*	*	-	*
	%	1%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1126	224	902	1069	49	6	3	57
	89%	93%	88%	89%	85%	70%	69%	82%
				cde	cd			cd
NET: Provider other than RM	140	17	124	128	9	2	1	13
	11%	7%	12%	11%	15%	30%	31%	18%
						abe	abe	a
NET: RM/Parcelforce	1146	225	921	1087	50	6	3	59
	90%	94%	90%	91%	86%	72%	73%	84%
				cde	cd			cd

Columns Tested:: a,b - a,b,c,d,e

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Royal Mail	1126	661	333	76	33	21	3	1069	49	8
	89%	89%	93%	81%	83%	82%	69%	89%	85%	70%
		fi	cdefhi		fi	f		cefi	fi	
DHL	37	25	4	6	1	1	*	35	1	1
	3%	3%	1%	7%	3%	4%		3%	3%	9%
				b			abgh			abgh
Evri (formerly known as Hermes)	21	13	4	2	1	*	*	19	1	*
	2%	2%	1%	2%	2%	2%	*%	2%	2%	*%
Parcelforce	20	13	4	1	1	*	*	18	1	*
	2%	2%	1%	1%	2%	1%	5%	2%	2%	3%
							g			
UK Mail	16	4	9	1	*	1	*	14	1	1
	1%	*%	3%	2%	*%	4%	6%	1%	1%	6%
			a			a	adgh			adgh
Yodel	14	12	-	1	*	1	*	13	1	*
	1%	2%	-%	1%	*%	3%	3%	1%	1%	3%
						b	b			b
UPS	10	6	1	2	1	-	*	9	1	*
	1%	1%	*%	2%	3%	-%	2%	1%	2%	1%
				b						
DPD/DPD Local	9	6	-	2	1	*	-	8	1	*
	1%	1%	-%	2%	1%	1%	-%	1%	1%	1%
				b						
FedEx	4	3	-	*	1	1	*	3	1	*
	*%	*%	-%	*%	1%	2%	1%	*%	2%	2%
						g		g	g	g
Amazon logistics	4	2	1	*	*	*	-	3	*	*
	*%	*%	*%	*%	1%	*%	-%	*%	1%	*%
TNT Express	2	-	2	-	-	*	*	2	-	*
	*%	-%	*%	-%	-%	*%	*%	*%	-%	1%
Citipost	1	-	-	1	*	-	*	1	*	*
	*%	-%	-%	1%	1%	-%	3%	*%	1%	1%
				g			abg			

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Whistl (Previously known as TNT Post)	1	1	-	-	-	*	*	1	-	*
	*%	*%	-%	-%	-%	*%	2% abg	*%	-%	1%
DX	1	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	1%	1%	-%	-%	1%	1%
Secured Mail	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	*	1	*	*	-	2	*	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	661	333	76	33	21	3	1069	49	8
	89%	89%	93%	81%	83%	82%	69%	89%	85%	70%
		fi	cdefhi		fi	f		cefi	fi	
NET: Provider other than RM	140	84	25	18	7	5	1	128	9	4
	11%	11%	7%	19%	17%	18%	31%	11%	15%	30%
				bg	b	bg	abdegh		b	abdgh
NET: RM/Parcelforce	1146	673	337	77	34	21	3	1087	50	9
	90%	90%	94%	82%	86%	83%	73%	91%	86%	72%
		cfi	cdefhi		fi			cefi	fi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Royal Mail	1126	875	194	49	6	3	688	162	34	24	28
	89%	90%	85%	85%	70%	69%	92%	81%	77%	63%	83%
		de	de	de			bcd				
DHL	37	25	10	1	1	*	17	9	*	7	2
	3%	3%	4%	3%	10%	8%	2%	4%	*%	19%	6%
				ac		ac				abc	
Evri (formerly known as Hermes)	21	16	3	1	-	*	12	3	2	-	-
	2%	2%	1%	2%	-%	*%	2%	2%	5%	-%	-%
Parcelforce	20	14	4	1	*	*	12	5	1	*	*
	2%	1%	2%	2%	2%	5%	2%	2%	2%	*%	*%
UK Mail	16	5	9	1	1	*	2	5	4	4	1
	1%	1%	4%	1%	7%	6%	*%	2%	9%	10%	4%
			a		ac	ac		a	a	a	a
Yodel	14	12	1	1	*	*	6	5	2	-	*
	1%	1%	*%	1%	3%	3%	1%	3%	5%	-%	1%
						b			a		
UPS	10	6	3	1	-	*	7	2	*	1	1
	1%	1%	1%	2%	-%	2%	1%	1%	*%	2%	2%
DPD/DPD Local	9	6	2	1	*	-	3	4	1	1	*
	1%	1%	1%	1%	1%	-%	*%	2%	1%	4%	*%
										a	
FedEx	4	3	*	1	*	*	*	3	*	*	*
	*%	*%	*%	2%	2%	1%	*%	2%	*%	*%	*%
				ab				a			
Amazon logistics	4	2	1	*	*	-	*	3	*	-	*
	*%	*%	*%	1%	1%	-%	*%	1%	*%	-%	1%
								a			
TNT Express	2	2	-	-	*	*	2	-	-	*	*
	*%	*%	-%	-%	1%	*%	*%	-%	-%	*%	*%
Citipost	1	-	1	*	-	*	1	-	-	-	1
	*%	-%	*%	1%	-%	3%	*%	-%	-%	-%	2%
						a					

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183	
Effective base	675	445	213	145	55	101	366	113	40	26	30	
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33	
Whistl (Previously known as TNT Post)	1 *% *	1 *% *	- -% -	- -% -	* 1% *	* 2% ab	1 *% *	- -% -	- -% -	- -% -	- -% *	* *% -
DX	1 *% *	- -% -	- -% -	* 1% *	* 2% ab	- -% -	* *% *	- -% -	- -% -	* *% *	- -% -	
Secured Mail	* *% *	- -% -	* *% *	- -% -	- -% -	* *% *	* *% *	- -% -	- -% -	- -% -	* *% *	
MHI (Mail Handling International)	* *% *	- -% -	- -% -	- -% -	- -% -	* *% *	- -% -	- -% -	* *% *	- -% -	- -% -	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	
Pitney Bowes	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	
Other	3 *% *	1 *% *	1 *% *	* *% *	* *% *	- -% -	- -% -	- -% -	* 1% *	- -% -	* *% *	
Do not send this type of post	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	
NET: RM Only	1126 89%	875 90%	194 85%	49 85%	6 70%	3 69%	688 92%	162 81%	34 77%	24 63%	28 83%	
		de	de	de			bcd					
NET: Provider other than RM	140 11%	94 10%	34 15%	9 15%	2 30%	1 31%	62 8%	38 19%	10 23%	14 37%	6 17%	
					abc	abc		a	a	a		
NET: RM/Parcelforce	1146 90%	890 92%	198 87%	50 86%	6 72%	3 73%	700 93%	167 83%	35 79%	24 63%	28 83%	
		bde	de	de			bcd	d				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Royal Mail	1126	109	81	185	51	88	169	142	95	76
	89%	94%	87%	83%	84%	82%	94%	95%	89%	88%
		e					ce	ce		
DHL	37	2	*	15	2	3	5	-	4	2
	3%	2%	*%	7%	3%	3%	3%	-%	4%	2%
				g						
Evri (formerly known as Hermes)	21	-	2	1	1	8	2	2	2	1
	2%	-%	3%	1%	2%	8%	1%	1%	2%	1%
						acf				
Parcelforce	20	-	4	*	5	2	1	6	*	-
	2%	-%	4%	*%	8%	2%	*%	4%	*%	-%
			c		acghi					
UK Mail	16	2	*	6	-	1	*	*	4	2
	1%	2%	*%	3%	-%	1%	*%	*%	3%	2%
Yodel	14	-	*	10	-	-	-	*	1	2
	1%	-%	*%	5%	-%	-%	-%	*%	1%	2%
UPS	10	1	-	-	-	4	3	*	-	1
	1%	1%	-%	-%	-%	4%	2%	*%	-%	1%
						c				
DPD/DPD Local	9	-	-	2	2	-	1	-	-	3
	1%	-%	-%	1%	3%	-%	1%	-%	-%	3%
FedEx	4	*	3	*	-	*	-	-	-	-
	*%	*%	3%	*%	-%	*%	-%	-%	-%	-%
Amazon logistics	4	-	3	*	-	-	-	-	-	-
	*%	-%	3%	*%	-%	-%	-%	-%	-%	-%
TNT Express	2	-	-	2	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%
Citipost	1	-	-	1	-	1	-	-	-	-
	*%	-%	-%	*%	-%	1%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
DX	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	109	81	185	51	88	169	142	95	76
	89%	94%	87%	83%	84%	82%	94%	95%	89%	88%
		e					ce	ce		
NET: Provider other than RM	140	7	12	38	10	20	12	8	12	10
	11%	6%	13%	17%	16%	18%	6%	5%	11%	12%
				fg		afg				
NET: RM/Parcelforce	1146	109	85	185	56	90	170	148	96	76
	90%	94%	91%	83%	92%	84%	94%	99%	89%	88%
							c	cehi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Royal Mail	1126 89%	215 84%	285 90%	496 90%	996 89%	130 91%	63 91%	44 93%	23 89%
DHL	37 3%	7 3%	7 2%	19 4%	34 3%	4 3%	3 4%	1 1%	* 1%
Evri (formerly known as Hermes)	21 2%	10 4%	4 1%	5 1%	19 2%	1 1%	- -%	1 2%	* 1%
Parcelforce	20 2%	7 3%	4 1%	6 1%	18 2%	2 1%	1 2%	* 1%	* 2%
UK Mail	16 1%	3 1%	6 2%	6 1%	14 1%	1 1%	1 1%	* *%	* 1%
Yodel	14 1%	2 1%	2 1%	10 2%	14 1%	* *%	- -%	* 1%	- -%
UPS	10 1%	5 2%	1 *%	3 1%	9 1%	1 *%	- -%	- -%	1 2%
DPD/DPD Local	9 1%	5 2%	- -%	4 1%	8 1%	* *%	* *%	* *%	* *%
FedEx	4 *%	* *%	3 1%	* *%	3 *%	* *%	* *%	- -%	* *%
Amazon logistics	4 *%	- -%	3 1%	* *%	3 *%	1 *%	* 1%	- -%	* 1%
TNT Express	2 *%	* *%	- -%	2 *%	2 *%	* *%	* *%	- -%	- -%
Citipost	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%
Whistl (Previously known as TNT Post)	1 *%	- -%	- -%	* *%	* *%	1 1%	- -%	1 2%	* *%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							Northern Ireland
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
DX	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	3 *%	- -%	1 *%	- -%	1 *%	1 1%	* 1%	* 1%	1 2%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1126 89%	215 84%	285 90%	496 90%	996 89%	130 91%	63 91%	44 93%	23 89%
NET: Provider other than RM	140 11%	40 16%	31 10%	57 10%	128 11%	12 9%	6 9%	3 7%	3 11%
NET: RM/Parcelforce	1146 90%	222 87%	289 91%	502 91%	1014 90%	132 93%	64 93%	45 94%	23 91%

Columns Tested:: a,b,c,d,e,f,g,h

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Royal Mail	1126	54	63	20	83	111	241	33	46	554
	89%	86%	83%	65%	78%	79%	90%	97%	90%	93%
							de	de		de
DHL	37	1	5	1	6	10	7	*	*	13
	3%	1%	7%	3%	6%	7%	3%	*%	*%	2%
						i				
Evri (formerly known as Hermes)	21	-	-	-	-	2	5	-	2	11
	2%	-%	-%	-%	-%	1%	2%	-%	4%	2%
Parcelforce	20	5	1	-	1	9	2	*	-	2
	2%	7%	2%	-%	1%	6%	1%	1%	-%	*%
		fi				fi				
UK Mail	16	3	1	1	2	2	3	-	*	6
	1%	4%	1%	3%	2%	2%	1%	-%	*%	1%
Yodel	14	-	-	5	5	4	3	-	*	2
	1%	-%	-%	15%	4%	3%	1%	-%	*%	*%
					i	i				
UPS	10	1	1	4	4	*	*	*	*	4
	1%	1%	1%	12%	4%	*%	*%	1%	1%	1%
					fi					
DPD/DPD Local	9	-	1	1	1	1	*	-	2	4
	1%	-%	1%	2%	1%	1%	*%	-%	4%	1%
									f	
FedEx	4	-	3	-	3	-	*	-	*	*
	*%	-%	4%	-%	3%	-%	*%	-%	*%	*%
			fi		i					
Amazon logistics	4	-	-	-	-	-	2	-	1	1
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
TNT Express	2	-	*	-	*	-	2	-	-	-
	*%	-%	*%	-%	*%	-%	1%	-%	-%	-%
Citipost	1	-	1	-	1	*	-	-	-	*
	*%	-%	1%	-%	1%	*%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	-	*	-	*	*	*	-	-	1
	*%	-%	*%	-%	*%	*%	*%	-%	-%	*%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
DX	1	-	-	-	-	-	-	-	-	1
	*/%	-%	-%	-%	-%	-%	-%	-%	-%	*/%
Secured Mail	*	-	*	-	*	-	-	-	*	*
	*/%	-%	*/%	-%	*/%	-%	-%	-%	*/%	*/%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*/%	-%	-%	-%	-%	-%	-%	-%	-%	*/%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	*	-	*	-	2	-	-	*
	*/%	-%	*/%	-%	*/%	-%	1%	-%	-%	*/%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	54	63	20	83	111	241	33	46	554
	89%	86%	83%	65%	78%	79%	90%	97%	90%	93%
					fgi	fgi	de	de		de
NET: Provider other than RM	140	9	13	11	24	29	27	1	5	45
	11%	14%	17%	35%	22%	21%	10%	3%	10%	7%
					fgi	fgi				
NET: RM/Parcelforce	1146	59	65	20	84	120	243	33	46	556
	90%	93%	84%	65%	79%	86%	91%	98%	90%	93%
							d	d		d

Columns Tested: a,b,c,d,e,f,g,h,i

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Royal Mail	1126	248	241	637	939	187	-	1035	92	1107	20
	89%	80%	90%	93%	89%	90%	-%	89%	90%	89%	89%
		a	a								
DHL	37	17	7	13	37	1	-	35	2	37	-
	3%	6%	3%	2%	3%	*%	-%	3%	2%	3%	-%
		c									
Evri (formerly known as Hermes)	21	2	5	14	15	5	-	18	2	21	-
	2%	1%	2%	2%	1%	3%	-%	2%	2%	2%	-%
Parcelforce	20	15	2	2	16	4	-	18	1	20	-
	2%	5%	1%	*%	1%	2%	-%	2%	1%	2%	-%
		bc									
UK Mail	16	7	3	6	16	-	-	15	1	16	*
	1%	2%	1%	1%	1%	-%	-%	1%	1%	1%	*%
Yodel	14	9	3	2	9	5	-	13	1	14	-
	1%	3%	1%	*%	1%	2%	-%	1%	1%	1%	-%
		c									
UPS	10	5	*	5	10	-	-	10	*	10	-
	1%	2%	*%	1%	1%	-%	-%	1%	*%	1%	-%
DPD/DPD Local	9	3	*	6	7	1	-	8	1	9	-
	1%	1%	*%	1%	1%	1%	-%	1%	1%	1%	-%
FedEx	4	3	*	*	4	-	-	3	1	1	3
	*%	1%	*%	*%	*%	-%	-%	*%	1%	*%	11%
		a									a
Amazon logistics	4	-	2	1	2	2	-	3	1	4	-
	*%	-%	1%	*%	*%	1%	-%	*%	1%	*%	-%
TNT Express	2	*	2	-	2	*	-	2	-	2	-
	*%	*%	1%	-%	*%	*%	-%	*%	-%	*%	-%
Citipost	1	1	-	*	1	-	-	1	-	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Whistl (Previously known as TNT Post)	1	*	*	1	1	-	-	1	-	1	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
DX	1	-	-	1	1	-	-	*	*	1	-
	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Secured Mail	*	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	*	2	*	1	2	-	3	*	3	-
	*%	*%	1%	*%	*%	1%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	248	241	637	939	187	-	1035	92	1107	20
	89%	80%	90%	93%	89%	90%	-%	89%	90%	89%	89%
			a	a							
NET: Provider other than RM	140	62	27	51	121	20	-	130	10	138	3
	11%	20%	10%	7%	11%	10%	-%	11%	10%	11%	11%
		bc									
NET: RM/Parcelforce	1146	263	243	639	955	191	-	1053	93	1126	20
	90%	85%	91%	93%	90%	92%	-%	90%	91%	90%	89%
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Royal Mail	1126	689	172	257
	89%	93%	78%	88%
		b		b
DHL	37	14	12	12
	3%	2%	5%	4%
Evri (formerly known as Hermes)	21	10	3	4
	2%	1%	1%	2%
Parcelforce	20	7	11	2
	2%	1%	5%	1%
			ac	
UK Mail	16	7	6	3
	1%	1%	3%	1%
Yodel	14	2	6	6
	1%	*%	3%	2%
			a	a
UPS	10	4	3	3
	1%	1%	1%	1%
DPD/DPD Local	9	6	2	1
	1%	1%	1%	*%
FedEx	4	*	*	3
	*%	*%	*%	1%
				a
Amazon logistics	4	-	3	1
	*%	-%	1%	*%
			a	
TNT Express	2	*	*	2
	*%	*%	*%	1%
Citipost	1	-	1	-
	*%	-%	1%	-%
Whistl (Previously known as TNT Post)	1	1	*	*
	*%	*%	*%	*%

Columns Tested: a,b,c

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
DX	1 *%	- -%	1 *%	- -%
Secured Mail	* *%	* *%	* *%	* *%
MHI (Mail Handling International)	* *%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%
Other	3 *%	2 *%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	1126 89%	689 93%	172 78%	257 88%
NET: Provider other than RM	140 11%	53 7%	48 22%	36 12%
NET: RM/Parcelforce	1146 90%	696 94%	183 83%	258 88%
		bc		

Columns Tested: a,b,c

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Royal Mail	1126	964	124	22	4	12	*	1	*	1087	39	17
	89%	91%	85%	73%	55%	62%	7%	54%	89%	90%	62%	52%
		cjk	jk							cjk		
DHL	37	23	10	4	*	*	*	1	-	32	5	1
	3%	2%	7%	13%	2%	*%	2%	43%	-%	3%	8%	4%
			a	ai								
Evri (formerly known as Hermes)	21	20	*	-	-	-	-	-	-	21	-	-
	2%	2%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Parcelforce	20	17	2	1	-	-	*	*	-	19	1	*
	2%	2%	1%	3%	-%	-%	1%	3%	-%	2%	1%	*%
UK Mail	16	8	3	*	2	2	*	-	-	11	5	5
	1%	1%	2%	*%	29%	10%	10%	-%	-%	1%	7%	14%
											ai	abi
Yodel	14	4	4	*	-	5	-	-	-	9	5	5
	1%	*%	3%	*%	-%	28%	-%	-%	-%	1%	8%	16%
			ai								ai	abi
UPS	10	8	*	*	1	-	1	-	-	8	2	2
	1%	1%	*%	1%	11%	-%	21%	-%	-%	1%	3%	5%
												i
DPD/DPD Local	9	7	1	*	-	-	-	-	-	9	*	-
	1%	1%	1%	1%	-%	-%	-%	-%	-%	1%	*%	-%
FedEx	4	1	*	3	*	-	-	-	-	1	3	*
	*%	*%	*%	9%	3%	-%	-%	-%	-%	*%	5%	1%
				abi							ai	
Amazon logistics	4	*	1	*	-	-	2	-	-	1	2	2
	*%	*%	1%	*%	-%	-%	45%	-%	-%	*%	3%	6%
											ai	ai
TNT Express	2	2	*	-	-	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Citipost	1	1	*	-	-	-	*	-	-	1	*	*
	*%	*%	*%	-%	-%	-%	9%	-%	-%	*%	1%	1%
Whistl (Previously known as TNT Post)	1	1	*	*	-	*	-	-	-	1	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
DX	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	-	*	-	-	-	*	-	*	*	*	*
	*%	-%	*%	-%	-%	-%	5%	-%	11%	*%	*%	1%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	2	*	*	*	-	-	-	-	2	*	*
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	964	124	22	4	12	*	1	*	1087	39	17
	89%	91%	85%	73%	55%	62%	7%	54%	89%	90%	62%	52%
		cjk	jk							cjk		
NET: Provider other than RM	140	95	21	8	3	7	4	1	*	116	24	16
	11%	9%	15%	27%	45%	38%	93%	46%	11%	10%	38%	48%
				ai							abi	abi
NET: RM/Parcelforce	1146	981	125	22	4	12	*	1	*	1106	40	17
	90%	93%	86%	75%	55%	62%	9%	57%	89%	92%	63%	52%
		cjk	jk							cjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g	
Significance Level: 95%																		
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37	
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12	
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17	
Whistl (Previously known as TNT Post)	1 *% %	* *% %	* *% %	* *% %	1 *% %	1 *% %	1 *% %	1 *% %	* *% %	* *% %	- -% %	1 *% %	- -% %	* *% %	- -% %	* *% %	* *% %	* *% %
DX	1 *% %	- -% %	1 *% %	- -% %	1 *% %	1 *% %	1 *% %	1 *% %	1 *% %	1 *% %	- -% %	- -% %	- -% %	* *% %	* *% %	- -% %	- -% %	
Secured Mail	* *% %	- -% %	- -% %	* *% %	* *% %	* *% %	* *% %	* *% %	* *% %	* *% %	- -% %	- -% %	- -% %	- -% %	* *% %	* *% %	* *% %	
MHI (Mail Handling International)	* *% %	- -% %	- -% %	* *% %	* *% %	* *% %	* *% %	* *% %	* *% %	* *% %	- -% %	- -% %	- -% %	- -% %	- -% %	* *% %	- -% %	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Pitney Bowes	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Other	3 *% %	2 *% %	1 *% %	* *% %	3 *% %	3 *% %	3 *% %	2 *% %	* *% %	1 *% %	- -% %	1 *% %	* *% %	2 2% %	- -% %	- -% %	- -% %	
Do not send this type of post	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
NET: RM Only	1126 89% %	548 94% %	416 88% %	163 78% %	1041 89% %	1126 89% %	1126 89% %	895 87% %	550 84% %	285 75% %	68 90% %	904 91% %	28 77% %	55 73% %	36 94% %	22 67% %	12 70% %	
NET: Provider other than RM	140 11% %	37 6% %	58 12% %	45 22% %	130 11% %	140 11% %	140 11% %	128 13% %	107 16% %	97 25% %	8 10% %	85 9% %	8 23% %	20 27% %	2 6% %	11 33% %	5 30% %	
NET: RM/Parcelforce	1146 90% %	554 95% %	427 90% %	165 79% %	1060 91% %	1146 90% %	1146 90% %	913 89% %	565 86% %	302 79% %	68 90% %	923 93% %	28 77% %	56 74% %	36 94% %	22 67% %	12 70% %	

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Royal Mail	1126	877	65	43	28	13	8	7	927	87	40	37	17	10	8
	89%	91%	83%	76%	90%	79%	61%	61%	93%	66%	78%	77%	80%	82%	90%
DHL	37	25	1	3	*	*	*	3	17	17	*	2	1	*	*
	3%	3%	1%	4%	1%	2%	2%	28%	2%	13%	*%	4%	4%	3%	3%
		cf							bcd	a					
Evri (formerly known as Hermes)	21	17	2	*	*	*	*	-	15	5	*	*	*	-	-
	2%	2%	3%	*%	*%	2%	1%	-%	2%	4%	*%	*%	1%	-%	-%
Parcelforce	20	16	4	*	*	-	*	-	14	5	*	*	*	*	-
	2%	2%	5%	*%	*%	-%	*%	-%	1%	3%	*%	1%	*%	*%	-%
UK Mail	16	9	2	2	*	2	-	1	5	4	2	5	*	-	*
	1%	1%	3%	3%	1%	10%	-%	9%	1%	3%	4%	10%	1%	-%	1%
						a						a			
Yodel	14	4	1	5	-	-	4	-	3	5	5	*	*	-	*
	1%	*%	1%	8%	-%	-%	35%	-%	*%	4%	9%	*%	2%	-%	1%
				a			abd			a	a				
UPS	10	8	1	*	-	1	-	*	1	2	3	4	*	*	-
	1%	1%	1%	1%	-%	6%	-%	2%	*%	1%	6%	7%	1%	1%	-%
											a	a			
DPD/DPD Local	9	3	*	2	2	-	-	-	5	2	-	*	2	-	-
	1%	*%	*%	3%	7%	-%	-%	-%	*%	1%	-%	*%	10%	-%	-%
				a	a							a			
FedEx	4	1	*	*	-	-	-	-	3	*	*	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%
Amazon logistics	4	3	1	*	-	-	-	-	1	3	*	-	-	-	-
	*%	*%	1%	*%	-%	-%	-%	-%	*%	2%	*%	-%	-%	-%	-%
										a					
TNT Express	2	-	2	-	-	-	*	-	-	-	-	*	-	2	-
	*%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	13%	-%
			a												
Citipost	1	1	-	1	-	-	-	-	-	1	-	-	-	-	*
	*%	*%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	4%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	*	*	1	*	-	-	*	-	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
DX	1	-	*	-	*	-	-	-	-	-	*	*	-	-	-
	*%	-%	*%	-%	1%	-%	-%	-%	-%	-%	*%	1%	-%	-%	-%
Secured Mail	*	-	-	-	*	*	-	*	-	-	*	-	*	*	-
	*%	-%	-%	-%	1%	*%	-%	*%	-%	-%	*%	-%	1%	*%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	*	2	-	-	-	-	1	2	*	-	-	-	-
	*%	*%	*%	3%	-%	-%	-%	-%	*%	1%	1%	-%	-%	-%	-%
				a											
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	877	65	43	28	13	8	7	927	87	40	37	17	10	8
	89%	91%	83%	76%	90%	79%	61%	61%	93%	66%	78%	77%	80%	82%	90%
		cf							bcd						
NET: Provider other than RM	140	87	13	14	3	3	5	4	66	44	12	11	4	2	1
	11%	9%	17%	24%	10%	21%	39%	39%	7%	34%	22%	23%	20%	18%	10%
				a			a		a	a	a	a			
NET: RM/Parcelforce	1146	892	69	44	28	13	8	7	941	92	40	38	17	10	8
	90%	93%	88%	76%	90%	79%	61%	61%	95%	70%	78%	78%	81%	82%	90%
		cf							bcd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95	
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28	
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51	
Citipost	1 *% *% *% *%	* *% *% *%	- -% -% -%	1 1% *% *%	- -% -% -%	- -% *% -%	- -% -% -%	- -% -% -%	- -% *% -%	1 *% *% -%	- *% *% -%	- -% *% -%	* *% *% -%	- -% *% -%
Whistl (Previously known as TNT Post)	1 *% *% *%	1 *% *% *%	- -% -% -%	* *% *% *%	- -% -% -%	* *% *% *%	- -% -% -%	- -% -% -%	1 *% *% -%	* *% *% -%	* *% *% -%	* *% *% -%	* *% *% -%	
DX	1 *% *% *%	* *% *% *%	- -% -% -%	* *% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	* *% *% -%	- -% -% -%	* *% *% -%	
Secured Mail	* *% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	* 1% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	* *% *% -%	
MHI (Mail Handling International)	* *% *% *%	- -% -% -%	- -% -% -%	* *% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	* *% *% -%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	
Pitney Bowes	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	
Other	3 *% *% *%	* *% *% *%	2 2% *% *%	* *% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	1 *% *% *%	1 *% *% *%	* *% *% *%	* *% *% *%	- -% -% -%	
Do not send this type of post	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	
NET: RM Only	1126 89% bcdeg	707 93% bcdeg	80 78% bcdeg	40 66% bcdeg	27 70% bcdeg	17 62% bcdeg	12 91% bcdeg	13 57% bcdeg	521 93% ce	221 87% ce	247 86% ce	94 91% e	37 73% e	
NET: Provider other than RM	140 11% a	53 7% a	22 22% a	20 34% a	12 30% a	11 38% a	1 9% a	10 43% a	41 7% a	33 13% a	41 14% a	9 9% a	14 27% ad	
NET: RM/Parcelforce	1146 90% bcdeg	719 95% bcdeg	86 85% cg	40 66% cg	27 70% cg	17 63% cg	12 92% cg	13 57% cg	524 93% e	228 90% e	255 89% e	94 92% e	37 73% e	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Royal Mail	1126	567	200	179	68	20	614	208	186	75	31
	89%	90%	89%	88%	95%	72%	91%	88%	87%	90%	71%
DHL	37	14	7	5	1	2	21	7	4	*	4
	3%	2%	3%	3%	1%	7%	3%	3%	2%	0%	9%
		e			e		e	e	e	e	d
Evri (formerly known as Hermes)	21	17	1	2	-	*	11	3	6	-	*
	2%	3%	0%	1%	0%	2%	2%	1%	3%	0%	0%
Parcelforce	20	9	2	7	*	*	10	6	2	*	-
	2%	1%	1%	4%	0%	0%	2%	3%	1%	0%	0%
UK Mail	16	5	6	4	1	*	4	5	6	1	*
	1%	1%	3%	2%	1%	0%	1%	2%	3%	1%	0%
Yodel	14	9	*	*	-	5	3	*	6	-	4
	1%	1%	0%	0%	0%	17%	0%	0%	3%	0%	10%
						abcd			a		abd
UPS	10	2	5	3	-	*	1	4	2	*	3
	1%	0%	2%	2%	0%	0%	0%	2%	1%	0%	6%
											a
DPD/DPD Local	9	2	3	*	*	-	5	1	*	*	-
	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%
FedEx	4	*	*	1	-	-	1	*	-	3	*
	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
										a	
Amazon logistics	4	2	1	1	-	*	*	*	*	2	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	2%
										a	
TNT Express	2	-	-	-	2	*	-	*	-	2	-
	0%	0%	0%	0%	2%	0%	0%	0%	0%	2%	0%
					a					a	
Citipost	1	1	-	-	*	-	-	1	-	*	-
	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Whistl (Previously known as TNT Post)	1 *% %	1 *% %	* *% %	* *% %	* *% %	* *% %	1 *% %	* *% %	* *% %	* *% %	* *% %
DX	1 *% %	* *% %	- -% %	* *% %	- -% %	- -% %	- -% %	- -% %	* *% %	- -% %	* *% 1%
Secured Mail	* *% %	* *% %	- -% %	- -% %	- -% %	* 1% %	- -% %	- -% %	- -% %	- -% %	* 1% %
MHI (Mail Handling International)	* *% %	- -% %	- -% %	* *% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	* *% %
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Pitney Bowes	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Other	3 *% %	1 *% %	1 *% %	* *% %	* *% %	- -% %	1 *% %	1 *% %	* *% %	* *% %	- -% %
Do not send this type of post	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
NET: RM Only	1126 89% e	567 90% e	200 89% e	179 88% e	68 95% e	20 72% e	614 91% e	208 88% e	186 87% e	75 90% e	31 71% e
NET: Provider other than RM	140 11% ad	63 10% ad	25 11% ad	23 12% ad	4 5% ad	8 28% ad	59 9% ad	29 12% ad	27 13% ad	8 10% abcd	13 29% abcd
NET: RM/Parcelforce	1146 90% e	576 91% e	203 90% e	187 92% e	69 95% e	20 72% e	625 93% e	214 90% e	188 88% e	75 90% e	31 71% e

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Royal Mail	1126 89%	486 93%	128 82%	147 83%	80 76%	38 91%	483 86%	41 69%	358 92%	1061 96%	65 41%	1026 95%	15 16%
DHL	37 3%	14 3%	6 4%	5 3%	9 8%	3 7%	23 4%	4 7%	10 2%	15 1%	22 14%	12 1%	21 22%
Evri (formerly known as Hermes)	21 2%	3 1%	5 3%	7 4%	- -%	* *%	10 2%	3 5%	3 1%	4 *%	17 11%	8 1%	12 12%
Parcelforce	20 2%	11 2%	5 3%	2 1%	- -%	* *%	13 2%	* 1%	5 1%	9 1%	10 7%	9 1%	10 11%
UK Mail	16 1%	2 *%	3 2%	4 2%	3 3%	* *%	8 1%	3 6%	1 *%	7 1%	9 5%	9 1%	6 7%
Yodel	14 1%	* *%	7 5%	2 1%	5 4%	* *%	7 1%	3 5%	4 1%	5 *%	9 6%	6 1%	8 8%
UPS	10 1%	1 *%	* *%	5 3%	3 3%	* *%	6 1%	3 6%	* *%	2 *%	8 5%	1 *%	9 10%
DPD/DPD Local	9 1%	2 *%	1 1%	2 1%	1 1%	* *%	3 1%	* *%	3 1%	* *%	9 5%	1 *%	5 5%
FedEx	4 *%	- -%	* *%	* *%	3 3%	* *%	3 1%	* 1%	- -%	* *%	3 2%	1 *%	1 1%
Amazon logistics	4 *%	* *%	* *%	* *%	- -%	- -%	* *%	* 1%	2 1%	1 *%	2 2%	1 *%	2 2%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
TNT Express	2	-	-	-	2	-	2	*	-	*	2	*	2
	%	-%	-%	-%	2%	-%	%	%	-%	%	1%	%	2%
											a		a
Citipost	1	-	-	1	*	-	*	1	-	1	*	1	*
	%	-%	-%	%	%	-%	%	1%	-%	%	%	%	%
Whistl (Previously known as TNT Post)	1	1	-	*	*	*	1	-	*	*	1	1	*
	%	%	-%	%	%	%	%	-%	%	%	1%	%	%
DX	1	-	-	1	-	-	*	-	-	1	-	-	1
	%	-%	-%	%	-%	-%	%	-%	-%	%	-%	-%	1%
Secured Mail	*	*	-	-	-	*	*	-	-	*	*	*	*
	%	%	-%	-%	-%	1%	%	-%	-%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	*	-	-	*	-	-	*	-	*
	%	-%	-%	-%	%	-%	-%	%	-%	-%	%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	*	*	*	*	1	-	1	-	3	-	3
	%	%	%	%	%	%	%	-%	%	-%	2%	-%	3%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
NET: RM Only	1126	486	128	147	80	38	483	41	358	1061	65	1026	15
	89%	93%	82%	83%	76%	91%	86%	69%	92%	96%	41%	95%	16%
		bcd					b		b	b		b	
NET: Provider other than RM	140	36	29	29	25	4	76	18	31	45	96	51	79
	11%	7%	18%	17%	24%	9%	14%	31%	8%	4%	59%	5%	84%
			a	a	a			ac			a		a
NET: RM/Parcelforce	1146	497	134	148	80	38	496	41	364	1070	76	1035	25
	90%	95%	85%	84%	76%	91%	89%	70%	93%	97%	47%	96%	27%
		bcd					b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Royal Mail	1126	1126	-	710	185	1033	8	1101	26	717	178
	89%	100%	-%	97%	63%	96%	9%	99%	17%	98%	61%
		b		b		b		b		b	
DHL	37	-	37	10	27	6	26	7	30	4	33
	3%	-%	27%	1%	9%	1%	28%	1%	20%	1%	11%
		a		a		a		a		a	
Evri (formerly known as Hermes)	21	-	21	-	16	8	12	1	20	-	16
	2%	-%	15%	-%	5%	1%	13%	*%	13%	-%	5%
		a		a		a		a		a	
Parcelforce	20	-	20	1	17	9	10	5	15	*	18
	2%	-%	14%	*%	6%	1%	11%	*%	10%	*%	6%
		a		a		a		a		a	
UK Mail	16	-	16	2	10	8	8	2	14	4	9
	1%	-%	11%	*%	3%	1%	9%	*%	9%	1%	3%
		a		a		a		a		a	
Yodel	14	-	14	5	9	6	8	-	14	5	9
	1%	-%	10%	1%	3%	1%	8%	-%	9%	1%	3%
		a		a		a		a		a	
UPS	10	-	10	1	9	2	8	1	9	1	8
	1%	-%	7%	*%	3%	*%	9%	*%	6%	*%	3%
		a		a		a		a		a	
DPD/DPD Local	9	-	9	*	9	1	5	-	9	*	9
	1%	-%	6%	*%	3%	*%	6%	-%	6%	*%	3%
		a		a		a		a		a	
FedEx	4	-	4	-	3	1	1	-	4	-	3
	*%	-%	3%	-%	1%	*%	1%	-%	2%	-%	1%
		a		a		a		a		a	
Amazon logistics	4	-	4	-	3	1	2	*	3	-	3
	*%	-%	3%	-%	1%	*%	2%	*%	2%	-%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
TNT Express	2 *%	- -%	2 1%	2 *%	* *%	2 *%	* *%	* *%	2 1%	- -%	2 1%
Citipost	1 *%	- -%	1 1%	* *%	1 *%	1 *%	* *%	- -%	1 1%	- -%	1 *%
Whistl (Previously known as TNT Post)	1 *%	- -%	1 1%	- -%	1 *%	1 *%	* *%	* *%	* *%	- -%	1 *%
DX	1 *%	- -%	1 *%	- -%	1 *%	1 *%	- -%	* *%	* *%	- -%	1 *%
Secured Mail	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	3 *%	- -%	3 2%	- -%	2 1%	- -%	3 3%	- -%	3 2%	- -%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1126 89%	1126 100%	- -%	710 97%	185 63%	1033 96%	8 9%	1101 99%	26 17%	717 98%	178 61%
		b	a	b	a	b	a	b	a	b	a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
NET: Provider other than RM	140	-	140	20	108	46	83	16	124	14	114
	11%	-%	100%	3%	37%	4%	91%	1%	83%	2%	39%
			a		a		a		a		a
NET: RM/Parcelforce	1146	1126	20	711	203	1042	18	1105	41	718	195
	90%	100%	14%	97%	69%	97%	20%	99%	27%	98%	67%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Royal Mail	1126	521	844	159	*	554	823	147	4	601	498	140	4
	89%	85%	92%	83%	10%	85%	92%	86%	87%	85%	91%	85%	100%
DHL	37	26	21	10	1	33	23	8	-	33	18	7	-
	3%	4%	2%	5%	90%	5%	3%	5%	-%	5%	3%	4%	-%
Evri (formerly known as Hermes)	21	6	16	*	-	8	15	*	-	8	10	1	-
	2%	1%	2%	*%	-%	1%	2%	*%	-%	1%	2%	*%	-%
Parcelforce	20	15	11	2	-	12	13	1	-	17	1	1	-
	2%	2%	1%	1%	-%	2%	1%	1%	-%	2%	*%	1%	-%
UK Mail	16	15	7	9	-	12	8	7	-	12	5	5	-
	1%	2%	1%	5%	-%	2%	1%	4%	-%	2%	1%	3%	-%
Yodel	14	13	6	*	-	13	2	*	-	13	1	1	-
	1%	2%	1%	*%	-%	2%	*%	*%	-%	2%	*%	1%	-%
UPS	10	9	2	4	-	10	2	1	-	10	2	1	-
	1%	1%	*%	2%	-%	1%	*%	1%	-%	1%	*%	1%	-%
DPD/DPD Local	9	2	4	3	-	4	5	2	-	7	2	2	-
	1%	*%	*%	2%	-%	1%	1%	1%	-%	1%	*%	1%	-%
FedEx	4	1	1	1	-	4	*	*	-	3	*	1	-
	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
Amazon logistics	4	3	3	3	-	3	*	3	1	3	2	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	13%	*%	*%	2%	-%
TNT Express	2	2	2	2	-	2	2	*	-	2	2	*	-
	*%	*%	*%	1%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	1	1	*	-	1	1	1	-	1	1	1	-
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%	* *%	1 *%	* *%	- -%
DX	1 *%	1 *%	1 *%	* *%	- -%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	* *%	- -%
Secured Mail	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
MHI (Mail Handling International)	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	3 *%	* *%	2 *%	* *%	- -%	* *%	2 *%	* *%	- -%	2 *%	2 *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1126 89%	521 85%	844 92%	159 83%	* 10%	554 85%	823 92%	147 86%	4 87%	601 85%	498 91%	140 85%	4 100%
NET: Provider other than RM	140 11%	94 15%	78 8%	33 17%	1 90%	100 15%	75 8%	25 14%	1 13%	110 15%	47 9%	24 15%	- -%
NET: RM/Parcelforce	1146 90%	536 87%	855 93%	161 83%	* 10%	566 86%	836 93%	148 86%	4 87%	618 87%	499 91%	142 86%	4 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324			
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153			
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302			
Whistl (Previously known as TNT Post)	1	1	1	*	1	*	*	*	*	*	-	-	*	*			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
DX	1	*	1	*	1	*	*	*	*	*	*	*	*	*			
	%	%	%	%	%	%	1%	%	%	%	%	%	%	%			
Secured Mail	*	-	*	*	*	*	-	*	*	*	*	-	*	*			
	%	-%	%	%	%	%	-%	%	%	%	%	%	%	%			
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Other	3	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
NET: RM Only	1126	980	1020	650	814	700	10	472	350	310	96	75	296	290			
	89%	95%	96%	95%	94%	94%	73%	96%	95%	91%	89%	91%	96%	96%			
					c	c		cd									
NET: Provider other than RM	140	52	42	34	50	42	4	19	17	29	12	8	14	11			
	11%	5%	4%	5%	6%	6%	27%	4%	5%	9%	11%	9%	4%	4%			
							ab			a	a						
NET: RM/Parcelforce	1146	990	1025	659	824	706	10	477	353	318	97	75	299	290			
	90%	96%	96%	96%	95%	95%	76%	97%	96%	94%	90%	91%	97%	96%			
					c	c		de	d								

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Royal Mail	1126	122	47	46	28	977	707	1022	726	641	505	964	143	-	884	85
	89%	95%	80%	86%	71%	91%	90%	90%	89%	89%	83%	93%	86%	-%	94%	94%
		bd										ac				
DHL	37	1	6	4	-	25	20	33	20	15	32	19	7	-	15	3
	3%	1%	10%	7%	-%	2%	3%	3%	2%	2%	5%	2%	4%	-%	2%	3%
			a								b					
Evri (formerly known as Hermes)	21	*	-	*	-	16	12	17	16	10	10	16	*	-	4	-
	2%	*%	-%	1%	-%	2%	2%	2%	2%	1%	2%	2%	*%	-%	*%	-%
Parcelforce	20	-	*	*	*	19	9	19	10	17	10	14	1	*	8	1
	2%	-%	*%	*%	1%	2%	1%	2%	1%	2%	2%	1%	1%	100%	1%	1%
UK Mail	16	2	3	-	4	10	6	11	7	12	12	8	4	-	10	*
	1%	2%	6%	-%	9%	1%	1%	1%	1%	2%	2%	1%	2%	-%	1%	*%
Yodel	14	*	-	1	5	5	5	6	11	7	12	2	*	-	6	-
	1%	*%	-%	2%	12%	1%	1%	1%	1%	1%	2%	*%	*%	-%	1%	-%
					ab						b					
UPS	10	1	1	-	-	3	7	9	4	3	9	1	3	-	2	-
	1%	1%	2%	-%	-%	*%	1%	1%	1%	*%	1%	*%	2%	-%	*%	-%
											b		b			
DPD/DPD Local	9	-	*	*	1	5	5	7	7	7	5	7	2	-	1	-
	1%	-%	*%	*%	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%	*%	-%
FedEx	4	-	*	*	-	3	3	4	3	4	4	3	3	-	*	-
	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	1%	*%	2%	-%	*%	-%
Amazon logistics	4	*	*	1	2	2	1	2	4	3	3	1	*	-	3	1
	*%	*%	*%	2%	5%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	1%
TNT Express	2	2	-	-	*	*	2	2	2	*	2	2	*	-	2	-
	*%	1%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Citipost	1	-	-	1	-	1	1	1	1	1	*	1	*	-	*	1
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Whistl (Previously known as TNT Post)	1	-	-	*	-	1	1	1	1	1	1	1	*	-	1	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
DX	1	-	*	-	-	*	1	1	*	*	*	-	-	-	1	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
Secured Mail	*	-	*	-	-	*	-	*	-	*	-	*	-	-	*	*
	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	3	2	3	2	2	1	2	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	122	47	46	28	977	707	1022	726	641	505	964	143	-	884	85
	89%	95%	80%	86%	71%	91%	90%	90%	89%	89%	83%	93%	86%	-%	94%	94%
		bd										ac				
NET: Provider other than RM	140	7	11	8	11	92	74	112	87	82	101	76	23	*	52	5
	11%	5%	20%	14%	29%	9%	10%	10%	11%	11%	17%	7%	14%	100%	6%	6%
			a		a						b		b			
NET: RM/Parcelforce	1146	122	47	47	29	996	716	1041	736	658	515	978	144	*	893	86
	90%	95%	81%	86%	72%	93%	92%	92%	91%	91%	85%	94%	87%	100%	95%	95%
		bd										ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Royal Mail	1126	496	630	271	28	116	226	121	750	244	150	192	759
	89%	91%	97%	70%	86%	59%	79%	79%	90%	91%	80%	78%	94%
DHL	37	11	6	29	2	22	15	8	25	4	9	13	15
	3%	2%	1%	8%	5%	11%	5%	5%	3%	2%	5%	5%	2%
			a			a			a	a			ab
Evri (formerly known as Hermes)	21	4	4	20	-	1	19	5	12	3	5	4	11
	2%	1%	1%	5%	-%	1%	7%	3%	1%	1%	3%	2%	1%
						a						c	
Parcelforce	20	4	6	18	-	13	7	4	15	1	7	12	1
	2%	1%	1%	5%	-%	6%	2%	3%	2%	*%	4%	5%	*%
											c	c	
UK Mail	16	10	*	16	*	13	3	5	8	3	3	7	4
	1%	2%	*%	4%	*%	6%	1%	4%	1%	1%	2%	3%	1%
		b				b						c	
Yodel	14	9	1	9	*	13	1	2	2	9	2	7	4
	1%	2%	*%	2%	*%	6%	*%	2%	*%	3%	1%	3%	1%
		b				b				b		c	
UPS	10	3	-	8	1	10	1	2	8	*	1	7	2
	1%	1%	-%	2%	3%	5%	*%	1%	1%	*%	1%	3%	*%
						b						c	
DPD/DPD Local	9	1	*	6	1	5	4	1	6	2	2	1	3
	1%	*%	*%	2%	3%	2%	1%	*%	1%	1%	1%	1%	*%
FedEx	4	*	*	4	-	*	3	*	3	*	3	1	*
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	2%	*%	*%
											c		
Amazon logistics	4	3	*	1	-	2	1	2	1	-	3	*	1
	*%	1%	*%	*%	-%	1%	*%	2%	*%	-%	2%	*%	*%
											c		
TNT Express	2	2	*	2	-	*	2	*	2	-	-	*	2
	*%	*%	*%	*%	-%	*%	1%	*%	*%	-%	-%	*%	*%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Citipost	1 *%	1 *%	- -%	1 *%	1 3%	1 *%	1 *%	1 1%	* *%	* *%	* *%	1 *%	- -%
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	1 *%	* *%	* *%	* *%	1 *%
DX	1 *%	* *%	* *%	* *%	- -%	1 *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%
Secured Mail	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	3 *%	- -%	- -%	2 1%	* *%	1 *%	2 1%	* *%	2 *%	* *%	1 *%	* *%	1 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1126 89%	496 91%	630 97%	271 70%	28 86%	116 59%	226 79%	121 79%	750 90%	244 91%	150 80%	192 78%	759 94%
			a				a		a	a			ab
NET: Provider other than RM	140 11%	48 9%	20 3%	116 30%	4 14%	80 41%	60 21%	32 21%	84 10%	23 9%	37 20%	53 22%	47 6%
			b			b		bc			c	c	
NET: RM/Parcelforce	1146 90%	500 92%	637 98%	289 75%	28 86%	129 65%	233 81%	125 82%	764 92%	245 92%	156 84%	204 83%	760 94%
			a			a		a	a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Royal Mail	1126	469	658
	89%	88%	90%
DHL	37	17	20
	3%	3%	3%
Evri (formerly known as Hermes)	21	6	14
	2%	1%	2%
Parcelforce	20	5	14
	2%	1%	2%
UK Mail	16	8	8
	1%	1%	1%
Yodel	14	11	3
	1%	2%	*%
UPS	10	6	4
	1%	1%	1%
DPD/DPD Local	9	4	4
	1%	1%	1%
FedEx	4	1	3
	*%	*%	*%
Amazon logistics	4	3	1
	*%	1%	*%
TNT Express	2	*	2
	*%	*%	*%
Citipost	1	1	-
	*%	*%	-%
Whistl (Previously known as TNT Post)	1	*	1
	*%	*%	*%
DX	1	1	-
	*%	*%	-%
Secured Mail	*	*	*
	*%	*%	*%

Columns Tested:: a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Pitney Bowes	-	-	-
	-%	-%	-%
Other	3	2	1
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1126	469	658
	89%	88%	90%
NET: Provider other than RM	140	65	75
	11%	12%	10%
NET: RM/Parcelforce	1146	474	672
	90%	89%	92%

Columns Tested: a,b

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Royal Mail	1126	-	49	206	150	11	103	33	123	140	35	219	58
	89%	-%	94%	91%	95%	69%	82%	92%	91%	83%	91%	91%	83%
			e	e	efil				e		e	e	
DHL	37	-	*	7	1	2	7	*	2	9	1	4	4
	3%	-%	1%	3%	1%	10%	6%	1%	1%	5%	3%	2%	5%
					d	d			d				
Evri (formerly known as Hermes)	21	-	-	1	2	*	*	2	2	1	-	10	2
	2%	-%	-%	1%	1%	2%	*%	6%	1%	*%	-%	4%	2%
Parcelforce	20	-	-	3	1	*	8	*	1	1	1	2	2
	2%	-%	-%	1%	1%	*%	6%	*%	*%	*%	3%	1%	3%
							dhi						
UK Mail	16	-	*	3	*	-	*	-	4	6	*	1	1
	1%	-%	*%	1%	*%	-%	*%	-%	3%	3%	1%	1%	1%
Yodel	14	-	*	*	1	-	5	*	2	5	*	-	*
	1%	-%	*%	*%	1%	-%	4%	*%	2%	3%	1%	-%	*%
UPS	10	-	-	-	*	3	1	*	2	2	-	-	3
	1%	-%	-%	-%	*%	18%	*%	*%	1%	1%	-%	-%	5%
						bcd	efghijk						cdk
DPD/DPD Local	9	-	2	3	*	*	2	*	*	-	*	1	-
	1%	-%	4%	2%	*%	*%	1%	*%	*%	-%	*%	1%	-%
FedEx	4	-	-	*	*	-	-	*	-	3	*	*	*
	*%	-%	-%	*%	*%	-%	-%	1%	-%	1%	*%	*%	1%
Amazon logistics	4	-	-	*	-	*	-	-	*	3	*	-	-
	*%	-%	-%	*%	-%	1%	-%	-%	*%	2%	*%	-%	-%
TNT Express	2	-	-	*	-	-	-	-	-	-	-	2	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Citipost	1	-	-	*	-	-	*	-	-	-	-	1	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	*	*	*	-	-	*	*	-	*	-	*
	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	-%	*%
DX	1	-	*	-	-	-	-	-	-	*	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Secured Mail	*	-	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	*	2	-	-	*	*	-	-	-	-
	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	-	49	206	150	11	103	33	123	140	35	219	58
	89%	-%	94%	91%	95%	69%	82%	92%	91%	83%	91%	91%	83%
			e	e	efil				e		e	e	
NET: Provider other than RM	140	-	3	20	9	5	22	3	12	29	4	22	12
	11%	-%	6%	9%	5%	31%	18%	8%	9%	17%	9%	9%	17%
						bcdhjk	d		d		d		d
NET: RM/Parcelforce	1146	-	49	209	152	11	111	33	124	141	36	221	59
	90%	-%	94%	93%	95%	69%	88%	92%	91%	83%	94%	92%	86%
			e	ei	eil				e		e	e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Royal Mail	1126	278	242	296	311	520	607
	89%	92%	87%	87%	89%	90%	88%
DHL	37	8	10	11	9	18	20
	3%	3%	4%	3%	3%	3%	3%
Evri (formerly known as Hermes)	21	1	3	5	12	4	17
	2%	*%	1%	1%	3%	1%	2%
Parcelforce	20	3	9	1	6	13	7
	2%	1%	3%	*%	2%	2%	1%
			c				
UK Mail	16	3	*	10	3	4	12
	1%	1%	*%	3%	1%	1%	2%
			b				
Yodel	14	*	6	7	*	6	8
	1%	*%	2%	2%	*%	1%	1%
UPS	10	-	4	3	3	4	7
	1%	-%	1%	1%	1%	1%	1%
DPD/DPD Local	9	5	2	*	1	7	1
	1%	2%	1%	*%	*%	1%	*%
FedEx	4	*	*	3	1	*	3
	*%	*%	*%	1%	*%	*%	1%
Amazon logistics	4	*	*	3	*	*	3
	*%	*%	*%	1%	*%	*%	*%
TNT Express	2	*	-	-	2	*	2
	*%	*%	-%	-%	*%	*%	*%
Citipost	1	*	*	-	1	1	1
	*%	*%	*%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	*	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%
DX	1	*	-	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%
Secured Mail	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Table 84 (continuation)

QV5A.1. Large letters - Which would you say is your organisation's main postal service for Large letters in terms of the number of items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
MHI (Mail Handling International)	*	-	-	*	-	-	*
	***	-%	-%	***	-%	-%	***
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	3	2	1	*	-	2	*
	***	1%	***	***	-%	***	***
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1126	278	242	296	311	520	607
	89%	92%	87%	87%	89%	90%	88%
NET: Provider other than RM	140	24	35	44	37	59	81
	11%	8%	13%	13%	11%	10%	12%
NET: RM/Parcelforce	1146	281	251	297	316	532	614
	90%	93%	91%	87%	91%	92%	89%

Columns Tested:: a,b,c,d - a,b

Table 85

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Royal Mail	896	178	717	858	31	4	2	38
	70%	69%	70%	71%	58%	56%	53%	57%
				bcd				
Evri (formerly known as Hermes)	76	6	70	74	2	*	*	2
	6%	2%	7%	6%	3%	1%	*%	3%
			a	d				
Parcelforce	72	7	65	67	4	1	*	5
	6%	3%	6%	6%	7%	7%	13%	7%
							a	
DHL	55	13	42	50	4	1	*	5
	4%	5%	4%	4%	7%	12%	8%	8%
						a		
DPD/DPD Local	54	23	30	49	5	*	*	5
	4%	9%	3%	4%	9%	3%	6%	8%
		b			a			a
FedEx	31	8	24	30	1	*	*	2
	2%	3%	2%	2%	3%	2%	3%	3%
UPS	31	8	24	28	3	1	*	3
	2%	3%	2%	2%	5%	7%	4%	5%
UK Mail	18	1	17	17	1	*	*	2
	1%	*%	2%	1%	2%	4%	6%	2%
							a	
Yodel	12	1	11	10	1	*	*	2
	1%	*%	1%	1%	2%	3%	1%	3%
Amazon logistics	7	1	5	6	*	*	-	1
	1%	1%	1%	1%	1%	3%	-%	1%
						a		
TNT Express	3	2	1	2	1	-	*	1
	*%	1%	*%	*%	2%	-%	2%	1%
					a		a	
Pitney Bowes	3	-	3	3	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
DX	1	*	1	1	1	-	*	1
	*%	*%	*%	*%	1%	-%	1%	1%
					a		a	

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Whistl (Previously known as TNT Post)	1	-	1	1	-	*	*	*
	*%	-%	*%	*%	-%	1%	1%	*%
Secured Mail	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	11	9	19	1	*	-	1
	2%	4%	1%	2%	1%	*%	-%	1%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	178	717	858	31	4	2	38
	70%	69%	70%	71%	58%	56%	53%	57%
				bcd				
NET: Provider other than RM	383	81	303	355	23	3	2	28
	30%	31%	30%	29%	42%	44%	47%	43%
					a	a	a	a
NET: RM/Parcelforce	967	185	782	925	35	5	3	42
	76%	71%	77%	76%	65%	63%	66%	64%
				bcd				

Columns Tested:: a,b - a,b,c,d,e

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Royal Mail	896	529	271	58	24	12	2	858	31	6
	70%	71%	70%	69%	65%	46%	53%	71%	58%	55%
		efhi	efhi	ef	e			efhi		
Evri (formerly known as Hermes)	76	55	16	3	1	1	*	74	2	*
	6%	7%	4%	4%	4%	3%	*%	6%	3%	1%
		fi						fi		
Parcelforce	72	34	30	2	2	2	*	67	4	1
	6%	5%	8%	3%	7%	7%	13%	6%	7%	9%
							acg			
DHL	55	19	24	7	1	3	*	50	4	1
	4%	3%	6%	8%	4%	13%	8%	4%	7%	11%
		a	a			adg	a	a	a	ag
DPD/DPD Local	54	26	20	3	3	2	*	49	5	*
	4%	4%	5%	3%	8%	8%	6%	4%	9%	4%
					a				ag	
FedEx	31	25	2	2	1	1	*	30	1	*
	2%	3%	1%	3%	3%	2%	3%	2%	3%	2%
		b								
UPS	31	19	6	3	1	2	*	28	3	1
	2%	3%	2%	3%	3%	7%	4%	2%	5%	6%
						bg				
UK Mail	18	5	9	3	*	1	*	17	1	1
	1%	1%	2%	3%	1%	4%	6%	1%	2%	5%
						a	adg			ag
Yodel	12	7	-	3	*	1	*	10	1	*
	1%	1%	-%	3%	1%	5%	1%	1%	2%	3%
				b		abg			b	b
Amazon logistics	7	4	2	-	*	*	-	6	*	*
	1%	1%	1%	-%	1%	1%	-%	1%	1%	2%
TNT Express	3	1	1	-	*	1	*	2	1	*
	*%	*%	*%	-%	*%	3%	2%	*%	2%	1%
						ag	g		g	
Pitney Bowes	3	3	-	-	-	-	-	3	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2									
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1415	487	338	124	141	163	162	949	227	239	
Effective base	663	340	206	73	92	74	97	603	134	99	
Weighted Base	1279	740	389	84	37	25	4	1213	54	12	
DX	1 *% -%	- -%	1 *% -%	- -%	1 2% ag	- -%	* 1% ag	1 *% g	1 1% g	* *% g	* *% g
Whistl (Previously known as TNT Post)	1 *% -%	1 *% -%	- -%	- -%	- -%	* *% -%	* 1% -%	1 *% -%	- -%	* 1% -%	
Secured Mail	* *% -%	- -%	- -%	* *% -%	- -%	- -%	* *% -%	* *% -%	- -%	* *% -%	
MHI (Mail Handling International)	* *% -%	- -%	- -%	- -%	- -%	- -%	* *% -%	- -%	- -%	* *% -%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	20 2%	12 2%	7 2%	* *% -%	1 2%	* *% -%	- -%	19 2%	1 1%	* *% -%	
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET: RM Only	896 70%	529 71% efhi	271 70% efhi	58 69% ef	24 65% e	12 46%	2 53%	858 71% efhi	31 58%	6 55%	
NET: Provider other than RM	383 30%	211 29%	118 30%	26 31%	13 35%	14 54% abcdg	2 47% abcg	355 29% abg	23 42% abg	5 45% abg	
NET: RM/Parcelforce	967 76%	563 76% efhi	301 77% efhi	60 71% e	27 72% e	13 53%	3 66%	925 76% efhi	35 65%	7 64%	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Royal Mail	896	708	150	31	4	2	574	126	27	11	21
	70%	72%	66%	58%	56%	53%	74%	65%	62%	44%	66%
		cde	e				d				
Evri (formerly known as Hermes)	76	67	7	2	*	*	54	8	4	-	-
	6%	7%	3%	3%	1%	*%	7%	4%	8%	-%	-%
		e							e		
Parcelforce	72	51	16	4	1	*	52	9	1	2	3
	6%	5%	7%	7%	7%	13%	7%	5%	2%	8%	9%
						a					
DHL	55	37	13	4	1	*	35	6	1	3	2
	4%	4%	6%	7%	12%	8%	4%	3%	2%	11%	6%
					a						
DPD/DPD Local	54	36	12	5	*	*	27	5	2	2	2
	4%	4%	5%	9%	3%	6%	3%	2%	5%	8%	5%
				a							
FedEx	31	25	5	1	*	*	10	10	4	1	1
	2%	3%	2%	3%	2%	3%	1%	5%	9%	5%	2%
								a	a		
UPS	31	23	5	3	1	*	8	12	*	4	1
	2%	2%	2%	5%	7%	4%	1%	6%	1%	15%	3%
								a		ac	
UK Mail	18	6	10	1	*	*	4	7	4	2	1
	1%	1%	4%	2%	4%	6%	*%	4%	10%	6%	4%
			a		a	a		a	a	a	
Yodel	12	7	3	1	*	*	8	2	-	*	*
	1%	1%	1%	2%	3%	1%	1%	1%	-%	1%	1%
Amazon logistics	7	4	2	*	*	-	2	2	1	-	1
	1%	*%	1%	1%	3%	-%	*%	1%	2%	-%	2%
					a						
TNT Express	3	1	1	1	-	*	*	2	-	-	*
	*%	*%	1%	2%	-%	2%	*%	1%	-%	-%	*%
			a			a					
Pitney Bowes	3	3	-	-	-	-	-	3	-	-	-
	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
								a			

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177	
Effective base	663	444	205	134	49	97	370	109	39	24	28	
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32	
DX	1 *% -	- *% -	1 *% -	1 1% a	- -% -	* 1% a	1 *% -	- -% -	- -% *	- -% -	- -% -	* *% -
Whistl (Previously known as TNT Post)	1 *% -	1 *% -	- -% -	- -% -	* 1% -	* 1% -	1 *% -	- -% -	- -% *	- -% -	- -% -	* *% -
Secured Mail	* *% -	- -% -	* *% -	- -% -	- -% -	* *% -	* *% -	- -% -	- -% *	- -% -	- -% -	- -% -
MHI (Mail Handling International)	* *% -	- -% -	- -% -	- -% -	- -% -	* *% -	- -% -	- -% -	* *% -	- -% -	- -% -	- -% -
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Citipost	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Other	20 2% -	17 2% -	3 1% -	1 1% -	* *% -	- -% -	5 1% -	1 1% -	* 1% -	1 2% -	* *% -	
Do not send this type of post	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
NET: RM Only	896 70% cde	708 72% e	150 66% e	31 58% e	4 56% e	2 53% e	574 74% d	126 65% d	27 62% d	11 44% d	21 66% d	
NET: Provider other than RM	383 30% a	278 28% a	77 34% a	23 42% a	3 44% a	2 47% ab	206 26% a	69 35% a	17 38% a	15 56% a	11 34% a	
NET: RM/Parcelforce	967 76% cde	759 77% cde	166 73% cde	35 65% cde	5 63% cde	3 66% cde	625 80% bcd	135 70% bcd	28 63% bcd	14 52% bcd	24 76% bcd	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Royal Mail	896 70%	90 77%	57 70%	130 60%	50 74%	64 61%	135 70%	134 81%	66 65%	71 73%
Evri (formerly known as Hermes)	76 6%	4 4%	3 4%	6 3%	- -%	11 10%	17 9%	8 5%	15 14%	6 6%
Parcelforce	72 6%	9 8%	3 4%	15 7%	1 2%	10 9%	10 5%	9 5%	4 4%	3 4%
DHL	55 4%	3 2%	3 4%	14 6%	6 9%	6 6%	10 5%	2 1%	2 2%	4 4%
DPD/DPD Local	54 4%	* *%	2 3%	15 7%	4 6%	4 4%	5 3%	5 3%	6 6%	6 6%
FedEx	31 2%	1 1%	6 8%	10 5%	5 7%	1 1%	3 2%	3 2%	1 1%	- -%
UPS	31 2%	4 3%	2 3%	11 5%	* *%	3 3%	3 1%	* *%	3 3%	2 2%
UK Mail	18 1%	3 3%	* *%	4 2%	- -%	2 2%	4 2%	* *%	- -%	4 4%
Yodel	12 1%	- -%	1 1%	1 *%	1 2%	1 1%	- -%	1 1%	4 4%	1 1%
Amazon logistics	7 1%	- -%	2 3%	1 *%	- -%	1 1%	1 *%	2 1%	- -%	- -%
TNT Express	3 *%	* *%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%
Pitney Bowes	3 *%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%
DX	1 *%	1 *%	- -%	- -%	- -%	- -%	* *%	1 *%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	3	-	10	-	1	3	-	-	-
	2%	2%	-%	5%	-%	1%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	90	57	130	50	64	135	134	66	71
	70%	77%	70%	60%	74%	61%	70%	81%	65%	73%
		c						ceh		
NET: Provider other than RM	383	27	24	85	17	40	58	31	36	26
	30%	23%	30%	40%	26%	39%	30%	19%	35%	27%
				ag		g			g	
NET: RM/Parcelforce	967	99	59	144	51	73	144	143	71	75
	76%	84%	74%	67%	76%	70%	75%	87%	69%	77%
		c						ceh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Royal Mail	896	185	213	399	797	99	51	32	17
	70%	69%	71%	70%	70%	72%	71%	73%	74%
Evri (formerly known as Hermes)	76	17	22	31	69	7	4	2	1
	6%	6%	7%	5%	6%	5%	6%	4%	3%
Parcelforce	72	14	16	33	64	8	3	3	2
	6%	5%	5%	6%	6%	6%	4%	8%	7%
DHL	55	15	8	26	49	6	4	1	1
	4%	6%	3%	4%	4%	4%	6%	2%	4%
DPD/DPD Local	54	14	8	25	48	6	4	2	1
	4%	5%	3%	4%	4%	4%	5%	4%	4%
FedEx	31	6	8	16	30	1	1	1	*
	2%	2%	3%	3%	3%	1%	1%	1%	1%
UPS	31	6	9	14	29	3	2	*	*
	2%	2%	3%	2%	3%	2%	3%	*%	1%
UK Mail	18	5	4	8	18	1	*	-	*
	1%	2%	1%	1%	2%	*%	1%	-%	*%
Yodel	12	3	5	2	10	2	*	1	1
	1%	1%	2%	*%	1%	1%	*%	2%	3%
Amazon logistics	7	1	2	3	6	1	1	-	-
	1%	*%	1%	1%	1%	*%	1%	-%	-%
TNT Express	3	1	2	-	3	*	*	*	-
	*%	*%	1%	-%	*%	*%	*%	*%	-%
Pitney Bowes	3	-	-	3	3	-	-	-	-
	*%	-%	-%	*%	*%	-%	-%	-%	-%
DX	1	-	1	1	1	*	-	*	-
	*%	-%	*%	*%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	1	*
	*%	-%	-%	-%	-%	1%	-%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Secured Mail	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	1%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	1	3	13	17	3	1	1	*
	2%	1%	1%	2%	1%	2%	2%	3%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	185	213	399	797	99	51	32	17
	70%	69%	71%	70%	70%	72%	71%	73%	74%
NET: Provider other than RM	383	84	88	174	346	38	20	12	6
	30%	31%	29%	30%	30%	28%	29%	27%	26%
NET: RM/Parcelforce	967	200	229	432	861	107	54	35	18
	76%	74%	76%	75%	75%	78%	76%	81%	81%

Columns Tested:: a,b,c,d,e,f,g,h

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Royal Mail	896	51	52	26	78	77	218	27	16	422
	70%	81%	47%	74%	54%	53%	69%	72%	82%	77%
		bde					bde		b	bdef
Evri (formerly known as Hermes)	76	-	2	-	2	4	27	-	*	42
	6%	-%	2%	-%	1%	3%	9%	-%	1%	8%
Parcelforce	72	6	12	-	12	21	16	3	1	13
	6%	9%	11%	-%	8%	14%	5%	8%	5%	2%
			i		i	fi				
DHL	55	1	11	3	13	7	12	1	-	20
	4%	2%	10%	8%	9%	5%	4%	4%	-%	4%
DPD/DPD Local	54	1	10	3	14	13	8	3	2	14
	4%	1%	9%	10%	9%	9%	2%	8%	10%	2%
			fi		fi	fi				
FedEx	31	1	6	-	6	11	5	3	*	6
	2%	1%	6%	-%	4%	7%	2%	8%	*%	1%
			i		fi	fi		i		
UPS	31	-	6	1	7	5	7	*	-	12
	2%	-%	6%	3%	5%	4%	2%	1%	-%	2%
UK Mail	18	2	*	2	2	1	6	-	*	6
	1%	4%	*%	6%	1%	1%	2%	-%	*%	1%
Yodel	12	-	3	-	3	1	5	-	*	3
	1%	-%	3%	-%	2%	*%	2%	-%	1%	1%
Amazon logistics	7	-	-	-	-	-	3	*	-	3
	1%	-%	-%	-%	-%	-%	1%	1%	-%	1%
TNT Express	3	-	*	*	*	1	2	-	*	-
	*%	-%	*%	*%	*%	1%	1%	-%	*%	-%
Pitney Bowes	3	-	-	-	-	-	-	-	-	3
	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%
DX	1	-	1	-	1	-	-	-	-	1
	*%	-%	1%	-%	*%	-%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	-	*	-	*	-	-	-	-	1
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Secured Mail	*	-	*	-	*	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	1	7	-	7	4	7	-	-	*
	2%	1%	6%	-%	5%	3%	2%	-%	-%	*%
			i		i	i	i			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	51	52	26	78	77	218	27	16	422
	70%	81%	47%	74%	54%	53%	69%	72%	82%	77%
		bde					bde		b	bdef
NET: Provider other than RM	383	12	58	9	67	67	98	11	4	124
	30%	19%	53%	26%	46%	47%	31%	28%	18%	23%
			afhi		afi	afi	i			
NET: RM/Parcelforce	967	57	65	26	90	98	234	30	17	436
	76%	91%	58%	74%	62%	68%	74%	79%	87%	80%
		bde					b		b	bde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Royal Mail	896	206	218	471	752	143	-	822	74	880	16
	70%	59%	69%	77%	70%	72%	-%	70%	76%	70%	60%
Evri (formerly known as Hermes)	76	6	27	42	66	9	-	75	1	75	*
	6%	2%	9%	7%	6%	5%	-%	6%	1%	6%	1%
Parcelforce	72	39	16	17	58	14	-	64	7	72	-
	6%	11%	5%	3%	5%	7%	-%	5%	8%	6%	-%
DHL	55	21	12	21	48	7	-	51	4	55	-
	4%	6%	4%	4%	4%	4%	-%	4%	4%	4%	-%
DPD/DPD Local	54	27	8	19	49	5	-	48	6	51	3
	4%	8%	2%	3%	5%	3%	-%	4%	6%	4%	11%
FedEx	31	18	5	9	28	3	-	30	1	26	6
	2%	5%	2%	1%	3%	2%	-%	3%	1%	2%	22%
UPS	31	13	7	12	20	11	-	30	1	31	1
	2%	4%	2%	2%	2%	6%	-%	3%	1%	2%	3%
UK Mail	18	6	6	6	18	-	-	17	1	18	-
	1%	2%	2%	1%	2%	-%	-%	1%	1%	1%	-%
Yodel	12	3	5	3	11	*	-	11	1	11	1
	1%	1%	2%	1%	1%	*%	-%	1%	1%	1%	2%
Amazon logistics	7	-	3	4	4	3	-	6	*	7	-
	1%	-%	1%	1%	*%	1%	-%	1%	*%	1%	-%
TNT Express	3	1	2	*	2	1	-	3	-	3	-
	*%	*%	1%	*%	*%	1%	-%	*%	-%	*%	-%
Pitney Bowes	3	-	-	3	3	-	-	3	-	3	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
DX	1 *%	1 *%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 1%	1 *%	- -%
Whistl (Previously known as TNT Post)	1 *%	* *%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Secured Mail	* *%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	11 3%	7 2%	2 *%	18 2%	2 1%	- -%	20 2%	* *%	20 2%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	206 59%	218 69%	471 77%	752 70%	143 72%	- -%	822 70%	74 76%	880 70%	16 60%
NET: Provider other than RM	383 30%	146 41%	98 31%	140 23%	328 30%	55 28%	- -%	360 30%	23 24%	373 30%	11 40%
NET: RM/Parcelforce	967 76%	245 70%	234 74%	488 80%	810 75%	157 79%	- -%	886 75%	81 84%	951 76%	16 60%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Royal Mail	896	538	140	212
	70%	76%	63%	63%
		bc		
Evri (formerly known as Hermes)	76	34	7	32
	6%	5%	3%	10%
				ab
Parcelforce	72	40	16	15
	6%	6%	7%	4%
DHL	55	27	13	15
	4%	4%	6%	4%
DPD/DPD Local	54	20	12	21
	4%	3%	5%	6%
FedEx	31	8	8	16
	2%	1%	4%	5%
				a
UPS	31	8	3	18
	2%	1%	2%	5%
				a
UK Mail	18	7	9	1
	1%	1%	4%	*%
			ac	
Yodel	12	5	5	2
	1%	1%	2%	*%
Amazon logistics	7	3	3	1
	1%	*%	1%	*%
TNT Express	3	2	1	1
	*%	*%	*%	*%
Pitney Bowes	3	3	-	-
	*%	*%	-%	-%
DX	1	1	1	*
	*%	*%	*%	*%

Columns Tested: a,b,c

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Whistl (Previously known as TNT Post)	1	1	*	*
	*%	*%	*%	*%
Secured Mail	*	-	*	-
	*%	-%	*%	-%
MHI (Mail Handling International)	*	*	-	-
	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Citipost	-	-	-	-
	-%	-%	-%	-%
Other	20	11	5	4
	2%	2%	2%	1%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	896	538	140	212
	70%	76%	63%	63%
		bc		
NET: Provider other than RM	383	168	83	126
	30%	24%	37%	37%
			a	a
NET: RM/Parcelforce	967	578	156	227
	76%	82%	70%	67%
		bc		

Columns Tested: a,b,c

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Royal Mail	896	760	103	14	4	15	*	*	-	862	33	19
	70%	72%	64%	39%	56%	77%	10%	8%	-%	71%	49%	59%
		cj	c							cj		
Evri (formerly known as Hermes)	76	60	15	*	-	-	*	-	-	75	*	*
	6%	6%	9%	1%	-%	-%	1%	-%	-%	6%	*%	*%
Parcelforce	72	65	5	1	*	*	*	*	-	70	2	*
	6%	6%	3%	4%	*%	*%	1%	3%	-%	6%	2%	1%
DHL	55	44	6	3	*	-	*	2	-	50	5	2
	4%	4%	4%	10%	*%	-%	1%	71%	-%	4%	7%	5%
DPD/DPD Local	54	45	8	1	-	-	*	-	-	52	1	*
	4%	4%	5%	4%	-%	-%	4%	-%	-%	4%	2%	1%
FedEx	31	21	5	3	2	-	*	-	-	26	6	2
	2%	2%	3%	9%	30%	-%	1%	-%	-%	2%	8%	7%
			ai								ai	
UPS	31	15	7	9	-	-	1	-	-	21	10	1
	2%	1%	4%	26%	-%	-%	21%	-%	-%	2%	15%	3%
			abi								abi	
UK Mail	18	8	5	*	1	3	*	*	*	13	5	5
	1%	1%	3%	*%	13%	18%	9%	19%	100%	1%	8%	16%
			a								ai	abi
Yodel	12	9	1	1	-	1	*	-	-	10	2	1
	1%	1%	1%	3%	-%	4%	1%	-%	-%	1%	3%	2%
Amazon logistics	7	3	*	1	-	-	2	-	-	4	3	2
	1%	*%	*%	3%	-%	-%	47%	-%	-%	*%	4%	6%
											ai	ai
TNT Express	3	2	1	1	-	-	-	-	-	3	1	-
	*%	*%	1%	2%	-%	-%	-%	-%	-%	*%	1%	-%
Pitney Bowes	3	3	-	-	-	-	-	-	-	3	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
DX	1	1	1	-	-	*	-	-	-	1	*	*
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Whistl (Previously known as TNT Post)	1	1	*	*	-	-	-	-	-	1	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%
Secured Mail	*	*	-	-	-	-	*	-	-	*	*	*
	*%	*%	-%	-%	-%	-%	5%	-%	-%	*%	*%	1%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	16	4	*	*	-	-	-	-	20	*	*
	2%	1%	3%	*%	*%	-%	-%	-%	-%	2%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	760	103	14	4	15	*	*	-	862	33	19
	70%	72%	64%	39%	56%	77%	10%	8%	-%	71%	49%	59%
		cj	c							cj		
NET: Provider other than RM	383	291	57	22	3	4	4	2	*	348	35	14
	30%	28%	36%	61%	44%	23%	90%	92%	100%	29%	51%	41%
				abi							ai	
NET: RM/Parcelforce	967	825	108	15	4	15	*	*	-	932	35	20
	76%	78%	67%	43%	56%	78%	10%	11%	-%	77%	51%	59%
		bcj	c							bcj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Royal Mail	896 70%	417 77%	342 68%	136 60%	767 71%	730 71%	815 71%	896 70%	457 68%	242 62%	119 75%	594 74%	14 39%	33 55%	31 82%	16 51%	7 42%
Evri (formerly known as Hermes)	76 6%	26 5%	35 7%	15 7%	61 6%	64 6%	65 6%	76 6%	41 6%	13 3%	5 3%	49 6%	5 13%	1 2%	3 9%	* 1%	2 12%
Parcelforce	72 6%	28 5%	37 7%	7 3%	65 6%	58 6%	67 6%	72 6%	51 8%	26 7%	9 5%	55 7%	1 2%	2 3%	1 2%	* *%	* *%
DHL	55 4%	15 3%	29 6%	11 5%	44 4%	41 4%	48 4%	55 4%	30 5%	28 7%	9 6%	21 3%	4 11%	7 11%	* 1%	1 3%	6 33%
DPD/DPD Local	54 4%	25 5%	20 4%	9 4%	32 3%	27 3%	34 3%	54 4%	19 3%	17 4%	10 7%	17 2%	1 2%	3 5%	1 2%	2 7%	* 2%
FedEx	31 2%	2 *%	19 4%	11 5%	25 2%	27 3%	27 2%	31 2%	18 3%	21 5%	3 2%	19 2%	* *%	5 8%	* *%	1 3%	- -%
UPS	31 2%	5 1%	10 2%	17 7%	26 2%	25 2%	27 2%	31 2%	20 3%	16 4%	1 1%	12 2%	1 4%	6 10%	* *%	5 15%	* 1%
UK Mail	18 1%	3 1%	4 1%	10 4%	17 2%	17 2%	17 1%	18 1%	17 3%	16 4%	- -%	5 1%	5 14%	2 3%	1 3%	2 8%	1 7%
Yodel	12 1%	3 1%	6 1%	3 1%	10 1%	12 1%	12 1%	12 1%	9 1%	8 2%	1 1%	8 1%	- -%	1 1%	* 1%	1 3%	* 1%
Amazon logistics	7 1%	3 1%	* *%	3 1%	5 *%	5 1%	5 *%	7 1%	3 1%	3 1%	- -%	4 1%	1 2%	- -%	* 1%	- -%	- -%
TNT Express	3 *%	* *%	2 *%	1 1%	2 *%	2 *%	2 *%	3 *%	1 *%	* *%	- -%	2 *%	- -%	- -%	- -%	* *%	* 1%
Pitney Bowes	3 *%	3 1%	- -%	- -%	3 *%	3 *%	3 *%	3 *%	3 *%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%	- -%
DX	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 2%	- -%	- -%	* *%	- -%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Whistl (Previously known as TNT Post)	1 *% *	* *% *	* *% *	* *% *	1 *% *	1 *% *	1 *% *	1 *% *	* *% *	* *% *	- -% -	1 *% -	- -% -	* *% -	- -% -	* *% -	- -% -
Secured Mail	* *% *	- -% *	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% -	- -% -	- -% -	- -% -	* *% -	* 1% -	- -% -
MHI (Mail Handling International)	* *% *	- -% -	- -% -	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	* *% *	- -% -	- -% -	- -% -	- -% -	- -% -	* *% -	- -% -
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Citipost	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
Other	20 2% b	14 3% b	1 *% b	4 2% b	16 2% b	11 1% b	16 1% b	20 2% b	2 *% b	* *% b	2 1% ab	6 1% ab	4 11% ab	2 3% ab	- -% ab	2 7% ab	- -% ab
Do not send this type of post	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -	- -% -
NET: RM Only	896 70% bc	417 77% bc	342 68% bc	136 60% bc	767 71% f	730 71% f	815 71% f	896 70% f	457 68% f	242 62% f	119 75% cdg	594 74% cdg	14 39% cdg	33 55% cdg	31 82% cdg	16 51% cdg	7 42% cdg
NET: Provider other than RM	383 30% a	127 23% a	164 32% a	93 40% a	309 29% f	293 29% f	326 29% f	383 30% f	214 32% f	150 38% abcd	40 25% cdg	204 26% cdg	22 61% abe	28 45% abe	7 18% abe	15 49% be	10 58% abe
NET: RM/Parcelforce	967 76% c	445 82% c	379 75% c	143 62% c	833 77% f	788 77% f	882 77% f	967 76% f	508 76% f	268 68% f	128 80% cdg	650 81% cdg	15 41% cdg	35 57% cdg	32 84% cdg	16 51% cdg	7 42% cdg

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Royal Mail	896	653	47	29	21	8	8	2	588	68	24	25	12	6	6
	70%	74%	59%	54%	74%	56%	59%	18%	75%	57%	58%	59%	67%	49%	68%
		bc							b						
Evri (formerly known as Hermes)	76	47	6	3	3	*	*	2	49	7	4	2	1	*	2
	6%	5%	7%	6%	10%	2%	1%	19%	6%	6%	9%	5%	3%	*%	21%
Parcelforce	72	59	4	2	*	*	-	*	49	7	2	*	1	-	*
	6%	7%	5%	3%	1%	*%	-%	1%	6%	5%	4%	*%	3%	-%	*%
DHL	55	28	4	6	*	1	*	5	20	11	3	2	2	3	*
	4%	3%	5%	11%	*%	5%	2%	49%	3%	10%	8%	5%	8%	21%	3%
									a						
DPD/DPD Local	54	23	2	3	3	*	*	*	20	3	*	1	2	*	*
	4%	3%	2%	6%	9%	2%	3%	*%	3%	3%	1%	1%	11%	2%	4%
FedEx	31	11	11	2	*	1	-	-	19	4	*	4	*	*	-
	2%	1%	13%	4%	1%	7%	-%	-%	2%	3%	1%	9%	*%	1%	-%
		a													
UPS	31	17	3	*	*	*	4	-	6	11	1	6	-	*	*
	2%	2%	3%	1%	2%	3%	35%	-%	1%	9%	2%	14%	-%	2%	1%
							abcd		a			a			
UK Mail	18	8	2	2	*	2	*	1	6	2	5	2	1	1	*
	1%	1%	3%	4%	1%	17%	*%	12%	1%	2%	13%	5%	5%	6%	*%
						a					ab				
Yodel	12	8	*	1	-	1	-	*	7	2	1	1	*	-	*
	1%	1%	*%	1%	-%	7%	-%	1%	1%	2%	2%	2%	1%	-%	1%
Amazon logistics	7	4	1	-	*	-	-	-	2	3	*	-	-	-	-
	1%	1%	1%	-%	1%	-%	-%	-%	*%	2%	1%	-%	-%	-%	-%
TNT Express	3	2	-	*	-	*	*	-	2	-	-	*	*	-	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%	1%
Pitney Bowes	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
DX	1	1	-	-	*	-	-	-	1	-	1	-	*	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	1%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	*	-	1	*	-	-	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Secured Mail	*	-	-	*	*	-	-	-	-	-	-	*	*	-	-
	*%	-%	-%	*%	1%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	11	*	6	-	-	-	-	6	2	*	-	-	2	-
	2%	1%	*%	11%	-%	-%	-%	-%	1%	1%	1%	-%	-%	18%	-%
				ab											
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	653	47	29	21	8	8	2	588	68	24	25	12	6	6
	70%	74%	59%	54%	74%	56%	59%	18%	75%	57%	58%	59%	67%	49%	68%
		bc							b						
NET: Provider other than RM	383	224	32	25	7	6	5	9	192	52	17	18	6	6	3
	30%	26%	41%	46%	26%	44%	41%	82%	25%	43%	42%	41%	33%	51%	32%
			a	a						a					
NET: RM/Parcelforce	967	712	51	30	22	8	8	2	637	74	26	25	13	6	6
	76%	81%	64%	57%	76%	56%	59%	18%	82%	62%	62%	59%	69%	49%	68%
		bce							bcd						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Royal Mail	896	734	69	30	24	18	10	10	391	153	184	60	23
	70%	75%	54%	49%	57%	56%	71%	45%	77%	69%	70%	67%	46%
Evri (formerly known as Hermes)	76	52	12	5	2	5	-	-	33	7	15	4	5
	6%	5%	9%	8%	4%	14%	-%	-%	7%	3%	6%	4%	11%
Parcelforce	72	58	8	1	2	*	2	-	20	20	25	1	1
	6%	6%	7%	1%	6%	*%	13%	-%	4%	9%	9%	1%	2%
DHL	55	37	1	7	5	3	1	*	17	14	10	1	5
	4%	4%	1%	12%	13%	9%	3%	1%	3%	6%	4%	1%	10%
DPD/DPD Local	54	36	14	1	1	2	*	*	16	5	4	7	*
	4%	4%	11%	2%	2%	6%	*%	*%	3%	2%	1%	8%	1%
FedEx	31	21	6	2	2	1	-	-	3	4	11	7	3
	2%	2%	5%	3%	4%	2%	-%	-%	1%	2%	4%	7%	6%
UPS	31	8	6	9	1	1	*	6	2	9	1	5	10
	2%	1%	5%	14%	2%	3%	2%	28%	*%	4%	*%	5%	21%
UK Mail	18	4	2	2	5	3	*	1	3	6	6	2	*
	1%	*%	2%	4%	11%	10%	3%	3%	1%	3%	2%	2%	*%
Yodel	12	6	*	4	-	-	1	*	2	3	4	1	*
	1%	1%	*%	6%	-%	-%	5%	1%	*%	1%	2%	1%	1%
Amazon logistics	7	3	-	1	*	-	*	2	2	-	1	2	*
	1%	*%	-%	1%	1%	-%	2%	9%	*%	-%	1%	2%	*%
TNT Express	3	2	1	-	*	*	-	-	-	*	1	1	*
	*%	*%	1%	-%	*%	*%	-%	-%	-%	*%	*%	1%	*%
Pitney Bowes	3	3	-	-	-	-	-	-	3	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
DX	1 *%	1 *%	* *%	- -%	- -%	- -%	- -%	1 2% a	1 *%	- -%	1 *%	* *%	- -%
Whistl (Previously known as TNT Post)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	- -%	1 *%	* *%	* *%	* *%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	* *%	- -%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	10 1%	7 6% a	* *%	- -%	- -%	- -%	2 10% a	14 3%	* *%	2 1%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	734 75% bcg	69 54%	30 49%	24 57%	18 56%	10 71%	10 45%	391 77% e	153 69% e	184 70% e	60 67%	23 46%
NET: Provider other than RM	383 30%	244 25%	59 46% a	32 51% a	18 43%	14 44%	4 29%	12 55% a	115 23%	70 31%	80 30%	30 33%	26 54% abc
NET: RM/Parcelforce	967 76%	792 81% bcdeg	77 61%	31 50%	27 63%	18 56%	12 84%	10 45%	411 81% de	174 78% e	209 79% e	61 68%	23 48%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Royal Mail	896	427	148	132	42	11	390	126	135	53	19
	70%	73%	75%	68%	68%	42%	75%	65%	75%	70%	46%
		e	e				e		e		
Evri (formerly known as Hermes)	76	43	6	7	2	3	37	3	14	5	4
	6%	7%	3%	4%	3%	12%	7%	2%	8%	6%	10%
							b		b		
Parcelforce	72	29	13	21	1	1	25	20	13	*	*
	6%	5%	6%	11%	2%	3%	5%	10%	7%	*%	*%
				ad				d			
DHL	55	25	8	7	1	3	19	13	4	2	4
	4%	4%	4%	4%	2%	10%	4%	7%	2%	2%	10%
DPD/DPD Local	54	15	4	3	7	*	12	7	2	4	*
	4%	3%	2%	1%	12%	1%	2%	4%	1%	5%	1%
					abc						
FedEx	31	5	2	11	4	3	11	6	3	4	3
	2%	1%	1%	6%	6%	11%	2%	3%	2%	5%	7%
				a	a	ab					
UPS	31	7	10	3	1	5	4	7	1	3	10
	2%	1%	5%	2%	2%	17%	1%	4%	*%	4%	25%
			a			acd					abcd
UK Mail	18	6	4	5	2	*	5	8	3	1	*
	1%	1%	2%	3%	3%	*%	1%	4%	2%	1%	*%
Yodel	12	4	2	2	1	*	2	3	4	1	-
	1%	1%	1%	1%	1%	1%	*%	2%	2%	1%	-%
Amazon logistics	7	4	-	1	-	*	2	*	1	2	*
	1%	1%	-%	1%	-%	1%	*%	*%	1%	3%	1%
TNT Express	3	-	*	1	1	*	-	*	1	1	-
	*%	-%	*%	*%	1%	*%	-%	*%	*%	1%	-%
Pitney Bowes	3	3	-	-	-	-	3	-	-	-	-
	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
DX	1	1	-	-	*	-	1	-	1	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	*%	*%	-%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Whistl (Previously known as TNT Post)	1 *%	1 *%	* *%	* *%	* *%	- -%	1 *%	* *%	* *%	* *%	- -%
Secured Mail	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 1%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	14 2%	* *%	2 1%	* *%	- -%	10 2%	* *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	427 73%	148 75%	132 68%	42 68%	11 42%	390 75%	126 65%	135 75%	53 70%	19 46%
NET: Provider other than RM	383 30%	156 27%	50 25%	63 32%	20 32%	15 58%	131 25%	68 35%	45 25%	23 30%	23 54%
NET: RM/Parcelforce	967 76%	456 78%	161 81%	153 79%	43 69%	12 45%	415 80%	147 75%	148 82%	54 71%	19 46%
		e	e	e			e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Royal Mail	896 70%	509 77%	139 68%	135 62%	70 57%	29 59%	465 64%	35 53%	382 81%	891 85%	4 2%	760 78%	7 7%
		cde							ab	b		b	
Evri (formerly known as Hermes)	76 6%	20 3%	18 9%	20 9%	10 8%	5 10%	57 8%	3 4%	16 3%	29 3%	46 20%	51 5%	10 11%
			a	a			c				a		
Parcelforce	72 6%	39 6%	16 8%	15 7%	2 2%	* *%	44 6%	2 2%	25 5%	47 5%	24 11%	58 6%	7 7%
											a		
DHL	55 4%	25 4%	9 4%	10 5%	8 6%	4 7%	31 4%	8 12%	15 3%	18 2%	37 16%	19 2%	25 25%
								ac			a		a
DPD/DPD Local	54 4%	22 3%	6 3%	15 7%	9 7%	* 1%	43 6%	2 2%	7 2%	14 1%	40 17%	27 3%	5 5%
							c				a		
FedEx	31 2%	13 2%	1 1%	6 3%	8 6%	4 8%	27 4%	* 1%	4 1%	14 1%	17 7%	19 2%	5 6%
					b	b	c				a		
UPS	31 2%	4 1%	10 5%	5 2%	9 7%	4 7%	17 2%	5 7%	10 2%	12 1%	20 9%	12 1%	13 14%
			a		a	a					a		a
UK Mail	18 1%	3 *%	3 2%	7 3%	4 3%	* 1%	11 2%	6 9%	1 *%	8 1%	10 4%	4 *%	13 13%
			a	a	a			ac			a		a
Yodel	12 1%	4 1%	3 1%	4 2%	1 1%	- -%	7 1%	4 6%	* *%	8 1%	4 2%	8 1%	2 2%
								ac					
Amazon logistics	7 1%	3 1%	- -%	* *%	* *%	1 1%	3 *%	* *%	4 1%	2 *%	4 2%	3 *%	2 2%
										a			

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
TNT Express	3	1	-	*	1	1	3	*	1	*	3	2	*
	%	%	%	%	1%	2%	%	%	%	%	1%	%	%
											a		
Pitney Bowes	3	3	-	-	-	-	-	-	3	3	-	3	-
	%	%	%	%	%	%	%	%	1%	%	%	%	%
DX	1	1	-	1	*	-	1	1	*	1	1	1	-
	%	%	%	%	%	%	%	1%	%	%	%	%	%
Whistl (Previously known as TNT Post)	1	1	-	*	*	-	1	-	*	-	1	1	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	*	-	-	*	-	*	*	*	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	*	-	-	*	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	20	14	*	2	1	2	17	2	2	-	20	9	8
	2%	2%	%	1%	1%	4%	2%	2%	%	%	9%	1%	8%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: RM Only	896	509	139	135	70	29	465	35	382	891	4	760	7
	70%	77%	68%	62%	57%	59%	64%	53%	81%	85%	2%	78%	7%
		cde							ab	b		b	
NET: Provider other than RM	383	152	66	84	53	20	261	31	89	156	227	218	91
	30%	23%	32%	38%	43%	41%	36%	47%	19%	15%	98%	22%	93%
				a	a	a	c	c			a		a
NET: RM/Parcelforce	967	548	154	149	72	29	510	37	408	939	29	819	14
	76%	83%	75%	68%	59%	59%	70%	55%	87%	90%	12%	84%	14%
		cde	d				b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Royal Mail	896	710	20	896	-	760	7	713	17	873	23
	70%	79%	16%	100%	-%	78%	8%	81%	12%	97%	6%
		b		b		b		b		b	
Evri (formerly known as Hermes)	76	48	17	-	76	52	10	48	17	2	74
	6%	5%	13%	-%	20%	5%	10%	5%	12%	*%	19%
		a		a		a		a		a	
Parcelforce	72	48	10	-	72	59	6	48	10	6	65
	6%	5%	8%	-%	19%	6%	7%	5%	7%	1%	17%
		a		a		a		a		a	
DHL	55	19	22	-	55	22	22	16	25	*	55
	4%	2%	17%	-%	14%	2%	23%	2%	19%	*%	14%
		a		a		a		a		a	
DPD/DPD Local	54	18	8	-	54	27	5	18	9	1	53
	4%	2%	7%	-%	14%	3%	5%	2%	6%	*%	14%
		a		a		a		a		a	
FedEx	31	13	14	-	31	19	6	10	17	4	28
	2%	1%	11%	-%	8%	2%	7%	1%	12%	*%	7%
		a		a		a		a		a	
UPS	31	10	15	-	31	12	13	9	16	1	31
	2%	1%	12%	-%	8%	1%	14%	1%	12%	*%	8%
		a		a		a		a		a	
UK Mail	18	5	12	-	18	5	12	1	16	4	14
	1%	1%	9%	-%	5%	1%	12%	*%	11%	*%	4%
		a		a		a		a		a	
Yodel	12	8	4	-	12	8	2	8	4	*	12
	1%	1%	3%	-%	3%	1%	2%	1%	3%	*%	3%
		a		a		a		a		a	
Amazon logistics	7	3	3	-	7	3	2	3	3	2	5
	1%	*%	2%	-%	2%	*%	2%	*%	2%	*%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
TNT Express	3 *%	2 *%	* *%	- -%	3 1%	2 *%	* *%	2 *%	* *%	- -%	3 1%
Pitney Bowes	3 *%	3 *%	- -%	- -%	3 1%	3 *%	- -%	3 *%	- -%	3 *%	- -%
DX	1 *%	1 *%	* *%	- -%	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%
Whistl (Previously known as TNT Post)	1 *%	- -%	1 1%	- -%	1 *%	1 *%	* *%	* *%	* *%	- -%	1 *%
Secured Mail	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	8 1%	2 2%	- -%	20 5%	7 1%	9 10%	7 1%	4 3%	- -%	20 5%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	710 79%	20 16%	896 100%	- -%	760 78%	7 8%	713 81%	17 12%	873 97%	23 6%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
NET: Provider other than RM	383	185	108	-	383	220	88	173	121	24	360
	30%	21%	84%	-%	100%	22%	92%	19%	88%	3%	94%
			a		a		a		a		a
NET: RM/Parcelforce	967	757	31	896	72	819	14	762	26	879	88
	76%	85%	24%	100%	19%	84%	14%	86%	19%	98%	23%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Royal Mail	896	413	599	125	*	395	516	101	4	572	525	135	2
	70%	69%	73%	69%	5%	68%	74%	65%	100%	65%	77%	68%	59%
Evri (formerly known as Hermes)	76	33	51	4	-	30	53	6	-	55	42	8	-
	6%	6%	6%	2%	-%	5%	8%	4%	-%	6%	6%	4%	-%
Parcelforce	72	36	45	12	-	37	34	9	-	59	26	8	-
	6%	6%	5%	6%	-%	6%	5%	6%	-%	7%	4%	4%	-%
DHL	55	31	30	11	1	36	16	9	-	47	19	10	-
	4%	5%	4%	6%	48%	6%	2%	6%	-%	5%	3%	5%	-%
DPD/DPD Local	54	16	21	7	-	13	15	3	-	39	24	6	-
	4%	3%	3%	4%	-%	2%	2%	2%	-%	4%	4%	3%	-%
FedEx	31	20	19	4	-	21	13	5	-	31	6	7	-
	2%	3%	2%	2%	-%	4%	2%	3%	-%	4%	1%	4%	-%
UPS	31	17	13	8	1	22	16	10	-	29	10	8	-
	2%	3%	2%	4%	47%	4%	2%	6%	-%	3%	1%	4%	-%
UK Mail	18	16	11	3	-	13	8	8	-	18	8	8	-
	1%	3%	1%	2%	-%	2%	1%	5%	-%	2%	1%	4%	-%
Yodel	12	7	9	*	-	6	10	1	-	9	4	2	-
	1%	1%	1%	*%	-%	1%	1%	1%	-%	1%	1%	1%	-%
Amazon logistics	7	4	3	2	-	4	1	2	-	5	3	2	-
	1%	1%	*%	1%	-%	1%	*%	2%	-%	1%	*%	1%	-%
TNT Express	3	1	2	1	-	1	1	*	-	3	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
Pitney Bowes	3	-	3	-	-	-	3	-	-	3	3	3	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	1%	-%
DX	1	1	*	-	-	*	*	1	-	1	1	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	-%	-%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Whistl (Previously known as TNT Post)	1	*	1	-	-	*	1	-	-	*	1	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Secured Mail	*	*	-	*	-	*	*	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	*	*	-	-	-	*	-	*	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	4	16	6	-	2	8	*	-	13	8	1	2
	2%	1%	2%	3%	-%	*%	1%	*%	-%	1%	1%	1%	41%
				a									
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	413	599	125	*	395	516	101	4	572	525	135	2
	70%	69%	73%	69%	5%	68%	74%	65%	100%	65%	77%	68%	59%
										ac			
NET: Provider other than RM	383	185	223	58	3	186	178	54	-	313	154	65	2
	30%	31%	27%	31%	95%	32%	26%	35%	-%	35%	23%	32%	41%
										b		b	
NET: RM/Parcelforce	967	449	643	137	*	431	550	111	4	632	551	143	2
	76%	75%	78%	75%	5%	74%	79%	71%	100%	71%	81%	71%	59%
										ac			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Royal Mail	896	709	637	757	588	482	5	511	372	359	102	81	202	189
	70%	76%	76%	88%	78%	75%	39%	87%	85%	83%	87%	90%	81%	80%
			ab	c	c									
Evri (formerly known as Hermes)	76	51	51	18	25	48	*	16	10	4	2	3	11	21
	6%	5%	6%	2%	3%	7%	2%	3%	2%	1%	2%	3%	5%	9%
		c	c			a								
Parcelforce	72	59	46	34	42	40	3	26	25	20	2	3	6	7
	6%	6%	5%	4%	6%	6%	19%	4%	6%	5%	2%	4%	2%	3%
							ab							
DHL	55	20	20	4	20	10	1	2	1	3	1	1	4	3
	4%	2%	2%	1%	3%	2%	7%	%	%	1%	1%	1%	1%	1%
		c	c											
DPD/DPD Local	54	27	14	11	24	10	1	8	4	6	1	*	9	2
	4%	3%	2%	1%	3%	2%	10%	1%	1%	1%	1%	%	4%	1%
							b							
FedEx	31	19	17	9	16	13	1	4	6	9	1	1	9	3
	2%	2%	2%	1%	2%	2%	9%	1%	1%	2%	1%	1%	4%	1%
UPS	31	17	18	15	17	13	*	11	15	15	4	-	2	3
	2%	2%	2%	2%	2%	2%	1%	2%	3%	3%	3%	-	1%	1%
UK Mail	18	6	8	3	5	6	2	3	2	2	2	1	1	1
	1%	1%	1%	%	1%	1%	13%	%	%	1%	1%	1%	%	%
							ab							
Yodel	12	7	9	4	4	9	-	4	1	4	-	-	3	1
	1%	1%	1%	%	%	1%	-	1%	%	1%	-	-	1%	1%
Amazon logistics	7	5	3	4	5	4	-	-	-	4	2	-	-	-
	1%	1%	%	%	1%	1%	-	-	-	1%	2%	-	-	-
											ab			
TNT Express	3	2	2	1	2	*	*	1	*	*	-	-	1	*
	%	%	%	%	%	%	%	%	%	%	-	-	%	%
Pitney Bowes	3	3	3	3	-	3	-	3	-	3	-	-	-	3
	%	%	%	%	-	%	-	%	-	1%	-	-	-	1%

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261	
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119	
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237	
DX	1	1	1	*	1	1	*	*	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Whistl (Previously known as TNT Post)	1	1	*	-	1	*	-	-	-	-	-	-	*	*	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Other	20	9	7	-	7	5	-	-	-	-	-	-	*	5	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
NET: RM Only	896	709	637	757	588	482	5	511	372	359	102	81	202	189	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
NET: Provider other than RM	383	227	199	106	168	162	8	77	64	71	15	9	46	48	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
NET: RM/Parcelforce	967	769	682	791	630	522	8	537	397	379	104	85	208	196	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Royal Mail	896	87	45	35	29	762	530	793	593	498	417	736	112	-	724	59
	70%	72%	74%	59%	81%	71%	70%	70%	68%	67%	68%	70%	64%	-%	78%	69%
Evri (formerly known as Hermes)	76	8	2	9	*	58	40	63	57	37	36	61	9	-	46	6
	6%	6%	3%	15%	1%	5%	5%	6%	7%	5%	6%	6%	5%	-%	5%	7%
Parcelforce	72	7	3	5	*	69	41	70	52	47	35	65	13	-	46	13
	6%	6%	5%	9%	-%	6%	5%	6%	6%	6%	6%	6%	8%	-%	5%	15% a
DHL	55	2	4	3	*	42	35	51	38	34	35	42	10	*	22	2
	4%	1%	6%	5%	-%	4%	5%	5%	4%	5%	6%	4%	5%	100%	2%	3%
DPD/DPD Local	54	3	2	*	1	39	35	46	47	36	13	48	7	-	32	1
	4%	2%	3%	-%	2%	4%	5%	4%	5%	5%	2%	5%	4%	-%	3%	1%
FedEx	31	6	*	-	-	28	23	30	23	25	22	30	7	-	19	-
	2%	5%	-%	-%	-%	3%	3%	3%	3%	3%	4%	3%	4%	-%	2%	-%
UPS	31	4	*	*	-	24	24	27	20	19	25	17	7	-	9	1
	2%	4%	-%	-%	-%	2%	3%	2%	2%	3%	4%	2%	4%	-%	1%	1%
UK Mail	18	3	5	1	1	8	5	9	9	14	10	9	2	-	9	-
	1%	2%	7%	2%	3%	1%	1%	1%	1%	2%	2%	1%	1%	-%	1%	-%
Yodel	12	1	*	2	2	7	5	8	5	6	5	7	1	-	8	1
	1%	1%	-%	4%	5%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%
Amazon logistics	7	*	-	*	3	5	2	5	5	4	4	4	*	-	5	*
	1%	-%	-%	1%	8% a	-%	-%	-%	1%	1%	1%	-%	-%	-%	1%	-%
TNT Express	3	*	-	1	-	3	3	3	3	2	2	3	1	-	1	-
	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Pitney Bowes	3	-	-	-	-	3	3	3	3	3	-	3	3	-	3	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
													a			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
DX	1	-	1	-	-	*	*	*	1	1	1	*	-	-	1	-
	%	-%	1%	-%	-%	%	%	%	%	%	%	%	-%	-%	%	-%
Whistl (Previously known as TNT Post)	1	-	-	*	-	1	1	1	*	1	*	1	*	-	1	-
	%	-%	-%	%	-%	%	%	%	%	%	%	%	%	-%	%	-%
Secured Mail	*	-	-	-	-	*	*	*	-	*	*	*	-	-	-	-
	%	-%	-%	-%	-%	%	%	%	-%	%	%	%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	-	-	2	-	19	15	19	13	15	6	19	1	-	6	2
	2%	-%	-%	4%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	1%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	87	45	35	29	762	530	793	593	498	417	736	112	-	724	59
	70%	72%	74%	59%	81%	71%	70%	70%	68%	67%	68%	70%	64%	-%	78%	69%
NET: Provider other than RM	383	34	16	24	7	306	231	336	277	246	195	309	62	*	207	27
	30%	28%	26%	41%	19%	29%	30%	30%	32%	33%	32%	30%	36%	100%	22%	31%
NET: RM/Parcelforce	967	94	48	40	29	831	571	863	645	546	452	800	126	-	770	72
	76%	78%	79%	67%	81%	78%	75%	76%	74%	73%	74%	77%	72%	-%	83%	84%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Royal Mail	896	385	510	153	16	83	117	109	593	182	128	161	590
	70%	73%	81%	32%	42%	36%	33%	62%	71%	70%	57%	59%	78%
			a										ab
Evri (formerly known as Hermes)	76	29	28	69	2	26	50	14	46	15	21	16	37
	6%	5%	4%	15%	6%	11%	14%	8%	6%	6%	9%	6%	5%
Parcelforce	72	30	35	54	6	22	50	11	42	19	12	26	31
	6%	6%	5%	11%	17%	10%	14%	6%	5%	7%	5%	9%	4%
												c	
DHL	55	16	10	48	3	19	36	5	38	12	9	18	28
	4%	3%	2%	10%	8%	8%	10%	3%	5%	5%	4%	7%	4%
DPD/DPD Local	54	9	27	48	1	13	41	10	42	2	13	9	30
	4%	2%	4%	10%	2%	6%	12%	6%	5%	1%	6%	3%	4%
								c	c				
FedEx	31	12	7	28	3	21	10	6	17	8	12	17	3
	2%	2%	1%	6%	8%	9%	3%	3%	2%	3%	5%	6%	*%
						b					c	c	
UPS	31	13	5	21	1	17	15	4	16	12	8	12	12
	2%	3%	1%	4%	2%	7%	4%	2%	2%	5%	3%	4%	2%
UK Mail	18	10	*	17	-	16	2	7	8	3	6	8	4
	1%	2%	*%	4%	-%	7%	1%	4%	1%	1%	3%	3%	1%
		b				b		b				c	
Yodel	12	4	5	9	1	4	8	4	6	1	6	4	2
	1%	1%	1%	2%	2%	2%	2%	2%	1%	*%	2%	1%	*%
											c		
Amazon logistics	7	4	1	3	-	3	4	3	2	2	2	-	4
	1%	1%	*%	1%	-%	1%	1%	2%	*%	1%	1%	-%	1%
TNT Express	3	1	1	3	-	2	2	1	2	*	2	1	1
	*%	*%	*%	1%	-%	1%	*%	1%	*%	*%	1%	*%	*%
Pitney Bowes	3	3	-	3	-	-	3	-	3	-	-	-	-
	*%	1%	-%	1%	-%	-%	1%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
DX	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	1 *%	* *%	1 *%	* *%	1 *%	- -%	* *%
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	* *%	* *%	- -%	* *%	1 *%
Secured Mail	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	7 1%	2 *%	14 3%	5 13%	2 1%	18 5% a	2 1%	15 2%	2 1%	7 3%	1 *%	12 2%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	385 73%	510 81% a	153 32%	16 42%	83 36%	117 33%	109 62%	593 71%	182 70%	128 57%	161 59%	590 78% ab
NET: Provider other than RM	383 30%	139 27% b	123 19%	319 68%	22 58%	145 64%	239 67%	67 38%	239 29%	76 30%	97 43% c	111 41% c	164 22%
NET: RM/Parcelforce	967 76%	416 79%	545 86% a	208 44%	22 59%	105 46%	166 47%	120 68%	635 76%	201 78%	139 62%	186 69%	621 82% ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Royal Mail	896	372	524
	70%	69%	71%
Evri (formerly known as Hermes)	76	20	56
	6%	4%	8%
			a
Parcelforce	72	24	48
	6%	4%	7%
DHL	55	30	25
	4%	6%	3%
DPD/DPD Local	54	30	24
	4%	5%	3%
FedEx	31	18	14
	2%	3%	2%
UPS	31	21	11
	2%	4%	1%
UK Mail	18	8	10
	1%	2%	1%
Yodel	12	5	6
	1%	1%	1%
Amazon logistics	7	3	4
	1%	1%	*%
TNT Express	3	1	2
	*%	*%	*%
Pitney Bowes	3	-	3
	*%	-%	*%
DX	1	1	1
	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1
	*%	*%	*%

Columns Tested: a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Secured Mail	*	*	*
	*%	*%	*%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Citipost	-	-	-
	-%	-%	-%
Other	20	10	10
	2%	2%	1%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	896	372	524
	70%	69%	71%
NET: Provider other than RM	383	170	214
	30%	31%	29%
NET: RM/Parcelforce	967	396	572
	76%	73%	78%

Columns Tested: a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Royal Mail	896	-	37	168	110	15	75	30	102	100	27	176	56
	70%	-%	72%	72%	73%	60%	64%	74%	77%	60%	67%	72%	70%
Evri (formerly known as Hermes)	76	-	*	17	7	1	5	-	9	12	4	15	6
	6%	-%	1%	7%	5%	2%	5%	-%	7%	7%	11%	6%	7%
Parcelforce	72	-	4	5	5	*	8	4	7	8	2	23	5
	6%	-%	8%	2%	3%	1%	7%	10%	5%	5%	4%	9%	6%
												c	
DHL	55	-	2	8	7	5	10	*	5	3	2	12	2
	4%	-%	4%	3%	4%	19%	8%	1%	4%	2%	6%	5%	2%
						cghi							
DPD/DPD Local	54	-	6	12	8	5	2	5	1	9	*	3	2
	4%	-%	12%	5%	5%	18%	2%	12%	1%	5%	1%	1%	3%
			hjk			fhjk		hk					
FedEx	31	-	-	9	1	-	8	*	-	8	1	1	4
	2%	-%	-%	4%	*%	-%	7%	1%	-%	5%	2%	*%	5%
							dhk			dh			h
UPS	31	-	1	4	1	-	1	-	2	12	3	5	3
	2%	-%	2%	2%	1%	-%	1%	-%	1%	7%	7%	2%	4%
										cd			
UK Mail	18	-	1	2	*	*	1	-	4	5	-	4	1
	1%	-%	1%	1%	*%	*%	1%	-%	3%	3%	-%	2%	1%
Yodel	12	-	*	*	3	-	-	*	2	2	*	3	*
	1%	-%	*%	*%	2%	-%	-%	1%	2%	1%	1%	1%	*%
Amazon logistics	7	-	-	2	-	-	2	*	-	2	-	-	1
	1%	-%	-%	1%	-%	-%	1%	1%	-%	1%	-%	-%	1%
TNT Express	3	-	-	1	1	-	*	*	-	1	*	*	-
	*%	-%	-%	*%	1%	-%	*%	*%	-%	*%	1%	*%	-%
Pitney Bowes	3	-	-	3	-	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	1	-	-	-	*	-	-	-	-	1	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Whistl (Previously known as TNT Post)	1	-	*	*	*	-	-	-	*	-	*	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%
Secured Mail	*	-	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	-	-	2	7	-	5	*	*	3	-	2	*
	2%	-%	-%	1%	5%	-%	4%	*%	*%	2%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	-	37	168	110	15	75	30	102	100	27	176	56
	70%	-%	72%	72%	73%	60%	64%	74%	77%	60%	67%	72%	70%
NET: Provider other than RM	383	-	14	65	41	10	42	10	31	66	13	68	24
	30%	-%	28%	28%	27%	40%	36%	26%	23%	40%	33%	28%	30%
NET: RM/Parcelforce	967	-	41	173	115	16	84	34	109	108	28	199	61
	76%	-%	80%	74%	76%	60%	72%	84%	82%	65%	71%	81%	77%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Royal Mail	896	220	186	232	258	405	490
	70%	72%	68%	68%	71%	70%	70%
Evri (formerly known as Hermes)	76	17	13	21	25	30	45
	6%	6%	5%	6%	7%	5%	6%
Parcelforce	72	9	14	19	29	23	49
	6%	3%	5%	6%	8%	4%	7%
				a			
DHL	55	10	21	8	16	31	24
	4%	3%	8%	2%	5%	5%	3%
			c				
DPD/DPD Local	54	18	15	15	6	34	20
	4%	6%	6%	4%	2%	6%	3%
			d				
FedEx	31	9	8	8	6	17	14
	2%	3%	3%	2%	2%	3%	2%
UPS	31	5	2	13	11	7	25
	2%	2%	1%	4%	3%	1%	3%
UK Mail	18	2	1	10	5	3	15
	1%	1%	*%	3%	1%	1%	2%
Yodel	12	*	3	5	4	3	8
	1%	*%	1%	1%	1%	1%	1%
Amazon logistics	7	2	2	3	1	3	3
	1%	1%	1%	1%	*%	1%	*%
TNT Express	3	1	1	1	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	3	3	-	-	-	3	-
	*%	1%	-%	-%	-%	*%	-%
DX	1	-	*	1	*	*	1
	*%	-%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 85 (continuation)

QV5A.1. Packets and parcels - Which would you say is your organisation's main postal service for Packets and parcels in terms of the number of items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Secured Mail	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	20	8	7	4	2	14	6
	2%	3%	2%	1%	*%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	220	186	232	258	405	490
	70%	72%	68%	68%	71%	70%	70%
NET: Provider other than RM	383	84	87	107	105	171	212
	30%	28%	32%	32%	29%	30%	30%
NET: RM/Parcelforce	967	229	199	251	288	428	539
	76%	75%	73%	74%	79%	74%	77%

Columns Tested:: a,b,c,d - a,b

Table 86

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
Royal Mail	446	24	422	418	24	3	1	29
	66%	84%	65%	66%	65%	47%	49%	62%
Parcelforce	57	1	56	54	2	*	*	3
	8%	2%	9%	9%	5%	7%	15%	6%
							e	
DHL	45	2	44	42	2	1	*	3
	7%	6%	7%	7%	5%	10%	11%	6%
Evri (formerly known as Hermes)	34	1	33	33	1	-	*	1
	5%	4%	5%	5%	3%	-%	1%	2%
UK Mail	20	-	20	18	1	*	*	1
	3%	-%	3%	3%	2%	7%	9%	3%
							ab	
UPS	19	*	19	18	1	*	*	1
	3%	*%	3%	3%	3%	1%	4%	3%
Yodel	19	-	19	17	1	*	*	2
	3%	-%	3%	3%	3%	4%	4%	4%
DPD/DPD Local	18	*	17	15	2	1	*	3
	3%	1%	3%	2%	5%	11%	3%	5%
						a		
FedEx	8	*	7	5	2	1	*	2
	1%	1%	1%	1%	4%	9%	2%	5%
					a	a		a
Amazon logistics	4	-	4	3	*	*	-	1
	1%	-%	1%	1%	1%	3%	-%	1%
Pitney Bowes	4	-	4	3	1	-	-	1
	1%	-%	1%	*%	2%	-%	-%	2%
TNT Express	3	-	3	3	-	*	*	*
	*%	-%	*%	*%	-%	2%	1%	*%
DX	2	*	2	2	*	-	-	*
	*%	*%	*%	*%	*%	-%	-%	*%
Citipost	1	-	1	1	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
Secured Mail	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	2	*	*	-	*
	*%	1%	*%	*%	1%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	24	422	418	24	3	1	29
	66%	84%	65%	66%	65%	47%	49%	62%
				cd	cd			
NET: Provider other than RM	234	5	230	217	13	3	1	18
	34%	16%	35%	34%	35%	53%	51%	38%
						ab	ab	
NET: RM/Parcelforce	503	25	478	472	26	3	2	31
	74%	86%	73%	74%	71%	54%	64%	68%
				c				

Columns Tested:: a,b - a,b,c,d,e

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
Royal Mail	446	253	138	27	16	11	1	418	24	4
	66%	66%	67%	63%	66%	58%	49%	66%	65%	47%
		fi	fi		i			fi	fi	
Parcelforce	57	29	22	2	*	2	*	54	2	1
	8%	8%	11%	5%	2%	10%	15%	9%	5%	9%
			d				d			
DHL	45	33	6	3	1	2	*	42	2	1
	7%	9%	3%	7%	4%	8%	11%	7%	5%	10%
		b					b			b
Evri (formerly known as Hermes)	34	21	9	3	1	*	*	33	1	*
	5%	5%	4%	8%	3%	1%	1%	5%	3%	*%
		i		fi				i		
UK Mail	20	9	8	2	*	1	*	18	1	1
	3%	2%	4%	4%	1%	4%	9%	3%	2%	8%
							agh			
UPS	19	9	6	2	1	*	*	18	1	*
	3%	2%	3%	4%	3%	2%	4%	3%	3%	2%
Yodel	19	12	3	2	1	1	*	17	1	*
	3%	3%	1%	4%	4%	3%	4%	3%	3%	4%
DPD/DPD Local	18	7	8	*	1	1	*	15	2	1
	3%	2%	4%	1%	5%	6%	3%	2%	5%	8%
										ag
FedEx	8	5	-	-	1	1	*	5	2	1
	1%	1%	-%	-%	5%	5%	2%	1%	4%	7%
					bg	bg			bg	abg
Amazon logistics	4	2	2	-	*	*	-	3	*	*
	1%	*%	1%	-%	1%	1%	-%	1%	1%	2%
Pitney Bowes	4	3	-	-	1	-	-	3	1	-
	1%	1%	-%	-%	3%	-%	-%	*%	2%	-%
TNT Express	3	-	2	1	-	*	*	3	-	*
	*%	-%	1%	2%	-%	1%	1%	*%	-%	1%
DX	2	-	2	-	*	-	-	2	*	-
	*%	-%	1%	-%	*%	-%	-%	*%	*%	-%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
Citipost	1	-	1	-	*	-	-	1	*	-
	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
Secured Mail	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	1%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	-	*	*	-	2	*	*
	*%	*%	*%	-%	1%	*%	-%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	253	138	27	16	11	1	418	24	4
	66%	66%	67%	63%	66%	58%	49%	66%	65%	47%
		fi	fi		i			fi	fi	
NET: Provider other than RM	234	133	69	16	8	8	1	217	13	5
	34%	34%	33%	37%	34%	42%	51%	34%	35%	53%
							abgh			abdgh
NET: RM/Parcelforce	503	282	160	29	17	13	2	472	26	5
	74%	73%	78%	68%	68%	68%	64%	74%	71%	57%
		i	fi					i		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123
Effective base	350	224	118	90	40	66	201	71	26	13	34
Weighted Base	681	517	117	37	6	3	430	130	29	16	18
Royal Mail	446	340	78	24	3	1	286	78	13	11	11
	66%	66%	66%	65%	47%	49%	66%	60%	47%	66%	59%
		de	de	de			c				
Parcelforce	57	49	5	2	*	*	47	4	1	1	3
	8%	9%	5%	5%	7%	15%	11%	3%	3%	5%	14%
						b	b				b
DHL	45	37	5	2	1	*	28	13	*	1	2
	7%	7%	4%	5%	10%	11%	7%	10%	1%	4%	9%
Evri (formerly known as Hermes)	34	28	6	1	-	*	25	3	2	1	-
	5%	5%	5%	3%	-%	1%	6%	3%	9%	4%	-%
UK Mail	20	12	6	1	*	*	2	15	2	1	*
	3%	2%	5%	2%	7%	9%	*%	11%	6%	5%	1%
						ac		ae	a		
UPS	19	12	5	1	*	*	14	1	3	1	*
	3%	2%	4%	3%	1%	4%	3%	1%	11%	5%	1%
									b		
Yodel	19	12	5	1	*	*	13	2	3	-	*
	3%	2%	4%	3%	4%	4%	3%	2%	9%	-%	1%
DPD/DPD Local	18	12	3	2	1	*	8	7	*	*	1
	3%	2%	3%	5%	11%	3%	2%	5%	2%	3%	7%
					ab						
FedEx	8	5	-	2	1	*	2	1	3	1	1
	1%	1%	-%	4%	9%	2%	*%	*%	12%	7%	5%
				b	ab				ab	a	
Amazon logistics	4	3	-	*	*	-	2	2	*	-	*
	1%	1%	-%	1%	3%	-%	*%	1%	*%	-%	2%
Pitney Bowes	4	3	-	1	-	-	*	3	*	-	-
	1%	1%	-%	2%	-%	-%	*%	2%	1%	-%	-%
TNT Express	3	2	1	-	*	*	2	1	-	*	*
	*%	*%	1%	-%	2%	1%	1%	*%	-%	1%	*%
DX	2	-	2	*	-	-	-	2	-	-	-
	*%	-%	2%	*%	-%	-%	-%	1%	-%	-%	-%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123
Effective base	350	224	118	90	40	66	201	71	26	13	34
Weighted Base	681	517	117	37	6	3	430	130	29	16	18
Citipost	1	-	1	*	-	-	1	-	-	-	-
	%	-%	1%	%	-%	-%	%	-%	-%	-%	-%
Secured Mail	*	-	*	-	-	*	*	-	-	-	-
	%	-%	%	-%	-%	1%	%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	-	-	-	-	*
	%	-%	-%	-%	-%	1%	-%	-%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	*	*	-	2	-	-	-	*
	%	%	%	1%	1%	-%	%	-%	-%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	340	78	24	3	1	286	78	13	11	11
	66%	66%	66%	65%	47%	49%	66%	60%	47%	66%	59%
		de	de	de			c				
NET: Provider other than RM	234	177	39	13	3	1	144	52	15	5	7
	34%	34%	34%	35%	53%	51%	34%	40%	53%	34%	41%
				abc	abc				a		
NET: RM/Parcelforce	503	389	83	26	3	2	333	81	14	12	13
	74%	75%	71%	71%	54%	64%	77%	63%	49%	72%	73%
		d	d				bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
Royal Mail	446	46	27	73	18	34	62	67	44	29
	66%	79%	64%	56%	57%	53%	66%	72%	71%	69%
Parcelforce	57	4	6	12	1	13	3	10	3	*
	8%	6%	15%	9%	4%	20%	3%	10%	5%	1%
DHL	45	1	3	14	2	4	9	*	5	4
	7%	1%	8%	11%	5%	6%	10%	*%	9%	8%
Evri (formerly known as Hermes)	34	-	1	1	3	6	10	5	1	4
	5%	-%	3%	1%	9%	10%	10%	5%	2%	10%
UK Mail	20	2	*	7	2	1	-	4	-	2
	3%	3%	*%	6%	6%	2%	-%	4%	-%	4%
UPS	19	2	*	1	-	4	6	3	2	*
	3%	4%	1%	1%	-%	6%	7%	3%	3%	*%
Yodel	19	3	-	6	3	1	-	*	2	3
	3%	6%	-%	4%	10%	2%	-%	*%	3%	7%
DPD/DPD Local	18	*	1	8	2	1	1	1	3	-
	3%	*%	1%	6%	7%	1%	1%	1%	5%	-%
FedEx	8	-	2	4	-	-	-	-	*	-
	1%	-%	5%	3%	-%	-%	-%	-%	*%	-%
Amazon logistics	4	-	2	*	-	-	-	2	-	*
	1%	-%	4%	*%	-%	-%	-%	2%	-%	*%
Pitney Bowes	4	-	-	*	-	-	3	-	*	-
	1%	-%	-%	*%	-%	-%	3%	-%	1%	-%
TNT Express	3	-	-	2	-	1	-	-	1	*
	*%	-%	-%	1%	-%	1%	-%	-%	1%	*%
DX	2	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Citipost	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	46	27	73	18	34	62	67	44	29
	66%	79%	64%	56%	57%	53%	66%	72%	71%	69%
NET: Provider other than RM	234	12	15	58	13	30	32	26	17	13
	34%	21%	36%	44%	43%	47%	34%	28%	29%	31%
NET: RM/Parcelforce	503	50	33	85	19	46	66	76	46	29
	74%	86%	78%	65%	61%	73%	70%	82%	76%	70%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
Royal Mail	446 66%	80 59%	116 72%	203 64%	399 65%	47 74%	23 71%	16 75%	9 78%
Parcelforce	57 8%	14 10%	13 8%	25 8%	52 8%	5 8%	3 10%	2 8%	* 4%
DHL	45 7%	9 7%	10 6%	24 7%	42 7%	3 5%	2 7%	* 2%	* 4%
Evri (formerly known as Hermes)	34 5%	13 10%	2 2%	16 5%	31 5%	3 5%	1 2%	2 9%	* 3%
UK Mail	20 3%	5 4%	2 1%	11 4%	18 3%	1 2%	1 4%	* *%	* 1%
UPS	19 3%	4 3%	4 3%	11 3%	19 3%	* *%	- -%	* *%	* 1%
Yodel	19 3%	7 5%	5 3%	6 2%	19 3%	* *%	* *%	- -%	* 1%
DPD/DPD Local	18 3%	3 2%	3 2%	9 3%	16 3%	2 3%	1 4%	* 1%	* 4%
FedEx	8 1%	- -%	2 1%	4 1%	6 1%	1 2%	1 2%	* 1%	* 3%
Amazon logistics	4 1%	* *%	2 1%	2 1%	4 1%	* *%	* *%	- -%	- -%
Pitney Bowes	4 1%	- -%	* *%	3 1%	4 1%	- -%	- -%	- -%	- -%
TNT Express	3 *%	1 1%	1 *%	2 *%	3 *%	* *%	* *%	* *%	* *%
DX	2 *%	- -%	- -%	2 1%	2 *%	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
Citipost	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%	* *%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	- -%
Whistl (Previously known as TNT Post)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	- -%	2 *%	2 *%	* 1%	- -%	* 2%	* 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	446 66%	80 59%	116 72%	203 64%	399 65%	47 74%	23 71%	16 75%	9 78%
						a			a
NET: Provider other than RM	234 34%	57 41%	45 28%	116 36%	217 35%	17 26%	9 29%	5 25%	2 22%
		eh							
NET: RM/Parcelforce	503 74%	95 69%	129 80%	227 71%	451 73%	52 82%	26 81%	18 83%	9 81%
						ac			

Columns Tested:: a,b,c,d,e,f,g,h

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
Royal Mail	446	29	24	11	35	52	95	14	11	210
	66%	72%	47%	49%	48%	53%	62%	81%	96%	73%
Parcelforce	57	5	8	-	8	13	15	*	*	15
	8%	12%	16%	-%	11%	14%	9%	3%	1%	5%
DHL	45	1	6	-	6	14	6	*	*	19
	7%	2%	12%	-%	8%	14%	4%	1%	*%	7%
Evri (formerly known as Hermes)	34	1	2	-	2	4	13	-	-	14
	5%	3%	4%	-%	3%	4%	9%	-%	-%	5%
UK Mail	20	2	*	1	1	10	2	2	-	3
	3%	4%	*%	4%	1%	11%	1%	12%	-%	1%
UPS	19	2	1	5	5	-	1	*	*	10
	3%	5%	2%	21%	7%	-%	*%	2%	2%	3%
Yodel	19	-	1	5	6	3	8	-	*	2
	3%	-%	2%	23%	8%	3%	5%	-%	*%	1%
DPD/DPD Local	18	*	5	-	5	1	4	*	-	7
	3%	1%	11%	-%	7%	1%	2%	1%	-%	3%
FedEx	8	*	-	1	1	*	5	-	-	2
	1%	*%	-%	3%	1%	*%	3%	-%	-%	1%
Amazon logistics	4	-	-	-	-	-	2	-	-	2
	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%
Pitney Bowes	4	-	*	-	*	-	-	-	-	3
	1%	-%	1%	-%	1%	-%	-%	-%	-%	1%
TNT Express	3	-	1	-	1	*	2	-	-	-
	*%	-%	2%	-%	1%	*%	1%	-%	-%	-%
DX	2	-	2	-	2	-	-	-	-	*
	*%	-%	4%	-%	2%	-%	-%	-%	-%	*%
			i							

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
Citipost	1	-	-	*	*	-	1	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%
Secured Mail	*	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	-	*	-	2	-	-	*
	*%	-%	1%	-%	*%	-%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	29	24	11	35	52	95	14	11	210
	66%	72%	47%	49%	48%	53%	62%	81%	96%	73%
										bde
NET: Provider other than RM	234	11	27	11	38	45	59	3	*	77
	34%	28%	53%	51%	52%	47%	38%	19%	4%	27%
			i		i	i				
NET: RM/Parcelforce	503	34	32	11	43	65	110	14	11	225
	74%	84%	63%	49%	59%	67%	71%	84%	97%	78%
										d

Columns Tested: a,b,c,d,e,f,g,h,i

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
Royal Mail	446 66%	116 55%	95 62%	235 74%	372 64%	74 74%	- -%	389 63%	58 85%	435 65%	11 93%
Parcelforce	57 8%	26 13%	15 9%	16 5%	53 9%	4 4%	- -%	55 9%	2 3%	56 8%	1 4%
DHL	45 7%	21 10%	6 4%	19 6%	42 7%	3 3%	- -%	43 7%	2 4%	45 7%	- -%
Evri (formerly known as Hermes)	34 5%	7 4%	13 9%	14 4%	30 5%	4 4%	- -%	34 6%	* *%	34 5%	* 2%
UK Mail	20 3%	13 6%	2 1%	5 1%	15 3%	4 4%	- -%	19 3%	1 1%	20 3%	- -%
UPS	19 3%	7 4%	1 *%	11 3%	15 3%	4 4%	- -%	19 3%	* *%	19 3%	- -%
Yodel	19 3%	9 4%	8 5%	2 1%	16 3%	3 3%	- -%	18 3%	1 1%	19 3%	- -%
DPD/DPD Local	18 3%	6 3%	4 2%	8 2%	17 3%	1 1%	- -%	16 3%	2 3%	18 3%	- -%
FedEx	8 1%	1 *%	5 3%	2 1%	7 1%	* *%	- -%	7 1%	1 1%	8 1%	- -%
Amazon logistics	4 1%	- -%	2 1%	2 1%	4 1%	- -%	- -%	4 1%	* *%	4 1%	- -%
Pitney Bowes	4 1%	* *%	- -%	3 1%	4 1%	- -%	- -%	3 1%	* *%	4 1%	- -%
TNT Express	3 *%	1 *%	2 1%	- -%	3 1%	* *%	- -%	3 *%	- -%	3 *%	- -%
DX	2 *%	2 1%	- -%	* *%	* *%	2 2%	- -%	2 *%	* *%	2 *%	- -%
						a					

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
Citipost	1	*	1	-	1	-	-	1	-	1	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Secured Mail	*	*	*	*	*	-	-	*	-	*	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	*	2	*	-	2	*	2	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	116	95	235	372	74	-	389	58	435	11
	66%	55%	62%	74%	64%	74%	-%	63%	85%	65%	93%
				ab					a		
NET: Provider other than RM	234	94	59	81	208	26	-	224	10	234	1
	34%	45%	38%	26%	36%	26%	-%	37%	15%	35%	7%
		c	c					b			
NET: RM/Parcelforce	503	142	110	251	424	79	-	443	60	491	12
	74%	68%	71%	79%	73%	78%	-%	72%	88%	73%	98%
				a				a			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
Royal Mail	446 66%	303 76% bc	65 48%	72 52%
Parcelforce	57 8%	27 7%	10 8%	19 14%
DHL	45 7%	17 4%	22 16% ac	6 4%
Evri (formerly known as Hermes)	34 5%	13 3%	4 3%	14 10% a
UK Mail	20 3%	3 1%	10 8% a	5 4%
UPS	19 3%	8 2%	3 2%	8 6%
Yodel	19 3%	7 2%	9 7% a	2 2%
DPD/DPD Local	18 3%	7 2%	7 5%	3 2%
FedEx	8 1%	3 1%	* *%	4 3%
Amazon logistics	4 1%	- -%	* *%	3 2% a
Pitney Bowes	4 1%	3 1%	1 1%	- -%
TNT Express	3 *%	* *%	1 1%	2 1%
DX	2 *%	2 *%	- -%	* *%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
Citipost	1 *%	1 *%	- -%	* *%
Secured Mail	* *%	* *%	* *%	- -%
Whistl (Previously known as TNT Post)	* *%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	* *%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	446 66%	303 76%	65 48%	72 52%
NET: Provider other than RM	234 34%	93 24%	70 52%	67 48%
NET: RM/Parcelforce	503 74%	330 83%	76 56%	91 65%

Columns Tested: a,b,c

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	794	532	151	47	15	27	14	6	2	683	111	64
Effective base	350	279	46	11	5	7	3	3	1	324	25	16
Weighted Base	681	556	79	14	7	18	4	2	*	635	45	32
Citipost	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	*	*	-	-	-	*	-	-	*	*	*
	*%	*%	*%	-%	-%	-%	5%	-%	-%	*%	*%	1%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	-	-	*	*	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	*	*	-	-	-	-	2	*	*
	*%	*%	*%	1%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	389	34	9	5	6	2	*	*	423	23	14
	66%	70%	44%	67%	64%	36%	58%	3%	17%	67%	50%	43%
		bjk								b		
NET: Provider other than RM	234	168	44	5	3	12	2	2	*	212	23	18
	34%	30%	56%	33%	36%	64%	42%	97%	83%	33%	50%	57%
			ai								a	a
NET: RM/Parcelforce	503	433	46	10	5	6	3	*	*	479	24	14
	74%	78%	58%	72%	65%	36%	60%	3%	17%	75%	52%	44%
		bjk								bjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
Royal Mail	446 66%	233 80%	156 59%	57 46%	428 66%	434 66%	438 65%	440 66%	446 66%	166 57%	10 51%	366 72%	9 34%	20 41%	9 40%	15 56%	8 56%
Parcelforce	57 8%	14 5%	30 11%	12 10%	57 9%	54 8%	57 9%	57 8%	57 8%	17 6%	3 16%	47 9%	1 3%	5 11%	1 2%	* *%	1 4%
DHL	45 7%	11 4%	21 8%	13 11%	42 6%	45 7%	45 7%	45 7%	45 7%	36 12%	- -%	30 6%	4 17%	7 14%	* 2%	1 2%	3 23%
Evri (formerly known as Hermes)	34 5%	9 3%	21 8%	4 3%	31 5%	30 5%	33 5%	32 5%	34 5%	7 3%	4 19%	20 4%	4 18%	1 2%	3 13%	1 3%	- -%
UK Mail	20 3%	1 *%	4 2%	14 12% ab	20 3%	20 3%	20 3%	20 3%	20 3%	19 6%	- -%	6 1%	2 10%	* 1%	4 20%	5 19%	1 9%
UPS	19 3%	7 2%	8 3%	3 3%	19 3%	19 3%	19 3%	19 3%	19 3%	10 3%	- -%	9 2%	3 13% b	3 6%	3 12% b	1 3%	* *%
Yodel	19 3%	4 1%	9 4%	5 4%	17 3%	19 3%	19 3%	19 3%	19 3%	17 6%	1 6%	12 2%	- -%	5 10%	* 1%	* *%	* 1%
DPD/DPD Local	18 3%	6 2%	10 4%	2 2%	18 3%	18 3%	18 3%	18 3%	18 3%	8 3%	- -%	12 2%	1 3%	2 4%	* 1%	3 9%	* 3%
FedEx	8 1%	- -%	1 *%	7 5% ab	8 1%	7 1%	8 1%	7 1%	8 1%	7 2%	- -%	2 *%	* 1%	3 6%	2 8%	* *%	* 2%
Amazon logistics	4 1%	2 1%	* *%	2 2%	2 *%	2 *%	2 *%	4 1%	4 1%	* *%	- -%	- -%	* 2%	2 4%	- -%	- -%	- -%
Pitney Bowes	4 1%	3 1%	* *%	* *%	4 1%	4 1%	4 1%	4 1%	4 1%	1 *%	- -%	3 1%	- -%	1 1%	- -%	- -%	- -%
TNT Express	3 *%	1 *%	2 1%	1 1%	3 *%	3 *%	3 *%	3 *%	3 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	2 6%	* 1%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
DX	2 *%	- -%	* *%	2 1%	2 *%	- -%	2 *%	2 *%	2 *%	- -%	2 9%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	1 *%	- -%	1 *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	* 1%
Secured Mail	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%
Whistl (Previously known as TNT Post)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 1%	* *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	2 *%	* *%	- -%	- -%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	446 66%	233 80%	156 59%	57 46%	428 66%	434 66%	438 65%	440 66%	446 66%	166 57%	10 51%	366 72%	9 34%	20 41%	9 40%	15 56%	8 56%
		bc										cde					
NET: Provider other than RM	234 34%	59 20%	109 41%	67 54%	225 34%	223 34%	230 35%	231 34%	234 34%	124 43%	10 49%	144 28%	16 66%	29 59%	13 60%	12 44%	6 44%
			a	a								b	b	b			
NET: RM/Parcelforce	503 74%	247 85%	186 70%	70 56%	485 74%	488 74%	494 74%	497 74%	503 74%	183 63%	14 66%	413 81%	9 38%	25 52%	10 43%	15 56%	8 60%
		bc	c		f	f	f	f	f			cdef					

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	*e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	794	480	91	67	55	27	31	18	461	123	71	46	36	21	14	
Effective base	350	248	37	21	13	8	5	5	241	41	17	18	10	8	4	
Weighted Base	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6	
Citipost	1	-	1	*	-	-	-	-	-	-	-	1	-	-	*	
	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	
												a				
Secured Mail	*	-	-	*	*	*	-	-	-	-	*	*	*	-	-	
	*%	-%	-%	*%	1%	*%	-%	-%	-%	-%	*%	*%	1%	-%	-%	
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	-	*	-	-	-	*	-	-	
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	2	2	*	-	-	-	*	-	2	*	-	-	-	-	-	
	*%	*%	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	-%	
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	446	355	35	14	12	3	6	4	352	36	12	14	8	7	5	
	66%	71%	58%	34%	65%	27%	51%	47%	74%	41%	37%	47%	48%	69%	86%	
			c						bcd							
NET: Provider other than RM	234	148	26	27	6	7	6	5	121	53	20	16	9	3	1	
	34%	29%	42%	66%	35%	73%	49%	53%	26%	59%	63%	53%	52%	31%	14%	
			a						a	a	a					
NET: RM/Parcelforce	503	403	39	17	12	3	7	4	389	50	15	14	9	7	5	
	74%	80%	64%	42%	67%	31%	56%	48%	82%	56%	45%	47%	48%	75%	86%	
			bc						bcde							

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
Royal Mail	446	332	44	23	12	8	7	15	218	92	78	35	14
	66%	73%	56%	46%	42%	29%	56%	79%	76%	67%	51%	75%	38%
Parcelforce	57	37	14	2	*	4	1	-	19	12	22	3	1
	8%	8%	17%	4%	*%	14%	5%	-%	7%	8%	14%	8%	3%
DHL	45	27	4	4	8	2	-	*	19	9	15	2	2
	7%	6%	6%	7%	28%	9%	-%	1%	6%	6%	9%	3%	5%
Evri (formerly known as Hermes)	34	18	5	4	-	4	-	-	10	5	13	*	4
	5%	4%	7%	7%	-%	17%	-%	-%	3%	4%	8%	1%	12%
UK Mail	20	4	1	8	1	2	3	1	2	6	5	2	5
	3%	1%	1%	16%	4%	6%	27%	4%	1%	4%	3%	4%	12%
UPS	19	6	2	2	5	1	*	3	6	2	8	*	3
	3%	1%	3%	4%	17%	3%	*%	14%	2%	1%	5%	*%	7%
Yodel	19	10	1	*	2	5	1	*	2	5	8	1	1
	3%	2%	1%	*%	6%	17%	9%	1%	1%	4%	6%	1%	2%
DPD/DPD Local	18	11	2	3	*	-	*	*	6	5	2	*	3
	3%	2%	3%	7%	1%	-%	2%	*%	2%	4%	1%	*%	8%
FedEx	8	1	4	2	*	*	-	-	1	1	1	*	4
	1%	*%	5%	4%	1%	2%	-%	-%	*%	1%	1%	1%	12%
Amazon logistics	4	3	-	*	*	-	-	-	-	-	*	2	*
	1%	1%	-%	*%	1%	-%	-%	-%	-%	-%	*%	3%	*%
Pitney Bowes	4	3	-	-	-	*	-	-	3	*	-	-	*
	1%	1%	-%	-%	-%	1%	-%	-%	1%	*%	-%	-%	1%
TNT Express	3	1	*	2	-	*	-	-	-	1	1	2	*
	*%	*%	*%	5%	-%	*%	-%	-%	-%	1%	*%	4%	*%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
DX	2	2	-	-	-	-	-	-	2	-	-	-	-
	%	%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Citipost	1	1	*	-	-	-	-	-	-	-	1	-	*
	%	%	%	-%	-%	-%	-%	-%	-%	-%	%	-%	%
Secured Mail	*	-	-	-	-	*	*	-	-	*	-	-	*
	%	-%	-%	-%	-%	1%	%	-%	-%	%	-%	-%	1%
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	-	*	-	*	-
	%	%	-%	%	-%	-%	-%	-%	-%	%	-%	%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	*	-	-	-	-	2	-	*	*	-
	%	%	%	%	-%	-%	-%	-%	1%	-%	%	%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	332	44	23	12	8	7	15	218	92	78	35	14
	66%	73%	56%	46%	42%	29%	56%	79%	76%	67%	51%	75%	38%
		bcde							ce	ce		ce	
NET: Provider other than RM	234	126	35	27	16	19	5	4	70	45	76	12	23
	34%	27%	44%	54%	58%	71%	44%	21%	24%	33%	49%	25%	62%
			a	a	a	a					abd		abd
NET: RM/Parcelforce	503	369	57	25	12	11	8	15	238	103	99	38	15
	74%	81%	73%	50%	42%	43%	61%	79%	82%	75%	65%	82%	41%
		cde	cde						ce	e		e	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
Royal Mail	446 66%	254 71%	80 71%	67 54%	21 65%	5 27%	248 74%	96 66%	46 46%	28 80%	14 39%
Parcelforce	57 8%	31 9%	7 6%	15 12%	3 11%	1 5%	19 6%	18 12%	16 16% ad	* *%	1 2%
DHL	45 7%	20 6%	3 3%	11 9%	2 5%	2 10%	28 8%	11 8%	4 4%	* 1%	2 5%
Evri (formerly known as Hermes)	34 5%	14 4%	5 5%	9 7%	2 7%	1 4%	11 3%	3 2%	11 11% ab	1 3%	4 11%
UK Mail	20 3%	6 2%	6 5%	2 1%	2 5%	5 24% ac	5 1%	5 3%	5 5%	1 3%	5 13% a
UPS	19 3%	7 2%	3 3%	8 7%	* *%	- -%	6 2%	4 3%	5 5%	* *%	3 8%
Yodel	19 3%	9 3%	3 2%	3 3%	1 2%	1 3%	2 1%	5 3%	9 9% a	1 2%	* 1%
DPD/DPD Local	18 3%	6 2%	5 5%	4 3%	* *%	* 1%	10 3%	1 1%	1 1%	* *%	3 8%
FedEx	8 1%	2 1%	* *%	1 1%	* *%	4 23% abcd	1 *%	1 1%	* *%	* 1%	4 13% abc
Amazon logistics	4 1%	- -%	- -%	2 2%	- -%	* *%	* *%	- -%	* *%	2 5% a	- -%
Pitney Bowes	4 1%	4 1%	- -%	- -%	- -%	- -%	3 1%	* *%	- -%	- -%	* 1%
TNT Express	3 *%	1 *%	- -%	1 *%	2 5%	* *%	* *%	1 1%	1 1%	2 5% a	- -%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
DX	2 *%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	1 *%	- -%	- -%	1 1%	- -%	* 1%	- -%	- -%	1 1%	- -%	- -%
Secured Mail	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 1%
Whistl (Previously known as TNT Post)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	* *%	* *%	- -%	2 *%	- -%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	446 66%	254 71%	80 71%	67 54%	21 65%	5 27%	248 74%	96 66%	46 46%	28 80%	14 39%
NET: Provider other than RM	234 34%	103 29%	34 29%	57 46%	11 35%	14 73%	87 26%	49 34%	54 54%	7 20%	21 61%
NET: RM/Parcelforce	503 74%	284 80%	88 77%	82 66%	25 75%	6 32%	268 80%	114 79%	62 62%	28 80%	14 41%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
Royal Mail	446 66%	266 79%	66 58%	50 42%	36 56%	15 48%	198 56%	29 52%	205 81%	434 77%	13 11%	420 73%	8 10%
		bcde							ab	b		b	
Parcelforce	57 8%	19 6%	17 15%	19 16%	* 1%	1 4%	39 11%	2 4%	16 6%	43 8%	14 11%	53 9%	4 5%
			ad	ad									
DHL	45 7%	25 7%	3 3%	8 7%	9 14%	1 3%	25 7%	5 9%	15 6%	22 4%	24 20%	21 4%	21 26%
					b					a		a	a
Evri (formerly known as Hermes)	34 5%	4 1%	6 5%	17 14%	1 1%	4 12%	24 7%	3 5%	5 2%	17 3%	17 14%	22 4%	9 11%
				ad		a	c			a		a	a
UK Mail	20 3%	2 1%	2 2%	8 7%	7 10%	1 2%	11 3%	3 6%	5 2%	7 1%	12 10%	5 1%	14 18%
				a	a					a		a	a
UPS	19 3%	4 1%	5 5%	4 4%	5 7%	1 2%	15 4%	3 6%	1 *	8 1%	10 9%	11 2%	8 10%
				a	a		c	c		a		a	a
Yodel	19 3%	4 1%	10 9%	2 2%	* 1%	2 5%	13 4%	5 8%	1 *	13 2%	6 5%	12 2%	5 7%
			a					c					
DPD/DPD Local	18 3%	3 1%	3 2%	7 6%	1 1%	3 9%	13 4%	2 4%	* *	6 1%	11 10%	11 2%	6 8%
				a		a	c	c		a		a	a
FedEx	8 1%	1 *%	1 *%	2 1%	* *%	4 15%	7 2%	- -%	1 *%	5 1%	3 2%	6 1%	1 2%
						abcd							
Amazon logistics	4 1%	2 1%	* *%	* *%	2 2%	- -%	2 1%	- -%	2 1%	2 *%	2 2%	2 *%	* *%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
Pitney Bowes	4 1%	3 1%	- -%	1 1%	- -%	- -%	* *%	* 1%	3 1%	3 1%	* *%	3 1%	* *%
TNT Express	3 *%	- -%	- -%	1 1%	2 3%	- -%	2 1%	1 1%	* *%	1 *%	2 2%	1 *%	2 2%
DX	2 *%	* *%	- -%	- -%	2 3%	- -%	2 1%	- -%	* *%	- -%	2 2%	2 *%	- -%
Citipost	1 *%	1 *%	- -%	- -%	* *%	- -%	* *%	1 1%	- -%	1 *%	* *%	1 *%	* *%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* 1%	* *%	* *%	- -%	- -%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	* *%	* *%	* *%	* *%	2 3%	- -%	- -%	2 2%	2 *%	* 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
NET: RM Only	446	266	66	50	36	15	198	29	205	434	13	420	8
	66%	79%	58%	42%	56%	48%	56%	52%	81%	77%	11%	73%	10%
		bcde							ab	b		b	
NET: Provider other than RM	234	69	47	69	28	16	155	27	47	129	106	153	72
	34%	21%	42%	58%	44%	52%	44%	48%	19%	23%	89%	27%	90%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	503	285	82	69	37	16	237	31	220	477	26	473	12
	74%	85%	73%	58%	57%	52%	67%	56%	87%	85%	22%	82%	15%
		bcde							ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
Royal Mail	446	421	14	396	44	425	3	414	20	402	38
	66%	77%	13%	87%	21%	74%	4%	76%	18%	87%	18%
Parcelforce	57	44	10	22	35	53	4	49	5	19	38
	8%	8%	9%	5%	16%	9%	6%	9%	4%	4%	18%
DHL	45	17	28	9	36	15	27	20	25	6	39
	7%	3%	26%	2%	17%	3%	35%	4%	22%	1%	19%
Evri (formerly known as Hermes)	34	20	10	7	25	23	9	20	10	8	24
	5%	4%	9%	1%	12%	4%	11%	4%	9%	2%	11%
UK Mail	20	7	12	6	13	10	10	3	17	6	13
	3%	1%	12%	1%	6%	2%	13%	*%	15%	1%	6%
UPS	19	8	11	7	12	10	9	8	11	8	11
	3%	1%	10%	2%	5%	2%	11%	1%	9%	2%	5%
Yodel	19	10	9	5	14	12	5	7	12	8	10
	3%	2%	8%	1%	6%	2%	6%	1%	10%	2%	5%
DPD/DPD Local	18	11	7	*	17	12	6	10	8	*	17
	3%	2%	6%	*%	8%	2%	8%	2%	7%	*%	8%
FedEx	8	5	2	1	7	6	1	6	1	1	7
	1%	1%	2%	*%	3%	1%	2%	1%	1%	*%	3%
Amazon logistics	4	2	*	2	2	2	*	2	*	2	2
	1%	*%	*%	*%	1%	*%	*%	*%	*%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
Pitney Bowes	4 1%	3 1%	1 1%	* *%	3 1%	4 1%	- -%	3 1%	1 1%	3 1%	1 *%
TNT Express	3 *%	1 *%	2 2%	2 *%	1 1%	3 1%	* *%	1 *%	2 2%	- -%	3 1%
DX	2 *%	- -%	- -%	- -%	2 1%	2 *%	- -%	- -%	- -%	- -%	2 1%
Citipost	1 *%	- -%	1 1%	- -%	1 *%	- -%	1 1%	- -%	1 1%	1 *%	* *%
Secured Mail	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	* *%	- -%	2 1%	- -%	2 3%	- -%	2 2%	- -%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	446 66%	421 77%	14 13%	396 87%	44 21%	425 74%	3 4%	414 76%	20 18%	402 87%	38 18%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
NET: Provider other than RM	234	129	94	61	170	151	74	128	95	62	170
	34%	23%	87%	13%	79%	26%	96%	24%	82%	13%	82%
			a		a		a		a		a
NET: RM/Parcelforce	503	465	23	418	79	478	8	463	25	422	76
	74%	85%	22%	91%	37%	83%	10%	85%	22%	91%	36%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
Royal Mail	446	225	331	68	-	228	277	64	2	267	258	55	2
	66%	58%	69%	60%	-%	59%	69%	61%	47%	56%	76%	54%	59%
Parcelforce	57	39	30	2	-	35	31	2	-	50	17	4	-
	8%	10%	6%	2%	-%	9%	8%	2%	-%	10%	5%	4%	-%
DHL	45	36	26	9	1	36	21	9	-	42	13	11	-
	7%	9%	5%	8%	100%	9%	5%	9%	-%	9%	4%	11%	-%
Evri (formerly known as Hermes)	34	20	29	8	-	12	24	6	2	24	19	8	-
	5%	5%	6%	8%	-%	3%	6%	6%	53%	5%	5%	8%	-%
UK Mail	20	18	8	2	-	16	4	6	-	19	4	2	-
	3%	5%	2%	2%	-%	4%	1%	5%	-%	4%	1%	2%	-%
UPS	19	13	12	9	-	16	10	5	-	19	4	6	-
	3%	3%	3%	8%	-%	4%	3%	5%	-%	4%	1%	6%	-%
Yodel	19	16	13	3	-	18	9	2	-	17	6	1	-
	3%	4%	3%	3%	-%	5%	2%	2%	-%	4%	2%	1%	-%
DPD/DPD Local	18	10	12	6	-	10	14	6	-	17	6	6	-
	3%	2%	2%	6%	-%	3%	3%	6%	-%	4%	2%	6%	-%
FedEx	8	5	7	2	-	7	3	3	-	7	1	2	-
	1%	1%	1%	2%	-%	2%	1%	3%	-%	2%	*%	2%	-%
Amazon logistics	4	2	2	*	-	2	2	*	-	2	4	*	-
	1%	1%	*%	*%	-%	1%	*%	*%	-%	*%	1%	*%	-%
Pitney Bowes	4	1	4	-	-	1	4	*	-	4	3	3	-
	1%	*%	1%	-%	-%	*%	1%	*%	-%	1%	1%	3%	-%
TNT Express	3	3	3	2	-	3	3	1	-	3	2	1	-
	*%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
DX	2	2	-	-	-	-	-	-	-	2	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
Citipost	1	1	-	-	-	1	*	*	-	1	-	1	-
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%	1%	-%
Secured Mail	*	*	-	*	-	*	*	*	-	*	*	*	-
	*%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	-	-	-	2	-	-	*	-	-	2
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	41%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	225	331	68	-	228	277	64	2	267	258	55	2
	66%	58%	69%	60%	-%	59%	69%	61%	47%	56%	76%	54%	59%
NET: Provider other than RM	234	166	147	45	1	156	127	40	2	207	81	47	2
	34%	42%	31%	40%	100%	41%	31%	39%	53%	44%	24%	46%	41%
NET: RM/Parcelforce	503	264	361	70	-	264	308	66	2	317	275	58	2
	74%	67%	76%	62%	-%	69%	76%	63%	47%	67%	81%	57%	59%
			c				c				ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	794	620	587	465	516	418	41	333	275	256	73	53	164	147			
Effective base	350	276	264	215	224	183	14	156	119	115	33	26	67	59			
Weighted Base	681	538	495	406	435	363	12	297	219	220	60	50	122	117			
Citipost	1	1	-	-	1	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Secured Mail	*	-	-	*	-	-	-	-	*	*	-	-	*	*			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	-	-	-	-	-	-	*	*			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Other	2	2	-	-	-	*	-	-	-	-	-	-	-	*			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	%	%	%	%	%	%	%	%	%	%	%	%	%	%			
NET: RM Only	446	381	356	314	317	244	7	235	166	151	44	34	96	82			
	66%	71%	72%	77%	73%	67%	58%	79%	76%	69%	73%	68%	78%	70%			
NET: Provider other than RM	234	156	140	92	117	119	5	62	53	69	16	16	26	36			
	34%	29%	28%	23%	27%	33%	42%	21%	24%	31%	27%	32%	22%	30%			
NET: RM/Parcelforce	503	435	397	348	360	270	7	256	189	178	47	35	105	89			
	74%	81%	80%	86%	83%	75%	60%	86%	86%	81%	79%	70%	86%	76%			
					bc			e	e								

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	794	95	77	49	25	649	473	707	484	424	452	586	131	1	588	43
Effective base	350	45	30	21	12	284	198	311	211	176	186	270	54	1	258	24
Weighted Base	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
Royal Mail	446	50	29	20	16	375	227	399	256	204	198	353	55	-	363	20
	66%	61%	58%	51%	60%	68%	62%	66%	62%	61%	56%	68%	54%	-%	73%	43%
Parcelforce	57	8	3	1	2	53	30	56	42	33	32	51	5	-	37	14
	8%	9%	6%	2%	6%	10%	8%	9%	10%	10%	9%	10%	5%	-%	7%	28%
DHL	45	1	11	4	-	30	30	38	27	29	38	29	12	*	24	3
	7%	1%	23%	11%	-%	5%	8%	6%	7%	9%	11%	6%	12%	100%	5%	6%
Evri (formerly known as Hermes)	34	7	1	8	2	27	17	27	28	16	22	29	6	-	17	5
	5%	8%	2%	19%	6%	5%	5%	5%	7%	5%	6%	6%	5%	-%	3%	12%
UK Mail	20	8	1	*	1	15	10	15	9	11	16	5	2	-	9	-
	3%	9%	3%	*%	2%	3%	3%	2%	2%	3%	4%	1%	2%	-%	2%	-%
UPS	19	4	1	1	1	10	13	17	12	7	15	12	9	-	7	1
	3%	5%	2%	2%	3%	2%	4%	3%	3%	2%	4%	2%	9%	-%	1%	2%
Yodel	19	3	*	3	5	10	7	12	13	8	12	11	2	-	12	2
	3%	3%	*%	6%	17%	2%	2%	2%	3%	2%	3%	2%	2%	-%	2%	4%
DPD/DPD Local	18	1	*	*	-	10	13	16	11	7	9	13	3	-	11	1
	3%	2%	*%	*%	-%	2%	4%	3%	3%	2%	2%	2%	3%	-%	2%	2%
FedEx	8	*	*	2	1	7	6	7	7	5	7	6	4	-	7	*
	1%	*%	*%	4%	2%	1%	2%	1%	2%	2%	2%	1%	4%	-%	1%	*%
Amazon logistics	4	-	2	*	-	2	4	4	1	4	2	2	*	-	*	*
	1%	-%	4%	1%	-%	*%	1%	1%	*%	1%	1%	*%	*%	-%	*%	1%
Pitney Bowes	4	-	*	-	*	3	3	4	3	3	1	3	3	-	3	*
	1%	-%	1%	-%	1%	1%	1%	1%	1%	1%	*%	1%	3%	-%	1%	1%
TNT Express	3	2	-	1	*	1	2	2	2	1	2	2	1	-	2	1
	*%	2%	-%	3%	*%	*%	1%	*%	1%	*%	1%	*%	1%	-%	*%	2%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	794	95	77	49	25	649	473	707	484	424	452	586	131	1	588	43
Effective base	350	45	30	21	12	284	198	311	211	176	186	270	54	1	258	24
Weighted Base	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
DX	2	-	-	-	-	2	*	2	2	2	2	2	-	-	2	-
	%	%	%	%	%	%	%	%	%	1%	1%	%	%	%	%	%
Citipost	1	-	-	-	1	1	*	1	1	1	1	*	1	-	1	-
	%	%	%	%	3%	%	%	%	%	%	%	%	1%	%	%	%
Secured Mail	*	-	*	-	-	*	*	*	-	*	*	*	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	2	-	-	-	-	2	*	2	*	*	*	2	-	-	2	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	446	50	29	20	16	375	227	399	256	204	198	353	55	-	363	20
	66%	61%	58%	51%	60%	68%	62%	66%	62%	61%	56%	68%	54%	-	73%	43%
												ac			b	
NET: Provider other than RM	234	32	21	20	11	173	136	203	157	128	159	167	47	*	134	27
	34%	39%	42%	49%	40%	32%	38%	34%	38%	39%	44%	32%	46%	100%	27%	57%
											b		b		a	
NET: RM/Parcelforce	503	58	32	21	18	428	257	455	297	237	231	404	60	-	400	34
	74%	70%	64%	53%	66%	78%	71%	76%	72%	72%	65%	78%	58%	%	81%	71%
												ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
Royal Mail	446 66%	206 65%	240 77%	89 32%	1 7%	38 24%	70 38%	50 44%	301 71%	88 64%	58 59%	84 44%	291 79%
Parcelforce	57 8%	26 8%	28 9%	45 16%	5 27%	18 11%	39 21%	18 16%	28 7%	11 8%	6 6%	31 16%	20 5%
DHL	45 7%	20 6%	8 3%	38 14%	4 26%	27 17%	19 10%	6 6%	31 7%	8 6%	4 4%	25 13%	17 4%
Evri (formerly known as Hermes)	34 5%	11 3%	15 5%	28 10%	3 19%	15 9%	20 11%	9 8%	20 5%	6 4%	8 8%	12 6%	14 4%
UK Mail	20 3%	14 4%	* *%	14 5%	* *%	17 11%	2 1%	10 9%	3 1%	6 5%	9 9%	3 2%	6 2%
UPS	19 3%	7 2%	4 1%	15 5%	1 5%	11 7%	8 4%	4 3%	12 3%	3 2%	3 3%	12 6%	4 1%
Yodel	19 3%	11 3%	4 1%	14 5%	- -%	14 9%	5 3%	4 4%	7 2%	8 6%	6 6%	8 4%	4 1%
DPD/DPD Local	18 3%	6 2%	6 2%	15 6%	- -%	10 6%	8 4%	3 2%	11 2%	4 3%	2 3%	5 3%	8 2%
FedEx	8 1%	6 2%	1 *%	7 3%	- -%	5 3%	3 1%	6 6%	1 *%	* *%	* *%	4 2%	3 1%
Amazon logistics	4 1%	4 1%	- -%	2 1%	- -%	2 1%	2 1%	* *%	4 1%	- -%	- -%	4 2%	* *%
Pitney Bowes	4 1%	4 1%	- -%	3 1%	- -%	1 *%	3 2%	1 1%	3 1%	- -%	1 1%	- -%	- -%
TNT Express	3 *%	2 1%	1 *%	2 1%	1 5%	1 1%	2 1%	1 1%	2 *%	* *%	- -%	1 *%	2 1%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
DX	2	-	2	-	2	2	-	-	-	2	-	2	-
	%	%	1%	%	10%	1%	%	%	%	1%	%	1%	%
Citipost	1	1	-	1	-	1	-	-	-	1	-	1	-
	%	%	%	%	%	1%	%	%	%	1%	%	%	%
Secured Mail	*	*	-	*	-	*	-	*	*	-	*	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	*	*	*	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	2	-	2	2	*	*	2	*	2	*	*	*	2
	%	%	1%	1%	%	%	1%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	446	206	240	89	1	38	70	50	301	88	58	84	291
	66%	65%	77%	32%	7%	24%	38%	44%	71%	64%	59%	44%	79%
			a				a		a	a			ab
NET: Provider other than RM	234	110	71	188	16	122	112	62	122	50	40	106	79
	34%	35%	23%	68%	93%	76%	62%	56%	29%	36%	41%	56%	21%
		b				b		bc			c	c	
NET: RM/Parcelforce	503	232	268	135	6	56	109	67	329	99	64	114	311
	74%	73%	86%	48%	33%	35%	60%	60%	78%	72%	65%	60%	84%
			a				a		a				ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
Royal Mail	446	184	262
	66%	67%	64%
Parcelforce	57	12	45
	8%	4%	11%
		a	
DHL	45	14	32
	7%	5%	8%
Evri (formerly known as Hermes)	34	10	24
	5%	4%	6%
UK Mail	20	16	4
	3%	6%	1%
		b	
UPS	19	11	7
	3%	4%	2%
Yodel	19	9	10
	3%	3%	2%
DPD/DPD Local	18	7	10
	3%	3%	3%
FedEx	8	5	2
	1%	2%	1%
Amazon logistics	4	*	3
	1%	*%	1%
Pitney Bowes	4	1	3
	1%	*%	1%
TNT Express	3	1	2
	*%	*%	1%
DX	2	2	-
	*%	1%	-%
Citipost	1	1	-
	*%	*%	-%

Columns Tested: a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
Secured Mail	*	*	*
	*%	*%	*%
Whistl (Previously known as TNT Post)	*	*	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Other	2	*	2
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	446	184	262
	66%	67%	64%
NET: Provider other than RM	234	89	145
	34%	33%	36%
NET: RM/Parcelforce	503	196	308
	74%	72%	75%

Columns Tested: a,b

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
Royal Mail	446	-	18	58	41	2	42	16	56	62	15	107	28
	66%	-%	59%	70%	84%	22%	54%	61%	73%	62%	75%	67%	61%
					bfil								
Parcelforce	57	-	3	4	3	3	9	3	6	4	1	18	5
	8%	-%	11%	5%	6%	24%	11%	10%	7%	4%	3%	11%	10%
DHL	45	-	4	11	1	2	8	*	2	3	1	11	3
	7%	-%	13%	13%	2%	15%	11%	1%	2%	3%	7%	7%	6%
Evri (formerly known as Hermes)	34	-	*	4	1	1	2	2	4	4	1	10	4
	5%	-%	1%	4%	3%	10%	2%	7%	5%	4%	7%	6%	10%
UK Mail	20	-	*	3	*	*	1	*	3	12	*	*	1
	3%	-%	1%	3%	1%	1%	1%	*%	3%	12%	1%	*%	2%
										dfk			
UPS	19	-	-	-	*	3	1	*	1	7	-	3	4
	3%	-%	-%	-%	*%	25%	2%	*%	2%	7%	-%	2%	9%
													cd
Yodel	19	-	2	-	2	-	8	*	3	2	*	1	*
	3%	-%	6%	-%	4%	-%	11%	*%	3%	2%	2%	1%	*%
							ck						
DPD/DPD Local	18	-	3	*	*	*	2	5	1	2	1	3	1
	3%	-%	9%	*%	*%	1%	3%	18%	2%	2%	4%	2%	2%
								cdhik					
FedEx	8	-	*	1	*	*	3	*	-	2	*	1	1
	1%	-%	1%	1%	*%	2%	4%	1%	-%	2%	1%	*%	1%
Amazon logistics	4	-	-	-	-	-	2	-	*	2	-	-	-
	1%	-%	-%	-%	-%	-%	2%	-%	*%	2%	-%	-%	-%
Pitney Bowes	4	-	-	3	-	-	-	-	*	*	-	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	*%	*%	-%	-%	-%
TNT Express	3	-	-	*	-	-	*	-	-	1	-	2	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	1%	-%	1%	-%
DX	2	-	-	-	*	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	1%	-%
Citipost	1	-	-	-	-	-	-	-	1	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
Secured Mail	*	-	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	*	-	-	-	*	-	-	2	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	-	18	58	41	2	42	16	56	62	15	107	28
	66%	-%	59%	70%	84%	22%	54%	61%	73%	62%	75%	67%	61%
					bfil								
NET: Provider other than RM	234	-	13	25	8	9	35	10	21	38	5	52	18
	34%	-%	41%	30%	16%	78%	46%	39%	27%	38%	25%	33%	39%
			d				d			d			d
NET: RM/Parcelforce	503	-	22	62	44	5	50	19	62	66	15	125	33
	74%	-%	70%	74%	90%	45%	65%	71%	80%	66%	78%	78%	71%
					fi								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
Royal Mail	446	77	85	135	150	162	284
	66%	67%	62%	66%	67%	64%	66%
Parcelforce	57	7	14	12	23	21	35
	8%	6%	10%	6%	10%	9%	8%
DHL	45	15	11	5	15	26	20
	7%	13%	8%	2%	7%	10%	5%
		c					
Evri (formerly known as Hermes)	34	4	4	11	16	8	26
	5%	3%	3%	5%	7%	3%	6%
UK Mail	20	3	1	15	1	4	16
	3%	2%	1%	7%	*%	2%	4%
				bd			
UPS	19	-	4	8	7	4	15
	3%	-%	3%	4%	3%	2%	3%
Yodel	19	2	11	4	2	13	6
	3%	2%	8%	2%	1%	5%	1%
			d				
DPD/DPD Local	18	3	2	8	4	5	13
	3%	3%	2%	4%	2%	2%	3%
FedEx	8	1	3	2	1	4	3
	1%	1%	2%	1%	1%	2%	1%
Amazon logistics	4	-	2	2	-	2	2
	1%	-%	1%	1%	-%	1%	*%
Pitney Bowes	4	3	-	1	-	3	1
	1%	2%	-%	*%	-%	1%	*%
TNT Express	3	*	*	1	2	*	3
	*%	*%	*%	*%	1%	*%	1%
DX	2	-	*	-	2	*	2
	*%	-%	*%	-%	1%	*%	*%
Citipost	1	-	-	1	*	-	1
	*%	-%	-%	*%	*%	-%	*%
Secured Mail	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Table 86 (continuation)

QV5A.1. Other postal items - Which would you say is your organisation's main postal service for Other postal items in terms of the number of items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
Whistl (Previously known as TNT Post)	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	*	2	*	2
	*%	-%	*%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	446	77	85	135	150	162	284
	66%	67%	62%	66%	67%	64%	66%
NET: Provider other than RM	234	38	52	70	75	90	144
	34%	33%	38%	34%	33%	36%	34%
NET: RM/Parcelforce	503	84	99	147	173	183	320
	74%	73%	72%	72%	77%	73%	75%

Columns Tested:: a,b,c,d - a,b

Table 89

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Royal Mail	1507	346	1161	1434	61	7	4	72
	93%	93%	93%	94%	89%	83%	83%	88%
				bcd				
DHL	31	6	25	28	2	*	*	3
	2%	1%	2%	2%	3%	3%	6%	3%
							a	
UK Mail	14	-	14	13	1	*	*	1
	1%	-%	1%	1%	1%	4%	4%	1%
						a	a	
Parcelforce	12	3	9	11	1	*	*	1
	1%	1%	1%	1%	1%	1%	3%	1%
Evri (formerly known as Hermes)	12	2	10	11	1	-	*	1
	1%	*%	1%	1%	1%	-%	1%	1%
UPS	8	2	6	7	1	-	*	1
	1%	*%	1%	*%	2%	-%	2%	2%
					a			a
FedEx	7	2	5	7	*	-	*	1
	*%	1%	*%	*%	1%	-%	1%	1%
DPD/DPD Local	7	3	4	6	1	*	-	1
	*%	1%	*%	*%	1%	2%	-%	1%
Yodel	5	-	5	4	*	*	*	*
	*%	-%	*%	*%	*%	3%	1%	*%
						ab		
Amazon logistics	2	*	2	2	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
Secured Mail	1	-	1	*	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Citipost	*	*	*	-	*	*	-	*
	*%	*%	*%	-%	1%	1%	-%	1%
					a	a		
TNT Express	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1%	*%	*%
						a		

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Whistl (Previously known as TNT Post)	*	-	*	-	-	*	*	*
	*/%	-%	*/%	-%	-%	1%	*/%	*/%
						a		
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	8	2	10	*	*	-	*
	1%	2%	*/%	1%	*/%	*/%	-%	*/%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	346	1161	1434	61	7	4	72
	93%	93%	93%	94%	89%	83%	83%	88%
				b	c	d	e	
NET: Provider other than RM	109	26	83	99	8	1	1	10
	7%	7%	7%	6%	11%	17%	17%	12%
					a	a	a	a
NET: RM/Parcelforce	1519	349	1170	1446	62	7	4	73
	94%	94%	94%	94%	90%	84%	86%	89%
				b	c	d	e	

Columns Tested: a, b - a, b, c, d, e

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
Royal Mail	1507	880	443	111	42	27	4	1434	61	11
	93%	93%	95%	90%	90%	87%	83%	94%	89%	83%
		efi	efhi					efhi		
DHL	31	21	5	2	1	2	*	28	2	1
	2%	2%	1%	1%	2%	6%	6%	2%	3%	4%
						bg	bg			
UK Mail	14	4	7	2	*	1	*	13	1	1
	1%	*%	1%	1%	1%	2%	4%	1%	1%	4%
							ag			ag
Parcelforce	12	5	5	1	1	*	*	11	1	*
	1%	*%	1%	1%	1%	*%	3%	1%	1%	2%
							a			
Evri (formerly known as Hermes)	12	7	2	2	1	*	*	11	1	*
	1%	1%	*%	2%	1%	*%	1%	1%	1%	*%
UPS	8	3	2	2	1	-	*	7	1	*
	1%	*%	*%	2%	3%	-%	2%	*%	2%	1%
					abg				ag	
FedEx	7	6	*	-	*	*	*	7	*	*
	*%	1%	*%	-%	*%	1%	1%	*%	1%	*%
DPD/DPD Local	7	4	1	1	-	1	-	6	1	*
	*%	*%	*%	1%	-%	2%	-%	*%	1%	1%
						g				
Yodel	5	4	-	1	*	*	*	4	*	*
	*%	*%	-%	1%	*%	1%	1%	*%	*%	2%
										bg
Amazon logistics	2	2	*	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	1	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%
					g					
Citipost	*	-	-	-	*	*	-	-	*	*
	*%	-%	-%	-%	1%	*%	-%	-%	1%	*%
					g			g		

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
TNT Express	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
										g
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
										g
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	7	2	1	*	*	-	10	*	*
	1%	1%	*%	*%	*%	*%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	880	443	111	42	27	4	1434	61	11
	93%	93%	95%	90%	90%	87%	83%	94%	89%	83%
		efi	efhi					efhi		
NET: Provider other than RM	109	63	24	12	5	4	1	99	8	2
	7%	7%	5%	10%	10%	13%	17%	6%	11%	17%
					abg	abg		bg	abg	
NET: RM/Parcelforce	1519	885	448	112	42	27	4	1446	62	11
	94%	94%	96%	91%	91%	87%	86%	94%	90%	85%
		efi	defhi					efhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Royal Mail	1507	1162	273	61	7	4	891	203	43	37	38
	93%	94%	90%	89%	83%	83%	96%	84%	85%	89%	91%
		bcd	e				bc				
DHL	31	23	5	2	*	*	14	9	*	*	1
	2%	2%	2%	3%	3%	6%	2%	4%	1%	1%	4%
						ab					
UK Mail	14	6	7	1	*	*	3	7	3	1	*
	1%	*%	2%	1%	4%	4%	*%	3%	7%	2%	*%
		a	a	a			a	a			
Parcelforce	12	7	5	1	*	*	4	6	*	-	*
	1%	1%	2%	1%	1%	3%	*%	2%	1%	-%	*%
						a		a			
Evri (formerly known as Hermes)	12	9	2	1	-	*	5	3	2	-	-
	1%	1%	1%	1%	-%	1%	1%	1%	4%	-%	-%
								a			
UPS	8	3	4	1	-	*	3	2	*	1	1
	1%	*%	1%	2%	-%	2%	*%	1%	*%	3%	1%
			a								
FedEx	7	6	*	*	-	*	1	5	-	1	*
	*%	1%	*%	1%	-%	1%	*%	2%	-%	2%	*%
								a			
DPD/DPD Local	7	4	2	1	*	-	3	2	-	1	1
	*%	*%	1%	1%	2%	-%	*%	1%	-%	3%	1%
Yodel	5	4	1	*	*	*	4	1	-	-	*
	*%	*%	*%	*%	3%	1%	*%	*%	-%	-%	1%
					abc						
Amazon logistics	2	2	*	-	-	-	-	2	-	-	-
	*%	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%
Secured Mail	1	-	*	*	-	-	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	1%	-%	-%
Citipost	*	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	1%	1%	-%	-%	-%	*%	-%	1%
TNT Express	*	-	-	-	*	*	-	-	-	*	*
	*%	-%	-%	-%	1%	*%	-%	-%	-%	*%	*%
				a							

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Whistl (Previously known as TNT Post)	*	-	-	-	*	*	-	-	-	-	*
	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
					a						
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	7	2	*	*	-	2	1	*	-	*
	1%	1%	1%	-%	-%	-%	-%	1%	1%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	1162	273	61	7	4	891	203	43	37	38
	93%	94%	90%	89%	83%	83%	96%	84%	85%	89%	91%
		bcd	e				bc				
NET: Provider other than RM	109	70	29	8	1	1	38	38	7	5	4
	7%	6%	10%	11%	17%	17%	4%	16%	15%	11%	9%
		a	a	a	a	ab	a	a	a		
NET: RM/Parcelforce	1519	1168	277	62	7	4	895	208	43	37	38
	94%	95%	92%	90%	84%	86%	96%	87%	86%	89%	91%
		cde					bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
Royal Mail	1507	136	108	253	68	120	217	193	124	111
	93%	96%	92%	90%	89%	88%	95%	97%	96%	95%
								cde		
DHL	31	2	*	8	1	6	6	*	4	2
	2%	1%	*%	3%	1%	4%	2%	*%	3%	2%
UK Mail	14	2	2	2	2	1	-	*	1	4
	1%	1%	2%	1%	2%	1%	-%	*%	1%	3%
Parcelforce	12	-	*	6	1	2	-	1	-	-
	1%	-%	*%	2%	2%	1%	-%	1%	-%	-%
Evri (formerly known as Hermes)	12	-	2	1	-	4	2	2	-	-
	1%	-%	2%	*%	-%	3%	1%	1%	-%	-%
UPS	8	1	1	-	-	2	3	*	*	-
	1%	1%	1%	-%	-%	1%	1%	*%	*%	-%
FedEx	7	*	4	-	-	-	-	2	-	-
	*%	*%	3%	-%	-%	-%	-%	1%	-%	-%
			c							
DPD/DPD Local	7	-	-	2	2	1	1	-	*	-
	*%	-%	-%	1%	3%	1%	1%	-%	*%	-%
Yodel	5	-	*	1	3	-	-	-	-	-
	*%	-%	*%	*%	4%	-%	-%	-%	-%	-%
Amazon logistics	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Secured Mail	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	1	-	5	-	1	-	-	-	-
	1%	1%	-%	2%	-%	1%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	136	108	253	68	120	217	193	124	111
	93%	96%	92%	90%	89%	88%	95%	97%	96%	95%
								cde		
NET: Provider other than RM	109	6	10	29	9	17	12	5	5	6
	7%	4%	8%	10%	11%	12%	5%	3%	4%	5%
				g	g	g				
NET: RM/Parcelforce	1519	136	108	260	70	122	217	194	124	111
	94%	96%	92%	92%	90%	89%	95%	98%	96%	95%
								de		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Royal Mail	1507	299	368	663	1331	176	88	56	32
	93%	90%	95%	94%	93%	94%	95%	93%	94%
DHL	31	9	5	14	28	3	3	*	*
	2%	3%	1%	2%	2%	2%	3%	1%	1%
UK Mail	14	6	5	3	14	*	*	-	*
	1%	2%	1%	*%	1%	*%	*%	-%	*%
Parcelforce	12	3	*	8	11	1	1	*	*
	1%	1%	*%	1%	1%	*%	1%	*%	1%
Evri (formerly known as Hermes)	12	4	2	4	11	1	*	1	-
	1%	1%	1%	1%	1%	*%	*%	1%	-%
UPS	8	2	3	3	8	*	-	*	*
	1%	1%	1%	*%	1%	*%	-%	*%	*%
FedEx	7	-	4	2	6	2	1	*	*
	*%	-%	1%	*%	*%	1%	1%	*%	*%
DPD/DPD Local	7	3	*	3	6	1	-	1	*
	*%	1%	*%	*%	*%	1%	-%	2%	*%
Yodel	5	3	*	1	4	1	*	1	-
	*%	1%	*%	*%	*%	*%	*%	1%	-%
Amazon logistics	2	-	-	2	2	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	1%
Secured Mail	1	-	-	*	*	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
Citipost	*	-	-	*	*	*	-	-	*
	*%	-%	-%	*%	*%	*%	-%	-%	*%
TNT Express	*	*	-	-	*	*	*	-	-
	*%	*%	-%	-%	*%	*%	*%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	1	1	5	8	2	*	1	1
	1%	*%	*%	1%	1%	1%	*%	1%	3%
									d
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	299	368	663	1331	176	88	56	32
	93%	90%	95%	94%	93%	94%	95%	93%	94%
NET: Provider other than RM	109	31	21	46	98	11	5	4	2
	7%	10%	5%	6%	7%	6%	5%	7%	6%
NET: RM/Parcelforce	1519	302	369	671	1342	177	89	56	32
	94%	91%	95%	95%	94%	95%	95%	93%	95%

Columns Tested:: a,b,c,d,e,f,g,h

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Royal Mail	1507	81	79	28	107	172	274	49	50	765
	93%	96%	89%	86%	88%	85%	92%	91%	96%	96%
										bdef
DHL	31	1	3	3	6	9	1	1	*	13
	2%	1%	3%	9%	5%	5%	*%	2%	*%	2%
					f	f				
UK Mail	14	2	1	1	2	3	7	-	*	1
	1%	2%	1%	2%	1%	1%	2%	-%	*%	*%
		i				i	i			
Parcelforce	12	*	3	-	3	8	1	*	-	*
	1%	*%	3%	-%	2%	4%	*%	1%	-%	*%
			i		i	fi				
Evri (formerly known as Hermes)	12	-	*	-	*	2	4	-	2	3
	1%	-%	*%	-%	*%	1%	1%	-%	4%	*%
									i	
UPS	8	1	1	1	2	-	1	*	-	4
	1%	1%	1%	3%	1%	-%	*%	1%	-%	1%
FedEx	7	-	*	-	*	3	*	2	-	1
	*%	-%	*%	-%	*%	2%	*%	3%	-%	*%
						i	fi			
DPD/DPD Local	7	-	*	-	*	1	1	1	-	4
	*%	-%	*%	-%	*%	1%	*%	1%	-%	*%
Yodel	5	-	-	*	*	-	2	-	-	3
	*%	-%	-%	*%	*%	-%	1%	-%	-%	*%
Amazon logistics	2	-	-	-	-	-	2	*	-	-
	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%
Secured Mail	1	-	*	-	*	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT Express	*	-	*	-	*	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	-	2	-	2	4	4	*	-	*
	1%	-%	2%	-%	1%	2%	1%	1%	-%	*%
			i		i	i	i			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	81	79	28	107	172	274	49	50	765
	93%	96%	89%	86%	88%	85%	92%	91%	96%	96%
										bdef
NET: Provider other than RM	109	3	10	5	14	30	24	5	2	30
	7%	4%	11%	14%	12%	15%	8%	9%	4%	4%
			i		i	i	i			
NET: RM/Parcelforce	1519	82	82	28	110	180	275	49	50	766
	94%	96%	92%	86%	91%	89%	92%	91%	96%	96%
										ef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Royal Mail	1507	361	274	872	1253	253	-	1382	125	1452	54
	93%	88%	92%	96%	94%	91%	-%	93%	93%	93%	100%
DHL	31	16	1	14	29	2	-	28	2	31	-
	2%	4%	*%	2%	2%	1%	-%	2%	2%	2%	-%
UK Mail	14	6	7	1	12	2	-	12	2	14	-
	1%	2%	2%	*%	1%	1%	-%	1%	1%	1%	-%
Parcelforce	12	10	1	1	7	5	-	9	3	12	-
	1%	3%	*%	*%	1%	2%	-%	1%	2%	1%	-%
Evri (formerly known as Hermes)	12	2	4	6	6	5	-	11	*	11	*
	1%	*%	1%	1%	*%	2%	-%	1%	*%	1%	*%
UPS	8	2	1	5	6	2	-	8	*	8	-
	1%	1%	*%	1%	*%	1%	-%	1%	*%	1%	-%
FedEx	7	4	*	3	2	5	-	7	*	7	-
	*%	1%	*%	*%	*%	2%	-%	*%	*%	*%	-%
DPD/DPD Local	7	2	1	4	5	2	-	7	*	7	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%
Yodel	5	*	2	3	5	-	-	4	1	5	-
	*%	*%	1%	*%	*%	-%	-%	*%	1%	*%	-%
Amazon logistics	2	-	2	*	2	-	-	2	*	2	-
	*%	-%	1%	*%	*%	-%	-%	*%	*%	*%	-%
Secured Mail	1	*	*	-	1	-	-	1	-	1	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT Express	*	*	*	-	*	*	-	*	-	*	-
	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	-	*	-	*	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	5	4	1	8	2	-	10	*	10	-
	1%	1%	1%	*%	1%	1%	-%	1%	*%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	361	274	872	1253	253	-	1382	125	1452	54
	93%	88%	92%	96%	94%	91%	-%	93%	93%	93%	100%
				ab							
NET: Provider other than RM	109	47	24	37	84	25	-	100	9	109	*
	7%	12%	8%	4%	6%	9%	-%	7%	7%	7%	*%
		c	c								
NET: RM/Parcelforce	1519	371	275	872	1261	258	-	1391	128	1464	54
	94%	91%	92%	96%	94%	93%	-%	94%	95%	94%	100%
				ab							

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Royal Mail	1507	1023	226	248
	93%	96%	86%	90%
		bc		
DHL	31	11	16	4
	2%	1%	6%	2%
			ac	
UK Mail	14	3	6	4
	1%	*%	2%	2%
			a	
Parcelforce	12	3	1	8
	1%	*%	1%	3%
				a
Evri (formerly known as Hermes)	12	6	1	2
	1%	1%	*%	1%
UPS	8	4	2	2
	1%	*%	1%	1%
FedEx	7	1	4	3
	*%	*%	1%	1%
			a	a
DPD/DPD Local	7	4	3	*
	*%	*%	1%	*%
Yodel	5	3	2	*
	*%	*%	1%	*%
Amazon logistics	2	*	-	2
	*%	*%	-%	1%
Secured Mail	1	*	*	-
	*%	*%	*%	-%
Citipost	*	-	*	-
	*%	-%	*%	-%
TNT Express	*	*	*	-
	*%	*%	*%	-%

Columns Tested: a,b,c

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Whistl (Previously known as TNT Post)	*	*	-	*
	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
DX	-	-	-	-
	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-
	-%	-%	-%	-%
Pitney Bowes	-	-	-	-
	-%	-%	-%	-%
Other	10	9	*	1
	1%	1%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1507	1023	226	248
	93%	96%	86%	90%
		bc		
NET: Provider other than RM	109	44	36	26
	7%	4%	14%	10%
			a	a
NET: RM/Parcelforce	1519	1026	227	256
	94%	96%	87%	93%
		b		

Columns Tested: a,b,c

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Royal Mail	1507	1338	123	25	5	13	*	1	*	1461	46	21
	93%	95%	84%	92%	72%	83%	10%	57%	94%	94%	79%	68%
		bjk								bjk		
DHL	31	20	10	*	*	-	*	1	-	30	1	1
	2%	1%	7%	1%	*%	-%	1%	35%	-%	2%	2%	3%
		ai										
UK Mail	14	5	4	*	1	2	2	-	*	8	5	5
	1%	*%	2%	*%	13%	11%	54%	-%	6%	1%	9%	17%
		a									ai	abi
Parcelforce	12	6	6	*	-	*	*	-	-	12	1	*
	1%	*%	4%	2%	-%	*%	1%	-%	-%	1%	1%	*%
		ai										
Evri (formerly known as Hermes)	12	12	-	-	*	-	-	-	-	12	*	*
	1%	1%	-%	-%	*%	-%	-%	-%	-%	1%	*%	*%
UPS	8	5	*	1	1	-	1	-	-	5	3	2
	1%	*%	*%	5%	11%	-%	20%	-%	-%	*%	6%	6%
			ai								ai	ai
FedEx	7	6	1	*	*	-	-	-	-	7	*	*
	*%	*%	1%	*%	3%	-%	-%	-%	-%	*%	1%	1%
DPD/DPD Local	7	7	*	-	-	-	-	*	-	7	*	*
	*%	*%	*%	-%	-%	-%	-%	7%	-%	*%	*%	*%
Yodel	5	4	*	-	-	1	-	*	-	4	1	1
	*%	*%	*%	-%	-%	5%	-%	1%	-%	*%	1%	2%
Amazon logistics	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	1	*	-	-	-	-	*	-	-	*	*	*
	*%	*%	-%	-%	-%	-%	5%	-%	-%	*%	*%	1%
Citipost	*	-	-	-	-	*	*	-	-	-	*	*
	*%	-%	-%	-%	-%	*%	9%	-%	-%	-%	1%	2%
												ai
TNT Express	*	*	*	-	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	-	-	-	*	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	8	2	*	*	-	-	-	-	10	*	*
	1%	1%	1%	*%	*%	-%	-%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	1338	123	25	5	13	*	1	*	1461	46	21
	93%	95%	84%	92%	72%	83%	10%	57%	94%	94%	79%	68%
		bjk								bjk		
NET: Provider other than RM	109	74	23	2	2	3	4	1	*	97	12	10
	7%	5%	16%	8%	28%	17%	90%	43%	6%	6%	21%	32%
			ai								ai	ai
NET: RM/Parcelforce	1519	1343	129	25	5	13	1	1	*	1473	46	21
	94%	95%	88%	93%	72%	84%	11%	57%	94%	95%	80%	68%
		bjk	k							bjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Royal Mail	1507	873	465	169	1507	1079	1507	981	576	391	406	933	30	64	37	26	10
	93%	96%	93%	83%	93%	92%	93%	91%	88%	86%	98%	94%	70%	84%	95%	74%	69%
		bc	c		ef	ef	ef	f			bcdfg	cdfg		cg			
DHL	31	10	9	11	31	27	31	28	25	24	2	16	6	2	*	*	3
	2%	1%	2%	6%	2%	2%	2%	3%	4%	5%	1%	2%	15%	3%	1%	1%	21%
				a						abc			ab				abef
UK Mail	14	2	3	9	14	14	14	14	14	13	-	6	2	3	1	1	1
	1%	*%	1%	4%	1%	1%	1%	1%	2%	3%	-%	1%	4%	4%	3%	2%	6%
				ab						ac			a	a			a
Parcelforce	12	2	3	7	12	10	12	11	8	8	*	7	*	*	-	5	-
	1%	*%	1%	3%	1%	1%	1%	1%	1%	2%	*%	1%	*%	*%	-%	13%	-%
				a												abd	
Evri (formerly known as Hermes)	12	6	6	*	12	11	12	9	9	*	*	11	-	*	-	*	-
	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	*%	1%	-%	*%	-%	*%	-%
UPS	8	4	1	3	8	7	8	8	6	6	1	3	1	3	*	1	-
	1%	*%	*%	2%	1%	1%	1%	1%	1%	1%	*%	*%	1%	4%	*%	2%	-%
														b			
FedEx	7	2	3	1	7	5	7	5	5	5	2	5	-	*	*	*	-
	*%	*%	1%	1%	*%	*%	*%	*%	1%	1%	*%	*%	-%	*%	*%	*%	-%
DPD/DPD Local	7	*	6	*	7	5	7	6	4	2	2	2	-	2	-	2	-
	*%	*%	1%	*%	*%	*%	*%	1%	1%	*%	*%	*%	-%	2%	-%	6%	-%
				a										b		ab	
Yodel	5	2	1	1	5	4	5	2	2	3	-	4	-	-	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	-%	2%	*%	1%
Amazon logistics	2	*	2	-	2	2	2	2	2	2	*	2	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Secured Mail	1	-	*	*	1	1	1	1	1	*	-	*	-	-	-	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	1%	-%
Citipost	*	-	-	*	*	*	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	3%
																	ab
TNT Express	*	-	*	*	*	*	*	*	*	*	-	-	-	-	-	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	1%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Whistl (Previously known as TNT Post)	*	-	*	*	*	*	*	*	*	*	-	*	-	-	-	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	7	1	2	10	4	10	9	2	1	2	2	4	2	-	*	-
	1%	1%	*%	1%	1%	*%	1%	1%	*%	*%	1%	*%	9%	2%	-%	*%	-%
													ab	b			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	873	465	169	1507	1079	1507	981	576	391	406	933	30	64	37	26	10
	93%	96%	93%	83%	93%	92%	93%	91%	88%	86%	98%	94%	70%	84%	95%	74%	69%
		bc	c		ef	ef	ef	f			bcdfg	cdfg		cg			
NET: Provider other than RM	109	37	37	35	109	91	109	95	77	65	10	59	13	12	2	9	5
	7%	4%	7%	17%	7%	8%	7%	9%	12%	14%	2%	6%	30%	16%	5%	26%	31%
			a	ab					abc	abcd		a	abe	ab		ab	abe
NET: RM/Parcelforce	1519	875	468	175	1519	1089	1519	991	584	399	407	940	31	64	37	30	10
	94%	96%	93%	86%	94%	93%	94%	92%	89%	87%	98%	95%	70%	84%	95%	87%	69%
		c	c		ef	f	ef	f			cdfg	cdg		cg			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Royal Mail	1507	1313	76	54	33	14	9	7	872	96	39	37	17	12	6
	93%	95%	84%	81%	92%	82%	66%	63%	95%	79%	82%	83%	84%	97%	90%
		bcef							bcd						
DHL	31	24	3	1	*	*	*	3	13	5	6	2	1	*	*
	2%	2%	3%	2%	*%	*%	*%	28%	1%	4%	12%	5%	4%	1%	2%
											a				
UK Mail	14	5	2	4	*	2	-	1	6	4	2	2	*	-	*
	1%	*%	2%	5%	*%	10%	-%	8%	1%	4%	4%	4%	*%	-%	*%
		a	a			a									
Parcelforce	12	5	2	*	*	-	4	-	5	4	*	-	*	*	-
	1%	*%	3%	*%	*%	-%	31%	-%	1%	4%	*%	-%	*%	*%	-%
		a					abcd			a					
Evri (formerly known as Hermes)	12	9	2	-	*	-	-	-	8	3	-	-	-	*	-
	1%	1%	2%	-%	*%	-%	-%	-%	1%	3%	-%	-%	-%	*%	-%
UPS	8	6	1	*	-	1	-	-	2	1	*	4	-	-	-
	1%	*%	1%	1%	-%	5%	-%	-%	*%	1%	*%	8%	-%	-%	-%
						a						a			
FedEx	7	3	4	-	*	*	-	-	5	*	*	-	-	*	-
	*%	*%	4%	-%	*%	*%	-%	-%	1%	*%	1%	-%	-%	1%	-%
			a												
DPD/DPD Local	7	3	-	2	2	-	*	-	2	2	-	-	2	-	-
	*%	*%	-%	3%	6%	-%	1%	-%	*%	1%	-%	-%	10%	-%	-%
				a	a								a		
Yodel	5	4	*	*	-	1	*	-	1	3	-	-	*	-	*
	*%	*%	*%	*%	-%	3%	*%	-%	*%	2%	-%	-%	1%	-%	1%
										a					
Amazon logistics	2	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
										a					
Secured Mail	1	*	-	-	*	-	-	-	*	-	-	-	*	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%
Citipost	*	-	-	*	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	6%
TNT Express	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	1%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19	
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6	
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7	
Whistl (Previously known as TNT Post)	*	*	-	-	-	*	*	*	*	-	-	-	*	-	*	
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	*%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	10	4	*	6	-	-	*	-	2	2	*	-	-	-	-	
	1%	*%	*%	8%	-%	-%	1%	-%	*%	1%	1%	-%	-%	-%	-%	
				ab												
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	1507	1313	76	54	33	14	9	7	872	96	39	37	17	12	6	
	93%	95%	84%	81%	92%	82%	66%	63%	95%	79%	82%	83%	84%	97%	90%	
		bcef							bcd							
NET: Provider other than RM	109	67	14	13	3	3	5	4	45	26	9	7	3	*	1	
	7%	5%	16%	19%	8%	18%	34%	37%	5%	21%	18%	17%	16%	3%	10%	
			a	a		a	a			a	a	a				
NET: RM/Parcelforce	1519	1318	79	55	33	14	14	7	878	100	39	37	17	12	6	
	94%	96%	87%	81%	93%	82%	97%	63%	96%	82%	82%	83%	84%	97%	90%	
		bce							bcd							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
Royal Mail	1507	777	84	45	27	23	11	15	801	293	272	96	38
	93%	96%	81%	73%	68%	83%	92%	74%	95%	94%	90%	94%	75%
		bcdeg							ce	e	e	e	
DHL	31	10	1	5	10	2	*	*	13	5	12	1	*
	2%	1%	1%	8%	26%	8%	*%	1%	2%	2%	4%	1%	*%
				a	abc	a							
UK Mail	14	4	2	2	1	2	*	2	3	3	3	3	2
	1%	1%	2%	4%	3%	6%	*%	11%	*%	1%	1%	3%	4%
				a		a		a				a	a
Parcelforce	12	4	2	5	*	-	*	*	2	3	2	*	4
	1%	1%	2%	7%	*%	-%	*%	*%	*%	1%	1%	*%	9%
				a									abcd
Evri (formerly known as Hermes)	12	6	1	2	-	-	-	-	7	1	4	-	*
	1%	1%	1%	3%	-%	-%	-%	-%	1%	*%	1%	-%	*%
UPS	8	2	2	1	1	-	*	3	*	2	1	1	3
	1%	*%	1%	2%	2%	-%	*%	14%	*%	1%	*%	1%	5%
								a					ac
FedEx	7	4	1	-	-	*	-	-	3	*	3	*	*
	*%	*%	1%	-%	-%	1%	-%	-%	*%	*%	1%	*%	*%
DPD/DPD Local	7	2	3	-	-	-	-	*	2	2	*	1	-
	*%	*%	3%	-%	-%	-%	-%	1%	*%	1%	*%	1%	-%
			a										
Yodel	5	1	*	*	-	-	1	-	-	2	1	*	*
	*%	*%	*%	*%	-%	-%	7%	-%	-%	1%	*%	*%	1%
Amazon logistics	2	-	-	2	-	-	-	-	*	-	-	-	2
	*%	-%	-%	4%	-%	-%	-%	-%	*%	-%	-%	-%	4%
				a									abc
Secured Mail	1	-	*	-	-	*	-	-	-	-	-	-	1
	*%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%
Citipost	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
TNT Express	*	-	-	-	-	*	-	-	-	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	-	-	-	*	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	10	2	7	*	-	-	-	-	8	1	2	*	-
	1%	%	7%	%	%	%	%	%	1%	%	1%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1507	777	84	45	27	23	11	15	801	293	272	96	38
	93%	96%	81%	73%	68%	83%	92%	74%	95%	94%	90%	94%	75%
NET: Provider other than RM	109	36	19	17	12	5	1	5	38	20	29	7	12
	7%	4%	19%	27%	32%	17%	8%	26%	5%	6%	10%	6%	25%
		a	a	a	a	a	a	a			a		abcd
NET: RM/Parcelforce	1519	781	86	49	27	23	11	15	803	296	274	97	42
	94%	96%	83%	80%	69%	83%	93%	74%	96%	95%	91%	94%	84%
		bcdeg							ce				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Royal Mail	1507	892	281	226	78	23	598	206	167	70	29
	93%	95%	94%	91%	95%	76%	93%	92%	93%	95%	71%
DHL	31	13	4	9	1	*	14	9	4	*	*
	2%	1%	1%	4%	1%	1%	2%	4%	2%	*%	*%
UK Mail	14	7	1	3	1	2	4	4	2	3	2
	1%	1%	*%	1%	1%	6%	1%	2%	1%	4%	4%
Parcelforce	12	3	3	1	*	4	2	1	2	*	4
	1%	*%	1%	*%	*%	15%	*%	*%	1%	*%	11%
Evri (formerly known as Hermes)	12	10	1	1	-	-	8	*	3	-	*
	1%	1%	*%	*%	-%	-%	1%	*%	2%	-%	*%
UPS	8	3	4	1	1	-	*	2	1	*	3
	1%	*%	1%	*%	2%	-%	*%	1%	1%	*%	7%
FedEx	7	3	*	3	-	-	5	*	-	*	*
	*%	*%	*%	1%	-%	-%	1%	*%	-%	*%	*%
DPD/DPD Local	7	2	2	*	1	-	3	-	*	-	-
	*%	*%	1%	*%	1%	-%	*%	-%	*%	-%	-%
Yodel	5	1	2	1	*	*	2	-	1	-	-
	*%	*%	1%	*%	*%	1%	*%	-%	1%	-%	-%
Amazon logistics	2	*	-	2	-	-	-	-	-	-	2
	*%	*%	-%	1%	-%	-%	-%	-%	-%	-%	5%
Secured Mail	1	-	-	-	-	1	-	-	-	-	1
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	1%
Citipost	*	*	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
TNT Express	*	-	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	*	*	-	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	8	1	2	*	-	3	1	*	*	-
	1%	1%	*%	1%	*%	-%	*%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	892	281	226	78	23	598	206	167	70	29
	93%	95%	94%	91%	95%	76%	93%	92%	93%	95%	71%
		e	e		e		e	e	e	e	
NET: Provider other than RM	109	50	18	23	4	7	42	17	13	4	12
	7%	5%	6%	9%	5%	24%	7%	8%	7%	5%	29%
						abd					abcd
NET: RM/Parcelforce	1519	895	285	227	78	28	600	207	169	70	33
	94%	95%	95%	91%	95%	90%	94%	93%	94%	95%	82%
							e				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Royal Mail	1507 93%	548 96%	151 92%	149 85%	80 80%	35 90%	511 91%	48 75%	409 94%	1424 99%	83 47%	1494 99%	12 11%
DHL	31 2%	8 1%	2 1%	7 4%	10 10%	1 3%	18 3%	3 5%	7 2%	9 1%	22 13%	6 *	25 23%
UK Mail	14 1%	1 *%	4 2%	3 2%	3 3%	* *%	6 1%	5 8%	2 *%	1 *%	13 7%	2 *%	12 11%
Parcelforce	12 1%	2 *%	3 2%	1 1%	4 4%	* *%	6 1%	- -%	5 1%	- -%	12 7%	* *%	12 11%
Evri (formerly known as Hermes)	12 1%	2 *%	1 1%	6 3%	* *%	- -%	5 1%	2 4%	2 *%	- -%	12 7%	- -%	12 10%
UPS	8 1%	* *%	1 *%	5 3%	1 1%	* *%	3 1%	3 4%	2 *%	1 *%	7 4%	- -%	8 7%
FedEx	7 *%	4 1%	* *%	1 *%	- -%	- -%	1 *%	- -%	3 1%	1 *%	6 3%	* *%	7 6%
DPD/DPD Local	7 *%	* *%	1 1%	2 1%	1 1%	* *%	2 *%	* *%	2 *%	* *%	7 4%	1 *%	6 6%
Yodel	5 *%	1 *%	1 *%	- -%	* *%	* *%	1 *%	1 1%	- -%	2 *%	2 1%	1 *%	4 4%
Amazon logistics	2 *%	- -%	- -%	- -%	- -%	2 6%	2 *%	- -%	- -%	- -%	2 1%	- -%	2 2%
						ac					a		a

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Secured Mail	1	-	-	-	*	*	1	-	-	-	1	-	1
	%	-%	-%	-%	%	1%	%	-%	-%	-%	%	-%	%
Citipost	*	-	-	-	-	-	-	-	-	-	*	-	*
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%	-%	%
TNT Express	*	-	-	-	*	-	*	*	-	*	*	*	*
	%	-%	-%	-%	%	-%	%	%	-%	%	%	%	%
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*	-	*	-	*	-	*
	%	%	-%	%	%	%	%	-%	%	-%	%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	7	*	1	*	*	6	2	1	-	10	2	9
	1%	1%	%	1%	%	%	1%	2%	%	-%	6%	%	8%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	548	151	149	80	35	511	48	409	1424	83	1494	12
	93%	96%	92%	85%	80%	90%	91%	75%	94%	99%	47%	99%	11%
		cd	d				b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
NET: Provider other than RM	109	26	14	27	20	4	53	16	24	15	94	11	98
	7%	4%	8%	15%	20%	10%	9%	25%	6%	1%	53%	1%	89%
				a	ab			ac			a		a
NET: RM/Parcelforce	1519	550	154	151	85	35	517	48	414	1424	95	1495	24
	94%	96%	93%	85%	84%	90%	92%	75%	96%	99%	54%	99%	22%
		cd					b		b	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Royal Mail	1507	1033	46	760	220	1507	-	1024	55	759	221
	93%	99%	36%	99%	71%	100%	-%	99%	40%	99%	72%
		b		b		b		b		b	
DHL	31	3	24	6	23	-	31	6	21	3	26
	2%	*%	19%	1%	7%	-%	28%	1%	15%	*%	8%
		a		a		a		a		a	
UK Mail	14	*	14	*	14	-	14	*	14	2	12
	1%	*%	10%	*%	4%	-%	13%	*%	10%	*%	4%
		a		a		a		a		a	
Parcelforce	12	-	10	-	11	-	12	-	10	-	11
	1%	-%	8%	-%	4%	-%	11%	-%	7%	-%	3%
		a		a		a		a		a	
Evri (formerly known as Hermes)	12	-	11	-	9	-	12	-	11	-	9
	1%	-%	9%	-%	3%	-%	11%	-%	8%	-%	3%
		a		a		a		a		a	
UPS	8	1	6	-	8	-	8	-	7	2	6
	1%	*%	5%	-%	2%	-%	7%	-%	5%	*%	2%
		a		a		a		a		a	
FedEx	7	*	5	1	4	-	7	1	4	1	4
	*%	*%	4%	*%	1%	-%	7%	*%	3%	*%	1%
		a		a		a		a		a	
DPD/DPD Local	7	*	5	*	6	-	7	*	5	-	6
	*%	*%	4%	*%	2%	-%	6%	*%	4%	-%	2%
		a		a		a		a		a	
Yodel	5	2	2	-	2	-	5	2	2	-	2
	*%	*%	2%	-%	1%	-%	4%	*%	2%	-%	1%
		a		a		a		a		a	
Amazon logistics	2	-	2	-	2	-	2	-	2	-	2
	*%	-%	2%	-%	1%	-%	2%	-%	2%	-%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Secured Mail	1	*	*	-	1	-	1	-	1	*	*
	*%	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%
Citipost	*	-	*	-	-	-	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%
TNT Express	*	-	*	*	*	-	*	*	*	-	*
	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	2	3	-	9	-	10	-	4	-	9
	1%	*%	2%	-%	3%	-%	9%	-%	3%	-%	3%
			a		a		a		a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	1033	46	760	220	1507	-	1024	55	759	221
	93%	99%	36%	99%	71%	100%	-%	99%	40%	99%	72%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
NET: Provider other than RM	109	8	83	7	88	-	109	9	82	7	88
	7%	1%	64%	1%	29%	-%	100%	1%	60%	1%	28%
			a		a		a		a		a
NET: RM/Parcelforce	1519	1033	56	760	231	1507	12	1024	65	759	232
	94%	99%	44%	99%	75%	100%	11%	99%	47%	99%	75%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Royal Mail	1507	654	1224	188	*	553	770	137	4	668	530	144	2
	93%	91%	95%	90%	5%	90%	94%	88%	100%	89%	93%	87%	59%
			ac				c				c		
DHL	31	25	19	7	1	27	11	6	-	27	11	8	-
	2%	3%	1%	3%	48%	4%	1%	4%	-%	4%	2%	5%	-%
		b				b							
UK Mail	14	11	8	5	-	8	6	8	-	12	7	5	-
	1%	2%	1%	2%	-%	1%	1%	5%	-%	2%	1%	3%	-%
								ab					
Parcelforce	12	7	7	*	-	7	5	*	-	10	*	*	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	*%	-%
Evri (formerly known as Hermes)	12	2	11	-	-	2	9	*	-	3	7	*	-
	1%	*%	1%	-%	-%	*%	1%	*%	-%	*%	1%	*%	-%
UPS	8	6	3	2	1	7	2	1	-	8	1	1	-
	1%	1%	*%	1%	47%	1%	*%	1%	-%	1%	*%	1%	-%
FedEx	7	5	3	2	-	1	4	*	-	5	1	1	-
	*%	1%	*%	1%	-%	*%	*%	*%	-%	1%	*%	*%	-%
DPD/DPD Local	7	3	3	2	-	2	3	2	-	5	1	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	1%	*%	1%	-%
Yodel	5	2	3	*	-	1	3	*	-	2	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
Amazon logistics	2	2	*	2	-	2	2	2	-	2	2	2	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
				b									
Secured Mail	1	1	*	1	-	1	*	*	-	1	-	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%
Citipost	*	*	*	*	-	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
TNT Express	*	*	*	-	-	*	*	*	-	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	-	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	2	10	1	-	*	4	*	-	4	7	1	2
	1%	*%	1%	1%	-%	*%	*%	*%	-%	1%	1%	1%	41%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	654	1224	188	*	553	770	137	4	668	530	144	2
	93%	91%	95%	90%	5%	90%	94%	88%	100%	89%	93%	87%	59%
			ac				c				c		
NET: Provider other than RM	109	66	68	22	3	59	50	19	-	79	38	22	2
	7%	9%	5%	10%	95%	10%	6%	12%	-%	11%	7%	13%	41%
		b		b			b				b		
NET: RM/Parcelforce	1519	661	1231	188	*	560	774	137	4	678	530	144	2
	94%	92%	95%	90%	5%	91%	94%	88%	100%	91%	93%	87%	59%
			ac				c				c		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b								
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416	
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196	
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374	
Royal Mail	1507	1437	957	705	1095	894	10	490	381	351	97	73	415	369	
	93%	98%	98%	98%	98%	98%	86%	99%	98%	96%	92%	92%	99%	99%	
					c	c		de	de						
DHL	31	5	9	4	4	9	-	-	-	4	4	4	4	4	
	2%	*%	1%	1%	*%	1%	-%	-%	-%	1%	4%	5%	1%	1%	
											ab	ab			
UK Mail	14	4	1	3	4	3	1	1	*	3	3	1	*	*	
	1%	*%	*%	*%	*%	*%	7%	*%	*%	1%	3%	1%	*%	*%	
							ab				ab				
Parcelforce	12	5	5	5	5	4	-	4	5	4	*	-	*	*	
	1%	*%	*%	1%	*%	*%	-%	1%	1%	1%	*%	-%	*%	*%	
Evri (formerly known as Hermes)	12	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
UPS	8	2	2	1	2	2	1	1	1	1	1	1	-	-	
	1%	*%	*%	*%	*%	*%	7%	*%	*%	*%	1%	1%	-%	-%	
							ab								
FedEx	7	*	*	1	*	-	-	1	*	1	*	1	1	*	
	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	1%	*%	*%	
DPD/DPD Local	7	1	*	*	1	*	-	-	-	*	-	-	*	*	
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	
Yodel	5	2	2	-	1	2	-	-	-	-	-	-	-	-	
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	
Amazon logistics	2	-	-	-	-	-	-	-	-	-	-	-	-	-	
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Secured Mail	1	*	*	*	*	*	-	*	*	*	*	*	-	-	
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	
Citipost	*	*	-	-	*	-	-	-	-	-	-	-	-	-	
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
TNT Express	*	*	*	*	*	*	-	*	*	*	*	*	*	*	
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	*	-	-	-	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	10	2	-	-	-	*	-	-	-	-	-	-	-	*
	1%	%	%	%	%	%	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1507	1437	957	705	1095	894	10	490	381	351	97	73	415	369
	93%	98%	98%	98%	98%	98%	86%	99%	98%	96%	92%	92%	99%	99%
					c	c		de	de					
NET: Provider other than RM	109	22	20	15	17	21	2	7	7	14	9	7	5	4
	7%	2%	2%	2%	2%	2%	14%	1%	2%	4%	8%	8%	1%	1%
							ab				ab	ab		
NET: RM/Parcelforce	1519	1442	961	709	1099	899	10	495	386	355	97	73	416	369
	94%	99%	98%	99%	99%	98%	86%	99%	100%	97%	92%	92%	99%	99%
					c	c		de	de					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
Royal Mail	1507	141	46	55	31	1356	865	1395	897	835	612	1294	165	-	1194	105
	93%	98%	84%	98%	86%	95%	93%	94%	93%	92%	90%	95%	91%	-%	98%	99%
		bd		b		de						ac				
DHL	31	-	9	*	*	13	16	23	20	16	23	14	4	-	10	-
	2%	-%	16%	*%	*%	1%	2%	2%	2%	2%	3%	1%	2%	-%	1%	-%
			ac								b					
UK Mail	14	1	-	-	3	5	2	6	8	12	11	5	2	-	4	-
	1%	1%	-%	-%	8%	*%	*%	*%	1%	1%	2%	*%	1%	-%	*%	-%
											b					
Parcelforce	12	-	*	-	-	11	7	11	9	10	8	7	*	*	1	-
	1%	-%	*%	-%	-%	1%	1%	1%	1%	1%	1%	*%	*%	100%	*%	-%
Evri (formerly known as Hermes)	12	-	-	-	-	8	6	8	11	5	5	11	-	-	-	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%
UPS	8	2	-	-	-	4	6	7	3	4	6	3	4	-	2	-
	1%	1%	-%	-%	-%	*%	1%	*%	*%	*%	1%	*%	2%	-%	*%	-%
													b			
FedEx	7	-	*	-	-	7	6	7	7	6	7	6	1	-	1	*
	*%	-%	*%	-%	-%	*%	1%	*%	1%	1%	1%	*%	1%	-%	*%	*%
DPD/DPD Local	7	-	-	*	-	3	4	5	5	5	3	5	2	-	*	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	1%	*%	*%	1%	-%	*%	*%
Yodel	5	-	-	1	2	3	3	5	*	1	2	4	1	-	2	-
	*%	-%	-%	1%	5%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
					a											
Amazon logistics	2	-	-	-	-	2	2	2	*	*	2	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Secured Mail	1	*	-	-	-	1	-	1	-	*	-	1	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
TNT Express	*	-	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	-	-	-	-	10	8	10	8	8	3	10	1	-	2	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	1%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	141	46	55	31	1356	865	1395	897	835	612	1294	165	-	1194	105
	93%	98%	84%	98%	86%	95%	93%	94%	93%	92%	90%	95%	91%	-%	98%	99%
		bd	bd	b		de						ac				
NET: Provider other than RM	109	3	9	1	5	67	61	85	71	69	71	65	17	*	22	1
	7%	2%	16%	2%	14%	5%	7%	6%	7%	8%	10%	5%	9%	100%	2%	1%
			ac	a					a	a	b	5%	b			
NET: RM/Parcelforce	1519	141	46	55	31	1367	872	1407	906	845	620	1301	165	*	1194	105
	94%	98%	84%	98%	86%	96%	94%	95%	94%	93%	91%	96%	91%	100%	98%	99%
		bd	bd	b		de						ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
Royal Mail	1507	574	932	326	32	145	260	132	1048	312	165	248	1061
	93%	96%	99%	79%	91%	71%	84%	84%	94%	94%	86%	89%	96%
DHL	31	9	1	26	2	19	12	5	25	1	4	12	15
	2%	1%	*%	6%	5%	9%	4%	3%	2%	*%	2%	4%	1%
		b										c	
UK Mail	14	4	*	12	-	11	3	5	6	3	5	7	3
	1%	1%	*%	3%	-%	5%	1%	3%	1%	1%	2%	2%	*%
						b		b			c	c	
Parcelforce	12	5	*	8	-	6	6	4	3	5	4	1	7
	1%	1%	*%	2%	-%	3%	2%	3%	*%	2%	2%	*%	1%
								b		b			
Evri (formerly known as Hermes)	12	-	-	11	-	*	11	2	6	3	2	2	8
	1%	-%	-%	3%	-%	*%	4%	1%	1%	1%	1%	1%	1%
UPS	8	2	-	5	1	7	1	2	6	1	3	4	1
	1%	*%	-%	1%	3%	4%	*%	1%	1%	*%	2%	1%	*%
											c	c	
FedEx	7	1	-	5	-	5	2	3	3	1	2	3	1
	*%	*%	-%	1%	-%	3%	1%	2%	*%	*%	1%	1%	*%
											c	c	
DPD/DPD Local	7	1	*	5	-	5	2	-	5	2	3	*	2
	*%	*%	*%	1%	-%	2%	1%	-%	*%	1%	1%	*%	*%
											c		
Yodel	5	1	2	5	-	2	3	2	2	1	3	*	2
	*%	*%	*%	1%	-%	1%	1%	1%	*%	*%	1%	*%	*%
Amazon logistics	2	-	-	2	-	2	*	2	*	-	*	2	*
	*%	-%	-%	1%	-%	1%	*%	1%	*%	-%	*%	1%	*%
								b				c	
Secured Mail	1	*	-	1	-	1	-	*	*	-	-	-	1
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	-%	*%
Citipost	*	*	-	*	-	*	*	-	*	*	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	-%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
TNT Express	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%
Whistl (Previously known as TNT Post)	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
DX	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	10 1%	- -%	2 *%	9 2%	* 1%	1 *%	9 3%	* *%	8 1%	2 1%	2 1%	* *%	8 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1507 93%	574 96%	932 99%	326 79%	32 91%	145 71%	260 84%	132 84%	1048 94%	312 94%	165 86%	248 89%	1061 96%
NET: Provider other than RM	109 7%	22 4%	6 1%	89 21%	3 9%	59 29%	50 16%	26 16%	64 6%	19 6%	28 14%	32 11%	46 4%
NET: RM/Parcelforce	1519 94%	579 97%	933 99%	333 80%	32 91%	150 74%	266 86%	136 86%	1051 94%	317 96%	169 88%	249 89%	1067 96%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
Royal Mail	1507	655	851
	93%	93%	93%
DHL	31	13	18
	2%	2%	2%
UK Mail	14	7	6
	1%	1%	1%
Parcelforce	12	7	5
	1%	1%	1%
Evri (formerly known as Hermes)	12	4	8
	1%	1%	1%
UPS	8	3	5
	1%	*%	1%
FedEx	7	1	6
	*%	*%	1%
DPD/DPD Local	7	3	4
	*%	*%	*%
Yodel	5	3	2
	*%	*%	*%
Amazon logistics	2	*	2
	*%	*%	*%
Secured Mail	1	*	*
	*%	*%	*%
Citipost	*	*	-
	*%	*%	-%
TNT Express	*	*	*
	*%	*%	*%
Whistl (Previously known as TNT Post)	*	*	*
	*%	*%	*%

Columns Tested:: a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
DX	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Pitney Bowes	-	-	-
	-%	-%	-%
Other	10	8	3
	1%	1%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1507	655	851
	93%	93%	93%
NET: Provider other than RM	109	49	60
	7%	7%	7%
NET: RM/Parcelforce	1519	662	857
	94%	94%	94%

Columns Tested: a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
Royal Mail	1507	-	57	273	231	19	140	38	174	183	50	263	78
	93%	-%	96%	95%	95%	80%	92%	92%	95%	91%	92%	94%	87%
			e	e					e			e	
DHL	31	-	*	7	1	3	6	*	3	2	1	4	4
	2%	-%	*%	2%	*%	11%	4%	*%	1%	1%	2%	1%	4%
					dghik		d						d
UK Mail	14	-	*	-	*	2	*	-	4	6	*	*	1
	1%	-%	*%	-%	*%	7%	*%	-%	2%	3%	*%	*%	1%
						cdfjk				cd			
Parcelforce	12	-	-	2	1	*	*	-	*	4	1	1	2
	1%	-%	-%	1%	*%	*%	*%	-%	*%	2%	2%	*%	2%
Evri (formerly known as Hermes)	12	-	-	1	-	*	-	2	*	*	-	6	2
	1%	-%	-%	*%	-%	1%	-%	5%	*%	*%	-%	2%	2%
							d						
UPS	8	-	-	*	*	-	-	*	2	1	1	-	3
	1%	-%	-%	*%	*%	-%	-%	*%	1%	1%	3%	-%	4%
													cdk
FedEx	7	-	-	1	2	-	3	*	*	*	-	*	*
	*%	-%	-%	*%	1%	-%	2%	1%	*%	*%	-%	*%	*%
DPD/DPD Local	7	-	2	1	1	-	2	*	-	-	*	*	-
	*%	-%	3%	*%	1%	-%	1%	*%	-%	-%	1%	*%	-%
Yodel	5	-	*	1	-	-	-	*	-	1	*	3	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%	1%	1%	-%
Amazon logistics	2	-	-	-	*	-	-	-	*	2	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	1%	-%	-%	-%
Secured Mail	1	-	-	-	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
TNT Express	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	*	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	10	-	-	2	6	-	-	*	*	-	-	2	-
	1%	-%	-%	1%	3%	-%	-%	1%	*%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	-	57	273	231	19	140	38	174	183	50	263	78
	93%	-%	96%	95%	95%	80%	92%	92%	95%	91%	92%	94%	87%
			e	e					e			e	
NET: Provider other than RM	109	-	2	16	12	5	12	3	10	17	4	16	11
	7%	-%	4%	5%	5%	20%	8%	8%	5%	9%	8%	6%	13%
						cdhk							
NET: RM/Parcelforce	1519	-	57	275	232	19	140	38	174	187	52	265	80
	94%	-%	96%	95%	95%	80%	92%	92%	95%	94%	94%	95%	89%
			e	e					e			e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
Royal Mail	1507	356	365	394	392	721	786
	93%	93%	94%	93%	93%	94%	93%
DHL	31	7	10	5	8	18	13
	2%	2%	3%	1%	2%	2%	2%
UK Mail	14	*	2	10	1	2	11
	1%	*%	1%	2%	*%	*%	1%
				ad			
Parcelforce	12	2	1	5	4	3	9
	1%	1%	*%	1%	1%	*%	1%
Evri (formerly known as Hermes)	12	1	*	3	7	1	10
	1%	*%	*%	1%	2%	*%	1%
UPS	8	*	*	3	5	*	8
	1%	*%	*%	1%	1%	*%	1%
FedEx	7	3	4	1	*	6	1
	*%	1%	1%	*%	*%	1%	*%
DPD/DPD Local	7	3	3	*	*	7	*
	*%	1%	1%	*%	*%	1%	*%
Yodel	5	1	-	1	3	1	4
	*%	*%	-%	*%	1%	*%	*%
Amazon logistics	2	-	*	2	-	*	2
	*%	-%	*%	1%	-%	*%	*%
Secured Mail	1	-	-	*	*	-	1
	*%	-%	-%	*%	*%	-%	*%
Citipost	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
TNT Express	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b,c,d - a,b

Table 89 (continuation)

QV5B.1. Letters - Which would you say is your organisation's main postal service provider for Letters in terms of the value of the items you send?

Base: All who send Letters (QV2a=1=11 column A)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
DX	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	10	7	1	1	2	8	2
	1%	2%	*%	*%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1507	356	365	394	392	721	786
	93%	93%	94%	93%	93%	94%	93%
NET: Provider other than RM	109	25	22	30	32	47	62
	7%	7%	6%	7%	7%	6%	7%
NET: RM/Parcelforce	1519	358	366	399	396	724	795
	94%	94%	95%	94%	94%	94%	94%

Columns Tested:: a,b,c,d - a,b

Table 90

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Royal Mail	1117	225	892	1060	48	6	3	57
	88%	93%	87%	89%	83%	73%	70%	81%
		b		cde	d			d
DHL	38	3	35	35	2	1	*	3
	3%	1%	3%	3%	3%	11%	7%	4%
						abe	a	
UK Mail	25	-	25	23	1	*	*	2
	2%	-%	2%	2%	2%	4%	6%	3%
							a	
Evri (formerly known as Hermes)	22	3	19	21	1	*	*	1
	2%	1%	2%	2%	2%	*%	*%	2%
Parcelforce	17	1	16	16	1	*	*	1
	1%	*%	2%	1%	1%	1%	5%	1%
							a	
Yodel	14	-	14	12	1	*	*	1
	1%	-%	1%	1%	1%	3%	3%	2%
FedEx	9	3	6	8	1	*	*	1
	1%	1%	1%	1%	2%	2%	3%	2%
							a	
DPD/DPD Local	7	4	3	7	1	*	-	1
	1%	2%	*%	1%	1%	1%	-%	1%
UPS	7	*	7	6	1	*	*	1
	1%	*%	1%	*%	2%	2%	1%	2%
Amazon logistics	3	-	3	3	*	*	-	*
	*%	-%	*%	*%	1%	1%	-%	1%
Whistl (Previously known as TNT Post)	2	-	2	2	-	*	*	*
	*%	-%	*%	*%	-%	1%	1%	*%
DX	1	-	1	1	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	1%
Citipost	1	*	*	-	*	-	*	1
	*%	*%	*%	-%	1%	-%	3%	1%
					a		a	

Columns Tested: a,b - a,b,c,d,e

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Secured Mail	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
TNT Express	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	4	*	*	-	*
	*%	1%	*%	*%	*%	*%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	225	892	1060	48	6	3	57
	88%	93%	87%	89%	83%	73%	70%	81%
		b		cde	d			d
NET: Provider other than RM	150	16	134	137	10	2	1	13
	12%	7%	13%	11%	17%	27%	30%	19%
		a				a	abe	a
NET: RM/Parcelforce	1134	226	909	1077	49	6	3	58
	90%	94%	89%	90%	85%	75%	75%	83%
				cde				

Columns Tested:: a,b - a,b,c,d,e

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Royal Mail	1117	657	327	76	33	21	3	1060	48	9
	88%	88%	91%	81%	82%	82%	70%	89%	83%	72%
		fi	cdefhi		f			fi	fi	
DHL	38	22	7	6	1	1	*	35	2	1
	3%	3%	2%	7%	3%	5%		3%	3%	10%
				b			abg			abgh
UK Mail	25	12	9	2	*	2	*	23	1	1
	2%	2%	3%	2%	1%	6%	6%	2%	2%	5%
						ag	adg			
Evri (formerly known as Hermes)	22	13	4	3	1	*	*	21	1	*
	2%	2%	1%	4%	2%	*%	*%	2%	2%	*%
Parcelforce	17	10	6	*	1	*	*	16	1	*
	1%	1%	2%	*%	1%	1%	5%	1%	1%	2%
							ag			
Yodel	14	12	-	1	1	1	*	12	1	*
	1%	2%	-%	1%	1%	2%	3%	1%	1%	3%
							b			b
FedEx	9	7	1	*	1	1	*	8	1	*
	1%	1%	*%	*%	1%	2%	3%	1%	2%	2%
							bg			
DPD/DPD Local	7	4	*	2	1	*	-	7	1	*
	1%	1%	*%	2%	1%	1%	-%	1%	1%	1%
				b						
UPS	7	3	1	2	1	*	*	6	1	*
	1%	*%	*%	2%	3%	1%	1%	*%	2%	2%
					abg					
Amazon logistics	3	2	1	*	*	*	-	3	*	*
	*%	*%	*%	*%	1%	*%	-%	*%	1%	*%
Whistl (Previously known as TNT Post)	2	*	2	-	-	*	*	2	-	*
	*%	*%	*%	-%	-%	*%	1%	*%	-%	1%
DX	1	-	1	-	*	-	-	1	*	-
	*%	-%	*%	-%	1%	-%	-%	*%	1%	-%
				g						

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Citipost	1	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	1%	-%	3%	-%	1%	1%
					g		abg		g	g
Secured Mail	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%
TNT Express	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%
MHI (Mail Handling International)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	*	1	*	*	-	4	*	*
	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	657	327	76	33	21	3	1060	48	9
	88%	88%	91%	81%	82%	82%	70%	89%	83%	72%
		fi	cdefhi		f			fi	fi	
NET: Provider other than RM	150	88	31	18	7	5	1	137	10	3
	12%	12%	9%	19%	18%	18%	30%	11%	17%	28%
				b	b	b	abdgh		b	abgh
NET: RM/Parcelforce	1134	667	333	76	33	21	3	1077	49	9
	90%	90%	93%	81%	84%	83%	75%	90%	85%	75%
		cfi	cdefhi					cfi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Royal Mail	1117	871	190	48	6	3	680	160	34	24	29
	88%	90%	83%	83%	73%	70%	91%	80%	75%	65%	86%
		bcd	e	e			bcd				d
DHL	38	22	13	2	1	*	22	5	*	6	2
	3%	2%	6%	3%	11%	7%	3%	3%	*%	16%	6%
		a			ac	a				abc	
UK Mail	25	13	9	1	*	*	3	11	6	5	*
	2%	1%	4%	2%	4%	6%	*%	5%	14%	12%	1%
		a			a	a		a	ae	ae	
Evri (formerly known as Hermes)	22	16	4	1	*	*	13	4	2	-	-
	2%	2%	2%	2%	*%	*%	2%	2%	5%	-%	-%
Parcelforce	17	14	3	1	*	*	11	4	1	*	*
	1%	1%	1%	1%	1%	5%	1%	2%	1%	*%	*%
					a						
Yodel	14	12	1	1	*	*	8	5	*	*	*
	1%	1%	*%	1%	3%	3%	1%	3%	1%	1%	1%
					b						
FedEx	9	7	1	1	*	*	3	6	*	*	*
	1%	1%	*%	2%	2%	3%	*%	3%	*%	*%	*%
					b			a			
DPD/DPD Local	7	4	2	1	*	-	3	2	1	1	*
	1%	*%	1%	1%	1%	-%	*%	1%	1%	4%	*%
										a	
UPS	7	3	3	1	*	*	4	1	*	1	1
	1%	*%	1%	2%	2%	1%	1%	*%	*%	2%	2%
Amazon logistics	3	2	1	*	*	-	*	3	*	-	*
	*%	*%	*%	1%	1%	-%	*%	1%	*%	-%	1%
Whistl (Previously known as TNT Post)	2	2	-	-	*	*	2	-	-	-	*
	*%	*%	-%	-%	1%	1%	*%	-%	-%	-%	*%
DX	1	-	1	*	-	-	1	-	*	-	-
	*%	-%	*%	1%	-%	-%	*%	-%	1%	-%	-%
Citipost	1	-	-	*	-	*	-	-	-	-	1
	*%	-%	-%	1%	-%	3%	-%	-%	-%	-%	2%
					ab						

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Secured Mail	*	-	*	-	-	*	*	-	-	-	-
	%	-%	%	-%	-%	%	%	-%	-%	-%	-%
TNT Express	*	-	-	*	-	*	*	-	-	-	*
	%	-%	-%	%	-%	%	%	-%	-%	-%	%
MHI (Mail Handling International)	*	-	-	-	-	*	-	-	*	-	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	3	1	*	*	-	2	-	*	-	*
	%	%	%	%	%	-%	%	-%	1%	-%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	871	190	48	6	3	680	160	34	24	29
	88%	90%	83%	83%	73%	70%	91%	80%	75%	65%	86%
		bcde	e	e			bcd				d
NET: Provider other than RM	150	98	38	10	2	1	71	40	11	13	5
	12%	10%	17%	17%	27%	30%	9%	20%	25%	35%	14%
			a	a	a	abc		a	a	ae	
NET: RM/Parcelforce	1134	884	192	49	6	3	691	164	34	24	29
	90%	91%	84%	85%	75%	75%	92%	82%	76%	65%	86%
		bcde	e				bcd				d

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Royal Mail	1117	108	78	183	50	84	166	140	99	78
	88%	93%	84%	82%	81%	78%	92%	94%	93%	91%
		e					e	ce	e	e
DHL	38	2	2	15	4	7	5	-	*	*
	3%	2%	3%	7%	6%	6%	3%	-%	*%	*%
				g		g				
UK Mail	25	3	*	5	-	2	3	4	4	4
	2%	2%	*%	2%	-%	2%	2%	3%	3%	4%
Evri (formerly known as Hermes)	22	-	3	1	1	8	2	3	2	1
	2%	-%	3%	1%	2%	7%	1%	2%	2%	1%
						ac				
Parcelforce	17	-	4	*	4	6	1	*	-	-
	1%	-%	4%	*%	6%	5%	*%	*%	-%	-%
			c		acgh	c				
Yodel	14	-	*	10	1	*	-	*	1	-
	1%	-%	*%	5%	2%	*%	-%	*%	1%	-%
FedEx	9	*	3	3	-	*	-	3	-	-
	1%	*%	3%	1%	-%	*%	-%	2%	-%	-%
DPD/DPD Local	7	-	-	1	2	-	1	-	-	3
	1%	-%	-%	*%	3%	-%	1%	-%	-%	3%
UPS	7	1	*	-	-	2	3	*	-	-
	1%	1%	*%	-%	-%	2%	2%	*%	-%	-%
Amazon logistics	3	-	3	*	-	-	-	-	-	-
	*%	-%	3%	*%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
DX	1	1	-	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
Citipost	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	-	2	-	-	-	-	-	-
	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	108	78	183	50	84	166	140	99	78
	88%	93%	84%	82%	81%	78%	92%	94%	93%	91%
NET: Provider other than RM	150	9	15	39	12	24	14	10	8	7
	12%	7%	16%	18%	19%	22%	8%	6%	7%	9%
NET: RM/Parcelforce	1134	108	82	183	54	89	167	140	99	78
	90%	93%	88%	82%	88%	83%	92%	94%	93%	91%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Royal Mail	1117 88%	212 83%	285 90%	490 89%	986 88%	131 92%	63 92%	44 93%	23 90%
						a	a	a	
DHL	38 3%	10 4%	5 2%	20 4%	35 3%	3 2%	2 2%	1 1%	* 2%
UK Mail	25 2%	5 2%	7 2%	11 2%	23 2%	1 1%	1 2%	- -%	* *%
Evri (formerly known as Hermes)	22 2%	10 4%	5 2%	6 1%	21 2%	1 1%	- -%	1 2%	* 1%
		ef							
Parcelforce	17 1%	10 4%	4 1%	1 *%	14 1%	3 2%	2 3%	1 2%	1 2%
		cd					c		
Yodel	14 1%	1 1%	2 1%	10 2%	13 1%	* *%	- -%	* *%	* 1%
FedEx	9 1%	* *%	3 1%	5 1%	9 1%	* *%	* *%	- -%	* *%
DPD/DPD Local	7 1%	5 2%	- -%	2 *%	7 1%	1 *%	* *%	* 1%	* *%
UPS	7 1%	2 1%	1 *%	3 1%	6 1%	* *%	* *%	- -%	* *%
Amazon logistics	3 *%	- -%	3 1%	* *%	3 *%	* *%	* *%	- -%	* 1%
Whistl (Previously known as TNT Post)	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%	* 1%	* *%
DX	1 *%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	GOR (QC3)							Northern Ireland
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Secured Mail	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
TNT Express	*	-	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	1	2	3	1	*	*	1
	*%	-%	*%	*%	*%	1%	1%	1%	2%
									d
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	212	285	490	986	131	63	44	23
	88%	83%	90%	89%	88%	92%	92%	93%	90%
						a	a	a	
NET: Provider other than RM	150	43	32	63	138	12	6	3	3
	12%	17%	10%	11%	12%	8%	8%	7%	10%
		efg							
NET: RM/Parcelforce	1134	221	289	491	1001	134	65	45	24
	90%	87%	91%	89%	89%	94%	94%	94%	92%
						acd	a	a	

Columns Tested:: a,b,c,d,e,f,g,h

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Royal Mail	1117	58	61	19	80	110	236	30	46	552
	88%	91%	79%	64%	75%	79%	88%	89%	90%	92%
							d			bde
DHL	38	1	8	4	11	6	7	*	*	12
	3%	1%	10%	12%	11%	5%	3%	1%	*%	2%
			i		fi					
UK Mail	25	4	1	1	2	6	5	-	*	8
	2%	6%	1%	4%	2%	4%	2%	-%	*%	1%
Evri (formerly known as Hermes)	22	-	-	-	-	4	4	-	2	11
	2%	-%	-%	-%	-%	3%	2%	-%	4%	2%
Parcelforce	17	*	1	-	1	8	3	*	-	5
	1%	*%	1%	-%	1%	6%	1%	1%	-%	1%
						i				
Yodel	14	-	-	5	5	4	2	-	1	2
	1%	-%	-%	15%	4%	3%	1%	-%	1%	*%
					i	i				
FedEx	9	-	3	-	3	-	1	3	*	2
	1%	-%	4%	-%	3%	-%	*%	8%	*%	*%
			i					efi		
DPD/DPD Local	7	-	1	1	2	1	*	-	2	2
	1%	-%	1%	2%	1%	1%	*%	-%	4%	*%
									fi	
UPS	7	1	1	1	2	*	1	*	-	3
	1%	1%	2%	3%	2%	*%	*%	1%	-%	*%
Amazon logistics	3	-	-	-	-	-	2	-	1	1
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
Whistl (Previously known as TNT Post)	2	-	*	-	*	-	2	-	-	*
	*%	-%	*%	-%	*%	-%	1%	-%	-%	*%
DX	1	-	*	-	*	-	-	-	-	1
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Citipost	1	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Secured Mail	*	-	*	-	*	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
TNT Express	*	-	*	*	*	-	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	-	*	-	4	-	-	*
	*%	-%	*%	-%	*%	-%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	58	61	19	80	110	236	30	46	552
	88%	91%	79%	64%	75%	79%	88%	89%	90%	92%
NET: Provider other than RM	150	6	16	11	27	30	32	4	5	47
	12%	9%	21%	36%	25%	21%	12%	11%	10%	8%
NET: RM/Parcelforce	1134	58	62	19	81	118	240	30	46	556
	90%	92%	81%	64%	76%	85%	89%	90%	90%	93%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Royal Mail	1117	249	236	632	931	186	-	1028	89	1097	20
	88%	80%	88%	92%	88%	90%	-%	88%	88%	88%	89%
DHL	38	19	7	12	36	2	-	36	2	38	-
	3%	6%	3%	2%	3%	1%	-%	3%	2%	3%	-%
UK Mail	25	11	5	8	25	-	-	24	1	25	*
	2%	4%	2%	1%	2%	-%	-%	2%	1%	2%	*%
Evri (formerly known as Hermes)	22	4	4	14	17	5	-	19	3	22	-
	2%	1%	2%	2%	2%	3%	-%	2%	3%	2%	-%
Parcelforce	17	9	3	5	13	4	-	14	3	17	-
	1%	3%	1%	1%	1%	2%	-%	1%	3%	1%	-%
Yodel	14	9	2	3	9	5	-	13	1	14	-
	1%	3%	1%	*%	1%	2%	-%	1%	1%	1%	-%
FedEx	9	3	1	5	9	-	-	8	1	7	3
	1%	1%	*%	1%	1%	-%	-%	1%	1%	1%	11%
DPD/DPD Local	7	3	*	4	6	1	-	7	1	7	-
	1%	1%	*%	1%	1%	1%	-%	1%	1%	1%	-%
UPS	7	3	1	3	7	-	-	7	*	7	-
	1%	1%	*%	*%	1%	-%	-%	1%	*%	1%	-%
Amazon logistics	3	-	2	1	1	2	-	3	1	3	-
	*%	-%	1%	*%	*%	1%	-%	*%	1%	*%	-%
Whistl (Previously known as TNT Post)	2	*	2	*	2	-	-	2	-	2	-
	*%	*%	1%	*%	*%	-%	-%	*%	-%	*%	-%
DX	1	*	-	1	1	-	-	1	-	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Citipost	1	*	-	*	1	-	-	1	-	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Secured Mail	*	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT Express	*	*	-	-	*	*	-	*	-	*	-
	*%	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	4	*	3	2	-	4	*	4	-
	*%	*%	1%	*%	*%	1%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	c	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	249	236	632	931	186	-	1028	89	1097	20
	88%	80%	88%	92%	88%	90%	-%	88%	88%	88%	89%
NET: Provider other than RM	150	62	32	56	129	21	-	137	12	147	3
	12%	20%	12%	8%	12%	10%	-%	12%	12%	12%	11%
NET: RM/Parcelforce	1134	258	240	637	944	190	-	1041	93	1115	20
	90%	83%	89%	93%	89%	92%	-%	89%	91%	90%	89%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Royal Mail	1117	686	169	253
	88%	92%	77%	87%
		bc		b
DHL	38	14	10	14
	3%	2%	5%	5%
				a
UK Mail	25	7	15	2
	2%	1%	7%	1%
			ac	
Evri (formerly known as Hermes)	22	9	5	4
	2%	1%	2%	2%
Parcelforce	17	11	4	2
	1%	2%	2%	1%
Yodel	14	1	7	6
	1%	*%	3%	2%
			a	a
FedEx	9	3	*	6
	1%	*%	*%	2%
				a
DPD/DPD Local	7	4	2	1
	1%	1%	1%	*%
UPS	7	3	2	1
	1%	*%	1%	*%
Amazon logistics	3	-	2	1
	*%	-%	1%	*%
Whistl (Previously known as TNT Post)	2	*	*	2
	*%	*%	*%	1%
DX	1	-	1	-
	*%	-%	*%	-%
Citipost	1	-	1	-
	*%	-%	*%	-%

Columns Tested: a,b,c

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Secured Mail	*	*	*	-
	*%	*%	*%	-%
TNT Express	*	*	-	*
	*%	*%	-%	*%
MHI (Mail Handling International)	*	*	-	-
	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Pitney Bowes	-	-	-	-
	-%	-%	-%	-%
Other	4	4	*	*
	*%	1%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	1117	686	169	253
	88%	92%	77%	87%
		bc		b
NET: Provider other than RM	150	57	50	39
	12%	8%	23%	13%
			ac	a
NET: RM/Parcelforce	1134	697	174	255
	90%	94%	79%	87%
		bc		

Columns Tested: a,b,c

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Royal Mail	1117	959	125	21	4	7	*	1	*	1084	33	12
	88%	91%	86%	69%	54%	36%	10%	42%	89%	90%	52%	37%
		cjk	jk							cjk		
DHL	38	28	5	4	*	1	*	1	-	32	6	2
	3%	3%	3%	13%	2%	4%	2%	36%	-%	3%	9%	5%
				ai							ai	
UK Mail	25	10	5	*	2	6	*	*	*	16	9	9
	2%	1%	4%	*%	29%	32%	8%	19%	11%	1%	15%	27%
			a								abi	abci
Evri (formerly known as Hermes)	22	20	1	1	-	-	*	-	-	21	1	*
	2%	2%	1%	3%	-%	-%	1%	-%	-%	2%	1%	*%
Parcelforce	17	16	*	1	-	-	*	*	-	17	1	*
	1%	2%	*%	2%	-%	-%	1%	3%	-%	1%	1%	*%
Yodel	14	4	5	*	-	5	-	-	-	8	5	5
	1%	*%	3%	*%	-%	28%	-%	-%	-%	1%	8%	16%
			ai								ai	abi
FedEx	9	6	*	3	*	*	*	-	-	6	3	*
	1%	1%	*%	9%	3%	*%	1%	-%	-%	1%	5%	1%
				abi							ai	
DPD/DPD Local	7	6	1	*	-	-	-	-	-	7	*	-
	1%	1%	1%	1%	-%	-%	-%	-%	-%	1%	*%	-%
UPS	7	5	*	*	1	-	1	-	-	5	2	2
	1%	*%	*%	1%	11%	-%	20%	-%	-%	*%	3%	5%
											ai	
Amazon logistics	3	*	1	*	-	-	2	-	-	1	2	2
	*%	*%	1%	*%	-%	-%	45%	-%	-%	*%	3%	6%
											ai	ai
Whistl (Previously known as TNT Post)	2	2	*	*	-	*	-	-	-	2	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
DX	1	-	1	*	-	-	-	-	-	1	*	-
	*%	-%	*%	1%	-%	-%	-%	-%	-%	*%	1%	-%
Citipost	1	-	*	-	-	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	-%	9%	-%	-%	*%	1%	1%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Secured Mail	*	-	*	-	-	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	-%	5%	-%	-%	*%	*%	1%
TNT Express	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	*	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	4	*	*	*	-	-	-	-	4	*	*
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	959	125	21	4	7	*	1	*	1084	33	12
	88%	91%	86%	69%	54%	36%	10%	42%	89%	90%	52%	37%
		cjk	jk							cjk		
NET: Provider other than RM	150	100	20	9	3	12	4	1	*	120	30	21
	12%	9%	14%	31%	46%	64%	90%	58%	11%	10%	48%	63%
			ai								abi	abi
NET: RM/Parcelforce	1134	976	125	21	4	7	*	1	*	1101	33	12
	90%	92%	87%	71%	54%	36%	11%	45%	89%	91%	53%	37%
		cjk	jk	k						cjk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Royal Mail	1117	549	411	158	1033	1117	1117	886	542	279	66	908	26	55	33	20	10
	88%	94%	87%	76%	88%	88%	88%	87%	82%	73%	87%	92%	70%	72%	86%	60%	55%
		bc	c		ef	ef	ef	f	f		fg	cd	fg		g		
DHL	38	9	18	11	33	38	38	37	33	32	2	21	4	4	*	1	6
	3%	2%	4%	5%	3%	3%	3%	4%	5%	8%	3%	2%	10%	5%	1%	4%	33%
										abcd			b				abdef
UK Mail	25	3	8	14	25	25	25	22	22	23	-	7	5	5	4	2	1
	2%	*%	2%	7%	2%	2%	2%	2%	3%	6%	-%	1%	14%	6%	12%	5%	8%
				ab						abcd			ab	b	b		b
Evri (formerly known as Hermes)	22	11	9	2	21	22	22	16	12	5	1	19	-	*	*	1	-
	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	-%	*%	*%	3%	-%
Parcelforce	17	6	10	1	16	17	17	17	12	12	2	15	*	*	*	*	*
	1%	1%	2%	1%	1%	1%	1%	2%	2%	3%	2%	2%	*%	*%	*%	*%	1%
Yodel	14	-	4	10	14	14	14	14	14	12	-	4	-	5	*	4	-
	1%	-%	1%	5%	1%	1%	1%	1%	2%	3%	-%	*%	-%	6%	1%	13%	-%
				ab						bc				b		b	
FedEx	9	*	6	3	7	9	9	9	6	6	3	4	*	2	-	*	-
	1%	*%	1%	1%	1%	1%	1%	1%	1%	2%	3%	*%	*%	3%	-%	*%	-%
											b						
DPD/DPD Local	7	-	6	2	5	7	7	7	3	1	2	3	*	-	-	2	-
	1%	-%	1%	1%	*%	1%	1%	1%	*%	*%	3%	*%	*%	-%	-%	6%	-%
											b					b	
UPS	7	4	1	2	7	7	7	6	6	7	-	3	1	3	-	1	-
	1%	1%	*%	1%	1%	1%	1%	1%	1%	2%	-%	*%	2%	4%	-%	3%	-%
														b			
Amazon logistics	3	-	*	3	3	3	3	3	3	3	-	3	1	-	-	-	-
	*%	-%	*%	2%	*%	*%	*%	*%	*%	1%	-%	*%	2%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	2	*	2	*	2	2	2	2	2	*	-	*	-	*	-	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	5%	*%
																b	
DX	1	-	-	1	1	1	1	1	1	1	-	-	1	*	-	-	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	1%	*%	-%	-%	-%
													b				

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Citipost	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	* 2%
Secured Mail	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%
TNT Express	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	3 1%	1 *%	* *%	4 *%	4 *%	4 *%	4 *%	2 *%	1 *%	- -%	2 *%	* *%	2 2%	- -%	- -%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1117 88%	549 94%	411 87%	158 76%	1033 88%	1117 88%	1117 88%	886 87%	542 82%	279 73%	66 87%	908 92%	26 70%	55 72%	33 86%	20 60%	10 55%
NET: Provider other than RM	150 12%	36 6%	63 13%	50 24%	137 12%	150 12%	150 12%	137 13%	115 18%	103 27%	10 13%	82 8%	11 30%	21 28%	5 14%	13 40%	8 45%
NET: RM/Parcelforce	1134 90%	555 95%	420 89%	159 76%	1049 90%	1134 90%	1134 90%	903 88%	554 84%	291 76%	68 90%	923 93%	26 71%	55 73%	33 86%	20 61%	10 57%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Royal Mail	1117	880	63	39	28	13	8	4	922	94	37	37	13	6	8
	88%	91%	80%	67%	90%	77%	63%	36%	93%	72%	71%	76%	60%	51%	90%
		bcf							bcde						
DHL	38	22	2	3	1	*	*	5	14	14	3	2	1	4	*
	3%	2%	2%	4%	2%	2%	1%	49%	1%	11%	6%	4%	4%	29%	3%
									a						
UK Mail	25	12	2	6	*	3	-	1	6	4	6	5	4	*	*
	2%	1%	3%	10%	1%	15%	-%	12%	1%	3%	11%	10%	21%	*%	1%
				a		a					a		ab		
Evri (formerly known as Hermes)	22	17	2	1	-	-	*	-	15	5	-	*	*	1	-
	2%	2%	3%	1%	-%	-%	1%	-%	2%	4%	-%	1%	1%	7%	-%
Parcelforce	17	11	4	*	*	-	*	*	17	*	*	*	*	-	-
	1%	1%	5%	*%	1%	-%	*%	2%	2%	*%	*%	*%	2%	-%	-%
Yodel	14	4	*	5	-	-	4	-	3	6	5	*	*	-	-
	1%	*%	*%	8%	-%	-%	35%	-%	*%	5%	9%	*%	2%	-%	-%
				a			abd			a	a				
FedEx	9	2	3	2	-	*	-	-	6	3	*	-	-	*	-
	1%	*%	4%	3%	-%	*%	-%	-%	1%	2%	1%	-%	-%	*%	-%
			a	a											
DPD/DPD Local	7	3	*	-	2	-	-	-	5	*	-	-	2	-	-
	1%	*%	*%	-%	7%	-%	-%	-%	1%	*%	-%	-%	10%	-%	-%
				a									ab		
UPS	7	6	-	*	-	1	-	-	1	2	*	4	-	*	-
	1%	1%	-%	1%	-%	5%	-%	-%	*%	1%	*%	7%	-%	*%	-%
												a			
Amazon logistics	3	3	*	*	-	-	-	-	1	2	*	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	*%	2%	*%	-%	-%	-%	-%
										a					
Whistl (Previously known as TNT Post)	2	*	2	*	-	*	*	*	*	*	-	-	*	2	*
	*%	*%	2%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	13%	*%
			a												
DX	1	1	-	-	-	-	-	-	-	-	1	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21	
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7	
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9	
Citipost	1	-	-	1	-	-	-	-	-	*	-	-	-	-	*	
	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	4%	
Secured Mail	*	-	-	-	*	*	-	-	-	-	*	-	*	-	-	
	*%	-%	-%	-%	1%	*%	-%	-%	-%	-%	*%	-%	1%	-%	-%	
TNT Express	*	-	-	*	-	-	*	-	-	-	-	*	-	-	*	
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	1%	
MHI (Mail Handling International)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	4	2	*	2	-	-	-	-	2	2	*	-	-	-	-	
	*%	*%	*%	3%	-%	-%	-%	-%	*%	1%	1%	-%	-%	-%	-%	
				a												
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	1117	880	63	39	28	13	8	4	922	94	37	37	13	6	8	
	88%	91%	80%	67%	90%	77%	63%	36%	93%	72%	71%	76%	60%	51%	90%	
		bcb							bcbde							
NET: Provider other than RM	150	84	16	19	3	4	5	7	71	37	15	12	8	6	1	
	12%	9%	20%	33%	10%	23%	37%	64%	7%	28%	29%	24%	40%	49%	10%	
		a	a	a			a		a	a	a	a	a			
NET: RM/Parcelforce	1134	891	66	39	28	13	8	4	939	94	37	37	13	6	8	
	90%	92%	84%	68%	90%	77%	63%	38%	95%	72%	71%	76%	62%	51%	90%	
		cf							bcbde							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
Royal Mail	1117	708	81	36	25	16	7	12	523	223	239	90	35
	88%	93%	80%	61%	66%	59%	48%	55%	93%	88%	83%	88%	68%
		bcdeg	c						ce	e		e	
DHL	38	11	5	8	5	4	1	4	13	10	7	1	7
	3%	1%	5%	13%	13%	14%	4%	17%	2%	4%	3%	1%	13%
				a	a	a		a					acd
UK Mail	25	4	2	4	6	2	4	1	3	7	14	2	*
	2%	*%	2%	6%	16%	6%	28%	3%	*%	3%	5%	2%	*%
				a	ab	a					a		
Evri (formerly known as Hermes)	22	12	1	2	*	-	*	-	10	3	9	-	1
	2%	2%	1%	4%	*%	-%	*%	-%	2%	1%	3%	-%	1%
Parcelforce	17	13	2	*	*	*	2	*	5	2	9	1	-
	1%	2%	2%	*%	1%	*%	14%	*%	1%	1%	3%	1%	-%
Yodel	14	2	1	5	-	5	1	-	1	*	6	*	5
	1%	*%	1%	9%	-%	16%	6%	-%	*%	*%	2%	*%	10%
				a		ab							abcd
FedEx	9	5	3	1	-	*	-	-	*	3	*	5	*
	1%	1%	3%	2%	-%	1%	-%	-%	*%	1%	*%	5%	*%
												ac	
DPD/DPD Local	7	3	4	-	*	-	-	*	3	1	*	*	-
	1%	*%	4%	-%	*%	-%	-%	*%	1%	1%	*%	*%	-%
			a										
UPS	7	*	*	2	1	*	-	3	*	2	2	*	3
	1%	*%	*%	3%	3%	*%	-%	12%	*%	1%	1%	*%	6%
				a	a			ab					a
Amazon logistics	3	*	*	-	*	-	-	2	-	-	*	2	1
	*%	*%	*%	-%	1%	-%	-%	9%	-%	-%	*%	2%	2%
								a					
Whistl (Previously known as TNT Post)	2	*	-	2	-	*	-	-	*	*	*	2	*
	*%	*%	-%	3%	-%	*%	-%	-%	*%	*%	*%	2%	*%
				a									

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
DX	1 *%	- -%	- -%	- -%	- -%	* 1%	- -%	1 2%	- -%	* *%	1 *%	- -%	- -%
Citipost	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT Express	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	2 *%	2 2%	* *%	- -%	- -%	- -%	- -%	3 1%	1 *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1117 88%	708 93%	81 80%	36 61%	25 66%	16 59%	7 48%	12 55%	523 93%	223 88%	239 83%	90 88%	35 68%
		bcdeg	c						ce	e		e	
NET: Provider other than RM	150 12%	52 7%	20 20%	23 39%	13 34%	11 41%	7 52%	10 45%	39 7%	30 12%	48 17%	12 12%	16 32%
			a	ab	a	a		a			a		abd
NET: RM/Parcelforce	1134 90%	721 95%	83 82%	36 61%	26 67%	16 59%	8 62%	12 56%	528 94%	226 89%	248 86%	91 88%	35 68%
		bcdeg	c						ce	e	e	e	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Royal Mail	1117	566	198	176	65	20	618	203	181	75	28
	88%	90%	88%	87%	90%	72%	92%	86%	85%	90%	64%
		e					ce	e	e	e	
DHL	38	17	7	6	1	2	14	12	5	*	6
	3%	3%	3%	3%	1%	7%	2%	5%	2%	1%	15%
											acd
UK Mail	25	7	10	6	2	*	5	8	10	1	*
	2%	1%	4%	3%	2%	*%	1%	4%	5%	1%	*%
			a					a	a		
Evri (formerly known as Hermes)	22	17	1	3	-	*	11	3	7	*	*
	2%	3%	*%	2%	-%	1%	2%	1%	3%	*%	1%
Parcelforce	17	5	3	8	*	-	15	1	1	*	-
	1%	1%	1%	4%	*%	-%	2%	1%	*%	*%	-%
				a							
Yodel	14	7	*	*	-	5	1	*	6	*	5
	1%	1%	*%	*%	-%	18%	*%	*%	3%	*%	11%
						abcd			a		abd
FedEx	9	1	2	1	3	*	3	4	*	3	*
	1%	*%	1%	*%	4%	*%	*%	2%	*%	3%	*%
					a						
DPD/DPD Local	7	2	1	*	*	-	3	1	*	*	-
	1%	*%	*%	*%	*%	-%	1%	1%	*%	*%	-%
UPS	7	2	3	2	-	*	*	2	2	*	3
	1%	*%	1%	1%	-%	1%	*%	1%	1%	*%	7%
											a
Amazon logistics	3	2	1	1	-	*	*	-	*	2	1
	*%	*%	*%	*%	-%	*%	*%	-%	*%	2%	2%
										a	
Whistl (Previously known as TNT Post)	2	*	*	*	2	*	*	*	*	2	*
	*%	*%	*%	*%	2%	*%	*%	*%	*%	2%	*%
DX	1	1	-	-	-	-	-	*	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Royal Mail	1117 88%	483 93%	132 84%	138 79%	80 77%	36 85%	475 85%	41 69%	358 92%	1057 96%	60 37%	1028 95%	5 5%
		bcd					b		ab	b		b	
DHL	38 3%	13 3%	7 4%	7 4%	7 6%	4 10%	24 4%	3 6%	10 2%	11 1%	27 17%	7 1%	26 28%
										a		a	
UK Mail	25 2%	1 *%	4 2%	12 7%	4 4%	* 1%	16 3%	6 10%	* *%	13 1%	12 7%	8 1%	17 18%
				a	a		c	ac		a		a	
Evri (formerly known as Hermes)	22 2%	3 1%	5 3%	7 4%	- -%	* *%	10 2%	2 4%	3 1%	3 *%	18 11%	8 1%	13 14%
				a						a		a	
Parcelforce	17 1%	14 3%	1 1%	2 1%	- -%	* *%	10 2%	* *%	7 2%	9 1%	9 5%	7 1%	8 9%
										a		a	
Yodel	14 1%	1 *%	6 4%	1 1%	5 5%	* *%	8 1%	1 2%	4 1%	5 *%	8 5%	7 1%	7 7%
			a		a					a		a	
FedEx	9 1%	- -%	* *%	2 1%	6 6%	1 2%	8 1%	* 1%	- -%	4 *%	5 3%	4 *%	2 3%
					a					a		a	
DPD/DPD Local	7 1%	2 *%	1 1%	1 *%	1 1%	* *%	2 *%	* *%	3 1%	* *%	7 4%	2 *%	3 4%
										a		a	
UPS	7 1%	- -%	1 1%	5 3%	- -%	1 1%	2 *%	4 6%	* *%	1 *%	6 4%	2 *%	5 5%
				a				ac		a		a	
Amazon logistics	3 *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	2 1%	1 *%	2 2%	1 *%	2 2%
										a		a	

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Whistl (Previously known as TNT Post)	2	*	-	*	2	*	2	-	*	-	2	*	2
	%	%	%	%	1%	%	%	%	%	%	1%	%	2%
											a		a
DX	1	-	-	1	-	-	1	*	-	1	*	1	-
	%	%	%	1%	%	%	%	1%	%	%	%	%	%
Citipost	1	-	-	-	*	-	*	-	-	*	*	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	*	*	-	-	-	*	*	-	-	-	*	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	*	-	-	-	*	-	*	*	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	*	-	-	*	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	4	3	*	*	*	*	1	2	1	-	4	2	3
	%	1%	%	%	%	%	%	3%	%	%	3%	%	3%
								a			a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
NET: RM Only	1117	483	132	138	80	36	475	41	358	1057	60	1028	5
	88%	93%	84%	79%	77%	85%	85%	69%	92%	96%	37%	95%	5%
		bcd					b		ab	b		b	
NET: Provider other than RM	150	39	25	38	25	6	85	19	32	48	101	49	88
	12%	7%	16%	21%	23%	15%	15%	31%	8%	4%	63%	5%	95%
			a	a	a		c	ac			a		a
NET: RM/Parcelforce	1134	497	133	140	80	36	485	41	365	1066	68	1035	13
	90%	95%	85%	80%	77%	85%	87%	69%	94%	96%	42%	96%	14%
		bcd					b		ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Royal Mail	1117	1101	16	713	173	1024	9	1117	-	707	179
	88%	98%	12%	98%	59%	95%	10%	100%	-%	97%	61%
		b		b		b		b		b	
DHL	38	6	32	3	34	10	23	-	38	4	33
	3%	1%	23%	1%	12%	1%	25%	-%	25%	1%	11%
		a		a		a		a		a	
UK Mail	25	8	17	5	16	12	13	-	25	10	12
	2%	1%	12%	1%	6%	1%	14%	-%	16%	1%	4%
		a		a		a		a		a	
Evri (formerly known as Hermes)	22	1	21	1	15	8	13	-	22	-	16
	2%	1%	15%	1%	5%	1%	14%	-%	15%	-%	5%
		a		a		a		a		a	
Parcelforce	17	5	13	1	16	7	8	-	17	2	15
	1%	1%	9%	1%	6%	1%	9%	-%	12%	1%	5%
		a		a		a		a		a	
Yodel	14	1	13	5	9	7	7	-	14	5	9
	1%	1%	9%	1%	3%	1%	8%	-%	9%	1%	3%
		a		a		a		a		a	
FedEx	9	3	6	-	9	4	2	-	9	3	6
	1%	1%	4%	-%	3%	1%	3%	-%	6%	1%	2%
		a		a		a		a		a	
DPD/DPD Local	7	*	7	*	7	1	4	-	7	*	7
	1%	1%	5%	1%	2%	1%	4%	-%	5%	1%	2%
		a		a		a		a		a	
UPS	7	*	7	-	6	1	6	-	7	1	6
	1%	1%	5%	-%	2%	1%	6%	-%	5%	1%	2%
		a		a		a		a		a	
Amazon logistics	3	-	3	-	3	1	2	-	3	-	3
	1%	-%	2%	-%	1%	1%	2%	-%	2%	-%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Whistl (Previously known as TNT Post)	2	-	2	2	*	2	*	-	2	-	2
	*%	-%	1%	*%	*%	*%	*%	-%	1%	-%	1%
			a						a		
DX	1	1	*	*	1	1	-	-	1	1	*
	*%	*%	*%	*%	*%	*%	-%	-%	1%	*%	*%
Citipost	1	-	1	*	-	*	*	-	1	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%
Secured Mail	*	-	*	-	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%
TNT Express	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
MHI (Mail Handling International)	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	3	-	4	-	4	-	4	-	4
	*%	*%	2%	-%	1%	-%	5%	-%	3%	-%	1%
			a		a		a		a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	1101	16	713	173	1024	9	1117	-	707	179
	88%	98%	12%	98%	59%	95%	10%	100%	-%	97%	61%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
NET: Provider other than RM	150	26	124	17	121	55	82	-	150	25	112
	12%	2%	88%	2%	41%	5%	90%	-%	100%	3%	39%
			a		a		a		a		a
NET: RM/Parcelforce	1134	1106	29	714	189	1032	17	1117	17	709	194
	90%	98%	21%	98%	64%	96%	19%	100%	12%	97%	67%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Royal Mail	1117	517	832	159	*	550	821	141	4	593	499	141	2
	88%	84%	90%	83%	10%	84%	91%	82%	87%	83%	91%	86%	59%
			ac				ac				a		
DHL	38	24	20	13	1	31	21	11	-	34	14	4	-
	3%	4%	2%	7%	90%	5%	2%	7%	-%	5%	3%	2%	-%
				b				b					
UK Mail	25	23	14	8	-	20	9	10	-	21	6	8	-
	2%	4%	2%	4%	-%	3%	1%	6%	-%	3%	1%	5%	-%
				b				b				b	
Evri (formerly known as Hermes)	22	8	18	*	-	9	16	*	-	8	11	*	-
	2%	1%	2%	*%	-%	1%	2%	*%	-%	1%	2%	*%	-%
Parcelforce	17	12	10	2	-	10	13	1	-	16	5	2	-
	1%	2%	1%	1%	-%	1%	1%	1%	-%	2%	1%	1%	-%
Yodel	14	11	8	1	-	11	3	*	-	12	2	1	-
	1%	2%	1%	*%	-%	2%	*%	*%	-%	2%	*%	1%	-%
				b				b					
FedEx	9	6	5	2	-	9	2	2	-	8	*	1	-
	1%	1%	1%	1%	-%	1%	*%	1%	-%	1%	*%	*%	-%
DPD/DPD Local	7	1	3	1	-	2	3	1	-	5	2	2	-
	1%	*%	*%	1%	-%	*%	*%	*%	-%	1%	*%	1%	-%
UPS	7	6	3	1	-	7	3	2	-	6	2	2	-
	1%	1%	*%	1%	-%	1%	*%	1%	-%	1%	*%	1%	-%
Amazon logistics	3	3	3	3	-	3	*	3	1	3	2	3	-
	*%	*%	*%	1%	-%	*%	*%	1%	13%	*%	*%	2%	-%
				b				b					
Whistl (Previously known as TNT Post)	2	2	2	2	-	2	2	-	-	2	2	-	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	-%	-%
DX	1	1	*	-	-	*	*	1	-	1	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Citipost	1 *%	1 *%	1 *%	* *%	- -%	1 *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
TNT Express	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%
MHI (Mail Handling International)	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	* *%	4 *%	* *%	- -%	* *%	4 *%	* *%	- -%	2 *%	2 *%	* *%	2 41%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1117 88%	517 84%	832 90%	159 83%	* 10%	550 84%	821 91%	141 82%	4 87%	593 83%	499 91%	141 86%	2 59%
NET: Provider other than RM	150 12%	98 16%	90 10%	34 17%	1 90%	104 16%	77 9%	31 18%	1 13%	118 17%	47 9%	23 14%	2 41%
NET: RM/Parcelforce	1134 90%	529 86%	842 91%	161 84%	* 10%	560 86%	834 93%	142 83%	4 87%	609 86%	503 92%	143 87%	2 59%
			ac				ac				a		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324			
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153			
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302			
Royal Mail	1117	978	1012	646	809	697	7	465	341	312	99	80	295	294			
	88%	95%	95%	94%	94%	94%	56%	95%	93%	92%	92%	96%	95%	98%			
					c	c											
DHL	38	8	10	6	10	2	*	1	4	6	1	-	2	*			
	3%	1%	1%	1%	1%	%	1%	%	1%	2%	1%	-%	1%	%			
UK Mail	25	9	10	7	13	14	2	6	3	3	2	2	4	1			
	2%	1%	1%	1%	1%	2%	13%	1%	1%	1%	2%	2%	1%	%			
							ab										
Evri (formerly known as Hermes)	22	7	2	3	5	4	-	3	*	*	*	-	1	*			
	2%	1%	%	%	1%	1%	-%	1%	%	%	%	-%	%	%			
Parcelforce	17	8	9	7	10	4	2	4	7	5	*	*	3	*			
	1%	1%	1%	1%	1%	1%	16%	1%	2%	1%	%	%	1%	%			
							ab										
Yodel	14	7	10	7	6	11	*	6	5	5	*	*	*	6			
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	%	%	%	2%			
FedEx	9	3	4	3	3	4	-	3	3	3	*	-	3	*			
	1%	%	%	%	%	%	-%	1%	1%	1%	%	-%	1%	%			
DPD/DPD Local	7	2	*	*	2	1	1	*	*	*	-	-	-	*			
	1%	%	%	%	%	%	4%	%	%	%	-%	-%	-%	%			
							ab										
UPS	7	2	3	1	3	2	1	1	*	1	1	1	*	-			
	1%	%	%	%	%	%	6%	%	%	%	1%	1%	%	-%			
							ab										
Amazon logistics	3	3	-	2	3	2	-	-	-	2	2	-	-	-			
	%	%	-%	%	%	%	-%	-%	-%	1%	2%	-%	-%	-%			
											ab						
Whistl (Previously known as TNT Post)	2	2	2	2	*	2	*	-	2	2	2	-	*	*			
	%	%	%	%	%	%	%	-%	%	%	1%	-%	%	%			
DX	1	1	-	*	1	*	*	*	-	*	*	-	-	-			
	%	%	-%	%	%	%	3%	%	-%	%	%	-%	-%	-%			
							ab										

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
Citipost	1	*	*	*	*	-	-	*	*	-	-	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	*	-	-	*	-	-	-	-	*	*	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	4	2	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1117	978	1012	646	809	697	7	465	341	312	99	80	295	294
	88%	95%	95%	94%	94%	94%	56%	95%	93%	92%	92%	96%	95%	98%
NET: Provider other than RM	150	54	50	39	56	45	6	25	25	27	9	3	15	7
	12%	5%	5%	6%	6%	6%	44%	5%	7%	8%	8%	4%	5%	2%
NET: RM/Parcelforce	1134	986	1021	654	818	701	9	469	349	317	100	80	298	295
	90%	96%	96%	95%	95%	94%	71%	96%	95%	93%	92%	96%	96%	98%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Royal Mail	1117	112	49	44	27	970	701	1015	718	639	498	951	141	-	880	82
	88%	87%	84%	82%	68%	91%	90%	90%	88%	88%	82%	91%	85%	-%	94%	92%
DHL	38	3	*	6	*	24	24	35	23	14	34	23	7	-	10	5
	3%	3%	1%	11%	*%	2%	3%	3%	3%	2%	6%	2%	4%	-%	1%	6%
											b					a
UK Mail	25	7	5	*	4	15	5	15	10	18	18	9	4	-	16	*
	2%	5%	9%	1%	10%	1%	1%	1%	1%	3%	3%	1%	2%	-%	2%	*%
											b					
Evri (formerly known as Hermes)	22	-	*	*	1	17	13	18	17	9	11	18	*	-	4	-
	2%	-%	1%	*%	2%	2%	2%	2%	2%	1%	2%	2%	*%	-%	*%	-%
Parcelforce	17	-	2	*	*	16	13	16	12	12	11	16	4	*	7	*
	1%	-%	4%	*%	1%	2%	2%	1%	1%	2%	2%	2%	2%	100%	1%	*%
Yodel	14	1	*	1	5	7	5	8	10	7	11	2	*	-	7	-
	1%	1%	*%	2%	12%	1%	1%	1%	1%	1%	2%	*%	*%	-%	1%	-%
					ab						b					
FedEx	9	4	*	*	-	7	8	9	8	8	9	7	5	-	4	-
	1%	3%	*%	*%	-%	1%	1%	1%	1%	1%	1%	1%	3%	-%	*%	-%
DPD/DPD Local	7	-	*	*	1	5	3	5	5	5	3	5	1	-	2	-
	1%	-%	*%	*%	1%	*%	*%	*%	1%	1%	1%	*%	*%	-%	*%	-%
UPS	7	1	-	1	-	1	5	5	1	3	4	2	4	-	1	1
	1%	1%	-%	1%	-%	*%	1%	*%	*%	*%	1%	*%	2%	-%	*%	1%
													b			
Amazon logistics	3	-	*	1	2	1	*	1	3	3	3	1	*	-	2	1
	*%	-%	*%	2%	5%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	1%
					a											
Whistl (Previously known as TNT Post)	2	2	-	*	-	*	2	2	2	*	2	2	*	-	2	-
	*%	1%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
DX	1	-	1	-	*	*	-	*	-	1	*	*	-	-	-	*
	*%	-%	1%	-%	1%	*%	-%	*%	-%	*%	*%	*%	-%	-%	-%	*%
Citipost	1	-	-	-	-	1	1	1	1	1	*	1	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Secured Mail	*	-	*	-	-	*	-	*	-	*	-	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%
TNT Express	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	4	2	4	2	2	1	4	*	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	112	49	44	27	970	701	1015	718	639	498	951	141	-	880	82
	88%	87%	84%	82%	68%	91%	90%	90%	88%	88%	82%	91%	85%	-%	94%	92%
												a				
NET: Provider other than RM	150	17	9	10	13	100	80	118	94	84	108	90	24	*	56	8
	12%	13%	16%	18%	32%	9%	10%	10%	12%	12%	18%	9%	15%	100%	6%	8%
											b					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
NET: RM/Parcelforce	1134	112	51	44	27	986	714	1032	731	651	509	966	145	*	887	83
	90%	87%	88%	82%	68%	92%	91%	91%	90%	90%	84%	93%	87%	100%	95%	92%
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Royal Mail	1117	486	631	261	28	111	221	118	747	240	144	197	750
	88%	89%	97%	67%	86%	57%	77%	77%	90%	90%	77%	80%	93%
DHL	38	10	5	32	2	24	14	6	27	5	10	12	16
	3%	2%	1%	8%	5%	12%	5%	4%	3%	2%	6%	5%	2%
			a			a			a	a			ab
UK Mail	25	17	*	24	-	22	3	11	11	3	9	8	7
	2%	3%	*%	6%	-%	11%	1%	7%	1%	1%	5%	3%	1%
		b		b		b		bc			c		
Evri (formerly known as Hermes)	22	4	4	21	-	3	19	6	12	3	6	4	12
	2%	1%	1%	5%	-%	1%	7%	4%	1%	1%	3%	2%	1%
			a			a							
Parcelforce	17	6	4	14	-	7	11	1	15	1	4	7	6
	1%	1%	1%	4%	-%	3%	4%	1%	2%	1%	2%	3%	1%
			c										
Yodel	14	10	1	9	*	11	3	4	*	9	4	5	5
	1%	2%	*%	2%	*%	6%	1%	2%	*%	3%	2%	2%	1%
		b		b		b		b		b			
FedEx	9	3	1	9	-	6	3	*	3	5	5	4	*
	1%	1%	*%	2%	-%	3%	1%	*%	*%	2%	3%	2%	*%
			c								c	c	
DPD/DPD Local	7	1	*	4	1	3	4	1	6	*	*	1	4
	1%	*%	*%	1%	3%	2%	1%	*%	1%	*%	*%	1%	*%
UPS	7	2	*	5	2	6	1	2	5	-	1	5	1
	1%	*%	*%	1%	5%	3%	*%	1%	1%	-%	*%	2%	*%
			c										
Amazon logistics	3	3	*	1	-	2	1	2	1	-	3	*	1
	*%	1%	*%	*%	-%	1%	*%	2%	*%	-%	1%	*%	*%
			b					b			c		
Whistl (Previously known as TNT Post)	2	2	*	2	-	*	2	*	2	*	*	*	2
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
DX	1 *%	1 *%	- -%	1 *%	- -%	1 *%	- -%	* *%	1 *%	- -%	1 *%	- -%	- -%
Citipost	1 *%	* *%	- -%	1 *%	- -%	- -%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%
Secured Mail	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	* *%
TNT Express	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
MHI (Mail Handling International)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	4 *%	- -%	2 *%	4 1%	* *%	1 *%	3 1%	* *%	4 *%	* *%	1 *%	* *%	3 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1117 88%	486 89%	631 97%	261 67%	28 86%	111 57%	221 77%	118 77%	747 90%	240 90%	144 77%	197 80%	750 93%
			a				a		a	a			ab
NET: Provider other than RM	150 12%	59 11%	19 3%	126 33%	4 14%	85 43%	65 23%	35 23%	87 10%	27 10%	43 23%	48 20%	55 7%
		b				b		bc			c	c	
NET: RM/Parcelforce	1134 90%	491 90%	636 98%	275 71%	28 86%	118 60%	232 81%	119 78%	762 91%	241 90%	147 79%	205 83%	756 94%
			a				a		a	a			ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Royal Mail	1117	463	654
	88%	87%	89%
DHL	38	16	22
	3%	3%	3%
UK Mail	25	12	12
	2%	2%	2%
Evri (formerly known as Hermes)	22	6	16
	2%	1%	2%
Parcelforce	17	6	11
	1%	1%	2%
Yodel	14	12	1
	1%	2%	*%
		b	
FedEx	9	6	3
	1%	1%	*%
DPD/DPD Local	7	3	4
	1%	1%	1%
UPS	7	2	5
	1%	*%	1%
Amazon logistics	3	3	1
	*%	1%	*%
Whistl (Previously known as TNT Post)	2	*	2
	*%	*%	*%
DX	1	1	-
	*%	*%	-%
Citipost	1	1	-
	*%	*%	-%
Secured Mail	*	*	*
	*%	*%	*%

Columns Tested:: a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
TNT Express	*	*	-
	*%	*%	-%
MHI (Mail Handling International)	*	*	-
	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Pitney Bowes	-	-	-
	-%	-%	-%
Other	4	2	2
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	1117	463	654
	88%	87%	89%
NET: Provider other than RM	150	71	79
	12%	13%	11%
NET: RM/Parcelforce	1134	470	665
	90%	88%	91%

Columns Tested: a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Royal Mail	1117	-	47	208	151	11	106	32	122	134	34	216	57
	88%	-%	90%	92%	95%	68%	84%	89%	90%	79%	89%	90%	83%
			ei	efil			e			ei			
DHL	38	-	2	3	1	4	9	1	3	9	1	4	2
	3%	-%	4%	1%	*%	27%	7%	2%	2%	6%	2%	2%	3%
					bcdghijkl		cd			d			
UK Mail	25	-	1	4	*	*	1	*	5	10	*	3	1
	2%	-%	1%	2%	*%	1%	*%	*%	4%	6%	*%	1%	1%
									d				
Evri (formerly known as Hermes)	22	-	-	1	2	*	-	2	2	2	1	10	2
	2%	-%	-%	1%	1%	2%	-%	6%	1%	1%	3%	4%	2%
Parcelforce	17	-	-	3	1	*	3	1	2	1	*	1	4
	1%	-%	-%	1%	1%	1%	3%	2%	1%	*%	1%	1%	6%
Yodel	14	-	*	-	1	*	5	*	*	5	*	1	*
	1%	-%	*%	-%	1%	*%	4%	*%	*%	3%	1%	1%	*%
							c			c			
FedEx	9	-	-	3	*	-	2	*	-	3	1	*	*
	1%	-%	-%	1%	*%	-%	1%	1%	-%	1%	2%	*%	1%
DPD/DPD Local	7	-	2	3	*	-	-	*	*	-	*	1	-
	1%	-%	4%	2%	*%	-%	-%	*%	*%	-%	1%	1%	-%
UPS	7	-	*	-	*	-	-	*	1	1	-	1	3
	1%	-%	1%	-%	*%	-%	-%	*%	1%	1%	-%	*%	5%
													cd
Amazon logistics	3	-	-	-	-	*	-	-	*	3	*	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	*%	2%	*%	-%	-%
Whistl (Previously known as TNT Post)	2	-	*	*	*	-	-	*	*	-	*	2	-
	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	1%	-%
DX	1	-	-	-	-	-	-	-	*	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Citipost	1	-	-	*	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
TNT Express	*	-	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	*	2	-	-	*	*	-	-	2	-
	*%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	-	47	208	151	11	106	32	122	134	34	216	57
	88%	-%	90%	92%	95%	68%	84%	89%	90%	79%	89%	90%	83%
				ei	efil				e			ei	
NET: Provider other than RM	150	-	5	18	8	5	20	4	14	35	4	25	12
	12%	-%	10%	8%	5%	32%	16%	11%	10%	21%	11%	10%	17%
						cdhk	d			cdk			d
NET: RM/Parcelforce	1134	-	47	211	152	11	109	32	124	135	35	217	61
	90%	-%	90%	94%	96%	69%	87%	91%	91%	80%	90%	90%	88%
				ei	efi				ei			ei	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Royal Mail	1117	278	245	287	307	523	594
	88%	92%	89%	84%	88%	90%	86%
		c					
DHL	38	4	14	13	7	19	19
	3%	1%	5%	4%	2%	3%	3%
UK Mail	25	4	1	16	4	5	19
	2%	1%	*%	5%	1%	1%	3%
				bd			
Evri (formerly known as Hermes)	22	1	2	6	13	4	18
	2%	*%	1%	2%	4%	1%	3%
				a			a
Parcelforce	17	3	5	4	5	8	9
	1%	1%	2%	1%	2%	1%	1%
Yodel	14	*	6	6	2	6	8
	1%	*%	2%	2%	1%	1%	1%
FedEx	9	3	2	3	1	5	4
	1%	1%	1%	1%	*%	1%	1%
DPD/DPD Local	7	5	*	*	2	5	2
	1%	2%	*%	*%	*%	1%	*%
UPS	7	*	*	2	4	*	6
	1%	*%	*%	1%	1%	*%	1%
Amazon logistics	3	-	*	3	*	*	3
	*%	-%	*%	1%	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	*	*	2	*	2
	*%	*%	*%	*%	*%	*%	*%
DX	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
Citipost	1	*	*	-	-	1	-
	*%	*%	*%	-%	-%	*%	-%
Secured Mail	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 90 (continuation)

QV5B.1. Large letters - Which would you say is your organisation's main postal service provider for Large letters in terms of the value of the items you send?

Base: All who send Large letters (QV2a=1=11 column B)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
TNT Express	*	*	-	-	*	*	*
	*/%	*/%	-%	-%	*/%	*/%	*/%
MHI (Mail Handling International)	*	-	-	*	-	-	*
	*/%	-%	-%	*/%	-%	-%	*/%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	2	1	*	2	2	2
	*/%	1%	*/%	*/%	*/%	*/%	*/%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1117	278	245	287	307	523	594
	88%	92%	89%	84%	88%	90%	86%
		c					
NET: Provider other than RM	150	24	32	53	41	56	94
	12%	8%	11%	16%	12%	10%	14%
			a				
NET: RM/Parcelforce	1134	281	250	291	313	531	604
	90%	93%	90%	85%	90%	92%	88%
		c					

Columns Tested:: a,b,c,d - a,b

Table 91

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Royal Mail	896	178	718	859	31	4	2	37
	70%	69%	70%	71%	57%	52%	50%	56%
				bcd				
Evri (formerly known as Hermes)	74	6	68	72	2	*	*	2
	6%	2%	7%	6%	3%	1%	1%	3%
			a	d				
Parcelforce	71	6	65	66	4	1	*	5
	6%	2%	6%	5%	7%	7%	11%	7%
							a	
DPD/DPD Local	62	23	39	57	5	*	*	5
	5%	9%	4%	5%	9%	3%	6%	8%
		b			a			
DHL	62	17	45	56	5	1	*	6
	5%	6%	4%	5%	8%	18%	12%	10%
						a	a	a
UPS	30	7	23	27	3	*	*	4
	2%	3%	2%	2%	6%	5%	6%	6%
					a		a	a
FedEx	26	6	20	25	1	*	*	2
	2%	2%	2%	2%	3%	2%	4%	3%
UK Mail	17	1	16	16	1	*	*	1
	1%	*%	2%	1%	1%	4%	6%	2%
							a	
Yodel	10	1	9	9	1	*	*	1
	1%	*%	1%	1%	1%	3%	1%	1%
Amazon logistics	5	1	4	5	*	*	-	1
	*%	1%	*%	*%	1%	3%	-%	1%
						a		
TNT Express	3	2	1	2	1	*	*	1
	*%	1%	*%	*%	1%	1%	2%	1%
					a		a	
DX	1	*	1	-	1	-	*	1
	*%	*%	*%	-%	2%	-%	*%	1%
					a		a	a

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Whistl (Previously known as TNT Post)	1	-	1	1	-	*	*	*
	*/%	-%	*/%	*/%	-%	1%	1%	*/%
Secured Mail	*	-	*	*	-	-	-	-
	*/%	-%	*/%	*/%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	11	9	19	1	*	-	1
	2%	4%	1%	2%	1%	*/%	-%	1%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	178	718	859	31	4	2	37
	70%	69%	70%	71%	57%	52%	50%	56%
				bcd				
NET: Provider other than RM	383	81	302	354	24	4	2	29
	30%	31%	30%	29%	43%	48%	50%	44%
				a	a	a	a	a
NET: RM/Parcelforce	967	184	782	925	35	4	2	41
	76%	71%	77%	76%	64%	59%	61%	63%
				bcd				

Columns Tested:: a,b - a,b,c,d,e

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Royal Mail	896	530	272	57	24	11	2	859	31	6
	70%	72%	70%	68%	65%	43%	50%	71%	57%	51%
		efhi	efhi	efi	ef			efhi		
Evri (formerly known as Hermes)	74	52	16	4	1	1	*	72	2	*
	6%	7%	4%	5%	3%	2%	1%	6%	3%	1%
		fi						fi		
Parcelforce	71	36	27	2	2	2	*	66	4	1
	6%	5%	7%	3%	6%	8%	11%	5%	7%	8%
							ag			
DPD/DPD Local	62	33	21	3	3	2	*	57	5	1
	5%	4%	5%	3%	9%	7%	6%	5%	9%	4%
								g		
DHL	62	21	27	7	2	4	*	56	5	2
	5%	3%	7%	8%	4%	17%	12%	5%	8%	16%
			a	a		abdg	ag		a	abdg
UPS	30	20	4	3	1	2	*	27	3	1
	2%	3%	1%	4%	4%	9%	6%	2%	6%	5%
						abg	bg		bg	b
FedEx	26	19	4	2	1	1	*	25	1	*
	2%	3%	1%	3%	3%	2%	4%	2%	3%	2%
UK Mail	17	6	8	2	*	1	*	16	1	1
	1%	1%	2%	3%	*%	4%	6%	1%	1%	5%
							adg			ag
Yodel	10	7	-	2	-	1	*	9	1	*
	1%	1%	-%	3%	-%	3%	1%	1%	1%	2%
				b		b				
Amazon logistics	5	2	2	-	*	*	-	5	*	*
	*%	*%	1%	-%	1%	1%	-%	*%	1%	2%
TNT Express	3	1	1	-	-	1	*	2	1	*
	*%	*%	*%	-%	-%	3%	2%	*%	1%	2%
						abg	ag		g	
DX	1	-	-	-	1	-	*	-	1	*
	*%	-%	-%	-%	2%	-%	*%	-%	2%	*%
					abg				ag	

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Whistl (Previously known as TNT Post)	1	1	-	-	-	*	*	1	-	*
	*%	*%	-%	-%	-%	*%	1%	*%	-%	1%
Secured Mail	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	12	7	*	1	*	-	19	1	*
	2%	2%	2%	*%	2%	*%	-%	2%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	530	272	57	24	11	2	859	31	6
	70%	72%	70%	68%	65%	43%	50%	71%	57%	51%
		efhi	efhi	efi	ef			efhi		
NET: Provider other than RM	383	210	117	26	13	14	2	354	24	6
	30%	28%	30%	32%	35%	57%	50%	29%	43%	49%
						abcdg	abcdg		abg	abcg
NET: RM/Parcelforce	967	566	299	60	26	13	2	925	35	7
	76%	76%	77%	71%	71%	51%	61%	76%	64%	59%
		efhi	efhi	e	e			efhi		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Whistl (Previously known as TNT Post)	1	1	-	-	*	*	1	-	-	-	*
	%	%	%	%	1%	1%	%	%	%	%	%
Secured Mail	*	-	*	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
Other	20	17	3	1	*	-	5	1	*	1	*
	2%	2%	1%	1%	%	%	1%	1%	1%	2%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	896	704	155	31	4	2	573	127	27	14	21
	70%	71%	68%	57%	52%	50%	74%	65%	62%	52%	65%
		cde	cde				d				
NET: Provider other than RM	383	282	72	24	4	2	206	68	17	13	11
	30%	29%	32%	43%	48%	50%	26%	35%	38%	48%	35%
				ab	ab	ab				a	
NET: RM/Parcelforce	967	757	168	35	4	2	622	137	30	15	24
	76%	77%	74%	64%	59%	61%	80%	70%	68%	58%	75%
		cde	cde				bd				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Royal Mail	896	94	55	126	50	66	138	136	62	71
	70%	80%	69%	59%	74%	63%	72%	82%	60%	73%
		ceh						ceh		
Evri (formerly known as Hermes)	74	4	3	5	-	12	19	8	13	4
	6%	4%	3%	2%	-%	11%	10%	5%	13%	4%
						cd	cd		cd	
Parcelforce	71	7	4	16	1	9	9	4	7	5
	6%	6%	5%	7%	2%	8%	5%	3%	6%	5%
DPD/DPD Local	62	*	2	16	4	4	5	11	7	6
	5%	*%	3%	8%	6%	4%	3%	6%	7%	6%
				a				a	a	
DHL	62	3	3	15	6	3	11	6	4	5
	5%	2%	4%	7%	9%	3%	6%	3%	4%	6%
UPS	30	4	2	9	*	6	3	*	1	2
	2%	3%	3%	4%	*%	6%	2%	*%	1%	2%
FedEx	26	*	6	10	3	1	3	-	1	*
	2%	*%	8%	5%	4%	1%	2%	-%	1%	*%
			agi							
UK Mail	17	2	2	3	-	1	1	*	5	2
	1%	2%	3%	1%	-%	1%	1%	*%	5%	2%
Yodel	10	-	1	1	3	*	-	-	2	1
	1%	-%	1%	*%	4%	*%	-%	-%	2%	1%
Amazon logistics	5	-	-	3	-	1	1	-	-	-
	*%	-%	-%	1%	-%	1%	*%	-%	-%	-%
TNT Express	3	-	1	*	-	-	-	-	1	1
	*%	-%	1%	*%	-%	-%	-%	-%	1%	1%
DX	1	-	-	*	-	-	-	1	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	3	-	10	-	1	3	-	-	-
	2%	2%	-%	5%	-%	1%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	94	55	126	50	66	138	136	62	71
	70%	80%	69%	59%	74%	63%	72%	82%	60%	73%
		ceh						ceh		
NET: Provider other than RM	383	23	25	89	17	39	55	29	41	27
	30%	20%	31%	41%	26%	37%	28%	18%	40%	27%
				ag		ag			ag	
NET: RM/Parcelforce	967	101	60	142	51	74	147	141	68	76
	76%	86%	74%	66%	76%	71%	76%	85%	67%	78%
		ceh						ch		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Royal Mail	896	186	212	400	798	98	50	31	16
	70%	69%	70%	70%	70%	72%	71%	72%	73%
Evri (formerly known as Hermes)	74	16	20	32	68	6	4	2	1
	6%	6%	7%	6%	6%	4%	6%	4%	2%
Parcelforce	71	15	18	29	62	8	3	4	2
	6%	6%	6%	5%	5%	6%	4%	9%	7%
DPD/DPD Local	62	14	10	32	56	6	4	2	1
	5%	5%	3%	6%	5%	5%	5%	4%	5%
DHL	62	15	10	31	56	6	4	1	1
	5%	6%	3%	5%	5%	4%	6%	3%	4%
UPS	30	8	7	12	28	3	2	*	1
	2%	3%	2%	2%	2%	2%	3%	1%	3%
FedEx	26	4	8	14	25	2	1	1	*
	2%	1%	3%	2%	2%	1%	1%	1%	2%
UK Mail	17	3	9	5	16	1	1	-	*
	1%	1%	3%	1%	1%	1%	1%	-%	*%
Yodel	10	4	3	1	8	2	1	1	*
	1%	1%	1%	*%	1%	1%	1%	2%	2%
Amazon logistics	5	1	-	3	4	1	1	-	-
	*%	*%	-%	1%	*%	*%	1%	-%	-%
TNT Express	3	1	2	*	3	*	*	*	-
	*%	*%	1%	*%	*%	*%	*%	*%	-%
DX	1	-	-	1	1	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	1	-	1	*
	*%	-%	-%	-%	-%	1%	-%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Secured Mail	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	1	3	13	17	3	1	1	*
	2%	1%	1%	2%	1%	2%	2%	3%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	186	212	400	798	98	50	31	16
	70%	69%	70%	70%	70%	72%	71%	72%	73%
NET: Provider other than RM	383	83	89	173	344	39	21	12	6
	30%	31%	30%	30%	30%	28%	29%	28%	27%
NET: RM/Parcelforce	967	201	229	430	860	106	53	35	18
	76%	75%	76%	75%	75%	78%	75%	81%	80%

Columns Tested:: a,b,c,d,e,f,g,h

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Royal Mail	896	53	51	26	77	75	217	30	17	422
	70%	84%	46%	73%	53%	52%	69%	79%	85%	77%
		bde					bde	bde	bde	bdef
Evri (formerly known as Hermes)	74	-	3	-	3	3	26	-	-	42
	6%	-%	3%	-%	2%	2%	8%	-%	-%	8%
Parcelforce	71	1	13	-	13	20	19	3	*	15
	6%	2%	12%	-%	9%	14%	6%	8%	1%	3%
			i		i	fi				
DPD/DPD Local	62	1	12	4	15	13	8	3	2	20
	5%	1%	10%	10%	10%	9%	3%	8%	10%	4%
			f		fi	f				
DHL	62	6	13	*	14	7	14	1	*	20
	5%	9%	12%	*%	9%	5%	5%	3%	*%	4%
			i							
UPS	30	-	5	4	9	5	3	1	1	12
	2%	-%	4%	11%	6%	4%	1%	2%	3%	2%
					f					
FedEx	26	-	4	-	4	11	5	-	-	7
	2%	-%	4%	-%	3%	7%	1%	-%	-%	1%
						fi				
UK Mail	17	2	1	2	2	5	6	-	-	2
	1%	3%	1%	5%	2%	3%	2%	-%	-%	*%
						i				
Yodel	10	-	1	*	1	1	7	-	-	1
	1%	-%	1%	1%	1%	*%	2%	-%	-%	*%
							i			
Amazon logistics	5	-	-	-	-	-	3	*	-	2
	*%	-%	-%	-%	-%	-%	1%	1%	-%	*%
TNT Express	3	-	*	-	*	1	2	-	-	-
	*%	-%	*%	-%	*%	1%	1%	-%	-%	-%
DX	1	-	1	-	1	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Whistl (Previously known as TNT Post)	1	-	*	-	*	-	-	-	-	1
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Secured Mail	*	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	1	7	-	7	4	7	-	-	*
	2%	1%	6%	-%	5%	3%	2%	-%	-%	*%
			i		i	i	i			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	53	51	26	77	75	217	30	17	422
	70%	84%	46%	73%	53%	52%	69%	79%	85%	77%
		bde					bde	bde	bde	bdef
NET: Provider other than RM	383	10	59	9	69	69	99	8	3	124
	30%	16%	54%	27%	47%	48%	31%	21%	15%	23%
			afghi		afghi	afghi	i			
NET: RM/Parcelforce	967	54	64	26	90	95	235	33	17	437
	76%	86%	58%	73%	62%	66%	74%	87%	87%	80%
		bd					b	bd	b	bde

Columns Tested: a,b,c,d,e,f,g,h,i

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Royal Mail	896 70%	205 58%	217 69%	475 78%	750 69%	146 73%	- -%	824 70%	72 75%	880 70%	16 60%
Evri (formerly known as Hermes)	74 6%	6 2%	26 8%	42 7%	66 6%	8 4%	- -%	71 6%	3 4%	74 6%	* 1%
Parcelforce	71 6%	34 10%	19 6%	18 3%	57 5%	14 7%	- -%	65 5%	6 6%	71 6%	- -%
DPD/DPD Local	62 5%	28 8%	8 3%	26 4%	57 5%	5 3%	- -%	56 5%	6 6%	59 5%	3 11%
DHL	62 5%	26 7%	14 5%	21 4%	55 5%	7 4%	- -%	58 5%	4 4%	62 5%	- -%
UPS	30 2%	14 4%	3 1%	13 2%	20 2%	10 5%	- -%	29 2%	1 1%	30 2%	1 3%
FedEx	26 2%	15 4%	5 1%	7 1%	23 2%	3 2%	- -%	25 2%	1 1%	20 2%	6 22%
UK Mail	17 1%	9 3%	6 2%	2 *%	15 1%	2 1%	- -%	17 1%	1 1%	17 1%	* *%
Yodel	10 1%	2 1%	7 2%	1 *%	10 1%	* *%	- -%	9 1%	1 1%	9 1%	1 2%
Amazon logistics	5 *%	- -%	3 1%	2 *%	5 *%	* *%	- -%	5 *%	* *%	5 *%	- -%
TNT Express	3 *%	1 *%	2 1%	- -%	2 *%	1 1%	- -%	3 *%	- -%	3 *%	- -%
DX	1 *%	1 *%	- -%	* *%	1 *%	- -%	- -%	* *%	1 1%	1 *%	- -%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Whistl (Previously known as TNT Post)	1	*	-	1	1	-	-	1	-	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Secured Mail	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	11	7	2	18	2	-	20	*	20	-
	2%	3%	2%	*%	2%	1%	-%	2%	*%	2%	-%
		c	c								
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	205	217	475	750	146	-	824	72	880	16
	70%	58%	69%	78%	69%	73%	-%	70%	75%	70%	60%
		a	a	ab							
NET: Provider other than RM	383	148	99	136	330	53	-	359	24	372	11
	30%	42%	31%	22%	31%	27%	-%	30%	25%	30%	40%
		bc	c								
NET: RM/Parcelforce	967	239	235	493	807	159	-	889	78	951	16
	76%	68%	74%	81%	75%	80%	-%	75%	81%	76%	60%
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Royal Mail	896	539	142	210
	70%	76%	64%	62%
		bc		
Evri (formerly known as Hermes)	74	34	9	28
	6%	5%	4%	8%
Parcelforce	71	38	9	23
	6%	5%	4%	7%
DPD/DPD Local	62	28	12	22
	5%	4%	5%	6%
DHL	62	31	18	13
	5%	4%	8%	4%
UPS	30	6	4	18
	2%	1%	2%	5%
				a
FedEx	26	6	8	12
	2%	1%	4%	4%
				a
UK Mail	17	4	11	2
	1%	1%	5%	*%
			ac	
Yodel	10	5	3	2
	1%	1%	1%	1%
Amazon logistics	5	1	1	3
	*%	*%	*%	1%
TNT Express	3	2	1	1
	*%	*%	*%	*%
DX	1	1	*	*
	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	1	*	*
	*%	*%	*%	*%

Columns Tested:: a,b,c

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Secured Mail	*	-	*	-
	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-
	-%	-%	-%	-%
Pitney Bowes	-	-	-	-
	-%	-%	-%	-%
Citipost	-	-	-	-
	-%	-%	-%	-%
Other	20	11	5	4
	2%	2%	2%	1%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	896	539	142	210
	70%	76%	64%	62%
		bc		
NET: Provider other than RM	383	167	81	128
	30%	24%	36%	38%
			a	a
NET: RM/Parcelforce	967	577	151	233
	76%	82%	68%	69%
		bc		

Columns Tested: a,b,c

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Royal Mail	896	763	101	11	6	14	*	*	*	864	32	21
	70%	73%	63%	32%	78%	76%	8%	4%	17%	71%	47%	63%
		bcj	c							cj		
Evri (formerly known as Hermes)	74	58	15	1	-	-	*	-	-	73	1	*
	6%	6%	9%	2%	-%	-%	1%	-%	-%	6%	1%	*%
Parcelforce	71	63	6	2	*	*	*	-	-	69	2	*
	6%	6%	4%	5%	*%	*%	1%	-%	-%	6%	3%	*%
DPD/DPD Local	62	53	7	1	-	*	*	-	-	61	2	*
	5%	5%	4%	4%	-%	1%	4%	-%	-%	5%	2%	1%
DHL	62	47	7	6	*	1	*	2	-	54	8	2
	5%	4%	4%	16%	*%	4%	1%	77%	-%	4%	12%	8%
				ai							ai	
UPS	30	14	7	9	-	*	1	-	-	20	10	1
	2%	1%	4%	26%	-%	*%	22%	-%	-%	2%	15%	3%
				abi							abi	
FedEx	26	17	5	4	1	*	-	-	*	21	5	1
	2%	2%	3%	10%	19%	*%	-%	-%	83%	2%	7%	4%
				ai							ai	
UK Mail	17	5	7	*	*	3	3	*	-	11	6	6
	1%	*%	4%	*%	2%	14%	57%	19%	-%	1%	8%	17%
			ai								ai	ai
Yodel	10	8	1	*	-	1	*	*	-	9	1	1
	1%	1%	*%	*%	-%	4%	*%	1%	-%	1%	1%	2%
Amazon logistics	5	4	*	1	-	-	-	-	-	4	1	-
	*%	*%	*%	3%	-%	-%	-%	-%	-%	*%	1%	-%
TNT Express	3	2	1	1	-	-	*	-	-	3	1	*
	*%	*%	1%	2%	-%	-%	1%	-%	-%	*%	1%	*%
DX	1	1	-	-	*	-	-	-	-	1	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	1	*	*	-	-	-	-	-	1	*	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Secured Mail	*	-	-	-	-	-	*	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	*%	1%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	16	4	*	*	-	-	-	-	20	*	*
	2%	1%	3%	*%	*%	-%	-%	-%	-%	2%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	763	101	11	6	14	*	*	*	864	32	21
	70%	73%	63%	32%	78%	76%	8%	4%	17%	71%	47%	63%
		bcj	c							cj		
NET: Provider other than RM	383	287	60	24	2	5	4	2	*	347	36	12
	30%	27%	37%	68%	22%	24%	92%	96%	83%	29%	53%	37%
			a	abi							ai	
NET: RM/Parcelforce	967	826	106	13	6	14	*	*	*	933	34	21
	76%	79%	66%	37%	79%	76%	8%	4%	17%	77%	50%	63%
		bcj	c							bcj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Royal Mail	896	420	343	133	767	731	816	896	464	247	120	595	16	32	31	15	7
	70%	77%	68%	58%	71%	71%	72%	70%	69%	63%	76%	74%	44%	52%	82%	48%	41%
		bc			f	f	f				cd	cd			cd		
Evri (formerly known as Hermes)	74	27	31	16	60	63	64	74	39	15	5	47	5	1	3	1	2
	6%	5%	6%	7%	6%	6%	6%	6%	6%	4%	3%	6%	13%	1%	8%	3%	11%
Parcelforce	71	21	42	8	66	57	66	71	48	20	7	51	2	4	1	2	*
	6%	4%	8%	3%	6%	6%	6%	6%	7%	5%	4%	6%	4%	6%	2%	5%	5%
			a														
DPD/DPD Local	62	27	27	9	41	33	43	62	22	19	13	22	1	5	1	2	*
	5%	5%	5%	4%	4%	3%	4%	5%	3%	5%	8%	3%	2%	8%	3%	7%	3%
											b						
DHL	62	22	24	15	50	49	54	62	36	33	7	30	2	7	*	3	6
	5%	4%	5%	7%	5%	5%	5%	5%	5%	9%	4%	4%	6%	11%	5%	10%	33%
										ac							abce
UPS	30	5	9	17	25	24	26	30	19	16	2	7	5	7	*	5	*
	2%	1%	2%	7%	2%	2%	2%	2%	3%	4%	1%	1%	13%	11%	5%	16%	1%
			ab										ab	ab		ab	
FedEx	26	3	14	10	20	22	22	26	12	15	3	16	*	3	*	-	*
	2%	1%	3%	4%	2%	2%	2%	2%	2%	4%	2%	2%	5%	5%	5%	-	2%
			a	a													
UK Mail	17	1	4	13	16	16	16	17	16	15	-	11	2	*	1	1	1
	1%	0%	1%	6%	1%	2%	1%	1%	2%	4%	0%	1%	5%	1%	3%	3%	7%
			ab							acd							a
Yodel	10	2	6	2	9	10	10	10	9	7	1	7	-	1	*	*	*
	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	2%	1%	0%	1%
Amazon logistics	5	1	3	1	4	4	4	5	4	3	-	3	1	-	*	-	-
	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	2%	0%	1%	0%	0%
TNT Express	3	*	2	1	2	2	2	3	1	*	-	2	-	-	-	*	*
	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
DX	1	-	1	*	1	1	1	1	*	*	-	1	-	*	-	*	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Whistl (Previously known as TNT Post)	1 *%	* *%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	1 *%	- -%	* *%	- -%	* *%	- -%
Secured Mail	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	14 3%	1 *%	4 2%	16 2%	11 1%	16 1%	20 2%	2 *%	* *%	2 1%	6 1%	4 11%	2 3%	- -%	2 7%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	420 77%	343 68%	133 58%	767 71%	731 71%	816 72%	896 70%	464 69%	247 63%	120 76%	595 74%	16 44%	32 52%	31 82%	15 48%	7 41%
NET: Provider other than RM	383 30%	124 23%	163 32%	96 42%	309 29%	292 29%	325 28%	383 30%	208 31%	145 37%	39 24%	204 26%	20 56%	29 48%	7 18%	16 52%	10 59%
NET: RM/Parcelforce	967 76%	441 81%	385 76%	140 61%	833 77%	788 77%	882 77%	967 76%	512 76%	266 68%	127 80%	647 81%	17 48%	36 58%	32 84%	16 53%	7 42%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Royal Mail	896	652	48	27	21	10	7	2	594	64	25	27	12	3	6
	70%	74%	61%	51%	74%	67%	58%	17%	76%	53%	60%	64%	67%	28%	68%
		bc							b						
Evri (formerly known as Hermes)	74	45	6	4	3	*	*	2	46	8	4	2	*	1	2
	6%	5%	7%	7%	10%	2%	1%	17%	6%	7%	9%	4%	1%	7%	21%
Parcelforce	71	56	7	2	*	*	*	*	49	2	4	*	*	2	*
	6%	6%	9%	4%	1%	*%	*%	1%	6%	2%	10%	1%	2%	13%	*%
DPD/DPD Local	62	28	4	5	3	*	*	*	24	5	*	1	2	*	*
	5%	3%	5%	9%	9%	2%	3%	*%	3%	4%	1%	2%	12%	2%	5%
DHL	62	32	4	6	*	2	*	5	26	15	*	3	2	3	*
	5%	4%	5%	12%	1%	12%	3%	49%	3%	13%	*%	7%	9%	28%	3%
				a					a						
UPS	30	19	*	*	1	1	4	-	3	10	4	6	*	*	*
	2%	2%	*%	1%	2%	4%	35%	-%	*%	8%	10%	14%	*%	3%	1%
							abcd		a	a	a	a			
FedEx	26	12	8	*	*	*	-	*	17	1	*	3	*	-	-
	2%	1%	10%	*%	*%	*%	-%	2%	2%	1%	1%	7%	1%	-%	-%
			a						a						
UK Mail	17	10	1	2	*	2	*	1	5	7	2	*	1	-	*
	1%	1%	2%	4%	1%	12%	*%	11%	1%	6%	5%	1%	5%	-%	*%
						a			a	a					
Yodel	10	7	*	1	*	-	*	*	6	3	1	*	*	-	*
	1%	1%	*%	2%	*%	-%	*%	1%	1%	2%	2%	*%	1%	-%	1%
Amazon logistics	5	3	1	-	*	-	-	-	1	3	*	-	-	-	-
	*%	*%	1%	-%	1%	-%	-%	-%	*%	2%	1%	-%	-%	-%	-%
									a						
TNT Express	3	2	-	-	-	-	*	*	2	-	-	*	*	*	-
	*%	*%	-%	-%	-%	-%	1%	1%	*%	-%	-%	*%	*%	1%	-%
DX	1	1	*	-	*	-	-	-	1	-	-	*	-	*	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	1%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	-	*	*	-	1	*	-	-	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19	
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7	
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9	
Secured Mail	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	20	11	*	6	-	-	-	-	6	2	*	-	-	2	-	
	2%	1%	*%	11%	-%	-%	-%	-%	1%	1%	1%	-%	-%	18%	-%	
				ab												
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	896	652	48	27	21	10	7	2	594	64	25	27	12	3	6	
	70%	74%	61%	51%	74%	67%	58%	17%	76%	53%	60%	64%	67%	28%	68%	
		bc							b							
NET: Provider other than RM	383	225	31	26	7	5	5	9	186	56	16	16	6	9	3	
	30%	26%	39%	49%	26%	33%	42%	83%	24%	47%	40%	36%	33%	72%	32%	
			a	a					a							
NET: RM/Parcelforce	967	708	55	29	22	10	7	2	642	65	29	28	13	5	6	
	76%	81%	70%	54%	75%	67%	58%	18%	82%	55%	70%	65%	69%	41%	68%	
		c							bd							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Royal Mail	896	735	72	28	23	17	12	10	390	154	185	60	23
	70%	75%	56%	44%	54%	53%	84%	45%	77%	69%	70%	67%	48%
		bcdeg							e	e	e		
Evri (formerly known as Hermes)	74	50	9	7	3	5	*	-	28	8	18	4	5
	6%	5%	7%	11%	7%	14%	*%	-%	6%	4%	7%	4%	10%
Parcelforce	71	56	7	4	2	1	*	-	25	16	22	3	*
	6%	6%	6%	6%	6%	3%	1%	-%	5%	7%	8%	3%	*%
DPD/DPD Local	62	46	12	1	1	2	-	*	16	11	6	8	1
	5%	5%	10%	2%	2%	6%	-%	1%	3%	5%	2%	8%	1%
DHL	62	40	8	9	1	4	*	*	18	16	12	2	5
	5%	4%	6%	15%	2%	12%	3%	2%	4%	7%	5%	2%	11%
			a										
UPS	30	6	5	7	4	1	*	7	2	7	4	5	8
	2%	1%	4%	11%	10%	3%	2%	31%	*%	3%	1%	5%	17%
			a	a	a			abe		a		a	abc
FedEx	26	20	3	1	1	*	*	-	6	2	8	4	3
	2%	2%	3%	2%	3%	1%	*%	-%	1%	1%	3%	4%	6%
UK Mail	17	2	3	2	5	2	-	2	6	5	2	4	*
	1%	*%	3%	4%	12%	8%	-%	9%	1%	2%	1%	4%	*%
			a	a	a	a		a					
Yodel	10	7	*	*	2	-	1	*	1	4	3	1	*
	1%	1%	*%	*%	4%	-%	8%	*%	*%	2%	1%	1%	*%
Amazon logistics	5	2	-	3	*	-	*	-	-	-	1	-	2
	*%	*%	-%	5%	1%	-%	2%	-%	-%	-%	1%	-%	5%
			a										ab
TNT Express	3	2	1	-	-	*	-	*	-	*	1	1	*
	*%	*%	1%	-%	-%	*%	-%	*%	-%	*%	*%	1%	*%
DX	1	1	-	*	-	-	-	-	1	-	-	-	*
	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	1%
Whistl (Previously known as TNT Post)	1	1	-	*	-	-	-	-	1	*	*	*	-
	*%	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Secured Mail	*	-	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	10	7	*	-	-	-	2	14	*	2	*	-
	2%	1%	6%	*%	-%	-%	-%	10%	3%	*%	1%	*%	-%
			a					a					
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	735	72	28	23	17	12	10	390	154	185	60	23
	70%	75%	56%	44%	54%	53%	84%	45%	77%	69%	70%	67%	48%
		bcdeg						e	e	e	e		
NET: Provider other than RM	383	243	56	35	20	15	2	12	117	69	79	30	25
	30%	25%	44%	56%	46%	47%	16%	55%	23%	31%	30%	33%	52%
		a	a	a	a	a	a	a					abc
NET: RM/Parcelforce	967	791	79	32	25	18	12	10	415	170	207	63	24
	76%	81%	62%	50%	59%	56%	84%	45%	82%	76%	79%	70%	49%
		bcdeg						de	e	e	e		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Royal Mail	896	427	151	131	42	12	388	129	139	52	19
	70%	73%	76%	67%	67%	46%	74%	66%	77%	68%	46%
		e	e				e		e		
Evri (formerly known as Hermes)	74	40	5	10	2	3	34	6	14	4	4
	6%	7%	2%	5%	3%	11%	7%	3%	8%	6%	9%
Parcelforce	71	32	12	19	3	*	28	15	11	2	*
	6%	5%	6%	10%	4%	*%	5%	8%	6%	3%	*%
DPD/DPD Local	62	15	10	6	8	*	15	10	2	4	1
	5%	3%	5%	3%	12%	1%	3%	5%	1%	6%	1%
					ac						
DHL	62	30	6	9	2	3	22	14	7	2	4
	5%	5%	3%	5%	3%	11%	4%	7%	4%	2%	10%
UPS	30	7	9	3	2	4	2	9	1	4	8
	2%	1%	4%	2%	3%	17%	*%	5%	*%	5%	19%
						ac		ac		a	abc
FedEx	26	7	*	8	1	3	12	2	*	4	3
	2%	1%	*%	4%	2%	11%	2%	1%	*%	5%	7%
				b		ab				c	c
UK Mail	17	7	2	2	2	*	8	4	1	3	*
	1%	1%	1%	1%	3%	*%	2%	2%	1%	4%	*%
Yodel	10	3	3	1	1	*	1	4	3	1	*
	1%	*%	1%	1%	1%	1%	*%	2%	2%	1%	*%
Amazon logistics	5	-	-	4	-	*	-	*	1	-	2
	*%	-%	-%	2%	-%	1%	-%	*%	1%	-%	6%
				a							ab
TNT Express	3	-	*	1	1	*	-	*	1	1	*
	*%	-%	*%	*%	1%	*%	-%	*%	*%	1%	*%
DX	1	1	-	*	-	-	1	-	-	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	1%
Whistl (Previously known as TNT Post)	1	1	*	*	*	-	1	*	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Secured Mail	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	14	*	2	*	-	10	*	*	*	-
	2%	2%	*%	1%	*%	-%	2%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	427	151	131	42	12	388	129	139	52	19
	70%	73%	76%	67%	67%	46%	74%	66%	77%	68%	46%
		e	e				e		e		
NET: Provider other than RM	383	156	47	64	21	14	133	65	42	24	23
	30%	27%	24%	33%	33%	54%	26%	34%	23%	32%	54%
						ab					ac
NET: RM/Parcelforce	967	459	163	150	45	12	415	145	150	54	19
	76%	79%	82%	77%	72%	46%	80%	74%	83%	71%	46%
		e	e	e			e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Royal Mail	896 70%	515 78%	137 67%	139 64%	64 52%	28 56%	467 64%	35 53%	381 81%	893 85%	4 2%	757 77%	10 10%
		bcde							ab	b		b	
Evri (formerly known as Hermes)	74 6%	20 3%	17 8%	18 8%	11 9%	5 10%	52 7%	4 6%	18 4%	30 3%	44 19%	50 5%	10 10%
			a	a	a						a		
Parcelforce	71 6%	35 5%	16 8%	16 7%	4 3%	* *%	45 6%	4 6%	22 5%	38 4%	33 14%	56 6%	10 10%
											a		
DPD/DPD Local	62 5%	24 4%	11 5%	16 7%	8 7%	1 1%	45 6%	3 5%	12 3%	22 2%	40 17%	35 4%	6 6%
							c				a		
DHL	62 5%	24 4%	14 7%	13 6%	7 6%	4 8%	40 6%	8 12%	14 3%	26 2%	36 16%	27 3%	23 23%
								c			a		a
UPS	30 2%	4 1%	8 4%	5 2%	13 10%	1 2%	17 2%	4 5%	10 2%	10 1%	20 9%	12 1%	13 13%
			a		ac						a		a
FedEx	26 2%	16 2%	* *%	2 1%	5 4%	3 6%	19 3%	* 1%	7 2%	14 1%	13 5%	16 2%	4 4%
						b					a		
UK Mail	17 1%	2 *%	1 1%	4 2%	8 6%	* 1%	11 2%	3 4%	3 1%	7 1%	10 5%	7 1%	9 10%
					ab						a		a
Yodel	10 1%	4 1%	1 *%	2 1%	1 1%	2 4%	7 1%	3 4%	* *%	7 1%	3 1%	6 1%	2 3%
								c					
Amazon logistics	5 *%	2 *%	- -%	* *%	* *%	3 6%	3 *%	* *%	2 *%	1 *%	5 2%	2 *%	2 2%
					abc						a		a

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
TNT Express	3	1	-	*	1	1	3	*	1	*	3	2	*
	%	%	%	%	1%	2%	%	%	%	%	1%	%	%
											a		
DX	1	1	-	*	*	-	*	1	*	*	1	1	*
	%	%	%	%	%	%	%	1%	%	%	%	%	%
Whistl (Previously known as TNT Post)	1	1	-	*	*	-	1	-	*	-	1	1	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	*	-	-	-	-	*	*	-	-	-	*	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	20	14	*	2	1	2	17	2	2	-	20	9	8
	2%	2%	%	1%	1%	4%	2%	2%	%	%	9%	1%	8%
											a		a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: RM Only	896	515	137	139	64	28	467	35	381	893	4	757	10
	70%	78%	67%	64%	52%	56%	64%	53%	81%	85%	2%	77%	10%
		bcde							ab	b		b	
NET: Provider other than RM	383	147	68	79	59	22	259	31	90	155	228	221	88
	30%	22%	33%	36%	48%	44%	36%	47%	19%	15%	98%	23%	90%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	967	549	152	155	68	28	512	39	403	930	36	813	20
	76%	83%	74%	71%	55%	56%	70%	59%	85%	89%	16%	83%	21%
		cde	d	d					ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Royal Mail	896	717	14	873	24	759	7	707	25	896	-
	70%	80%	11%	97%	6%	77%	8%	80%	18%	100%	-%
		b		b		b		b		b	
Evri (formerly known as Hermes)	74	46	17	2	72	50	10	43	20	-	74
	6%	5%	13%	*	19%	5%	10%	5%	14%	-%	19%
		a		a		a		a		a	
Parcelforce	71	47	9	5	66	58	8	47	9	-	71
	6%	5%	7%	1%	17%	6%	8%	5%	7%	-%	18%
		a		a		a		a		a	
DPD/DPD Local	62	24	9	4	58	35	6	24	10	-	62
	5%	3%	7%	*	15%	4%	6%	3%	7%	-%	16%
		a		a		a		a		a	
DHL	62	23	27	4	58	29	21	27	23	-	62
	5%	3%	21%	*	15%	3%	22%	3%	17%	-%	16%
		a		a		a		a		a	
UPS	30	7	17	1	30	12	13	7	17	-	30
	2%	1%	13%	*	8%	1%	14%	1%	12%	-%	8%
		a		a		a		a		a	
FedEx	26	11	11	3	24	16	4	11	11	-	26
	2%	1%	9%	*	6%	2%	4%	1%	8%	-%	7%
		a		a		a		a		a	
UK Mail	17	1	15	4	13	4	12	5	11	-	17
	1%	*	11%	*	3%	*	13%	1%	8%	-%	5%
		a		a		a		a		a	
Yodel	10	7	3	-	10	7	2	5	5	-	10
	1%	1%	2%	-%	3%	1%	2%	1%	3%	-%	3%
		a		a		a		a		a	
Amazon logistics	5	1	3	-	5	2	2	1	3	-	5
	*	*	2%	-%	1%	*	2%	*	2%	-%	1%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
TNT Express	3	2	*	*	3	2	*	2	*	-	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
DX	1	1	*	-	1	1	*	1	*	-	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%
Whistl (Previously known as TNT Post)	1	-	1	-	1	1	*	*	*	-	1
	*%	-%	1%	-%	*%	*%	*%	*%	*%	-%	*%
Secured Mail	*	-	*	-	*	-	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	8	2	-	20	7	9	7	4	-	20
	2%	1%	2%	-%	5%	1%	10%	1%	3%	-%	5%
					a		a				a
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	717	14	873	24	759	7	707	25	896	-
	70%	80%	11%	97%	6%	77%	8%	80%	18%	100%	-%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
NET: Provider other than RM	383	178	114	23	360	221	88	179	112	-	383
	30%	20%	89%	3%	94%	23%	92%	20%	82%	-%	100%
			a		a		a		a		a
NET: RM/Parcelforce	967	765	23	878	89	817	16	754	34	896	71
	76%	85%	18%	98%	23%	83%	16%	85%	25%	100%	18%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Royal Mail	896	408	599	125	*	392	512	109	4	571	525	133	2
	70%	68%	73%	68%	5%	67%	74%	70%	100%	65%	77%	67%	59%
Evri (formerly known as Hermes)	74	33	48	4	-	30	49	5	-	54	41	9	-
	6%	6%	6%	2%	-%	5%	7%	3%	-%	6%	6%	4%	-%
Parcelforce	71	36	48	11	-	34	37	8	-	59	25	9	-
	6%	6%	6%	6%	-%	6%	5%	5%	-%	7%	4%	5%	-%
DPD/DPD Local	62	20	30	11	-	20	21	4	-	45	26	9	-
	5%	3%	4%	6%	-%	3%	3%	3%	-%	5%	4%	4%	-%
DHL	62	37	32	8	1	41	21	9	-	56	19	11	-
	5%	6%	4%	4%	48%	7%	3%	6%	-%	6%	3%	6%	-%
UPS	30	17	11	9	1	21	11	8	-	28	8	7	-
	2%	3%	1%	5%	47%	4%	2%	5%	-%	3%	1%	3%	-%
FedEx	26	17	14	2	-	18	11	2	-	26	5	6	-
	2%	3%	2%	1%	-%	3%	2%	1%	-%	3%	1%	3%	-%
UK Mail	17	15	13	5	-	12	11	7	-	17	12	9	-
	1%	3%	2%	3%	-%	2%	2%	5%	-%	2%	2%	4%	-%
Yodel	10	7	6	*	-	6	7	*	-	7	3	1	-
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	*%	*%	-%
Amazon logistics	5	3	1	3	-	3	3	3	-	4	4	3	-
	*%	*%	*%	1%	-%	*%	*%	2%	-%	*%	1%	1%	-%
TNT Express	3	1	2	1	-	1	1	*	-	3	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%
DX	1	*	*	-	-	*	*	*	-	*	1	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	1	*	1	-	-	*	1	-	-	*	1	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Secured Mail	*	*	-	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	4	16	6	-	2	8	*	-	13	8	1	2
	2%	1%	2%	3%	-%	*%	1%	*%	-%	1%	1%	1%	41%
				a									
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	408	599	125	*	392	512	109	4	571	525	133	2
	70%	68%	73%	68%	5%	67%	74%	70%	100%	65%	77%	67%	59%
										ac			
NET: Provider other than RM	383	190	223	58	3	189	182	46	-	314	154	66	2
	30%	32%	27%	32%	95%	33%	26%	30%	-%	35%	23%	33%	41%
										b		b	
NET: RM/Parcelforce	967	444	647	136	*	426	549	117	4	631	549	142	2
	76%	74%	79%	74%	5%	73%	79%	75%	100%	71%	81%	71%	59%
										ac			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Royal Mail	896	710	638	754	591	485	8	517	371	356	93	83	201	189
	70%	76%	76%	87%	78%	75%	62%	88%	85%	83%	79%	92%	81%	80%
Evri (formerly known as Hermes)	74	46	48	19	24	45	-	16	8	3	4	1	10	15
	6%	5%	6%	2%	3%	7%	-%	3%	2%	1%	3%	1%	4%	6%
		c	c			a								
Parcelforce	71	58	47	28	33	38	1	19	23	17	5	1	4	8
	6%	6%	6%	3%	4%	6%	7%	3%	5%	4%	4%	1%	2%	3%
		c												
DPD/DPD Local	62	35	20	16	31	17	1	11	9	12	4	*	12	6
	5%	4%	2%	2%	4%	3%	10%	2%	2%	3%	3%	*%	5%	2%
DHL	62	27	26	11	24	21	1	9	3	9	2	1	5	4
	5%	3%	3%	1%	3%	3%	7%	1%	1%	2%	2%	1%	2%	2%
UPS	30	16	16	14	16	11	*	9	13	14	4	-	2	3
	2%	2%	2%	2%	2%	2%	1%	2%	3%	3%	4%	-%	1%	1%
FedEx	26	16	14	8	13	7	1	3	5	8	*	-	6	3
	2%	2%	2%	1%	2%	1%	5%	*%	1%	2%	*%	-%	2%	1%
UK Mail	17	10	7	7	9	7	1	1	1	7	6	4	4	4
	1%	1%	1%	1%	1%	1%	8%	*%	*%	2%	5%	4%	2%	2%
							ab				ab	ab		
Yodel	10	5	8	5	5	6	-	3	1	5	*	*	3	1
	1%	*%	1%	1%	1%	1%	-%	*%	*%	1%	*%	*%	1%	*%
Amazon logistics	5	2	1	-	2	1	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	3	2	2	1	2	1	-	1	1	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
DX	1	1	1	-	*	1	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Whistl (Previously known as TNT Post)	1	1	*	-	1	*	-	-	-	-	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	20	9	7	-	7	5	-	-	-	-	-	-	*	5
	2%	1%	1%	%	1%	1%	%	%	%	%	%	%	%	2%
		c												
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	896	710	638	754	591	485	8	517	371	356	93	83	201	189
	70%	76%	76%	87%	78%	75%	62%	88%	85%	83%	79%	92%	81%	80%
				ab										
NET: Provider other than RM	383	226	197	109	165	159	5	71	65	74	25	7	47	48
	30%	24%	24%	13%	22%	25%	38%	12%	15%	17%	21%	8%	19%	20%
		c	c											
NET: RM/Parcelforce	967	769	685	782	623	523	9	536	395	373	97	85	205	197
	76%	82%	82%	91%	82%	81%	69%	91%	91%	87%	83%	94%	83%	83%
				ab				d						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Royal Mail	896	90	45	37	28	768	531	796	588	499	406	737	118	-	723	59
	70%	75%	73%	62%	79%	72%	70%	70%	68%	67%	66%	71%	67%	-%	78%	69%
Evri (formerly known as Hermes)	74	5	1	11	1	53	40	58	55	33	36	57	9	-	43	7
	6%	4%	2%	19%	3%	5%	5%	5%	6%	4%	6%	5%	5%	-%	5%	8%
				ab												
Parcelforce	71	12	1	2	1	65	38	67	56	48	40	68	9	-	47	10
	6%	10%	1%	3%	2%	6%	5%	6%	6%	6%	7%	7%	5%	-%	5%	12%
DPD/DPD Local	62	3	2	*	1	44	41	54	52	42	19	57	12	-	37	4
	5%	2%	3%	*%	2%	4%	5%	5%	6%	6%	3%	5%	7%	-%	4%	4%
DHL	62	3	6	4	*	51	37	59	41	44	36	46	10	*	32	2
	5%	2%	9%	7%	*%	5%	5%	5%	5%	6%	6%	4%	6%	100%	3%	3%
UPS	30	4	1	*	-	20	21	26	21	17	25	16	7	-	7	1
	2%	3%	1%	*%	-%	2%	3%	2%	2%	2%	4%	2%	4%	-%	1%	1%
											b					
FedEx	26	1	*	-	-	25	19	25	19	21	19	25	5	-	16	-
	2%	1%	1%	-%	-%	2%	2%	2%	2%	3%	3%	2%	3%	-%	2%	-%
UK Mail	17	1	5	1	2	6	5	7	12	15	12	7	2	-	10	*
	1%	1%	8%	1%	7%	1%	1%	1%	1%	2%	2%	1%	1%	-%	1%	*%
Yodel	10	2	*	*	2	6	5	8	6	4	5	6	*	-	7	-
	1%	1%	*%	1%	5%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%
Amazon logistics	5	*	-	*	1	5	4	5	3	2	4	3	*	-	1	*
	*%	*%	-%	1%	2%	*%	1%	*%	*%	*%	1%	*%	*%	-%	*%	*%
TNT Express	3	-	-	1	*	3	3	3	3	2	2	3	1	-	1	-
	*%	-%	-%	2%	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
DX	1	-	*	-	-	*	*	*	1	1	1	*	-	-	1	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	-	*	-	1	1	1	*	1	*	1	*	-	1	-
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Secured Mail	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	-	-	2	-	19	15	19	13	15	6	19	1	-	6	2
	2%	-%	-%	4%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	1%	3%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	90	45	37	28	768	531	796	588	499	406	737	118	-	723	59
	70%	75%	73%	62%	79%	72%	70%	70%	68%	67%	66%	71%	67%	-%	78%	69%
NET: Provider other than RM	383	30	16	22	8	300	230	333	281	245	206	307	57	*	208	27
	30%	25%	27%	38%	21%	28%	30%	30%	32%	33%	34%	29%	33%	100%	22%	31%
NET: RM/Parcelforce	967	102	45	38	29	833	569	863	644	548	446	805	127	-	770	69
	76%	85%	74%	65%	80%	78%	75%	76%	74%	74%	73%	77%	73%	-%	83%	81%
		c														

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Royal Mail	896 70%	386 74%	510 81%	157 33%	15 39%	81 36%	119 34%	103 58%	594 71%	188 73%	131 58%	156 57%	589 78%
Evri (formerly known as Hermes)	74 6%	27 5%	29 5%	66 14%	2 4%	25 11%	49 14%	16 9%	45 5%	13 5%	18 8%	17 6%	38 5%
Parcelforce	71 6%	33 6%	29 5%	55 12%	6 17%	21 9%	49 14%	13 8%	38 5%	20 8%	13 6%	24 9%	30 4%
DPD/DPD Local	62 5%	16 3%	27 4%	53 11%	4 10%	20 9%	42 12%	10 6%	46 6%	5 2%	13 6%	11 4%	35 5%
DHL	62 5%	19 4%	17 3%	53 11%	3 8%	24 11%	38 11%	4 2%	45 5%	12 5%	10 5%	26 10%	25 3%
UPS	30 2%	12 2%	5 1%	19 4%	1 2%	17 7%	14 4%	2 1%	18 2%	10 4%	8 3%	11 4%	12 2%
FedEx	26 2%	9 2%	7 1%	23 5%	3 8%	15 7%	11 3%	5 3%	18 2%	4 1%	8 4%	13 5%	5 1%
UK Mail	17 1%	10 2%	* *%	15 3%	- -%	14 6%	3 1%	12 7%	4 *%	2 1%	8 3%	9 3%	1 *%
Yodel	10 1%	4 1%	4 1%	8 2%	- -%	3 1%	7 2%	5 3%	4 *%	2 1%	5 2%	2 1%	2 *%
Amazon logistics	5 *%	1 *%	1 *%	4 1%	- -%	3 1%	2 1%	3 2%	2 *%	- -%	* *%	2 1%	3 *%
TNT Express	3 *%	1 *%	1 *%	3 1%	- -%	2 1%	1 *%	1 1%	2 *%	* *%	2 1%	1 *%	1 *%
DX	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	1 *%	* *%	* *%	* *%	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Whistl (Previously known as TNT Post)	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	* *%	* *%	* *%	- -%	* *%	1 *%
Secured Mail	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Pitney Bowes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	20 2%	7 1%	2 *%	14 3%	5 13%	2 1%	18 5%	2 1%	15 2%	2 1%	7 3%	1 *%	12 2%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	896 70%	386 74%	510 81%	157 33%	15 39%	81 36%	119 34%	103 58%	594 71%	188 73%	131 58%	156 57%	589 78%
NET: Provider other than RM	383 30%	138 26%	123 19%	316 67%	23 61%	146 64%	237 66%	73 42%	238 29%	71 27%	93 42%	116 43%	165 22%
NET: RM/Parcelforce	967 76%	420 80%	538 85%	212 45%	21 55%	102 45%	169 47%	116 66%	631 76%	208 80%	145 64%	179 66%	620 82%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Royal Mail	896	370	526
	70%	68%	71%
Evri (formerly known as Hermes)	74	18	56
	6%	3%	8%
		a	
Parcelforce	71	22	48
	6%	4%	7%
DPD/DPD Local	62	35	27
	5%	6%	4%
DHL	62	31	31
	5%	6%	4%
UPS	30	22	8
	2%	4%	1%
		b	
FedEx	26	14	13
	2%	3%	2%
UK Mail	17	13	4
	1%	2%	1%
		b	
Yodel	10	5	5
	1%	1%	1%
Amazon logistics	5	1	4
	*%	*%	1%
TNT Express	3	1	2
	*%	*%	*%
DX	1	*	1
	*%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1
	*%	*%	*%
Secured Mail	*	-	*
	*%	-%	*%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
MHI (Mail Handling International)	-	-	-
	-%	-%	-%
Pitney Bowes	-	-	-
	-%	-%	-%
Citipost	-	-	-
	-%	-%	-%
Other	20	10	10
	2%	2%	1%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	896	370	526
	70%	68%	71%
NET: Provider other than RM	383	172	211
	30%	32%	29%
NET: RM/Parcelforce	967	392	575
	76%	72%	78%

Columns Tested: a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Royal Mail	896	-	36	165	110	16	80	30	104	102	24	175	53
	70%	-%	72%	71%	73%	61%	69%	74%	78%	62%	61%	72%	67%
Evri (formerly known as Hermes)	74	-	*	13	7	*	4	-	11	12	6	14	8
	6%	-%	1%	5%	5%	1%	3%	-%	8%	7%	15%	6%	10%
Parcelforce	71	-	4	10	4	*	2	4	8	8	2	25	3
	6%	-%	8%	4%	3%	1%	1%	10%	6%	5%	6%	10%	4%
DPD/DPD Local	62	-	6	16	9	5	4	5	3	7	*	5	2
	5%	-%	12%	7%	6%	18%	3%	12%	3%	4%	1%	2%	3%
DHL	62	-	*	9	8	2	14	*	3	3	3	13	6
	5%	-%	1%	4%	5%	7%	12%	1%	2%	2%	8%	5%	7%
UPS	30	-	*	4	1	3	2	-	1	10	3	3	4
	2%	-%	1%	2%	1%	11%	2%	-%	1%	6%	7%	1%	5%
FedEx	26	-	*	6	1	*	6	*	-	7	*	4	2
	2%	-%	*%	3%	*%	1%	5%	1%	-%	4%	1%	2%	2%
UK Mail	17	-	*	6	*	*	*	*	2	7	*	1	1
	1%	-%	*%	2%	*%	*%	*%	*%	1%	4%	*%	1%	1%
Yodel	10	-	2	*	2	*	-	*	1	2	*	2	-
	1%	-%	4%	*%	1%	*%	-%	1%	1%	1%	1%	1%	-%
Amazon logistics	5	-	-	2	-	-	-	*	-	3	-	-	1
	*%	-%	-%	1%	-%	-%	-%	1%	-%	2%	-%	-%	1%
TNT Express	3	-	-	1	1	-	*	*	-	1	*	1	-
	*%	-%	-%	*%	1%	-%	*%	*%	-%	*%	*%	*%	-%
DX	1	-	-	-	*	-	-	-	*	1	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	1%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	*	*	*	-	-	-	*	-	*	-	-
	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Secured Mail	*	-	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	20	-	-	2	7	-	5	*	*	3	-	2	*
	2%	-%	-%	1%	5%	-%	4%	*%	*%	2%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	-	36	165	110	16	80	30	104	102	24	175	53
	70%	-%	72%	71%	73%	61%	69%	74%	78%	62%	61%	72%	67%
									i				
NET: Provider other than RM	383	-	14	68	40	10	37	11	30	63	16	70	26
	30%	-%	28%	29%	27%	39%	31%	26%	22%	38%	39%	28%	33%
									h				
NET: RM/Parcelforce	967	-	41	175	115	16	82	34	112	110	27	200	56
	76%	-%	80%	75%	76%	62%	70%	84%	84%	67%	67%	82%	71%
									ij			i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Royal Mail	896	217	191	236	252	408	488
	70%	71%	70%	70%	69%	71%	69%
Evri (formerly known as Hermes)	74	13	11	23	27	24	50
	6%	4%	4%	7%	7%	4%	7%
Parcelforce	71	14	6	20	31	20	51
	6%	5%	2%	6%	8%	3%	7%
				b			a
DPD/DPD Local	62	22	17	16	8	39	23
	5%	7%	6%	5%	2%	7%	3%
		d				b	
DHL	62	9	24	6	22	34	28
	5%	3%	9%	2%	6%	6%	4%
			ac		c		
UPS	30	4	5	11	10	9	21
	2%	1%	2%	3%	3%	2%	3%
FedEx	26	6	7	7	6	13	13
	2%	2%	3%	2%	2%	2%	2%
UK Mail	17	6	1	8	2	6	11
	1%	2%	*%	3%	1%	1%	2%
Yodel	10	3	2	3	2	5	5
	1%	1%	1%	1%	1%	1%	1%
Amazon logistics	5	2	-	3	1	2	3
	*%	1%	-%	1%	*%	*%	*%
TNT Express	3	1	1	1	1	2	1
	*%	*%	*%	*%	*%	*%	*%
DX	1	-	*	1	-	*	1
	*%	-%	*%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%
Secured Mail	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%

Columns Tested: a,b,c,d - a,b

Table 91 (continuation)

QV5B.1. Packets and parcels - Which would you say is your organisation's main postal service provider for Packets and parcels in terms of the value of the items you send?

Base: All who send Packets and parcels (QV2a=1=11 column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	20	8	7	4	2	14	6
	2%	3%	2%	1%	*%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	896	217	191	236	252	408	488
	70%	71%	70%	70%	69%	71%	69%
NET: Provider other than RM	383	87	82	103	111	169	214
	30%	29%	30%	30%	31%	29%	31%
NET: RM/Parcelforce	967	230	198	256	283	428	539
	76%	76%	72%	75%	78%	74%	77%

Columns Tested:: a,b,c,d - a,b

Table 92

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
Royal Mail	454	24	430	426	23	3	1	28
	67%	84%	66%	67%	62%	48%	49%	60%
Parcelforce	55	1	54	52	2	*	*	3
	8%	2%	8%	8%	7%	8%	18%	7%
							abe	
DHL	46	2	44	43	1	1	*	2
	7%	6%	7%	7%	4%	9%	10%	5%
Evri (formerly known as Hermes)	37	1	36	36	1	-	*	1
	5%	4%	6%	6%	4%	-%	2%	3%
DPD/DPD Local	20	*	20	18	2	*	*	2
	3%	1%	3%	3%	5%	6%	3%	5%
UPS	18	*	18	16	1	*	*	1
	3%	*%	3%	3%	3%	1%	3%	2%
UK Mail	17	-	17	16	1	*	*	1
	3%	-%	3%	2%	2%	7%	4%	3%
Yodel	15	-	15	12	3	*	*	3
	2%	-%	2%	2%	7%	4%	5%	6%
					a			a
FedEx	10	*	10	7	2	1	*	2
	1%	1%	1%	1%	4%	10%	1%	5%
						ad		a
DX	2	*	2	2	*	-	*	*
	*%	*%	*%	*%	*%	-%	2%	*%
Amazon logistics	2	-	2	2	*	*	-	1
	*%	-%	*%	*%	1%	8%	-%	2%
						abde		
MHI (Mail Handling International)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
TNT Express	1	-	1	1	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
Pitney Bowes	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	1%	-%	-%	1%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	794	51	743	476	144	61	113	318
Effective base	350	24	329	307	90	40	66	130
Weighted Base	681	29	652	634	37	6	3	46
Secured Mail	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	2	*	*	-	*
	*%	1%	*%	*%	1%	1%	-%	1%
Do not send this type of post	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	24	430	426	23	3	1	28
	67%	84%	66%	67%	62%	48%	49%	60%
				cd				
NET: Provider other than RM	227	5	222	208	14	3	1	19
	33%	16%	34%	33%	38%	52%	51%	40%
						a	a	
NET: RM/Parcelforce	509	25	484	478	26	4	2	31
	75%	86%	74%	75%	69%	55%	67%	67%
				c				

Columns Tested:: a,b - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
Royal Mail	454	263	135	28	16	10	1	426	23	4
	67%	68%	65%	65%	66%	53%	49%	67%	62%	48%
		efi	fi		i			efi		
Parcelforce	55	28	21	2	1	2	*	52	2	1
	8%	7%	10%	6%	3%	11%	18%	8%	7%	11%
							adgh			
DHL	46	35	5	3	1	1	*	43	1	1
	7%	9%	2%	8%	4%	5%	10%	7%	4%	10%
		b					b			b
Evri (formerly known as Hermes)	37	22	11	3	1	*	*	36	1	*
	5%	6%	5%	6%	5%	1%	2%	6%	4%	1%
		i		i						
DPD/DPD Local	20	10	8	*	1	1	*	18	2	*
	3%	2%	4%	1%	5%	5%	3%	3%	5%	5%
UPS	18	7	7	2	1	*	*	16	1	*
	3%	2%	4%	6%	3%	1%	3%	3%	3%	1%
UK Mail	17	6	9	-	*	1	*	16	1	1
	3%	2%	5%	-%	1%	4%	4%	2%	2%	7%
Yodel	15	8	3	2	1	2	*	12	3	*
	2%	2%	1%	4%	2%	12%	5%	2%	7%	4%
						abg			bg	
FedEx	10	4	2	1	1	1	*	7	2	1
	1%	1%	1%	2%	5%	5%	1%	1%	4%	7%
					g					abg
DX	2	-	2	-	*	-	*	2	*	*
	*%	-%	1%	-%	*%	-%	2%	*%	*%	1%
Amazon logistics	2	-	2	-	*	*	-	2	*	*
	*%	-%	1%	-%	1%	2%	-%	*%	1%	5%
										ag
MHI (Mail Handling International)	1	-	-	1	-	-	-	1	-	-
	*%	-%	-%	2%	-%	-%	-%	*%	-%	-%
TNT Express	1	-	1	-	*	*	*	1	*	*
	*%	-%	*%	-%	*%	*%	1%	*%	*%	*%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	230	177	69	84	121	113	476	144	174
Effective base	350	164	117	45	58	59	66	307	90	72
Weighted Base	681	386	207	42	24	19	3	634	37	9
Pitney Bowes	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	2%	-%	-%	-%	1%	-%
					g					
Secured Mail	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	1%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	-	*	*	-	2	*	*
	*%	*%	*%	-%	1%	*%	-%	*%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	263	135	28	16	10	1	426	23	4
	67%	68%	65%	65%	66%	53%	49%	67%	62%	48%
		efi	fi		i			efi		
NET: Provider other than RM	227	122	71	15	8	9	1	208	14	5
	33%	32%	35%	35%	34%	47%	51%	33%	38%	52%
					ag	abg				abdg
NET: RM/Parcelforce	509	291	156	30	17	12	2	478	26	5
	75%	76%	76%	71%	70%	64%	67%	75%	69%	59%
		i	i					i		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123
Effective base	350	224	118	90	40	66	201	71	26	13	34
Weighted Base	681	517	117	37	6	3	430	130	29	16	18
Royal Mail	454 67%	350 68% de	76 65% e	23 62%	3 48%	1 49%	285 66%	87 67%	15 51%	10 63%	10 53%
Parcelforce	55 8%	46 9%	6 5%	2 7%	* 8%	* 18% abc	44 10%	2 2%	3 9%	1 5%	3 15% b
DHL	46 7%	39 8%	4 3%	1 4%	1 9%	* 10%	33 8%	8 6%	- -%	1 8%	2 8%
Evri (formerly known as Hermes)	37 5%	30 6%	5 5%	1 4%	- -%	* 2%	25 6%	5 4%	3 10% e	1 4%	* *%
DPD/DPD Local	20 3%	13 3%	5 4%	2 5%	* 6%	* 3%	11 2%	5 4%	1 2%	2 13%	1 5%
UPS	18 3%	12 2%	5 4%	1 3%	* 1%	* 3%	11 3%	4 3%	2 8%	- -%	* 1%
UK Mail	17 3%	10 2%	6 5%	1 2%	* 7%	* 4%	3 1%	11 9% a	2 5%	* *%	1 7% a
Yodel	15 2%	8 2%	4 4%	3 7% a	* 4%	* 5%	11 3%	2 2%	1 3%	- -%	* 1%
FedEx	10 1%	6 1%	2 1%	2 4%	1 10% abe	* 1%	4 1%	* *%	3 12% ab	1 7%	1 5%
DX	2 *%	- -%	2 2% a	* *%	- -%	* 2% a	1 *%	2 1%	- -%	- -%	* *%
Amazon logistics	2 *%	2 *%	- -%	* 1%	* 8% abce	- -%	* *%	2 1%	* *%	- -%	1 3%
MHI (Mail Handling International)	1 *%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	794	306	170	144	61	113	320	149	64	49	123	
Effective base	350	224	118	90	40	66	201	71	26	13	34	
Weighted Base	681	517	117	37	6	3	430	130	29	16	18	
TNT Express	1 *% -%	- *% -%	1 *% -%	* *% -%	- *% -%	* *% -%	* *% -%	1 *% -%	- *% -%	- *% -%	- *% -%	* *% -%
Pitney Bowes	* *% -%	- *% -%	- *% -%	* *% -%	- *% -%	- *% -%	- *% -%	- *% -%	* *% -%	- *% -%	- *% -%	- *% -%
Secured Mail	* *% -%	- *% -%	* *% -%	- *% -%	- *% -%	* *% -%	* *% -%	- *% -%	- *% -%	- *% -%	* *% -%	* *% -%
Whistl (Previously known as TNT Post)	* *% -%	- *% -%	- *% -%	- *% -%	- *% -%	* *% -%	- *% -%	- *% -%	- *% -%	- *% -%	* *% -%	* *% -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *% *%	2 *% *%	* *% *%	* *% 1%	* *% 1%	- *% -%	2 *% *%	- *% -%	- *% -%	- *% -%	* *% 1%	* *% 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	350 68%	76 65%	23 62%	3 48%	1 49%	285 66%	87 67%	15 51%	10 63%	10 53%	
NET: Provider other than RM	227 33%	167 32%	41 35%	14 38%	3 52%	1 51%	145 34%	43 33%	14 49%	6 37%	9 47%	
NET: RM/Parcelforce	509 75%	396 76%	82 70%	26 69%	4 55%	2 67%	329 76%	89 69%	17 60%	11 68%	12 68%	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
Royal Mail	454	45	27	74	18	34	65	69	44	31
	67%	77%	64%	56%	57%	54%	69%	74%	73%	73%
Parcelforce	55	4	6	12	4	10	3	5	3	2
	8%	6%	15%	9%	13%	16%	3%	6%	5%	5%
DHL	46	1	3	13	2	6	9	5	1	2
	7%	1%	8%	10%	5%	9%	10%	5%	2%	4%
Evri (formerly known as Hermes)	37	*	-	1	3	8	9	5	4	3
	5%	*%	-%	1%	9%	13%	9%	5%	7%	7%
						ac	c			
DPD/DPD Local	20	2	2	8	2	1	1	2	1	-
	3%	3%	4%	6%	6%	1%	1%	3%	1%	-%
UPS	18	1	-	1	-	2	6	3	3	*
	3%	2%	-%	1%	-%	4%	7%	3%	5%	*%
UK Mail	17	1	*	8	2	1	-	*	1	4
	3%	2%	*%	6%	6%	1%	-%	*%	1%	9%
Yodel	15	3	*	6	1	*	-	1	2	1
	2%	6%	1%	4%	2%	1%	-%	1%	3%	2%
FedEx	10	1	2	6	-	-	1	-	*	-
	1%	1%	5%	4%	-%	-%	1%	-%	*%	-%
DX	2	1	-	-	-	-	*	2	-	-
	*%	1%	-%	-%	-%	-%	*%	2%	-%	-%
Amazon logistics	2	-	2	*	*	-	-	-	-	*
	*%	-%	4%	*%	1%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
TNT Express	1	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	794	48	39	99	30	56	55	58	53	41
Effective base	350	32	22	56	19	37	39	38	33	27
Weighted Base	681	58	42	132	31	64	94	93	61	42
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	45	27	74	18	34	65	69	44	31
	67%	77%	64%	56%	57%	54%	69%	74%	73%	73%
NET: Provider other than RM	227	13	15	58	13	29	29	24	17	12
	33%	23%	36%	44%	43%	46%	31%	26%	27%	27%
NET: RM/Parcelforce	509	48	33	86	22	44	68	74	47	33
	75%	83%	78%	65%	70%	70%	73%	80%	77%	78%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
Royal Mail	454 67%	83 60%	116 72%	208 65%	407 66%	47 74%	24 76%	15 72%	8 71%
Parcelforce	55 8%	16 12%	13 8%	21 6%	49 8%	6 9%	3 9%	2 12%	* 4%
DHL	46 7%	9 7%	6 4%	27 9%	42 7%	3 5%	2 7%	* 2%	1 5%
Evri (formerly known as Hermes)	37 5%	14 10%	5 3%	15 5%	34 6%	3 5%	1 2%	2 9%	1 5%
DPD/DPD Local	20 3%	3 2%	4 3%	11 3%	18 3%	2 4%	1 4%	* 1%	1 8%
UPS	18 3%	2 2%	4 3%	11 3%	17 3%	* *0%	* *0%	* *0%	* *0%
UK Mail	17 3%	7 5%	2 1%	8 3%	17 3%	* *0%	* *0%	* *0%	* 1%
Yodel	15 2%	2 1%	6 4%	7 2%	15 2%	1 1%	* 1%	- -0%	* 4%
FedEx	10 1%	- -0%	3 2%	6 2%	9 2%	* 1%	* *0%	* 1%	* 1%
DX	2 *0%	- -0%	1 *0%	2 1%	2 *0%	* *0%	- -0%	* *0%	- -0%
Amazon logistics	2 *0%	* *0%	2 1%	* *0%	2 *0%	* *0%	* *0%	- -0%	- -0%
MHI (Mail Handling International)	1 *0%	1 1%	- -0%	- -0%	1 *0%	- -0%	- -0%	- -0%	- -0%
TNT Express	1 *0%	- -0%	1 *0%	- -0%	1 *0%	* *0%	* *0%	* 1%	* *0%

Columns Tested: a,b,c,d,e,f,g,h

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	794	127	140	212	479	315	105	102	108
Effective base	350	83	87	132	294	130	52	46	48
Weighted Base	681	137	161	319	617	64	32	21	11
Pitney Bowes	*	-	*	-	*	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	*	-	*	*
	*%	-%	-%	-%	-%	*%	-%	1%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	2	2	*	-	*	*
	*%	-%	-%	*%	*%	1%	-%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	83	116	208	407	47	24	15	8
	67%	60%	72%	65%	66%	a	76%	72%	71%
NET: Provider other than RM	227	54	45	111	210	17	8	6	3
	33%	40%	28%	35%	34%	26%	24%	28%	29%
NET: RM/Parcelforce	509	99	128	229	456	53	27	18	8
	75%	72%	80%	72%	74%	c	84%	83%	76%

Columns Tested:: a,b,c,d,e,f,g,h

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	*g	*h	i
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
Royal Mail	454	28	23	11	34	60	98	14	11	208
	67%	70%	45%	49%	46%	62%	64%	81%	94%	73% bd
Parcelforce	55	*	8	-	8	12	18	*	*	16
	8%	1%	16%	-%	11%	12%	12%	3%	1%	6%
DHL	46	5	6	3	9	10	3	*	*	18
	7%	14%	12%	13%	12%	10%	2%	1%	*%	6%
Evri (formerly known as Hermes)	37	f	f	f	f	f	f	f	f	f
	5%	3%	4%	-%	3%	6%	8%	-%	*%	5%
DPD/DPD Local	20	2	4	-	4	1	5	*	-	9
	3%	5%	7%	-%	5%	1%	3%	1%	-%	3%
UPS	18	1	2	2	4	-	2	1	-	10
	3%	3%	4%	8%	5%	-%	1%	3%	-%	4%
UK Mail	17	1	1	1	2	6	2	2	-	5
	3%	2%	2%	4%	2%	6%	1%	12%	-%	2%
Yodel	15	-	2	5	7	3	3	-	1	2
	2%	-%	4%	23%	9%	3%	2%	-%	5%	1%
FedEx	10	1	-	1	1	*	6	-	-	2
	1%	2%	-%	3%	1%	*%	4%	-%	-%	1%
DX	2	-	2	-	2	-	-	-	-	1
	*%	-%	4%	-%	3%	-%	-%	-%	-%	*%
Amazon logistics	2	-	-	-	-	-	2	-	-	1
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
MHI (Mail Handling International)	1	-	1	-	1	-	-	-	-	-
	*%	-%	2%	-%	1%	-%	-%	-%	-%	-%
TNT Express	1	-	*	*	*	*	1	-	-	*
	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%
Pitney Bowes	*	-	*	-	*	-	-	-	-	-
	*%	-%	1%	-%	1%	-%	-%	-%	-%	-%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	794	36	62	17	79	76	206	27	27	341
Effective base	350	17	24	8	32	39	102	10	7	152
Weighted Base	681	40	51	22	73	97	155	17	11	287
Secured Mail	*	-	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	-	-	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	-	*	-	2	-	-	*
	*%	-%	1%	-%	*%	-%	1%	-%	-%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	28	23	11	34	60	98	14	11	208
	67%	70%	45%	49%	46%	62%	64%	81%	94%	73%
										bd
NET: Provider other than RM	227	12	28	11	39	36	56	3	1	79
	33%	30%	55%	51%	54%	38%	36%	19%	6%	27%
			i		i					
NET: RM/Parcelforce	509	28	31	11	42	72	117	14	11	224
	75%	71%	61%	49%	58%	74%	76%	84%	94%	78%
										d

Columns Tested: a,b,c,d,e,f,g,h,i

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
Royal Mail	454 67%	122 58%	98 64%	233 74%	380 65%	74 74%	- -%	396 65%	57 85%	442 66%	11 93%
Parcelforce	55 8%	20 10%	18 12%	17 5%	50 9%	5 5%	- -%	52 8%	3 4%	55 8%	1 4%
DHL	46 7%	24 11%	3 2%	18 6%	42 7%	3 3%	- -%	43 7%	2 4%	46 7%	- -%
Evri (formerly known as Hermes)	37 5%	9 4%	13 8%	15 5%	33 6%	4 4%	- -%	37 6%	* *%	37 6%	* 2%
DPD/DPD Local	20 3%	6 3%	5 3%	9 3%	20 3%	1 1%	- -%	19 3%	2 3%	20 3%	- -%
UPS	18 3%	5 2%	2 1%	11 3%	13 2%	5 5%	- -%	17 3%	* *%	18 3%	- -%
UK Mail	17 3%	8 4%	2 1%	7 2%	13 2%	4 4%	- -%	16 3%	1 1%	17 3%	- -%
Yodel	15 2%	10 5%	3 2%	3 1%	13 2%	2 2%	- -%	14 2%	1 2%	15 2%	- -%
FedEx	10 1%	2 1%	6 4%	2 1%	10 2%	* *%	- -%	9 1%	1 1%	10 1%	- -%
DX	2 *%	2 1%	- -%	1 *%	1 *%	2 2%	- -%	2 *%	* *%	2 *%	- -%
Amazon logistics	2 *%	- -%	2 1%	1 *%	2 *%	- -%	- -%	2 *%	* *%	2 *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
TNT Express	1 *%	* *%	1 *%	* *%	1 *%	* *%	- -%	1 *%	* *%	1 *%	- -%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	794	191	206	397	705	89	-	649	145	780	14
Effective base	350	88	102	169	312	41	-	307	46	343	7
Weighted Base	681	210	155	317	580	100	-	613	68	668	12
Pitney Bowes	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Secured Mail	*	*	*	*	*	-	-	*	-	*	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	*	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	*	2	*	2	*	-	2	*	2	-
	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	122	98	233	380	74	-	396	57	442	11
	67%	58%	64%	74%	65%	74%	-%	65%	85%	66%	93%
				a					a		
NET: Provider other than RM	227	87	56	83	200	26	-	216	10	226	1
	33%	42%	36%	26%	35%	26%	-%	35%	15%	34%	7%
		c						b			
NET: RM/Parcelforce	509	142	117	250	430	79	-	449	60	497	12
	75%	68%	76%	79%	74%	78%	-%	73%	89%	74%	98%
				a				a			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
Royal Mail	454	304	72	72
	67%	77%	53%	52%
		bc		
Parcelforce	55	30	6	19
	8%	7%	5%	14%
DHL	46	14	22	9
	7%	4%	16%	7%
			a	
Evri (formerly known as Hermes)	37	16	6	12
	5%	4%	5%	9%
DPD/DPD Local	20	5	9	6
	3%	1%	6%	4%
			a	
UPS	18	10	3	4
	3%	3%	2%	3%
UK Mail	17	6	4	6
	3%	2%	3%	4%
Yodel	15	5	9	1
	2%	1%	7%	1%
			a	
FedEx	10	3	*	6
	1%	1%	*%	5%
				a
DX	2	2	1	*
	*%	*%	*%	*%
Amazon logistics	2	-	1	2
	*%	-%	*%	1%
MHI (Mail Handling International)	1	-	1	-
	*%	-%	1%	-%
TNT Express	1	*	1	*
	*%	*%	*%	*%

Columns Tested: a,b,c

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	794	405	198	180
Effective base	350	204	67	74
Weighted Base	681	396	135	139
Pitney Bowes	*	-	*	-
	*%	-%	*%	-%
Secured Mail	*	*	*	*
	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	*	-	-	*
	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-
	-%	-%	-%	-%
Citipost	-	-	-	-
	-%	-%	-%	-%
Other	2	2	*	*
	*%	*%	*%	*%
Do not send this type of post	-	-	-	-
	-%	-%	-%	-%
NET: RM Only	454	304	72	72
	67%	77%	53%	52%
		bc		
NET: Provider other than RM	227	92	63	67
	33%	23%	47%	48%
			a	a
NET: RM/Parcelforce	509	333	78	91
	75%	84%	58%	66%
		bc		

Columns Tested: a,b,c

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	794	532	151	47	15	27	14	6	2	683	111	64
Effective base	350	279	46	11	5	7	3	3	1	324	25	16
Weighted Base	681	556	79	14	7	18	4	2	*	635	45	32
Pitney Bowes	*	-	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%
				i								
Secured Mail	*	*	*	-	-	*	-	*	*	*	*	*
	*%	*%	*%	-%	-%	-%	5%	-%	17%	*%	*%	1%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	-	-	*	*	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	*	*	-	-	-	-	2	*	*
	*%	*%	*%	1%	*%	-%	-%	-%	-%	*%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	391	38	8	5	9	2	*	-	429	25	17
	67%	70%	48%	60%	70%	49%	60%	10%	-%	68%	55%	53%
		b								b		
NET: Provider other than RM	227	166	41	6	2	9	2	2	*	206	20	15
	33%	30%	52%	40%	30%	51%	40%	90%	100%	32%	45%	47%
			ai									
NET: RM/Parcelforce	509	433	50	9	5	9	3	*	-	483	26	17
	75%	78%	63%	65%	71%	50%	62%	10%	-%	76%	57%	53%
		bjk								jk		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
Royal Mail	454	232	158	63	437	442	445	448	454	168	9	373	9	21	12	13	8
	67%	80%	60%	51%	67%	67%	67%	67%	67%	58%	45%	73%	35%	43%	53%	47%	57%
Parcelforce	55	10	32	13	55	52	55	55	55	18	3	44	1	6	1	*	1
	8%	4%	12%	10%	8%	8%	8%	8%	8%	6%	16%	9%	3%	11%	3%	1%	4%
DHL	46	14	22	9	42	45	45	45	46	36	-	29	6	6	*	*	3
	7%	5%	8%	8%	6%	7%	7%	7%	7%	13%	0%	6%	25%	13%	2%	1%	23%
Evri (formerly known as Hermes)	37	13	20	4	34	33	35	34	37	10	4	23	4	1	3	*	*
	5%	4%	7%	4%	5%	5%	5%	5%	5%	4%	19%	4%	18%	2%	13%	1%	2%
DPD/DPD Local	20	7	9	4	18	19	19	20	20	10	1	10	1	2	1	4	*
	3%	3%	4%	3%	3%	3%	3%	3%	3%	3%	6%	2%	3%	4%	2%	14%	3%
UPS	18	7	8	2	18	18	18	18	18	7	-	11	1	3	3	-	*
	3%	3%	3%	1%	3%	3%	3%	3%	3%	2%	0%	2%	4%	6%	12%	0%	1%
UK Mail	17	2	6	9	17	17	17	17	17	16	-	8	2	*	1	5	1
	3%	1%	2%	8%	3%	3%	3%	3%	3%	5%	0%	2%	7%	0%	5%	19%	6%
Yodel	15	2	6	7	14	15	15	15	15	14	1	7	-	5	*	1	1
	2%	1%	2%	5%	2%	2%	2%	2%	2%	5%	6%	1%	0%	11%	1%	4%	4%
FedEx	10	-	2	7	10	10	10	10	10	7	-	1	*	3	2	3	*
	1%	0%	1%	6%	1%	1%	1%	1%	1%	3%	0%	0%	1%	6%	8%	12%	0%
DX	2	-	*	2	2	1	2	2	2	1	2	-	1	-	-	*	-
	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	9%	0%	2%	0%	0%	0%	0%
Amazon logistics	2	-	*	2	2	2	2	2	2	*	-	-	*	2	-	*	-
	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	2%	4%	0%	1%	0%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	794	229	303	262	769	772	783	781	794	436	20	488	53	80	54	58	30
Effective base	350	136	145	71	334	337	343	344	350	154	13	252	18	25	14	15	9
Weighted Base	681	292	265	124	653	657	668	672	681	290	20	510	25	49	23	27	14
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%
TNT Express	1 *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	1 *%	- -%	- -%	- -%	* *%	* 1%
Pitney Bowes	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
Secured Mail	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	* 1%	* *%
Whistl (Previously known as TNT Post)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 1%	* *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	2 *%	* *%	- -%	- -%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	232 80%	158 60%	63 51%	437 67%	442 67%	445 67%	448 67%	454 67%	168 58%	9 45%	373 73%	9 35%	21 43%	12 53%	13 47%	8 57%
NET: Provider other than RM	227 33%	59 20%	106 40%	61 49%	216 33%	215 33%	223 33%	224 33%	227 33%	122 42%	11 55%	136 27%	16 65%	28 57%	10 47%	14 53%	6 43%
NET: RM/Parcelforce	509 75%	243 83%	191 72%	75 61%	492 75%	494 75%	500 75%	503 75%	509 75%	186 64%	12 61%	418 82%	10 38%	26 54%	13 56%	13 48%	9 61%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	794	480	91	67	55	27	31	18	461	123	71	46	36	21	14
Effective base	350	248	37	21	13	8	5	5	241	41	17	18	10	8	4
Weighted Base	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6
Royal Mail	454	361	36	18	12	1	6	4	352	44	11	13	12	6	5
	67%	72%	59%	43%	65%	9%	53%	48%	74%	49%	35%	43%	65%	62%	86%
Parcelforce	55	46	4	4	*	*	1	*	37	11	2	*	*	1	*
	8%	9%	7%	9%	2%	4%	5%	*%	8%	12%	8%	1%	1%	6%	1%
DHL	46	26	8	5	*	*	*	3	23	13	6	2	1	*	*
	7%	5%	13%	13%	1%	*%	1%	34%	5%	14%	17%	7%	6%	2%	3%
Evri (formerly known as Hermes)	37	25	3	5	1	*	-	*	23	4	4	2	*	*	-
	5%	5%	4%	12%	7%	*%	-%	3%	5%	4%	12%	6%	2%	*%	-%
DPD/DPD Local	20	10	1	2	2	2	*	*	9	5	*	1	3	*	*
	3%	2%	2%	4%	13%	19%	3%	*%	2%	5%	1%	3%	17%	2%	6%
UPS	18	11	3	*	-	3	-	*	8	6	1	3	*	-	-
	3%	2%	5%	1%	-%	28%	-%	*%	2%	6%	2%	9%	*%	-%	-%
UK Mail	17	5	3	2	*	1	4	1	9	5	2	*	-	1	*
	3%	1%	5%	5%	1%	8%	37%	9%	2%	6%	6%	*%	-%	8%	*%
Yodel	15	7	1	5	*	1	*	*	7	2	5	1	*	-	*
	2%	1%	1%	12%	*%	12%	*%	5%	1%	2%	15%	5%	2%	-%	3%
FedEx	10	4	2	*	2	2	*	*	1	*	*	5	1	2	-
	1%	1%	3%	*%	10%	16%	*%	1%	*%	*%	1%	18%	5%	17%	-%
DX	2	2	-	-	*	-	-	-	-	-	1	-	*	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	2%	-%	*%	-%	-%
Amazon logistics	2	2	*	*	-	*	-	-	-	*	*	2	-	*	-
	*%	*%	1%	*%	-%	3%	-%	-%	-%	*%	1%	5%	-%	3%	-%
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
TNT Express	1	1	-	*	-	-	*	-	1	*	-	*	-	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	2%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	794	480	91	67	55	27	31	18	461	123	71	46	36	21	14
Effective base	350	248	37	21	13	8	5	5	241	41	17	18	10	8	4
Weighted Base	681	503	61	41	18	10	12	9	473	89	32	30	18	10	6
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Secured Mail	*	-	-	*	*	*	-	*	-	-	*	*	*	*	-
	*%	-%	-%	*%	1%	*%	-%	*%	-%	-%	*%	*%	1%	*%	-%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	*	-	-	-	*	-	2	*	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	1%	-%	*%	*%	-%	-%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	361	36	18	12	1	6	4	352	44	11	13	12	6	5
	67%	72%	59%	43%	65%	9%	53%	48%	74%	49%	35%	43%	65%	62%	86%
		c							bcd						
NET: Provider other than RM	227	142	25	23	6	9	6	5	121	45	21	17	6	4	1
	33%	28%	41%	57%	35%	91%	47%	52%	26%	51%	65%	57%	35%	38%	14%
		a							a	a	a				
NET: RM/Parcelforce	509	407	40	21	12	1	7	4	389	54	14	13	12	7	5
	75%	81%	65%	52%	67%	13%	58%	48%	82%	61%	43%	44%	67%	68%	86%
		bc							bcd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
Royal Mail	454	332	46	24	15	6	10	14	224	90	81	36	14
	67%	73%	58%	49%	53%	23%	83%	76%	78%	66%	53%	77%	37%
Parcelforce	55	39	8	2	2	4	1	-	19	9	21	4	1
	8%	9%	10%	5%	6%	14%	5%	-%	7%	7%	14%	8%	3%
DHL	46	25	9	3	6	2	*	*	16	12	15	1	2
	7%	5%	11%	6%	22%	9%	*%	1%	5%	9%	10%	1%	5%
Evri (formerly known as Hermes)	37	22	6	2	*	5	-	-	13	7	11	1	4
	5%	5%	7%	4%	1%	18%	-%	-%	4%	5%	7%	1%	11%
DPD/DPD Local	20	12	2	3	2	-	*	*	6	3	4	1	3
	3%	3%	3%	7%	7%	-%	*%	2%	2%	2%	2%	2%	8%
UPS	18	8	2	2	1	1	*	3	5	5	5	*	3
	3%	2%	3%	3%	4%	3%	*%	17%	2%	4%	3%	*%	7%
UK Mail	17	6	2	7	*	2	-	*	3	6	3	1	4
	3%	1%	3%	13%	1%	9%	-%	*%	1%	4%	2%	2%	12%
Yodel	15	7	-	2	*	5	1	*	-	3	10	1	*
	2%	2%	-%	4%	1%	17%	9%	1%	-%	2%	7%	1%	1%
FedEx	10	1	3	3	1	1	-	-	*	1	2	2	5
	1%	*%	4%	7%	3%	5%	-%	-%	*%	1%	1%	3%	14%
DX	2	2	*	-	-	-	-	1	2	-	1	*	-
	*%	*%	*%	-%	-%	-%	-%	3%	1%	-%	*%	*%	-%
Amazon logistics	2	2	-	*	*	-	*	-	-	-	1	2	*
	*%	*%	-%	*%	1%	-%	2%	-%	-%	-%	*%	3%	*%
MHI (Mail Handling International)	1	-	-	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	794	457	107	83	46	43	17	28	228	172	204	109	63
Effective base	350	229	43	29	15	13	6	9	136	76	82	29	18
Weighted Base	681	458	78	50	28	26	13	19	289	137	154	46	37
TNT Express	1 *%	1 *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 *%	* *%	* *%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Secured Mail	* *%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	* *%	- -%	- -%	* 1%
Whistl (Previously known as TNT Post)	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	* *%	* *%	- -%	- -%	- -%	- -%	2 1%	- -%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	332 73%	46 58%	24 49%	15 53%	6 23%	10 83%	14 76%	224 78%	90 66%	81 53%	36 77%	14 37%
NET: Provider other than RM	227 33%	126 27%	33 42%	25 51%	13 47%	20 77%	2 17%	5 24%	65 22%	47 34%	72 47%	11 23%	23 63%
NET: RM/Parcelforce	509 75%	371 81%	53 68%	27 54%	16 59%	10 37%	11 88%	14 76%	243 84%	99 72%	102 67%	39 85%	15 41%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
Royal Mail	454 67%	254 71%	83 73%	68 55%	22 67%	5 27%	253 75%	95 65%	50 50%	28 80%	13 38%
Parcelforce	55 8%	28 8%	8 7%	13 11%	4 11%	1 5%	19 6%	15 11%	15 15%	* *%	1 3%
DHL	46 7%	25 7%	3 3%	12 9%	1 2%	2 10%	23 7%	17 11%	4 4%	* *%	2 5%
Evri (formerly known as Hermes)	37 5%	18 5%	4 3%	9 7%	2 7%	* 2%	14 4%	5 4%	9 9%	1 2%	4 12%
DPD/DPD Local	20 3%	6 2%	4 4%	4 3%	1 4%	* 1%	9 3%	1 1%	4 4%	* *%	3 9%
UPS	18 3%	7 2%	6 5%	5 4%	* *%	- -%	8 2%	2 1%	5 5%	* 1%	3 8%
UK Mail	17 3%	6 2%	2 2%	3 3%	1 3%	4 24%	7 2%	4 3%	* *%	1 3%	4 13%
Yodel	15 2%	6 2%	3 2%	5 4%	1 2%	* 1%	- -%	3 2%	10 10%	1 2%	* *%
FedEx	10 1%	1 *%	* *%	2 1%	2 5%	5 27%	1 *%	1 1%	1 1%	2 7%	4 13%
DX	2 *%	2 1%	- -%	- -%	* *%	- -%	- -%	- -%	1 1%	* *%	- -%
Amazon logistics	2 *%	- -%	- -%	2 2%	- -%	* *%	* *%	- -%	1 1%	2 5%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	794	303	148	170	97	44	296	176	165	80	45
Effective base	350	168	64	71	23	9	164	75	56	23	16
Weighted Base	681	356	114	124	33	19	336	145	100	35	35
TNT Express	1 *%	- -%	- -%	1 *%	* *%	* 1%	* *%	* *%	1 1%	* *%	- -%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Secured Mail	* *%	* *%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 1%
Whistl (Previously known as TNT Post)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	* *%	* *%	- -%	2 *%	- -%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	254 71%	83 73%	68 55%	22 67%	5 27%	253 75%	95 65%	50 50%	28 80%	13 38%
NET: Provider other than RM	227 33%	102 29%	31 27%	55 45%	11 33%	14 73%	83 25%	50 35%	49 50%	7 20%	22 62%
NET: RM/Parcelforce	509 75%	282 79%	91 80%	81 66%	25 78%	6 32%	272 81%	110 76%	66 66%	28 81%	14 41%
		ce	ce	e	e		ce	e	ad	e	abd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
Royal Mail	454 67%	267 80%	64 57%	55 46%	39 61%	14 45%	203 58%	30 53%	207 82%	441 79%	12 10%	428 75%	9 12%
Parcelforce	55 8%	19 6%	15 13%	18 15%	* 1%	3 9%	35 10%	4 7%	16 6%	40 7%	15 12%	47 8%	8 9%
DHL	46 7%	25 7%	7 6%	8 6%	6 9%	* 1%	26 7%	5 8%	14 6%	20 4%	25 21%	18 3%	25 31%
Evri (formerly known as Hermes)	37 5%	6 2%	8 7%	15 13%	* 1%	5 16%	27 8%	3 6%	5 2%	16 3%	21 18%	25 4%	9 12%
DPD/DPD Local	20 3%	5 1%	1 1%	8 7%	1 2%	3 10%	16 5%	* 1%	2 1%	6 1%	15 13%	9 2%	8 10%
UPS	18 3%	4 1%	7 6%	4 4%	2 3%	1 2%	11 3%	5 9%	1 *	11 2%	6 5%	12 2%	5 6%
UK Mail	17 3%	3 1%	2 1%	3 3%	9 14%	* *	8 2%	3 5%	6 2%	7 1%	10 9%	6 1%	11 14%
Yodel	15 2%	3 1%	8 7%	4 3%	* *%	* 2%	12 3%	3 6%	1 *	13 2%	3 2%	12 2%	2 2%
FedEx	10 1%	1 *%	1 1%	1 1%	2 4%	5 15%	9 3%	* *%	1 *%	4 1%	5 5%	8 1%	2 3%
DX	2 *%	* *%	- -%	1 *%	2 3%	- -%	2 1%	- -%	* *%	1 *%	2 2%	2 *%	- -%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
Amazon logistics	2 *% -	- -%	* *% -	1 1% -	2 2% -	- -%	2 1% -	- -%	* *% -	2 *% -	* *% -	2 *% -	* *% -
MHI (Mail Handling International)	1 *% -	- -%	- -%	1 1% -	- -%	- -%	- -%	1 1% -	- -%	1 *% -	- -%	1 *% -	- -%
TNT Express	1 *% -	* *% -	- -%	* *% -	1 1% -	- -%	1 *% -	* *% -	* *% -	* *% -	1 1% -	1 *% -	* *% -
Pitney Bowes	* *% -	- -%	- -%	* *% -	- -%	- -%	- -%	* 1% -	- -%	- -%	* *% -	* *% -	- -%
Secured Mail	* *% -	* *% -	- -%	* *% -	- -%	* 1% -	* *% -	* *% -	- -%	* *% -	* *% -	* *% -	* *% -
Whistl (Previously known as TNT Post)	* *% -	* *% -	- -%	- -%	* *% -	- -%	* *% -	- -%	* *% -	- -%	* *% -	- -%	* *% -
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *% -	2 *% -	- -%	* *% -	* *% -	* *% -	* *% -	2 3% -	- -%	- -%	2 2% -	2 *% -	* 1% -
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	267 80%	64 57%	55 46%	39 61%	14 45%	203 58%	30 53%	207 82%	441 79%	12 10%	428 75%	9 12%
		bcde							ab		b		b

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	794	300	142	175	95	56	436	86	248	636	158	657	112
Effective base	350	164	55	69	35	17	190	39	114	289	61	295	39
Weighted Base	681	334	112	119	65	31	353	56	252	562	119	573	80
NET: Provider other than RM	227	67	48	64	25	17	150	26	45	121	106	146	71
	33%	20%	43%	54%	39%	55%	42%	47%	18%	21%	90%	25%	88%
			a	a	a	a	c	c			a		a
NET: RM/Parcelforce	509	286	79	73	40	17	238	34	223	482	27	475	17
	75%	86%	70%	62%	62%	54%	67%	60%	88%	86%	23%	83%	21%
		bcde							ab	b		b	

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
Royal Mail	454	426	16	406	42	430	7	420	22	411	37
	67%	77%	15%	89%	19%	75%	9%	78%	19%	88%	18%
Parcelforce	55	44	8	20	35	48	7	42	10	19	36
	8%	8%	8%	4%	16%	8%	9%	8%	9%	4%	18%
DHL	46	16	29	4	41	18	25	18	27	7	39
	7%	3%	27%	1%	19%	3%	32%	3%	23%	1%	19%
Evri (formerly known as Hermes)	37	20	13	7	28	25	9	20	13	7	28
	5%	4%	12%	1%	13%	4%	12%	4%	11%	1%	13%
DPD/DPD Local	20	11	7	1	20	11	7	10	9	1	19
	3%	2%	7%	*	9%	2%	9%	2%	8%	*	9%
UPS	18	11	7	7	11	12	5	10	8	8	10
	3%	2%	6%	1%	5%	2%	7%	2%	7%	2%	5%
UK Mail	17	3	14	4	13	5	12	6	11	2	15
	3%	1%	13%	1%	6%	1%	16%	1%	10%	*	7%
Yodel	15	9	7	5	10	13	1	8	7	7	8
	2%	2%	6%	1%	5%	2%	2%	1%	6%	2%	4%
FedEx	10	6	3	2	8	8	1	6	4	1	9
	1%	1%	3%	*	4%	1%	2%	1%	3%	*	4%
DX	2	1	*	-	2	2	-	-	1	1	2
	*%	*%	*%	-%	1%	*%	-%	-%	1%	*%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
Amazon logistics	2 *%	2 *%	1 1%	2 *%	1 *%	2 *%	* *%	2 *%	1 1%	2 *%	1 *%
MHI (Mail Handling International)	1 *%	- -%	1 1%	- -%	1 *%	1 *%	- -%	- -%	1 1%	- -%	1 *%
TNT Express	1 *%	1 *%	* *%	- -%	1 *%	1 *%	* *%	1 *%	* *%	- -%	1 *%
Pitney Bowes	* *%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%
Secured Mail	* *%	- -%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	* *%	- -%	2 1%	- -%	2 3%	- -%	2 2%	- -%	2 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	426 77%	16 15%	406 89%	42 19%	430 75%	7 9%	420 78%	22 19%	411 88%	37 18%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	794	608	164	485	296	662	107	603	169	489	292
Effective base	350	287	50	234	109	298	37	280	57	238	106
Weighted Base	681	550	107	457	214	576	77	542	115	464	208
NET: Provider other than RM	227	124	91	51	172	146	70	122	93	53	170
	33%	23%	85%	11%	81%	25%	91%	22%	81%	12%	82%
			a		a		a		a		a
NET: RM/Parcelforce	509	469	25	426	77	478	14	462	32	429	74
	75%	85%	23%	93%	36%	83%	18%	85%	28%	92%	36%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
Royal Mail	454	231	341	68	-	235	281	65	2	274	265	63	2
	67%	59%	71%	60%	-%	61%	69%	62%	47%	58%	78%	62%	59%
Parcelforce	55	36	29	2	-	31	30	2	-	47	15	4	-
	8%	9%	6%	2%	-%	8%	7%	2%	-%	10%	4%	4%	-%
DHL	46	36	21	13	1	36	16	9	-	42	9	8	-
	7%	9%	4%	12%	100%	9%	4%	9%	-%	9%	3%	8%	-%
Evri (formerly known as Hermes)	37	23	30	7	-	15	25	4	2	27	19	6	-
	5%	6%	6%	6%	-%	4%	6%	3%	53%	6%	6%	6%	-%
DPD/DPD Local	20	11	11	7	-	10	15	7	-	18	9	7	-
	3%	3%	2%	6%	-%	2%	4%	6%	-%	4%	3%	7%	-%
UPS	18	10	13	6	-	15	12	3	-	18	3	6	-
	3%	3%	3%	5%	-%	4%	3%	3%	-%	4%	1%	5%	-%
UK Mail	17	16	5	3	-	13	6	5	-	17	4	2	-
	3%	4%	1%	3%	-%	3%	1%	4%	-%	4%	1%	2%	-%
Yodel	15	14	12	2	-	15	9	3	-	13	7	1	-
	2%	4%	3%	2%	-%	4%	2%	3%	-%	3%	2%	1%	-%
FedEx	10	7	8	4	-	9	5	5	-	10	3	2	-
	1%	2%	2%	4%	-%	2%	1%	4%	-%	2%	1%	2%	-%
DX	2	2	*	-	-	*	*	1	-	2	2	-	-
	*%	1%	*%	-%	-%	*%	*%	1%	-%	1%	1%	-%	-%
Amazon logistics	2	2	2	1	-	2	2	1	-	2	2	1	-
	*%	1%	*%	1%	-%	1%	1%	1%	-%	1%	1%	1%	-%
MHI (Mail Handling International)	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	*%	1%	-%
TNT Express	1	1	1	-	-	1	1	*	-	1	*	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	1%	-%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	794	501	532	166	1	485	489	144	2	575	408	156	2
Effective base	350	204	246	63	1	200	216	58	2	246	180	60	2
Weighted Base	681	391	477	113	1	384	404	104	3	474	339	102	4
Pitney Bowes	*	*	*	-	-	*	*	-	-	*	-	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Secured Mail	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	-	-	*	*	-	-	*	*	-	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	-	-	-	2	-	-	*	-	-	2
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	41%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	231	341	68	-	235	281	65	2	274	265	63	2
	67%	59%	71%	60%	-%	61%	69%	62%	47%	58%	78%	62%	59%
			a								ac		
NET: Provider other than RM	227	160	136	44	1	149	123	39	2	199	74	39	2
	33%	41%	29%	40%	100%	39%	31%	38%	53%	42%	22%	38%	41%
		b								b		b	
NET: RM/Parcelforce	509	267	370	70	-	266	311	67	2	322	280	67	2
	75%	68%	77%	62%	-%	69%	77%	64%	47%	68%	83%	66%	59%
			ac								ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	794	620	587	465	516	418	41	333	275	256	73	53	164	147
Effective base	350	276	264	215	224	183	14	156	119	115	33	26	67	59
Weighted Base	681	538	495	406	435	363	12	297	219	220	60	50	122	117
Royal Mail	454	389	361	322	323	254	6	240	166	158	46	39	100	91
	67%	72%	73%	79%	74%	70%	50%	81%	76%	72%	78%	78%	82%	77%
Parcelforce	55	46	41	30	37	20	*	15	23	24	3	1	8	6
	8%	9%	8%	8%	9%	5%	3%	5%	10%	11%	5%	2%	7%	5%
DHL	46	19	16	6	18	15	*	5	*	5	*	1	4	2
	7%	4%	3%	1%	4%	4%	1%	2%	*%	2%	1%	2%	3%	1%
Evri (formerly known as Hermes)	37	25	21	11	16	20	*	6	7	7	*	1	*	5
	5%	5%	4%	3%	4%	5%	2%	2%	3%	3%	1%	2%	*%	4%
DPD/DPD Local	20	11	8	4	8	10	3	4	3	4	1	1	1	1
	3%	2%	2%	1%	2%	3%	22%	1%	1%	2%	2%	2%	1%	1%
							ab							
UPS	18	13	11	9	11	9	-	9	6	3	4	4	1	1
	3%	2%	2%	2%	2%	2%	-%	3%	3%	2%	7%	8%	1%	1%
UK Mail	17	9	11	7	8	9	*	7	4	5	1	-	*	*
	3%	2%	2%	2%	2%	3%	*%	2%	2%	2%	1%	-%	*%	*%
Yodel	15	8	14	6	6	13	-	5	4	6	*	2	7	10
	2%	1%	3%	1%	1%	4%	-%	2%	2%	3%	*%	4%	5%	8%
FedEx	10	9	9	8	3	8	2	3	4	6	3	2	-	3
	1%	2%	2%	2%	1%	2%	18%	1%	2%	3%	5%	3%	-%	2%
							ab							
DX	2	2	*	*	1	2	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Amazon logistics	2	2	2	2	1	2	-	2	*	2	*	-	-	-
	*%	*%	*%	1%	*%	1%	-%	1%	*%	1%	*%	-%	-%	-%
MHI (Mail Handling International)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	1	1	1	*	1	*	-	*	*	*	-	-	*	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	794	620	587	465	516	418	41	333	275	256	73	53	164	147
Effective base	350	276	264	215	224	183	14	156	119	115	33	26	67	59
Weighted Base	681	538	495	406	435	363	12	297	219	220	60	50	122	117
Pitney Bowes	*	*	-	*	*	*	*	*	-	*	*	-	-	-
	%	%	%	%	%	%	3%	%	%	%	1%	%	%	%
							a							
Secured Mail	*	-	*	*	*	*	-	*	*	*	*	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	*	*	*	-	*	*	-	-	-	-	-	-	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	2	2	-	-	-	*	-	-	-	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	454	389	361	322	323	254	6	240	166	158	46	39	100	91
	67%	72%	73%	79%	74%	70%	50%	81%	76%	72%	78%	78%	82%	77%
					c									
NET: Provider other than RM	227	149	134	84	111	109	6	57	53	62	13	11	22	27
	33%	28%	27%	21%	26%	30%	50%	19%	24%	28%	22%	22%	18%	23%
							a							
NET: RM/Parcelforce	509	435	403	353	361	274	6	256	189	182	49	40	109	96
	75%	81%	81%	87%	83%	75%	53%	86%	86%	83%	82%	79%	89%	82%
					c									

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	794	95	77	49	25	649	473	707	484	424	452	586	131	1	588	43
Effective base	350	45	30	21	12	284	198	311	211	176	186	270	54	1	258	24
Weighted Base	681	83	50	40	27	548	363	602	412	331	357	520	102	*	496	48
TNT Express	1	-	-	1	-	1	1	1	1	*	1	1	1	-	*	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Pitney Bowes	*	-	-	-	*	*	-	*	-	*	*	*	-	-	-	*
	*%	-%	-%	-%	1%	*%	-%	*%	-%	*%	*%	*%	-%	-%	-%	1%
Secured Mail	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	2	*	2	*	*	*	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	56	30	20	16	379	228	402	259	208	201	355	56	-	373	20
	67%	67%	60%	49%	62%	69%	63%	67%	63%	63%	56%	68%	55%	-%	75%	43%
												a			b	
NET: Provider other than RM	227	27	20	20	10	170	135	200	153	124	156	165	46	*	123	27
	33%	33%	40%	51%	38%	31%	37%	33%	37%	37%	44%	32%	45%	100%	25%	57%
											b				a	
NET: RM/Parcelforce	509	64	34	21	18	426	258	454	305	238	238	407	61	-	406	34
	75%	77%	68%	54%	69%	78%	71%	75%	74%	72%	67%	78%	60%	-%	82%	70%
												ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
Royal Mail	454 67%	212 67%	242 78%	96 35%	3 16%	45 28%	71 39%	54 49%	303 72%	88 64%	59 61%	85 45%	293 79%
Parcelforce	55 8%	28 9%	20 7%	43 16%	5 27%	16 10%	39 22%	21 19%	25 6%	9 7%	8 8%	27 14%	20 5%
DHL	46 7%	14 4%	12 4%	40 14%	4 26%	26 16%	20 11%	3 2%	34 8%	8 6%	3 3%	25 13%	16 4%
Evri (formerly known as Hermes)	37 5%	14 4%	15 5%	32 12%	2 11%	17 11%	20 11%	12 10%	18 4%	7 5%	10 10%	14 7%	13 3%
DPD/DPD Local	20 3%	7 2%	7 2%	16 6%	- -%	11 7%	9 5%	4 4%	12 3%	4 3%	5 5%	5 3%	8 2%
UPS	18 3%	9 3%	4 1%	13 5%	1 5%	10 6%	7 4%	3 2%	9 2%	6 4%	2 3%	10 5%	5 1%
UK Mail	17 3%	11 3%	1 *% b	11 4%	* *% b	14 9%	3 2%	5 5%	6 1%	6 5%	4 4%	7 4%	6 2%
Yodel	15 2%	10 3%	4 1%	11 4%	- -%	12 7%	4 2%	1 1%	6 2%	7 5%	3 4%	8 4%	3 1%
FedEx	10 1%	7 2%	2 1%	10 3%	- -%	6 4%	4 2%	6 6%	3 1%	* *% b	* *% b	4 2%	5 1%
DX	2 *% b	1 *% b	2 1%	1 *% b	2 10%	2 2%	- -%	* *% b	1 *% b	2 1%	1 1%	2 1%	* *% b
Amazon logistics	2 *% b	2 1%	- -%	2 1%	- -%	* *% b	2 1%	* *% b	2 *% b	* *% b	* *% b	2 1%	* *% b
MHI (Mail Handling International)	1 *% b	1 *% b	- -%	- -%	1 5%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 *% b	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	794	363	353	346	14	200	214	146	498	142	133	220	416
Effective base	350	161	162	138	9	77	91	62	219	65	59	94	188
Weighted Base	681	316	311	278	17	161	182	112	423	138	98	190	371
TNT Express	1 *%	* *%	1 *%	1 *%	- -%	* *%	1 *%	1 1%	* *%	* *%	* *%	* *%	* *%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
Secured Mail	* *%	* *%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	* *%	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Citipost	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	- -%	2 1%	2 1%	* *%	* *%	2 1%	* *%	2 *%	* *%	* *%	* *%	2 *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	454 67%	212 67%	242 78%	96 35%	3 16%	45 28%	71 39%	54 49%	303 72%	88 64%	59 61%	85 45%	293 79%
NET: Provider other than RM	227 33%	104 33%	69 22%	182 65%	15 84%	116 72%	111 61%	57 51%	119 28%	50 36%	39 39%	105 55%	78 21%
NET: RM/Parcelforce	509 75%	240 76%	262 84%	139 50%	7 42%	60 38%	110 61%	75 67%	329 78%	98 71%	68 69%	112 59%	313 84%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
Royal Mail	454	188	266
	67%	69%	65%
Parcelforce	55	13	42
	8%	5%	10%
DHL	46	12	34
	7%	4%	8%
Evri (formerly known as Hermes)	37	15	22
	5%	6%	5%
DPD/DPD Local	20	5	15
	3%	2%	4%
UPS	18	10	7
	3%	4%	2%
UK Mail	17	12	5
	3%	4%	1%
Yodel	15	8	7
	2%	3%	2%
FedEx	10	5	5
	1%	2%	1%
DX	2	2	-
	*%	1%	-%
Amazon logistics	2	1	2
	*%	*%	*%
MHI (Mail Handling International)	1	1	-
	*%	*%	-%
TNT Express	1	*	1
	*%	*%	*%
Pitney Bowes	*	*	-
	*%	*%	-%
Secured Mail	*	*	*
	*%	*%	*%

Columns Tested:: a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	794	356	438
Effective base	350	138	211
Weighted Base	681	273	408
Whistl (Previously known as TNT Post)	*	*	*
	*%	*%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-
	-%	-%	-%
Citipost	-	-	-
	-%	-%	-%
Other	2	*	2
	*%	*%	*%
Do not send this type of post	-	-	-
	-%	-%	-%
NET: RM Only	454	188	266
	67%	69%	65%
NET: Provider other than RM	227	85	142
	33%	31%	35%
NET: RM/Parcelforce	509	201	308
	75%	74%	75%

Columns Tested: a,b

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
Royal Mail	454	-	18	65	40	4	43	16	57	64	15	103	28
	67%	-%	59%	78%	82%	34%	56%	60%	74%	64%	77%	65%	61%
					f								
Parcelforce	55	-	5	4	3	1	4	3	8	4	1	17	5
	8%	-%	17%	5%	6%	10%	5%	10%	11%	4%	5%	11%	10%
DHL	46	-	4	7	1	4	13	*	2	3	1	11	1
	7%	-%	13%	9%	1%	40%	16%	1%	2%	3%	3%	7%	1%
							dhi						
Evri (formerly known as Hermes)	37	-	*	4	1	1	*	2	3	4	1	15	4
	5%	-%	1%	4%	3%	12%	1%	7%	4%	4%	7%	9%	10%
DPD/DPD Local	20	-	3	*	*	*	4	5	1	4	*	2	1
	3%	-%	9%	*%	1%	2%	5%	18%	1%	4%	2%	1%	2%
								cdhk					
UPS	18	-	-	-	*	*	2	*	2	5	*	5	4
	3%	-%	-%	-%	*%	*%	2%	*%	2%	5%	1%	3%	9%
													cd
UK Mail	17	-	*	2	*	*	*	-	2	8	-	1	3
	3%	-%	1%	3%	1%	1%	*%	-%	3%	8%	-%	1%	6%
										k			
Yodel	15	-	*	1	3	-	8	*	*	2	*	-	*
	2%	-%	1%	1%	6%	-%	11%	*%	*%	2%	2%	-%	*%
							hk						
FedEx	10	-	*	*	-	-	3	*	1	3	*	2	1
	1%	-%	*%	*%	-%	-%	4%	2%	1%	2%	1%	1%	1%
DX	2	-	-	-	*	-	-	-	-	1	-	2	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	1%	*%
Amazon logistics	2	-	-	-	-	-	-	-	*	2	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	2%	1%	-%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
TNT Express	1	-	-	*	-	*	*	-	-	1	*	*	-
	*%	-%	-%	*%	-%	*%	*%	-%	-%	1%	1%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	794	-	46	90	101	21	70	59	108	81	73	97	48
Effective base	350	-	16	40	35	7	33	18	46	50	22	71	26
Weighted Base	681	-	31	84	49	11	77	27	77	101	19	159	46
Pitney Bowes	*	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Secured Mail	*	-	-	-	*	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	1%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	*	-	-	-	*	-	-	2	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	1%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	-	18	65	40	4	43	16	57	64	15	103	28
	67%	-%	59%	78%	82%	34%	56%	60%	74%	64%	77%	65%	61%
				f									
NET: Provider other than RM	227	-	13	19	9	7	34	11	20	36	4	56	18
	33%	-%	41%	22%	18%	66%	44%	40%	26%	36%	23%	35%	39%
							d						
NET: RM/Parcelforce	509	-	23	69	43	5	47	19	65	69	16	120	33
	75%	-%	75%	83%	87%	45%	62%	70%	85%	68%	82%	75%	71%
				f	fi				f				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
Royal Mail	454	83	87	137	146	171	283
	67%	73%	64%	67%	65%	68%	66%
Parcelforce	55	9	8	15	23	17	38
	8%	8%	6%	7%	10%	7%	9%
DHL	46	11	18	5	12	29	17
	7%	10%	13%	2%	5%	11%	4%
		c	c			b	
Evri (formerly known as Hermes)	37	4	3	10	20	7	30
	5%	3%	2%	5%	9%	3%	7%
DPD/DPD Local	20	3	4	10	3	7	13
	3%	3%	3%	5%	1%	3%	3%
UPS	18	-	2	7	9	2	16
	3%	-%	1%	3%	4%	1%	4%
UK Mail	17	2	1	10	4	3	14
	3%	2%	*%	5%	2%	1%	3%
Yodel	15	1	12	2	*	13	3
	2%	1%	8%	1%	*%	5%	1%
			cd			b	
FedEx	10	*	3	4	3	3	6
	1%	*%	2%	2%	1%	1%	2%
DX	2	-	*	1	2	*	2
	*%	-%	*%	*%	1%	*%	1%
Amazon logistics	2	-	-	2	*	-	2
	*%	-%	-%	1%	*%	-%	1%
MHI (Mail Handling International)	1	-	-	-	1	-	1
	*%	-%	-%	-%	*%	-%	*%
TNT Express	1	*	*	1	*	*	1
	*%	*%	*%	*%	*%	*%	*%
Pitney Bowes	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Secured Mail	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Table 92 (continuation)

QV5B.1. Other postal items - Which would you say is your organisation's main postal service provider for Other postal items in terms of the value of the items you send?

Base: All who send Other postal items (QV2a=1=11 column D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	794	137	191	248	218	328	466
Effective base	350	56	72	111	111	127	222
Weighted Base	681	115	137	204	224	252	429
Whistl (Previously known as TNT Post)	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	2	-	*	*	2	*	2
	*%	-%	*%	*%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	454	83	87	137	146	171	283
	67%	73%	64%	67%	65%	68%	66%
NET: Provider other than RM	227	31	50	67	79	81	146
	33%	27%	36%	33%	35%	32%	34%
NET: RM/Parcelforce	509	93	95	153	168	188	321
	75%	81%	69%	75%	75%	75%	75%

Columns Tested:: a,b,c,d - a,b

Table 94

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Royal Mail	1694	411	1283	1619	64	7	4	75
	91%	85%	94%	92%	88%	82%	84%	87%
			a	cde				
Parcelforce	114	6	108	108	5	1	1	6
	6%	1%	8%	6%	7%	8%	14%	7%
			a				abe	
DHL	99	18	81	90	6	2	1	8
	5%	4%	6%	5%	8%	22%	14%	10%
						abe	a	a
Evri (formerly known as Hermes)	93	7	87	90	3	*	*	3
	5%	1%	6%	5%	4%	1%	2%	3%
			a					
DPD/DPD Local	70	23	47	64	6	1	*	7
	4%	5%	3%	4%	8%	8%	6%	8%
					a			a
UK Mail	46	1	45	44	2	1	*	3
	3%	*%	3%	2%	3%	6%	9%	3%
			a				abe	
UPS	45	8	38	40	4	1	*	5
	2%	2%	3%	2%	6%	6%	6%	6%
					a		a	a
FedEx	41	8	33	38	2	1	*	3
	2%	2%	2%	2%	3%	7%	5%	4%
						a	a	
Yodel	30	1	29	26	3	*	*	4
	2%	*%	2%	1%	5%	3%	4%	4%
			a		a		a	a
Amazon logistics	10	2	9	9	*	1	-	1
	1%	*%	1%	1%	*%	8%	-%	1%
						abde		
DX	4	*	4	2	1	-	*	1
	*%	*%	*%	*%	2%	-%	1%	2%
					a		a	a
TNT Express	3	2	1	2	1	*	*	1
	*%	*%	*%	*%	1%	1%	2%	1%
					a		a	a

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Whistl (Previously known as TNT Post)	2	-	2	2	-	*	*	*
	%	%	%	%	%	1%	%	%
MHI (Mail Handling International)	1	-	1	1	-	-	*	*
	%	%	%	%	%	%	%	%
Citipost	1	*	*	-	*	*	*	1
	%	%	%	%	1%	1%	2%	1%
					a	a	a	a
Secured Mail	1	-	1	*	*	-	*	*
	%	%	%	%	%	%	%	%
Pitney Bowes	*	-	*	-	*	-	-	*
	%	%	%	%	1%	%	%	%
					a			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	21	12	9	20	1	*	-	1
	1%	2%	1%	1%	1%	%	%	1%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1383	397	986	1330	46	5	3	53
	75%	82%	72%	75%	63%	52%	53%	62%
		b		b	b	b	b	b
NET: RM and other	312	15	297	289	18	3	1	22
	17%	3%	22%	16%	25%	30%	31%	26%
			a		a	a	a	a
NET: Provider other than RM	158	73	85	147	9	2	1	11
	9%	15%	6%	8%	12%	18%	16%	13%
		b				a	a	a
NET: RM/Parcelforce	1718	417	1301	1641	65	7	4	76
	93%	86%	95%	93%	89%	83%	88%	89%
			a	ce				

Columns Tested:: a,b - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	7	87	90	3	*	*	3
	5%	1%	6%	5%	4%	1%	2%	3%
			a					

Columns Tested: a,b - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
Royal Mail	1694	1022	482	115	44	27	4	1619	64	11
	91%	92%	92%	88%	90%	84%	84%	92%	88%	83%
		efi	efi					efi		
Parcelforce	114	64	39	5	3	3	1	108	5	1
	6%	6%	7%	4%	6%	9%	14%	6%	7%	10%
							abcdgh			
DHL	99	53	30	8	2	6	1	90	6	3
	5%	5%	6%	6%	5%	17%	14%	5%	8%	19%
						abcdgh	abcdg			abcdgh
Evri (formerly known as Hermes)	93	61	24	5	2	1	*	90	3	*
	5%	6%	5%	4%	4%	2%	2%	5%	4%	1%
		i								
DPD/DPD Local	70	36	24	3	4	3	*	64	6	1
	4%	3%	5%	2%	7%	8%	6%	4%	8%	8%
					a	ag			ag	ag
UK Mail	46	24	14	6	1	2	*	44	2	1
	3%	2%	3%	4%	1%	6%	9%	2%	3%	7%
							abdgh			abdgh
UPS	45	23	13	5	2	2	*	40	4	1
	2%	2%	2%	4%	5%	7%	6%	2%	6%	6%
						abg	ag		ag	ag
FedEx	41	28	7	3	2	1	*	38	2	1
	2%	3%	1%	2%	4%	3%	5%	2%	3%	6%
							bg			abg
Yodel	30	21	3	2	1	2	*	26	3	*
	2%	2%	*%	2%	2%	7%	4%	1%	5%	3%
						abg	bg		bg	b
Amazon logistics	10	5	4	*	*	1	-	9	*	1
	1%	*%	1%	*%	1%	2%	-%	1%	*%	5%
										abcfg
DX	4	-	2	-	1	-	*	2	1	*
	*%	-%	*%	-%	3%	-%	1%	*%	2%	*%
					abg		ag		ag	
TNT Express	3	1	1	-	*	1	*	2	1	*
	*%	*%	*%	-%	*%	3%	2%	*%	1%	1%
						abg	ag		ag	ag

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
Whistl (Previously known as TNT Post)	2 *% *% *% *%	1 *% *% *% *%	2 *% *% *% *%	- -% -% -% -%	- -% -% -% -%	* *% *% *% *%	* *% *% *% *%	2 *% *% *% *%	- -% -% -% -%	* 1% *% *% *%
MHI (Mail Handling International)	1 *% *% *% *%	- -% -% -% -%	- -% -% -% -%	1 1% *% *% *%	- -% -% -% -%	- -% -% -% -%	* *% *% *% *%	1 *% *% *% *%	- -% -% -% -%	* *% *% *% *%
Citipost	1 *% *% *% *%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	* 1% *% *% *%	* *% *% *% *%	* *% *% *% *%	- -% -% -% -%	* 1% *% *% *%	* 1% *% *% *%
Secured Mail	1 *% *% *% *%	- -% -% -% -%	- -% -% -% -%	* *% *% *% *%	* 1% *% *% *%	- -% -% -% -%	* *% *% *% *%	* *% *% *% *%	* *% *% *% *%	* *% *% *% *%
Pitney Bowes	* *% *% *% *%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	* 1% *% *% *%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	* 1% *% *% *%	- -% -% -% -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%
Other	21 1% 1% 1% 1%	12 1% 1% 1% 1%	7 1% 1% 1% 1%	1 *% *% *% *%	1 2% *% *% *%	* *% *% *% *%	- -% -% -% -%	20 1% 1% 1% 1%	1 1% 1% 1% 1%	* *% *% *% *%
Do not send this type of post	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%
NET: RM Only	1383 75% efhi	850 77% efhi	377 72% efi	102 78% efhi	34 69% efi	17 52% efi	3 53% efi	1330 75% efhi	46 63% efhi	7 52% efhi
NET: RM and other	312 17% c	172 15% c	105 20% c	13 10% c	10 21% c	11 33% abcdg	1 31% abcg	289 16% abcg	18 25% acg	4 31% abcg
NET: Provider other than RM	158 9% abg	86 8% abg	44 8% abg	16 12% abg	5 10% abg	5 16% abg	1 16% abg	147 8% abg	9 12% abg	2 17% abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
NET: RM/Parcelforce	1718	1035	490	117	45	27	4	1641	65	12
	93%	93%	93%	89%	91%	85%	88%	93%	89%	85%
		efi	ei					ei		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	61	24	5	2	1	*	90	3	*
	5%	6%	5%	4%	4%	2%	2%	5%	4%	1%
		i								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Royal Mail	1694	1325	294	64	7	4	1021	218	46	40	39
	91%	92%	89%	88%	82%	84%	95%	86%	85%	90%	91%
		de					bc				
Parcelforce	114	91	17	5	1	1	80	20	3	2	3
	6%	6%	5%	7%	8%	14%	7%	8%	6%	5%	8%
						abc					
DHL	99	73	18	6	2	1	53	21	1	8	3
	5%	5%	5%	8%	22%	14%	5%	8%	2%	18%	6%
					abc	ab				ac	
Evri (formerly known as Hermes)	93	80	11	3	*	*	66	12	4	1	*
	5%	6%	3%	4%	1%	2%	6%	5%	7%	2%	*%
DPD/DPD Local	70	49	14	6	1	*	33	14	1	4	2
	4%	3%	4%	8%	8%	6%	3%	6%	2%	10%	4%
				a							
UK Mail	46	28	16	2	1	*	8	23	8	5	2
	3%	2%	5%	3%	6%	9%	1%	9%	14%	12%	4%
			a		a	ac		a	a	a	
UPS	45	29	11	4	1	*	20	10	2	6	2
	2%	2%	3%	6%	6%	6%	2%	4%	4%	13%	4%
			a		a	a				a	
FedEx	41	32	6	2	1	*	17	12	5	2	1
	2%	2%	2%	3%	7%	5%	2%	5%	8%	5%	2%
					ab	b		a	a		
Yodel	30	21	5	3	*	*	20	7	1	*	*
	2%	1%	1%	5%	3%	4%	2%	3%	2%	1%	1%
				ab							
Amazon logistics	10	6	3	*	1	-	*	7	1	-	1
	1%	*%	1%	*%	8%	-%	*%	3%	1%	-%	2%
					abce			a			
DX	4	-	2	1	-	*	1	2	*	-	*
	*%	-%	1%	2%	-%	1%	*%	1%	1%	-%	*%
			a	a		a					
TNT Express	3	1	1	1	*	*	*	2	-	*	*
	*%	*%	*%	1%	1%	2%	*%	1%	-%	*%	*%
				a		a					

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Whistl (Previously known as TNT Post)	2	2	-	-	*	*	2	-	-	-	*
	%	%	-%	-%	1%	%	%	-%	-%	-%	%
MHI (Mail Handling International)	1	-	1	-	-	*	1	-	*	-	-
	%	-%	%	-%	-%	%	%	-%	%	-%	-%
Citipost	1	-	-	*	*	*	-	-	*	-	1
	%	-%	-%	1%	1%	2%	-%	-%	%	-%	1%
						ab					
Secured Mail	1	-	*	*	-	*	*	-	*	-	*
	%	-%	%	%	-%	%	%	-%	1%	-%	%
Pitney Bowes	*	-	-	*	-	-	-	-	*	-	-
	%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	17	3	1	*	-	5	1	*	1	*
	1%	1%	1%	1%	%	-%	1%	1%	1%	1%	%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	1086	243	46	5	3	815	169	36	25	31
	75%	76%	74%	63%	52%	53%	76%	66%	66%	56%	71%
		cde	cde				bd				
NET: RM and other	312	239	50	18	3	1	206	49	10	15	8
	17%	17%	15%	25%	30%	31%	19%	19%	19%	33%	19%
				ab	ab	ab					
NET: Provider other than RM	158	111	36	9	2	1	54	36	8	5	4
	9%	8%	11%	12%	18%	16%	5%	14%	15%	10%	9%
				a	a	a		a	a		
NET: RM/Parcelforce	1718	1343	298	65	7	4	1030	227	48	40	40
	93%	93%	91%	89%	83%	88%	96%	89%	89%	90%	91%
		de					bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	80	11	3	*	*	66	12	4	1	*
	5%	6%	3%	4%	1%	2%	6%	5%	7%	2%	*/%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
Royal Mail	1694	154	129	271	83	128	235	226	146	127
	91%	95%	91%	89%	88%	86%	92%	97%	94%	90%
		e						cde		
Parcelforce	114	7	13	24	7	18	9	9	9	5
	6%	4%	9%	8%	7%	12%	3%	4%	6%	4%
						fgi				
DHL	99	4	7	27	9	7	17	6	8	5
	5%	3%	5%	9%	9%	5%	7%	3%	5%	4%
Evri (formerly known as Hermes)	93	4	5	6	4	16	21	9	13	7
	5%	3%	3%	2%	4%	11%	8%	4%	9%	5%
						ac	c		c	
DPD/DPD Local	70	2	4	19	4	5	6	11	7	6
	4%	1%	3%	6%	4%	3%	2%	5%	5%	4%
UK Mail	46	4	2	12	4	2	4	4	8	6
	3%	3%	2%	4%	4%	1%	2%	2%	5%	4%
UPS	45	6	3	10	*	7	7	3	3	2
	2%	4%	2%	3%	*%	5%	3%	1%	2%	1%
FedEx	41	1	8	15	3	1	4	5	1	*
	2%	1%	6%	5%	3%	1%	2%	2%	1%	*%
			i	i						
Yodel	30	3	1	11	5	1	-	1	3	1
	2%	2%	1%	3%	5%	*%	-%	*%	2%	1%
					f					
Amazon logistics	10	-	4	3	*	1	1	-	-	*
	1%	-%	3%	1%	*%	1%	*%	-%	-%	*%
DX	4	1	-	*	-	-	*	2	*	-
	*%	*%	-%	*%	-%	-%	*%	1%	*%	-%
TNT Express	3	-	1	*	-	-	-	-	1	1
	*%	-%	1%	*%	-%	-%	-%	-%	1%	1%
Whistl (Previously known as TNT Post)	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Citipost	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	3	-	10	-	1	3	-	-	-
	1%	2%	-%	3%	-%	1%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	134	106	204	69	99	193	191	108	111
	75%	82%	75%	67%	73%	67%	75%	82%	70%	79%
NET: RM and other	312	21	22	66	14	28	42	35	38	16
	17%	13%	16%	22%	15%	19%	16%	15%	25%	11%
NET: Provider other than RM	158	8	13	35	12	21	21	7	9	14
	9%	5%	9%	11%	12%	14%	8%	3%	6%	10%
NET: RM/Parcelforce	1718	154	133	277	86	130	235	227	147	131
	93%	95%	94%	91%	90%	87%	92%	98%	95%	93%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	4	5	6	4	16	21	9	13	7
	5%	3%	3%	2%	4%	11%	8%	4%	9%	5%
						ac	c		c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
Royal Mail	1694 91%	338 88%	429 94%	732 92%	1498 92%	196 91%	98 91%	63 91%	35 94%
Parcelforce	114 6%	30 8%	30 7%	41 5%	102 6%	13 6%	5 5%	5 7%	2 6%
DHL	99 5%	21 6%	19 4%	50 6%	90 5%	9 4%	6 6%	2 2%	1 3%
Evri (formerly known as Hermes)	93 5%	27 7%	22 5%	36 5%	86 5%	8 4%	4 4%	3 4%	1 3%
DPD/DPD Local	70 4%	15 4%	13 3%	35 4%	63 4%	8 4%	4 4%	2 3%	1 4%
UK Mail	46 3%	11 3%	14 3%	19 2%	45 3%	2 1%	1 1%	* *%	* *%
UPS	45 2%	10 3%	12 3%	20 3%	42 3%	3 2%	2 2%	* *%	1 2%
FedEx	41 2%	4 1%	10 2%	24 3%	38 2%	3 2%	2 2%	1 1%	1 2%
Yodel	30 2%	7 2%	8 2%	12 1%	27 2%	3 2%	1 1%	1 2%	1 2%
Amazon logistics	10 1%	1 *%	4 1%	3 *%	9 1%	1 1%	1 1%	- -%	1 1%
DX	4 *%	- -%	1 *%	3 *%	4 *%	* *%	- -%	* *%	- -%
TNT Express	3 *%	1 *%	2 *%	* *%	3 *%	* *%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	2 *%	- -%	- -%	2 *%	2 *%	1 *%	- -%	1 1%	* *%

Columns Tested: a,b,c,d,e,f,g,h

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	* *%	- -%	* *%	- -%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%	- -%	* *%
Secured Mail	1 *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%
Pitney Bowes	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	1 *%	3 1%	13 2%	17 1%	4 2%	1 1%	1 2%	1 3%
									ad
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	280 73%	348 76%	588 74%	1216 74%	167 78%	84 78%	53 77%	29 80%
NET: RM and other	312 17%	59 15%	81 18%	143 18%	283 17%	29 14%	14 13%	10 14%	5 15%
NET: Provider other than RM	158 9%	47 12%	30 6%	63 8%	139 8%	19 9%	10 9%	6 9%	2 6%
NET: RM/Parcelforce	1718 93%	347 90%	433 95%	739 93%	1519 93%	198 92%	100 92%	63 91%	35 95%

Columns Tested: a,b,c,d,e,f,g,h

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	27 7%	22 5%	36 5%	86 5%	8 4%	4 4%	3 4%	1 3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Royal Mail	1694	88	98	31	129	178	348	55	54	835
	91%	97%	82%	81%	81%	84%	89%	88%	93%	96%
		bde								bdefg
Parcelforce	114	2	16	-	16	32	30	3	*	31
	6%	2%	14%	-%	10%	15%	8%	5%	1%	4%
			hi		i	afhi	i			
DHL	99	6	21	4	24	14	21	1	*	32
	5%	6%	17%	9%	15%	7%	5%	2%	*%	4%
			fghi		fghi					
Evri (formerly known as Hermes)	93	1	3	-	3	9	30	-	2	48
	5%	1%	2%	-%	2%	4%	8%	-%	4%	6%
DPD/DPD Local	70	2	12	4	15	13	14	3	2	21
	4%	3%	10%	9%	10%	6%	4%	5%	4%	2%
			i		fi					
UK Mail	46	4	1	2	3	16	9	2	*	12
	3%	5%	1%	5%	2%	7%	2%	3%	*%	1%
						fi				
UPS	45	3	8	5	13	5	5	1	1	18
	2%	3%	7%	12%	8%	2%	1%	1%	1%	2%
			fi		fi					
FedEx	41	1	5	1	5	11	8	5	*	11
	2%	1%	4%	1%	3%	5%	2%	7%	*%	1%
						i		i		
Yodel	30	-	2	5	7	8	8	-	1	6
	2%	-%	2%	13%	4%	4%	2%	-%	1%	1%
					i	i				
Amazon logistics	10	-	-	-	-	-	7	*	1	2
	1%	-%	-%	-%	-%	-%	2%	1%	1%	*%
							i			
DX	4	-	3	-	3	-	-	-	-	1
	*%	-%	2%	-%	2%	-%	-%	-%	-%	*%
			fi		i					
TNT Express	3	-	*	*	*	1	2	-	-	*
	*%	-%	*%	*%	*%	*%	1%	-%	-%	*%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Whistl (Previously known as TNT Post)	2	-	*	-	*	-	2	-	-	1
	*/%	-%	*/%	-%	*/%	-%	*/%	-%	-%	*/%
MHI (Mail Handling International)	1	-	1	-	1	-	-	-	-	*
	*/%	-%	1%	-%	1%	-%	-%	-%	-%	*/%
Citipost	1	-	-	-	-	*	-	-	-	*
	*/%	-%	-%	-%	-%	*/%	-%	-%	-%	*/%
Secured Mail	1	-	*	-	*	-	*	-	*	*
	*/%	-%	*/%	-%	*/%	-%	*/%	-%	*/%	*/%
Pitney Bowes	*	-	*	-	*	-	-	-	-	-
	*/%	-%	*/%	-%	*/%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	1	7	-	7	4	7	*	-	1
	1%	1%	6%	-%	4%	2%	2%	1%	-%	*/%
			i		i	i	i			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	76	56	25	81	133	274	48	53	712
	75%	84%	47%	64%	51%	63%	70%	76%	90%	82%
		bde					bd	bd	bdef	bdef
NET: RM and other	312	12	42	6	48	45	74	7	1	123
	17%	13%	35%	16%	31%	21%	19%	12%	3%	14%
			afghi		afghi	h	h			h
NET: Provider other than RM	158	2	22	8	29	34	43	8	4	35
	9%	3%	18%	19%	19%	16%	11%	12%	7%	4%
			ai		ai	ai	i	i		
NET: RM/Parcelforce	1718	88	101	31	132	190	353	58	54	835
	93%	97%	84%	81%	83%	90%	90%	92%	93%	96%
		bd								bdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	1	3	-	3	9	30	-	2	48
	5%	1%	2%	-%	2%	4%	8%	-%	4%	6%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
Royal Mail	1694 91%	395 86%	348 89%	951 95% ab	1416 92%	278 91%	- -%	1564 91%	130 93%	1638 92%	56 85%
Parcelforce	114 6%	50 11% c	30 8% c	35 3%	89 6%	26 8%	- -%	105 6%	9 6%	114 6%	1 1%
DHL	99 5%	45 10% c	21 5%	34 3%	86 6%	13 4%	- -%	93 5%	6 4%	99 6%	- -%
Evri (formerly known as Hermes)	93 5%	13 3%	30 8% a	50 5%	82 5%	11 4%	- -%	88 5%	6 4%	93 5%	* *%
DPD/DPD Local	70 4%	30 7% c	14 4%	26 3%	65 4%	5 2%	- -%	63 4%	7 5%	67 4%	3 4%
UK Mail	46 3%	23 5% c	9 2%	14 1%	40 3%	6 2%	- -%	43 3%	3 2%	46 3%	* *%
UPS	45 2%	21 5% bc	5 1%	19 2%	31 2%	14 5%	- -%	44 3%	1 1%	45 2%	1 1%
FedEx	41 2%	17 4%	8 2%	16 2%	36 2%	5 2%	- -%	39 2%	2 1%	35 2%	6 9% a
Yodel	30 2%	15 3% c	8 2%	7 1%	23 1%	7 2%	- -%	29 2%	1 1%	29 2%	1 1%
Amazon logistics	10 1%	- -%	7 2% c	3 *%	8 1%	3 1%	- -%	9 1%	1 1%	10 1%	- -%
DX	4 *%	3 1%	- -%	1 *%	2 *%	2 1%	- -%	3 *%	1 1%	4 *%	- -%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
TNT Express	3 *%	1 *%	2 1%	* *%	2 *%	1 *%	- -%	3 *%	* *%	3 *%	- -%
Whistl (Previously known as TNT Post)	2 *%	* *%	2 *%	1 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Citipost	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Pitney Bowes	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	11 2%	7 2%	2 *%	19 1%	2 1%	- -%	21 1%	* *%	21 1%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	290 63%	274 70%	819 82% ab	1146 74%	237 77%	- -%	1271 74%	112 79%	1328 74%	55 83%
NET: RM and other	312 17%	105 23% c	74 19% c	132 13%	270 17%	42 14%	- -%	293 17%	19 13%	310 17% b	2 2%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
NET: Provider other than RM	158	66	43	48	130	28	-	147	11	148	10
	9%	14%	11%	5%	8%	9%	-%	9%	7%	8%	15%
NET: RM/Parcelforce	1718	410	353	954	1429	289	-	1584	133	1661	56
	93%	89%	90%	95%	92%	94%	-%	93%	95%	93%	85%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	13	30	50	82	11	-	88	6	93	*
	5%	3%	8%	5%	5%	4%	-%	5%	4%	5%	***
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Royal Mail	1694	1095	250	337
	91%	94%	90%	86%
		c		
Parcelforce	114	55	18	41
	6%	5%	7%	10%
				a
DHL	99	38	34	27
	5%	3%	12%	7%
			a	a
Evri (formerly known as Hermes)	93	43	15	32
	5%	4%	5%	8%
				a
DPD/DPD Local	70	30	14	25
	4%	3%	5%	6%
				a
UK Mail	46	16	21	9
	3%	1%	8%	2%
			ac	
UPS	45	12	7	24
	2%	1%	2%	6%
				a
FedEx	41	12	8	21
	2%	1%	3%	5%
				a
Yodel	30	10	11	9
	2%	1%	4%	2%
			a	
Amazon logistics	10	1	3	5
	1%	*%	1%	1%
				a
DX	4	2	1	*
	*%	*%	*%	*%
TNT Express	3	2	1	1
	*%	*%	*%	*%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Whistl (Previously known as TNT Post)	2 *%	1 *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	* *%	1 *%	- -%
Citipost	1 *%	- -%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%	* *%
Pitney Bowes	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Other	21 1%	12 1%	5 2%	4 1%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	966 83%	171 61%	235 60%
NET: RM and other	312 17%	130 11%	80 29%	101 26%
NET: Provider other than RM	158 9%	68 6%	29 10%	55 14%
NET: RM/Parcelforce	1718 93%	1103 95%	257 92%	345 88%
		c		

Columns Tested.: a,b,c

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	43	15	32
	5%	4%	5%	8%
				a

Columns Tested: a,b,c

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Royal Mail	1694	1485	154	28	7	16	3	1	*	1639	56	28
	91%	93%	86%	75%	94%	86%	54%	64%	100%	92%	78%	82%
		bcj								bcj		
Parcelforce	114	91	21	2	*	*	*	*	-	112	2	*
	6%	6%	12%	6%	1%	*%	2%	3%	-%	6%	3%	1%
			ai									
DHL	99	71	15	10	*	1	*	2	-	86	13	3
	5%	4%	8%	27%	2%	4%	2%	77%	-%	5%	18%	8%
			abi								ai	
Evri (formerly known as Hermes)	93	76	17	1	*	-	*	-	-	92	1	*
	5%	5%	9%	3%	*%	-%	1%	-%	-%	5%	2%	*%
			a									
DPD/DPD Local	70	59	7	2	1	1	*	*	-	67	4	2
	4%	4%	4%	4%	11%	6%	4%	7%	-%	4%	5%	7%
UK Mail	46	17	16	*	3	7	3	*	*	33	13	13
	3%	1%	9%	*%	40%	37%	54%	19%	7%	2%	18%	38%
			ai								aci	abci
UPS	45	26	7	10	2	*	1	-	*	33	13	3
	2%	2%	4%	26%	23%	*%	20%	-%	6%	2%	18%	8%
			abi								abi	
FedEx	41	26	8	4	2	*	*	1	*	34	7	3
	2%	2%	5%	10%	30%	*%	1%	34%	6%	2%	10%	9%
			a	ai							ai	ai
Yodel	30	18	5	1	-	5	*	*	-	23	7	6
	2%	1%	3%	3%	-%	28%	1%	19%	-%	1%	10%	17%
											ai	abi
Amazon logistics	10	4	3	1	-	-	2	-	-	7	3	2
	1%	*%	2%	3%	-%	-%	43%	-%	-%	*%	4%	6%
											ai	ai
DX	4	1	2	*	*	*	-	-	-	3	*	*
	*%	*%	1%	1%	*%	*%	-%	-%	-%	*%	1%	*%
			a									
TNT Express	3	2	1	1	-	-	*	-	-	3	1	*
	*%	*%	1%	2%	-%	-%	1%	-%	-%	*%	1%	*%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Whistl (Previously known as TNT Post)	2	2	*	*	-	*	-	-	-	2	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Citipost	1	-	*	-	-	*	*	-	-	*	*	*
	*%	-%	*%	-%	-%	*%	9%	-%	-%	*%	1%	1%
				ai								ai
Secured Mail	1	*	*	-	-	-	*	-	*	*	*	*
	*%	*%	*%	-%	-%	-%	4%	-%	1%	*%	*%	1%
Pitney Bowes	*	-	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%
				ai								ai
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	16	4	*	*	-	-	-	-	20	*	*
	1%	1%	2%	*%	*%	-%	-%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	1257	101	13	4	6	*	*	*	1358	24	11
	75%	78%	56%	36%	54%	34%	6%	1%	93%	76%	34%	33%
		bcjk	j							bcjk		
NET: RM and other	312	228	52	15	3	10	2	1	*	281	31	17
	17%	14%	29%	39%	40%	52%	47%	63%	7%	16%	44%	49%
			ai	ai							ai	ai
NET: Provider other than RM	158	117	26	9	*	3	2	1	-	142	16	6
	9%	7%	14%	25%	6%	14%	46%	36%	-%	8%	22%	18%
			ai	ai							ai	
NET: RM/Parcelforce	1718	1502	160	28	7	16	3	1	*	1661	56	28
	93%	94%	89%	76%	94%	86%	55%	64%	100%	93%	79%	82%
		cj								cj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	76	17	1	*	-	*	-	-	92	1	*
	5%	5%	9%	3%	*%	-%	1%	-%	-%	5%	2%	*%
			a									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Weighted Base	1852	995	607	250	1616	1267	1712	1279	681	492	492	1002	47	80	39	35	17
Whistl (Previously known as TNT Post)	2 *%	* *%	2 *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	1 *%	- -%	* *%	- -%	2 4%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	* *%	- -%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	* 3%
Secured Mail	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	* *%	- -%	- -%	* *%	* 1%	* *%
Pitney Bowes	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	15 1%	2 *%	4 2%	17 1%	11 1%	17 1%	20 2%	2 *%	1 *%	2 *%	7 1%	4 8%	2 2%	- -%	2 7%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	850 85%	408 67%	126 50%	1228 76%	902 71%	1303 76%	833 65%	407 60%	302 61%	440 89%	752 75%	23 50%	41 51%	24 60%	17 49%	6 37%
NET: RM and other	312 17%	89 9%	139 23%	84 33%	297 18%	283 22%	310 18%	302 24%	210 31%	139 28%	35 7%	202 20%	13 29%	28 35%	14 35%	11 31%	6 37%
NET: Provider other than RM	158 9%	56 6%	60 10%	41 16%	91 6%	81 6%	99 6%	145 11%	64 9%	52 10%	18 4%	47 5%	10 22%	11 14%	2 5%	7 20%	5 26%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Weighted Base	1852	995	607	250	1616	1267	1712	1279	681	492	492	1002	47	80	39	35	17
NET: RM/Parcelforce	1718	945	557	216	1543	1202	1631	1156	632	455	475	968	37	69	37	32	13
	93%	95%	92%	86%	96%	95%	95%	90%	93%	92%	96%	97%	78%	86%	95%	92%	74%
		c			df	d	d				cdg	cdg					
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	35	41	18	76	78	81	85	52	21	9	58	5	1	5	1	2
	5%	3%	7%	7%	5%	6%	5%	7%	8%	4%	2%	6%	10%	2%	13%	3%	12%
			a						ac			a	a		a		a

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Royal Mail	1694	1327	78	54	33	16	10	7	945	113	46	44	17	12	9
	91%	96%	86%	81%	92%	91%	68%	64%	95%	86%	89%	90%	84%	98%	92%
Parcelforce	114	85	11	5	1	*	5	*	73	17	4	1	1	2	*
	6%	6%	12%	7%	2%	2%	35%	3%	7%	13%	8%	2%	4%	17%	*%
		bcf					ad		b						
DHL	99	56	12	6	1	2	*	5	38	30	6	3	2	4	*
	5%	4%	13%	10%	2%	13%	3%	49%	4%	23%	12%	7%	10%	30%	4%
		a							a	a	a				
Evri (formerly known as Hermes)	93	59	6	6	3	*	*	2	58	8	4	4	*	1	2
	5%	4%	7%	9%	8%	2%	1%	19%	6%	6%	8%	8%	2%	7%	20%
DPD/DPD Local	70	33	4	5	3	2	1	*	27	8	1	2	3	*	*
	4%	2%	4%	8%	8%	12%	4%	*%	3%	6%	1%	3%	15%	2%	5%
						a							a		
UK Mail	46	24	5	7	*	3	4	1	11	17	6	6	4	1	*
	3%	2%	5%	11%	1%	19%	31%	13%	1%	13%	11%	12%	21%	6%	1%
			a			ad	abd		a	a	a	a	a		
UPS	45	26	3	*	1	5	4	*	11	15	4	8	*	*	*
	2%	2%	3%	1%	1%	28%	31%	*%	1%	11%	9%	16%	*%	3%	1%
						abcd	abcd		a	a	a	a			
FedEx	41	17	12	2	2	2	*	*	22	4	*	5	1	2	-
	2%	1%	13%	3%	5%	10%	*%	3%	2%	3%	1%	11%	5%	13%	-%
			a			a						a			
Yodel	30	14	1	6	*	2	4	1	12	10	5	2	*	-	*
	2%	1%	1%	8%	*%	10%	31%	5%	1%	7%	11%	3%	2%	-%	4%
			a			a	abd		a	a	a				
Amazon logistics	10	8	1	*	*	*	-	-	1	5	1	2	-	*	-
	1%	1%	1%	*%	1%	2%	-%	-%	*%	4%	1%	3%	-%	2%	-%
									a			a			
DX	4	3	*	-	*	-	-	-	1	-	1	1	*	*	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	1%	1%	*%	*%	-%
TNT Express	3	2	-	*	-	-	*	*	2	*	-	*	*	*	*
	*%	*%	-%	*%	-%	-%	1%	*%	*%	*%	-%	*%	*%	1%	1%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21	
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7	
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9	
Whistl (Previously known as TNT Post)	2	1	2	*	-	*	*	*	1	*	-	-	*	2	*	
	%	%	2%	%	-%	%	%	%	%	%	-%	-%	%	13%	%	
			a													
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	-	-	-	*	-	
	%	%	-%	-%	%	-%	-%	-%	-%	1%	-%	-%	-%	%	-%	
Citipost	1	-	-	1	-	-	-	*	-	*	-	-	-	-	*	
	%	-%	-%	1%	-%	-%	-%	%	-%	%	-%	-%	-%	-%	4%	
Secured Mail	1	*	-	*	*	*	-	*	*	-	*	*	*	*	-	
	%	%	-%	%	1%	%	-%	%	%	-%	%	%	1%	%	-%	
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	
	%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	21	11	*	6	-	-	*	-	7	2	*	-	-	2	-	
	1%	1%	%	8%	-%	-%	1%	-%	1%	1%	1%	-%	-%	18%	-%	
			ab													
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	1383	1100	52	31	28	8	8	2	771	60	27	24	11	3	6	
	75%	80%	57%	45%	78%	44%	57%	17%	78%	46%	52%	50%	53%	25%	65%	
		bce							bcede							
NET: RM and other	312	227	26	24	5	8	2	5	174	53	19	19	7	9	3	
	17%	16%	29%	35%	14%	47%	11%	47%	18%	40%	37%	40%	31%	73%	28%	
			a	a		ad				a	a	a				
NET: Provider other than RM	158	53	12	13	3	1	5	4	48	18	6	5	3	*	1	
	9%	4%	14%	19%	8%	9%	32%	36%	5%	14%	11%	10%	16%	2%	8%	
			a	a			a			a						
NET: RM/Parcelforce	1718	1335	84	55	33	16	14	7	956	118	46	44	18	12	9	
	93%	97%	92%	81%	93%	91%	99%	64%	96%	90%	89%	90%	84%	98%	93%	
		c							be							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	59	6	6	3	*	*	2	58	8	4	4	*	1	2
	5%	4%	7%	9%	8%	2%	1%	19%	6%	6%	8%	8%	2%	7%	20%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1694	887	105	46	37	27	14	19	837	310	310	106	42
	91%	91%	82%	73%	87%	84%	94%	86%	96%	95%	93%	94%	78%
Parcelforce	114	82	11	9	4	4	2	*	38	20	39	6	6
	6%	8%	9%	14%	10%	13%	17%	*%	4%	6%	12%	5%	11%
		bc							e	e	e	e	
DHL	99	51	12	11	12	5	1	4	31	26	23	3	8
	5%	5%	9%	18%	28%	15%	7%	18%	4%	8%	7%	2%	14%
				a	ab					a			ad
Evri (formerly known as Hermes)	93	55	11	7	3	8	*	-	34	12	22	4	7
	5%	6%	8%	11%	8%	26%	*%	-%	4%	4%	7%	4%	14%
					a								ab
DPD/DPD Local	70	48	13	4	3	2	*	*	17	11	9	9	3
	4%	5%	10%	6%	6%	6%	*%	2%	2%	3%	3%	8%	6%
												a	
UK Mail	46	11	3	8	11	3	4	3	10	9	16	4	6
	3%	1%	3%	13%	26%	10%	26%	13%	1%	3%	5%	3%	12%
				ab	ab	a		a			a		ab
UPS	45	14	6	9	7	2	*	7	6	11	11	5	8
	2%	1%	5%	14%	17%	5%	2%	31%	1%	3%	3%	4%	15%
				a	a			ab		a	a	a	abc
FedEx	41	23	8	5	2	1	*	-	9	5	9	8	5
	2%	2%	6%	9%	5%	4%	*%	-%	1%	2%	3%	7%	10%
				a								ab	ab
Yodel	30	12	1	6	2	5	1	*	2	7	12	1	5
	2%	1%	1%	10%	5%	14%	8%	1%	*%	2%	4%	1%	10%
				ab		ab				a	a		abd
Amazon logistics	10	3	*	3	*	-	1	2	*	-	2	4	3
	1%	*%	*%	5%	1%	-%	4%	9%	*%	-%	1%	3%	6%
				a				ab				ab	abc
DX	4	3	*	*	-	*	-	1	2	*	1	*	*
	*%	*%	*%	*%	-%	1%	-%	2%	*%	*%	*%	*%	1%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
TNT Express	3 *%	2 *%	1 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	1 *%	1 1%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	- -%	2 2%	- -%	* *%	- -%	- -%	1 *%	* *%	* *%	2 1%	* *%
MHI (Mail Handling International)	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	* *%
Citipost	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Secured Mail	1 *%	- -%	* *%	- -%	- -%	* 1%	* *%	- -%	- -%	* *%	- -%	- -%	1 1%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	10 1%	7 6%	* *%	- -%	- -%	- -%	2 10%	15 2%	1 *%	2 *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	704 72%	63 49%	27 43%	17 40%	5 17%	6 44%	10 43%	729 83%	247 76%	219 66%	77 68%	25 46%
NET: RM and other	312 17%	183 19%	42 33%	18 29%	20 47%	21 67%	7 50%	10 43%	108 12%	63 19%	91 27%	29 26%	17 31%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
NET: Provider other than RM	158	90	23	17	6	5	1	3	37	17	23	7	12
	9%	9%	18%	27%	13%	16%	6%	14%	4%	5%	7%	6%	22%
			a	a									abcd
NET: RM/Parcelforce	1718	903	107	50	37	27	14	19	840	314	316	106	46
	93%	92%	84%	80%	87%	84%	94%	86%	96%	96%	95%	94%	86%
		bc							e	e			
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	55	11	7	3	8	*	-	34	12	22	4	7
	5%	6%	8%	11%	8%	26%	*%	-%	4%	4%	7%	4%	14%
					a								ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
Royal Mail	1694	896	284	232	78	23	637	224	201	79	33
	91%	95%	95%	93%	95%	77%	95%	94%	94%	95%	74%
Parcelforce	114	51	16	29	6	5	46	22	20	2	5
	6%	5%	5%	12%	7%	18%	7%	9%	9%	3%	12%
		e	e	e	e	a	e	e	e	e	
DHL	99	43	9	21	3	3	37	30	9	2	7
	5%	5%	3%	9%	3%	10%	6%	13%	4%	2%	15%
				b				acd			cd
Evri (formerly known as Hermes)	93	48	8	13	4	3	40	8	17	5	6
	5%	5%	3%	5%	5%	11%	6%	3%	8%	6%	14%
											b
DPD/DPD Local	70	16	11	9	9	1	16	10	5	4	3
	4%	2%	4%	4%	11%	2%	2%	4%	2%	5%	7%
					abc						
UK Mail	46	13	11	9	2	6	15	9	11	3	6
	3%	1%	4%	4%	2%	21%	2%	4%	5%	4%	14%
						abcd					a
UPS	45	12	11	10	2	5	8	11	8	4	8
	2%	1%	4%	4%	2%	15%	1%	4%	4%	4%	18%
			a			ad		a			abcd
FedEx	41	12	3	9	6	5	16	7	1	6	5
	2%	1%	1%	4%	7%	17%	2%	3%	1%	7%	11%
					ab	abc				c	ac
Yodel	30	10	5	6	1	5	4	5	12	1	5
	2%	1%	2%	2%	2%	17%	1%	2%	6%	2%	11%
						abcd			a		ab
Amazon logistics	10	2	1	6	-	*	*	*	1	4	3
	1%	*%	*%	2%	-%	1%	*%	*%	1%	4%	7%
				a						ab	abc
DX	4	4	-	*	*	-	1	*	1	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	1%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
TNT Express	3 *%	- -%	* *%	1 *%	1 1%	* 1%	* *%	* *%	1 *%	1 1%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	* *%	* *%	2 2%	* *%	1 *%	* *%	* *%	2 2%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	- -%	* *%
Citipost	1 *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Secured Mail	1 *%	* *%	- -%	- -%	- -%	1 2%	- -%	* *%	- -%	- -%	1 1%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	15 2%	1 *%	2 1%	* *%	- -%	10 1%	1 *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	748 79%	236 79%	167 67%	56 68%	15 50%	516 77%	161 68%	140 66%	57 68%	18 41%
NET: RM and other	312 17%	148 16%	48 16%	65 26%	22 27%	8 27%	121 18%	63 26%	61 28%	23 27%	15 34%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
NET: Provider other than RM	158	45	15	16	4	7	37	13	12	4	11
	9%	5%	5%	7%	5%	23%	5%	6%	6%	5%	26%
						abcd					abcd
NET: RM/Parcelforce	1718	901	288	237	78	28	644	225	203	79	37
	93%	96%	96%	95%	95%	92%	96%	95%	95%	95%	84%
							e				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	48	8	13	4	3	40	8	17	5	6
	5%	5%	3%	5%	5%	11%	6%	3%	8%	6%	14%
											b

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
Royal Mail	1694 91%	600 91%	187 91%	187 85%	97 79%	44 89%	640 88%	51 77%	431 91%	1603 100%	92 37%	1502 100%	22 20%
Parcelforce	114 6%	54 8%	23 11%	25 11%	9 7%	3 5%	69 10%	5 7%	39 8%	69 4%	45 18%	86 6%	21 19%
DHL	99 5%	39 6%	18 9%	17 8%	14 12%	8 16%	68 9%	8 12%	20 4%	47 3%	52 21%	45 3%	39 35%
Evri (formerly known as Hermes)	93 5%	22 3%	19 9%	23 11%	12 9%	7 13%	62 9%	4 7%	18 4%	41 3%	53 21%	62 4%	14 12%
DPD/DPD Local	70 4%	25 4%	11 6%	19 8%	9 8%	3 6%	51 7%	4 6%	12 3%	24 2%	46 19%	37 2%	11 10%
UK Mail	46 3%	6 1%	5 2%	12 6%	18 15%	1 1%	29 4%	6 9%	8 2%	24 2%	22 9%	20 1%	26 23%
UPS	45 2%	8 1%	14 7%	7 3%	14 11%	2 4%	28 4%	6 10%	10 2%	22 1%	24 10%	24 2%	16 14%
FedEx	41 2%	16 2%	2 1%	5 3%	10 8%	5 11%	31 4%	* 1%	7 2%	20 1%	21 9%	24 2%	11 10%
Yodel	30 2%	5 1%	8 4%	6 3%	6 5%	2 5%	19 3%	3 5%	5 1%	19 1%	11 4%	18 1%	10 9%
Amazon logistics	10 1%	2 *%	* *%	1 *%	2 1%	3 6%	5 1%	* *%	4 1%	3 *%	7 3%	4 *%	5 4%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
DX	4 *%	1 *%	- -%	1 1%	2 2%	- -%	3 *%	1 1%	* *%	1 *%	3 1%	3 *%	* *%
TNT Express	3 *%	1 *%	- -%	* *%	1 1%	1 2%	3 *%	* *%	1 *%	* *%	3 1%	2 *%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	- -%	* *%	2 1%	* *%	2 *%	- -%	* *%	- -%	2 1%	1 *%	2 1%
MHI (Mail Handling International)	1 *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 1%	- -%	1 *%	* *%	1 *%	* *%
Citipost	1 *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Secured Mail	1 *%	* *%	- -%	* *%	* *%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	1 *%
Pitney Bowes	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	14 2%	* *%	2 1%	1 1%	2 4%	17 2%	2 2%	2 *%	- -%	21 8%	9 1%	9 8%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	497	121	119	57	25	415	34	372	1383	*	1227	1
	75%	75%	59%	54%	46%	50%	57%	51%	79%	86%	*%	82%	1%
		bcde							ab	b		b	
NET: RM and other	312	103	66	68	40	19	225	17	59	220	91	275	22
	17%	16%	32%	31%	33%	39%	31%	26%	13%	14%	37%	18%	20%
			a	a	a	a	c	c			a		
NET: Provider other than RM	158	62	18	32	26	5	87	15	40	3	154	3	88
	9%	9%	9%	15%	21%	11%	12%	23%	9%	*%	63%	*%	80%
					ab			ac			a		a
NET: RM/Parcelforce	1718	610	191	189	102	45	648	53	442	1604	114	1502	41
	93%	92%	93%	87%	83%	90%	89%	80%	94%	100%	46%	100%	37%
		d	d						ab	b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	22	19	23	12	7	62	4	18	41	53	62	14
	5%	3%	9%	11%	9%	13%	9%	7%	4%	3%	21%	4%	12%
			a	a	a	a	c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1694	1124	61	894	240	1507	18	1117	68	896	238
	91%	100%	44%	100%	63%	100%	16%	100%	46%	100%	62%
Parcelforce	114	73	25	23	90	89	19	67	30	21	92
	6%	6%	17%	3%	24%	6%	17%	6%	20%	2%	24%
			a		a		a		a		a
DHL	99	35	49	12	84	43	41	38	46	8	89
	5%	3%	35%	1%	22%	3%	37%	3%	31%	1%	23%
			a		a		a		a		a
Evri (formerly known as Hermes)	93	53	24	9	76	63	13	51	27	7	78
	5%	5%	17%	1%	20%	4%	12%	5%	18%	1%	20%
			a		a		a		a		a
DPD/DPD Local	70	28	13	4	65	37	10	27	14	1	68
	4%	2%	9%	*	17%	2%	9%	2%	9%	*	18%
			a		a		a		a		a
UK Mail	46	11	34	14	30	17	28	10	35	13	31
	3%	1%	24%	2%	8%	1%	26%	1%	24%	1%	8%
			a		a		a		a		a
UPS	45	16	22	8	37	23	17	15	23	9	36
	2%	1%	16%	1%	10%	2%	15%	1%	16%	1%	9%
			a		a		a		a		a
FedEx	41	16	18	5	33	25	10	14	20	5	34
	2%	1%	13%	1%	9%	2%	9%	1%	13%	1%	9%
			a		a		a		a		a
Yodel	30	15	14	5	22	18	10	12	17	8	20
	2%	1%	10%	1%	6%	1%	9%	1%	12%	1%	5%
			a		a		a		a		a
Amazon logistics	10	3	6	2	8	4	5	3	6	2	8
	1%	*	4%	*	2%	*	4%	*	4%	*	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
DX	4	1	1	*	3	4	*	1	1	1	3
	*%	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%
TNT Express	3	2	*	*	3	2	*	2	*	-	3
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%
Whistl (Previously known as TNT Post)	2	-	2	2	1	2	*	*	2	-	2
	*%	-%	2%	*%	*%	*%	*%	*%	1%	-%	1%
MHI (Mail Handling International)	1	-	1	-	1	1	*	-	1	-	1
	*%	-%	1%	-%	*%	*%	*%	-%	1%	-%	*%
Citipost	1	-	1	*	-	*	*	-	1	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	*%
Secured Mail	1	*	*	-	1	*	1	-	1	*	*
	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%
Pitney Bowes	*	-	*	*	-	*	-	-	*	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	8	3	-	20	7	10	7	4	-	20
	1%	1%	2%	-%	5%	*%	9%	1%	3%	-%	5%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	902	1	824	9	1228	-	902	-	833	-
	75%	80%	1%	92%	2%	81%	-%	81%	-%	93%	-%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
NET: RM and other	312	223	60	70	231	279	18	215	68	63	238
	17%	20%	43%	8%	60%	19%	16%	19%	46%	7%	62%
		a	a	a	a	a	a	a	a	a	a
NET: Provider other than RM	158	2	79	1	144	-	91	-	81	-	145
	9%	*%	56%	*%	37%	-%	84%	-%	54%	-%	38%
		a	a	a	a	a	a	a	a	a	a
NET: RM/Parcelforce	1718	1124	78	894	262	1507	36	1117	85	896	260
	93%	100%	55%	100%	68%	100%	33%	100%	57%	100%	68%
		b	b	b	b	b	b	b	b	b	b
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	53	24	9	76	63	13	51	27	7	78
	5%	5%	17%	1%	20%	4%	12%	5%	18%	1%	20%
		a	a	a	a	a	a	a	a	a	a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
Royal Mail	1694	670	1239	194	*	603	855	160	4	775	618	177	2
	91%	93%	96%	93%	5%	92%	95%	93%	100%	88%	91%	89%	59%
Parcelforce	114	72	63	14	-	64	57	9	-	99	34	13	-
	6%	10%	5%	7%	-%	10%	6%	5%	-%	11%	5%	6%	-%
DHL	99	69	51	23	1	70	39	22	-	90	27	25	-
	5%	10%	4%	11%	48%	11%	4%	13%	-%	10%	4%	13%	-%
Evri (formerly known as Hermes)	93	45	63	9	-	39	60	7	2	64	46	13	-
	5%	6%	5%	4%	-%	6%	7%	4%	44%	7%	7%	6%	-%
DPD/DPD Local	70	27	33	15	-	26	28	8	-	52	32	13	-
	4%	4%	3%	7%	-%	4%	3%	5%	-%	6%	5%	7%	-%
UK Mail	46	42	26	12	-	39	19	13	-	41	18	17	-
	3%	6%	2%	6%	-%	6%	2%	7%	-%	5%	3%	9%	-%
UPS	45	26	25	15	1	34	24	13	-	42	13	13	-
	2%	4%	2%	7%	47%	5%	3%	8%	-%	5%	2%	7%	-%
FedEx	41	29	27	9	-	30	18	8	-	38	9	9	-
	2%	4%	2%	4%	-%	5%	2%	5%	-%	4%	1%	4%	-%
Yodel	30	22	19	3	-	22	16	3	-	24	9	2	-
	2%	3%	1%	1%	-%	3%	2%	2%	-%	3%	1%	1%	-%
Amazon logistics	10	7	6	5	-	7	5	5	1	8	8	5	-
	1%	1%	*%	2%	-%	1%	1%	3%	13%	1%	1%	3%	-%
DX	4	3	1	-	-	1	1	1	-	3	3	*	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	*%	*%	-%
TNT Express	3	1	2	1	-	1	2	*	-	3	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
Whistl (Previously known as TNT Post)	2	2	2	2	-	2	2	-	-	2	2	*	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	1	1	*	-	1	*	*	-	-	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%
Secured Mail	1	1	*	1	-	1	*	*	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	*	*	*	-	-	*	*	-	-	*	-	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	4	17	6	-	2	8	*	-	13	8	1	2
	1%	1%	1%	3%	-%	*%	1%	*%	-%	1%	1%	1%	41%
			a										
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	470	1014	132	*	410	680	113	2	511	507	117	2
	75%	65%	78%	63%	5%	63%	76%	66%	43%	58%	75%	59%	59%
			ac				ac				ac		
NET: RM and other	312	200	225	62	-	194	175	47	2	264	111	60	-
	17%	28%	17%	30%	-%	30%	20%	27%	57%	30%	16%	30%	-%
		b		b		b				b		b	
NET: Provider other than RM	158	50	53	16	3	51	43	12	-	110	61	23	2
	9%	7%	4%	7%	95%	8%	5%	7%	-%	12%	9%	11%	41%
		b											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
NET: RM/Parcelforce	1718	682	1247	194	*	612	864	160	4	795	622	177	2
	93%	95%	97%	93%	5%	94%	96%	93%	100%	90%	92%	89%	59%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	45	63	9	-	39	60	7	2	64	46	13	-
	5%	6%	5%	4%	-%	6%	7%	4%	44%	7%	7%	6%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1694	1449	1056	845	1150	963	14	574	427	420	116	90	442	399
	91%	99%	99%	98%	99%	99%	100%	98%	98%	98%	99%	100%	100%	100%
		c	c											
Parcelforce	114	92	81	59	66	55	3	33	49	43	7	2	13	14
	6%	6%	8%	7%	6%	6%	23%	6%	11%	10%	6%	2%	3%	4%
							ab		a					
DHL	99	44	47	21	43	32	1	9	7	19	7	5	13	8
	5%	3%	4%	2%	4%	3%	8%	2%	2%	4%	6%	6%	3%	2%
Evri (formerly known as Hermes)	93	59	57	26	35	56	*	19	14	9	4	2	10	15
	5%	4%	5%	3%	3%	6%	2%	3%	3%	2%	3%	2%	2%	4%
						a								
DPD/DPD Local	70	39	25	20	33	22	3	14	12	16	5	1	13	6
	4%	3%	2%	2%	3%	2%	23%	2%	3%	4%	4%	1%	3%	2%
							ab							
UK Mail	46	26	26	21	29	30	3	15	8	15	10	7	8	5
	3%	2%	2%	2%	2%	3%	20%	2%	2%	3%	8%	7%	2%	1%
							ab				ab	b		
UPS	45	30	29	25	28	21	2	20	20	19	10	6	2	3
	2%	2%	3%	3%	2%	2%	13%	3%	5%	4%	9%	6%	*%	1%
							ab							
FedEx	41	25	23	17	19	16	3	10	13	15	4	2	10	3
	2%	2%	2%	2%	2%	2%	21%	2%	3%	4%	3%	3%	2%	1%
							ab							
Yodel	30	18	25	15	14	24	*	13	10	14	*	2	7	11
	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	*%	3%	2%	3%
Amazon logistics	10	6	3	4	5	5	-	2	*	4	2	-	-	-
	1%	*%	*%	*%	*%	*%	-%	*%	*%	1%	2%	-%	-%	-%
DX	4	3	1	*	1	3	*	*	-	*	*	-	-	-
	*%	*%	*%	*%	*%	*%	3%	*%	-%	*%	*%	-%	-%	-%
							a							

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Parcels and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and parcels	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
TNT Express	3	2	2	1	2	1	-	1	1	1	*	*	1	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	2	2	2	2	1	2	*	-	2	2	2	-	*	*
	%	%	%	%	%	%	%	%	%	%	1%	%	%	%
											a			
MHI (Mail Handling International)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	1	*	*	*	*	-	-	*	*	-	-	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	1	*	*	*	*	*	-	*	*	*	*	*	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	*	*	-	*	*	*	*	*	-	*	*	-	-	-
	%	%	%	%	%	%	3%	%	%	%	%	%	%	%
							ab							
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	21	9	7	-	7	5	-	-	-	-	-	-	*	5
	1%	1%	1%	%	1%	%	%	%	%	%	%	%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1383	1177	811	705	942	761	5	485	339	323	84	73	381	339
	75%	81%	76%	82%	81%	79%	37%	83%	78%	75%	72%	81%	86%	85%
				b	c	c		c						
NET: RM and other	312	273	245	140	208	202	9	89	88	98	32	17	61	60
	17%	19%	23%	16%	18%	21%	63%	15%	20%	23%	27%	19%	14%	15%
			ac				ab			a	a			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: Provider other than RM	158	10	6	18	7	5	*	14	9	10	1	-	1	*
	9%	1%	1%	2%	1%	1%	*%	2%	2%	2%	1%	-%	*%	*%
				ab										
NET: RM/Parcelforce	1718	1454	1061	854	1155	968	14	582	434	424	116	90	442	399
	93%	100%	100%	99%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%
				c										
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	59	57	26	35	56	*	19	14	9	4	2	10	15
	5%	4%	5%	3%	3%	6%	2%	3%	3%	2%	3%	2%	2%	4%
						a								

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
TNT Express	3	-	-	1	*	3	3	3	3	2	2	3	1	-	1	-
	%	%	%	2%	%	%	%	%	%	%	%	%	1%	-%	%	-%
Whistl (Previously known as TNT Post)	2	2	-	*	-	1	2	2	2	1	2	2	*	-	2	-
	%	1%	-%	%	-%	%	%	%	%	%	%	%	%	-%	%	-%
MHI (Mail Handling International)	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	%	-%	-%	1%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	1%
															a	
Citipost	1	-	-	-	-	1	1	1	1	1	*	1	*	-	*	-
	%	-%	-%	-%	-%	%	%	%	%	%	%	%	%	-%	%	-%
Secured Mail	1	*	*	-	-	1	*	1	-	*	*	1	-	-	*	*
	%	%	%	-%	-%	%	%	%	-%	%	%	%	-%	-%	%	%
Pitney Bowes	*	-	-	-	*	*	-	*	-	*	*	*	-	-	-	*
	%	-%	-%	-%	1%	%	-%	%	-%	%	%	%	-%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	-	-	2	-	20	15	20	14	16	6	20	1	-	6	2
	1%	-%	-%	3%	-%	1%	1%	1%	1%	2%	1%	1%	1%	-%	%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	101	42	35	21	1217	768	1252	786	757	475	1174	126	-	1101	77
	75%	67%	61%	53%	52%	77%	73%	75%	70%	72%	64%	76%	61%	-%	81%	65%
						d		d				ac			b	
NET: RM and other	312	49	25	29	19	257	189	279	228	186	197	256	61	-	242	41
	17%	33%	36%	44%	48%	16%	18%	17%	20%	18%	26%	17%	30%	-%	18%	34%
									a		b		b		a	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
NET: Provider other than RM	158	*	2	2	*	115	92	132	115	103	75	115	19	*	18	*
	9%	*%	3%	3%	*%	7%	9%	8%	10%	10%	10%	7%	9%	100%	1%	*%
									a							
NET: RM/Parcelforce	1718	150	67	65	40	1495	970	1551	1031	962	686	1447	187	*	1347	118
	93%	100%	98%	99%	100%	94%	92%	93%	91%	92%	92%	94%	91%	35%	99%	100%
						d										
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	10	2	13	1	71	52	77	68	41	46	73	12	-	52	10
	5%	7%	3%	20%	3%	4%	5%	5%	6%	4%	6%	5%	6%	-%	4%	8%
				ab												

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
Royal Mail	1694 91%	659 98%	1036 99%	367 73%	35 89%	177 74%	282 75%	168 87%	1168 92%	341 93%	206 81%	268 89%	1182 94%
Parcelforce	114 6%	59 9%	41 4%	92 18%	6 16%	41 17%	73 19%	26 14%	58 5%	30 8%	20 8%	42 14%	49 4%
DHL	99 5%	37 6%	24 2%	83 17%	6 15%	51 21%	48 13%	14 7%	64 5%	21 6%	18 7%	46 15%	34 3%
Evri (formerly known as Hermes)	93 5%	35 5%	35 3%	80 16%	3 9%	38 16%	56 15%	21 11%	53 4%	19 5%	28 11%	20 7%	44 3%
DPD/DPD Local	70 4%	20 3%	29 3%	61 12%	4 9%	25 10%	46 12%	15 8%	48 4%	7 2%	17 7%	14 5%	37 3%
UK Mail	46 3%	35 5%	1 *% b	37 7%	* *% b	43 18%	3 1% b	23 12%	16 1% bc	8 2%	15 6%	16 5%	14 1% c
UPS	45 2%	22 3%	9 1% b	30 6%	2 4% b	24 10%	21 6% b	7 4%	22 2% b	16 4% b	10 4%	19 6% c	17 1% c
FedEx	41 2%	18 3%	9 1% b	36 7%	3 7% b	25 10%	16 4% b	11 5%	21 2% b	9 3%	12 5%	18 6% c	10 1% c
Yodel	30 2%	18 3%	9 1% b	21 4%	* *% b	19 8%	10 3% b	7 3%	10 1% b	13 4% b	10 4%	9 3% c	9 1% c
Amazon logistics	10 1%	5 1%	1 *% b	7 1%	- -% a	6 2%	5 1% a	5 3% bc	5 *% bc	* *% bc	3 1%	4 1% a	3 *% a
DX	4 *% a	1 *% a	2 *% a	1 *% a	2 5% a	3 1% a	1 *% a	1 *% a	1 *% a	2 1% a	1 *% a	2 1% a	* *% a

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
TNT Express	3 *%	1 *%	1 *%	3 1%	- -%	2 1%	2 *%	1 1%	2 *%	* *%	2 1%	1 *%	1 *%
Whistl (Previously known as TNT Post)	2 *%	2 *%	1 *%	2 *%	- -%	* *%	2 1%	* *%	2 *%	* *%	* *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 2%	1 *%	- -%	1 *%	* *%	- -%	- -%	1 *%	- -%
Citipost	1 *%	* *%	- -%	1 *%	- -%	* *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%
Secured Mail	1 *%	* *%	* *%	1 *%	- -%	1 *%	- -%	* *%	* *%	- -%	* *%	* *%	1 *%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	7 1%	2 *%	14 3%	5 13%	2 1%	19 5%	2 1%	15 1%	3 1%	7 3%	1 *%	12 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	471 70%	912 87%	113 23%	14 36%	45 19%	102 27%	98 51%	999 78%	269 73%	134 53%	157 52%	1061 85%
NET: RM and other	312 17%	188 28%	124 12%	254 51%	21 53%	132 55%	180 48%	70 36%	169 13%	72 20%	72 28%	111 37%	121 10%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
NET: Provider other than RM	158 9%	11 2%	14 1%	135 27%	4 11%	63 26%	94 25%	26 13%	105 8%	26 7%	49 19%	34 11%	72 6%
NET: RM/Parcelforce	1718 93%	664 99%	1039 99%	386 77%	35 89%	191 79%	292 77%	173 89%	1180 93%	347 95%	214 84%	274 91%	1191 95% ab
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	35 5%	35 3%	80 16%	3 9%	38 16%	56 15%	21 11% b	53 4%	19 5%	28 11% c	20 7%	44 3%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Weighted Base	1852	813	1039
Royal Mail	1694	735	959
	91%	90%	92%
Parcelforce	114	40	74
	6%	5%	7%
DHL	99	50	49
	5%	6%	5%
Evri (formerly known as Hermes)	93	27	66
	5%	3%	6%
			a
DPD/DPD Local	70	37	34
	4%	5%	3%
UK Mail	46	28	18
	3%	3%	2%
UPS	45	31	15
	2%	4%	1%
		b	
FedEx	41	22	19
	2%	3%	2%
Yodel	30	17	12
	2%	2%	1%
Amazon logistics	10	4	6
	1%	*%	1%
DX	4	3	1
	*%	*%	*%
TNT Express	3	1	2
	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	2
	*%	*%	*%
MHI (Mail Handling International)	1	1	-
	*%	*%	-%

Columns Tested: a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Weighted Base	1852	813	1039
Citipost	1 *%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%
Pitney Bowes	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Other	21 1%	10 1%	10 1%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	1383 75%	600 74%	782 75%
NET: RM and other	312 17%	135 17%	177 17%
NET: Provider other than RM	158 9%	78 10%	80 8%
NET: RM/Parcelforce	1718 93%	745 92%	972 94%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	27 3%	66 6%
			a

Columns Tested:: a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Royal Mail	1694	-	63	316	269	22	155	42	185	200	57	293	92
	91%	-%	93%	92%	91%	71%	91%	88%	96%	87%	89%	96%	86%
			e	e	e		e		eil			eil	
Parcelforce	114	-	9	17	5	2	9	6	14	13	4	28	8
	6%	-%	14%	5%	2%	5%	5%	13%	7%	6%	6%	9%	7%
			d				d	d	d			d	d
DHL	99	-	6	17	10	4	19	1	4	10	4	19	6
	5%	-%	9%	5%	3%	14%	11%	2%	2%	4%	6%	6%	5%
						dh	dh						
Evri (formerly known as Hermes)	93	-	*	13	8	2	4	4	13	13	7	19	10
	5%	-%	*%	4%	3%	5%	2%	8%	7%	6%	11%	6%	10%
											cdf		df
DPD/DPD Local	70	-	6	16	9	5	4	5	4	11	1	6	2
	4%	-%	10%	5%	3%	15%	2%	10%	2%	5%	1%	2%	2%
			hjk			dfhjk		hk					
UK Mail	46	-	1	11	*	2	1	*	5	20	*	4	3
	3%	-%	1%	3%	*%	6%	*%	*%	3%	9%	*%	1%	3%
			d	d	d	d		d	cdfgjk			d	d
UPS	45	-	1	4	1	3	2	*	2	17	3	9	4
	2%	-%	1%	1%	*%	9%	1%	*%	1%	7%	4%	3%	4%
						cd				cdfh	d	d	d
FedEx	41	-	*	10	3	*	8	*	1	10	1	6	2
	2%	-%	*%	3%	1%	1%	5%	1%	*%	4%	2%	2%	2%
							dh						
Yodel	30	-	2	2	4	*	8	*	1	6	*	5	*
	2%	-%	4%	*%	2%	*%	5%	1%	1%	3%	1%	1%	*%
							ch						
Amazon logistics	10	-	-	2	*	*	-	*	*	7	*	-	1
	1%	-%	-%	*%	*%	*%	-%	*%	*%	3%	1%	-%	1%
										dk			
DX	4	-	-	-	*	-	-	-	*	1	-	2	*
	*%	-%	-%	-%	*%	-%	-%	-%	*%	1%	-%	1%	*%
TNT Express	3	-	-	1	1	*	*	*	-	1	*	1	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Whistl (Previously known as TNT Post)	2	-	*	*	*	-	-	*	*	-	*	2	-
	%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	1%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	*	-	-	1	-
	%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Citipost	1	-	-	*	-	-	*	-	-	-	*	-	-
	%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Secured Mail	1	-	-	-	*	-	-	*	*	-	-	*	-
	%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	-	-	3	8	-	5	*	*	3	-	2	*
	1%	-%	-%	1%	3%	-%	3%	1%	*%	2%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	-	50	263	249	19	122	31	152	153	47	219	76
	75%	-%	74%	77%	84%	61%	72%	65%	79%	67%	73%	72%	71%
				efgikl					i				
NET: RM and other	312	-	13	53	20	3	33	11	33	47	10	74	16
	17%	-%	19%	15%	7%	9%	19%	23%	17%	20%	16%	24%	15%
			d	d			d	d	d	d	d	cd	d
NET: Provider other than RM	158	-	5	26	26	9	15	6	8	29	7	12	16
	9%	-%	7%	8%	9%	29%	9%	12%	4%	13%	11%	4%	14%
						bcdfhk				hk			hk
NET: RM/Parcelforce	1718	-	63	318	269	22	159	44	187	205	58	296	95
	93%	-%	93%	93%	91%	71%	93%	93%	97%	90%	91%	97%	88%
			e	e	e		e	e	eil	e	e	deil	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	-	*	13	8	2	4	4	13	13	7	19	10
	5%	-%	*%	4%	3%	5%	2%	8%	7%	6%	11%	6%	10%
											cdf		df

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Weighted Base	1852	455	451	470	477	906	946
Royal Mail	1694	418	407	427	443	825	869
	91%	92%	90%	91%	93%	91%	92%
Parcelforce	114	26	16	33	40	42	72
	6%	6%	4%	7%	8%	5%	8%
					b		a
DHL	99	23	33	15	28	55	44
	5%	5%	7%	3%	6%	6%	5%
			c				
Evri (formerly known as Hermes)	93	13	13	30	37	27	67
	5%	3%	3%	6%	8%	3%	7%
					ab		a
DPD/DPD Local	70	23	18	20	9	41	30
	4%	5%	4%	4%	2%	4%	3%
UK Mail	46	11	3	25	7	14	32
	3%	3%	1%	5%	2%	2%	3%
				bd			
UPS	45	5	6	19	16	10	35
	2%	1%	1%	4%	3%	1%	4%
				ab			a
FedEx	41	12	9	11	9	21	20
	2%	3%	2%	2%	2%	2%	2%
Yodel	30	4	13	8	5	17	13
	2%	1%	3%	2%	1%	2%	1%
Amazon logistics	10	2	*	7	1	2	8
	1%	*%	*%	2%	*%	*%	1%
DX	4	-	*	2	2	*	4
	*%	-%	*%	*%	*%	*%	*%
TNT Express	3	1	1	1	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	*	*	2	*	2
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 94 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All who send Letters / Large letters / Packets and parcels / Other postal items (QV2a=1=11 column A/B/C/D)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Weighted Base	1852	455	451	470	477	906	946
MHI (Mail Handling International)	1	-	-	*	1	-	1
	%	-%	-%	%	%	-%	%
Citipost	1	*	*	-	*	1	*
	%	%	%	-%	%	%	%
Secured Mail	1	-	*	*	*	*	1
	%	-%	%	%	%	%	%
Pitney Bowes	*	-	-	*	-	-	*
	%	-%	-%	%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	21	8	7	4	2	15	6
	1%	2%	2%	1%	%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	352	351	337	342	704	679
	75%	77%	78%	72%	72%	78%	72%
						b	
NET: RM and other	312	65	56	90	100	121	191
	17%	14%	12%	19%	21%	13%	20%
				b	b		a
NET: Provider other than RM	158	37	43	43	34	81	77
	9%	8%	10%	9%	7%	9%	8%
NET: RM/Parcelforce	1718	420	412	437	449	832	886
	93%	92%	91%	93%	94%	92%	94%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	13	13	30	37	27	67
	5%	3%	3%	6%	8%	3%	7%
				ab			a

Columns Tested: a,b,c,d - a,b

Table 95

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Royal Mail	1694	411	1283	1619	64	7	4	75
	91%	85%	94%	92%	88%	82%	84%	87%
			a	cde				
Parcelforce	114	6	108	108	5	1	1	6
	6%	1%	8%	6%	7%	8%	14%	7%
			a				abe	
DHL	99	18	81	90	6	2	1	8
	5%	4%	6%	5%	8%	22%	14%	10%
						abe	a	a
Evri (formerly known as Hermes)	93	7	87	90	3	*	*	3
	5%	1%	6%	5%	4%	1%	2%	3%
			a					
DPD/DPD Local	70	23	47	64	6	1	*	7
	4%	5%	3%	4%	8%	8%	6%	8%
					a			a
UK Mail	46	1	45	44	2	1	*	3
	3%	*%	3%	2%	3%	6%	9%	3%
			a				abe	
UPS	45	8	38	40	4	1	*	5
	2%	2%	3%	2%	6%	6%	6%	6%
					a		a	a
FedEx	41	8	33	38	2	1	*	3
	2%	2%	2%	2%	3%	7%	5%	4%
						a	a	
Yodel	30	1	29	26	3	*	*	4
	2%	*%	2%	1%	5%	3%	4%	4%
			a		a		a	a
Amazon logistics	10	2	9	9	*	1	-	1
	1%	*%	1%	1%	*%	8%	-%	1%
						abde		
DX	4	*	4	2	1	-	*	1
	*%	*%	*%	*%	2%	-%	1%	2%
					a		a	a
TNT Express	3	2	1	2	1	*	*	1
	*%	*%	*%	*%	1%	1%	2%	1%
					a		a	a

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Whistl (Previously known as TNT Post)	2	-	2	2	-	*	*	*
	%	%	%	%	%	1%	%	%
MHI (Mail Handling International)	1	-	1	1	-	-	*	*
	%	%	%	%	%	%	%	%
Citipost	1	*	*	-	*	*	*	1
	%	%	%	%	1%	1%	2%	1%
					a	a	a	a
Secured Mail	1	-	1	*	*	-	*	*
	%	%	%	%	%	%	%	%
Pitney Bowes	*	-	*	-	*	-	-	*
	%	%	%	%	1%	%	%	%
					a			
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
Other	21	12	9	20	1	*	-	1
	1%	2%	1%	1%	1%	%	%	1%
		b						
Do not send this type of post	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%
NET: RM Only	1383	397	986	1330	46	5	3	53
	75%	82%	72%	75%	63%	52%	53%	62%
		b		b	b	b	b	b
NET: RM and other	312	15	297	289	18	3	1	22
	17%	3%	22%	16%	25%	30%	31%	26%
			a		a	a	a	a
NET: Provider other than RM	158	73	85	147	9	2	1	11
	9%	15%	6%	8%	12%	18%	16%	13%
		b				a	a	a
NET: RM/Parcelforce	1718	417	1301	1641	65	7	4	76
	93%	86%	95%	93%	89%	83%	88%	89%
			a	ce				

Columns Tested:: a,b - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2065	680	1385	1454	320	98	193	611
Effective base	988	301	695	906	186	61	118	250
Weighted Base	1852	484	1368	1766	73	9	5	86
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	7	87	90	3	*	*	3
	5%	1%	6%	5%	4%	1%	2%	3%
			a					

Columns Tested: a,b - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
Royal Mail	1694	1022	482	115	44	27	4	1619	64	11
	91%	92%	92%	88%	90%	84%	84%	92%	88%	83%
		efi	efi					efi		
Parcelforce	114	64	39	5	3	3	1	108	5	1
	6%	6%	7%	4%	6%	9%	14%	6%	7%	10%
							abcdgh			
DHL	99	53	30	8	2	6	1	90	6	3
	5%	5%	6%	6%	5%	17%	14%	5%	8%	19%
						abcdgh	abcdg			abcdgh
Evri (formerly known as Hermes)	93	61	24	5	2	1	*	90	3	*
	5%	6%	5%	4%	4%	2%	2%	5%	4%	1%
		i								
DPD/DPD Local	70	36	24	3	4	3	*	64	6	1
	4%	3%	5%	2%	7%	8%	6%	4%	8%	8%
					a	ag			ag	ag
UK Mail	46	24	14	6	1	2	*	44	2	1
	3%	2%	3%	4%	1%	6%	9%	2%	3%	7%
							abdgh			abdgh
UPS	45	23	13	5	2	2	*	40	4	1
	2%	2%	2%	4%	5%	7%	6%	2%	6%	6%
						abg	ag		ag	ag
FedEx	41	28	7	3	2	1	*	38	2	1
	2%	3%	1%	2%	4%	3%	5%	2%	3%	6%
							bg			abg
Yodel	30	21	3	2	1	2	*	26	3	*
	2%	2%	*%	2%	2%	7%	4%	1%	5%	3%
						abg	bg		bg	b
Amazon logistics	10	5	4	*	*	1	-	9	*	1
	1%	*%	1%	*%	1%	2%	-%	1%	*%	5%
										abcfg
DX	4	-	2	-	1	-	*	2	1	*
	*%	-%	*%	-%	3%	-%	1%	*%	2%	*%
					abg		ag		ag	
TNT Express	3	1	1	-	*	1	*	2	1	*
	*%	*%	*%	-%	*%	3%	2%	*%	1%	1%
						abg	ag		ag	ag

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
Whistl (Previously known as TNT Post)	2 *%	1 *%	2 *%	- -%	- -%	* *%	* *%	2 *%	- -%	* 1%
MHI (Mail Handling International)	1 *%	- -%	- -%	1 1%	- -%	- -%	* *%	1 *%	- -%	* *%
Citipost	1 *%	- -%	- -%	- -%	* 1%	* *%	* 2%	- -%	* 1%	* 1%
Secured Mail	1 *%	- -%	- -%	* *%	* 1%	- -%	* *%	* *%	* *%	* *%
Pitney Bowes	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* 1%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	12 1%	7 1%	1 *%	1 2%	* *%	- -%	20 1%	1 1%	* *%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	850 77%	377 72%	102 78%	34 69%	17 52%	3 53%	1330 75%	46 63%	7 52%
NET: RM and other	312 17%	172 15%	105 20%	13 10%	10 21%	11 33%	1 31%	289 16%	18 25%	4 31%
NET: Provider other than RM	158 9%	86 8%	44 8%	16 12%	5 10%	5 16%	1 16%	147 8%	9 12%	2 17%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	747	508	199	194	224	193	1454	320	291
Effective base	988	525	289	119	126	101	118	906	186	126
Weighted Base	1852	1108	526	131	49	32	5	1766	73	14
NET: RM/Parcelforce	1718	1035	490	117	45	27	4	1641	65	12
	93%	93%	93%	89%	91%	85%	88%	93%	89%	85%
		efi	ei					ei		
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	61	24	5	2	1	*	90	3	*
	5%	6%	5%	4%	4%	2%	2%	5%	4%	1%
		i								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Royal Mail	1694	1325	294	64	7	4	1021	218	46	40	39
	91%	92%	89%	88%	82%	84%	95%	86%	85%	90%	91%
		de					bc				
Parcelforce	114	91	17	5	1	1	80	20	3	2	3
	6%	6%	5%	7%	8%	14%	7%	8%	6%	5%	8%
						abc					
DHL	99	73	18	6	2	1	53	21	1	8	3
	5%	5%	5%	8%	22%	14%	5%	8%	2%	18%	6%
					abc	ab				ac	
Evri (formerly known as Hermes)	93	80	11	3	*	*	66	12	4	1	*
	5%	6%	3%	4%	1%	2%	6%	5%	7%	2%	*%
DPD/DPD Local	70	49	14	6	1	*	33	14	1	4	2
	4%	3%	4%	8%	8%	6%	3%	6%	2%	10%	4%
				a							
UK Mail	46	28	16	2	1	*	8	23	8	5	2
	3%	2%	5%	3%	6%	9%	1%	9%	14%	12%	4%
			a		a	ac		a	a	a	
UPS	45	29	11	4	1	*	20	10	2	6	2
	2%	2%	3%	6%	6%	6%	2%	4%	4%	13%	4%
				a		a				a	
FedEx	41	32	6	2	1	*	17	12	5	2	1
	2%	2%	2%	3%	7%	5%	2%	5%	8%	5%	2%
					ab	b		a	a		
Yodel	30	21	5	3	*	*	20	7	1	*	*
	2%	1%	1%	5%	3%	4%	2%	3%	2%	1%	1%
				ab							
Amazon logistics	10	6	3	*	1	-	*	7	1	-	1
	1%	*%	1%	*%	8%	-%	*%	3%	1%	-%	2%
					abce			a			
DX	4	-	2	1	-	*	1	2	*	-	*
	*%	-%	1%	2%	-%	1%	*%	1%	1%	-%	*%
			a	a		a					
TNT Express	3	1	1	1	*	*	*	2	-	*	*
	*%	*%	*%	1%	1%	2%	*%	1%	-%	*%	*%
				a		a					

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Whistl (Previously known as TNT Post)	2	2	-	-	*	*	2	-	-	-	*
	***	***	-%	-%	1%	***	***	-%	-%	-%	***
MHI (Mail Handling International)	1	-	1	-	-	*	1	-	*	-	-
	***	-%	***	-%	-%	***	***	-%	***	-%	-%
Citipost	1	-	-	*	*	*	-	-	*	-	1
	***	-%	-%	1%	1%	2%	-%	-%	***	-%	1%
						ab					
Secured Mail	1	-	*	*	-	*	*	-	*	-	*
	***	-%	***	***	-%	***	***	-%	1%	-%	***
Pitney Bowes	*	-	-	*	-	-	-	-	*	-	-
	***	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	17	3	1	*	-	5	1	*	1	*
	1%	1%	1%	1%	***	-%	1%	1%	1%	1%	***
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	1086	243	46	5	3	815	169	36	25	31
	75%	76%	74%	63%	52%	53%	76%	66%	66%	56%	71%
		cde	cde				bd				
NET: RM and other	312	239	50	18	3	1	206	49	10	15	8
	17%	17%	15%	25%	30%	31%	19%	19%	19%	33%	19%
				ab	ab	ab					
NET: Provider other than RM	158	111	36	9	2	1	54	36	8	5	4
	9%	8%	11%	12%	18%	16%	5%	14%	15%	10%	9%
				a	a			a	a		
NET: RM/Parcelforce	1718	1343	298	65	7	4	1030	227	48	40	40
	93%	93%	91%	89%	83%	88%	96%	89%	89%	90%	91%
		de					bc				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	944	510	320	98	193	787	290	110	93	208
Effective base	988	668	308	186	61	118	524	146	49	32	34
Weighted Base	1852	1436	329	73	9	5	1075	254	54	44	44
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	80	11	3	*	*	66	12	4	1	*
	5%	6%	3%	4%	1%	2%	6%	5%	7%	2%	*/%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
Royal Mail	1694	154	129	271	83	128	235	226	146	127
	91%	95%	91%	89%	88%	86%	92%	97%	94%	90%
		e						cde		
Parcelforce	114	7	13	24	7	18	9	9	9	5
	6%	4%	9%	8%	7%	12%	3%	4%	6%	4%
						fgi				
DHL	99	4	7	27	9	7	17	6	8	5
	5%	3%	5%	9%	9%	5%	7%	3%	5%	4%
Evri (formerly known as Hermes)	93	4	5	6	4	16	21	9	13	7
	5%	3%	3%	2%	4%	11%	8%	4%	9%	5%
						ac	c		c	
DPD/DPD Local	70	2	4	19	4	5	6	11	7	6
	4%	1%	3%	6%	4%	3%	2%	5%	5%	4%
UK Mail	46	4	2	12	4	2	4	4	8	6
	3%	3%	2%	4%	4%	1%	2%	2%	5%	4%
UPS	45	6	3	10	*	7	7	3	3	2
	2%	4%	2%	3%	*%	5%	3%	1%	2%	1%
FedEx	41	1	8	15	3	1	4	5	1	*
	2%	1%	6%	5%	3%	1%	2%	2%	1%	*%
			i	i						
Yodel	30	3	1	11	5	1	-	1	3	1
	2%	2%	1%	3%	5%	*%	-%	*%	2%	1%
					f					
Amazon logistics	10	-	4	3	*	1	1	-	-	*
	1%	-%	3%	1%	*%	1%	*%	-%	-%	*%
DX	4	1	-	*	-	-	*	2	*	-
	*%	*%	-%	*%	-%	-%	*%	1%	*%	-%
TNT Express	3	-	1	*	-	-	-	-	1	1
	*%	-%	1%	*%	-%	-%	-%	-%	1%	1%
Whistl (Previously known as TNT Post)	2	-	-	2	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
MHI (Mail Handling International)	1	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Citipost	1	-	-	1	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	1	-	-	*	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	3	-	10	-	1	3	-	-	-
	1%	2%	-%	3%	-%	1%	1%	-%	-%	-%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	134	106	204	69	99	193	191	108	111
	75%	82%	75%	67%	73%	67%	75%	82%	70%	79%
NET: RM and other	312	21	22	66	14	28	42	35	38	16
	17%	13%	16%	22%	15%	19%	16%	15%	25%	11%
NET: Provider other than RM	158	8	13	35	12	21	21	7	9	14
	9%	5%	9%	11%	12%	14%	8%	3%	6%	10%
NET: RM/Parcelforce	1718	154	133	277	86	130	235	227	147	131
	93%	95%	94%	91%	90%	87%	92%	98%	95%	93%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	119	106	205	84	131	151	131	127	121
Effective base	988	82	76	131	58	91	110	97	88	84
Weighted Base	1852	162	142	305	95	149	256	233	154	141
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	4	5	6	4	16	21	9	13	7
	5%	3%	3%	2%	4%	11%	8%	4%	9%	5%
						ac	c		c	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
Royal Mail	1694 91%	338 88%	429 94%	732 92%	1498 92%	196 91%	98 91%	63 91%	35 94%
Parcelforce	114 6%	30 8%	30 7%	41 5%	102 6%	13 6%	5 5%	5 7%	2 6%
DHL	99 5%	21 6%	19 4%	50 6%	90 5%	9 4%	6 6%	2 2%	1 3%
Evri (formerly known as Hermes)	93 5%	27 7%	22 5%	36 5%	86 5%	8 4%	4 4%	3 4%	1 3%
DPD/DPD Local	70 4%	15 4%	13 3%	35 4%	63 4%	8 4%	4 4%	2 3%	1 4%
UK Mail	46 3%	11 3%	14 3%	19 2%	45 3%	2 1%	1 1%	* *%	* *%
UPS	45 2%	10 3%	12 3%	20 3%	42 3%	3 2%	2 2%	* *%	1 2%
FedEx	41 2%	4 1%	10 2%	24 3%	38 2%	3 2%	2 2%	1 1%	1 2%
Yodel	30 2%	7 2%	8 2%	12 1%	27 2%	3 2%	1 1%	1 2%	1 2%
Amazon logistics	10 1%	1 *%	4 1%	3 *%	9 1%	1 1%	1 1%	- -%	1 1%
DX	4 *%	- -%	1 *%	3 *%	4 *%	* *%	- -%	* *%	- -%
TNT Express	3 *%	1 *%	2 *%	* *%	3 *%	* *%	* *%	* *%	* *%
Whistl (Previously known as TNT Post)	2 *%	- -%	- -%	2 *%	2 *%	1 *%	- -%	1 1%	* *%

Columns Tested: a,b,c,d,e,f,g,h

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
MHI (Mail Handling International)	1 *%	1 *%	- -%	- -%	1 *%	* *%	- -%	* *%	- -%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%	- -%	* *%
Secured Mail	1 *%	- -%	- -%	* *%	* *%	* *%	- -%	* *%	* *%
Pitney Bowes	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	1 *%	3 1%	13 2%	17 1%	4 2%	1 1%	1 2%	1 3%
									ad
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	280 73%	348 76%	588 74%	1216 74%	167 78%	84 78%	53 77%	29 80%
NET: RM and other	312 17%	59 15%	81 18%	143 18%	283 17%	29 14%	14 13%	10 14%	5 15%
NET: Provider other than RM	158 9%	47 12%	30 6%	63 8%	139 8%	19 9%	10 9%	6 9%	2 6%
NET: RM/Parcelforce	1718 93%	347 90%	433 95%	739 93%	1519 93%	198 92%	100 92%	63 91%	35 95%

Columns Tested: a,b,c,d,e,f,g,h

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2065	336	352	487	1175	890	313	292	285
Effective base	988	233	246	338	799	406	156	166	156
Weighted Base	1852	385	458	795	1637	215	109	69	37
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	27 7%	22 5%	36 5%	86 5%	8 4%	4 4%	3 4%	1 3%

Columns Tested:: a,b,c,d,e,f,g,h

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Royal Mail	1694	88	98	31	129	178	348	55	54	835
	91%	97%	82%	81%	81%	84%	89%	88%	93%	96%
		bde								bdefg
Parcelforce	114	2	16	-	16	32	30	3	*	31
	6%	2%	14%	-%	10%	15%	8%	5%	1%	4%
			hi		i	afhi	i			
DHL	99	6	21	4	24	14	21	1	*	32
	5%	6%	17%	9%	15%	7%	5%	2%	*%	4%
			fghi		fghi					
Evri (formerly known as Hermes)	93	1	3	-	3	9	30	-	2	48
	5%	1%	2%	-%	2%	4%	8%	-%	4%	6%
DPD/DPD Local	70	2	12	4	15	13	14	3	2	21
	4%	3%	10%	9%	10%	6%	4%	5%	4%	2%
			i		fi					
UK Mail	46	4	1	2	3	16	9	2	*	12
	3%	5%	1%	5%	2%	7%	2%	3%	*%	1%
						fi				
UPS	45	3	8	5	13	5	5	1	1	18
	2%	3%	7%	12%	8%	2%	1%	1%	1%	2%
			fi		fi					
FedEx	41	1	5	1	5	11	8	5	*	11
	2%	1%	4%	1%	3%	5%	2%	7%	*%	1%
						i		i		
Yodel	30	-	2	5	7	8	8	-	1	6
	2%	-%	2%	13%	4%	4%	2%	-%	1%	1%
					i	i				
Amazon logistics	10	-	-	-	-	-	7	*	1	2
	1%	-%	-%	-%	-%	-%	2%	1%	1%	*%
							i			
DX	4	-	3	-	3	-	-	-	-	1
	*%	-%	2%	-%	2%	-%	-%	-%	-%	*%
			fi		i					
TNT Express	3	-	*	*	*	1	2	-	-	*
	*%	-%	*%	*%	*%	*%	1%	-%	-%	*%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Whistl (Previously known as TNT Post)	2	-	*	-	*	-	2	-	-	1
	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%
MHI (Mail Handling International)	1	-	1	-	1	-	-	-	-	*
	*%	-%	1%	-%	1%	-%	-%	-%	-%	*%
Citipost	1	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Secured Mail	1	-	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%
Pitney Bowes	*	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	1	7	-	7	4	7	*	-	1
	1%	1%	6%	-%	4%	2%	2%	1%	-%	*%
			i		i	i	i			
Do not send this type of post	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	76	56	25	81	133	274	48	53	712
	75%	84%	47%	64%	51%	63%	70%	76%	90%	82%
		bde					bd	bd	bdef	bdef
NET: RM and other	312	12	42	6	48	45	74	7	1	123
	17%	13%	35%	16%	31%	21%	19%	12%	3%	14%
			afghi		afghi	h	h			h
NET: Provider other than RM	158	2	22	8	29	34	43	8	4	35
	9%	3%	18%	19%	19%	16%	11%	12%	7%	4%
			ai		ai	ai	i	i		
NET: RM/Parcelforce	1718	88	101	31	132	190	353	58	54	835
	93%	97%	84%	81%	83%	90%	90%	92%	93%	96%
		bd								bdef

Columns Tested: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2065	81	136	29	165	176	490	91	97	956
Effective base	988	39	51	15	66	88	257	37	37	483
Weighted Base	1852	90	120	39	159	212	392	63	58	870
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	1	3	-	3	9	30	-	2	48
	5%	1%	2%	-%	2%	4%	8%	-%	4%	6%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
Royal Mail	1694	395	348	951	1416	278	-	1564	130	1638	56
	91%	86%	89%	95%	92%	91%	-%	91%	93%	92%	85%
Parcelforce	114	50	30	35	89	26	-	105	9	114	1
	6%	11%	8%	3%	6%	8%	-%	6%	6%	6%	1%
DHL	99	45	21	34	86	13	-	93	6	99	-
	5%	10%	5%	3%	6%	4%	-%	5%	4%	6%	-%
Evri (formerly known as Hermes)	93	13	30	50	82	11	-	88	6	93	*
	5%	3%	8%	5%	5%	4%	-%	5%	4%	5%	***
DPD/DPD Local	70	30	14	26	65	5	-	63	7	67	3
	4%	7%	4%	3%	4%	2%	-%	4%	5%	4%	4%
UK Mail	46	23	9	14	40	6	-	43	3	46	*
	3%	5%	2%	1%	3%	2%	-%	3%	2%	3%	***
UPS	45	21	5	19	31	14	-	44	1	45	1
	2%	5%	1%	2%	2%	5%	-%	3%	1%	2%	1%
FedEx	41	17	8	16	36	5	-	39	2	35	6
	2%	4%	2%	2%	2%	2%	-%	2%	1%	2%	9%
Yodel	30	15	8	7	23	7	-	29	1	29	1
	2%	3%	2%	1%	1%	2%	-%	2%	1%	2%	1%
Amazon logistics	10	-	7	3	8	3	-	9	1	10	-
	1%	-%	2%	***	1%	1%	-%	1%	1%	1%	-%
DX	4	3	-	1	2	2	-	3	1	4	-
	***	1%	-%	***	***	1%	-%	***	1%	***	-%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
TNT Express	3 *%	1 *%	2 1%	* *%	2 *%	1 *%	- -%	3 *%	* *%	3 *%	- -%
Whistl (Previously known as TNT Post)	2 *%	* *%	2 *%	1 *%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Citipost	1 *%	* *%	- -%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%
Pitney Bowes	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	11 2%	7 2%	2 *%	19 1%	2 1%	- -%	21 1%	* *%	21 1%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	290 63%	274 70%	819 82% ab	1146 74%	237 77%	- -%	1271 74%	112 79%	1328 74%	55 83%
NET: RM and other	312 17%	105 23% c	74 19% c	132 13%	270 17%	42 14%	- -%	293 17%	19 13%	310 17% b	2 2%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2065	422	490	1153	1734	331	-	1757	308	1993	72
Effective base	988	194	257	563	833	156	-	893	103	952	36
Weighted Base	1852	461	392	1000	1546	306	-	1711	141	1786	66
NET: Provider other than RM	158	66	43	48	130	28	-	147	11	148	10
	9%	14%	11%	5%	8%	9%	-%	9%	7%	8%	15%
NET: RM/Parcelforce	1718	410	353	954	1429	289	-	1584	133	1661	56
	93%	89%	90%	95%	92%	94%	-%	93%	95%	93%	85%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	13	30	50	82	11	-	88	6	93	*
	5%	3%	8%	5%	5%	4%	-%	5%	4%	5%	***
			a								

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Royal Mail	1694	1095	250	337
	91%	94%	90%	86%
		c		
Parcelforce	114	55	18	41
	6%	5%	7%	10%
				a
DHL	99	38	34	27
	5%	3%	12%	7%
			a	a
Evri (formerly known as Hermes)	93	43	15	32
	5%	4%	5%	8%
				a
DPD/DPD Local	70	30	14	25
	4%	3%	5%	6%
				a
UK Mail	46	16	21	9
	3%	1%	8%	2%
			ac	
UPS	45	12	7	24
	2%	1%	2%	6%
				a
FedEx	41	12	8	21
	2%	1%	3%	5%
				a
Yodel	30	10	11	9
	2%	1%	4%	2%
			a	
Amazon logistics	10	1	3	5
	1%	*%	1%	1%
				a
DX	4	2	1	*
	*%	*%	*%	*%
TNT Express	3	2	1	1
	*%	*%	*%	*%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Whistl (Previously known as TNT Post)	2 *%	1 *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	* *%	1 *%	- -%
Citipost	1 *%	- -%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%	* *%
Pitney Bowes	* *%	- -%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%
Other	21 1%	12 1%	5 2%	4 1%
Do not send this type of post	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	966 83%	171 61%	235 60%
NET: RM and other	312 17%	130 11%	80 29%	101 26%
NET: Provider other than RM	158 9%	68 6%	29 10%	55 14%
NET: RM/Parcelforce	1718 93%	1103 95%	257 92%	345 88%
		c		

Columns Tested: a,b,c

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2065	1211	398	434
Effective base	988	621	149	209
Weighted Base	1852	1163	279	392
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	43 4%	15 5%	32 8%
				a

Columns Tested:: a,b,c

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Royal Mail	1694	1485	154	28	7	16	3	1	*	1639	56	28
	91%	93%	86%	75%	94%	86%	54%	64%	100%	92%	78%	82%
		bcj								bcj		
Parcelforce	114	91	21	2	*	*	*	*	-	112	2	*
	6%	6%	12%	6%	1%	*%	2%	3%	-%	6%	3%	1%
			ai									
DHL	99	71	15	10	*	1	*	2	-	86	13	3
	5%	4%	8%	27%	2%	4%	2%	77%	-%	5%	18%	8%
			abi								ai	
Evri (formerly known as Hermes)	93	76	17	1	*	-	*	-	-	92	1	*
	5%	5%	9%	3%	*%	-%	1%	-%	-%	5%	2%	*%
			a									
DPD/DPD Local	70	59	7	2	1	1	*	*	-	67	4	2
	4%	4%	4%	4%	11%	6%	4%	7%	-%	4%	5%	7%
UK Mail	46	17	16	*	3	7	3	*	*	33	13	13
	3%	1%	9%	*%	40%	37%	54%	19%	7%	2%	18%	38%
			ai								aci	abci
UPS	45	26	7	10	2	*	1	-	*	33	13	3
	2%	2%	4%	26%	23%	*%	20%	-%	6%	2%	18%	8%
			abi								abi	
FedEx	41	26	8	4	2	*	*	1	*	34	7	3
	2%	2%	5%	10%	30%	*%	1%	34%	6%	2%	10%	9%
			a	ai							ai	ai
Yodel	30	18	5	1	-	5	*	*	-	23	7	6
	2%	1%	3%	3%	-%	28%	1%	19%	-%	1%	10%	17%
											ai	abi
Amazon logistics	10	4	3	1	-	-	2	-	-	7	3	2
	1%	*%	2%	3%	-%	-%	43%	-%	-%	*%	4%	6%
											ai	ai
DX	4	1	2	*	*	*	-	-	-	3	*	*
	*%	*%	1%	1%	*%	*%	-%	-%	-%	*%	1%	*%
			a									
TNT Express	3	2	1	1	-	-	*	-	-	3	1	*
	*%	*%	1%	2%	-%	-%	1%	-%	-%	*%	1%	*%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Whistl (Previously known as TNT Post)	2	2	*	*	-	*	-	-	-	2	*	*
	*%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%
Citipost	1	-	*	-	-	*	*	-	-	*	*	*
	*%	-%	*%	-%	-%	*%	9%	-%	-%	*%	1%	1%
				ai								ai
Secured Mail	1	*	*	-	-	-	*	-	*	*	*	*
	*%	*%	*%	-%	-%	-%	4%	-%	1%	*%	*%	1%
Pitney Bowes	*	-	-	*	-	-	-	-	-	-	*	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%
				ai								ai
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	16	4	*	*	-	-	-	-	20	*	*
	1%	1%	2%	*%	*%	-%	-%	-%	-%	1%	*%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	1257	101	13	4	6	*	*	*	1358	24	11
	75%	78%	56%	36%	54%	34%	6%	1%	93%	76%	34%	33%
		bcjk	j							bcjk		
NET: RM and other	312	228	52	15	3	10	2	1	*	281	31	17
	17%	14%	29%	39%	40%	52%	47%	63%	7%	16%	44%	49%
			ai	ai							ai	ai
NET: Provider other than RM	158	117	26	9	*	3	2	1	-	142	16	6
	9%	7%	14%	25%	6%	14%	46%	36%	-%	8%	22%	18%
			ai	ai							ai	
NET: RM/Parcelforce	1718	1502	160	28	7	16	3	1	*	1661	56	28
	93%	94%	89%	76%	94%	86%	55%	64%	100%	93%	79%	82%
		cj								cj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2065	1580	321	86	19	29	17	8	5	1901	164	78
Effective base	988	838	115	22	5	8	4	4	2	949	39	18
Weighted Base	1852	1602	179	37	7	19	5	2	*	1781	71	34
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	76	17	1	*	-	*	-	-	92	1	*
	5%	5%	9%	3%	*%	-%	1%	-%	-%	5%	2%	*%
			a									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Weighted Base	1852	995	607	250	1616	1267	1712	1279	681	492	492	1002	47	80	39	35	17
Whistl (Previously known as TNT Post)	2 *%	* *%	2 *%	* *%	2 *%	2 *%	2 *%	2 *%	2 *%	* *%	- -%	1 *%	- -%	* *%	- -%	2 4%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	1 *%	- -%	- -%	- -%	* *%	- -%
Citipost	1 *%	- -%	- -%	1 *%	1 *%	1 *%	* *%	* *%	* *%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	* 3%
Secured Mail	1 *%	- -%	* *%	* *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	* *%	- -%	- -%	* *%	* 1%	* *%
Pitney Bowes	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	15 1%	2 *%	4 2%	17 1%	11 1%	17 1%	20 2%	2 *%	1 *%	2 *%	7 1%	4 8%	2 2%	- -%	2 7%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	850 85%	408 67%	126 50%	1228 76%	902 71%	1303 76%	833 65%	407 60%	302 61%	440 89%	752 75%	23 50%	41 51%	24 60%	17 49%	6 37%
NET: RM and other	312 17%	89 9%	139 23%	84 33%	297 18%	283 22%	310 18%	302 24%	210 31%	139 28%	35 7%	202 20%	13 29%	28 35%	14 35%	11 31%	6 37%
NET: Provider other than RM	158 9%	56 6%	60 10%	41 16%	91 6%	81 6%	99 6%	145 11%	64 9%	52 10%	18 4%	47 5%	10 22%	11 14%	2 5%	7 20%	5 26%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2065	874	706	485	1856	1473	1943	1415	794	679	499	1028	95	120	78	85	38
Effective base	988	504	335	154	867	675	922	663	350	259	277	524	28	41	22	20	12
Weighted Base	1852	995	607	250	1616	1267	1712	1279	681	492	492	1002	47	80	39	35	17
NET: RM/Parcelforce	1718	945	557	216	1543	1202	1631	1156	632	455	475	968	37	69	37	32	13
	93%	95%	92%	86%	96%	95%	95%	90%	93%	92%	96%	97%	78%	86%	95%	92%	74%
		c			df	d	d				cdg	cdg					
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	35	41	18	76	78	81	85	52	21	9	58	5	1	5	1	2
	5%	3%	7%	7%	5%	6%	5%	7%	8%	4%	2%	6%	10%	2%	13%	3%	12%
			a						ac			a	a		a		a

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Royal Mail	1694	1327	78	54	33	16	10	7	945	113	46	44	17	12	9
	91%	96%	86%	81%	92%	91%	68%	64%	95%	86%	89%	90%	84%	98%	92%
		bcf							b						
Parcelforce	114	85	11	5	1	*	5	*	73	17	4	1	1	2	*
	6%	6%	12%	7%	2%	2%	35%	3%	7%	13%	8%	2%	4%	17%	*%
							ad								
DHL	99	56	12	6	1	2	*	5	38	30	6	3	2	4	*
	5%	4%	13%	10%	2%	13%	3%	49%	4%	23%	12%	7%	10%	30%	4%
		a							a	a					
Evri (formerly known as Hermes)	93	59	6	6	3	*	*	2	58	8	4	4	*	1	2
	5%	4%	7%	9%	8%	2%	1%	19%	6%	6%	8%	8%	2%	7%	20%
DPD/DPD Local	70	33	4	5	3	2	1	*	27	8	1	2	3	*	*
	4%	2%	4%	8%	8%	12%	4%	*%	3%	6%	1%	3%	15%	2%	5%
						a							a		
UK Mail	46	24	5	7	*	3	4	1	11	17	6	6	4	1	*
	3%	2%	5%	11%	1%	19%	31%	13%	1%	13%	11%	12%	21%	6%	1%
			a			ad	abd			a	a	a	a		
UPS	45	26	3	*	1	5	4	*	11	15	4	8	*	*	*
	2%	2%	3%	1%	1%	28%	31%	*%	1%	11%	9%	16%	*%	3%	1%
						abcd	abcd			a	a	a			
FedEx	41	17	12	2	2	2	*	*	22	4	*	5	1	2	-
	2%	1%	13%	3%	5%	10%	*%	3%	2%	3%	1%	11%	5%	13%	-%
			a			a						a			
Yodel	30	14	1	6	*	2	4	1	12	10	5	2	*	-	*
	2%	1%	1%	8%	*%	10%	31%	5%	1%	7%	11%	3%	2%	-%	4%
				a		a	abd			a	a				
Amazon logistics	10	8	1	*	*	*	-	-	1	5	1	2	-	*	-
	1%	1%	1%	*%	1%	2%	-%	-%	*%	4%	1%	3%	-%	2%	-%
										a		a			
DX	4	3	*	-	*	-	-	-	1	-	1	1	*	*	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	1%	1%	*%	*%	-%
TNT Express	3	2	-	*	-	-	*	*	2	*	-	*	*	*	*
	*%	*%	-%	*%	-%	-%	1%	*%	*%	*%	-%	*%	*%	1%	1%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21	
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7	
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9	
Whistl (Previously known as TNT Post)	2	1	2	*	-	*	*	*	1	*	-	-	*	2	*	
	%	%	2%	%	-%	%	%	%	%	%	-%	-%	%	13%	%	
			a													
MHI (Mail Handling International)	1	1	-	-	*	-	-	-	-	1	-	-	-	*	-	
	%	%	-%	-%	%	-%	-%	-%	-%	1%	-%	-%	-%	%	-%	
Citipost	1	-	-	1	-	-	-	*	-	*	-	-	-	-	*	
	%	-%	-%	1%	-%	-%	-%	%	-%	%	-%	-%	-%	-%	4%	
Secured Mail	1	*	-	*	*	*	-	*	*	-	*	*	*	*	-	
	%	%	-%	%	1%	%	-%	%	%	-%	%	%	1%	%	-%	
Pitney Bowes	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	
	%	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	21	11	*	6	-	-	*	-	7	2	*	-	-	2	-	
	1%	1%	%	8%	-%	-%	1%	-%	1%	1%	1%	-%	-%	18%	-%	
			ab													
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: RM Only	1383	1100	52	31	28	8	8	2	771	60	27	24	11	3	6	
	75%	80%	57%	45%	78%	44%	57%	17%	78%	46%	52%	50%	53%	25%	65%	
		bce							bcede							
NET: RM and other	312	227	26	24	5	8	2	5	174	53	19	19	7	9	3	
	17%	16%	29%	35%	14%	47%	11%	47%	18%	40%	37%	40%	31%	73%	28%	
			a	a		ad				a	a	a				
NET: Provider other than RM	158	53	12	13	3	1	5	4	48	18	6	5	3	*	1	
	9%	4%	14%	19%	8%	9%	32%	36%	5%	14%	11%	10%	16%	2%	8%	
			a	a			a			a						
NET: RM/Parcelforce	1718	1335	84	55	33	16	14	7	956	118	46	44	18	12	9	
	93%	97%	92%	81%	93%	91%	99%	64%	96%	90%	89%	90%	84%	98%	93%	
		c							be							

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2065	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	988	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1852	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	59	6	6	3	*	*	2	58	8	4	4	*	1	2
	5%	4%	7%	9%	8%	2%	1%	19%	6%	6%	8%	8%	2%	7%	20%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1694	887	105	46	37	27	14	19	837	310	310	106	42
	91%	91%	82%	73%	87%	84%	94%	86%	96%	95%	93%	94%	78%
Parcelforce	114	82	11	9	4	4	2	*	38	20	39	6	6
	6%	8%	9%	14%	10%	13%	17%	*%	4%	6%	12%	5%	11%
		bc							e	e	e	e	
DHL	99	51	12	11	12	5	1	4	31	26	23	3	8
	5%	5%	9%	18%	28%	15%	7%	18%	4%	8%	7%	2%	14%
				a	ab					a			ad
Evri (formerly known as Hermes)	93	55	11	7	3	8	*	-	34	12	22	4	7
	5%	6%	8%	11%	8%	26%	*%	-%	4%	4%	7%	4%	14%
					a								ab
DPD/DPD Local	70	48	13	4	3	2	*	*	17	11	9	9	3
	4%	5%	10%	6%	6%	6%	*%	2%	2%	3%	3%	8%	6%
												a	
UK Mail	46	11	3	8	11	3	4	3	10	9	16	4	6
	3%	1%	3%	13%	26%	10%	26%	13%	1%	3%	5%	3%	12%
				ab	ab	a		a			a		ab
UPS	45	14	6	9	7	2	*	7	6	11	11	5	8
	2%	1%	5%	14%	17%	5%	2%	31%	1%	3%	3%	4%	15%
				a	a			ab		a	a	a	abc
FedEx	41	23	8	5	2	1	*	-	9	5	9	8	5
	2%	2%	6%	9%	5%	4%	*%	-%	1%	2%	3%	7%	10%
				a								ab	ab
Yodel	30	12	1	6	2	5	1	*	2	7	12	1	5
	2%	1%	1%	10%	5%	14%	8%	1%	*%	2%	4%	1%	10%
				ab		ab				a	a		abd
Amazon logistics	10	3	*	3	*	-	1	2	*	-	2	4	3
	1%	*%	*%	5%	1%	-%	4%	9%	*%	-%	1%	3%	6%
				a				ab				ab	abc
DX	4	3	*	*	-	*	-	1	2	*	1	*	*
	*%	*%	*%	*%	-%	1%	-%	2%	*%	*%	*%	*%	1%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
TNT Express	3 *%	2 *%	1 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	1 *%	1 1%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	- -%	2 2%	- -%	* *%	- -%	- -%	1 *%	* *%	* *%	2 1%	* *%
MHI (Mail Handling International)	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	* *%
Citipost	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
Secured Mail	1 *%	- -%	* *%	- -%	- -%	* 1%	* *%	- -%	- -%	* *%	- -%	- -%	1 1%
Pitney Bowes	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	10 1%	7 6%	* *%	- -%	- -%	- -%	2 10%	15 2%	1 *%	2 *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	704 72%	63 49%	27 43%	17 40%	5 17%	6 44%	10 43%	729 83%	247 76%	219 66%	77 68%	25 46%
NET: RM and other	312 17%	183 19%	42 33%	18 29%	20 47%	21 67%	7 50%	10 43%	108 12%	63 19%	91 27%	29 26%	17 31%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2065	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	988	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1852	978	128	63	42	32	15	22	874	327	333	113	54
NET: Provider other than RM	158	90	23	17	6	5	1	3	37	17	23	7	12
	9%	9%	18%	27%	13%	16%	6%	14%	4%	5%	7%	6%	22%
			a	a									abcd
NET: RM/Parcelforce	1718	903	107	50	37	27	14	19	840	314	316	106	46
	93%	92%	84%	80%	87%	84%	94%	86%	96%	96%	95%	94%	86%
		bc							e	e			
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	55	11	7	3	8	*	-	34	12	22	4	7
	5%	6%	8%	11%	8%	26%	*%	-%	4%	4%	7%	4%	14%
					a								ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
Royal Mail	1694	896	284	232	78	23	637	224	201	79	33
	91%	95%	95%	93%	95%	77%	95%	94%	94%	95%	74%
Parcelforce	114	51	16	29	6	5	46	22	20	2	5
	6%	5%	5%	12%	7%	18%	7%	9%	9%	3%	12%
		e	e	e	e	a	e	e	e	e	
DHL	99	43	9	21	3	3	37	30	9	2	7
	5%	5%	3%	9%	3%	10%	6%	13%	4%	2%	15%
				b				acd			cd
Evri (formerly known as Hermes)	93	48	8	13	4	3	40	8	17	5	6
	5%	5%	3%	5%	5%	11%	6%	3%	8%	6%	14%
											b
DPD/DPD Local	70	16	11	9	9	1	16	10	5	4	3
	4%	2%	4%	4%	11%	2%	2%	4%	2%	5%	7%
					abc						
UK Mail	46	13	11	9	2	6	15	9	11	3	6
	3%	1%	4%	4%	2%	21%	2%	4%	5%	4%	14%
						abcd					a
UPS	45	12	11	10	2	5	8	11	8	4	8
	2%	1%	4%	4%	2%	15%	1%	4%	4%	4%	18%
			a			ad		a			abcd
FedEx	41	12	3	9	6	5	16	7	1	6	5
	2%	1%	1%	4%	7%	17%	2%	3%	1%	7%	11%
					ab	abc				c	ac
Yodel	30	10	5	6	1	5	4	5	12	1	5
	2%	1%	2%	2%	2%	17%	1%	2%	6%	2%	11%
						abcd			a		ab
Amazon logistics	10	2	1	6	-	*	*	*	1	4	3
	1%	*%	*%	2%	-%	1%	*%	*%	1%	4%	7%
				a						ab	abc
DX	4	4	-	*	*	-	1	*	1	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	1%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
TNT Express	3 *%	- -%	* *%	1 *%	1 1%	* 1%	* *%	* *%	1 *%	1 1%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	* *%	* *%	2 2%	* *%	1 *%	* *%	* *%	2 2%	* *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	- -%	- -%	- -%	1 *%	- -%	- -%	* *%
Citipost	1 *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Secured Mail	1 *%	* *%	- -%	- -%	- -%	1 2%	- -%	* *%	- -%	- -%	1 1%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	15 2%	1 *%	2 1%	* *%	- -%	10 1%	1 *%	* *%	* *%	- -%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	748 79%	236 79%	167 67%	56 68%	15 50%	516 77%	161 68%	140 66%	57 68%	18 41%
NET: RM and other	312 17%	148 16%	48 16%	65 26%	22 27%	8 27%	121 18%	63 26%	61 28%	23 27%	15 34%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2065	859	364	337	211	73	625	297	302	161	72
Effective base	988	479	168	145	58	18	344	126	123	53	23
Weighted Base	1852	941	299	248	82	30	674	237	213	84	44
NET: Provider other than RM	158	45	15	16	4	7	37	13	12	4	11
	9%	5%	5%	7%	5%	23%	5%	6%	6%	5%	26%
						abcd					abcd
NET: RM/Parcelforce	1718	901	288	237	78	28	644	225	203	79	37
	93%	96%	96%	95%	95%	92%	96%	95%	95%	95%	84%
							e				
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	48	8	13	4	3	40	8	17	5	6
	5%	5%	3%	5%	5%	11%	6%	3%	8%	6%	14%
											b

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
Royal Mail	1694 91%	600 91%	187 91%	187 85%	97 79%	44 89%	640 88%	51 77%	431 91%	1603 100%	92 37%	1502 100%	22 20%
Parcelforce	114 6%	54 8%	23 11%	25 11%	9 7%	3 5%	69 10%	5 7%	39 8%	69 4%	45 18%	86 6%	21 19%
DHL	99 5%	39 6%	18 9%	17 8%	14 12%	8 16%	68 9%	8 12%	20 4%	47 3%	52 21%	45 3%	39 35%
Evri (formerly known as Hermes)	93 5%	22 3%	19 9%	23 11%	12 9%	7 13%	62 9%	4 7%	18 4%	41 3%	53 21%	62 4%	14 12%
DPD/DPD Local	70 4%	25 4%	11 6%	19 8%	9 8%	3 6%	51 7%	4 6%	12 3%	24 2%	46 19%	37 2%	11 10%
UK Mail	46 3%	6 1%	5 2%	12 6%	18 15%	1 1%	29 4%	6 9%	8 2%	24 2%	22 9%	20 1%	26 23%
UPS	45 2%	8 1%	14 7%	7 3%	14 11%	2 4%	28 4%	6 10%	10 2%	22 1%	24 10%	24 2%	16 14%
FedEx	41 2%	16 2%	2 1%	5 3%	10 8%	5 11%	31 4%	* 1%	7 2%	20 1%	21 9%	24 2%	11 10%
Yodel	30 2%	5 1%	8 4%	6 3%	6 5%	2 5%	19 3%	3 5%	5 1%	19 1%	11 4%	18 1%	10 9%
Amazon logistics	10 1%	2 *%	* *%	1 *%	2 1%	3 6%	5 1%	* *%	4 1%	3 *%	7 3%	4 *%	5 4%
						abc					a		a

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
DX	4 *%	1 *%	- -%	1 1%	2 2%	- -%	3 *%	1 1%	* *%	1 *%	3 1%	3 *%	* *%
TNT Express	3 *%	1 *%	- -%	* *%	1 1%	1 2%	3 *%	* *%	1 *%	* *%	3 1%	2 *%	* *%
Whistl (Previously known as TNT Post)	2 *%	1 *%	- -%	* *%	2 1%	* *%	2 *%	- -%	* *%	- -%	2 1%	1 *%	2 1%
MHI (Mail Handling International)	1 *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 1%	- -%	1 *%	* *%	1 *%	* *%
Citipost	1 *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	* *%	* *%
Secured Mail	1 *%	* *%	- -%	* *%	* *%	* *%	1 *%	* *%	- -%	* *%	1 *%	* *%	1 *%
Pitney Bowes	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	14 2%	* *%	2 1%	1 1%	2 4%	17 2%	2 2%	2 *%	- -%	21 8%	9 1%	9 8%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2065	602	234	286	181	85	808	106	485	1756	309	1693	163
Effective base	988	330	98	129	68	29	381	47	231	861	127	809	58
Weighted Base	1852	661	205	219	123	50	727	66	471	1606	246	1505	110
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	497	121	119	57	25	415	34	372	1383	*	1227	1
	75%	75%	59%	54%	46%	50%	57%	51%	79%	86%	*%	82%	1%
		bcde							ab	b		b	
NET: RM and other	312	103	66	68	40	19	225	17	59	220	91	275	22
	17%	16%	32%	31%	33%	39%	31%	26%	13%	14%	37%	18%	20%
			a	a	a	a	c	c			a		
NET: Provider other than RM	158	62	18	32	26	5	87	15	40	3	154	3	88
	9%	9%	9%	15%	21%	11%	12%	23%	9%	*%	63%	*%	80%
					ab			ac			a		a
NET: RM/Parcelforce	1718	610	191	189	102	45	648	53	442	1604	114	1502	41
	93%	92%	93%	87%	83%	90%	89%	80%	94%	100%	46%	100%	37%
		d	d						ab	b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	22	19	23	12	7	62	4	18	41	53	62	14
	5%	3%	9%	11%	9%	13%	9%	7%	4%	3%	21%	4%	12%
			a	a	a	a	c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1694	1124	61	894	240	1507	18	1117	68	896	238
	91%	100%	44%	100%	63%	100%	16%	100%	46%	100%	62%
Parcelforce	114	73	25	23	90	89	19	67	30	21	92
	6%	6%	17%	3%	24%	6%	17%	6%	20%	2%	24%
			a		a		a		a		a
DHL	99	35	49	12	84	43	41	38	46	8	89
	5%	3%	35%	1%	22%	3%	37%	3%	31%	1%	23%
			a		a		a		a		a
Evri (formerly known as Hermes)	93	53	24	9	76	63	13	51	27	7	78
	5%	5%	17%	1%	20%	4%	12%	5%	18%	1%	20%
			a		a		a		a		a
DPD/DPD Local	70	28	13	4	65	37	10	27	14	1	68
	4%	2%	9%	*	17%	2%	9%	2%	9%	*	18%
			a		a		a		a		a
UK Mail	46	11	34	14	30	17	28	10	35	13	31
	3%	1%	24%	2%	8%	1%	26%	1%	24%	1%	8%
			a		a		a		a		a
UPS	45	16	22	8	37	23	17	15	23	9	36
	2%	1%	16%	1%	10%	2%	15%	1%	16%	1%	9%
			a		a		a		a		a
FedEx	41	16	18	5	33	25	10	14	20	5	34
	2%	1%	13%	1%	9%	2%	9%	1%	13%	1%	9%
			a		a		a		a		a
Yodel	30	15	14	5	22	18	10	12	17	8	20
	2%	1%	10%	1%	6%	1%	9%	1%	12%	1%	5%
			a		a		a		a		a
Amazon logistics	10	3	6	2	8	4	5	3	6	2	8
	1%	*	4%	*	2%	*	4%	*	4%	*	2%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
DX	4 *%	1 *%	1 1%	* *%	3 1%	4 *%	* *%	1 *%	1 1%	1 *%	3 1%
TNT Express	3 *%	2 *%	* *%	* *%	3 1%	2 *%	* *%	2 *%	* *%	- -%	3 1%
Whistl (Previously known as TNT Post)	2 *%	- -%	2 2%	2 *%	1 *%	2 *%	* *%	* *%	2 1%	- -%	2 1%
MHI (Mail Handling International)	1 *%	- -%	1 1%	- -%	1 *%	1 *%	* *%	- -%	1 1%	- -%	1 *%
Citipost	1 *%	- -%	1 *%	* *%	- -%	* *%	* *%	- -%	1 *%	- -%	* *%
Secured Mail	1 *%	* *%	* *%	- -%	1 *%	* *%	1 1%	- -%	1 *%	* *%	* *%
Pitney Bowes	* *%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	8 1%	3 2%	- -%	20 5%	7 *%	10 9%	7 1%	4 3%	- -%	20 5%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	902 80%	1 1%	824 92%	9 2%	1228 81%	- -%	902 81%	- -%	833 93%	- -%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2065	1258	215	935	480	1695	161	1251	222	936	479
Effective base	988	605	70	470	193	811	57	597	78	472	192
Weighted Base	1852	1126	140	896	383	1507	109	1117	150	896	383
NET: RM and other	312	223	60	70	231	279	18	215	68	63	238
	17%	20%	43%	8%	60%	19%	16%	19%	46%	7%	62%
			a		a				a		a
NET: Provider other than RM	158	2	79	1	144	-	91	-	81	-	145
	9%	*%	56%	*%	37%	-%	84%	-%	54%	-%	38%
			a		a		a		a		a
NET: RM/Parcelforce	1718	1124	78	894	262	1507	36	1117	85	896	260
	93%	100%	55%	100%	68%	100%	33%	100%	57%	100%	68%
		b		b		b		b		b	
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	53	24	9	76	63	13	51	27	7	78
	5%	5%	17%	1%	20%	4%	12%	5%	18%	1%	20%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
Royal Mail	1694	670	1239	194	*	603	855	160	4	775	618	177	2
	91%	93%	96%	93%	5%	92%	95%	93%	100%	88%	91%	89%	59%
Parcelforce	114	72	63	14	-	64	57	9	-	99	34	13	-
	6%	10%	5%	7%	-%	10%	6%	5%	-%	11%	5%	6%	-%
DHL	99	69	51	23	1	70	39	22	-	90	27	25	-
	5%	10%	4%	11%	48%	11%	4%	13%	-%	10%	4%	13%	-%
Evri (formerly known as Hermes)	93	45	63	9	-	39	60	7	2	64	46	13	-
	5%	6%	5%	4%	-%	6%	7%	4%	44%	7%	7%	6%	-%
DPD/DPD Local	70	27	33	15	-	26	28	8	-	52	32	13	-
	4%	4%	3%	7%	-%	4%	3%	5%	-%	6%	5%	7%	-%
UK Mail	46	42	26	12	-	39	19	13	-	41	18	17	-
	3%	6%	2%	6%	-%	6%	2%	7%	-%	5%	3%	9%	-%
UPS	45	26	25	15	1	34	24	13	-	42	13	13	-
	2%	4%	2%	7%	47%	5%	3%	8%	-%	5%	2%	7%	-%
FedEx	41	29	27	9	-	30	18	8	-	38	9	9	-
	2%	4%	2%	4%	-%	5%	2%	5%	-%	4%	1%	4%	-%
Yodel	30	22	19	3	-	22	16	3	-	24	9	2	-
	2%	3%	1%	1%	-%	3%	2%	2%	-%	3%	1%	1%	-%
Amazon logistics	10	7	6	5	-	7	5	5	1	8	8	5	-
	1%	1%	*%	2%	-%	1%	1%	3%	13%	1%	1%	3%	-%
DX	4	3	1	-	-	1	1	1	-	3	3	*	-
	*%	*%	*%	-%	-%	*%	*%	1%	-%	*%	*%	*%	-%
TNT Express	3	1	2	1	-	1	2	*	-	3	1	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	1%	-%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
Whistl (Previously known as TNT Post)	2	2	2	2	-	2	2	-	-	2	2	*	-
	*%	*%	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	-%
MHI (Mail Handling International)	1	1	1	-	-	1	1	1	-	1	1	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Citipost	1	1	1	*	-	1	*	*	-	-	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%
Secured Mail	1	1	*	1	-	1	*	*	-	1	*	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	*	*	*	-	-	*	*	-	-	*	-	*	-
	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	4	17	6	-	2	8	*	-	13	8	1	2
	1%	1%	1%	3%	-%	*%	1%	*%	-%	1%	1%	1%	41%
				a									
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	470	1014	132	*	410	680	113	2	511	507	117	2
	75%	65%	78%	63%	5%	63%	76%	66%	43%	58%	75%	59%	59%
			ac				ac				ac		
NET: RM and other	312	200	225	62	-	194	175	47	2	264	111	60	-
	17%	28%	17%	30%	-%	30%	20%	27%	57%	30%	16%	30%	-%
		b		b		b				b		b	
NET: Provider other than RM	158	50	53	16	3	51	43	12	-	110	61	23	2
	9%	7%	4%	7%	95%	8%	5%	7%	-%	12%	9%	11%	41%
		b											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2065	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	988	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1852	720	1292	209	3	655	898	172	4	885	679	199	4
NET: RM/Parcelforce	1718	682	1247	194	*	612	864	160	4	795	622	177	2
	93%	95%	97%	93%	5%	94%	96%	93%	100%	90%	92%	89%	59%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	45	63	9	-	39	60	7	2	64	46	13	-
	5%	6%	5%	4%	-%	6%	7%	4%	44%	7%	7%	6%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1694	1449	1056	845	1150	963	14	574	427	420	116	90	442	399
	91%	99%	99%	98%	99%	99%	100%	98%	98%	98%	99%	100%	100%	100%
		c	c											
Parcelforce	114	92	81	59	66	55	3	33	49	43	7	2	13	14
	6%	6%	8%	7%	6%	6%	23%	6%	11%	10%	6%	2%	3%	4%
							ab		a					
DHL	99	44	47	21	43	32	1	9	7	19	7	5	13	8
	5%	3%	4%	2%	4%	3%	8%	2%	2%	4%	6%	6%	3%	2%
Evri (formerly known as Hermes)	93	59	57	26	35	56	*	19	14	9	4	2	10	15
	5%	4%	5%	3%	3%	6%	2%	3%	3%	2%	3%	2%	2%	4%
						a								
DPD/DPD Local	70	39	25	20	33	22	3	14	12	16	5	1	13	6
	4%	3%	2%	2%	3%	2%	23%	2%	3%	4%	4%	1%	3%	2%
							ab							
UK Mail	46	26	26	21	29	30	3	15	8	15	10	7	8	5
	3%	2%	2%	2%	2%	3%	20%	2%	2%	3%	8%	7%	2%	1%
							ab				ab	b		
UPS	45	30	29	25	28	21	2	20	20	19	10	6	2	3
	2%	2%	3%	3%	2%	2%	13%	3%	5%	4%	9%	6%	*%	1%
							ab							
FedEx	41	25	23	17	19	16	3	10	13	15	4	2	10	3
	2%	2%	2%	2%	2%	2%	21%	2%	3%	4%	3%	3%	2%	1%
							ab							
Yodel	30	18	25	15	14	24	*	13	10	14	*	2	7	11
	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	*%	3%	2%	3%
Amazon logistics	10	6	3	4	5	5	-	2	*	4	2	-	-	-
	1%	*%	*%	*%	*%	*%	-%	*%	*%	1%	2%	-%	-%	-%
DX	4	3	1	*	1	3	*	*	-	*	*	-	-	-
	*%	*%	*%	*%	*%	*%	3%	*%	-%	*%	*%	-%	-%	-%
							a							

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
TNT Express	3	2	2	1	2	1	-	1	1	1	*	*	1	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Whistl (Previously known as TNT Post)	2	2	2	2	1	2	*	-	2	2	2	-	*	*
	%	%	%	%	%	%	%	%	%	%	1%	%	%	%
MHI (Mail Handling International)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Citipost	1	*	*	*	*	-	-	*	*	-	-	-	*	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Secured Mail	1	*	*	*	*	*	-	*	*	*	*	*	*	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Pitney Bowes	*	*	-	*	*	*	*	*	-	*	*	-	-	-
	%	%	%	%	%	%	3%	%	%	%	%	%	%	%
							ab							
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Other	21	9	7	-	7	5	-	-	-	-	-	-	*	5
	1%	1%	1%	%	1%	%	%	%	%	%	%	%	%	1%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET: RM Only	1383	1177	811	705	942	761	5	485	339	323	84	73	381	339
	75%	81%	76%	82%	81%	79%	37%	83%	78%	75%	72%	81%	86%	85%
				b	c	c		c						
NET: RM and other	312	273	245	140	208	202	9	89	88	98	32	17	61	60
	17%	19%	23%	16%	18%	21%	63%	15%	20%	23%	27%	19%	14%	15%
			ac				ab			a	a			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2065	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	988	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1852	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: Provider other than RM	158	10	6	18	7	5	*	14	9	10	1	-	1	*
	9%	1%	1%	2%	1%	1%	ab	2%	2%	2%	1%	-%	ab	ab
NET: RM/Parcelforce	1718	1454	1061	854	1155	968	14	582	434	424	116	90	442	399
	93%	100%	100%	99%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	59	57	26	35	56	*	19	14	9	4	2	10	15
	5%	4%	5%	3%	3%	6%	a	3%	3%	2%	3%	2%	2%	4%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
Royal Mail	1694	150	67	64	40	1474	957	1531	1015	943	672	1429	187	-	1343	118
	91%	100%	97%	97%	100%	93%	91%	92%	90%	90%	90%	93%	91%	-%	99%	100%
Parcelforce	114	14	6	3	2	104	72	111	96	74	77	104	16	*	73	15
	6%	9%	9%	4%	6%	7%	7%	7%	8%	7%	10%	7%	8%	35%	5%	13%
											b				a	
DHL	99	5	12	8	*	76	60	89	63	64	65	67	20	*	54	6
	5%	4%	18%	12%	***	5%	6%	5%	6%	6%	9%	4%	10%	65%	4%	5%
			a								b		b			
Evri (formerly known as Hermes)	93	10	2	13	1	71	52	77	68	41	46	73	12	-	52	10
	5%	7%	3%	20%	3%	4%	5%	5%	6%	4%	6%	5%	6%	-%	4%	8%
				ab												
DPD/DPD Local	70	5	2	*	2	51	47	61	57	46	26	60	14	-	42	4
	4%	3%	3%	***	4%	3%	4%	4%	5%	4%	3%	4%	7%	-%	3%	3%
UK Mail	46	11	12	1	6	27	18	31	24	31	38	15	5	-	30	*
	3%	7%	18%	2%	15%	2%	2%	2%	2%	3%	5%	1%	2%	-%	2%	***
			c								b					
UPS	45	9	2	2	1	33	31	40	33	26	37	29	12	-	17	2
	2%	6%	3%	3%	2%	2%	3%	2%	3%	3%	5%	2%	6%	-%	1%	2%
											b		b			
FedEx	41	7	1	2	1	35	31	40	32	30	33	38	12	-	26	*
	2%	5%	2%	3%	1%	2%	3%	2%	3%	3%	4%	2%	6%	-%	2%	***
Yodel	30	4	*	4	9	18	17	22	19	13	18	15	4	-	20	2
	2%	2%	1%	7%	22%	1%	2%	1%	2%	1%	2%	1%	2%	-%	1%	2%
					ab											
Amazon logistics	10	1	*	1	3	8	7	8	6	7	9	5	1	-	4	1
	1%	***	***	1%	7%	1%	1%	***	1%	1%	1%	***	***	-%	***	1%
					a											
DX	4	-	1	-	*	2	*	3	2	3	3	2	-	-	3	*
	***	-%	1%	-%	1%	***	***	***	***	***	***	***	-%	-%	***	***

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
TNT Express	3	-	-	1	*	3	3	3	3	2	2	3	1	-	1	-
	%	%	%	2%	%	%	%	%	%	%	%	%	1%	-%	%	-%
Whistl (Previously known as TNT Post)	2	2	-	*	-	1	2	2	2	1	2	2	*	-	2	-
	%	1%	-%	%	-%	%	%	%	%	%	%	%	%	-%	%	-%
MHI (Mail Handling International)	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	%	-%	-%	1%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	-%	1%
																a
Citipost	1	-	-	-	-	1	1	1	1	1	*	1	*	-	*	-
	%	-%	-%	-%	-%	%	%	%	%	%	%	%	%	-%	%	-%
Secured Mail	1	*	*	-	-	1	*	1	-	*	*	1	-	-	*	*
	%	%	%	-%	-%	%	%	%	-%	%	%	%	-%	-%	%	%
Pitney Bowes	*	-	-	-	*	*	-	*	-	*	*	*	-	-	-	*
	%	-%	-%	-%	1%	%	-%	%	-%	%	%	%	-%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	-	-	2	-	20	15	20	14	16	6	20	1	-	6	2
	1%	-%	-%	3%	-%	1%	1%	1%	1%	2%	1%	1%	1%	-%	%	2%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	101	42	35	21	1217	768	1252	786	757	475	1174	126	-	1101	77
	75%	67%	61%	53%	52%	77%	73%	75%	70%	72%	64%	76%	61%	-%	81%	65%
						d		d				ac			b	
NET: RM and other	312	49	25	29	19	257	189	279	228	186	197	256	61	-	242	41
	17%	33%	36%	44%	48%	16%	18%	17%	20%	18%	26%	17%	30%	-%	18%	34%
									a		b		b		a	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2065	168	98	79	36	1800	1293	1881	1337	1274	865	1711	253	2	1541	108
Effective base	988	81	41	37	19	851	584	890	611	580	393	827	116	2	728	61
Weighted Base	1852	150	69	66	40	1589	1049	1663	1130	1046	747	1544	206	*	1361	119
NET: Provider other than RM	158	*	2	2	*	115	92	132	115	103	75	115	19	*	18	*
	9%	*%	3%	3%	*%	7%	9%	8%	10%	10%	10%	7%	9%	100%	1%	*%
									a							
NET: RM/Parcelforce	1718	150	67	65	40	1495	970	1551	1031	962	686	1447	187	*	1347	118
	93%	100%	98%	99%	100%	94%	92%	93%	91%	92%	92%	94%	91%	35%	99%	100%
						d										
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	10	2	13	1	71	52	77	68	41	46	73	12	-	52	10
	5%	7%	3%	20%	3%	4%	5%	5%	6%	4%	6%	5%	6%	-%	4%	8%
				ab												

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
Royal Mail	1694 91%	659 98%	1036 99%	367 73%	35 89%	177 74%	282 75%	168 87%	1168 92%	341 93%	206 81%	268 89%	1182 94%
Parcelforce	114 6%	59 9%	41 4%	92 18%	6 16%	41 17%	73 19%	26 14%	58 5%	30 8%	20 8%	42 14%	49 4%
DHL	99 5%	37 6%	24 2%	83 17%	6 15%	51 21%	48 13%	14 7%	64 5%	21 6%	18 7%	46 15%	34 3%
Evri (formerly known as Hermes)	93 5%	35 5%	35 3%	80 16%	3 9%	38 16%	56 15%	21 11%	53 4%	19 5%	28 11%	20 7%	44 3%
DPD/DPD Local	70 4%	20 3%	29 3%	61 12%	4 9%	25 10%	46 12%	15 8%	48 4%	7 2%	17 7%	14 5%	37 3%
UK Mail	46 3%	35 5%	1 *%	37 7%	* *%	43 18%	3 1%	23 12%	16 1%	8 2%	15 6%	16 5%	14 1%
UPS	45 2%	22 3%	9 1%	30 6%	2 4%	24 10%	21 6%	7 4%	22 2%	16 4%	10 4%	19 6%	17 1%
FedEx	41 2%	18 3%	9 1%	36 7%	3 7%	25 10%	16 4%	11 5%	21 2%	9 3%	12 5%	18 6%	10 1%
Yodel	30 2%	18 3%	9 1%	21 4%	* *%	19 8%	10 3%	7 3%	10 1%	13 4%	10 4%	9 3%	9 1%
Amazon logistics	10 1%	5 1%	1 *%	7 1%	- -%	6 2%	5 1%	5 3%	5 *%	* *%	3 1%	4 1%	3 *%
DX	4 *%	1 *%	2 *%	1 *%	2 5%	3 1%	1 *%	1 *%	1 *%	2 1%	1 *%	2 1%	* *%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
TNT Express	3 *%	1 *%	1 *%	3 1%	- -%	2 1%	2 *%	1 1%	2 *%	* *%	2 1%	1 *%	1 *%
Whistl (Previously known as TNT Post)	2 *%	2 *%	1 *%	2 *%	- -%	* *%	2 1%	* *%	2 *%	* *%	* *%	* *%	2 *%
MHI (Mail Handling International)	1 *%	1 *%	- -%	* *%	1 2%	1 *%	- -%	1 *%	* *%	- -%	- -%	1 *%	- -%
Citipost	1 *%	* *%	- -%	1 *%	- -%	* *%	1 *%	- -%	* *%	* *%	* *%	* *%	- -%
Secured Mail	1 *%	* *%	* *%	1 *%	- -%	1 *%	- -%	* *%	* *%	- -%	* *%	* *%	1 *%
Pitney Bowes	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	21 1%	7 1%	2 *%	14 3%	5 13%	2 1%	19 5%	2 1%	15 1%	3 1%	7 3%	1 *%	12 1%
Do not send this type of post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: RM Only	1383 75%	471 70%	912 87%	113 23%	14 36%	45 19%	102 27%	98 51%	999 78%	269 73%	134 53%	157 52%	1061 85%
NET: RM and other	312 17%	188 28%	124 12%	254 51%	21 53%	132 55%	180 48%	70 36%	169 13%	72 20%	72 28%	111 37%	121 10%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2065	697	1195	579	30	292	408	247	1369	423	315	335	1363
Effective base	988	345	571	254	16	121	189	112	668	199	148	152	672
Weighted Base	1852	669	1050	502	39	240	377	194	1274	367	256	302	1253
NET: Provider other than RM	158 9%	11 2%	14 1%	135 27%	4 11%	63 26%	94 25%	26 13%	105 8%	26 7%	49 19%	34 11%	72 6%
NET: RM/Parcelforce	1718 93%	664 99%	1039 99%	386 77%	35 89%	191 79%	292 77%	173 89%	1180 93%	347 95%	214 84%	274 91%	1191 95% ab
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	35 5%	35 3%	80 16%	3 9%	38 16%	56 15%	21 11% b	53 4%	19 5%	28 11% c	20 7%	44 3%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Weighted Base	1852	813	1039
Royal Mail	1694	735	959
	91%	90%	92%
Parcelforce	114	40	74
	6%	5%	7%
DHL	99	50	49
	5%	6%	5%
Evri (formerly known as Hermes)	93	27	66
	5%	3%	6%
			a
DPD/DPD Local	70	37	34
	4%	5%	3%
UK Mail	46	28	18
	3%	3%	2%
UPS	45	31	15
	2%	4%	1%
		b	
FedEx	41	22	19
	2%	3%	2%
Yodel	30	17	12
	2%	2%	1%
Amazon logistics	10	4	6
	1%	*%	1%
DX	4	3	1
	*%	*%	*%
TNT Express	3	1	2
	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	2
	*%	*%	*%
MHI (Mail Handling International)	1	1	-
	*%	*%	-%

Columns Tested: a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2065	1039	1026
Effective base	988	449	540
Weighted Base	1852	813	1039
Citipost	1 *%	1 *%	- -%
Secured Mail	1 *%	* *%	* *%
Pitney Bowes	* *%	* *%	- -%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	- -%	- -%	- -%
Other	21 1%	10 1%	10 1%
Do not send this type of post	- -%	- -%	- -%
NET: RM Only	1383 75%	600 74%	782 75%
NET: RM and other	312 17%	135 17%	177 17%
NET: Provider other than RM	158 9%	78 10%	80 8%
NET: RM/Parcelforce	1718 93%	745 92%	972 94%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93 5%	27 3%	66 6%
			a

Columns Tested:: a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Royal Mail	1694	-	63	316	269	22	155	42	185	200	57	293	92
	91%	-%	93%	92%	91%	71%	91%	88%	96%	87%	89%	96%	86%
			e	e	e		e		eil			eil	
Parcelforce	114	-	9	17	5	2	9	6	14	13	4	28	8
	6%	-%	14%	5%	2%	5%	5%	13%	7%	6%	6%	9%	7%
			d				d	d	d			d	d
DHL	99	-	6	17	10	4	19	1	4	10	4	19	6
	5%	-%	9%	5%	3%	14%	11%	2%	2%	4%	6%	6%	5%
						dh	dh						
Evri (formerly known as Hermes)	93	-	*	13	8	2	4	4	13	13	7	19	10
	5%	-%	*%	4%	3%	5%	2%	8%	7%	6%	11%	6%	10%
											cdf		df
DPD/DPD Local	70	-	6	16	9	5	4	5	4	11	1	6	2
	4%	-%	10%	5%	3%	15%	2%	10%	2%	5%	1%	2%	2%
			hjk			dfhjk		hk					
UK Mail	46	-	1	11	*	2	1	*	5	20	*	4	3
	3%	-%	1%	3%	*%	6%	*%	*%	3%	9%	*%	1%	3%
				d		d			d	cdfgjk		d	d
UPS	45	-	1	4	1	3	2	*	2	17	3	9	4
	2%	-%	1%	1%	*%	9%	1%	*%	1%	7%	4%	3%	4%
						cd				cdfh	d	d	d
FedEx	41	-	*	10	3	*	8	*	1	10	1	6	2
	2%	-%	*%	3%	1%	1%	5%	1%	*%	4%	2%	2%	2%
							dh						
Yodel	30	-	2	2	4	*	8	*	1	6	*	5	*
	2%	-%	4%	*%	2%	*%	5%	1%	1%	3%	1%	1%	*%
							ch						
Amazon logistics	10	-	-	2	*	*	-	*	*	7	*	-	1
	1%	-%	-%	*%	*%	*%	-%	*%	*%	3%	1%	-%	1%
										dk			
DX	4	-	-	-	*	-	-	-	*	1	-	2	*
	*%	-%	-%	-%	*%	-%	-%	-%	*%	1%	-%	1%	*%
TNT Express	3	-	-	1	1	*	*	*	-	1	*	1	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Whistl (Previously known as TNT Post)	2	-	*	*	*	-	-	*	*	-	*	2	-
	%	-%	*%	*%	*%	-%	-%	*%	*%	-%	*%	1%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	*	-	-	1	-
	%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Citipost	1	-	-	*	-	-	*	-	-	-	*	-	-
	%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Secured Mail	1	-	-	-	*	-	-	*	*	-	-	*	-
	%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Pitney Bowes	*	-	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	21	-	-	3	8	-	5	*	*	3	-	2	*
	1%	-%	-%	1%	3%	-%	3%	1%	*%	2%	-%	1%	*%
Do not send this type of post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	-	50	263	249	19	122	31	152	153	47	219	76
	75%	-%	74%	77%	84%	61%	72%	65%	79%	67%	73%	72%	71%
				efgikl					i				
NET: RM and other	312	-	13	53	20	3	33	11	33	47	10	74	16
	17%	-%	19%	15%	7%	9%	19%	23%	17%	20%	16%	24%	15%
			d	d			d	d	d	d	d	cd	d
NET: Provider other than RM	158	-	5	26	26	9	15	6	8	29	7	12	16
	9%	-%	7%	8%	9%	29%	9%	12%	4%	13%	11%	4%	14%
						bcdfhk				hk			hk
NET: RM/Parcelforce	1718	-	63	318	269	22	159	44	187	205	58	296	95
	93%	-%	93%	93%	91%	71%	93%	93%	97%	90%	91%	97%	88%
			e	e	e		e	e	eil	e	e	deil	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2065	-	90	344	369	42	152	119	241	192	184	217	115
Effective base	988	-	37	168	170	16	84	35	111	117	61	145	67
Weighted Base	1852	-	67	342	295	32	170	48	193	229	64	305	108
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	-	*	13	8	2	4	4	13	13	7	19	10
	5%	-%	*%	4%	3%	5%	2%	8%	7%	6%	11%	6%	10%
											cdf		df

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Weighted Base	1852	455	451	470	477	906	946
Royal Mail	1694	418	407	427	443	825	869
	91%	92%	90%	91%	93%	91%	92%
Parcelforce	114	26	16	33	40	42	72
	6%	6%	4%	7%	8%	5%	8%
					b		a
DHL	99	23	33	15	28	55	44
	5%	5%	7%	3%	6%	6%	5%
			c				
Evri (formerly known as Hermes)	93	13	13	30	37	27	67
	5%	3%	3%	6%	8%	3%	7%
					ab		a
DPD/DPD Local	70	23	18	20	9	41	30
	4%	5%	4%	4%	2%	4%	3%
UK Mail	46	11	3	25	7	14	32
	3%	3%	1%	5%	2%	2%	3%
				bd			
UPS	45	5	6	19	16	10	35
	2%	1%	1%	4%	3%	1%	4%
				ab			a
FedEx	41	12	9	11	9	21	20
	2%	3%	2%	2%	2%	2%	2%
Yodel	30	4	13	8	5	17	13
	2%	1%	3%	2%	1%	2%	1%
Amazon logistics	10	2	*	7	1	2	8
	1%	*%	*%	2%	*%	*%	1%
DX	4	-	*	2	2	*	4
	*%	-%	*%	*%	*%	*%	*%
TNT Express	3	1	1	1	1	2	1
	*%	*%	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	*	*	2	*	2
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 95 (continuation)

QV5B.1. Main postal service provider(s) for at least one type of post, based on the value of the items sent SUMMARY

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2065	455	542	552	516	997	1068
Effective base	988	221	253	260	257	472	517
Weighted Base	1852	455	451	470	477	906	946
MHI (Mail Handling International)	1	-	-	*	1	-	1
	%	-%	-%	%	%	-%	%
Citipost	1	*	*	-	*	1	*
	%	%	%	-%	%	%	%
Secured Mail	1	-	*	*	*	*	1
	%	-%	%	%	%	%	%
Pitney Bowes	*	-	-	*	-	-	*
	%	-%	-%	%	-%	-%	%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	21	8	7	4	2	15	6
	1%	2%	2%	1%	%	2%	1%
Do not send this type of post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: RM Only	1383	352	351	337	342	704	679
	75%	77%	78%	72%	72%	b	72%
NET: RM and other	312	65	56	90	100	121	191
	17%	14%	12%	19%	21%	13%	20%
NET: Provider other than RM	158	37	43	43	34	81	77
	9%	8%	10%	9%	7%	9%	8%
NET: RM/Parcelforce	1718	420	412	437	449	832	886
	93%	92%	91%	93%	94%	92%	94%
Don't regularly send any Letters / Large letters / Packets and parcels / Other postal item	93	13	13	30	37	27	67
	5%	3%	3%	6%	8%	3%	7%
				ab			a

Columns Tested: a,b,c,d - a,b

Table 96

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Yes	244	120	125	223	17	3	2	22
	12%	20%	9%	12%	22%	36%	36%	24%
		b			a	ab	abe	a
No	1756	486	1270	1687	59	6	3	68
	88%	80%	91%	88%	78%	64%	64%	76%
			a	bcde	cd			d

Columns Tested: a,b - a,b,c,d,e

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Yes	244	128	73	22	10	10	2	223	17	5
	12%	10%	13%	16%	19%	31%	36%	12%	22%	36%
					ag	abcdg	abcdgh		abg	abcdgh
No	1756	1093	476	118	43	23	3	1687	59	9
	88%	90%	87%	84%	81%	69%	64%	88%	78%	64%
		defhi	efhi	efi	efi			defhi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Yes	244 12%	162 10%	61 17%	17 22%	3 36%	2 36%	96 9%	59 22%	7 12%	6 13%	10 22%
		a	a	a	abc	abc		a			a
No	1756 88%	1396 90%	291 83%	59 78%	6 64%	3 64%	1016 91%	205 78%	48 88%	39 87%	36 78%
		bcde	de	de			be				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Yes	244 12%	12 7%	15 10%	70 19% afgi	15 15%	22 14%	23 9%	23 9%	19 12%	9 6%
No	1756 88%	156 93%	135 90%	290 81%	83 85%	133 86%	248 91%	226 91%	144 88%	138 94%
		c					c	c		c

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	244 12%	46 11%	46 10%	116 13%	207 12%	37 16%	18 15%	13 16%	7 17%
No	1756 88%	354 89%	434 90%	764 87%	1553 88%	203 84%	102 85%	67 84%	33 83%
			eh			b			b

Columns Tested:: a,b,c,d,e,f,g,h

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Yes	244	18	16	15	31	49	39	6	8	92
	12%	18%	13%	37%	18%	21%	9%	8%	14%	10%
				bfgi	fi	fi				
No	1756	83	114	24	139	180	381	66	50	848
	88%	82%	87%	63%	82%	79%	91%	92%	86%	90%
			c				cde	c		cde

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Yes	244 12%	98 20% bc	39 9%	107 10%	217 13%	27 8%	- -%	221 12%	23 15%	241 13%	4 5%
No	1756 88%	402 80%	381 91%	973 90%	1450 87%	305 92%	- -%	1628 88%	128 85%	1683 87%	73 95%
			a	a							

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Yes	244 12%	142 11%	64 22%	38 9%
No	1756 88%	1113 89%	230 78%	381 91%
		b		b

Columns Tested: a,b,c

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Yes	244 12%	181 10%	35 19% ai	3 8%	6 77%	15 77%	4 84%	1 63%	* 90%	215 11%	29 41% abcij	26 77%
No	1756 88%	1562 90% bjk	152 81% jk	34 92% jk	2 23%	4 23%	1 16%	1 37%	* 10%	1713 89% bjk	42 59% k	8 23%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Yes	244	103	78	64	209	172	213	176	114	114	40	107	13	20	13	12	7
	12%	9%	13%	25%	13%	14%	12%	14%	17%	23%	8%	11%	29%	24%	33%	36%	40%
				ab					c	abcd			ab	ab	ab	ab	ab
No	1756	1022	540	194	1407	1095	1499	1103	567	387	452	894	33	60	26	23	10
	88%	91%	87%	75%	87%	86%	88%	86%	83%	77%	92%	89%	71%	76%	67%	64%	60%
		c	c		f	f	ef	f			cdefg	cdefg					

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Yes	244	147	18	18	10	6	5	4	87	38	21	10	10	4	3
	12%	11%	20%	26%	29%	34%	38%	38%	9%	29%	41%	20%	50%	29%	31%
			a	a	a	a	a			a	a		a		
No	1756	1232	72	50	25	11	9	7	906	93	31	39	10	9	6
	88%	89%	80%	74%	71%	66%	62%	62%	91%	71%	59%	80%	50%	71%	69%
		bcdef							bce						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Yes	244	84	20	24	19	11	10	9	85	44	45	21	16
	12%	9%	16%	38%	44%	33%	68%	41%	10%	13%	14%	19%	31%
				ab	ab	a		a				a	abc
No	1756	893	108	39	24	22	5	13	789	283	288	91	37
	88%	91%	84%	62%	56%	67%	32%	59%	90%	87%	86%	81%	69%
		cdeg	cd						de	e	e		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Yes	244 12%	109 12%	38 13%	30 12%	16 20%	10 33%	63 9%	44 19%	29 14%	19 23%	15 33%
No	1756 88%	833 88%	261 87%	218 88%	66 80%	20 67%	611 91%	193 81%	184 86%	64 77%	30 67%
		e	e	e			bde	a	e	a	ac

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Yes	244 12%	60 9%	31 15%	37 17%	31 25%	11 22%	114 16%	13 20%	45 10%	197 11%	48 18%	168 11%	41 37%
No	1756 88%	601 91%	173 85%	182 83%	92 75%	39 78%	613 84%	53 80%	426 90%	1540 89%	216 82%	1338 89%	69 63%
		cde					c	c	ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Yes	244	125	48	104	72	171	38	115	57	103	73
	12%	11%	34%	12%	19%	11%	35%	10%	38%	12%	19%
			a		a		a		a		a
No	1756	1002	93	792	311	1336	71	1002	93	793	310
	88%	89%	66%	88%	81%	89%	65%	90%	62%	88%	81%
		b		b		b		b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Yes	244 12%	132 18%	135 10%	27 13%	- -%	115 18%	89 10%	28 16%	- -%	145 16%	70 10%	35 18%	- -%
No	1756 88%	588 82%	1156 90%	182 87%	3 100%	540 82%	808 90%	144 84%	4 100%	740 84%	608 90%	164 82%	4 100%
		b	a			b	a			b	ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Yes	244	157	128	93	143	96	9	52	37	51	18	11	52	41			
	12%	11%	12%	11%	12%	10%	63%	9%	9%	12%	15%	13%	12%	10%			
							ab										
No	1756	1302	934	770	1014	873	5	536	399	380	100	79	390	358			
	88%	89%	88%	89%	88%	90%	37%	91%	91%	88%	85%	87%	88%	90%			
					c	c											

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Yes	244	30	27	11	12	192	177	217	166	163	119	167	28	-	176	14
	12%	19%	38%	17%	29%	11%	16%	12%	14%	14%	15%	10%	12%	-%	12%	11%
			ac				a				b					
No	1756	123	42	55	29	1514	958	1564	1053	996	667	1501	199	*	1292	111
	88%	81%	62%	83%	71%	89%	84%	88%	86%	86%	85%	90%	88%	100%	88%	89%
		b		b		b					a					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Yes	244	109	108	85	5	77	28	36	150	58	54	60	128
	12%	16%	9%	16%	14%	32%	7%	18%	11%	15%	20%	20%	10%
		b				b		b			c	c	
No	1756	582	1051	438	34	166	374	160	1177	340	212	245	1213
	88%	84%	91%	84%	86%	68%	93%	82%	89%	85%	80%	80%	90%
			a			a		a					ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Yes	244 12%	180 19%	64 6%
No	1756 88%	750 81%	1006 94%
		b	a

Columns Tested:: a,b

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Yes	244	-	11	41	45	11	22	2	20	46	9	20	19
	12%	-%	16%	11%	13%	32%	12%	4%	10%	19%	14%	6%	15%
						cd	efghk			ghk			k
No	1756	-	57	319	311	24	160	51	184	197	57	291	105
	88%	-%	84%	89%	87%	68%	88%	96%	90%	81%	86%	94%	85%
				e	e		e	ei	ei			eil	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 96 (continuation)

QH. Does your business ever send Hybrid mail?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Yes	244	55	73	68	48	129	115
	12%	11%	15%	14%	10%	13%	12%
No	1756	445	427	432	452	871	885
	88%	89%	85%	86%	90%	87%	88%

Columns Tested:: a,b,c,d - a,b

Table 97

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Urgent delivery - on the same day or a specific time the next day	164 10%	31 8%	133 11%	147 10%	13 19%	3 33%	1 24%	17 21%
					a	abe	a	a
Tracked service	650 40%	105 28%	545 44%	611 40%	32 46%	5 60%	2 45%	39 48%
			a			a		a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	20 5%	109 9%	119 8%	7 10%	2 23%	1 20%	10 12%
						abe	abe	a
Standard delivery	1292 80%	309 83%	983 79%	1229 80%	54 78%	5 65%	3 68%	63 76%
				cd	cd			
International delivery	207 13%	27 7%	179 14%	192 13%	12 17%	2 23%	1 19%	14 18%
			a			a	a	a
Cross-Border Delivery	4 *%	1 *%	3 *%	4 *%	1 1%	* 1%	* 1%	1 1%
Other (PLEASE SPECIFY)	3 *%	3 1%	- -%	3 *%	- -%	- -%	- -%	- -%
		b						
None of these (DO NOT READ OUT)	25 2%	3 1%	22 2%	24 2%	1 2%	* 1%	- -%	1 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	7 1%	8 1%	- -%	* 2%	* 1%	* *%
						b		
NET: Urgent / Tracked / Timed Mail	720 45%	115 31%	606 49%	675 44%	37 53%	6 73%	3 61%	45 55%
			a		a	abe	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
Urgent delivery - on the same day or a specific time the next day	164 10%	74 8%	61 13%	12 10%	8 17%	8 27%	1 24%	147 10%	13 19%	4 30%
		a	a	a	ag	abcg	abcg	acg	acg	abcdgh
Tracked service	650 40%	366 39%	206 44%	39 32%	20 43%	17 55%	2 45%	611 40%	32 46%	7 54%
		c	c	c	c	acg	c	c	c	acg
Timed delivery (i.e. to arrive by specific time/day)	129 8%	64 7%	42 9%	13 10%	5 11%	4 13%	1 20%	119 8%	7 10%	3 22%
							abcdgh			abcdgh
Standard delivery	1292 80%	757 80%	372 80%	100 81%	37 79%	23 74%	3 68%	1229 80%	54 78%	9 66%
		fi	fi	fi	i			fi	fi	
International delivery	207 13%	108 11%	75 16%	10 8%	7 16%	6 20%	1 19%	192 13%	12 17%	3 22%
			c			acg	acg		c	acg
Cross-Border Delivery	4 *%	2 *%	1 *%	* *%	* *%	* 1%	* 1%	4 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	3 *%	- -%	* *%	3 2%	- -%	- -%	- -%	3 *%	- -%	- -%
				abgh						
None of these (DO NOT READ OUT)	25 2%	18 2%	5 1%	1 1%	1 1%	1 2%	- -%	24 2%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	8 *%	3 *%	3 1%	2 1%	- -%	* 1%	* 1%	8 1%	- -%	* 2%
NET: Urgent / Tracked / Timed Mail	720 45%	398 42%	232 50%	45 36%	23 49%	20 65%	3 61%	675 44%	37 53%	9 69%
			c			abcdg	abcg		acg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Urgent delivery - on the same day or a specific time the next day	164 10%	111 9%	35 12%	13 19%	3 33%	1 24%	82 9%	31 13%	11 21%	9 21%	9 22%
				ab	abc	ab			a	a	a
Tracked service	650 40%	494 40%	117 39%	32 46%	5 60%	2 45%	406 44%	99 41%	20 40%	18 43%	22 51%
					ab						
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	78 6%	41 13%	7 10%	2 23%	1 20%	65 7%	26 11%	8 16%	11 27%	4 10%
			a		ac	ac			a	ab	
Standard delivery	1292 80%	984 80%	245 81%	54 78%	5 65%	3 68%	730 79%	192 80%	39 77%	32 76%	36 84%
		de	de	de							
International delivery	207 13%	151 12%	41 14%	12 17%	2 23%	1 19%	115 12%	34 14%	8 17%	11 26%	11 26%
					a	a				a	a
Cross-Border Delivery	4 *%	3 *%	1 *%	1 1%	* 1%	* 1%	3 *%	* *%	* 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	3 *%	* *%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
			a								a
None of these (DO NOT READ OUT)	25 2%	22 2%	1 *%	1 2%	* 1%	- -%	24 3%	* *%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	8 *%	6 *%	2 1%	- -%	* 2%	* 1%	3 *%	- -%	- -%	1 3%	- -%
					c						
NET: Urgent / Tracked / Timed Mail	720 45%	537 44%	138 46%	37 53%	6 73%	3 61%	435 47%	123 51%	27 54%	21 50%	23 55%
				a	abc	ab					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
Urgent delivery - on the same day or a specific time the next day	164 10%	14 10%	6 5%	54 19% befi	11 15%	7 5%	15 6%	18 9%	16 12%	5 5%
Tracked service	650 40%	66 46%	49 42%	128 45%	28 37%	50 36%	98 43%	75 38%	37 29%	52 45%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	21 15%	10 8%	38 13%	3 4%	11 8%	3 1%	12 6%	9 7%	11 10%
Standard delivery	1292 80%	109 77%	92 78%	220 78%	58 75%	110 81%	182 79%	165 84%	106 82%	100 86%
International delivery	207 13%	17 12%	10 9%	55 19%	6 8%	14 10%	30 13%	20 10%	20 15%	14 12%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	6 4%	2 2%	4 1%	3 3%	* *%	7 3%	1 *%	* *%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	- -%	- -%	* *%	2 3%	1 1%	- -%	1 1%	3 2%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	74 52%	52 44%	151 54% eh	29 37%	53 39%	99 43%	79 40%	50 39%	56 48%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Urgent delivery - on the same day or a specific time the next day	164 10%	24 7%	36 9%	87 12%	146 10%	18 9%	9 10%	5 9%	3 9%
Tracked service	650 40%	130 39%	152 39%	301 42%	583 41%	67 36%	31 34%	24 41%	11 33%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	26 8%	39 10%	53 7%	118 8%	11 6%	5 5%	4 7%	2 6%
Standard delivery	1292 80%	268 81%	308 79%	567 80%	1143 80%	148 79%	77 82%	45 75%	27 79%
International delivery	207 13%	35 11%	47 12%	105 15%	187 13%	20 11%	9 10%	7 11%	4 11%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 12%
Other (PLEASE SPECIFY)	3 *%	1 *%	1 *%	- -%	3 *%	* *%	- -%	- -%	* *%
None of these (DO NOT READ OUT)	25 2%	4 1%	8 2%	11 2%	23 2%	2 1%	1 1%	1 1%	* 1%
Don't Know (DO NOT READ OUT)	8 *%	3 1%	3 1%	1 *%	8 1%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	138 42%	176 45%	329 46%	644 45%	77 41%	37 39%	28 46%	13 38%

Columns Tested:: a,b,c,d,e,f,g,h

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Urgent delivery - on the same day or a specific time the next day	164	22	14	13	27	26	29	3	4	52
	10%	26%	16%	41%	23%	13%	10%	6%	7%	7%
		fghi	i		fgi	i				
Tracked service	650	38	33	17	50	69	146	15	23	308
	40%	44%	37%	54%	41%	34%	49%	27%	44%	39%
							egi			
Timed delivery (i.e. to arrive by specific time/ day)	129	18	10	11	21	12	31	*	3	43
	8%	21%	11%	34%	17%	6%	10%	*%	5%	5%
		egi			egi		gi			
Standard delivery	1292	66	67	18	85	165	238	45	44	642
	80%	78%	76%	55%	70%	82%	80%	84%	83%	81%
International delivery	207	15	25	5	30	13	47	3	3	95
	13%	18%	28%	16%	25%	6%	16%	5%	6%	12%
			eghi		eghi		e			
Cross-Border Delivery	4	*	*	-	*	*	1	-	*	2
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	3	-	1	-	1	-	-	-	-	2
	*%	-%	2%	-%	1%	-%	-%	-%	-%	*%
None of these (DO NOT READ OUT)	25	3	1	-	1	3	3	2	-	14
	2%	3%	1%	-%	1%	1%	1%	4%	-%	2%
Don't Know (DO NOT READ OUT)	8	-	-	-	-	4	-	*	-	4
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%
						f				
NET: Urgent / Tracked / Timed Mail	720	42	40	25	65	81	163	15	25	328
	45%	49%	45%	77%	54%	40%	55%	27%	48%	41%
					g		egi			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Urgent delivery - on the same day or a specific time the next day	164 10%	76 18% bc	29 10%	59 7%	144 11%	20 7%	- -%	149 10%	14 11%	162 10%	2 4%
Tracked service	650 40%	157 39%	146 49% ac	347 38%	547 41%	103 37%	- -%	598 40%	53 39%	642 41% b	8 15%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	51 12% c	31 10% c	47 5%	114 9%	14 5%	- -%	120 8%	8 6%	127 8%	2 4%
Standard delivery	1292 80%	316 77%	238 80%	737 81%	1076 80%	216 78%	- -%	1194 81%	98 73%	1247 80%	45 83%
International delivery	207 13%	58 14%	47 16%	102 11%	172 13%	35 13%	- -%	199 13% b	7 5%	205 13%	1 2%
Cross-Border Delivery	4 *%	1 *%	1 *%	2 *%	2 *%	2 1%	- -%	4 *%	1 *%	4 *%	- -%
Other (PLEASE SPECIFY)	3 *%	1 *%	- -%	2 *%	2 *%	1 1%	- -%	3 *%	- -%	3 *%	- -%
None of these (DO NOT READ OUT)	25 2%	6 1%	3 1%	16 2%	16 1%	9 3%	- -%	23 2%	2 1%	24 2%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	4 1%	- -%	4 *%	5 *%	3 1%	- -%	5 *%	3 2% a	5 *%	3 6% a
NET: Urgent / Tracked / Timed Mail	720 45%	188 46%	163 55% c	370 41%	614 46%	107 38%	- -%	662 45%	58 43%	711 46% b	10 18%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Urgent delivery - on the same day or a specific time the next day	164 10%	64 6%	53 20%	45 17%
			a	a
Tracked service	650 40%	370 35%	128 49%	151 55%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	52 5%	44 17%	33 12%
			a	a
Standard delivery	1292 80%	865 81%	205 79%	218 80%
International delivery	207 13%	79 7%	52 20%	75 28%
			a	a
Cross-Border Delivery	4 *%	3 *%	1 *%	* *%
Other (PLEASE SPECIFY)	3 *%	2 *%	- -%	1 1%
None of these (DO NOT READ OUT)	25 2%	20 2%	- -%	2 1%
Don't Know (DO NOT READ OUT)	8 *%	2 *%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	403 38%	155 59%	161 59%
			a	a

Columns Tested:: a,b,c

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Urgent delivery - on the same day or a specific time the next day	164 10%	116 8%	27 19% ai	9 32% ai	4 48%	6 39%	* 5%	1 41%	* 95%	144 9%	20 35% ai	11 37% ai
Tracked service	650 40%	537 38%	85 58% ai	12 44% ai	3 44%	8 48%	4 78%	1 64%	* 10%	622 40%	28 48%	16 52%
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	90 6%	19 13% ai	7 26% ai	3 46%	4 28%	2 37%	2 88%	* 96%	110 7%	19 33% abi	12 39% abi
Standard delivery	1292 80%	1134 80%	116 79%	22 81%	5 73%	11 69%	3 56%	1 26%	* 21%	1250 80%	42 72%	20 64%
International delivery	207 13%	156 11%	34 24% ai	7 27% a	4 49%	2 12%	3 62%	1 38%	* 11%	190 12%	17 29% ai	9 30% ai
Cross-Border Delivery	4 *%	3 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	4 *%	* 1%	* *%
Other (PLEASE SPECIFY)	3 *%	2 *%	- -%	1 5% ai	- -%	- -%	- -%	- -%	- -%	2 *%	1 2% ai	- -%
None of these (DO NOT READ OUT)	25 2%	24 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	25 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	8 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	582 41%	95 65% ai	17 61%	4 59%	16 97%	5 100%	2 99%	* 96%	677 43%	44 76% ai	27 89% ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Urgent delivery - on the same day or a specific time the next day	164 10%	57 6%	59 12%	47 23%	164 10%	142 12%	164 10%	149 14%	96 15%	100 22%	20 5%	101 10%	6 15%	17 22%	9 22%	9 25%	2 15%
			a	ab				ac	ac	abcde		a		ab	a	ab	
Tracked service	650 40%	274 30%	263 52%	113 55%	650 40%	551 47%	650 40%	540 50%	338 52%	239 52%	94 23%	448 45%	20 46%	34 45%	24 60%	20 57%	11 75%
			a	a		ac		ac	ac	ac		a	a	a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	46 5%	44 9%	38 19%	129 8%	115 10%	129 8%	115 11%	85 13%	84 18%	11 3%	81 8%	8 18%	6 7%	8 20%	11 32%	4 25%
			a	ab					ac	abcd		a	a		a	abd	ab
Standard delivery	1292 80%	739 81%	395 79%	158 77%	1292 80%	922 79%	1292 80%	822 76%	477 73%	332 73%	344 83%	790 80%	32 75%	59 78%	32 82%	26 75%	9 57%
					ef	e	ef				g						
International delivery	207 13%	49 5%	107 21%	51 25%	207 13%	190 16%	207 13%	181 17%	112 17%	76 17%	16 4%	135 14%	11 25%	19 26%	11 27%	11 31%	4 27%
			a	a				ac				a	a	ab	a	ab	a
Cross-Border Delivery	4 *%	1 *%	2 *%	1 1%	4 *%	4 *%	4 *%	3 *%	1 *%	2 *%	1 *%	3 *%	* *%	* *%	* 1%	* *%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	2 *%	1 1%	3 *%	2 *%	3 *%	3 *%	1 *%	- -%	1 *%	2 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	22 2%	2 *%	1 *%	25 2%	14 1%	25 2%	13 1%	4 1%	3 1%	12 3%	13 1%	* 1%	- -%	- -%	- -%	- -%
		b															
Don't Know (DO NOT READ OUT)	8 *%	5 1%	3 1%	* *%	8 *%	7 1%	8 *%	7 1%	7 1%	- -%	1 *%	3 *%	1 1%	* *%	1 3%	2 6%	- -%
																ab	
NET: Urgent / Tracked / Timed Mail	720 45%	301 33%	281 56%	139 68%	720 45%	615 53%	720 45%	598 56%	391 60%	285 62%	98 24%	492 50%	25 59%	43 57%	28 73%	21 60%	13 83%
			a	ab		ac		ac	abc	abc		a	a	a	ab	a	ab

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Urgent delivery - on the same day or a specific time the next day	164 10%	118 9%	15 17%	16 23%	4 11%	5 28%	6 41%	1 6%	68 7%	47 38%	11 22%	11 25%	2 11%	2 15%	1 19%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	650 40%	532 39%	47 52%	27 40%	13 37%	14 81%	9 60%	7 67%	409 45%	71 58%	21 44%	25 57%	11 52%	7 62%	7 96%
		a	a	a	a	acd	a	a	a	a	a	a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	87 6%	12 13%	12 18%	5 15%	5 29%	6 43%	1 12%	61 7%	31 25%	5 10%	9 20%	6 29%	2 15%	2 28%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	1292 80%	1108 80%	70 77%	56 82%	29 83%	15 89%	9 63%	5 45%	748 82%	72 59%	38 80%	33 76%	14 65%	12 97%	5 67%
		b	b	b	b	b	b	b	b	b	b	b	b	b	b
International delivery	207 13%	161 12%	9 10%	15 22%	6 16%	11 63%	2 13%	2 22%	126 14%	29 24%	11 22%	14 32%	6 28%	4 31%	1 16%
		a	a	a	a	abcdf	a	a	a	a	a	a	a	a	a
Cross-Border Delivery	4 *%	4 *%	* *%	* 1%	* *%	* *%	* *%	- -%	3 *%	* *%	* 1%	* 1%	* *%	- -%	- -%
Other (PLEASE SPECIFY)	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	25 2%	* *%	- -%	- -%	- -%	- -%	- -%	12 1%	1 1%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	6 *%	* *%	- -%	2 6%	- -%	- -%	- -%	3 *%	- -%	1 2%	- -%	3 15%	- -%	- -%
		a	a	a	a	a	a	a	a	a	a	a	ab	a	a
NET: Urgent / Tracked / Timed Mail	720 45%	580 42%	54 59%	39 58%	16 46%	15 85%	9 61%	8 78%	441 48%	89 74%	27 57%	30 68%	12 58%	8 70%	7 99%
		a	a	a	a	ad	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
Urgent delivery - on the same day or a specific time the next day	164 10%	77 10%	25 24%	15 24%	13 34%	11 41%	2 14%	6 29%	52 6%	39 13%	44 15%	15 15%	13 26%
		a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	650 40%	389 48%	60 57%	33 53%	20 51%	16 58%	7 57%	16 78%	284 34%	131 42%	152 51%	48 47%	33 66%
		a	a	a	a	a	a	a	a	a	a	a	ab
Timed delivery (i.e. to arrive by specific time/day)	129 8%	56 7%	15 14%	16 27%	12 30%	8 28%	2 13%	6 31%	33 4%	33 11%	39 13%	11 11%	10 20%
		a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	1292 80%	644 79%	74 72%	37 60%	26 65%	18 65%	8 71%	15 76%	680 81%	243 78%	240 80%	89 86%	35 69%
		c	c	c	c	c	c	c	c	c	c	c	c
International delivery	207 13%	122 15%	21 20%	13 22%	11 29%	5 19%	1 9%	8 41%	60 7%	39 12%	71 24%	23 22%	14 28%
		a	a	a	a	a	a	a	a	a	ab	a	ab
Cross-Border Delivery	4 *%	2 *%	1 1%	* *%	- -%	- -%	* *%	- -%	* *%	1 *%	1 *%	2 2%	* *%
Other (PLEASE SPECIFY)	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	* *%	- -%	1 1%	- -%
None of these (DO NOT READ OUT)	25 2%	12 2%	* *%	* *%	- -%	- -%	- -%	- -%	19 2%	4 1%	2 1%	- -%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	4 1%	2 2%	- -%	- -%	- -%	* *%	1 3%	5 1%	1 *%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	410 50%	66 63%	44 73%	30 78%	23 85%	8 69%	16 81%	300 36%	152 49%	178 59%	54 53%	34 67%
		a	a	a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Urgent delivery - on the same day or a specific time the next day	164 10%	80 8%	21 7%	36 15%	15 18%	9 28%	47 7%	48 21%	25 14%	12 17%	10 25%
				ab	ab	ab		a		a	a
Tracked service	650 40%	338 36%	126 42%	123 50%	41 50%	19 62%	265 41%	121 54%	97 54%	36 49%	28 68%
			a	a	a			a	a		a
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	52 6%	20 7%	33 13%	13 15%	8 27%	32 5%	40 18%	23 13%	9 13%	9 22%
			a	a	ab			a	a	a	a
Standard delivery	1292 80%	734 78%	249 83%	209 84%	69 83%	22 71%	522 82%	158 71%	143 79%	64 87%	27 66%
							b			be	
International delivery	207 13%	88 9%	39 13%	59 24%	15 18%	7 22%	68 11%	45 20%	45 25%	20 26%	12 29%
			ab	a	a			a	a	a	a
Cross-Border Delivery	4 *%	* *%	1 *%	1 *%	2 2%	* *%	1 *%	* *%	2 1%	* 1%	* *%
					a						
Other (PLEASE SPECIFY)	3 *%	1 *%	* *%	- -%	1 2%	- -%	1 *%	* *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	20 2%	4 1%	1 *%	- -%	- -%	11 2%	- -%	2 1%	- -%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	5 1%	1 *%	* *%	- -%	- -%	5 1%	* *%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	370 39%	138 46%	139 56%	47 57%	20 64%	282 44%	145 65%	115 64%	41 55%	28 68%
				a	a	a		a	a		a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Urgent delivery - on the same day or a specific time the next day	164	51	32	32	25	7	101	9	38	140	24	146	17
	10%	9%	19%	18%	25%	17%	18%	13%	9%	10%	14%	10%	16%
			a	a	a		c						
Tracked service	650	254	99	97	57	24	313	31	191	570	80	595	55
	40%	44%	60%	55%	57%	61%	56%	49%	44%	40%	45%	40%	50%
			a				c						
Timed delivery (i.e. to arrive by specific time/day)	129	30	27	25	23	7	70	12	31	97	31	106	22
	8%	5%	16%	14%	23%	18%	12%	19%	7%	7%	18%	7%	20%
			a	a	a	a		c			a		a
Standard delivery	1292	458	122	127	68	31	416	36	361	1173	119	1220	72
	80%	80%	74%	72%	68%	79%	74%	56%	83%	82%	67%	81%	65%
		d					b		ab	b		b	
International delivery	207	69	34	34	27	14	126	4	49	168	39	184	22
	13%	12%	20%	19%	27%	35%	22%	6%	11%	12%	22%	12%	20%
					a	a	bc				a		
Cross-Border Delivery	4	1	1	1	1	*	2	*	1	4	*	4	*
	%	%	%	%	1%	%	%	%	%	%	%	%	%
Other (PLEASE SPECIFY)	3	1	*	-	1	-	1	-	2	*	3	*	3
	%	%	%	-%	1%	-%	%	-%	%	%	2%	%	3%
											a		a
None of these (DO NOT READ OUT)	25	11	-	2	-	*	6	1	6	25	1	25	*
	2%	2%	-%	1%	-%	1%	1%	1%	1%	2%	%	2%	%
Don't Know (DO NOT READ OUT)	8	4	-	-	1	-	-	4	-	6	2	6	2
	%	1%	-%	-%	1%	-%	-%	6%	-%	%	1%	%	2%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
NET: Urgent / Tracked / Timed Mail	720	267	111	117	70	25	357	40	197	624	97	655	66
	45%	47%	67%	66%	70%	64%	63%	62%	46%	43%	55%	43%	60%
			a	a	a		c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Urgent delivery - on the same day or a specific time the next day	164 10%	100 10%	42 33% a	94 12%	56 18%	142 9%	22 20% a	105 10%	37 27% a	94 12%	56 18%
Tracked service	650 40%	481 46%	71 55% a	379 49%	161 52%	599 40%	51 47% a	474 46%	77 56% a	377 49%	162 53%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	81 8%	35 27% a	60 8%	55 18% a	107 7%	22 20% a	81 8%	34 25% a	59 8%	56 18% a
Standard delivery	1292 80%	844 81% b	78 60%	599 78%	223 72%	1224 81% b	68 62%	832 81% b	90 66%	599 78%	223 72%
International delivery	207 13%	157 15%	33 26% a	124 16%	57 19%	185 12%	22 20%	157 15%	33 24%	124 16%	58 19%
Cross-Border Delivery	4 *%	3 *%	* *% a	2 *%	1 *% a	4 *%	* *% a	3 *% a	* *% a	2 *% a	1 *% a
Other (PLEASE SPECIFY)	3 *%	* *%	1 1% a	* *%	3 1% a	* *%	3 3% a	* *%	1 1% a	* *%	3 1% a
None of these (DO NOT READ OUT)	25 2%	14 1%	- -%	12 2%	1 *%	25 2%	- -%	14 1%	- -%	13 2%	1 *%
Don't Know (DO NOT READ OUT)	8 *%	4 *%	3 2%	4 1%	3 1%	6 *%	2 2%	4 *%	3 2%	4 1%	3 1%
NET: Urgent / Tracked / Timed Mail	720 45%	521 50%	94 72% a	413 54%	185 60%	654 43%	66 61% a	517 50%	98 72% a	408 53%	190 62% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Urgent delivery - on the same day or a specific time the next day	164 10%	164 23%	116 9%	60 29%	- -%	131 21%	86 10%	38 24%	2 44%	145 19%	64 11%	50 30%	- -%
Tracked service	650 40%	650 90%	397 31%	157 75%	- -%	497 81%	309 38%	106 68%	2 44%	505 68%	240 42%	114 69%	- -%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	129 18%	79 6%	44 21%	- -%	104 17%	63 8%	28 18%	2 44%	106 14%	51 9%	37 22%	- -%
Standard delivery	1292 80%	434 60%	1292 100%	174 83%	- -%	400 65%	788 96%	136 87%	4 96%	519 70%	543 96%	141 85%	4 100%
International delivery	207 13%	167 23%	172 13%	207 99%	- -%	146 24%	146 18%	126 81%	- -%	166 22%	123 22%	122 73%	- -%
Cross-Border Delivery	4 *%	2 *%	3 *%	4 2%	- -%	2 *%	3 *%	3 2%	- -%	2 *%	3 *%	2 1%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	- -%	- -%	3 100%	1 *%	- -%	- -%	* 4%	3 *%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	- -%	- -%	- -%	- -%	* *%	4 *%	- -%	- -%	3 *%	4 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	- -%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	720 100%	434 34%	168 80%	- -%	551 90%	335 41%	113 72%	2 44%	557 75%	259 46%	127 76%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374
Urgent delivery - on the same day or a specific time the next day	164	143	119	100	140	93	6	74	78	87	32	23	44	35
	10%	10%	12%	14%	13%	10%	49%	15%	20%	24%	31%	28%	11%	9%
			a				ab			a	a	a		
Tracked service	650	583	480	394	504	331	8	243	277	272	80	52	143	111
	40%	40%	49%	55%	45%	36%	69%	49%	71%	75%	76%	64%	34%	30%
			a	a	b		ab		a	a	a			
Timed delivery (i.e. to arrive by specific time/day)	129	108	85	77	102	73	5	53	49	65	20	9	31	16
	8%	7%	9%	11%	9%	8%	41%	11%	13%	18%	19%	12%	7%	4%
							ab			a				
Standard delivery	1292	1205	802	574	908	806	9	443	303	281	95	79	408	365
	80%	83%	82%	80%	82%	88%	77%	89%	78%	77%	90%	99%	97%	98%
						a		bc			bc	abc		
International delivery	207	181	168	138	154	128	6	101	92	101	88	66	58	48
	13%	12%	17%	19%	14%	14%	47%	20%	24%	28%	83%	82%	14%	13%
			a	a			ab				abc	abc		
Cross-Border Delivery	4	4	3	2	3	4	*	2	2	1	1	1	1	2
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	1%	*%	*%
Other (PLEASE SPECIFY)	3	2	*	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	25	23	12	11	7	19	-	9	4	3	-	-	*	*
	2%	2%	1%	2%	1%	2%	-%	2%	1%	1%	-%	-%	*%	*%
						a								
Don't Know (DO NOT READ OUT)	8	2	1	-	2	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	720	632	522	416	548	366	10	257	287	286	88	59	157	127
	45%	43%	54%	58%	49%	40%	80%	52%	74%	79%	84%	74%	37%	34%
			a	a	b		ab		a	a	a	a		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
Urgent delivery - on the same day or a specific time the next day	164 10%	19 13%	22 40%	6 11%	8 21%	140 10%	112 12%	151 10%	122 13%	115 13%	132 19%	113 8%	42 23%	- -%	130 11%	6 5%
Tracked service	650 40%	69 48%	32 59%	30 53%	25 69%	576 40%	429 46%	606 41%	455 47%	390 43%	420 61%	517 38%	117 64%	* 100%	498 41%	51 48%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	27 19%	11 20%	11 19%	5 13%	103 7%	77 8%	113 8%	88 9%	82 9%	91 13%	93 7%	36 20%	* 100%	91 7%	10 10%
Standard delivery	1292 80%	120 83%	32 58%	48 86%	23 63%	1169 82%	760 82%	1201 81%	794 82%	756 84%	505 74%	1161 85%	154 85%	* 100%	985 81%	87 82%
International delivery	207 13%	31 21%	13 23%	11 20%	9 24%	176 12%	151 16%	189 13%	155 16%	147 16%	147 22%	167 12%	105 58%	- -%	157 13%	15 15%
Cross-Border Delivery	4 *%	1 *%	1 1%	* *%	- -%	4 *%	3 *%	4 *%	3 *%	4 *%	2 *%	4 *%	3 2%	- -%	3 *%	* *%
Other (PLEASE SPECIFY)	3 *%	- -%	- -%	- -%	- -%	3 *%	3 *%	3 *%	3 *%	3 *%	3 *%	3 *%	1 1%	- -%	2 *%	- -%
None of these (DO NOT READ OUT)	25 2%	- -%	* 1%	- -%	- -%	18 1%	7 1%	18 1%	6 1%	4 *%	6 1%	18 1%	* *%	- -%	18 1%	* *%
Don't Know (DO NOT READ OUT)	8 *%	- -%	1 1%	- -%	- -%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%	2 *%	- -%	- -%	2 *%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	83 58%	45 81%	35 61%	31 85%	619 44%	460 50%	658 44%	494 51%	425 47%	460 67%	556 41%	127 70%	* 100%	549 45%	55 52%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
Urgent delivery - on the same day or a specific time the next day	164 10%	79 13%	74 8%	69 17%	4 12%	50 25%	33 11%	31 19%	86 8%	46 14%	25 13%	61 22%	76 7%
Tracked service	650 40%	295 49%	321 34%	234 56%	21 59%	135 66%	162 52%	88 56%	427 38%	131 40%	100 52%	156 56%	385 35%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	58 10%	56 6%	53 13%	12 33%	43 21%	35 11%	24 15%	82 7%	21 6%	34 18%	39 14%	55 5%
Standard delivery	1292 80%	467 78%	775 83%	316 76%	22 62%	131 65%	249 80%	121 77%	895 80%	274 83%	153 79%	196 70%	923 83%
International delivery	207 13%	114 19%	78 8%	80 19%	13 39%	55 27%	58 19%	37 24%	113 10%	56 17%	52 27%	54 19%	99 9%
Cross-Border Delivery	4 *%	1 *%	3 *%	1 *%	- -%	* *%	1 *%	* *%	3 *%	1 *%	1 *%	1 *%	3 *%
Other (PLEASE SPECIFY)	3 *%	- -%	2 *%	1 *%	- -%	1 1%	1 *%	- -%	3 *%	- -%	1 1%	- -%	2 *%
None of these (DO NOT READ OUT)	25 2%	10 2%	15 2%	1 *%	- -%	- -%	1 *%	* *%	17 1%	5 2%	* *%	2 1%	19 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	5 1%	* *%	- -%	3 1%	* *%	1 *%	3 *%	- -%	- -%	- -%	2 *%
NET: Urgent / Tracked / Timed Mail	720 45%	335 56%	341 36%	262 63%	27 77%	160 79%	174 56%	104 66%	455 41%	156 47%	113 59%	191 68%	406 37%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
Urgent delivery - on the same day or a specific time the next day	164 10%	99 14%	65 7%
Tracked service	650 40%	267 38%	383 42%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	76 11%	53 6%
Standard delivery	1292 80%	578 82%	714 78%
International delivery	207 13%	99 14%	108 12%
Cross-Border Delivery	4 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	3 *%	1 *%	2 *%
None of these (DO NOT READ OUT)	25 2%	7 1%	18 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	6 1%
NET: Urgent / Tracked / Timed Mail	720 45%	317 45%	404 44%

Columns Tested:: a,b

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
Urgent delivery - on the same day or a specific time the next day	164 10%	- -%	6 10%	34 12%	13 5%	3 13%	19 13%	3 7%	14 8%	33 16%	5 9%	24 8%	10 12%
				d						dh			
Tracked service	650 40%	- -%	31 52%	129 45%	69 28%	11 45%	65 43%	16 40%	76 42%	89 44%	21 39%	104 37%	39 43%
			d	d			d		d	d			d
Timed delivery (i.e. to arrive by specific time/day)	129 8%	- -%	5 8%	24 8%	13 5%	3 13%	14 9%	5 12%	16 9%	28 14%	2 4%	17 6%	2 2%
										djkl			
Standard delivery	1292 80%	- -%	46 77%	229 79%	201 83%	16 67%	119 78%	33 80%	150 82%	156 78%	35 64%	235 84%	72 80%
				j	j				j			j	
International delivery	207 13%	- -%	15 25%	37 13%	14 6%	4 18%	20 13%	6 14%	23 13%	36 18%	7 14%	34 12%	10 11%
			d	d						d			
Cross-Border Delivery	4 *%	- -%	- -%	1 *%	1 *%	1 2%	- -%	1 2%	* *%	* *%	* 1%	- -%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	- -%	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	- -%	- -%	4 2%	2 1%	- -%	* *%	- -%	4 2%	3 2%	1 2%	9 3%	- -%
Don't Know (DO NOT READ OUT)	8 *%	- -%	2 3%	* *%	1 *%	- -%	1 *%	1 3%	* *%	- -%	- -%	3 1%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	- -%	34 57%	137 47%	79 33%	11 47%	78 52%	18 44%	81 44%	107 54%	24 45%	109 39%	41 46%
			d	d			d			dk			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 97 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
Urgent delivery - on the same day or a specific time the next day	164	43	33	49	39	76	88
	10%	11%	8%	12%	9%	10%	10%
Tracked service	650	165	139	181	164	305	345
	40%	43%	36%	43%	39%	40%	41%
Timed delivery (i.e. to arrive by specific time/day)	129	33	26	49	21	59	70
	8%	9%	7%	12%	5%	8%	8%
				d			
Standard delivery	1292	305	306	339	342	611	681
	80%	80%	79%	80%	81%	80%	80%
International delivery	207	54	37	65	51	91	116
	13%	14%	9%	15%	12%	12%	14%
Cross-Border Delivery	4	1	1	2	*	2	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	3	1	*	-	1	2	1
	*%	*%	*%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	25	4	2	8	11	7	18
	2%	1%	1%	2%	3%	1%	2%
Don't Know (DO NOT READ OUT)	8	2	1	1	3	4	4
	*%	1%	*%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	720	177	162	206	174	340	381
	45%	47%	42%	49%	41%	44%	45%

Columns Tested:: a,b,c,d - a,b

Table 98

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Urgent delivery - on the same day or a specific time the next day	144	26	118	131	10	2	1	13
	11%	11%	12%	11%	17%	24%	33%	19%
					a	a	abe	a
Tracked service	575	84	492	539	30	4	2	36
	45%	35%	48%	45%	52%	56%	48%	52%
			a					
Timed delivery (i.e. to arrive by specific time/day)	107	19	88	96	8	2	1	11
	8%	8%	9%	8%	14%	27%	25%	16%
					a	ab	abe	a
Standard delivery	898	186	712	847	42	5	2	50
	71%	77%	69%	71%	74%	68%	59%	72%
				d	d			d
International delivery	170	20	150	158	9	2	1	12
	13%	8%	15%	13%	15%	27%	20%	17%
			a			a		
Cross-Border Delivery	3	1	3	3	*	-	*	*
	%	%	%	%	1%	-%	1%	1%
Other (PLEASE SPECIFY)	4	*	4	4	-	-	-	-
	%	%	%	%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	27	5	22	26	1	*	-	1
	2%	2%	2%	2%	2%	1%	-%	2%
Don't Know (DO NOT READ OUT)	7	-	7	7	-	*	*	*
	1%	-%	1%	1%	-%	2%	1%	%
NET: Urgent / Tracked / Timed Mail	655	93	562	613	33	5	3	41
	52%	38%	55%	51%	58%	67%	66%	59%
			a			a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Urgent delivery - on the same day or a specific time the next day	144 11%	72 10%	49 14%	9 10%	8 19%	4 17%	1 33%	131 11%	10 17%	3 27%
Tracked service	575 45%	331 44%	167 47%	40 43%	19 47%	16 62%	2 48%	539 45%	30 52%	6 53%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	52 7%	33 9%	11 12%	6 15%	4 16%	1 25%	96 8%	8 14%	3 26%
Standard delivery	898 71%	538 72%	243 68%	66 70%	29 74%	18 71%	2 59%	847 71%	42 74%	8 65%
International delivery	170 13%	101 14%	48 13%	10 10%	6 16%	5 18%	1 20%	158 13%	9 15%	3 24%
Cross-Border Delivery	3 *%	2 *%	1 *%	- -%	* *%	* 1%	* 1%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	4 *%	2 *%	3 1%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	18 2%	3 1%	4 5%	1 1%	1 2%	- -%	26 2%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	7 1%	2 *%	3 1%	1 2%	- -%	* 1%	* 1%	7 1%	- -%	* 2%
NET: Urgent / Tracked / Timed Mail	655 52%	376 50%	193 54%	44 47%	22 54%	17 66%	3 66%	613 51%	33 58%	8 67%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Urgent delivery - on the same day or a specific time the next day	144 11%	100 10%	30 13%	10 17%	2 24%	1 33%	74 10%	28 14%	9 21%	7 19%	8 24%
			a	a	abc			a			a
Tracked service	575 45%	435 45%	104 46%	30 52%	4 56%	2 48%	357 48%	95 47%	14 32%	21 57%	21 62%
									c		c
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	66 7%	30 13%	8 14%	2 27%	1 25%	54 7%	14 7%	13 28%	9 24%	8 25%
			a	a	abc	abc			ab	ab	ab
Standard delivery	898 71%	683 71%	164 72%	42 74%	5 68%	2 59%	530 71%	133 67%	25 57%	28 75%	27 82%
		e	e	e							c
International delivery	170 13%	122 13%	36 16%	9 15%	2 27%	1 20%	110 15%	25 12%	5 10%	7 19%	9 26%
					a						
Cross-Border Delivery	3 *%	3 *%	* *%	* 1%	- -%	* 1%	2 *%	* *%	* 1%	* *%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	1 *%	- -%	- -%	- -%	3 *%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	20 2%	5 2%	1 2%	* 1%	- -%	20 3%	2 1%	3 6%	1 2%	* *%
Don't Know (DO NOT READ OUT)	7 1%	5 1%	1 1%	- -%	* 2%	* 1%	2 *%	- -%	- -%	1 3%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	496 51%	117 51%	33 58%	5 67%	3 66%	399 53%	110 55%	25 57%	23 61%	22 65%
					ab	ab					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Urgent delivery - on the same day or a specific time the next day	144 11%	18 16%	7 7%	45 20%	6 10%	12 11%	6 3%	17 12%	14 13%	5 5%
Tracked service	575 45%	67 57%	44 47%	103 46%	22 36%	46 43%	85 47%	55 37%	44 41%	42 49%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	22 19%	8 8%	35 16%	3 4%	9 8%	8 4%	4 3%	4 3%	6 7%
Standard delivery	898 71%	84 72%	63 68%	140 63%	48 78%	81 75%	131 73%	105 70%	83 78%	60 70%
International delivery	170 13%	20 17%	14 15%	38 17%	4 7%	8 7%	24 14%	15 10%	16 15%	15 18%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%
None of these (DO NOT READ OUT)	27 2%	4 3%	- -%	9 4%	3 5%	1 1%	- -%	8 5%	* *%	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	- -%	* *%	2 3%	- -%	- -%	1 1%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	78 67%	48 51%	129 58%	24 40%	50 46%	88 49%	67 45%	47 44%	47 55%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Urgent delivery - on the same day or a specific time the next day	144 11%	23 9%	39 12%	68 12%	130 12%	14 10%	7 10%	4 9%	3 11%
Tracked service	575 45%	110 43%	154 49%	243 44%	507 45%	68 48%	35 50%	23 49%	10 40%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	18 7%	33 10%	46 8%	98 9%	9 6%	4 5%	3 7%	2 9%
Standard delivery	898 71%	189 74%	230 73%	376 68%	795 71%	103 72%	49 71%	34 72%	19 75%
International delivery	170 13%	27 11%	50 16%	77 14%	154 14%	16 11%	8 12%	4 9%	3 12%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	3 13%
Other (PLEASE SPECIFY)	4 *%	2 1%	2 1%	- -%	4 *%	* *%	- -%	- -%	* 1%
None of these (DO NOT READ OUT)	27 2%	4 2%	4 1%	17 3%	25 2%	2 1%	2 2%	* 1%	* *%
Don't Know (DO NOT READ OUT)	7 1%	2 1%	3 1%	1 *%	6 1%	* *%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	121 48%	173 55%	285 52%	579 51%	76 53%	40 57%	25 51%	12 45%

Columns Tested:: a,b,c,d,e,f,g,h

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Urgent delivery - on the same day or a specific time the next day	144	21	12	12	24	25	25	3	3	41
	11%	34%	16%	40%	23%	18%	9%	10%	6%	7%
		fg	hi		fhi	i				
Tracked service	575	27	29	13	43	60	137	12	21	273
	45%	42%	38%	44%	40%	43%	51%	35%	41%	46%
Timed delivery (i.e. to arrive by specific time/ day)	107	13	9	12	21	10	19	1	3	39
	8%	21%	11%	41%	20%	7%	7%	2%	5%	7%
		fgj			fgj					
Standard delivery	898	35	52	16	67	104	194	26	36	430
	71%	56%	67%	52%	63%	74%	73%	77%	71%	72%
International delivery	170	10	17	3	20	7	49	2	3	77
	13%	16%	22%	12%	19%	5%	18%	6%	7%	13%
			e		e		e			
Cross-Border Delivery	3	*	-	-	-	*	1	-	*	2
	*%	1%	-%	-%	-%	*%	*%	-%	1%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	-	2	-	1	2
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	27	8	2	-	2	-	7	-	*	10
	2%	12%	2%	-%	2%	-%	3%	-%	*%	2%
		efi								
Don't Know (DO NOT READ OUT)	7	-	-	-	-	4	-	*	-	2
	1%	-%	-%	-%	-%	3%	-%	*%	-%	*%
						fi				
NET: Urgent / Tracked / Timed Mail	655	37	40	19	59	71	154	13	23	297
	52%	58%	52%	62%	55%	51%	57%	37%	45%	50%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Urgent delivery - on the same day or a specific time the next day	144 11%	71 23% bc	25 9%	47 7%	125 12%	19 9%	- -%	131 11%	13 13%	141 11%	3 14%
Tracked service	575 45%	130 42%	137 51%	309 45%	488 46%	88 42%	- -%	530 46%	45 45%	567 46%	8 36%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	44 14% bc	19 7%	43 6%	88 8%	18 9%	- -%	102 9%	5 5%	105 8%	2 7%
Standard delivery	898 71%	207 67%	194 73%	496 72%	751 71%	147 71%	- -%	835 72%	62 61%	886 71%	11 50%
International delivery	170 13%	38 12%	49 18%	83 12%	141 13%	30 14%	- -%	165 14%	5 5%	167 13%	3 15%
Cross-Border Delivery	3 *% *	* *% *	1 *% c	2 *% b	2 *% b	1 1% b	- -% -	3 *% b	* *% *	3 *% b	- -% -
Other (PLEASE SPECIFY)	4 *% -	- -% -	2 1% -	2 *% -	4 *% -	- -% -	- -% -	4 *% -	1 1% -	4 *% -	- -% -
None of these (DO NOT READ OUT)	27 2%	9 3%	7 3%	11 2%	19 2%	8 4%	- -%	26 2%	1 1%	26 2%	* 2%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	- -%	3 *% a	4 *% a	3 2% a	- -% a	3 *% a	4 4% a	4 *% a	3 14% a
NET: Urgent / Tracked / Timed Mail	655 52%	166 54%	154 57%	335 49%	556 52%	99 48%	- -%	602 52%	53 52%	647 52%	8 36%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Urgent delivery - on the same day or a specific time the next day	144 11%	49 7%	53 24%	42 14%
			ac	a
Tracked service	575 45%	299 40%	108 49%	167 57%
				a
Timed delivery (i.e. to arrive by specific time/day)	107 8%	38 5%	29 13%	40 14%
			a	a
Standard delivery	898 71%	539 73%	138 63%	214 73%
		b		
International delivery	170 13%	51 7%	41 19%	78 27%
			a	a
Cross-Border Delivery	3 *%	2 *%	1 *%	* *%
Other (PLEASE SPECIFY)	4 *%	* *%	2 1%	2 1%
None of these (DO NOT READ OUT)	27 2%	20 3%	3 2%	3 1%
Don't Know (DO NOT READ OUT)	7 1%	1 *%	2 1%	* *%
NET: Urgent / Tracked / Timed Mail	655 52%	337 45%	137 63%	178 61%
			a	a

Columns Tested: a,b,c

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Urgent delivery - on the same day or a specific time the next day	144 11%	95 9%	23 16%	8 26%	3 47%	12 63%	2 48%	1 42%	*	118 10%	26 42%	19 56%
			a	ai							abi	abi
Tracked service	575 45%	462 44%	83 57%	19 64%	3 42%	4 22%	2 53%	2 93%	-	545 45%	31 49%	12 35%
			ai									
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	55 5%	27 19%	12 41%	3 46%	7 38%	1 17%	1 35%	*	82 7%	24 39%	12 37%
			ai	abi							abi	ai
Standard delivery	898 71%	761 72%	105 73%	22 75%	5 69%	2 12%	1 12%	1 26%	*	867 72%	31 49%	9 26%
		jk	jk	k						jk		
International delivery	170 13%	108 10%	43 29%	8 27%	3 44%	4 20%	3 61%	1 57%	*	151 13%	19 30%	11 33%
			ai	a							ai	ai
Cross-Border Delivery	3 *%	2 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	24 2%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	27 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	7 1%	7 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	7 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	512 48%	93 64%	22 74%	4 58%	17 88%	5 99%	2 100%	*	605 50%	50 79%	28 84%
			ai	a							ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Urgent delivery - on the same day or a specific time the next day	144 11%	39 7%	56 12%	49 24%	135 12%	144 11%	144 11%	130 13%	100 15%	103 27%	5 7%	92 9%	9 24%	17 22%	9 23%	9 26%	4 22%
Tracked service	575 45%	204 35%	258 54%	114 55%	537 46%	575 45%	575 45%	509 50%	320 49%	203 53%	37 49%	439 44%	18 50%	36 47%	18 48%	16 49%	11 63%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	26 4%	29 6%	51 25%	103 9%	107 8%	107 8%	98 10%	71 11%	64 17%	3 4%	60 6%	9 25%	13 17%	8 22%	11 33%	1 9%
Standard delivery	898 71%	418 71%	344 73%	136 66%	820 70%	898 71%	898 71%	694 68%	404 62%	215 56%	60 79%	713 72%	23 62%	49 65%	24 63%	22 67%	6 33%
International delivery	170 13%	28 5%	81 17%	62 30%	155 13%	170 13%	170 13%	155 15%	104 16%	60 16%	10 13%	105 11%	12 32%	16 22%	10 27%	9 27%	7 43%
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	3 *%	3 *%	3 *%	2 *%	1 *%	2 *%	- -%	3 *%	* *%	* *%	* 1%	* 1%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%	1 *%	4 *%	4 *%	4 *%	4 *%	3 1%	2 1%	- -%	2 *%	- -%	- -%	2 5%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	21 4%	4 1%	3 1%	27 2%	27 2%	27 2%	26 3%	17 3%	9 2%	- -%	26 3%	1 3%	- -%	- -%	* 1%	- -%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	3 1%	* *%	7 1%	7 1%	7 1%	6 1%	6 1%	- -%	- -%	3 *%	- -%	* *%	1 3%	2 6%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	237 41%	275 58%	143 69%	613 52%	655 52%	655 52%	581 57%	384 58%	261 68%	38 50%	488 49%	22 59%	48 64%	26 68%	19 56%	13 78%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Urgent delivery - on the same day or a specific time the next day	144	92	14	15	4	4	6	*	68	42	13	10	6	2	3
	11%	10%	18%	26%	13%	24%	45%	4%	7%	32%	26%	20%	28%	15%	30%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	575	433	43	21	12	13	7	7	441	71	17	28	6	6	6
	45%	45%	55%	36%	39%	77%	55%	67%	44%	54%	33%	57%	30%	52%	69%
		acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd
Timed delivery (i.e. to arrive by specific time/day)	107	72	4	9	7	5	5	*	51	20	15	13	6	2	1
	8%	7%	5%	16%	22%	29%	42%	1%	5%	15%	28%	26%	31%	15%	9%
		a	a	a	a	ab	ab	ab	a	a	a	a	a	a	a
Standard delivery	898	686	53	32	23	15	7	3	736	75	34	33	9	7	4
	71%	71%	68%	55%	76%	92%	55%	23%	74%	57%	66%	68%	43%	58%	45%
		c	c	c	c	c	c	c	be	be	be	be	be	be	be
International delivery	170	114	5	12	6	10	2	6	101	30	12	15	6	5	1
	13%	12%	6%	21%	19%	61%	13%	54%	10%	23%	23%	31%	29%	38%	9%
		b	b	b	b	abcd	abcd	abcd	a	a	a	a	a	a	a
Cross-Border Delivery	3	3	*	*	*	*	*	-	3	*	*	*	*	-	-
	*%	*%	*%	1%	*%	*%	1%	-%	*%	*%	1%	*%	1%	-%	-%
Other (PLEASE SPECIFY)	4	2	-	2	-	-	-	-	2	-	-	2	-	-	-
	*%	*%	-%	3%	-%	-%	-%	-%	*%	-%	-%	4%	-%	-%	-%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
None of these (DO NOT READ OUT)	27	26	1	-	-	-	-	-	25	1	1	-	-	*	-
	2%	3%	1%	-%	-%	-%	-%	-%	3%	1%	1%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	7	5	*	-	2	-	-	-	3	-	*	-	3	-	-
	1%	*%	*%	-%	7%	-%	-%	-%	*%	-%	*%	-%	15%	-%	-%
		a	a	a	a	a	a	a	a	a	a	a	abc	abc	abc
NET: Urgent / Tracked / Timed Mail	655	488	46	33	16	14	7	8	475	91	25	35	12	7	9
	52%	51%	59%	57%	52%	85%	57%	70%	48%	69%	49%	73%	59%	59%	93%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
Urgent delivery - on the same day or a specific time the next day	144 11%	54 7%	23 22%	11 18%	18 46%	10 34%	6 45%	9 41%	37 7%	34 14%	46 16%	18 18%	9 17%
			a	a	abc	a	a	a		a	a	a	a
Tracked service	575 45%	364 48%	55 54%	35 58%	21 56%	14 49%	7 50%	14 61%	233 41%	116 46%	139 48%	55 53%	31 61%
													a
Timed delivery (i.e. to arrive by specific time/day)	107 8%	40 5%	16 16%	10 17%	15 40%	10 36%	1 10%	5 23%	30 5%	19 7%	29 10%	17 17%	13 25%
			a	a	ab	a	a	a				ab	abc
Standard delivery	898 71%	551 73%	65 64%	35 58%	18 48%	11 38%	4 30%	10 46%	396 70%	169 67%	218 76%	77 75%	31 60%
			de										
International delivery	170 13%	92 12%	24 24%	17 28%	7 18%	5 18%	1 7%	9 40%	38 7%	35 14%	54 19%	25 24%	18 36%
			a	a			a	a		a	a	a	abc
Cross-Border Delivery	3 *%	2 *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	1 *%	2 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	2 *%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	2 1%	- -%	- -%	2 5%
						a							ac
None of these (DO NOT READ OUT)	27 2%	24 3%	2 2%	- -%	- -%	- -%	- -%	1 3%	24 4%	2 1%	1 *%	- -%	- -%
									bc				
Don't Know (DO NOT READ OUT)	7 1%	4 1%	2 2%	- -%	- -%	- -%	* *%	- -%	5 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	392 52%	68 66%	39 66%	32 84%	21 77%	10 75%	18 80%	252 45%	138 54%	164 57%	63 62%	35 69%
			a		a						a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Urgent delivery - on the same day or a specific time the next day	144 11%	56 9%	25 11%	31 15%	13 17%	7 26%	49 7%	43 18%	29 13%	16 19%	8 17%
Tracked service	575 45%	266 42%	108 48%	102 50%	37 51%	19 67%	270 40%	130 55%	102 48%	43 51%	27 60%
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	45 7%	12 5%	24 12%	10 14%	11 41%	32 5%	26 11%	21 10%	17 20%	11 25%
Standard delivery	898 71%	414 66%	161 71%	167 82%	52 71%	16 58%	489 73%	150 63%	158 74%	64 76%	25 57%
International delivery	170 13%	69 11%	29 13%	40 20%	9 12%	8 30%	48 7%	41 17%	40 19%	25 30%	16 37%
Cross-Border Delivery	3 *%	* *%	1 *%	1 *%	2 2%	* 1%	1 *%	* *%	2 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	- -%	2 1%	- -%	2 3%	- -%	- -%	2 1%	- -%	- -%	2 5%
None of these (DO NOT READ OUT)	27 2%	24 4%	2 1%	1 *%	- -%	- -%	26 4%	1 *%	1 *%	- -%	- -%
Don't Know (DO NOT READ OUT)	7 1%	5 1%	- -%	* *%	- -%	- -%	5 1%	* *%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	307 49%	121 54%	115 57%	42 58%	22 80%	295 44%	154 65%	121 57%	51 61%	30 68%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Urgent delivery - on the same day or a specific time the next day	144	34	26	30	31	5	88	7	32	121	23	114	21
	11%	6%	16%	17%	29%	13%	16%	13%	8%	11%	14%	11%	23%
			a	a	a		c						a
Tracked service	575	235	93	88	67	22	305	36	161	497	79	493	44
	45%	45%	59%	50%	64%	52%	55%	60%	41%	45%	49%	46%	47%
			a		a		c	c					
Timed delivery (i.e. to arrive by specific time/day)	107	26	19	17	27	7	69	5	22	85	21	83	20
	8%	5%	12%	10%	26%	17%	12%	9%	6%	8%	13%	8%	21%
			a		abc	a	c						a
Standard delivery	898	367	100	119	63	30	373	27	288	800	97	772	48
	71%	70%	64%	68%	60%	71%	67%	45%	74%	72%	60%	72%	51%
					b		b		b	b		b	
International delivery	170	44	24	42	24	16	117	7	29	139	31	134	21
	13%	8%	15%	24%	23%	37%	21%	11%	7%	13%	19%	12%	22%
			a		a	ab	c						
Cross-Border Delivery	3	1	*	1	*	*	1	*	1	3	*	3	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	*	-	-	2	2	-	2	4	-	4	-
	*%	*%	*%	-%	-%	4%	*%	-%	*%	*%	-%	*%	-%
						a							
None of these (DO NOT READ OUT)	27	23	1	*	2	-	13	1	12	26	1	27	-
	2%	4%	*%	*%	2%	-%	2%	2%	3%	2%	*%	2%	-%
		c											
Don't Know (DO NOT READ OUT)	7	4	-	-	-	-	-	3	-	5	2	5	2
	1%	1%	-%	-%	-%	-%	-%	5%	-%	*%	1%	*%	2%
								ac					

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
NET: Urgent / Tracked / Timed Mail	655	254	110	106	77	28	361	41	172	561	93	552	60
	52%	49%	70%	60%	73%	66%	65%	69%	44%	51%	58%	51%	65%
			a	a	a		c	c					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Urgent delivery - on the same day or a specific time the next day	144 11%	99 9%	45 32% a	79 11%	51 17% a	112 10%	24 26% a	99 9%	45 30% a	80 11%	50 17% a
Tracked service	575 45%	501 44%	75 53% a	355 49%	154 52% a	491 45%	46 51% a	500 45%	76 51% a	351 48%	158 54% a
Timed delivery (i.e. to arrive by specific time/day)	107 8%	77 7%	29 21% a	58 8%	40 14% a	84 8%	18 20% a	72 6%	35 23% a	63 9%	36 12% a
Standard delivery	898 71%	823 73% b	75 53% b	516 71% b	178 61% b	770 71% b	50 55% b	821 73% b	77 51% b	512 70% b	182 63% b
International delivery	170 13%	145 13%	25 18% a	101 14%	54 18% a	136 13%	19 21% a	139 12%	31 21% a	108 15% a	46 16% a
Cross-Border Delivery	3 *%	3 *%	* *% a	1 *%	1 *% a	3 *%	* *% a	3 *%	* *% a	1 *% a	1 *% a
Other (PLEASE SPECIFY)	4 *%	4 *%	1 *% a	4 *%	- -% a	4 *%	- -% a	4 *%	1 *% a	4 *% a	- -% a
None of these (DO NOT READ OUT)	27 2%	26 2%	1 *% a	23 3%	4 1% a	27 2%	- -% a	26 2%	1 *% a	23 3% a	4 1% a
Don't Know (DO NOT READ OUT)	7 1%	5 *%	2 1% a	4 1%	2 1% a	5 *%	2 2% a	5 *%	2 1% a	4 1% a	2 1% a
NET: Urgent / Tracked / Timed Mail	655 52%	554 49%	100 71% a	395 54%	186 63% a	553 51%	59 65% a	550 49%	104 70% a	392 54% a	189 65% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Urgent delivery - on the same day or a specific time the next day	144 11%	129 21%	96 10%	51 27%	- -%	144 22%	76 9%	36 21%	- -%	125 18%	59 11%	41 25%	- -%
Tracked service	575 45%	487 79%	357 39%	133 69%	1 90%	575 88%	311 35%	115 67%	- -%	478 67%	244 45%	114 69%	- -%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	92 15%	77 8%	38 20%	- -%	107 16%	60 7%	36 21%	- -%	95 13%	47 9%	39 23%	- -%
Standard delivery	898 71%	335 54%	788 85%	148 77%	- -%	332 51%	898 100%	138 80%	- -%	426 60%	504 92%	128 78%	4 100%
International delivery	170 13%	112 18%	134 15%	126 66%	- -%	123 19%	137 15%	170 99%	- -%	134 19%	114 21%	113 68%	- -%
Cross-Border Delivery	3 *%	2 *%	3 *%	3 2%	- -%	2 *%	3 *%	3 2%	- -%	2 *%	2 *%	2 1%	- -%
Other (PLEASE SPECIFY)	4 *%	2 *%	4 *%	- -%	* 10%	- -%	- -%	- -%	4 100%	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	4 1%	16 2%	3 1%	- -%	- -%	- -%	- -%	- -%	9 1%	6 1%	3 2%	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	551 90%	400 43%	147 76%	1 90%	655 100%	332 37%	124 72%	- -%	548 77%	254 47%	127 77%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
Urgent delivery - on the same day or a specific time the next day	144 11%	113 11%	116 11%	93 14%	124 14%	86 12%	7 50% ab	66 13%	62 17%	76 22% a	32 30% ab	18 21%	35 11%	33 11%
Tracked service	575 45%	475 46%	502 47%	369 54% ab	432 50% b	294 40%	8 62%	238 49%	270 74% a	254 75% a	89 83% a	59 71% a	134 43%	116 38%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	84 8%	87 8%	71 10%	75 9%	71 10%	5 35% ab	52 11%	52 14%	57 17%	26 24% a	15 18%	20 6%	23 8%
Standard delivery	898 71%	754 73%	794 75%	506 74%	631 73%	595 80% a	9 67%	405 83% bc	258 70%	241 71%	84 78%	78 95% abcd	281 91%	276 91%
International delivery	170 13%	129 13%	152 14%	115 17%	117 14%	106 14%	5 36% ab	91 18%	69 19%	84 25%	74 68% abc	64 78% abc	45 15%	40 13%
Cross-Border Delivery	3 *% *% *% *%	3 *% *% *% *%	3 *% *% *% *%	1 *% *% *% *%	2 *% *% *% *%	3 *% *% *% *%	* 1% -% *% *%	1 *% *% *% *%	1 *% *% *% *%	1 *% *% *% *%	1 1% -% *% *%	1 1% -% *% *%	1 *% -% *% *%	2 *% -% *% *%
Other (PLEASE SPECIFY)	4 *% *% *% *%	4 *% *% *% *%	4 *% *% *% *%	4 1% *% *% *%	4 *% *% *% *%	3 *% *% *% *%	- -% *% *%	2 *% *% *% *%	3 1% 1% *% *%	2 1% 1% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%
None of these (DO NOT READ OUT)	27 2%	26 2%	17 2%	12 2%	7 1%	23 3% a	* *% *% *%	10 2%	4 1%	3 1%	3 3%	- -% *% *%	5 2%	2 1%
Don't Know (DO NOT READ OUT)	7 1%	2 *% *% *% *%	- -% *% *%	- -% *% *%	2 *% *% *% *%	* *% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%	- -% *% *%
NET: Urgent / Tracked / Timed Mail	655 52%	529 51%	552 52%	408 60% ab	482 56% b	340 46%	10 77% b	261 53%	285 78% a	271 80% a	99 91% abce	60 73% a	137 44%	127 42%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Urgent delivery - on the same day or a specific time the next day	144	21	26	9	13	114	94	129	101	88	117	86	31	-	114	8
	11%	16%	45%	17%	33%	11%	12%	11%	12%	12%	19%	8%	19%	-%	12%	9%
			ac								b		b			
Tracked service	575	60	31	24	19	488	390	523	414	339	385	458	115	*	447	36
	45%	46%	53%	45%	48%	46%	50%	46%	51%	47%	64%	44%	69%	100%	48%	40%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	107	27	12	4	8	86	69	92	76	64	81	80	28	*	72	8
	8%	21%	20%	8%	21%	8%	9%	8%	9%	9%	13%	8%	17%	100%	8%	8%
											b		b			
Standard delivery	898	92	28	38	21	787	589	817	595	545	397	790	127	*	658	70
	71%	72%	48%	70%	53%	74%	75%	72%	73%	75%	66%	76%	77%	100%	70%	78%
		b										a	a			
International delivery	170	25	11	10	5	132	115	141	121	115	112	132	81	-	119	12
	13%	19%	19%	19%	13%	12%	15%	12%	15%	16%	19%	13%	49%	-%	13%	13%
											b		ab			
Cross-Border Delivery	3	1	*	*	-	3	3	3	3	3	2	3	2	-	3	-
	*%	1%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	4	2	-	1	-	4	2	4	4	2	2	4	-	-	4	1
	*%	1%	-%	1%	-%	*%	*%	*%	1%	*%	*%	*%	-%	-%	*%	1%
None of these (DO NOT READ OUT)	27	-	1	-	-	24	8	24	10	8	7	24	-	-	20	1
	2%	-%	2%	-%	-%	2%	1%	2%	1%	1%	1%	2%	-%	-%	2%	1%
Don't Know (DO NOT READ OUT)	7	-	-	-	-	1	*	1	*	-	-	*	-	-	1	-
	1%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	655	82	45	27	30	544	428	588	456	377	437	501	122	*	506	43
	52%	64%	76%	51%	75%	51%	55%	52%	56%	52%	72%	48%	74%	100%	54%	48%
			c								b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Urgent delivery - on the same day or a specific time the next day	144 11%	75 14%	61 9%	65 17%	2 6%	55 28%	26 9%	34 22%	75 9%	34 13%	29 16%	45 19%	68 8%
Tracked service	575 45%	277 51%	259 40%	217 56%	18 57%	114 58%	161 56%	77 51%	375 45%	119 45%	92 49%	145 59%	333 41%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	49 9%	49 8%	53 14%	4 14%	40 20%	29 10%	22 15%	56 7%	28 11%	26 14%	33 14%	47 6%
Standard delivery	898 71%	369 68%	489 75%	250 65%	21 64%	101 51%	211 74%	96 63%	605 73%	194 72%	136 73%	143 58%	605 75%
International delivery	170 13%	90 17%	68 10%	58 15%	6 19%	41 21%	44 15%	34 22%	86 10%	50 19%	36 19%	48 20%	86 11%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 1%	* *%	* *%	3 *%
Other (PLEASE SPECIFY)	4 *%	4 1%	* *%	1 *%	2 6%	2 1%	1 *%	2 1%	2 *%	- -%	2 1%	- -%	2 *%
None of these (DO NOT READ OUT)	27 2%	8 2%	18 3%	6 2%	- -%	6 3%	1 *%	2 2%	11 1%	10 4%	3 2%	1 *%	17 2%
Don't Know (DO NOT READ OUT)	7 1%	* *%	4 1%	* *%	- -%	2 1%	* *%	- -%	4 *%	- -%	- -%	- -%	1 *%
NET: Urgent / Tracked / Timed Mail	655 52%	326 60%	284 44%	258 67%	22 68%	152 77%	172 60%	104 68%	409 49%	138 52%	116 62%	174 71%	359 45%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Urgent delivery - on the same day or a specific time the next day	144 11%	93 17%	51 7%
		b	
Tracked service	575 45%	245 46%	331 45%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	59 11%	47 6%
		b	
Standard delivery	898 71%	359 67%	539 74%
International delivery	170 13%	54 10%	116 16%
		a	
Cross-Border Delivery	3 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	2 *%	3 *%
None of these (DO NOT READ OUT)	27 2%	13 2%	14 2%
Don't Know (DO NOT READ OUT)	7 1%	- -%	7 1%
NET: Urgent / Tracked / Timed Mail	655 52%	294 55%	360 49%

Columns Tested: a,b

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Urgent delivery - on the same day or a specific time the next day	144 11%	- -%	8 16%	29 13% d	8 5%	4 22% d	15 12%	2 6%	10 8%	34 20% dh	4 9%	25 10%	5 8%
Tracked service	575 45%	- -%	27 52%	123 55% dk	52 33%	9 53%	55 44%	12 34%	64 48% d	74 44%	22 57% d	98 41%	39 56% d
Timed delivery (i.e. to arrive by specific time/day)	107 8%	- -%	5 10%	13 6%	7 4%	3 19% d	10 8%	4 10%	9 7%	29 17% cdhj	2 5%	20 8%	5 7%
Standard delivery	898 71%	- -%	35 68%	174 77% i	120 75%	11 68%	84 67%	24 68%	98 73%	107 63%	25 65%	175 73%	43 62%
International delivery	170 13%	- -%	15 30% cdl	27 12%	10 6%	2 12%	15 12%	5 14%	21 15% d	26 15% d	5 14%	38 16% d	5 7%
Cross-Border Delivery	3 *%	- -%	- -%	1 *%	1 *%	1 3%	- -%	1 3%	* *%	* *%	* *%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	- -%	- -%	* *%	- -%	- -%	2 5%	2 1%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	- -%	- -%	3 1%	4 3%	- -%	3 2%	- -%	* *%	4 3%	1 2%	12 5% h	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	2 4%	* *%	- -%	- -%	- -%	1 3%	* *%	- -%	* 1%	3 1%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	- -%	29 56%	127 56% d	58 37%	9 56%	71 57% d	14 38%	69 51%	99 58% d	24 62% dg	112 47%	43 63% dg

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 98 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Urgent delivery - on the same day or a specific time the next day	144	37	26	46	34	64	80
	11%	12%	10%	14%	10%	11%	12%
Tracked service	575	153	113	150	159	266	309
	45%	51%	41%	44%	46%	46%	45%
Timed delivery (i.e. to arrive by specific time/day)	107	20	18	42	27	38	68
	8%	7%	7%	12%	8%	7%	10%
Standard delivery	898	231	194	230	243	425	473
	71%	76%	70%	68%	70%	73%	69%
International delivery	170	42	27	52	49	69	101
	13%	14%	10%	15%	14%	12%	15%
Cross-Border Delivery	3	1	1	2	*	2	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	*	4	-	*	4
	*%	-%	*%	1%	-%	*%	1%
None of these (DO NOT READ OUT)	27	3	7	4	12	10	17
	2%	1%	3%	1%	4%	2%	2%
Don't Know (DO NOT READ OUT)	7	2	-	1	3	2	5
	1%	1%	-%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	655	159	135	181	179	294	360
	52%	53%	49%	53%	51%	51%	52%

Columns Tested:: a,b,c,d - a,b

Table 99

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Urgent delivery - on the same day or a specific time the next day	189	52	136	172	13	3	1	17
	15%	20%	13%	14%	23%	35%	29%	25%
		b			a	a	a	a
Tracked service	777	140	637	737	33	5	2	40
	61%	54%	62%	61%	61%	60%	53%	61%
Timed delivery (i.e. to arrive by specific time/day)	164	29	136	151	11	2	1	13
	13%	11%	13%	12%	20%	22%	27%	20%
					a	a	a	a
Standard delivery	679	141	538	646	27	4	2	33
	53%	54%	53%	53%	50%	58%	49%	51%
International delivery	198	34	165	186	9	3	1	13
	16%	13%	16%	15%	17%	33%	15%	19%
						abde		
Cross-Border Delivery	3	*	3	2	1	*	*	1
	*%	*%	*%	*%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	4	2	2	4	-	-	-	-
	*%	1%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	24	2	22	23	1	-	-	1
	2%	1%	2%	2%	2%	-%	-%	1%
Don't Know (DO NOT READ OUT)	5	*	5	4	*	-	*	1
	*%	*%	*%	*%	1%	-%	4%	1%
							a	
NET: Urgent / Tracked / Timed Mail	885	165	721	838	39	6	3	48
	69%	63%	71%	69%	72%	80%	73%	73%

Columns Tested:: a,b - a,b,c,d,e

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Urgent delivery - on the same day or a specific time the next day	189 15%	84 11%	74 19%	14 17%	7 20%	8 33%	1 29%	172 14%	13 23%	4 33%
			a		a	abcg	ag		ag	abcdg
Tracked service	777 61%	437 59%	256 66%	44 52%	22 59%	16 65%	2 53%	737 61%	33 61%	7 58%
			cf							
Timed delivery (i.e. to arrive by specific time/day)	164 13%	77 10%	61 16%	12 15%	5 14%	7 29%	1 27%	151 12%	11 20%	3 24%
						abcdg	abdg		ag	ag
Standard delivery	679 53%	410 55%	188 48%	48 57%	19 52%	12 49%	2 49%	646 53%	27 50%	6 55%
International delivery	198 16%	120 16%	54 14%	12 14%	5 15%	6 26%	1 15%	186 15%	9 17%	3 27%
						bg				abcdfg
Cross-Border Delivery	3 *%	1 *%	1 *%	* *%	* *%	* 2%	* 1%	2 *%	1 1%	* 1%
						g				
Other (PLEASE SPECIFY)	4 *%	4 1%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	16 2%	5 1%	2 2%	* 1%	* 2%	- -%	23 2%	1 2%	- -%
Don't Know (DO NOT READ OUT)	5 *%	- -%	3 1%	1 1%	* 1%	- -%	* 4%	4 *%	* 1%	* 1%
				a			ag			
NET: Urgent / Tracked / Timed Mail	885 69%	489 66%	295 76%	53 64%	25 67%	20 81%	3 73%	838 69%	39 72%	9 78%
			ac			acd				ac

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Urgent delivery - on the same day or a specific time the next day	189 15%	131 13%	42 18%	13 23%	3 35%	1 29%	89 11%	34 17%	10 22%	8 32%	9 28%
				a	ab	ab				a	a
Tracked service	777 61%	604 61%	132 58%	33 61%	5 60%	2 53%	471 60%	124 64%	28 64%	15 58%	21 65%
Timed delivery (i.e. to arrive by specific time/ day)	164 13%	111 11%	40 18%	11 20%	2 22%	1 27%	95 12%	24 12%	9 21%	8 31%	8 26%
			a	a	a	a				ab	
Standard delivery	679 53%	510 52%	135 60%	27 50%	4 58%	2 49%	419 54%	101 52%	18 41%	14 54%	18 57%
International delivery	198 16%	147 15%	39 17%	9 17%	3 33%	1 15%	118 15%	36 18%	8 18%	4 17%	8 25%
					abce						
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	* 1%	* 1%	1 *%	1 *%	* 1%	* *%	* 1%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	20 2%	4 2%	1 2%	- -%	- -%	22 3%	* *%	- -%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	5 *%	3 *%	1 1%	* 1%	- -%	* 4%	- -%	- -%	* 1%	1 4%	- -%
						ab				a	
NET: Urgent / Tracked / Timed Mail	885 69%	681 69%	157 69%	39 72%	6 80%	3 73%	529 68%	145 74%	36 81%	18 69%	23 73%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Urgent delivery - on the same day or a specific time the next day	189 15%	18 16%	12 14%	44 21%	15 23%	12 12%	24 12%	26 16%	14 13%	7 8%
Tracked service	777 61%	75 64%	52 64%	141 65%	36 54%	63 61%	124 65%	83 50%	51 50%	65 66%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	17 15%	9 11%	34 16%	9 13%	12 11%	23 12%	26 16%	6 5%	14 14%
Standard delivery	679 53%	72 61%	37 46%	84 39%	36 54%	58 56%	110 57%	94 57%	60 59%	54 55%
International delivery	198 16%	19 16%	14 18%	43 20%	10 15%	9 9%	31 16%	17 10%	19 19%	14 14%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 2%	- -%
None of these (DO NOT READ OUT)	24 2%	4 3%	- -%	8 4%	1 1%	2 2%	2 1%	4 3%	- -%	1 1%
Don't Know (DO NOT READ OUT)	5 *%	* *%	- -%	- -%	- -%	- -%	* *%	1 1%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	82 70%	61 75%	169 79%	43 64%	70 67%	130 68%	108 65%	56 55%	70 72%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Urgent delivery - on the same day or a specific time the next day	189 15%	35 13%	44 14%	94 16%	172 15%	17 12%	9 12%	5 12%	3 12%
Tracked service	777 61%	164 61%	178 59%	348 61%	690 60%	87 63%	47 66%	27 63%	13 58%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	35 13%	32 11%	83 15%	150 13%	14 10%	6 9%	5 13%	3 12%
Standard delivery	679 53%	148 55%	169 56%	288 50%	605 53%	74 54%	38 54%	22 51%	13 60%
International delivery	198 16%	33 12%	52 17%	91 16%	177 15%	22 16%	12 16%	7 16%	3 16%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	3 12%
						cd			abcdefg
Other (PLEASE SPECIFY)	4 *%	- -%	2 1%	2 *%	4 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	4 2%	4 1%	14 2%	22 2%	2 1%	2 2%	* *%	* 1%
Don't Know (DO NOT READ OUT)	5 *%	- -%	4 1%	1 *%	5 *%	* *%	- -%	- -%	* *%
			e						
NET: Urgent / Tracked / Timed Mail	885 69%	183 68%	199 66%	407 71%	789 69%	97 71%	51 72%	31 72%	14 64%

Columns Tested:: a,b,c,d,e,f,g,h

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Urgent delivery - on the same day or a specific time the next day	189	23	11	11	23	29	44	5	2	63
	15%	36%	10%	32%	15%	20%	14%	12%	10%	11%
		bdfi								
Tracked service	777	36	68	23	91	85	216	21	13	313
	61%	58%	61%	65%	62%	59%	68%	55%	64%	57%
							i			
Timed delivery (i.e. to arrive by specific time/ day)	164	16	17	9	26	21	30	3	3	63
	13%	25%	16%	25%	18%	14%	10%	9%	17%	12%
		fi								
Standard delivery	679	32	45	12	57	76	171	18	11	309
	53%	52%	41%	33%	39%	53%	54%	47%	54%	57%
							d			bd
International delivery	198	14	17	4	21	13	60	1	1	88
	16%	22%	15%	11%	14%	9%	19%	4%	6%	16%
Cross-Border Delivery	3	*	-	-	-	*	1	*	*	1
	*%	1%	-%	-%	-%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	-	4	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
None of these (DO NOT READ OUT)	24	5	*	-	*	1	5	-	3	10
	2%	8%	*%	-%	*%	1%	2%	-%	13%	2%
		di							bdefi	
Don't Know (DO NOT READ OUT)	5	-	-	-	-	4	*	*	-	*
	*%	-%	-%	-%	-%	3%	*%	*%	-%	*%
						fi				
NET: Urgent / Tracked / Timed Mail	885	45	76	28	103	99	239	26	13	357
	69%	71%	68%	79%	71%	69%	76%	69%	66%	65%
							i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Urgent delivery - on the same day or a specific time the next day	189	74	44	71	160	29	-	168	21	183	6
	15%	21%	14%	12%	15%	15%	-%	14%	21%	15%	21%
Tracked service	777	212	216	348	658	119	-	716	60	761	15
	61%	60%	68%	57%	61%	60%	-%	61%	62%	61%	58%
Timed delivery (i.e. to arrive by specific time/day)	164	62	30	72	137	27	-	157	7	160	5
	13%	18%	10%	12%	13%	14%	-%	13%	7%	13%	18%
Standard delivery	679	166	171	342	569	110	-	638	40	666	13
	53%	47%	54%	56%	53%	55%	-%	54%	42%	53%	49%
International delivery	198	47	60	91	171	28	-	190	9	194	4
	16%	13%	19%	15%	16%	14%	-%	16%	9%	15%	17%
Cross-Border Delivery	3	*	1	1	3	*	-	2	*	3	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	4	-	4	-	4	-	-	4	-	4	-
	*%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	24	7	5	12	17	7	-	21	3	24	*
	2%	2%	2%	2%	2%	4%	-%	2%	3%	2%	2%
Don't Know (DO NOT READ OUT)	5	4	*	*	2	3	-	1	4	2	3
	*%	1%	*%	*%	*%	2%	-%	*%	4%	*%	12%
NET: Urgent / Tracked / Timed Mail	885	247	239	399	757	128	-	818	67	869	16
	69%	70%	76%	65%	70%	65%	-%	69%	69%	69%	61%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Urgent delivery - on the same day or a specific time the next day	189 15%	83 12%	40 18%	63 19%
			a	a
Tracked service	777 61%	380 54%	150 67%	243 72%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	164 13%	56 8%	43 19%	65 19%
			a	a
Standard delivery	679 53%	384 54%	107 48%	183 54%
International delivery	198 16%	66 9%	43 19%	90 27%
			a	a
Cross-Border Delivery	3 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	4 *%	4 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	21 3%	3 1%	* *%
		c		
Don't Know (DO NOT READ OUT)	5 *%	2 *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	431 61%	182 82%	268 79%
			a	a

Columns Tested: a,b,c

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Urgent delivery - on the same day or a specific time the next day	189 15%	130 12%	28 18%	14 39% abi	4 48%	9 49%	3 60%	1 60%	*	158 13%	31 45% abi	17 51% abi
Tracked service	777 61%	616 59%	122 76% aijk	24 69%	3 44%	9 46%	1 21%	1 39%	*	738 61%	38 56%	14 42%
Timed delivery (i.e. to arrive by specific time/ day)	164 13%	108 10%	31 19% ai	14 39% ai	3 46%	5 29%	1 30%	1 60%	*	139 11%	25 37% abi	11 35% ai
Standard delivery	679 53%	575 55% cj	82 51% j	11 31%	5 69%	2 12%	2 49%	1 58%	*	657 54% cj	22 32%	11 33%
International delivery	198 16%	133 13%	45 28% ai	11 30% a	3 45%	3 18%	2 53%	1 35%	*	178 15%	20 30% ai	10 30% a
Cross-Border Delivery	3 *%	1 *%	1 1%	* 1%	* 1%	- -%	* 1%	- -%	- -%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	24 2%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	24 2%	* *%	* *%
Don't Know (DO NOT READ OUT)	5 *%	5 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	689 66%	133 83% ai	35 99% abi	4 60%	19 97%	4 100%	1 65%	*	822 68%	64 93% ai	29 87%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Urgent delivery - on the same day or a specific time the next day	189 15%	54 10%	76 15%	59 26% ab	158 15%	149 15%	167 15%	189 15%	105 16%	101 26% abcde	23 14%	94 12%	9 26% b	14 22%	13 35% ab	9 31% b	4 25%
Tracked service	777 61%	284 52%	332 66% a	161 70% a	651 61%	620 61%	695 61%	777 61%	398 59%	249 64%	108 68%	479 60%	19 54%	40 66%	20 53%	17 56%	10 62%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	38 7%	70 14% a	56 25% ab	149 14%	139 14%	151 13%	164 13%	104 16%	91 23% abcde	11 7%	94 12%	10 27% ab	11 17%	7 18%	15 48% abd	5 27% a
Standard delivery	679 53%	302 56%	273 54%	103 45%	568 53%	546 53%	605 53%	679 53%	339 50%	185 47%	85 53% g	434 54% g	18 51%	29 48%	17 44%	18 59%	4 22%
International delivery	198 16%	35 6%	98 19% a	66 29% ab	165 15%	163 16%	175 15%	198 16%	101 15%	60 15%	18 11%	117 15%	11 30% a	12 20%	7 18%	9 30%	1 6%
Cross-Border Delivery	3 *% *	1 *% *	1 *% *	1 1% *	3 *% *	3 *% *	3 *% *	3 *% *	2 *% *	1 *% *	* *% *	2 *% *	* *% *	* *% *	* 1% *	* 1% *	* *% *
Other (PLEASE SPECIFY)	4 *% -	2 *% -	2 *% -	- -% -	4 *% -	4 *% -	4 *% -	4 *% -	4 1% -	- -% -	- -% -	4 *% -	- -% -	- -% -	- -% -	- -% -	- -% -
None of these (DO NOT READ OUT)	24 2% bc	22 4% bc	2 *% bc	1 *% bc	24 2%	22 2%	24 2%	24 2%	17 3%	3 1%	3 2%	21 3%	* 1%	- -%	- -%	- -%	* 1%
Don't Know (DO NOT READ OUT)	5 *% *	4 1% *	1 *% *	* *% *	5 *% *	5 *% *	5 *% *	5 *% *	5 1% *	- -% *	* *% *	4 *% *	- -% *	- -% *	1 3% *	* *% *	- -% *
NET: Urgent / Tracked / Timed Mail	885 69%	312 57%	377 74% a	196 86% ab	747 69%	711 69%	793 70%	885 69%	474 71%	313 80% abcde	115 72%	530 66%	27 75%	52 85%	32 84%	22 71%	16 93%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Urgent delivery - on the same day or a specific time the next day	189	115	11	14	7	5	6	1	79	35	10	13	7	2	3
	15%	13%	13%	25%	25%	34%	45%	8%	10%	29%	24%	31%	39%	15%	32%
							a			a	a	a	a		
Tracked service	777	532	50	29	11	13	9	7	469	76	28	28	5	8	6
	61%	61%	63%	55%	38%	89%	68%	64%	60%	64%	66%	65%	29%	71%	70%
						d			e	e	e				
Timed delivery (i.e. to arrive by specific time/day)	164	96	20	10	8	6	6	3	78	31	8	11	8	2	1
	13%	11%	25%	18%	29%	45%	51%	25%	10%	26%	19%	26%	42%	18%	14%
			a		a	a	a			a		a	a		
Standard delivery	679	472	41	22	16	10	6	1	443	45	22	20	8	7	2
	53%	54%	52%	41%	56%	67%	46%	13%	57%	38%	52%	46%	41%	60%	17%
									b						
International delivery	198	134	7	10	7	6	1	*	108	26	11	9	6	3	*
	16%	15%	9%	19%	23%	45%	7%	*%	14%	22%	27%	20%	35%	25%	4%
						ab									
Cross-Border Delivery	3	2	*	*	-	*	*	*	1	*	*	*	*	*	-
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	1%	1%	1%	*%	-%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	24	23	1	-	-	-	-	*	20	1	-	-	-	-	*
	2%	3%	1%	-%	-%	-%	-%	1%	3%	1%	-%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	5	5	-	-	*	-	-	-	3	*	-	-	1	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	6%	-%	-%
													a		
NET: Urgent / Tracked / Timed Mail	885	589	61	43	20	14	9	10	510	97	33	40	14	10	8
	69%	67%	78%	81%	70%	98%	71%	92%	65%	81%	78%	92%	74%	80%	95%
						a			a			a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Urgent delivery - on the same day or a specific time the next day	189 15%	113 12%	23 18%	15 24%	17 41%	7 21%	7 50%	7 32%	46 9%	40 18%	45 17%	22 24%	13 28%
		a	b	c	d	e	*f	g	a	b	c	d	e
Tracked service	777 61%	574 59%	92 72%	41 66%	23 55%	25 79%	7 47%	14 63%	302 60%	136 61%	165 63%	46 51%	43 88%
		a	a	a	a	a	a	a	a	a	a	a	abcd
Timed delivery (i.e. to arrive by specific time/day)	164 13%	83 8%	26 21%	21 34%	12 28%	14 42%	1 9%	8 34%	43 8%	35 16%	37 14%	23 25%	12 24%
		a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	679 53%	551 56%	65 51%	26 41%	18 44%	4 13%	6 42%	9 39%	273 54%	108 48%	141 53%	58 64%	22 46%
		e	e	e	e	e	e	e	e	e	e	b	e
International delivery	198 16%	127 13%	32 25%	13 20%	14 34%	5 17%	2 15%	5 21%	52 10%	30 13%	53 20%	23 26%	14 29%
		a	a	a	a	a	a	a	a	a	a	ab	a
Cross-Border Delivery	3 *%	2 *%	1 *%	* *%	* *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	24 2%	* *%	- -%	* *%	- -%	- -%	- -%	19 4%	4 2%	2 1%	* *%	* *%
Don't Know (DO NOT READ OUT)	5 *%	5 *%	* *%	- -%	- -%	- -%	* *%	- -%	4 1%	- -%	* *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	625 64%	108 85%	53 85%	37 88%	32 100%	11 79%	19 86%	326 64%	157 70%	194 74%	67 74%	44 90%
		a	a	a	a	a	a	a	a	a	a	a	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Urgent delivery - on the same day or a specific time the next day	189 15%	75 13%	19 10%	38 20%	17 27%	9 36%	47 9%	50 26%	22 12%	17 23%	12 28%
Tracked service	777 61%	344 59%	120 61%	130 67%	28 45%	23 86%	304 58%	120 62%	111 61%	45 59%	37 89%
Timed delivery (i.e. to arrive by specific time/ day)	164 13%	69 12%	20 10%	30 16%	17 27%	11 40%	45 9%	39 20%	27 15%	15 20%	10 23%
Standard delivery	679 53%	297 51%	107 54%	112 57%	34 54%	12 45%	282 54%	87 45%	104 57%	52 68%	17 40%
International delivery	198 16%	75 13%	25 13%	44 23%	8 13%	7 27%	52 10%	39 20%	36 20%	22 30%	12 28%
Cross-Border Delivery	3 *%	* *%	1 1%	1 *%	1 1%	* 1%	1 *%	* *%	1 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	2 *%	- -%	2 1%	- -%	- -%	2 *%	- -%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	19 3%	4 2%	2 1%	* *%	* *%	17 3%	3 2%	1 *%	- -%	* *%
Don't Know (DO NOT READ OUT)	5 *%	4 1%	- -%	* *%	* *%	- -%	4 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	388 67%	133 67%	149 76%	46 73%	23 88%	329 63%	153 79%	129 71%	56 74%	38 90%
								a			a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Urgent delivery - on the same day or a specific time the next day	189	72	32	37	33	11	126	12	48	139	50	127	31
	15%	11%	16%	17%	27%	22%	17%	18%	10%	13%	22%	13%	32%
					a		c				a		a
Tracked service	777	366	140	143	84	39	495	37	235	619	158	595	56
	61%	55%	68%	65%	68%	79%	68%	56%	50%	59%	68%	61%	57%
			a		a	a	c						
Timed delivery (i.e. to arrive by specific time/day)	164	56	27	33	33	12	119	12	30	118	46	123	27
	13%	8%	13%	15%	26%	24%	16%	18%	6%	11%	20%	13%	27%
				a	ab	a	c	c			a		a
Standard delivery	679	379	97	104	57	27	355	22	294	583	96	529	39
	53%	57%	47%	48%	46%	55%	49%	34%	62%	56%	41%	54%	40%
									ab	b			
International delivery	198	62	31	49	35	16	154	4	36	155	44	148	17
	16%	9%	15%	23%	28%	31%	21%	6%	8%	15%	19%	15%	18%
				a	ab	ab	bc						
Cross-Border Delivery	3	1	*	1	1	*	2	*	1	2	1	3	*
	%	%	%	%	1%	%	%	%	%	%	%	%	%
Other (PLEASE SPECIFY)	4	2	-	2	-	-	-	2	2	2	2	4	-
	%	%	-%	1%	-%	-%	-%	2%	%	%	1%	%	-%
								a					
None of these (DO NOT READ OUT)	24	22	1	*	-	-	5	2	17	24	-	24	-
	2%	3%	%	%	-%	-%	1%	2%	4%	2%	-%	2%	-%
		c							a				
Don't Know (DO NOT READ OUT)	5	5	-	*	*	-	*	3	-	5	*	5	*
	%	1%	-%	%	%	-%	%	5%	-%	%	%	%	%
								ac					

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: Urgent / Tracked / Timed Mail	885	396	162	170	105	42	574	46	255	696	190	664	82
	69%	60%	79%	78%	86%	85%	79%	70%	54%	66%	82%	68%	84%
			a	a	a	a	c				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Urgent delivery - on the same day or a specific time the next day	189	113	36	107	82	132	26	103	46	113	76
	15%	13%	28%	12%	21%	13%	27%	12%	34%	13%	20%
			a		a		a		a		a
Tracked service	777	535	86	515	262	593	58	535	85	511	266
	61%	60%	67%	57%	68%	60%	61%	60%	62%	57%	69%
			a		a		a		a		a
Timed delivery (i.e. to arrive by specific time/day)	164	101	38	79	86	123	26	97	42	83	81
	13%	11%	30%	9%	22%	13%	28%	11%	31%	9%	21%
			a		a		a		a		a
Standard delivery	679	498	47	525	154	530	38	499	47	525	154
	53%	56%	37%	59%	40%	54%	40%	56%	34%	59%	40%
		b		b		b		b		b	
International delivery	198	140	24	134	64	143	22	141	23	133	66
	16%	16%	19%	15%	17%	15%	23%	16%	17%	15%	17%
Cross-Border Delivery	3	2	*	1	1	3	*	2	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	2	2	2	2	2	2	2	2
	*%	*%	-%	*%	*%	*%	2%	*%	1%	*%	*%
None of these (DO NOT READ OUT)	24	22	-	21	3	24	-	22	-	21	3
	2%	2%	-%	2%	1%	2%	-%	2%	-%	2%	1%
Don't Know (DO NOT READ OUT)	5	5	*	5	*	5	*	5	*	5	*
	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%	*%
NET: Urgent / Tracked / Timed Mail	885	601	110	572	313	668	79	593	118	571	314
	69%	67%	86%	64%	82%	68%	83%	67%	86%	64%	82%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Urgent delivery - on the same day or a specific time the next day	189 15%	137 23%	101 12%	59 32%	1 47%	131 23%	76 11%	42 27%	- -%	189 21%	79 12%	64 32%	- -%
		b		b		b		b		b		ab	
Tracked service	777 61%	491 82%	469 57%	146 80%	1 48%	478 82%	397 57%	120 77%	2 50%	777 88%	300 44%	156 78%	- -%
		b		b		b		b		bc		b	
Timed delivery (i.e. to arrive by specific time/day)	164 13%	125 21%	102 12%	52 28%	- -%	121 21%	75 11%	40 26%	- -%	164 19%	77 11%	59 30%	- -%
		b		b		b		b		b		ab	
Standard delivery	679 53%	259 43%	543 66%	124 68%	* 5%	254 44%	504 73%	114 74%	2 50%	320 36%	679 100%	144 72%	- -%
			a	a			a	a			ac	a	
International delivery	198 16%	126 21%	140 17%	121 66%	- -%	127 22%	128 18%	113 72%	- -%	173 20%	143 21%	198 99%	- -%
				ab				ab				ab	
Cross-Border Delivery	3 *%	2 *%	2 *%	2 1%	- -%	2 *%	2 *%	2 1%	- -%	2 *%	2 *%	3 1%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	4 *%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	4 100%
None of these (DO NOT READ OUT)	24 2%	4 1%	16 2%	* *%	- -%	1 *%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	5 *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	557 93%	519 63%	166 91%	3 95%	548 94%	426 61%	134 86%	2 50%	885 100%	320 47%	174 87%	- -%
		b		b		bc		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services		
															a	b
Significance Level: 95%																
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261		
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119		
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237		
Urgent delivery - on the same day or a specific time the next day	189	134	119	123	139	78	10	89	73	97	30	21	39	25		
	15%	14%	14%	14%	18%	12%	71%	15%	17%	22%	26%	24%	16%	11%		
					b		ab			a	a					
Tracked service	777	575	534	541	495	383	9	317	360	365	103	68	150	146		
	61%	61%	64%	63%	66%	60%	68%	54%	83%	85%	88%	76%	61%	62%		
								a	a	a	a	a				
Timed delivery (i.e. to arrive by specific time/day)	164	124	109	101	116	78	5	71	75	81	26	18	34	18		
	13%	13%	13%	12%	15%	12%	37%	12%	17%	19%	23%	20%	14%	8%		
							ab			a	a					
Standard delivery	679	513	464	512	410	393	9	439	230	218	88	87	173	156		
	53%	55%	55%	59%	54%	61%	65%	75%	53%	51%	75%	97%	70%	66%		
								bc			bc	abcd				
International delivery	198	143	148	150	127	116	5	113	88	113	98	78	54	40		
	16%	15%	18%	17%	17%	18%	40%	19%	20%	26%	83%	86%	22%	17%		
							ab				abc	abc				
Cross-Border Delivery	3	3	2	2	2	2	*	1	1	1	1	1	1	2		
	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%		
Other (PLEASE SPECIFY)	4	4	2	2	-	2	-	-	-	2	-	-	-	2		
	0%	0%	0%	0%	-0%	0%	-0%	-0%	-0%	1%	-0%	-0%	-0%	1%		
None of these (DO NOT READ OUT)	24	23	15	6	6	19	*	5	1	*	-	-	1	2		
	2%	2%	2%	1%	1%	3%	0%	1%	0%	0%	-0%	-0%	0%	1%		
		c				a										
Don't Know (DO NOT READ OUT)	5	2	*	1	2	*	-	*	*	-	-	-	*	*		
	0%	0%	0%	0%	0%	0%	-0%	0%	0%	-0%	-0%	-0%	0%	0%		
NET: Urgent / Tracked / Timed Mail	885	644	593	599	559	427	12	360	380	396	114	71	167	152		
	69%	69%	71%	69%	74%	66%	87%	61%	87%	92%	97%	79%	67%	64%		
					b			a	a	ae	abe	a				

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Urgent delivery - on the same day or a specific time the next day	189	26	22	3	11	163	138	177	148	135	143	138	48	-	134	10
	15%	21%	36%	6%	31%	15%	18%	16%	17%	18%	23%	13%	27%	-%	14%	11%
		c	c		c						b		b			
Tracked service	777	72	43	42	28	664	491	695	573	489	473	645	141	-	584	50
	61%	60%	70%	71%	78%	62%	64%	62%	66%	66%	77%	62%	81%	-%	63%	58%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	164	34	8	16	5	137	107	148	122	113	124	135	42	-	110	7
	13%	29%	13%	27%	15%	13%	14%	13%	14%	15%	20%	13%	24%	-%	12%	8%
											b		b			
Standard delivery	679	65	28	33	10	582	413	604	474	411	273	590	111	*	500	45
	53%	54%	46%	57%	28%	54%	54%	53%	55%	55%	45%	56%	64%	100%	54%	53%
												a	a			
International delivery	198	26	17	13	9	159	133	166	159	142	130	159	89	-	145	11
	16%	22%	28%	22%	24%	15%	17%	15%	18%	19%	21%	15%	51%	-%	16%	12%
											b		ab			
Cross-Border Delivery	3	*	*	*	-	3	2	3	2	2	2	3	2	-	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	4	-	-	-	-	4	-	4	2	2	-	4	-	-	4	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	24	-	*	-	-	22	6	22	5	2	2	20	-	-	19	1
	2%	-%	*%	-%	-%	2%	1%	2%	1%	*%	*%	2%	-%	-%	2%	1%
						e		e								
Don't Know (DO NOT READ OUT)	5	-	-	-	-	1	1	1	*	*	*	1	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	885	98	54	45	33	743	553	788	636	549	539	710	152	-	653	59
	69%	81%	88%	77%	93%	70%	73%	70%	73%	74%	88%	68%	87%	-%	70%	69%
											b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Urgent delivery - on the same day or a specific time the next day	189 15%	85 16%	75 12%	98 21%	1 3%	52 23%	57 16%	45 26%	90 11%	50 19%	39 17%	51 19%	95 13%
Tracked service	777 61%	351 67%	348 55%	346 73%	29 76%	169 74%	252 71%	120 68%	503 61%	150 58%	165 73%	190 70%	410 54%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	82 16%	58 9%	92 19%	8 22%	55 24%	59 17%	37 21%	77 9%	47 18%	45 20%	56 21%	60 8%
Standard delivery	679 53%	274 52%	358 57%	211 45%	13 34%	87 38%	180 51%	91 51%	440 53%	147 57%	111 49%	118 43%	438 58%
International delivery	198 16%	111 21%	67 11%	90 19%	10 27%	61 27%	63 18%	47 26%	104 12%	47 18%	58 26%	51 19%	83 11%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 *%	* *%	1 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%	4 1%	- -%	- -%	4 1%	- -%	4 *%	- -%	- -%	- -%	4 1%
None of these (DO NOT READ OUT)	24 2%	7 1%	17 3%	3 1%	- -%	3 1%	- -%	- -%	19 2%	5 2%	- -%	1 *%	20 3%
Don't Know (DO NOT READ OUT)	5 *%	- -%	5 1%	* *%	- -%	- -%	* *%	- -%	2 *%	* *%	- -%	- -%	2 *%
NET: Urgent / Tracked / Timed Mail	885 69%	402 77%	385 61%	396 84%	36 96%	205 90%	280 79%	156 89%	545 66%	176 68%	188 83%	229 84%	452 60%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Urgent delivery - on the same day or a specific time the next day	189 15%	123 23%	66 9%
Tracked service	777 61%	313 58%	463 63%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	91 17%	74 10%
Standard delivery	679 53%	277 51%	402 54%
International delivery	198 16%	78 14%	121 16%
Cross-Border Delivery	3 *%	1 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%
None of these (DO NOT READ OUT)	24 2%	8 1%	16 2%
Don't Know (DO NOT READ OUT)	5 *%	* *%	5 1%
NET: Urgent / Tracked / Timed Mail	885 69%	386 71%	499 68%

Columns Tested:: a,b

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Urgent delivery - on the same day or a specific time the next day	189	-	11	46	18	6	8	5	14	33	7	30	11
	15%	-%	23%	20%	12%	24%	7%	13%	10%	20%	17%	12%	14%
			f	f					f	f			
Tracked service	777	-	26	147	71	12	91	23	87	101	24	139	56
	61%	-%	51%	63%	47%	46%	78%	57%	65%	61%	59%	57%	70%
			d	d			bdeik		d				d
Timed delivery (i.e. to arrive by specific time/day)	164	-	12	36	8	3	7	5	20	38	3	25	6
	13%	-%	24%	15%	5%	13%	6%	13%	15%	23%	8%	10%	7%
			df	d					d	dfjkl			
Standard delivery	679	-	33	122	81	14	52	25	76	77	20	143	36
	53%	-%	66%	53%	54%	55%	44%	60%	57%	47%	51%	59%	45%
International delivery	198	-	17	40	21	2	10	9	20	28	8	39	5
	16%	-%	34%	17%	14%	6%	8%	21%	15%	17%	21%	16%	6%
			dfhkl								l		
Cross-Border Delivery	3	-	-	1	1	*	*	1	*	-	*	-	-
	*%	-%	-%	*%	*%	2%	*%	1%	*%	-%	1%	-%	-%
Other (PLEASE SPECIFY)	4	-	-	2	-	-	-	-	-	-	-	2	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	24	-	-	*	2	-	1	*	4	3	*	13	1
	2%	-%	-%	*%	1%	-%	1%	*%	3%	2%	1%	5%	1%
												c	
Don't Know (DO NOT READ OUT)	5	-	*	*	-	-	*	1	*	-	-	3	-
	*%	-%	1%	*%	-%	-%	*%	3%	*%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	885	-	30	171	87	15	97	25	94	129	29	147	60
	69%	-%	60%	73%	58%	60%	83%	62%	71%	78%	73%	60%	76%
				dk			bdgk			dk			d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 99 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Urgent delivery - on the same day or a specific time the next day	189	64	25	52	48	89	100
	15%	21%	9%	15%	13%	15%	14%
		b					
Tracked service	777	182	165	211	219	347	430
	61%	60%	60%	62%	60%	60%	61%
Timed delivery (i.e. to arrive by specific time/day)	164	50	16	63	34	67	98
	13%	17%	6%	19%	9%	12%	14%
		b		bd			
Standard delivery	679	167	136	178	199	302	377
	53%	55%	50%	52%	55%	52%	54%
International delivery	198	60	30	57	52	89	109
	16%	20%	11%	17%	14%	15%	16%
		b					
Cross-Border Delivery	3	1	1	1	*	2	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	-	-	2	2	2
	*%	1%	-%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	24	*	2	7	14	3	22
	2%	*%	1%	2%	4%	*%	3%
				a			a
Don't Know (DO NOT READ OUT)	5	*	*	1	3	1	4
	*%	*%	*%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	885	214	186	248	236	401	485
	69%	71%	68%	73%	65%	69%	69%

Columns Tested:: a,b,c,d - a,b

Table 100

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2063	678	1385	1452	320	98	193	611
Effective base	987	300	695	905	186	61	118	250
Weighted Base	1850	482	1368	1764	73	9	5	86
Standard delivery	1488	377	1111	1419	59	6	4	69
	80%	78%	81%	80%	81%	71%	74%	80%
Tracked service	993	195	798	939	45	6	3	54
	54%	40%	58%	53%	62%	69%	57%	62%
			a		a	a		a
International delivery	302	40	263	283	16	3	1	20
	16%	8%	19%	16%	21%	35%	23%	23%
			a			ab	a	a
Urgent delivery - on the same day or a specific time the next day	266	66	200	241	20	4	2	25
	14%	14%	15%	14%	27%	40%	36%	29%
					a	ab	a	a
Timed delivery (i.e. to arrive by specific time/day)	237	37	200	217	16	3	2	20
	13%	8%	15%	12%	22%	29%	34%	23%
			a		a	a	abe	a
Cross-Border Delivery (to ROI)	5	1	4	4	1	*	*	1
	*%	*%	*%	*%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	11	5	6	11	-	-	-	-
	1%	1%	*%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	18	1	17	17	1	*	-	1
	1%	*%	1%	1%	1%	1%	-%	1%
Don't Know (DO NOT READ OUT)	6	1	5	5	-	*	*	*
	*%	*%	*%	*%	-%	2%	1%	*%
						ab		
NET: Urgent / Tracked / Timed Mail	1072	221	851	1012	49	7	3	60
	58%	46%	62%	57%	68%	75%	73%	69%
			a		a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2063	747	506	199	194	224	193	1452	320	291
Effective base	987	525	288	119	126	101	118	905	186	126
Weighted Base	1850	1108	525	131	49	32	5	1764	73	14
Standard delivery	1488	900	412	107	40	25	4	1419	59	10
	80%	81%	79%	81%	82%	77%	74%	80%	81%	72%
		i						i		
Tracked service	993	568	309	62	30	21	3	939	45	9
	54%	51%	59%	47%	61%	66%	57%	53%	62%	65%
			ac		c	acg			acg	acg
International delivery	302	171	97	14	11	8	1	283	16	4
	16%	15%	19%	11%	22%	25%	23%	16%	21%	31%
				c	acg	acg			c	abcg
Urgent delivery - on the same day or a specific time the next day	266	130	92	18	11	12	2	241	20	5
	14%	12%	18%	14%	23%	37%	36%	14%	27%	39%
			a		ag	abcdg	abcdg		abcg	abcdgh
Timed delivery (i.e. to arrive by specific time/day)	237	119	81	17	9	9	2	217	16	4
	13%	11%	15%	13%	19%	27%	34%	12%	22%	31%
					ag	abcg	abcdgh		ag	abcdg
Cross-Border Delivery (to ROI)	5	2	1	1	*	1	*	4	1	*
	*%	*%	*%	*%	1%	2%	1%	*%	1%	1%
						ag				
Other (PLEASE SPECIFY)	11	5	3	3	-	-	-	11	-	-
	1%	*%	*%		-%	-%	-%	1%	-%	-%
				h						
None of these (DO NOT READ OUT)	18	12	5	*	*	1	-	17	1	*
	1%	1%	1%	*%	*%	2%	-%	1%	1%	1%
Don't Know (DO NOT READ OUT)	6	1	3	1	-	*	*	5	-	*
	*%	*%	1%	1%	-%	1%	1%	*%	-%	2%
										a
NET: Urgent / Tracked / Timed Mail	1072	606	338	68	33	23	3	1012	49	10
	58%	55%	64%	52%	67%	71%	73%	57%	68%	74%
			acg		acg	acg	acg		acg	acg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2063	943	509	320	98	193	786	289	110	93	208
Effective base	987	668	307	186	61	118	523	145	49	32	34
Weighted Base	1850	1436	328	73	9	5	1074	254	54	44	44
Standard delivery	1488	1150	269	59	6	4	861	205	43	37	36
	80%	80%	82%	81%	71%	74%	80%	81%	79%	82%	84%
Tracked service	993	764	175	45	6	3	592	156	35	26	28
	54%	53%	53%	62%	69%	57%	55%	61%	64%	59%	64%
				a	ab						
International delivery	302	224	59	16	3	1	180	51	11	12	12
	16%	16%	18%	21%	35%	23%	17%	20%	21%	26%	27%
				abc	a						
Urgent delivery - on the same day or a specific time the next day	266	187	54	20	4	2	133	47	12	13	12
	14%	13%	16%	27%	40%	36%	12%	19%	23%	30%	28%
			ab	ab	abc	ab			a	a	a
Timed delivery (i.e. to arrive by specific time/ day)	237	160	57	16	3	2	135	38	15	12	10
	13%	11%	17%	22%	29%	34%	13%	15%	27%	27%	23%
			a	a	ab	abc			a	a	
Cross-Border Delivery (to ROI)	5	3	1	1	*	*	3	1	*	*	*
	%	%	%	1%	1%	1%	%	%	1%	1%	1%
Other (PLEASE SPECIFY)	11	7	3	-	-	-	5	1	-	-	1
	1%	1%	1%	-%	-%	-%	%	%	-%	-%	3%
None of these (DO NOT READ OUT)	18	16	1	1	*	-	17	*	-	*	-
	1%	1%	%	1%	1%	-%	2%	%	-%	%	-%
Don't Know (DO NOT READ OUT)	6	4	1	-	*	*	*	-	-	1	-
	%	%	%	-%	2%	1%	%	-%	-%	3%	-%
				c						a	
NET: Urgent / Tracked / Timed Mail	1072	819	193	49	7	3	631	167	41	29	29
	58%	57%	59%	68%	75%	73%	59%	66%	76%	66%	66%
				ab	ab	ab			a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2063	119	106	204	84	131	151	131	127	121
Effective base	987	82	76	131	58	91	110	97	88	84
Weighted Base	1850	162	142	304	95	149	256	233	154	141
Standard delivery	1488	127	115	241	69	120	207	194	131	112
	80%	78%	81%	79%	72%	81%	81%	83%	85%	79%
Tracked service	993	95	72	181	46	75	152	115	67	78
	54%	59%	51%	59%	48%	51%	59%	50%	43%	56%
		h		h			h			
International delivery	302	26	24	70	11	16	44	27	36	20
	16%	16%	17%	23%	12%	11%	17%	11%	24%	14%
				eg					eg	
Urgent delivery - on the same day or a specific time the next day	266	24	12	66	18	18	29	37	23	13
	14%	14%	8%	22%	19%	12%	11%	16%	15%	9%
				bfi						
Timed delivery (i.e. to arrive by specific time/day)	237	28	10	57	12	15	30	34	13	17
	13%	17%	7%	19%	13%	10%	12%	15%	8%	12%
				bh						
Cross-Border Delivery (to ROI)	5	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	11	-	2	2	-	1	-	-	4	2
	1%	-%	1%	1%	-%	1%	-%	-%	3%	1%
None of these (DO NOT READ OUT)	18	4	2	4	-	*	7	-	*	-
	1%	2%	1%	1%	-%	*%	3%	-%	*%	-%
Don't Know (DO NOT READ OUT)	6	-	-	*	-	1	-	1	3	-
	*%	-%	-%	*%	-%	1%	-%	1%	2%	-%
NET: Urgent / Tracked / Timed Mail	1072	103	75	200	51	81	154	131	71	82
	58%	63%	53%	66%	54%	54%	60%	56%	46%	58%
		h		h						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2063	336	352	486	1174	889	313	291	285
Effective base	987	233	246	337	798	405	156	165	156
Weighted Base	1850	385	458	794	1636	214	109	69	37
Standard delivery	1488	301	374	642	1316	172	88	52	31
	80%	78%	82%	81%	80%	80%	81%	76%	85%
Tracked service	993	199	234	448	881	112	58	37	17
	54%	52%	51%	57%	54%	52%	53%	53%	47%
International delivery	302	47	86	140	273	29	15	9	6
	16%	12%	19%	18%	17%	14%	14%	13%	15%
Urgent delivery - on the same day or a specific time the next day	266	50	58	132	240	26	13	8	5
	14%	13%	13%	17%	15%	12%	12%	12%	14%
Timed delivery (i.e. to arrive by specific time/day)	237	44	51	120	215	22	9	8	4
	13%	11%	11%	15%	13%	10%	8%	12%	11%
Cross-Border Delivery (to ROI)	5	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	2%	-%	-%	14%
Other (PLEASE SPECIFY)	11	3	6	2	11	*	-	-	*
	1%	1%	1%	*%	1%	*%	-%	-%	*%
None of these (DO NOT READ OUT)	18	*	6	11	17	1	*	1	-
	1%	*%	1%	1%	1%	*%	*%	1%	-%
Don't Know (DO NOT READ OUT)	6	1	3	1	5	*	*	-	-
	*%	*%	1%	*%	*%	*%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1072	214	250	486	949	123	62	41	19
	58%	56%	54%	61%	58%	57%	57%	60%	52%

Columns Tested:: a,b,c,d,e,f,g,h

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2063	81	136	29	165	176	490	91	97	954
Effective base	987	39	51	15	66	88	257	37	37	482
Weighted Base	1850	90	120	39	159	212	392	63	58	868
Standard delivery	1488	71	88	21	110	177	317	54	47	705
	80%	79%	74%	55%	69%	84%	81%	86%	81%	81%
					d	d	d			d
Tracked service	993	42	75	28	103	112	246	25	27	436
	54%	46%	62%	72%	65%	53%	63%	40%	46%	50%
			g		gi		gi			
International delivery	302	15	30	8	38	22	83	3	3	138
	16%	17%	25%	21%	24%	10%	21%	4%	6%	16%
			egh		egh		egh			
Urgent delivery - on the same day or a specific time the next day	266	29	22	17	38	38	59	5	4	92
	14%	32%	18%	43%	24%	18%	15%	8%	7%	11%
		fghi			ghi					
Timed delivery (i.e. to arrive by specific time/ day)	237	21	17	15	33	24	54	4	4	95
	13%	24%	14%	40%	21%	11%	14%	6%	8%	11%
		ghi			i					
Cross-Border Delivery (to ROI)	5	*	*	-	*	*	1	*	*	3
	*%	*%	*%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	11	-	1	-	1	-	6	-	1	3
	1%	-%	1%	-%	1%	-%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	18	-	*	-	*	3	2	2	-	11
	1%	-%	*%	-%	*%	1%	1%	3%	-%	1%
Don't Know (DO NOT READ OUT)	6	-	-	-	-	4	-	*	-	1
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%
					fi					
NET: Urgent / Tracked / Timed Mail	1072	49	84	28	112	121	263	28	29	468
	58%	54%	70%	72%	71%	57%	67%	44%	50%	54%
			gi		ghi		ghi			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2063	422	490	1151	1732	331	-	1755	308	1991	72
Effective base	987	194	257	561	832	156	-	892	103	951	36
Weighted Base	1850	461	392	998	1544	306	-	1710	141	1785	66
Standard delivery	1488	359	317	812	1243	245	-	1385	103	1437	51
	80%	78%	81%	81%	80%	80%	-%	81%	73%	81%	77%
Tracked service	993	257	246	491	847	147	-	919	75	970	23
	54%	56%	63%	49%	55%	48%	-%	54%	53%	54%	35%
			c							b	
International delivery	302	75	83	145	258	45	-	291	12	295	7
	16%	16%	21%	14%	17%	15%	-%	17%	8%	17%	11%
			c					b			
Urgent delivery - on the same day or a specific time the next day	266	105	59	102	231	35	-	242	24	259	7
	14%	23%	15%	10%	15%	12%	-%	14%	17%	15%	10%
		bc	c								
Timed delivery (i.e. to arrive by specific time/day)	237	78	54	105	204	33	-	225	12	230	7
	13%	17%	14%	10%	13%	11%	-%	13%	9%	13%	11%
		c									
Cross-Border Delivery (to ROI)	5	1	1	3	3	2	-	5	1	5	-
	*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	11	1	6	4	9	1	-	10	1	11	-
	1%	*%	1%	*%	1%	*%	-%	1%	*%	1%	-%
None of these (DO NOT READ OUT)	18	3	2	13	10	8	-	17	1	18	*
	1%	1%	1%	1%	1%	2%	-%	1%	1%	1%	1%
						a					
Don't Know (DO NOT READ OUT)	6	4	-	1	3	3	-	2	4	3	3
	*%	1%	-%	*%	*%	1%	-%	*%	3%	*%	5%
								a	a	a	a
NET: Urgent / Tracked / Timed Mail	1072	281	263	528	917	155	-	993	78	1048	24
	58%	61%	67%	53%	59%	51%	-%	58%	56%	59%	36%
		c	c		b					b	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2063	1210	397	434
Effective base	987	621	149	209
Weighted Base	1850	1162	278	392
Standard delivery	1488	940	226	314
	80%	81%	81%	80%
Tracked service	993	524	193	272
	54%	45%	69%	69%
			a	a
International delivery	302	106	80	117
	16%	9%	29%	30%
			a	a
Urgent delivery - on the same day or a specific time the next day	266	113	67	82
	14%	10%	24%	21%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	237	84	74	78
	13%	7%	27%	20%
			a	a
Cross-Border Delivery (to ROI)	5	3	2	1
	*%	*%	1%	*%
Other (PLEASE SPECIFY)	11	5	2	4
	1%	*%	1%	1%
None of these (DO NOT READ OUT)	18	15	*	*
	1%	1%	*%	*%
Don't Know (DO NOT READ OUT)	6	2	*	*
	*%	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1072	573	205	290
	58%	49%	74%	74%
			a	a

Columns Tested:: a,b,c

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2063	1578	321	86	19	29	17	8	5	1899	164	78
Effective base	987	836	115	22	5	8	4	4	2	948	39	18
Weighted Base	1850	1600	179	37	7	19	5	2	*	1779	71	34
Standard delivery	1488	1295	145	27	5	11	3	1	*	1440	48	21
	80%	81%	81%	71%	73%	59%	55%	65%	21%	81%	67%	62%
		jk								jk		
Tracked service	993	805	137	27	3	14	5	2	*	942	51	24
	54%	50%	76%	72%	44%	74%	99%	99%	11%	53%	72%	72%
		ai	a	a						ai	ai	
International delivery	302	214	59	17	4	5	3	1	*	273	30	13
	16%	13%	33%	44%	49%	28%	60%	56%	11%	15%	42%	39%
			ai	ai							ai	ai
Urgent delivery - on the same day or a specific time the next day	266	188	37	18	4	14	3	1	*	226	40	22
	14%	12%	21%	49%	49%	73%	56%	60%	95%	13%	56%	65%
			ai	abi							abi	abi
Timed delivery (i.e. to arrive by specific time/ day)	237	160	42	17	3	10	2	2	*	202	35	18
	13%	10%	24%	45%	46%	53%	37%	95%	96%	11%	49%	52%
			ai	abi							abi	abi
Cross-Border Delivery (to ROI)	5	3	1	*	*	-	*	-	-	5	*	*
	*%	*%	1%	1%	1%	-%	1%	-%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	11	9	1	1	-	-	-	-	-	9	1	-
	1%	1%	*%	4%	-%	-%	-%	-%	-%	1%	2%	-%
None of these (DO NOT READ OUT)	18	17	1	-	-	-	-	-	-	18	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Don't Know (DO NOT READ OUT)	6	6	*	-	-	-	-	-	-	6	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1072	861	144	37	4	19	5	2	*	1004	67	30
	58%	54%	80%	99%	60%	98%	100%	99%	96%	56%	95%	90%
			ai	abi						abi	ai	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2063	873	705	485	1856	1473	1943	1415	792	677	499	1028	95	120	78	85	38
Effective base	987	503	335	154	867	675	922	663	348	258	277	524	28	41	22	20	12
Weighted Base	1850	993	607	250	1616	1267	1712	1279	679	491	492	1002	47	80	39	35	17
Standard delivery	1488	813	482	192	1334	1042	1414	985	523	374	408	833	37	68	33	26	10
	80%	82%	79%	77%	83%	82%	83%	77%	77%	76%	83%	83%	78%	85%	83%	74%	57%
					def	def	def				g	g		g			
Tracked service	993	395	410	188	861	780	911	865	473	335	170	600	27	53	26	21	15
	54%	40%	68%	75%	53%	62%	53%	68%	70%	68%	35%	60%	58%	67%	66%	59%	85%
			a	a		ac		abc	abc	ac		a	a	a	a	a	a
International delivery	302	67	147	89	263	260	279	271	160	111	28	174	17	25	13	14	8
	16%	7%	24%	35%	16%	21%	16%	21%	24%	23%	6%	17%	36%	32%	33%	39%	45%
			a	ab		ac		ac	ac	ac		a	ab	ab	a	ab	ab
Urgent delivery - on the same day or a specific time the next day	266	88	100	77	233	216	244	245	148	144	32	149	12	21	16	10	5
	14%	9%	16%	31%	14%	17%	14%	19%	22%	29%	7%	15%	25%	26%	40%	28%	28%
			a	ab				ac	ac	abcde		a	a	a	ab	a	a
Timed delivery (i.e. to arrive by specific time/day)	237	63	97	77	219	204	224	222	148	136	20	134	16	21	11	15	6
	13%	6%	16%	31%	14%	16%	13%	17%	22%	28%	4%	13%	34%	27%	29%	43%	35%
			a	ab				ac	abc	abcd		a	ab	ab	ab	ab	ab
Cross-Border Delivery (to ROI)	5	1	2	2	5	5	5	4	2	2	1	4	*	*	*	*	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	11	2	7	2	11	9	11	10	9	2	1	8	-	-	2	-	-
	1%	*%	1%	1%	1%	1%	1%	1%	1%	*%	*%	1%	-%	-%	5%	-%	-%
															a		
None of these (DO NOT READ OUT)	18	17	-	1	18	6	18	6	3	*	12	6	*	-	-	*	-
	1%	2%	-%	*%	1%	1%	1%	*%	*%	*%	2%	1%	1%	-%	-%	1%	-%
		b									b						
Don't Know (DO NOT READ OUT)	6	5	1	*	6	5	6	4	4	-	1	3	-	*	1	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%	-%	*%	3%	*%	-%
NET: Urgent / Tracked / Timed Mail	1072	431	430	211	926	836	979	933	510	366	181	638	30	57	33	24	17
	58%	43%	71%	84%	57%	66%	57%	73%	75%	75%	37%	64%	64%	71%	84%	67%	98%
			a	ab		ac		abc	abc	abc		a	a	a	ab	a	abcd

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2063	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	987	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	1850	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Standard delivery	1488	1140	78	56	29	16	9	6	839	88	43	41	15	12	5
	80%	83%	86%	83%	83%	89%	64%	52%	84%	67%	84%	84%	70%	96%	56%
Tracked service	993	706	67	41	14	14	9	11	588	96	31	36	12	10	7
	54%	51%	74%	60%	38%	82%	66%	96%	59%	73%	60%	74%	59%	81%	75%
			ad			ad				a					
International delivery	302	204	13	18	9	11	2	6	165	41	17	21	8	7	1
	16%	15%	14%	27%	27%	65%	15%	55%	17%	31%	33%	43%	40%	57%	13%
						abcdf				a	a	a	a		
Urgent delivery - on the same day or a specific time the next day	266	171	20	21	7	6	6	1	117	55	15	16	7	2	3
	14%	12%	22%	32%	20%	33%	43%	10%	12%	42%	30%	32%	35%	15%	37%
			a	a		a	a			a	a	a	a		
Timed delivery (i.e. to arrive by specific time/day)	237	145	25	23	10	7	7	4	112	44	17	17	10	2	2
	13%	11%	28%	33%	28%	38%	46%	32%	11%	33%	34%	35%	47%	18%	21%
			a	a	a	a	a			a	a	a	a		
Cross-Border Delivery (to ROI)	5	4	*	*	*	*	*	*	3	*	*	*	*	*	-
	*%	*%	*%	1%	*%	*%	1%	*%	*%	*%	1%	1%	1%	*%	-%
Other (PLEASE SPECIFY)	11	9	-	2	-	-	-	-	8	-	-	2	-	-	-
	1%	1%	-%	3%	-%	-%	-%	-%	1%	-%	-%	4%	-%	-%	-%
None of these (DO NOT READ OUT)	18	17	*	-	-	-	-	-	5	1	-	-	-	*	-
	1%	1%	*%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	6	5	*	-	*	-	-	-	3	-	*	-	1	-	-
	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	6%	-%	-%
													a		
NET: Urgent / Tracked / Timed Mail	1072	755	69	45	22	15	9	11	621	104	33	43	15	11	9
	58%	55%	77%	66%	62%	85%	66%	99%	63%	79%	64%	89%	70%	87%	97%
			a			a				a		ac			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2063	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	987	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	1850	978	128	63	42	32	15	22	874	327	333	113	54
Standard delivery	1488	773	96	42	28	19	10	16	722	262	285	95	41
	80%	79%	76%	67%	66%	59%	71%	71%	83%	80%	85%	85%	77%
Tracked service	993	628	100	48	32	29	11	17	404	187	204	66	45
	54%	64%	78%	76%	76%	91%	79%	74%	46%	57%	61%	59%	84%
		a			a					a	a		abcd
International delivery	302	172	38	21	19	10	2	9	83	52	90	33	19
	16%	18%	30%	34%	45%	30%	16%	40%	9%	16%	27%	29%	36%
		a	a	a						a	ab	ab	ab
Urgent delivery - on the same day or a specific time the next day	266	142	32	17	23	14	7	11	77	59	65	25	17
	14%	15%	25%	27%	54%	43%	50%	49%	9%	18%	19%	22%	32%
		a	a	abc	a	a		a		a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	237	109	42	23	18	20	2	8	59	54	62	28	17
	13%	11%	33%	36%	42%	63%	10%	35%	7%	16%	19%	25%	32%
		a	a	a	ab	a		a		a	a	a	ab
Cross-Border Delivery (to ROI)	5	3	1	*	*	-	*	-	1	1	1	2	*
	*%	*%	1%	*%	*%	-%	*%	-%	*%	*%	*%	2%	1%
Other (PLEASE SPECIFY)	11	8	-	-	-	2	-	-	3	2	2	1	2
	1%	1%	-%	-%	-%	6%	-%	-%	*%	1%	1%	1%	4%
													a
None of these (DO NOT READ OUT)	18	5	*	-	-	-	-	-	16	2	1	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	2%	1%	*%	-%	-%
Don't Know (DO NOT READ OUT)	6	4	-	-	-	-	*	-	5	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	1072	668	108	54	40	32	11	19	428	201	223	76	45
	58%	68%	85%	87%	93%	100%	79%	86%	49%	61%	67%	67%	85%
		a	a	a	a					a	a	a	abc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2063	859	364	337	211	73	625	297	302	161	72
Effective base	987	479	168	145	58	18	344	126	123	53	23
Weighted Base	1850	941	299	248	82	30	674	237	213	84	44
Standard delivery	1488	756	258	218	69	22	571	173	182	71	33
	80%	80%	86%	88%	84%	72%	85%	73%	86%	85%	75%
Tracked service	993	457	174	154	46	23	386	158	137	53	39
	54%	49%	58%	62%	55%	77%	57%	66%	64%	63%	89%
		a	a	a	a	a	b	b	b	abcd	abcd
International delivery	302	120	43	69	15	9	90	62	59	30	17
	16%	13%	15%	28%	18%	30%	13%	26%	28%	35%	38%
			ab	ab	a	a	a	a	a	a	a
Urgent delivery - on the same day or a specific time the next day	266	111	35	51	21	11	76	71	34	20	14
	14%	12%	12%	21%	26%	36%	11%	30%	16%	24%	32%
			ab	ab	ab	ab	ac	ac	a	a	a
Timed delivery (i.e. to arrive by specific time/ day)	237	99	29	52	22	14	63	63	39	20	15
	13%	11%	10%	21%	27%	44%	9%	27%	18%	24%	34%
			ab	ab	ab	abc	a	a	a	a	a
Cross-Border Delivery (to ROI)	5	1	1	1	2	*	1	1	2	*	*
	%	%	%	%	2%	1%	%	%	1%	1%	1%
					a						
Other (PLEASE SPECIFY)	11	3	2	2	3	-	3	2	2	-	2
	1%	%	1%	1%	4%	-%	%	1%	1%	-%	5%
					a						a
None of these (DO NOT READ OUT)	18	15	2	1	-	-	6	-	1	-	-
	1%	2%	1%	%	-%	-%	1%	-%	%	-%	-%
Don't Know (DO NOT READ OUT)	6	5	-	*	-	-	5	*	-	-	-
	%	1%	-%	%	-%	-%	1%	%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1072	490	180	168	55	23	405	176	146	60	39
	58%	52%	60%	68%	67%	77%	60%	74%	68%	72%	89%
				a	a	a	a	a	a	ac	ac

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2063	602	234	286	181	85	808	106	485	1754	309	1693	163
Effective base	987	330	98	129	68	29	381	47	231	860	127	809	58
Weighted Base	1850	661	205	219	123	50	727	66	471	1605	246	1505	110
Standard delivery	1488	533	146	162	83	43	542	38	396	1322	165	1254	80
	80%	81%	71%	74%	68%	86%	75%	58%	84%	82%	67%	83%	73%
		d					b		ab	b		b	
Tracked service	993	408	157	153	95	42	543	46	266	816	177	783	78
	54%	62%	77%	70%	77%	84%	75%	70%	57%	51%	72%	52%	71%
			a		a	a	c				a		a
International delivery	302	96	42	63	46	18	199	10	58	234	69	227	36
	16%	14%	20%	29%	38%	36%	27%	15%	12%	15%	28%	15%	33%
				a	ab	a	c				a		a
Urgent delivery - on the same day or a specific time the next day	266	93	52	43	40	13	167	14	61	211	55	199	34
	14%	14%	25%	20%	32%	27%	23%	22%	13%	13%	23%	13%	31%
			a		ac		c				a		a
Timed delivery (i.e. to arrive by specific time/day)	237	71	44	43	39	18	154	18	45	184	53	184	35
	13%	11%	22%	20%	31%	37%	21%	28%	10%	11%	22%	12%	32%
			a	a	a	ac	c	c			a		a
Cross-Border Delivery (to ROI)	5	1	1	1	1	*	2	*	1	4	1	5	*
	*%	*%	*%	1%	1%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	11	5	*	2	1	2	3	2	5	6	4	8	3
	1%	1%	*%	1%	1%	4%	*%	2%	1%	*%	2%	1%	3%
None of these (DO NOT READ OUT)	18	5	-	*	-	-	2	-	4	18	-	18	-
	1%	1%	-%	*%	-%	-%	*%	-%	1%	1%	-%	1%	-%
Don't Know (DO NOT READ OUT)	6	4	-	-	-	-	-	3	-	6	*	6	*
	*%	1%	-%	-%	-%	-%	-%	5%	-%	*%	*%	*%	*%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2063	602	234	286	181	85	808	106	485	1754	309	1693	163
Effective base	987	330	98	129	68	29	381	47	231	860	127	809	58
Weighted Base	1850	661	205	219	123	50	727	66	471	1605	246	1505	110
NET: Urgent / Tracked / Timed Mail	1072	435	165	171	108	43	590	51	281	873	198	837	89
	58%	66%	81%	78%	88%	86%	81%	77%	60%	54%	81%	56%	80%
		a	a	a	a	a	c	c		a	a	a	a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2063	1258	215	935	480	1695	161	1251	222	936	479
Effective base	987	605	70	470	193	811	57	597	78	472	192
Weighted Base	1850	1126	140	896	383	1507	109	1117	150	896	383
Standard delivery	1488	948	94	706	279	1259	75	934	109	708	277
	80%	84%	67%	79%	73%	84%	69%	84%	72%	79%	72%
		b				b		b			
Tracked service	993	670	110	570	295	785	75	662	118	569	296
	54%	59%	78%	64%	77%	52%	69%	59%	79%	63%	77%
		a				a		a			
International delivery	302	211	49	168	104	226	37	209	51	168	104
	16%	19%	35%	19%	27%	15%	34%	19%	34%	19%	27%
		a				a		a			
Urgent delivery - on the same day or a specific time the next day	266	157	59	145	100	198	35	157	60	146	100
	14%	14%	42%	16%	26%	13%	32%	14%	40%	16%	26%
		a				a		a			
Timed delivery (i.e. to arrive by specific time/day)	237	151	53	112	109	185	35	145	59	117	105
	13%	13%	38%	13%	29%	12%	32%	13%	39%	13%	27%
		a				a		a			
Cross-Border Delivery (to ROI)	5	4	1	3	1	5	*	4	1	3	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	11	7	2	6	4	6	4	6	3	6	4
	1%	1%	1%	1%	1%	*%	4%	1%	2%	1%	1%
							a				
None of these (DO NOT READ OUT)	18	6	-	6	-	18	-	6	-	6	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Don't Know (DO NOT READ OUT)	6	5	*	4	*	6	*	5	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2063	1258	215	935	480	1695	161	1251	222	936	479
Effective base	987	605	70	470	193	811	57	597	78	472	192
Weighted Base	1850	1126	140	896	383	1507	109	1117	150	896	383
NET: Urgent / Tracked / Timed Mail	1072	714	122	610	323	840	86	706	130	609	324
	58%	63%	87%	68%	84%	56%	79%	63%	87%	68%	85%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2063	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	987	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	1850	720	1292	209	3	655	898	172	4	885	679	199	4
Standard delivery	1488	471	1292	182	*	451	898	153	4	605	679	168	4
	80%	65%	100%	87%	5%	69%	100%	89%	100%	68%	100%	84%	100%
		ac	a	a		ac	a	a		ac	a	a	
Tracked service	993	684	597	174	1	621	469	134	2	820	350	168	-
	54%	95%	46%	83%	48%	95%	52%	78%	44%	93%	52%	84%	-%
		bc	b	b		bc	b	b		bc	b	b	
International delivery	302	195	219	207	-	187	194	170	-	241	180	199	-
	16%	27%	17%	99%	-%	29%	22%	99%	-%	27%	27%	100%	-%
		b	ab	ab		b	ab	ab		b	ab	ab	
Urgent delivery - on the same day or a specific time the next day	266	210	156	77	1	194	117	50	2	237	97	77	-
	14%	29%	12%	37%	47%	30%	13%	29%	44%	27%	14%	39%	-%
		b	b	b		b	b	b		b	b	ab	
Timed delivery (i.e. to arrive by specific time/day)	237	192	150	68	-	179	104	51	2	211	98	72	-
	13%	27%	12%	33%	-%	27%	12%	30%	44%	24%	14%	36%	-%
		b	b	b		b	b	b		b	b	ab	
Cross-Border Delivery (to ROI)	5	3	4	4	-	3	4	3	-	3	3	3	-
	*%	*%	*%	2%	-%	*%	*%	2%	-%	*%	*%	1%	-%
		b	b	b		b	b	b		b	b	b	
Other (PLEASE SPECIFY)	11	2	8	-	3	1	4	-	4	5	2	-	4
	1%	*%	1%	-%	100%	*%	*%	-%	100%	1%	*%	-%	100%
None of these (DO NOT READ OUT)	18	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	6	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	1072	720	631	181	3	655	495	139	2	885	362	177	-
	58%	100%	49%	87%	95%	100%	55%	81%	44%	100%	53%	89%	-%
		bc	b	b		bc	b	b		bc	b	b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2063	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	987	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Standard delivery	1488	1234	907	698	968	874	11	537	347	329	103	89	442	399			
	80%	85%	85%	81%	84%	90%	81%	91%	80%	76%	88%	99%	100%	100%			
						a		bc				bcd					
Tracked service	993	759	668	593	675	483	10	355	385	399	113	71	199	172			
	54%	52%	63%	69%	58%	50%	74%	60%	88%	93%	96%	78%	45%	43%			
			a	ab	b		b		a	ae	ae	a					
International delivery	302	222	228	191	197	175	6	142	118	137	117	90	72	65			
	16%	15%	21%	22%	17%	18%	47%	24%	27%	32%	100%	100%	16%	16%			
			a	a			ab				abc	abc					
Urgent delivery - on the same day or a specific time the next day	266	200	176	157	203	124	11	111	98	124	41	27	57	44			
	14%	14%	17%	18%	18%	13%	76%	19%	23%	29%	35%	30%	13%	11%			
				a	b		ab			a	ab						
Timed delivery (i.e. to arrive by specific time/day)	237	179	162	135	168	125	6	92	93	109	33	19	51	33			
	13%	12%	15%	16%	15%	13%	41%	16%	21%	25%	28%	22%	11%	8%			
							ab			a	a						
Cross-Border Delivery (to ROI)	5	5	4	3	3	4	*	2	2	2	1	1	1	2			
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	1%	*%	*%			
Other (PLEASE SPECIFY)	11	9	6	6	4	6	-	2	3	4	-	-	-	2			
	1%	1%	1%	1%	*%	1%	-%	*%	1%	1%	-%	-%	-%	1%			
None of these (DO NOT READ OUT)	18	17	5	5	5	12	-	5	-	-	-	-	-	-			
	1%	1%	*%	1%	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%			
Don't Know (DO NOT READ OUT)	6	2	-	-	2	*	-	-	-	-	-	-	-	-			
	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%			
NET: Urgent / Tracked / Timed Mail	1072	811	706	629	717	511	12	386	396	412	114	73	211	177			
	58%	56%	66%	73%	62%	53%	86%	66%	91%	96%	97%	81%	48%	44%			
			a	ab	b		ab		a	abe	ae	a					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d		a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2063	168	97	79	36	1798	1292	1879	1337	1273	864	1710	253	2	1539	108
Effective base	987	81	40	37	19	850	583	888	611	579	392	826	116	2	727	61
Weighted Base	1850	150	68	66	40	1588	1048	1661	1130	1045	747	1543	206	*	1359	119
Standard delivery	1488	124	47	59	31	1308	859	1354	925	866	572	1313	172	*	1119	104
	80%	83%	69%	89%	76%	82%	82%	82%	82%	83%	77%	85%	84%	100%	82%	88%
				b								a				
Tracked service	993	90	50	52	37	850	609	897	699	607	583	804	158	*	746	62
	54%	60%	73%	79%	91%	54%	58%	54%	62%	58%	78%	52%	77%	35%	55%	52%
				a	a				ac		b		b			
International delivery	302	40	22	21	13	245	197	261	220	209	197	241	129	-	216	21
	16%	27%	33%	32%	31%	15%	19%	16%	19%	20%	26%	16%	63%	-%	16%	18%
									a	ac	b		ab			
Urgent delivery - on the same day or a specific time the next day	266	29	31	11	16	224	184	245	200	183	198	184	58	-	203	11
	14%	20%	45%	16%	39%	14%	18%	15%	18%	18%	26%	12%	28%	-%	15%	10%
			ac								b		b			
Timed delivery (i.e. to arrive by specific time/day)	237	45	18	17	10	193	145	207	166	153	172	179	56	*	167	12
	13%	30%	26%	26%	25%	12%	14%	12%	15%	15%	23%	12%	27%	35%	12%	10%
											b		b			
Cross-Border Delivery (to ROI)	5	1	1	*	-	5	4	5	4	4	3	4	3	-	4	*
	*%	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	*%
Other (PLEASE SPECIFY)	11	2	-	1	-	11	5	11	9	7	5	11	1	-	9	1
	1%	1%	-%	1%	-%	1%	*%	1%	1%	1%	1%	1%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	18	-	*	-	-	13	2	13	2	1	*	13	-	-	11	*
	1%	-%	1%	-%	-%	1%	*%	1%	*%	*%	*%	1%	-%	-%	1%	*%
						e		e								
Don't Know (DO NOT READ OUT)	6	-	-	-	-	1	*	1	1	1	1	1	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base	a	b	c	d		a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2063	168	97	79	36	1798	1292	1879	1337	1273	864	1710	253	2	1539	108
Effective base	987	81	40	37	19	850	583	888	611	579	392	826	116	2	727	61
Weighted Base	1850	150	68	66	40	1588	1048	1661	1130	1045	747	1543	206	*	1359	119
NET: Urgent / Tracked / Timed Mail	1072	106	58	54	38	913	654	966	738	652	620	858	165	*	793	72
	58%	70%	84%	82%	95%	58%	62%	58%	65%	62%	83%	56%	80%	35%	58%	61%
				a					ac		b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2063	697	1193	579	30	292	408	246	1368	423	315	335	1361
Effective base	987	345	570	254	16	121	189	111	667	199	148	152	670
Weighted Base	1850	669	1049	502	39	240	377	193	1272	367	256	302	1252
Standard delivery	1488	544	869	385	31	171	298	152	1022	308	203	223	1037
	80%	81%	83%	77%	78%	71%	79%	79%	80%	84%	80%	74%	83%
Tracked service	993	426	476	396	34	209	279	142	643	200	193	233	550
	54%	64%	45%	79%	88%	87%	74%	74%	51%	54%	76%	77%	44%
		b				b		bc			c	c	
International delivery	302	168	102	134	16	89	90	64	158	79	80	82	133
	16%	25%	10%	27%	40%	37%	24%	33%	12%	21%	31%	27%	11%
		b				b		bc		b	c	c	
Urgent delivery - on the same day or a specific time the next day	266	124	111	125	4	79	66	55	139	69	52	76	133
	14%	18%	11%	25%	10%	33%	18%	29%	11%	19%	20%	25%	11%
		b				b		bc		b	c	c	
Timed delivery (i.e. to arrive by specific time/day)	237	115	93	125	15	84	75	46	129	59	56	78	98
	13%	17%	9%	25%	38%	35%	20%	24%	10%	16%	22%	26%	8%
		b				b		b		b	c	c	
Cross-Border Delivery (to ROI)	5	2	3	1	-	*	1	*	3	1	1	1	4
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	11	4	5	6	2	3	6	2	9	-	4	-	7
	1%	1%	1%	1%	5%	1%	2%	1%	1%	-%	1%	-%	1%
None of these (DO NOT READ OUT)	18	8	10	-	-	-	-	*	14	3	*	-	17
	1%	1%	1%	-%	-%	-%	-%	*%	1%	1%	*%	-%	1%
Don't Know (DO NOT READ OUT)	6	*	5	*	-	-	*	-	2	-	-	-	1
	*%	*%	1%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	1072	456	511	421	38	221	301	163	677	221	205	251	595
	58%	68%	49%	84%	98%	92%	80%	84%	53%	60%	80%	83%	47%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2063	1039	1024
Effective base	987	449	539
Weighted Base	1850	813	1038
Standard delivery	1488	654	833
	80%	80%	80%
Tracked service	993	419	575
	54%	51%	55%
International delivery	302	129	173
	16%	16%	17%
Urgent delivery - on the same day or a specific time the next day	266	162	104
	14%	20%	10%
		b	
Timed delivery (i.e. to arrive by specific time/day)	237	127	110
	13%	16%	11%
		b	
Cross-Border Delivery (to ROI)	5	2	3
	*%	*%	*%
Other (PLEASE SPECIFY)	11	3	8
	1%	*%	1%
None of these (DO NOT READ OUT)	18	4	14
	1%	1%	1%
Don't Know (DO NOT READ OUT)	6	1	5
	*%	*%	*%
NET: Urgent / Tracked / Timed Mail	1072	468	604
	58%	58%	58%

Columns Tested:: a,b

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2063	-	90	344	368	42	152	119	241	192	184	217	114
Effective base	987	-	37	168	169	16	84	35	111	117	61	145	66
Weighted Base	1850	-	67	342	294	32	170	48	193	229	64	305	107
Standard delivery	1488	-	54	270	234	21	143	39	159	178	43	266	82
	80%	-%	80%	79%	80%	66%	84%	83%	82%	77%	67%	87%	76%
				j	j			j			eijl		
Tracked service	993	-	38	197	108	15	105	27	109	132	35	162	65
	54%	-%	56%	58%	37%	47%	61%	57%	56%	58%	55%	53%	61%
			d	d			d	d	d	d	d	d	d
International delivery	302	-	21	54	25	5	30	10	30	48	12	58	11
	16%	-%	31%	16%	8%	15%	17%	21%	15%	21%	19%	19%	11%
			cdhl	d			d	d		d	d	d	
Urgent delivery - on the same day or a specific time the next day	266	-	16	58	27	7	22	7	23	43	9	36	19
	14%	-%	23%	17%	9%	21%	13%	15%	12%	19%	14%	12%	18%
			d	d						d			
Timed delivery (i.e. to arrive by specific time/day)	237	-	16	47	17	4	24	9	27	43	5	38	8
	13%	-%	24%	14%	6%	12%	14%	18%	14%	19%	8%	12%	7%
			djl	d			d	d	d	djl		d	
Cross-Border Delivery (to ROI)	5	-	-	1	1	1	*	1	*	*	1	-	-
	1%	-%	-%	1%	1%	2%	1%	3%	1%	1%	1%	-%	-%
Other (PLEASE SPECIFY)	11	-	-	4	*	-	-	2	2	1	1	2	-
	1%	-%	-%	1%	1%	-%	-%	3%	1%	1%	2%	1%	-%
None of these (DO NOT READ OUT)	18	-	-	2	*	-	*	-	4	3	1	7	-
	1%	-%	-%	1%	1%	-%	1%	-%	2%	1%	2%	2%	-%
											d		
Don't Know (DO NOT READ OUT)	6	-	-	*	1	-	-	1	*	-	*	3	-
	1%	-%	-%	1%	1%	-%	-%	2%	1%	-%	1%	1%	-%
NET: Urgent / Tracked / Timed Mail	1072	-	42	209	126	16	110	29	114	148	40	169	70
	58%	-%	62%	61%	43%	49%	65%	61%	59%	64%	63%	55%	65%
			d	d			d		d	d	d	d	d

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 100 (continuation)

QV6B1/2/3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? Summary

Base: All where letters/ large letters/ parcels/ packets are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2063	455	541	552	515	996	1067
Effective base	987	221	252	260	257	471	517
Weighted Base	1850	455	450	470	476	905	946
Standard delivery	1488	365	357	376	390	722	765
	80%	80%	79%	80%	82%	80%	81%
Tracked service	993	245	217	268	262	462	531
	54%	54%	48%	57%	55%	51%	56%
				b			
International delivery	302	77	56	87	82	133	169
	16%	17%	13%	19%	17%	15%	18%
Urgent delivery - on the same day or a specific time the next day	266	81	49	73	64	129	137
	14%	18%	11%	16%	13%	14%	14%
		b					
Timed delivery (i.e. to arrive by specific time/day)	237	67	41	79	50	108	129
	13%	15%	9%	17%	11%	12%	14%
				bd			
Cross-Border Delivery (to ROI)	5	1	1	2	1	3	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	11	4	*	4	3	4	7
	1%	1%	*%	1%	1%	*%	1%
None of these (DO NOT READ OUT)	18	2	*	7	9	2	16
	1%	*%	*%	2%	2%	*%	2%
					b		a
Don't Know (DO NOT READ OUT)	6	*	1	1	3	1	5
	*%	*%	*%	*%	1%	*%	*%
NET: Urgent / Tracked / Timed Mail	1072	266	237	290	279	503	569
	58%	58%	53%	62%	59%	56%	60%
				b			

Columns Tested: a,b,c,d - a,b

Table 101

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Letters	1459	342	1118	1393	57	6	4	67
	79%	65%	84%	79%	82%	86%	85%	83%
			a					
Large Letters	1062	216	846	1005	47	6	3	56
	57%	41%	64%	57%	69%	80%	72%	70%
			a		a	a	a	a
Parcels and packets	863	168	695	826	30	5	2	37
	47%	32%	52%	47%	43%	61%	49%	45%
			a			abe		
None of these (DO NOT READ OUT)	91	71	20	89	2	*	*	2
	5%	14%	2%	5%	2%	1%	2%	2%
		b						
Don't Know (DO NOT READ OUT)	56	43	14	53	3	*	*	3
	3%	8%	1%	3%	4%	2%	2%	4%
		b						
NET: Letters+large letters	1594	375	1219	1521	63	7	4	74
	86%	71%	92%	86%	91%	93%	93%	91%
			a				a	a

Columns Tested: a,b - a,b,c,d,e

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Letters	1459	855	428	110	40	24	4	1393	57	10
	79%	75%	84%	88%	82%	85%	85%	79%	82%	86%
		a	a	ag	ag	ag	a	a	a	a
Large Letters	1062	631	304	70	33	20	3	1005	47	9
	57%	56%	60%	56%	68%	73%	72%	57%	69%	77%
					ag	abcg	abcg		acg	abcg
Parcels and packets	863	536	244	47	22	13	2	826	30	7
	47%	47%	48%	37%	45%	46%	49%	47%	43%	57%
										cgh
None of these (DO NOT READ OUT)	91	72	14	3	1	*	*	89	2	*
	5%	6%	3%	2%	3%	2%	2%	5%	2%	1%
		bhi								
Don't Know (DO NOT READ OUT)	56	34	14	6	3	*	*	53	3	*
	3%	3%	3%	4%	5%	2%	2%	3%	4%	2%
NET: Letters+large letters	1594	959	449	113	44	26	4	1521	63	11
	86%	85%	88%	90%	90%	92%	93%	86%	91%	93%
						a	ag		a	ag

Columns Tested: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Letters	1459	1126	266	57	6	4	854	202	42	35	40
	79%	78%	84%	82%	86%	85%	80%	87%	90%	86%	89%
		a									
Large Letters	1062	824	182	47	6	3	643	158	33	31	29
	57%	57%	57%	69%	80%	72%	60%	68%	71%	75%	65%
		ab									
Parcels and packets	863	695	132	30	5	2	564	119	29	16	18
	47%	48%	42%	43%	61%	49%	53%	51%	63%	38%	40%
					bc				de		
None of these (DO NOT READ OUT)	91	78	11	2	*	*	28	9	-	-	2
	5%	5%	3%	2%	1%	2%	3%	4%	-%	-%	5%
Don't Know (DO NOT READ OUT)	56	42	12	3	*	*	13	1	-	1	1
	3%	3%	4%	4%	2%	2%	1%	*%	-%	3%	2%
NET: Letters+large letters	1594	1241	280	63	7	4	951	215	45	39	40
	86%	85%	88%	91%	93%	93%	89%	92%	98%	95%	91%
					a						

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	117	104	206	76	119	149	133	126	118
Effective base	986	81	77	138	53	86	108	101	88	82
Weighted Base	1850	161	139	325	86	135	250	244	155	135
Letters	1459	136	106	245	65	117	208	190	114	105
	79%	84%	76%	75%	76%	87%	83%	78%	74%	78%
						ch				
Large Letters	1062	106	81	179	46	85	159	122	90	74
	57%	66%	58%	55%	53%	63%	63%	50%	58%	55%
		g								
Parcels and packets	863	97	65	124	47	69	121	115	63	69
	47%	60%	47%	38%	55%	51%	48%	47%	40%	51%
		ch			c					
None of these (DO NOT READ OUT)	91	3	4	30	3	3	11	10	8	6
	5%	2%	3%	9%	3%	3%	4%	4%	5%	4%
				a						
Don't Know (DO NOT READ OUT)	56	3	4	18	-	3	2	8	5	3
	3%	2%	3%	6%	-%	2%	1%	3%	3%	2%
				f						
NET: Letters+large letters	1594	140	126	263	77	123	226	203	136	116
	86%	87%	91%	81%	89%	91%	90%	83%	87%	86%
						c	c			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	313	347	488	1148	882	310	292	280
Effective base	986	221	245	347	793	411	154	169	153
Weighted Base	1850	356	455	819	1631	219	108	74	38
Letters	1459	287	356	642	1286	174	87	56	31
	79%	81%	78%	78%	79%	79%	80%	77%	82%
Large Letters	1062	205	277	460	941	120	57	41	23
	57%	58%	61%	56%	58%	55%	53%	55%	60%
Parcels and packets	863	185	224	361	770	93	46	32	16
	47%	52%	49%	44%	47%	43%	42%	43%	43%
None of these (DO NOT READ OUT)	91	13	15	51	79	12	4	7	1
	5%	4%	3%	6%	5%	5%	4%	9%	4%
Don't Know (DO NOT READ OUT)	56	6	12	28	46	10	6	3	1
	3%	2%	3%	3%	3%	5%	5%	4%	3%
NET: Letters+large letters	1594	316	402	691	1409	185	91	61	33
	86%	89%	88%	84%	86%	85%	84%	83%	88%

Columns Tested:: a,b,c,d,e,f,g,h

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Letters	1459	81	74	19	93	169	266	49	50	744
	79%	85%	64%	62%	63%	85%	70%	74%	92%	83%
		bdf				bdf			bdfg	bdf
Large Letters	1062	45	54	17	70	104	240	31	42	527
	57%	47%	46%	53%	48%	52%	63%	46%	78%	59%
							abdg		abdegi	
Parcels and packets	863	45	60	12	72	66	237	31	15	392
	47%	47%	52%	39%	49%	33%	62%	46%	27%	44%
			eh		h		ehi			
None of these (DO NOT READ OUT)	91	8	10	3	13	7	18	4	-	41
	5%	8%	9%	9%	9%	4%	5%	5%	-%	5%
Don't Know (DO NOT READ OUT)	56	-	1	-	1	13	7	5	1	29
	3%	-%	1%	-%	1%	7%	2%	8%	1%	3%
						f		f		
NET: Letters+large letters	1594	88	78	28	106	177	321	52	54	790
	86%	92%	67%	89%	72%	89%	84%	79%	99%	88%
		bd				bd	bd		bdfgi	bd

Columns Tested: a,b,c,d,e,f,g,h,i

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Letters	1459	343	266	850	1206	254	-	1344	115	1409	51
	79%	78%	70%	83%	78%	81%	-%	79%	82%	79%	76%
Large Letters	1062	218	240	603	888	174	-	987	74	1047	15
	57%	49%	63%	59%	58%	55%	-%	58%	53%	59%	22%
Parcels and packets	863	183	237	443	716	147	-	822	41	855	8
	47%	41%	62%	43%	47%	47%	-%	48%	29%	48%	12%
None of these (DO NOT READ OUT)	91	27	18	46	78	13	-	85	6	85	6
	5%	6%	5%	4%	5%	4%	-%	5%	4%	5%	9%
Don't Know (DO NOT READ OUT)	56	14	7	35	41	16	-	49	8	48	8
	3%	3%	2%	3%	3%	5%	-%	3%	6%	3%	13%
NET: Letters+large letters	1594	370	321	903	1320	275	-	1474	121	1542	52
	86%	84%	84%	88%	86%	88%	-%	86%	86%	86%	78%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1215	371	409
Effective base	986	633	140	199
Weighted Base	1850	1183	267	377
Letters	1459	1002	211	241
	79%	85%	79%	64%
		c	c	
Large Letters	1062	625	166	265
	57%	53%	62%	70%
		a	a	a
Parcels and packets	863	472	143	249
	47%	40%	54%	66%
			a	ab
None of these (DO NOT READ OUT)	91	59	13	15
	5%	5%	5%	4%
Don't Know (DO NOT READ OUT)	56	30	2	13
	3%	3%	1%	3%
NET: Letters+large letters	1594	1044	235	306
	86%	88%	88%	81%
		c		

Columns Tested: a,b,c

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Letters	1459	1298	122	24	4	7	2	1	*	1420	39	15
	79%	80%	75%	82%	58%	43%	88%	85%	99%	79%	69%	54%
		k								k		
Large Letters	1062	889	129	24	6	13	1	1	*	1018	44	20
	57%	55%	79%	81%	83%	77%	20%	99%	7%	57%	77%	73%
			ai	ai							ai	
Parcels and packets	863	710	116	21	3	10	2	1	*	826	37	16
	47%	44%	71%	71%	42%	60%	83%	66%	7%	46%	64%	57%
			ai	ai							ai	
None of these (DO NOT READ OUT)	91	90	1	-	-	*	-	-	-	91	*	*
	5%	6%	*%	-%	-%	*%	-%	-%	-%	5%	*%	*%
		b								b		
Don't Know (DO NOT READ OUT)	56	53	3	-	-	-	-	-	-	56	-	-
	3%	3%	2%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Letters+large letters	1594	1388	151	28	7	16	3	1	*	1539	55	28
	86%	85%	93%	93%	100%	99%	100%	100%	100%	86%	96%	99%
			ai									

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Letters	1459	852	446	161	1459	1032	1459	937	538	366	406	905	28	49	36	28	7
	79%	80%	80%	73%	95%	86%	90%	81%	86%	80%	85%	94%	77%	71%	96%	87%	51%
					bcdef	df	bdef				dg	acd		dg		g	
Large Letters	1062	479	410	173	976	1062	1062	835	495	281	68	839	27	60	30	27	11
	57%	45%	73%	78%	64%	89%	65%	72%	79%	62%	14%	88%	75%	86%	79%	82%	83%
			a	a		acdef	acf	acdf				a	a	a	a	a	a
Parcels and packets	863	358	351	153	719	685	771	863	406	247	125	546	13	29	31	20	7
	47%	34%	63%	70%	47%	57%	47%	75%	65%	54%	26%	57%	36%	42%	81%	60%	53%
			a	a		ac	abcef	abcf	a			ac		abcd		a	
None of these (DO NOT READ OUT)	91	81	10	1	5	8	8	10	10	6	*	5	*	2	-	-	-
	5%	8%	2%	*%	*%	1%	*%	1%	2%	1%	*%	1%	1%	2%	-%	-%	-%
		bc							a								
Don't Know (DO NOT READ OUT)	56	48	5	3	5	4	5	5	5	9	1	4	*	-	-	-	-
	3%	4%	1%	1%	*%	*%	*%	*%	1%	2%	*%	*%	1%	-%	-%	-%	-%
		b							abcd								
NET: Letters+large letters	1594	889	498	207	1509	1167	1594	1035	589	409	474	938	36	68	36	31	11
	86%	83%	89%	94%	98%	98%	98%	89%	94%	89%	100%	98%	97%	97%	96%	97%	87%
		a	a		def	def	def		d		bg	g					

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Letters	1459	1280	74	44	29	16	14	3	851	87	33	34	14	9	5
	79%	96%	94%	80%	88%	100%	99%	42%	90%	74%	71%	78%	78%	71%	54%
		c							bc						
Large Letters	1062	818	62	39	27	16	9	5	858	92	41	42	11	11	7
	57%	61%	79%	71%	84%	95%	63%	75%	90%	78%	89%	95%	65%	93%	76%
		a	a	a					be		e				
Parcels and packets	863	611	45	20	19	13	8	2	543	69	17	32	11	7	6
	47%	46%	58%	38%	58%	77%	59%	28%	57%	59%	38%	74%	61%	54%	70%
		ac							c						
None of these (DO NOT READ OUT)	91	3	*	2	-	-	-	-	3	5	*	-	-	-	-
	5%	*%	1%	3%	-%	-%	-%	-%	*%	4%	*%	-%	-%	-%	-%
		a							a						
Don't Know (DO NOT READ OUT)	56	5	1	-	-	-	-	-	3	1	-	-	-	-	-
	3%	*%	1%	-%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%	-%
NET: Letters+large letters	1594	1313	76	51	32	16	14	5	935	108	46	44	16	11	7
	86%	99%	98%	93%	99%	100%	100%	76%	99%	92%	99%	100%	94%	93%	80%
		c							b						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Letters	1459	757	75	37	28	18	5	17	785	284	257	91	36
	79%	84%	71%	74%	76%	66%	38%	88%	93%	91%	83%	85%	77%
Large Letters	1062	648	73	40	32	21	7	14	464	212	251	89	40
	57%	72%	69%	80%	87%	79%	52%	70%	55%	68%	80%	84%	86%
Parcels and packets	863	685	75	33	31	16	11	13	336	140	192	68	33
	47%	76%	71%	66%	83%	59%	77%	67%	40%	45%	62%	64%	71%
None of these (DO NOT READ OUT)	91	5	5	-	*	-	-	-	3	2	*	3	-
	5%	1%	5%	-%	*%	-%	-%	-%	*%	1%	*%	3%	-%
Don't Know (DO NOT READ OUT)	56	4	-	*	-	-	-	-	5	1	*	-	-
	3%	*%	-%	*%	-%	-%	-%	-%	1%	*%	*%	-%	-%
NET: Letters+large letters	1594	812	88	45	36	25	11	19	825	307	310	101	44
	86%	90%	83%	89%	96%	93%	78%	99%	98%	99%	99%	95%	94%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Letters	1459	851	272	225	75	26	582	196	153	64	27
	79%	95%	96%	96%	96%	92%	91%	87%	76%	81%	72%
Large Letters	1062	502	196	179	67	23	563	198	186	71	34
	57%	56%	69%	77%	86%	82%	88%	88%	92%	89%	90%
Parcels and packets	863	369	139	139	44	22	339	117	139	59	27
	47%	41%	49%	60%	56%	80%	53%	52%	69%	74%	72%
			a	a	ab	a			ab	ab	
None of these (DO NOT READ OUT)	91	*	2	*	3	-	3	2	*	3	-
	5%	*%	1%	*%	3%	-%	*%	1%	*%	3%	-%
					a						
Don't Know (DO NOT READ OUT)	56	5	*	-	-	-	4	*	*	-	-
	3%	1%	*%	-%	-%	-%	1%	*%	*%	-%	-%
NET: Letters+large letters	1594	883	282	232	76	26	625	221	201	74	35
	86%	98%	99%	99%	97%	92%	98%	98%	100%	93%	93%
			e	e					de		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Letters	1459	532	142	137	78	30	475	40	409	1368	92	1437	22
	79%	87%	76%	73%	76%	65%	73%	77%	93%	79%	81%	95%	75%
		bcde						ab				b	
Large Letters	1062	435	132	131	87	36	473	35	319	993	68	956	21
	57%	71%	71%	70%	84%	79%	73%	66%	73%	57%	60%	63%	70%
					ac								
Parcels and packets	863	452	140	142	77	39	495	29	333	827	36	701	19
	47%	74%	75%	76%	75%	85%	76%	54%	76%	48%	32%	47%	63%
							b		b	b			
None of these (DO NOT READ OUT)	91	5	2	*	3	-	*	2	7	89	2	5	-
	5%	1%	1%	*%	3%	-%	*%	3%	2%	5%	2%	*%	-%
								a	a				
Don't Know (DO NOT READ OUT)	56	4	-	*	-	-	*	3	1	56	*	5	-
	3%	1%	-%	*%	-%	-%	*%	6%	*%	3%	*%	*%	-%
								ac					
NET: Letters+large letters	1594	560	155	171	93	37	565	44	413	1494	100	1480	29
	86%	91%	83%	91%	90%	81%	87%	85%	94%	86%	88%	98%	97%
		b							ab				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Letters	1459	980	52	709	227	1437	22	978	54	710	226
	79%	87%	76%	79%	87%	95%	78%	88%	70%	79%	87%
Large Letters	1062	1020	42	637	199	957	20	1012	50	638	197
	57%	91%	61%	71%	76%	63%	70%	91%	65%	71%	75%
Parcels and packets	863	650	34	757	106	705	15	646	39	754	109
	47%	58%	50%	85%	40%	47%	52%	58%	50%	84%	42%
None of these (DO NOT READ OUT)	91	5	3	8	2	5	-	5	3	8	2
	5%	*%	4%	1%	1%	*%	-%	*%	4%	1%	1%
Don't Know (DO NOT READ OUT)	56	4	*	4	*	5	-	4	-	4	*
	3%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
NET: Letters+large letters	1594	1103	64	788	247	1482	27	1093	74	790	246
	86%	98%	94%	88%	94%	98%	96%	98%	95%	88%	94%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Letters	1459	632	1205	184	2	529	754	131	4	644	513	144	4
	79%	93%	97%	95%	100%	87%	88%	82%	100%	82%	81%	80%	100%
Large Letters	1062	522	802	170	*	552	794	154	4	593	464	149	2
	57%	77%	65%	88%	10%	90%	93%	96%	87%	75%	73%	83%	59%
Parcels and packets	863	416	574	140	*	408	506	116	4	599	512	151	2
	47%	61%	46%	72%	10%	67%	59%	73%	87%	76%	81%	84%	59%
None of these (DO NOT READ OUT)	91	*	4	-	-	-	7	-	-	3	6	-	-
	5%	*%	*%	-%	-%	-%	1%	-%	-%	*%	1%	-%	-%
Don't Know (DO NOT READ OUT)	56	*	*	*	-	*	1	*	-	1	1	*	-
	3%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: Letters+large letters	1594	664	1232	193	2	598	845	159	4	714	563	166	4
	86%	98%	99%	99%	100%	98%	98%	100%	100%	91%	89%	92%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Letters	1459	1459	927	692	1088	882	12	486	376	351	100	77	410	364			
	79%	100%	87%	80%	94%	91%	87%	83%	86%	82%	85%	86%	93%	91%			
		bc	c														
Large Letters	1062	927	1062	647	794	682	12	467	356	322	104	81	294	292			
	57%	64%	100%	75%	69%	70%	84%	79%	82%	75%	89%	90%	66%	73%			
			ac	a							c	c					
Parcels and packets	863	692	647	863	570	485	11	588	436	430	117	90	205	195			
	47%	47%	61%	100%	49%	50%	81%	100%	100%	100%	100%	100%	46%	49%			
			a	ab			ab										
None of these (DO NOT READ OUT)	91	-	-	-	-	-	-	-	-	-	-	-	*	-			
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%			
Don't Know (DO NOT READ OUT)	56	-	-	-	-	-	-	-	-	-	-	-	*	-			
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%			
NET: Letters+large letters	1594	1459	1062	755	1157	969	14	531	403	382	110	84	440	398			
	86%	100%	100%	87%	100%	100%	100%	90%	92%	89%	94%	94%	99%	100%			
		c	c														

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Letters	1459	138	41	42	24	1351	855	1377	882	830	588	1278	165	-	1154	103
	79%	90%	59%	63%	59%	85%	81%	83%	79%	78%	82%	82%	79%	-%	79%	82%
		bcd				de		e								
Large Letters	1062	110	50	41	32	924	709	967	727	640	510	911	145	-	840	77
	57%	72%	72%	63%	79%	58%	67%	58%	65%	60%	71%	58%	69%	-%	57%	62%
						ace			ac		b		b			
Parcels and packets	863	101	35	30	26	745	547	772	634	523	430	726	131	-	696	57
	47%	66%	51%	46%	64%	47%	52%	47%	57%	49%	60%	47%	63%	-%	47%	46%
		c					c		ace		b		b			
None of these (DO NOT READ OUT)	91	*	4	3	-	65	55	69	47	73	18	70	14	-	73	6
	5%	*%	6%	4%	-%	4%	5%	4%	4%	7%	2%	5%	7%	-%	5%	5%
		a							ac				a			
Don't Know (DO NOT READ OUT)	56	3	*	-	-	47	34	47	37	45	21	49	10	-	43	3
	3%	2%	1%	-%	-%	3%	3%	3%	3%	4%	3%	3%	5%	-%	3%	3%
NET: Letters+large letters	1594	149	61	52	37	1414	917	1464	952	891	644	1358	178	-	1264	109
	86%	97%	88%	80%	91%	89%	87%	88%	86%	84%	90%	87%	85%	-%	86%	87%
		bc				e		e								

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Letters	1459	540	920	320	31	140	266	133	1011	308	163	219	1050
	79%	78%	79%	81%	88%	73%	88%	78%	82%	82%	74%	80%	82%
Large Letters	1062	478	584	283	25	141	220	120	707	227	140	192	708
	57%	69%	50%	72%	71%	73%	72%	70%	57%	60%	64%	70%	55%
		b						b				c	
Parcels and packets	863	384	479	217	18	118	165	121	565	171	135	163	552
	47%	56%	41%	55%	52%	62%	54%	71%	46%	45%	61%	59%	43%
		b						bc			c	c	
None of these (DO NOT READ OUT)	91	19	72	4	*	6	1	1	40	25	11	3	63
	5%	3%	6%	1%	*%	3%	*%	*%	3%	7%	5%	1%	5%
			a							ab			
Don't Know (DO NOT READ OUT)	56	10	47	8	*	2	7	3	12	10	2	3	25
	3%	1%	4%	2%	*%	1%	2%	2%	1%	3%	1%	1%	2%
			a										
NET: Letters+large letters	1594	623	972	357	32	170	278	150	1097	336	186	254	1124
	86%	90%	84%	91%	92%	88%	92%	87%	89%	89%	84%	93%	88%
		b										a	

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1046	984
Effective base	986	465	521
Weighted Base	1850	847	1003
Letters	1459 79%	639 75%	820 82%
		a	
Large Letters	1062 57%	442 52%	620 62%
		a	
Parcels and packets	863 47%	351 41%	512 51%
		a	
None of these (DO NOT READ OUT)	91 5%	62 7%	29 3%
		b	
Don't Know (DO NOT READ OUT)	56 3%	48 6%	9 1%
		b	
NET: Letters+large letters	1594 86%	691 82%	903 90%
		a	

Columns Tested:: a,b

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Letters	1459	-	54	272	223	19	128	37	164	187	47	250	78
	79%	-%	86%	81%	68%	65%	77%	74%	84%	86%	79%	83%	73%
			d	d					d	del		d	
Large Letters	1062	-	49	208	140	11	105	25	112	133	32	188	58
	57%	-%	77%	62%	43%	37%	63%	50%	57%	61%	54%	63%	54%
			deghjl	d			d		d	d		d	
Parcels and packets	863	-	38	174	105	19	82	27	100	97	26	148	47
	47%	-%	61%	52%	32%	64%	49%	55%	51%	45%	43%	49%	44%
			d	d		d	d	d	d	d		d	
None of these (DO NOT READ OUT)	91	-	*	17	33	3	3	4	7	6	1	4	12
	5%	-%	1%	5%	10%	9%	2%	9%	4%	3%	1%	1%	11%
				fijk									bfijk
Don't Know (DO NOT READ OUT)	56	-	-	1	26	-	7	1	5	7	2	7	1
	3%	-%	-%	*%	8%	-%	4%	2%	2%	3%	3%	2%	1%
				chk			c						
NET: Letters+large letters	1594	-	61	293	252	20	146	38	174	195	53	277	85
	86%	-%	96%	87%	77%	66%	88%	77%	89%	90%	90%	92%	80%
			degl	de			de		de	de	de	degl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 101 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM and send letters/large letters/parcels/packets

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Letters	1459	352	345	387	375	697	763
	79%	76%	75%	84%	81%	76%	82%
				ab			a
Large Letters	1062	280	234	270	278	513	548
	57%	61%	51%	59%	60%	56%	59%
		b			b		
Parcels and packets	863	227	191	224	220	418	445
	47%	49%	41%	49%	47%	45%	48%
None of these (DO NOT READ OUT)	91	30	27	17	17	57	34
	5%	7%	6%	4%	4%	6%	4%
Don't Know (DO NOT READ OUT)	56	11	23	12	10	34	22
	3%	2%	5%	3%	2%	4%	2%
NET: Letters+large letters	1594	391	381	408	415	772	823
	86%	85%	82%	88%	89%	84%	89%
				b			a

Columns Tested:: a,b,c,d - a,b

Table 102

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1856	558	1298	1269	305	94	188	587
Effective base	867	238	637	789	179	59	114	240
Weighted Base	1616	371	1244	1534	69	8	5	82
Urgent delivery - on the same day or a specific time the next day	164 10%	31 8%	133 11%	147 10%	13 19%	3 33%	1 24%	17 21%
					a	abe	a	a
Tracked service	650 40%	105 28%	545 44%	611 40%	32 46%	5 60%	2 45%	39 48%
			a			a		a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	20 5%	109 9%	119 8%	7 10%	2 23%	1 20%	10 12%
						abe	abe	a
Standard delivery	1292 80%	309 83%	983 79%	1229 80%	54 78%	5 65%	3 68%	63 76%
				cd	cd			
International delivery	207 13%	27 7%	179 14%	192 13%	12 17%	2 23%	1 19%	14 18%
			a			a	a	a
Cross-Border Delivery	4 *%	1 *%	3 *%	4 *%	1 1%	* 1%	* 1%	1 1%
Other (PLEASE SPECIFY)	3 *%	3 1%	- -%	3 *%	- -%	- -%	- -%	- -%
		b						
None of these (DO NOT READ OUT)	25 2%	3 1%	22 2%	24 2%	1 2%	* 1%	- -%	1 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	7 1%	8 1%	- -%	* 2%	* 1%	* *%
						b		
NET: Urgent / Tracked / Timed Mail	720 45%	115 31%	606 49%	675 44%	37 53%	6 73%	3 61%	45 55%
			a		a	abe	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	629	453	187	182	217	188	1269	305	282
Effective base	867	442	263	111	119	99	114	789	179	123
Weighted Base	1616	944	467	123	46	31	5	1534	69	13
Urgent delivery - on the same day or a specific time the next day	164 10%	74 8%	61 13%	12 10%	8 17%	8 27%	1 24%	147 10%	13 19%	4 30%
		a	a	a	ag	abcg	abcg		acg	abcdgh
Tracked service	650 40%	366 39%	206 44%	39 32%	20 43%	17 55%	2 45%	611 40%	32 46%	7 54%
			c			acg	c		c	acg
Timed delivery (i.e. to arrive by specific time/day)	129 8%	64 7%	42 9%	13 10%	5 11%	4 13%	1 20%	119 8%	7 10%	3 22%
							abcdgh			abcdgh
Standard delivery	1292 80%	757 80%	372 80%	100 81%	37 79%	23 74%	3 68%	1229 80%	54 78%	9 66%
		fi	fi	fi	i			fi	fi	
International delivery	207 13%	108 11%	75 16%	10 8%	7 16%	6 20%	1 19%	192 13%	12 17%	3 22%
			c			acg	acg		c	acg
Cross-Border Delivery	4 *%	2 *%	1 *%	* *%	* *%	* 1%	* 1%	4 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	3 *%	- -%	* *%	3 2%	- -%	- -%	- -%	3 *%	- -%	- -%
				abgh						
None of these (DO NOT READ OUT)	25 2%	18 2%	5 1%	1 1%	1 1%	1 2%	- -%	24 2%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	8 *%	3 *%	3 1%	2 1%	- -%	* 1%	* 1%	8 1%	- -%	* 2%
NET: Urgent / Tracked / Timed Mail	720 45%	398 42%	232 50%	45 36%	23 49%	20 65%	3 61%	675 44%	37 53%	9 69%
			c			abcdg	abcg		acg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1856	806	463	305	94	188	691	276	101	89	203
Effective base	867	571	280	179	59	114	455	137	45	30	33
Weighted Base	1616	1232	302	69	8	5	929	240	50	42	42
Urgent delivery - on the same day or a specific time the next day	164 10%	111 9%	35 12%	13 19%	3 33%	1 24%	82 9%	31 13%	11 21%	9 21%	9 22%
				ab	abc	ab			a	a	a
Tracked service	650 40%	494 40%	117 39%	32 46%	5 60%	2 45%	406 44%	99 41%	20 40%	18 43%	22 51%
					ab						
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	78 6%	41 13%	7 10%	2 23%	1 20%	65 7%	26 11%	8 16%	11 27%	4 10%
			a		ac	ac			a	ab	
Standard delivery	1292 80%	984 80%	245 81%	54 78%	5 65%	3 68%	730 79%	192 80%	39 77%	32 76%	36 84%
			de	de	de						
International delivery	207 13%	151 12%	41 14%	12 17%	2 23%	1 19%	115 12%	34 14%	8 17%	11 26%	11 26%
					a	a				a	a
Cross-Border Delivery	4 *%	3 *%	1 *%	1 1%	* 1%	* 1%	3 *%	* *%	* 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	3 *%	* *%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
			a								a
None of these (DO NOT READ OUT)	25 2%	22 2%	1 *%	1 2%	* 1%	- -%	24 3%	* *%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	8 *%	6 *%	2 1%	- -%	* 2%	* 1%	3 *%	- -%	- -%	1 3%	- -%
					c						
NET: Urgent / Tracked / Timed Mail	720 45%	537 44%	138 46%	37 53%	6 73%	3 61%	435 47%	123 51%	27 54%	21 50%	23 55%
				a	abc	ab					

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	105	92	193	71	121	138	115	110	105
Effective base	867	72	65	123	47	85	99	83	73	71
Weighted Base	1616	142	118	282	77	137	229	198	129	116
Urgent delivery - on the same day or a specific time the next day	164 10%	14 10%	6 5%	54 19% befi	11 15%	7 5%	15 6%	18 9%	16 12%	5 5%
Tracked service	650 40%	66 46%	49 42%	128 45%	28 37%	50 36%	98 43%	75 38%	37 29%	52 45%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	21 15%	10 8%	38 13%	3 4%	11 8%	3 1%	12 6%	9 7%	11 10%
Standard delivery	1292 80%	109 77%	92 78%	220 78%	58 75%	110 81%	182 79%	165 84%	106 82%	100 86%
International delivery	207 13%	17 12%	10 9%	55 19%	6 8%	14 10%	30 13%	20 10%	20 15%	14 12%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	6 4%	2 2%	4 1%	3 3%	* *%	7 3%	1 *%	* *%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	- -%	- -%	* *%	2 3%	1 1%	- -%	1 1%	3 2%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	74 52%	52 44%	151 54% eh	29 37%	53 39%	99 43%	79 40%	50 39%	56 48%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1856	297	307	446	1050	806	279	259	268
Effective base	867	203	210	305	702	349	130	143	144
Weighted Base	1616	330	389	709	1429	187	93	60	34
Urgent delivery - on the same day or a specific time the next day	164 10%	24 7%	36 9%	87 12%	146 10%	18 9%	9 10%	5 9%	3 9%
Tracked service	650 40%	130 39%	152 39%	301 42%	583 41%	67 36%	31 34%	24 41%	11 33%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	26 8%	39 10%	53 7%	118 8%	11 6%	5 5%	4 7%	2 6%
Standard delivery	1292 80%	268 81%	308 79%	567 80%	1143 80%	148 79%	77 82%	45 75%	27 79%
International delivery	207 13%	35 11%	47 12%	105 15%	187 13%	20 11%	9 10%	7 11%	4 11%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 12%
Other (PLEASE SPECIFY)	3 *%	1 *%	1 *%	- -%	3 *%	* *%	- -%	- -%	* *%
None of these (DO NOT READ OUT)	25 2%	4 1%	8 2%	11 2%	23 2%	2 1%	1 1%	1 1%	* 1%
Don't Know (DO NOT READ OUT)	8 *%	3 1%	3 1%	1 *%	8 1%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	138 42%	176 45%	329 46%	644 45%	77 41%	37 39%	28 46%	13 38%

Columns Tested:: a,b,c,d,e,f,g,h

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1856	77	116	25	141	166	398	84	94	889
Effective base	867	37	43	13	55	84	197	35	35	441
Weighted Base	1616	85	89	32	121	202	298	54	53	796
Urgent delivery - on the same day or a specific time the next day	164	22	14	13	27	26	29	3	4	52
	10%	26%	16%	41%	23%	13%	10%	6%	7%	7%
		fghi	i		fgi	i				
Tracked service	650	38	33	17	50	69	146	15	23	308
	40%	44%	37%	54%	41%	34%	49%	27%	44%	39%
							egi			
Timed delivery (i.e. to arrive by specific time/ day)	129	18	10	11	21	12	31	*	3	43
	8%	21%	11%	34%	17%	6%	10%	*%	5%	5%
		egi			egi		gi			
Standard delivery	1292	66	67	18	85	165	238	45	44	642
	80%	78%	76%	55%	70%	82%	80%	84%	83%	81%
International delivery	207	15	25	5	30	13	47	3	3	95
	13%	18%	28%	16%	25%	6%	16%	5%	6%	12%
			eghi		eghi		e			
Cross-Border Delivery	4	*	*	-	*	*	1	-	*	2
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	3	-	1	-	1	-	-	-	-	2
	*%	-%	2%	-%	1%	-%	-%	-%	-%	*%
None of these (DO NOT READ OUT)	25	3	1	-	1	3	3	2	-	14
	2%	3%	1%	-%	1%	1%	1%	4%	-%	2%
Don't Know (DO NOT READ OUT)	8	-	-	-	-	4	-	*	-	4
	*%	-%	-%	-%	-%	2%	-%	*%	-%	*%
						f				
NET: Urgent / Tracked / Timed Mail	720	42	40	25	65	81	163	15	25	328
	45%	49%	45%	77%	54%	40%	55%	27%	48%	41%
					g		egi			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1856	384	398	1074	1562	294	-	1562	294	1792	64
Effective base	867	175	197	515	730	138	-	776	99	835	32
Weighted Base	1616	408	298	909	1338	278	-	1482	134	1561	54
Urgent delivery - on the same day or a specific time the next day	164 10%	76 18% bc	29 10%	59 7%	144 11%	20 7%	- -%	149 10%	14 11%	162 10%	2 4%
Tracked service	650 40%	157 39%	146 49% ac	347 38%	547 41%	103 37%	- -%	598 40%	53 39%	642 41% b	8 15%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	51 12% c	31 10% c	47 5%	114 9%	14 5%	- -%	120 8%	8 6%	127 8%	2 4%
Standard delivery	1292 80%	316 77%	238 80%	737 81%	1076 80%	216 78%	- -%	1194 81%	98 73%	1247 80%	45 83%
International delivery	207 13%	58 14%	47 16%	102 11%	172 13%	35 13%	- -%	199 13% b	7 5%	205 13%	1 2%
Cross-Border Delivery	4 *%	1 *%	1 *%	2 *%	2 *%	2 1%	- -%	4 *%	1 *%	4 *%	- -%
Other (PLEASE SPECIFY)	3 *%	1 *%	- -%	2 *%	2 *%	1 1%	- -%	3 *%	- -%	3 *%	- -%
None of these (DO NOT READ OUT)	25 2%	6 1%	3 1%	16 2%	16 1%	9 3%	- -%	23 2%	2 1%	24 2%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	4 1%	- -%	4 *%	5 *%	3 1%	- -%	5 *%	3 2% a	5 *%	3 6% a
NET: Urgent / Tracked / Timed Mail	720 45%	188 46%	163 55% c	370 41%	614 46%	107 38%	- -%	662 45%	58 43%	711 46% b	10 18%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1856	1124	377	337
Effective base	867	572	139	150
Weighted Base	1616	1068	261	274
Urgent delivery - on the same day or a specific time the next day	164 10%	64 6%	53 20%	45 17%
			a	a
Tracked service	650 40%	370 35%	128 49%	151 55%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	52 5%	44 17%	33 12%
			a	a
Standard delivery	1292 80%	865 81%	205 79%	218 80%
International delivery	207 13%	79 7%	52 20%	75 28%
			a	a
Cross-Border Delivery	4 *%	3 *%	1 *%	* *%
Other (PLEASE SPECIFY)	3 *%	2 *%	- -%	1 1%
None of these (DO NOT READ OUT)	25 2%	20 2%	- -%	2 1%
Don't Know (DO NOT READ OUT)	8 *%	2 *%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	403 38%	155 59%	161 59%
			a	a

Columns Tested:: a,b,c

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1856	1424	280	78	18	27	16	8	5	1704	152	74
Effective base	867	745	92	17	5	6	4	4	2	835	32	16
Weighted Base	1616	1412	146	27	7	16	5	2	*	1558	58	31
Urgent delivery - on the same day or a specific time the next day	164 10%	116 8%	27 19% ai	9 32% ai	4 48%	6 39%	* 5%	1 41%	* 95%	144 9%	20 35% ai	11 37% ai
Tracked service	650 40%	537 38%	85 58% ai	12 44% ai	3 44%	8 48%	4 78%	1 64%	* 10%	622 40%	28 48%	16 52%
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	90 6%	19 13% ai	7 26% ai	3 46%	4 28%	2 37%	2 88%	* 96%	110 7%	19 33% abi	12 39% abi
Standard delivery	1292 80%	1134 80%	116 79%	22 81%	5 73%	11 69%	3 56%	1 26%	* 21%	1250 80%	42 72%	20 64%
International delivery	207 13%	156 11%	34 24% ai	7 27% a	4 49%	2 12%	3 62%	1 38%	* 11%	190 12%	17 29% ai	9 30% ai
Cross-Border Delivery	4 *%	3 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	4 *%	* 1%	* *%
Other (PLEASE SPECIFY)	3 *%	2 *%	- -%	1 5% ai	- -%	- -%	- -%	- -%	- -%	2 *%	1 2% ai	- -%
None of these (DO NOT READ OUT)	25 2%	24 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	25 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	8 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	582 41%	95 65% ai	17 61% ai	4 59%	16 97%	5 100%	2 99%	* 96%	677 43%	44 76% ai	27 89% ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1856	796	628	432	1856	1386	1856	1238	769	652	427	1021	92	118	78	84	36
Effective base	867	462	286	124	867	620	867	560	334	243	231	520	26	39	22	20	11
Weighted Base	1616	910	502	204	1616	1170	1616	1076	653	456	416	992	43	76	39	35	15
Urgent delivery - on the same day or a specific time the next day	164 10%	57 6%	59 12%	47 23%	164 10%	142 12%	164 10%	149 14%	96 15%	100 22%	20 5%	101 10%	6 15%	17 22%	9 22%	9 25%	2 15%
			a	ab				ac	ac	abcde		a		ab	a	ab	
Tracked service	650 40%	274 30%	263 52%	113 55%	650 40%	551 47%	650 40%	540 50%	338 52%	239 52%	94 23%	448 45%	20 46%	34 45%	24 60%	20 57%	11 75%
			a	a		ac		ac	ac	ac		a	a	a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	46 5%	44 9%	38 19%	129 8%	115 10%	129 8%	115 11%	85 13%	84 18%	11 3%	81 8%	8 18%	6 7%	8 20%	11 32%	4 25%
			a	ab					ac	abcd		a	a		a	abd	ab
Standard delivery	1292 80%	739 81%	395 79%	158 77%	1292 80%	922 79%	1292 80%	822 76%	477 73%	332 73%	344 83%	790 80%	32 75%	59 78%	32 82%	26 75%	9 57%
					ef	e	ef										g
International delivery	207 13%	49 5%	107 21%	51 25%	207 13%	190 16%	207 13%	181 17%	112 17%	76 17%	16 4%	135 14%	11 25%	19 26%	11 27%	11 31%	4 27%
			a	a				ac				a	a	ab	a	ab	a
Cross-Border Delivery	4 *%	1 *%	2 *%	1 1%	4 *%	4 *%	4 *%	3 *%	1 *%	2 *%	1 *%	3 *%	* *%	* *%	* 1%	* *%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	2 *%	1 1%	3 *%	2 *%	3 *%	3 *%	1 *%	- -%	1 *%	2 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	22 2%	2 *%	1 *%	25 2%	14 1%	25 2%	13 1%	4 1%	3 1%	12 3%	13 1%	* 1%	- -%	- -%	- -%	- -%
		b															
Don't Know (DO NOT READ OUT)	8 *%	5 1%	3 1%	* *%	8 *%	7 1%	8 *%	7 1%	7 1%	- -%	1 *%	3 *%	1 1%	* *%	1 3%	2 6%	- -%
																ab	
NET: Urgent / Tracked / Timed Mail	720 45%	301 33%	281 56%	139 68%	720 45%	615 53%	720 45%	598 56%	391 60%	285 62%	98 24%	492 50%	25 59%	43 57%	28 73%	21 60%	13 83%
			a	ab		ac		ac	abc	abc		a	a	a	ab	a	ab

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1856	1407	150	106	85	42	44	22	960	173	100	63	46	25	19
Effective base	867	730	59	34	23	13	7	6	487	59	25	24	12	8	6
Weighted Base	1616	1380	91	68	35	17	14	11	917	122	48	44	21	12	7
Urgent delivery - on the same day or a specific time the next day	164 10%	118 9%	15 17%	16 23%	4 11%	5 28%	6 41%	1 6%	68 7%	47 38%	11 22%	11 25%	2 11%	2 15%	1 19%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	650 40%	532 39%	47 52%	27 40%	13 37%	14 81%	9 60%	7 67%	409 45%	71 58%	21 44%	25 57%	11 52%	7 62%	7 96%
		a	a	a	a	acd	a	a	a	a	a	a	a	a	a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	87 6%	12 13%	12 18%	5 15%	5 29%	6 43%	1 12%	61 7%	31 25%	5 10%	9 20%	6 29%	2 15%	2 28%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	1292 80%	1108 80%	70 77%	56 82%	29 83%	15 89%	9 63%	5 45%	748 82%	72 59%	38 80%	33 76%	14 65%	12 97%	5 67%
		b	b	b	b	b	b	b	b	b	b	b	b	b	b
International delivery	207 13%	161 12%	9 10%	15 22%	6 16%	11 63%	2 13%	2 22%	126 14%	29 24%	11 22%	14 32%	6 28%	4 31%	1 16%
		a	a	a	a	abcdf	a	a	a	a	a	a	a	a	a
Cross-Border Delivery	4 *%	4 *%	* *%	* 1%	* *%	* *%	* *%	- -%	3 *%	* *%	* 1%	* 1%	* *%	- -%	- -%
Other (PLEASE SPECIFY)	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	25 2%	* *%	- -%	- -%	- -%	- -%	- -%	12 1%	1 1%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	6 *%	* *%	- -%	2 6%	- -%	- -%	- -%	3 *%	- -%	1 2%	- -%	3 15%	- -%	- -%
		a	a	a	a	a	a	a	a	a	a	a	ab	a	a
NET: Urgent / Tracked / Timed Mail	720 45%	580 42%	54 59%	39 58%	16 46%	15 85%	9 61%	8 78%	441 48%	89 74%	27 57%	30 68%	12 58%	8 70%	7 99%
		a	a	a	a	ad	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1856	826	139	107	63	50	20	33	755	380	384	229	97
Effective base	867	416	54	39	22	14	6	10	431	172	166	67	28
Weighted Base	1616	813	104	61	39	27	11	20	839	313	300	103	50
Urgent delivery - on the same day or a specific time the next day	164 10%	77 10%	25 24%	15 24%	13 34%	11 41%	2 14%	6 29%	52 6%	39 13%	44 15%	15 15%	13 26%
		a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	650 40%	389 48%	60 57%	33 53%	20 51%	16 58%	7 57%	16 78%	284 34%	131 42%	152 51%	48 47%	33 66%
		a	a	a	a	a	a	a	a	a	a	a	ab
Timed delivery (i.e. to arrive by specific time/day)	129 8%	56 7%	15 14%	16 27%	12 30%	8 28%	2 13%	6 31%	33 4%	33 11%	39 13%	11 11%	10 20%
		a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	1292 80%	644 79%	74 72%	37 60%	26 65%	18 65%	8 71%	15 76%	680 81%	243 78%	240 80%	89 86%	35 69%
		c	c	c	c	c	c	c	c	c	c	c	c
International delivery	207 13%	122 15%	21 20%	13 22%	11 29%	5 19%	1 9%	8 41%	60 7%	39 12%	71 24%	23 22%	14 28%
		a	a	a	a	a	a	a	a	a	ab	a	ab
Cross-Border Delivery	4 *%	2 *%	1 1%	* *%	- -%	- -%	* *%	- -%	* *%	1 *%	1 *%	2 2%	* *%
Other (PLEASE SPECIFY)	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	* *%	- -%	1 1%	- -%
None of these (DO NOT READ OUT)	25 2%	12 2%	* *%	* *%	- -%	- -%	- -%	- -%	19 2%	4 1%	2 1%	- -%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	4 1%	2 2%	- -%	- -%	- -%	* *%	1 3%	5 1%	1 *%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	410 50%	66 63%	44 73%	30 78%	23 85%	8 69%	16 81%	300 36%	152 49%	178 59%	54 53%	34 67%
		a	a	a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1856	859	364	337	211	73	588	285	277	153	68
Effective base	867	479	168	145	58	18	324	119	104	47	21
Weighted Base	1616	941	299	248	82	30	639	223	180	74	41
Urgent delivery - on the same day or a specific time the next day	164 10%	80 8%	21 7%	36 15%	15 18%	9 28%	47 7%	48 21%	25 14%	12 17%	10 25%
				ab	ab	ab		a		a	a
Tracked service	650 40%	338 36%	126 42%	123 50%	41 50%	19 62%	265 41%	121 54%	97 54%	36 49%	28 68%
				a	a	a		a	a		a
Timed delivery (i.e. to arrive by specific time/ day)	129 8%	52 6%	20 7%	33 13%	13 15%	8 27%	32 5%	40 18%	23 13%	9 13%	9 22%
				a	a	ab		a	a	a	a
Standard delivery	1292 80%	734 78%	249 83%	209 84%	69 83%	22 71%	522 82%	158 71%	143 79%	64 87%	27 66%
							b			be	
International delivery	207 13%	88 9%	39 13%	59 24%	15 18%	7 22%	68 11%	45 20%	45 25%	20 26%	12 29%
				ab	a			a	a	a	a
Cross-Border Delivery	4 *%	* *%	1 *%	1 *%	2 2%	* *%	1 *%	* *%	2 1%	* 1%	* *%
					a						
Other (PLEASE SPECIFY)	3 *%	1 *%	* *%	- -%	1 2%	- -%	1 *%	* *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	20 2%	4 1%	1 *%	- -%	- -%	11 2%	- -%	2 1%	- -%	1 1%
Don't Know (DO NOT READ OUT)	8 *%	5 1%	1 *%	* *%	- -%	- -%	5 1%	* *%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	370 39%	138 46%	139 56%	47 57%	20 64%	282 44%	145 65%	115 64%	41 55%	28 68%
				a	a	a		a	a		a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
Urgent delivery - on the same day or a specific time the next day	164	51	32	32	25	7	101	9	38	140	24	146	17
	10%	9%	19%	18%	25%	17%	18%	13%	9%	10%	14%	10%	16%
			a	a	a		c						
Tracked service	650	254	99	97	57	24	313	31	191	570	80	595	55
	40%	44%	60%	55%	57%	61%	56%	49%	44%	40%	45%	40%	50%
			a				c						
Timed delivery (i.e. to arrive by specific time/day)	129	30	27	25	23	7	70	12	31	97	31	106	22
	8%	5%	16%	14%	23%	18%	12%	19%	7%	7%	18%	7%	20%
			a	a	a	a		c			a		a
Standard delivery	1292	458	122	127	68	31	416	36	361	1173	119	1220	72
	80%	80%	74%	72%	68%	79%	74%	56%	83%	82%	67%	81%	65%
		d					b		ab	b		b	
International delivery	207	69	34	34	27	14	126	4	49	168	39	184	22
	13%	12%	20%	19%	27%	35%	22%	6%	11%	12%	22%	12%	20%
					a	a	bc				a		
Cross-Border Delivery	4	1	1	1	1	*	2	*	1	4	*	4	*
	%	%	%	%	1%	%	%	%	%	%	%	%	%
Other (PLEASE SPECIFY)	3	1	*	-	1	-	1	-	2	*	3	*	3
	%	%	%	-%	1%	-%	%	-%	%	%	2%	%	3%
											a		a
None of these (DO NOT READ OUT)	25	11	-	2	-	*	6	1	6	25	1	25	*
	2%	2%	-%	1%	-%	1%	1%	1%	1%	2%	%	2%	%
Don't Know (DO NOT READ OUT)	8	4	-	-	1	-	-	4	-	6	2	6	2
	%	1%	-%	-%	1%	-%	-%	6%	-%	%	1%	%	2%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1856	527	204	250	157	74	668	104	451	1611	245	1693	163
Effective base	867	285	82	104	57	23	298	45	213	775	92	809	58
Weighted Base	1616	573	165	177	100	39	564	64	433	1439	177	1505	110
NET: Urgent / Tracked / Timed Mail	720	267	111	117	70	25	357	40	197	624	97	655	66
	45%	47%	67%	66%	70%	64%	63%	62%	46%	43%	55%	43%	60%
			a	a	a		c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1856	1180	206	826	412	1695	161	1174	212	827	411
Effective base	867	556	64	406	154	811	57	549	71	407	153
Weighted Base	1616	1041	130	767	309	1507	109	1033	137	767	309
Urgent delivery - on the same day or a specific time the next day	164 10%	100 10%	42 33% a	94 12%	56 18%	142 9%	22 20% a	105 10%	37 27% a	94 12%	56 18%
Tracked service	650 40%	481 46%	71 55% a	379 49%	161 52% a	599 40%	51 47% a	474 46%	77 56% a	377 49%	162 53% a
Timed delivery (i.e. to arrive by specific time/day)	129 8%	81 8%	35 27% a	60 8%	55 18% a	107 7%	22 20% a	81 8%	34 25% a	59 8%	56 18% a
Standard delivery	1292 80%	844 81% b	78 60% a	599 78%	223 72% a	1224 81% b	68 62% a	832 81% b	90 66% a	599 78%	223 72% a
International delivery	207 13%	157 15%	33 26% a	124 16%	57 19% a	185 12%	22 20% a	157 15%	33 24% a	124 16%	58 19% a
Cross-Border Delivery	4 *%	3 *%	* *% a	2 *%	1 *% a	4 *%	* *% a	3 *%	* *% a	2 *%	1 *% a
Other (PLEASE SPECIFY)	3 *%	* *%	1 1% a	* *%	3 1% a	* *%	3 3% a	* *%	1 1% a	* *%	3 1% a
None of these (DO NOT READ OUT)	25 2%	14 1%	- -%	12 2%	1 *%	25 2%	- -%	14 1%	- -%	13 2%	1 *%
Don't Know (DO NOT READ OUT)	8 *%	4 *%	3 2% a	4 1%	3 1% a	6 *%	2 2% a	4 *%	3 2% a	4 1%	3 1% a
NET: Urgent / Tracked / Timed Mail	720 45%	521 50%	94 72% a	413 54%	185 60% a	654 43%	66 61% a	517 50%	98 72% a	408 53%	190 62% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1856	874	1448	271	3	747	980	211	4	870	667	223	2
Effective base	867	382	701	113	2	321	450	89	3	387	312	94	2
Weighted Base	1616	720	1292	209	3	613	820	156	4	747	568	166	4
Urgent delivery - on the same day or a specific time the next day	164 10%	164 23%	116 9%	60 29%	- -%	131 21%	86 10%	38 24%	2 44%	145 19%	64 11%	50 30%	- -%
Tracked service	650 40%	650 90%	397 31%	157 75%	- -%	497 81%	309 38%	106 68%	2 44%	505 68%	240 42%	114 69%	- -%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	129 18%	79 6%	44 21%	- -%	104 17%	63 8%	28 18%	2 44%	106 14%	51 9%	37 22%	- -%
Standard delivery	1292 80%	434 60%	1292 100%	174 83%	- -%	400 65%	788 96%	136 87%	4 96%	519 70%	543 96%	141 85%	4 100%
International delivery	207 13%	167 23%	172 13%	207 99%	- -%	146 24%	146 18%	126 81%	- -%	166 22%	123 22%	122 73%	- -%
Cross-Border Delivery	4 *%	2 *%	3 *%	4 2%	- -%	2 *%	3 *%	3 2%	- -%	2 *%	3 *%	2 1%	- -%
Other (PLEASE SPECIFY)	3 *%	- -%	- -%	- -%	3 100%	1 *%	- -%	- -%	* 4%	3 *%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	25 2%	- -%	- -%	- -%	- -%	* *%	4 *%	- -%	- -%	3 *%	4 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	- -%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	720 100%	434 34%	168 80%	- -%	551 90%	335 41%	113 72%	2 44%	557 75%	259 46%	127 76%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1856	1644	1141	803	1238	1012	49	534	422	398	107	74	450	416
Effective base	867	785	525	387	584	486	19	266	201	189	54	41	217	196
Weighted Base	1616	1459	976	719	1112	915	12	498	388	365	105	80	421	374
Urgent delivery - on the same day or a specific time the next day	164	143	119	100	140	93	6	74	78	87	32	23	44	35
	10%	10%	12%	14%	13%	10%	49%	15%	20%	24%	31%	28%	11%	9%
			a				ab			a	a	a		
Tracked service	650	583	480	394	504	331	8	243	277	272	80	52	143	111
	40%	40%	49%	55%	45%	36%	69%	49%	71%	75%	76%	64%	34%	30%
			a	a	b		ab		a	a	a			
Timed delivery (i.e. to arrive by specific time/day)	129	108	85	77	102	73	5	53	49	65	20	9	31	16
	8%	7%	9%	11%	9%	8%	41%	11%	13%	18%	19%	12%	7%	4%
							ab			a				
Standard delivery	1292	1205	802	574	908	806	9	443	303	281	95	79	408	365
	80%	83%	82%	80%	82%	88%	77%	89%	78%	77%	90%	99%	97%	98%
						a		bc			bc	abc		
International delivery	207	181	168	138	154	128	6	101	92	101	88	66	58	48
	13%	12%	17%	19%	14%	14%	47%	20%	24%	28%	83%	82%	14%	13%
			a	a			ab				abc	abc		
Cross-Border Delivery	4	4	3	2	3	4	*	2	2	1	1	1	1	2
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	1%	*%	*%
Other (PLEASE SPECIFY)	3	2	*	*	*	-	-	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	25	23	12	11	7	19	-	9	4	3	-	-	*	*
	2%	2%	1%	2%	1%	2%	-%	2%	1%	1%	-%	-%	*%	*%
						a								
Don't Know (DO NOT READ OUT)	8	2	1	-	2	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	720	632	522	416	548	366	10	257	287	286	88	59	157	127
	45%	43%	54%	58%	49%	40%	80%	52%	74%	79%	84%	74%	37%	34%
			a	a	b		ab		a	a	a	a		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1856	160	88	73	32	1642	1171	1712	1183	1138	800	1544	233	1	1412	101
Effective base	867	76	33	33	17	764	517	794	528	503	358	735	102	1	654	57
Weighted Base	1616	144	55	56	36	1423	926	1481	969	904	683	1359	182	*	1216	106
Urgent delivery - on the same day or a specific time the next day	164 10%	19 13%	22 40%	6 11%	8 21%	140 10%	112 12%	151 10%	122 13%	115 13%	132 19%	113 8%	42 23%	- -%	130 11%	6 5%
Tracked service	650 40%	69 48%	32 59%	30 53%	25 69%	576 40%	429 46%	606 41%	455 47%	390 43%	420 61%	517 38%	117 64%	* 100%	498 41%	51 48%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	27 19%	11 20%	11 19%	5 13%	103 7%	77 8%	113 8%	88 9%	82 9%	91 13%	93 7%	36 20%	* 100%	91 7%	10 10%
Standard delivery	1292 80%	120 83%	32 58%	48 86%	23 63%	1169 82%	760 82%	1201 81%	794 82%	756 84%	505 74%	1161 85%	154 85%	* 100%	985 81%	87 82%
International delivery	207 13%	31 21%	13 23%	11 20%	9 24%	176 12%	151 16%	189 13%	155 16%	147 16%	147 22%	167 12%	105 58%	- -%	157 13%	15 15%
Cross-Border Delivery	4 *%	1 *%	1 1%	* *%	- -%	4 *%	3 *%	4 *%	3 *%	4 *%	2 *%	4 *%	3 2%	- -%	3 *%	* *%
Other (PLEASE SPECIFY)	3 *%	- -%	- -%	- -%	- -%	3 *%	3 *%	3 *%	3 *%	3 *%	3 *%	3 *%	1 1%	- -%	2 *%	- -%
None of these (DO NOT READ OUT)	25 2%	- -%	* 1%	- -%	- -%	18 1%	7 1%	18 1%	6 1%	4 *%	6 1%	18 1%	* *%	- -%	18 1%	* *%
Don't Know (DO NOT READ OUT)	8 *%	- -%	1 1%	- -%	- -%	1 *%	* *%	1 *%	1 *%	1 *%	1 *%	2 *%	- -%	- -%	2 *%	- -%
NET: Urgent / Tracked / Timed Mail	720 45%	83 58%	45 81%	35 61%	31 85%	619 44%	460 50%	658 44%	494 51%	425 47%	460 67%	556 41%	127 70%	* 100%	549 45%	55 52%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1856	642	1092	505	26	255	354	214	1234	385	250	313	1248
Effective base	867	307	517	210	14	100	156	92	589	178	111	138	605
Weighted Base	1616	597	938	415	35	203	310	157	1113	330	193	280	1107
Urgent delivery - on the same day or a specific time the next day	164 10%	79 13%	74 8%	69 17%	4 12%	50 25%	33 11%	31 19%	86 8%	46 14%	25 13%	61 22%	76 7%
Tracked service	650 40%	295 49%	321 34%	234 56%	21 59%	135 66%	162 52%	88 56%	427 38%	131 40%	100 52%	156 56%	385 35%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	58 10%	56 6%	53 13%	12 33%	43 21%	35 11%	24 15%	82 7%	21 6%	34 18%	39 14%	55 5%
Standard delivery	1292 80%	467 78%	775 83%	316 76%	22 62%	131 65%	249 80%	121 77%	895 80%	274 83%	153 79%	196 70%	923 83%
International delivery	207 13%	114 19%	78 8%	80 19%	13 39%	55 27%	58 19%	37 24%	113 10%	56 17%	52 27%	54 19%	99 9%
Cross-Border Delivery	4 *%	1 *%	3 *%	1 *%	- -%	* *%	1 *%	* *%	3 *%	1 *%	1 *%	1 *%	3 *%
Other (PLEASE SPECIFY)	3 *%	- -%	2 *%	1 *%	- -%	1 1%	1 *%	- -%	3 *%	- -%	1 1%	- -%	2 *%
None of these (DO NOT READ OUT)	25 2%	10 2%	15 2%	1 *%	- -%	- -%	1 *%	* *%	17 1%	5 2%	* *%	2 1%	19 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	5 1%	* *%	- -%	3 1%	* *%	1 *%	3 *%	- -%	- -%	- -%	2 *%
NET: Urgent / Tracked / Timed Mail	720 45%	335 56%	341 36%	262 63%	27 77%	160 79%	174 56%	104 66%	455 41%	156 47%	113 59%	191 68%	406 37%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1856	936	920
Effective base	867	392	477
Weighted Base	1616	705	911
Urgent delivery - on the same day or a specific time the next day	164 10%	99 14%	65 7%
Tracked service	650 40%	267 38%	383 42%
Timed delivery (i.e. to arrive by specific time/day)	129 8%	76 11%	53 6%
Standard delivery	1292 80%	578 82%	714 78%
International delivery	207 13%	99 14%	108 12%
Cross-Border Delivery	4 *%	2 *%	3 *%
Other (PLEASE SPECIFY)	3 *%	1 *%	2 *%
None of these (DO NOT READ OUT)	25 2%	7 1%	18 2%
Don't Know (DO NOT READ OUT)	8 *%	1 *%	6 1%
NET: Urgent / Tracked / Timed Mail	720 45%	317 45%	404 44%

Columns Tested:: a,b

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1856	-	82	294	323	39	141	110	229	170	173	197	98
Effective base	867	-	33	141	144	16	76	32	104	103	59	131	56
Weighted Base	1616	-	59	289	244	24	152	41	183	200	55	279	89
Urgent delivery - on the same day or a specific time the next day	164	-	6	34	13	3	19	3	14	33	5	24	10
	10%	-%	10%	12%	5%	13%	13%	7%	8%	16%	9%	8%	12%
				d						dh			
Tracked service	650	-	31	129	69	11	65	16	76	89	21	104	39
	40%	-%	52%	45%	28%	45%	43%	40%	42%	44%	39%	37%	43%
			d	d			d		d	d			d
Timed delivery (i.e. to arrive by specific time/day)	129	-	5	24	13	3	14	5	16	28	2	17	2
	8%	-%	8%	8%	5%	13%	9%	12%	9%	14%	4%	6%	2%
										djkl			
Standard delivery	1292	-	46	229	201	16	119	33	150	156	35	235	72
	80%	-%	77%	79%	83%	67%	78%	80%	82%	78%	64%	84%	80%
				j	j				j			j	
International delivery	207	-	15	37	14	4	20	6	23	36	7	34	10
	13%	-%	25%	13%	6%	18%	13%	14%	13%	18%	14%	12%	11%
			d	d						d			
Cross-Border Delivery	4	-	-	1	1	1	-	1	*	*	*	-	-
	1%	-%	-%	25%	25%	25%	-%	25%	25%	25%	1%	-%	-%
				*	*	2%	-%	2%	25%	25%	1%	-%	-%
Other (PLEASE SPECIFY)	3	-	-	1	*	-	-	-	-	-	1	-	-
	1%	-%	-%	25%	25%	-%	-%	-%	-%	-%	3%	-%	-%
				*	*	-%	-%	-%	-%	-%	3%	-%	-%
None of these (DO NOT READ OUT)	25	-	-	4	2	-	*	-	4	3	1	9	-
	2%	-%	-%	2%	1%	-%	2%	-%	2%	2%	2%	3%	-%
				2%	1%	-%	2%	-%	2%	2%	2%	3%	-%
Don't Know (DO NOT READ OUT)	8	-	2	*	1	-	1	1	*	-	-	3	-
	1%	-%	3%	25%	25%	-%	25%	3%	25%	-%	-%	1%	-%
				*	*	-%	25%	3%	25%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	720	-	34	137	79	11	78	18	81	107	24	109	41
	45%	-%	57%	47%	33%	47%	52%	44%	44%	54%	45%	39%	46%
			d	d			d			dk			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 102 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where Letters are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1856	391	488	509	468	879	977
Effective base	867	184	225	236	226	405	462
Weighted Base	1616	381	387	424	424	768	848
Urgent delivery - on the same day or a specific time the next day	164	43	33	49	39	76	88
	10%	11%	8%	12%	9%	10%	10%
Tracked service	650	165	139	181	164	305	345
	40%	43%	36%	43%	39%	40%	41%
Timed delivery (i.e. to arrive by specific time/day)	129	33	26	49	21	59	70
	8%	9%	7%	12%	5%	8%	8%
				d			
Standard delivery	1292	305	306	339	342	611	681
	80%	80%	79%	80%	81%	80%	80%
International delivery	207	54	37	65	51	91	116
	13%	14%	9%	15%	12%	12%	14%
Cross-Border Delivery	4	1	1	2	*	2	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	3	1	*	-	1	2	1
	*%	*%	*%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	25	4	2	8	11	7	18
	2%	1%	1%	2%	3%	1%	2%
Don't Know (DO NOT READ OUT)	8	2	1	1	3	4	4
	*%	1%	*%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	720	177	162	206	174	340	381
	45%	47%	42%	49%	41%	44%	45%

Columns Tested:: a,b,c,d - a,b

Table 103

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1473	349	1124	975	242	88	168	498
Effective base	675	149	529	609	145	55	101	200
Weighted Base	1267	241	1026	1197	58	8	4	70
Urgent delivery - on the same day or a specific time the next day	144 11%	26 11%	118 12%	131 11%	10 17%	2 24%	1 33%	13 19%
					a	a	abe	a
Tracked service	575 45%	84 35%	492 48%	539 45%	30 52%	4 56%	2 48%	36 52%
			a					
Timed delivery (i.e. to arrive by specific time/day)	107 8%	19 8%	88 9%	96 8%	8 14%	2 27%	1 25%	11 16%
					a	ab	abe	a
Standard delivery	898 71%	186 77%	712 69%	847 71%	42 74%	5 68%	2 59%	50 72%
				d	d			d
International delivery	170 13%	20 8%	150 15%	158 13%	9 15%	2 27%	1 20%	12 17%
			a			a		
Cross-Border Delivery	3 *%	1 *%	3 *%	3 *%	* 1%	- -%	* 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	* *%	4 *%	4 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	5 2%	22 2%	26 2%	1 2%	* 1%	- -%	1 2%
Don't Know (DO NOT READ OUT)	7 1%	- -%	7 1%	7 1%	- -%	* 2%	* 1%	* *%
NET: Urgent / Tracked / Timed Mail	655 52%	93 38%	562 55%	613 51%	33 58%	5 67%	3 66%	41 59%
			a			a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1473	493	341	141	144	186	168	975	242	256
Effective base	675	347	198	81	98	84	101	609	145	110
Weighted Base	1267	745	358	94	40	26	4	1197	58	12
Urgent delivery - on the same day or a specific time the next day	144 11%	72 10%	49 14%	9 10%	8 19%	4 17%	1 33%	131 11%	10 17%	3 27%
Tracked service	575 45%	331 44%	167 47%	40 43%	19 47%	16 62%	2 48%	539 45%	30 52%	6 53%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	52 7%	33 9%	11 12%	6 15%	4 16%	1 25%	96 8%	8 14%	3 26%
Standard delivery	898 71%	538 72%	243 68%	66 70%	29 74%	18 71%	2 59%	847 71%	42 74%	8 65%
International delivery	170 13%	101 14%	48 13%	10 10%	6 16%	5 18%	1 20%	158 13%	9 15%	3 24%
Cross-Border Delivery	3 *%	2 *%	1 *%	- -%	* *%	* 1%	* 1%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	4 *%	2 *%	3 1%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	18 2%	3 1%	4 5%	1 1%	1 2%	- -%	26 2%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	7 1%	2 *%	3 1%	1 2%	- -%	* 1%	* 1%	7 1%	- -%	* 2%
NET: Urgent / Tracked / Timed Mail	655 52%	376 50%	193 54%	44 47%	22 54%	17 66%	3 66%	613 51%	33 58%	8 67%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	628	347	242	88	168	569	227	92	77	183
Effective base	675	445	213	145	55	101	366	113	40	26	30
Weighted Base	1267	969	228	58	8	4	751	200	45	38	33
Urgent delivery - on the same day or a specific time the next day	144 11%	100 10%	30 13%	10 17%	2 24%	1 33%	74 10%	28 14%	9 21%	7 19%	8 24%
			a	a	abc			a			a
Tracked service	575 45%	435 45%	104 46%	30 52%	4 56%	2 48%	357 48%	95 47%	14 32%	21 57%	21 62%
											c
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	66 7%	30 13%	8 14%	2 27%	1 25%	54 7%	14 7%	13 28%	9 24%	8 25%
			a	a	abc	abc			ab	ab	ab
Standard delivery	898 71%	683 71%	164 72%	42 74%	5 68%	2 59%	530 71%	133 67%	25 57%	28 75%	27 82%
		e	e	e							c
International delivery	170 13%	122 13%	36 16%	9 15%	2 27%	1 20%	110 15%	25 12%	5 10%	7 19%	9 26%
					a						
Cross-Border Delivery	3 *%	3 *%	* *%	* 1%	- -%	* 1%	2 *%	* *%	* 1%	* *%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	1 *%	- -%	- -%	- -%	3 *%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	20 2%	5 2%	1 2%	* 1%	- -%	20 3%	2 1%	3 6%	1 2%	* *%
Don't Know (DO NOT READ OUT)	7 1%	5 1%	1 1%	- -%	* 2%	* 1%	2 *%	- -%	- -%	1 3%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	496 51%	117 51%	33 58%	5 67%	3 66%	399 53%	110 55%	25 57%	23 61%	22 65%
					ab	ab					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	92	73	154	57	93	106	91	92	79
Effective base	675	62	49	95	39	64	77	63	59	52
Weighted Base	1267	116	93	222	61	108	180	150	107	86
Urgent delivery - on the same day or a specific time the next day	144 11%	18 16%	7 7%	45 20%	6 10%	12 11%	6 3%	17 12%	14 13%	5 5%
Tracked service	575 45%	67 57%	44 47%	103 46%	22 36%	46 43%	85 47%	55 37%	44 41%	42 49%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	22 19%	8 8%	35 16%	3 4%	9 8%	8 4%	4 3%	4 3%	6 7%
Standard delivery	898 71%	84 72%	63 68%	140 63%	48 78%	81 75%	131 73%	105 70%	83 78%	60 70%
International delivery	170 13%	20 17%	14 15%	38 17%	4 7%	8 7%	24 14%	15 10%	16 15%	15 18%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%
None of these (DO NOT READ OUT)	27 2%	4 3%	- -%	9 4%	3 5%	1 1%	- -%	8 5%	* *%	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	- -%	* *%	2 3%	- -%	- -%	1 1%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	78 67%	48 51%	129 58%	24 40%	50 46%	88 49%	67 45%	47 44%	47 55%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1473	229	257	351	837	636	224	203	209
Effective base	675	155	170	235	547	301	117	111	108
Weighted Base	1267	255	316	553	1124	143	69	48	26
Urgent delivery - on the same day or a specific time the next day	144 11%	23 9%	39 12%	68 12%	130 12%	14 10%	7 10%	4 9%	3 11%
Tracked service	575 45%	110 43%	154 49%	243 44%	507 45%	68 48%	35 50%	23 49%	10 40%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	18 7%	33 10%	46 8%	98 9%	9 6%	4 5%	3 7%	2 9%
Standard delivery	898 71%	189 74%	230 73%	376 68%	795 71%	103 72%	49 71%	34 72%	19 75%
International delivery	170 13%	27 11%	50 16%	77 14%	154 14%	16 11%	8 12%	4 9%	3 12%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	3 13%
Other (PLEASE SPECIFY)	4 *%	2 1%	2 1%	- -%	4 *%	* *%	- -%	- -%	* 1%
None of these (DO NOT READ OUT)	27 2%	4 2%	4 1%	17 3%	25 2%	2 1%	2 2%	* 1%	* *%
Don't Know (DO NOT READ OUT)	7 1%	2 1%	3 1%	1 *%	6 1%	* *%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	121 48%	173 55%	285 52%	579 51%	76 53%	40 57%	25 51%	12 45%

Columns Tested:: a,b,c,d,e,f,g,h

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1473	61	92	24	116	125	344	56	81	684
Effective base	675	29	34	12	46	60	176	21	30	324
Weighted Base	1267	64	77	30	107	140	268	34	51	599
Urgent delivery - on the same day or a specific time the next day	144	21	12	12	24	25	25	3	3	41
	11%	34%	16%	40%	23%	18%	9%	10%	6%	7%
		fg	hi		fhi	i				
Tracked service	575	27	29	13	43	60	137	12	21	273
	45%	42%	38%	44%	40%	43%	51%	35%	41%	46%
Timed delivery (i.e. to arrive by specific time/ day)	107	13	9	12	21	10	19	1	3	39
	8%	21%	11%	41%	20%	7%	7%	2%	5%	7%
		fgj			fgj					
Standard delivery	898	35	52	16	67	104	194	26	36	430
	71%	56%	67%	52%	63%	74%	73%	77%	71%	72%
International delivery	170	10	17	3	20	7	49	2	3	77
	13%	16%	22%	12%	19%	5%	18%	6%	7%	13%
			e		e		e			
Cross-Border Delivery	3	*	-	-	-	*	1	-	*	2
	*%	1%	-%	-%	-%	*%	*%	-%	1%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	-	2	-	1	2
	*%	-%	-%	-%	-%	-%	1%	-%	1%	*%
None of these (DO NOT READ OUT)	27	8	2	-	2	-	7	-	*	10
	2%	12%	2%	-%	2%	-%	3%	-%	*%	2%
		efi								
Don't Know (DO NOT READ OUT)	7	-	-	-	-	4	-	*	-	2
	1%	-%	-%	-%	-%	3%	-%	*%	-%	*%
						fi				
NET: Urgent / Tracked / Timed Mail	655	37	40	19	59	71	154	13	23	297
	52%	58%	52%	62%	55%	51%	57%	37%	45%	50%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1473	302	344	827	1260	213	-	1245	228	1441	32
Effective base	675	134	176	379	576	100	-	608	71	661	14
Weighted Base	1267	311	268	688	1060	207	-	1165	102	1244	22
Urgent delivery - on the same day or a specific time the next day	144 11%	71 23% bc	25 9%	47 7%	125 12%	19 9%	- -%	131 11%	13 13%	141 11%	3 14%
Tracked service	575 45%	130 42%	137 51%	309 45%	488 46%	88 42%	- -%	530 46%	45 45%	567 46%	8 36%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	44 14% bc	19 7%	43 6%	88 8%	18 9%	- -%	102 9%	5 5%	105 8%	2 7%
Standard delivery	898 71%	207 67%	194 73%	496 72%	751 71%	147 71%	- -%	835 72%	62 61%	886 71%	11 50%
International delivery	170 13%	38 12%	49 18%	83 12%	141 13%	30 14%	- -%	165 14%	5 5%	167 13%	3 15%
Cross-Border Delivery	3 *% *	* *% *	1 *% c	2 *% b	2 *% b	1 1% b	- -% -	3 *% b	* *% *	3 *% b	- -% -
Other (PLEASE SPECIFY)	4 *% -	- -% -	2 1% -	2 *% -	4 *% -	- -% -	- -% -	4 *% -	1 1% -	4 *% -	- -% -
None of these (DO NOT READ OUT)	27 2%	9 3%	7 3%	11 2%	19 2%	8 4%	- -%	26 2%	1 1%	26 2%	* 2%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	- -%	3 *% -	4 *% -	3 2% -	- -% -	3 *% -	4 4% a	4 *% a	3 14% a
NET: Urgent / Tracked / Timed Mail	655 52%	166 54%	154 57%	335 49%	556 52%	99 48%	- -%	602 52%	53 52%	647 52%	8 36%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1473	801	325	333
Effective base	675	396	115	159
Weighted Base	1267	742	219	293
Urgent delivery - on the same day or a specific time the next day	144 11%	49 7%	53 24%	42 14%
			ac	a
Tracked service	575 45%	299 40%	108 49%	167 57%
				a
Timed delivery (i.e. to arrive by specific time/day)	107 8%	38 5%	29 13%	40 14%
			a	a
Standard delivery	898 71%	539 73%	138 63%	214 73%
		b		
International delivery	170 13%	51 7%	41 19%	78 27%
			a	a
Cross-Border Delivery	3 *%	2 *%	1 *%	* *%
Other (PLEASE SPECIFY)	4 *%	* *%	2 1%	2 1%
None of these (DO NOT READ OUT)	27 2%	20 3%	3 2%	3 1%
Don't Know (DO NOT READ OUT)	7 1%	1 *%	2 1%	* *%
NET: Urgent / Tracked / Timed Mail	655 52%	337 45%	137 63%	178 61%
			a	a

Columns Tested: a,b,c

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1473	1069	259	73	18	28	16	7	3	1328	145	72
Effective base	675	552	92	17	5	8	4	3	2	641	34	17
Weighted Base	1267	1059	145	30	7	19	5	2	*	1204	63	33
Urgent delivery - on the same day or a specific time the next day	144 11%	95 9%	23 16%	8 26%	3 47%	12 63%	2 48%	1 42%	*	118 10%	26 42%	19 56%
			a	ai							abi	abi
Tracked service	575 45%	462 44%	83 57%	19 64%	3 42%	4 22%	2 53%	2 93%	-	545 45%	31 49%	12 35%
			ai									
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	55 5%	27 19%	12 41%	3 46%	7 38%	1 17%	1 35%	*	82 7%	24 39%	12 37%
			ai	abi							abi	ai
Standard delivery	898 71%	761 72%	105 73%	22 75%	5 69%	2 12%	1 12%	1 26%	*	867 72%	31 49%	9 26%
		jk	jk	k						jk		
International delivery	170 13%	108 10%	43 29%	8 27%	3 44%	4 20%	3 61%	1 57%	*	151 13%	19 30%	11 33%
			ai	a							ai	ai
Cross-Border Delivery	3 *%	2 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	24 2%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	27 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	7 1%	7 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	7 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	512 48%	93 64%	22 74%	4 58%	17 88%	5 99%	2 100%	*	605 50%	50 79%	28 84%
			ai	a							ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1473	507	562	404	1386	1473	1473	1173	772	578	72	1013	86	113	76	76	37
Effective base	675	289	264	125	620	675	675	532	337	207	46	515	27	38	22	19	12
Weighted Base	1267	585	474	208	1170	1267	1267	1023	657	382	76	990	37	75	38	33	17
Urgent delivery - on the same day or a specific time the next day	144 11%	39 7%	56 12%	49 24%	135 12%	144 11%	144 11%	130 13%	100 15%	103 27%	5 7%	92 9%	9 24%	17 22%	9 23%	9 26%	4 22%
Tracked service	575 45%	204 35%	258 54%	114 55%	537 46%	575 45%	575 45%	509 50%	320 49%	203 53%	37 49%	439 44%	18 50%	36 47%	18 48%	16 49%	11 63%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	26 4%	29 6%	51 25%	103 9%	107 8%	107 8%	98 10%	71 11%	64 17%	3 4%	60 6%	9 25%	13 17%	8 22%	11 33%	1 9%
Standard delivery	898 71%	418 71%	344 73%	136 66%	820 70%	898 71%	898 71%	694 68%	404 62%	215 56%	60 79%	713 72%	23 62%	49 65%	24 63%	22 67%	6 33%
International delivery	170 13%	28 5%	81 17%	62 30%	155 13%	170 13%	170 13%	155 15%	104 16%	60 16%	10 13%	105 11%	12 32%	16 22%	10 27%	9 27%	7 43%
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	3 *%	3 *%	3 *%	2 *%	1 *%	2 *%	- -%	3 *%	* *%	* *%	* 1%	* 1%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%	1 *%	4 *%	4 *%	4 *%	4 *%	3 1%	2 1%	- -%	2 *%	- -%	- -%	2 5%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	21 4%	4 1%	3 1%	27 2%	27 2%	27 2%	26 3%	17 3%	9 2%	- -%	26 3%	1 3%	- -%	- -%	* 1%	- -%
Don't Know (DO NOT READ OUT)	7 1%	4 1%	3 1%	* *%	7 1%	7 1%	7 1%	6 1%	6 1%	- -%	- -%	3 *%	- -%	* *%	1 3%	2 6%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	237 41%	275 58%	143 69%	613 52%	655 52%	655 52%	581 57%	384 58%	261 68%	38 50%	488 49%	22 59%	48 64%	26 68%	19 56%	13 78%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1473	980	135	97	78	40	35	21	1032	180	103	65	46	26	21
Effective base	675	500	50	31	19	12	5	6	533	63	27	25	12	9	7
Weighted Base	1267	963	79	57	31	17	13	11	993	131	52	49	21	12	9
Urgent delivery - on the same day or a specific time the next day	144	92	14	15	4	4	6	*	68	42	13	10	6	2	3
	11%	10%	18%	26%	13%	24%	45%	4%	7%	32%	26%	20%	28%	15%	30%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
Tracked service	575	433	43	21	12	13	7	7	441	71	17	28	6	6	6
	45%	45%	55%	36%	39%	77%	55%	67%	44%	54%	33%	57%	30%	52%	69%
		acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd	acd
Timed delivery (i.e. to arrive by specific time/day)	107	72	4	9	7	5	5	*	51	20	15	13	6	2	1
	8%	7%	5%	16%	22%	29%	42%	1%	5%	15%	28%	26%	31%	15%	9%
		a	a	a	a	ab	ab	ab	a	a	a	a	a	a	a
Standard delivery	898	686	53	32	23	15	7	3	736	75	34	33	9	7	4
	71%	71%	68%	55%	76%	92%	55%	23%	74%	57%	66%	68%	43%	58%	45%
		c	c	c	c	c	c	c	be	be	be	be	be	be	be
International delivery	170	114	5	12	6	10	2	6	101	30	12	15	6	5	1
	13%	12%	6%	21%	19%	61%	13%	54%	10%	23%	23%	31%	29%	38%	9%
		b	b	b	b	abcd	abcd	abcd	a	a	a	a	a	a	a
Cross-Border Delivery	3	3	*	*	*	*	*	-	3	*	*	*	*	-	-
	*%	*%	*%	1%	*%	*%	1%	-%	*%	*%	1%	*%	1%	-%	-%
Other (PLEASE SPECIFY)	4	2	-	2	-	-	-	-	2	-	-	2	-	-	-
	*%	*%	-%	3%	-%	-%	-%	-%	*%	-%	-%	4%	-%	-%	-%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a
None of these (DO NOT READ OUT)	27	26	1	-	-	-	-	-	25	1	1	-	-	*	-
	2%	3%	1%	-%	-%	-%	-%	-%	3%	1%	1%	-%	-%	2%	-%
Don't Know (DO NOT READ OUT)	7	5	*	-	2	-	-	-	3	-	*	-	3	-	-
	1%	*%	*%	-%	7%	-%	-%	-%	*%	-%	*%	-%	15%	-%	-%
		a	a	a	a	a	a	a	a	a	a	a	abc	abc	abc
NET: Urgent / Tracked / Timed Mail	655	488	46	33	16	14	7	8	475	91	25	35	12	7	9
	52%	51%	59%	57%	52%	85%	57%	70%	48%	69%	49%	73%	59%	59%	93%
		a	a	a	a	a	a	a	a	a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1473	766	138	104	59	49	22	35	500	310	350	209	95
Effective base	675	388	55	38	21	15	7	11	283	137	159	65	28
Weighted Base	1267	760	102	60	38	28	14	22	562	253	288	103	51
Urgent delivery - on the same day or a specific time the next day	144 11%	54 7%	23 22%	11 18%	18 46%	10 34%	6 45%	9 41%	37 7%	34 14%	46 16%	18 18%	9 17%
			a	a	abc	a	a	a		a	a	a	a
Tracked service	575 45%	364 48%	55 54%	35 58%	21 56%	14 49%	7 50%	14 61%	233 41%	116 46%	139 48%	55 53%	31 61%
													a
Timed delivery (i.e. to arrive by specific time/day)	107 8%	40 5%	16 16%	10 17%	15 40%	10 36%	1 10%	5 23%	30 5%	19 7%	29 10%	17 17%	13 25%
			a	a	ab	a	a	a				ab	abc
Standard delivery	898 71%	551 73%	65 64%	35 58%	18 48%	11 38%	4 30%	10 46%	396 70%	169 67%	218 76%	77 75%	31 60%
			de										
International delivery	170 13%	92 12%	24 24%	17 28%	7 18%	5 18%	1 7%	9 40%	38 7%	35 14%	54 19%	25 24%	18 36%
			a	a			a	a		a	a	a	abc
Cross-Border Delivery	3 *%	2 *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	1 *%	2 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	2 *%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	2 1%	- -%	- -%	2 5%
						a							ac
None of these (DO NOT READ OUT)	27 2%	24 3%	2 2%	- -%	- -%	- -%	- -%	1 3%	24 4%	2 1%	1 *%	- -%	- -%
									bc				
Don't Know (DO NOT READ OUT)	7 1%	4 1%	2 2%	- -%	- -%	- -%	* *%	- -%	5 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	392 52%	68 66%	39 66%	32 84%	21 77%	10 75%	18 80%	252 45%	138 54%	164 57%	63 62%	35 69%
			a	a	a						a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1473	567	282	278	183	67	625	297	302	161	72
Effective base	675	311	126	120	49	16	344	126	123	53	23
Weighted Base	1267	630	225	203	72	28	674	237	213	84	44
Urgent delivery - on the same day or a specific time the next day	144 11%	56 9%	25 11%	31 15%	13 17%	7 26%	49 7%	43 18%	29 13%	16 19%	8 17%
Tracked service	575 45%	266 42%	108 48%	102 50%	37 51%	19 67%	270 40%	130 55%	102 48%	43 51%	27 60%
Timed delivery (i.e. to arrive by specific time/ day)	107 8%	45 7%	12 5%	24 12%	10 14%	11 41%	32 5%	26 11%	21 10%	17 20%	11 25%
Standard delivery	898 71%	414 66%	161 71%	167 82%	52 71%	16 58%	489 73%	150 63%	158 74%	64 76%	25 57%
International delivery	170 13%	69 11%	29 13%	40 20%	9 12%	8 30%	48 7%	41 17%	40 19%	25 30%	16 37%
Cross-Border Delivery	3 *%	* *%	1 *%	1 *%	2 2%	* 1%	1 *%	* *%	2 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	- -%	2 1%	- -%	2 3%	- -%	- -%	2 1%	- -%	- -%	2 5%
None of these (DO NOT READ OUT)	27 2%	24 4%	2 1%	1 *%	- -%	- -%	26 4%	1 *%	1 *%	- -%	- -%
Don't Know (DO NOT READ OUT)	7 1%	5 1%	- -%	* *%	- -%	- -%	5 1%	* *%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	307 49%	121 54%	115 57%	42 58%	22 80%	295 44%	154 65%	121 57%	51 61%	30 68%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
Urgent delivery - on the same day or a specific time the next day	144	34	26	30	31	5	88	7	32	121	23	114	21
	11%	6%	16%	17%	29%	13%	16%	13%	8%	11%	14%	11%	23%
			a	a	a		c						a
Tracked service	575	235	93	88	67	22	305	36	161	497	79	493	44
	45%	45%	59%	50%	64%	52%	55%	60%	41%	45%	49%	46%	47%
			a		a		c	c					
Timed delivery (i.e. to arrive by specific time/day)	107	26	19	17	27	7	69	5	22	85	21	83	20
	8%	5%	12%	10%	26%	17%	12%	9%	6%	8%	13%	8%	21%
			a		abc	a	c						a
Standard delivery	898	367	100	119	63	30	373	27	288	800	97	772	48
	71%	70%	64%	68%	60%	71%	67%	45%	74%	72%	60%	72%	51%
					b		b		b	b		b	
International delivery	170	44	24	42	24	16	117	7	29	139	31	134	21
	13%	8%	15%	24%	23%	37%	21%	11%	7%	13%	19%	12%	22%
			a		a	ab	c						
Cross-Border Delivery	3	1	*	1	*	*	1	*	1	3	*	3	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	*	-	-	2	2	-	2	4	-	4	-
	*%	*%	*%	-%	-%	4%	*%	-%	*%	*%	-%	*%	-%
						a							
None of these (DO NOT READ OUT)	27	23	1	*	2	-	13	1	12	26	1	27	-
	2%	4%	*%	*%	2%	-%	2%	2%	3%	2%	*%	2%	-%
		c											
Don't Know (DO NOT READ OUT)	7	4	-	-	-	-	-	3	-	5	2	5	2
	1%	1%	-%	-%	-%	-%	-%	5%	-%	*%	1%	*%	2%
								ac					

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1473	482	192	247	152	75	651	97	410	1256	217	1249	137
Effective base	675	259	77	105	59	25	299	41	188	590	84	572	49
Weighted Base	1267	522	157	176	105	42	559	59	390	1106	161	1077	93
NET: Urgent / Tracked / Timed Mail	655	254	110	106	77	28	361	41	172	561	93	552	60
	52%	49%	70%	60%	73%	66%	65%	69%	44%	51%	58%	51%	65%
			a	a	a		c	c					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1473	1258	215	778	395	1253	133	1251	222	780	393
Effective base	675	605	70	383	149	574	46	597	78	385	147
Weighted Base	1267	1126	140	730	293	1079	91	1117	150	731	292
Urgent delivery - on the same day or a specific time the next day	144	99	45	79	51	112	24	99	45	80	50
	11%	9%	32%	11%	17%	10%	26%	9%	30%	11%	17%
			a		a		a		a		a
Tracked service	575	501	75	355	154	491	46	500	76	351	158
	45%	44%	53%	49%	52%	45%	51%	45%	51%	48%	54%
Timed delivery (i.e. to arrive by specific time/day)	107	77	29	58	40	84	18	72	35	63	36
	8%	7%	21%	8%	14%	8%	20%	6%	23%	9%	12%
			a		a		a		a		a
Standard delivery	898	823	75	516	178	770	50	821	77	512	182
	71%	73%	53%	71%	61%	71%	55%	73%	51%	70%	63%
		b		b		b		b			
International delivery	170	145	25	101	54	136	19	139	31	108	46
	13%	13%	18%	14%	18%	13%	21%	12%	21%	15%	16%
			a		a		a		a		a
Cross-Border Delivery	3	3	*	1	1	3	*	3	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	1	4	-	4	-	4	1	4	-
	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	27	26	1	23	4	27	-	26	1	23	4
	2%	2%	*%	3%	1%	2%	-%	2%	*%	3%	1%
Don't Know (DO NOT READ OUT)	7	5	2	4	2	5	2	5	2	4	2
	1%	*%	1%	1%	1%	*%	2%	*%	1%	1%	1%
NET: Urgent / Tracked / Timed Mail	655	554	100	395	186	553	59	550	104	392	189
	52%	49%	71%	54%	63%	51%	65%	49%	70%	54%	65%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1473	757	1057	252	2	789	1045	221	4	829	640	217	2
Effective base	675	323	495	103	1	348	492	95	3	370	301	92	2
Weighted Base	1267	615	922	192	2	655	898	172	4	711	546	164	4
Urgent delivery - on the same day or a specific time the next day	144 11%	129 21%	96 10%	51 27%	- -%	144 22%	76 9%	36 21%	- -%	125 18%	59 11%	41 25%	- -%
Tracked service	575 45%	487 79%	357 39%	133 69%	1 90%	575 88%	311 35%	115 67%	- -%	478 67%	244 45%	114 69%	- -%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	92 15%	77 8%	38 20%	- -%	107 16%	60 7%	36 21%	- -%	95 13%	47 9%	39 23%	- -%
Standard delivery	898 71%	335 54%	788 85%	148 77%	- -%	332 51%	898 100%	138 80%	- -%	426 60%	504 92%	128 78%	4 100%
International delivery	170 13%	112 18%	134 15%	126 66%	- -%	123 19%	137 15%	170 99%	- -%	134 19%	114 21%	113 68%	- -%
Cross-Border Delivery	3 *%	2 *%	3 *%	3 2%	- -%	2 *%	3 *%	3 2%	- -%	2 *%	2 *%	2 1%	- -%
Other (PLEASE SPECIFY)	4 *%	2 *%	4 *%	- -%	* 10%	- -%	- -%	- -%	4 100%	2 *%	2 *%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	4 1%	16 2%	3 1%	- -%	- -%	- -%	- -%	- -%	9 1%	6 1%	3 2%	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	551 90%	400 43%	147 76%	1 90%	655 100%	332 37%	124 72%	- -%	548 77%	254 47%	127 77%	- -%
		bc		b		bc		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1473	1202	1220	763	1009	820	46	524	414	382	109	76	351	324
Effective base	675	549	575	368	458	390	16	263	195	179	56	42	161	153
Weighted Base	1267	1032	1062	685	865	742	13	490	366	340	108	83	309	302
Urgent delivery - on the same day or a specific time the next day	144 11%	113 11%	116 11%	93 14%	124 14%	86 12%	7 50% ab	66 13%	62 17%	76 22% a	32 30% ab	18 21%	35 11%	33 11%
Tracked service	575 45%	475 46%	502 47%	369 54% ab	432 50% b	294 40%	8 62%	238 49%	270 74% a	254 75% a	89 83% a	59 71% a	134 43%	116 38%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	84 8%	87 8%	71 10%	75 9%	71 10%	5 35% ab	52 11%	52 14%	57 17%	26 24% a	15 18%	20 6%	23 8%
Standard delivery	898 71%	754 73%	794 75%	506 74%	631 73%	595 80% a	9 67%	405 83% bc	258 70%	241 71%	84 78%	78 95% abcd	281 91%	276 91%
International delivery	170 13%	129 13%	152 14%	115 17%	117 14%	106 14%	5 36% ab	91 18%	69 19%	84 25%	74 68% abc	64 78% abc	45 15%	40 13%
Cross-Border Delivery	3 *%	3 *%	3 *%	1 *%	2 *%	3 *%	* 1%	1 *%	1 *%	1 *%	1 1%	1 1%	1 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	4 *%	4 *%	4 1%	4 *%	3 *%	- -%	2 *%	3 1%	2 1%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	26 2%	17 2%	12 2%	7 1%	23 3% a	* *%	10 2%	4 1%	3 1%	3 3%	- -%	5 2%	2 1%
Don't Know (DO NOT READ OUT)	7 1%	2 *%	- -%	- -%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	529 51%	552 52%	408 60% ab	482 56% b	340 46%	10 77% b	261 53%	285 78% a	271 80% a	99 91% abce	60 73% a	137 44%	127 42%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1473	143	89	68	34	1267	984	1337	974	894	707	1188	216	1	1116	81
Effective base	675	70	35	31	18	570	429	603	435	390	316	555	96	1	504	47
Weighted Base	1267	128	59	54	40	1069	781	1134	812	723	606	1041	165	*	937	90
Urgent delivery - on the same day or a specific time the next day	144	21	26	9	13	114	94	129	101	88	117	86	31	-	114	8
	11%	16%	45%	17%	33%	11%	12%	11%	12%	12%	19%	8%	19%	-%	12%	9%
			ac								b		b			
Tracked service	575	60	31	24	19	488	390	523	414	339	385	458	115	*	447	36
	45%	46%	53%	45%	48%	46%	50%	46%	51%	47%	64%	44%	69%	100%	48%	40%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	107	27	12	4	8	86	69	92	76	64	81	80	28	*	72	8
	8%	21%	20%	8%	21%	8%	9%	8%	9%	9%	13%	8%	17%	100%	8%	8%
											b		b			
Standard delivery	898	92	28	38	21	787	589	817	595	545	397	790	127	*	658	70
	71%	72%	48%	70%	53%	74%	75%	72%	73%	75%	66%	76%	77%	100%	70%	78%
			b									a	a			
International delivery	170	25	11	10	5	132	115	141	121	115	112	132	81	-	119	12
	13%	19%	19%	19%	13%	12%	15%	12%	15%	16%	19%	13%	49%	-%	13%	13%
											b		ab			
Cross-Border Delivery	3	1	*	*	-	3	3	3	3	3	2	3	2	-	3	-
	*%	1%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	4	2	-	1	-	4	2	4	4	2	2	4	-	-	4	1
	*%	1%	-%	1%	-%	*%	*%	*%	1%	*%	*%	*%	-%	-%	*%	1%
None of these (DO NOT READ OUT)	27	-	1	-	-	24	8	24	10	8	7	24	-	-	20	1
	2%	-%	2%	-%	-%	2%	1%	2%	1%	1%	1%	2%	-%	-%	2%	1%
Don't Know (DO NOT READ OUT)	7	-	-	-	-	1	*	1	*	-	-	*	-	-	1	-
	1%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	655	82	45	27	30	544	428	588	456	377	437	501	122	*	506	43
	52%	64%	76%	51%	75%	51%	55%	52%	56%	52%	72%	48%	74%	100%	54%	48%
			c								b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1473	579	788	474	23	245	324	200	953	303	230	283	926
Effective base	675	277	360	197	12	96	144	87	446	136	104	121	436
Weighted Base	1267	544	650	387	32	196	286	153	834	267	187	245	806
Urgent delivery - on the same day or a specific time the next day	144 11%	75 14%	61 9%	65 17%	2 6%	55 28%	26 9%	34 22%	75 9%	34 13%	29 16%	45 19%	68 8%
Tracked service	575 45%	277 51%	259 40%	217 56%	18 57%	114 58%	161 56%	77 51%	375 45%	119 45%	92 49%	145 59%	333 41%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	49 9%	49 8%	53 14%	4 14%	40 20%	29 10%	22 15%	56 7%	28 11%	26 14%	33 14%	47 6%
Standard delivery	898 71%	369 68%	489 75%	250 65%	21 64%	101 51%	211 74%	96 63%	605 73%	194 72%	136 73%	143 58%	605 75%
International delivery	170 13%	90 17%	68 10%	58 15%	6 19%	41 21%	44 15%	34 22%	86 10%	50 19%	36 19%	48 20%	86 11%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 1%	* *%	* *%	3 *%
Other (PLEASE SPECIFY)	4 *%	4 1%	* *%	1 *%	2 6%	2 1%	1 *%	2 1%	2 *%	- -%	2 1%	- -%	2 *%
None of these (DO NOT READ OUT)	27 2%	8 2%	18 3%	6 2%	- -%	6 3%	1 *%	2 2%	11 1%	10 4%	3 2%	1 *%	17 2%
Don't Know (DO NOT READ OUT)	7 1%	* *%	4 1%	* *%	- -%	2 1%	* *%	- -%	4 *%	- -%	- -%	- -%	1 *%
NET: Urgent / Tracked / Timed Mail	655 52%	326 60%	284 44%	258 67%	22 68%	152 77%	172 60%	104 68%	409 49%	138 52%	116 62%	174 71%	359 45%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1473	705	768
Effective base	675	285	390
Weighted Base	1267	534	733
Urgent delivery - on the same day or a specific time the next day	144 11%	93 17%	51 7%
		b	
Tracked service	575 45%	245 46%	331 45%
Timed delivery (i.e. to arrive by specific time/day)	107 8%	59 11%	47 6%
		b	
Standard delivery	898 71%	359 67%	539 74%
International delivery	170 13%	54 10%	116 16%
		a	
Cross-Border Delivery	3 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	2 *%	3 *%
None of these (DO NOT READ OUT)	27 2%	13 2%	14 2%
Don't Know (DO NOT READ OUT)	7 1%	- -%	7 1%
NET: Urgent / Tracked / Timed Mail	655 52%	294 55%	360 49%

Columns Tested: a,b

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1473	-	69	233	232	33	111	95	182	143	138	163	74
Effective base	675	-	26	109	100	12	57	27	81	88	51	112	42
Weighted Base	1267	-	52	226	159	17	126	36	135	169	38	240	69
Urgent delivery - on the same day or a specific time the next day	144 11%	- -%	8 16%	29 13% d	8 5%	4 22% d	15 12%	2 6%	10 8%	34 20% dh	4 9%	25 10%	5 8%
Tracked service	575 45%	- -%	27 52%	123 55% dk	52 33%	9 53%	55 44%	12 34%	64 48% d	74 44%	22 57% d	98 41%	39 56% d
Timed delivery (i.e. to arrive by specific time/day)	107 8%	- -%	5 10%	13 6%	7 4%	3 19% d	10 8%	4 10%	9 7%	29 17% cdhj	2 5%	20 8%	5 7%
Standard delivery	898 71%	- -%	35 68%	174 77% i	120 75%	11 68%	84 67%	24 68%	98 73%	107 63%	25 65%	175 73%	43 62%
International delivery	170 13%	- -%	15 30% cdl	27 12%	10 6%	2 12%	15 12%	5 14%	21 15% d	26 15% d	5 14%	38 16% d	5 7%
Cross-Border Delivery	3 *%	- -%	- -%	1 *%	1 *%	1 3%	- -%	1 3%	* *%	* *%	* *%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	- -%	- -%	* *%	- -%	- -%	2 5%	2 1%	1 *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	27 2%	- -%	- -%	3 1%	4 3%	- -%	3 2%	- -%	* *%	4 3%	1 2%	12 5% h	- -%
Don't Know (DO NOT READ OUT)	7 1%	- -%	2 4%	* *%	- -%	- -%	- -%	1 3%	* *%	- -%	* 1%	3 1%	- -%
NET: Urgent / Tracked / Timed Mail	655 52%	- -%	29 56%	127 56% d	58 37%	9 56%	71 57% d	14 38%	69 51%	99 58% d	24 62% dg	112 47%	43 63% dg

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 103 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where Large letters are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1473	314	364	420	375	678	795
Effective base	675	146	156	193	183	300	376
Weighted Base	1267	302	276	340	348	579	688
Urgent delivery - on the same day or a specific time the next day	144	37	26	46	34	64	80
	11%	12%	10%	14%	10%	11%	12%
Tracked service	575	153	113	150	159	266	309
	45%	51%	41%	44%	46%	46%	45%
Timed delivery (i.e. to arrive by specific time/day)	107	20	18	42	27	38	68
	8%	7%	7%	12%	8%	7%	10%
Standard delivery	898	231	194	230	243	425	473
	71%	76%	70%	68%	70%	73%	69%
International delivery	170	42	27	52	49	69	101
	13%	14%	10%	15%	14%	12%	15%
Cross-Border Delivery	3	1	1	2	*	2	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	*	4	-	*	4
	*%	-%	*%	1%	-%	*%	1%
None of these (DO NOT READ OUT)	27	3	7	4	12	10	17
	2%	1%	3%	1%	4%	2%	2%
Don't Know (DO NOT READ OUT)	7	2	-	1	3	2	5
	1%	1%	-%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	655	159	135	181	179	294	360
	52%	53%	49%	53%	51%	51%	52%

Columns Tested:: a,b,c,d - a,b

Table 104

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Urgent delivery - on the same day or a specific time the next day	189 15%	52 20% b	136 13%	172 14%	13 23% a	3 35% a	1 29% a	17 25% a
Tracked service	777 61%	140 54%	637 62%	737 61%	33 61%	5 60%	2 53%	40 61%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	29 11%	136 13%	151 12%	11 20% a	2 22% a	1 27% a	13 20% a
Standard delivery	679 53%	141 54%	538 53%	646 53%	27 50%	4 58%	2 49%	33 51%
International delivery	198 16%	34 13%	165 16%	186 15%	9 17%	3 33% abde	1 15%	13 19%
Cross-Border Delivery	3 *% *%	* *% *%	3 *% *%	2 *% *%	1 1% 1%	* 1% 1%	* 1% 1%	1 1% 1%
Other (PLEASE SPECIFY)	4 *% *%	2 1% *%	2 *% *%	4 *% *%	- -% -%	- -% -%	- -% -%	- -% -%
None of these (DO NOT READ OUT)	24 2% 2%	2 1% 2%	22 2% 2%	23 2% 2%	1 2% 2%	- -% -%	- -% -%	1 1% 1%
Don't Know (DO NOT READ OUT)	5 *% *%	* *% *%	5 *% *%	4 *% *%	* 1% 1%	- -% -%	* 4% a	1 1% 1%
NET: Urgent / Tracked / Timed Mail	885 69%	165 63%	721 71%	838 69%	39 72%	6 80%	3 73%	48 73%

Columns Tested:: a,b - a,b,c,d,e

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Urgent delivery - on the same day or a specific time the next day	189 15%	84 11%	74 19%	14 17%	7 20%	8 33%	1 29%	172 14%	13 23%	4 33%
Tracked service	777 61%	437 59%	256 66%	44 52%	22 59%	16 65%	2 53%	737 61%	33 61%	7 58%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	77 10%	61 16%	12 15%	5 14%	7 29%	1 27%	151 12%	11 20%	3 24%
Standard delivery	679 53%	410 55%	188 48%	48 57%	19 52%	12 49%	2 49%	646 53%	27 50%	6 55%
International delivery	198 16%	120 16%	54 14%	12 14%	5 15%	6 26%	1 15%	186 15%	9 17%	3 27%
Cross-Border Delivery	3 *%	1 *%	1 *%	* *%	* *%	* 2%	* 1%	2 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	4 1%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	16 2%	5 1%	2 2%	* 1%	* 2%	- -%	23 2%	1 2%	- -%
Don't Know (DO NOT READ OUT)	5 *%	- -%	3 1%	1 1%	* 1%	- -%	* 4%	4 *%	* 1%	* 1%
NET: Urgent / Tracked / Timed Mail	885 69%	489 66%	295 76%	53 64%	25 67%	20 81%	3 73%	838 69%	39 72%	9 78%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Urgent delivery - on the same day or a specific time the next day	189 15%	131 13%	42 18%	13 23%	3 35%	1 29%	89 11%	34 17%	10 22%	8 32%	9 28%
			a	a	ab	ab				a	a
Tracked service	777 61%	604 61%	132 58%	33 61%	5 60%	2 53%	471 60%	124 64%	28 64%	15 58%	21 65%
Timed delivery (i.e. to arrive by specific time/ day)	164 13%	111 11%	40 18%	11 20%	2 22%	1 27%	95 12%	24 12%	9 21%	8 31%	8 26%
			a	a	a	a				ab	
Standard delivery	679 53%	510 52%	135 60%	27 50%	4 58%	2 49%	419 54%	101 52%	18 41%	14 54%	18 57%
International delivery	198 16%	147 15%	39 17%	9 17%	3 33%	1 15%	118 15%	36 18%	8 18%	4 17%	8 25%
					abce						
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	* 1%	* 1%	1 *%	1 *%	* 1%	* *%	* 1%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	20 2%	4 2%	1 2%	- -%	- -%	22 3%	* *%	- -%	1 2%	* 1%
Don't Know (DO NOT READ OUT)	5 *%	3 *%	1 1%	* 1%	- -%	* 4%	- -%	- -%	* 1%	1 4%	- -%
						ab				a	
NET: Urgent / Tracked / Timed Mail	885 69%	681 69%	157 69%	39 72%	6 80%	3 73%	529 68%	145 74%	36 81%	18 69%	23 73%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Urgent delivery - on the same day or a specific time the next day	189 15%	18 16%	12 14%	44 21%	15 23%	12 12%	24 12%	26 16%	14 13%	7 8%
Tracked service	777 61%	75 64%	52 64%	141 65%	36 54%	63 61%	124 65%	83 50%	51 50%	65 66%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	17 15%	9 11%	34 16%	9 13%	12 11%	23 12%	26 16%	6 5%	14 14%
Standard delivery	679 53%	72 61%	37 46%	84 39%	36 54%	58 56%	110 57%	94 57%	60 59%	54 55%
International delivery	198 16%	19 16%	14 18%	43 20%	10 15%	9 9%	31 16%	17 10%	19 19%	14 14%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	2 2%	- -%
None of these (DO NOT READ OUT)	24 2%	4 3%	- -%	8 4%	1 1%	2 2%	2 1%	4 3%	- -%	1 1%
Don't Know (DO NOT READ OUT)	5 *%	* *%	- -%	- -%	- -%	- -%	* *%	1 1%	3 3%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	82 70%	61 75%	169 79%	43 64%	70 67%	130 68%	108 65%	56 55%	70 72%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Urgent delivery - on the same day or a specific time the next day	189 15%	35 13%	44 14%	94 16%	172 15%	17 12%	9 12%	5 12%	3 12%
Tracked service	777 61%	164 61%	178 59%	348 61%	690 60%	87 63%	47 66%	27 63%	13 58%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	35 13%	32 11%	83 15%	150 13%	14 10%	6 9%	5 13%	3 12%
Standard delivery	679 53%	148 55%	169 56%	288 50%	605 53%	74 54%	38 54%	22 51%	13 60%
International delivery	198 16%	33 12%	52 17%	91 16%	177 15%	22 16%	12 16%	7 16%	3 16%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	3 12%
						cd			abcdefg
Other (PLEASE SPECIFY)	4 *%	- -%	2 1%	2 *%	4 *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	4 2%	4 1%	14 2%	22 2%	2 1%	2 2%	* *%	* 1%
Don't Know (DO NOT READ OUT)	5 *%	- -%	4 1%	1 *%	5 *%	* *%	- -%	- -%	* *%
			e						
NET: Urgent / Tracked / Timed Mail	885 69%	183 68%	199 66%	407 71%	789 69%	97 71%	51 72%	31 72%	14 64%

Columns Tested:: a,b,c,d,e,f,g,h

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Urgent delivery - on the same day or a specific time the next day	189	23	11	11	23	29	44	5	2	63
	15%	36%	10%	32%	15%	20%	14%	12%	10%	11%
		bdfi								
Tracked service	777	36	68	23	91	85	216	21	13	313
	61%	58%	61%	65%	62%	59%	68%	55%	64%	57%
							i			
Timed delivery (i.e. to arrive by specific time/ day)	164	16	17	9	26	21	30	3	3	63
	13%	25%	16%	25%	18%	14%	10%	9%	17%	12%
		fi								
Standard delivery	679	32	45	12	57	76	171	18	11	309
	53%	52%	41%	33%	39%	53%	54%	47%	54%	57%
							d			bd
International delivery	198	14	17	4	21	13	60	1	1	88
	16%	22%	15%	11%	14%	9%	19%	4%	6%	16%
Cross-Border Delivery	3	*	-	-	-	*	1	*	*	1
	*%	1%	-%	-%	-%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	-	4	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
None of these (DO NOT READ OUT)	24	5	*	-	*	1	5	-	3	10
	2%	8%	*%	-%	*%	1%	2%	-%	13%	2%
		di							bdefi	
Don't Know (DO NOT READ OUT)	5	-	-	-	-	4	*	*	-	*
	*%	-%	-%	-%	-%	3%	*%	*%	-%	*%
						fi				
NET: Urgent / Tracked / Timed Mail	885	45	76	28	103	99	239	26	13	357
	69%	71%	68%	79%	71%	69%	76%	69%	66%	65%
							i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Urgent delivery - on the same day or a specific time the next day	189	74	44	71	160	29	-	168	21	183	6
	15%	21%	14%	12%	15%	15%	-%	14%	21%	15%	21%
Tracked service	777	212	216	348	658	119	-	716	60	761	15
	61%	60%	68%	57%	61%	60%	-%	61%	62%	61%	58%
Timed delivery (i.e. to arrive by specific time/day)	164	62	30	72	137	27	-	157	7	160	5
	13%	18%	10%	12%	13%	14%	-%	13%	7%	13%	18%
Standard delivery	679	166	171	342	569	110	-	638	40	666	13
	53%	47%	54%	56%	53%	55%	-%	54%	42%	53%	49%
International delivery	198	47	60	91	171	28	-	190	9	194	4
	16%	13%	19%	15%	16%	14%	-%	16%	9%	15%	17%
Cross-Border Delivery	3	*	1	1	3	*	-	2	*	3	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	4	-	4	-	4	-	-	4	-	4	-
	*%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	24	7	5	12	17	7	-	21	3	24	*
	2%	2%	2%	2%	2%	4%	-%	2%	3%	2%	2%
Don't Know (DO NOT READ OUT)	5	4	*	*	2	3	-	1	4	2	3
	*%	1%	*%	*%	*%	2%	-%	*%	4%	*%	12%
NET: Urgent / Tracked / Timed Mail	885	247	239	399	757	128	-	818	67	869	16
	69%	70%	76%	65%	70%	65%	-%	69%	69%	69%	61%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Urgent delivery - on the same day or a specific time the next day	189 15%	83 12%	40 18%	63 19%
			a	a
Tracked service	777 61%	380 54%	150 67%	243 72%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	164 13%	56 8%	43 19%	65 19%
			a	a
Standard delivery	679 53%	384 54%	107 48%	183 54%
International delivery	198 16%	66 9%	43 19%	90 27%
			a	a
Cross-Border Delivery	3 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	4 *%	4 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	21 3%	3 1%	* *%
		c		
Don't Know (DO NOT READ OUT)	5 *%	2 *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	431 61%	182 82%	268 79%
			a	a

Columns Tested: a,b,c

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Urgent delivery - on the same day or a specific time the next day	189 15%	130 12%	28 18%	14 39% abi	4 48%	9 49%	3 60%	1 60%	* 83%	158 13%	31 45% abi	17 51% abi
Tracked service	777 61%	616 59%	122 76% aijk	24 69%	3 44%	9 46%	1 21%	1 39%	* 17%	738 61%	38 56%	14 42%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	108 10%	31 19% ai	14 39% ai	3 46%	5 29%	1 30%	1 60%	* 83%	139 11%	25 37% abi	11 35% ai
Standard delivery	679 53%	575 55% cj	82 51% j	11 31%	5 69%	2 12%	2 49%	1 58%	* 100%	657 54% cj	22 32%	11 33%
International delivery	198 16%	133 13%	45 28% ai	11 30% a	3 45%	3 18%	2 53%	1 35%	* 17%	178 15%	20 30% ai	10 30% a
Cross-Border Delivery	3 *%	1 *%	1 1%	* 1%	* 1%	- -%	* 1%	- -%	- -%	2 *%	* *%	* *%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	24 2%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	24 2%	* *%	* *%
Don't Know (DO NOT READ OUT)	5 *%	5 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	689 66%	133 83% ai	35 99% abi	4 60%	19 97%	4 100%	1 65%	* 100%	822 68%	64 93% ai	29 87%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Urgent delivery - on the same day or a specific time the next day	189 15%	54 10%	76 15%	59 26% ab	158 15%	149 15%	167 15%	189 15%	105 16%	101 26% abcde	23 14%	94 12%	9 26% b	14 22%	13 35% ab	9 31% b	4 25%
Tracked service	777 61%	284 52%	332 66% a	161 70% a	651 61%	620 61%	695 61%	777 61%	398 59%	249 64%	108 68%	479 60%	19 54%	40 66%	20 53%	17 56%	10 62%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	38 7%	70 14% a	56 25% ab	149 14%	139 14%	151 13%	164 13%	104 16%	91 23% abcde	11 7%	94 12%	10 27% ab	11 17%	7 18%	15 48% abd	5 27% a
Standard delivery	679 53%	302 56%	273 54%	103 45%	568 53%	546 53%	605 53%	679 53%	339 50%	185 47%	85 53% g	434 54% g	18 51%	29 48%	17 44%	18 59%	4 22%
International delivery	198 16%	35 6%	98 19% a	66 29% ab	165 15%	163 16%	175 15%	198 16%	101 15%	60 15%	18 11%	117 15%	11 30% a	12 20%	7 18%	9 30%	1 6%
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	3 *%	3 *%	3 *%	3 *%	2 *%	1 *%	* *%	2 *%	* *%	* *%	* 1%	* 1%	* *%
Other (PLEASE SPECIFY)	4 *%	2 *%	2 *%	- -%	4 *%	4 *%	4 *%	4 *%	4 1%	- -%	- -%	4 *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	22 4%	2 *%	1 *%	24 2%	22 2%	24 2%	24 2%	17 3%	3 1%	3 2%	21 3%	* 1%	- -%	- -%	- -%	* 1%
Don't Know (DO NOT READ OUT)	5 *%	4 1%	1 *%	* *%	5 *%	5 *%	5 *%	5 *%	5 1%	- -%	* *%	4 *%	- -%	- -%	1 3%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	312 57%	377 74% a	196 86% ab	747 69%	711 69%	793 70%	885 69%	474 71%	313 80% abcde	115 72%	530 66%	27 75%	52 85%	32 84%	22 71%	16 93% b

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Urgent delivery - on the same day or a specific time the next day	189	115	11	14	7	5	6	1	79	35	10	13	7	2	3
	15%	13%	13%	25%	25%	34%	45%	8%	10%	29%	24%	31%	39%	15%	32%
							a			a	a	a	a		
Tracked service	777	532	50	29	11	13	9	7	469	76	28	28	5	8	6
	61%	61%	63%	55%	38%	89%	68%	64%	60%	64%	66%	65%	29%	71%	70%
						d			e	e	e				
Timed delivery (i.e. to arrive by specific time/day)	164	96	20	10	8	6	6	3	78	31	8	11	8	2	1
	13%	11%	25%	18%	29%	45%	51%	25%	10%	26%	19%	26%	42%	18%	14%
			a		a	a	a			a		a	a		
Standard delivery	679	472	41	22	16	10	6	1	443	45	22	20	8	7	2
	53%	54%	52%	41%	56%	67%	46%	13%	57%	38%	52%	46%	41%	60%	17%
									b						
International delivery	198	134	7	10	7	6	1	*	108	26	11	9	6	3	*
	16%	15%	9%	19%	23%	45%	7%	*%	14%	22%	27%	20%	35%	25%	4%
						ab									
Cross-Border Delivery	3	2	*	*	-	*	*	*	1	*	*	*	*	*	-
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	1%	1%	1%	*%	-%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	4	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	24	23	1	-	-	-	-	*	20	1	-	-	-	-	*
	2%	3%	1%	-%	-%	-%	-%	1%	3%	1%	-%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	5	5	-	-	*	-	-	-	3	*	-	-	1	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%	6%	-%	-%
													a		
NET: Urgent / Tracked / Timed Mail	885	589	61	43	20	14	9	10	510	97	33	40	14	10	8
	69%	67%	78%	81%	70%	98%	71%	92%	65%	81%	78%	92%	74%	80%	95%
						a				a		a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Urgent delivery - on the same day or a specific time the next day	189 15%	113 12%	23 18%	15 24%	17 41%	7 21%	7 50%	7 32%	46 9%	40 18%	45 17%	22 24%	13 28%
		a	b	c	d	e	*f	g	a	b	c	d	e
Tracked service	777 61%	574 59%	92 72%	41 66%	23 55%	25 79%	7 47%	14 63%	302 60%	136 61%	165 63%	46 51%	43 88%
		a	a	a	a	a	a	a	a	a	a	a	abcd
Timed delivery (i.e. to arrive by specific time/day)	164 13%	83 8%	26 21%	21 34%	12 28%	14 42%	1 9%	8 34%	43 8%	35 16%	37 14%	23 25%	12 24%
		a	a	a	a	a	a	a	a	a	a	a	a
Standard delivery	679 53%	551 56%	65 51%	26 41%	18 44%	4 13%	6 42%	9 39%	273 54%	108 48%	141 53%	58 64%	22 46%
		e	e	e	e	e	e	e	e	e	e	b	e
International delivery	198 16%	127 13%	32 25%	13 20%	14 34%	5 17%	2 15%	5 21%	52 10%	30 13%	53 20%	23 26%	14 29%
		a	a	a	a	a	a	a	a	a	a	ab	a
Cross-Border Delivery	3 *%	2 *%	1 *%	* *%	* *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	24 2%	* *%	- -%	* *%	- -%	- -%	- -%	19 4%	4 2%	2 1%	* *%	* *%
Don't Know (DO NOT READ OUT)	5 *%	5 *%	* *%	- -%	- -%	- -%	* *%	- -%	4 1%	- -%	* *%	* *%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	625 64%	108 85%	53 85%	37 88%	32 100%	11 79%	19 86%	326 64%	157 70%	194 74%	67 74%	44 90%
		a	a	a	a	a	a	a	a	a	a	a	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Urgent delivery - on the same day or a specific time the next day	189 15%	75 13%	19 10%	38 20%	17 27%	9 36%	47 9%	50 26%	22 12%	17 23%	12 28%
Tracked service	777 61%	344 59%	120 61%	130 67%	28 45%	23 86%	304 58%	120 62%	111 61%	45 59%	37 89%
Timed delivery (i.e. to arrive by specific time/ day)	164 13%	69 12%	20 10%	30 16%	17 27%	11 40%	45 9%	39 20%	27 15%	15 20%	10 23%
Standard delivery	679 53%	297 51%	107 54%	112 57%	34 54%	12 45%	282 54%	87 45%	104 57%	52 68%	17 40%
International delivery	198 16%	75 13%	25 13%	44 23%	8 13%	7 27%	52 10%	39 20%	36 20%	22 30%	12 28%
Cross-Border Delivery	3 *%	* *%	1 1%	1 *%	1 1%	* 1%	1 *%	* *%	1 1%	* 1%	* 1%
Other (PLEASE SPECIFY)	4 *%	2 *%	- -%	2 1%	- -%	- -%	2 *%	- -%	2 1%	- -%	- -%
None of these (DO NOT READ OUT)	24 2%	19 3%	4 2%	2 1%	* *%	* *%	17 3%	3 2%	1 *%	- -%	* *%
Don't Know (DO NOT READ OUT)	5 *%	4 1%	- -%	* *%	* *%	- -%	4 1%	- -%	* *%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	388 67%	133 67%	149 76%	46 73%	23 88%	329 63%	153 79%	129 71%	56 74%	38 90%
								a			a

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Urgent delivery - on the same day or a specific time the next day	189	72	32	37	33	11	126	12	48	139	50	127	31
	15%	11%	16%	17%	27%	22%	17%	18%	10%	13%	22%	13%	32%
					a		c				a		a
Tracked service	777	366	140	143	84	39	495	37	235	619	158	595	56
	61%	55%	68%	65%	68%	79%	68%	56%	50%	59%	68%	61%	57%
			a		a	a	c						
Timed delivery (i.e. to arrive by specific time/day)	164	56	27	33	33	12	119	12	30	118	46	123	27
	13%	8%	13%	15%	26%	24%	16%	18%	6%	11%	20%	13%	27%
			a		ab	a	c	c			a		a
Standard delivery	679	379	97	104	57	27	355	22	294	583	96	529	39
	53%	57%	47%	48%	46%	55%	49%	34%	62%	56%	41%	54%	40%
									ab	b			
International delivery	198	62	31	49	35	16	154	4	36	155	44	148	17
	16%	9%	15%	23%	28%	31%	21%	6%	8%	15%	19%	15%	18%
			a		ab	ab	bc						
Cross-Border Delivery	3	1	*	1	1	*	2	*	1	2	1	3	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	-	2	-	-	-	2	2	2	2	4	-
	*%	*%	-%	1%	-%	-%	-%	2%	*%	*%	1%	*%	-%
								a					
None of these (DO NOT READ OUT)	24	22	1	*	-	-	5	2	17	24	-	24	-
	2%	3%	*%	*%	-%	-%	1%	2%	4%	2%	-%	2%	-%
		c							a				
Don't Know (DO NOT READ OUT)	5	5	-	*	*	-	*	3	-	5	*	5	*
	*%	1%	-%	*%	*%	-%	*%	5%	-%	*%	*%	*%	*%
								ac					

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: Urgent / Tracked / Timed Mail	885	396	162	170	105	42	574	46	255	696	190	664	82
	69%	60%	79%	78%	86%	85%	79%	70%	54%	66%	82%	68%	84%
			a	a	a	a	c				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Urgent delivery - on the same day or a specific time the next day	189	113	36	107	82	132	26	103	46	113	76
	15%	13%	28%	12%	21%	13%	27%	12%	34%	13%	20%
			a		a		a		a		a
Tracked service	777	535	86	515	262	593	58	535	85	511	266
	61%	60%	67%	57%	68%	60%	61%	60%	62%	57%	69%
			a		a		a		a		a
Timed delivery (i.e. to arrive by specific time/day)	164	101	38	79	86	123	26	97	42	83	81
	13%	11%	30%	9%	22%	13%	28%	11%	31%	9%	21%
			a		a		a		a		a
Standard delivery	679	498	47	525	154	530	38	499	47	525	154
	53%	56%	37%	59%	40%	54%	40%	56%	34%	59%	40%
		b		b		b		b		b	
International delivery	198	140	24	134	64	143	22	141	23	133	66
	16%	16%	19%	15%	17%	15%	23%	16%	17%	15%	17%
Cross-Border Delivery	3	2	*	1	1	3	*	2	*	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	2	2	2	2	2	2	2	2
	*%	*%	-%	*%	*%	*%	2%	*%	1%	*%	*%
None of these (DO NOT READ OUT)	24	22	-	21	3	24	-	22	-	21	3
	2%	2%	-%	2%	1%	2%	-%	2%	-%	2%	1%
Don't Know (DO NOT READ OUT)	5	5	*	5	*	5	*	5	*	5	*
	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%	*%
NET: Urgent / Tracked / Timed Mail	885	601	110	572	313	668	79	593	118	571	314
	69%	67%	86%	64%	82%	68%	83%	67%	86%	64%	82%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Urgent delivery - on the same day or a specific time the next day	189 15%	137 23%	101 12%	59 32%	1 47%	131 23%	76 11%	42 27%	- -%	189 21%	79 12%	64 32%	- -%
		b		b		b		b		b		ab	
Tracked service	777 61%	491 82%	469 57%	146 80%	1 48%	478 82%	397 57%	120 77%	2 50%	777 88%	300 44%	156 78%	- -%
		b		b		b		b		bc		b	
Timed delivery (i.e. to arrive by specific time/day)	164 13%	125 21%	102 12%	52 28%	- -%	121 21%	75 11%	40 26%	- -%	164 19%	77 11%	59 30%	- -%
		b		b		b		b		b		ab	
Standard delivery	679 53%	259 43%	543 66%	124 68%	* 5%	254 44%	504 73%	114 74%	2 50%	320 36%	679 100%	144 72%	- -%
			a	a			a	a			ac	a	
International delivery	198 16%	126 21%	140 17%	121 66%	- -%	127 22%	128 18%	113 72%	- -%	173 20%	143 21%	198 99%	- -%
				ab				ab				ab	
Cross-Border Delivery	3 *%	2 *%	2 *%	2 1%	- -%	2 *%	2 *%	2 1%	- -%	2 *%	2 *%	3 1%	- -%
Other (PLEASE SPECIFY)	4 *%	- -%	4 *%	- -%	- -%	- -%	4 1%	- -%	- -%	- -%	- -%	- -%	4 100%
None of these (DO NOT READ OUT)	24 2%	4 1%	16 2%	* *%	- -%	1 *%	6 1%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	5 *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	885 69%	557 93%	519 63%	166 91%	3 95%	548 94%	426 61%	134 86%	2 50%	885 100%	320 47%	174 87%	- -%
		b		b		bc		b		bc		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261			
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119			
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237			
Urgent delivery - on the same day or a specific time the next day	189	134	119	123	139	78	10	89	73	97	30	21	39	25			
	15%	14%	14%	14%	18%	12%	71%	15%	17%	22%	26%	24%	16%	11%			
					b		ab			a	a						
Tracked service	777	575	534	541	495	383	9	317	360	365	103	68	150	146			
	61%	61%	64%	63%	66%	60%	68%	54%	83%	85%	88%	76%	61%	62%			
									a	a	a	a					
Timed delivery (i.e. to arrive by specific time/day)	164	124	109	101	116	78	5	71	75	81	26	18	34	18			
	13%	13%	13%	12%	15%	12%	37%	12%	17%	19%	23%	20%	14%	8%			
							ab			a	a						
Standard delivery	679	513	464	512	410	393	9	439	230	218	88	87	173	156			
	53%	55%	55%	59%	54%	61%	65%	75%	53%	51%	75%	97%	70%	66%			
								bc			bc	abcd					
International delivery	198	143	148	150	127	116	5	113	88	113	98	78	54	40			
	16%	15%	18%	17%	17%	18%	40%	19%	20%	26%	83%	86%	22%	17%			
							ab				abc	abc					
Cross-Border Delivery	3	3	2	2	2	2	*	1	1	1	1	1	1	2			
	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%			
Other (PLEASE SPECIFY)	4	4	2	2	-	2	-	-	-	2	-	-	-	2			
	0%	0%	0%	0%	-0%	0%	-0%	-0%	-0%	1%	-0%	-0%	-0%	1%			
None of these (DO NOT READ OUT)	24	23	15	6	6	19	*	5	1	*	-	-	1	2			
	2%	2%	2%	1%	1%	3%	0%	1%	0%	0%	-0%	-0%	0%	1%			
		c				a											
Don't Know (DO NOT READ OUT)	5	2	*	1	2	*	-	*	*	-	-	-	*	*			
	0%	0%	0%	0%	0%	0%	-0%	0%	0%	-0%	-0%	-0%	0%	0%			
NET: Urgent / Tracked / Timed Mail	885	644	593	599	559	427	12	360	380	396	114	71	167	152			
	69%	69%	71%	69%	74%	66%	87%	61%	87%	92%	97%	79%	67%	64%			
					b				a	ae	abe	a					

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Urgent delivery - on the same day or a specific time the next day	189	26	22	3	11	163	138	177	148	135	143	138	48	-	134	10
	15%	21%	36%	6%	31%	15%	18%	16%	17%	18%	23%	13%	27%	-%	14%	11%
		c	c		c						b		b			
Tracked service	777	72	43	42	28	664	491	695	573	489	473	645	141	-	584	50
	61%	60%	70%	71%	78%	62%	64%	62%	66%	66%	77%	62%	81%	-%	63%	58%
											b		b			
Timed delivery (i.e. to arrive by specific time/day)	164	34	8	16	5	137	107	148	122	113	124	135	42	-	110	7
	13%	29%	13%	27%	15%	13%	14%	13%	14%	15%	20%	13%	24%	-%	12%	8%
											b		b			
Standard delivery	679	65	28	33	10	582	413	604	474	411	273	590	111	*	500	45
	53%	54%	46%	57%	28%	54%	54%	53%	55%	55%	45%	56%	64%	100%	54%	53%
												a	a			
International delivery	198	26	17	13	9	159	133	166	159	142	130	159	89	-	145	11
	16%	22%	28%	22%	24%	15%	17%	15%	18%	19%	21%	15%	51%	-%	16%	12%
											b		ab			
Cross-Border Delivery	3	*	*	*	-	3	2	3	2	2	2	3	2	-	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%
Other (PLEASE SPECIFY)	4	-	-	-	-	4	-	4	2	2	-	4	-	-	4	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	24	-	*	-	-	22	6	22	5	2	2	20	-	-	19	1
	2%	-%	*%	-%	-%	2%	1%	2%	1%	*%	*%	2%	-%	-%	2%	1%
						e		e								
Don't Know (DO NOT READ OUT)	5	-	-	-	-	1	1	1	*	*	*	1	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	885	98	54	45	33	743	553	788	636	549	539	710	152	-	653	59
	69%	81%	88%	77%	93%	70%	73%	70%	73%	74%	88%	68%	87%	-%	70%	69%
											b		b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Urgent delivery - on the same day or a specific time the next day	189 15%	85 16%	75 12%	98 21%	1 3%	52 23%	57 16%	45 26%	90 11%	50 19%	39 17%	51 19%	95 13%
Tracked service	777 61%	351 67%	348 55%	346 73%	29 76%	169 74%	252 71%	120 68%	503 61%	150 58%	165 73%	190 70%	410 54%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	82 16%	58 9%	92 19%	8 22%	55 24%	59 17%	37 21%	77 9%	47 18%	45 20%	56 21%	60 8%
Standard delivery	679 53%	274 52%	358 57%	211 45%	13 34%	87 38%	180 51%	91 51%	440 53%	147 57%	111 49%	118 43%	438 58%
International delivery	198 16%	111 21%	67 11%	90 19%	10 27%	61 27%	63 18%	47 26%	104 12%	47 18%	58 26%	51 19%	83 11%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 *%	* *%	1 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%	4 1%	- -%	- -%	4 1%	- -%	4 *%	- -%	- -%	- -%	4 1%
None of these (DO NOT READ OUT)	24 2%	7 1%	17 3%	3 1%	- -%	3 1%	- -%	- -%	19 2%	5 2%	- -%	1 *%	20 3%
Don't Know (DO NOT READ OUT)	5 *%	- -%	5 1%	* *%	- -%	- -%	* *%	- -%	2 *%	* *%	- -%	- -%	2 *%
NET: Urgent / Tracked / Timed Mail	885 69%	402 77%	385 61%	396 84%	36 96%	205 90%	280 79%	156 89%	545 66%	176 68%	188 83%	229 84%	452 60%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Urgent delivery - on the same day or a specific time the next day	189 15%	123 23%	66 9%
		b	
Tracked service	777 61%	313 58%	463 63%
Timed delivery (i.e. to arrive by specific time/day)	164 13%	91 17%	74 10%
		b	
Standard delivery	679 53%	277 51%	402 54%
International delivery	198 16%	78 14%	121 16%
Cross-Border Delivery	3 *%	1 *%	2 *%
Other (PLEASE SPECIFY)	4 *%	- -%	4 1%
None of these (DO NOT READ OUT)	24 2%	8 1%	16 2%
Don't Know (DO NOT READ OUT)	5 *%	* *%	5 1%
NET: Urgent / Tracked / Timed Mail	885 69%	386 71%	499 68%

Columns Tested:: a,b

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Urgent delivery - on the same day or a specific time the next day	189	-	11	46	18	6	8	5	14	33	7	30	11
	15%	-%	23%	20%	12%	24%	7%	13%	10%	20%	17%	12%	14%
			f	f					f	f			
Tracked service	777	-	26	147	71	12	91	23	87	101	24	139	56
	61%	-%	51%	63%	47%	46%	78%	57%	65%	61%	59%	57%	70%
			d	d			bdeik		d				d
Timed delivery (i.e. to arrive by specific time/day)	164	-	12	36	8	3	7	5	20	38	3	25	6
	13%	-%	24%	15%	5%	13%	6%	13%	15%	23%	8%	10%	7%
			df	d					d	dfjkl			
Standard delivery	679	-	33	122	81	14	52	25	76	77	20	143	36
	53%	-%	66%	53%	54%	55%	44%	60%	57%	47%	51%	59%	45%
International delivery	198	-	17	40	21	2	10	9	20	28	8	39	5
	16%	-%	34%	17%	14%	6%	8%	21%	15%	17%	21%	16%	6%
			dfhkl								l		
Cross-Border Delivery	3	-	-	1	1	*	*	1	*	-	*	-	-
	*%	-%	-%	*%	*%	2%	*%	1%	*%	-%	1%	-%	-%
Other (PLEASE SPECIFY)	4	-	-	2	-	-	-	-	-	-	-	2	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	24	-	-	*	2	-	1	*	4	3	*	13	1
	2%	-%	-%	*%	1%	-%	1%	*%	3%	2%	1%	5%	1%
												c	
Don't Know (DO NOT READ OUT)	5	-	*	*	-	-	*	1	*	-	-	3	-
	*%	-%	1%	*%	-%	-%	*%	3%	*%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	885	-	30	171	87	15	97	25	94	129	29	147	60
	69%	-%	60%	73%	58%	60%	83%	62%	71%	78%	73%	60%	76%
				dk			bdgk			dk			d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 104 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where Packets and parcels are sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Urgent delivery - on the same day or a specific time the next day	189	64	25	52	48	89	100
	15%	21%	9%	15%	13%	15%	14%
		b					
Tracked service	777	182	165	211	219	347	430
	61%	60%	60%	62%	60%	60%	61%
Timed delivery (i.e. to arrive by specific time/day)	164	50	16	63	34	67	98
	13%	17%	6%	19%	9%	12%	14%
		b		bd			
Standard delivery	679	167	136	178	199	302	377
	53%	55%	50%	52%	55%	52%	54%
International delivery	198	60	30	57	52	89	109
	16%	20%	11%	17%	14%	15%	16%
		b					
Cross-Border Delivery	3	1	1	1	*	2	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	-	-	2	2	2
	*%	1%	-%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	24	*	2	7	14	3	22
	2%	*%	1%	2%	4%	*%	3%
				a			a
Don't Know (DO NOT READ OUT)	5	*	*	1	3	1	4
	*%	*%	*%	*%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	885	214	186	248	236	401	485
	69%	71%	68%	73%	65%	69%	69%

Columns Tested:: a,b,c,d - a,b

Table 105

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	376	167	209	206	79	32	59	170
Effective base	135	72	64	114	49	22	39	75
Weighted Base	244	120	125	223	17	3	2	22
Urgent delivery - on the same day or a specific time the next day	48 20%	6 5%	42 34%	43 19%	3 18%	1 42%	1 31%	5 23%
			a			ab		
Tracked service	76 31%	19 16%	56 45%	68 31%	5 30%	2 53%	1 30%	7 33%
			a			a		
Timed delivery (i.e. to arrive by specific time/day)	47 19%	6 5%	41 33%	42 19%	3 19%	1 41%	* 19%	5 22%
			a			a		
Standard delivery	152 62%	98 82%	54 43%	140 63%	9 56%	2 53%	1 59%	12 56%
		b						
International delivery	23 9%	2 2%	20 16%	20 9%	2 11%	1 28%	* 13%	3 14%
			a			a		
Cross-Border Delivery	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	7 6%	2 2%	8 4%	1 4%	* 6%	* 2%	1 4%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	* *%	2 1%	* 1%	- -%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	112 46%	20 17%	91 73%	99 45%	9 54%	3 79%	1 54%	12 58%
			a			abd		

Columns Tested:: a,b - a,b,c,d,e

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	376	87	83	36	43	68	59	206	79	91
Effective base	135	57	45	18	28	36	39	114	49	45
Weighted Base	244	128	73	22	10	10	2	223	17	5
Urgent delivery - on the same day or a specific time the next day	48 20%	22 17%	16 22%	6 26%	1 15%	3 29%	1 31%	43 19%	3 18%	2 38%
Tracked service	76 31%	28 22%	35 49%	4 20%	2 24%	4 43%	1 30%	68 31%	5 30%	2 45%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	20 15%	17 23%	6 27%	2 23%	2 23%	* 19%	42 19%	3 19%	2 33%
Standard delivery	152 62%	82 64%	44 61%	13 59%	6 57%	5 54%	1 59%	140 63%	9 56%	3 55%
International delivery	23 9%	9 7%	8 11%	3 13%	1 15%	1 13%	* 13%	20 9%	2 11%	1 22%
Cross-Border Delivery	* *%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	6 5%	2 3%	- -%	1 6%	* 3%	* 2%	8 4%	1 4%	* 5%
Don't Know (DO NOT READ OUT)	3 1%	- -%	* 1%	2 9%	- -%	* 1%	- -%	2 1%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	48 38%	42 58%	9 39%	5 46%	7 69%	1 54%	99 45%	9 54%	4 70%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	376	112	94	79	32	59	100	64	27	19	51
Effective base	135	72	51	49	22	39	50	27	10	9	6
Weighted Base	244	162	61	17	3	2	96	59	7	6	10
Urgent delivery - on the same day or a specific time the next day	48 20%	27 17%	16 27%	3 18%	1 42%	1 31%	18 19%	16 28%	4 55%	2 40%	6 55%
Tracked service	76 31%	48 30%	21 34%	5 30%	2 53%	1 30%	26 28%	28 48%	2 30%	3 56%	5 54%
Timed delivery (i.e. to arrive by specific time/ day)	47 19%	24 15%	18 30%	3 19%	1 41%	* 19%	18 19%	17 30%	3 48%	3 44%	5 52%
Standard delivery	152 62%	101 62%	39 64%	9 56%	2 53%	1 59%	53 56%	33 57%	3 50%	3 56%	7 74%
International delivery	23 9%	9 6%	11 18%	2 11%	1 28%	* 13%	13 14%	5 9%	1 18%	2 29%	1 6%
Cross-Border Delivery	* *%	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	8 5%	- -%	1 4%	* 6%	* 2%	5 6%	- -%	* *%	1 9%	* 2%
Don't Know (DO NOT READ OUT)	3 1%	* *%	2 3%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	112 46%	68 42%	31 51%	9 54%	3 79%	1 54%	46 48%	38 65%	5 71%	4 66%	7 68%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	376	15	17	56	10	23	15	20	21	16
Effective base	135	11	8	28	8	12	11	11	9	7
Weighted Base	244	12	15	70	15	22	23	23	19	9
Urgent delivery - on the same day or a specific time the next day	48	7	*	15	*	6	3	1	6	1
	20%	63%	3%	22%	2%	28%	15%	3%	30%	10%
Tracked service	76	4	8	21	4	6	5	7	8	4
	31%	33%	53%	30%	26%	26%	21%	32%	43%	43%
Timed delivery (i.e. to arrive by specific time/day)	47	7	3	15	2	5	5	5	1	1
	19%	62%	19%	21%	12%	24%	23%	23%	7%	10%
Standard delivery	152	4	7	46	10	14	14	14	12	5
	62%	35%	51%	66%	65%	63%	60%	60%	62%	61%
International delivery	23	3	*	10	*	1	3	1	1	*
	9%	25%	3%	14%	2%	4%	15%	3%	7%	1%
Cross-Border Delivery	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	-	-	2	-	1	-	2	4	*
	4%	-%	-%	3%	-%	3%	-%	8%	22%	2%
Don't Know (DO NOT READ OUT)	3	-	-	2	-	-	-	-	-	-
	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	112	9	8	26	5	11	12	13	9	4
	46%	79%	53%	38%	37%	48%	52%	58%	46%	45%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	376	49	53	91	193	183	69	64	50
Effective base	135	27	26	50	101	85	32	34	28
Weighted Base	244	46	46	116	207	37	18	13	7
Urgent delivery - on the same day or a specific time the next day	48 20%	7 16%	14 30%	19 17%	40 20%	8 21%	5 25%	2 14%	2 26%
Tracked service	76 31%	13 29%	20 43%	33 29%	67 32%	9 24%	4 22%	3 27%	2 23%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	8 18%	11 25%	25 22%	45 22%	3 7%	1 5%	1 9%	1 9%
Standard delivery	152 62%	29 63%	23 51%	74 64%	126 61%	26 68%	12 67%	9 72%	4 64%
International delivery	23 9%	1 3%	5 10%	14 12%	20 10%	3 7%	1 8%	1 6%	* 6%
Cross-Border Delivery	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 6%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	1 2%	4 9%	4 3%	9 4%	* 1%	* *%	* 1%	- -%
Don't Know (DO NOT READ OUT)	3 1%	- -%	- -%	2 2%	2 1%	* 1%	* 2%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	20 44%	26 57%	52 45%	97 47%	14 38%	7 38%	5 36%	3 44%

Columns Tested:: a,b,c,d,e,f,g,h

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	e	f	*g	*h	i
Unweighted Base	376	21	27	13	40	41	74	18	20	161
Effective base	135	10	9	6	15	19	27	6	5	60
Weighted Base	244	18	16	15	31	49	39	6	8	92
Urgent delivery - on the same day or a specific time the next day	48 20%	12 67%	3 19%	5 33%	8 25%	10 21%	7 18%	* *%	1 12%	10 11%
Tracked service	76 31%	10 52%	2 12%	* 3%	2 8%	20 41%	10 27%	2 43%	1 15%	29 31%
Timed delivery (i.e. to arrive by specific time/ day)	47 19%	13 70%	1 5%	6 41%	7 22%	10 20%	6 16%	* 9%	1 7%	11 12%
Standard delivery	152 62%	10 54%	13 80%	2 14%	15 49%	29 59%	26 66%	3 51%	8 93%	61 67%
International delivery	23 9%	4 20%	1 5%	5 31%	5 17%	2 5%	3 7%	* 2%	1 17%	7 8%
Cross-Border Delivery	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	- -%	* 1%	- -%	* 1%	1 1%	2 6%	- -%	* 1%	6 6%
Don't Know (DO NOT READ OUT)	3 1%	- -%	- -%	2 14%	2 6%	- -%	- -%	- -%	- -%	* 1%
NET: Urgent / Tracked / Timed Mail	112 46%	15 82%	4 26%	6 44%	11 35%	26 52%	15 38%	3 51%	1 15%	40 44%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	376	102	74	200	342	34	-	312	64	368	8
Effective base	135	43	27	71	123	12	-	120	16	133	3
Weighted Base	244	98	39	107	217	27	-	221	23	241	4
Urgent delivery - on the same day or a specific time the next day	48 20%	30 31%	7 18%	11 10%	43 20%	5 19%	- -%	46 21%	2 10%	48 20%	* 9%
Tracked service	76 31%	32 33%	10 27%	33 31%	65 30%	11 39%	- -%	68 31%	7 32%	76 31%	* 1%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	29 30%	6 16%	12 11%	39 18%	9 32%	- -%	46 21%	1 6%	47 20%	- -%
Standard delivery	152 62%	54 55%	26 66%	72 67%	138 64%	14 51%	- -%	137 62%	15 63%	148 62%	4 99%
International delivery	23 9%	11 12%	3 7%	9 8%	22 10%	* 1%	- -%	22 10%	1 5%	23 9%	- -%
Cross-Border Delivery	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	1 1%	2 6%	6 6%	9 4%	* *%	- -%	9 4%	* 1%	9 4%	- -%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	- -%	* *%	3 1%	- -%	- -%	2 1%	* 2%	3 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	51 52%	15 38%	46 42%	98 45%	13 49%	- -%	102 46%	9 40%	111 46%	* 9%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	376	197	106	68
Effective base	135	83	32	19
Weighted Base	244	142	64	38
Urgent delivery - on the same day or a specific time the next day	48 20%	20 14%	16 26%	12 31%
Tracked service	76 31%	34 24%	28 44%	13 34%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	18 13%	17 27%	12 33%
Standard delivery	152 62%	98 69%	30 47%	23 62%
International delivery	23 9%	7 5%	12 19%	4 10%
Cross-Border Delivery	* *%	- -%	* 1%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	7 5%	2 3%	* *%
Don't Know (DO NOT READ OUT)	3 1%	* *%	- -%	2 6%
NET: Urgent / Tracked / Timed Mail	112 46%	52 37%	41 64%	18 47%

Columns Tested:: a,b,c

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	376	250	60	20	8	19	11	4	4	310	66	46
Effective base	135	108	15	7	3	5	3	2	1	121	14	12
Weighted Base	244	181	35	3	6	15	4	1	*	215	29	26
Urgent delivery - on the same day or a specific time the next day	48 20%	20 11%	18 51%	2 79%	3 52%	4 26%	* 1%	1 96%	* 6%	38 18%	11 36%	8 31%
Tracked service	76 31%	51 28%	16 47%	1 29%	2 29%	1 8%	3 70%	1 89%	* 88%	68 31%	8 27%	7 27%
Timed delivery (i.e. to arrive by specific time/ day)	47 19%	22 12%	10 28%	1 47%	3 49%	8 53%	3 76%	1 66%	* 6%	31 15%	16 55%	15 56%
Standard delivery	152 62%	125 69%	20 58%	1 39%	4 77%	1 8%	* 3%	* 30%	* 6%	145 67%	7 25%	6 24%
International delivery	23 9%	9 5%	4 10%	* 9%	3 49%	5 37%	* 1%	1 100%	* 12%	13 6%	10 34%	10 37%
Cross-Border Delivery	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 88%	* *%	* 1%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	6 3%	3 8%	* 1%	- -%	- -%	* 5%	- -%	- -%	9 4%	* 1%	* 1%
Don't Know (DO NOT READ OUT)	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	69 38%	21 62%	3 90%	3 52%	10 68%	4 95%	1 100%	* 94%	90 42%	21 73%	19 71%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	*f	*g
Significance Level: 95%																	
Unweighted Base	376	120	130	126	339	292	342	284	191	205	44	157	34	35	33	20	19
Effective base	135	60	48	29	116	93	118	95	60	62	24	61	10	9	7	5	5
Weighted Base	244	103	78	64	209	172	213	176	114	114	40	107	13	20	13	12	7
Urgent delivery - on the same day or a specific time the next day	48 20%	7 7%	14 17%	28 44% ab	43 21%	46 27%	47 22%	48 27%	42 37% ac	42 37% ac	2 6%	19 17%	9 65% abd	2 11%	3 24%	8 66%	3 50%
Tracked service	76 31%	18 18%	33 43% a	24 38% a	69 33%	63 36%	71 33%	68 39%	49 43%	47 41%	9 23%	43 40%	4 27% d	1 6%	5 36%	8 66%	1 13%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	7 7%	15 19%	26 40% a	44 21%	44 26%	44 21%	47 27%	41 36% ac	39 34%	- -%	18 16% a	5 36% a	6 31% a	6 50% ab	9 72%	* 4%
Standard delivery	152 62%	79 77% bc	46 59%	27 43%	122 59% ef	94 55%	124 58% ef	92 52%	49 43%	49 43%	32 80% de	64 59%	8 58%	7 34%	4 30%	6 49%	4 56%
International delivery	23 9%	5 5%	4 5%	13 21% ab	21 10%	21 12%	21 10%	22 12%	20 17%	21 18%	- -%	4 3%	2 18%	8 41% ab	3 24% b	4 29%	1 8%
Cross-Border Delivery	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	4 4%	2 2%	3 5%	9 4%	6 3%	9 4%	8 4%	2 2%	1 1%	2 4%	3 3%	- -%	1 7%	3 22% b	- -%	* *%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	* *%	- -%	3 1%	3 1%	3 1%	3 1%	* *%	2 2%	- -%	2 2%	- -%	* 1%	- -%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	27 26%	42 54% a	43 67% a	101 48%	96 56%	105 49%	103 59%	83 73% abc	80 70% ac	10 24%	54 50% a	11 84% a	8 42%	9 69% a	9 74%	4 53%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	376	197	50	29	24	17	10	12	126	71	39	21	17	7	11
Effective base	135	84	13	7	5	9	1	3	50	20	9	6	5	2	2
Weighted Base	244	147	18	18	10	6	5	4	87	38	21	10	10	4	3
Urgent delivery - on the same day or a specific time the next day	48	27	3	3	*	4	5	1	9	18	8	4	2	1	3
	20%	19%	15%	18%	2%	62%	97%	20%	11%	47%	40%	41%	24%	33%	93%
			a	a						a	a				
Tracked service	76	40	14	3	2	5	5	1	31	20	5	2	4	*	*
	31%	27%	75%	15%	17%	84%	89%	12%	36%	52%	23%	23%	34%	11%	14%
			a												
Timed delivery (i.e. to arrive by specific time/day)	47	24	3	8	*	4	5	*	7	19	4	6	7	1	*
	19%	17%	15%	44%	*%	75%	88%	2%	8%	50%	20%	65%	64%	33%	3%
			a							a					
Standard delivery	152	99	6	6	5	3	*	4	59	14	8	5	5	3	*
	62%	67%	31%	32%	51%	47%	6%	91%	68%	38%	36%	49%	48%	99%	5%
			b							b					
International delivery	23	8	1	7	*	4	*	*	3	3	6	5	2	1	*
	9%	6%	6%	38%	1%	75%	5%	12%	3%	7%	31%	56%	20%	33%	2%
			a								a				
Cross-Border Delivery	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	5	-	-	4	-	-	*	3	-	3	-	-	-	*
	4%	3%	-%	-%	42%	-%	-%	1%	3%	-%	14%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	3	2	-	*	-	-	-	-	2	*	-	-	-	-	-
	1%	2%	-%	1%	-%	-%	-%	-%	3%	*%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	112	62	16	10	2	5	5	1	35	31	11	7	7	1	3
	46%	42%	86%	58%	20%	84%	98%	22%	41%	81%	54%	75%	70%	33%	99%
			a							a					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	376	129	32	52	25	21	9	16	89	85	87	42	37
Effective base	135	51	10	13	9	5	4	5	45	33	24	11	7
Weighted Base	244	84	20	24	19	11	10	9	85	44	45	21	16
Urgent delivery - on the same day or a specific time the next day	48 20%	4 4%	7 35%	11 45%	15 79%	4 42%	3 33%	4 43%	13 16%	9 20%	15 34%	4 19%	6 35%
Tracked service	76 31%	28 34%	12 60%	10 42%	10 54%	2 18%	3 26%	3 37%	27 32%	15 35%	15 32%	7 33%	7 42%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	5 6%	8 40%	10 42%	9 50%	4 39%	5 49%	6 61%	7 8%	9 21%	14 30%	6 27%	9 56%
Standard delivery	152 62%	53 63%	9 46%	10 44%	10 55%	3 26%	5 53%	1 11%	62 73%	23 52%	18 41%	13 62%	6 40%
International delivery	23 9%	5 6%	* *%	3 11%	3 16%	7 67%	* 3%	4 42%	1 1%	4 10%	8 18%	3 16%	5 28%
Cross-Border Delivery	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* 1%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	8 9%	- -%	- -%	* 1%	- -%	- -%	* *%	5 6%	1 1%	- -%	3 14%	- -%
Don't Know (DO NOT READ OUT)	3 1%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	2 4%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	32 38%	17 84%	16 67%	18 97%	5 44%	7 72%	9 98%	33 39%	25 56%	28 62%	8 40%	11 65%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	376	138	71	62	39	26	76	78	74	36	25
Effective base	135	61	23	19	10	4	32	28	18	10	6
Weighted Base	244	109	38	30	16	10	63	44	29	19	15
Urgent delivery - on the same day or a specific time the next day	48 20%	16 15%	3 8%	11 37%	4 24%	5 54%	14 22%	14 32%	10 33%	4 21%	5 33%
Tracked service	76 31%	31 28%	11 28%	12 41%	5 32%	6 60%	28 44%	14 31%	10 35%	6 30%	5 37%
Timed delivery (i.e. to arrive by specific time/ day)	47 19%	19 18%	9 24%	6 20%	4 22%	6 61%	7 12%	12 26%	11 39%	6 29%	8 55%
Standard delivery	152 62%	66 60%	22 58%	15 50%	10 64%	4 38%	42 66%	21 48%	12 41%	12 63%	6 39%
International delivery	23 9%	10 9%	4 11%	2 7%	3 21%	1 14%	2 2%	4 9%	9 31%	3 15%	3 23%
Cross-Border Delivery	* *%	- -%	* *%	* 1%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	5 5%	1 2%	- -%	3 18%	- -%	2 4%	1 1%	- -%	3 15%	- -%
Don't Know (DO NOT READ OUT)	3 1%	- -%	* 1%	2 7%	* 1%	- -%	- -%	2 5%	- -%	* 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	47 43%	18 48%	20 65%	6 38%	7 67%	33 53%	29 65%	19 64%	6 33%	9 62%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	376	86	56	74	33	29	188	29	65	293	83	277	62
Effective base	135	35	18	22	13	6	63	10	21	110	26	98	19
Weighted Base	244	60	31	37	31	11	114	13	45	197	48	168	41
Urgent delivery - on the same day or a specific time the next day	48 20%	9 15%	8 27%	11 31%	18 58%	1 9%	35 31%	3 23%	9 21%	33 17%	15 31%	28 17%	15 37%
Tracked service	76 31%	24 40%	12 37%	9 26%	19 61%	2 17%	41 36%	2 17%	25 55%	53 27%	22 46%	52 31%	17 40%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	10 17%	6 18%	13 35%	14 46%	2 16%	29 25%	6 44%	12 27%	25 13%	23 47%	22 13%	23 56%
Standard delivery	152 62%	37 62%	14 45%	19 51%	15 49%	5 45%	60 53%	7 53%	23 51%	131 67%	21 44%	107 64%	16 38%
International delivery	23 9%	2 3%	8 24%	7 20%	5 15%	1 7%	18 15%	4 27%	1 2%	15 8%	8 16%	15 9%	6 14%
Cross-Border Delivery	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	5 8%	* *%	- -%	* *%	3 29%	5 5%	* *%	2 5%	9 5%	* *%	9 5%	* *%
Don't Know (DO NOT READ OUT)	3 1%	- -%	* 1%	- -%	* *%	- -%	* *%	- -%	* 1%	3 1%	- -%	3 1%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Frequency - parcels and packets sent						Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	*b	c	a	b	a	b	
Significance Level: 95%													
Unweighted Base	376	86	56	74	33	29	188	29	65	293	83	277	62
Effective base	135	35	18	22	13	6	63	10	21	110	26	98	19
Weighted Base	244	60	31	37	31	11	114	13	45	197	48	168	41
NET: Urgent / Tracked / Timed Mail	112	31	18	25	23	4	67	8	28	77	34	68	33
	46%	51%	56%	68%	76%	33%	59%	58%	62%	39%	71%	41%	80%
										a	a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	376	199	93	153	131	280	59	198	94	152	132
Effective base	135	73	22	54	42	101	17	68	27	56	40
Weighted Base	244	125	48	104	72	171	38	115	57	103	73
Urgent delivery - on the same day or a specific time the next day	48	24	22	22	26	24	19	22	24	23	24
	20%	19%	47%	21%	36%	14%	49%	19%	43%	23%	33%
			a				a		a		
Tracked service	76	38	25	37	31	49	20	40	23	33	35
	31%	30%	52%	36%	43%	29%	52%	35%	40%	32%	47%
Timed delivery (i.e. to arrive by specific time/day)	47	20	24	16	31	26	18	14	31	19	28
	19%	16%	51%	16%	42%	15%	48%	12%	54%	18%	38%
			a		a		a		a		a
Standard delivery	152	78	16	54	38	106	16	75	20	53	39
	62%	63%	34%	52%	52%	62%	42%	65%	35%	51%	54%
		b					b		b		
International delivery	23	7	14	9	13	15	7	6	15	10	12
	9%	5%	30%	8%	18%	9%	17%	5%	26%	10%	16%
			a				a		a		
Cross-Border Delivery	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	6	*	7	1	9	*	6	*	7	*
	4%	5%	*%	7%	1%	5%	*%	5%	*%	7%	*%
Don't Know (DO NOT READ OUT)	3	3	-	3	-	3	-	3	-	3	-
	1%	2%	-%	2%	-%	1%	-%	2%	-%	2%	-%
NET: Urgent / Tracked / Timed Mail	112	59	37	52	51	69	32	52	44	51	52
	46%	47%	79%	50%	70%	41%	84%	45%	78%	50%	71%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	376	214	210	52	-	197	166	51	-	232	120	50	-
Effective base	135	69	77	16	-	60	54	16	-	77	43	19	-
Weighted Base	244	132	135	27	-	115	89	28	-	145	70	35	-
Urgent delivery - on the same day or a specific time the next day	48 20%	43 32%	24 18%	15 57%	- -%	45 39%	20 22%	15 53%	- -%	47 33%	21 30%	23 66%	- -%
Tracked service	76 31%	68 51%	31 23%	15 55%	- -%	58 51%	29 33%	14 52%	- -%	68 47%	27 39%	22 62%	- -%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	44 33%	21 16%	18 68%	- -%	44 38%	13 15%	15 53%	- -%	45 31%	18 25%	19 53%	- -%
Standard delivery	152 62%	55 42%	104 77%	12 46%	- -%	46 40%	73 82%	18 66%	- -%	65 45%	57 81%	23 65%	- -%
International delivery	23 9%	21 16%	15 11%	9 32%	- -%	19 17%	10 11%	9 33%	- -%	21 15%	11 15%	11 30%	- -%
Cross-Border Delivery	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	2 2%	9 6%	- -%	- -%	2 2%	4 4%	- -%	- -%	5 3%	3 4%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 1%	2 2%	3 2%	2 7%	- -%	2 2%	3 3%	2 7%	- -%	2 1%	3 4%	2 6%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	99 75%	43 32%	22 82%	- -%	91 79%	35 39%	21 76%	- -%	101 70%	33 47%	31 89%	- -%
		b		b		b		b		b		b	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	376	257	210	141	224	149	24	65	69	76	25	10	74	56			
Effective base	135	91	67	47	78	50	10	24	18	23	8	4	29	20			
Weighted Base	244	157	128	93	143	96	9	52	37	51	18	11	52	41			
Urgent delivery - on the same day or a specific time the next day	48	33	32	28	36	27	6	20	17	25	14	11	11	10			
	20%	21%	25%	30%	26%	29%	74%	38%	46%	49%	81%	100%	20%	26%			
Tracked service	76	55	50	42	57	37	7	23	25	38	16	11	11	10			
	31%	35%	39%	45%	40%	38%	80%	45%	68%	75%	92%	98%	21%	24%			
										a							
Timed delivery (i.e. to arrive by specific time/day)	47	30	22	25	30	26	4	18	14	21	12	7	5	5			
	19%	19%	17%	27%	21%	27%	45%	35%	38%	40%	68%	65%	10%	13%			
Standard delivery	152	100	81	51	89	54	5	28	19	26	13	10	42	28			
	62%	64%	63%	55%	62%	56%	60%	54%	51%	52%	77%	84%	81%	68%			
International delivery	23	11	15	8	11	11	3	5	3	7	6	3	2	6			
	9%	7%	12%	9%	8%	12%	29%	9%	9%	13%	34%	24%	3%	14%			
Cross-Border Delivery	*	*	*	*	*	*	-	-	*	*	-	-	*	*			
	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%			
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
None of these (DO NOT READ OUT)	9	9	6	7	4	6	-	7	2	2	-	-	3	4			
	4%	6%	5%	7%	3%	6%	-%	13%	6%	4%	-%	-%	7%	9%			
Don't Know (DO NOT READ OUT)	3	3	3	2	2	2	-	*	*	-	-	-	2	2			
	1%	2%	2%	2%	1%	3%	-%	*%	*%	-%	-%	-%	4%	6%			
NET: Urgent / Tracked / Timed Mail	112	71	63	53	75	51	8	31	28	42	17	11	14	12			
	46%	45%	49%	57%	52%	53%	93%	59%	76%	83%	100%	100%	27%	29%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	376	49	45	23	14	299	274	335	258	261	183	263	53	-	272	20
Effective base	135	17	15	7	5	111	103	125	91	94	59	101	18	-	98	9
Weighted Base	244	30	27	11	12	192	177	217	166	163	119	167	28	-	176	14
Urgent delivery - on the same day or a specific time the next day	48 20%	8 26%	18 68%	3 23%	2 16%	33 17%	29 16%	38 18%	33 20%	32 20%	41 35%	22 13%	15 53%	- -%	28 16%	2 13%
Tracked service	76 31%	9 31%	16 60%	1 11%	3 29%	60 32%	54 31%	66 31%	57 34%	50 31%	59 50%	45 27%	17 60%	- -%	50 29%	3 20%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	12 40%	7 28%	3 24%	5 41%	26 14%	33 19%	40 19%	28 17%	29 18%	40 34%	17 10%	15 54%	- -%	23 13%	1 7%
Standard delivery	152 62%	14 48%	13 48%	9 81%	2 18%	125 65%	117 66%	136 63%	113 68%	121 74%	50 42%	123 74%	16 58%	- -%	112 64%	12 87%
International delivery	23 9%	6 21%	2 9%	2 17%	5 45%	12 6%	14 8%	17 8%	16 10%	11 7%	20 17%	12 7%	10 36%	- -%	16 9%	2 11%
Cross-Border Delivery	* *%	- -%	* 1%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* 2%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	- -%	- -%	- -%	- -%	9 5%	8 4%	9 4%	6 4%	7 4%	3 3%	9 5%	* *%	- -%	8 5%	1 4%
Don't Know (DO NOT READ OUT)	3 1%	2 7%	- -%	- -%	- -%	3 1%	3 1%	3 1%	2 1%	2 1%	2 2%	3 2%	2 7%	- -%	2 1%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	19 63%	26 99%	3 31%	6 53%	76 40%	72 41%	95 44%	68 41%	63 39%	85 72%	53 32%	21 77%	- -%	72 41%	3 23%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	376	176	151	143	9	117	58	67	227	76	103	92	168
Effective base	135	60	60	44	4	36	19	23	86	27	36	29	70
Weighted Base	244	109	108	85	5	77	28	36	150	58	54	60	128
Urgent delivery - on the same day or a specific time the next day	48 20%	34 31%	8 7%	28 33%	1 15%	28 36%	6 21%	18 50%	18 12%	12 21%	9 17%	18 31%	20 16%
Tracked service	76 31%	44 40%	20 18%	39 46%	1 17%	36 46%	12 41%	20 56%	37 25%	18 31%	16 30%	28 46%	31 24%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	31 29%	6 6%	26 31%	2 34%	33 43%	3 12%	19 51%	17 12%	11 19%	16 30%	18 30%	13 10%
Standard delivery	152 62%	56 52%	85 79%	42 49%	4 80%	29 37%	24 86%	16 44%	97 65%	38 66%	29 54%	24 40%	96 75%
International delivery	23 9%	16 15%	1 1%	17 21%	1 15%	16 20%	3 10%	10 27%	7 5%	5 9%	5 8%	14 24%	3 3%
Cross-Border Delivery	* *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	3 3%	6 6%	1 1%	- -%	* *%	1 3%	- -%	9 6%	* *%	* *%	* *%	9 7%
Don't Know (DO NOT READ OUT)	3 1%	* *%	2 2%	- -%	- -%	- -%	- -%	- -%	2 2%	* *%	- -%	- -%	3 2%
NET: Urgent / Tracked / Timed Mail	112 46%	69 63%	22 21%	60 71%	2 35%	60 78%	12 45%	33 90%	57 38%	22 38%	29 54%	43 72%	38 30%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	376	291	85
Effective base	135	102	34
Weighted Base	244	180	64
Urgent delivery - on the same day or a specific time the next day	48 20%	40 22%	9 14%
Tracked service	76 31%	58 32%	18 28%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	37 21%	10 16%
Standard delivery	152 62%	111 61%	41 64%
International delivery	23 9%	16 9%	7 10%
Cross-Border Delivery	* *%	* *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	5 3%	4 6%
Don't Know (DO NOT READ OUT)	3 1%	2 1%	* 1%
NET: Urgent / Tracked / Timed Mail	112 46%	82 45%	30 46%

Columns Tested: a,b

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	h	i	j	*k	*l
Unweighted Base	376	-	22	54	67	11	24	16	51	39	43	25	24
Effective base	135	-	6	22	30	5	8	6	13	23	20	11	11
Weighted Base	244	-	11	41	45	11	22	2	20	46	9	20	19
Urgent delivery - on the same day or a specific time the next day	48 20%	- -%	5 50%	7 17%	2 5%	3 29%	1 3%	1 30%	5 27%	15 33%	2 23%	4 19%	3 16%
Tracked service	76 31%	- -%	4 38%	19 47%	4 10%	* 1%	5 21%	1 48%	5 26%	21 45%	5 53%	8 40%	4 21%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	- -%	6 58%	2 5%	* *%	3 25%	2 9%	* 1%	4 21%	22 48%	2 24%	3 13%	4 20%
Standard delivery	152 62%	- -%	8 73%	21 52%	37 81%	8 71%	13 59%	2 81%	15 77%	19 43%	5 58%	14 72%	10 51%
International delivery	23 9%	- -%	* 4%	3 7%	* 1%	- -%	5 23%	1 35%	2 8%	8 17%	1 6%	1 4%	3 15%
Cross-Border Delivery	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	- -%	- -%	3 7%	4 8%	- -%	- -%	- -%	- -%	2 5%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	3 1%	- -%	- -%	2 5%	* 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET: Urgent / Tracked / Timed Mail	112 46%	- -%	7 69%	20 49%	6 14%	3 29%	7 31%	2 66%	8 41%	30 66%	6 66%	13 64%	10 51%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 105 (continuation)

QV6B4. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned?

Base: All where Hybrid mail is sent

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	376	78	100	106	92	178	198
Effective base	135	29	39	37	31	68	67
Weighted Base	244	55	73	68	48	129	115
Urgent delivery - on the same day or a specific time the next day	48 20%	12 22%	6 8%	21 31%	9 19%	18 14%	30 26%
Tracked service	76 31%	23 41%	9 12%	27 40%	17 35%	32 25%	44 38%
Timed delivery (i.e. to arrive by specific time/day)	47 19%	8 15%	5 6%	26 38%	9 18%	13 10%	34 30%
Standard delivery	152 62%	33 60%	53 72%	37 54%	29 61%	86 67%	66 57%
International delivery	23 9%	3 6%	5 7%	10 15%	4 9%	9 7%	14 12%
Cross-Border Delivery	* *%	- -%	* *%	- -%	* 1%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	9 4%	3 5%	4 5%	2 3%	* *%	7 5%	2 2%
Don't Know (DO NOT READ OUT)	3 1%	2 4%	* 1%	- -%	* *%	2 2%	* *%
NET: Urgent / Tracked / Timed Mail	112 46%	27 49%	16 22%	40 59%	28 60%	43 34%	68 59%
		b		b	b		a

Columns Tested:: a,b,c,d - a,b

Table 106

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1779	547	1232	1257	278	79	165	522
Effective base	857	238	626	786	163	49	98	215
Weighted Base	1594	375	1219	1521	63	7	4	74
Standard Stamped Mail 1st Class	1000	228	773	958	36	4	2	42
	63%	61%	63%	63%	58%	60%	52%	58%
				d				
Standard Stamped Mail 2nd Class	820	169	651	790	25	4	1	30
	51%	45%	53%	52%	40%	55%	34%	41%
			a	bde		d		
1st Class large letter stamps	549	68	480	523	22	3	1	26
	34%	18%	39%	34%	35%	43%	25%	35%
			a			d		
2nd Class large letter stamps	477	53	424	463	12	2	1	14
	30%	14%	35%	30%	20%	22%	16%	20%
			a	bde				
Franked / metered mail 1st Class	80	21	59	68	10	2	1	12
	5%	6%	5%	4%	15%	23%	31%	17%
					a	a	abe	a
Franked / metered mail 2nd Class	71	16	55	61	7	1	1	9
	4%	4%	4%	4%	11%	20%	20%	12%
					a	a	ab	a
Standard parcels	178	-	178	170	6	1	1	8
	11%	-%	15%	11%	10%	11%	16%	10%
			a					
PPI - PPI 1st Class (Printed Postage Impressions)	51	2	49	48	2	1	*	3
	3%	*%	4%	3%	3%	11%	4%	4%
			a			abe		
PPI - PPI 2nd Class (Printed Postage Impressions)	50	*	49	48	1	*	*	1
	3%	*%	4%	3%	2%	3%	4%	2%
			a					
Bulk mail	14	*	14	11	2	1	*	3
	1%	*%	1%	1%	3%	8%	7%	4%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1779	547	1232	1257	278	79	165	522
Effective base	857	238	626	786	163	49	98	215
Weighted Base	1594	375	1219	1521	63	7	4	74
None of these (DO NOT READ OUT)	24	6	18	24	*	-	-	*
	2%	2%	1%	2%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	13	3	10	13	*	-	*	*
	1%	1%	1%	1%	*%	-%	2%	*%
Refused (DO NOT READ OUT)	1	-	1	1	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%

Columns Tested: a,b - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1779	645	437	175	170	187	165	1257	278	244
Effective base	857	456	252	102	112	84	98	786	163	105
Weighted Base	1594	959	449	113	44	26	4	1521	63	11
Standard Stamped Mail 1st Class	1000	575	308	75	27	13	2	958	36	6
	63%	60%	69%	66%	62%	51%	52%	63%	58%	57%
			aefhi	ef				ef		
Standard Stamped Mail 2nd Class	820	508	233	49	17	11	1	790	25	5
	51%	53%	52%	43%	40%	45%	34%	52%	40%	48%
		dfh	dfh					dfh		f
1st Class large letter stamps	549	315	165	42	16	9	1	523	22	4
	34%	33%	37%	37%	36%	35%	25%	34%	35%	37%
			f							
2nd Class large letter stamps	477	300	136	27	9	5	1	463	12	2
	30%	31%	30%	24%	21%	18%	16%	30%	20%	20%
		defhi	efhi					defhi		
Franked / metered mail 1st Class	80	25	30	13	6	5	1	68	10	3
	5%	3%	7%	12%	13%	21%	31%	4%	15%	26%
		a	ag	abg	abg	abcdgh			abg	abcdgh
Franked / metered mail 2nd Class	71	24	28	9	4	4	1	61	7	2
	4%	3%	6%	8%	10%	15%	20%	4%	11%	20%
		a	a	ag	abg	abcdgh			ag	abcdgh
Standard parcels	178	96	62	12	5	2	1	170	6	1
	11%	10%	14%	10%	12%	6%	16%	11%	10%	13%
		e					e			
PPI - PPI 1st Class (Printed Postage Impressions)	51	33	14	2	2	1	*	48	2	1
	3%	3%	3%	1%	4%	4%	4%	3%	3%	9%
										abcgh
PPI - PPI 2nd Class (Printed Postage Impressions)	50	38	9	2	1	*	*	48	1	*
	3%	4%	2%	1%	2%	2%	4%	3%	2%	4%
Bulk mail	14	3	6	1	1	1	*	11	2	1
	1%	*%	1%	1%	3%	5%	7%	1%	3%	8%
				ag	ag	abcg		ag	abcg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1779	645	437	175	170	187	165	1257	278	244
Effective base	857	456	252	102	112	84	98	786	163	105
Weighted Base	1594	959	449	113	44	26	4	1521	63	11
None of these (DO NOT READ OUT)	24 2%	16 2%	5 1%	2 2%	* *%	- -%	- -%	24 2%	* *%	- -%
Don't Know (DO NOT READ OUT)	13 1%	6 1%	4 1%	3 2%	* *%	- -%	* 2%	13 1%	* *%	* 1%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	- -%	* 1%	1 *%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1779	820	437	278	79	165	699	248	90	81	181
Effective base	857	583	261	163	49	98	470	122	40	27	30
Weighted Base	1594	1241	280	63	7	4	951	215	45	39	40
Standard Stamped Mail 1st Class	1000	774	183	36	4	2	589	146	28	19	24
	63%	62%	66%	58%	60%	52%	62%	68%	62%	50%	59%
		e	e								
Standard Stamped Mail 2nd Class	820	653	137	25	4	1	526	109	19	18	15
	51%	53%	49%	40%	55%	34%	55%	51%	42%	47%	38%
		ce	e		e						
1st Class large letter stamps	549	425	98	22	3	1	338	93	19	17	15
	34%	34%	35%	35%	43%	25%	35%	43%	43%	45%	36%
				e							
2nd Class large letter stamps	477	391	72	12	2	1	320	77	13	15	8
	30%	31%	26%	20%	22%	16%	34%	36%	28%	39%	20%
		ce									
Franked / metered mail 1st Class	80	40	28	10	2	1	27	11	8	5	6
	5%	3%	10%	15%	23%	31%	3%	5%	17%	12%	14%
			a	a	ab	abc			ab	a	a
Franked / metered mail 2nd Class	71	39	22	7	1	1	20	17	7	6	5
	4%	3%	8%	11%	20%	20%	2%	8%	15%	15%	13%
			a	a	ab	abc		a	a	a	a
Standard parcels	178	137	33	6	1	1	125	21	5	6	3
	11%	11%	12%	10%	11%	16%	13%	10%	11%	15%	8%
PPI - PPI 1st Class (Printed Postage Impressions)	51	36	12	2	1	*	33	8	1	3	1
	3%	3%	4%	3%	11%	4%	3%	3%	3%	7%	2%
				abc							
PPI - PPI 2nd Class (Printed Postage Impressions)	50	40	8	1	*	*	36	8	1	3	*
	3%	3%	3%	2%	3%	4%	4%	4%	3%	8%	3%
Bulk mail	14	4	7	2	1	*	6	2	1	3	1
	1%	3%	2%	3%	8%	7%	1%	1%	2%	8%	2%
			a	a	a	ab				ab	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1779	820	437	278	79	165	699	248	90	81	181
Effective base	857	583	261	163	49	98	470	122	40	27	30
Weighted Base	1594	1241	280	63	7	4	951	215	45	39	40
None of these (DO NOT READ OUT)	24	19	5	*	-	-	17	2	*	1	*
	2%	2%	2%	*%	-%	-%	2%	1%	1%	3%	1%
Don't Know (DO NOT READ OUT)	13	10	3	*	-	*	8	-	-	-	2
	1%	1%	1%	*%	-%	2%	1%	-%	-%	-%	4%
Refused (DO NOT READ OUT)	1	1	-	-	-	*	1	*	-	-	-
	*%	*%	-%	-%	-%	1%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1779	100	93	175	70	107	134	114	113	105
Effective base	857	70	69	115	48	77	97	85	77	72
Weighted Base	1594	140	126	263	77	123	226	203	136	116
Standard Stamped Mail 1st Class	1000	95	62	167	53	78	139	138	80	73
	63%	68%	49%	64%	69%	64%	61%	68%	59%	63%
		b			b			b		
Standard Stamped Mail 2nd Class	820	85	73	124	28	61	101	120	73	61
	51%	61%	58%	47%	37%	50%	45%	59%	54%	52%
		df	d					d		
1st Class large letter stamps	549	74	38	106	26	42	70	65	46	28
	34%	53%	30%	40%	34%	34%	31%	32%	34%	24%
		bdefghi		i						
2nd Class large letter stamps	477	65	37	65	22	45	59	60	53	27
	30%	47%	29%	25%	29%	37%	26%	29%	39%	23%
		bcfgi							ci	
Franked / metered mail 1st Class	80	8	6	25	2	5	12	7	3	3
	5%	5%	4%	9%	3%	4%	6%	4%	2%	2%
				h						
Franked / metered mail 2nd Class	71	6	5	22	3	8	5	3	10	3
	4%	4%	4%	8%	3%	6%	2%	1%	7%	2%
				g						
Standard parcels	178	30	10	19	6	27	25	21	18	9
	11%	21%	8%	7%	8%	22%	11%	10%	14%	8%
		bci				bcdgi				
PPI - PPI 1st Class (Printed Postage Impressions)	51	10	7	7	*	2	9	9	*	2
	3%	7%	6%	3%	*%	2%	4%	4%	*%	2%
		h	h							
PPI - PPI 2nd Class (Printed Postage Impressions)	50	9	7	3	4	1	15	6	*	2
	3%	6%	6%	1%	6%	1%	7%	3%	*%	2%
		ch	h		h		ch			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1779	100	93	175	70	107	134	114	113	105
Effective base	857	70	69	115	48	77	97	85	77	72
Weighted Base	1594	140	126	263	77	123	226	203	136	116
Bulk mail	14	4	*	1	*	2	1	1	*	*
	1%	3%	*%	*%	*%	2%	*%	1%	*%	*%
None of these (DO NOT READ OUT)	24	*	4	3	1	5	6	-	2	2
	2%	*%	3%	1%	1%	4%	3%	-%	2%	2%
Don't Know (DO NOT READ OUT)	13	-	-	1	-	3	4	*	-	2
	1%	-%	-%	*%	-%	3%	2%	*%	-%	2%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1779	282	306	423	1011	768	269	248	251
Effective base	857	197	215	297	693	344	127	142	138
Weighted Base	1594	316	402	691	1409	185	91	61	33
Standard Stamped Mail 1st Class	1000	204	237	444	884	116	57	41	18
	63%	65%	59%	64%	63%	62%	62%	67%	56%
Standard Stamped Mail 2nd Class	820	151	231	345	727	94	47	27	20
	51%	48%	58%	50%	52%	51%	51%	44%	60%
1st Class large letter stamps	549	96	158	241	495	54	24	21	8
	34%	31%	39%	35%	35%	29%	27%	35%	24%
2nd Class large letter stamps	477	94	155	183	432	45	19	16	9
	30%	30%	39%	27%	31%	24%	21%	27%	28%
Franked / metered mail 1st Class	80	10	16	44	70	10	5	3	1
	5%	3%	4%	6%	5%	5%	6%	5%	4%
Franked / metered mail 2nd Class	71	13	21	30	63	8	3	3	1
	4%	4%	5%	4%	4%	4%	4%	5%	4%
Standard parcels	178	42	58	64	164	14	6	5	3
	11%	13%	14%	9%	12%	7%	6%	8%	8%
PPI - PPI 1st Class (Printed Postage Impressions)	51	5	17	25	47	3	2	1	1
	3%	1%	4%	4%	3%	2%	2%	2%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	7	16	24	48	2	1	*	*
	3%	2%	4%	4%	3%	1%	1%	1%	1%
Bulk mail	14	3	4	3	10	4	2	1	1
	1%	1%	1%	*%	1%	2%	2%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1779	282	306	423	1011	768	269	248	251
Effective base	857	197	215	297	693	344	127	142	138
Weighted Base	1594	316	402	691	1409	185	91	61	33
None of these (DO NOT READ OUT)	24 2%	7 2%	6 2%	9 1%	23 2%	1 1%	* *%	1 2%	- -%
Don't Know (DO NOT READ OUT)	13 1%	5 2%	- -%	6 1%	11 1%	2 1%	1 1%	* *%	1 3%
Refused (DO NOT READ OUT)	1 *%	- -%	* *%	- -%	* *%	1 *%	- -%	1 1%	- -%
								d	

Columns Tested:: a,b,c,d,e,f,g,h

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1779	76	97	20	117	151	396	76	93	863
Effective base	857	38	36	11	47	74	209	32	35	438
Weighted Base	1594	88	78	28	106	177	321	52	54	790
Standard Stamped Mail 1st Class	1000	55	40	19	59	128	177	42	39	496
	63%	63%	52%	68%	56%	72%	55%	80%	73%	63%
						bf		bdfi	f	
Standard Stamped Mail 2nd Class	820	62	32	17	50	79	136	30	22	441
	51%	71%	42%	62%	47%	45%	42%	58%	41%	56%
		bdefh								f
1st Class large letter stamps	549	20	23	19	42	75	116	26	20	249
	34%	23%	30%	68%	40%	42%	36%	49%	38%	31%
						a		ai		
2nd Class large letter stamps	477	19	20	8	28	39	116	24	17	234
	30%	21%	26%	30%	27%	22%	36%	46%	31%	30%
						e		aei		
Franked / metered mail 1st Class	80	7	16	2	18	10	11	*	5	28
	5%	9%	21%	9%	17%	5%	3%	*%	9%	4%
			efgi		efgi					
Franked / metered mail 2nd Class	71	7	13	2	15	9	11	*	5	23
	4%	8%	16%	8%	14%	5%	3%	*%	9%	3%
			fgi		fgi					
Standard parcels	178	10	8	3	11	20	59	4	2	72
	11%	11%	11%	10%	10%	11%	18%	8%	4%	9%
							hi			
PPI - PPI 1st Class (Printed Postage Impressions)	51	5	1	*	1	5	14	*	*	25
	3%	6%	1%	*%	1%	3%	4%	1%	1%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	4	1	-	1	3	22	*	-	20
	3%	4%	1%	-%	1%	2%	7%	1%	-%	2%
							i			
Bulk mail	14	4	*	1	1	*	4	-	*	5
	1%	4%	1%	2%	1%	*%	1%	-%	*%	1%
		i								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1779	76	97	20	117	151	396	76	93	863
Effective base	857	38	36	11	47	74	209	32	35	438
Weighted Base	1594	88	78	28	106	177	321	52	54	790
None of these (DO NOT READ OUT)	24	1	3	-	3	-	8	-	1	12
	2%	1%	3%	-%	3%	-%	2%	-%	2%	2%
Don't Know (DO NOT READ OUT)	13	-	1	-	1	1	5	-	-	5
	1%	-%	2%	-%	1%	*%	2%	-%	-%	1%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1779	344	396	1039	1487	292	-	1516	263	1716	63
Effective base	857	158	209	508	718	139	-	774	91	825	33
Weighted Base	1594	370	321	903	1320	275	-	1474	121	1542	52
Standard Stamped Mail 1st Class	1000	242	177	581	830	170	-	913	87	966	34
	63%	65%	55%	64%	63%	62%	-%	62%	72%	63%	65%
Standard Stamped Mail 2nd Class	820	190	136	494	652	168	-	773	48	798	22
	51%	51%	42%	55%	49%	61%	-%	52%	40%	52%	43%
1st Class large letter stamps	549	137	116	296	456	92	-	522	26	543	6
	34%	37%	36%	33%	35%	34%	-%	35%	22%	35%	11%
2nd Class large letter stamps	477	86	116	275	391	86	-	456	22	476	1
	30%	23%	36%	31%	30%	31%	-%	31%	18%	31%	2%
Franked / metered mail 1st Class	80	36	11	34	70	10	-	70	10	79	1
	5%	10%	3%	4%	5%	4%	-%	5%	8%	5%	1%
Franked / metered mail 2nd Class	71	31	11	28	62	8	-	63	7	70	1
	4%	8%	3%	3%	5%	3%	-%	4%	6%	5%	2%
Standard parcels	178	40	59	79	145	33	-	167	10	175	3
	11%	11%	18%	9%	11%	12%	-%	11%	8%	11%	5%
PPI - PPI 1st Class (Printed Postage Impressions)	51	11	14	26	36	15	-	48	2	50	1
	3%	3%	4%	3%	3%	5%	-%	3%	2%	3%	1%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	8	22	20	38	12	-	49	1	49	1
	3%	2%	7%	2%	3%	4%	-%	3%	***	3%	1%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
	a	b	c	a	b	*c	a	b	a	b	
Significance Level: 95%											
Unweighted Base	1779	344	396	1039	1487	292	-	1516	263	1716	63
Effective base	857	158	209	508	718	139	-	774	91	825	33
Weighted Base	1594	370	321	903	1320	275	-	1474	121	1542	52
Bulk mail	14 1%	5 1%	4 1%	5 1%	12 1%	2 1%	- -%	12 1%	2 2%	14 1%	- -%
None of these (DO NOT READ OUT)	24 2%	4 1%	8 2%	13 1%	21 2%	3 1%	- -%	22 2%	2 2%	23 1%	2 3%
Don't Know (DO NOT READ OUT)	13 1%	2 1%	5 2%	6 1%	13 1%	- -%	- -%	13 1%	* *%	13 1%	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	- -%	1 *%	* *%	1 *%	- -%	1 *%	* *%	1 *%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1779	1084	330	350
Effective base	857	562	122	168
Weighted Base	1594	1044	235	306
Standard Stamped Mail 1st Class	1000	696	145	157
	63%	67%	62%	51%
		c		
Standard Stamped Mail 2nd Class	820	555	115	146
	51%	53%	49%	48%
1st Class large letter stamps	549	339	84	123
	34%	32%	36%	40%
2nd Class large letter stamps	477	286	72	119
	30%	27%	31%	39%
		a		
Franked / metered mail 1st Class	80	24	34	22
	5%	2%	14%	7%
			a	a
Franked / metered mail 2nd Class	71	14	33	24
	4%	1%	14%	8%
			a	a
Standard parcels	178	99	33	46
	11%	10%	14%	15%
PPI - PPI 1st Class (Printed Postage Impressions)	51	20	10	21
	3%	2%	4%	7%
				a
PPI - PPI 2nd Class (Printed Postage Impressions)	50	15	7	28
	3%	1%	3%	9%
				ab
Bulk mail	14	5	5	4
	1%	*%	2%	1%

Columns Tested: a,b,c

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1779	1084	330	350
Effective base	857	562	122	168
Weighted Base	1594	1044	235	306
None of these (DO NOT READ OUT)	24 2%	10 1%	3 1%	12 4% a
Don't Know (DO NOT READ OUT)	13 1%	10 1%	- -%	3 1%
Refused (DO NOT READ OUT)	1 *%	- -%	- -%	1 *%

Columns Tested: a,b,c

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1779	1385	269	68	13	25	8	6	5	1654	125	57
Effective base	857	736	94	16	4	6	2	3	2	828	29	13
Weighted Base	1594	1388	151	28	7	16	3	1	*	1539	55	28
Standard Stamped Mail 1st Class	1000	905	68	16	4	7	*	1	*	972	28	12
	63%	65%	45%	56%	59%	43%	4%	84%	11%	63%	51%	45%
		b								b		
Standard Stamped Mail 2nd Class	820	751	48	8	5	7	*	1	*	799	21	13
	51%	54%	32%	30%	70%	40%	14%	94%	14%	52%	39%	48%
		b								b		
1st Class large letter stamps	549	477	53	11	3	1	2	1	*	530	18	7
	34%	34%	35%	40%	42%	7%	83%	58%	85%	34%	33%	27%
2nd Class large letter stamps	477	405	53	6	1	9	2	1	*	457	20	13
	30%	29%	35%	23%	14%	54%	80%	69%	80%	30%	36%	48%
Franked / metered mail 1st Class	80	52	21	3	3	*	*	1	-	73	7	4
	5%	4%	14%	10%	42%	1%	2%	84%	-%	5%	13%	15%
			ai								a	a
Franked / metered mail 2nd Class	71	38	26	2	2	1	-	1	-	64	6	4
	4%	3%	17%	9%	27%	5%	-%	93%	-%	4%	12%	15%
			ai								a	a
Standard parcels	178	143	28	3	2	2	*	1	*	170	7	4
	11%	10%	18%	10%	25%	10%	2%	59%	6%	11%	13%	16%
			ai									
PPI - PPI 1st Class (Printed Postage Impressions)	51	27	14	4	2	3	*	1	*	41	10	6
	3%	2%	9%	15%	24%	21%	2%	54%	1%	3%	18%	22%
			ai	ai							ai	ai
PPI - PPI 2nd Class (Printed Postage Impressions)	50	22	17	4	2	4	*	1	*	39	11	7
	3%	2%	11%	14%	24%	26%	*%	69%	6%	3%	20%	25%
			ai	ai							ai	ai
Bulk mail	14	6	3	2	2	1	*	1	-	9	5	3
	1%	*%	2%	6%	25%	6%	2%	54%	-%	1%	9%	12%
				ai							ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1779	1385	269	68	13	25	8	6	5	1654	125	57
Effective base	857	736	94	16	4	6	2	3	2	828	29	13
Weighted Base	1594	1388	151	28	7	16	3	1	*	1539	55	28
None of these (DO NOT READ OUT)	24	18	5	1	-	-	-	-	-	23	1	-
	2%	1%	3%	5%	-%	-%	-%	-%	-%	1%	2%	-%
Don't Know (DO NOT READ OUT)	13	13	-	-	-	-	-	-	-	13	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Refused (DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1779	776	609	394	1700	1337	1779	1157	680	572	470	956	80	106	68	70	29
Effective base	857	455	283	123	808	621	857	542	302	218	264	491	25	34	20	18	8
Weighted Base	1594	889	498	207	1509	1167	1594	1035	589	409	474	938	36	68	36	31	11
Standard Stamped Mail 1st Class	1000	590	315	96	980	725	1000	640	366	271	279	626	19	33	24	14	4
	63%	66%	63%	46%	65%	62%	63%	62%	62%	66%	59%	67%	54%	49%	67%	46%	38%
		c	c									ad					
Standard Stamped Mail 2nd Class	820	489	261	70	799	608	820	518	295	206	222	510	10	39	13	23	4
	51%	55%	52%	34%	53%	52%	51%	50%	50%	50%	47%	54%	29%	58%	35%	72%	35%
		c	c									c		c		ace	
1st Class large letter stamps	549	257	221	71	525	504	549	434	279	159	60	433	12	20	11	11	2
	34%	29%	44%	34%	35%	43%	34%	42%	47%	39%	13%	46%	34%	30%	30%	34%	17%
			a			ac		ac	ac			a	a	a	a	a	
2nd Class large letter stamps	477	225	180	72	449	441	477	386	216	135	57	354	8	33	9	13	3
	30%	25%	36%	35%	30%	38%	30%	37%	37%	33%	12%	38%	21%	48%	25%	40%	30%
			a	a		ac		ac	ac			a		ac		a	
Franked / metered mail 1st Class	80	15	37	28	79	76	80	67	33	41	4	46	5	8	3	11	3
	5%	2%	7%	14%	5%	7%	5%	6%	6%	10%	1%	5%	14%	11%	9%	34%	31%
			a	a						ac		a	a	a	a	ab	
Franked / metered mail 2nd Class	71	16	22	32	66	68	71	56	34	38	2	41	7	8	3	9	1
	4%	2%	4%	16%	4%	6%	4%	5%	6%	9%	*%	4%	19%	11%	8%	28%	12%
			a	ab						ac		a	ab	a	a	ab	
Standard parcels	178	70	72	35	165	160	178	172	111	48	30	121	5	8	3	9	1
	11%	8%	15%	17%	11%	14%	11%	17%	19%	12%	6%	13%	15%	12%	10%	28%	6%
			a	a				ac	abcf			a				a	
PPI - PPI 1st Class (Printed Postage Impressions)	51	6	20	24	45	47	51	49	29	23	7	25	1	4	7	4	1
	3%	1%	4%	12%	3%	4%	3%	5%	5%	6%	2%	3%	2%	6%	20%	13%	13%
			a	ab											ab	ab	
PPI - PPI 2nd Class (Printed Postage Impressions)	50	11	11	28	41	50	50	50	31	15	9	23	1	3	7	6	1
	3%	1%	2%	13%	3%	4%	3%	5%	5%	4%	2%	2%	2%	5%	18%	19%	11%
			ab					a	a						ab	ab	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1779	776	609	394	1700	1337	1779	1157	680	572	470	956	80	106	68	70	29
Effective base	857	455	283	123	808	621	857	542	302	218	264	491	25	34	20	18	8
Weighted Base	1594	889	498	207	1509	1167	1594	1035	589	409	474	938	36	68	36	31	11
Bulk mail	14 1%	3 *%	3 1%	8 4%	12 1%	13 1%	14 1%	13 1%	12 2%	13 3%	2 *%	4 *%	1 4%	1 1%	1 2%	5 15%	1 6%
None of these (DO NOT READ OUT)	24 2%	12 1%	6 1%	6 3%	22 1%	18 2%	24 2%	20 2%	12 2%	- -%	7 1%	14 1%	1 2%	- -%	3 8%	- -%	- -%
Don't Know (DO NOT READ OUT)	13 1%	7 1%	7 1%	- -%	13 1%	9 1%	13 1%	12 1%	7 1%	1 *%	4 1%	9 1%	- -%	- -%	- -%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	- -%	1 1%	- -%	* *%	- -%	- -%
				ab				f	f	abc					b	abd	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1779	1318	128	87	74	38	38	17	966	152	90	56	38	20	15
Effective base	857	694	50	25	21	12	7	3	503	51	23	23	9	8	5
Weighted Base	1594	1313	76	51	32	16	14	5	935	108	46	44	16	11	7
Standard Stamped Mail 1st Class	1000	854	53	36	19	7	10	1	611	56	23	21	10	2	3
	63%	65%	69%	72%	58%	41%	71%	13%	65%	52%	49%	49%	61%	14%	39%
Standard Stamped Mail 2nd Class	820	700	35	27	17	10	8	2	504	46	19	22	9	6	2
	51%	53%	46%	53%	53%	59%	56%	44%	54%	43%	41%	49%	56%	53%	35%
1st Class large letter stamps	549	449	38	15	9	6	7	*	421	47	15	14	5	1	1
	34%	34%	50%	30%	28%	35%	48%	8%	45%	43%	32%	31%	32%	10%	16%
2nd Class large letter stamps	477	388	20	20	7	6	7	2	354	43	17	19	4	3	3
	30%	30%	26%	39%	21%	38%	50%	35%	38%	39%	37%	43%	22%	25%	40%
Franked / metered mail 1st Class	80	52	9	4	4	3	6	3	38	21	2	8	2	5	-
	5%	4%	11%	7%	11%	18%	42%	54%	4%	19%	4%	19%	15%	49%	-%
Franked / metered mail 2nd Class	71	41	8	2	5	3	6	*	30	22	4	9	2	1	*
	4%	3%	10%	5%	15%	21%	44%	8%	3%	21%	9%	20%	13%	7%	4%
Standard parcels	178	140	12	2	3	5	2	*	132	7	6	9	3	4	-
	11%	11%	16%	4%	10%	31%	11%	2%	14%	6%	14%	20%	20%	33%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	51	27	5	5	5	3	1	*	27	2	1	7	7	1	1
	3%	2%	6%	11%	15%	16%	5%	2%	3%	2%	3%	16%	41%	9%	10%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	27	-	6	3	3	1	*	31	1	1	7	6	2	1
	3%	2%	-%	12%	10%	20%	5%	1%	3%	1%	3%	15%	39%	15%	10%
Bulk mail	14	5	1	1	*	3	1	*	5	2	*	2	2	1	*
	1%	*%	1%	2%	1%	20%	5%	5%	1%	2%	1%	5%	12%	11%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1779	1318	128	87	74	38	38	17	966	152	90	56	38	20	15
Effective base	857	694	50	25	21	12	7	3	503	51	23	23	9	8	5
Weighted Base	1594	1313	76	51	32	16	14	5	935	108	46	44	16	11	7
None of these (DO NOT READ OUT)	24	20	-	-	-	3	-	-	12	5	1	-	-	-	-
	2%	1%	-%	-%	-%	17%	-%	-%	1%	5%	2%	-%	-%	-%	-%
						abc									
Don't Know (DO NOT READ OUT)	13	13	*	-	-	-	-	-	9	-	-	-	-	-	-
	1%	1%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	1	-	-	*	-	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1779	815	120	84	51	43	15	29	742	350	377	217	84
Effective base	857	422	45	29	21	13	5	10	427	164	172	68	25
Weighted Base	1594	812	88	45	36	25	11	19	825	307	310	101	44
Standard Stamped Mail 1st Class	1000	519	55	22	18	11	7	8	526	206	180	62	24
	63%	64%	62%	49%	50%	45%	64%	44%	64%	67%	58%	62%	56%
Standard Stamped Mail 2nd Class	820	419	41	23	16	13	4	2	457	139	149	45	23
	51%	52%	46%	52%	45%	54%	38%	12%	55%	45%	48%	45%	53%
1st Class large letter stamps	549	350	34	16	15	9	1	9	255	112	119	40	22
	34%	43%	39%	36%	42%	35%	11%	49%	31%	36%	38%	40%	50%
													a
2nd Class large letter stamps	477	304	34	17	12	13	1	5	225	82	112	30	26
	30%	37%	39%	38%	33%	52%	6%	24%	27%	27%	36%	30%	59%
											a		abcd
Franked / metered mail 1st Class	80	41	8	9	4	1	1	2	17	14	26	14	9
	5%	5%	9%	20%	12%	5%	12%	13%	2%	4%	8%	14%	22%
				a							a	ab	abc
Franked / metered mail 2nd Class	71	33	2	5	12	1	1	*	17	6	28	13	7
	4%	4%	3%	12%	35%	5%	8%	1%	2%	2%	9%	13%	17%
				abe							ab	ab	ab
Standard parcels	178	142	13	5	5	3	2	1	75	37	41	14	12
	11%	18%	15%	11%	14%	13%	23%	8%	9%	12%	13%	13%	27%
													a
PPI - PPI 1st Class (Printed Postage Impressions)	51	22	11	2	7	1	4	2	9	13	15	10	3
	3%	3%	12%	3%	18%	4%	41%	11%	1%	4%	5%	10%	7%
			a		a					a	a	a	a
PPI - PPI 2nd Class (Printed Postage Impressions)	50	24	8	1	8	3	4	2	11	6	20	7	6
	3%	3%	10%	3%	21%	10%	38%	12%	1%	2%	6%	7%	13%
			a		ac						a	a	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1779	815	120	84	51	43	15	29	742	350	377	217	84
Effective base	857	422	45	29	21	13	5	10	427	164	172	68	25
Weighted Base	1594	812	88	45	36	25	11	19	825	307	310	101	44
Bulk mail	14 1%	3 *%	2 2%	2 4%	4 10%	2 6%	2 17%	- -%	3 *%	3 1%	5 2%	2 2%	1 2%
None of these (DO NOT READ OUT)	24 2%	17 2%	1 1%	- -%	1 2%	- -%	* 5%	- -%	11 1%	2 1%	8 3%	* *%	2 6%
Don't Know (DO NOT READ OUT)	13 1%	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	11 1%	2 1%	* *%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	- -%	* *%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 *%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1779	787	333	315	195	61	576	263	277	146	62
Effective base	857	448	157	137	53	15	319	115	115	50	18
Weighted Base	1594	883	282	232	76	26	625	221	201	74	35
Standard Stamped Mail 1st Class	1000 63%	570 65%	191 68%	150 65%	50 66%	16 64%	403 64%	151 68%	98 49%	47 63%	19 56%
Standard Stamped Mail 2nd Class	820 51%	495 56%	132 47%	114 49%	35 47%	16 63%	360 58%	95 43%	91 46%	34 46%	19 54%
1st Class large letter stamps	549 34%	268 30%	115 41%	95 41%	28 37%	14 55%	280 45%	99 45%	71 36%	33 45%	17 49%
2nd Class large letter stamps	477 30%	238 27%	86 31%	80 35%	21 28%	17 64%	237 38%	76 35%	77 38%	24 32%	22 63%
Franked / metered mail 1st Class	80 5%	24 3%	11 4%	25 11%	13 17%	7 26%	24 4%	16 7%	18 9%	10 13%	8 24%
Franked / metered mail 2nd Class	71 4%	17 2%	5 2%	21 9%	13 17%	6 25%	23 4%	12 6%	20 10%	7 9%	6 17%
Standard parcels	178 11%	85 10%	32 11%	35 15%	4 6%	8 33%	81 13%	31 14%	28 14%	13 17%	7 21%
PPI - PPI 1st Class (Printed Postage Impressions)	51 3%	16 2%	13 5%	7 3%	6 8%	3 11%	11 2%	12 6%	13 6%	8 11%	2 6%
PPI - PPI 2nd Class (Printed Postage Impressions)	50 3%	19 2%	11 4%	3 1%	5 6%	3 11%	11 2%	6 3%	21 11%	6 8%	5 14%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1779	787	333	315	195	61	576	263	277	146	62
Effective base	857	448	157	137	53	15	319	115	115	50	18
Weighted Base	1594	883	282	232	76	26	625	221	201	74	35
Bulk mail	14 1%	2 *%	3 1%	4 2%	2 2%	1 3%	3 1%	2 1%	5 3%	2 3%	* *%
None of these (DO NOT READ OUT)	24 2%	16 2%	1 *%	4 2%	* *%	2 6%	8 1%	1 1%	8 4%	- -%	1 2%
Don't Know (DO NOT READ OUT)	13 1%	12 1%	1 *%	* *%	- -%	- -%	7 1%	2 1%	* *%	- -%	- -%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	1 *%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1779	512	180	233	143	67	637	77	432	1654	125	1662	38
Effective base	857	283	75	100	53	23	299	36	205	807	51	795	13
Weighted Base	1594	560	155	171	93	37	565	44	413	1494	100	1480	29
Standard Stamped Mail 1st Class	1000	368	94	94	48	21	308	31	292	953	47	968	12
	63%	66%	61%	55%	52%	56%	54%	69%	71%	64%	47%	65%	43%
		d							a	b			
Standard Stamped Mail 2nd Class	820	300	76	72	41	14	278	19	215	773	48	787	12
	51%	54%	49%	42%	45%	39%	49%	43%	52%	52%	48%	53%	43%
1st Class large letter stamps	549	244	65	58	38	15	212	25	191	522	26	515	10
	34%	44%	42%	34%	40%	41%	38%	56%	46%	35%	26%	35%	35%
								a					
2nd Class large letter stamps	477	214	50	52	40	21	207	18	154	440	37	435	15
	30%	38%	32%	31%	43%	56%	37%	41%	37%	29%	37%	29%	51%
						bc							
Franked / metered mail 1st Class	80	18	12	18	13	4	42	2	21	61	19	71	9
	5%	3%	8%	10%	14%	12%	7%	5%	5%	4%	19%	5%	30%
				a	a						a		a
Franked / metered mail 2nd Class	71	19	6	12	16	2	35	2	17	58	13	56	10
	4%	3%	4%	7%	17%	4%	6%	5%	4%	4%	12%	4%	34%
					ab						a		a
Standard parcels	178	93	34	22	16	7	95	6	72	162	16	161	4
	11%	17%	22%	13%	17%	18%	17%	13%	17%	11%	16%	11%	13%
PPI - PPI 1st Class (Printed Postage Impressions)	51	8	8	15	15	2	34	1	13	49	2	41	5
	3%	2%	5%	9%	16%	6%	6%	3%	3%	3%	2%	3%	16%
				a	ab								a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1779	512	180	233	143	67	637	77	432	1654	125	1662	38
Effective base	857	283	75	100	53	23	299	36	205	807	51	795	13
Weighted Base	1594	560	155	171	93	37	565	44	413	1494	100	1480	29
PPI - PPI 2nd Class (Printed Postage Impressions)	50	8	4	18	16	4	40	-	10	47	3	35	6
	3%	1%	2%	10%	17%	10%	7%	-%	2%	3%	3%	2%	20%
				ab	ab	a	c						a
Bulk mail	14	4	2	4	3	*	11	*	2	10	4	10	2
	1%	1%	1%	2%	4%	*%	2%	1%	*%	1%	4%	1%	7%
											a		a
None of these (DO NOT READ OUT)	24	9	4	5	1	1	12	2	6	22	3	22	-
	2%	2%	3%	3%	1%	4%	2%	3%	1%	1%	3%	2%	-%
Don't Know (DO NOT READ OUT)	13	9	1	2	-	-	7	-	5	12	1	12	1
	1%	2%	1%	1%	-%	-%	1%	-%	1%	1%	1%	1%	5%
Refused (DO NOT READ OUT)	1	-	-	1	*	-	1	-	-	1	-	1	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1779	1234	103	842	315	1665	35	1226	111	843	314
Effective base	857	592	29	419	124	796	12	584	37	422	121
Weighted Base	1594	1103	64	788	247	1482	27	1093	74	790	246
Standard Stamped Mail 1st Class	1000	692	33	500	140	969	10	684	41	507	133
	63%	63%	52%	63%	57%	65%	38%	63%	55%	64%	54%
										b	
Standard Stamped Mail 2nd Class	820	575	33	387	131	789	10	573	35	391	127
	51%	52%	51%	49%	53%	53%	38%	52%	47%	50%	52%
1st Class large letter stamps	549	470	34	341	93	510	15	469	34	345	89
	34%	43%	52%	43%	38%	34%	53%	43%	47%	44%	36%
2nd Class large letter stamps	477	415	26	289	97	432	17	411	30	297	89
	30%	38%	41%	37%	39%	29%	61%	38%	41%	38%	36%
							a				
Franked / metered mail 1st Class	80	64	12	43	24	73	6	62	14	44	23
	5%	6%	19%	6%	10%	5%	24%	6%	20%	6%	9%
			a				a		a		
Franked / metered mail 2nd Class	71	56	13	36	20	52	14	55	13	36	20
	4%	5%	20%	5%	8%	4%	51%	5%	18%	5%	8%
			a				a		a		
Standard parcels	178	155	6	137	36	162	3	150	11	140	33
	11%	14%	9%	17%	15%	11%	11%	14%	14%	18%	13%
PPI - PPI 1st Class (Printed Postage Impressions)	51	42	5	40	8	43	3	38	8	42	6
	3%	4%	8%	5%	3%	3%	9%	3%	11%	5%	3%
									a		
PPI - PPI 2nd Class (Printed Postage Impressions)	50	47	3	37	13	39	2	42	7	41	9
	3%	4%	5%	5%	5%	3%	7%	4%	10%	5%	4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1779	1234	103	842	315	1665	35	1226	111	843	314
Effective base	857	592	29	419	124	796	12	584	37	422	121
Weighted Base	1594	1103	64	788	247	1482	27	1093	74	790	246
Bulk mail	14	10	4	5	8	10	2	7	6	8	5
	1%	1%	6%	1%	3%	1%	6%	1%	8%	1%	2%
		a	a	a	a	a	a	a	a	a	a
None of these (DO NOT READ OUT)	24	18	-	16	3	21	2	17	2	16	3
	2%	2%	-%	2%	1%	1%	6%	2%	2%	2%	1%
Don't Know (DO NOT READ OUT)	13	8	1	10	2	12	1	8	1	10	2
	1%	1%	2%	1%	1%	1%	5%	1%	2%	1%	1%
Refused (DO NOT READ OUT)	1	1	*	1	-	1	-	1	-	-	1
	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1779	783	1365	243	2	704	977	198	4	803	648	211	2
Effective base	857	349	669	103	1	315	467	87	3	370	315	93	2
Weighted Base	1594	664	1232	193	2	598	845	159	4	714	563	166	4
Standard Stamped Mail 1st Class	1000	468	805	128	-	394	537	94	4	467	352	106	-
	63%	70%	65%	66%	-%	66%	64%	59%	96%	65%	63%	64%	-%
Standard Stamped Mail 2nd Class	820	302	710	103	-	268	492	80	3	335	325	87	-
	51%	46%	58%	54%	-%	45%	58%	50%	83%	47%	58%	52%	-%
1st Class large letter stamps	549	317	434	110	*	304	392	91	4	328	266	95	-
	34%	48%	35%	57%	10%	51%	46%	57%	87%	46%	47%	57%	-%
2nd Class large letter stamps	477	228	399	87	-	219	365	79	3	270	249	89	2
	30%	34%	32%	45%	-%	37%	43%	49%	83%	38%	44%	54%	59%
Franked / metered mail 1st Class	80	51	68	27	-	52	55	22	-	57	36	21	-
	5%	8%	6%	14%	-%	9%	6%	14%	-%	8%	6%	12%	-%
Franked / metered mail 2nd Class	71	41	58	22	-	44	55	19	-	44	32	20	-
	4%	6%	5%	11%	-%	7%	7%	12%	-%	6%	6%	12%	-%
Standard parcels	178	101	148	46	-	91	142	41	-	117	138	42	-
	11%	15%	12%	24%	-%	15%	17%	26%	-%	16%	25%	25%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	51	31	40	11	-	40	32	17	-	45	34	18	-
	3%	5%	3%	6%	-%	7%	4%	10%	-%	6%	6%	11%	-%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	24	35	8	-	33	36	14	2	39	34	17	-
	3%	4%	3%	4%	-%	6%	4%	8%	44%	5%	6%	11%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1779	783	1365	243	2	704	977	198	4	803	648	211	2
Effective base	857	349	669	103	1	315	467	87	3	370	315	93	2
Weighted Base	1594	664	1232	193	2	598	845	159	4	714	563	166	4
Bulk mail	14 1%	10 1%	9 1%	6 3%	- -%	10 2%	9 1%	5 3%	- -%	12 2%	9 2%	5 3%	- -%
None of these (DO NOT READ OUT)	24 2%	15 2%	10 1%	4 2%	- -%	13 2%	9 1%	4 2%	- -%	12 2%	10 2%	6 4%	2 41%
Don't Know (DO NOT READ OUT)	13 1%	9 1%	5 *%	2 1%	1 90%	8 1%	3 *%	2 1%	- -%	9 1%	3 1%	2 1%	- -%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%	1 *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1779	1644	1220	830	1286	1059	50	561	439	415	112	78	464	433
Effective base	857	785	575	408	610	516	18	286	212	201	57	43	226	208
Weighted Base	1594	1459	1062	755	1157	969	14	531	403	382	110	84	440	398
Standard Stamped Mail 1st Class	1000	967	660	485	1000	505	9	363	294	250	66	56	360	203
	63%	66%	62%	64%	86%	52%	62%	68%	73%	65%	59%	66%	82%	51%
					bc				d				b	
Standard Stamped Mail 2nd Class	820	775	556	388	491	820	7	318	214	196	59	57	202	318
	51%	53%	52%	51%	42%	85%	51%	60%	53%	51%	53%	67%	46%	80%
					ac								a	
1st Class large letter stamps	549	512	486	352	549	328	7	268	239	199	67	58	195	136
	34%	35%	46%	47%	47%	34%	48%	51%	59%	52%	61%	69%	44%	34%
			a	a	b							ac	b	
2nd Class large letter stamps	477	431	435	322	318	477	4	270	175	169	55	60	129	183
	30%	30%	41%	43%	27%	49%	32%	51%	43%	44%	50%	72%	29%	46%
			a	a	a							abcd	a	
Franked / metered mail 1st Class	80	75	73	50	80	51	4	38	30	33	16	6	28	24
	5%	5%	7%	7%	7%	5%	27%	7%	7%	9%	14%	7%	6%	6%
							ab							
Franked / metered mail 2nd Class	71	62	66	42	51	71	4	31	19	22	15	8	18	33
	4%	4%	6%	6%	4%	7%	32%	6%	5%	6%	14%	10%	4%	8%
						a	ab				ab			
Standard parcels	178	162	160	160	134	120	8	147	93	79	31	25	-	-
	11%	11%	15%	21%	12%	12%	59%	28%	23%	21%	28%	30%	-%	-%
			a	ab			ab							
PPI - PPI 1st Class (Printed Postage Impressions)	51	45	40	46	51	32	4	34	32	33	15	8	12	10
	3%	3%	4%	6%	4%	3%	26%	6%	8%	9%	14%	9%	3%	3%
				a			ab				a			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1779	1644	1220	830	1286	1059	50	561	439	415	112	78	464	433
Effective base	857	785	575	408	610	516	18	286	212	201	57	43	226	208
Weighted Base	1594	1459	1062	755	1157	969	14	531	403	382	110	84	440	398
PPI - PPI 2nd Class (Printed Postage Impressions)	50 3%	38 3%	45 4%	45 6% a	33 3%	50 5%	3 24% ab	33 6%	26 7%	33 9%	13 12%	6 7%	8 2%	19 5%
Bulk mail	14 1%	12 1%	12 1%	11 1%	10 1%	8 1%	14 100% ab	10 2%	7 2%	9 2%	4 3%	4 5%	1 *%	1 *%
None of these (DO NOT READ OUT)	24 2%	22 2%	17 2%	17 2%	- -%	- -%	- -%	8 1%	4 1%	6 2%	6 5% b	3 3%	3 1%	5 1%
Don't Know (DO NOT READ OUT)	13 1%	13 1%	7 1%	8 1%	- -%	- -%	- -%	1 *%	2 *%	4 1%	- -%	- -%	- -%	* *%
Refused (DO NOT READ OUT)	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1779	164	88	69	29	1596	1137	1655	1136	1086	730	1511	217	-	1454	102
Effective base	857	79	36	32	16	757	512	785	520	491	337	735	100	-	682	60
Weighted Base	1594	149	61	52	37	1414	917	1464	952	891	644	1358	178	-	1264	109
Standard Stamped Mail 1st Class	1000	101	28	19	18	936	602	957	623	569	440	873	132	-	791	63
	63%	68%	47%	36%	48%	66%	66%	65%	65%	64%	68%	64%	74%	-%	63%	58%
		bc														
Standard Stamped Mail 2nd Class	820	96	21	20	18	744	497	762	493	466	324	723	116	-	631	70
	51%	65%	35%	39%	49%	53%	54%	52%	52%	52%	50%	53%	65%	-%	50%	64%
		bc											ab		a	
1st Class large letter stamps	549	62	27	20	13	501	376	519	381	346	303	490	96	-	429	35
	34%	42%	44%	39%	35%	35%	41%	35%	40%	39%	47%	36%	54%	-%	34%	32%
		ac									b		b			
2nd Class large letter stamps	477	64	20	24	25	423	311	430	323	282	238	415	90	-	372	35
	30%	43%	33%	46%	67%	30%	34%	29%	34%	32%	37%	31%	51%	-%	29%	32%
											b		ab			
Franked / metered mail 1st Class	80	10	5	8	1	73	58	75	60	63	52	64	14	-	62	10
	5%	6%	9%	14%	2%	5%	6%	5%	6%	7%	8%	5%	8%	-%	5%	9%
											b					
Franked / metered mail 2nd Class	71	11	9	3	1	61	49	62	45	53	37	51	10	-	51	8
	4%	7%	15%	5%	3%	4%	5%	4%	5%	6%	6%	4%	6%	-%	4%	7%
Standard parcels	178	30	9	12	1	153	105	159	135	108	87	149	35	-	151	10
	11%	20%	14%	24%	3%	11%	11%	11%	14%	12%	14%	11%	19%	-%	12%	9%
													b			
PPI - PPI 1st Class (Printed Postage Impressions)	51	14	6	-	1	42	28	44	37	34	34	40	13	-	45	1
	3%	9%	9%	-%	2%	3%	3%	3%	4%	4%	5%	3%	7%	-%	4%	1%
													b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1779	164	88	69	29	1596	1137	1655	1136	1086	730	1511	217	-	1454	102
Effective base	857	79	36	32	16	757	512	785	520	491	337	735	100	-	682	60
Weighted Base	1594	149	61	52	37	1414	917	1464	952	891	644	1358	178	-	1264	109
PPI - PPI 2nd Class (Printed Postage Impressions)	50	14	2	*	-	34	27	37	34	28	24	37	11	-	44	1
	3%	10%	4%	*%	-%	2%	3%	3%	4%	3%	4%	3%	6%	-%	3%	1%
Bulk mail	14	4	3	*	1	13	10	14	13	9	11	11	7	-	12	2
	1%	3%	5%	*%	3%	1%	1%	1%	1%	1%	2%	1%	4%	-%	1%	2%
													b			
None of these (DO NOT READ OUT)	24	1	4	*	1	23	9	23	15	15	12	19	4	-	20	4
	2%	1%	7%	1%	4%	2%	1%	2%	2%	2%	2%	1%	2%	-%	2%	4%
Don't Know (DO NOT READ OUT)	13	1	-	*	-	12	7	12	8	4	5	8	1	-	8	*
	1%	1%	-%	1%	-%	1%	1%	1%	1%	*%	1%	1%	1%	-%	1%	*%
Refused (DO NOT READ OUT)	1	-	-	1	-	1	1	1	1	1	1	1	-	-	1	-
	*%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1779	651	1128	415	18	193	300	186	1193	384	216	273	1252
Effective base	857	320	538	181	12	81	139	83	585	182	103	125	618
Weighted Base	1594	623	972	357	32	170	278	150	1097	336	186	254	1124
Standard Stamped Mail 1st Class	1000	359	642	210	13	89	165	81	715	203	100	156	733
	63%	58%	66%	59%	41%	53%	59%	54%	65%	60%	54%	62%	65%
			a						a				a
Standard Stamped Mail 2nd Class	820	314	506	184	15	91	144	55	547	216	94	116	594
	51%	50%	52%	52%	46%	53%	52%	37%	50%	64%	50%	46%	53%
			a						a	ab			
1st Class large letter stamps	549	224	324	133	12	71	108	60	362	123	55	106	378
	34%	36%	33%	37%	37%	42%	39%	40%	33%	36%	30%	42%	34%
2nd Class large letter stamps	477	225	252	145	11	84	102	54	295	124	60	89	317
	30%	36%	26%	41%	34%	50%	37%	36%	27%	37%	32%	35%	28%
			b							b			
Franked / metered mail 1st Class	80	41	39	23	5	16	17	11	44	24	14	16	48
	5%	7%	4%	7%	16%	10%	6%	7%	4%	7%	7%	6%	4%
Franked / metered mail 2nd Class	71	41	29	22	5	19	14	12	37	21	16	13	41
	4%	7%	3%	6%	16%	11%	5%	8%	3%	6%	8%	5%	4%
			b					b			c		
Standard parcels	178	91	87	59	3	26	47	30	110	36	26	44	108
	11%	15%	9%	17%	9%	15%	17%	20%	10%	11%	14%	17%	10%
			b					bc				c	
PPI - PPI 1st Class (Printed Postage Impressions)	51	34	16	30	1	10	21	14	28	7	12	21	18
	3%	5%	2%	8%	2%	6%	8%	9%	3%	2%	6%	8%	2%
			b					bc			c	c	
PPI - PPI 2nd Class (Printed Postage Impressions)	50	38	12	27	2	11	19	16	27	6	13	15	20
	3%	6%	1%	8%	6%	7%	7%	11%	2%	2%	7%	6%	2%
			b					bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1779	651	1128	415	18	193	300	186	1193	384	216	273	1252
Effective base	857	320	538	181	12	81	139	83	585	182	103	125	618
Weighted Base	1594	623	972	357	32	170	278	150	1097	336	186	254	1124
Bulk mail	14 1%	10 2%	4 *%	10 3%	- -%	5 3%	6 2%	5 3%	9 1%	1 *%	3 2%	3 1%	7 1%
None of these (DO NOT READ OUT)	24 2%	13 2%	12 1%	7 2%	- -%	4 2%	9 3%	6 4%	16 1%	2 1%	2 1%	7 3%	14 1%
Don't Know (DO NOT READ OUT)	13 1%	3 *%	11 1%	2 1%	- -%	- -%	4 1%	1 1%	12 1%	* *%	2 1%	2 1%	9 1%
Refused (DO NOT READ OUT)	1 *%	1 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	* *%	- -%	1 *%	* *%	- -%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1779	880	899
Effective base	857	380	477
Weighted Base	1594	691	903
Standard Stamped Mail 1st Class	1000	449	551
	63%	65%	61%
Standard Stamped Mail 2nd Class	820	356	464
	51%	52%	51%
1st Class large letter stamps	549	219	330
	34%	32%	37%
2nd Class large letter stamps	477	190	287
	30%	27%	32%
Franked / metered mail 1st Class	80	40	40
	5%	6%	4%
Franked / metered mail 2nd Class	71	33	37
	4%	5%	4%
Standard parcels	178	55	123
	11%	8%	14%
		a	
PPI - PPI 1st Class (Printed Postage Impressions)	51	19	32
	3%	3%	4%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	10	40
	3%	1%	4%
		a	
Bulk mail	14	6	8
	1%	1%	1%
None of these (DO NOT READ OUT)	24	8	17
	2%	1%	2%

Columns Tested: a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1779	880	899
Effective base	857	380	477
Weighted Base	1594	691	903
Don't Know (DO NOT READ OUT)	13 1%	2 *%	12 1%
Refused (DO NOT READ OUT)	1 *%	* *%	1 *%

Columns Tested:: a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1779	-	80	287	317	35	136	102	210	164	165	190	93
Effective base	857	-	33	141	148	15	76	30	100	100	56	130	53
Weighted Base	1594	-	61	293	252	20	146	38	174	195	53	277	85
Standard Stamped Mail 1st Class	1000	-	47	189	148	12	82	26	115	125	25	168	64
	63%	-%	77%	65%	59%	60%	56%	69%	66%	64%	48%	61%	75%
			dfj	j					j	j			dfj
Standard Stamped Mail 2nd Class	820	-	31	136	134	7	82	19	95	104	26	143	45
	51%	-%	50%	47%	53%	33%	56%	49%	54%	53%	48%	52%	53%
1st Class large letter stamps	549	-	34	109	57	9	56	18	71	67	10	89	29
	34%	-%	56%	37%	23%	48%	38%	46%	41%	34%	19%	32%	34%
			dijk	dj		dj	dj	dj	dj	dj			
2nd Class large letter stamps	477	-	21	98	45	6	47	11	59	59	12	94	24
	30%	-%	35%	34%	18%	30%	32%	29%	34%	30%	23%	34%	29%
			d	d		d	d	d	d	d		d	
Franked / metered mail 1st Class	80	-	3	22	7	2	7	3	6	20	1	5	3
	5%	-%	6%	7%	3%	9%	5%	8%	4%	10%	2%	2%	4%
			k							dk			
Franked / metered mail 2nd Class	71	-	3	16	6	2	8	1	4	17	1	10	2
	4%	-%	5%	5%	3%	8%	6%	2%	3%	9%	2%	4%	2%
										d			
Standard parcels	178	-	-	-	-	-	-	12	39	36	9	69	14
	11%	-%	-%	-%	-%	-%	-%	30%	22%	18%	16%	25%	17%
								bcdef	bcdef	bcd	bcd	bcdef	bcd
PPI - PPI 1st Class (Printed Postage Impressions)	51	-	2	8	4	2	3	4	6	10	3	9	1
	3%	-%	3%	3%	2%	8%	2%	10%	4%	5%	5%	3%	1%
								d					
PPI - PPI 2nd Class (Printed Postage Impressions)	50	-	2	10	5	2	3	*	7	10	2	10	*
	3%	-%	3%	3%	2%	8%	2%	*%	4%	5%	4%	4%	*%
Bulk mail	14	-	1	1	1	*	*	1	4	2	2	2	*
	1%	-%	1%	*%	*%	1%	*%	3%	2%	1%	3%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1779	-	80	287	317	35	136	102	210	164	165	190	93
Effective base	857	-	33	141	148	15	76	30	100	100	56	130	53
Weighted Base	1594	-	61	293	252	20	146	38	174	195	53	277	85
None of these (DO NOT READ OUT)	24	-	-	5	3	1	3	-	2	1	3	7	1
	2%	-%	-%	2%	1%	6%	2%	-%	1%	*%	5%	2%	1%
Don't Know (DO NOT READ OUT)	13	-	1	5	*	*	*	-	5	-	*	1	1
	1%	-%	2%	2%	*%	1%	*%	-%	3%	-%	*%	*%	1%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	*	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1779	384	471	476	448	855	924
Effective base	857	187	226	226	222	408	449
Weighted Base	1594	391	381	408	415	772	823
Standard Stamped Mail 1st Class	1000	251	226	266	257	477	523
	63%	64%	59%	65%	62%	62%	64%
Standard Stamped Mail 2nd Class	820	180	209	217	214	389	431
	51%	46%	55%	53%	52%	50%	52%
1st Class large letter stamps	549	161	104	156	128	265	284
	34%	41%	27%	38%	31%	34%	35%
		bd		b			
2nd Class large letter stamps	477	124	94	129	131	217	260
	30%	32%	25%	32%	32%	28%	32%
Franked / metered mail 1st Class	80	27	14	30	10	41	39
	5%	7%	4%	7%	2%	5%	5%
		d		d			
Franked / metered mail 2nd Class	71	19	16	22	13	35	35
	4%	5%	4%	5%	3%	5%	4%
Standard parcels	178	-	-	86	92	-	178
	11%	-%	-%	21%	22%	-%	22%
				ab	ab		a
PPI - PPI 1st Class (Printed Postage Impressions)	51	10	8	20	13	18	33
	3%	2%	2%	5%	3%	2%	4%
PPI - PPI 2nd Class (Printed Postage Impressions)	50	12	9	17	12	20	29
	3%	3%	2%	4%	3%	3%	4%
Bulk mail	14	2	1	7	4	3	11
	1%	*%	*%	2%	1%	*%	1%
None of these (DO NOT READ OUT)	24	5	6	2	11	11	13
	2%	1%	2%	1%	3%	1%	2%

Columns Tested: a,b,c,d - a,b

Table 106 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM for letters/large letters (QV6a.2=1-2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1779	384	471	476	448	855	924
Effective base	857	187	226	226	222	408	449
Weighted Base	1594	391	381	408	415	772	823
Don't Know (DO NOT READ OUT)	13	6	*	5	2	6	7
	1%	2%	*%	1%	1%	1%	1%
Refused (DO NOT READ OUT)	1	-	-	*	1	-	1
	*%	-%	-%	*%	*%	-%	*%

Columns Tested:: a,b,c,d - a,b

Table 107

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1741	534	1207	1225	275	79	162	516
Effective base	834	230	610	764	161	49	95	212
Weighted Base	1556	365	1191	1483	62	7	4	73
0-24%	723 46%	139 38%	584 49%	687 46%	30 49%	4 51%	2 53%	36 49%
			a					
25-49%	123 8%	7 2%	117 10%	115 8%	6 10%	1 21%	1 13%	8 11%
			a			ab		
50-74%	219 14%	56 15%	163 14%	209 14%	9 14%	1 17%	* 12%	10 14%
75-100%	412 27%	129 35%	284 24%	399 27%	12 19%	* 5%	1 18%	13 18%
		b		bce	c		c	c
Don't know	78 5%	35 10%	43 4%	73 5%	5 8%	* 6%	* 4%	5 7%
		b						
Mean Score	38.8	48.1	36.1	39.1	33.2	25.2	30.1	32.2
		b		bcode				

Columns Tested:: a,b - a,b,c,d,e

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	626	430	169	167	187	162	1225	275	241
Effective base	834	443	247	98	110	84	95	764	161	103
Weighted Base	1556	936	439	108	43	26	4	1483	62	11
0-24%	723 46%	456 49%	190 43%	40 37%	20 45%	14 56%	2 53%	687 46%	30 49%	6 52%
		c				bc	c			c
25-49%	123 8%	65 7%	39 9%	11 10%	5 12%	3 11%	1 13%	115 8%	6 10%	2 18%
						a				abg
50-74%	219 14%	132 14%	65 15%	12 11%	5 11%	5 19%	* 12%	209 14%	9 14%	2 15%
75-100%	412 27%	243 26%	119 27%	37 34%	10 24%	2 7%	1 18%	399 27%	12 19%	1 10%
		ei	ei	efhi	ei		e	ehi	ei	
Don't know	78 5%	39 4%	26 6%	8 7%	3 8%	2 6%	* 4%	73 5%	5 8%	1 5%
Mean Score	38.8	37.6 efi	40.6 efhi	46.5 adefghi	37.0 ei	24.7	30.1	39.1 efhi	33.2 e	27.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
0-24%	723 46%	577 48%	110 41%	30 49%	4 51%	2 53%	456 49%	92 43%	22 50%	23 61%	17 43%
25-49%	123 8%	91 7%	24 9%	6 10%	1 21%	1 13%	77 8%	24 11%	4 8%	5 14%	2 6%
50-74%	219 14%	173 14%	36 13%	9 14%	1 17%	* 12%	138 15%	20 10%	7 15%	1 3%	7 18%
75-100%	412 27%	323 27%	76 28%	12 19%	* 5%	1 18%	227 25%	60 28%	8 18%	6 15%	11 27%
Don't know	78 5%	47 4%	25 9%	5 8%	* 6%	* 4%	28 3%	16 8%	4 9%	2 7%	2 6%
Mean Score	38.8	38.6 de	41.5 cde	33.2	25.2	30.1	36.8 d	39.8 d	32.1	23.1	40.9 d

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Weighted Base	1556	140	123	258	76	115	215	203	134	112
0-24%	723 46%	71 51%	80 65%	123 48%	26 34%	52 45%	94 43%	85 42%	66 49%	46 41%
			cdefgi							
25-49%	123 8%	17 12%	10 8%	13 5%	6 8%	6 5%	18 9%	24 12%	11 8%	7 6%
50-74%	219 14%	19 14%	15 12%	39 15%	9 12%	12 11%	30 14%	32 16%	18 13%	18 16%
75-100%	412 27%	26 19%	16 13%	72 28%	28 37%	36 31%	56 26%	57 28%	37 28%	38 34%
Don't know	78 5%	6 4%	2 2%	11 4%	6 8%	9 8%	18 8%	6 3%	2 2%	4 3%
Mean Score	38.8	32.7	23.2	39.5 b	49.9 ab	43.2 b	38.8 b	41.3 b	38.6 b	45.3 ab

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1741	271	299	414	984	757	266	244	247
Effective base	834	188	211	290	674	337	124	141	135
Weighted Base	1556	303	396	677	1375	181	90	60	32
0-24%	723 46%	124 41%	216 55%	302 45%	642 47%	81 45%	40 45%	25 42%	17 52%
25-49%	123 8%	18 6%	38 10%	55 8%	111 8%	12 7%	4 5%	6 11%	2 6%
50-74%	219 14%	40 13%	52 13%	101 15%	192 14%	27 15%	17 19%	7 12%	3 11%
75-100%	412 27%	102 34%	79 20%	184 27%	365 27%	47 26%	23 25%	17 29%	8 23%
Don't know	78 5%	19 6%	10 3%	35 5%	65 5%	13 7%	6 7%	4 7%	3 9%
Mean Score	38.8	45.6 bdeh	31.8	39.8 b	38.7 b	39.2 b	39.6 b	41.6 bh	33.6 b

Columns Tested: a,b,c,d,e,f,g,h

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
0-24%	723 46%	37 43%	45 61%	11 39%	56 55%	54 31%	174 56%	14 27%	21 40%	365 47%
			eg		eg		egi			eg
25-49%	123 8%	6 7%	5 6%	1 2%	5 5%	15 8%	15 5%	4 8%	2 4%	76 10%
										f
50-74%	219 14%	25 28%	8 11%	7 24%	15 14%	26 15%	24 8%	10 19%	6 11%	114 15%
		fi						f		f
75-100%	412 27%	14 16%	9 13%	7 24%	16 16%	66 38%	85 27%	20 38%	20 37%	188 24%
						abdi		abd	abd	
Don't know	78 5%	5 6%	7 9%	3 11%	10 10%	15 9%	11 4%	4 9%	4 8%	29 4%
Mean Score	38.8	35.0	24.6	39.2	28.6	51.3 abdfi	34.5 b	54.2 abdfi	50.6 abdfi	37.5 bd

Columns Tested: a,b,c,d,e,f,g,h,i

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
0-24%	723 46%	147 40%	174 56%	402 45%	576 45%	147 54%	- -%	684 48%	39 33%	706 47%	17 34%
25-49%	123 8%	26 7%	15 5%	83 9%	100 8%	23 9%	- -%	113 8%	11 9%	122 8%	1 2%
50-74%	219 14%	65 18%	24 8%	130 15%	192 15%	28 10%	- -%	209 15%	11 9%	214 14%	6 12%
75-100%	412 27%	96 26%	85 27%	232 26%	357 28%	55 20%	- -%	359 25%	53 45%	391 26%	21 42%
Don't know	78 5%	30 8%	11 4%	37 4%	60 5%	17 6%	- -%	73 5%	4 4%	73 5%	5 10%
Mean Score	38.8	41.0 b	34.5	39.4	40.3 b	31.4	-	37.4	55.3 a	38.3	54.0 a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1741	1065	328	334
Effective base	834	551	120	159
Weighted Base	1556	1024	232	291
0-24%	723 46%	422 41%	117 51%	177 61%
				a
25-49%	123 8%	96 9%	20 9%	7 2%
		c	c	
50-74%	219 14%	158 15%	40 17%	22 7%
		c	c	
75-100%	412 27%	306 30%	49 21%	56 19%
		c		
Don't know	78 5%	42 4%	5 2%	30 10%
				ab
Mean Score	38.8	42.9	35.3	27.2
		bc	c	

Columns Tested:: a,b,c

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
0-24%	723 46%	597 44%	94 64%	15 57%	5 67%	9 57%	2 96%	*	*	691 46%	32 59%	17 62%
			ai									
25-49%	123 8%	111 8%	7 5%	3 11%	1 17%	* *%	* 2%	1 83%	*	118 8%	5 10%	2 8%
50-74%	219 14%	206 15%	7 5%	3 10%	* 5%	4 22%	* 2%	- -%	- -%	213 14%	6 12%	4 14%
		b								b		
75-100%	412 27%	376 28%	28 19%	6 22%	* 2%	3 21%	- -%	- -%	- -%	403 27%	9 17%	3 13%
Don't know	78 5%	67 5%	10 7%	* 1%	1 10%	- -%	- -%	- -%	* 4%	77 5%	1 2%	1 3%
Mean Score	38.8	40.6	25.7	30.1	15.1	32.8	1.7	24.9	1.6	39.2	27.5	24.9
		bcjk								bjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
0-24%	723 46%	367 42%	230 47%	126 63% ab	656 45%	560 49%	723 46%	486 48%	271 48%	174 43%	204 44%	420 46%	19 55%	39 58%	13 38%	21 65%	8 68%
25-49%	123 8%	66 8%	45 9%	12 6%	123 8%	104 9%	123 8%	86 9%	53 9%	37 9%	19 4%	92 10%	2 5%	6 8%	2 7%	2 6%	1 7%
50-74%	219 14%	128 15% c	78 16% c	14 7%	216 15%	174 15%	219 14%	152 15%	100 18%	62 15%	49 11%	150 16% a	5 13%	7 10%	8 25% f	1 2%	1 5%
75-100%	412 27%	275 32% bc	101 21%	37 18%	400 27% bde	234 21%	412 27% be	222 22%	114 20%	108 26%	180 39% bdf	199 22%	6 19%	11 16%	10 30%	4 12%	2 19%
Don't know	78 5%	36 4%	31 6%	11 6%	77 5%	68 6%	78 5%	57 6%	32 6%	27 7%	11 2% a	54 6%	3 8%	5 8%	* 1%	5 14%	* 1% a
Mean Score	38.8	43.8 bc	34.8 c	26.2	40.0 bde	33.9	38.8 bde	35.3	34.5	40.3 bde	47.0 bcdf	36.0 df	31.6 f	27.2	46.2 bcdf	18.8	25.3

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
0-24%	723	572	31	18	16	9	5	5	427	55	24	29	10	10	4
	46%	45%	41%	36%	50%	64%	35%	87%	47%	54%	54%	67%	59%	91%	61%
25-49%	123	111	5	2	2	1	1	*	85	9	2	5	1	1	-
	8%	9%	7%	4%	7%	9%	7%	8%	9%	9%	4%	12%	7%	6%	-%
50-74%	219	182	15	14	4	1	*	*	149	14	4	3	4	-	*
	14%	14%	19%	27%	13%	8%	*%	1%	16%	13%	9%	7%	26%	-%	7%
75-100%	412	354	20	11	9	3	4	*	201	15	9	6	1	*	2
	27%	28%	26%	22%	29%	19%	26%	2%	22%	14%	21%	13%	8%	3%	31%
Don't know	78	61	5	6	*	*	5	*	52	10	6	*	*	-	*
	5%	5%	7%	11%	1%	1%	32%	2%	6%	9%	13%	*%	*%	-%	2%
							ad								
Mean Score	38.8	40.1	41.7	44.1	38.7	27.2	42.8	4.4	35.8	28.0	31.4	21.3	26.4	5.1	34.8
				e					bd						

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
0-24%	723 46%	362 46%	44 51%	23 51%	24 70%	17 69%	4 39%	12 63%	348 43%	131 43%	158 52%	53 53%	27 66%
25-49%	123 8%	70 9%	9 10%	4 8%	2 5%	1 5%	* 3%	1 3%	63 8%	30 10%	23 8%	4 4%	3 6%
50-74%	219 14%	121 16%	18 20%	4 9%	2 6%	1 4%	5 52%	1 3%	117 15%	43 14%	43 14%	11 11%	3 7%
75-100%	412 27%	189 24%	13 15%	5 11%	4 12%	5 21%	* 2%	6 30%	233 29%	91 30%	59 20%	25 25%	4 11%
Don't know	78 5%	40 5%	4 4%	9 21% ab	3 8%	* 2%	* 4%	* 1%	41 5%	8 3%	17 6%	7 7%	4 11%
Mean Score	38.8	37.5 cd	31.1 d	22.8	18.9	25.7	32.5	33.4	41.2 ce	43.1 cde	32.0 e	35.1 e	20.5

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34
0-24%	723 46%	370 43%	124 44%	107 47%	35 47%	11 47%	280 46%	93 43%	118 61%	38 51%	25 73%
25-49%	123 8%	70 8%	28 10%	19 8%	4 6%	2 10%	63 10%	19 9%	13 7%	6 8%	1 3%
50-74%	219 14%	120 14%	44 16%	37 16%	10 14%	3 11%	102 17%	38 18%	21 11%	9 13%	1 4%
75-100%	412 27%	250 29%	74 27%	53 23%	19 25%	3 14%	130 21%	56 26%	27 14%	17 23%	2 7%
Don't know	78 5%	45 5%	9 3%	11 5%	7 9%	4 18%	35 6%	12 5%	13 7%	4 5%	4 13%
Mean Score	38.8	41.5 e	40.6	36.7	38.1	29.8	35.5 ce	41.0 ce	24.0 e	34.5 ce	14.3

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27
0-24%	723 46%	242 45%	67 45%	89 54%	58 63%	27 75%	313 57%	14 33%	154 38%	664 45%	59 61%	640 44%	16 59%
					ab	ab	bc				a		
25-49%	123 8%	45 8%	18 12%	15 9%	4 5%	* 1%	41 7%	5 12%	40 10%	121 8%	3 3%	123 8%	1 3%
50-74%	219 14%	91 17%	27 18%	23 14%	5 5%	1 3%	64 12%	9 21%	79 20%	206 14%	14 14%	211 15%	5 17%
		d	d						a				
75-100%	412 27%	137 25%	33 22%	29 18%	13 14%	5 15%	107 20%	11 25%	99 25%	398 27%	14 15%	400 28%	* *%
												b	
Don't know	78 5%	28 5%	4 3%	8 5%	13 14%	2 5%	20 4%	4 9%	31 8%	71 5%	7 7%	71 5%	6 21%
					ab							a	
Mean Score	38.8	38.8 cde	36.7 de	30.3	22.3	20.2	29.8	44.6 a	41.7 a	39.6 b	26.0	40.4 b	14.3

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302
Effective base	834	577	28	404	120	777	10	570	35	407	116
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239
0-24%	723 46%	527 49%	33 52%	356 47%	130 54%	641 44%	16 64%	525 49%	35 50%	355 46%	131 55%
25-49%	123 8%	97 9%	6 10%	70 9%	15 6%	122 8%	1 5%	96 9%	8 11%	71 9%	15 6%
50-74%	219 14%	164 15%	10 16%	116 15%	36 15%	215 15%	1 5%	163 15%	11 16%	118 15%	34 14%
75-100%	412 27%	227 21%	7 11%	177 23%	45 19%	398 28%	2 8%	229 21%	6 8%	175 23%	47 20%
Don't know	78 5%	60 6%	7 11%	42 5%	15 6%	73 5%	4 18%	57 5%	11 15%	45 6%	12 5%
Mean Score	38.8	34.4 b	24.5	36.5 b	31.3	40.4 b	15.6	34.5 b	24.3	36.6 b	31.2

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
0-24%	723 46%	255 40%	557 46%	98 52%	* 100%	260 45%	414 50%	95 62%	2 47%	317 46%	282 51%	86 55%	2 100%
25-49%	123 8%	72 11%	109 9%	37 20%	- -%	68 12%	93 11%	24 16%	- -%	70 10%	58 11%	33 21%	- -%
50-74%	219 14%	110 17%	175 14%	21 11%	- -%	92 16%	131 16%	13 9%	2 39%	110 16%	79 14%	16 10%	- -%
75-100%	412 27%	163 25%	317 26%	26 14%	- -%	121 21%	148 18%	16 10%	1 13%	154 22%	103 19%	18 11%	- -%
Don't know	78 5%	40 6%	58 5%	5 3%	- -%	36 6%	47 6%	5 3%	- -%	41 6%	29 5%	4 3%	- -%
Mean Score	38.8	41.2 c	38.9 c	28.1	-	35.8 bc	31.9 c	21.8	42.5	36.5 bc	32.1 c	25.9	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393
0-24%	723	618	522	351	324	609	7	256	174	182	63	49	116	241
	46%	43%	50%	48%	28%	63%	51%	49%	44%	49%	61%	60%	27%	61%
			a			a	a				b			a
25-49%	123	120	100	75	123	108	4	66	56	54	22	18	41	30
	8%	8%	10%	10%	11%	11%	30%	13%	14%	14%	21%	22%	9%	8%
							ab							
50-74%	219	214	150	110	219	169	2	77	60	55	7	8	78	68
	14%	15%	14%	15%	19%	17%	17%	15%	15%	15%	7%	10%	18%	17%
75-100%	412	395	206	147	412	39	*	90	88	53	11	6	168	26
	27%	28%	20%	20%	36%	4%	1%	17%	22%	14%	11%	8%	38%	7%
		bc			bc				ce				b	
Don't know	78	75	59	47	78	43	*	33	19	29	1	*	34	29
	5%	5%	6%	7%	7%	4%	2%	6%	5%	8%	1%	*%	8%	7%
Mean Score	38.8	41.0	32.9	34.0	53.1	19.1	21.3	32.1	36.5	29.8	22.3	23.2	54.7	19.9
		bc			bc			de	cde	d			b	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98	
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57	
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105	
0-24%	723	78	33	39	21	602	411	631	417	395	276	616	81	-	569	58	
	46%	53%	58%	77%	58%	44%	46%	44%	45%	45%	44%	46%	47%	-%	46%	55%	
				a													
25-49%	123	13	3	2	6	119	82	119	82	80	80	112	34	-	105	9	
	8%	9%	5%	4%	18%	9%	9%	8%	9%	9%	13%	8%	19%	-%	9%	9%	
											b		b				
50-74%	219	18	7	3	3	206	133	214	136	125	84	186	26	-	170	14	
	14%	12%	13%	6%	7%	15%	15%	15%	15%	14%	13%	14%	15%	-%	14%	14%	
75-100%	412	21	11	2	5	383	223	393	236	226	135	356	25	-	333	18	
	27%	14%	20%	4%	13%	28%	25%	28%	25%	26%	22%	27%	14%	-%	27%	17%	
											c						
Don't know	78	17	3	4	1	70	52	71	58	45	51	61	7	-	58	5	
	5%	11%	5%	8%	3%	5%	6%	5%	6%	5%	8%	5%	4%	-%	5%	5%	
											b						
Mean Score	38.8	29.5	30.7	11.7	22.9	40.9	38.1	40.4	38.8	38.8	36.6	39.2	32.0	-	39.1	30.6	
		c	c									c			b		

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
0-24%	723	343	380	185	21	96	144	75	456	181	98	132	470
	46%	56%	40%	53%	64%	58%	54%	53%	43%	54%	54%	54%	43%
25-49%	123	47	77	40	4	19	26	8	99	17	18	13	93
	8%	8%	8%	12%	11%	11%	10%	5%	9%	5%	10%	5%	8%
50-74%	219	64	156	49	-	17	38	15	160	45	23	27	170
	14%	11%	16%	14%	-%	10%	14%	10%	15%	13%	13%	11%	15%
75-100%	412	123	290	59	7	23	48	34	308	71	36	64	307
	27%	20%	31%	17%	22%	14%	18%	24%	29%	21%	20%	26%	28%
Don't know	78	31	47	15	1	11	9	11	46	20	8	9	60
	5%	5%	5%	4%	3%	7%	3%	8%	4%	6%	4%	4%	5%
Mean Score	38.8	30.7	43.9	30.4	22.5	24.6	31.0	33.0	41.8	32.6	31.1	35.4	41.3
		a							ac				ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1741	866	875
Effective base	834	373	461
Weighted Base	1556	682	874
0-24%	723 46%	288 42%	435 50%
		a	
25-49%	123 8%	54 8%	69 8%
50-74%	219 14%	95 14%	125 14%
75-100%	412 27%	200 29%	212 24%
Don't know	78 5%	45 7%	33 4%
Mean Score	38.8	42.3 b	36.1

Columns Tested: a,b

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
0-24%	723	-	23	107	115	9	84	15	79	102	26	133	30
	46%	-%	38%	38%	46%	51%	59%	39%	47%	53%	51%	50%	36%
							cl			c			
25-49%	123	-	2	32	5	1	7	6	14	21	4	24	9
	8%	-%	3%	11%	2%	6%	5%	17%	8%	11%	7%	9%	10%
				d				d	d	d		d	d
50-74%	219	-	16	35	37	1	20	10	24	22	5	34	16
	14%	-%	28%	12%	15%	3%	14%	26%	14%	11%	10%	13%	20%
			cijk										
75-100%	412	-	13	89	81	7	27	6	43	42	13	66	26
	27%	-%	22%	31%	32%	39%	19%	15%	26%	21%	27%	25%	31%
				f									
Don't know	78	-	6	22	12	*	5	1	8	8	2	11	3
	5%	-%	9%	8%	5%	*%	4%	3%	5%	4%	5%	4%	3%
Mean Score	38.8	-	42.1	44.1	42.6	42.0	29.2	36.7	38.8	33.6	36.2	35.7	47.8
			f	fik	fi				f				fgijk

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 107 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using any RM specific service (QV6d= 1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
0-24%	723	152	187	196	189	338	385
	46%	40%	50%	49%	47%	45%	48%
			a				
25-49%	123	35	11	41	36	46	77
	8%	9%	3%	10%	9%	6%	10%
		b		b	b		
50-74%	219	53	55	56	55	109	111
	14%	14%	15%	14%	14%	14%	14%
75-100%	412	110	107	91	105	217	196
	27%	29%	29%	23%	26%	29%	24%
Don't know	78	30	14	17	16	44	34
	5%	8%	4%	4%	4%	6%	4%
Mean Score	38.8	42.2	38.8	36.1	38.3	40.5	37.2
		c					

Columns Tested: a,b,c,d - a,b

Table 109

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1056	313	743	774	162	38	82	282
Effective base	525	139	389	485	100	26	50	130
Weighted Base	1000	228	773	958	36	4	2	42
0-24%	167	1	166	162	4	1	*	5
	17%	1%	21%	17%	12%	18%	12%	13%
			a					
25-49%	123	7	117	115	6	1	1	8
	12%	3%	15%	12%	18%	35%	25%	20%
			a			a	a	a
50-74%	219	56	163	209	9	1	*	10
	22%	25%	21%	22%	24%	29%	22%	24%
75-100%	412	129	284	399	12	*	1	13
	41%	56%	37%	42%	33%	9%	34%	31%
		b		ce	c		c	c
Don't know	78	35	43	73	5	*	*	5
	8%	15%	6%	8%	13%	10%	7%	12%
		b						
Mean Score	62.1	82.5	56.7	62.3	60.5	44.0	59.0	58.8
		b		c	c			c

Columns Tested:: a,b - a,b,c,d,e

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1056	378	284	112	104	96	82	774	162	120
Effective base	525	268	166	63	71	52	50	485	100	52
Weighted Base	1000	575	308	75	27	13	2	958	36	6
0-24%	167 17%	96 17%	59 19%	7 9%	4 13%	2 13%	* 12%	162 17%	4 12%	1 16%
25-49%	123 12%	65 11%	39 13%	11 15%	5 18%	3 21%	1 25%	115 12%	6 18%	2 32%
50-74%	219 22%	132 23%	65 21%	12 16%	5 17%	5 38%	* 22%	209 22%	9 24%	2 26%
75-100%	412 41%	243 42%	119 39%	37 50%	10 38%	2 15%	1 34%	399 42%	12 33%	1 17%
Don't know	78 8%	39 7%	26 8%	8 10%	3 13%	2 13%	* 7%	73 8%	5 13%	1 9%
Mean Score	62.1	62.8 ei	59.5 i	69.4 behi	62.1 ei	52.0	59.0	62.3 ei	60.5 ei	49.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1056	497	277	162	38	82	417	163	60	46	98
Effective base	525	356	162	100	26	50	283	83	32	16	15
Weighted Base	1000	774	183	36	4	2	589	146	28	19	24
0-24%	167	140	22	4	1	*	119	25	6	5	2
	17%	18%	12%	12%	18%	12%	20%	17%	21%	25%	9%
25-49%	123	91	24	6	1	1	77	24	4	5	2
	12%	12%	13%	18%	35%	25%	13%	17%	13%	28%	10%
					ab	ab					
50-74%	219	173	36	9	1	*	138	20	7	1	7
	22%	22%	20%	24%	29%	22%	23%	14%	24%	5%	29%
75-100%	412	323	76	12	*	1	227	60	8	6	11
	41%	42%	41%	33%	9%	34%	39%	41%	29%	30%	44%
		d	d	d		d					
Don't know	78	47	25	5	*	*	28	16	4	2	2
	8%	6%	14%	13%	10%	7%	5%	11%	14%	13%	9%
			a	a				a	a		
Mean Score	62.1	61.8	64.6	60.5	44.0	59.0	58.8	60.2	54.0	48.0	68.5
		d	d	d				d			acd

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1056	65	46	112	48	65	79	71	70	65
Effective base	525	46	33	74	33	47	56	56	47	45
Weighted Base	1000	95	62	167	53	78	139	138	80	73
0-24%	167 17%	26 27% di	19 31% dfi	33 19%	3 6%	15 20%	17 12%	20 14%	12 15%	6 8%
25-49%	123 12%	17 18%	10 16%	13 7%	6 11%	6 7%	18 13%	24 17%	11 14%	7 9%
50-74%	219 22%	19 21%	15 23%	39 24%	9 18%	12 16%	30 21%	32 23%	18 22%	18 25%
75-100%	412 41%	26 27%	16 27%	72 43%	28 ab	36 46%	56 40%	57 41%	37 46%	38 53% ab
Don't know	78 8%	6 6%	2 3%	11 7%	6 12%	9 12%	18 13%	6 4%	2 3%	4 5%
Mean Score	62.1	49.3	46.8	62.4 ab	74.1 ab	66.3 ab	63.6 ab	61.7 ab	65.2 ab	71.2 ab

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1056	178	181	262	621	435	154	145	136
Effective base	525	125	126	186	425	203	75	89	74
Weighted Base	1000	204	237	444	884	116	57	41	18
0-24%	167 17%	25 12%	57 24%	69 16%	151 17%	16 14%	7 13%	6 15%	3 15%
25-49%	123 12%	18 9%	38 16%	55 12%	111 13%	12 11%	4 7%	6 16%	2 10%
50-74%	219 22%	40 20%	52 22%	101 23%	192 22%	27 24%	17 30%	7 17%	3 19%
75-100%	412 41%	102 50%	79 34%	184 41%	365 41%	47 41%	23 40%	17 42%	8 41%
Don't know	78 8%	19 10%	10 4%	35 8%	65 7%	13 11%	6 11%	4 10%	3 15%
Mean Score	62.1	70.1 bcd	54.1	62.5 b	61.9 b	64.1 b	65.4 b	62.5 b	63.3 b

Columns Tested: a,b,c,d,e,f,g,h

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1056	43	50	13	63	101	230	52	58	506
Effective base	525	23	21	8	29	52	117	24	25	265
Weighted Base	1000	55	40	19	59	128	177	42	39	496
0-24%	167 17%	5 10%	12 29%	2 10%	14 23%	6 4%	43 24%	4 9%	8 19%	89 18%
			e		e		e		e	e
25-49%	123 12%	6 12%	5 12%	1 3%	5 9%	15 11%	15 8%	4 10%	2 6%	76 15%
50-74%	219 22%	25 45%	8 20%	7 35%	15 25%	26 20%	24 14%	10 24%	6 15%	114 23%
		efhi								f
75-100%	412 41%	14 25%	9 23%	7 35%	16 27%	66 52%	85 48%	20 47%	20 50%	188 38%
						abd	abd			
Don't know	78 8%	5 9%	7 16%	3 16%	10 16%	15 12%	11 6%	4 11%	4 10%	29 6%
					i					
Mean Score	62.1	57.3	48.9	61.5	52.9	73.2 abdfi	61.9 b	68.9 bd	69.7 bdi	59.6

Columns Tested: a,b,c,d,e,f,g,h,i

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1056	207	230	619	883	173	-	914	142	1018	38
Effective base	525	104	117	315	442	83	-	470	56	504	21
Weighted Base	1000	242	177	581	830	170	-	913	87	966	34
0-24%	167	25	43	100	121	46	-	159	8	167	1
	17%	10%	24%	17%	15%	27%	-%	17%	9%	17%	2%
		a	a			a					
25-49%	123	26	15	83	100	23	-	113	11	122	1
	12%	11%	8%	14%	12%	14%	-%	12%	12%	13%	3%
50-74%	219	65	24	130	192	28	-	209	11	214	6
	22%	27%	14%	22%	23%	16%	-%	23%	12%	22%	17%
		b	b								
75-100%	412	96	85	232	357	55	-	359	53	391	21
	41%	40%	48%	40%	43%	32%	-%	39%	61%	40%	63%
		a	a			a			a		a
Don't know	78	30	11	37	60	17	-	73	4	73	5
	8%	12%	6%	6%	7%	10%	-%	8%	5%	8%	14%
Mean Score	62.1	64.7	61.9	61.2	64.1	52.0	-	60.7	76.2	61.4	85.1
		a	a		b	a		a	a		a

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1056	677	186	187
Effective base	525	364	76	83
Weighted Base	1000	696	145	157
0-24%	167 17%	94 13%	31 21%	43 27% a
25-49%	123 12%	96 14%	20 14%	7 4% c
50-74%	219 22%	158 23%	40 28%	22 14% c
75-100%	412 41%	306 44%	49 34%	56 36%
Don't know	78 8%	42 6%	5 3%	30 19% ab
Mean Score	62.1	64.4 bc	57.1	56.0

Columns Tested: a,b,c

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1056	864	126	37	8	12	3	3	3	990	66	29
Effective base	525	466	44	9	5	3	2	2	2	508	17	7
Weighted Base	1000	905	68	16	4	7	*	1	*	972	28	12
0-24%	167	145	16	4	2	*	-	*	*	161	6	2
	17%	16%	23%	27%	44%	1%	-%	2%	53%	17%	22%	15%
25-49%	123	111	7	3	1	*	*	1	*	118	5	2
	12%	12%	10%	18%	28%	*%	40%	98%	11%	12%	19%	19%
50-74%	219	206	7	3	*	4	*	-	-	213	6	4
	22%	23%	10%	16%	8%	51%	60%	-%	-%	22%	23%	32%
75-100%	412	376	28	6	*	3	-	-	-	403	9	3
	41%	42%	41%	37%	3%	48%	-%	-%	-%	41%	33%	28%
Don't know	78	67	10	*	1	-	-	-	*	77	1	1
	8%	7%	15%	1%	17%	-%	-%	-%	36%	8%	3%	6%
Mean Score	62.1	62.5	60.7	51.2	27.9	76.1	41.9	29.7	21.7	62.4	53.8	57.2

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1056	487	377	192	1037	800	1056	687	401	330	258	610	45	54	44	30	15
Effective base	525	295	172	60	512	381	525	329	184	138	147	326	13	16	13	6	4
Weighted Base	1000	590	315	96	980	725	1000	640	366	271	279	626	19	33	24	14	4
0-24%	167	86	60	22	163	146	167	123	68	37	21	131	4	4	4	3	1
	17%	15%	19%	23%	17%	20%	17%	19%	18%	14%	7%	21%	21%	13%	15%	24%	16%
25-49%	123	66	45	12	123	104	123	86	53	37	19	92	2	6	2	2	1
	12%	11%	14%	13%	13%	14%	12%	13%	14%	14%	7%	15%	8%	17%	9%	13%	19%
50-74%	219	128	78	14	216	174	219	152	100	62	49	150	5	7	8	1	1
	22%	22%	25%	14%	22%	24%	22%	24%	27%	23%	17%	24%	24%	20%	34%	5%	12%
75-100%	412	275	101	37	400	234	412	222	114	108	180	199	6	11	10	4	2
	41%	47%	32%	39%	41%	32%	41%	35%	31%	40%	64%	32%	33%	34%	41%	27%	51%
Don't know	78	36	31	11	77	68	78	57	32	27	11	54	3	5	*	5	*
	8%	6%	10%	12%	8%	9%	8%	9%	9%	10%	4%	9%	14%	16%	1%	32%	3%
																ab	
Mean Score	62.1	66.0	55.7	58.5	61.9	55.2	62.1	57.3	55.4	62.9	79.2	54.3	60.3	61.6	63.8	51.3	67.6
		bc			bde		bde			bde	bcde						

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1056	821	76	54	40	21	17	8	605	77	44	35	23	9	7
Effective base	525	444	32	17	12	8	4	3	325	25	12	12	6	4	2
Weighted Base	1000	854	53	36	19	7	10	1	611	56	23	21	10	2	3
0-24%	167	146	8	4	3	2	1	*	124	8	2	7	3	1	-
	17%	17%	15%	11%	14%	26%	8%	3%	20%	15%	9%	33%	32%	40%	-%
25-49%	123	111	5	2	2	1	1	*	85	9	2	5	1	1	-
	12%	13%	10%	5%	12%	18%	10%	60%	14%	17%	7%	25%	12%	42%	-%
50-74%	219	182	15	14	4	1	*	*	149	14	4	3	4	-	*
	22%	21%	28%	37%	22%	17%	*%	8%	24%	25%	17%	15%	43%	-%	17%
75-100%	412	354	20	11	9	3	4	*	201	15	9	6	1	*	2
	41%	41%	37%	31%	50%	39%	36%	13%	33%	27%	42%	27%	13%	18%	79%
Don't know	78	61	5	6	*	*	5	*	52	10	6	*	*	-	*
	8%	7%	10%	15%	1%	1%	45%	16%	9%	17%	25%	*%	1%	-%	4%
Mean Score	62.1	61.6	62.2	64.6	66.8	56.0	74.3	39.3	55.2	56.5	71.4	43.6	43.6	35.3	90.5
											abd				

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1056	501	67	43	27	28	8	13	448	217	229	114	45
Effective base	525	264	26	12	13	9	3	5	266	105	104	37	13
Weighted Base	1000	519	55	22	18	11	7	8	526	206	180	62	24
0-24%	167 17%	98 19%	12 22%	* *%	7 41%	4 34%	1 8%	1 17%	72 14%	33 16%	37 20%	15 24%	10 42%
25-49%	123 12%	70 13%	9 16%	4 17%	2 10%	1 10%	* 4%	1 7%	63 12%	30 15%	23 13%	4 7%	3 10%
50-74%	219 22%	121 23%	18 32%	4 19%	2 11%	1 8%	5 78%	1 6%	117 22%	43 21%	43 24%	11 18%	3 11%
75-100%	412 41%	189 37%	13 23%	5 22%	4 23%	5 44%	* 3%	6 69%	233 44%	91 44%	59 33%	25 40%	4 18%
Don't know	78 8%	40 8%	4 7%	9 42% ab	3 15%	* 4%	* 6%	* 1%	41 8%	8 4%	17 10%	7 11%	4 18%
Mean Score	62.1	58.1	50.6	63.6	40.4	56.6	49.9	76.5	64.7 ce	64.3 ce	55.8 e	59.4 e	37.4

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1056	484	210	199	106	35	356	165	152	82	36
Effective base	525	282	102	89	32	9	205	75	61	29	9
Weighted Base	1000	570	191	150	50	16	403	151	98	47	19
0-24%	167 17%	85 15%	35 18%	30 20%	10 20%	4 22%	73 18%	26 17%	24 24%	11 23%	10 53%
25-49%	123 12%	70 12%	28 15%	19 13%	4 9%	2 15%	63 16%	19 13%	13 14%	6 12%	1 5%
50-74%	219 22%	120 21%	44 23%	37 25%	10 20%	3 16%	102 25%	38 25%	21 21%	9 20%	1 6%
75-100%	412 41%	250 44%	74 39%	53 35%	19 38%	3 20%	130 32%	56 37%	27 28%	17 36%	2 12%
Don't know	78 8%	45 8%	9 5%	11 8%	7 13%	4 27%	35 9%	12 8%	13 13%	4 8%	4 23%
Mean Score	62.1	64.0 ce	60.5	57.2	60.6	48.5 b	55.5 e	60.5 ce	50.5 e	56.2 e	28.1

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	1056	326	103	125	79	40	353	49	276	987	69	1020	17
Effective base	525	185	45	56	26	13	163	23	141	501	24	509	4
Weighted Base	1000	368	94	94	48	21	308	31	292	953	47	968	12
0-24%	167	67	11	19	14	12	75	2	44	157	10	162	1
	17%	18%	12%	20%	29%	58%	25%	6%	15%	16%	21%	17%	9%
						abc	c						
25-49%	123	45	18	15	4	*	41	5	40	121	3	123	1
	12%	12%	20%	16%	9%	2%	13%	17%	14%	13%	5%	13%	7%
50-74%	219	91	27	23	5	1	64	9	79	206	14	211	5
	22%	25%	29%	25%	10%	6%	21%	29%	27%	22%	29%	22%	37%
75-100%	412	137	33	29	13	5	107	11	99	398	14	400	*
	41%	37%	35%	31%	26%	26%	35%	35%	34%	42%	30%	41%	1%
Don't know	78	28	4	8	13	2	20	4	31	71	7	71	6
	8%	8%	4%	8%	26%	9%	6%	13%	11%	7%	14%	7%	46%
					abc								
Mean Score	62.1	58.7	59.6	54.9	50.1	36.0	54.5	65.2	59.3	62.4	57.1	62.0	47.1
		e	e	e									

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1056	737	63	504	183	1017	20	730	70	512	175
Effective base	525	365	17	261	68	508	5	359	22	267	63
Weighted Base	1000	692	33	500	140	969	10	684	41	507	133
0-24%	167 17%	142 21%	3 10%	95 19%	28 20%	162 17%	2 17%	141 21%	5 13%	98 19%	25 19%
25-49%	123 12%	97 14%	6 18%	70 14%	15 11%	122 13%	1 12%	96 14%	8 19%	71 14%	15 11%
50-74%	219 22%	164 24%	10 30%	116 23%	36 26%	215 22%	1 11%	163 24%	11 28%	118 23%	34 25%
75-100%	412 41%	227 33%	7 21%	177 35%	45 32%	398 41%	2 18%	229 33%	6 14%	175 35%	47 35%
Don't know	78 8%	60 9%	7 21%	42 8%	15 11%	73 7%	4 42%	57 8%	11 27%	45 9%	12 9%
Mean Score	62.1	55.4	52.2	57.3	57.0	62.0	51.1	55.6	48.6	56.9	58.6

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1056	535	833	155	-	455	591	122	3	508	387	136	-
Effective base	525	243	431	69	-	203	295	52	3	239	190	60	-
Weighted Base	1000	468	805	128	-	394	537	94	4	467	352	106	-
0-24%	167	83	145	39	-	77	118	36	2	93	84	35	-
	17%	18%	18%	30%	-%	20%	22%	38%	46%	20%	24%	33%	-%
				ab				ab				a	
25-49%	123	72	109	37	-	68	93	24	-	70	58	33	-
	12%	15%	14%	29%	-%	17%	17%	26%	-%	15%	16%	31%	-%
				ab								ab	
50-74%	219	110	175	21	-	92	131	13	2	110	79	16	-
	22%	23%	22%	16%	-%	23%	24%	14%	41%	23%	22%	15%	-%
75-100%	412	163	317	26	-	121	148	16	1	154	103	18	-
	41%	35%	39%	20%	-%	31%	28%	17%	14%	33%	29%	17%	-%
		c	c			c				c			
Don't know	78	40	58	5	-	36	47	5	-	41	29	4	-
	8%	9%	7%	4%	-%	9%	9%	5%	-%	9%	8%	4%	-%
Mean Score	62.1	57.8	60.3	41.6	-	54.0	51.2	36.1	44.0	55.6	51.7	39.0	-
		c	c			c	c			c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1056	1022	726	508	1056	504	31	346	296	266	73	48	365	202
Effective base	525	506	352	254	525	258	10	183	149	130	35	28	185	101
Weighted Base	1000	967	660	485	1000	505	9	363	294	250	66	56	360	203
0-24%	167	162	145	106	167	146	2	96	72	60	25	23	39	51
	17%	17%	22%	22%	17%	29%	21%	26%	24%	24%	38%	41%	11%	25%
						a								a
25-49%	123	120	100	75	123	108	4	66	56	54	22	18	41	30
	12%	12%	15%	15%	12%	21%	49%	18%	19%	21%	33%	33%	11%	15%
						a	ab				a			
50-74%	219	214	150	110	219	169	2	77	60	55	7	8	78	68
	22%	22%	23%	23%	22%	33%	27%	21%	20%	22%	11%	15%	22%	33%
						a								a
75-100%	412	395	206	147	412	39	*	90	88	53	11	6	168	26
	41%	41%	31%	30%	41%	8%	1%	25%	30%	21%	17%	11%	47%	13%
		bc			bc				e				b	
Don't know	78	75	59	47	78	43	*	33	19	29	1	*	34	29
	8%	8%	9%	10%	8%	9%	3%	9%	7%	11%	1%	%	9%	14%
Mean Score	62.1	61.9	53.6	53.0	62.1	38.3	34.9	47.8	50.0	46.1	35.6	33.9	67.6	41.6
		bc			b			de	de	de			b	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1056	104	43	31	16	987	700	1010	689	651	474	916	145	-	865	58
Effective base	525	50	18	14	8	488	328	499	332	307	227	464	71	-	419	34
Weighted Base	1000	101	28	19	18	936	602	957	623	569	440	873	132	-	791	63
0-24%	167	32	5	7	3	158	113	159	112	93	90	158	41	-	125	16
	17%	32%	16%	39%	17%	17%	19%	17%	18%	16%	20%	18%	31%	-%	16%	25%
													b			
25-49%	123	13	3	2	6	119	82	119	82	80	80	112	34	-	105	9
	12%	13%	9%	11%	35%	13%	14%	12%	13%	14%	18%	13%	25%	-%	13%	14%
													b			
50-74%	219	18	7	3	3	206	133	214	136	125	84	186	26	-	170	14
	22%	18%	26%	17%	15%	22%	22%	22%	22%	22%	19%	21%	20%	-%	21%	23%
75-100%	412	21	11	2	5	383	223	393	236	226	135	356	25	-	333	18
	41%	21%	40%	12%	27%	41%	37%	41%	38%	40%	31%	41%	19%	-%	42%	29%
											c	ac				
Don't know	78	17	3	4	1	70	52	71	58	45	51	61	7	-	58	5
	8%	16%	10%	22%	7%	7%	9%	7%	9%	8%	11%	7%	6%	-%	7%	9%
											b					
Mean Score	62.1	45.5	64.3	37.5	47.6	61.8	58.7	62.0	59.8	61.2	54.1	61.3	42.5	-	62.8	52.7
			a								c	ac			b	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1056	374	682	246	7	107	177	109	721	222	118	156	766
Effective base	525	186	339	105	5	41	82	45	371	109	56	76	390
Weighted Base	1000	359	642	210	13	89	165	81	715	203	100	156	733
0-24%	167	94	73	48	2	19	45	14	103	50	17	44	103
	17%	26%	11%	23%	14%	21%	27%	17%	14%	25%	17%	28%	14%
		b							b			c	
25-49%	123	47	77	40	4	19	26	8	99	17	18	13	93
	12%	13%	12%	19%	27%	21%	16%	9%	14%	8%	18%	8%	13%
50-74%	219	64	156	49	-	17	38	15	160	45	23	27	170
	22%	18%	24%	23%	-%	19%	23%	18%	22%	22%	23%	17%	23%
75-100%	412	123	290	59	7	23	48	34	308	71	36	64	307
	41%	34%	45%	28%	53%	26%	29%	42%	43%	35%	35%	41%	42%
		a											
Don't know	78	31	47	15	1	11	9	11	46	20	8	9	60
	8%	9%	7%	7%	6%	12%	6%	14%	6%	10%	8%	6%	8%
Mean Score	62.1	54.0	66.6	51.6	56.5	48.7	50.7	62.0	63.8	56.0	58.4	56.6	63.8
		a							c				b

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1056	527	529
Effective base	525	241	284
Weighted Base	1000	449	551
0-24%	167	55	112
	17%	12%	20%
		a	
25-49%	123	54	69
	12%	12%	13%
50-74%	219	95	125
	22%	21%	23%
75-100%	412	200	212
	41%	45%	39%
Don't know	78	45	33
	8%	10%	6%
Mean Score	62.1	66.6	58.6
		b	

Columns Tested: a,b

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1056	-	58	171	172	20	74	67	121	107	84	115	67
Effective base	525	-	24	88	81	8	44	20	63	65	33	78	38
Weighted Base	1000	-	47	189	148	12	82	26	115	125	25	168	64
0-24%	167	-	10	12	14	3	22	3	26	33	1	32	10
	17%	-%	21%	7%	9%	24%	28%	12%	22%	26%	5%	19%	16%
			c				cdj		cdj	cdj		cj	
25-49%	123	-	2	32	5	1	7	6	14	21	4	24	9
	12%	-%	4%	17%	3%	10%	8%	24%	12%	16%	14%	14%	13%
				d				d	d	d	d	d	d
50-74%	219	-	16	35	37	1	20	10	24	22	5	34	16
	22%	-%	35%	18%	25%	5%	25%	37%	21%	18%	19%	20%	26%
75-100%	412	-	13	89	81	7	27	6	43	42	13	66	26
	41%	-%	28%	47%	55%	61%	33%	22%	38%	33%	53%	39%	40%
				g	bfg	hi					g		
Don't know	78	-	6	22	12	*	5	1	8	8	2	11	3
	8%	-%	12%	12%	8%	***	6%	4%	7%	7%	9%	7%	4%
Mean Score	62.1	-	55.2	68.9	74.3	65.3	52.8	54.0	58.2	53.5	74.2	58.6	63.3
				bfg	hik						bfg	hikl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 109 (continuation)

QV6D1.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard 1st Class (QV6d=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1056	237	258	295	266	495	561
Effective base	525	118	129	145	136	244	281
Weighted Base	1000	251	226	266	257	477	523
0-24%	167	22	39	62	44	61	106
	17%	9%	17%	23%	17%	13%	20%
				a			a
25-49%	123	35	11	41	36	46	77
	12%	14%	5%	15%	14%	10%	15%
		b		b	b		
50-74%	219	53	55	56	55	109	111
	22%	21%	24%	21%	22%	23%	21%
75-100%	412	110	107	91	105	217	196
	41%	44%	47%	34%	41%	45%	37%
			c				
Don't know	78	30	14	17	16	44	34
	8%	12%	6%	6%	6%	9%	6%
Mean Score	62.1	67.0	65.7	55.5	61.3	66.4	58.4
		c	c			b	

Columns Tested: a,b,c,d - a,b

Table 111

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	869	252	617	655	115	40	59	214
Effective base	437	108	332	408	62	24	34	85
Weighted Base	820	169	651	790	25	4	1	30
0-24%	173	13	160	167	5	1	*	5
	21%	7%	25%	21%	18%	14%	16%	18%
			a					
25-49%	124	6	118	116	6	1	*	8
	15%	4%	18%	15%	25%	30%	25%	26%
			a		a	a		a
50-74%	157	45	112	153	3	1	*	5
	19%	27%	17%	19%	14%	26%	28%	16%
		b						
75-100%	299	68	231	289	9	1	*	10
	36%	40%	35%	37%	35%	22%	26%	33%
Don't know	68	37	30	65	2	*	*	2
	8%	22%	5%	8%	7%	8%	6%	7%
		b						
Mean Score	57.5	71.0	54.7	57.6	56.6	51.1	52.0	55.7
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	869	345	228	82	67	88	59	655	115	99
Effective base	437	238	136	52	43	36	34	408	62	41
Weighted Base	820	508	233	49	17	11	1	790	25	5
0-24%	173	110	46	11	4	1	*	167	5	1
	21%	22%	20%	22%	23%	9%	16%	21%	18%	14%
25-49%	124	77	31	7	4	3	*	116	6	2
	15%	15%	13%	15%	23%	30%	25%	15%	25%	29%
						abg			bg	abg
50-74%	157	91	52	9	2	2	*	153	3	1
	19%	18%	22%	18%	13%	18%	28%	19%	14%	26%
75-100%	299	191	83	15	6	4	*	289	9	1
	36%	38%	36%	30%	32%	36%	26%	37%	35%	23%
Don't know	68	38	20	7	1	1	*	65	2	*
	8%	7%	9%	14%	8%	6%	6%	8%	7%	7%
Mean Score	57.5	57.6	58.1	55.1	52.4	61.0	52.0	57.6	56.6	51.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	869	436	219	115	40	59	384	126	39	35	62
Effective base	437	306	135	62	24	34	258	63	17	11	9
Weighted Base	820	653	137	25	4	1	526	109	19	18	15
0-24%	173 21%	146 22%	22 16%	5 18%	1 14%	* 16%	129 24%	22 21%	2 11%	5 26%	5 34%
25-49%	124 15%	94 14%	22 16%	6 25%	1 30%	* 25%	87 17%	15 14%	4 21%	7 37%	2 12%
50-74%	157 19%	122 19%	31 22%	3 14%	1 26%	* 28%	88 17%	26 24%	3 13%	1 6%	1 9%
75-100%	299 36%	247 38%	42 30%	9 35%	1 22%	* 26%	200 38%	34 32%	5 26%	3 16%	6 41%
Don't know	68 8%	45 7%	20 15%	2 7%	* 8%	* 6%	22 4%	11 10%	5 28%	3 15%	1 4%
Mean Score	57.5	57.7	56.8	56.6	51.1	52.0	56.0 d	56.5 d	55.2 d	37.9	59.1 d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	869	57	50	82	30	50	58	62	56	49
Effective base	437	44	39	54	20	39	44	48	40	35
Weighted Base	820	85	73	124	28	61	101	120	73	61
0-24%	173	26	12	25	5	16	29	22	17	9
	21%	30%	17%	20%	19%	26%	29%	18%	24%	14%
25-49%	124	18	10	11	3	9	14	19	14	12
	15%	21%	14%	9%	10%	15%	14%	16%	19%	19%
50-74%	157	13	17	26	6	11	11	31	5	13
	19%	15%	23%	21%	21%	17%	11%	26%	7%	21%
			h					h		
75-100%	299	23	29	52	7	18	40	39	32	23
	36%	27%	39%	42%	25%	30%	40%	32%	44%	38%
Don't know	68	6	5	8	7	7	7	9	4	5
	8%	7%	7%	7%	24%	12%	6%	8%	5%	8%
					cfh					
Mean Score	57.5	47.8	63.2	61.3	53.0	53.4	56.6	56.2	58.6	60.2
			a	a						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	869	129	163	202	494	375	134	107	134
Effective base	437	94	124	146	355	158	55	65	80
Weighted Base	820	151	231	345	727	94	47	27	20
0-24%	173 21%	30 20%	55 24%	76 22%	160 22%	12 13%	7 16%	3 10%	2 12%
25-49%	124 15%	24 16%	42 18%	44 13%	110 15%	14 15%	5 12%	6 21%	3 16%
50-74%	157 19%	29 20%	35 15%	69 20%	134 18%	23 25%	13 29%	7 24%	3 18%
75-100%	299 36%	49 32%	84 36%	132 38%	264 36%	34 37%	16 34%	10 39%	8 42%
Don't know	68 8%	19 13%	15 6%	24 7%	58 8%	10 10%	5 11%	2 7%	3 14%
Mean Score	57.5	56.2	56.1	58.2	57.1	60.9	59.7	60.4	64.7 bd

Columns Tested: a,b,c,d,e,f,g,h

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	869	46	38	11	49	66	162	40	39	466
Effective base	437	24	17	6	22	33	85	17	16	250
Weighted Base	820	62	32	17	50	79	136	30	22	441
0-24%	173 21%	9 14%	5 15%	2 11%	7 14%	16 20%	44 32% i	11 38%	6 27%	80 18%
25-49%	124 15%	3 4%	6 19%	6 37%	12 25% a	10 13%	22 16%	5 15%	3 15%	69 16%
50-74%	157 19%	18 30%	8 23%	5 26%	12 24%	14 18%	20 15%	4 12%	1 6%	87 20%
75-100%	299 36%	25 41%	10 31%	2 10%	12 24%	24 30%	44 32%	5 18%	9 38%	180 41%
Don't know	68 8%	7 11%	4 11%	3 16%	6 13%	15 19% fi	7 5%	5 17%	3 13%	25 6%
Mean Score	57.5	66.0 fgh	56.6	45.7	53.0	57.3 g	49.1	42.0	48.4	60.9 fgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	869	161	162	546	698	171	-	765	104	839	30
Effective base	437	79	85	282	355	83	-	403	38	422	16
Weighted Base	820	190	136	494	652	168	-	773	48	798	22
0-24%	173	32	44	98	139	34	-	170	3	172	*
	21%	17%	32%	20%	21%	20%	-%	22%	7%	22%	2%
			ac					b			
25-49%	124	25	22	77	103	21	-	115	9	122	1
	15%	13%	16%	16%	16%	12%	-%	15%	19%	15%	6%
50-74%	157	44	20	93	133	24	-	144	14	154	3
	19%	23%	15%	19%	20%	14%	-%	19%	29%	19%	15%
75-100%	299	61	44	194	219	80	-	281	18	285	14
	36%	32%	32%	39%	34%	47%	-%	36%	37%	36%	62%
						a					a
Don't know	68	28	7	33	58	10	-	64	4	64	3
	8%	15%	5%	7%	9%	6%	-%	8%	8%	8%	15%
		bc									
Mean Score	57.5	59.1	49.1	59.4	56.0	63.1	-	57.2	62.2	56.9	83.0
		b		b		a					

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	869	555	147	159
Effective base	437	296	61	77
Weighted Base	820	555	115	146
0-24%	173 21%	91 16%	32 28%	49 33%
		a	a	a
25-49%	124 15%	93 17%	17 15%	14 10%
50-74%	157 19%	114 21%	29 25%	15 10%
		c	c	c
75-100%	299 36%	226 41%	32 28%	38 26%
		c		
Don't know	68 8%	32 6%	4 4%	30 21%
				ab
Mean Score	57.5	61.3	49.8	47.1
		bc		

Columns Tested: a,b,c

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	869	717	104	24	7	9	2	4	2	821	48	24
Effective base	437	395	35	4	3	2	1	2	2	427	10	6
Weighted Base	820	751	48	8	5	7	*	1	*	799	21	13
0-24%	173	155	11	4	2	*	-	1	-	166	7	3
	21%	21%	23%	49%	37%	2%	-%	57%	-%	21%	31%	20%
25-49%	124	112	7	4	*	1	-	*	-	119	5	1
	15%	15%	14%	45%	*%	14%	-%	11%	-%	15%	22%	8%
50-74%	157	141	10	*	*	5	-	*	-	151	6	6
	19%	19%	21%	4%	7%	81%	-%	31%	-%	19%	30%	46%
75-100%	299	286	10	*	3	-	*	*	*	296	3	3
	36%	38%	20%	1%	56%	-%	18%	1%	72%	37%	14%	22%
		b								b		
Don't know	68	56	11	*	-	*	*	-	*	67	1	1
	8%	7%	23%	*%	-%	4%	82%	-%	28%	8%	3%	4%
			ai									
Mean Score	57.5	58.4	50.5	22.6	63.6	46.0	100.0	27.9	100.0	58.0	40.0	51.3
		bj								bj		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	*e	f	*g
Unweighted Base	869	417	300	152	851	650	869	542	323	265	219	491	32	55	25	37	10
Effective base	437	247	150	43	426	319	437	268	147	109	122	267	10	17	9	12	4
Weighted Base	820	489	261	70	799	608	820	518	295	206	222	510	10	39	13	23	4
0-24%	173 21%	77 16%	78 30%	18 25%	171 21%	152 25%	173 21%	144 c	87 ac	53 26%	22 10%	131 26%	1 9%	11 28%	1 7%	6 29%	* 5%
25-49%	124 15%	64 13%	48 19%	12 16%	124 15%	110 18%	124 15%	91 18%	56 19%	31 15%	14 6%	94 19%	3 32%	5 14%	4 28%	2 10%	1 14%
50-74%	157 19%	106 22%	35 13%	16 23%	153 19%	117 19%	157 19%	89 17%	53 18%	41 20%	41 19%	96 19%	2 16%	10 26%	5 37%	2 8%	1 32%
75-100%	299 36%	211 43%	76 29%	13 18%	284 36%	169 28%	299 36%	146 28%	78 26%	54 26%	135 61%	143 28%	3 26%	7 19%	1 8%	7 32%	2 48%
Don't know	68 8%	32 7%	24 9%	12 17%	67 8%	60 10%	68 8%	48 9%	21 7%	27 13%	9 4%	45 9%	2 17%	5 13%	3 20%	5 22%	* *%
Mean Score	57.5	63.3 bc	49.0	46.7	56.9 bdef	50.9	57.5 bdef	50.1	48.2	49.8	74.9 bdf	50.6	57.7	44.5	53.1	55.1	66.8

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	869	675	62	39	30	20	20	5	488	72	35	22	19	9	5
Effective base	437	372	21	12	12	8	3	2	267	23	8	11	6	6	2
Weighted Base	820	700	35	27	17	10	8	2	504	46	19	22	9	6	2
0-24%	173	153	7	5	3	3	*	*	129	10	*	7	3	3	*
	21%	22%	20%	19%	18%	28%	3%	4%	26%	22%	1%	33%	31%	45%	4%
25-49%	124	106	7	6	2	2	1	*	93	7	2	6	1	1	-
	15%	15%	20%	21%	14%	20%	10%	*%	18%	15%	13%	28%	10%	9%	-%
50-74%	157	133	5	8	3	3	1	*	86	16	10	3	*	1	*
	19%	19%	15%	29%	19%	27%	14%	17%	17%	36%	51%	13%	4%	19%	19%
									a	a					
75-100%	299	260	10	3	6	2	1	2	152	4	1	3	5	2	2
	36%	37%	28%	12%	35%	25%	10%	78%	30%	9%	7%	16%	52%	26%	77%
									b						
Don't know	68	49	6	5	2	*	5	*	43	9	5	2	*	-	*
	8%	7%	18%	19%	13%	*%	63%	1%	9%	19%	28%	10%	3%	-%	1%
Mean Score	57.5	57.4	51.9	44.4	60.5	52.9	57.9	83.8	51.5	44.7	51.3	39.9	62.4	46.4	83.4
		c													

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	869	401	51	38	25	17	4	6	392	166	171	93	41
Effective base	437	218	18	13	12	6	2	2	232	80	79	32	12
Weighted Base	820	419	41	23	16	13	4	2	457	139	149	45	23
0-24%	173	117	13	2	8	3	*	1	90	24	35	16	8
	21%	28%	32%	8%	49%	22%	7%	60%	20%	18%	23%	34%	35%
25-49%	124	76	7	5	1	2	1	*	55	27	31	5	6
	15%	18%	17%	20%	6%	15%	14%	9%	12%	19%	21%	11%	24%
											a		
50-74%	157	67	10	6	1	5	-	*	80	28	41	4	3
	19%	16%	24%	27%	7%	39%	-%	20%	18%	20%	28%	8%	11%
											d		
75-100%	299	128	4	3	4	3	3	-	200	54	29	12	2
	36%	31%	11%	14%	25%	24%	69%	-%	44%	39%	19%	26%	10%
									ce	ce			
Don't know	68	31	7	7	2	*	*	*	32	6	12	9	5
	8%	7%	16%	32%	13%	*%	10%	10%	7%	4%	8%	20%	20%
				a								ab	b
Mean Score	57.5	51.0	40.4	52.1	40.5	50.0	82.2	20.6	61.9	58.5	49.2	43.5	35.0
		b							cde	cde	e		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	*e
Unweighted Base	869	421	162	145	87	31	307	119	120	67	29
Effective base	437	248	78	65	28	8	180	54	49	24	9
Weighted Base	820	495	132	114	35	16	360	95	91	34	19
0-24%	173 21%	111 22%	30 23%	20 18%	6 18%	4 22%	90 25%	15 16%	27 30%	14 41%	6 33%
25-49%	124 15%	59 12%	26 19%	28 25%	7 20%	4 23%	56 16%	26 27%	17 18%	5 14%	5 25%
50-74%	157 19%	90 18%	23 17%	33 29%	3 8%	3 16%	64 18%	19 20%	24 27%	3 9%	2 13%
75-100%	299 36%	200 40%	48 37%	23 20%	10 29%	2 12%	119 33%	27 28%	15 16%	7 21%	1 4%
Don't know	68 8%	35 7%	6 4%	10 9%	9 25%	4 27%	31 9%	8 9%	8 9%	5 15%	5 25%
Mean Score	57.5	59.1 ce	55.6	51.2	52.2	43.5	53.6 cd	52.3 d	45.4	37.9	31.4

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	869	264	81	98	59	30	286	33	217	817	52	833	18
Effective base	437	152	39	41	22	10	148	16	104	413	23	420	6
Weighted Base	820	300	76	72	41	14	278	19	215	773	48	787	12
0-24%	173	75	23	21	13	6	87	6	51	162	10	169	2
	21%	25%	30%	30%	32%	41%	31%	32%	24%	21%	22%	21%	18%
25-49%	124	51	12	16	5	4	41	4	46	121	3	122	1
	15%	17%	16%	23%	12%	30%	15%	20%	21%	16%	5%	16%	12%
50-74%	157	42	20	18	4	3	55	1	31	144	13	152	2
	19%	14%	26%	25%	9%	19%	20%	7%	15%	19%	28%	19%	14%
75-100%	299	113	16	11	5	1	73	5	66	286	13	283	2
	36%	37%	22%	16%	11%	7%	26%	29%	30%	37%	27%	36%	14%
Don't know	68	20	5	5	15	*	22	2	21	59	9	62	5
	8%	7%	6%	7%	35%	3%	8%	13%	10%	8%	18%	8%	43%
Mean Score	57.5	55.5	47.2	44.1	34.9	32.2	48.0	46.9	52.6	57.7	54.4	57.0	46.3
		cd	d										

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	869	608	42	395	147	837	14	604	46	398	144
Effective base	437	309	12	205	64	422	4	304	15	207	62
Weighted Base	820	575	33	387	131	789	10	573	35	391	127
0-24%	173	146	6	111	33	168	3	145	7	112	32
	21%	25%	18%	29%	25%	21%	30%	25%	19%	29%	25%
25-49%	124	104	5	72	19	123	1	103	7	74	16
	15%	18%	16%	19%	14%	16%	6%	18%	19%	19%	13%
50-74%	157	105	12	66	23	153	*	106	11	62	27
	19%	18%	36%	17%	18%	19%	*%	19%	30%	16%	22%
75-100%	299	167	2	102	43	284	*	167	2	106	40
	36%	29%	7%	26%	33%	36%	1%	29%	7%	27%	31%
Don't know	68	52	7	35	13	61	6	51	8	37	11
	8%	9%	22%	9%	10%	8%	62%	9%	24%	9%	9%
Mean Score	57.5	51.3	42.1	49.3	52.2	57.1	18.9	51.4	41.0	49.1	53.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	869	352	743	122	-	311	530	94	2	354	351	104	-
Effective base	437	164	382	57	-	145	267	44	2	177	176	47	-
Weighted Base	820	302	710	103	-	268	492	80	3	335	325	87	-
0-24%	173	78	157	36	-	88	134	34	2	102	110	40	-
	21%	26%	22%	35%	-%	33%	27%	42%	47%	31%	34%	46%	-%
				b				b				a	
25-49%	124	74	115	25	-	54	100	18	2	60	61	21	-
	15%	24%	16%	24%	-%	20%	20%	22%	53%	18%	19%	25%	-%
				b									
50-74%	157	68	130	15	-	52	92	11	-	66	48	14	-
	19%	22%	18%	15%	-%	19%	19%	14%	-%	20%	15%	16%	-%
75-100%	299	54	256	24	-	46	127	15	-	72	84	9	-
	36%	18%	36%	23%	-%	17%	26%	18%	-%	21%	26%	10%	-%
			a								c		
Don't know	68	29	52	3	-	28	40	3	-	36	23	3	-
	8%	9%	7%	3%	-%	10%	8%	3%	-%	11%	7%	3%	-%
Mean Score	57.5	44.5	56.4	43.7	-	42.4	48.5	37.7	20.5	45.0	46.2	33.3	-
			ac				ac			c	c		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	869	825	607	407	496	869	20	314	222	206	59	49	206	351
Effective base	437	416	303	209	253	437	9	168	112	103	31	28	100	170
Weighted Base	820	775	556	388	491	820	7	318	214	196	59	57	202	318
0-24%	173	168	150	122	150	173	5	111	83	67	33	25	47	52
	21%	22%	27%	31%	31%	21%	74%	35%	39%	34%	57%	44%	23%	16%
			a	b							ac			
25-49%	124	120	101	69	115	124	2	61	38	37	12	13	52	48
	15%	15%	18%	18%	23%	15%	23%	19%	18%	19%	21%	22%	26%	15%
				b									b	
50-74%	157	148	105	70	128	157	-	48	35	32	4	10	52	72
	19%	19%	19%	18%	26%	19%	-%	15%	16%	17%	7%	18%	26%	23%
				b										
75-100%	299	276	144	93	54	299	-	72	43	37	8	9	21	111
	36%	36%	26%	24%	11%	36%	-%	23%	20%	19%	14%	15%	10%	35%
		bc		a									a	
Don't know	68	63	55	35	43	68	*	26	15	21	*	*	30	34
	8%	8%	10%	9%	9%	8%	3%	8%	7%	11%	*%	*%	15%	11%
Mean Score	57.5	56.8	48.8	46.6	38.4	57.5	15.9	43.8	41.6	41.5	32.3	37.4	40.6	59.0
		bc		a				d	d	d			a	a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	869	96	35	30	14	790	581	814	560	544	348	765	117	-	697	58
Effective base	437	52	14	13	7	394	279	405	269	261	171	390	64	-	342	37
Weighted Base	820	96	21	20	18	744	497	762	493	466	324	723	116	-	631	70
0-24%	173	25	6	3	2	155	119	157	123	109	91	154	34	-	134	8
	21%	26%	28%	14%	13%	21%	24%	21%	25%	23%	28%	21%	30%	-%	21%	12%
25-49%	124	13	4	3	6	117	78	118	76	69	54	112	29	-	97	6
	15%	13%	17%	15%	32%	16%	16%	15%	15%	15%	17%	15%	25%	-%	15%	9%
50-74%	157	14	2	5	5	144	104	149	94	87	57	131	20	-	120	14
	19%	15%	10%	24%	30%	19%	21%	20%	19%	19%	18%	18%	17%	-%	19%	20%
75-100%	299	30	4	8	3	268	147	276	149	150	79	271	26	-	234	33
	36%	31%	19%	38%	19%	36%	30%	36%	30%	32%	24%	38%	22%	-%	37%	48%
Don't know	68	14	5	2	1	60	49	63	50	50	42	54	6	-	46	8
	8%	15%	25%	9%	6%	8%	10%	8%	10%	11%	13%	8%	5%	-%	7%	12%
											b					
Mean Score	57.5	52.3	42.8	58.0	46.4	57.2	52.7	57.5	52.4	54.5	48.0	57.8	44.2	-	58.0	65.2
						bd		bd				ac				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	869	307	562	189	9	94	135	74	578	212	109	118	627
Effective base	437	166	271	93	6	40	76	33	290	113	55	56	321
Weighted Base	820	314	506	184	15	91	144	55	547	216	94	116	594
0-24%	173	64	109	57	3	18	52	13	111	48	25	32	116
	21%	20%	22%	31%	22%	20%	36%	24%	20%	22%	27%	27%	20%
25-49%	124	59	65	29	5	15	20	8	89	26	9	14	98
	15%	19%	13%	16%	35%	17%	14%	16%	16%	12%	9%	12%	16%
50-74%	157	57	101	39	3	28	24	7	111	39	19	30	108
	19%	18%	20%	21%	19%	31%	16%	13%	20%	18%	20%	26%	18%
75-100%	299	112	187	51	4	18	45	19	200	80	30	33	229
	36%	36%	37%	27%	24%	20%	31%	36%	37%	37%	32%	28%	39%
Don't know	68	23	45	9	-	11	5	6	36	22	12	8	43
	8%	7%	9%	5%	-%	12%	3%	11%	7%	10%	12%	7%	7%
Mean Score	57.5	56.1	58.4	47.2	47.6	49.8	46.4	54.0	57.9	57.4	52.8	51.0	59.1
													b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	869	440	429
Effective base	437	196	241
Weighted Base	820	356	464
0-24%	173 21%	60 17%	113 24%
			a
25-49%	124 15%	40 11%	84 18%
			a
50-74%	157 19%	80 23%	77 17%
75-100%	299 36%	131 37%	168 36%
Don't know	68 8%	46 13%	22 5%
		b	
Mean Score	57.5	60.7	55.3
		b	

Columns Tested:: a,b

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	869	-	41	135	170	12	74	40	107	84	74	92	40
Effective base	437	-	16	64	81	6	44	14	55	53	27	65	26
Weighted Base	820	-	31	136	134	7	82	19	95	104	26	143	45
0-24%	173	-	11	22	22	1	10	3	24	18	4	47	10
	21%	-%	36%	17%	16%	11%	12%	18%	25%	18%	17%	33%	22%
			f									cdf	
25-49%	124	-	6	27	14	2	11	3	23	15	5	14	4
	15%	-%	18%	20%	11%	31%	13%	15%	24%	15%	19%	10%	9%
									dk				
50-74%	157	-	9	23	35	*	21	7	13	19	3	16	10
	19%	-%	29%	17%	26%	1%	26%	40%	13%	19%	11%	11%	22%
					k			hjk					
75-100%	299	-	3	36	52	4	36	4	30	44	13	59	18
	36%	-%	10%	26%	38%	57%	44%	19%	32%	43%	50%	42%	40%
					b		b			b	bc	b	b
Don't know	68	-	2	28	11	-	4	1	4	7	1	6	3
	8%	-%	7%	20%	8%	-%	5%	7%	4%	7%	4%	4%	7%
				dfhijk									
Mean Score	57.5	-	39.1	55.0	61.4	68.4	63.4	47.0	52.3	61.0	66.5	56.1	59.6
				b	bgh		bgh		b	bg	bcgh	b	b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 111 (continuation)

QV6D1.2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard stamped mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	869	183	249	231	206	432	437
Effective base	437	85	125	120	110	207	229
Weighted Base	820	180	209	217	214	389	431
0-24%	173	33	32	46	61	66	107
	21%	19%	15%	21%	29%	17%	25%
					b		a
25-49%	124	34	26	41	23	60	64
	15%	19%	12%	19%	11%	15%	15%
50-74%	157	35	54	39	29	89	69
	19%	19%	26%	18%	14%	23%	16%
			d				
75-100%	299	46	85	78	90	130	169
	36%	25%	41%	36%	42%	33%	39%
			a		a		
Don't know	68	33	12	13	10	45	23
	8%	18%	6%	6%	5%	12%	5%
		bcd				b	
Mean Score	57.5	53.6	61.5	56.0	58.1	58.1	57.0
			a				

Columns Tested:: a,b,c,d - a,b

Table 113

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	562	79	483	403	90	29	40	159
Effective base	286	36	250	262	56	21	26	74
Weighted Base	549	68	480	523	22	3	1	26
0-24%	257	4	254	248	8	1	*	9
	47%	5%	53%	47%	35%	45%	35%	37%
		a						
25-49%	102	12	89	96	4	*	*	5
	19%	18%	19%	18%	21%	16%	38%	21%
		a						
50-74%	61	9	52	57	4	*	*	4
	11%	14%	11%	11%	16%	12%	8%	16%
75-100%	83	22	61	79	4	*	*	4
	15%	32%	13%	15%	16%	10%	15%	16%
		b						
Don't know	45	21	24	42	2	1	*	3
	8%	31%	5%	8%	11%	17%	4%	12%
		b						
Mean Score	34.3	63.9	31.2	34.0	39.9	33.8	37.8	39.1
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	562	204	139	60	56	63	40	403	90	69
Effective base	286	144	90	38	38	33	26	262	56	34
Weighted Base	549	315	165	42	16	9	1	523	22	4
0-24%	257 47%	139 44%	89 54% eh	19 46%	6 38%	3 34%	* 35%	248 47%	8 35%	2 42%
25-49%	102 19%	57 18%	30 18%	10 23%	2 14%	3 29%	* 38% abdg	96 18%	4 21%	1 21%
50-74%	61 11%	36 11%	16 10%	6 13%	3 16%	1 15%	* 8%	57 11%	4 16%	* 11%
75-100%	83 15%	61 19%	14 9%	3 8%	3 19%	1 10%	* 15%	79 15%	4 16%	* 12%
Don't know	45 8%	23 7%	16 10%	4 10%	2 12%	1 12%	* 4%	42 8%	2 11%	1 14%
Mean Score	34.3	37.7 b	27.5	31.3	40.9 b	36.2 b	37.8	34.0 b	39.9 b	34.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	562	270	133	90	29	40	249	104	40	30	59
Effective base	286	193	87	56	21	26	168	51	21	10	11
Weighted Base	549	425	98	22	3	1	338	93	19	17	15
0-24%	257 47%	205 48%	43 44%	8 35%	1 45%	* 35%	172 51%	43 47%	7 37%	7 42%	6 38%
25-49%	102 19%	75 18%	21 22%	4 21%	* 16%	* 38%	64 19%	22 24%	4 19%	1 7%	5 35%
50-74%	61 11%	47 11%	10 10%	4 16%	* 12%	* 8%	39 12%	6 6%	3 18%	1 5%	1 9%
75-100%	83 15%	69 16%	10 10%	4 16%	* 10%	* 15%	47 14%	11 12%	3 13%	7 40%	2 10%
Don't know	45 8%	28 7%	14 14%	2 11%	1 17%	* 4%	16 5%	11 11%	3 13%	1 6%	1 7%
Mean Score	34.3	34.6	31.5	39.9	33.8	37.8	32.2	32.1	36.9	52.7	32.7

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	*b	c	*d	e	f	g	h	*i
Unweighted Base	562	50	24	72	27	34	41	36	38	28
Effective base	286	36	18	47	17	27	29	29	23	19
Weighted Base	549	74	38	106	26	42	70	65	46	28
0-24%	257 47%	37 50%	16 43%	42 39%	13 48%	25 60%	31 44%	28 44%	30 66%	15 52%
25-49%	102 19%	14 19%	6 16%	18 17%	3 12%	4 10%	18 26%	13 19%	8 17%	5 19%
50-74%	61 11%	7 9%	4 12%	14 13%	5 18%	2 5%	5 8%	9 13%	2 4%	5 18%
75-100%	83 15%	11 15%	11 29%	18 17%	3 12%	4 10%	12 17%	9 14%	6 13%	- -%
Don't know	45 8%	5 7%	- -%	13 13%	3 10%	6 15%	4 5%	6 10%	* *%	3 11%
Mean Score	34.3	33.6	46.3	37.7	33.7	24.2	36.0	34.2	27.1	23.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	562	89	112	149	350	212	79	70	63
Effective base	286	62	76	105	239	111	44	43	34
Weighted Base	549	96	158	241	495	54	24	21	8
0-24%	257 47%	52 54%	83 53%	101 42%	237 48%	21 38%	8 34%	8 37%	4 55%
		ef							
25-49%	102 19%	13 13%	29 18%	49 20%	90 18%	11 21%	5 19%	5 24%	2 20%
50-74%	61 11%	12 12%	13 8%	28 12%	53 11%	8 16%	4 18%	3 16%	1 9%
75-100%	83 15%	7 8%	28 18%	39 16%	74 15%	9 16%	4 18%	4 18%	1 7%
Don't know	45 8%	12 13%	5 3%	24 10%	41 8%	4 8%	3 11%	1 5%	1 9%
		b							
Mean Score	34.3	26.6	34.7	36.2	33.9	37.3	39.9	39.2	24.2
		h	h	ah	h	ah	ah	ah	

Columns Tested: a,b,c,d,e,f,g,h

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	e	f	*g	h	i
Unweighted Base	562	21	25	8	33	53	139	26	31	257
Effective base	286	10	10	7	17	29	74	13	13	138
Weighted Base	549	20	23	19	42	75	116	26	20	249
0-24%	257	5	6	12	17	33	60	18	6	118
	47%	26%	24%	62%	41%	44%	52%	68%	27%	47%
25-49%	102	7	4	2	6	9	27	1	2	50
	19%	35%	18%	11%	14%	12%	23%	3%	11%	20%
50-74%	61	4	1	1	2	5	12	*	4	35
	11%	17%	5%	4%	5%	7%	10%	1%	19%	14%
75-100%	83	1	10	2	12	15	12	3	5	34
	15%	5%	41%	13%	29%	21%	11%	11%	26%	14%
Don't know	45	3	3	2	5	13	5	4	3	12
	8%	16%	12%	11%	11%	17%	4%	15%	17%	5%
						fi				
Mean Score	34.3	30.5	54.5	24.6	41.0	41.5	30.4	22.9	50.7	33.3
						f				

Columns Tested: a,b,c,d,e,f,g,h,i

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	562	107	139	316	470	92	-	496	66	551	11
Effective base	286	56	74	163	238	48	-	267	23	281	6
Weighted Base	549	137	116	296	456	92	-	522	26	543	6
0-24%	257	55	60	142	210	47	-	242	15	256	2
	47%	40%	52%	48%	46%	51%	-%	46%	57%	47%	28%
25-49%	102	22	27	53	88	14	-	94	8	101	*
	19%	16%	23%	18%	19%	15%	-%	18%	30%	19%	7%
50-74%	61	11	12	39	47	14	-	61	1	59	2
	11%	8%	10%	13%	10%	16%	-%	12%	3%	11%	37%
75-100%	83	28	12	42	75	8	-	82	1	82	1
	15%	21%	11%	14%	16%	8%	-%	16%	4%	15%	9%
Don't know	45	21	5	19	36	9	-	44	1	44	1
	8%	15%	4%	7%	8%	10%	-%	8%	5%	8%	19%
Mean Score	34.3	39.7	30.4	33.5	35.2	29.7	-	34.9	23.0	34.2	42.8
		b						b			

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	562	315	119	125
Effective base	286	174	49	61
Weighted Base	549	339	84	123
0-24%	257	160	40	56
	47%	47%	48%	46%
25-49%	102	69	20	13
	19%	20%	24%	10%
50-74%	61	45	9	7
	11%	13%	11%	6%
75-100%	83	49	7	24
	15%	14%	9%	19%
Don't know	45	16	7	23
	8%	5%	8%	18%
				a
Mean Score	34.3	33.7	31.2	36.3

Columns Tested: a,b,c

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	562	436	81	24	6	7	4	2	2	517	45	21
Effective base	286	245	29	7	3	2	1	1	1	274	13	6
Weighted Base	549	477	53	11	3	1	2	1	*	530	18	7
0-24%	257	225	25	4	2	*	*	1	*	250	7	3
	47%	47%	47%	36%	60%	13%	*%	100%	93%	47%	38%	41%
25-49%	102	92	7	1	1	*	*	-	*	99	2	1
	19%	19%	14%	9%	40%	3%	2%	-%	7%	19%	12%	17%
50-74%	61	55	3	1	-	-	2	-	-	58	3	2
	11%	11%	6%	13%	-%	-%	96%	-%	-%	11%	19%	28%
75-100%	83	68	9	4	-	1	*	-	-	78	5	1
	15%	14%	18%	41%	-%	84%	1%	-%	-%	15%	30%	14%
Don't know	45	37	8	*	-	-	-	-	-	45	*	-
	8%	8%	15%	2%	-%	-%	-%	-%	-%	9%	1%	-%
Mean Score	34.3	33.3	37.1	56.0	20.1	66.1	71.4	20.1	21.4	33.7	50.4	42.4
											abi	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	e	*f	*g
Significance Level: 95%																	
Unweighted Base	562	201	235	126	534	524	562	450	293	216	58	386	24	34	30	22	8
Effective base	286	129	116	41	273	263	286	225	141	84	31	222	10	10	10	5	3
Weighted Base	549	257	221	71	525	504	549	434	279	159	60	433	12	20	11	11	2
0-24%	257 47%	123 48%	102 46%	32 45%	251 48%	236 47%	257 47%	210 48%	127 45%	72 45%	25 41%	209 48%	1 11%	12 59%	5 47%	5 48%	1 33%
25-49%	102 19%	46 18%	47 21%	9 13%	102 19%	95 19%	102 19%	87 20%	56 20%	32 20%	6 10%	87 20%	3 22%	2 10%	3 30%	* 3%	* 14%
50-74%	61 11%	26 10%	28 13%	7 10%	59 11%	60 12%	61 11%	47 11%	40 14%	14 9%	4 6%	54 12%	1 6%	* 2%	2 20%	1 6%	- -%
75-100%	83 15%	45 17%	23 11%	15 21%	70 13%	68 14%	83 15%	55 13%	37 13%	20 13%	23 38%	52 12%	7 57%	* 1%	* *%	* 2%	1 53%
Don't know	45 8%	16 6%	21 9%	8 11%	44 8%	45 9%	45 8%	35 8%	19 7%	21 13%	2 4%	32 7%	* 4%	6 28%	* 4%	4 42%	- -%
Mean Score	34.3	35.2	31.0	40.9 b	32.7	33.5	34.3	32.0	34.0	33.9	49.4 b	32.2	72.5	12.6	23.5	17.8	50.7

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	562	401	46	28	31	12	10	6	382	60	32	23	17	6	4
Effective base	286	230	21	8	10	6	2	3	221	21	8	9	6	3	1
Weighted Base	549	449	38	15	9	6	7	*	421	47	15	14	5	1	1
0-24%	257	217	18	6	4	5	1	*	202	21	*	10	3	1	*
	47%	48%	46%	40%	46%	83%	21%	20%	48%	44%	2%	70%	55%	71%	8%
		c	c						c	c					
25-49%	102	84	10	4	2	*	*	*	86	5	1	2	1	*	-
	19%	19%	27%	27%	25%	4%	*%	60%	20%	10%	7%	12%	27%	26%	-%
50-74%	61	53	3	*	2	1	-	-	48	8	1	2	1	-	-
	11%	12%	8%	1%	22%	10%	-%	-%	11%	16%	7%	15%	15%	-%	-%
75-100%	83	66	2	*	*	*	1	*	53	8	7	-	*	*	1
	15%	15%	6%	2%	1%	2%	14%	19%	13%	17%	45%	-%	3%	3%	92%
		a							a						
Don't know	45	30	5	4	*	*	4	-	32	6	6	*	-	-	-
	8%	7%	12%	29%	4%	1%	65%	-%	8%	13%	41%	3%	-%	-%	-%
		a							a						
Mean Score	34.3	33.7	28.4	22.7	23.2	16.4	35.8	44.0	32.3	39.7	82.5	16.8	27.8	21.2	71.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	562	318	51	25	22	16	5	13	204	111	138	75	33
Effective base	286	181	18	7	8	5	3	4	125	56	67	30	11
Weighted Base	549	350	34	16	15	9	1	9	255	112	119	40	22
0-24%	257	180	12	2	11	3	1	1	115	52	66	13	10
	47%	52%	34%	13%	71%	32%	74%	16%	45%	47%	55%	33%	47%
											d		
25-49%	102	72	9	3	1	2	*	*	56	16	16	10	4
	19%	21%	25%	18%	9%	25%	2%	*%	22%	14%	13%	26%	17%
50-74%	61	34	6	1	3	1	-	3	28	14	11	7	*
	11%	10%	18%	5%	17%	10%	-%	28%	11%	13%	10%	19%	2%
75-100%	83	41	5	*	*	3	-	5	38	26	13	4	2
	15%	12%	15%	2%	2%	34%	-%	56%	15%	23%	11%	10%	11%
Don't know	45	22	3	10	-	-	*	-	19	3	13	5	5
	8%	6%	8%	62%	-%	-%	24%	-%	7%	3%	11%	13%	23%
													b
Mean Score	34.3	30.3	36.3	28.9	23.1	51.5	17.3	73.9	34.1	39.8	29.7	36.9	24.5
										ce		e	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	562	213	117	115	62	25	230	102	105	58	24
Effective base	286	133	59	55	22	7	139	49	43	26	7
Weighted Base	549	268	115	95	28	14	280	99	71	33	17
0-24%	257 47%	121 45%	55 48%	54 56%	9 32%	8 58%	134 48%	45 45%	36 51%	11 32%	6 37%
25-49%	102 19%	59 22%	20 17%	15 16%	7 26%	1 6%	60 21%	14 14%	10 14%	9 28%	3 17%
50-74%	61 11%	30 11%	15 13%	8 8%	5 18%	* 3%	29 10%	16 17%	6 9%	7 22%	* 2%
75-100%	83 15%	37 14%	20 18%	11 11%	1 5%	* 1%	38 14%	16 16%	8 12%	4 11%	2 14%
Don't know	45 8%	20 8%	5 5%	8 8%	5 18%	5 32%	19 7%	8 8%	10 15%	2 7%	5 29%
Mean Score	34.3	33.2	36.7	29.4	31.2	12.8	32.6	37.1	31.2	39.0	29.5

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	562	201	71	93	52	24	245	41	160	521	41	520	14
Effective base	286	121	34	37	20	10	118	18	89	272	13	269	4
Weighted Base	549	244	65	58	38	15	212	25	191	522	26	515	10
0-24%	257 47%	128 52%	26 39%	28 48%	12 32%	8 51%	101 48%	9 36%	95 50%	251 48%	6 23%	249 48%	2 16%
25-49%	102 19%	48 20%	17 25%	8 14%	9 23%	5 30%	44 21%	9 36%	34 18%	98 19%	3 13%	101 20%	1 7%
50-74%	61 11%	26 11%	8 13%	8 13%	2 6%	* 2%	20 10%	1 3%	26 14%	57 11%	4 16%	57 11%	2 21%
75-100%	83 15%	30 12%	10 15%	8 14%	5 13%	2 15%	33 15%	3 12%	20 10%	75 14%	8 31%	69 13%	1 8%
Don't know	45 8%	12 5%	5 8%	6 10%	10 26%	* 2%	14 7%	3 12%	16 8%	41 8%	4 17%	39 8%	5 49%
Mean Score	34.3	30.3	37.1	33.4	38.1	28.4	34.0	35.2	29.7	33.4	52.5 a	32.5	53.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	562	475	49	317	133	520	14	471	53	328	122
Effective base	286	249	15	175	50	269	5	247	16	180	44
Weighted Base	549	470	34	341	93	510	15	469	34	345	89
0-24%	257 47%	220 47%	16 46%	170 50%	40 43%	244 48%	7 47%	223 48%	13 37%	169 49%	40 45%
25-49%	102 19%	93 20%	2 7%	73 21%	14 15%	101 20%	* 1%	93 20%	2 6%	73 21%	14 16%
50-74%	61 11%	56 12%	3 10%	35 10%	12 13%	57 11%	2 16%	55 12%	4 12%	36 10%	11 13%
75-100%	83 15%	61 13%	7 22%	39 11%	17 18%	69 13%	1 6%	61 13%	7 22%	39 11%	16 18%
Don't know	45 8%	40 8%	5 15%	25 7%	10 11%	39 8%	4 30%	37 8%	8 23%	28 8%	7 7%
Mean Score	34.3	32.8	43.9 a	30.5	37.7 a	32.7	35.2	32.7	45.7 a	30.3	38.3 a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	562	344	430	126	1	334	393	104	3	350	268	112	-
Effective base	286	168	228	57	1	161	207	49	2	173	140	52	-
Weighted Base	549	317	434	110	*	304	392	91	4	328	266	95	-
0-24%	257	146	221	50	-	132	196	32	3	153	135	42	-
	47%	46%	51%	46%	-%	44%	50%	35%	96%	47%	51%	45%	-%
25-49%	102	67	88	35	-	64	81	34	-	71	63	32	-
	19%	21%	20%	32%	-%	21%	21%	38%	-%	22%	24%	33%	-%
								ab					
50-74%	61	37	45	9	-	40	40	9	-	36	25	7	-
	11%	12%	10%	8%	-%	13%	10%	10%	-%	11%	9%	7%	-%
75-100%	83	42	46	12	*	42	43	12	*	42	23	10	-
	15%	13%	11%	11%	100%	14%	11%	13%	4%	13%	9%	11%	-%
Don't know	45	25	34	4	-	25	32	4	-	26	20	3	-
	8%	8%	8%	3%	-%	8%	8%	4%	-%	8%	8%	4%	-%
Mean Score	34.3	33.8	29.8	30.4	100.0	35.3	30.2	34.1	11.2	32.9	28.0	30.9	-
						b				b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	562	521	500	349	562	323	28	256	238	204	68	45	190	129
Effective base	286	266	253	180	286	169	11	138	119	101	36	27	94	65
Weighted Base	549	512	486	352	549	328	7	268	239	199	67	58	195	136
0-24%	257	244	226	176	257	197	4	140	129	85	34	32	85	73
	47%	48%	46%	50%	47%	60%	57%	52%	54%	43%	51%	55%	43%	54%
						a								
25-49%	102	102	94	72	102	79	2	63	46	51	22	21	45	31
	19%	20%	19%	20%	19%	24%	26%	23%	19%	26%	33%	35%	23%	23%
50-74%	61	59	55	37	61	17	1	26	22	18	5	4	16	8
	11%	12%	11%	11%	11%	5%	9%	10%	9%	9%	8%	6%	8%	6%
						b								
75-100%	83	66	68	36	83	5	*	16	26	25	5	2	27	2
	15%	13%	14%	10%	15%	1%	4%	6%	11%	13%	7%	3%	14%	1%
						b								b
Don't know	45	41	44	31	45	31	*	24	16	19	1	*	23	22
	8%	8%	9%	9%	8%	10%	3%	9%	7%	10%	1%	*%	12%	16%
Mean Score	34.3	32.5	33.6	30.0	34.3	19.1	27.2	25.6	29.2	33.9	28.5	23.9	32.6	18.7
						b				ae				b

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	562	69	37	23	9	515	402	533	384	368	321	491	110	-	471	30	
Effective base	286	32	15	12	6	262	196	271	194	180	154	258	51	-	233	19	
Weighted Base	549	62	27	20	13	501	376	519	381	346	303	490	96	-	429	35	
0-24%	257	25	12	4	6	243	177	246	175	165	132	235	42	-	200	14	
	47%	40%	45%	22%	46%	49%	47%	47%	46%	48%	44%	48%	44%	-%	47%	41%	
25-49%	102	13	5	2	2	97	80	100	79	65	67	93	34	-	85	7	
	19%	21%	18%	9%	17%	19%	21%	19%	21%	19%	22%	19%	35%	-%	20%	19%	
													b				
50-74%	61	7	2	2	2	52	31	53	41	34	33	49	5	-	44	8	
	11%	11%	9%	10%	16%	10%	8%	10%	11%	10%	11%	10%	6%	-%	10%	22%	
75-100%	83	4	4	10	2	71	53	80	46	51	38	76	9	-	67	1	
	15%	6%	16%	48%	13%	14%	14%	15%	12%	15%	13%	15%	10%	-%	16%	3%	
Don't know	45	14	3	2	1	38	34	39	41	32	33	37	5	-	32	5	
	8%	22%	11%	11%	8%	8%	9%	8%	11%	9%	11%	8%	6%	-%	8%	14%	
Mean Score	34.3	27.7	38.6	62.2	36.3	32.8	32.7	33.9	32.4	33.4	33.6	33.6	28.1	-	34.5	26.6	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	562	236	326	174	7	78	132	69	372	117	69	96	387
Effective base	286	117	169	74	5	33	60	31	190	62	33	52	199
Weighted Base	549	224	324	133	12	71	108	60	362	123	55	106	378
0-24%	257	105	152	65	9	39	52	31	176	50	27	59	167
	47%	47%	47%	49%	74%	55%	48%	52%	49%	41%	49%	56%	44%
25-49%	102	50	51	26	1	8	25	6	72	24	11	18	72
	19%	22%	16%	20%	6%	11%	23%	11%	20%	19%	19%	17%	19%
50-74%	61	22	40	15	-	4	13	8	40	13	7	6	49
	11%	10%	12%	11%	-%	6%	13%	14%	11%	11%	13%	5%	13%
75-100%	83	33	50	21	2	12	16	7	53	21	8	16	55
	15%	15%	15%	16%	19%	17%	14%	11%	15%	17%	14%	15%	15%
Don't know	45	14	31	6	-	8	2	7	21	16	3	7	35
	8%	6%	10%	4%	-%	12%	2%	12%	6%	13%	5%	6%	9%
Mean Score	34.3	33.4	34.9	34.5	29.5	34.0	33.9	32.7	34.2	33.9	33.2	31.7	34.7

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	562	243	319
Effective base	286	112	173
Weighted Base	549	219	330
0-24%	257	91	166
	47%	42%	50%
25-49%	102	39	62
	19%	18%	19%
50-74%	61	27	34
	11%	12%	10%
75-100%	83	32	51
	15%	15%	15%
Don't know	45	29	17
	8%	13%	5%
		b	
Mean Score	34.3	35.6	33.4

Columns Tested:: a,b

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	562	-	36	92	76	16	53	39	71	59	39	51	30
Effective base	286	-	15	50	30	6	33	13	40	34	23	42	17
Weighted Base	549	-	34	109	57	9	56	18	71	67	10	89	29
0-24%	257	-	14	45	19	8	24	5	49	25	4	46	17
	47%	-%	42%	42%	33%	84%	43%	28%	69%	38%	44%	52%	59%
									cdgfi				
25-49%	102	-	9	26	7	1	11	3	7	12	1	17	6
	19%	-%	27%	24%	12%	11%	20%	18%	10%	18%	14%	19%	22%
50-74%	61	-	1	9	7	*	5	1	11	11	3	11	3
	11%	-%	3%	8%	12%	5%	8%	5%	15%	16%	27%	13%	10%
										c			
75-100%	83	-	7	12	21	-	9	6	1	13	1	12	*
	15%	-%	20%	11%	36%	-%	17%	36%	2%	20%	12%	14%	*%
			h		chkl		h	chl		h		h	
Don't know	45	-	2	17	4	*	7	2	3	5	*	2	3
	8%	-%	6%	16%	7%	1%	12%	12%	4%	8%	3%	2%	9%
				k									
Mean Score	34.3	-	33.2	32.4	51.8	11.9	34.6	49.7	22.5	42.4	36.2	33.3	18.9
			h	h	bcfnjk		h	chk		h	h	h	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 113 (continuation)

QV6D1.3. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	562	135	138	169	120	273	289
Effective base	286	71	65	86	68	132	154
Weighted Base	549	161	104	156	128	265	284
0-24%	257	59	51	79	68	110	147
	47%	37%	49%	51%	53%	42%	52%
25-49%	102	36	18	23	25	54	48
	19%	23%	17%	15%	20%	20%	17%
50-74%	61	10	12	23	17	22	39
	11%	6%	12%	14%	13%	8%	14%
75-100%	83	33	16	21	13	49	34
	15%	20%	15%	14%	10%	18%	12%
Don't know	45	22	8	10	5	30	15
	8%	14%	7%	7%	4%	11%	5%
		d					
Mean Score	34.3	39.3	32.6	33.9	30.4	36.6	32.3
		d					

Columns Tested:: a,b,c,d - a,b

Table 115

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	456	54	402	353	56	16	31	103
Effective base	250	26	224	237	30	12	19	40
Weighted Base	477	53	424	463	12	2	1	14
0-24%	222 46%	8 15%	214 50%	213 46%	7 60%	1 52%	* 50%	8 59%
25-49%	87 18%	3 6%	84 20%	85 18%	2 14%	* 17%	* 40%	2 15%
50-74%	51 11%	6 11%	45 11%	49 11%	2 14%	* 12%	* 4%	2 13%
75-100%	72 15%	10 19%	62 15%	71 15%	1 7%	- -%	* 2%	1 6%
Don't know	45 9%	26 50%	19 4%	44 10%	1 5%	* 19%	* 3%	1 7%
Mean Score	34.4	b 53.3	b 33.1	e 34.7	25.8	19.6	26.3	25.3

Columns Tested: a,b - a,b,c,d,e

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	456	198	113	42	34	38	31	353	56	47
Effective base	250	143	74	26	23	14	19	237	30	22
Weighted Base	477	300	136	27	9	5	1	463	12	2
0-24%	222 46%	133 44%	66 48%	15 57%	7 71%	2 35%	*	213 46%	7 60%	1 52%
25-49%	87 18%	48 16%	33 24%	4 14%	1 10%	1 22%	*	85 18%	2 14%	1 24%
50-74%	51 11%	39 13%	8 6%	2 7%	* 3%	2 34%	*	49 11%	2 14%	* 9%
75-100%	72 15%	53 18%	15 11%	3 9%	1 10%	- -%	*	71 15%	1 7%	* 1%
Don't know	45 9%	28 9%	13 10%	3 12%	1 6%	* 9%	*	44 10%	1 5%	* 15%
Mean Score	34.4	37.0 dhi	31.1	26.4	20.7	34.6 di	26.3	34.7 di	25.8	21.9

Columns Tested: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	456	251	102	56	16	31	232	85	26	20	42
Effective base	250	185	66	30	12	19	163	43	9	8	4
Weighted Base	477	391	72	12	2	1	320	77	13	15	8
0-24%	222 46%	182 47%	31 43%	7 60%	1 52%	* 50%	147 46%	39 50%	5 38%	9 59%	7 81%
25-49%	87 18%	70 18%	14 20%	2 14%	* 17%	* 40%	64 20%	16 21%	2 12%	1 6%	1 12%
50-74%	51 11%	44 11%	5 7%	2 14%	* 12%	* 4%	39 12%	6 7%	* 2%	* 3%	* 2%
75-100%	72 15%	62 16%	10 13%	1 7%	- -%	* 2%	54 17%	7 10%	3 24%	2 14%	* 4%
Don't know	45 9%	32 8%	12 17%	1 5%	* 19%	* 3%	17 5%	10 13%	3 24%	3 19%	* 1%
Mean Score	34.4	34.8	34.0	25.8	19.6	26.3	35.4 e	30.2 e	42.8	30.4	14.0

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	*b	c	*d	e	f	g	h	*i
Significance Level: 95%										
Unweighted Base	456	42	23	39	19	31	34	34	34	22
Effective base	250	33	19	26	14	27	26	28	26	17
Weighted Base	477	65	37	65	22	45	59	60	53	27
0-24%	222	39	15	29	6	26	34	24	27	6
	46%	60%	39%	44%	29%	58%	58%	40%	51%	24%
25-49%	87	8	13	12	1	5	8	17	6	5
	18%	13%	36%	18%	7%	11%	14%	28%	11%	17%
50-74%	51	5	3	11	3	5	2	8	4	1
	11%	8%	9%	17%	16%	11%	3%	14%	9%	4%
75-100%	72	8	5	7	4	4	11	3	12	12
	15%	13%	13%	11%	17%	8%	19%	6%	23%	43%
Don't know	45	5	1	7	7	5	4	7	3	3
	9%	7%	3%	10%	31%	12%	6%	12%	6%	11%
Mean Score	34.4	28.9	34.6	32.7	44.7	26.4	33.1	31.0	38.5	57.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	456	72	99	107	278	178	66	55	57
Effective base	250	58	78	79	211	89	30	34	34
Weighted Base	477	94	155	183	432	45	19	16	9
0-24%	222 46%	39 42%	81 52%	87 47%	206 48%	16 35%	7 37%	6 34%	3 32%
25-49%	87 18%	11 12%	28 18%	36 20%	75 17%	12 26%	5 25%	5 28%	2 26%
50-74%	51 11%	9 10%	13 8%	21 12%	44 10%	7 15%	2 12%	3 21%	1 11%
75-100%	72 15%	19 20%	25 16%	21 12%	65 15%	7 16%	3 18%	2 12%	2 18%
Don't know	45 9%	15 16%	9 6%	18 10%	42 10%	4 8%	2 9%	1 4%	1 14%
Mean Score	34.4	39.1	33.5	32.3	34.1	36.7	37.4	35.5	37.7

Columns Tested: a,b,c,d,e,f,g,h

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	e	f	*g	*h	i
Unweighted Base	456	17	24	3	27	31	115	22	24	219
Effective base	250	9	12	3	13	15	69	12	11	126
Weighted Base	477	19	20	8	28	39	116	24	17	234
0-24%	222 46%	7 36%	6 32%	- -%	6 22%	19 48%	27 23%	14 58%	12 71%	137 59%
										f
25-49%	87 18%	4 20%	4 19%	- -%	4 14%	6 15%	33 29%	2 10%	1 8%	37 16%
							i			
50-74%	51 11%	* *%	2 11%	6 76%	9 31%	1 2%	16 14%	4 17%	* 1%	21 9%
75-100%	72 15%	2 11%	4 19%	- -%	4 14%	- -%	37 32%	- -%	- -%	29 13%
							ei			
Don't know	45 9%	6 33%	4 18%	2 24%	6 20%	13 35%	3 3%	4 15%	3 20%	10 4%
						fi				
Mean Score	34.4	31.5	45.0	56.1	48.1	17.4	51.4 i	21.8	14.7	28.8

Columns Tested: a,b,c,d,e,f,g,h,i

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	456	75	115	266	370	86	-	412	44	453	3
Effective base	250	36	69	149	205	45	-	235	16	249	2
Weighted Base	477	86	116	275	391	86	-	456	22	476	1
0-24%	222	32	27	164	185	37	-	208	14	222	-
	46%	37%	23%	59%	47%	43%	-%	46%	64%	47%	-%
				ab							
25-49%	87	13	33	40	75	12	-	85	2	86	1
	18%	16%	29%	15%	19%	14%	-%	19%	11%	18%	55%
			c								
50-74%	51	10	16	25	42	9	-	50	1	51	-
	11%	11%	14%	9%	11%	11%	-%	11%	4%	11%	-%
75-100%	72	6	37	30	54	19	-	69	3	72	*
	15%	7%	32%	11%	14%	22%	-%	15%	14%	15%	45%
			ac								
Don't know	45	25	3	17	36	9	-	44	1	45	-
	9%	29%	3%	6%	9%	10%	-%	10%	7%	10%	-%
		bc									
Mean Score	34.4	31.8	51.4	27.6	33.4	38.9	-	34.6	29.2	34.3	55.4
			ac								

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	456	262	84	108
Effective base	250	152	36	62
Weighted Base	477	286	72	119
0-24%	222 46%	165 57%	22 31%	35 29%
		bc		
25-49%	87 18%	48 17%	28 39%	11 10%
			ac	
50-74%	51 11%	28 10%	10 14%	13 11%
75-100%	72 15%	30 10%	9 12%	34 29%
				a
Don't know	45 9%	17 6%	3 4%	26 22%
				ab
Mean Score	34.4	28.2	37.1	50.3
			a	ab

Columns Tested: a,b,c

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	456	353	70	16	3	8	1	3	2	423	33	17
Effective base	250	213	28	4	1	3	1	2	1	241	9	6
Weighted Base	477	405	53	6	1	9	2	1	*	457	20	13
0-24%	222	204	14	2	1	*	-	1	-	218	4	2
	46%	50%	27%	36%	100%	*%	-%	78%	-%	48%	21%	13%
		b								b		
25-49%	87	70	12	1	-	2	2	*	*	82	5	4
	18%	17%	22%	12%	-%	20%	100%	22%	1%	18%	25%	31%
50-74%	51	40	5	1	-	5	-	-	-	44	6	5
	11%	10%	9%	17%	-%	59%	-%	-%	-%	10%	32%	40%
										ai		
75-100%	72	55	13	2	-	2	-	-	*	68	4	2
	15%	14%	24%	35%	-%	20%	-%	-%	99%	15%	22%	16%
Don't know	45	36	10	-	-	*	-	-	-	45	*	*
	9%	9%	18%	-%	-%	1%	-%	-%	-%	10%	*%	1%
Mean Score	34.4	32.0	48.0	54.9	18.9	55.2	28.0	14.7	79.4	33.7	48.9	45.9
			ai							ai		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	*f	*g
Unweighted Base	456	174	179	103	431	430	456	367	225	157	45	317	15	33	20	21	5
Effective base	250	115	97	37	234	233	250	202	110	67	30	188	5	13	6	6	2
Weighted Base	477	225	180	72	449	441	477	386	216	135	57	354	8	33	9	13	3
0-24%	222	133	71	18	213	202	222	176	98	59	26	175	5	8	2	5	2
	46%	59%	40%	25%	47%	46%	46%	46%	45%	44%	45%	49%	61%	25%	22%	39%	56%
		bc															
25-49%	87	33	37	17	87	82	87	77	48	27	5	70	*	1	7	1	1
	18%	15%	20%	23%	19%	19%	18%	20%	22%	20%	9%	20%	6%	4%	75%	10%	44%
50-74%	51	20	20	11	48	49	51	43	33	19	3	37	*	8	-	2	-
	11%	9%	11%	15%	11%	11%	11%	11%	15%	14%	6%	11%	4%	25%	-%	14%	-%
75-100%	72	21	34	17	58	63	72	59	25	11	20	39	1	11	-	*	-
	15%	9%	19%	23%	13%	14%	15%	15%	12%	8%	36%	11%	11%	35%	-%	2%	-%
			a	a							b			b			
Don't know	45	18	18	10	43	45	45	32	11	19	3	33	1	4	*	4	-
	9%	8%	10%	14%	9%	10%	9%	8%	5%	14%	5%	9%	19%	12%	3%	35%	-%
									e								
Mean Score	34.4	26.8	38.7	48.3	32.5	34.2	34.4	34.8	34.4	31.5	48.0	30.6	28.6	58.2	27.6	27.6	13.9
			a	ab							b			b			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	456	334	27	24	21	10	12	3	326	45	23	17	11	6	2
Effective base	250	205	11	8	7	5	2	1	193	20	6	10	4	3	2
Weighted Base	477	388	20	20	7	6	7	2	354	43	17	19	4	3	3
0-24%	222	196	5	4	4	2	1	2	176	12	4	4	3	1	2
	46%	50%	26%	23%	53%	27%	11%	100%	50%	28%	24%	23%	71%	43%	67%
25-49%	87	70	6	4	2	4	2	*	62	13	1	4	1	1	1
	18%	18%	30%	19%	32%	56%	25%	*%	17%	31%	6%	20%	29%	20%	33%
50-74%	51	37	4	6	1	1	-	-	38	2	8	1	-	1	-
	11%	10%	20%	28%	10%	16%	-%	-%	11%	6%	46%	6%	-%	27%	-%
75-100%	72	56	*	2	*	-	-	-	44	9	-	10	*	*	-
	15%	14%	1%	12%	*%	-%	-%	-%	12%	22%	-%	52%	*%	10%	-%
Don't know	45	29	5	4	*	-	4	-	35	6	4	*	-	-	-
	9%	8%	24%	19%	4%	-%	64%	-%	10%	14%	24%	*%	-%	-%	-%
Mean Score	34.4	32.5	33.5	41.6	22.6	30.5	19.9	5.2	31.8	41.2	38.3	66.0	15.1	35.2	11.6

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	456	272	41	20	12	14	3	5	175	86	109	58	27
Effective base	250	164	16	8	5	5	1	3	112	46	60	21	12
Weighted Base	477	304	34	17	12	13	1	5	225	82	112	30	26
0-24%	222	156	11	1	4	3	-	1	113	51	41	11	5
	46%	51%	31%	6%	33%	20%	-%	32%	50%	63%	37%	38%	19%
25-49%	87	58	2	3	6	4	1	3	41	10	21	9	6
	18%	19%	6%	19%	48%	30%	87%	68%	18%	12%	19%	29%	22%
50-74%	51	31	2	3	1	5	-	-	18	11	17	*	4
	11%	10%	6%	18%	6%	40%	-%	-%	8%	14%	15%	1%	16%
75-100%	72	38	13	5	2	1	*	-	32	7	22	5	7
	15%	13%	37%	30%	13%	10%	2%	-%	14%	9%	19%	15%	26%
Don't know	45	20	7	5	-	-	*	-	20	2	11	5	4
	9%	7%	20%	27%	-%	-%	11%	-%	9%	3%	10%	16%	17%
Mean Score	34.4	31.6	54.7	61.6	33.9	42.5	27.0	21.7	31.6	28.6	40.9	34.2	52.7
			a								ab		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	456	182	91	86	51	19	199	79	87	43	18
Effective base	250	119	48	46	16	7	122	42	42	18	9
Weighted Base	477	238	86	80	21	17	237	76	77	24	22
0-24%	222 46%	116 49%	49 57%	33 41%	10 49%	5 27%	126 53%	44 58%	18 23%	9 38%	2 10%
25-49%	87 18%	41 17%	12 14%	20 25%	6 28%	3 21%	43 18%	13 17%	14 18%	8 33%	4 20%
50-74%	51 11%	25 10%	12 14%	10 12%	* *%	1 9%	19 8%	11 15%	14 19%	* 1%	4 19%
75-100%	72 15%	34 14%	11 13%	11 14%	- -%	3 17%	29 12%	1 2%	21 28%	5 19%	7 31%
Don't know	45 9%	22 9%	2 2%	6 8%	5 23%	4 27%	20 8%	7 9%	9 12%	2 9%	4 20%
Mean Score	34.4	32.1 d	32.5 d	35.4 d	18.6	41.3	29.5	25.5	51.2 abd	37.0 b	61.0

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	456	178	51	67	45	20	197	24	142	421	35	419	12
Effective base	250	111	25	32	19	11	113	11	75	231	19	229	6
Weighted Base	477	214	50	52	40	21	207	18	154	440	37	435	15
0-24%	222	128	21	14	8	2	61	13	98	214	8	209	4
	46%	60%	41%	27%	20%	8%	30%	72%	63%	49%	21%	48%	27%
		cd							a	b			
25-49%	87	38	9	10	10	7	51	1	24	81	6	84	3
	18%	18%	18%	20%	24%	33%	25%	8%	15%	18%	17%	19%	21%
50-74%	51	18	11	8	1	4	33	1	8	48	2	47	1
	11%	8%	23%	16%	2%	20%	16%	7%	5%	11%	7%	11%	5%
			ad				c						
75-100%	72	21	6	14	11	8	46	*	12	59	13	56	2
	15%	10%	12%	26%	28%	38%	22%	2%	8%	13%	36%	13%	15%
			a	a	a		c				a		
Don't know	45	10	3	6	10	*	15	2	12	38	7	38	5
	9%	5%	6%	12%	26%	1%	7%	11%	8%	9%	20%	9%	32%
					a								
Mean Score	34.4	27.0	36.4	48.9	50.5	60.8	44.4	18.9	24.3	32.8	55.7	32.3	41.1
			a	ab	ab		c				a		

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	a	b	a	*b	a	*b	a	b
Significance Level: 95%											
Unweighted Base	456	405	25	261	106	422	9	404	26	267	100
Effective base	250	226	9	149	52	231	5	223	11	154	48
Weighted Base	477	415	26	289	97	432	17	411	30	297	89
0-24%	222	195	6	132	44	209	4	190	11	141	35
	46%	47%	25%	46%	46%	48%	25%	46%	37%	47%	40%
25-49%	87	75	7	64	13	80	6	79	3	62	15
	18%	18%	27%	22%	13%	19%	37%	19%	11%	21%	17%
50-74%	51	45	5	34	9	48	-	44	5	32	10
	11%	11%	18%	12%	9%	11%	-%	11%	17%	11%	12%
75-100%	72	60	3	40	19	57	2	60	3	39	19
	15%	14%	13%	14%	20%	13%	12%	15%	11%	13%	22%
Don't know	45	41	5	20	12	38	4	38	7	23	9
	9%	10%	17%	7%	12%	9%	26%	9%	24%	8%	10%
Mean Score	34.4	33.9	40.4	34.0	37.6	32.3	36.9	34.0	36.9	33.4	39.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	456	228	387	97	-	222	369	77	2	256	252	92	1
Effective base	250	117	212	47	-	114	202	41	2	140	137	45	1
Weighted Base	477	228	399	87	-	219	365	79	3	270	249	89	2
0-24%	222	103	198	49	-	100	175	36	2	121	118	43	-
	46%	45%	50%	56%	-%	46%	48%	46%	47%	45%	47%	49%	-%
25-49%	87	52	76	17	-	48	64	20	2	54	54	19	-
	18%	23%	19%	19%	-%	22%	18%	26%	53%	20%	22%	21%	-%
50-74%	51	32	43	6	-	25	40	7	-	35	24	9	-
	11%	14%	11%	7%	-%	11%	11%	8%	-%	13%	10%	10%	-%
75-100%	72	22	47	13	-	28	52	13	-	36	37	15	2
	15%	10%	12%	15%	-%	13%	14%	17%	-%	13%	15%	17%	100%
Don't know	45	20	34	2	-	18	34	2	-	25	16	2	-
	9%	9%	9%	3%	-%	8%	9%	3%	-%	9%	7%	3%	-%
Mean Score	34.4	31.9	30.9	30.2	-	33.4	33.6	35.1	25.8	34.6	33.4	34.0	100.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	456	417	421	304	311	456	14	257	175	165	50	44	122	176
Effective base	250	228	229	170	166	250	6	144	92	88	27	28	63	91
Weighted Base	477	431	435	322	318	477	4	270	175	169	55	60	129	183
0-24%	222	207	199	142	176	222	3	131	92	67	25	32	58	70
	46%	48%	46%	44%	55%	46%	66%	48%	53%	39%	46%	53%	45%	38%
25-49%	87	86	80	72	71	87	1	52	36	40	13	12	28	35
	18%	20%	18%	22%	22%	18%	29%	19%	21%	24%	23%	21%	22%	19%
50-74%	51	44	49	34	27	51	-	32	20	19	7	7	13	24
	11%	10%	11%	11%	8%	11%	-%	12%	11%	11%	13%	11%	10%	13%
75-100%	72	52	62	45	10	72	-	32	14	26	9	9	3	26
	15%	12%	14%	14%	3%	15%	-%	12%	8%	15%	17%	16%	3%	14%
						a								a
Don't know	45	42	45	29	34	45	*	25	13	18	*	*	26	27
	9%	10%	10%	9%	11%	9%	5%	9%	7%	11%	*%	*%	20%	15%
Mean Score	34.4	31.5	34.2	34.3	23.3	34.4	18.2	32.0	29.0	37.1	34.2	31.8	23.5	35.7
						a				b				a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	456	58	19	24	12	413	326	424	313	295	232	407	89	-	382	28
Effective base	250	35	9	14	10	224	168	229	165	150	118	224	49	-	204	19
Weighted Base	477	64	20	24	25	423	311	430	323	282	238	415	90	-	372	35
0-24%	222	23	7	10	8	210	138	211	137	132	91	207	51	-	170	19
	46%	36%	36%	42%	32%	50%	44%	49%	42%	47%	38%	50%	57%	-%	46%	53%
												a	a			
25-49%	87	16	5	2	5	80	58	81	67	49	50	80	21	-	70	7
	18%	25%	26%	10%	19%	19%	19%	19%	21%	17%	21%	19%	23%	-%	19%	21%
50-74%	51	7	2	3	5	45	36	45	39	28	30	43	6	-	43	3
	11%	11%	11%	14%	20%	11%	12%	10%	12%	10%	13%	10%	7%	-%	11%	7%
75-100%	72	5	4	7	6	46	42	51	43	35	33	48	8	-	58	2
	15%	8%	18%	29%	24%	11%	13%	12%	13%	13%	14%	12%	8%	-%	16%	5%
Don't know	45	13	2	1	1	42	37	42	38	38	34	38	5	-	31	5
	9%	20%	10%	4%	5%	10%	12%	10%	12%	13%	14%	9%	5%	-%	8%	14%
Mean Score	34.4	32.9	38.6	45.8	47.1	30.6	34.0	31.6	34.5	32.7	36.2	30.9	25.8	-	35.4	20.9
											bc					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	456	186	270	139	8	68	101	51	297	105	57	77	315
Effective base	250	111	140	74	7	37	58	28	162	60	34	44	170
Weighted Base	477	225	252	145	11	84	102	54	295	124	60	89	317
0-24%	222	93	129	60	1	23	49	12	147	63	20	31	167
	46%	41%	51%	41%	11%	27%	48%	22%	50%	51%	34%	35%	53%
							a		a	a			ab
25-49%	87	53	34	26	3	21	14	16	57	14	12	17	54
	18%	23%	14%	18%	24%	25%	14%	30%	19%	11%	20%	19%	17%
		b						c					
50-74%	51	27	24	25	-	12	18	7	26	18	5	22	24
	11%	12%	10%	17%	-%	14%	17%	12%	9%	14%	8%	24%	8%
												c	
75-100%	72	40	32	27	7	21	17	15	42	15	17	14	40
	15%	18%	13%	18%	65%	25%	16%	27%	14%	12%	29%	16%	13%
											c		
Don't know	45	13	33	7	-	7	4	5	23	15	6	5	32
	9%	6%	13%	5%	-%	9%	4%	9%	8%	12%	9%	6%	10%
Mean Score	34.4	37.6	31.3	39.2	71.3	46.3	36.0	48.6	32.9	30.8	46.7	41.0	30.0
		b						bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	456	187	269
Effective base	250	92	159
Weighted Base	477	190	287
0-24%	222	85	137
	46%	45%	48%
25-49%	87	35	52
	18%	18%	18%
50-74%	51	18	33
	11%	9%	12%
75-100%	72	22	50
	15%	11%	18%
Don't know	45	31	14
	9%	16%	5%
		b	
Mean Score	34.4	31.7	36.0

Columns Tested:: a,b

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	j	k	*l
Unweighted Base	456	-	22	80	60	11	38	24	62	46	38	56	19
Effective base	250	-	10	44	28	6	24	8	35	30	18	47	12
Weighted Base	477	-	21	98	45	6	47	11	59	59	12	94	24
0-24%	222	-	13	36	17	2	20	7	23	29	5	52	18
	46%	-%	63%	37%	36%	27%	43%	58%	40%	49%	41%	55%	74%
25-49%	87	-	2	17	10	1	12	3	15	13	1	9	6
	18%	-%	8%	17%	21%	13%	25%	26%	26%	22%	7%	9%	25%
50-74%	51	-	-	9	8	1	9	1	7	6	2	7	-
	11%	-%	-%	9%	17%	25%	19%	12%	13%	9%	18%	7%	-%
75-100%	72	-	4	9	8	2	4	-	12	7	4	22	*
	15%	-%	20%	9%	19%	35%	9%	-%	20%	12%	34%	23%	1%
											c		
Don't know	45	-	2	28	3	-	2	*	1	4	-	5	-
	9%	-%	9%	28%	7%	-%	4%	4%	2%	8%	-%	5%	-%
				dfhijk									
Mean Score	34.4	-	28.6	32.4	37.3	50.8	33.0	19.0	40.0	31.3	45.7	39.2	15.5
											ci		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 115 (continuation)

QV6D1.4. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	456	104	107	132	113	211	245
Effective base	250	55	54	73	70	108	143
Weighted Base	477	124	94	129	131	217	260
0-24%	222	49	38	59	75	88	134
	46%	40%	41%	46%	57%	40%	52%
25-49%	87	20	20	31	16	40	47
	18%	16%	22%	24%	12%	18%	18%
50-74%	51	9	18	14	9	27	24
	11%	7%	19%	11%	7%	13%	9%
			d				
75-100%	72	13	15	18	26	28	45
	15%	11%	16%	14%	20%	13%	17%
Don't know	45	32	2	6	5	34	11
	9%	26%	2%	5%	4%	16%	4%
		bcd				b	
Mean Score	34.4	31.5	36.3	34.3	35.2	33.9	34.8

Columns Tested: a,b,c,d - a,b

Table 117

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	156	34	122	55	36	17	48	101
Effective base	45	14	31	33	23	11	27	36
Weighted Base	80	21	59	68	10	2	1	12
0-24%	23	2	20	20	2	*	*	3
	28%	10%	35%	30%	20%	20%	26%	20%
25-49%	20	3	17	17	1	1	*	2
	24%	12%	29%	26%	12%	50%	11%	17%
50-74%	8	3	5	6	1	*	*	2
	9%	13%	8%	9%	13%	3%	19%	12%
75-100%	19	10	9	13	5	*	1	6
	24%	48%	15%	19%	51%	27%	44%	47%
Don't know	12	b			a		a	a
	14%	4	8	11	*	-	-	*
		17%	13%	16%	5%	-%	-%	4%
				d				
Mean Score	45.2	72.0	36.0	41.8	64.1	45.7	57.7	60.9
					a			a

Columns Tested:: a,b - a,b,c,d,e

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	e	f	g	h	i
Unweighted Base	156	18	22	15	21	32	48	55	36	65
Effective base	45	11	13	11	14	16	27	33	23	27
Weighted Base	80	25	30	13	6	5	1	68	10	3
0-24%	23	11	7	2	1	1	*	20	2	1
	28%	42%	23%	19%	14%	26%	26%	30%	20%	23%
25-49%	20	3	12	2	1	1	*	17	1	1
	24%	13%	42%	15%	14%	21%	11%	26%	12%	33%
50-74%	8	1	3	2	1	1	*	6	1	*
	9%	3%	9%	19%	13%	10%	19%	9%	13%	10%
75-100%	19	5	4	4	3	2	1	13	5	1
	24%	21%	12%	32%	58%	35%	44%	19%	51%	34%
							g		g	
Don't know	12	5	4	2	*	*	-	11	*	-
	14%	20%	14%	15%	1%	8%	-%	16%	5%	-%
								fi		
Mean Score	45.2	40.4	36.0	57.7	67.8	53.9	57.7	41.8	64.1	50.9
								g		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	b	c	*d	e	*a	*b	*c	*d	e
Unweighted Base	156	23	32	36	17	48	25	13	11	18	46
Effective base	45	15	22	23	11	27	14	5	6	8	14
Weighted Base	80	40	28	10	2	1	27	11	8	5	6
0-24%	23	11	9	2	*	*	10	3	1	2	2
	28%	26%	34%	20%	20%	26%	36%	29%	15%	48%	35%
25-49%	20	13	5	1	1	*	9	1	2	*	1
	24%	32%	17%	12%	50%	11%	32%	9%	23%	2%	15%
50-74%	8	4	2	1	*	*	3	1	2	1	1
	9%	9%	9%	13%	3%	19%	11%	8%	27%	12%	9%
75-100%	19	8	5	5	*	1	3	*	2	2	2
	24%	20%	18%	51%	27%	44%	10%	*%	30%	38%	40%
			b								
Don't know	12	5	6	*	-	-	3	6	*	-	*
	14%	13%	22%	5%	-%	-%	11%	54%	5%	-%	1%
			e								
Mean Score	45.2	42.6	40.5	64.1	45.7	57.7	32.5	23.1	59.6	51.5	49.5

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	156	10	7	18	4	7	13	11	4	11
Effective base	45	6	3	9	2	4	7	6	2	5
Weighted Base	80	8	6	25	2	5	12	7	3	3
0-24%	23	5	*	2	*	3	4	*	2	1
	28%	71%	3%	9%	13%	64%	29%	6%	84%	30%
25-49%	20	2	*	10	*	1	-	3	*	2
	24%	29%	1%	42%	13%	15%	-%	37%	15%	57%
50-74%	8	-	2	3	-	1	*	*	-	*
	9%	-%	41%	11%	-%	9%	1%	5%	-%	5%
75-100%	19	-	1	3	*	*	9	4	*	*
	24%	-%	14%	11%	10%	4%	71%	52%	1%	9%
Don't know	12	-	2	6	1	*	-	-	-	-
	14%	-%	42%	26%	63%	7%	-%	-%	-%	-%
Mean Score	45.2	17.7	73.6	40.6	40.8	23.7	72.7	65.6	8.1	29.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	156	22	21	42	85	71	24	21	26
Effective base	45	10	10	19	36	18	10	4	11
Weighted Base	80	10	16	44	70	10	5	3	1
0-24%	23	5	8	6	19	4	2	1	*
	28%	44%	49%	14%	26%	41%	40%	47%	26%
25-49%	20	3	3	13	18	1	*	1	*
	24%	25%	17%	30%	26%	12%	1%	34%	4%
50-74%	8	1	2	3	6	1	1	*	*
	9%	6%	14%	7%	9%	15%	20%	11%	4%
75-100%	19	1	1	15	17	2	1	*	*
	24%	7%	5%	35%	24%	22%	26%	8%	35%
Don't know	12	2	2	6	11	1	1	-	*
	14%	17%	15%	15%	15%	10%	12%	-%	30%
Mean Score	45.2	27.1	29.5	55.9	45.8	40.5	47.6	25.5	56.3
				e					

Columns Tested:: a,b,c,d,e,f,g,h

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	156	9	20	2	22	13	34	3	17	57
Effective base	45	7	6	1	7	4	8	2	6	18
Weighted Base	80	7	16	2	18	10	11	*	5	28
0-24%	23	5	1	-	1	-	5	-	2	9
	28%	67%	8%	-%	7%	-%	43%	-%	37%	32%
25-49%	20	1	10	-	10	2	*	-	-	6
	24%	12%	64%	-%	56%	26%	1%	-%	-%	21%
50-74%	8	*	2	-	2	-	1	*	*	4
	9%	2%	13%	-%	12%	-%	12%	17%	8%	13%
75-100%	19	*	*	-	*	3	5	*	3	9
	24%	*%	*%	-%	*%	28%	43%	83%	53%	31%
Don't know	12	1	2	2	5	4	*	-	*	1
	14%	19%	15%	100%	26%	46%	1%	-%	2%	3%
Mean Score	45.2	18.2	31.6	-	31.6	65.1	54.9	91.4	50.0	50.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	156	44	34	78	146	10	-	128	28	153	3
Effective base	45	16	8	24	42	4	-	37	10	44	2
Weighted Base	80	36	11	34	70	10	-	70	10	79	1
0-24%	23	6	5	12	21	2	-	19	4	22	1
	28%	18%	43%	35%	30%	15%	-%	27%	37%	28%	75%
25-49%	20	14	*	6	17	2	-	18	1	20	-
	24%	38%	1%	17%	25%	22%	-%	26%	14%	25%	-%
50-74%	8	2	1	4	7	*	-	7	*	7	*
	9%	6%	12%	12%	11%	1%	-%	10%	2%	9%	25%
75-100%	19	3	5	11	17	2	-	16	3	19	-
	24%	8%	43%	34%	24%	18%	-%	22%	32%	24%	-%
Don't know	12	11	*	1	7	4	-	10	1	12	-
	14%	30%	1%	3%	10%	44%	-%	14%	15%	15%	-%
Mean Score	45.2	35.3	54.9	49.5	45.2	44.1	-	45.3	44.3	45.5	16.4
		c	a	a							

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	156	55	56	45
Effective base	45	17	16	12
Weighted Base	80	24	34	22
0-24%	23	9	8	6
	28%	38%	22%	26%
25-49%	20	3	15	1
	24%	14%	44%	6%
			c	
50-74%	8	1	5	1
	9%	6%	16%	3%
75-100%	19	9	3	7
	24%	39%	9%	30%
		b		
Don't know	12	1	3	8
	14%	3%	9%	35%
				a
Mean Score	45.2	49.7	37.0	55.3
				b

Columns Tested:: a,b,c

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	156	68	57	19	5	3	1	3	-	125	31	12
Effective base	45	27	11	7	3	3	1	2	-	39	11	5
Weighted Base	80	52	21	3	3	*	*	1	-	73	7	4
0-24%	23	15	4	1	2	*	-	1	-	19	4	3
	28%	28%	21%	26%	57%	46%	-%	98%	-%	26%	51%	67%
25-49%	20	15	3	1	1	-	*	-	-	18	2	1
	24%	29%	13%	24%	42%	-%	100%	-%	-%	24%	28%	30%
50-74%	8	4	3	*	*	-	-	-	-	7	*	*
	9%	9%	13%	12%	1%	-%	-%	-%	-%	10%	5%	1%
75-100%	19	12	6	1	-	*	-	*	-	18	1	*
	24%	22%	29%	39%	-%	54%	-%	2%	-%	24%	16%	2%
Don't know	12	6	5	-	-	-	-	-	-	12	-	-
	14%	12%	24%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Mean Score	45.2	42.6	58.3	51.0	22.3	58.4	25.0	8.0	-	46.7	31.8	19.4
			aj							j		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	156	16	52	88	154	146	156	125	84	93	10	79	14	17	10	19	7
Effective base	45	5	23	18	44	42	45	35	22	25	3	25	4	5	3	4	2
Weighted Base	80	15	37	28	79	76	80	67	33	41	4	46	5	8	3	11	3
0-24%	23	2	13	8	23	23	23	18	12	12	-	14	1	3	1	3	1
	28%	12%	35%	28%	28%	30%	28%	26%	36%	30%	-%	31%	16%	33%	41%	25%	28%
25-49%	20	9	6	5	20	17	20	19	5	8	2	15	*	1	1	*	*
	24%	60%	16%	16%	25%	23%	24%	28%	14%	20%	52%	32%	2%	10%	40%	4%	3%
50-74%	8	2	3	3	8	7	8	6	4	6	1	1	2	3	1	*	-
	9%	10%	8%	11%	10%	9%	9%	10%	12%	14%	19%	1%	47%	44%	16%	-%	-%
75-100%	19	*	11	7	18	18	19	14	4	3	1	14	*	1	*	3	*
	24%	3%	30%	26%	23%	24%	24%	21%	13%	8%	25%	30%	6%	7%	2%	30%	1%
Don't know	12	2	4	5	12	11	12	10	8	11	*	3	1	*	-	4	2
	14%	14%	12%	18%	15%	15%	14%	15%	24%	28%	4%	6%	29%	6%	-%	42%	68%
Mean Score	45.2	28.0	48.1	50.2	44.7	44.8	45.2	43.7	35.8	36.7	57.8	44.2	57.4	40.8	29.2	55.7	12.8

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	156	85	19	13	13	8	10	6	76	30	12	13	9	6	-
Effective base	45	28	6	6	3	4	2	1	20	10	3	6	3	3	-
Weighted Base	80	52	9	4	4	3	6	3	38	21	2	8	2	5	-
0-24%	23	12	4	2	2	2	1	*	9	8	1	2	2	1	-
	28%	22%	42%	54%	53%	83%	12%	14%	23%	38%	62%	27%	81%	10%	-%
25-49%	20	17	*	*	1	*	-	*	12	2	*	2	*	*	-
	24%	33%	5%	3%	39%	10%	-%	3%	32%	12%	3%	25%	2%	7%	-%
50-74%	8	4	2	1	*	*	*	-	1	2	*	3	*	-	-
	9%	9%	27%	16%	5%	2%	*%	-%	2%	11%	21%	35%	13%	-%	-%
75-100%	19	16	1	1	*	*	1	*	14	1	*	1	*	2	-
	24%	30%	11%	17%	4%	6%	13%	2%	37%	5%	15%	12%	3%	40%	-%
Don't know	12	3	1	*	-	-	4	2	2	7	-	*	-	2	-
	14%	6%	16%	10%	-%	-%	75%	81%	6%	33%	-%	1%	-%	43%	-%
										a					
Mean Score	45.2	49.4	39.0	42.7	16.4	19.2	45.8	20.5	50.0	31.2	39.0	42.0	23.2	74.2	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	d	*e
Significance Level: 95%													
Unweighted Base	156	75	18	10	9	4	5	4	20	22	39	57	17
Effective base	45	21	5	3	4	2	3	1	7	10	16	14	3
Weighted Base	80	41	8	9	4	1	1	2	17	14	26	14	9
0-24%	23	9	4	*	4	1	1	*	2	2	11	5	2
	28%	21%	47%	*%	98%	64%	42%	2%	14%	15%	42%	39%	21%
25-49%	20	14	2	2	-	*	*	*	8	5	3	3	*
	24%	34%	30%	22%	-%	32%	25%	2%	48%	38%	12%	20%	1%
50-74%	8	6	*	*	*	-	-	-	1	1	5	1	*
	9%	15%	*%	3%	1%	-%	-%	-%	7%	4%	20%	5%	1%
75-100%	19	10	2	*	*	*	-	2	4	5	5	5	1
	24%	24%	23%	1%	2%	3%	-%	95%	23%	35%	18%	35%	6%
Don't know	12	3	-	7	-	-	*	-	1	1	2	*	7
	14%	7%	-%	74%	-%	-%	33%	-%	8%	8%	8%	2%	72%
Mean Score	45.2	45.7	39.7	32.4	20.9	18.5	12.7	95.9	42.6	55.2	42.7	46.7	25.6

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	c	d	*e
Unweighted Base	156	26	18	41	55	13	27	24	44	39	12
Effective base	45	11	8	15	13	2	11	10	14	12	3
Weighted Base	80	24	11	25	13	7	24	16	18	10	8
0-24%	23	4	3	8	5	2	6	5	8	2	1
	28%	18%	25%	34%	43%	25%	23%	32%	45%	25%	14%
25-49%	20	11	3	3	3	*	8	4	2	3	*
	24%	45%	25%	13%	21%	1%	35%	24%	13%	27%	1%
50-74%	8	1	*	5	1	*	3	1	3	*	*
	9%	6%	3%	21%	5%	1%	14%	3%	14%	1%	1%
75-100%	19	4	4	6	4	*	5	4	5	5	*
	24%	16%	39%	24%	29%	6%	19%	25%	28%	46%	2%
Don't know	12	4	1	2	*	4	2	2	*	*	7
	14%	16%	9%	9%	1%	67%	9%	15%	*%	1%	82%
Mean Score	45.2	37.1	55.6	50.0	41.5	23.8	40.0	46.0	46.5	54.7	20.7

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	156	27	19	35	30	10	75	6	43	139	17	148	6
Effective base	45	8	6	11	6	3	22	4	10	42	7	43	3
Weighted Base	80	18	12	18	13	4	42	2	21	61	19	71	9
0-24%	23	5	4	4	4	1	11	1	6	21	2	21	1
	28%	28%	30%	23%	29%	25%	26%	45%	27%	34%	9%	30%	17%
25-49%	20	10	1	6	1	*	15	1	3	13	6	20	-
	24%	54%	12%	36%	11%	1%	36%	55%	13%	22%	33%	28%	-%
50-74%	8	*	3	3	*	*	4	-	2	7	*	8	-
	9%	2%	25%	16%	*%	*%	10%	-%	11%	12%	2%	11%	-%
75-100%	19	2	3	2	3	3	8	*	6	16	3	18	*
	24%	14%	28%	12%	23%	73%	20%	*%	28%	26%	16%	26%	1%
Don't know	12	*	1	2	5	-	3	-	5	4	7	4	7
	14%	2%	6%	13%	36%	-%	8%	-%	22%	7%	40%	6%	83%
Mean Score	45.2	29.4	53.0	43.2	45.4	75.6	42.0	18.6	50.8	45.1	45.3	45.4	10.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	156	126	20	86	39	148	6	125	21	82	43
Effective base	45	37	6	26	10	44	2	36	7	26	9
Weighted Base	80	64	12	43	24	73	6	62	14	44	23
0-24%	23	19	4	12	5	21	2	19	3	14	4
	28%	29%	31%	28%	22%	29%	26%	31%	24%	31%	16%
25-49%	20	15	3	12	7	19	*	15	3	11	8
	24%	23%	22%	28%	30%	27%	1%	24%	18%	26%	33%
50-74%	8	6	*	5	1	7	*	6	*	5	1
	9%	10%	2%	12%	4%	10%	4%	11%	2%	12%	5%
75-100%	19	18	*	11	3	18	*	18	*	11	3
	24%	28%	3%	25%	14%	25%	1%	29%	2%	24%	15%
Don't know	12	6	5	3	7	7	4	4	8	3	7
	14%	10%	42%	6%	30%	10%	69%	6%	54%	6%	31%
Mean Score	45.2	47.2	25.6	46.3	37.1	45.3	22.0	46.8	27.0	45.1	40.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	156	95	133	50	-	93	109	45	-	99	79	41	-
Effective base	45	28	42	13	-	29	32	16	-	28	26	15	-
Weighted Base	80	51	68	27	-	52	55	22	-	57	36	21	-
0-24%	23	16	21	5	-	19	18	5	-	16	12	6	-
	28%	32%	31%	19%	-%	37%	33%	22%	-%	27%	32%	29%	-%
25-49%	20	13	18	13	-	10	16	6	-	17	9	9	-
	24%	25%	27%	48%	-%	20%	29%	26%	-%	30%	26%	46%	-%
50-74%	8	5	7	3	-	4	6	3	-	4	6	1	-
	9%	9%	11%	11%	-%	8%	11%	14%	-%	7%	16%	2%	-%
75-100%	19	8	15	4	-	10	11	4	-	11	6	3	-
	24%	16%	22%	14%	-%	19%	20%	18%	-%	20%	17%	12%	-%
Don't know	12	9	7	2	-	9	3	4	-	9	3	2	-
	14%	18%	10%	8%	-%	17%	6%	20%	-%	16%	9%	10%	-%
Mean Score	45.2	39.1	42.6	37.7	-	39.0	39.1	44.2	-	41.7	40.4	34.0	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	*d	*e	a	b
Significance Level: 95%														
Unweighted Base	156	147	140	98	156	93	15	75	58	59	23	11	55	35
Effective base	45	41	40	27	45	27	6	21	15	18	9	7	21	12
Weighted Base	80	75	73	50	80	51	4	38	30	33	16	6	28	24
0-24%	23	23	21	14	23	19	3	13	11	12	6	4	8	10
	28%	30%	29%	28%	28%	37%	86%	34%	36%	37%	37%	71%	28%	40%
25-49%	20	19	16	12	20	14	*	7	10	6	6	*	4	6
	24%	25%	22%	24%	24%	27%	10%	19%	33%	19%	42%	2%	14%	26%
50-74%	8	7	6	5	8	6	*	5	*	3	3	-	3	2
	9%	10%	9%	11%	9%	13%	2%	13%	2%	10%	18%	-%	11%	9%
75-100%	19	18	18	12	19	3	-	8	4	7	1	2	7	2
	24%	24%	25%	23%	24%	6%	-%	21%	14%	20%	4%	27%	24%	9%
Don't know	12	8	11	7	12	9	*	4	5	5	-	-	6	4
	14%	11%	16%	14%	14%	18%	1%	12%	16%	15%	-%	-%	22%	16%
Mean Score	45.2	44.8	45.3	45.7	45.2	28.8	16.2	43.8	33.7	42.1	31.4	37.5	48.7	29.7
					b								b	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	156	15	10	9	2	144	116	147	117	115	88	129	37	-	134	10
Effective base	45	7	7	4	2	40	31	42	33	33	29	38	14	-	38	6
Weighted Base	80	10	5	8	1	73	58	75	60	63	52	64	14	-	62	10
0-24%	23	6	4	*	*	22	18	23	17	18	16	20	6	-	19	2
	28%	59%	68%	*%	52%	30%	31%	30%	28%	29%	32%	32%	40%	-%	31%	24%
25-49%	20	2	-	2	*	19	15	19	12	18	14	19	4	-	17	3
	24%	17%	-%	33%	48%	26%	26%	25%	21%	28%	26%	29%	30%	-%	27%	29%
50-74%	8	*	*	-	-	7	4	8	6	3	5	2	*	-	5	*
	9%	3%	5%	-%	-%	10%	7%	10%	9%	5%	9%	3%	1%	-%	9%	*%
75-100%	19	*	1	2	-	17	13	18	14	13	6	17	2	-	16	2
	24%	*%	14%	31%	-%	24%	22%	24%	23%	20%	12%	26%	13%	-%	26%	23%
Don't know	12	2	1	3	-	8	8	8	11	11	11	7	2	-	4	2
	14%	21%	13%	37%	-%	11%	14%	11%	19%	17%	21%	10%	16%	-%	7%	24%
Mean Score	45.2	15.6	29.2	61.2	23.4	44.3	41.6	44.9	46.1	41.0	36.6	43.1	30.9	-	44.7	42.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	b	c	*a	b	c
Unweighted Base	156	67	89	56	2	32	34	19	88	46	15	37	95
Effective base	45	19	29	17	1	8	7	10	24	12	5	12	28
Weighted Base	80	41	39	23	5	16	17	11	44	24	14	16	48
0-24%	23	10	12	8	-	5	3	5	11	5	3	8	11
	28%	25%	32%	34%	-%	31%	18%	49%	25%	22%	21%	46%	23%
25-49%	20	13	7	4	5	3	7	3	13	3	10	4	5
	24%	31%	17%	18%	100%	18%	39%	27%	30%	14%	71%	26%	11%
50-74%	8	4	4	4	-	*	4	*	3	4	*	*	7
	9%	10%	9%	17%	-%	2%	21%	3%	7%	17%	2%	2%	14%
75-100%	19	6	13	4	-	*	4	2	10	6	1	1	17
	24%	15%	32%	17%	-%	1%	22%	21%	23%	27%	6%	7%	35%
Don't know	12	8	4	3	-	8	*	-	7	5	-	3	8
	14%	19%	9%	15%	-%	48%	*%	-%	15%	20%	-%	18%	17%
Mean Score	45.2	39.0	50.9	42.5	25.0	22.9	47.1	39.2	44.7	50.3	26.6	28.0	58.2
						b							b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	156	80	76
Effective base	45	24	21
Weighted Base	80	40	40
0-24%	23	8	14
	28%	21%	35%
25-49%	20	9	11
	24%	22%	26%
50-74%	8	4	4
	9%	9%	10%
75-100%	19	11	8
	24%	27%	20%
Don't know	12	8	4
	14%	20%	9%
Mean Score	45.2	50.6	40.4

Columns Tested:: a,b

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	156	-	7	29	17	6	10	12	25	18	16	7	9
Effective base	45	-	4	13	6	2	2	2	6	9	7	3	4
Weighted Base	80	-	3	22	7	2	7	3	6	20	1	5	3
0-24%	23	-	2	6	2	2	*	*	4	5	*	-	1
	28%	-%	66%	29%	34%	87%	2%	2%	60%	25%	26%	-%	28%
25-49%	20	-	*	4	-	-	5	2	1	6	*	1	*
	24%	-%	9%	16%	-%	-%	63%	74%	19%	31%	34%	17%	1%
50-74%	8	-	*	3	*	-	*	*	*	1	*	3	-
	9%	-%	7%	13%	1%	-%	*%	13%	3%	3%	28%	55%	-%
75-100%	19	-	*	6	4	*	*	*	*	4	*	1	2
	24%	-%	7%	26%	65%	10%	3%	11%	3%	20%	12%	28%	70%
Don't know	12	-	*	3	-	*	2	-	1	4	-	-	-
	14%	-%	11%	16%	-%	3%	32%	-%	15%	22%	-%	-%	-%
Mean Score	45.2	-	16.8	51.5	67.2	12.4	27.8	48.6	17.6	40.8	38.1	62.5	74.1

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 117 (continuation)

QV6D1.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	156	37	32	55	32	69	87
Effective base	45	17	6	15	8	23	22
Weighted Base	80	27	14	30	10	41	39
0-24%	23	8	4	9	1	12	10
	28%	31%	28%	30%	13%	30%	26%
25-49%	20	4	5	10	1	8	11
	24%	14%	34%	33%	14%	21%	28%
50-74%	8	3	*	1	3	3	4
	9%	12%	1%	4%	32%	8%	11%
75-100%	19	8	3	5	4	10	9
	24%	28%	20%	15%	41%	26%	22%
Don't know	12	4	2	5	-	6	5
	14%	14%	17%	18%	-%	15%	14%
Mean Score	45.2	50.8	36.5	36.7	63.1	46.1	44.2
					bc		

Columns Tested: a,b,c,d - a,b

Table 119

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	*b	*c	d	e
Unweighted Base	133	34	99	53	29	15	36	80
Effective base	36	12	25	28	19	11	20	30
Weighted Base	71	16	55	61	7	1	1	9
0-24%	15	2	12	12	2	1	*	3
	21%	15%	23%	20%	28%	37%	26%	29%
25-49%	8	2	6	7	1	*	*	1
	11%	13%	11%	11%	13%	14%	11%	13%
50-74%	8	1	7	7	*	*	*	1
	12%	8%	13%	12%	7%	29%	29%	12%
75-100%	29	4	25	25	3	*	*	4
	41%	26%	45%	40%	50%	21%	24%	43%
Don't know	11	6	4	10	*	-	*	*
	15%	38%	8%	17%	3%	-%	10%	3%
		b						
Mean Score	55.7	56.3	55.6	55.5	60.3	45.6	47.6	57.0

Columns Tested:: a,b - a,b,c,d,e

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	f	g	*h	i
Unweighted Base	133	14	27	12	15	29	36	53	29	51
Effective base	36	9	13	7	11	16	20	28	19	24
Weighted Base	71	24	28	9	4	4	1	61	7	2
0-24%	15	4	7	2	2	1	*	12	2	1
	21%	15%	24%	22%	37%	20%	26%	20%	28%	33%
25-49%	8	-	4	3	1	*	*	7	1	*
	11%	-%	14%	31%	15%	12%	11%	11%	13%	13%
50-74%	8	5	1	1	*	*	*	7	*	1
	12%	22%	4%	9%	10%	11%	29%	12%	7%	29%
75-100%	29	9	15	1	2	2	*	25	3	*
	41%	36%	52%	15%	35%	56%	24%	40%	50%	22%
Don't know	11	6	2	2	*	*	*	10	*	*
	15%	27%	6%	22%	3%	1%	10%	17%	3%	4%
Mean Score	55.7	59.7	56.5	41.2	49.9	66.3	47.6	55.5	60.3	46.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	b	*c	*d	e	*a	*b	*c	*d	e
Unweighted Base	133	21	32	29	15	36	21	15	10	17	35
Effective base	36	14	21	19	11	20	10	6	5	8	11
Weighted Base	71	39	22	7	1	1	20	17	7	6	5
0-24%	15	4	9	2	1	*	5	1	1	3	1
	21%	9%	39%	28%	37%	26%	27%	5%	21%	61%	29%
25-49%	8	3	4	1	*	*	4	*	3	*	1
	11%	7%	18%	13%	14%	11%	18%	*%	46%	5%	17%
50-74%	8	6	2	*	*	*	2	5	*	1	*
	12%	15%	7%	7%	29%	29%	8%	28%	3%	10%	2%
75-100%	29	21	4	3	*	*	9	5	-	1	3
	41%	53%	18%	50%	21%	24%	47%	31%	-%	24%	51%
Don't know	11	6	4	*	-	*	-	6	2	-	*
	15%	16%	17%	3%	-%	10%	-%	36%	30%	-%	1%
Mean Score	55.7	65.5	37.3	60.3	45.6	47.6	53.2	66.0	28.6	40.0	56.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	133	10	6	10	2	9	8	7	7	11
Effective base	36	6	2	7	2	6	3	6	4	5
Weighted Base	71	6	5	22	3	8	5	3	10	3
0-24%	15	4	-	1	-	2	1	1	2	1
	21%	58%	-%	4%	-%	23%	29%	49%	21%	48%
25-49%	8	-	2	4	-	1	-	1	-	*
	11%	-%	45%	18%	-%	14%	-%	22%	-%	5%
50-74%	8	-	-	*	-	1	*	*	5	*
	12%	-%	-%	*%	-%	10%	1%	16%	52%	12%
75-100%	29	3	*	11	1	4	4	*	3	1
	41%	42%	10%	49%	44%	52%	69%	13%	27%	35%
Don't know	11	-	2	6	1	-	*	-	-	-
	15%	-%	45%	29%	56%	-%	1%	-%	-%	-%
Mean Score	55.7	40.1	42.4	67.0	100.0	57.5	61.9	34.5	53.3	49.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h
Unweighted Base	133	22	23	25	70	63	16	21	26
Effective base	36	12	11	11	29	18	8	5	10
Weighted Base	71	13	21	30	63	8	3	3	1
0-24%	15	3	6	4	12	3	1	1	*
	21%	24%	27%	12%	19%	35%	36%	43%	20%
25-49%	8	1	2	4	8	*	*	*	*
	11%	10%	10%	15%	12%	2%	1%	5%	2%
50-74%	8	1	5	1	7	2	1	1	*
	12%	9%	25%	2%	11%	23%	33%	19%	6%
75-100%	29	6	6	15	26	2	1	1	1
	41%	47%	28%	49%	42%	31%	23%	29%	55%
Don't know	11	1	2	6	10	1	*	*	*
	15%	11%	10%	22%	16%	8%	7%	4%	17%
Mean Score	55.7	59.9	47.4	62.2	56.5	49.6	48.9	40.0	72.3

Columns Tested:: a,b,c,d,e,f,g,h

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	133	8	18	2	20	7	27	1	14	55
Effective base	36	7	4	1	5	2	7	1	6	16
Weighted Base	71	7	13	2	15	9	11	*	5	23
0-24%	15	5	*	-	*	*	3	-	4	3
	21%	63%	3%	-%	3%	1%	26%	-%	80%	14%
25-49%	8	1	3	-	3	-	*	-	*	3
	11%	16%	22%	-%	19%	-%	4%	-%	1%	15%
50-74%	8	-	*	-	*	4	1	*	*	2
	12%	-%	3%	-%	2%	47%	11%	100%	6%	11%
75-100%	29	*	9	*	9	*	4	-	*	13
	41%	2%	72%	6%	63%	3%	40%	-%	5%	59%
Don't know	11	1	*	2	2	4	2	-	*	*
	15%	19%	*%	94%	14%	50%	19%	-%	7%	1%
Mean Score	55.7	17.4	64.4	100.0	64.8	52.9	59.5	50.0	17.9	66.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	133	35	27	71	120	13	-	105	28	129	4
Effective base	36	12	7	21	33	3	-	31	8	35	2
Weighted Base	71	31	11	28	62	8	-	63	7	70	1
0-24%	15	5	3	7	13	2	-	12	3	14	1
	21%	16%	26%	25%	20%	27%	-%	19%	40%	21%	69%
25-49%	8	4	*	4	8	-	-	8	*	8	-
	11%	13%	4%	12%	13%	-%	-%	12%	*%	11%	-%
50-74%	8	5	1	3	7	1	-	8	1	8	*
	12%	14%	11%	10%	12%	13%	-%	12%	10%	12%	23%
75-100%	29	10	4	14	28	1	-	27	2	29	-
	41%	31%	40%	51%	45%	8%	-%	42%	28%	41%	-%
Don't know	11	8	2	1	6	4	-	9	2	11	*
	15%	25%	19%	2%	10%	52%	-%	14%	21%	15%	8%
Mean Score	55.7	50.6	59.5	58.7	57.2	34.9	-	56.8	45.3	56.2	16.4

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	133	43	56	34
Effective base	36	13	14	12
Weighted Base	71	14	33	24
0-24%	15	5	5	5
	21%	38%	15%	21%
25-49%	8	1	7	*
	11%	5%	22%	*%
50-74%	8	1	5	3
	12%	4%	16%	11%
75-100%	29	7	15	6
	41%	51%	46%	26%
Don't know	11	*	*	10
	15%	2%	1%	42%
				ab
Mean Score	55.7	51.5	57.1	56.4

Columns Tested: a,b,c

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	133	55	53	14	6	2	-	3	-	108	25	11
Effective base	36	20	11	5	2	1	-	2	-	31	11	6
Weighted Base	71	38	26	2	2	1	-	1	-	64	6	4
0-24%	15	7	2	1	2	1	-	1	-	10	5	4
	21%	19%	8%	61%	96%	96%	-%	100%	-%	15%	84%	97%
25-49%	8	5	3	*	*	-	-	-	-	8	*	*
	11%	12%	12%	4%	2%	-%	-%	-%	-%	12%	2%	1%
50-74%	8	4	4	*	-	*	-	-	-	8	*	*
	12%	11%	16%	9%	-%	4%	-%	-%	-%	13%	4%	1%
75-100%	29	18	10	1	*	-	-	-	-	28	1	*
	41%	47%	38%	24%	3%	-%	-%	-%	-%	44%	10%	1%
Don't know	11	4	7	*	-	-	-	-	-	11	*	-
	15%	10%	25%	2%	-%	-%	-%	-%	-%	16%	1%	-%
Mean Score	55.7	58.0	62.6	38.4	13.1	22.0	-	7.7	-	59.7	22.6	13.3

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	133	16	39	78	128	121	133	98	72	80	9	65	8	18	8	18	7
Effective base	36	6	16	17	34	34	36	26	18	19	3	20	3	5	2	3	3
Weighted Base	71	16	22	32	66	68	71	56	34	38	2	41	7	8	3	9	1
0-24%	15	1	6	8	15	15	15	12	10	10	-	6	*	2	1	4	1
	21%	7%	28%	23%	23%	22%	21%	21%	31%	26%	-%	16%	5%	29%	20%	48%	69%
25-49%	8	1	4	3	8	8	8	8	6	7	-	3	2	3	*	*	*
	11%	5%	17%	10%	12%	12%	11%	14%	17%	19%	-%	6%	31%	40%	2%	-%	7%
50-74%	8	1	3	4	8	8	8	7	7	6	*	8	-	1	*	-	*
	12%	5%	15%	14%	13%	12%	12%	13%	21%	16%	2%	19%	-%	7%	1%	-%	3%
75-100%	29	11	7	11	24	27	29	20	6	5	2	22	3	2	*	*	*
	41%	69%	32%	33%	37%	39%	41%	36%	18%	14%	80%	53%	43%	24%	3%	1%	20%
Don't know	11	2	2	7	11	10	11	9	4	10	*	2	1	-	2	4	*
	15%	14%	8%	20%	16%	15%	15%	15%	13%	26%	17%	5%	21%	-%	74%	50%	1%
Mean Score	55.7	70.2	49.9	52.6	52.2	54.4	55.7	52.5	40.5	40.0	98.6	62.3	57.2	43.4	22.1	15.0	29.6
					ef	ef	ef	ef									

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	133	63	17	12	12	7	14	3	61	24	13	10	7	5	1
Effective base	36	19	7	5	3	4	2	1	16	9	2	5	3	2	1
Weighted Base	71	41	8	2	5	3	6	*	30	22	4	9	2	1	*
0-24%	15	7	*	1	2	3	2	*	6	3	*	3	2	1	-
	21%	17%	1%	29%	37%	95%	26%	90%	20%	14%	3%	39%	97%	71%	-%
25-49%	8	5	3	*	*	*	*	-	1	4	*	3	-	*	-
	11%	12%	33%	14%	*%	2%	2%	-%	2%	19%	2%	32%	-%	17%	-%
50-74%	8	6	3	*	*	-	-	*	4	4	*	*	-	-	-
	12%	14%	32%	2%	2%	-%	-%	9%	13%	17%	3%	5%	-%	-%	-%
75-100%	29	21	1	1	1	*	*	*	17	5	4	*	*	*	*
	41%	51%	15%	55%	17%	3%	*%	1%	58%	23%	93%	*%	3%	10%	100%
Don't know	11	3	2	-	2	-	4	-	2	6	-	2	-	*	-
	15%	6%	19%	-%	43%	-%	72%	-%	7%	26%	-%	24%	-%	2%	-%
Mean Score	55.7	59.1	50.1	58.5	32.0	14.3	14.5	16.1	62.9	50.5	77.9	28.0	14.2	17.7	100.0

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	d	*e
Significance Level: 95%													
Unweighted Base	133	59	9	8	10	5	3	4	16	16	37	49	15
Effective base	36	17	4	1	5	3	2	3	6	11	16	11	3
Weighted Base	71	33	2	5	12	1	1	*	17	6	28	13	7
0-24%	15	6	1	*	3	1	1	*	2	2	4	6	2
	21%	20%	31%	*%	20%	91%	64%	79%	11%	28%	13%	45%	27%
25-49%	8	6	*	1	1	*	-	-	*	1	6	1	*
	11%	17%	*%	16%	9%	9%	-%	-%	2%	15%	22%	6%	*%
50-74%	8	2	1	-	4	-	*	*	4	2	2	*	*
	12%	7%	48%	-%	31%	-%	5%	15%	26%	26%	8%	1%	1%
75-100%	29	17	1	*	3	-	*	-	9	2	14	4	1
	41%	50%	21%	3%	22%	-%	31%	-%	52%	30%	49%	30%	10%
Don't know	11	2	-	4	2	-	-	*	2	*	2	2	4
	15%	6%	-%	81%	17%	-%	-%	7%	10%	2%	8%	18%	61%
Mean Score	55.7	57.1	54.4	37.0	46.7	12.1	37.5	19.1	59.6	54.6	62.3	40.9	32.3
											d		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	c	*d	*e
Unweighted Base	133	20	14	33	49	11	25	17	40	28	10
Effective base	36	7	9	12	11	2	9	8	14	7	2
Weighted Base	71	17	5	21	13	6	23	12	20	7	6
0-24%	15 21%	4 24%	2 44%	1 6%	6 45%	2 25%	5 19%	1 8%	5 26%	3 48%	1 14%
25-49%	8 11%	1 6%	* 2%	6 28%	1 6%	* *%	3 13%	1 7%	3 17%	1 11%	* *%
50-74%	8 12%	1 8%	1 16%	2 11%	* 1%	* 1%	5 20%	3 23%	1 3%	* 2%	* 1%
75-100%	29 41%	9 52%	2 37%	10 45%	4 30%	* 5%	10 42%	6 46%	11 53%	* 6%	1 12%
Don't know	11 15%	2 10%	* 2%	2 10%	2 18%	4 68%	1 6%	2 17%	* *%	2 32%	4 73%
Mean Score	55.7	52.5	54.7	61.2 d	40.6	23.7	52.4	63.9	60.0	23.3	46.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	133	23	12	28	22	10	59	7	31	118	15	120	8
Effective base	36	8	4	9	6	4	16	4	8	35	4	32	3
Weighted Base	71	19	6	12	16	2	35	2	17	58	13	56	10
0-24%	15	4	1	3	3	1	8	*	4	12	3	13	2
	21%	20%	25%	24%	16%	68%	22%	20%	22%	20%	26%	23%	19%
25-49%	8	*	3	3	2	*	4	1	3	8	*	8	-
	11%	*%	53%	24%	12%	2%	13%	37%	16%	14%	*%	14%	-%
50-74%	8	2	1	*	4	*	6	*	1	8	*	8	1
	12%	10%	13%	2%	28%	3%	18%	2%	6%	14%	2%	14%	8%
75-100%	29	13	1	6	1	*	15	1	5	24	5	21	3
	41%	70%	9%	49%	3%	27%	42%	41%	29%	41%	37%	38%	29%
Don't know	11	-	-	*	7	-	2	-	4	6	4	6	4
	15%	-%	-%	*%	41%	-%	6%	-%	27%	11%	35%	11%	45%
Mean Score	55.7	62.3	39.4	55.8	39.4	34.6	53.2	54.4	50.0	56.5	50.7	52.0	54.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	133	107	14	63	35	118	10	104	17	63	35
Effective base	36	31	4	20	8	32	4	29	6	22	7
Weighted Base	71	56	13	36	20	52	14	55	13	36	20
0-24%	15 21%	13 23%	2 17%	6 18%	6 27%	13 25%	2 13%	12 21%	3 25%	7 20%	5 23%
25-49%	8 11%	6 10%	2 17%	7 19%	1 6%	8 15%	* 1%	6 11%	2 15%	7 18%	1 7%
50-74%	8 12%	5 8%	4 30%	6 16%	1 7%	4 7%	5 34%	8 14%	1 6%	3 8%	5 23%
75-100%	29 41%	27 48%	* *%	13 36%	8 37%	21 41%	3 20%	24 44%	3 21%	15 43%	5 25%
Don't know	11 15%	6 10%	4 35%	4 12%	4 22%	6 12%	4 32%	6 10%	4 33%	4 11%	4 22%
Mean Score	55.7	57.6	34.9	54.7	48.1	52.4	51.3	56.8	41.3	55.8	45.5

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	133	68	119	38	-	66	103	35	-	72	69	32	-
Effective base	36	20	32	10	-	21	30	11	-	19	20	9	-
Weighted Base	71	41	58	22	-	44	55	19	-	44	32	20	-
0-24%	15	10	14	6	-	12	14	6	-	11	9	5	-
	21%	25%	24%	25%	-%	28%	25%	33%	-%	24%	28%	23%	-%
25-49%	8	6	7	5	-	6	6	4	-	6	6	3	-
	11%	14%	13%	21%	-%	13%	12%	24%	-%	13%	20%	13%	-%
50-74%	8	6	8	1	-	5	8	*	-	6	6	4	-
	12%	14%	15%	6%	-%	12%	15%	*%	-%	12%	18%	22%	-%
75-100%	29	10	24	9	-	11	23	6	-	14	9	6	-
	41%	23%	41%	39%	-%	25%	42%	33%	-%	31%	27%	32%	-%
Don't know	11	10	4	2	-	10	3	2	-	9	2	2	-
	15%	24%	7%	9%	-%	23%	6%	11%	-%	19%	6%	10%	-%
Mean Score	55.7	44.2	52.7	47.7	-	43.2	54.4	47.1	-	48.1	48.1	47.6	-
							a						

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	*d	*e	a	b
Significance Level: 95%														
Unweighted Base	133	123	114	75	92	133	13	64	43	42	18	11	32	51
Effective base	36	32	33	20	24	36	6	18	9	10	6	4	10	16
Weighted Base	71	62	66	42	51	71	4	31	19	22	15	8	18	33
0-24%	15	15	15	10	14	15	4	9	7	8	4	3	5	7
	21%	24%	22%	23%	27%	21%	86%	27%	35%	34%	24%	36%	27%	21%
25-49%	8	7	6	7	8	8	*	7	1	5	4	1	2	2
	11%	11%	10%	16%	15%	11%	4%	22%	8%	21%	28%	15%	12%	7%
50-74%	8	8	8	6	7	8	*	2	*	4	4	4	6	6
	12%	14%	13%	14%	13%	12%	9%	6%	1%	18%	26%	48%	33%	19%
75-100%	29	21	27	11	15	29	-	8	7	2	3	*	1	14
	41%	34%	41%	27%	29%	41%	-%	24%	34%	7%	23%	1%	8%	43%
Don't know	11	11	10	9	8	11	*	6	4	4	-	-	3	3
	15%	17%	15%	20%	16%	15%	1%	21%	23%	20%	-%	-%	19%	10%
Mean Score	55.7	50.7	55.2	48.5	43.7	55.7	17.7	45.1	46.7	34.6	42.4	32.4	37.7	56.9
						a								a

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	133	17	7	5	4	121	95	124	94	101	64	114	26	-	110	8
Effective base	36	8	4	2	3	33	25	34	23	25	18	32	10	-	27	6
Weighted Base	71	11	9	3	1	61	49	62	45	53	37	51	10	-	51	8
0-24%	15	4	1	*	1	14	10	15	10	13	10	13	5	-	13	2
	21%	37%	8%	6%	70%	23%	20%	24%	21%	24%	26%	26%	50%	-%	25%	24%
25-49%	8	*	2	1	*	7	4	7	7	5	5	2	2	-	5	1
	11%	1%	21%	31%	9%	11%	9%	11%	15%	9%	14%	4%	19%	-%	10%	11%
50-74%	8	1	4	-	-	5	4	5	8	7	6	5	1	-	7	1
	12%	13%	41%	-%	-%	7%	8%	7%	17%	14%	15%	9%	5%	-%	13%	18%
75-100%	29	1	3	2	*	25	20	25	10	17	9	25	1	-	20	4
	41%	12%	29%	63%	21%	41%	41%	40%	23%	33%	23%	49%	5%	-%	40%	47%
Don't know	11	4	-	-	-	11	10	11	10	11	8	6	2	-	6	-
	15%	38%	-%	-%	-%	17%	21%	17%	23%	20%	21%	12%	20%	-%	12%	-%
Mean Score	55.7	35.4	50.9	57.2	33.8	55.6	55.3	54.7	46.6	49.0	43.7	58.4	25.6	-	53.0	52.7
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	*a	*b	*a	b	c	*a	*b	c
Unweighted Base	133	55	78	46	2	25	27	19	71	41	18	28	79
Effective base	36	17	23	12	1	7	5	7	18	11	6	8	22
Weighted Base	71	41	29	22	5	19	14	12	37	21	16	13	41
0-24%	15	7	8	7	-	4	3	4	4	7	4	4	7
	21%	17%	27%	30%	-%	21%	22%	33%	11%	33%	26%	30%	17%
25-49%	8	6	2	4	1	2	3	2	3	3	*	2	6
	11%	14%	7%	20%	15%	12%	23%	18%	7%	15%	1%	18%	14%
50-74%	8	7	2	5	-	5	*	6	1	2	*	5	4
	12%	16%	6%	24%	-%	28%	*%	48%	3%	8%	1%	37%	9%
75-100%	29	15	13	6	5	3	7	-	23	5	9	2	16
	41%	37%	45%	26%	85%	16%	55%	-%	63%	22%	60%	14%	39%
Don't know	11	7	4	-	-	4	-	*	6	5	2	*	8
	15%	16%	14%	-%	-%	23%	-%	1%	16%	22%	14%	*%	21%
Mean Score	55.7	53.2	59.1	46.1	68.2	43.6	56.6	35.2	70.2	41.9	57.4	42.1	59.0
									c				

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	133	64	69
Effective base	36	17	19
Weighted Base	71	33	37
0-24%	15	8	7
	21%	24%	19%
25-49%	8	5	3
	11%	15%	8%
50-74%	8	5	3
	12%	16%	9%
75-100%	29	5	24
	41%	14%	64%
			a
Don't know	11	11	*
	15%	32%	*%
		b	
Mean Score	55.7	41.1	64.6
			a

Columns Tested:: a,b

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	133	-	7	18	15	3	11	6	25	18	16	8	6
Effective base	36	-	3	8	5	2	2	3	9	7	7	5	3
Weighted Base	71	-	3	16	6	2	8	1	4	17	1	10	2
0-24%	15	-	2	2	2	1	*	*	2	5	*	*	1
	21%	-%	60%	13%	23%	88%	5%	10%	42%	30%	2%	*%	35%
25-49%	8	-	*	2	*	-	*	*	*	1	*	4	-
	11%	-%	*%	13%	1%	-%	*%	46%	1%	7%	8%	41%	-%
50-74%	8	-	-	5	1	-	*	*	1	*	*	-	*
	12%	-%	-%	32%	20%	-%	*%	9%	27%	1%	43%	-%	16%
75-100%	29	-	1	3	2	*	8	*	1	6	*	6	1
	41%	-%	39%	21%	24%	12%	95%	32%	24%	35%	47%	58%	49%
Don't know	11	-	-	3	2	-	-	*	*	5	-	*	-
	15%	-%	-%	21%	32%	-%	-%	3%	6%	28%	-%	1%	-%
Mean Score	55.7	-	37.8	52.2	49.7	10.6	81.8	54.0	46.9	46.4	67.7	68.0	51.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 119 (continuation)

QV6D1.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	c	d	a	b
Unweighted Base	133	25	29	49	30	54	79
Effective base	36	10	7	12	7	17	19
Weighted Base	71	19	16	22	13	35	35
0-24%	15	4	3	7	1	7	8
	21%	20%	20%	32%	5%	20%	22%
25-49%	8	2	*	1	4	2	6
	11%	11%	1%	7%	32%	6%	16%
50-74%	8	5	1	1	1	6	2
	12%	27%	8%	6%	6%	18%	6%
75-100%	29	5	10	7	7	14	14
	41%	24%	59%	33%	56%	40%	41%
Don't know	11	3	2	5	*	5	5
	15%	18%	13%	23%	1%	16%	14%
Mean Score	55.7	49.5	64.3	46.7	65.6	56.6	54.8

Columns Tested: a,b,c,d - a,b

Table 121

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	64	3	61	37	7	8	12	27
Effective base	28	1	27	25	4	5	7	9
Weighted Base	51	2	49	48	2	1	*	3
0-24%	27	*	27	26	1	*	*	1
	54%	6%	56%	55%	36%	40%	41%	37%
25-49%	9	1	8	8	*	*	*	1
	18%	85%	16%	18%	17%	38%	42%	25%
50-74%	5	*	5	5	*	*	-	*
	10%	9%	10%	10%	20%	4%	-%	14%
75-100%	8	-	8	8	*	*	*	1
	16%	-%	17%	16%	24%	17%	17%	22%
Don't know	1	-	1	1	*	-	-	*
	1%	-%	1%	1%	3%	-%	-%	2%
Mean Score	33.6	26.0	33.8	33.0	52.1	32.3	33.3	44.8

Columns Tested: a,b - a,b,c,d,e

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	64	19	14	4	5	10	12	37	7	20
Effective base	28	14	12	3	4	6	7	25	4	7
Weighted Base	51	33	14	2	2	1	*	48	2	1
0-24%	27	19	6	1	1	*	*	26	1	*
	54%	59%	42%	91%	38%	35%	41%	55%	36%	41%
25-49%	9	5	4	-	*	*	*	8	*	*
	18%	14%	28%	-%	15%	41%	42%	18%	17%	39%
50-74%	5	3	2	*	*	*	-	5	*	*
	10%	9%	13%	9%	21%	3%	-%	10%	20%	3%
75-100%	8	5	2	-	*	*	*	8	*	*
	16%	16%	18%	-%	26%	15%	17%	16%	24%	17%
Don't know	1	1	-	-	-	*	-	1	*	-
	1%	2%	-%	-%	-%	5%	-%	1%	3%	-%
Mean Score	33.6	31.0	39.9	11.4	52.6	32.9	33.3	33.0	52.1	32.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	64	22	15	7	8	12	25	9	3	9	12
Effective base	28	16	12	4	5	7	17	4	2	4	4
Weighted Base	51	36	12	2	1	*	33	8	1	3	1
0-24%	27	19	7	1	*	*	15	6	1	2	*
	54%	54%	58%	36%	40%	41%	46%	77%	77%	63%	46%
25-49%	9	5	3	*	*	*	6	*	-	1	*
	18%	14%	27%	17%	38%	42%	20%	2%	-%	37%	30%
50-74%	5	3	2	*	*	-	3	1	*	-	*
	10%	8%	15%	20%	4%	-%	9%	16%	23%	-%	4%
75-100%	8	8	-	*	*	*	8	*	-	*	*
	16%	22%	-%	24%	17%	17%	24%	5%	-%	*%	20%
Don't know	1	1	-	*	-	-	1	-	-	-	-
	1%	2%	-%	3%	-%	-%	2%	-%	-%	-%	-%
Mean Score	33.6	36.0	24.3	52.1	32.3	33.3	38.6	26.3	29.6	23.3	32.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	64	9	6	7	1	3	6	4	1	2
Effective base	28	6	4	4	1	1	5	3	1	1
Weighted Base	51	10	7	7	*	2	9	9	*	2
0-24%	27	3	4	6	*	2	5	6	-	-
	54%	33%	55%	77%	100%	86%	56%	74%	-%	-%
25-49%	9	3	1	1	-	*	1	2	-	*
	18%	25%	18%	18%	-%	14%	7%	26%	-%	5%
50-74%	5	1	-	*	-	-	3	-	-	-
	10%	5%	-%	5%	-%	-%	37%	-%	-%	-%
75-100%	8	4	2	-	-	-	-	-	*	2
	16%	36%	26%	-%	-%	-%	-%	-%	100%	95%
Don't know	1	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	33.6	45.5	39.0	17.6	10.0	21.7	29.3	16.4	80.0	96.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	64	6	16	17	39	25	8	10	7
Effective base	28	3	10	12	25	8	3	3	4
Weighted Base	51	5	17	25	47	3	2	1	1
0-24%	27	2	7	17	27	1	*	1	*
	54%	47%	42%	68%	57%	20%	2%	45%	23%
25-49%	9	*	4	4	8	1	*	1	*
	18%	9%	22%	17%	18%	17%	1%	51%	1%
50-74%	5	-	1	4	4	1	1	*	*
	10%	-%	3%	15%	9%	23%	37%	3%	22%
75-100%	8	2	6	-	8	1	1	*	*
	16%	44%	33%	-%	16%	19%	38%	1%	2%
Don't know	1	-	-	-	-	1	*	-	*
	1%	-%	-%	-%	-%	20%	23%	-%	52%
Mean Score	33.6	55.6	43.1	21.4	32.6	50.6	73.4	29.2	30.4

Columns Tested: a,b,c,d,e,f,g,h

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	64	5	3	1	4	3	21	2	2	27
Effective base	28	5	2	1	2	2	9	1	1	13
Weighted Base	51	5	1	*	1	5	14	*	*	25
0-24%	27	5	1	-	1	3	9	-	-	9
	54%	100%	57%	-%	56%	72%	66%	-%	-%	36%
25-49%	9	-	-	*	*	1	2	-	*	5
	18%	-%	-%	100%	2%	28%	16%	-%	2%	22%
50-74%	5	-	-	-	-	-	2	-	-	3
	10%	-%	-%	-%	-%	-%	13%	-%	-%	13%
75-100%	8	-	*	-	*	-	1	*	-	7
	16%	-%	43%	-%	42%	-%	5%	3%	-%	29%
Don't know	1	-	-	-	-	-	*	*	*	-
	1%	-%	-%	-%	-%	-%	*%	97%	98%	-%
Mean Score	33.6	17.0	54.6	40.0	54.3	17.8	23.3	100.0	30.0	44.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	64	12	21	31	54	10	-	58	6	63	1
Effective base	28	6	9	13	21	8	-	26	3	27	1
Weighted Base	51	11	14	26	36	15	-	48	2	50	1
0-24%	27	9	9	9	22	6	-	27	1	27	1
	54%	83%	66%	35%	61%	37%	-%	56%	24%	54%	100%
25-49%	9	1	2	5	5	4	-	8	1	9	-
	18%	13%	16%	21%	13%	29%	-%	16%	58%	18%	-%
50-74%	5	-	2	3	5	-	-	5	-	5	-
	10%	-%	13%	13%	14%	-%	-%	11%	-%	10%	-%
75-100%	8	*	1	7	3	5	-	8	*	8	-
	16%	4%	5%	28%	9%	34%	-%	16%	18%	17%	-%
Don't know	1	-	*	1	1	-	-	1	-	1	-
	1%	-%	*%	3%	2%	-%	-%	1%	-%	1%	-%
Mean Score	33.6	20.8	23.3	44.9	29.7	42.7	-	33.6	34.3	33.9	5.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	64	21	17	26
Effective base	28	11	5	12
Weighted Base	51	20	10	21
0-24%	27	9	6	13
	54%	46%	58%	60%
25-49%	9	2	4	3
	18%	9%	38%	17%
50-74%	5	5	-	*
	10%	24%	-%	2%
75-100%	8	4	-	4
	16%	20%	-%	21%
Don't know	1	*	*	-
	1%	2%	4%	-%
Mean Score	33.6	42.3	20.9	31.3

Columns Tested:: a,b,c

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Base	64	29	19	5	4	3	2	1	1	48	16	11
Effective base	28	15	10	2	2	1	1	1	1	25	4	3
Weighted Base	51	27	14	4	2	3	*	1	*	41	10	6
0-24%	27	13	9	*	2	3	-	1	-	22	6	6
	54%	49%	62%	1%	100%	99%	-%	100%	-%	53%	59%	98%
25-49%	9	5	3	1	-	*	*	-	*	8	1	*
	18%	20%	20%	20%	-%	1%	86%	-%	100%	20%	9%	1%
50-74%	5	3	2	-	-	*	-	-	-	5	*	*
	10%	10%	18%	-%	-%	1%	-%	-%	-%	12%	*%	1%
75-100%	8	5	*	3	-	-	*	-	-	5	3	*
	16%	19%	1%	79%	-%	-%	14%	-%	-%	12%	32%	*%
Don't know	1	1	-	-	-	-	-	-	-	1	-	-
	1%	3%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Mean Score	33.6	37.6	23.4	71.0	14.9	15.5	32.6	10.0	30.0	32.6	37.6	14.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	64	7	22	35	60	62	64	62	46	44	5	26	5	7	7	8	6
Effective base	28	4	11	13	25	26	28	27	17	15	4	14	2	2	3	4	3
Weighted Base	51	6	20	24	45	47	51	49	29	23	7	25	1	4	7	4	1
0-24%	27	4	9	15	23	27	27	27	20	13	5	14	*	1	5	3	1
	54%	68%	43%	60%	50%	59%	54%	56%	69%	57%	62%	56%	2%	17%	64%	66%	39%
25-49%	9	2	4	4	9	7	9	9	4	5	2	3	*	*	1	1	1
	18%	26%	19%	15%	20%	15%	18%	19%	13%	21%	30%	12%	20%	2%	18%	34%	59%
50-74%	5	-	3	3	5	5	5	5	4	3	-	3	1	*	1	-	*
	10%	-%	13%	10%	11%	11%	10%	11%	15%	12%	-%	12%	78%	3%	17%	-%	2%
75-100%	8	-	5	3	8	6	8	6	1	2	1	4	-	3	*	-	-
	16%	-%	24%	14%	17%	14%	16%	13%	2%	9%	8%	17%	-%	77%	2%	-%	-%
Don't know	1	*	*	-	1	1	1	1	*	*	-	1	-	*	-	-	-
	1%	6%	2%	-%	2%	2%	1%	1%	1%	1%	-%	3%	-%	1%	-%	-%	-%
Mean Score	33.6	17.5	43.5	29.3	34.6	31.1	33.6	31.1	23.3	30.7	26.7	35.5	44.6	66.3	24.0	18.8	25.5
					e		e										

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	64	29	6	5	9	4	4	3	25	10	4	10	6	5	2
Effective base	28	14	3	2	4	4	1	2	15	3	2	4	3	2	1
Weighted Base	51	27	5	5	5	3	1	*	27	2	1	7	7	1	1
0-24%	27	12	3	5	-	3	1	-	18	1	-	2	5	1	-
	54%	44%	62%	86%	-%	100%	85%	-%	65%	53%	-%	34%	79%	89%	-%
25-49%	9	6	-	-	3	-	*	*	3	*	*	1	1	*	1
	18%	20%	-%	-%	72%	-%	15%	65%	11%	10%	11%	18%	21%	11%	96%
50-74%	5	3	-	1	1	-	-	*	3	1	1	-	-	-	*
	10%	12%	-%	14%	25%	-%	-%	35%	12%	24%	89%	-%	-%	-%	4%
75-100%	8	6	2	-	*	-	-	-	3	*	-	3	-	-	-
	16%	21%	38%	-%	3%	-%	-%	-%	11%	1%	-%	47%	-%	-%	-%
Don't know	1	1	-	-	-	-	-	-	*	*	-	*	-	-	-
	1%	3%	-%	-%	-%	-%	-%	-%	1%	12%	-%	1%	-%	-%	-%
Mean Score	33.6	37.2	48.8	20.2	36.9	13.1	8.7	37.3	29.8	30.7	47.5	47.3	17.8	9.6	40.9

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	64	24	11	5	8	7	4	3	10	13	20	12	9
Effective base	28	13	5	2	4	2	2	2	4	7	8	6	3
Weighted Base	51	22	11	2	7	1	4	2	9	13	15	10	3
0-24%	27	13	2	*	6	1	4	-	8	5	12	1	1
	54%	61%	22%	3%	98%	73%	99%	-%	83%	39%	82%	12%	44%
25-49%	9	4	2	*	*	*	-	2	1	3	*	3	2
	18%	19%	22%	4%	2%	12%	-%	100%	13%	23%	*%	31%	54%
50-74%	5	1	3	1	-	*	-	-	-	3	1	1	*
	10%	5%	26%	76%	-%	3%	-%	-%	-%	23%	8%	7%	1%
75-100%	8	3	3	-	*	*	-	-	*	2	1	5	*
	16%	14%	29%	-%	*%	12%	-%	-%	*%	15%	8%	49%	*%
Don't know	1	*	-	*	-	-	*	-	*	-	*	*	-
	1%	2%	-%	17%	-%	-%	1%	-%	4%	-%	2%	*%	-%
Mean Score	33.6	31.1	47.6	48.5	12.2	22.7	13.4	33.0	13.0	40.6	24.8	58.3	20.3

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	64	17	10	16	8	9	13	12	19	10	8
Effective base	28	7	6	6	5	3	6	7	8	5	2
Weighted Base	51	16	13	7	6	3	11	12	13	8	2
0-24%	27	8	8	5	1	1	9	6	10	2	1
	54%	47%	56%	74%	20%	44%	81%	52%	78%	22%	25%
25-49%	9	3	3	*	2	2	1	1	*	3	2
	18%	16%	21%	1%	35%	54%	11%	7%	%	38%	73%
50-74%	5	-	3	1	1	*	-	3	2	*	*
	10%	-%	23%	17%	13%	1%	-%	25%	14%	2%	1%
75-100%	8	5	-	1	2	*	*	2	1	3	*
	16%	33%	-%	8%	32%	%	4%	16%	6%	38%	%
Don't know	1	1	-	*	-	-	*	-	*	*	-
	1%	4%	-%	1%	-%	-%	4%	-%	2%	1%	-%
Mean Score	33.6	40.0	27.2	28.1	52.0	20.3	17.3	40.5	24.3	45.8	23.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	64	11	11	15	16	9	45	3	14	59	5	55	5
Effective base	28	5	5	7	8	2	19	2	7	26	2	24	2
Weighted Base	51	8	8	15	15	2	34	1	13	49	2	41	5
0-24%	27	7	3	9	8	1	18	1	9	26	2	18	5
	54%	80%	40%	60%	52%	24%	52%	53%	68%	53%	91%	45%	99%
25-49%	9	1	1	2	3	2	8	*	1	9	-	9	*
	18%	14%	10%	15%	22%	69%	22%	17%	9%	19%	-%	22%	*%
50-74%	5	*	4	1	-	*	2	-	3	5	*	5	*
	10%	2%	47%	8%	-%	1%	6%	-%	23%	10%	2%	12%	1%
75-100%	8	*	-	3	4	*	6	*	*	8	*	8	-
	16%	*%	-%	17%	25%	6%	18%	30%	*%	17%	7%	19%	-%
Don't know	1	*	*	-	*	-	1	-	-	1	-	1	-
	1%	5%	3%	-%	*%	-%	2%	-%	-%	1%	-%	2%	-%
Mean Score	33.6	17.0	36.3	32.5	35.4	26.9	33.3	40.3	24.6	34.1	20.2	36.6	16.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	64	49	13	40	22	54	6	47	15	44	18
Effective base	28	22	7	22	5	23	3	21	5	23	4
Weighted Base	51	42	5	40	8	43	3	38	8	42	6
0-24%	27	24	4	24	4	20	2	20	7	26	1
	54%	57%	78%	58%	45%	48%	93%	53%	86%	62%	17%
25-49%	9	7	*	9	*	9	*	6	*	8	1
	18%	16%	6%	21%	5%	21%	6%	17%	5%	20%	9%
50-74%	5	5	*	5	*	5	*	5	*	4	1
	10%	12%	1%	13%	*%	12%	1%	13%	*%	11%	10%
75-100%	8	6	*	3	4	8	-	6	*	3	4
	16%	14%	8%	7%	45%	18%	-%	16%	5%	6%	59%
Don't know	1	*	*	*	*	1	-	*	*	*	*
	1%	1%	6%	1%	4%	2%	-%	1%	4%	1%	5%
Mean Score	33.6	31.9	23.4	28.0	46.5	35.8	14.9	33.4	20.0	26.8	60.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	64	49	42	24	-	53	38	26	-	54	41	26	-
Effective base	28	19	21	10	-	22	18	11	-	23	19	12	-
Weighted Base	51	31	40	11	-	40	32	17	-	45	34	18	-
0-24%	27	17	21	8	-	24	18	9	-	27	16	11	-
	54%	57%	53%	71%	-%	59%	56%	54%	-%	61%	47%	58%	-%
25-49%	9	6	9	3	-	6	6	4	-	7	9	4	-
	18%	20%	22%	27%	-%	14%	18%	24%	-%	16%	26%	21%	-%
50-74%	5	4	5	*	-	3	5	-	-	4	5	-	-
	10%	12%	12%	*%	-%	9%	16%	-%	-%	8%	15%	-%	-%
75-100%	8	3	5	*	-	6	3	3	-	6	4	4	-
	16%	8%	13%	1%	-%	16%	10%	20%	-%	14%	11%	21%	-%
Don't know	1	1	-	*	-	1	-	*	-	1	*	-	-
	1%	2%	-%	*%	-%	2%	-%	2%	-%	2%	1%	-%	-%
Mean Score	33.6	30.2	31.3	19.4	-	32.0	29.4	32.2	-	29.8	31.9	32.2	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e	*a	*b
Unweighted Base	64	59	56	52	64	37	8	36	40	40	19	10	15	11
Effective base	28	25	24	24	28	17	4	17	18	19	9	7	7	6
Weighted Base	51	45	40	46	51	32	4	34	32	33	15	8	12	10
0-24%	27	23	22	27	27	19	3	20	17	20	9	7	5	7
	54%	50%	55%	58%	54%	59%	97%	61%	53%	61%	60%	84%	46%	70%
25-49%	9	9	6	8	9	5	*	8	8	6	3	1	3	1
	18%	20%	15%	17%	18%	15%	2%	23%	24%	18%	19%	16%	22%	12%
50-74%	5	5	5	5	5	5	*	2	1	3	-	-	2	2
	10%	11%	13%	11%	10%	15%	1%	5%	4%	9%	-%	-%	16%	18%
75-100%	8	8	6	6	8	3	-	4	6	4	3	*	2	-
	16%	17%	16%	13%	16%	10%	-%	11%	18%	12%	21%	*%	16%	-%
Don't know	1	1	*	1	1	*	-	*	*	*	-	-	-	-
	1%	2%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	-%	-%
Mean Score	33.6	34.6	33.1	30.8	33.6	28.2	16.3	28.1	33.1	28.3	31.9	18.3	33.2	18.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	64	13	9	-	2	56	43	59	47	42	47	49	22	-	57	2
Effective base	28	6	4	-	1	23	17	25	23	19	19	23	10	-	25	1
Weighted Base	51	14	6	-	1	42	28	44	37	34	34	40	13	-	45	1
0-24%	27	10	3	-	1	24	17	25	21	16	22	22	10	-	27	-
	54%	72%	58%	-%	88%	58%	61%	58%	56%	47%	64%	56%	75%	-%	61%	-%
25-49%	9	*	*	-	*	8	5	9	8	6	7	9	3	-	8	1
	18%	*%	5%	-%	12%	20%	18%	21%	20%	19%	21%	22%	20%	-%	19%	98%
50-74%	5	-	-	-	-	3	2	3	3	3	1	3	-	-	4	-
	10%	-%	-%	-%	-%	7%	8%	7%	8%	10%	4%	7%	-%	-%	9%	-%
75-100%	8	3	2	-	-	6	3	6	6	8	4	5	*	-	5	*
	16%	23%	35%	-%	-%	14%	12%	13%	15%	23%	11%	13%	*%	-%	10%	2%
Don't know	1	1	*	-	-	1	*	1	*	*	*	1	1	-	*	-
	1%	5%	1%	-%	-%	2%	1%	2%	1%	1%	1%	2%	5%	-%	1%	-%
Mean Score	33.6	29.7	46.6	-	12.4	30.1	28.0	29.9	31.5	38.2	26.2	30.0	15.1	-	29.0	40.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	64	36	28	38	1	19	22	17	35	10	13	26	25
Effective base	28	17	12	15	1	6	11	8	17	3	6	11	11
Weighted Base	51	34	16	30	1	10	21	14	28	7	12	21	18
0-24%	27	23	4	18	-	8	11	9	14	4	9	8	11
	54%	67%	27%	61%	-%	80%	51%	66%	50%	52%	72%	41%	58%
25-49%	9	2	7	4	-	*	4	1	8	*	*	5	4
	18%	7%	41%	13%	-%	4%	17%	5%	29%	2%	-%	25%	21%
50-74%	5	3	2	2	-	1	1	4	1	*	1	3	1
	10%	9%	12%	6%	-%	6%	6%	28%	3%	2%	6%	15%	7%
75-100%	8	5	3	6	1	1	6	*	5	3	3	4	2
	16%	15%	18%	19%	100%	6%	27%	-%	16%	44%	22%	18%	11%
Don't know	1	*	*	*	-	*	*	-	*	-	-	*	*
	1%	1%	2%	1%	-%	3%	-%	-%	2%	-%	-%	2%	2%
Mean Score	33.6	30.0	41.1	31.7	100.0	22.8	37.4	27.1	33.6	42.4	37.7	36.6	27.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	64	30	34
Effective base	28	10	18
Weighted Base	51	19	32
0-24%	27	12	15
	54%	66%	47%
25-49%	9	3	6
	18%	15%	20%
50-74%	5	1	4
	10%	7%	12%
75-100%	8	2	6
	16%	10%	20%
Don't know	1	*	*
	1%	2%	1%
Mean Score	33.6	27.7	37.0

Columns Tested:: a,b

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	64	-	3	7	8	5	4	7	8	8	6	6	2
Effective base	28	-	2	4	3	2	1	2	4	5	2	4	2
Weighted Base	51	-	2	8	4	2	3	4	6	10	3	9	1
0-24%	27	-	1	2	3	*	3	1	6	8	2	3	-
	54%	-%	29%	31%	66%	2%	100%	27%	91%	76%	76%	30%	-%
25-49%	9	-	*	1	*	1	-	2	*	-	1	3	*
	18%	-%	7%	18%	2%	71%	-%	60%	*%	-%	18%	35%	36%
50-74%	5	-	1	-	1	-	-	*	1	2	*	-	-
	10%	-%	63%	-%	16%	-%	-%	9%	9%	22%	5%	-%	-%
75-100%	8	-	-	4	1	*	-	*	*	-	*	3	*
	16%	-%	-%	51%	16%	1%	-%	3%	*%	-%	*%	35%	64%
Don't know	1	-	-	-	-	*	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	27%	-%	-%	-%	3%	-%	-%	-%
Mean Score	33.6	-	39.3	58.1	32.3	25.5	5.2	32.8	20.8	22.7	24.4	42.2	74.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 121 (continuation)

QV6D1.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	64	10	17	23	14	27	37
Effective base	28	6	5	11	6	11	17
Weighted Base	51	10	8	20	13	18	33
0-24%	27	3	5	15	5	8	19
	54%	31%	63%	71%	38%	46%	59%
25-49%	9	2	1	2	4	3	6
	18%	16%	15%	11%	32%	16%	19%
50-74%	5	1	1	3	*	2	3
	10%	12%	8%	15%	1%	10%	10%
75-100%	8	4	1	*	4	5	4
	16%	41%	8%	1%	29%	26%	11%
Don't know	1	-	*	*	-	*	*
	1%	-%	5%	1%	-%	2%	1%
Mean Score	33.6	54.4	22.2	24.0	40.0	40.2	30.2

Columns Tested:: a,b,c,d - a,b

Table 123

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	46	2	44	33	4	3	6	13
Effective base	26	2	25	24	2	2	4	4
Weighted Base	50	*	49	48	1	*	*	1
0-24%	17	*	17	17	-	-	*	*
	34%	41%	34%	34%	-%	-%	31%	4%
25-49%	6	-	6	6	*	*	*	*
	13%	-%	13%	12%	6%	78%	51%	24%
50-74%	5	*	5	5	1	-	-	1
	11%	59%	11%	10%	58%	-%	-%	41%
75-100%	21	-	21	20	*	*	*	*
	42%	-%	42%	42%	36%	22%	18%	31%
Don't know	*	-	*	*	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Mean Score	52.0	33.6	52.1	51.7	70.0	49.5	39.9	62.9

Columns Tested: a,b - a,b,c,d,e

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	46	21	8	4	2	5	6	33	4	9
Effective base	26	17	7	3	2	4	4	24	2	5
Weighted Base	50	38	9	2	1	*	*	48	1	*
0-24%	17	10	5	1	-	-	*	17	-	*
	34%	26%	63%	91%	-%	-%	31%	34%	-%	13%
25-49%	6	5	1	-	-	*	*	6	*	*
	13%	12%	16%	-%	-%	61%	51%	12%	6%	67%
50-74%	5	3	2	*	1	-	-	5	1	-
	11%	8%	21%	9%	70%	-%	-%	10%	58%	-%
75-100%	21	20	-	-	*	*	*	20	*	*
	42%	54%	-%	-%	30%	39%	18%	42%	36%	21%
Don't know	*	*	-	-	-	-	-	*	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Mean Score	52.0	58.8	28.5	9.3	71.1	55.9	39.9	51.7	70.0	45.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	46	22	11	4	3	6	24	7	3	5	4
Effective base	26	18	9	2	2	4	18	3	1	4	3
Weighted Base	50	40	8	1	*	*	36	8	1	3	*
0-24%	17	12	5	-	-	*	10	3	1	3	-
	34%	29%	60%	-%	-%	31%	28%	37%	96%	79%	-%
25-49%	6	5	1	*	*	*	3	3	-	-	*
	13%	12%	17%	6%	78%	51%	8%	44%	-%	-%	80%
50-74%	5	3	2	1	-	-	2	1	-	1	-
	11%	7%	24%	58%	-%	-%	6%	15%	-%	21%	-%
75-100%	21	20	-	*	*	*	20	*	*	-	*
	42%	51%	-%	36%	22%	18%	57%	4%	4%	-%	20%
Don't know	*	*	-	-	-	-	*	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Mean Score	52.0	57.0	26.7	70.0	49.5	39.9	61.3	26.2	22.4	23.2	47.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	46	7	6	3	3	1	8	3	2	2
Effective base	26	5	4	2	3	1	7	2	1	1
Weighted Base	50	9	7	3	4	1	15	6	*	2
0-24%	17	6	2	3	-	-	4	-	-	2
	34%	71%	26%	98%	-%	-%	24%	-%	-%	99%
25-49%	6	3	-	*	-	-	-	3	*	*
	13%	29%	-%	2%	-%	-%	-%	53%	84%	1%
50-74%	5	-	-	-	-	-	4	1	-	-
	11%	-%	-%	-%	-%	-%	27%	9%	-%	-%
75-100%	21	-	5	-	4	1	7	2	*	-
	42%	-%	74%	-%	100%	100%	49%	38%	16%	-%
Don't know	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mean Score	52.0	18.0	63.9	14.2	100.0	80.0	59.6	56.7	45.6	21.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	46	6	15	14	35	11	5	4	2
Effective base	26	5	9	11	24	5	2	2	2
Weighted Base	50	7	16	24	48	2	1	*	*
0-24%	17	2	8	6	16	*	*	*	*
	34%	25%	50%	26%	34%	22%	2%	60%	41%
25-49%	6	*	3	3	6	*	-	*	-
	13%	*%	17%	14%	13%	5%	-%	19%	-%
50-74%	5	-	-	5	5	1	1	-	*
	11%	-%	-%	19%	10%	42%	58%	-%	59%
75-100%	21	6	5	10	21	*	*	*	-
	42%	75%	33%	40%	43%	9%	5%	21%	-%
Don't know	*	-	-	-	-	*	*	-	-
	1%	-%	-%	-%	-%	22%	36%	-%	-%
Mean Score	52.0	77.3	38.7	53.7	52.3	43.9	52.6	36.1	33.6

Columns Tested: a,b,c,d,e,f,g,h

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	46	5	1	-	1	1	19	1	-	19
Effective base	26	4	1	-	1	1	13	1	-	9
Weighted Base	50	4	1	-	1	3	22	*	-	20
0-24%	17	4	-	-	-	-	3	-	-	10
	34%	98%	-%	-%	-%	-%	15%	-%	-%	49%
25-49%	6	*	-	-	-	3	1	-	-	1
	13%	2%	-%	-%	-%	100%	6%	-%	-%	7%
50-74%	5	-	1	-	1	-	2	-	-	2
	11%	-%	100%	-%	100%	-%	11%	-%	-%	12%
75-100%	21	-	-	-	-	-	15	-	-	6
	42%	-%	-%	-%	-%	-%	67%	-%	-%	31%
Don't know	*	-	-	-	-	-	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Mean Score	52.0	15.3	65.0	-	65.0	30.0	71.7	-	-	40.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	46	7	19	20	40	6	-	44	2	45	1
Effective base	26	4	13	9	20	5	-	25	1	25	1
Weighted Base	50	8	22	20	38	12	-	49	1	49	1
0-24%	17	4	3	10	12	5	-	16	1	16	1
	34%	47%	15%	48%	31%	43%	-%	33%	96%	33%	100%
25-49%	6	3	1	1	5	1	-	6	*	6	-
	13%	45%	6%	7%	13%	12%	-%	13%	4%	13%	-%
50-74%	5	1	2	2	5	-	-	5	-	5	-
	11%	7%	11%	12%	14%	-%	-%	11%	-%	11%	-%
75-100%	21	-	15	6	15	5	-	21	-	21	-
	42%	-%	67%	30%	41%	46%	-%	42%	-%	42%	-%
Don't know	*	-	-	*	*	-	-	*	-	*	-
	1%	-%	-%	2%	1%	-%	-%	1%	-%	1%	-%
Mean Score	52.0	25.5	71.7	40.3	53.5	47.4	-	52.6	6.4	52.6	5.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	46	14	11	21
Effective base	26	7	3	15
Weighted Base	50	15	7	28
0-24%	17	7	3	7
	34%	44%	42%	26%
25-49%	6	*	4	3
	13%	1%	51%	9%
50-74%	5	4	-	1
	11%	28%	-%	4%
75-100%	21	4	*	17
	42%	27%	2%	60%
Don't know	*	-	*	-
	1%	-%	6%	-%
Mean Score	52.0	40.3	25.4	64.8

Columns Tested:: a,b,c

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Base	46	17	15	3	3	3	1	3	1	32	14	11
Effective base	26	11	10	1	2	1	1	2	1	21	5	3
Weighted Base	50	22	17	4	2	4	*	1	*	39	11	7
0-24%	17	10	1	3	2	1	*	1	-	10	7	3
	34%	44%	3%	83%	100%	19%	100%	78%	-%	26%	60%	47%
25-49%	6	1	1	-	-	3	-	*	*	3	4	4
	13%	7%	7%	-%	-%	81%	-%	22%	100%	7%	34%	53%
50-74%	5	2	2	1	-	-	-	-	-	5	1	-
	11%	10%	15%	17%	-%	-%	-%	-%	-%	12%	6%	-%
75-100%	21	8	13	-	-	-	-	-	-	21	-	-
	42%	37%	75%	-%	-%	-%	-%	-%	-%	54%	-%	-%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Mean Score	52.0	46.8	79.0	18.6	10.0	28.1	20.0	11.3	40.0	61.0	20.4	21.5

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	46	7	10	29	40	46	46	46	32	24	6	17	2	2	5	10	4
Effective base	26	5	6	15	20	26	26	26	16	9	5	11	1	1	3	6	2
Weighted Base	50	11	11	28	41	50	50	50	31	15	9	23	1	3	7	6	1
0-24%	17	7	3	7	17	17	17	17	12	7	-	8	-	3	2	3	1
	34%	60%	28%	25%	41%	34%	34%	34%	38%	48%	-%	34%	-%	96%	28%	55%	43%
25-49%	6	-	1	5	6	6	6	6	5	4	-	1	-	-	3	2	*
	13%	-%	13%	17%	16%	13%	13%	13%	17%	25%	-%	5%	-%	-%	54%	26%	4%
50-74%	5	-	2	3	5	5	5	5	4	2	1	2	1	*	1	-	1
	11%	-%	21%	11%	12%	11%	11%	11%	13%	13%	6%	10%	92%	4%	18%	-%	53%
75-100%	21	4	4	13	12	21	21	21	10	2	9	11	*	-	-	1	-
	42%	37%	38%	46%	30%	42%	42%	42%	32%	14%	94%	49%	8%	-%	-%	19%	-%
Don't know	*	*	-	-	*	*	*	*	-	-	-	*	-	-	-	-	-
	1%	4%	-%	-%	1%	1%	1%	1%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Mean Score	52.0	36.3	57.0	56.1	43.1	52.0	52.0	52.0	43.7	32.4	91.4	54.5	53.8	11.6	31.1	31.8	35.4

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	46	20	-	5	5	4	4	2	25	2	3	5	6	3	2
Effective base	26	13	-	2	3	4	2	2	16	1	1	3	3	2	1
Weighted Base	50	27	-	6	3	3	1	*	31	1	1	7	6	2	1
0-24%	17	11	-	2	*	3	1	-	7	1	-	7	2	1	-
	34%	41%	-%	30%	*%	100%	76%	-%	21%	83%	-%	100%	25%	34%	-%
25-49%	6	1	-	3	1	-	*	*	1	-	*	-	5	-	*
	13%	4%	-%	57%	44%	-%	20%	100%	4%	-%	4%	-%	75%	-%	4%
50-74%	5	2	-	1	2	-	-	-	3	-	1	-	-	-	1
	11%	8%	-%	12%	56%	-%	-%	-%	11%	-%	96%	-%	-%	-%	96%
75-100%	21	12	-	*	-	-	*	-	19	*	-	-	-	1	-
	42%	45%	-%	1%	-%	-%	4%	-%	62%	17%	-%	-%	-%	66%	-%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Mean Score	52.0	50.1	-	30.4	47.4	11.4	14.9	37.1	66.3	30.5	49.1	13.0	28.0	54.5	58.9

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	46	21	5	1	10	3	3	3	8	4	17	10	7
Effective base	26	12	4	1	5	2	1	2	5	3	10	4	4
Weighted Base	50	24	8	1	8	3	4	2	11	6	20	7	6
0-24%	17	7	3	-	4	3	1	-	7	*	3	4	3
	34%	28%	38%	-%	49%	99%	14%	-%	62%	1%	14%	57%	55%
25-49%	6	1	-	-	*	*	3	2	-	-	4	1	1
	13%	5%	-%	-%	1%	1%	86%	70%	-%	-%	18%	18%	25%
50-74%	5	*	3	1	-	-	-	1	-	2	2	1	-
	11%	1%	40%	100%	-%	-%	-%	30%	-%	35%	9%	20%	-%
75-100%	21	15	2	-	4	-	-	-	4	4	12	*	1
	42%	64%	21%	-%	51%	-%	-%	-%	34%	63%	59%	5%	19%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Mean Score	52.0	64.6	42.2	50.0	52.2	16.6	26.7	45.7	36.1	71.9	67.8	27.5	33.6

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	46	12	7	7	9	5	9	5	19	6	6
Effective base	26	8	4	3	4	3	5	3	11	3	4
Weighted Base	50	19	11	3	5	3	11	6	21	6	5
0-24%	17	10	1	2	3	1	7	*	4	4	2
	34%	52%	8%	59%	58%	48%	62%	1%	17%	64%	49%
25-49%	6	1	3	*	*	1	-	-	4	1	1
	13%	6%	32%	3%	3%	52%	-%	-%	17%	19%	29%
50-74%	5	-	2	1	1	-	-	2	2	1	-
	11%	-%	21%	35%	31%	-%	-%	35%	11%	13%	-%
75-100%	21	8	4	*	*	-	4	4	12	*	1
	42%	40%	39%	3%	7%	-%	34%	64%	55%	4%	22%
Don't know	*	*	-	-	-	-	*	-	-	-	-
	1%	2%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Mean Score	52.0	41.3	57.9	30.1	36.6	23.3	36.3	72.2	65.4	22.3	37.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	46	10	4	15	12	5	35	-	11	42	4	32	8
Effective base	26	4	2	8	9	3	20	-	5	24	3	18	2
Weighted Base	50	8	4	18	16	4	40	-	10	47	3	35	6
0-24%	17	7	1	1	6	2	11	-	6	14	2	15	2
	34%	79%	24%	5%	37%	63%	28%	-%	57%	30%	99%	42%	35%
25-49%	6	-	-	4	1	1	6	-	-	6	*	3	4
	13%	-%	-%	21%	7%	37%	16%	-%	-%	13%	1%	7%	65%
50-74%	5	*	3	1	1	-	2	-	3	5	-	5	-
	11%	2%	76%	7%	8%	-%	6%	-%	30%	12%	-%	14%	-%
75-100%	21	1	-	12	8	-	20	-	1	21	-	12	-
	42%	15%	-%	67%	48%	-%	49%	-%	13%	44%	-%	35%	-%
Don't know	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	5%	-%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%
Mean Score	52.0	19.6	40.3	72.9	54.1	25.8	57.8	-	29.1	54.1	13.6	46.1	25.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	46	40	6	31	15	35	5	39	7	34	12
Effective base	26	23	3	20	6	19	2	22	3	22	4
Weighted Base	50	47	3	37	13	39	2	42	7	41	9
0-24%	17	14	3	7	10	15	2	13	4	12	5
	34%	30%	92%	19%	75%	39%	89%	31%	51%	29%	56%
25-49%	6	6	*	6	*	6	*	3	4	6	*
	13%	13%	8%	17%	1%	16%	11%	7%	49%	15%	3%
50-74%	5	5	-	5	-	5	-	5	-	5	1
	11%	12%	-%	15%	-%	13%	-%	13%	-%	12%	7%
75-100%	21	21	-	18	3	12	-	21	-	18	3
	42%	45%	-%	48%	23%	32%	-%	49%	-%	44%	34%
Don't know	*	*	-	*	-	*	-	*	-	*	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Mean Score	52.0	54.4	15.2	60.7	27.2	44.6	12.8	57.1	22.5	54.7	39.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	46	27	33	14	-	30	35	15	1	35	34	16	-
Effective base	26	13	17	6	-	17	19	7	1	19	18	9	-
Weighted Base	50	24	35	8	-	33	36	14	2	39	34	17	-
0-24%	17	9	14	4	-	10	11	6	2	15	11	10	-
	34%	37%	40%	53%	-%	31%	32%	47%	100%	38%	34%	59%	-%
25-49%	6	5	6	2	-	6	3	3	-	6	3	3	-
	13%	22%	18%	19%	-%	19%	8%	19%	-%	16%	8%	15%	-%
50-74%	5	4	5	-	-	4	5	1	-	4	5	1	-
	11%	15%	14%	-%	-%	11%	15%	4%	-%	11%	16%	3%	-%
75-100%	21	6	10	2	-	13	17	4	-	13	14	4	-
	42%	24%	29%	28%	-%	39%	46%	30%	-%	34%	42%	23%	-%
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-
	1%	2%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%
Mean Score	52.0	43.1	42.1	41.1	-	51.2	54.4	40.8	21.0	46.8	51.9	33.5	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	*b	c	*d	*e	*a	*b
Unweighted Base	46	37	44	42	33	46	5	30	27	30	12	8	10	15
Effective base	26	19	24	24	17	26	4	17	16	17	7	7	5	9
Weighted Base	50	38	45	45	33	50	3	33	26	33	13	6	8	19
0-24%	17	17	16	17	11	17	3	14	11	15	7	4	*	5
	34%	44%	35%	37%	34%	34%	99%	44%	43%	46%	57%	71%	5%	26%
25-49%	6	6	3	6	6	6	*	6	3	2	1	1	*	*
	13%	16%	6%	14%	18%	13%	1%	18%	10%	5%	11%	20%	2%	1%
50-74%	5	5	5	5	5	5	-	2	2	4	-	1	2	2
	11%	13%	12%	12%	16%	11%	-%	7%	7%	12%	-%	10%	22%	9%
75-100%	21	10	21	17	10	21	-	10	10	12	4	-	6	12
	42%	26%	46%	37%	30%	42%	-%	31%	39%	37%	31%	-%	71%	64%
Don't know	*	*	*	*	*	*	-	-	*	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%
Mean Score	52.0	39.9	54.6	49.4	45.1	52.0	11.6	43.3	50.0	47.0	39.1	19.9	75.2	63.5

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	*e	*a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	46	12	4	1	-	35	30	39	33	28	25	37	12	-	42	1
Effective base	26	6	3	1	-	17	14	19	18	14	12	19	7	-	23	1
Weighted Base	50	14	2	*	-	34	27	37	34	28	24	37	11	-	44	1
0-24%	17	8	2	-	-	14	11	15	13	11	10	14	7	-	13	-
	34%	53%	97%	-%	-%	42%	40%	41%	38%	38%	44%	38%	62%	-%	31%	-%
25-49%	6	4	*	*	-	6	1	6	1	1	5	3	1	-	6	-
	13%	25%	3%	100%	-%	18%	5%	17%	4%	5%	21%	8%	11%	-%	14%	-%
50-74%	5	-	-	-	-	2	3	3	3	3	1	3	-	-	4	1
	11%	-%	-%	-%	-%	7%	10%	9%	9%	11%	3%	9%	-%	-%	8%	100%
75-100%	21	3	-	-	-	11	12	12	16	12	8	16	3	-	21	-
	42%	19%	-%	-%	-%	32%	45%	32%	48%	45%	33%	44%	24%	-%	47%	-%
Don't know	*	*	-	-	-	*	-	*	-	*	-	*	*	-	-	-
	1%	3%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	3%	-%	-%	-%
Mean Score	52.0	33.2	14.8	35.0	-	42.2	49.0	42.9	53.1	51.1	41.8	51.4	32.3	-	55.0	60.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	46	31	15	23	1	14	13	15	25	6	11	12	22
Effective base	26	18	8	12	1	6	8	9	15	2	6	7	13
Weighted Base	50	38	12	27	2	11	19	16	27	6	13	15	20
0-24%	17	14	3	11	2	6	7	5	8	3	4	5	5
	34%	36%	25%	40%	100%	53%	37%	34%	29%	51%	30%	36%	25%
25-49%	6	5	1	4	-	4	*	3	3	*	4	3	*
	13%	13%	12%	13%	-%	32%	*%	22%	10%	1%	28%	19%	*%
50-74%	5	4	2	2	-	1	1	4	1	*	1	2	3
	11%	9%	16%	7%	-%	5%	6%	26%	4%	2%	5%	15%	13%
75-100%	21	16	5	11	-	1	11	3	15	3	5	4	12
	42%	41%	44%	40%	-%	10%	56%	18%	55%	46%	37%	30%	60%
Don't know	*	-	*	-	-	-	-	-	*	-	-	-	*
	1%	-%	3%	-%	-%	-%	-%	-%	1%	-%	-%	-%	2%
Mean Score	52.0	51.1	55.2	46.1	21.0	28.6	55.6	40.4	60.5	45.7	47.2	46.8	66.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	46	17	29
Effective base	26	5	21
Weighted Base	50	10	40
0-24%	17	2	14
	34%	24%	36%
25-49%	6	4	3
	13%	39%	6%
50-74%	5	1	5
	11%	8%	12%
75-100%	21	3	18
	42%	29%	45%
Don't know	*	-	*
	1%	-%	1%
Mean Score	52.0	45.9	53.5

Columns Tested:: a,b

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	46	-	2	6	5	2	4	2	6	9	2	7	1
Effective base	26	-	2	4	3	2	1	2	4	5	1	5	1
Weighted Base	50	-	2	10	5	2	3	*	7	10	2	10	*
0-24%	17	-	-	5	*	-	*	-	3	4	-	5	-
	34%	-%	-%	48%	8%	-%	1%	-%	39%	41%	-%	47%	-%
25-49%	6	-	-	-	-	-	*	*	-	3	-	3	*
	13%	-%	-%	-%	-%	-%	6%	100%	-%	34%	-%	25%	100%
50-74%	5	-	2	-	1	-	-	-	-	2	*	1	-
	11%	-%	100%	-%	14%	-%	-%	-%	-%	22%	7%	7%	-%
75-100%	21	-	-	5	4	1	2	-	4	*	2	2	-
	42%	-%	-%	52%	78%	75%	93%	-%	61%	2%	93%	22%	-%
Don't know	*	-	-	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%
Mean Score	52.0	-	54.8	48.9	81.7	75.0	88.1	38.3	67.7	29.1	78.0	36.9	40.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 123 (continuation)

QV6D1.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	46	8	11	17	10	19	27
Effective base	26	5	5	9	7	10	15
Weighted Base	50	12	9	17	12	20	29
0-24%	17	5	*	7	5	5	12
	34%	41%	5%	40%	39%	25%	40%
25-49%	6	-	*	4	3	*	6
	13%	-%	2%	21%	21%	1%	21%
50-74%	5	2	1	2	1	2	3
	11%	15%	7%	13%	7%	12%	10%
75-100%	21	5	7	4	4	12	8
	42%	45%	82%	26%	33%	61%	29%
Don't know	*	-	*	-	-	*	-
	1%	-%	4%	-%	-%	2%	-%
Mean Score	52.0	49.8	82.8	44.4	43.5	63.6	44.0

Columns Tested:: a,b,c,d - a,b

Table 125

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	50	1	49	18	10	6	16	32
Effective base	18	1	17	12	6	4	10	10
Weighted Base	14	*	14	11	2	1	*	3
0-24%	7	-	7	6	1	*	*	1
	52%	-%	53%	57%	27%	53%	39%	33%
25-49%	1	-	1	*	*	*	*	1
	5%	-%	6%	2%	20%	14%	24%	19%
50-74%	4	-	4	3	1	-	*	1
	29%	-%	30%	30%	32%	-%	24%	26%
75-100%	2	*	1	1	*	-	*	*
	12%	100%	9%	11%	19%	-%	4%	14%
Don't know	*	-	*	-	*	*	*	*
	2%	-%	2%	-%	2%	33%	10%	8%
Mean Score	35.1	100.0	33.3	34.0	44.9	8.2	36.5	39.3

Columns Tested:: a,b - a,b,c,d,e

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	50	6	9	3	5	11	16	18	10	22
Effective base	18	3	7	2	3	7	10	12	6	10
Weighted Base	14	3	6	1	1	1	*	11	2	1
0-24%	7	1	4	1	*	*	*	6	1	*
	52%	29%	67%	87%	30%	35%	39%	57%	27%	48%
25-49%	1	-	-	*	*	*	*	*	*	*
	5%	-%	-%	13%	29%	6%	24%	2%	20%	18%
50-74%	4	2	1	-	1	*	*	3	1	*
	29%	59%	20%	-%	38%	12%	24%	30%	32%	9%
75-100%	2	*	1	-	-	*	*	1	*	*
	12%	12%	13%	-%	-%	33%	4%	11%	19%	1%
Don't know	*	-	-	-	*	*	*	-	*	*
	2%	-%	-%	-%	3%	14%	10%	-%	2%	25%
Mean Score	35.1	47.5	32.1	7.1	29.9	52.4	36.5	34.0	44.9	20.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	50	8	10	10	6	16	9	6	4	11	15
Effective base	18	4	8	6	4	10	6	3	2	5	4
Weighted Base	14	4	7	2	1	*	6	2	1	3	1
0-24%	7	1	5	1	*	*	2	1	*	3	*
	52%	34%	72%	27%	53%	39%	37%	63%	44%	92%	38%
25-49%	1	-	*	*	*	*	-	*	*	*	*
	5%	-%	3%	20%	14%	24%	-%	*%	4%	2%	2%
50-74%	4	2	1	1	-	*	3	*	1	*	*
	29%	49%	18%	32%	-%	24%	51%	12%	52%	*%	8%
75-100%	2	1	*	*	-	*	1	*	-	-	*
	12%	17%	7%	19%	-%	4%	12%	24%	-%	-%	44%
Don't know	*	-	-	*	*	*	-	-	-	*	*
	2%	-%	-%	2%	33%	10%	-%	-%	-%	5%	8%
Mean Score	35.1	47.7	25.3	44.9	8.2	36.5	45.7	38.2	30.0	7.8	55.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	50	5	1	4	1	3	2	1	1	2
Effective base	18	4	1	3	1	2	1	1	1	1
Weighted Base	14	4	*	1	*	2	1	1	*	*
0-24%	7	4	-	-	*	*	1	-	*	*
	52%	99%	-%	-%	100%	3%	93%	-%	100%	100%
25-49%	1	-	*	*	-	-	-	-	-	-
	5%	-%	100%	4%	-%	-%	-%	-%	-%	-%
50-74%	4	-	-	1	-	2	*	1	-	-
	29%	-%	-%	49%	-%	77%	7%	100%	-%	-%
75-100%	2	-	-	*	-	*	-	-	-	-
	12%	-%	-%	31%	-%	20%	-%	-%	-%	-%
Don't know	*	*	-	*	-	-	-	-	-	-
	2%	1%	-%	16%	-%	-%	-%	-%	-%	-%
Mean Score	35.1	7.7	30.0	68.2	20.0	58.9	4.8	70.0	4.0	.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h
Unweighted Base	50	6	7	7	20	30	13	10	7
Effective base	18	2	5	4	11	12	5	4	3
Weighted Base	14	3	4	3	10	4	2	1	1
0-24%	7	*	4	1	5	2	2	1	*
25-49%	1	-	*	*	*	*	*	*	*
	5%	-%	10%	1%	5%	7%	10%	8%	1%
50-74%	4	2	-	2	4	*	*	-	*
	29%	71%	-%	58%	36%	11%	8%	-%	34%
75-100%	2	*	-	*	1	1	-	*	*
	12%	18%	-%	11%	8%	21%	-%	45%	43%
Don't know	*	-	*	*	*	*	-	-	*
	2%	-%	1%	6%	2%	1%	-%	-%	5%
Mean Score	35.1	54.5	9.5	51.7	33.8	38.5	19.8	53.7	68.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	50	5	2	1	3	3	15	-	3	21
Effective base	18	4	1	1	2	1	4	-	2	7
Weighted Base	14	4	*	1	1	*	4	-	*	5
0-24%	7	4	*	-	*	-	1	-	*	2
	52%	96%	87%	-%	38%	-%	35%	-%	62%	39%
25-49%	1	-	-	-	-	*	*	-	*	1
	5%	-%	-%	-%	-%	5%	4%	-%	7%	12%
50-74%	4	*	*	1	1	*	2	-	-	1
	29%	4%	13%	100%	62%	4%	50%	-%	-%	26%
75-100%	2	-	-	-	-	*	*	-	-	1
	12%	-%	-%	-%	-%	92%	12%	-%	-%	17%
Don't know	*	-	-	-	-	-	-	-	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	31%	5%
Mean Score	35.1	10.0	12.4	50.0	33.6	95.0	42.9	-	6.6	44.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	50	11	15	24	47	3	-	41	9	50	-
Effective base	18	7	4	8	16	2	-	14	6	18	-
Weighted Base	14	5	4	5	12	2	-	12	2	14	-
0-24%	7	4	1	2	6	1	-	7	*	7	-
	52%	77%	35%	40%	49%	77%	-%	57%	23%	52%	-%
25-49%	1	*	*	1	1	-	-	1	*	1	-
	5%	*%	4%	12%	6%	-%	-%	5%	11%	5%	-%
50-74%	4	1	2	1	4	-	-	3	1	4	-
	29%	15%	50%	26%	33%	-%	-%	28%	34%	29%	-%
75-100%	2	*	*	1	1	*	-	1	1	2	-
	12%	7%	12%	17%	10%	23%	-%	8%	33%	12%	-%
Don't know	*	-	-	*	*	-	-	*	-	*	-
	2%	-%	-%	5%	2%	-%	-%	2%	-%	2%	-%
Mean Score	35.1	21.0	42.9	44.0	35.6	30.6	-	31.3	56.3	35.1	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	50	12	17	21
Effective base	18	5	9	6
Weighted Base	14	5	5	4
0-24%	7	1	3	3
	52%	27%	71%	60%
25-49%	1	1	*	*
	5%	15%	*%	*%
50-74%	4	3	-	1
	29%	58%	-%	29%
75-100%	2	*	1	*
	12%	*%	24%	11%
Don't know	*	-	*	*
	2%	-%	5%	1%
Mean Score	35.1	37.0	34.1	34.0

Columns Tested:: a,b,c

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Unweighted Base	50	15	15	9	4	4	2	1	-	30	20	11
Effective base	18	6	5	5	2	1	1	1	-	10	8	4
Weighted Base	14	6	3	2	2	1	*	1	-	9	5	3
0-24%	7	2	1	*	2	1	-	1	-	4	4	3
	52%	44%	32%	27%	99%	94%	-%	100%	-%	39%	75%	97%
25-49%	1	*	*	1	-	-	*	-	-	*	1	*
	5%	3%	*%	34%	-%	-%	100%	-%	-%	2%	12%	1%
50-74%	4	2	2	*	*	*	-	-	-	4	*	*
	29%	35%	53%	16%	1%	6%	-%	-%	-%	42%	6%	2%
75-100%	2	1	*	*	-	-	-	-	-	1	*	-
	12%	14%	15%	23%	-%	-%	-%	-%	-%	14%	7%	-%
Don't know	*	*	*	-	-	-	-	-	-	*	-	-
	2%	4%	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Mean Score	35.1	39.3	53.5	44.0	5.5	13.3	38.6	-	-	44.7	18.3	6.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	50	3	12	35	49	46	50	48	41	46	1	16	7	6	7	10	3
Effective base	18	2	9	12	19	16	18	17	14	17	1	7	4	2	4	6	2
Weighted Base	14	3	3	8	12	13	14	13	12	13	2	4	1	1	1	5	1
0-24%	7	1	1	5	7	7	7	7	7	7	-	2	1	1	*	3	*
	52%	36%	52%	58%	60%	52%	52%	53%	54%	54%	-%	54%	62%	99%	60%	67%	5%
25-49%	1	-	*	1	1	1	1	1	1	1	-	*	*	*	*	-	-
	5%	-%	7%	7%	6%	6%	5%	6%	5%	6%	-%	7%	33%	1%	5%	-%	-%
50-74%	4	2	*	2	2	4	4	4	4	4	2	1	-	-	*	1	*
	29%	62%	6%	25%	18%	31%	29%	30%	33%	30%	100%	17%	-%	-%	3%	26%	38%
75-100%	2	*	1	1	2	1	2	1	1	1	-	1	*	-	-	*	*
	12%	2%	27%	10%	13%	9%	12%	9%	6%	9%	-%	21%	5%	-%	-%	7%	57%
Don't know	*	-	*	*	*	*	*	*	*	*	-	*	-	-	*	*	-
	2%	-%	8%	*%	2%	2%	2%	2%	2%	2%	-%	1%	-%	-%	33%	1%	-%
Mean Score	35.1	36.5	42.7	32.3	32.8	33.5	35.1	33.3	31.7	32.7	50.0	39.7	22.9	7.6	8.3	28.2	80.0

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	50	16	7	6	8	6	4	2	15	11	5	6	6	1	2
Effective base	18	7	3	3	4	4	2	1	5	4	2	3	3	1	1
Weighted Base	14	5	1	1	*	3	1	*	5	2	*	2	2	1	*
0-24%	7	2	1	1	*	3	*	*	2	1	*	2	2	-	*
	52%	42%	62%	93%	43%	99%	1%	12%	40%	40%	21%	100%	84%	-%	8%
25-49%	1	*	*	-	*	-	-	-	*	1	*	-	-	-	-
	5%	6%	38%	-%	6%	-%	-%	-%	3%	33%	9%	-%	-%	-%	-%
50-74%	4	2	*	-	*	-	-	*	3	-	*	-	*	1	-
	29%	35%	*%	-%	14%	-%	-%	88%	47%	-%	5%	-%	14%	100%	-%
75-100%	2	1	-	*	-	-	1	-	*	*	-	-	-	-	*
	12%	17%	-%	7%	-%	-%	99%	-%	9%	25%	-%	-%	-%	-%	92%
Don't know	*	*	-	-	*	*	-	-	-	*	*	-	*	-	-
	2%	1%	-%	-%	37%	1%	-%	-%	-%	2%	64%	-%	1%	-%	-%
Mean Score	35.1	46.2	18.2	19.9	20.2	5.1	99.1	53.7	38.1	43.0	17.9	5.1	13.9	70.0	92.3

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	50	11	12	11	8	5	1	-	5	9	17	15	4
Effective base	18	3	5	5	5	3	1	-	2	5	7	5	1
Weighted Base	14	3	2	2	4	2	2	-	3	3	5	2	1
0-24%	7	1	1	*	3	2	-	-	-	2	3	2	1
	52%	51%	32%	13%	93%	100%	-%	-%	-%	65%	56%	64%	100%
25-49%	1	-	*	1	-	*	-	-	*	*	*	*	-
	5%	-%	11%	30%	-%	*%	-%	-%	7%	3%	9%	1%	-%
50-74%	4	1	1	-	*	-	2	-	2	1	1	*	-
	29%	48%	34%	-%	6%	-%	100%	-%	78%	18%	23%	13%	-%
75-100%	2	-	*	1	-	-	-	-	*	*	*	*	-
	12%	-%	23%	47%	-%	-%	-%	-%	15%	14%	7%	20%	-%
Don't know	*	*	-	*	*	-	-	-	-	-	*	*	-
	2%	1%	-%	10%	1%	-%	-%	-%	-%	-%	4%	1%	-%
Mean Score	35.1	38.4	47.3	63.2	13.4	3.8	50.0	-	56.8	29.6	33.5	34.6	2.4

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	50	9	9	15	13	3	4	11	15	13	3
Effective base	18	6	5	6	3	1	2	6	7	5	2
Weighted Base	14	2	3	4	2	1	3	2	5	2	*
0-24%	7	1	2	2	1	1	1	1	3	1	*
25-49%	52%	28%	73%	57%	65%	100%	33%	40%	65%	62%	100%
	1	*	*	*	*	-	*	1	*	*	-
	5%	9%	4%	10%	1%	-%	6%	21%	1%	1%	-%
50-74%	4	1	-	1	*	-	2	1	1	*	-
	29%	46%	-%	28%	4%	-%	61%	23%	23%	14%	-%
75-100%	2	*	1	*	*	-	-	*	*	*	-
	12%	18%	24%	*%	28%	-%	-%	17%	7%	21%	-%
Don't know	*	-	-	*	*	-	-	-	*	*	-
	2%	-%	-%	5%	2%	-%	-%	-%	4%	1%	-%
Mean Score	35.1	47.3	32.3	30.3	37.1	.3	36.3	37.5	30.6	32.9	14.2

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	50	5	7	20	12	4	37	1	9	39	11	45	4
Effective base	18	3	3	8	6	2	13	1	3	12	6	17	2
Weighted Base	14	4	2	4	3	*	11	*	2	10	4	10	2
0-24%	7	1	1	2	3	*	5	*	2	4	3	6	2
	52%	26%	60%	61%	74%	98%	47%	100%	88%	40%	81%	54%	91%
25-49%	1	*	*	*	*	-	1	-	-	1	-	1	-
	5%	4%	5%	13%	*%	-%	7%	-%	-%	8%	-%	7%	-%
50-74%	4	3	*	1	*	*	4	-	*	3	1	2	-
	29%	70%	9%	21%	2%	2%	35%	-%	8%	33%	19%	22%	-%
75-100%	2	-	*	*	1	-	1	-	-	2	-	2	-
	12%	-%	26%	*%	24%	-%	11%	-%	-%	16%	-%	16%	-%
Don't know	*	-	-	*	*	-	-	-	*	*	-	*	*
	2%	-%	-%	6%	1%	-%	-%	-%	4%	2%	-%	1%	9%
Mean Score	35.1	44.1	34.5	24.1	30.1	14.1	37.4	4.0	14.2	42.8	16.5	36.6	9.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	*b	a	*b	a	*b	*a	*b
Unweighted Base	50	31	15	20	28	46	3	31	15	23	25
Effective base	18	11	6	7	10	18	2	12	6	8	11
Weighted Base	14	10	4	5	8	10	2	7	6	8	5
0-24%	7	5	2	3	4	6	2	4	3	4	3
	52%	49%	63%	56%	52%	53%	100%	53%	52%	52%	55%
25-49%	1	*	*	*	1	1	-	1	*	*	1
	5%	5%	8%	4%	7%	7%	-%	9%	2%	*%	14%
50-74%	4	3	1	1	3	2	-	1	3	3	1
	29%	33%	24%	23%	34%	21%	-%	18%	46%	36%	19%
75-100%	2	1	-	1	*	2	-	1	-	1	*
	12%	13%	-%	17%	4%	16%	-%	17%	-%	11%	7%
Don't know	*	*	*	*	*	*	-	*	-	*	*
	2%	1%	5%	1%	3%	2%	-%	3%	-%	*%	4%
Mean Score	35.1	38.4	19.8	40.6	28.5	37.4	5.0	38.5	27.5	36.9	27.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	*b	*c	*d
Significance Level: 95%													
Unweighted Base	50	42	37	23	-	38	34	15	-	44	27	17	-
Effective base	18	17	14	8	-	12	13	6	-	15	9	7	-
Weighted Base	14	10	9	6	-	10	9	5	-	12	9	5	-
0-24%	7	7	6	3	-	7	5	3	-	7	5	4	-
	52%	71%	59%	54%	-%	64%	61%	55%	-%	61%	52%	72%	-%
25-49%	1	1	*	*	-	1	*	*	-	1	*	*	-
	5%	8%	5%	2%	-%	7%	6%	2%	-%	6%	5%	*%	-%
50-74%	4	1	2	2	-	2	2	2	-	3	3	1	-
	29%	10%	21%	33%	-%	22%	22%	40%	-%	24%	35%	25%	-%
75-100%	2	1	1	*	-	*	1	-	-	1	*	-	-
	12%	9%	12%	6%	-%	4%	9%	-%	-%	7%	5%	-%	-%
Don't know	*	*	*	*	-	*	*	*	-	*	*	*	-
	2%	2%	3%	4%	-%	2%	2%	4%	-%	2%	2%	3%	-%
Mean Score	35.1	23.3	32.7	31.9	-	23.6	30.6	28.9	-	26.8	32.1	21.9	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	*b	c	a	*b	*c	*d	*e	*a	*b
Unweighted Base	50	49	40	37	39	26	50	30	27	28	12	8	16	9
Effective base	18	19	14	13	13	11	18	10	8	10	6	4	6	3
Weighted Base	14	12	12	11	10	8	14	10	7	9	4	4	1	1
0-24%	7	7	6	7	6	6	7	6	5	6	3	2	1	1
	52%	60%	54%	60%	63%	74%	52%	60%	70%	72%	93%	64%	56%	76%
25-49%	1	1	1	*	1	*	1	*	*	*	*	-	*	-
	5%	6%	6%	2%	7%	1%	5%	1%	3%	1%	2%	-%	3%	-%
50-74%	4	2	3	3	3	2	4	3	2	2	*	1	*	*
	29%	18%	30%	28%	28%	22%	29%	32%	24%	21%	*%	31%	*%	*%
75-100%	2	2	1	1	-	-	2	*	*	*	-	-	*	-
	12%	13%	8%	8%	-%	-%	12%	5%	*%	5%	-%	-%	26%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	5%	5%	15%	24%
Mean Score	35.1	32.8	32.0	30.5	22.4	19.6	35.1	28.3	20.5	21.7	5.1	25.3	38.7	9.3

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	50	11	5	3	3	46	37	50	41	32	39	41	18	-	42	5
Effective base	18	5	2	2	2	16	12	18	16	13	14	13	7	-	15	3
Weighted Base	14	4	3	*	1	13	10	14	13	9	11	11	7	-	12	2
0-24%	7	3	1	*	1	6	4	7	7	6	7	5	3	-	6	1
	52%	65%	28%	21%	47%	48%	42%	52%	52%	64%	64%	48%	41%	-%	53%	46%
25-49%	1	*	*	-	-	1	1	1	1	1	1	1	*	-	1	-
	5%	7%	*%	-%	-%	5%	7%	5%	6%	6%	7%	7%	2%	-%	7%	-%
50-74%	4	1	2	*	1	4	4	4	4	2	3	4	4	-	3	1
	29%	27%	72%	79%	53%	32%	37%	29%	31%	23%	25%	34%	53%	-%	25%	54%
75-100%	2	-	-	-	-	2	1	2	1	*	*	1	*	-	2	-
	12%	-%	-%	-%	-%	13%	12%	12%	9%	5%	4%	11%	4%	-%	14%	-%
Don't know	*	*	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	2%	1%	-%	-%	-%	2%	2%	2%	2%	2%	*%	*%	-%	-%	2%	-%
Mean Score	35.1	26.6	36.9	54.6	28.9	37.9	38.7	35.1	34.2	26.5	24.6	35.3	37.2	-	33.4	43.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	50	31	19	34	-	19	18	11	32	7	12	13	24
Effective base	18	11	8	11	-	8	5	7	10	4	5	6	7
Weighted Base	14	10	4	10	-	5	6	5	9	1	3	3	7
0-24%	7	5	2	6	-	4	2	3	4	*	3	2	3
	52%	52%	53%	59%	-%	83%	40%	74%	42%	28%	81%	60%	39%
25-49%	1	*	*	1	-	*	*	*	*	*	*	*	*
	5%	3%	12%	8%	-%	7%	8%	3%	5%	32%	4%	*%	3%
50-74%	4	4	*	3	-	*	3	1	3	*	-	1	3
	29%	40%	*%	29%	-%	6%	45%	13%	37%	39%	-%	25%	45%
75-100%	2	*	1	*	-	-	*	*	1	-	*	*	1
	12%	5%	30%	4%	-%	-%	6%	10%	13%	-%	15%	13%	10%
Don't know	*	*	*	*	-	*	*	-	*	-	-	*	*
	2%	1%	5%	*%	-%	4%	1%	-%	3%	-%	-%	1%	3%
Mean Score	35.1	33.1	40.6	25.7	-	12.3	34.9	23.2	41.5	35.5	24.5	32.1	41.5

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	50	24	26
Effective base	18	8	10
Weighted Base	14	6	8
0-24%	7	2	5
	52%	30%	70%
25-49%	1	1	*
	5%	12%	*%
50-74%	4	3	1
	29%	44%	18%
75-100%	2	1	1
	12%	11%	12%
Don't know	*	*	*
	2%	3%	1%
Mean Score	35.1	40.1	31.2

Columns Tested:: a,b

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	50	-	4	5	7	2	3	4	11	3	7	2	2
Effective base	18	-	3	3	3	1	2	1	3	3	5	2	1
Weighted Base	14	-	1	1	1	*	*	1	4	2	2	2	*
0-24%	7	-	*	1	*	-	*	1	1	2	*	-	-
	52%	-%	18%	100%	88%	-%	16%	100%	38%	100%	26%	-%	-%
25-49%	1	-	*	-	-	-	*	-	*	-	*	-	*
	5%	-%	6%	-%	-%	-%	16%	-%	1%	-%	16%	-%	89%
50-74%	4	-	-	-	*	*	-	-	2	-	*	2	*
	29%	-%	-%	-%	1%	96%	-%	-%	49%	-%	10%	100%	11%
75-100%	2	-	*	-	*	*	-	-	*	-	1	-	-
	12%	-%	51%	-%	12%	4%	-%	-%	11%	-%	48%	-%	-%
Don't know	*	-	*	-	-	-	*	-	*	-	-	-	-
	2%	-%	25%	-%	-%	-%	69%	-%	1%	-%	-%	-%	-%
Mean Score	35.1	-	73.3	15.6	26.2	61.7	20.0	10.1	37.0	6.7	62.1	63.6	34.5

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 125 (continuation)

QV6D1.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	50	9	12	18	11	21	29
Effective base	18	5	4	7	6	8	13
Weighted Base	14	2	1	7	4	3	11
0-24%	7	1	*	5	*	2	5
	52%	69%	56%	69%	11%	65%	49%
25-49%	1	*	*	*	1	*	1
	5%	2%	1%	*%	18%	2%	6%
50-74%	4	-	*	2	2	*	4
	29%	-%	31%	25%	51%	9%	34%
75-100%	2	*	*	*	1	*	1
	12%	19%	9%	6%	20%	16%	11%
Don't know	*	*	*	*	-	*	*
	2%	9%	4%	1%	-%	8%	*%
Mean Score	35.1	33.4	37.6	22.5	59.3	34.7	35.1

Columns Tested:: a,b,c,d - a,b

Table 127

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1741	534	1207	1225	275	79	162	516
Effective base	834	230	610	764	161	49	95	212
Standard stamped mail 1st Class	38.8	48.1	36.1	39.1	33.2	25.2	30.1	32.2
		b		bcd				
Standard stamped mail 2nd Class	29.1	28.5	29.3	29.5	21.7	27.3	17.2	22.0
				bde		d		
1st Class large letter stamps	11.4	8.8	12.2	11.4	12.9	13.1	9.3	12.7
			a					
2nd Class large letter stamps	9.8	4.2	11.5	10.1	4.9	3.6	4.2	4.7
			a	bcd				
Franked/metered mail 1st Class	2.0	3.5	1.6	1.6	9.5	10.7	18.4	10.1
		b			a	a	abe	a
Franked/metered mail 2nd Class	2.2	1.5	2.4	1.9	6.5	9.0	9.0	6.9
					a	a	a	a
PPI - PPI 1st Class	1.1	.1	1.4	1.1	1.4	3.7	1.5	1.6
			a			a		
PPI - PPI 2nd Class	1.6	*	2.1	1.7	1.1	1.6	1.6	1.2
			a					
Bulk mail	.3	.1	.4	.2	1.5	.4	2.5	1.5
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1741	626	430	169	167	187	162	1225	275	241
Effective base	834	443	247	98	110	84	95	764	161	103
Standard stamped mail 1st Class	38.8	37.6	40.6	46.5	37.0	24.7	30.1	39.1	33.2	27.0
Standard stamped mail 2nd Class	29.1	30.2	29.5	22.7	19.9	26.2	17.2	29.5	21.7	23.6
1st Class large letter stamps	11.4	12.1	9.7	11.4	13.6	11.8	9.3	11.4	12.9	11.7
2nd Class large letter stamps	9.8	11.1	9.0	5.9	4.2	5.7	4.2	10.1	4.9	3.8
Franked/metered mail 1st Class	2.0	.9	2.1	6.0	8.9	10.7	18.4	1.6	9.5	13.5
Franked/metered mail 2nd Class	2.2	1.2	3.4	2.8	4.8	10.0	9.0	1.9	6.5	9.0
PPI - PPI 1st Class	1.1	1.1	1.3	.2	1.9	1.1	1.5	1.1	1.4	2.9
PPI - PPI 2nd Class	1.6	2.4	.6	.1	1.3	.9	1.6	1.7	1.1	1.6
Bulk mail	.3	bc	.4	.1	1.0	2.2	2.5	.2	1.5	1.2
					ag	abcg	abcg		ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Standard stamped mail 1st Class	38.8	38.6	41.5	33.2	25.2	30.1	36.8	39.8	32.1	23.1	40.9
Standard stamped mail 2nd Class	29.1	30.1	26.5	21.7	27.3	17.2	31.2	27.3	19.3	16.8	23.0
1st Class large letter stamps	11.4	11.6	10.3	12.9	13.1	9.3	11.4	13.1	14.6	23.5	11.7
2nd Class large letter stamps	9.8	10.6	7.9	4.9	3.6	4.2	11.8	10.1	9.8	10.7	3.0
Franked/metered mail 1st Class	2.0	1.2	3.3	9.5	10.7	18.4	.9	.5	9.7	6.2	7.4
Franked/metered mail 2nd Class	2.2	1.8	2.5	6.5	9.0	9.0	1.1	3.5	3.3	6.1	7.4
PPI - PPI 1st Class	1.1	1.0	1.1	1.4	3.7	1.5	1.3	.9	1.0	1.7	.6
PPI - PPI 2nd Class	1.6	1.9	.8	1.1	1.6	1.6	2.3	1.0	.6	2.0	.2
Bulk mail	.3	.2	.6	1.5	.4	2.5	.3	.4	.7	.6	1.1

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Standard stamped mail 1st Class	38.8	32.7	23.2	39.5	49.9	43.2	38.8	41.3	38.6	45.3
Standard stamped mail 2nd Class	29.1	28.4	36.6	28.3	16.6	26.9	25.6	32.2	31.2	31.3
1st Class large letter stamps	11.4	d	df	d				d	d	d
		17.3	14.2	14.2	10.9	8.0	11.4	10.1	9.3	5.3
2nd Class large letter stamps	9.8	eghi	i	i				i		
		13.0	10.3	7.6	9.9	9.7	8.6	8.3	14.6	12.3
Franked/metered mail 1st Class	2.0	1.0	2.0	2.9	.4	1.0	4.2	2.3	.2	.7
				h			h			
Franked/metered mail 2nd Class	2.2	1.8	.9	4.1	1.5	3.8	1.5	.5	3.9	1.2
				g					g	
PPI - PPI 1st Class	1.1	3.3	2.3	.5	*	.4	1.3	.7	.1	1.8
		ceh								
PPI - PPI 2nd Class	1.6	1.1	3.7	.2	5.9	.8	4.2	1.8	.1	.3
		ch	ch		cehi		chi			
Bulk mail	.3	.2	.1	.3	*	1.2	*	.4	*	*

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1741	271	299	414	984	757	266	244	247
Effective base	834	188	211	290	674	337	124	141	135
Standard stamped mail 1st Class	38.8	45.6	31.8	39.8	38.7	39.2	39.6	41.6	33.6
Standard stamped mail 2nd Class	29.1	26.1	31.9	28.6	29.0	29.9	29.4	26.6	37.7
1st Class large letter stamps	11.4	7.7	13.6	12.1	11.6	10.4	10.0	13.7	5.5
2nd Class large letter stamps	9.8	10.7	12.7	8.1	10.0	8.5	7.4	9.4	9.9
Franked/metered mail 1st Class	2.0	.8	1.0	3.1	2.0	2.0	2.6	1.3	1.5
Franked/metered mail 2nd Class	2.2	2.2	2.2	2.2	2.2	1.9	1.7	1.8	2.7
PPI - PPI 1st Class	1.1	.8	1.9	.8	1.1	.8	1.1	.5	.3
PPI - PPI 2nd Class	1.6	1.9	1.6	1.9	1.8	.3	.4	.3	.2
Bulk mail	.3	.5	.1	.2	.2	.8	.4	1.0	1.5
						d			bcd

Columns Tested: a,b,c,d,e,f,g,h

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Standard stamped mail 1st Class	38.8	35.0	24.6	39.2	28.6	51.3	34.5	54.2	50.6	37.5
Standard stamped mail 2nd Class	29.1	45.5	23.2	26.3	24.0	22.7	21.1	22.3	18.7	33.9
1st Class large letter stamps	11.4	bdefghi 6.3	15.7	16.0	15.8	15.7	11.1	10.3	17.3	bdefgh 10.4
2nd Class large letter stamps	9.8	4.9	10.5	13.9	11.4	2.7	18.9	9.2	4.0	8.5
Franked/metered mail 1st Class	2.0	1.3	eh 6.1	-	eh 4.5	2.0	abdeg 1.9	eh .4	4.5	1.7
Franked/metered mail 2nd Class	2.2	1.2	aefgi 11.2	.5	agi 8.4	1.4	1.7	*	i 1.6	1.9
PPI - PPI 1st Class	1.1	1.0	.7	*	.5	.5	1.1	*	*	1.5
PPI - PPI 2nd Class	1.6	h .7	.5	-	.4	.6	5.1	-	-	1.0
Bulk mail	.3	.4	.1	1.0	.3	.2	bdei .6	-	*	.2

Columns Tested: a,b,c,d,e,f,g,h,i

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Standard stamped mail 1st Class	38.8	41.0	34.5	39.4	40.3	31.4	-	37.4	55.3	38.3	54.0
Standard stamped mail 2nd Class	29.1	b	21.1	32.2	b	38.3	-	29.5	a	29.0	a
1st Class large letter stamps	11.4	b	11.1	10.7	b	a	-	12.0	b	11.7	4.1
2nd Class large letter stamps	9.8	13.4	18.9	8.2	9.5	11.4	-	10.2	5.0	10.1	1.1
Franked/metered mail 1st Class	2.0	5.7	ac	a	2.2	.9	-	1.9	3.2	2.1	.2
Franked/metered mail 2nd Class	2.2	2.5	1.9	1.8	2.5	.5	-	2.2	2.1	2.2	.2
PPI - PPI 1st Class	1.1	3.3	1.7	1.8	b	2.4	-	1.1	.7	1.1	.1
PPI - PPI 2nd Class	1.6	.6	1.1	1.3	a	2.1	-	1.8	*	1.7	.1
Bulk mail	.3	.5	ac	.9	b	.2	-	.3	1.0	.3	-
		.3	.6	.2	a						

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1741	1065	328	334
Effective base	834	551	120	159
Standard stamped mail 1st Class	38.8	42.9	35.3	27.2
Standard stamped mail 2nd Class	29.1	bc 32.3	c 24.1	20.9
1st Class large letter stamps	11.4	bc 10.8	10.7	13.5
2nd Class large letter stamps	9.8	7.5	11.1	17.6
Franked/metered mail 1st Class	2.0	1.1	a 5.0	ab 2.8
Franked/metered mail 2nd Class	2.2	.7	a 8.1	a 2.8
PPI - PPI 1st Class	1.1	.8	ac .9	a 2.2
PPI - PPI 2nd Class	1.6	.6	.7	ab 6.1
Bulk mail	.3	.2	.7	ab .5

Columns Tested: a,b,c

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Standard stamped mail 1st Class	38.8	40.6	25.7	30.1	15.1	32.8	1.7	24.9	1.6	39.2	27.5	24.9
Standard stamped mail 2nd Class	29.1	31.2	14.0	7.1	44.8	18.0	2.8	26.3	10.3	29.6	15.6	23.9
1st Class large letter stamps	11.4	11.1	12.1	23.0	8.5	4.8	59.5	11.6	18.2	11.2	17.0	11.3
2nd Class large letter stamps	9.8	9.0	15.1	13.5	2.6	29.9	22.4	10.1	63.8	9.5	17.8	21.8
Franked/metered mail 1st Class	2.0	1.4	6.6	5.4	9.5	.4	.5	6.8	-	1.9	4.2	3.0
Franked/metered mail 2nd Class	2.2	1.5	8.7	3.5	3.5	1.2	-	7.2	-	2.1	2.7	1.9
PPI - PPI 1st Class	1.1	.7	2.3	11.0	3.6	3.3	.8	5.4	.4	.9	7.0	3.2
PPI - PPI 2nd Class	1.6	.7	9.1	2.8	2.4	7.4	.1	7.7	2.3	1.6	4.1	5.4
Bulk mail	.3	.2	1.2	2.5	1.4	.8	.7	-	-	.3	1.7	.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Standard stamped mail 1st Class	38.8	43.8	34.8	26.2	40.0	33.9	38.8	35.3	34.5	40.3	47.0	36.0	31.6	27.2	46.2	18.8	25.3
Standard stamped mail 2nd Class	29.1	34.5	25.2	14.4	29.7	25.8	29.1	24.7	24.1	23.4	35.2	27.0	15.2	24.2	17.6	36.6	23.1
1st Class large letter stamps	11.4	9.9	13.4	13.4	11.0	14.0	11.4	13.2	16.0	12.1	6.2	14.6	25.3	2.9	7.3	4.1	8.7
2nd Class large letter stamps	9.8	6.5	13.4	15.9	9.2	12.4	9.8	12.7	12.6	9.4	5.7	11.1	5.3	26.4	7.4	8.4	4.2
Franked/metered mail 1st Class	2.0	.4	3.3	5.9	2.1	2.6	2.0	2.5	1.6	2.7	.5	2.1	6.1	4.4	2.8	12.8	1.6
Franked/metered mail 2nd Class	2.2	1.1	2.1	7.0	2.0	2.8	2.2	2.5	2.1	2.8	.4	2.6	9.2	4.9	.5	2.5	3.6
PPI - PPI 1st Class	1.1	.1	1.8	3.5	1.1	1.3	1.1	1.5	1.2	1.7	.4	1.0	1.0	4.1	5.2	2.5	3.2
PPI - PPI 2nd Class	1.6	.4	1.3	7.8	1.2	2.2	1.6	2.6	2.3	1.2	1.8	1.3	1.1	.6	6.1	6.0	4.0
Bulk mail	.3	.1	.2	1.3	.3	.4	.3	.4	.7	1.0	.2	.2	.9	.1	.1	4.3	4.5

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Standard stamped mail 1st Class	38.8	40.1	41.7	44.1	38.7	27.2	42.8	4.4	35.8	28.0	31.4	21.3	26.4	5.1	34.8
				e					bd						
Standard stamped mail 2nd Class	29.1	30.4	21.5	21.2	29.8	37.4	18.6	37.1	27.2	17.8	17.6	18.7	34.8	24.4	29.1
			bc			bcf			bc				bcd		
1st Class large letter stamps	11.4	11.3	13.3	5.4	6.4	6.9	8.7	3.7	14.2	16.8	18.9	5.2	8.7	2.2	11.3
			c	cd					d	d	d				
2nd Class large letter stamps	9.8	9.3	7.1	14.2	4.6	13.9	5.2	1.8	11.5	15.7	12.1	28.0	3.4	8.7	4.7
				abdf		bdf			e	e	e	abce			
Franked/metered mail 1st Class	2.0	1.9	3.8	2.8	1.8	4.2	7.0	3.7	1.9	4.5	1.5	7.8	3.5	26.3	-
						a				a		ac			
Franked/metered mail 2nd Class	2.2	1.8	4.3	2.7	2.9	3.5	2.5	1.4	1.9	8.6	7.4	4.4	1.8	1.2	3.8
			a							a	a				
PPI - PPI 1st Class	1.1	.8	3.1	2.1	5.4	2.6	.4	.6	.9	.6	1.6	7.7	7.3	.8	4.1
			a		af	f						abc	abc		
PPI - PPI 2nd Class	1.6	1.0	-	3.6	4.9	2.7	.8	.4	2.2	.4	1.5	2.0	11.0	8.1	6.0
				a	a							b	abcd		
Bulk mail	.3	.2	.3	.3	.2	1.2	4.8	2.7	.2	.7	*	.3	1.7	7.4	5.2
							ab						a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Standard stamped mail 1st Class	38.8	37.5	31.1	22.8	18.9	25.7	32.5	33.4	41.2	43.1	32.0	35.1	20.5
Standard stamped mail 2nd Class	29.1	26.4	17.0	21.8	17.2	27.4	30.4	2.2	34.2	26.1	23.2	17.2	17.8
1st Class large letter stamps	11.4	13.1	13.5	5.0	9.9	18.3	1.5	35.9	10.3	14.4	11.0	13.5	11.4
2nd Class large letter stamps	9.8	11.8	18.9	19.3	11.3	22.7	1.5	5.2	8.3	7.6	14.2	9.0	30.8
Franked/metered mail 1st Class	2.0	2.2	3.5	2.0	2.5	.9	1.1	12.5	.8	2.3	3.4	6.4	2.0
Franked/metered mail 2nd Class	2.2	2.3	1.5	1.0	14.7	.7	3.1	.2	1.1	1.1	5.3	4.4	2.5
PPI - PPI 1st Class	1.1	.9	6.0	1.4	2.3	.9	5.7	3.6	.1	1.8	1.2	6.0	1.5
PPI - PPI 2nd Class	1.6	1.9	4.1	1.3	11.3	1.8	10.6	5.3	.5	1.5	4.5	1.9	4.6
Bulk mail	.3	.1	1.0	2.3	1.4	.2	9.1	-	.2	.3	.5	.8	.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Standard stamped mail 1st Class	38.8	41.5	40.6	36.7	38.1	29.8	35.5	41.0	24.0	34.5	14.3
Standard stamped mail 2nd Class	29.1	e 33.3	25.6	24.6	20.6	25.8	ce 30.4	ce 21.7	e 20.5	ce 15.7	15.1
1st Class large letter stamps	11.4	bcd 9.9	14.7	11.6	10.1	6.3	bcde 14.4	16.1	10.5	16.7	12.2
2nd Class large letter stamps	9.8	d 8.3	9.8	11.8	4.3	25.6	c 10.9	c 8.4	abd 18.9	c 11.2	abcd 36.4
Franked/metered mail 1st Class	2.0	d .9	d 2.1	ad 5.0	7.0	2.6	1.5	2.9	a 4.4	a 7.1	ab 1.1
Franked/metered mail 2nd Class	2.2	.9	.9	5.2	5.8	2.5	1.9	3.0	6.1	1.5	2.6
PPI - PPI 1st Class	1.1	.7	1.3	.9	4.0	2.5	.3	2.3	1.6	5.2	1.5
PPI - PPI 2nd Class	1.6	.9	2.3	.4	2.2	2.6	.6	2.1	a 7.3	a 1.9	abc 5.5
Bulk mail	.3	.1	ac .4	.5	c .8	c *	.2	a .4	abd .8	1.0	.1

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Standard stamped mail 1st Class	38.8	38.8	36.7	30.3	22.3	20.2	29.8	44.6	41.7	39.6	26.0	40.4	14.3
Standard stamped mail 2nd Class	29.1	29.8	23.2	18.7	12.1	12.8	23.5	19.3	26.7	29.4	24.3	29.9	14.7
1st Class large letter stamps	11.4	13.3	15.4	11.0	13.0	11.9	12.7	19.2	13.4	11.3	12.6	11.0	12.5
2nd Class large letter stamps	9.8	10.4	11.6	14.3	18.4	35.0	16.1	7.6	8.8	9.3	18.4	9.1	18.2
Franked/metered mail 1st Class	2.0	1.0	4.1	4.1	4.2	9.1	3.0	.9	2.1	1.8	5.8	2.1	.8
Franked/metered mail 2nd Class	2.2	2.1	1.5	4.1	4.3	1.5	3.2	2.8	1.5	2.0	4.5	1.8	12.8
PPI - PPI 1st Class	1.1	.3	1.9	3.0	5.6	1.7	2.0	1.3	.8	1.1	.4	1.0	2.8
PPI - PPI 2nd Class	1.6	.3	1.0	7.9	9.4	2.7	4.2	-	.7	1.7	.4	1.1	5.3
Bulk mail	.3	.4	.4	.5	1.1	.1	.8	*	.1	.3	.7	.3	.6

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302
Effective base	834	577	28	404	120	777	10	570	35	407	116
Standard stamped mail 1st Class	38.8	34.4	24.5	36.5	31.3	40.4	15.6	34.5	24.3	36.6	31.2
Standard stamped mail 2nd Class	29.1	26.2	19.5	23.9	26.9	30.0	4.1	26.4	17.3	23.9	26.9
1st Class large letter stamps	11.4	13.6	21.8	13.1	13.5	10.9	18.0	13.7	19.3	13.0	13.6
2nd Class large letter stamps	9.8	12.2	15.0	12.3	13.9	9.0	22.9	12.3	13.5	12.4	13.8
Franked/metered mail 1st Class	2.0	2.5	3.1	2.5	2.6	2.1	2.2	2.6	2.8	2.4	2.7
Franked/metered mail 2nd Class	2.2	2.7	4.9	2.3	3.2	1.7	24.2	2.6	5.6	2.3	3.0
PPI - PPI 1st Class	1.1	1.2	1.7	1.5	1.5	1.0	1.6	1.2	2.3	1.5	1.6
PPI - PPI 2nd Class	1.6	2.3	.7	2.9	1.4	1.2	1.0	2.2	2.3	2.9	1.4
Bulk mail	.3	.3	1.1	.3	.9	.3	.4	.3	2.3	.4	.6

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Standard stamped mail 1st Class	38.8	41.2	38.9	28.1	-	35.8	31.9	21.8	42.5	36.5	32.1	25.9	-
Standard stamped mail 2nd Class	29.1	c 19.9	c 31.9	23.9	-	bc 18.6	c 27.7	19.4	17.1	bc 20.5	c 26.5	18.0	-
1st Class large letter stamps	11.4	ac 16.1	10.1	17.6	100.0	ac 17.9	13.6	20.0	9.7	ac 14.9	13.0	18.3	-
2nd Class large letter stamps	9.8	b 10.7	9.5	13.9	-	b 12.0	13.9	17.8	21.5	b 12.7	14.6	19.0	100.0
Franked/metered mail 1st Class	2.0	2.6	2.2	5.2	-	2.6	2.4	5.2	-	2.9	2.4	4.1	-
Franked/metered mail 2nd Class	2.2	2.2	2.3	5.2	-	2.6	3.4	5.2	-	2.5	2.6	5.5	-
PPI - PPI 1st Class	1.1	1.4	1.0	1.1	-	2.2	1.1	3.4	-	1.9	1.9	3.8	-
PPI - PPI 2nd Class	1.6	1.6	1.2	1.7	-	b 2.9	2.4	b 3.6	9.2	b 2.6	3.2	ab 3.7	-
Bulk mail	.3	.3	.2	.9	-	.4	.3	.9	-	.4	.5	.7	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Standard stamped mail 1st Class	38.8	41.0	32.9	34.0	53.1	19.1	21.3	32.1	36.5	29.8	22.3	23.2	54.7	19.9	
Standard stamped mail 2nd Class	29.1	bc	29.7	24.8	23.7	15.4	48.1	8.0	25.8	21.7	20.6	18.2	25.9	17.2	46.6
1st Class large letter stamps	11.4	bc	11.1	14.9	13.8	15.5	6.0	12.7	12.5	17.1	17.2	18.4	17.1	13.6	5.8
2nd Class large letter stamps	9.8	a	8.9	13.4	14.3	5.9	16.1	5.7	15.8	12.2	15.8	18.0	23.5	5.9	15.2
Franked/metered mail 1st Class	2.0	a	2.1	2.7	2.8	2.7	1.3	4.3	2.8	2.2	3.3	4.7	2.7	2.5	1.5
Franked/metered mail 2nd Class	2.2	b	1.8	3.0	2.2	1.6	3.5	5.5	2.2	1.8	1.7	6.1	3.2	1.3	4.3
PPI - PPI 1st Class	1.1	a	1.1	1.3	1.9	1.5	.9	4.2	1.8	2.7	2.5	4.7	1.7	.9	.5
PPI - PPI 2nd Class	1.6	a	1.1	2.3	3.1	1.3	2.6	2.7	2.7	3.3	4.2	4.8	1.4	1.4	3.2
Bulk mail	.3	a	.3	.4	.5	.2	.2	35.1	.5	.4	.5	.2	1.1	.1	*

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Standard stamped mail 1st Class	38.8	29.5	30.7	11.7	22.9	40.9	38.1	40.4	38.8	38.8	36.6	39.2	32.0	-	39.1	30.6
Standard stamped mail 2nd Class	29.1	32.4	13.2	22.0	22.7	29.7	27.7	29.4	26.4	27.6	23.2	30.3	29.0	-	28.5	41.7
1st Class large letter stamps	11.4	10.1	17.3	23.1	12.5	11.3	12.9	11.7	12.4	12.5	15.3	11.8	15.2	-	11.4	7.9
2nd Class large letter stamps	9.8	12.7	13.0	21.1	32.5	8.7	10.8	8.8	11.1	9.6	12.5	9.0	13.1	-	10.0	6.4
Franked/metered mail 1st Class	2.0	.8	2.4	6.1	.5	2.1	2.3	2.1	2.4	2.5	2.5	1.9	2.1	-	2.1	3.1
Franked/metered mail 2nd Class	2.2	1.7	8.4	3.0	1.1	2.1	2.4	2.0	1.7	2.4	2.1	2.0	1.2	-	2.0	3.8
PPI - PPI 1st Class	1.1	2.7	4.6	-	.3	.9	.9	.9	1.2	1.5	1.4	.9	1.1	-	1.0	.3
PPI - PPI 2nd Class	1.6	3.1	.6	.1	-	1.0	1.4	1.1	1.9	1.6	1.6	1.4	2.0	-	2.0	.4
Bulk mail	.3	.8	1.9	.2	.9	.3	.4	.3	.5	.3	.4	.3	1.6	-	.3	.9

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Standard stamped mail 1st Class	38.8	30.7	43.9	30.4	22.5	24.6	31.0	33.0	41.8	32.6	31.1	35.4	41.3
Standard stamped mail 2nd Class	29.1	28.0	29.8	24.4	22.0	25.5	24.9	19.2	28.6	35.6	25.6	23.4	30.8
1st Class large letter stamps	11.4	11.8	11.1	12.8	11.0	13.6	13.6	12.7	11.1	11.4	9.8	13.2	11.2
2nd Class large letter stamps	9.8	13.4	7.5	15.9	24.1	22.5	13.5	17.2	8.6	10.5	14.6	14.4	8.0
Franked/metered mail 1st Class	2.0	2.1	1.9	2.5	4.1	1.2	3.1	2.9	1.6	2.9	2.0	1.5	2.1
Franked/metered mail 2nd Class	2.2	3.1	1.6	2.9	11.2	3.9	2.9	2.9	2.0	2.1	4.3	2.2	1.7
PPI - PPI 1st Class	1.1	1.7	.7	2.7	1.9	1.3	3.0	2.7	.9	.9	2.5	3.1	.4
PPI - PPI 2nd Class	1.6	3.2	.7	3.6	1.2	2.0	4.0	4.5	1.5	.9	3.3	2.8	1.2
Bulk mail	.3	.5	.2	.7	-	.3	.7	.7	.3	.1	.4	.4	.3

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1741	866	875
Effective base	834	373	461
Standard stamped mail 1st Class	38.8	42.3	36.1
		b	
Standard stamped mail 2nd Class	29.1	29.7	28.7
1st Class large letter stamps	11.4	10.4	12.2
2nd Class large letter stamps	9.8	7.7	11.4
		a	
Franked/metered mail 1st Class	2.0	2.4	1.7
Franked/metered mail 2nd Class	2.2	1.4	2.8
		a	
PPI - PPI 1st Class	1.1	.7	1.3
PPI - PPI 2nd Class	1.6	.6	2.4
		a	
Bulk mail	.3	.3	.3

Columns Tested:: a,b

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Standard stamped mail 1st Class	38.8	-	42.1	44.1	42.6	42.0	29.2	36.7	38.8	33.6	36.2	35.7	47.8
Standard stamped mail 2nd Class	29.1	-	f	fik	fi	24.2	35.3	22.3	f	31.4	33.7	29.3	fgijk
1st Class large letter stamps	11.4	-	18.3	11.1	11.2	6.1	12.4	21.4	9.3	13.9	7.2	10.8	6.2
2nd Class large letter stamps	9.8	-	cehijkl	9.5	9.0	6.4	16.2	10.5	l	8.9	11.3	13.3	4.6
Franked/metered mail 1st Class	2.0	-	.9	3.3	1.8	1.2	1.0	4.0	cdgl	3.4	1.0	1.2	3.0
Franked/metered mail 2nd Class	2.2	-	1.9	2.4	.9	.9	4.8	.8	h	3.0	1.4	2.5	1.1
PPI - PPI 1st Class	1.1	-	1.2	1.6	.5	1.7	.1	3.3	dh	1.2	1.4	1.5	.6
PPI - PPI 2nd Class	1.6	-	1.6	1.7	1.5	4.8	1.6	.1	d	1.5	3.1	1.4	*
Bulk mail	.3	-	.6	.1	.1	.8	*	.3	f	.1	2.0	.4	.2
									dfhil	cd			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 127 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Standard stamped mail 1st Class	38.8	42.2	38.8	36.1	38.3	40.5	37.2
Standard stamped mail 2nd Class	29.1	22.8	33.5	29.5	30.3	28.2	29.9
1st Class large letter stamps	11.4	15.2	8.6	12.6	9.4	11.8	11.0
2nd Class large letter stamps	9.8	8.3	8.9	10.7	11.2	8.6	10.9
Franked/metered mail 1st Class	2.0	3.1	1.1	2.3	1.5	2.1	1.9
Franked/metered mail 2nd Class	2.2	2.0	2.5	2.0	2.1	2.3	2.1
PPI - PPI 1st Class	1.1	1.4	.4	1.2	1.3	.9	1.2
PPI - PPI 2nd Class	1.6	1.5	1.9	1.9	1.3	1.7	1.6
Bulk mail	.3	.1	.1	.4	.6	.1	.5

Columns Tested: a,b,c,d - a,b

Table 137

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1741	534	1207	1225	275	79	162	516
Effective base	834	230	610	764	161	49	95	212
Standard stamped mail 1st Class	62.1	82.5	56.7	62.3	60.5	44.0	59.0	58.8
		b		c	c			c
Standard stamped mail 2nd Class	57.5	71.0	54.7	57.6	56.6	51.1	52.0	55.7
1st Class large letter stamps	34.3	63.9	31.2	34.0	39.9	33.8	37.8	39.1
		b						
2nd Class large letter stamps	34.4	53.3	33.1	34.7	25.8	19.6	26.3	25.3
		b		e				
Franked/metered mail 1st Class	45.2	72.0	36.0	41.8	64.1	45.7	57.7	60.9
					a			a
Franked/metered mail 2nd Class	55.7	56.3	55.6	55.5	60.3	45.6	47.6	57.0
PPI - PPI 1st Class	33.6	26.0	33.8	33.0	52.1	32.3	33.3	44.8
PPI - PPI 2nd Class	52.0	33.6	52.1	51.7	70.0	49.5	39.9	62.9
Bulk mail	35.1	100.0	33.3	34.0	44.9	8.2	36.5	39.3

Columns Tested:: a,b - a,b,c,d,e

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1741	626	430	169	167	187	162	1225	275	241
Effective base	834	443	247	98	110	84	95	764	161	103
Standard stamped mail 1st Class	62.1	62.8	59.5	69.4	62.1	52.0	59.0	62.3	60.5	49.1
Standard stamped mail 2nd Class	57.5	57.6	58.1	55.1	52.4	61.0	52.0	57.6	56.6	51.3
1st Class large letter stamps	34.3	37.7	27.5	31.3	40.9	36.2	37.8	34.0	39.9	34.9
2nd Class large letter stamps	34.4	37.0	31.1	26.4	20.7	34.6	26.3	34.7	25.8	21.9
Franked/metered mail 1st Class	45.2	40.4	36.0	57.7	67.8	53.9	57.7	41.8	64.1	50.9
Franked/metered mail 2nd Class	55.7	59.7	56.5	41.2	49.9	66.3	47.6	55.5	60.3	46.3
PPI - PPI 1st Class	33.6	31.0	39.9	11.4	52.6	32.9	33.3	33.0	52.1	32.5
PPI - PPI 2nd Class	52.0	58.8	28.5	9.3	71.1	55.9	39.9	51.7	70.0	45.6
Bulk mail	35.1	47.5	32.1	7.1	29.9	52.4	36.5	34.0	44.9	20.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Standard stamped mail 1st Class	62.1	61.8	64.6	60.5	44.0	59.0	58.8	60.2	54.0	48.0	68.5
Standard stamped mail 2nd Class	57.5	d	d	d			d	d	d		acd
1st Class large letter stamps	34.3	34.6	31.5	39.9	33.8	37.8	32.2	32.1	36.9	52.7	32.7
2nd Class large letter stamps	34.4	34.8	34.0	25.8	19.6	26.3	35.4	30.2	42.8	30.4	14.0
Franked/metered mail 1st Class	45.2	42.6	40.5	64.1	45.7	57.7	e	e			
Franked/metered mail 2nd Class	55.7	65.5	37.3	60.3	45.6	47.6	32.5	23.1	59.6	51.5	49.5
PPI - PPI 1st Class	33.6	36.0	24.3	52.1	32.3	33.3	53.2	66.0	28.6	40.0	56.0
PPI - PPI 2nd Class	52.0	57.0	26.7	70.0	49.5	39.9	38.6	26.3	29.6	23.3	32.2
Bulk mail	35.1	47.7	25.3	44.9	8.2	36.5	61.3	26.2	22.4	23.2	47.0
							45.7	38.2	30.0	7.8	55.9

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Standard stamped mail 1st Class	62.1	49.3	46.8	62.4	74.1	66.3	63.6	61.7	65.2	71.2
Standard stamped mail 2nd Class	57.5	47.8	63.2	61.3	53.0	53.4	56.6	56.2	58.6	60.2
1st Class large letter stamps	34.3	33.6	46.3	37.7	33.7	24.2	36.0	34.2	27.1	23.2
2nd Class large letter stamps	34.4	28.9	34.6	32.7	44.7	26.4	33.1	31.0	38.5	57.0
Franked/metered mail 1st Class	45.2	17.7	73.6	40.6	40.8	23.7	72.7	65.6	8.1	29.5
Franked/metered mail 2nd Class	55.7	40.1	42.4	67.0	100.0	57.5	61.9	34.5	53.3	49.7
PPI - PPI 1st Class	33.6	45.5	39.0	17.6	10.0	21.7	29.3	16.4	80.0	96.8
PPI - PPI 2nd Class	52.0	18.0	63.9	14.2	100.0	80.0	59.6	56.7	45.6	21.2
Bulk mail	35.1	7.7	30.0	68.2	20.0	58.9	4.8	70.0	4.0	.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1741	271	299	414	984	757	266	244	247
Effective base	834	188	211	290	674	337	124	141	135
Standard stamped mail 1st Class	62.1	70.1	54.1	62.5	61.9	64.1	65.4	62.5	63.3
Standard stamped mail 2nd Class	57.5	bcd	b	b	b	b	b	b	b
1st Class large letter stamps	34.3	56.2	56.1	58.2	57.1	60.9	59.7	60.4	64.7
2nd Class large letter stamps	34.4	26.6	34.7	36.2	33.9	37.3	39.9	39.2	24.2
Franked/metered mail 1st Class	45.2	39.1	33.5	32.3	34.1	36.7	37.4	35.5	37.7
Franked/metered mail 2nd Class	55.7	27.1	29.5	55.9	45.8	40.5	47.6	25.5	56.3
PPI - PPI 1st Class	33.6			e					
PPI - PPI 2nd Class	52.0	59.9	47.4	62.2	56.5	49.6	48.9	40.0	72.3
Bulk mail	35.1	55.6	43.1	21.4	32.6	50.6	73.4	29.2	30.4
		77.3	38.7	53.7	52.3	43.9	52.6	36.1	33.6
		54.5	9.5	51.7	33.8	38.5	19.8	53.7	68.6

Columns Tested:: a,b,c,d,e,f,g,h

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Standard stamped mail 1st Class	62.1	57.3	48.9	61.5	52.9	73.2	61.9	68.9	69.7	59.6
Standard stamped mail 2nd Class	57.5	66.0	56.6	45.7	53.0	57.3	49.1	42.0	48.4	60.9
1st Class large letter stamps	34.3	30.5	54.5	24.6	41.0	41.5	30.4	22.9	50.7	33.3
2nd Class large letter stamps	34.4	31.5	45.0	56.1	48.1	17.4	51.4	21.8	14.7	28.8
Franked/metered mail 1st Class	45.2	18.2	31.6	-	31.6	65.1	54.9	91.4	50.0	50.0
Franked/metered mail 2nd Class	55.7	17.4	64.4	100.0	64.8	52.9	59.5	50.0	17.9	66.2
PPI - PPI 1st Class	33.6	17.0	54.6	40.0	54.3	17.8	23.3	100.0	30.0	44.9
PPI - PPI 2nd Class	52.0	15.3	65.0	-	65.0	30.0	71.7	-	-	40.3
Bulk mail	35.1	10.0	12.4	50.0	33.6	95.0	42.9	-	6.6	44.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Standard stamped mail 1st Class	62.1	64.7	61.9	61.2	64.1	52.0	-	60.7	76.2	61.4	85.1
Standard stamped mail 2nd Class	57.5	59.1	49.1	59.4	b	63.1	-	a	57.2	62.2	83.0
1st Class large letter stamps	34.3	b	30.4	33.5	35.2	a	-	34.9	23.0	34.2	42.8
2nd Class large letter stamps	34.4	b	51.4	27.6	33.4	38.9	-	b	34.6	29.2	55.4
Franked/metered mail 1st Class	45.2	35.3	ac	49.5	45.2	44.1	-	45.3	44.3	45.5	16.4
Franked/metered mail 2nd Class	55.7	50.6	a	58.7	57.2	34.9	-	56.8	45.3	56.2	16.4
PPI - PPI 1st Class	33.6	20.8	23.3	44.9	29.7	42.7	-	33.6	34.3	33.9	5.0
PPI - PPI 2nd Class	52.0	25.5	71.7	40.3	53.5	47.4	-	52.6	6.4	52.6	5.0
Bulk mail	35.1	21.0	42.9	44.0	35.6	30.6	-	31.3	56.3	35.1	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1741	1065	328	334
Effective base	834	551	120	159
Standard stamped mail 1st Class	62.1	64.4	57.1	56.0
Standard stamped mail 2nd Class	57.5	61.3	49.8	47.1
1st Class large letter stamps	34.3	33.7	31.2	36.3
2nd Class large letter stamps	34.4	28.2	37.1	50.3
Franked/metered mail 1st Class	45.2	49.7	37.0	55.3
Franked/metered mail 2nd Class	55.7	51.5	57.1	56.4
PPI - PPI 1st Class	33.6	42.3	20.9	31.3
PPI - PPI 2nd Class	52.0	40.3	25.4	64.8
Bulk mail	35.1	37.0	34.1	34.0

Columns Tested: a,b,c

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Standard stamped mail 1st Class	62.1	62.5	60.7	51.2	27.9	76.1	41.9	29.7	21.7	62.4	53.8	57.2
Standard stamped mail 2nd Class	57.5	58.4	50.5	22.6	63.6	46.0	100.0	27.9	100.0	58.0	40.0	51.3
1st Class large letter stamps	34.3	33.3	37.1	56.0	20.1	66.1	71.4	20.1	21.4	33.7	50.4	42.4
2nd Class large letter stamps	34.4	32.0	48.0	54.9	18.9	55.2	28.0	14.7	79.4	33.7	abi	45.9
Franked/metered mail 1st Class	45.2	42.6	58.3	51.0	22.3	58.4	25.0	8.0	-	46.7	31.8	19.4
Franked/metered mail 2nd Class	55.7	58.0	62.6	38.4	13.1	22.0	-	7.7	-	59.7	22.6	13.3
PPI - PPI 1st Class	33.6	37.6	23.4	71.0	14.9	15.5	32.6	10.0	30.0	32.6	37.6	14.9
PPI - PPI 2nd Class	52.0	46.8	79.0	18.6	10.0	28.1	20.0	11.3	40.0	61.0	20.4	21.5
Bulk mail	35.1	39.3	53.5	44.0	5.5	13.3	38.6	-	-	44.7	18.3	6.9

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Standard stamped mail 1st Class	62.1	66.0	55.7	58.5	61.9	55.2	62.1	57.3	55.4	62.9	79.2	54.3	60.3	61.6	63.8	51.3	67.6
Standard stamped mail 2nd Class	57.5	63.3	49.0	46.7	56.9	50.9	57.5	50.1	48.2	49.8	74.9	50.6	57.7	44.5	53.1	55.1	66.8
1st Class large letter stamps	34.3	35.2	31.0	40.9	32.7	33.5	34.3	32.0	34.0	33.9	49.4	32.2	72.5	12.6	23.5	17.8	50.7
2nd Class large letter stamps	34.4	26.8	38.7	48.3	32.5	34.2	34.4	34.8	34.4	31.5	48.0	30.6	28.6	58.2	27.6	27.6	13.9
Franked/metered mail 1st Class	45.2	28.0	48.1	50.2	44.7	44.8	45.2	43.7	35.8	36.7	57.8	44.2	57.4	40.8	29.2	55.7	12.8
Franked/metered mail 2nd Class	55.7	70.2	49.9	52.6	52.2	54.4	55.7	52.5	40.5	40.0	98.6	62.3	57.2	43.4	22.1	15.0	29.6
PPI - PPI 1st Class	33.6	17.5	43.5	29.3	34.6	31.1	33.6	31.1	23.3	30.7	26.7	35.5	44.6	66.3	24.0	18.8	25.5
PPI - PPI 2nd Class	52.0	36.3	57.0	56.1	43.1	52.0	52.0	52.0	43.7	32.4	91.4	54.5	53.8	11.6	31.1	31.8	35.4
Bulk mail	35.1	36.5	42.7	32.3	32.8	33.5	35.1	33.3	31.7	32.7	50.0	39.7	22.9	7.6	8.3	28.2	80.0

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Standard stamped mail 1st Class	62.1	61.6	62.2	64.6	66.8	56.0	74.3	39.3	55.2	56.5	71.4	43.6	43.6	35.3	90.5
Standard stamped mail 2nd Class	57.5	57.4	51.9	44.4	60.5	52.9	57.9	83.8	51.5	44.7	51.3	39.9	62.4	46.4	83.4
1st Class large letter stamps	34.3	33.7	28.4	22.7	23.2	16.4	35.8	44.0	32.3	39.7	82.5	16.8	27.8	21.2	71.1
2nd Class large letter stamps	34.4	32.5	33.5	41.6	22.6	30.5	19.9	5.2	31.8	41.2	38.3	66.0	15.1	35.2	11.6
Franked/metered mail 1st Class	45.2	49.4	39.0	42.7	16.4	19.2	45.8	20.5	50.0	31.2	39.0	42.0	23.2	74.2	-
Franked/metered mail 2nd Class	55.7	59.1	50.1	58.5	32.0	14.3	14.5	16.1	62.9	50.5	77.9	28.0	14.2	17.7	100.0
PPI - PPI 1st Class	33.6	37.2	48.8	20.2	36.9	13.1	8.7	37.3	29.8	30.7	47.5	47.3	17.8	9.6	40.9
PPI - PPI 2nd Class	52.0	50.1	-	30.4	47.4	11.4	14.9	37.1	66.3	30.5	49.1	13.0	28.0	54.5	58.9
Bulk mail	35.1	46.2	18.2	19.9	20.2	5.1	99.1	53.7	38.1	43.0	17.9	5.1	13.9	70.0	92.3

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Standard stamped mail 1st Class	62.1	58.1	50.6	63.6	40.4	56.6	49.9	76.5	64.7	64.3	55.8	59.4	37.4
Standard stamped mail 2nd Class	57.5	51.0	40.4	52.1	40.5	50.0	82.2	20.6	61.9	58.5	49.2	43.5	35.0
1st Class large letter stamps	34.3	30.3	36.3	28.9	23.1	51.5	17.3	73.9	34.1	39.8	29.7	36.9	24.5
2nd Class large letter stamps	34.4	31.6	54.7	61.6	33.9	42.5	27.0	21.7	31.6	28.6	40.9	34.2	52.7
Franked/metered mail 1st Class	45.2	45.7	39.7	32.4	20.9	18.5	12.7	95.9	42.6	55.2	42.7	46.7	25.6
Franked/metered mail 2nd Class	55.7	57.1	54.4	37.0	46.7	12.1	37.5	19.1	59.6	54.6	62.3	40.9	32.3
PPI - PPI 1st Class	33.6	31.1	47.6	48.5	12.2	22.7	13.4	33.0	13.0	40.6	24.8	58.3	20.3
PPI - PPI 2nd Class	52.0	64.6	42.2	50.0	52.2	16.6	26.7	45.7	36.1	71.9	67.8	27.5	33.6
Bulk mail	35.1	38.4	47.3	63.2	13.4	3.8	50.0	-	56.8	29.6	33.5	34.6	2.4

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Standard stamped mail 1st Class	62.1	64.0	60.5	57.2	60.6	48.5	55.5	60.5	50.5	56.2	28.1
Standard stamped mail 2nd Class	57.5	59.1	55.6	51.2	52.2	43.5	53.6	52.3	45.4	37.9	31.4
1st Class large letter stamps	34.3	33.2	36.7	29.4	31.2	12.8	32.6	37.1	31.2	39.0	29.5
2nd Class large letter stamps	34.4	32.1	32.5	35.4	18.6	41.3	29.5	25.5	51.2	37.0	61.0
Franked/metered mail 1st Class	45.2	37.1	55.6	50.0	41.5	23.8	40.0	46.0	46.5	54.7	20.7
Franked/metered mail 2nd Class	55.7	52.5	54.7	61.2	40.6	23.7	52.4	63.9	60.0	23.3	46.6
PPI - PPI 1st Class	33.6	40.0	27.2	28.1	52.0	20.3	17.3	40.5	24.3	45.8	23.9
PPI - PPI 2nd Class	52.0	41.3	57.9	30.1	36.6	23.3	36.3	72.2	65.4	22.3	37.9
Bulk mail	35.1	47.3	32.3	30.3	37.1	.3	36.3	37.5	30.6	32.9	14.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Standard stamped mail 1st Class	62.1	58.7	59.6	54.9	50.1	36.0	54.5	65.2	59.3	62.4	57.1	62.0	47.1
Standard stamped mail 2nd Class	57.5	e	e	e			48.0	46.9	52.6	57.7	54.4	57.0	46.3
1st Class large letter stamps	34.3	cd	d				34.0	35.2	29.7	33.4	52.5	32.5	53.6
2nd Class large letter stamps	34.4	27.0	36.4	48.9	50.5	60.8	44.4	18.9	24.3	32.8	a	32.3	41.1
Franked/metered mail 1st Class	45.2	29.4	a	ab	ab	75.6	c			45.1	a	45.4	10.7
Franked/metered mail 2nd Class	55.7	62.3	39.4	55.8	39.4	34.6	53.2	54.4	50.0	56.5	50.7	52.0	54.0
PPI - PPI 1st Class	33.6	17.0	36.3	32.5	35.4	26.9	33.3	40.3	24.6	34.1	20.2	36.6	16.6
PPI - PPI 2nd Class	52.0	19.6	40.3	72.9	54.1	25.8	57.8	-	29.1	54.1	13.6	46.1	25.3
Bulk mail	35.1	44.1	34.5	24.1	30.1	14.1	37.4	4.0	14.2	42.8	16.5	36.6	9.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302
Effective base	834	577	28	404	120	777	10	570	35	407	116
Standard stamped mail 1st Class	62.1	55.4	52.2	57.3	57.0	62.0	51.1	55.6	48.6	56.9	58.6
Standard stamped mail 2nd Class	57.5	51.3	42.1	49.3	52.2	57.1	18.9	51.4	41.0	49.1	53.0
1st Class large letter stamps	34.3	32.8	43.9	30.5	37.7	32.7	35.2	32.7	45.7	30.3	38.3
2nd Class large letter stamps	34.4	33.9	40.4	34.0	37.6	32.3	36.9	34.0	36.9	33.4	39.7
Franked/metered mail 1st Class	45.2	47.2	25.6	46.3	37.1	45.3	22.0	46.8	27.0	45.1	40.0
Franked/metered mail 2nd Class	55.7	57.6	34.9	54.7	48.1	52.4	51.3	56.8	41.3	55.8	45.5
PPI - PPI 1st Class	33.6	31.9	23.4	28.0	46.5	35.8	14.9	33.4	20.0	26.8	60.7
PPI - PPI 2nd Class	52.0	54.4	15.2	60.7	27.2	44.6	12.8	57.1	22.5	54.7	39.8
Bulk mail	35.1	38.4	19.8	40.6	28.5	37.4	5.0	38.5	27.5	36.9	27.2

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Standard stamped mail 1st Class	62.1	57.8	60.3	41.6	-	54.0	51.2	36.1	44.0	55.6	51.7	39.0	-
Standard stamped mail 2nd Class	57.5	c	c	43.7	-	c	c	37.7	20.5	c	c	33.3	-
1st Class large letter stamps	34.3	33.8	29.8	30.4	100.0	35.3	30.2	34.1	11.2	c	c	30.9	-
2nd Class large letter stamps	34.4	31.9	30.9	30.2	-	b	b	35.1	25.8	b	b	34.0	100.0
Franked/metered mail 1st Class	45.2	39.1	42.6	37.7	-	33.4	33.6	44.2	-	34.6	33.4	34.0	-
Franked/metered mail 2nd Class	55.7	44.2	52.7	47.7	-	39.0	39.1	47.1	-	41.7	40.4	47.6	-
PPI - PPI 1st Class	33.6	30.2	31.3	19.4	-	43.2	54.4	a	-	48.1	48.1	-	-
PPI - PPI 2nd Class	52.0	43.1	42.1	41.1	-	32.0	29.4	32.2	-	29.8	31.9	32.2	-
Bulk mail	35.1	23.3	32.7	31.9	-	51.2	54.4	40.8	21.0	46.8	51.9	33.5	-
						23.6	30.6	28.9	-	26.8	32.1	21.9	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206
Standard stamped mail 1st Class	62.1	61.9	53.6	53.0	62.1	38.3	34.9	47.8	50.0	46.1	35.6	33.9	67.6	41.6
Standard stamped mail 2nd Class	57.5	bc	48.8	46.6	b	57.5	15.9	de	de	de			b	
1st Class large letter stamps	34.3	bc	33.6	30.0	34.3	a	27.2	d	d	d			a	
2nd Class large letter stamps	34.4	31.5	34.2	34.3	b	34.4	18.2	32.0	29.0	ae			b	
Franked/metered mail 1st Class	45.2	44.8	45.3	45.7	a	28.8	16.2	43.8	33.7	b			a	
Franked/metered mail 2nd Class	55.7	50.7	55.2	48.5	b	55.7	17.7	45.1	46.7	42.1	31.4	37.5	b	
PPI - PPI 1st Class	33.6	a	33.1	30.8	43.7	a		45.1	46.7	34.6	42.4	32.4	a	
PPI - PPI 2nd Class	52.0	34.6	54.6	49.4	33.6	28.2	16.3	28.1	33.1	28.3	31.9	18.3	33.2	18.0
Bulk mail	35.1	39.9	32.0	30.5	45.1	52.0	11.6	43.3	50.0	47.0	39.1	19.9	75.2	63.5
		32.8			22.4	19.6	35.1	28.3	20.5	21.7	5.1	25.3	38.7	9.3

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Standard stamped mail 1st Class	62.1	45.5	64.3	37.5	47.6	61.8	58.7	62.0	59.8	61.2	54.1	61.3	42.5	-	62.8	52.7
Standard stamped mail 2nd Class	57.5	52.3	42.8	58.0	46.4	57.2	52.7	57.5	52.4	54.5	48.0	57.8	44.2	-	58.0	65.2
1st Class large letter stamps	34.3	27.7	38.6	62.2	36.3	32.8	32.7	33.9	32.4	33.4	33.6	33.6	28.1	-	34.5	26.6
2nd Class large letter stamps	34.4	32.9	38.6	45.8	47.1	30.6	34.0	31.6	34.5	32.7	36.2	30.9	25.8	-	35.4	20.9
Franked/metered mail 1st Class	45.2	15.6	29.2	61.2	23.4	44.3	41.6	44.9	46.1	41.0	36.6	43.1	30.9	-	44.7	42.9
Franked/metered mail 2nd Class	55.7	35.4	50.9	57.2	33.8	55.6	55.3	54.7	46.6	49.0	43.7	58.4	25.6	-	53.0	52.7
PPI - PPI 1st Class	33.6	29.7	46.6	-	12.4	30.1	28.0	29.9	31.5	38.2	26.2	30.0	15.1	-	29.0	40.9
PPI - PPI 2nd Class	52.0	33.2	14.8	35.0	-	42.2	49.0	42.9	53.1	51.1	41.8	51.4	32.3	-	55.0	60.0
Bulk mail	35.1	26.6	36.9	54.6	28.9	37.9	38.7	35.1	34.2	26.5	24.6	35.3	37.2	-	33.4	43.9

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Standard stamped mail 1st Class	62.1	54.0	66.6	51.6	56.5	48.7	50.7	62.0	63.8	56.0	58.4	56.6	63.8
Standard stamped mail 2nd Class	57.5	56.1	58.4	47.2	47.6	49.8	46.4	54.0	57.9	57.4	52.8	51.0	59.1
1st Class large letter stamps	34.3	33.4	34.9	34.5	29.5	34.0	33.9	32.7	34.2	33.9	33.2	31.7	34.7
2nd Class large letter stamps	34.4	37.6	31.3	39.2	71.3	46.3	36.0	48.6	32.9	30.8	46.7	41.0	30.0
Franked/metered mail 1st Class	45.2	39.0	50.9	42.5	25.0	22.9	47.1	39.2	44.7	50.3	26.6	28.0	58.2
Franked/metered mail 2nd Class	55.7	53.2	59.1	46.1	68.2	43.6	56.6	35.2	70.2	41.9	57.4	42.1	59.0
PPI - PPI 1st Class	33.6	30.0	41.1	31.7	100.0	22.8	37.4	27.1	33.6	42.4	37.7	36.6	27.4
PPI - PPI 2nd Class	52.0	51.1	55.2	46.1	21.0	28.6	55.6	40.4	60.5	45.7	47.2	46.8	66.2
Bulk mail	35.1	33.1	40.6	25.7	-	12.3	34.9	23.2	41.5	35.5	24.5	32.1	41.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1741	866	875
Effective base	834	373	461
Standard stamped mail 1st Class	62.1	66.6	58.6
Standard stamped mail 2nd Class	57.5	b	b
1st Class large letter stamps	34.3	35.6	33.4
2nd Class large letter stamps	34.4	31.7	36.0
Franked/metered mail 1st Class	45.2	50.6	40.4
Franked/metered mail 2nd Class	55.7	41.1	64.6
PPI - PPI 1st Class	33.6	27.7	a
PPI - PPI 2nd Class	52.0	45.9	37.0
Bulk mail	35.1	40.1	31.2

Columns Tested:: a,b

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Standard stamped mail 1st Class	62.1	-	55.2	68.9	74.3	65.3	52.8	54.0	58.2	53.5	74.2	58.6	63.3
Standard stamped mail 2nd Class	57.5	-	39.1	55.0	61.4	68.4	63.4	47.0	52.3	61.0	66.5	56.1	59.6
1st Class large letter stamps	34.3	-	33.2	32.4	51.8	11.9	34.6	49.7	22.5	42.4	36.2	33.3	18.9
2nd Class large letter stamps	34.4	-	28.6	32.4	37.3	50.8	33.0	19.0	40.0	31.3	45.7	39.2	15.5
Franked/metered mail 1st Class	45.2	-	16.8	51.5	67.2	12.4	27.8	48.6	17.6	40.8	38.1	62.5	74.1
Franked/metered mail 2nd Class	55.7	-	37.8	52.2	49.7	10.6	81.8	54.0	46.9	46.4	67.7	68.0	51.0
PPI - PPI 1st Class	33.6	-	39.3	58.1	32.3	25.5	5.2	32.8	20.8	22.7	24.4	42.2	74.9
PPI - PPI 2nd Class	52.0	-	54.8	48.9	81.7	75.0	88.1	38.3	67.7	29.1	78.0	36.9	40.0
Bulk mail	35.1	-	73.3	15.6	26.2	61.7	20.0	10.1	37.0	6.7	62.1	63.6	34.5

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 137 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Mean Score summary

Base: All who use RM to send letters or large letters (QV6a2=1-2) and using specific service

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Standard stamped mail 1st Class	62.1	67.0	65.7	55.5	61.3	66.4	58.4
		c	c			b	
Standard stamped mail 2nd Class	57.5	53.6	61.5	56.0	58.1	58.1	57.0
1st Class large letter stamps	34.3	39.3	32.6	33.9	30.4	36.6	32.3
		d					
2nd Class large letter stamps	34.4	31.5	36.3	34.3	35.2	33.9	34.8
Franked/metered mail 1st Class	45.2	50.8	36.5	36.7	63.1	46.1	44.2
					bc		
Franked/metered mail 2nd Class	55.7	49.5	64.3	46.7	65.6	56.6	54.8
PPI - PPI 1st Class	33.6	54.4	22.2	24.0	40.0	40.2	30.2
PPI - PPI 2nd Class	52.0	49.8	82.8	44.4	43.5	63.6	44.0
Bulk mail	35.1	33.4	37.6	22.5	59.3	34.7	35.1

Columns Tested: a,b,c,d - a,b

Table 147

QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE

Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

	Services									
	Standard Stamped Mail 1st Class	Standard Stamped Mail 2nd Class	1st Class large letter stamps	2nd Class large letter stamps	Franked/metered mail 1st Class	Franked/metered mail 2nd Class	PPI - PPI 1st Class	PPI - PPI 2nd Class	Bulk Mail	
	a	b	c	d	e	f	g	h	i	
Significance Level: 95%										
Unweighted Base	1056	869	562	456	156	133	64	46	50	
Effective base	525	437	286	250	45	36	28	26	18	
Weighted Base	1000	820	549	477	80	71	51	50	14	
0-24%	167	173	257	222	23	15	27	17	7	
	17%	21%	47%	46%	28%	21%	54%	34%	52%	
			abef	abef			abef	a	abf	
25-49%	123	124	102	87	20	8	9	6	1	
	12%	15%	19%	18%	24%	11%	18%	13%	5%	
			a	a	a					
50-74%	219	157	61	51	8	8	5	5	4	
	22%	19%	11%	11%	9%	12%	10%	11%	29%	
	cde	cd							cde	
75-100%	412	299	83	72	19	29	8	21	2	
	41%	36%	15%	15%	24%	41%	16%	42%	12%	
	cdegi	cdgi				cdgi		cdgi		
Don't know	78	68	45	45	12	11	1	*	*	
	8%	8%	8%	9%	14%	15%	1%	1%	2%	
Answered	922	753	503	432	68	60	50	49	14	
Mean Score	62.1	57.5	34.3	34.4	45.2	55.7	33.6	52.0	35.1	
	bcdegi	cdegi			cdg	cdegi		cdgi		
Standard error	1.10	1.22	1.38	1.54	2.98	3.09	3.78	5.39	4.95	
Standard deviation	34.06	34.46	31.58	31.57	35.92	34.04	29.53	36.13	33.94	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 148

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1741	534	1207	1225	275	79	162	516
Effective base	834	230	610	764	161	49	95	212
Weighted Base	1556	365	1191	1483	62	7	4	73
Not at all important	(-2) 19 1%	5 1%	14 1%	16 1%	3 5%	* *%	* 2%	3 4%
					a			a
Not very important	(-1) 46 3%	27 7%	20 2%	40 3%	6 9%	* *%	* 2%	6 8%
		b			acd			a
Neither important nor unimportant	(0) 151 10%	45 12%	106 9%	143 10%	7 11%	1 11%	* 10%	8 11%
Important	(1) 647 42%	110 30%	537 45%	617 42%	25 39%	3 47%	2 46%	30 41%
		a						
Very important	(2) 686 44%	177 48%	510 43%	660 44%	22 35%	3 41%	2 39%	26 36%
				be				
Don't know	7 *%	2 1%	4 *%	6 *%	* 1%	- -%	* 1%	* 1%
NET Important	1333 86%	286 78%	1047 88%	1277 86%	47 75%	6 88%	3 85%	56 77%
			a	be		b	b	
NET Not Important	65 4%	32 9%	33 3%	57 4%	9 14%	* 1%	* 4%	9 12%
		b			acd			acd
Answered	1550	363	1186	1477	62	7	4	73
Mean Score	1.2	1.2	1.3	1.3	.9	1.3	1.2	1.0
				be		b	b	
Standard error	.02	.04	.02	.02	.07	.09	.08	.05
Standard deviation	.84	1.01	.78	.83	1.12	.76	.97	1.08

Columns Tested: a,b - a,b,c,d,e

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	626	430	169	167	187	162	1225	275	241	
Effective base	834	443	247	98	110	84	95	764	161	103	
Weighted Base	1556	936	439	108	43	26	4	1483	62	11	
Not at all important	(-2)	19	9	5	2	1	2	*	16	3	*
		1%	1%	1%	2%	3%	7%	2%	1%	5%	1%
						abgi			abg		
Not very important	(-1)	46	26	11	4	5	1	*	40	6	*
		3%	3%	2%	4%	11%	3%	2%	3%	9%	1%
					abcefgi				abfgi		
Neither important nor unimportant	(0)	151	87	42	15	6	2	*	143	7	1
		10%	9%	10%	14%	13%	8%	10%	10%	11%	11%
Important	(1)	647	392	186	39	19	9	2	617	25	5
		42%	42%	42%	36%	43%	36%	46%	42%	39%	47%
Very important	(2)	686	418	195	48	13	12	2	660	22	4
		44%	45%	44%	44%	31%	45%	39%	44%	35%	41%
		dh	d	d	d	d	d	dh	dh		
Don't know		7	5	1	*	-	*	*	6	*	*
		*%	*%	*%	*%	-%	2%	1%	*%	1%	*%
NET Important		1333	810	380	87	32	21	3	1277	47	10
		86%	87%	87%	80%	73%	81%	85%	86%	75%	87%
			dh	dh				dh	dh		dh
NET Not Important		65	35	16	6	6	2	*	57	9	*
		4%	4%	4%	6%	14%	10%	4%	4%	14%	2%
					abcfgi		abgi		abcfgi		
Answered	1550	931	438	108	43	25	4	1477	62	11	
Mean Score	1.2	1.3	1.3	1.2	.9	1.1	1.2	1.3	.9	1.3	
		dh	dh	d			dh	dh		dh	
Standard error	.02	.03	.04	.07	.08	.08	.08	.02	.07	.05	
Standard deviation	.84	.81	.82	.94	1.07	1.14	.97	.83	1.12	.79	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177	
Effective base	834	568	252	161	49	95	457	121	40	26	29	
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39	
Not at all important	(-2)	19	12	4	3	*	*	6	5	2	-	2
		1%	1%	1%	5%	5%	2%	1%	2%	5%	-%	4%
				a					a			
Not very important	(-1)	46	31	9	6	*	*	18	1	4	5	3
		3%	3%	3%	9%	9%	2%	2%	1%	9%	13%	8%
				abde						ab	ab	b
Neither important nor unimportant	(0)	151	105	38	7	1	*	69	33	5	*	9
		10%	9%	14%	11%	11%	10%	7%	15%	12%	1%	24%
				a					ad			ad
Important	(1)	647	515	102	25	3	2	403	94	16	19	7
		42%	42%	38%	39%	47%	46%	44%	44%	35%	50%	17%
								e	e		e	
Very important	(2)	686	543	116	22	3	2	425	80	18	14	17
		44%	45%	43%	35%	41%	39%	46%	38%	39%	36%	43%
			c									
Don't know		7	5	1	*	-	*	5	-	-	-	1
		5%	5%	5%	1%	-%	1%	1%	-%	-%	-%	2%
NET Important		1333	1058	219	47	6	3	829	174	33	32	23
		86%	87%	81%	75%	88%	85%	90%	82%	75%	86%	60%
			bc			c	c	bce	e		e	
NET Not Important		65	43	13	9	*	*	24	6	6	5	5
		4%	4%	5%	14%	1%	4%	3%	3%	14%	13%	13%
				abde						ab	ab	a
Answered		1550	1207	270	62	7	4	921	213	45	38	38
Mean Score		1.2	1.3	1.2	.9	1.3	1.2	1.3	1.1	1.0	1.1	.9
			c	c		c	c	bce				
Standard error		.02	.03	.04	.07	.09	.08	.03	.06	.12	.11	.09
Standard deviation		.84	.81	.90	1.12	.76	.97	.75	.86	1.15	.94	1.21

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	99	90	172	69	102	129	113	110	100
Effective base		834	69	66	112	47	73	93	85	76	69
Weighted Base		1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	19 1%	- -%	4 4%	3 1%	- -%	2 2%	- -%	3 1%	3 2%	- -%
Not very important	(-1)	46 3%	5 3%	1 1%	9 4%	4 5%	3 2%	16 7%	- -%	3 2%	* *%
Neither important nor unimportant	(0)	151 10%	8 6%	17 14%	28 11%	4 6%	5 4%	28 13%	24 12%	10 8%	9 8%
Important	(1)	647 42%	61 44%	53 43%	87 34%	30 40%	44 39%	85 40%	94 46%	70 52%	58 51%
Very important	(2)	686 44%	62 44%	47 39%	130 50%	37 49%	61 53%	84 39%	83 41%	46 35%	45 40%
Don't know		7 *%	4 3%	- -%	- -%	- -%	- -%	2 1%	- -%	* *%	- -%
NET Important		1333 86%	123 88%	100 81%	217 84%	67 89%	105 92%	170 79%	177 87%	116 87%	103 92%
NET Not Important		65 4%	5 3%	6 5%	12 5%	4 5%	5 4%	16 7%	3 1%	6 5%	* *%
Answered		1550	136	123	258	76	115	214	203	133	112
Mean Score		1.2	1.3	1.1	1.3	1.3	1.4	1.1	1.3	1.1	1.3
Standard error		.02	.08	.10	.07	.10	.08	.08	.07	.08	.06
Standard deviation		.84	.74	.94	.89	.81	.81	.90	.76	.85	.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	19 1%	2 1%	7 2%	6 1%	15 1%	4 2%	3 4% d	* *%	1 3%
Not very important	(-1)	46 3%	7 2%	9 2%	26 4%	41 3%	5 3%	2 3%	2 3%	1 2%
Neither important nor unimportant	(0)	151 10%	18 6%	36 9%	80 12%	134 10%	18 10%	10 12%	4 6%	3 11%
Important	(1)	647 42%	132 44%	184 46%	266 39%	583 42%	64 35%	32 35%	22 38%	10 31%
Very important	(2)	686 44%	144 47%	156 39%	297 44%	597 43%	89 49% b	42 47%	30 51% b	17 53% bd
Don't know		7 *%	- -%	4 1%	2 *%	6 *%	1 *%	- -%	1 1%	- -%
NET Important		1333 86%	276 91%	339 86%	564 83%	1179 86%	154 85%	74 82%	53 89%	27 84%
NET Not Important		65 4%	8 3%	17 4%	31 5%	56 4%	9 5%	6 6%	2 4%	2 5%
Answered		1550	303	392	675	1369	180	90	59	32
Mean Score		1.2	1.4	1.2	1.2	1.2	1.3	1.2	1.4 b	1.3
Standard error		.02	.05	.05	.04	.03	.03	.06	.05	.06
Standard deviation		.84	.74	.85	.86	.83	.92	.99	.78	.96

Columns Tested:: a,b,c,d,e,f,g,h

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	19	1	1	2	1	6	2	1	7
		1%	-	2%	4%	2%	3%	2%	2%	1%
		-%				*				
Not very important	(-1)	46	3	1	-	1	10	3	1	2
		3%	3%	2%	-%	1%	6%	1%	2%	3%
						f				
Neither important nor unimportant	(0)	151	11	4	3	6	23	22	3	9
		10%	13%	5%	9%	6%	13%	7%	5%	18%
									f	10%
Important	(1)	647	40	26	13	39	87	120	20	23
		42%	46%	36%	47%	39%	49%	39%	38%	43%
										41%
Very important	(2)	686	33	42	11	53	56	158	27	18
		44%	39%	57%	39%	52%	32%	51%	52%	34%
			e	e	e	e	e	e	e	e
Don't know		7	-	-	-	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	*%	*%	-%
										6
NET Important		1333	73	68	24	92	143	277	47	41
		86%	84%	92%	86%	90%	81%	90%	89%	77%
								h		656
NET Not Important		65	3	2	1	3	11	9	3	3
		4%	3%	3%	4%	3%	6%	3%	5%	5%
										34
Answered		1550	87	74	28	102	176	308	52	53
Mean Score		1.2	1.2	1.4	1.2	1.4	1.1	1.4	1.3	1.0
			e	e	e	e	e	e	e	e
Standard error		.02	.08	.21	.08	.07	.04	.11	.09	.03
Standard deviation		.84	.77	.79	.93	.84	.84	.82	.92	.90
										.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	19 1%	3 1%	6 2%	10 1%	14 1%	6 2%	- -%	16 1%	4 3%	19 1%	- -%
Not very important (-1)	46 3%	14 4%	3 1%	29 3%	38 3%	8 3%	- -%	41 3%	5 4%	45 3%	1 3%
Neither important nor unimportant (0)	151 10%	40 11%	22 7%	89 10%	115 9%	36 13%	- -%	143 10%	9 7%	145 10%	6 12%
Important (1)	647 42%	166 46%	120 39%	361 41%	531 41%	115 43%	- -%	592 41%	55 46%	636 42%	11 21%
Very important (2)	686 44%	142 39%	158 51%	387 44%	580 45%	106 39%	- -%	640 44%	47 39%	654 43%	32 64%
Don't know	7 *%	- -%	* *%	6 1%	7 1%	* *%	- -%	6 *%	* *%	7 *%	- -%
NET Important	1333 86%	308 84%	277 90%	748 85%	1111 86%	222 82%	- -%	1232 86%	101 85%	1290 86%	43 85%
NET Not Important	65 4%	17 5%	9 3%	39 4%	52 4%	14 5%	- -%	57 4%	8 7%	64 4%	1 3%
Answered	1550	365	308	877	1278	271	-	1431	118	1499	51
Mean Score	1.2	1.2	1.4	1.2	1.3	1.1	-	1.3	1.2	1.2	1.5
Standard error	.02	.05	a .04	.03	.02	.05	-	.02	.06	.02	.10
Standard deviation	.84	.83	.82	.85	.83	.90	-	.83	.94	.84	.82

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	19 1%	12 1%	3 1%	4 1%
Not very important	(-1)	46 3%	30 3%	11 5%	3 1%
Neither important nor unimportant	(0)	151 10%	111 11%	18 8%	20 7%
Important	(1)	647 42%	444 43%	76 33%	124 43%
Very important	(2)	686 44%	422 41%	125 54%	139 48%
Don't know		7 *%	5 *%	* *%	2 1%
NET Important		1333 86%	866 85%	201 86%	263 90%
NET Not Important		65 4%	43 4%	13 6%	7 2%
Answered		1550	1019	232	290
Mean Score		1.2	1.2	1.3	1.3
Standard error		.02	.03	.05	.04
Standard deviation		.84	.84	.89	.77

Columns Tested:: a,b,c

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57	
Effective base	834	717	92	15	4	6	2	3	2	806	28	13	
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28	
Not at all important	(-2)	19	14	3	-	-	*	2	-	*	16	3	3
		1%	1%	2%	-%	-%	1%	81%	-%	79%	1%	5%	10%
													ai
Not very important	(-1)	46	43	2	*	-	1	*	-	-	45	1	1
		3%	3%	2%	1%	-%	5%	3%	-%	-%	3%	2%	3%
Neither important nor unimportant	(0)	151	130	12	5	3	2	-	*	*	142	10	5
		10%	10%	8%	18%	40%	11%	-%	12%	4%	9%	18%	17%
Important	(1)	647	575	55	10	2	4	*	*	*	630	17	7
		42%	42%	37%	39%	34%	23%	2%	29%	17%	42%	32%	24%
Very important	(2)	686	588	74	11	2	10	*	1	-	663	24	13
		44%	43%	51%	41%	26%	60%	14%	59%	-%	44%	44%	46%
Don't know		7	7	-	-	-	-	-	-	-	7	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		1333	1163	129	21	4	14	*	1	*	1292	41	19
		86%	86%	88%	80%	60%	83%	16%	88%	17%	86%	75%	70%
NET Not Important		65	57	5	*	-	1	2	-	*	62	4	3
		4%	4%	3%	1%	-%	6%	84%	-%	79%	4%	7%	13%
Answered		1550	1349	146	26	7	16	3	1	*	1496	54	28
Mean Score		1.2	1.2	1.3	1.2	.9	1.4	-1.3	1.5	-1.4	1.3	1.1	.9
Standard error		.02	.02	.05	.10	.24	.20	.65	.54	-	.02	.10	.17
Standard deviation		.84	.83	.84	.80	.86	.98	1.83	1.31	-	.83	1.08	1.29

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	19 1%	9 1%	4 1%	5 3%	18 1%	13 1%	19 1%	12 1%	8 1%	5 1%	7 1%	11 1%	* *%	* 1%	* 1%	- -%	* *%
Not very important (-1)	46 3%	24 3%	19 4%	3 2%	44 3%	28 2%	46 3%	22 2%	14 2%	14 3%	20 4%	24 3%	* 1%	1 1%	- -%	1 5%	* 3%
Neither important nor unimportant (0)	151 10%	94 11%	36 7%	22 11%	141 10%	112 10%	151 10%	92 9%	56 10%	36 9%	46 10%	82 9%	3 10%	7 11%	3 9%	9 29%	* *%
Important (1)	647 42%	359 41%	216 45%	72 36%	614 42%	484 42%	647 42%	440 44%	278 49%	173 42%	181 39%	405 44%	12 35%	25 37%	14 42%	5 15%	5 42%
Very important (2)	686 44%	379 44%	209 43%	98 49%	649 44%	498 44%	686 44%	434 43%	210 37%	180 44%	207 45%	389 42%	19 54%	33 49%	16 48%	16 51%	6 55%
Don't know	7 *%	6 1%	1 *%	- -%	6 *%	5 *%	7 *%	3 *%	3 1%	- -%	2 *%	3 *%	- -%	1 1%	- -%	- -%	- -%
NET Important	1333 86%	738 85%	425 88%	170 85%	1263 86%	981 86%	1333 86%	874 87%	487 86%	353 86%	388 84%	795 87%	31 89%	58 86%	30 90%	21 66%	11 96%
NET Not Important	65 4%	33 4%	23 5%	9 4%	63 4%	41 4%	65 4%	33 3%	22 4%	19 5%	27 6%	35 4%	* 1%	1 2%	* 1%	1 5%	* 3%
Answered	1550	865	484	200	1466	1134	1550	999	566	408	460	912	34	67	33	31	11
Mean Score	1.2	1.2	1.3	1.3	1.2	1.3	1.2	1.3	1.2	1.2	1.2	1.2	1.4	1.4	1.4	1.1	1.5
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.04	.04	.03	.08	.07	.09	.12	.13
Standard deviation	.84	.83	.82	.92	.84	.82	.84	.81	.82	.85	.90	.82	.73	.76	.72	1.00	.72

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15	
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5	
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7	
Not at all important	(-2)	19	17	1	*	-	-	-	*	9	4	-	-	*	-	*
		1%	1%	1%	1%	-%	-%	-%	1%	1%	4%	-%	-%	1%	-%	1%
Not very important	(-1)	46	40	2	*	*	-	1	-	26	*	*	*	-	1	*
		3%	3%	3%	1%	1%	-%	8%	-%	3%	1%	1%	1%	-%	7%	5%
Neither important nor unimportant	(0)	151	113	9	4	8	*	6	*	91	9	5	4	3	*	*
		10%	9%	12%	8%	26%	1%	45%	1%	10%	9%	12%	9%	17%	1%	1%
Important	(1)	647	549	26	23	7	5	1	3	388	53	12	18	8	4	1
		42%	43%	34%	45%	22%	37%	10%	60%	42%	51%	28%	42%	51%	35%	8%
Very important	(2)	686	555	38	23	17	9	5	2	397	37	26	21	5	6	6
		44%	43%	50%	44%	52%	63%	37%	39%	43%	36%	58%	48%	31%	58%	86%
Don't know		7	5	*	1	-	-	-	-	4	-	1	-	-	-	-
		1%	1%	1%	2%	-%	-%	-%	-%	1%	-%	2%	-%	-%	-%	-%
NET Important		1333	1104	64	45	24	14	7	5	784	90	38	39	13	10	7
		86%	86%	84%	89%	74%	100%	47%	99%	86%	87%	85%	90%	82%	93%	94%
NET Not Important		65	58	3	1	*	-	1	*	35	4	*	*	*	1	*
		4%	5%	4%	1%	1%	-%	8%	1%	4%	4%	1%	1%	1%	7%	6%
Answered		1550	1275	76	50	32	14	14	5	910	103	43	44	16	11	7
Mean Score		1.2	1.2	1.3	1.3	1.3	1.6	.8	1.4	1.3	1.2	1.5	1.4	1.1	1.4	1.7
Standard error		.02	.02	.08	.08	.10	.08	.17	.15	.03	.07	.08	.09	.13	.19	.21
Standard deviation		.84	.85	.86	.72	.86	.50	1.08	.62	.82	.87	.74	.69	.80	.85	.81

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81	
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23	
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41	
Not at all important	(-2)	19	6	2	1	-	-	*	2	11	3	1	3	1
		1%	1%	2%	3%	-%	-%	4%	12%	1%	1%	*%	3%	3%
Not very important	(-1)	46	20	*	1	-	1	-	23	9	9	1	1	
		3%	3%	*%	2%	-%	3%	-%	3%	3%	3%	1%	3%	
Neither important nor unimportant	(0)	151	73	4	7	4	1	3	82	27	25	12	5	
		10%	9%	4%	16%	11%	4%	29%	10%	9%	8%	12%	12%	
Important	(1)	647	350	36	12	17	11	6	335	148	111	32	17	
		42%	45%	42%	27%	50%	44%	61%	42%	49%	37%	32%	43%	
Very important	(2)	686	330	45	23	14	12	1	347	116	151	53	16	
		44%	42%	51%	52%	39%	49%	6%	43%	38%	50%	53%	39%	
Don't know		7	3	-	-	-	-	-	3	*	3	-	-	
		*%	*%	-%	-%	-%	-%	-%	*%	*%	1%	-%	-%	
NET Important		1333	680	81	36	31	23	7	683	264	263	85	34	
		86%	87%	93%	79%	89%	93%	67%	85%	87%	87%	84%	82%	
NET Not Important		65	26	2	2	-	1	*	34	12	10	3	2	
		4%	3%	3%	4%	-%	3%	4%	4%	4%	3%	3%	6%	
Answered		1550	779	87	45	35	25	10	799	303	298	100	41	
Mean Score		1.2	1.3	1.4	1.2	1.3	1.4	.6	1.2	1.2	1.4	1.3	1.1	
Standard error		.02	.03	.07	.11	.09	.11	.21	.03	.04	.04	.06	.10	
Standard deviation		.84	.79	.79	.98	.66	.73	.80	.85	.80	.79	.91	.94	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	19 1%	14 2%	1 *	1 *	1 1%	1 3%	7 1%	2 1%	1 *	3 4%	* 1%
Not very important	(-1)	46 3%	24 3%	9 3%	7 3%	1 1%	1 4%	10 2%	6 3%	7 4%	1 1%	1 4%
Neither important nor unimportant	(0)	151 10%	77 9%	24 9%	23 10%	12 15%	5 21%	68 11%	16 7%	13 7%	9 13%	5 15%
Important	(1)	647 42%	364 43%	136 48%	75 33%	26 35%	9 37%	259 42%	108 50%	77 40%	19 26%	16 48%
Very important	(2)	686 44%	372 43%	110 39%	120 53%	36 48%	8 34%	263 43%	85 39%	93 48%	42 56%	11 33%
Don't know		7 *%	3 *%	* *%	3 1%	- -%	- -%	3 1%	- -%	1 1%	- -%	- -%
NET Important		1333 86%	736 86%	246 88%	195 86%	62 82%	17 71%	522 86%	193 89%	169 88%	61 82%	27 81%
NET Not Important		65 4%	38 4%	10 4%	8 3%	2 2%	2 8%	17 3%	8 4%	8 4%	3 5%	2 5%
Answered		1550	851	280	225	75	24	607	218	191	74	34
Mean Score		1.2	1.2	1.2	1.4	1.3	.9	1.3	1.2	1.3	1.3	1.1
Standard error		.02	.03	.04	.05	.06	.13	.03	.05	.05	.08	.11
Standard deviation		.84	.86	.77	.81	.84	1.03	.80	.78	.79	.99	.84

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37	
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12	
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27	
Not at all important	(-2)	19	3	-	3	2	*	5	*	6	17	2	16	3
		1%	1%	-%	2%	2%	1%	1%	1%	2%	1%	3%	1%	10%
													a	
Not very important	(-1)	46	18	1	1	2	*	3	4	15	45	1	43	2
		3%	3%	1%	1%	2%	1%	1%	9%	4%	3%	1%	3%	6%
									a	a				
Neither important nor unimportant	(0)	151	62	5	8	12	1	30	4	56	145	6	136	5
		10%	11%	3%	5%	14%	4%	6%	8%	14%	10%	7%	9%	17%
			bc			b				a				
Important	(1)	647	244	79	62	35	17	241	18	179	603	43	606	8
		42%	45%	53%	38%	38%	47%	44%	41%	44%	41%	45%	42%	31%
Very important	(2)	686	212	66	90	40	17	266	18	144	644	42	639	10
		44%	39%	44%	55%	44%	48%	49%	42%	36%	44%	44%	44%	37%
				a				c						
Don't know		7	3	-	-	-	-	-	-	3	7	-	6	-
		1%	1%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%	-%
NET Important		1333	456	144	152	75	34	507	36	322	1247	86	1245	18
		86%	84%	96%	93%	82%	95%	93%	83%	80%	85%	89%	86%	67%
				ad	ad			bc						
NET Not Important		65	21	1	4	4	*	9	4	21	62	4	58	4
		4%	4%	1%	3%	5%	1%	2%	9%	5%	4%	4%	4%	16%
									a	a				a
Answered		1550	539	150	164	92	36	545	43	399	1453	96	1439	27
Mean Score		1.2	1.2	1.4	1.4	1.2	1.4	1.4	1.2	1.1	1.2	1.3	1.3	.8
			a	a				c						
Standard error		.02	.04	.04	.05	.08	.08	.03	.11	.04	.02	.08	.02	.21
Standard deviation		.84	.81	.58	.79	.92	.65	.71	.92	.88	.84	.85	.83	1.30

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	19	11	2	7	4	16	2	10	2	7	5
		1%	1%	3%	1%	2%	1%	9%	1%	3%	1%	2%
Not very important	(-1)	46	26	2	18	4	44	1	26	2	18	4
		3%	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%
Neither important nor unimportant	(0)	151	105	8	78	14	134	7	107	6	75	17
		10%	10%	12%	10%	6%	9%	27%	10%	8%	10%	7%
Important	(1)	647	450	34	328	112	607	8	447	36	330	110
		42%	42%	53%	43%	46%	42%	31%	42%	51%	43%	46%
Very important	(2)	686	480	18	326	108	641	8	473	25	331	103
		44%	45%	28%	43%	44%	44%	31%	44%	35%	43%	43%
Don't know		7	5	-	3	-	6	-	5	-	3	-
		*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET Important		1333	930	51	654	220	1248	15	920	61	661	213
		86%	86%	81%	86%	91%	86%	62%	86%	86%	87%	89%
NET Not Important		65	36	4	25	8	60	3	37	4	25	9
		4%	3%	7%	3%	3%	4%	11%	3%	6%	3%	4%
Answered	1550	1071	63	757	242	1442	24	1064	71	760	239	
Mean Score	1.2	1.3	1.0	1.3	1.3	1.3	.7	1.3	1.1	1.3	1.3	
Standard error	.02	.02	.09	.03	.05	.02	.21	.02	.09	.03	.05	
Standard deviation	.84	.81	.92	.81	.80	.83	1.19	.81	.91	.80	.82	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	19 1%	8 1%	15 1%	3 2%	- -%	8 1%	5 1%	3 2%	- -%	11 2%	4 1%	3 2%	- -%
Not very important (-1)	46 3%	16 2%	37 3%	6 3%	- -%	14 2%	20 2%	1 1%	2 39%	11 2%	19 3%	1 1%	- -%
Neither important nor unimportant (0)	151 10%	49 8%	119 10%	10 5%	- -%	44 8%	85 10%	14 9%	- -%	51 7%	50 9%	8 5%	- -%
Important (1)	647 42%	289 45%	487 40%	70 38%	* 100%	254 44%	335 40%	57 37%	3 61%	307 44%	220 40%	62 39%	2 100%
Very important (2)	686 44%	274 43%	551 45%	93 50%	- -%	252 44%	383 46%	75 49%	- -%	309 45%	254 46%	81 52%	- -%
Don't know	7 *%	3 1%	6 *%	3 2%	- -%	3 1%	5 1%	3 2%	- -%	3 1%	3 1%	3 2%	- -%
NET Important	1333 86%	563 88%	1039 85%	164 88%	* 100%	506 88%	718 86%	132 86%	3 61%	615 89%	474 86%	143 91%	2 100%
NET Not Important	65 4%	24 4%	52 4%	10 5%	- -%	22 4%	26 3%	5 3%	2 39%	22 3%	23 4%	4 2%	- -%
Answered	1550	636	1210	184	*	572	828	150	4	688	546	155	2
Mean Score	1.2	1.3	1.3	1.3	1.0	1.3	1.3	1.3	.2	1.3	1.3	1.4	1.0
Standard error	.02	.03	.02	.06	-	.03	.03	.06	.56	.03	.03	.05	-
Standard deviation	.84	.81	.85	.87	-	.82	.80	.85	1.12	.80	.83	.77	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	19	18	9	10	17	10	-	4	5	5	2	-	7	6
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	-%	2%	1%
Not very important	(-1)	46	43	27	17	32	20	1	13	8	3	1	*	17	14
		3%	3%	3%	2%	3%	2%	6%	3%	2%	1%	1%	*%	4%	4%
Neither important nor unimportant	(0)	151	132	107	65	113	81	2	44	31	25	3	4	48	26
		10%	9%	10%	9%	10%	8%	14%	8%	8%	7%	3%	5%	11%	7%
Important	(1)	647	590	425	301	504	385	5	205	145	163	38	30	146	136
		42%	41%	41%	41%	44%	40%	38%	39%	36%	44%	37%	37%	33%	35%
Very important	(2)	686	633	464	334	486	469	6	252	204	174	57	44	214	208
		44%	44%	45%	46%	42%	48%	42%	48%	52%	47%	55%	54%	49%	53%
Don't know		7	6	5	3	7	4	-	3	3	3	3	3	5	3
		*%	*%	*%	*%	1%	*%	-%	1%	1%	1%	3%	4%	1%	1%
NET Important		1333	1224	889	635	989	854	11	458	349	337	95	75	360	344
		86%	86%	86%	87%	85%	88%	81%	88%	88%	91%	91%	91%	82%	88%
NET Not Important		65	61	37	27	49	30	1	18	13	8	3	*	24	20
		4%	4%	4%	4%	4%	3%	6%	3%	3%	2%	3%	*%	6%	5%
Answered		1550	1417	1032	726	1151	965	14	519	393	369	101	79	432	390
Mean Score		1.2	1.3	1.3	1.3	1.2	1.3	1.2	1.3	1.4	1.3	1.4	1.5	1.3	1.4
Standard error		.02	.02	.02	.03	.02	.02	.13	.03	.04	.04	.08	.07	.04	.04
Standard deviation		.84	.84	.82	.83	.84	.80	.91	.80	.82	.75	.79	.61	.92	.87

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98	
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57	
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105	
Not at all important	(-2)	19	2	2	*	2	16	5	17	9	10	6	13	1	-	13	1
		1%	1%	4%	1%	6%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%
Not very important	(-1)	46	1	2	*	-	43	31	45	24	34	14	43	3	-	36	5
		3%	1%	4%	*%	-%	3%	3%	3%	3%	4%	2%	3%	2%	-%	3%	5%
Neither important nor unimportant	(0)	151	5	3	2	5	135	92	143	71	85	48	127	7	-	105	11
		10%	4%	5%	4%	15%	10%	10%	10%	8%	10%	8%	10%	4%	-%	9%	11%
Important	(1)	647	52	25	22	7	575	349	594	382	344	267	551	74	-	532	38
		42%	36%	44%	43%	20%	42%	39%	42%	41%	39%	43%	41%	43%	-%	43%	36%
Very important	(2)	686	86	24	26	21	606	420	626	438	394	287	593	84	-	544	49
		44%	59%	43%	52%	59%	44%	47%	44%	47%	45%	46%	45%	49%	-%	44%	47%
Don't know		7	-	-	-	-	5	4	5	3	3	4	4	3	-	6	1
		*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	1%	*%	2%	-%	*%	1%
NET Important		1333	138	49	48	28	1181	769	1220	820	738	554	1144	159	-	1075	87
		86%	94%	87%	95%	79%	86%	85%	85%	88%	85%	88%	86%	92%	-%	87%	83%
NET Not Important		65	3	5	1	2	58	36	61	34	45	20	56	4	-	49	6
		4%	2%	8%	1%	6%	4%	4%	4%	4%	5%	3%	4%	2%	-%	4%	5%
Answered		1550	147	56	51	35	1374	896	1424	925	868	623	1326	170	-	1229	104
Mean Score		1.2	1.5	1.2	1.4	1.3	1.2	1.3	1.2	1.3	1.2	1.3	1.3	1.4	-	1.3	1.3
Standard error		.02	.06	.11	.08	.21	.02	.02	.02	.02	.03	.03	.02	.05	-	.02	.09
Standard deviation		.84	.73	1.00	.67	1.11	.84	.82	.84	.81	.87	.79	.83	.71	-	.82	.89

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	19 1%	7 1%	12 1%	3 1%	- -%	3 2%	2 1%	4 3%	8 1%	7 2%	2 1%	2 1%	15 1%
Not very important (-1)	46 3%	16 3%	30 3%	5 1%	1 4%	4 2%	2 1%	5 4%	35 3%	5 2%	2 1%	6 2%	36 3%
Neither important nor unimportant (0)	151 10%	44 7%	107 11%	20 6%	1 4%	14 8%	15 5%	7 5%	108 10%	36 11%	14 8%	16 7%	116 11%
Important (1)	647 42%	262 43%	385 41%	169 49%	5 16%	77 46%	119 45%	63 44%	440 41%	137 41%	54 30%	123 50%	456 41%
Very important (2)	686 44%	277 46%	409 43%	148 43%	25 76%	69 41%	124 47%	64 45%	471 44%	150 45%	105 58%	97 40%	475 43%
Don't know	7 *%	- -%	7 1%	3 1%	- -%	- -%	3 1%	- -%	6 1%	- -%	3 2%	- -%	3 *%
NET Important	1333 86%	539 89%	794 84%	317 91%	30 93%	145 87%	244 92%	127 89%	912 85%	286 86%	159 88%	221 90%	931 85%
NET Not Important	65 4%	24 4%	42 4%	7 2%	1 4%	7 4%	4 2%	9 6%	44 4%	12 4%	5 3%	8 3%	51 5%
Answered	1550	607	942	344	32	166	262	142	1063	334	178	245	1097
Mean Score	1.2	1.3	1.2	1.3	1.7	1.2	1.4	1.2	1.3	1.2	1.4	1.3	1.2
Standard error	.02	.03	.03	.04	.17	.06	.04	.07	.02	.04	c	.05	.02
Standard deviation	.84	.81	.86	.71	.73	.85	.70	.91	.83	.86	.80	.75	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	19	10	9
		1%	1%	1%
Not very important	(-1)	46	24	23
		3%	3%	3%
Neither important nor unimportant	(0)	151	67	84
		10%	10%	10%
Important	(1)	647	278	368
		42%	41%	42%
Very important	(2)	686	303	383
		44%	44%	44%
Don't know		7	*	7
		*%	*%	1%
NET Important		1333	581	752
		86%	85%	86%
NET Not Important		65	33	32
		4%	5%	4%
Answered		1550	682	868
Mean Score		1.2	1.2	1.3
Standard error		.02	.03	.03
Standard deviation		.84	.87	.82

Columns Tested: a,b

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Total base	Month											
			Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base		1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base		834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base		1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important	(-2)	19	-	1	2	4	*	4	1	2	2	*	2	1
		1%	-%	1%	1%	2%	*/%	3%	1%	1%	1%	1%	1%	1%
Not very important	(-1)	46	-	*	9	12	-	5	2	8	3	2	3	2
		3%	-%	1%	3%	5%	-%	4%	5%	5%	1%	4%	1%	3%
Neither important nor unimportant	(0)	151	-	9	8	36	*	17	2	17	25	1	30	7
		10%	-%	14%	3%	15%	1%	12%	6%	10%	13%	3%	11%	9%
				cj		cj		cj		c		cj		cj
Important	(1)	647	-	25	116	85	11	52	18	77	84	21	121	37
		42%	-%	42%	41%	34%	59%	36%	47%	46%	43%	43%	45%	44%
Very important	(2)	686	-	25	145	109	7	66	16	64	82	24	113	35
		44%	-%	42%	51%	44%	40%	46%	42%	38%	42%	49%	42%	42%
Don't know		7	-	-	3	2	-	-	-	-	-	1	-	1
		*/%	-%	-%	1%	1%	-%	-%	-%	-%	-%	1%	-%	2%
NET Important		1333	-	50	261	195	18	117	34	141	165	46	234	72
		86%	-%	83%	92%	78%	99%	82%	88%	84%	85%	92%	87%	86%
				df								d		
NET Not Important		65	-	1	11	17	*	9	2	10	5	2	5	3
		4%	-%	2%	4%	7%	*/%	7%	6%	6%	2%	4%	2%	4%
Answered		1550	-	59	280	248	18	144	38	168	195	49	269	82
Mean Score		1.2	-	1.2	1.4	1.1	1.4	1.2	1.2	1.2	1.2	1.4	1.3	1.3
				dh										
Standard error		.02	-	.09	.05	.05	.10	.08	.09	.06	.06	.06	.06	.09
Standard deviation		.84	-	.82	.76	.96	.55	.98	.86	.87	.81	.78	.76	.81

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 148 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2) 19 1%	3 1%	9 2%	5 1%	3 1%	12 2%	8 1%
Not very important	(-1) 46 3%	12 3%	15 4%	12 3%	7 2%	27 4%	19 2%
Neither important nor unimportant	(0) 151 10%	26 7%	43 12%	43 11%	38 10%	70 9%	82 10%
Important	(1) 647 42%	145 38%	144 38%	179 45%	179 45%	289 38%	358 45%
Very important	(2) 686 44%	191 50%	162 43%	162 40%	172 43%	352 47%	334 42%
Don't know	c 7 *%	3 1%	2 *%	- -%	2 *%	5 1%	2 *%
NET Important	1333 86%	336 88%	305 82%	340 85%	351 87%	641 85%	692 86%
NET Not Important	65 4%	15 4%	24 6%	17 4%	10 3%	38 5%	27 3%
Answered	1550	377	372	401	400	749	800
Mean Score	1.2	1.4	1.2	1.2	1.3	1.3	1.2
Standard error		b					
Standard deviation	.02 .84	.04 .81	.04 .95	.04 .84	.04 .77	.03 .88	.03 .80

Columns Tested:: a,b,c,d - a,b

Table 149

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Method		Business Size 1					
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1741	534	1207	1225	275	79	162	516
Effective base		834	230	610	764	161	49	95	212
Weighted Base		1556	365	1191	1483	62	7	4	73
Not at all important	(-2)	40	24	15	37	2	*	*	2
		3%	7%	1%	3%	4%	1%	3%	3%
			b						
Not very important	(-1)	76	33	43	73	3	*	*	4
		5%	9%	4%	5%	5%	3%	5%	5%
			b						
Neither important nor unimportant	(0)	218	43	175	210	8	1	*	9
		14%	12%	15%	14%	12%	12%	11%	12%
Important	(1)	740	115	626	709	28	2	1	32
		48%	31%	53%	48%	45%	36%	36%	43%
			a		d				
Very important	(2)	473	147	326	447	21	3	2	26
		30%	40%	27%	30%	34%	47%	45%	36%
			b				a	a	
Don't know		8	3	5	8	*	*	*	*
		1%	1%	*%	1%	*%	2%	*%	1%
NET Important		1213	261	952	1156	49	6	3	58
		78%	72%	80%	78%	78%	82%	81%	79%
			a						
NET Not Important		116	58	58	110	6	*	*	6
		7%	16%	5%	7%	9%	3%	8%	8%
			b						
Answered		1548	362	1186	1475	62	7	4	73
Mean Score		1.0	.9	1.0	1.0	1.0	1.3	1.2	1.0
			a				a		
Standard error		.02	.05	.02	.03	.06	.10	.09	.04
Standard deviation		.94	1.22	.83	.93	1.01	.91	1.16	1.00

Columns Tested: a,b - a,b,c,d,e

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	40 3%	23 2%	12 3%	2 2%	1 3%	1 5%	* 3%	37 3%	2 4%	* 1%
Not very important	(-1)	76 5%	52 6%	12 3%	8 8%	2 5%	1 5%	* 5%	73 5%	3 5%	* 4%
Neither important nor unimportant	(0)	218 14%	120 13%	74 17%	15 14%	6 13%	3 11%	* 11%	210 14%	8 12%	1 12%
Important	(1)	740 48%	455 49%	207 47%	47 44%	21 47%	10 37%	1 36%	709 48%	28 45%	4 36%
Very important	(2)	473 30%	280 30%	132 30%	35 32%	14 32%	10 40%	2 45%	447 30%	21 34%	5 46%
Don't know		8 1%	6 1%	2 *%	* *%	- -%	* 2%	* *%	8 1%	* *%	* 1%
NET Important		1213 78%	735 79%	339 77%	82 76%	35 80%	20 77%	3 81%	1156 78%	49 78%	9 82%
NET Not Important		116 7%	75 8%	24 6%	10 10%	3 7%	3 10%	* 8%	110 7%	6 9%	1 5%
Answered		1548	930	438	108	43	25	4	1475	62	11
Mean Score		1.0	1.0	1.0	1.0	1.0	1.0	1.2	1.0	1.0	1.2
Standard error		.02	.04	.04	.08	.07	.08	.09	.03	.06	.06
Standard deviation		.94	.94	.91	.98	.95	1.10	1.16	.93	1.01	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	40	29	8	2	*	14	6	2	3	1
		3%	2%	3%	4%	1%	2%	3%	4%	7%	2%
Not very important	(-1)	76	60	13	3	*	38	13	2	1	2
		5%	5%	5%	5%	3%	4%	6%	5%	1%	4%
Neither important nor unimportant	(0)	218	172	38	8	1	129	40	2	1	10
		14%	14%	14%	12%	12%	14%	19%	5%	2%	25%
								cd			cd
Important	(1)	740	586	123	28	2	464	103	18	17	13
		48%	48%	45%	45%	36%	50%	48%	39%	44%	35%
			e								
Very important	(2)	473	359	88	21	3	275	49	21	17	12
		30%	30%	33%	34%	47%	30%	23%	46%	45%	32%
					a	ab			ab	b	
Don't know		8	6	2	*	*	5	1	*	-	1
		1%	*%	1%	*%	2%	1%	*%	*%	-%	2%
NET Important		1213	945	211	49	6	739	153	38	34	26
		78%	78%	78%	78%	82%	80%	72%	86%	89%	67%
NET Not Important		116	89	21	6	*	52	19	4	3	2
		7%	7%	8%	9%	3%	6%	9%	9%	9%	6%
Answered		1548	1206	269	62	7	921	212	44	38	38
Mean Score		1.0	1.0	1.0	1.0	1.3	1.0	.8	1.2	1.2	.9
					a		b				
Standard error		.02	.03	.05	.06	.10	.03	.06	.11	.12	.07
Standard deviation		.94	.93	.96	1.01	.91	.86	.95	1.05	1.08	.96

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	99	90	172	69	102	129	113	110	100	
Effective base	834	69	66	112	47	73	93	85	76	69	
Weighted Base	1556	140	123	258	76	115	215	203	134	112	
Not at all important	(-2)	40 3%	2 2%	1 1%	4 2%	1 2%	7 6%	4 2%	3 1%	11 8%	1 1%
Not very important	(-1)	76 5%	5 4%	6 4%	11 4%	2 2%	7 6%	6 3%	15 7%	10 8%	4 4%
Neither important nor unimportant	(0)	218 14%	20 15%	12 10%	39 15%	7 9%	12 10%	40 19%	34 17%	14 10%	19 17%
Important	(1)	740 48%	75 54%	70 57%	117 45%	35 46%	45 40%	108 50%	97 48%	70 52%	56 50%
Very important	(2)	473 30%	33 24%	35 29%	87 34%	31 41%	43 38%	56 26%	55 27%	28 21%	32 28%
Don't know		8 1%	4 3%	- -%	- -%	- -%	* *%	2 1%	- -%	- -%	1 1%
NET Important		1213 78%	108 77%	105 85%	204 79%	65 86%	89 77%	164 76%	151 75%	98 74%	88 78%
NET Not Important		116 7%	7 5%	6 5%	15 6%	3 4%	14 12%	9 4%	17 9%	22 16%	5 4%
Answered	1548	136	123	258	76	115	214	203	134	112	
Mean Score	1.0	1.0	1.1	1.1	1.2	1.0	1.0	.9	.7	1.0	
Standard error	.02	.09	.08	.07	.10	.11	.07	.09	.11	.08	
Standard deviation	.94	.84	.79	.89	.86	1.14	.84	.92	1.14	.82	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	40 3%	10 3%	14 4%	10 1%	34 2%	6 3%	2 2%	3 4%	1 4%
Not very important	(-1)	76 5%	12 4%	21 5%	31 5%	65 5%	12 7%	7 8%	3 5%	1 4%
Neither important nor unimportant	(0)	218 14%	38 13%	46 12%	113 17%	197 14%	21 12%	11 13%	6 10%	4 13%
Important	(1)	740 48%	136 45%	215 54%	322 48%	673 49%	67 37%	32 36%	25 42%	10 32%
Very important	(2)	473 30%	106 35%	96 24%	198 29%	400 29%	73 40%	35 40%	23 38%	15 47%
Don't know		8 1%	1 *%	4 1%	2 *%	6 *%	2 1%	1 1%	* 1%	* 1%
NET Important		1213 78%	242 80%	311 79%	520 77%	1073 78%	140 78%	68 76%	47 80%	25 79%
NET Not Important		116 7%	22 7%	35 9%	41 6%	99 7%	17 10%	9 10%	6 10%	2 7%
Answered		1548	302	392	675	1369	179	88	59	32
Mean Score		1.0	1.0	.9	1.0	1.0	1.1	1.0	1.0	1.2
Standard error		.02	.06	.06	.04	.03	.04	.06	.07	.07
Standard deviation		.94	.96	.95	.88	.92	1.04	1.04	1.05	1.05

Columns Tested:: a,b,c,d,e,f,g,h

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	40	5	-	1	3	11	*	2	17
		3%	6%	-%	5%	1%	2%	4%	*%	4%
Not very important	(-1)	76	7	5	-	5	10	14	2	37
		5%	8%	7%	-%	5%	6%	4%	3%	2%
Neither important nor unimportant	(0)	218	12	7	6	13	31	28	7	122
		14%	14%	10%	21%	13%	18%	9%	13%	10%
						f				f
Important	(1)	740	33	33	14	48	86	139	27	26
		48%	38%	45%	51%	47%	49%	45%	51%	50%
Very important	(2)	473	30	28	7	35	45	116	17	18
		30%	35%	38%	24%	34%	26%	38%	32%	34%
								i		
Don't know		8	-	-	-	-	-	*	-	*
		1%	-%	-%	-%	-%	-%	*%	-%	*%
NET Important		1213	63	62	21	82	131	256	44	44
		78%	73%	84%	74%	81%	75%	83%	83%	84%
NET Not Important		116	12	5	1	6	13	25	2	3
		7%	13%	7%	5%	6%	8%	8%	4%	6%
Answered		1548	87	74	28	102	176	308	52	53
Mean Score		1.0	.9	1.2	.9	1.1	.9	1.1	1.1	1.1
Standard error		.02	.13	.09	.22	.08	.07	.05	.09	.10
Standard deviation		.94	1.15	.86	.97	.89	.91	.98	.78	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	40 3%	10 3%	11 4%	19 2%	29 2%	10 4%	- -%	37 3%	3 2%	38 3%	2 3%
Not very important (-1)	76 5%	22 6%	14 4%	41 5%	54 4%	23 8%	- -%	73 5%	4 3%	73 5%	4 7%
Neither important nor unimportant (0)	218 14%	56 15%	28 9%	134 15%	169 13%	49 18%	- -%	202 14%	16 14%	203 13%	15 30%
Important (1)	740 48%	166 46%	139 45%	435 49%	618 48%	123 45%	- -%	686 48%	54 46%	725 48%	16 31%
Very important (2)	473 30%	110 30%	116 38%	246 28%	407 32%	66 24%	- -%	432 30%	41 35%	459 30%	14 28%
Don't know	8 1%	- -%	* *%	8 1%	7 1%	1 *%	- -%	7 1%	1 1%	8 1%	- -%
NET Important	1213 78%	277 76%	256 83%	681 77%	1025 80%	188 69%	- -%	1118 78%	95 80%	1184 79%	30 59%
NET Not Important	116 7%	31 9%	25 8%	60 7%	83 6%	33 12%	- -%	110 8%	6 5%	111 7%	5 10%
Answered	1548	365	308	875	1278	270	-	1430	118	1497	51
Mean Score	1.0	1.0	1.1	1.0	1.0	.8	-	1.0	1.1	1.0	.7
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.06	.02	.13
Standard deviation	.94	.97	.98	.90	.91	1.03	-	.94	.90	.93	1.06

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	40 3%	34 3%	* *%	3 1%
Not very important	(-1)	76 5%	58 6%	11 5%	6 2%
Neither important nor unimportant	(0)	218 14%	161 16%	22 9%	33 11%
Important	(1)	740 48%	504 49%	112 48%	123 42%
Very important	(2)	473 30%	261 25%	87 38%	124 43%
Don't know		8 1%	6 1%	- -%	2 1%
NET Important		1213 78%	765 75%	199 86%	247 85%
NET Not Important		116 7%	93 9%	12 5%	9 3%
Answered		1548	1018	232	289
Mean Score		1.0	.9	1.2	1.2
Standard error		.02	.03	.04	.04
Standard deviation		.94	.97	.80	.82

Columns Tested:: a,b,c

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	40	32	7	-	-	*	-	-	40	*	*
		3%	2%	5%	-%	-%	*%	-%	-%	3%	*%	*%
Not very important	(-1)	76	67	8	-	-	*	2	-	74	2	2
		5%	5%	5%	-%	-%	1%	80%	-%	5%	4%	8%
Neither important nor unimportant	(0)	218	214	3	1	*	*	-	*	217	1	*
		14%	16%	2%	3%	1%	*%	-%	1%	85%	14%	2%
			bj							b		
Important	(1)	740	654	67	11	2	6	*	*	722	19	8
		48%	48%	46%	40%	33%	34%	3%	1%	48%	35%	29%
Very important	(2)	473	382	59	15	5	11	*	1	441	32	17
		30%	28%	41%	56%	66%	65%	17%	98%	29%	59%	61%
			ai	ai						ai	ai	ai
Don't know		8	7	1	*	-	-	*	-	8	*	*
		1%	1%	1%	1%	-%	-%	*%	-%	1%	*%	*%
NET Important		1213	1036	127	25	7	16	1	1	1163	50	25
		78%	76%	87%	96%	99%	99%	19%	99%	77%	93%	90%
			ai	ai						ai	ai	ai
NET Not Important		116	99	15	-	-	*	2	-	114	2	2
		7%	7%	10%	-%	-%	1%	80%	-%	8%	4%	8%
Answered		1548	1349	145	26	7	16	3	1	1494	54	28
Mean Score		1.0	1.0	1.1	1.5	1.7	1.6	-.4	2.0	1.0	1.5	1.4
				ai						ai	ai	ai
Standard error		.02	.03	.07	.07	.15	.11	.55	.18	-.02	.07	.12
Standard deviation		.94	.92	1.05	.56	.53	.57	1.46	.44	-.94	.74	.89

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	40 3%	26 3%	6 1%	8 4%	34 2%	22 2%	40 3%	13 1%	5 1%	2 1%	23 5% b	11 1%	- -%	2 3%	4 11% b	- -%	* *%
Not very important (-1)	76 5%	44 5%	22 5%	10 5%	73 5%	42 4%	76 5%	44 4%	21 4%	16 4%	37 8% b	28 3%	2 7%	1 1%	* 1%	8 25% abde	- -%
Neither important nor unimportant (0)	218 14%	168 19% bc	46 10% c	4 2%	211 14% f	143 13% f	218 14% f	108 11%	60 11%	30 7%	76 17%	130 14%	4 11%	4 6%	* 1%	3 9%	* 4%
Important (1)	740 48%	420 48%	235 48%	86 43%	703 48%	567 50%	740 48%	511 51%	300 53%	198 49%	194 42%	474 52% af	13 37%	33 49%	16 46%	7 23%	3 31%
Very important (2)	473 30%	207 24%	175 36% a	91 45% a	444 30%	360 32%	473 30%	322 32%	179 31%	160 39% abc	129 28%	268 29%	15 44%	27 40%	14 41%	13 43%	7 62%
Don't know	8 1%	6 1%	1 *% a	1 1% a	8 1%	6 *% a	8 1% a	4 *% a	4 1% ac	1 *% abcd	3 1%	4 *% a	* 1%	1 1% a	* *% a	- -% bd	* 2%
NET Important	1213 78%	627 72% a	409 84% a	177 88% a	1147 78% ac	927 81% ac	1213 78% ac	833 83% ac	479 84% ac	358 88% abc	323 70% a	742 81% a	28 81% a	60 88% a	29 87% a	21 66% bd	10 93%
NET Not Important	116 7%	70 8%	28 6%	17 9%	106 7%	64 6%	116 7%	57 6%	26 5%	18 4%	60 13% b	39 4%	2 7%	3 4%	4 12% bd	8 25% bd	* *%
Answered	1548	865	484	199	1464	1134	1548	999	565	406	460	911	34	67	33	31	11
Mean Score	1.0	.9	1.1 a	1.2 a	1.0	1.1	1.0	1.1	1.1 ac	1.2 abcd	.8	1.1 a	1.2 a	1.2 a	1.1 a	.8	1.6
Standard error	.02	.03	.04 a	.05 a	.02	.02	.02	.03	.03 ac	.03 abcd	.05	.03 a	.10 a	.08	.15	.15	.12
Standard deviation	.94	.94	.86	.99	.92	.87	.94	.85	.80	.79	1.09	.82	.90	.84	1.21	1.25	.65

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
Not at all important	(-2)	40	28	*	1	4	-	-	18	*	3	1	-	-	-
		3%	2%	*%	1%	14%	-%	-%	2%	*%	7%	2%	-%	-%	-%
					ab										
Not very important	(-1)	76	59	7	*	*	2	5	28	10	1	*	2	2	-
		5%	5%	9%	*%	1%	15%	32%	3%	10%	2%	*%	12%	14%	-%
							acd			a					
Neither important nor unimportant	(0)	218	200	3	4	1	*	2	126	7	7	*	*	1	*
		14%	16%	5%	9%	2%	2%	12%	14%	7%	17%	*%	2%	11%	7%
			b												
Important	(1)	740	625	35	22	11	5	2	479	38	11	25	8	5	1
		48%	49%	46%	44%	34%	37%	15%	52%	37%	26%	57%	50%	41%	11%
									bc			c			
Very important	(2)	473	361	30	22	16	6	6	259	47	21	18	6	4	6
		30%	28%	39%	44%	50%	46%	41%	28%	46%	47%	41%	35%	34%	83%
					a					a					
Don't know		8	7	*	1	*	-	-	3	1	1	*	*	-	-
		1%	1%	*%	2%	*%	-%	-%	*%	1%	2%	*%	1%	-%	-%
NET Important		1213	986	65	45	27	11	8	738	85	32	43	14	8	6
		78%	77%	86%	88%	84%	83%	56%	81%	83%	73%	98%	85%	75%	93%
												ac			
NET Not Important		116	87	7	1	5	2	5	46	10	4	1	2	2	-
		7%	7%	9%	2%	15%	15%	32%	5%	10%	9%	2%	12%	14%	-%
								ac							
Answered		1548	1273	76	50	32	14	14	911	102	43	44	16	11	7
Mean Score		1.0	1.0	1.2	1.3	1.1	1.1	.7	1.0	1.2	1.1	1.3	1.1	1.0	1.8
Standard error		.02	.03	.08	.08	.16	.18	.22	.03	.08	.13	.09	.16	.23	.16
Standard deviation		.94	.91	.91	.77	1.36	1.07	1.35	.85	.95	1.18	.68	.95	1.05	.61

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
Not at all important (-2)	40 3%	10 1%	2 2%	* *%	- -%	1 3%	* 2%	- -%	20 2%	7 2%	1 *%	8 8%	1 2%
Not very important (-1)	76 5%	30 4%	3 3%	9 20% ab	1 2%	* *%	- -%	2 11%	48 6%	5 2%	14 5%	5 5%	4 11%
Neither important nor unimportant (0)	218 14%	101 13%	2 3%	1 3% b	3 8%	* 1%	* *%	1 4%	146 18%	39 13%	27 9%	5 5%	* 1%
Important (1)	740 48%	430 55%	30 34%	20 44% bd	11 32%	11 47%	6 58%	3 15%	393 49%	143 47%	144 48%	38 37%	20 48%
Very important (2)	473 30%	207 26%	51 58%	15 33% ac	20 58% a	12 49%	4 40%	14 71%	192 24%	107 35% a	111 37% a	44 44% a	16 38% *
Don't know	8 1%	4 *%	- -%	- -%	* 1%	- -%	- -%	- -%	4 *%	1 *%	3 1%	1 1%	* *%
NET Important	1213 78%	637 81%	81 93%	35 77%	31 90%	23 96%	10 98%	16 86%	585 73%	250 83% a	256 85% a	82 82%	35 86%
NET Not Important	116 7%	40 5%	4 5%	9 20% ab	1 2%	1 3%	* 2%	2 11%	68 8%	13 4%	15 5%	13 13% bc	5 13%
Answered Mean Score	1548 1.0	778 1.0	87 1.4	45 .9 ac	35 1.5 ac	25 1.4	10 1.3	19 1.5	799 .9	302 1.1 a	298 1.2 a	100 1.1	41 1.1
Standard error	.02	.03	.08	.12	.10	.12	.19	.19	.03	.05	.04	.08	.11
Standard deviation	.94	.82	.85	1.09	.72	.80	.70	1.01	.93	.87	.81	1.19	1.00

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	40 3%	18 2%	5 2%	1 *	6 8%	1 3%	10 2%	4 2%	1 1%	5 6%	- -%
Not very important	(-1)	76 5%	49 6%	5 2%	12 5%	3 4%	4 18%	21 3%	2 1%	8 4%	4 6%	4 13%
Neither important nor unimportant	(0)	218 14%	148 17%	41 15%	17 8%	4 5%	* *%	101 17%	20 9%	16 8%	4 6%	* 1%
Important	(1)	740 48%	413 48%	143 51%	109 48%	28 37%	9 37%	329 54%	106 49%	87 45%	25 34%	17 49%
Very important	(2)	473 30%	221 26%	86 31%	86 38%	34 45%	10 41%	145 24%	86 39%	79 41%	35 47%	13 37%
Don't know		8 1%	4 *%	1 *%	3 1%	* *%	* *%	4 1%	- -%	1 1%	1 1%	* *%
NET Important		1213 78%	635 74%	229 82%	195 86%	62 82%	19 78%	473 78%	191 88%	165 86%	60 81%	29 86%
NET Not Important		116 7%	67 8%	10 4%	12 5%	9 12%	5 22%	32 5%	6 3%	9 5%	9 12%	4 13%
Answered	1548	850	279	225	75	24	606	218	191	73	34	
Mean Score	1.0	.9	1.1	1.2	1.1	.9	1.0	1.2	1.2	1.1	1.1	
Standard error	.02	.03	.05	.05	.09	.16	.04	.05	.05	.10	.12	
Standard deviation	.94	.92	.83	.81	1.20	1.22	.83	.79	.82	1.16	.96	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 149 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2) 40	6	2	*	2	3	8	-	5	39	*	34	*
	3%	1%	1%	%	2%	9%	1%	-%	1%	3%	%	2%	%
						ac							
Not very important	(-1) 76	24	6	5	6	*	11	3	28	65	12	64	8
	5%	4%	4%	3%	7%	%	2%	8%	7%	4%	12%	4%	30%
								a	a		a		a
Neither important nor unimportant	(0) 218	77	17	6	4	1	32	5	69	210	8	211	*
	14%	14%	11%	3%	5%	2%	6%	13%	17%	14%	9%	15%	%
		c	c						a				
Important	(1) 740	311	56	88	35	13	284	20	202	697	44	689	15
	48%	57%	37%	54%	38%	36%	52%	47%	50%	48%	46%	48%	54%
		bd		b									
Very important	(2) 473	122	69	64	45	19	210	14	95	442	31	439	4
	30%	22%	46%	39%	49%	53%	39%	33%	24%	30%	33%	30%	16%
		a	a	a	a	a	c						
Don't know	8	3	1	*	*	*	1	-	3	8	1	8	-
	1%	1%	%	%	%	%	%	-%	1%	1%	1%	1%	-%
NET Important	1213	433	125	152	80	32	494	34	297	1138	75	1128	19
	78%	80%	83%	93%	87%	89%	91%	79%	74%	78%	78%	78%	70%
				ab			bc						
NET Not Important	116	30	7	6	8	3	19	3	34	104	12	98	8
	7%	5%	5%	3%	9%	9%	3%	8%	8%	7%	13%	7%	30%
									a				a
Answered	1548	539	149	164	92	36	544	43	399	1453	95	1437	27
Mean Score	1.0	1.0	1.2	1.3	1.3	1.2	1.2	1.0	.9	1.0	1.0	1.0	.6
			a	a	a		c						
Standard error	.02	.04	.07	.05	.08	.14	.03	.10	.04	.02	.09	.02	.18
Standard deviation	.94	.80	.89	.71	.96	1.15	.77	.89	.90	.93	.98	.92	1.10

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base		1741		819	306	1631	33	1202	109	823	302
Effective base		834		404	120	777	10	570	35	407	116
Weighted Base		1556		761	242	1448	24	1068	71	764	239
Not at all important	(-2)	40		11	2	34	*	22	-	11	2
		3%		1%	1%	2%	*%	2%	-%	1%	1%
Not very important	(-1)	76		33	11	66	7	33	9	31	13
		5%		4%	5%	5%	27%	3%	13%	4%	5%
			a		a		a		a		a
Neither important nor unimportant	(0)	218		79	29	211	*	139	3	82	27
		14%		10%	12%	15%	*%	13%	5%	11%	11%
Important	(1)	740		401	110	694	9	537	30	405	105
		48%		53%	45%	48%	38%	50%	42%	53%	44%
Very important	(2)	473		233	89	435	8	332	28	230	92
		30%		31%	37%	30%	34%	31%	39%	30%	39%
Don't know		8		4	*	8	-	5	1	4	*
		1%		1%	*%	1%	-%	*%	1%	1%	*%
NET Important		1213		634	200	1129	18	869	57	636	198
		78%		83%	82%	78%	73%	81%	81%	83%	83%
NET Not Important		116		44	13	100	7	55	9	42	15
		7%		6%	5%	7%	27%	5%	13%	6%	6%
			a		a		a		a		a
Answered		1548		757	242	1440	24	1064	70	760	239
Mean Score		1.0		1.1	1.1	1.0	.8	1.1	1.1	1.1	1.1
Standard error		.02		.03	.05	.02	.21	.03	.10	.03	.05
Standard deviation		.94		.85	.86	.92	1.21	.87	.99	.84	.88

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	40 3%	3 1%	30 2%	1 *%	- -%	3 1%	19 2%	* *%	- -%	3 *%	10 2%	* *%	- -%
Not very important (-1)	76 5%	18 3%	64 5%	7 4%	- -%	15 3%	32 4%	6 4%	- -%	24 3%	26 5%	5 3%	- -%
Neither important nor unimportant (0)	218 14%	51 8%	175 14%	13 7%	- -%	42 7%	101 12%	15 10%	- -%	44 6%	69 13%	11 7%	- -%
Important (1)	740 48%	312 49%	578 48%	87 47%	* 100%	279 48%	434 52%	67 44%	2 47%	345 50%	279 51%	70 45%	2 100%
Very important (2)	473 30%	251 39%	361 30%	75 40%	- -%	232 40%	242 29%	61 40%	2 53%	272 39%	162 29%	68 43%	- -%
Don't know	8 1%	4 1%	8 1%	3 2%	- -%	4 1%	4 1%	3 2%	- -%	3 *%	4 1%	3 2%	- -%
NET Important	1213 78%	564 88%	939 77%	162 87%	* 100%	511 89%	676 81%	128 84%	4 100%	617 89%	441 80%	138 88%	2 100%
NET Not Important	116 7%	21 3%	94 8%	8 4%	- -%	19 3%	51 6%	7 5%	- -%	27 4%	37 7%	5 3%	- -%
Answered	1548	635	1208	184	*	572	829	150	4	688	546	155	2
Mean Score	1.0	1.2	1.0	1.2	1.0	1.3	1.0	1.2	1.5	1.2	1.0	1.3	1.0
Standard error	.02	.03	.03	.05	-	.03	.03	.06	.29	.03	.04	.05	-
Standard deviation	.94	.76	.94	.79	-	.75	.88	.82	.57	.76	.89	.76	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 149 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%															
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	40	34	21	12	21	24	-	10	4	-	-	-	19	14
		3%	2%	2%	2%	2%	3%	-%	2%	1%	-%	-%	-%	4%	4%
Not very important	(-1)	76	71	36	30	40	61	*	19	11	16	4	*	12	30
		5%	5%	3%	4%	3%	6%	1%	4%	3%	4%	4%	*%	3%	8%
						a								a	
Neither important nor unimportant	(0)	218	211	130	66	141	151	2	52	20	21	6	7	58	50
		14%	15%	13%	9%	12%	16%	14%	10%	5%	6%	6%	8%	13%	13%
			c						b						
Important	(1)	740	671	520	376	566	479	4	279	210	176	49	32	181	179
		48%	47%	50%	52%	49%	49%	32%	53%	53%	47%	47%	39%	41%	46%
Very important	(2)	473	429	324	242	382	248	7	160	149	157	42	40	163	115
		30%	30%	31%	33%	33%	26%	51%	31%	38%	42%	41%	49%	37%	29%
						b		b			a		a		
Don't know		8	8	5	3	7	6	*	3	3	3	3	3	5	4
		1%	1%	1%	*%	1%	1%	2%	1%	1%	1%	3%	4%	1%	1%
NET Important		1213	1100	845	618	948	727	12	439	359	333	91	72	344	294
		78%	77%	81%	85%	82%	75%	83%	84%	91%	89%	87%	88%	79%	75%
				a		b			a						
NET Not Important		116	105	57	42	62	85	*	29	15	16	4	*	31	45
		7%	7%	5%	6%	5%	9%	1%	6%	4%	4%	4%	*%	7%	11%
						a									
Answered		1548	1416	1032	727	1150	963	14	520	393	369	101	79	432	389
Mean Score		1.0	1.0	1.1	1.1	1.1	.9	1.4	1.1	1.2	1.3	1.3	1.4	1.1	.9
				a		b		b		a		a			
Standard error		.02	.02	.03	.03	.02	.03	.11	.04	.04	.04	.07	.08	.05	.05
Standard deviation		.94	.93	.87	.85	.87	.94	.79	.85	.76	.76	.75	.66	1.01	1.03

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 149 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important	(-2)	40	-	1	-	38	19	39	20	24	6	36	4	-	31	1
		3%	-%	2%	-%	3%	2%	3%	2%	3%	1%	3%	2%	-%	3%	1%
Not very important	(-1)	76	2	1	5	63	39	64	40	53	20	58	6	-	58	4
		5%	1%	2%	10%	5%	4%	5%	4%	6%	3%	4%	4%	-%	5%	4%
				a												
Neither important nor unimportant	(0)	218	18	2	*	207	115	209	116	114	55	202	23	-	159	8
		14%	12%	3%	1%	15%	13%	15%	12%	13%	9%	15%	13%	-%	13%	8%
				a												
Important	(1)	740	61	26	31	648	425	681	440	372	318	626	69	-	604	45
		48%	41%	46%	61%	47%	47%	48%	47%	43%	51%	47%	40%	-%	49%	43%
Very important	(2)	473	66	26	14	418	297	430	307	305	224	404	67	-	377	46
		30%	45%	46%	28%	30%	33%	30%	33%	35%	36%	30%	39%	-%	31%	44%
				a												
Don't know		8	*	1	*	5	5	5	5	4	4	5	3	-	7	1
		1%	*%	2%	*%	*%	1%	*%	1%	1%	1%	*%	2%	-%	1%	1%
				b												
NET Important		1213	127	52	45	1066	722	1111	747	676	542	1030	136	-	981	90
		78%	86%	92%	89%	77%	80%	78%	80%	78%	86%	77%	79%	-%	79%	86%
				b												
NET Not Important		116	2	2	5	100	59	104	60	77	26	93	10	-	89	5
		7%	1%	4%	10%	7%	7%	7%	7%	9%	4%	7%	6%	-%	7%	5%
				a												
Answered		1548	147	56	51	1374	896	1424	924	867	622	1326	169	-	1229	104
Mean Score		1.0	1.3	1.3	1.1	1.0	1.1	1.0	1.1	1.0	1.2	1.0	1.1	-	1.0	1.2
				b												
Standard error		.02	.06	.09	.10	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.09
Standard deviation		.94	.74	.79	.84	.94	.91	.94	.91	.99	.79	.93	.94	-	.92	.85

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 149 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	40 3%	11 2%	28 3%	2 1%	- -%	* *%	2 1%	2 2%	29 3%	9 3%	4 2%	* *%	35 3%
Not very important (-1)	76 5%	22 4%	54 6%	4 1%	1 3%	8 5%	5 2%	5 3%	48 4%	23 7%	10 6%	6 3%	60 5%
Neither important nor unimportant (0)	218 14%	63 10%	155 16%	32 9%	* *%	9 6%	33 12%	8 6%	164 15%	46 14%	15 8%	19 8%	176 16%
Important (1)	740 48%	302 50%	438 46%	181 52%	15 47%	84 50%	135 51%	50 35%	536 50%	147 44%	81 45%	120 49%	524 48%
Very important (2)	473 30%	205 34%	268 28%	124 36%	16 51%	64 39%	87 33%	77 54%	286 27%	108 32%	68 38%	99 41%	302 27%
Don't know	8 1%	2 *%	6 1%	4 1%	- -%	1 1%	3 1%	* *%	7 1%	* *%	3 2%	* *%	3 *%
NET Important	1213 78%	508 84%	706 74%	305 88%	31 97%	148 89%	222 84%	127 89%	821 77%	256 77%	149 82%	219 89%	826 75%
NET Not Important	116 7%	34 6%	82 9%	6 2%	1 3%	8 5%	7 3%	7 5%	76 7%	32 10%	15 8%	7 3%	95 9%
Answered	1548	605	943	343	32	165	262	142	1062	334	178	244	1097
Mean Score	1.0	1.1	.9	1.2	1.5	1.2	1.1	1.4	.9	1.0	1.1	1.3	.9
Standard error	.02	.03	.03	.04	.15	.06	.05	.07	.03	.05	.07	.04	.03
Standard deviation	.94	.87	.97	.71	.64	.76	.77	.87	.92	.99	.95	.72	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	40 3%	25 4%	15 2%
Not very important	(-1)	76 5%	46 7%	30 3%
Neither important nor unimportant		218 14%	78 11%	140 16%
Important	(1)	740 48%	293 43%	447 51%
Very important	(2)	473 30%	238 35%	235 27%
Don't know		8 1%	1 *%	7 1%
NET Important		1213 78%	531 78%	682 78%
NET Not Important		116 7%	71 10%	45 5%
Answered		1548	681	867
Mean Score		1.0	1.0	1.0
Standard error		.02	.04	.03
Standard deviation		.94	1.03	.85

Columns Tested:: a,b

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	40 3%	- -%	3 6%	9 3%	10 4%	* 1%	3 2%	1 1%	9 5%	4 2%	1 3%	* *%	1 1%
Not very important (-1)	76 5%	- -%	2 3%	6 2%	25 10%	* *%	7 5%	- -%	6 3%	10 5%	1 3%	16 6%	3 4%
Neither important nor unimportant (0)	218 14%	- -%	1 2%	41 15%	28 11%	- -%	26 18%	2 6%	21 13%	26 13%	9 18%	51 19%	13 15%
Important (1)	740 48%	- -%	20 34%	122 43%	115 46%	10 56%	58 40%	20 52%	84 50%	103 53%	20 39%	142 53%	46 56%
Very important (2)	473 30%	- -%	32 54%	101 36%	69 28%	8 41%	50 35%	15 40%	47 28%	53 27%	18 37%	60 22%	19 23%
Don't know	8 1%	- -%	1 1%	3 1%	2 1%	* 1%	- -%	- -%	1 *%	- -%	* *%	- -%	1 1%
NET Important	1213 78%	- -%	52 88%	223 79%	184 74%	18 98%	109 76%	35 92%	132 78%	156 80%	38 76%	202 75%	65 79%
NET Not Important	116 7%	- -%	5 9%	15 5%	35 14%	* 1%	10 7%	1 1%	14 9%	13 7%	3 6%	16 6%	4 5%
Answered	1548	-	59	280	247	18	144	38	167	195	50	269	82
Mean Score	1.0	-	1.3	1.1	.8	1.4	1.0	1.3	.9	1.0	1.1	.9	1.0
Standard error	.02	-	dk	.06	.06	k	.08	dk	.07	.07	.08	.06	.08
Standard deviation	.94	-	1.07	.94	1.07	.61	.94	.72	1.01	.88	.96	.80	.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 149 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1741	372	464	470	435	836	905	
Effective base	834	180	223	223	215	397	437	
Weighted Base	1556	380	374	401	402	754	802	
Not at all important	(-2)	40 3%	17 4%	8 2%	13 3%	2 1%	25 3%	15 2%
Not very important	(-1)	76 5%	8 2%	32 9%	16 4%	20 5%	40 5%	36 4%
Neither important nor unimportant	(0)	218 14%	45 12%	51 14%	49 12%	73 18%	97 13%	122 15%
Important	(1)	740 48%	160 42%	166 44%	207 52%	208 52%	326 43%	415 52%
Very important	(2)	473 30%	146 38%	114 31%	116 29%	97 24%	260 34%	213 27%
Don't know		8 1%	4 1%	3 1%	1 *%	1 *%	6 1%	2 *%
NET Important		1213 78%	306 80%	280 75%	323 81%	305 76%	586 78%	628 78%
NET Not Important		116 7%	25 7%	40 11%	28 7%	23 6%	65 9%	51 6%
Answered	1548	376	371	400	401	747	801	
Mean Score	1.0	1.1	.9	1.0	.9	1.0	1.0	
Standard error	.02	.05	.05	.04	.04	.03	.03	
Standard deviation	.94	1.00	.99	.93	.82	1.00	.88	

Columns Tested:: a,b,c,d - a,b

Table 150

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	106	30	76	103	3	*	*	4
		7%	8%	6%	7%	5%	2%	4%	5%
Not very important	(-1)	178	42	136	171	6	*	*	6
		11%	11%	11%	12%	9%	4%	9%	9%
Neither important nor unimportant	(0)	316	34	282	305	10	1	1	11
		20%	9%	24%	21%	16%	12%	19%	15%
Important	(1)	525	111	413	500	21	3	1	25
		34%	30%	35%	34%	35%	37%	28%	34%
Very important	(2)	412	135	277	386	21	3	2	26
		26%	37%	23%	26%	34%	45%	41%	35%
Don't know		19	13	6	18	1	*	*	1
		1%	4%	1%	1%	2%	1%	1%	2%
NET Important		937	246	691	886	42	6	3	51
		60%	67%	58%	60%	68%	82%	68%	70%
NET Not Important		284	72	212	274	9	*	*	10
		18%	20%	18%	18%	14%	5%	12%	13%
Answered	1537	352	1184	1465	61	7	4	72	
Mean Score	.6	.8	.6	.6	.8	1.2	.9	.9	
Standard error	.03	b	.03	.03	a	ab	a	a	
Standard deviation	1.19	1.30	1.15	1.19	1.16	.97	1.31	1.14	

Columns Tested:: a,b - a,b,c,d,e

Table 150 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	106 7%	62 7%	31 7%	10 9%	2 4%	2 6%	* 4%	103 7%	3 5%	* 2%
Not very important	(-1)	178 11%	124 13%	37 8%	10 10%	5 11%	1 4%	* 9%	171 12%	6 9%	1 5%
Neither important nor unimportant	(0)	316 20%	200 21%	91 21%	14 13%	7 15%	4 15%	1 19%	305 21%	10 16%	2 14%
Important	(1)	525 34%	310 33%	151 34%	38 36%	15 33%	10 37%	1 28%	500 34%	21 35%	4 34%
Very important	(2)	412 26%	225 24%	128 29%	34 31%	15 34%	9 37%	2 41%	386 26%	21 34%	5 44%
Don't know		19 1%	15 2%	1 *%	2 2%	1 2%	* 1%	* 1%	18 1%	1 2%	* 1%
NET Important		937 60%	535 57%	279 64%	72 67%	29 67%	19 74%	3 68%	886 60%	42 68%	8 77%
NET Not Important		284 18%	186 20%	68 16%	20 18%	7 15%	3 10%	* 12%	274 18%	9 14%	1 8%
Answered		1537	921	438	106	43	25	4	1465	61	11
Mean Score		.6	.6	.7	.7	.8	1.0	.9	.6	.8	1.1
Standard error		.03	.05	.06	.10	.09	.08	.10	.03	.07	.07
Standard deviation		1.19	1.19	1.18	1.26	1.16	1.13	1.31	1.19	1.16	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 150 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	106	79	23	3	*	59	12	3	1	5
		7%	7%	9%	5%	2%	6%	6%	6%	4%	13%
Not very important	(-1)	178	144	27	6	*	117	20	4	7	4
		11%	12%	10%	9%	4%	13%	9%	8%	18%	12%
Neither important nor unimportant	(0)	316	256	49	10	1	198	54	7	5	4
		20%	21%	18%	16%	12%	21%	25%	15%	13%	10%
Important	(1)	525	419	81	21	3	319	69	17	14	7
		34%	35%	30%	35%	37%	34%	33%	39%	37%	18%
Very important	(2)	412	299	88	21	3	225	58	14	11	18
		26%	25%	32%	34%	45%	24%	27%	32%	28%	46%
Don't know		19	15	3	1	*	8	-	*	-	1
		1%	1%	1%	2%	1%	1%	-%	-%	-%	2%
NET Important		937	718	168	42	6	544	127	32	24	25
		60%	59%	62%	68%	82%	59%	60%	71%	65%	64%
NET Not Important		284	224	51	9	*	176	32	6	8	9
		18%	18%	19%	14%	5%	19%	15%	14%	22%	25%
Answered	1537	1197	268	61	7	4	918	213	45	38	38
Mean Score	.6	.6	.7	.8	1.2	.9	.6	.7	.8	.7	.7
Standard error	.03	.04	.06	.07	.11	.10	.05	.07	.12	.13	.11
Standard deviation	1.19	1.17	1.27	1.16	.97	1.31	1.17	1.14	1.15	1.19	1.49

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	99	90	172	69	102	129	113	110	100
Effective base		834	69	66	112	47	73	93	85	76	69
Weighted Base		1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	106 7%	8 6%	5 4%	16 6%	7 9%	12 10%	15 7%	16 8%	12 9%	5 5%
Not very important	(-1)	178 11%	16 12%	9 8%	19 7%	9 12%	14 12%	29 13%	28 14%	15 11%	14 13%
Neither important nor unimportant	(0)	316 20%	32 23%	29 24%	50 19%	16 21%	17 15%	36 17%	40 20%	40 30%	20 18%
Important	(1)	525 34%	50 36%	53 43%	90 35%	15 20%	40 35%	79 37%	66 33%	26 20%	50 45%
			h	dh	h		h	h			dh
Very important	(2)	412 26%	32 23%	27 22%	78 30%	28 37%	32 28%	51 24%	50 25%	38 28%	23 20%
Don't know		19 1%	1 1%	* *%	6 2%	1 1%	- -%	6 3%	2 1%	2 2%	- -%
NET Important		937 60%	82 59%	79 65%	168 65%	43 57%	72 63%	130 60%	117 58%	64 48%	73 65%
				h	h						h
NET Not Important		284 18%	24 17%	14 12%	35 13%	16 21%	26 23%	44 20%	43 21%	27 20%	20 17%
Answered		1537	139	122	253	75	115	210	201	131	112
Mean Score		.6	.6	.7	.8	.6	.6	.6	.5	.5	.6
Standard error		.03	.12	.11	.09	.16	.13	.11	.12	.12	.11
Standard deviation		1.19	1.14	1.02	1.15	1.34	1.30	1.20	1.22	1.27	1.09

Columns Tested: a,b,c,d,e,f,g,h,i

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	106 7%	24 8%	25 6%	47 7%	96 7%	11 6%	6 6%	4 7%	1 3%
Not very important	(-1)	178 11%	38 12%	41 10%	75 11%	154 11%	24 13%	10 11%	9 15%	5 15%
Neither important nor unimportant	(0)	316 20%	52 17%	101 26%	127 19%	280 20%	35 20%	18 20%	12 20%	6 19%
Important	(1)	525 34%	106 35%	129 33%	235 35%	470 34%	55 30%	28 31%	18 30%	9 28%
Very important	(2)	412 26%	82 27%	96 24%	179 26%	358 26%	54 30%	27 30%	16 28%	11 34%
Don't know		19 1%	1 *	3 1%	14 2%	18 1%	1 1%	1 1%	* *	* 1%
NET Important		937 60%	188 62%	225 57%	414 61%	828 60%	109 60%	55 61%	35 58%	20 62%
NET Not Important		284 18%	61 20%	65 17%	122 18%	249 18%	35 19%	16 18%	13 22%	6 18%
Answered		1537	302	392	663	1357	180	89	59	32
Mean Score		.6	.6	.6	.6	.6	.7	.7	.6	.8
Standard error		.03	.07	.07	.06	.04	.04	.07	.08	.08
Standard deviation		1.19	1.23	1.15	1.19	1.19	1.21	1.21	1.24	1.19

Columns Tested:: a,b,c,d,e,f,g,h

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	75	95	20	115	149	380	76	92	848	
Effective base	834	37	34	11	45	74	199	32	34	428	
Weighted Base	1556	87	74	28	102	176	308	52	53	772	
Not at all important	(-2)	106 7%	2 3%	1 2%	3 11%	5 5%	3 2%	17 5%	3 6%	1 2%	75 10% e
Not very important	(-1)	178 11%	7 8%	5 7%	- -%	5 5%	22 13%	39 13%	7 13%	8 15%	90 12%
Neither important nor unimportant	(0)	316 20%	18 21%	15 20%	5 17%	20 19%	37 21%	66 22%	15 28%	6 12%	155 20%
Important	(1)	525 34%	26 30%	30 40%	10 36%	40 39%	68 39%	100 32%	17 32%	17 32%	255 33%
Very important	(2)	412 26%	31 36%	22 30%	10 35%	32 31%	46 26%	83 27%	11 20%	19 36%	189 24%
Don't know		19 1%	3 3%	1 1%	- -%	1 1%	- -%	3 1%	* *%	2 4%	10 1%
NET Important		937 60%	56 65%	52 70%	20 71%	72 70%	114 65%	183 59%	28 53%	36 68%	443 57%
NET Not Important		284 18%	9 11%	6 9%	3 11%	10 9%	25 14%	56 18%	10 19%	9 17%	165 21%
Answered	1537	84	73	28	101	176	306	52	51	763	
Mean Score	.6	.9	.9	.8	.9	.7	.6	.5	.9	.5	
Standard error	.03	.13	.10	.28	.10	.09	.06	.13	.12	.04	
Standard deviation	1.19	1.09	.98	1.26	1.06	1.04	1.17	1.15	1.15	1.25	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	106 7%	10 3%	17 5%	79 9%	84 7%	22 8%	- -%	97 7%	9 8%	101 7%	5 11%
Not very important (-1)	178 11%	34 9%	39 13%	105 12%	146 11%	32 12%	- -%	167 12%	10 9%	169 11%	9 18%
Neither important nor unimportant (0)	316 20%	74 20%	66 22%	175 20%	251 20%	65 24%	- -%	296 21%	20 17%	306 20%	10 20%
Important (1)	525 34%	134 37%	100 32%	291 33%	436 34%	89 33%	- -%	491 34%	34 28%	514 34%	10 21%
Very important (2)	412 26%	108 30%	83 27%	220 25%	352 27%	60 22%	- -%	367 26%	45 38%	397 26%	15 30%
Don't know	19 1%	4 1%	3 1%	13 1%	16 1%	3 1%	- -%	19 1%	* *%	18 1%	1 2%
NET Important	937 60%	242 66%	183 59%	512 58%	788 61%	149 55%	- -%	858 60%	79 66%	912 61%	25 50%
NET Not Important	284 18%	45 12%	56 18%	184 21%	230 18%	54 20%	- -%	264 18%	20 17%	270 18%	14 28%
Answered	1537	361	306	870	1269	268	-	1418	118	1487	50
Mean Score	.6	.8	.6	.5	.7	.5	-	.6	.8	.6	.4
Standard error	.03	.06	.06	.04	.03	.07	-	.03	.08	.03	.18
Standard deviation	1.19	1.06	1.17	1.24	1.19	1.20	-	1.18	1.26	1.18	1.38

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	106 7%	78 8%	4 2%	19 7%
			b		b
Not very important	(-1)	178 11%	132 13%	21 9%	24 8%
Neither important nor unimportant	(0)	316 20%	215 21%	49 21%	51 17%
Important	(1)	525 34%	335 33%	82 35%	107 37%
Very important	(2)	412 26%	251 24%	75 32%	86 29%
Don't know		19 1%	14 1%	* *%	5 2%
NET Important		937 60%	585 57%	157 67%	193 66%
			a	a	a
NET Not Important		284 18%	210 21%	26 11%	43 15%
			b		
Answered		1537	1010	232	287
Mean Score		.6	.5	.9	.8
				a	
Standard error		.03	.04	.06	.06
Standard deviation		1.19	1.21	1.03	1.17

Columns Tested:: a,b,c

Table 150 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	106	92	14	*	-	-	-	-	106	*	-
		7%	7%	10%	*%	-%	-%	-%	-%	7%	*%	-%
Not very important	(-1)	178	167	8	1	*	2	-	-	*	175	3
		11%	12%	6%	2%	2%	12%	-%	-%	6%	12%	5%
Neither important nor unimportant	(0)	316	289	20	1	*	3	2	*	*	309	7
		20%	21%	14%	4%	1%	21%	80%	2%	83%	21%	13%
Important	(1)	525	461	47	15	1	1	*	-	*	508	17
		34%	34%	32%	56%	17%	7%	4%	-%	10%	34%	32%
Very important	(2)	412	332	55	10	3	10	*	1	*	388	24
		26%	24%	38%	39%	41%	59%	16%	98%	1%	26%	45%
				ai								ai
Don't know		19	16	*	-	3	-	-	-	-	17	3
		1%	1%	*%	-%	40%	-%	-%	-%	-%	1%	5%
												abi
NET Important		937	793	103	25	4	11	1	1	*	896	42
		60%	58%	70%	94%	58%	66%	20%	98%	11%	60%	77%
				ai	abik							a
NET Not Important		284	259	23	1	*	2	-	-	*	281	3
		18%	19%	15%	2%	2%	12%	-%	-%	6%	19%	5%
Answered		1537	1340	146	26	4	16	3	1	*	1486	51
Mean Score		.6	.6	.8	1.3	1.6	1.1	.4	2.0	.1	.6	1.2
				ai								ai
Standard error		.03	.03	.08	.08	.22	.23	.34	.23	-	.03	.08
Standard deviation		1.19	1.18	1.27	.66	.75	1.17	.95	.57	-	1.19	.89
												1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	106 7%	73 8%	19 4%	14 7%	93 6%	59 5%	106 7%	41 4%	15 3%	9 2%	55 12%	42 5%	4 11%	2 3%	1 4%	1 4%	- -%
Not very important (-1)	178 11%	b 116 13%	50 10%	11 6%	168 11%	125 11%	178 11%	99 10%	54 9%	31 7%	59 13%	104 11%	5 14%	8 12%	1 2%	1 4%	* *%
Neither important nor unimportant (0)	316 20%	c 198 23%	90 19%	27 14%	291 20%	217 19%	316 20%	184 18%	95 17%	66 16%	112 24%	182 20%	2 6%	9 13%	6 17%	3 11%	2 20%
Important (1)	525 34%	c 276 32%	185 38%	64 32%	502 34%	418 37%	525 34%	377 38%	230 40%	156 38%	120 26%	348 38%	12 34%	24 36%	11 34%	5 16%	5 47%
Very important (2)	412 26%	193 22%	139 29%	80 40%	399 27%	315 28%	412 26%	296 30%	173 30%	147 36%	102 22%	239 26%	12 35%	23 34%	14 43%	18 57%	4 33%
Don't know	19 1%	14 2%	2 *%	3 2%	19 1%	5 *%	19 1%	6 1%	3 1%	* *%	14 3%	1 *%	* 1%	1 1%	- -%	3 9%	- -%
NET Important	937 60%	469 54%	324 67%	144 72%	901 61%	732 64%	937 60%	674 67%	403 71%	302 74%	222 48%	586 64%	24 69%	47 70%	26 77%	23 73%	9 79%
NET Not Important	284 18%	189 22%	70 14%	25 13%	261 18%	185 16%	284 18%	140 14%	68 12%	39 10%	114 25%	146 16%	8 24%	10 15%	2 6%	3 8%	* *%
Answered	1537	856	484	197	1453	1134	1537	997	566	408	448	914	34	67	33	29	11
Mean Score	.6	.5	.8	.9	.7	.7	.6	.8	.9	1.0	.3	.7	.7	.9	1.1	1.3	1.1
Standard error	.03	.04	.04	.06	.03	.03	.03	.03	.04	.04	.06	.04	.16	.11	.13	.14	.14
Standard deviation	1.19	1.22	1.09	1.19	1.18	1.14	1.19	1.10	1.03	1.01	1.30	1.11	1.37	1.13	1.03	1.12	.76

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15	
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5	
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7	
Not at all important	(-2)	106	87	2	3	1	*	*	-	51	1	6	-	-	1	-
		7%	7%	3%	5%	4%	1%	*%	-%	6%	1%	13%	-%	-%	11%	-%
												b				
Not very important	(-1)	178	154	4	4	4	*	1	*	111	10	1	2	*	*	-
		11%	12%	5%	9%	11%	3%	7%	*%	12%	10%	2%	6%	3%	1%	-%
Neither important nor unimportant	(0)	316	265	10	6	3	4	1	2	186	17	1	5	5	*	2
		20%	21%	14%	11%	11%	29%	9%	35%	20%	16%	2%	12%	33%	*%	33%
										c				c		
Important	(1)	525	438	30	18	7	4	3	3	340	35	13	19	3	7	2
		34%	34%	39%	35%	20%	31%	19%	52%	37%	34%	29%	43%	19%	59%	22%
Very important	(2)	412	320	30	20	15	5	9	1	225	38	23	17	5	3	3
		26%	25%	39%	38%	46%	36%	64%	13%	25%	37%	52%	40%	28%	29%	45%
				a	a	a	a	a		a						
Don't know		19	15	*	1	3	-	-	-	1	*	1	-	3	-	-
		1%	1%	*%	2%	9%	-%	-%	-%	*%	*%	2%	-%	17%	-%	-%
					a									ab		
NET Important		937	758	59	37	21	9	12	3	565	74	36	36	8	10	5
		60%	59%	78%	73%	66%	67%	83%	65%	62%	72%	80%	83%	47%	88%	67%
				a									a			
NET Not Important		284	241	6	7	5	1	1	*	162	12	7	2	*	1	-
		18%	19%	8%	14%	15%	4%	7%	*%	18%	11%	15%	6%	3%	11%	-%
Answered		1537	1265	76	50	30	14	14	5	913	102	43	44	14	11	7
Mean Score		.6	.6	1.1	.9	1.0	1.0	1.4	.8	.6	1.0	1.1	1.2	.9	1.0	1.1
				a						a			a			
Standard error		.03	.03	.09	.13	.15	.16	.16	.18	.04	.09	.15	.11	.16	.26	.24
Standard deviation		1.19	1.19	1.00	1.18	1.23	.98	.97	.74	1.14	1.04	1.38	.85	.96	1.18	.95

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
Not at all important	(-2)	106	32	2	6	1	-	-	58	19	21	6	2
		7%	4%	2%	14% a	2%	-%	-%	7%	6%	7%	6%	4%
Not very important	(-1)	178	82	12	4	*	1	*	109	22	31	10	2
		11%	10%	14%	8%	1%	2%	*%	14% b	7%	10%	10%	4%
Neither important nor unimportant	(0)	316	159	10	2	-	7	4	179	55	65	13	3
		20%	20%	12%	5%	-%	27%	37%	22%	18%	21%	13%	6%
Important	(1)	525	307	26	17	13	6	3	256	115	101	35	18
		34%	39%	30%	37%	36%	24%	29%	32%	38%	33%	35%	43%
Very important	(2)	412	200	37	16	21	11	1	188	87	81	36	18
		26%	26%	43% a	35% a	61% a	47%	7%	23%	29%	27%	36% a	43% a
Don't know		19	3	-	*	-	-	3	12	4	3	*	-
		1%	*%	-%	1%	-%	-%	27%	1%	1%	1%	*%	-%
NET Important		937	506	63	32	34	17	4	445	203	181	71	35
		60%	65%	73%	73%	97% abce	71%	36%	55%	67% a	60%	70% a	86% ac
NET Not Important		284	114	14	10	1	1	*	167	41	52	16	3
		18%	15%	16%	22%	3%	2%	*%	21% b	14%	17%	16%	8%
Answered		1537	780	87	44	35	25	7	791	299	298	100	41
Mean Score		.6	.7	1.0	.7	1.5	1.2	.6	.5	.8	.6	.8	1.2
						abc				a		a	ac
Standard error		.03	.04	.10	.15	.10	.14	.20	.04	.06	.06	.08	.11
Standard deviation		1.19	1.08	1.13	1.40	.74	.91	.72	1.20	1.14	1.19	1.20	1.01

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	106 7%	56 7%	16 6%	14 6%	4 6%	2 7%	33 5%	8 4%	15 8%	2 3%	1 3%
Not very important	(-1)	178 11%	112 13%	27 10%	18 8%	6 8%	1 4%	76 12%	13 6%	26 14%	6 8%	1 2%
Neither important nor unimportant	(0)	316 20%	189 22%	57 21%	38 17%	5 6%	2 9%	140 23%	25 12%	35 18%	13 17%	1 3%
Important	(1)	525 34%	274 32%	106 38%	86 38%	29 38%	6 26%	226 37%	90 41%	59 31%	27 37%	15 43%
Very important	(2)	412 26%	211 25%	69 25%	68 30%	31 41%	13 54%	133 22%	81 37%	56 29%	25 34%	17 50%
Don't know		19 1%	12 1%	4 1%	3 1%	* *%	- -%	3 *%	1 *%	1 *%	* *%	- -%
NET Important		937 60%	486 57%	175 63%	154 68%	60 79%	19 79%	359 59%	171 79%	115 60%	53 71%	31 92%
NET Not Important		284 18%	168 20%	43 15%	32 14%	11 14%	3 12%	108 18%	21 9%	41 21%	8 11%	2 5%
Answered	1537	843	276	224	75	24	607	217	191	74	34	
Mean Score	.6	.6	.7	.8	1.0	1.1	.6	1.0	.6	.9	1.3	
Standard error	.03	.04	.06	.07	.08	.16	.05	.06	.08	.09	.11	
Standard deviation	1.19	1.19	1.13	1.15	1.16	1.22	1.12	1.03	1.25	1.07	.88	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base		834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base		1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2)	106	23	4	9	2	1	22	1	18	106	*	93	-
		7%	4%	3%	6%	3%	4%	4%	3%	4%	7%	1%	6%	0%
Not very important	(-1)	178	55	16	17	7	1	48	2	48	172	6	165	2
		11%	10%	11%	10%	8%	2%	9%	6%	12%	12%	6%	11%	8%
Neither important nor unimportant	(0)	316	125	16	24	8	2	88	6	84	296	20	286	6
		20%	23%	11%	14%	8%	5%	16%	14%	21%	20%	21%	20%	20%
			bd											
Important	(1)	525	207	56	65	34	12	213	18	141	489	35	495	7
		34%	38%	38%	40%	37%	34%	39%	42%	35%	34%	37%	34%	26%
Very important	(2)	412	128	57	48	40	19	171	15	108	378	34	387	12
		26%	24%	38%	30%	44%	55%	31%	35%	27%	26%	35%	27%	45%
			a	a	a	a	ac							
Don't know		19	5	1	-	*	*	3	*	3	19	*	19	-
		1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%
NET Important		937	335	113	114	74	32	384	33	249	868	69	881	19
		60%	62%	75%	69%	81%	89%	70%	77%	62%	59%	72%	61%	71%
			a	a	a	a	a							
NET Not Important		284	78	20	27	10	2	70	4	66	277	6	259	2
		18%	14%	14%	16%	11%	6%	13%	9%	16%	19%	7%	18%	8%
			b											
Answered		1537	538	149	164	92	36	542	43	400	1441	96	1426	27
Mean Score		.6	.7	1.0	.8	1.1	1.3	.9	1.0	.7	.6	1.0	.6	1.1
			a	a	a	a	ac					a		
Standard error		.03	.05	.08	.08	.09	.12	.04	.12	.06	.03	.09	.03	.17
Standard deviation		1.19	1.08	1.09	1.15	1.04	.98	1.09	1.01	1.12	1.20	.93	1.18	1.01

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	106	59	1	38	3	93	-	59	1	38	3
		7%	5%	1%	5%	1%	6%	-%	5%	1%	5%	1%
Not very important	(-1)	178	125	1	80	18	166	2	125	1	84	15
		11%	12%	1%	11%	8%	11%	8%	12%	1%	11%	6%
Neither important nor unimportant	(0)	316	205	13	138	46	287	4	203	14	140	44
		20%	19%	20%	18%	19%	20%	17%	19%	20%	18%	18%
Important	(1)	525	398	19	296	82	500	1	392	25	294	84
		34%	37%	31%	39%	34%	35%	6%	37%	36%	38%	35%
Very important	(2)	412	285	30	203	93	382	16	285	30	203	93
		26%	26%	47%	27%	39%	26%	68%	27%	42%	27%	39%
Don't know		19	5	*	6	*	19	-	5	*	5	*
		1%	*%	*%	1%	*%	1%	-%	*%	*%	1%	*%
NET Important		937	683	49	498	175	883	18	677	55	497	177
		60%	64%	77%	66%	72%	61%	74%	63%	78%	65%	74%
NET Not Important		284	183	1	118	21	259	2	183	1	122	18
		18%	17%	2%	16%	9%	18%	8%	17%	2%	16%	7%
Answered		1537	1071	63	755	242	1429	24	1063	71	758	239
Mean Score		.6	.7	1.2	.7	1.0	.6	1.3	.7	1.2	.7	1.0
Standard error		.03	.03	.09	.04	.06	.03	.18	.03	.08	.04	.06
Standard deviation		1.19	1.15	.90	1.12	.99	1.18	1.05	1.15	.86	1.12	.97

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	106 7%	9 1%	87 7%	11 6%	- -%	11 2%	54 7%	12 8%	- -%	17 2%	30 5%	8 5%	- -%
Not very important (-1)	178 11%	46 7%	153 13%	21 11%	- -%	39 7%	108 13%	18 12%	- -%	53 8%	69 12%	17 11%	- -%
Neither important nor unimportant (0)	316 20%	87 14%	245 20%	31 17%	- -%	77 13%	166 20%	27 18%	- -%	95 14%	121 22%	27 17%	- -%
Important (1)	525 34%	253 40%	402 33%	62 33%	* 100%	228 40%	305 37%	47 31%	2 47%	278 40%	198 36%	44 28%	2 100%
Very important (2)	412 26%	242 38%	312 26%	61 33%	- -%	221 38%	195 23%	48 32%	2 53%	247 36%	129 23%	61 39%	- -%
Don't know	19 1%	2 *%	17 1%	- -%	- -%	* *%	5 1%	- -%	- -%	2 *%	4 1%	- -%	- -%
NET Important	937 60%	495 77%	714 59%	123 66%	* 100%	448 78%	501 60%	95 62%	4 100%	525 76%	327 59%	105 67%	2 100%
NET Not Important	284 18%	55 9%	240 20%	32 17%	- -%	50 9%	162 19%	31 20%	- -%	70 10%	99 18%	25 16%	- -%
Answered	1537	637	1199	186	*	575	828	153	4	689	546	157	2
Mean Score	.6	1.1	.6	.8	1.0	1.1	.6	.7	1.5	1.0	.6	.8	1.0
Standard error	.03	.04	.03	.08	-	.04	.04	.09	.29	.04	.05	.08	-
Standard deviation	1.19	.97	1.21	1.20	-	.98	1.17	1.26	.57	1.01	1.14	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%															
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	106	92	55	31	57	77	2	22	10	8	3	7	28	30
		7%	6%	5%	4%	5%	8%	12%	4%	3%	2%	3%	9%	6%	8%
						a							bc		
Not very important	(-1)	178	163	113	72	105	138	*	54	30	37	13	12	39	58
		11%	11%	11%	10%	9%	14%	3%	10%	8%	10%	12%	15%	9%	15%
						a									
Neither important nor unimportant	(0)	316	279	194	126	213	213	*	100	57	43	15	15	72	84
		20%	20%	19%	17%	18%	22%	2%	19%	14%	12%	14%	18%	17%	21%
						c			c						
Important	(1)	525	486	383	289	426	312	5	218	168	150	29	19	156	139
		34%	34%	37%	40%	37%	32%	33%	42%	42%	40%	28%	23%	36%	35%
						e			e		e				
Very important	(2)	412	386	287	209	347	218	7	128	131	132	44	29	132	78
		26%	27%	28%	29%	30%	23%	50%	24%	33%	36%	42%	36%	30%	20%
						b			a		a			b	
Don't know		19	17	5	3	10	10	-	1	*	2	-	-	10	4
		1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	2%	1%
NET Important		937	872	670	498	772	530	11	345	299	283	73	48	288	218
		60%	61%	65%	68%	67%	55%	83%	66%	75%	76%	70%	59%	66%	55%
					a	b			ae		ae			b	
NET Not Important		284	256	168	103	161	215	2	76	41	44	16	19	67	88
		18%	18%	16%	14%	14%	22%	15%	15%	10%	12%	16%	23%	15%	22%
						a							bc		
Answered		1537	1407	1032	727	1147	959	14	522	396	370	104	82	427	389
Mean Score		.6	.6	.7	.8	.8	.5	1.1	.7	1.0	1.0	.9	.6	.8	.5
					a	b			a		a			b	
Standard error		.03	.03	.03	.04	.03	.04	.19	.05	.05	.05	.11	.15	.05	.06
Standard deviation		1.19	1.18	1.14	1.09	1.12	1.22	1.36	1.08	1.01	1.03	1.17	1.34	1.17	1.19

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important (-2)	106 7%	6 4%	1 1%	3 5%	- -%	97 7%	55 6%	98 7%	47 5%	52 6%	27 4%	95 7%	13 7%	- -%	82 7%	10 10%
Not very important (-1)	178 11%	14 10%	2 4%	11 22%	6 16%	156 11%	89 10%	162 11%	102 11%	105 12%	56 9%	157 12%	12 7%	- -%	144 12%	13 13%
Neither important nor unimportant (0)	316 20%	21 15%	10 19%	2 3%	5 15%	270 20%	139 15%	279 20%	128 14%	141 16%	77 12%	263 20%	30 17%	- -%	239 19%	11 11%
Important (1)	525 34%	63 43%	20 36%	17 34%	6 17%	461 33%	334 37%	484 34%	362 39%	299 34%	258 41%	444 33%	66 38%	- -%	415 34%	35 34%
Very important (2)	412 26%	43 29%	22 40%	18 35%	18 52%	381 28%	276 31%	392 27%	283 31%	263 30%	208 33%	357 27%	52 30%	- -%	339 27%	33 32%
Don't know	19 1%	* *%	- -%	- -%	- -%	14 1%	8 1%	15 1%	6 1%	11 1%	* *%	14 1%	* *%	- -%	17 1%	1 1%
NET Important	937 60%	105 72%	43 76%	35 69%	24 69%	842 61%	610 68%	875 61%	645 70%	562 65%	466 74%	801 60%	118 68%	- -%	754 61%	69 66%
NET Not Important	284 18%	20 14%	3 5%	14 28%	6 16%	253 18%	144 16%	260 18%	149 16%	158 18%	83 13%	252 19%	25 14%	- -%	226 18%	23 22%
Answered Mean Score	1537 .6	147 .8	56 1.1	51 .7	35 1.0	1365 .6	893 .8	1415 .6	923 .8	861 .7	626 .9	1316 .6	172 .8	- -	1219 .6	104 .7
Standard error	.03	.09	.10	.16	.22	.03	.04	.03	.03	.04	.04	.03	.08	-	.03	.13
Standard deviation	1.19	1.08	.93	1.31	1.16	1.20	1.17	1.20	1.14	1.19	1.09	1.21	1.17	-	1.19	1.31

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	106 7%	47 8%	59 6%	4 1%	3 9%	3 2%	4 1%	11 8%	74 7%	21 6%	7 4%	7 3%	92 8%
Not very important (-1)	178 11%	58 10%	120 13%	23 7%	3 10%	13 8%	19 7%	15 11%	126 12%	36 11%	25 14%	19 8%	133 12%
Neither important nor unimportant (0)	316 20%	108 18%	208 22%	62 18%	9 27%	30 18%	53 20%	16 11%	233 22%	67 20%	29 16%	41 17%	237 22%
Important (1)	525 34%	207 34%	318 33%	136 39%	4 12%	48 29%	110 42%	39 27%	375 35%	105 31%	56 31%	95 39%	361 33%
Very important (2)	412 26%	185 30%	227 24%	123 35%	13 41%	72 43%	79 30%	61 43%	242 23%	105 31%	62 34%	82 33%	262 24%
Don't know	19 1%	2 *%	17 2%	* *%	- -%	* *%	* *%	- -%	18 2%	1 *%	3 2%	* *%	15 1%
NET Important	937 60%	392 65%	545 57%	259 74%	17 54%	120 72%	189 71%	100 70%	618 58%	210 63%	118 65%	177 72%	623 57%
NET Not Important	284 18%	105 17%	179 19%	27 8%	6 19%	16 10%	23 9%	26 18%	200 19%	57 17%	31 17%	27 11%	225 20%
Answered	1537	605	932	347	32	166	265	142	1051	334	179	244	1085
Mean Score	.6	.7	.6	1.0	.7	1.0	.9	.9	.6	.7	.8	.9	.5
Standard error	.03	.05	.04	.05	.32	.08	.06	.10	.03	.06	.08	.06	.04
Standard deviation	1.19	1.22	1.17	.95	1.35	1.04	.96	1.29	1.17	1.20	1.17	1.04	1.22

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 150 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Next day delivery option**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	106 7%	44 6%	62 7%
Not very important	(-1)	178 11%	47 7%	131 15%
Neither important nor unimportant		316 20%	108 16%	208 24%
Important		525 34%	242 36%	283 32%
Very important	(2)	412 26%	233 34%	179 20%
Don't know		19 1%	8 1%	11 1%
NET Important		937 60%	476 70%	462 53%
NET Not Important		284 18%	91 13%	193 22%
Answered		1537	674	863
Mean Score		.6	.9	.4
Standard error		.03	b	.04
Standard deviation		1.19	1.16	1.18

Columns Tested: a,b

Table 150 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	106 7%	- -%	3 5%	12 4%	18 7%	1 8%	13 9%	2 6%	19 11%	13 7%	1 2%	19 7%	3 4%
Not very important (-1)	178 11%	- -%	4 7%	31 11%	29 12%	1 4%	14 10%	5 12%	16 9%	23 12%	8 15%	39 15%	8 10%
Neither important nor unimportant (0)	316 20%	- -%	12 20%	56 20%	39 16%	6 33%	28 20%	4 10%	37 22%	44 23%	14 29%	60 22%	14 17%
Important (1)	525 34%	- -%	19 33%	87 31%	93 37%	6 30%	53 37%	15 38%	50 30%	66 34%	15 29%	88 33%	33 40%
Very important (2)	412 26%	- -%	21 35%	95 33%	59 24%	5 25%	35 24%	13 33%	43 25%	49 25%	12 24%	60 22%	23 27%
Don't know	19 1%	- -%	* *%	2 1%	11 4%	- -%	- -%	- -%	3 2%	- -%	* *%	3 1%	1 1%
NET Important	937 60%	- -%	40 68%	182 64%	152 61%	10 55%	88 61%	27 72%	93 55%	114 59%	27 53%	147 55%	56 67%
NET Not Important	284 18%	- -%	7 12%	43 15%	47 19%	2 12%	27 19%	7 18%	35 21%	36 19%	9 18%	59 22%	12 14%
Answered	1537	-	59	281	239	18	144	38	165	195	50	266	82
Mean Score	.6	-	.8	.8	.6	.6	.6	.8	.5	.6	.6	.5	.8
Standard error	.03	-	.13	.07	.07	.20	.11	.12	.09	.09	.09	.09	.11
Standard deviation	1.19	-	1.14	1.15	1.20	1.17	1.22	1.20	1.29	1.18	1.09	1.20	1.09

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 150 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2) 106 7%	20 5%	28 8%	35 9%	24 6%	48 6%	58 7%
Not very important	(-1) 178 11%	38 10%	41 11%	43 11%	55 14%	79 10%	99 12%
Neither important nor unimportant	(0) 316 20%	70 18%	71 19%	85 21%	89 22%	142 19%	174 22%
Important	(1) 525 34%	124 33%	134 36%	131 33%	136 34%	259 34%	266 33%
Very important	(2) 412 26%	123 32%	91 24%	104 26%	94 23%	214 28%	198 25%
Don't know	d 19 1%	5 1%	8 2%	3 1%	4 1%	13 2%	7 1%
NET Important	937 60%	248 65%	225 60%	235 59%	230 57%	473 63%	464 58%
NET Not Important	284 18%	57 15%	70 19%	78 19%	79 20%	127 17%	157 20%
Answered	1537	376	366	398	398	741	796
Mean Score	.6	.8	.6	.6	.6	.7	.6
Standard error	.03	.06	.06	.06	.06	.04	.04
Standard deviation	1.19	1.16	1.20	1.23	1.17	1.18	1.20

Columns Tested:: a,b,c,d - a,b

Table 151

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	34	15	18	33	1	-	-	1
		2%	4%	2%	2%	2%	-%	-%	1%
		b							
Not very important	(-1)	45	21	24	41	4	*	*	4
		3%	6%	2%	3%	7%	2%	3%	6%
		b				a			a
Neither important nor unimportant	(0)	180	30	150	172	7	1	1	8
		12%	8%	13%	12%	11%	10%	15%	11%
Important	(1)	679	120	559	651	24	3	1	28
		44%	33%	47%	44%	38%	39%	34%	38%
		a							
Very important	(2)	609	175	434	578	26	3	2	31
		39%	48%	36%	39%	42%	47%	48%	43%
		b							
Don't know		9	4	5	8	1	*	-	1
		1%	1%	*%	1%	1%	1%	-%	1%
NET Important		1288	295	993	1229	50	6	3	59
		83%	81%	83%	83%	80%	86%	83%	81%
NET Not Important		79	37	42	74	5	*	*	5
		5%	10%	4%	5%	8%	2%	3%	7%
		b							
Answered	1547	362	1186	1475	62	7	4	72	
Mean Score	1.2	1.2	1.2	1.2	1.1	1.3	1.3	1.2	
Standard error	.02	.05	.02	.03	.06	.09	.07	.04	
Standard deviation	.89	1.08	.83	.89	.97	.82	.94	.95	

Columns Tested: a,b - a,b,c,d,e

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	34 2%	22 2%	8 2%	3 3%	1 2%	* *%	- -%	33 2%	1 2%	- -%
Not very important	(-1)	45 3%	31 3%	6 1%	5 4%	2 5%	2 9%	* 3%	41 3%	4 7%	* 2%
							abgi			bg	
Neither important nor unimportant	(0)	180 12%	107 11%	54 12%	12 11%	5 12%	2 8%	1 15%	172 12%	7 11%	1 12%
Important	(1)	679 44%	410 44%	199 45%	42 39%	19 44%	7 29%	1 34%	651 44%	24 38%	4 38%
			e	e		e			e		
Very important	(2)	609 39%	362 39%	171 39%	44 41%	16 36%	14 53%	2 48%	578 39%	26 42%	5 47%
							abdg				
Don't know		9 1%	5 1%	1 *%	2 2%	1 2%	* *%	- -%	8 1%	1 1%	* 1%
NET Important		1288 83%	772 83%	371 84%	87 80%	35 80%	21 82%	3 83%	1229 83%	50 80%	9 85%
NET Not Important		79 5%	52 6%	14 3%	8 7%	3 7%	2 9%	* 3%	74 5%	5 8%	* 2%
							bi			bi	
Answered		1547	931	438	106	43	26	4	1475	62	11
Mean Score		1.2	1.1	1.2	1.1	1.1	1.3	1.3	1.2	1.1	1.3
Standard error		.02	.04	.04	.08	.07	.07	.07	.03	.06	.05
Standard deviation		.89	.91	.84	.97	.94	.99	.94	.89	.97	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	34	26	7	1	-	11	8	2	-	*
		2%	2%	3%	2%	-%	1%	4%	6%	-%	1%
									a		
Not very important	(-1)	45	32	10	4	*	21	3	1	3	2
		3%	3%	4%	7%	2%	2%	2%	2%	8%	4%
				a							
Neither important nor unimportant	(0)	180	132	40	7	1	104	31	6	5	9
		12%	11%	15%	11%	10%	11%	15%	13%	13%	24%
Important	(1)	679	540	111	24	3	414	104	11	17	13
		44%	45%	41%	38%	39%	45%	49%	25%	45%	32%
							c	c			
Very important	(2)	609	477	100	26	3	370	67	24	13	13
		39%	39%	37%	42%	47%	40%	31%	54%	34%	35%
									b		
Don't know		9	5	3	1	*	5	*	*	-	1
		1%	*%	1%	1%	1%	1%	*%	*%	-%	3%
NET Important		1288	1017	212	50	6	785	171	35	30	26
		83%	84%	78%	80%	86%	85%	80%	79%	79%	67%
			b				e				
NET Not Important		79	57	17	5	*	32	11	3	3	2
		5%	5%	6%	8%	2%	3%	5%	8%	8%	5%
Answered		1547	1207	268	62	7	921	213	45	38	37
Mean Score		1.2	1.2	1.1	1.1	1.3	1.2	1.0	1.2	1.0	1.0
							b				
Standard error		.02	.03	.05	.06	.09	.03	.06	.12	.10	.07
Standard deviation		.89	.88	.95	.97	.82	.82	.93	1.11	.91	.96

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	99	90	172	69	102	129	113	110	100	
Effective base	834	69	66	112	47	73	93	85	76	69	
Weighted Base	1556	140	123	258	76	115	215	203	134	112	
Not at all important	(-2)	34	4	-	8	*	3	4	2	7	2
		2%	3%	-%	3%	*%	2%	2%	1%	5%	2%
Not very important	(-1)	45	1	1	8	2	9	4	8	5	2
		3%	*%	1%	3%	2%	8%	2%	4%	4%	2%
Neither important nor unimportant	(0)	180	14	21	36	2	6	32	21	15	9
		12%	10%	17%	14%	2%	5%	15%	10%	12%	8%
Important	(1)	679	60	40	123	38	50	99	92	59	55
		44%	43%	33%	47%	51%	44%	46%	45%	44%	49%
Very important	(2)	609	57	60	81	34	46	74	80	48	44
		39%	41%	49%	31%	44%	40%	35%	39%	36%	39%
Don't know		9	4	-	2	-	-	2	*	-	-
		1%	3%	-%	1%	-%	-%	1%	*%	-%	-%
NET Important		1288	117	101	204	72	97	173	172	107	99
		83%	84%	82%	79%	95%	84%	80%	85%	80%	89%
NET Not Important		79	4	1	16	2	12	9	10	11	4
		5%	3%	1%	6%	3%	10%	4%	5%	9%	3%
Answered		1547	136	123	256	76	115	214	203	134	112
Mean Score		1.2	1.2	1.3	1.0	1.4	1.1	1.1	1.2	1.0	1.2
Standard error		.02	.09	.08	.07	.08	.10	.08	.08	.10	.08
Standard deviation		.89	.86	.78	.94	.68	.99	.87	.85	1.03	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	34 2%	5 2%	10 3%	15 2%	30 2%	4 2%	1 2%	2 3%	1 2%
Not very important	(-1)	45 3%	12 4%	7 2%	20 3%	39 3%	7 4%	3 3%	3 5%	1 3%
Neither important nor unimportant	(0)	180 12%	17 6%	50 13%	89 13%	157 11%	23 13%	18 20%	3 4%	3 8%
Important	(1)	679 44%	144 48%	160 40%	313 46%	617 45%	62 34%	30 33%	23 39%	9 29%
Very important	(2)	609 39%	124 41%	165 42%	235 35%	525 38%	84 47%	38 42%	29 49%	18 56%
Don't know		9 1%	- -%	4 1%	4 1%	8 1%	1 *% cd	- -%	* *% cd	* 1% abcdf
NET Important		1288 83%	268 89%	325 82%	548 81%	1142 83%	147 81%	67 75%	52 88%	27 85%
NET Not Important		79 5%	17 6%	17 4%	35 5%	69 5%	10 6%	4 4%	5 8%	2 6%
Answered		1547	303	392	672	1367	180	90	59	32
Mean Score		1.2	1.2	1.2	1.1	1.1	1.2	1.1	1.3	1.3
Standard error		.02	.05	.05	.04	.03	.03	.06	.06	.06
Standard deviation		.89	.85	.91	.89	.89	.95	.94	.96	.95

Columns Tested: a,b,c,d,e,f,g,h

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	75	95	20	115	149	380	76	92	848	
Effective base	834	37	34	11	45	74	199	32	34	428	
Weighted Base	1556	87	74	28	102	176	308	52	53	772	
Not at all important	(-2)	34 2%	5 6%	- -%	- -%	- -%	8 3%	* *%	* 1%	20 3%	
Not very important	(-1)	45 3%	* 1%	2 2%	* 1%	2 2%	5 3%	11 4%	2 4%	4 7%	21 3%
Neither important nor unimportant	(0)	180 12%	15 18%	9 12%	2 5%	10 10%	31 18%	25 8%	2 3%	7 13%	89 12%
Important	(1)	679 44%	27 31%	38 52%	16 56%	54 53%	63 36%	117 38%	37 70%	15 29%	365 47%
Very important	(2)	609 39%	39 45%	25 34%	8 30%	34 33%	77 44%	146 47%	12 22%	27 50%	272 35%
Don't know		9 1%	- -%	- -%	2 7%	2 2%	- -%	1 *%	- -%	* *%	5 1%
NET Important		1288 83%	66 76%	63 86%	24 86%	88 86%	140 79%	263 85%	49 93%	42 79%	637 82%
NET Not Important		79 5%	5 6%	2 2%	* 1%	2 2%	5 3%	20 6%	2 4%	4 8%	41 5%
Answered	1547	87	74	26	100	176	308	52	53	767	
Mean Score	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	
Standard error	.02	.12	.07	.15	.07	.07	.05	.08	.10	.03	
Standard deviation	.89	1.08	.72	.63	.70	.83	.95	.66	.97	.90	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	34 2%	5 1%	8 3%	20 2%	26 2%	7 3%	- -%	33 2%	1 1%	33 2%	1 1%
Not very important (-1)	45 3%	7 2%	11 4%	27 3%	42 3%	3 1%	- -%	39 3%	6 5%	45 3%	- -%
Neither important nor unimportant (0)	180 12%	57 16%	25 8%	98 11%	129 10%	51 19%	- -%	167 12%	13 11%	170 11%	10 19%
Important (1)	679 44%	143 39%	117 38%	419 47%	572 44%	108 40%	- -%	633 44%	46 39%	665 44%	14 28%
Very important (2)	609 39%	150 41%	146 47%	313 35%	507 39%	102 38%	- -%	557 39%	52 44%	583 39%	26 51%
Don't know	9 1%	2 1%	1 *%	6 1%	9 1%	* *%	- -%	8 1%	* *%	9 1%	- -%
NET Important	1288 83%	293 80%	263 85%	732 83%	1079 84%	210 77%	- -%	1190 83%	99 83%	1248 83%	40 79%
NET Not Important	79 5%	12 3%	20 6%	47 5%	69 5%	10 4%	- -%	72 5%	7 6%	79 5%	1 1%
Answered	1547	363	308	877	1276	271	-	1429	118	1497	51
Mean Score	1.2	1.2	1.2	1.1	1.2	1.1	-	1.1	1.2	1.1	1.3
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.06	.02	.11
Standard deviation	.89	.86	.95	.89	.89	.92	-	.90	.89	.90	.86

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	34 2%	24 2%	2 1%	5 2%
Not very important	(-1)	45 3%	33 3%	4 2%	8 3%
Neither important nor unimportant	(0)	180 12%	136 13%	20 8%	24 8%
Important	(1)	679 44%	478 47%	85 37%	113 39%
Very important	(2)	609 39%	349 34%	121 52%	138 47%
Don't know		9 1%	4 *%	* *%	4 1%
NET Important		1288 83%	827 81%	206 89%	251 86%
NET Not Important		79 5%	57 6%	6 3%	13 4%
Answered		1547	1020	232	287
Mean Score		1.2	1.1	1.4	1.3
Standard error		.02	.03	.04	.05
Standard deviation		.89	.90	.79	.86

Columns Tested:: a,b,c

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	34	23	7	1	3	-	-	-	30	3	3
		2%	2%	5%	2%	40%	-%	-%	-%	2%	6%	10%
										a		
Not very important	(-1)	45	44	1	-	-	1	*	-	45	1	1
		3%	3%	1%	-%	-%	5%	1%	-%	3%	1%	3%
Neither important nor unimportant	(0)	180	167	10	1	1	2	-	*	176	3	3
		12%	12%	7%	3%	10%	11%	-%	-%	12%	6%	9%
Important	(1)	679	610	57	10	1	1	*	1	667	13	3
		44%	45%	39%	38%	12%	7%	3%	42%	6%	44%	23%
			jk	k						jk		
Very important	(2)	609	504	72	15	3	12	2	1	576	33	18
		39%	37%	49%	57%	38%	73%	96%	58%	90%	38%	61%
				ai						ai		ai
Don't know		9	8	*	-	-	1	-	-	8	1	1
		1%	1%	*%	-%	-%	4%	-%	-%	1%	1%	2%
NET Important		1288	1114	128	25	3	13	3	1	1243	46	21
		83%	82%	88%	95%	50%	80%	99%	100%	96%	83%	85%
NET Not Important		79	67	8	1	3	1	*	-	75	4	4
		5%	5%	6%	2%	40%	5%	1%	-%	5%	8%	13%
Answered		1547	1348	146	26	7	16	3	1	1494	53	27
Mean Score		1.2	1.1	1.3	1.5	.1	1.5	1.9	1.6	1.9	1.1	1.3
Standard error		.02	.02	.06	.09	.54	.19	.16	.38	-	.02	.10
Standard deviation		.89	.88	.98	.76	1.94	.91	.47	.93	-	.89	1.10

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	34 2%	20 2%	3 1%	10 5% b	33 2%	14 1%	34 2%	15 1%	9 2%	2 *%	20 4% b	7 1%	- -%	- -%	4 12%	3 9%	- -%
Not very important (-1)	45 3%	23 3%	20 4%	2 1%	41 3%	37 3%	45 3%	21 2%	15 3%	11 3%	11 2%	26 3%	1 4%	5 7%	* *%	3 8%	* *%
Neither important nor unimportant (0)	180 12%	120 14%	47 10%	13 7%	176 12%	120 11%	180 12%	113 11%	73 13%	45 11%	62 13%	99 11%	1 3%	9 13%	* 1%	6 20%	3 24%
Important (1)	679 44%	410 47%	200 41%	69 35%	643 44%	514 45%	679 44%	454 45%	254 45%	168 41%	189 41%	440 48%	13 38%	18 27%	9 26%	6 19%	5 43%
Very important (2)	609 39%	291 33%	213 44%	105 52% a	571 39%	446 39%	609 39%	394 39%	215 38%	180 44%	179 39%	339 37%	19 55%	35 51%	20 60% b	13 42%	4 32%
Don't know	9 1%	7 1%	1 *%	1 *%	9 1%	7 1%	9 1%	6 1%	4 1%	3 1%	2 *%	5 1%	- -%	1 2%	* 1%	* 1%	* *%
NET Important	1288 83%	701 80%	413 85%	174 87%	1214 82%	960 84%	1288 83%	848 85%	468 82%	348 85%	368 80%	779 85%	32 93%	53 78%	29 86%	19 61%	8 75%
NET Not Important	79 5%	43 5%	24 5%	12 6%	74 5%	52 5%	79 5%	36 4%	24 4%	12 3%	31 7%	32 4%	1 4%	5 7%	4 13%	6 18% b	* *%
Answered	1547	864	484	199	1464	1132	1547	997	565	405	461	910	34	66	33	31	11
Mean Score	1.2	1.1	1.2	1.3	1.1	1.2	1.2	1.2	1.2	1.3	1.1	1.2	1.4	1.2	1.2	.8	1.1
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.03	.05	.03	.08	.09	.16	.16	.15
Standard deviation	.89	.89	.84	1.01	.90	.84	.89	.83	.86	.79	1.00	.79	.74	.94	1.32	1.35	.79

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15	
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5	
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7	
Not at all important	(-2)	34	26	-	-	7	*	-	-	7	*	4	-	3	-	-
		2%	2%	-%	-%	21%	2%	-%	-%	1%	*%	9%	-%	18%	-%	-%
					abc						a		ab			
Not very important	(-1)	45	35	1	1	2	2	*	*	30	1	1	2	2	1	*
		3%	3%	2%	2%	5%	13%	*%	1%	3%	1%	3%	5%	11%	7%	*%
						a										
Neither important nor unimportant	(0)	180	149	11	6	3	*	5	3	101	9	5	1	1	2	*
		12%	12%	14%	13%	8%	2%	32%	47%	11%	8%	12%	3%	9%	22%	4%
Important	(1)	679	580	31	14	7	4	4	3	448	37	8	11	3	4	3
		44%	45%	40%	28%	21%	29%	32%	48%	49%	36%	19%	26%	17%	32%	45%
			d							cd						
Very important	(2)	609	483	33	28	15	7	5	*	323	56	24	28	7	4	3
		39%	38%	43%	56%	46%	53%	33%	4%	35%	54%	55%	65%	43%	39%	50%
			a							a			a			
Don't know		9	7	*	1	-	-	*	*	5	-	1	1	*	-	-
		1%	1%	*%	2%	-%	-%	2%	1%	1%	-%	2%	2%	1%	-%	-%
NET Important		1288	1063	64	43	21	11	9	3	771	93	33	40	10	8	7
		83%	83%	84%	84%	66%	83%	65%	51%	84%	90%	74%	91%	60%	72%	95%
			d							e	e					
NET Not Important		79	61	1	1	8	2	*	*	37	1	6	2	5	1	*
		5%	5%	2%	2%	26%	15%	*%	1%	4%	1%	13%	5%	30%	7%	*%
					abc		b						ab			
Answered		1547	1273	76	50	32	14	14	5	909	103	43	43	16	11	7
Mean Score		1.2	1.1	1.3	1.4	.6	1.2	1.0	.6	1.2	1.4	1.1	1.5	.6	1.0	1.4
			d	d	d					e	ae		ae			
Standard error		.02	.02	.07	.08	.19	.19	.14	.16	.03	.06	.14	.11	.27	.22	.17
Standard deviation		.89	.88	.76	.78	1.61	1.14	.86	.64	.80	.72	1.30	.78	1.62	.98	.65

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81	
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23	
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41	
Not at all important	(-2)	34 2%	9 1%	2 2%	1 3%	- -%	- -%	3 27%	- -%	22 3%	1 *%	5 2%	5 b	* 1%
Not very important	(-1)	45 3%	13 2%	3 3%	3 7%	1 2%	1 3%	* 4%	1 3%	29 4%	5 1%	7 2%	2 2%	* *%
Neither important nor unimportant	(0)	180 12%	93 12%	8 9%	9 21%	1 2%	- -%	- -%	2 10%	111 14%	21 7%	31 10%	6 6%	9 22%
Important	(1)	679 44%	388 50%	19 22%	13 29%	17 50%	8 34%	3 25%	5 27%	379 47%	141 46%	106 35%	42 42%	9 23%
Very important	(2)	609 39%	274 35%	56 64%	18 40%	16 46%	15 62%	4 44%	11 57%	258 32%	136 45%	148 49%	45 45%	22 53%
Don't know		9 1%	6 1%	- -%	- -%	- -%	- -%	1 3%		3 *%	* *%	5 2%	* *%	1 1%
NET Important		1288 83%	662 85%	75 86%	31 69%	34 96%	24 97%	7 69%	16 84%	637 79%	276 91%	254 84%	87 87%	31 76%
NET Not Important		79 5%	22 3%	5 5%	5 10%	1 2%	1 3%	3 31%	1 3%	51 6%	6 2%	12 4%	7 7%	* 1%
Answered		1547	777	87	45	35	25	10	19	799	303	296	100	40
Mean Score		1.2	1.2	1.4	1.0	1.4	1.6	.5	1.4	1.0	1.3	1.3	1.2	1.3
Standard error		.02	.03	.09	.12	.09	.10	.47	.16	.03	.04	.05	.07	.10
Standard deviation		.89	.78	.95	1.08	.63	.68	1.78	.83	.93	.70	.87	1.01	.87

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34
Not at all important	(-2) 34 2%	22 3%	1 *	5 2%	5 7%	* 1%	8 1%	- -%	3 2%	3 4%	* 1%
Not very important	(-1) 45 3%	30 3%	4 1%	2 1%	2 3%	* *%	24 4%	3 1%	7 4%	1 1%	- -%
Neither important nor unimportant	(0) 180 12%	111 13%	23 8%	31 13%	3 4%	6 24%	83 14%	10 5%	9 5%	5 7%	9 26%
Important	(1) 679 44%	392 46%	136 49%	75 33%	34 44%	5 22%	305 50%	105 48%	69 36%	24 33%	7 20%
Very important	(2) 609 39%	296 35%	116 41%	111 49%	31 41%	13 52%	186 31%	98 45%	103 53%	41 55%	17 51%
Don't know	9 1%	3 *%	* *%	5 2%	1 1%	- -%	3 *%	2 1%	1 1%	- -%	1 2%
NET Important	1288 83%	688 81%	252 90%	186 82%	65 86%	18 74%	491 81%	203 93%	172 89%	65 88%	24 71%
NET Not Important	79 5%	52 6%	5 2%	7 3%	7 9%	* 1%	32 5%	3 1%	10 5%	3 5%	* 1%
Answered	1547	851	280	223	75	24	607	216	191	74	33
Mean Score	1.2	1.1	1.3	1.3	1.1	1.2	1.1	1.4	1.4	1.4	1.2
Standard error	.02	.03	.04	.05	.08	.12	.04	.04	.05	.08	.12
Standard deviation	.89	.92	.72	.89	1.08	.93	.85	.64	.87	.95	.92

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37	
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12	
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27	
Not at all important	(-2)	34	8	-	2	2	3	12	-	3	33	1	33	-
		2%	1%	-%	1%	3%	9%	2%	-%	1%	2%	1%	2%	-%
						abc								
Not very important	(-1)	45	14	4	1	2	*	8	3	10	44	1	40	1
		3%	3%	3%	1%	2%	*%	2%	6%	3%	3%	1%	3%	4%
Neither important nor unimportant	(0)	180	69	14	10	9	2	47	3	63	164	16	169	7
		12%	13%	9%	6%	10%	6%	9%	7%	16%	11%	16%	12%	25%
										a				
Important	(1)	679	275	68	66	29	11	223	18	205	646	34	635	8
		44%	51%	46%	40%	32%	32%	41%	41%	51%	44%	35%	44%	31%
										a				
Very important	(2)	609	174	64	85	49	19	254	19	118	564	45	561	10
		39%	32%	42%	52%	53%	52%	47%	45%	29%	39%	46%	39%	37%
					a	a		c						
Don't know		9	3	-	*	*	*	1	-	3	9	*	8	1
		1%	1%	-%	*%	*%	1%	*%	-%	1%	1%	*%	1%	2%
NET Important		1288	449	132	151	78	30	477	37	324	1210	78	1195	19
		83%	83%	88%	92%	85%	84%	87%	86%	80%	83%	81%	83%	69%
					a			c						
NET Not Important		79	21	4	3	4	3	20	3	13	77	2	73	1
		5%	4%	3%	2%	5%	9%	4%	6%	3%	5%	2%	5%	4%
Answered		1547	539	150	164	92	35	544	43	399	1451	96	1437	27
Mean Score		1.2	1.1	1.3	1.4	1.3	1.2	1.3	1.3	1.1	1.1	1.3	1.1	1.0
					a			c						
Standard error		.02	.04	.06	.05	.08	.15	.03	.10	.04	.02	.08	.02	.16
Standard deviation		.89	.82	.74	.73	.94	1.19	.86	.85	.78	.90	.83	.90	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	34	14	*	12	3	33	-	14	*	12	3
		2%	1%	*%	2%	1%	2%	-%	1%	*%	2%	1%
Not very important	(-1)	45	37	1	18	3	41	-	36	2	18	3
		3%	3%	1%	2%	1%	3%	-%	3%	2%	2%	1%
Neither important nor unimportant	(0)	180	112	9	84	29	169	6	112	8	85	28
		12%	10%	14%	11%	12%	12%	26%	11%	11%	11%	12%
Important	(1)	679	491	23	356	98	634	9	481	33	365	89
		44%	46%	37%	47%	40%	44%	38%	45%	47%	48%	37%
Very important	(2)	609	416	30	285	109	562	9	419	28	278	116
		39%	39%	48%	37%	45%	39%	36%	39%	39%	36%	48%
Don't know		9	7	*	6	*	9	*	7	*	6	1
		1%	1%	1%	1%	*%	1%	*%	1%	*%	1%	*%
NET Important		1288	907	53	641	207	1196	18	899	61	643	205
		83%	84%	85%	84%	86%	83%	73%	84%	86%	84%	86%
NET Not Important		79	51	1	30	6	74	-	50	2	30	6
		5%	5%	1%	4%	2%	5%	-%	5%	3%	4%	2%
Answered		1547	1070	63	755	242	1440	24	1062	70	758	239
Mean Score		1.2	1.2	1.3	1.2	1.3	1.1	1.1	1.2	1.2	1.2	1.3
Standard error		.02	.02	.08	.03	.05	.02	.14	.02	.07	.03	.05
Standard deviation		.89	.85	.76	.84	.81	.90	.80	.85	.76	.83	.81

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets				
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	
		a	b	c	*d	a	b	c	*d	a	b	c	*d	
Significance Level: 95%														
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1	
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1	
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2	
Not at all important	(-2)	34	5	28	1	5	10	1	-	7	8	1	-	
		2%	1%	2%	*%	1%	1%	*%	-%	1%	1%	*%	-%	
Not very important	(-1)	45	20	37	3	17	29	2	*	9	14	2	-	
		3%	3%	3%	1%	100%	3%	4%	1%	4%	1%	2%	1%	-%
Neither important nor unimportant	(0)	180	60	136	18	41	82	17	-	57	63	15	-	
		12%	9%	11%	10%	-%	7%	10%	11%	-%	8%	12%	9%	-%
Important	(1)	679	269	533	79	250	392	56	-	296	246	59	2	
		44%	42%	44%	42%	-%	44%	47%	37%	-%	43%	45%	37%	100%
Very important	(2)	609	280	475	82	256	312	72	4	316	213	77	-	
		39%	44%	39%	44%	-%	44%	37%	47%	96%	46%	39%	49%	-%
Don't know		9	6	8	5	6	7	5	-	6	6	5	-	
		1%	1%	1%	3%	-%	1%	1%	3%	-%	1%	1%	3%	-%
NET Important		1288	549	1007	161	507	704	128	4	612	459	136	2	
		83%	86%	83%	86%	-%	88%	85%	84%	96%	89%	83%	86%	100%
NET Not Important		79	25	65	3	22	39	3	*	16	22	2	-	
		5%	4%	5%	2%	100%	4%	5%	2%	4%	2%	4%	1%	-%
Answered		1547	634	1208	181	570	826	148	4	686	544	153	2	
Mean Score		1.2	1.3	1.1	1.3	-1.0	1.3	1.2	1.3	1.9	1.3	1.2	1.4	1.0
						b	b	b	b	b	b	b	b	
Standard error		.02	.03	.02	.05	-.03	.03	.06	.32	.03	.03	.05	-	
Standard deviation		.89	.82	.90	.74	-.80	.84	.77	.64	.77	.84	.73	-	

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429			
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206			
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393			
Not at all important	(-2)	34	31	14	12	19	22	-	7	3	2	-	-	14	8		
		2%	2%	1%	2%	2%	2%	-%	1%	1%	1%	-%	-%	3%	2%		
Not very important	(-1)	45	39	34	14	29	29	-	9	9	9	1	*	13	25		
		3%	3%	3%	2%	2%	3%	-%	2%	2%	2%	1%	*%	3%	6%		
Neither important nor unimportant	(0)	180	169	108	71	120	124	*	55	32	35	6	5	44	49		
		12%	12%	10%	10%	10%	13%	3%	10%	8%	9%	5%	6%	10%	12%		
Important	(1)	679	626	462	331	512	427	9	246	171	150	44	32	166	153		
		44%	44%	45%	45%	44%	44%	64%	47%	43%	40%	42%	39%	38%	39%		
Very important	(2)	609	550	412	297	468	361	5	204	178	173	51	41	193	152		
		39%	39%	40%	41%	40%	37%	33%	39%	45%	46%	49%	51%	44%	39%		
Don't know		9	8	7	6	9	6	-	3	3	3	3	3	7	5		
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	3%	4%	2%	1%		
NET Important		1288	1176	874	628	980	788	13	449	349	323	94	74	360	305		
		83%	83%	84%	86%	85%	81%	97%	86%	88%	87%	91%	90%	82%	78%		
NET Not Important		79	70	49	26	48	51	-	16	12	11	1	*	27	34		
		5%	5%	5%	4%	4%	5%	-%	3%	3%	3%	1%	*%	6%	9%		
Answered		1547	1415	1031	724	1149	962	14	520	393	369	101	79	430	388		
Mean Score		1.2	1.1	1.2	1.2	1.2	1.1	1.3	1.2	1.3	1.3	1.4	1.5	1.2	1.1		
Standard error		.02	.02	.02	.03	.02	.03	.08	.03	.04	.04	.06	.07	.04	.05		
Standard deviation		.89	.89	.85	.82	.85	.90	.54	.80	.77	.79	.65	.63	.96	.99		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
	Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
	Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
	Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
	Not at all important (-2)	34	2	-	1	-	27	15	29	18	19	7	28	3	-	25	3
		2%	1%	-%	1%	-%	2%	2%	2%	2%	2%	1%	2%	2%	-%	2%	3%
	Not very important (-1)	45	4	2	3	-	36	27	36	29	26	15	33	5	-	33	2
		3%	2%	4%	6%	-%	3%	3%	3%	3%	3%	2%	2%	3%	-%	3%	2%
	Neither important nor unimportant (0)	180	10	4	7	3	166	97	173	96	79	66	158	26	-	131	12
		12%	7%	8%	13%	9%	12%	11%	12%	10%	9%	11%	12%	15%	-%	11%	12%
	Important (1)	679	60	23	17	15	606	376	631	374	352	251	584	63	-	558	25
		44%	41%	40%	33%	42%	44%	42%	44%	40%	40%	40%	44%	36%	-%	45%	24%
																b	
	Very important (2)	609	70	27	23	17	538	379	554	406	391	282	521	70	-	481	60
		39%	47%	48%	46%	49%	39%	42%	39%	44%	45%	45%	39%	41%	-%	39%	58%
											ac					a	
	Don't know	9	2	1	-	-	6	7	7	6	5	6	7	5	-	7	1
		1%	1%	1%	-%	-%	*%	1%	*%	1%	1%	1%	*%	3%	-%	1%	1%
														b			
	NET Important	1288	129	50	40	32	1143	755	1185	780	743	533	1104	133	-	1039	86
		83%	88%	88%	79%	91%	83%	84%	83%	84%	85%	85%	83%	77%	-%	84%	82%
	NET Not Important	79	6	2	4	-	63	41	65	47	44	22	62	8	-	57	6
		5%	4%	4%	7%	-%	5%	5%	5%	5%	5%	3%	5%	5%	-%	5%	5%
	Answered	1547	145	56	51	35	1372	894	1422	923	866	621	1324	167	-	1228	104
	Mean Score	1.2	1.3	1.3	1.2	1.4	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.1	-	1.2	1.3
	Standard error	.02	.06	.08	.12	.13	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.10
	Standard deviation	.89	.82	.78	.96	.66	.88	.87	.88	.89	.89	.83	.88	.92	-	.87	1.00

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	34 2%	6 1%	27 3%	4 1%	- -%	- -%	4 1%	3 2%	24 2%	6 2%	5 3%	3 1%	26 2%
Not very important (-1)	45 3%	16 3%	29 3%	3 1%	- -%	2 1%	1 *%	7 5%	28 3%	11 3%	5 3%	6 2%	35 3%
Neither important nor unimportant (0)	180 12%	68 11%	112 12%	29 8%	4 12%	21 13%	26 10%	7 5%	141 13%	33 10%	17 9%	23 9%	130 12%
Important (1)	679 44%	249 41%	430 45%	157 45%	10 30%	67 40%	119 45%	42 29%	478 45%	154 46%	81 44%	100 41%	491 45%
Very important (2)	609 39%	267 44%	342 36%	151 43%	19 58%	75 45%	112 42%	83 59%	391 37%	130 39%	71 39%	113 46%	414 38%
Don't know	9 1%	1 *%	8 1%	4 1%	- -%	1 *%	3 1%	* *%	7 1%	* *%	3 2%	* *%	4 *%
NET Important	1288 83%	516 85%	772 81%	308 89%	28 88%	142 86%	231 87%	125 88%	869 81%	284 85%	152 84%	213 87%	905 82%
NET Not Important	79 5%	23 4%	57 6%	7 2%	- -%	2 1%	5 2%	10 7%	52 5%	17 5%	9 5%	8 3%	61 6%
Answered	1547	606	941	344	32	165	262	142	1062	334	178	245	1096
Mean Score	1.2	1.2	1.1	1.3	1.5	1.3	1.3	1.4	1.1	1.2	1.2	1.3	1.1
Standard error		b						b					
Standard deviation	.02 .89	.03 .83	.03 .93	.04 .75	.17 .71	.05 .74	.05 .78	.07 .95	.03 .89	.04 .87	.06 .90	.05 .82	.03 .91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	34	17	17
		2%	2%	2%
Not very important	(-1)	45	23	22
		3%	3%	3%
Neither important nor unimportant	(0)	180	66	114
		12%	10%	13%
Important	(1)	679	286	393
		44%	42%	45%
Very important	(2)	609	287	322
		39%	42%	37%
Don't know		9	3	6
		1%	1%	1%
NET Important		1288	573	715
		83%	84%	82%
NET Not Important		79	40	39
		5%	6%	4%
Answered		1547	679	868
Mean Score		1.2	1.2	1.1
Standard error		.02	.03	.03
Standard deviation		.89	.92	.87

Columns Tested: a,b

Table 151 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	34 2%	- -%	2 3%	4 1%	9 4%	- -%	3 2%	* 1%	8 5%	2 1%	1 1%	4 1%	* %*
Not very important (-1)	45 3%	- -%	6 10% hik	11 4%	10 4%	- -%	4 3%	- -%	2 1%	3 1%	1 2%	4 1%	5 6%
Neither important nor unimportant (0)	180 12%	- -%	2 3%	27 10%	30 12%	2 8%	19 13%	3 7%	9 5%	27 14% h	8 17% h	44 16% bh	9 11%
Important (1)	679 44%	- -%	12 20%	118 42% b	99 40% b	11 59% b	54 38%	20 51% b	91 54% bdfj	95 49% b	17 33%	125 47% b	39 47% b
Very important (2)	609 39%	- -%	38 64% cdhikl	118 42%	99 40%	6 32%	64 45%	16 41%	57 34%	68 35%	23 46%	91 34%	29 35%
Don't know	9 1%	- -%	- -%	5 2%	2 1%	- -%	- -%	- -%	- -%	1 %*	* %*	- -%	1 1%
NET Important	1288 83%	- -%	50 84%	236 83%	198 80%	17 92%	118 82%	35 92%	148 88%	162 83%	40 79%	216 81%	68 81%
NET Not Important	79 5%	- -%	8 13% gik	15 5%	19 8%	- -%	7 5%	* 1%	11 6%	5 3%	2 3%	8 3%	5 6%
Answered	1547	-	59	278	247	18	144	38	168	194	50	269	82
Mean Score	1.2	-	1.3	1.2	1.1	1.2	1.2	1.3	1.1	1.1	1.2	1.1	1.1
Standard error	.02	-	.13	.05	.06	.11	.08	.07	.07	.06	.07	.06	.09
Standard deviation	.89	-	1.13	.88	1.01	.61	.90	.66	.94	.80	.89	.83	.85

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 151 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery within 3 days**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2)	34	11	7	11	5	18
		2%	3%	2%	3%	1%	2%
Not very important	(-1)	45	17	14	5	10	31
		3%	4%	4%	1%	3%	4%
		c					
Neither important nor unimportant	(0)	180	32	47	38	62	79
		12%	8%	13%	10%	15%	11%
					a		
Important	(1)	679	140	154	205	180	294
		44%	37%	41%	51%	45%	39%
				ab			a
Very important	(2)	609	176	149	141	143	325
		39%	46%	40%	35%	36%	43%
			cd			b	
Don't know		9	5	2	1	1	7
		1%	1%	1%	*%	*%	1%
NET Important		1288	315	304	346	324	619
		83%	83%	81%	86%	81%	82%
NET Not Important		79	28	21	16	15	49
		5%	7%	6%	4%	4%	6%
Answered		1547	375	372	400	401	747
Mean Score		1.2	1.2	1.1	1.1	1.1	1.2
Standard error		.02	.05	.04	.04	.04	.03
Standard deviation		.89	.98	.91	.85	.84	.94

Columns Tested: a,b,c,d - a,b

Table 152

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	37	18	19	32	4	*	*	5
	2%	5%	2%	2%	7%	2%	5%	6%	
		b			a			a	
Not very important	(-1)	54	20	35	51	3	*	*	3
	3%	5%	3%	3%	4%	4%	6%	4%	
Neither important nor unimportant	(0)	183	40	143	174	8	1	*	9
	12%	11%	12%	12%	13%	13%	11%	13%	
Important	(1)	581	118	463	551	26	2	1	30
	37%	32%	39%	37%	42%	32%	38%	41%	
Very important	(2)	687	160	526	662	20	3	1	25
	44%	44%	44%	45%	32%	47%	37%	34%	
				be		b			
Don't know		14	8	6	13	1	*	*	1
	1%	2%	1%	2%	2%	2%	4%	2%	
		b					a		
NET Important	1268	279	989	1213	46	6	3	55	
	81%	76%	83%	82%	74%	80%	74%	75%	
		a		be					
NET Not Important	91	38	53	83	7	*	*	8	
	6%	10%	4%	6%	11%	5%	11%	11%	
		b			a		a	a	
Answered	1542	357	1185	1470	61	7	4	72	
Mean Score	1.2	1.1	1.2	1.2	.9	1.2	1.0	.9	
				bde					
Standard error	.02	.05	.03	.03	.07	.11	.10	.05	
Standard deviation	.94	1.11	.88	.93	1.13	1.01	1.28	1.12	

Columns Tested:: a,b - a,b,c,d,e

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	37 2%	20 2%	8 2%	4 4%	4 8%	1 3%	* 5%	32 2%	4 7%	* 3%
						abg				abg	
Not very important	(-1)	54 3%	37 4%	12 3%	2 2%	1 3%	2 7%	* 6%	51 3%	3 4%	1 5%
Neither important nor unimportant	(0)	183 12%	99 11%	59 13%	15 14%	6 14%	3 11%	* 11%	174 12%	8 13%	1 12%
Important	(1)	581 37%	346 37%	172 39%	34 31%	20 47%	8 31%	1 38%	551 37%	26 42%	4 34%
						ceg					
Very important	(2)	687 44%	423 45%	187 43%	52 48%	12 28%	11 42%	1 37%	662 45%	20 32%	5 44%
			dh	dh	dh		d		dh		d
Don't know		14 1%	10 1%	2 *%	1 1%	- -%	1 5%	* 4%	13 1%	1 2%	* 2%
							abdg	bg			
NET Important		1268 81%	768 82%	359 82%	86 80%	33 75%	19 73%	3 74%	1213 82%	46 74%	8 78%
			h						h		
NET Not Important		91 6%	58 6%	19 4%	6 6%	5 11%	3 10%	* 11%	83 6%	7 11%	1 7%
						bg	b	bg		abg	
Answered		1542	926	437	107	43	24	4	1470	61	11
Mean Score		1.2	1.2	1.2	1.2	.8	1.1	1.0	1.2	.9	1.1
			dh	dh	dh				dfh		d
Standard error		.02	.04	.04	.08	.09	.08	.10	.03	.07	.07
Standard deviation		.94	.94	.89	1.01	1.13	1.11	1.28	.93	1.13	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 152 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important (-2)	37 2%	25 2%	7 3%	4 7%	* 2%	* 5%	12 1%	5 2%	5 11%	1 2%	1 3%
				ab					ab		
Not very important (-1)	54 3%	40 3%	11 4%	3 4%	* 4%	* 6%	28 3%	10 5%	2 4%	3 8%	3 9%
Neither important nor unimportant (0)	183 12%	133 11%	41 15%	8 13%	1 13%	* 11%	106 11%	29 14%	5 12%	7 19%	6 16%
Important (1)	581 37%	460 38%	91 33%	26 42%	2 32%	1 38%	347 38%	92 43%	11 26%	11 30%	10 26%
								c			
Very important (2)	687 44%	543 45%	119 44%	20 32%	3 47%	1 37%	430 46%	72 34%	21 48%	16 42%	17 43%
		c	c		c		b				
Don't know	14 1%	11 1%	2 1%	1 2%	* 2%	* 4%	3 *%	4 2%	- -%	- -%	1 2%
					ab						
NET Important	1268 81%	1003 83%	210 77%	46 74%	6 80%	3 74%	777 84%	164 77%	33 74%	27 72%	27 70%
		c									
NET Not Important	91 6%	65 5%	19 7%	7 11%	* 5%	* 11%	40 4%	15 7%	6 14%	4 10%	4 11%
				a		a			a		
Answered	1542	1201	269	61	7	4	923	209	45	38	38
Mean Score	1.2	1.2	1.1	.9	1.2	1.0	1.3	1.0	1.0	1.0	1.0
		ce	c				b				
Standard error	.02	.03	.05	.07	.11	.10	.03	.06	.14	.12	.08
Standard deviation	.94	.91	1.00	1.13	1.01	1.28	.87	.95	1.32	1.06	1.12

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Weighted Base	1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	37	2	10	3	4	2	6	3	1
		2%	2%	4%	3%	3%	1%	3%	2%	1%
Not very important	(-1)	54	4	10	1	8	3	5	10	1
		3%	3%	4%	1%	7%	1%	2%	7%	1%
Neither important nor unimportant	(0)	183	16	36	6	8	19	24	14	17
		12%	11%	14%	8%	7%	9%	12%	11%	15%
Important	(1)	581	47	95	28	42	97	88	48	37
		37%	34%	37%	37%	36%	45%	43%	36%	33%
Very important	(2)	687	68	103	38	52	92	77	58	56
		44%	49%	40%	50%	46%	43%	38%	43%	49%
Don't know		14	2	4	-	-	2	3	1	1
		1%	1%	2%	-%	-%	1%	1%	*%	1%
NET Important		1268	116	197	66	94	189	164	105	92
		81%	83%	76%	87%	82%	88%	81%	79%	82%
NET Not Important		91	7	20	4	12	5	11	13	2
		6%	5%	8%	5%	11%	2%	5%	10%	1%
Answered		1542	138	254	76	115	214	200	133	111
Mean Score		1.2	1.3	1.1	1.3	1.1	1.3	1.1	1.1	1.3
Standard error		.02	.09	.08	.11	.10	.07	.09	.10	.08
Standard deviation		.94	.91	1.04	.94	1.06	.78	.93	1.03	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		1741	271	299	414	984	757	266	244	247	
Effective base		834	188	211	290	674	337	124	141	135	
Weighted Base		1556	303	396	677	1375	181	90	60	32	
Not at all important	(-2)	37 2%	7 2%	6 1%	19 3%	32 2%	5 3%	2 2%	1 2%	2 7%	
										abcdefg	
Not very important	(-1)	54 3%	10 3%	15 4%	18 3%	44 3%	11 6%	4 4%	5 8%	2 7%	
							d		cd		
Neither important nor unimportant	(0)	183 12%	32 11%	46 12%	80 12%	158 11%	25 14%	14 16%	7 12%	4 12%	
Important	(1)	581 37%	107 35%	138 35%	279 41%	523 38%	58 32%	29 32%	18 31%	11 33%	
					eg						
Very important	(2)	687 44%	146 48%	188 47%	272 40%	605 44%	81 45%	40 45%	28 47%	13 41%	
Don't know		14 1%	1 *	3 1%	9 1%	13 1%	1 1%	1 1%	* *%	- -%	
NET Important		1268 81%	252 83%	326 82%	551 81%	1129 82%	139 77%	69 77%	46 78%	24 74%	
			h			eh					
NET Not Important		91 6%	18 6%	21 5%	37 5%	76 5%	16 9%	5 6%	6 10%	4 14%	
										abcdf	
Answered		1542	302	393	667	1362	180	88	59	32	
Mean Score		1.2	1.2	1.2	1.1	1.2	1.1	1.1	1.1	.9	
			h	h		h					
Standard error		.02	.06	.05	.05	.03	.04	.06	.07	.08	
Standard deviation		.94	.94	.91	.93	.93	1.04	.97	1.03	1.22	

Columns Tested:: a,b,c,d,e,f,g,h

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1741	75	95	20	115	149	380	76	92	848	
Effective base	834	37	34	11	45	74	199	32	34	428	
Weighted Base	1556	87	74	28	102	176	308	52	53	772	
Not at all important	(-2)	37	1	1	*	2	2	10	1	1	21
		2%	2%	2%	1%	2%	1%	3%	1%	1%	3%
Not very important	(-1)	54	4	5	1	6	13	9	1	1	21
		3%	4%	7%	3%	6%	7%	3%	2%	2%	3%
						i					
Neither important nor unimportant	(0)	183	14	9	1	10	22	32	9	6	89
		12%	16%	13%	2%	10%	13%	10%	17%	11%	12%
Important	(1)	581	36	23	14	37	58	113	22	21	292
		37%	41%	32%	49%	36%	33%	37%	43%	40%	38%
Very important	(2)	687	32	34	13	47	76	144	19	24	343
		44%	37%	46%	45%	46%	43%	47%	36%	46%	44%
Don't know		14	-	*	-	*	5	1	*	-	7
		1%	-%	*%	-%	*%	3%	*%	*%	-%	1%
NET Important		1268	68	58	26	84	134	257	42	45	635
		81%	78%	78%	94%	82%	76%	83%	79%	86%	82%
NET Not Important		91	5	6	1	8	15	19	2	1	42
		6%	6%	9%	4%	7%	8%	6%	3%	3%	5%
Answered	1542	87	73	28	101	171	307	52	53	766	
Mean Score	1.2	1.1	1.1	1.3	1.2	1.1	1.2	1.1	1.3	1.2	
Standard error	.02	.11	.10	.17	.09	.08	.05	.10	.09	.03	
Standard deviation	.94	.93	1.02	.78	.96	.98	.96	.85	.82	.94	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	37 2%	5 1%	10 3%	22 3%	32 2%	5 2%	- -%	33 2%	4 4%	36 2%	1 1%
Not very important (-1)	54 3%	23 6%	9 3%	23 3%	45 3%	10 4%	- -%	52 4%	2 2%	53 4%	1 3%
Neither important nor unimportant (0)	183 12%	46 13%	32 10%	105 12%	145 11%	38 14%	- -%	171 12%	12 10%	179 12%	4 9%
Important (1)	581 37%	131 36%	113 37%	337 38%	469 37%	112 41%	- -%	534 37%	47 40%	571 38%	10 21%
Very important (2)	687 44%	154 42%	144 47%	388 44%	586 46%	100 37%	- -%	634 44%	52 44%	655 43%	32 63%
Don't know	14 1%	6 2%	1 *	8 1%	8 1%	6 2%	- -%	14 1%	* *	13 1%	2 3%
NET Important	1268 81%	285 78%	257 83%	725 82%	1055 82%	212 78%	- -%	1168 81%	100 84%	1225 81%	42 84%
NET Not Important	91 6%	28 8%	19 6%	45 5%	76 6%	15 6%	- -%	85 6%	6 5%	89 6%	2 4%
Answered	1542	359	307	876	1277	265	-	1424	118	1493	49
Mean Score	1.2	1.1	1.2	1.2	1.2	1.1	-	1.2	1.2	1.2	1.5
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.06	.02	.12
Standard deviation	.94	.96	.96	.93	.95	.92	-	.94	.95	.94	.89

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	37 2%	30 3%	5 2%	2 1%
Not very important	(-1)	54 3%	44 4%	3 1%	5 2%
Neither important nor unimportant	(0)	183 12%	118 11%	36 15%	30 10%
Important	(1)	581 37%	413 40%	77 33%	87 30%
Very important	(2)	687 44%	418 41%	110 48%	157 54%
Don't know		14 1%	2 *%	* *%	11 4%
NET Important		1268 81%	831 81%	188 81%	244 84%
NET Not Important		91 6%	73 7%	8 4%	7 2%
Answered		1542	1022	232	280
Mean Score		1.2	1.1	1.2	1.4
Standard error		.02	.03	.05	.04
Standard deviation		.94	.97	.92	.80

Columns Tested:: a,b,c

Table 152 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	37	31	4	1	*	*	-	-	36	1	*
		2%	2%	3%	2%	1%	2%	-%	-%	2%	2%	1%
Not very important	(-1)	54	48	4	*	1	2	-	-	51	3	3
		3%	4%	3%	2%	10%	11%	-%	-%	3%	6%	9%
Neither important nor unimportant	(0)	183	161	21	2	-	*	-	*	181	2	*
		12%	12%	14%	6%	-%	*%	-%	1%	12%	3%	*%
Important	(1)	581	518	43	11	5	4	*	*	561	20	9
		37%	38%	29%	42%	68%	23%	4%	30%	37%	37%	33%
Very important	(2)	687	593	69	10	1	9	2	1	662	24	15
		44%	44%	47%	37%	21%	57%	96%	69%	44%	45%	53%
Don't know		14	5	6	3	-	1	-	-	10	4	1
		1%	*%	4%	11%	-%	6%	-%	-%	1%	7%	4%
			ai	ai							ai	
NET Important	1268	1111	112	21	6	13	3	1	*	1223	44	24
	81%	82%	76%	79%	89%	81%	100%	99%	86%	81%	82%	86%
NET Not Important	91	79	8	1	1	2	-	-	*	87	4	3
	6%	6%	6%	4%	11%	13%	-%	-%	10%	6%	7%	11%
Answered	1542	1351	140	23	7	15	3	1	*	1492	50	27
Mean Score	1.2	1.2	1.2	1.2	1.0	1.3	2.0	1.7	1.6	1.2	1.3	1.3
Standard error	.02	.03	.06	.11	.25	.23	.09	.38	-	.02	.09	.13
Standard deviation	.94	.94	1.00	.88	.89	1.12	.25	.93	-	.94	.94	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	37 2%	24 3%	8 2%	5 3%	34 2%	18 2%	37 2%	16 2%	7 1%	3 1%	21 5%	9 1%	1 2%	4 6%	1 4%	* 1%	- -%
Not very important (-1)	54 3%	29 3%	19 4%	7 3%	51 3%	34 3%	54 3%	32 3%	20 4%	10 3%	22 5%	27 3%	1 4%	2 3%	* *%	1 4%	* 3%
Neither important nor unimportant (0)	183 12%	106 12%	55 11%	22 11%	177 12%	135 12%	183 12%	116 12%	68 12%	54 13%	52 11%	109 12%	5 15%	10 15%	4 11%	3 9%	* 2%
Important (1)	581 37%	344 40%	174 36%	63 31%	553 38%	445 39%	581 37%	412 41%	256 45%	165 41%	151 33%	371 41%	16 45%	15 23%	15 44%	10 31%	4 33%
Very important (2)	687 44%	365 42%	229 47%	93 47%	644 44%	495 43%	687 44%	417 42%	213 37%	171 42%	213 46%	396 43%	11 33%	35 52%	11 32%	13 40%	7 61%
Don't know	14 1%	3 *%	2 *%	10 5%	13 1%	12 1%	14 1%	10 1%	5 1%	4 1%	3 1%	3 *%	* *%	1 1%	3 9%	4 14%	- -%
NET Important	1268 81%	709 81%	402 83%	156 78%	1197 81%	940 82%	1268 81%	829 83%	469 82%	336 82%	364 79%	767 84%	27 79%	51 75%	26 77%	22 71%	11 94%
NET Not Important	91 6%	53 6%	26 5%	12 6%	85 6%	52 5%	91 6%	48 5%	27 5%	14 3%	43 9%	36 4%	2 6%	6 9%	1 4%	2 5%	* 3%
Answered	1542	868	484	190	1459	1127	1542	992	564	403	459	913	34	67	31	27	11
Mean Score	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.0	1.1	1.1	1.2	1.5
Standard error	.02	.03	.04	.05	.02	.02	.02	.03	.03	.03	.05	.03	.11	.11	.11	.11	.14
Standard deviation	.94	.95	.91	.98	.94	.88	.94	.88	.85	.83	1.08	.85	.94	1.15	.92	.94	.74

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15	
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5	
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7	
Not at all important	(-2)	37	28	1	2	2	*	*	-	12	1	4	1	*	-	-
		2%	2%	2%	4%	7%	*%	3%	-%	1%	1%	8%	2%	*%	-%	-%
												a				
Not very important	(-1)	54	47	2	2	*	*	*	*	29	3	1	*	*	1	*
		3%	4%	3%	4%	*%	*%	3%	*%	3%	3%	1%	*%	*%	11%	5%
Neither important nor unimportant	(0)	183	160	10	*	5	*	1	*	108	9	4	11	3	*	*
		12%	12%	13%	1%	15%	3%	8%	5%	12%	9%	9%	24%	19%	1%	*%
Important	(1)	581	481	30	22	10	5	2	3	365	39	14	12	8	6	1
		37%	38%	39%	43%	32%	37%	13%	55%	40%	38%	31%	27%	51%	53%	7%
Very important	(2)	687	559	33	23	12	8	6	2	397	45	21	17	5	4	6
		44%	44%	43%	46%	38%	59%	42%	40%	43%	44%	48%	40%	29%	35%	87%
Don't know		14	5	*	1	3	-	4	-	4	4	1	3	-	-	-
		1%	*%	*%	2%	9%	-%	31%	-%	*%	4%	2%	7%	-%	-%	-%
					a		abc				a		a			
NET Important		1268	1040	63	45	23	13	8	5	762	84	35	29	13	10	7
		81%	81%	82%	90%	70%	96%	55%	95%	83%	82%	79%	67%	81%	88%	95%
										d						
NET Not Important		91	75	3	4	2	*	1	*	41	5	4	1	*	1	*
		6%	6%	5%	8%	7%	1%	5%	*%	4%	5%	10%	2%	1%	11%	5%
Answered		1542	1275	76	50	29	14	10	5	910	98	43	41	16	11	7
Mean Score		1.2	1.2	1.2	1.3	1.0	1.5	1.3	1.4	1.2	1.3	1.1	1.1	1.1	1.1	1.8
Standard error		.02	.03	.08	.11	.13	.10	.18	.16	.03	.07	.13	.12	.12	.21	.20
Standard deviation		.94	.94	.90	.98	1.13	.64	1.12	.64	.87	.87	1.19	.93	.74	.92	.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81	
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23	
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41	
Not at all important	(-2)	37 2%	9 1%	2 2%	3 7%	1 2%	* 2%	* 4%	* 2%	24 3%	2 1%	11 3%	1 1%	* 1%
Not very important	(-1)	54 3%	28 4%	2 3%	* 1%	1 2%	* *%	- -%	1 3%	23 3%	15 5%	11 4%	2 2%	* *%
Neither important nor unimportant	(0)	183 12%	94 12%	10 12%	4 9%	5 16%	* 1%	* 2%	1 7%	89 11%	40 13%	38 13%	11 11%	4 10%
Important	(1)	581 37%	332 42%	28 33%	20 44%	13 39%	5 21%	9 85%	4 23%	309 39%	117 39%	101 33%	36 36%	17 41%
Very important	(2)	687 44%	318 41%	44 50%	13 30%	12 33%	18 72%	1 9%	12 65%	356 44%	129 43%	137 46%	45 45%	15 37%
Don't know		14 1%	1 *%	1 1%	5 10%	3 8%	1 4%	- -%	- -%	1 *%	* *%	3 1%	5 5%	4 11%
NET Important		1268 81%	650 83%	72 83%	33 74%	25 72%	23 93%	10 94%	17 88%	665 83%	246 81%	238 79%	81 80%	32 78%
NET Not Important		91 6%	37 5%	4 5%	3 7%	1 4%	* 2%	* 4%	1 5%	46 6%	17 6%	22 7%	3 3%	* 1%
Answered		1542	781	86	40	32	24	10	19	801	303	298	95	37
Mean Score		1.2	1.2	1.3	1.0	1.1	1.7	1.0	1.5	1.2	1.2	1.2	1.3	1.3
Standard error		.02	.03	.09	.12	.13	.11	.19	.17	.04	.05	.05	.06	.08
Standard deviation		.94	.86	.94	1.08	.93	.68	.71	.91	.95	.88	1.02	.84	.74

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	37 2%	21 3%	2 1%	9 4%	1 1%	*	9 2%	1 *%	7 4%	*	*
Not very important	(-1)	54 3%	23 3%	15 5%	8 4%	2 3%	*	17 3%	4 2%	8 4%	2 3%	*
Neither important nor unimportant	(0)	183 12%	95 11%	41 15%	32 14%	6 8%	3 11%	72 12%	30 14%	17 9%	11 14%	4 12%
Important	(1)	581 37%	324 38%	110 39%	84 37%	30 40%	5 20%	255 42%	87 40%	62 32%	22 30%	15 44%
Very important	(2)	687 44%	389 46%	112 40%	90 40%	33 44%	12 49%	255 42%	95 44%	96 50%	34 45%	10 29%
Don't know		14 1%	1 *%	* *%	3 1%	4 5%	4 19%	1 *%	* *%	1 *%	5 6%	4 13%
NET Important		1268 81%	713 83%	222 79%	174 76%	63 83%	17 69%	511 84%	182 84%	158 83%	56 76%	25 73%
NET Not Important		91 6%	45 5%	17 6%	18 8%	3 4%	* 1%	26 4%	5 2%	15 8%	2 3%	* 1%
Answered		1542	853	280	224	71	20	609	217	191	69	29
Mean Score		1.2	1.2	1.1	1.1	1.3	1.4	1.2	1.2	1.2	1.3	1.2
Standard error		.02	.03	.05	.06	.06	.11	.04	.05	.06	.07	.10
Standard deviation		.94	.93	.90	1.04	.83	.86	.87	.80	1.03	.86	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base		834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base		1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2)	37	7	1	6	2	*	10	1	5	34	2	33	*
		2%	1%	1%	4%	2%	1%	2%	2%	1%	2%	3%	2%	1%
Not very important	(-1)	54	18	3	7	4	*	16	2	14	50	4	51	-
		3%	3%	2%	4%	4%	*%	3%	5%	4%	3%	4%	4%	-%
Neither important nor unimportant	(0)	183	65	20	15	11	3	59	5	51	174	9	174	3
		12%	12%	13%	9%	11%	8%	11%	11%	13%	12%	10%	12%	10%
Important	(1)	581	238	71	62	23	16	212	13	180	549	33	541	12
		37%	44%	47%	38%	25%	45%	39%	30%	45%	38%	34%	37%	45%
Very important	(2)	687	215	55	73	43	16	243	22	147	644	42	637	7
		44%	40%	37%	45%	47%	44%	45%	52%	37%	44%	44%	44%	27%
Don't know		14	1	*	*	8	1	5	-	5	9	5	9	4
		1%	*%	*%	*%	9%	2%	1%	-%	1%	1%	5%	1%	16%
						abc						a		a
NET Important		1268	453	125	135	66	32	455	35	327	1193	75	1178	20
		81%	83%	84%	83%	72%	88%	83%	83%	81%	82%	78%	81%	72%
NET Not Important		91	24	4	13	6	1	26	3	19	84	7	85	*
		6%	4%	3%	8%	7%	2%	5%	7%	5%	6%	7%	6%	1%
Answered		1542	542	150	164	83	35	540	43	397	1451	91	1436	23
Mean Score		1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.3	1.1	1.2	1.2	1.2	1.1
Standard error		.02	.04	.06	.07	.09	.10	.04	.11	.04	.02	.09	.02	.13
Standard deviation		.94	.85	.78	1.01	1.03	.76	.89	.98	.86	.94	.99	.94	.77

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	37	15	2	15	1	34	-	15	3	15	1
		2%	1%	4%	2%	*%	2%	-%	1%	4%	2%	*%
Not very important	(-1)	54	33	2	25	7	51	-	34	1	25	8
		3%	3%	3%	3%	3%	4%	-%	3%	1%	3%	3%
Neither important nor unimportant	(0)	183	123	12	88	28	172	5	127	9	92	24
		12%	11%	20%	12%	12%	12%	20%	12%	13%	12%	10%
Important	(1)	581	425	19	318	94	547	6	415	30	319	93
		37%	40%	30%	42%	39%	38%	25%	39%	42%	42%	39%
Very important	(2)	687	472	23	310	107	635	9	471	24	308	109
		44%	44%	36%	41%	44%	44%	37%	44%	34%	40%	45%
Don't know		14	7	4	5	5	9	4	7	4	5	5
		1%	1%	7%	1%	2%	1%	18%	1%	6%	1%	2%
NET Important		1268	898	42	628	201	1182	15	886	54	627	201
		81%	83%	67%	83%	83%	82%	62%	83%	77%	82%	84%
NET Not Important		91	48	4	40	8	85	-	49	3	40	8
		6%	4%	7%	5%	3%	6%	-%	5%	5%	5%	4%
Answered	1542	1069	59	756	237	1439	20	1061	66	759	234	
Mean Score	1.2	1.2	1.0	1.2	1.3	1.2	1.2	1.2	1.1	1.2	1.3	
Standard error	.02	.03	.11	.03	.05	.02	.15	.03	.09	.03	.05	
Standard deviation	.94	.87	1.05	.90	.81	.94	.83	.88	.95	.90	.81	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	37 2%	4 1%	32 3%	3 2%	- -%	5 1%	13 2%	3 2%	- -%	8 1%	9 2%	3 2%	- -%
Not very important (-1)	54 3%	19 3%	36 3%	9 5%	- -%	15 3%	22 3%	5 3%	2 39%	23 3%	14 3%	7 4%	- -%
Neither important nor unimportant (0)	183 12%	78 12%	133 11%	23 12%	- -%	58 10%	90 11%	20 13%	1 13%	73 11%	60 11%	15 10%	- -%
Important (1)	581 37%	236 37%	454 37%	58 31%	* 100%	220 38%	329 39%	48 31%	* 4%	270 39%	223 40%	46 29%	2 100%
Very important (2)	687 44%	297 46%	553 45%	93 50%	- -%	272 47%	373 45%	78 51%	2 44%	307 44%	244 44%	86 55%	- -%
Don't know	14 1%	5 1%	9 1%	* *%	- -%	6 1%	6 1%	* *%	- -%	10 1%	1 *%	* *%	- -%
NET Important	1268 81%	533 83%	1007 83%	152 81%	* 100%	492 85%	702 84%	125 82%	2 47%	577 83%	466 85%	132 84%	2 100%
NET Not Important	91 6%	24 4%	67 6%	12 6%	- -%	20 3%	35 4%	8 5%	2 39%	31 4%	23 4%	10 6%	- -%
Answered	1542	634	1207	186	*	570	827	153	4	682	549	157	2
Mean Score	1.2	1.3	1.2	1.2	1.0	1.3	1.2	1.3	.5	1.2	1.2	1.3	1.0
Standard error	.02	.03	.03	.06	-	.03	.03	.07	.79	.03	.03	.07	-
Standard deviation	.94	.84	.94	.95	-	.82	.87	.94	1.59	.86	.86	.95	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%															
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	37	33	15	15	28	20	*	6	4	5	1	2	15	8
		2%	2%	1%	2%	2%	2%	3%	1%	1%	1%	1%	2%	4%	2%
Not very important	(-1)	54	49	30	21	34	35	2	15	12	10	3	4	10	12
		3%	3%	3%	3%	3%	4%	11%	3%	3%	3%	3%	5%	2%	3%
Neither important nor unimportant	(0)	183	168	116	71	139	111	2	60	30	32	16	6	44	30
		12%	12%	11%	10%	12%	11%	16%	11%	7%	9%	15%	7%	10%	8%
Important	(1)	581	534	395	283	432	350	5	198	149	141	24	20	140	132
		37%	38%	38%	39%	37%	36%	39%	d	d	d	23%	24%	32%	34%
Very important	(2)	687	627	469	330	510	445	4	236	195	178	60	50	221	210
		44%	44%	45%	45%	44%	46%	32%	45%	49%	48%	57%	62% a	51%	53%
Don't know		14	13	12	10	14	7	-	9	5	6	*	-	7	1
		1%	1%	1%	1%	1%	1%	-%	2%	1%	2%	*%	-%	2%	*%
NET Important		1268	1160	864	614	942	796	10	434	345	319	84	70	361	342
		81%	82%	83%	84%	81%	82%	70%	83%	87%	86%	81%	86%	83%	87%
NET Not Important		91	82	45	35	62	55	2	21	17	15	4	6	25	20
		6%	6%	4%	5%	5%	6%	14%	4%	4%	4%	4%	7%	6%	5%
Answered		1542	1410	1025	720	1143	962	14	514	391	366	103	82	430	392
Mean Score		1.2	1.2	1.2	1.2	1.2	1.2	.9	1.2	1.3	1.3	1.3	1.4	1.3	1.3
Standard error		.02	.02	.03	.03	.03	.03	.16	.04	.04	.04	.09	.11	.05	.04
Standard deviation		.94	.94	.87	.89	.93	.93	1.11	.86	.84	.85	.92	.98	.98	.90

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base		834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base		1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important	(-2)	37 2%	* *%	1 2%	1 1%	* 1%	31 2%	16 2%	31 2%	18 2%	21 2%	7 1%	31 2%	2 1%	- -%	26 2%	1 1%
Not very important	(-1)	54 3%	5 3%	2 3%	2 5%	2 5%	48 3%	30 3%	50 3%	26 3%	33 4%	19 3%	45 3%	5 3%	- -%	40 3%	7 6%
Neither important nor unimportant	(0)	183 12%	12 8%	7 12%	6 11%	7 18%	163 12%	100 11%	174 12%	99 11%	86 10%	57 9%	147 11%	15 9%	- -%	140 11%	2 2%
Important	(1)	581 37%	42 29%	25 44%	29 57%	10 28%	523 38%	324 36%	543 38%	344 37%	288 33%	233 37%	511 38%	52 30%	- -%	471 38%	35 33%
Very important	(2)	687 44%	86 59%	22 39%	13 26%	17 47%	602 44%	418 46%	619 43%	430 46%	431 49%	300 48%	590 44%	97 56%	- -%	554 45%	56 54%
Don't know		14 1%	1 1%	- -%	- -%	- -%	13 1%	12 1%	13 1%	12 1%	12 1%	10 2%	8 1%	1 1%	- -%	4 *%	4 4%
NET Important		1268 81%	129 88%	47 82%	42 83%	26 75%	1125 82%	742 82%	1162 81%	774 83%	719 83%	534 85%	1101 83%	149 86%	- -%	1025 83%	91 87%
NET Not Important		91 6%	5 3%	3 5%	3 6%	2 6%	79 6%	46 5%	81 6%	44 5%	54 6%	26 4%	75 6%	7 4%	- -%	65 5%	8 7%
Answered		1542	146	56	51	35	1366	888	1417	917	860	616	1323	171	-	1231	101
Mean Score		1.2	1.4	1.1	1.0	1.1	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.4	-	1.2	1.4
Standard error		.02	.06	.10	.10	.19	.02	.03	.02	.03	.03	.03	.02	.06	-	.02	.09
Standard deviation		.94	.79	.90	.82	.98	.93	.91	.93	.90	.96	.85	.93	.86	-	.91	.90

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	37 2%	8 1%	29 3%	4 1%	- -%	1 *%	3 1%	5 3%	26 2%	7 2%	5 3%	2 1%	30 3%
Not very important (-1)	54 3%	24 4%	30 3%	8 2%	3 11%	4 3%	8 3%	5 4%	40 4%	9 3%	4 2%	12 5%	39 4%
Neither important nor unimportant (0)	183 12%	58 10%	125 13%	48 14%	- -%	24 14%	33 13%	10 7%	134 13%	37 11%	27 15%	27 11%	120 11%
Important (1)	581 37%	223 37%	358 38%	140 40%	5 17%	62 37%	105 40%	45 32%	405 38%	125 37%	58 32%	96 39%	420 38%
Very important (2)	687 44%	285 47%	401 42%	146 42%	23 72%	71 43%	114 43%	73 51%	459 43%	152 46%	85 47%	109 44%	480 44%
Don't know	14 1%	9 2%	5 1%	1 *%	- -%	4 3%	1 *%	4 3%	4 *%	5 2%	2 1%	* *%	11 1%
NET Important	1268 81%	508 84%	759 80%	286 82%	29 89%	133 80%	219 83%	118 83%	865 81%	277 83%	143 79%	205 84%	901 82%
NET Not Important	91 6%	32 5%	60 6%	12 4%	3 11%	5 3%	12 4%	10 7%	66 6%	15 5%	9 5%	13 5%	69 6%
Answered	1542	598	944	346	32	162	264	139	1065	329	179	245	1089
Mean Score	1.2	1.3	1.1	1.2	1.5	1.2	1.2	1.3	1.2	1.2	1.2	1.2	1.2
Standard error	.02	.04	.03	.04	.23	.06	.05	.08	.03	.05	.07	.05	.03
Standard deviation	.94	.88	.97	.85	.96	.83	.87	.99	.95	.90	.96	.87	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	37	19	17
		2%	3%	2%
Not very important	(-1)	54	26	29
		3%	4%	3%
Neither important nor unimportant	(0)	183	66	116
		12%	10%	13%
Important	(1)	581	250	331
		37%	37%	38%
Very important	(2)	687	313	374
		44%	46%	43%
Don't know		14	7	7
		1%	1%	1%
NET Important		1268	563	704
		81%	83%	81%
NET Not Important		91	45	46
		6%	7%	5%
Answered		1542	675	867
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.94	.97	.92

Columns Tested: a,b

Table 152 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient to post (within 1/2 mile)**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	37 2%	- -%	3 5%	4 2%	6 2%	2 13%	5 3%	1 2%	3 2%	3 1%	* 1%	7 3%	2 3%
						cdhij							
Not very important (-1)	54 3%	- -%	1 2%	9 3%	11 4%	1 6%	1 *%	2 5%	9 5%	6 3%	2 3%	9 3%	4 5%
Neither important nor unimportant (0)	183 12%	- -%	4 6%	28 10%	29 12%	3 15%	15 10%	9 24%	22 13%	17 9%	6 12%	36 13%	14 17%
								ci					
Important (1)	581 37%	- -%	11 19%	94 33%	90 36%	7 37%	50 35%	15 40%	58 35%	87 44%	18 36%	125 47%	26 31%
										b		bc	
Very important (2)	687 44%	- -%	40 68%	146 52%	107 43%	5 28%	74 51%	11 28%	74 44%	78 40%	23 47%	92 34%	36 44%
			deghikl	gk			gk						
Don't know	14 1%	- -%	- -%	2 1%	6 2%	* *%	- -%	- -%	- -%	5 3%	1 1%	- -%	1 1%
NET Important	1268 81%	- -%	52 87%	240 85%	197 79%	12 65%	124 86%	26 68%	133 79%	164 84%	41 83%	217 81%	62 75%
				g			g						
NET Not Important	91 6%	- -%	4 7%	13 5%	17 7%	3 19%	6 4%	3 7%	13 7%	8 4%	2 4%	16 6%	6 7%
						cfi							
Answered	1542	-	59	282	243	18	144	38	168	190	49	269	82
Mean Score	1.2	-	1.4	1.3	1.2	.6	1.3	.9	1.1	1.2	1.3	1.1	1.1
			eg	egk			eg			e	e		
Standard error	.02	-	.12	.05	.05	.24	.08	.10	.07	.07	.07	.07	.11
Standard deviation	.94	-	1.05	.89	.97	1.34	.92	.96	.98	.84	.87	.92	1.02

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 152 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2)	37	7	13	7	10	16
		2%	2%	3%	2%	2%	2%
Not very important	(-1)	54	14	8	17	15	32
		3%	4%	2%	4%	3%	4%
Neither important nor unimportant	(0)	183	35	44	48	56	104
		12%	9%	12%	12%	14%	13%
Important	(1)	581	117	135	160	169	329
		37%	31%	36%	40%	42%	41%
Very important	(2)	687	202	171	163	151	314
		44%	53%	46%	41%	38%	39%
Don't know		14	4	3	5	1	7
		1%	1%	1%	1%	*%	1%
NET Important		1268	319	305	323	320	643
		81%	84%	82%	81%	80%	80%
NET Not Important		91	22	21	24	25	48
		6%	6%	6%	6%	6%	6%
Answered	1542	376	370	396	400	746	796
Mean Score	1.2	1.3	1.2	1.2	1.1	1.3	1.1
Standard error	.02	.05	.05	.04	.05	.03	.03
Standard deviation	.94	.93	.97	.92	.94	.95	.93

Columns Tested:: a,b,c,d - a,b

Table 153

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	30	17	13	27	2	*	*	2
		2%	5%	1%	2%	3%	*%	2%	3%
		b							
Not very important	(-1)	63	25	38	59	4	*	*	4
		4%	7%	3%	4%	6%	3%	3%	5%
		b							
Neither important nor unimportant	(0)	182	40	142	173	8	1	*	9
		12%	11%	12%	12%	12%	11%	12%	12%
Important	(1)	638	113	524	609	25	2	2	28
		41%	31%	44%	41%	39%	30%	42%	39%
		a							
Very important	(2)	628	163	465	600	24	4	2	29
		40%	45%	39%	40%	38%	51%	40%	39%
Don't know		16	8	8	15	1	*	*	1
		1%	2%	1%	1%	1%	5%	*%	2%
		ad							
NET Important		1266	276	990	1209	48	6	3	57
		81%	76%	83%	82%	77%	81%	83%	78%
		a							
NET Not Important		93	41	51	86	6	*	*	6
		6%	11%	4%	6%	9%	3%	5%	8%
		b							
Answered		1540	358	1183	1468	61	7	4	72
Mean Score		1.2	1.1	1.2	1.2	1.0	1.4	1.2	1.1
Standard error		.02	.05	.02	.03	.06	.10	.08	.04
Standard deviation		.92	1.12	.84	.91	1.03	.89	1.04	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	30 2%	19 2%	4 1%	4 4%	2 4%	1 2%	* 2%	27 2%	2 3%	* 1%
Not very important	(-1)	63 4%	43 5%	11 2%	5 5%	3 7%	1 3%	* 3%	59 4%	4 6%	* 3%
Neither important nor unimportant	(0)	182 12%	89 10%	66 15%	17 16%	4 10%	4 15%	* 12%	173 12%	8 12%	1 11%
Important	(1)	638 41%	386 41%	179 41%	45 41%	19 43%	8 31%	2 42%	609 41%	25 39%	4 34%
Very important	(2)	628 40%	386 41%	177 40%	36 34%	16 36%	11 44%	2 40%	600 40%	24 38%	5 47%
Don't know		16 1%	12 1%	2 *%	1 1%	- -%	1 4%	* *%	15 1%	1 1%	* 3%
NET Important		1266 81%	772 83%	356 81%	81 75%	35 79%	19 75%	3 83%	1209 82%	48 77%	9 82%
NET Not Important		93 6%	63 7%	15 3%	9 8%	4 10%	1 6%	* 5%	86 6%	6 9%	* 4%
Answered		1540	924	437	107	43	25	4	1468	61	11
Mean Score		1.2	1.2	1.2	1.0	1.0	1.2	1.2	1.2	1.0	1.3
Standard error		.02	.04	.04	.08	.08	.07	.08	.03	.06	.06
Standard deviation		.92	.93	.84	1.01	1.04	.99	1.04	.91	1.03	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	30	22	6	2	*	11	6	2	-	1
		2%	2%	2%	3%	2%	1%	3%	5%	-%	3%
Not very important	(-1)	63	46	13	4	*	28	8	4	6	2
		4%	4%	5%	6%	3%	3%	4%	9%	16%	5%
										ab	
Neither important nor unimportant	(0)	182	132	41	8	1	97	32	5	3	5
		12%	11%	15%	12%	11%	10%	15%	11%	7%	14%
Important	(1)	638	501	108	25	2	394	90	19	21	16
		41%	41%	40%	39%	30%	42%	42%	43%	57%	40%
Very important	(2)	628	499	101	24	2	387	78	14	8	14
		40%	41%	37%	38%	51%	42%	37%	32%	20%	36%
							d				
Don't know		16	12	3	1	*	10	-	*	-	1
		1%	1%	1%	1%	5%	1%	-%	5%	-%	2%
					abe						
NET Important		1266	1000	209	48	6	781	168	33	29	29
		81%	83%	77%	77%	81%	84%	79%	75%	77%	76%
NET Not Important		93	68	18	6	*	39	14	6	6	3
		6%	6%	7%	9%	3%	4%	6%	14%	16%	8%
									a	a	
Answered	1540	1200	269	61	7	4	916	213	45	38	38
Mean Score	1.2	1.2	1.1	1.0	1.4	1.2	1.2	1.1	.9	.8	1.0
					b		cd				
Standard error	.02	.03	.05	.06	.10	.08	.03	.06	.12	.11	.08
Standard deviation	.92	.90	.95	1.03	.89	1.04	.84	.95	1.11	.94	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Weighted Base	1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	30	2	4	3	2	*	6	5	-
		2%	-%	2%	4%	2%	*%	3%	4%	-%
Not very important	(-1)	63	2	9	3	5	9	5	12	8
		4%	2%	3%	4%	5%	4%	3%	9%	7%
Neither important nor unimportant	(0)	182	5	38	7	9	36	27	18	9
		12%	3%	15%	9%	8%	17%	13%	13%	8%
			a	a			a	a	a	
Important	(1)	638	78	101	32	45	95	86	53	47
		41%	56%	39%	42%	40%	44%	42%	40%	42%
			bc							
Very important	(2)	628	46	106	31	53	74	77	45	48
		40%	33%	41%	42%	46%	34%	38%	33%	43%
Don't know		16	9	-	-	-	2	2	1	*
		1%	6%	-%	-%	-%	1%	1%	1%	*%
			cei							
NET Important		1266	124	207	63	98	168	164	98	95
		81%	89%	80%	83%	86%	78%	81%	73%	84%
			h							
NET Not Important		93	2	13	6	7	9	11	17	8
		6%	2%	5%	8%	7%	4%	6%	13%	7%
									af	
Answered		1540	131	258	76	115	214	201	132	112
Mean Score		1.2	1.3	1.1	1.1	1.2	1.1	1.1	.9	1.2
			h							
Standard error		.02	.06	.07	.12	.09	.07	.09	.10	.09
Standard deviation		.92	.62	.91	1.00	.92	.83	.93	1.08	.88

Columns Tested: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	30 2%	5 2%	7 2%	11 2%	23 2%	7 4%	4 4%	1 2%	2 5%
										cd
Not very important	(-1)	63 4%	17 6%	16 4%	23 3%	56 4%	7 4%	2 2%	4 7%	1 3%
Neither important nor unimportant	(0)	182 12%	25 8%	41 10%	101 15%	167 12%	14 8%	9 10%	4 6%	2 7%
					aegh	eg				
Important	(1)	638 41%	124 41%	171 43%	282 42%	576 42%	62 34%	31 35%	21 35%	10 31%
				eh	h	eh				
Very important	(2)	628 40%	132 44%	150 38%	257 38%	539 39%	90 49%	43 48%	29 49%	17 54%
							bcd		bcd	bcd
Don't know		16 1%	* *%	11 3%	3 *%	14 1%	1 1%	1 1%	1 1%	* *%
				ac						
NET Important		1266 81%	256 84%	320 81%	539 80%	1115 81%	151 84%	74 83%	50 84%	27 85%
NET Not Important		93 6%	22 7%	24 6%	33 5%	79 6%	14 8%	6 6%	5 9%	3 8%
Answered		1540	303	385	673	1361	180	89	59	32
Mean Score		1.2	1.2	1.1	1.1	1.1	1.2	1.2	1.2	1.3
Standard error		.02	.06	.05	.04	.03	.04	.06	.06	.07
Standard deviation		.92	.93	.91	.89	.90	1.01	1.01	1.00	1.08

Columns Tested: a,b,c,d,e,f,g,h

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	30	1	-	1	-	8	*	1	19
	2%	-%	1%	-%	1%	-%	3%	*%	3%	2%
Not very important	(-1)	63	5	*	5	9	10	1	3	29
	4%	7%	6%	1%	5%	5%	3%	2%	6%	4%
Neither important nor unimportant	(0)	182	7	4	11	18	27	3	11	106
	12%	7%	9%	13%	10%	10%	9%	6%	21%	14%
									f	
Important	(1)	638	27	16	43	80	113	25	19	310
	41%	53%	37%	56%	42%	46%	37%	48%	37%	40%
Very important	(2)	628	34	9	43	68	148	23	18	299
	40%	33%	46%	30%	42%	38%	48%	43%	34%	39%
							i			
Don't know		16	-	-	-	1	2	*	-	9
	1%	1%	-%	-%	-%	1%	1%	*%	-%	1%
NET Important		1266	61	24	86	148	261	48	37	609
	81%	86%	83%	86%	84%	84%	85%	92%	71%	79%
								h		
NET Not Important		93	5	*	6	9	18	1	4	48
	6%	7%	7%	1%	5%	5%	6%	2%	8%	6%
Answered	1540	86	74	28	102	175	306	52	53	763
Mean Score	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.3	.9	1.1
Standard error	.02	.09	.10	.15	.08	.07	.05	.08	.11	.03
Standard deviation	.92	.81	.93	.67	.86	.82	.94	.71	1.01	.95

Columns Tested: a,b,c,d,e,f,g,h,i

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	30 2%	1 *%	8 3%	21 2%	26 2%	3 1%	- -%	29 2%	1 1%	28 2%	2 4%
Not very important (-1)	63 4%	20 5%	10 3%	33 4%	58 4%	5 2%	- -%	59 4%	4 4%	63 4%	- -%
Neither important nor unimportant (0)	182 12%	35 10%	27 9%	121 14%	152 12%	30 11%	- -%	168 12%	14 12%	169 11%	13 25%
Important (1)	638 41%	169 46%	113 37%	355 40%	512 40%	126 46%	- -%	588 41%	50 42%	626 42%	12 23%
Very important (2)	628 40%	138 38%	148 48%	342 39%	526 41%	103 38%	- -%	579 40%	50 42%	605 40%	23 46%
Don't know	16 1%	2 *%	2 1%	12 1%	12 1%	4 1%	- -%	16 1%	* *%	15 1%	1 2%
NET Important	1266 81%	308 84%	261 85%	697 79%	1037 81%	229 84%	- -%	1166 81%	99 84%	1231 82%	35 69%
NET Not Important	93 6%	20 6%	18 6%	54 6%	84 7%	9 3%	- -%	88 6%	5 4%	90 6%	2 4%
Answered	1540	363	306	871	1273	267	-	1422	119	1491	50
Mean Score	1.2	1.2	1.2	1.1	1.1	1.2	-	1.1	1.2	1.2	1.1
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.05	.02	.14
Standard deviation	.92	.83	.94	.94	.94	.81	-	.92	.84	.91	1.06

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	30 2%	23 2%	3 1%	4 1%
Not very important	(-1)	63 4%	44 4%	10 4%	7 2%
Neither important nor unimportant	(0)	182 12%	129 13%	24 11%	23 8%
Important	(1)	638 41%	454 44%	89 38%	94 32%
Very important	(2)	628 40%	360 35%	106 46%	161 55%
Don't know		16 1%	13 1%	* *%	3 1%
NET Important		1266 81%	815 80%	195 84%	254 87%
NET Not Important		93 6%	67 7%	12 5%	11 4%
Answered		1540	1012	232	288
Mean Score		1.2	1.1	1.2	1.4
Standard error		.02	.03	.05	.05
Standard deviation		.92	.93	.88	.84

Columns Tested:: a,b,c

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	30	27	2	*	-	-	-	-	29	*	-
		2%	2%	1%	1%	-%	-%	-%	-%	2%	1%	-%
Not very important	(-1)	63	56	6	*	-	*	*	-	62	*	*
		4%	4%	4%	2%	-%	*%	1%	-%	4%	1%	*%
Neither important nor unimportant	(0)	182	165	13	2	*	*	2	*	178	4	2
		12%	12%	9%	6%	*%	*%	83%	11%	12%	7%	8%
Important	(1)	638	573	42	13	5	3	-	*	616	22	9
		41%	42%	29%	49%	79%	21%	-%	2%	41%	41%	32%
Very important	(2)	628	520	81	11	1	13	*	1	601	27	16
		40%	38%	56%	42%	21%	79%	16%	87%	89%	40%	51%
Don't know		16	15	1	-	-	*	*	-	16	*	*
		1%	1%	1%	-%	-%	*%	*%	-%	1%	*%	*%
NET Important		1266	1093	124	24	7	16	*	1	1217	49	25
		81%	81%	85%	91%	100%	99%	16%	89%	96%	81%	91%
NET Not Important		93	83	8	1	-	*	*	-	92	1	*
		6%	6%	6%	3%	-%	*%	1%	-%	6%	2%	*%
Answered		1540	1341	145	26	7	16	3	1	1487	54	28
Mean Score		1.2	1.1	1.3	1.3	1.2	1.8	.3	1.8	1.9	1.4	1.5
Standard error		.02	.03	.06	.10	.12	.09	.36	.48	-	.02	.07
Standard deviation		.92	.92	.92	.78	.44	.44	.95	1.18	-	.92	.73

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	30 2%	21 2%	6 1%	2 1%	27 2%	15 1%	30 2%	13 1%	7 1%	2 *	16 3%	11 1%	* 1%	2 3%	- -%	- -%	- -%
Not very important (-1)	63 4%	41 5%	15 3%	7 3%	57 4%	41 4%	63 4%	35 3%	22 4%	16 4%	25 5%	32 3%	2 7%	3 5%	* 1%	* *	* 1%
Neither important nor unimportant (0)	182 12%	121 14%	44 9%	17 9%	169 11%	137 12%	182 12%	110 11%	60 11%	44 11%	49 11%	119 13%	5 14%	3 4%	* 1%	6 18%	* 3%
Important (1)	638 41%	376 43%	197 41%	64 32%	622 42%	472 41%	638 41%	422 42%	259 45%	184 45%	173 37%	404 44%	9 27%	26 38%	9 28%	12 39%	3 25%
Very important (2)	628 40%	302 35%	218 45%	108 54%	581 39%	461 40%	628 40%	411 41%	214 38%	163 40%	197 43%	336 37%	17 51%	33 48%	23 69%	13 42%	8 70%
Don't know	16 1%	10 1%	5 1%	1 1%	16 1%	14 1%	16 1%	11 1%	8 1%	* *	2 *	13 1%	- -%	1 1%	* *	- -%	* *
NET Important	1266 81%	678 78%	415 85%	173 86%	1203 82%	932 82%	1266 81%	833 83%	473 83%	346 85%	371 80%	741 81%	27 78%	58 86%	33 98%	26 82%	11 95%
NET Not Important	93 6%	62 7%	22 4%	9 5%	85 6%	56 5%	93 6%	48 5%	29 5%	18 4%	41 9%	43 5%	3 8%	5 8%	* 1%	* *	* 1%
Answered	1540	861	480	199	1457	1125	1540	992	561	408	461	902	34	67	33	31	11
Mean Score	1.2	1.0	1.3	1.4	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.1	1.2	1.3	1.7	1.2	1.6
Standard error	.02	.03	.04	.04	.02	.02	.02	.03	.03	.03	.05	.03	.11	.09	.07	.09	.12
Standard deviation	.92	.95	.85	.87	.91	.88	.92	.87	.85	.82	1.03	.86	1.01	.97	.58	.76	.64

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
Not at all important	(-2)	30	25	1	*	1	-	-	13	1	1	*	-	-	-
		2%	2%	1%	*%	3%	-%	-%	1%	1%	1%	1%	-%	-%	-%
Not very important	(-1)	63	51	5	1	*	*	-	33	3	1	3	*	*	*
		4%	4%	7%	1%	*%	*%	-%	4%	3%	1%	7%	2%	*%	2%
Neither important nor unimportant	(0)	182	155	6	1	1	*	6	114	17	3	2	*	*	*
		12%	12%	8%	3%	2%	3%	39%	12%	16%	8%	4%	3%	*%	5%
							abcd								
Important	(1)	638	558	28	15	10	6	2	382	43	15	20	7	3	2
		41%	44%	37%	29%	31%	44%	16%	42%	41%	33%	45%	46%	28%	33%
Very important	(2)	628	475	36	33	20	7	6	358	39	24	19	8	8	4
		40%	37%	47%	65%	63%	52%	45%	39%	38%	54%	43%	49%	72%	59%
				a	a										
Don't know		16	15	-	1	*	-	*	13	-	1	*	-	-	-
		1%	1%	-%	2%	*%	-%	1%	1%	-%	2%	*%	-%	-%	-%
NET Important		1266	1033	64	48	31	13	9	740	82	39	39	16	11	6
		81%	81%	84%	95%	94%	96%	61%	81%	80%	87%	88%	95%	99%	93%
				f	f										
NET Not Important		93	77	6	1	1	*	-	47	4	1	3	*	*	*
		6%	6%	8%	1%	3%	*%	-%	5%	4%	3%	7%	2%	*%	2%
Answered		1540	1265	76	50	32	14	5	901	103	43	44	16	11	7
Mean Score		1.2	1.1	1.2	1.6	1.5	1.5	1.1	1.2	1.1	1.4	1.2	1.4	1.7	1.5
				a	a										
Standard error		.02	.03	.08	.07	.10	.10	.15	.03	.07	.09	.12	.11	.11	.19
Standard deviation		.92	.91	.95	.61	.82	.60	.95	.88	.85	.82	.88	.68	.51	.74

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
Not at all important	(-2)	30	10	2	*	1	*	-	22	2	5	*	*
		2%	1%	2%	1%	2%	2%	-%	3%	1%	2%	1%	1%
Not very important	(-1)	63	30	4	*	*	*	*	30	15	10	5	*
		4%	4%	4%	1%	1%	*%	2%	4%	5%	3%	5%	*%
Neither important nor unimportant	(0)	182	91	5	7	*	3	*	98	38	34	5	6
		12%	12%	6%	16%	*%	12%	4%	12%	12%	11%	5%	15%
Important	(1)	638	344	30	14	16	7	5	350	129	107	38	13
		41%	44%	35%	30%	47%	29%	51%	44%	43%	35%	38%	32%
Very important	(2)	628	297	45	23	18	14	4	293	119	141	50	21
		40%	38%	52%	52%	51%	57%	43%	36%	39%	47%	50%	52%
Don't know		16	10	1	-	*	-	-	9	1	4	2	*
		1%	1%	1%	-%	*%	-%	-%	1%	*%	1%	2%	*%
NET Important		1266	640	75	37	34	21	10	642	248	248	88	34
		81%	82%	87%	82%	97%	86%	94%	80%	82%	82%	88%	84%
NET Not Important		93	40	6	1	1	*	*	52	17	15	5	*
		6%	5%	7%	2%	2%	2%	2%	7%	6%	5%	5%	1%
Answered		1540	772	86	45	35	25	10	793	302	297	99	41
Mean Score		1.2	1.1	1.3	1.3	1.4	1.4	1.4	1.1	1.1	1.2	1.3	1.3
Standard error		.02	.03	.09	.09	.10	.13	.18	.04	.05	.05	.06	.09
Standard deviation		.92	.87	.94	.84	.71	.84	.68	.94	.87	.90	.82	.81

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34
Not at all important	(-2)	30	21	2	4	*	11	3	1	*	*
		2%	2%	1%	2%	*%	2%	1%	*%	*%	1%
Not very important	(-1)	63	35	12	5	2	12	12	8	5	-
		4%	4%	4%	2%	2%	2%	6%	4%	6%	-%
Neither important nor unimportant	(0)	182	103	33	25	3	83	19	22	5	6
		12%	12%	12%	11%	4%	14%	9%	11%	6%	18%
Important	(1)	638	372	127	85	29	285	90	60	26	10
		41%	44%	45%	37%	39%	47%	41%	31%	35%	29%
Very important	(2)	628	315	106	104	39	211	93	99	37	17
		40%	37%	38%	46%	52%	35%	43%	51%	50%	51%
Don't know		16	9	1	4	2	9	1	2	2	*
		1%	1%	*%	2%	2%	2%	*%	1%	2%	*%
NET Important		1266	686	233	189	69	495	183	159	63	27
		81%	80%	83%	83%	91%	81%	84%	83%	85%	81%
NET Not Important		93	56	14	9	2	22	15	9	5	*
		6%	7%	5%	4%	3%	4%	7%	5%	6%	1%
Answered		1540	845	280	223	74	601	217	190	72	34
Mean Score		1.2	1.1	1.2	1.3	1.4	1.1	1.2	1.3	1.3	1.3
Standard error		.02	.03	.05	.05	.05	.04	.06	.05	.07	.11
Standard deviation		.92	.93	.85	.88	.73	.85	.91	.88	.88	.85

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2) 30	10	1	1	2	*	4	1	9	29	*	27	-
	2%	2%	1%	*%	2%	1%	1%	1%	2%	2%	*%	2%	-%
Not very important	(-1) 63	19	8	6	1	*	12	7	16	62	1	57	-
	4%	3%	6%	4%	1%	1%	2%	16%	4%	4%	1%	4%	-%
Neither important nor unimportant	(0) 182	69	17	10	9	*	37	10	63	171	11	162	7
	12%	13%	11%	6%	10%	*%	7%	22%	16%	12%	11%	11%	26%
Important	(1) 638	255	58	58	32	10	224	13	180	603	34	616	6
	41%	47%	39%	35%	35%	28%	41%	29%	45%	41%	35%	43%	23%
Very important	(2) 628	183	65	87	48	24	266	14	126	580	48	567	14
	40%	34%	43%	53%	52%	68%	49%	32%	31%	40%	50%	39%	51%
Don't know	16	7	1	2	1	1	1	-	8	14	1	16	*
	1%	1%	*%	1%	1%	2%	*%	-%	2%	1%	1%	1%	*%
NET Important	1266	438	123	145	80	34	491	26	306	1183	83	1182	20
	81%	81%	82%	89%	87%	96%	90%	61%	76%	81%	86%	82%	74%
NET Not Important	93	28	9	7	2	1	16	7	25	91	1	85	-
	6%	5%	6%	4%	3%	1%	3%	17%	6%	6%	2%	6%	-%
Answered	1540	535	149	162	91	35	544	43	394	1446	95	1430	27
Mean Score	1.2	1.1	1.2	1.4	1.4	1.7	1.4	.7	1.0	1.1	1.4	1.1	1.3
Standard error	.02	.04	.07	.05	.07	.08	.03	.13	.05	.02	.07	.02	.14
Standard deviation	.92	.87	.89	.80	.84	.62	.76	1.11	.92	.92	.76	.91	.86

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	30 2%	15 1%	* 1%	13 2%	* *%	27 2%	- -%	15 1%	* 1%	13 2%	1 *%
Not very important	(-1)	63 4%	39 4%	2 3%	26 3%	9 4%	57 4%	- -%	39 4%	2 3%	29 4%	6 2%
Neither important nor unimportant	(0)	182 12%	128 12%	9 15%	89 12%	21 9%	163 11%	7 28%	127 12%	10 14%	86 11%	24 10%
Important	(1)	638 41%	438 41%	34 54%	318 42%	104 43%	611 42%	11 46%	443 41%	29 41%	321 42%	101 42%
Very important	(2)	628 40%	443 41%	17 28%	305 40%	106 44%	574 40%	6 26%	431 40%	30 42%	305 40%	106 44%
Don't know		16 1%	14 1%	- -%	10 1%	1 1%	16 1%	* *%	14 1%	- -%	10 1%	1 1%
NET Important		1266 81%	881 82%	51 81%	623 82%	210 87%	1185 82%	17 72%	874 82%	59 83%	626 82%	207 87%
NET Not Important		93 6%	53 5%	3 4%	39 5%	10 4%	85 6%	- -%	53 5%	3 4%	42 5%	7 3%
Answered		1540	1062	63	751	241	1433	24	1054	71	754	238
Mean Score		1.2	1.2	1.0	1.2	1.3	1.1	1.0	1.2	1.2	1.2	1.3
Standard error		.02	.03	.08	.03	.05	.02	.13	.03	.08	.03	.04
Standard deviation		.92	.88	.79	.89	.79	.91	.75	.88	.83	.89	.77

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important	(-2)	30	9	23	2	7	10	*	-	8	6	*	-
		2%	1%	2%	1%	1%	1%	*%	-%	1%	1%	*%	-%
Not very important	(-1)	63	21	46	1	16	33	5	2	20	25	8	-
		4%	3%	4%	1%	3%	4%	3%	39%	3%	5%	5%	-%
Neither important nor unimportant	(0)	182	65	137	18	58	88	17	-	64	58	13	-
		12%	10%	11%	10%	10%	11%	11%	-%	9%	11%	8%	-%
Important	(1)	638	278	502	61	246	336	52	2	285	225	46	2
		41%	43%	41%	33%	43%	40%	34%	47%	41%	41%	29%	100%
Very important	(2)	628	261	493	98	242	352	74	1	307	226	86	-
		40%	41%	41%	53%	42%	42%	48%	13%	44%	41%	54%	-%
				ab								b	
Don't know		16	6	15	5	6	13	5	-	7	9	5	-
		1%	1%	1%	3%	1%	2%	3%	-%	1%	2%	3%	-%
NET Important		1266	539	995	160	489	689	126	3	592	451	132	2
		81%	84%	82%	86%	85%	83%	82%	61%	86%	82%	84%	100%
NET Not Important		93	30	69	4	23	43	5	2	28	31	8	-
		6%	5%	6%	2%	4%	5%	3%	39%	4%	6%	5%	-%
Answered		1540	634	1201	181	570	820	148	4	685	541	152	2
Mean Score		1.2	1.2	1.2	1.4	1.2	1.2	1.3	.3	1.3	1.2	1.4	1.0
				ab									
Standard error		.02	.03	.02	.05	.03	.03	.06	.65	.03	.04	.06	-
Standard deviation		.92	.86	.91	.80	.84	.88	.82	1.30	.84	.89	.86	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	30	26	15	12	24	14	*	7	6	6	*	-	13	6
		2%	2%	1%	2%	2%	1%	3%	1%	2%	2%	%	-%	3%	2%
Not very important	(-1)	63	55	37	28	46	38	-	22	12	15	4	3	19	22
		4%	4%	4%	4%	4%	4%	-%	4%	3%	4%	4%	4%	4%	6%
Neither important nor unimportant	(0)	182	168	127	78	141	104	1	67	40	31	7	3	54	37
		12%	12%	12%	11%	12%	11%	7%	13%	10%	8%	6%	4%	12%	9%
Important	(1)	638	597	419	291	491	407	7	198	156	141	32	25	163	156
		41%	42%	40%	40%	42%	42%	54%	38%	39%	38%	31%	30%	37%	40%
Very important	(2)	628	561	425	310	442	396	5	222	178	174	56	45	180	165
		40%	39%	41%	43%	38%	41%	36%	42%	45%	47%	54%	56%	41%	42%
Don't know		16	16	14	10	14	9	-	7	5	5	5	5	8	6
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	5%	6%	2%	1%
													ab		
NET Important		1266	1158	844	602	933	803	12	420	334	315	88	70	343	321
		81%	81%	81%	82%	81%	83%	90%	80%	84%	85%	85%	86%	78%	82%
NET Not Important		93	81	52	40	70	52	*	29	18	21	4	3	32	29
		6%	6%	5%	6%	6%	5%	3%	5%	4%	6%	4%	4%	7%	7%
Answered		1540	1407	1023	720	1143	960	14	516	391	367	99	77	429	387
Mean Score		1.2	1.1	1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.3	1.4	1.5	1.1	1.2
Standard error		.02	.02	.03	.03	.03	.03	.12	.04	.04	.04	.08	.09	.05	.05
Standard deviation		.92	.91	.89	.90	.92	.88	.83	.90	.87	.90	.81	.78	.99	.94

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important	(-2)	30	1	1	*	28	18	29	17	24	10	26	6	-	23	1
		2%	1%	2%	*%	2%	2%	2%	2%	3%	2%	2%	3%	-%	2%	1%
Not very important	(-1)	63	5	1	1	55	34	57	39	37	21	52	9	-	40	5
		4%	4%	1%	3%	4%	4%	4%	4%	4%	3%	4%	5%	-%	3%	5%
Neither important nor unimportant	(0)	182	9	2	3	160	104	164	96	91	66	154	10	-	141	7
		12%	6%	4%	7%	12%	12%	11%	10%	10%	10%	12%	6%	-%	11%	7%
Important	(1)	638	61	30	24	570	355	592	375	322	280	538	63	-	505	39
		41%	41%	53%	47%	41%	39%	41%	40%	37%	45%	40%	37%	-%	41%	37%
Very important	(2)	628	71	23	22	553	378	575	391	388	244	549	80	-	513	49
		40%	48%	40%	44%	40%	42%	40%	42%	45%	39%	41%	46%	-%	42%	47%
Don't know		16	*	-	-	12	12	12	9	10	7	12	5	-	12	3
		1%	*%	-%	-%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	3%
NET Important		1266	132	53	46	1123	733	1167	766	710	523	1087	143	-	1019	88
		81%	90%	93%	91%	81%	81%	82%	83%	81%	84%	82%	83%	-%	82%	85%
NET Not Important		93	6	2	1	84	52	86	56	60	31	78	15	-	63	6
		6%	4%	3%	3%	6%	6%	6%	6%	7%	5%	6%	8%	-%	5%	6%
Answered		1540	147	56	51	1367	889	1417	919	861	620	1319	167	-	1223	102
Mean Score		1.2	1.3	1.3	1.3	1.1	1.2	1.1	1.2	1.2	1.2	1.2	1.2	-	1.2	1.3
Standard error		.02	.06	.08	.09	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.09
Standard deviation		.92	.80	.76	.73	.92	.92	.92	.92	.97	.87	.92	1.01	-	.90	.89

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	30 2%	8 1%	22 2%	2 1%	- -%	* *%	2 1%	3 2%	19 2%	8 2%	1 1%	4 1%	25 2%
Not very important (-1)	63 4%	27 4%	36 4%	11 3%	- -%	3 2%	8 3%	5 4%	50 5%	7 2%	3 2%	16 6%	41 4%
Neither important nor unimportant (0)	182 12%	54 9%	128 14%	25 7%	2 5%	18 11%	22 8%	9 6%	123 12%	49 15%	10 6%	11 4%	156 14%
Important (1)	638 41%	249 41%	388 41%	160 46%	10 32%	75 45%	114 43%	46 32%	456 43%	129 39%	68 38%	122 50%	429 39%
Very important (2)	628 40%	266 44%	363 38%	146 42%	20 63%	69 42%	114 43%	79 56%	408 38%	139 42%	94 52%	92 38%	438 40%
Don't know	16 1%	3 1%	12 1%	4 1%	- -%	* *%	4 2%	* *%	13 1%	2 1%	4 2%	- -%	11 1%
NET Important	1266 81%	515 85%	751 79%	305 88%	31 95%	144 87%	228 86%	126 88%	863 81%	269 80%	163 90%	215 88%	867 79%
NET Not Important	93 6%	35 6%	58 6%	13 4%	- -%	3 2%	10 4%	8 5%	69 6%	15 5%	5 3%	19 8%	66 6%
Answered	1540	604	937	343	32	166	261	142	1056	332	178	245	1089
Mean Score	1.2	1.2	1.1	1.3	1.6	1.3	1.3	1.4	1.1	1.2	1.4	1.2	1.1
Standard error	.02	.04	.03	.04	.14	.05	.05	b	.03	.05	bc	.05	.03
Standard deviation	.92	.88	.94	.78	.60	.75	.80	.90	.92	.92	.76	.89	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	30 2%	21 3%	9 1%
			b	
Not very important	(-1)	63 4%	23 3%	40 5%
Neither important nor unimportant	(0)	182 12%	91 13%	91 10%
Important	(1)	638 41%	275 40%	362 41%
Very important	(2)	628 40%	268 39%	360 41%
Don't know		16 1%	4 1%	12 1%
NET Important		1266 81%	544 80%	722 83%
NET Not Important		93 6%	44 6%	48 6%
Answered		1540	678	862
Mean Score		1.2	1.1	1.2
Standard error		.02	.03	.03
Standard deviation		.92	.97	.87

Columns Tested:: a,b

Table 153 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere in the UK**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	30 2%	- -%	2 3%	4 1%	7 3%	- -%	6 4%	* 1%	3 2%	1 1%	1 2%	4 2%	1 1%
Not very important (-1)	63 4%	- -%	2 4%	15 5%	16 7%	* *%	1 *%	3 7%	4 3%	4 2%	1 2%	11 4%	5 6%
Neither important nor unimportant (0)	182 12%	- -%	12 21%	17 6%	35 14%	3 17%	17 12%	1 3%	19 11%	31 16%	5 11%	33 12%	8 9%
Important (1)	638 41%	- -%	13 21%	124 44%	85 34%	6 31%	53 37%	18 47%	79 47%	71 36%	24 48%	127 47%	39 46%
Very important (2)	628 40%	- -%	31 51%	120 42%	99 40%	10 52%	67 47%	16 41%	60 36%	87 45%	18 35%	91 34%	30 36%
Don't know	16 1%	- -%	- -%	3 1%	7 3%	- -%	- -%	* *%	2 1%	- -%	1 1%	2 1%	1 1%
NET Important	1266 81%	- -%	43 73%	244 86%	184 74%	15 83%	120 84%	34 88%	140 83%	158 81%	41 83%	218 81%	69 83%
NET Not Important	93 6%	- -%	4 6%	19 7%	24 9%	* *%	6 5%	3 8%	7 4%	5 3%	2 5%	16 6%	6 7%
Answered	1540	-	59	280	242	18	144	38	166	195	49	267	82
Mean Score	1.2	-	1.1	1.2	1.0	1.3	1.2	1.2	1.1	1.2	1.1	1.1	1.1
Standard error	.02	-	.12	.05	.06	.14	.08	.09	.06	.07	.07	.07	.09
Standard deviation	.92	-	1.06	.88	1.05	.78	.96	.90	.85	.84	.89	.89	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 153 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	1741	372	464	470	435	836	905	
Effective base	834	180	223	223	215	397	437	
Weighted Base	1556	380	374	401	402	754	802	
Not at all important	(-2)	30	5	13	5	7	18	11
		2%	1%	4%	1%	2%	2%	1%
Not very important	(-1)	63	20	15	11	17	34	28
		4%	5%	4%	3%	4%	5%	4%
Neither important nor unimportant	(0)	182	32	52	51	46	85	97
		12%	8%	14%	13%	11%	11%	12%
Important	(1)	638	143	137	168	189	280	357
		41%	38%	37%	42%	47%	37%	45%
Very important	(2)	628	177	149	163	139	326	302
		40%	47%	40%	41%	35%	43%	38%
Don't know		16	3	7	2	4	10	6
		1%	1%	2%	1%	1%	1%	1%
NET Important		1266	320	287	332	328	606	659
		81%	84%	77%	83%	82%	80%	82%
NET Not Important		93	25	28	16	24	53	40
		6%	7%	7%	4%	6%	7%	5%
Answered	1540	377	367	398	398	744	797	
Mean Score	1.2	1.2	1.1	1.2	1.1	1.2	1.1	
Standard error	.02	.05	.05	.04	.04	.03	.03	
Standard deviation	.92	.92	1.01	.85	.89	.97	.87	

Columns Tested:: a,b,c,d - a,b

Table 154

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Method		Business Size 1					
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1741	534	1207	1225	275	79	162	516
Effective base		834	230	610	764	161	49	95	212
Weighted Base		1556	365	1191	1483	62	7	4	73
Not at all important	(-2)	23 1%	16 4%	7 1%	21 1%	2 3%	- %	* 1%	2 2%
Not very important	(-1)	25 2%	13 4%	12 1%	24 2%	* 1%	* 3%	* 2%	1 1%
Neither important nor unimportant	(0)	121 8%	36 10%	85 7%	116 8%	4 7%	* 3%	1 14%	5 7%
Important	(1)	517 33%	95 26%	422 35%	491 33%	23 36%	2 34%	1 32%	26 36%
Very important	(2)	852 55%	197 54%	654 55%	813 55%	33 53%	4 59%	2 49%	39 53%
Don't know		18 1%	7 2%	11 1%	18 1%	* 1%	* 2%	* 1%	1 1%
NET Important		1369 88%	293 80%	1076 90%	1304 88%	56 89%	6 93%	3 81%	65 89%
NET Not Important		48 3%	29 8%	18 2%	45 3%	2 3%	* 3%	* 4%	2 3%
Answered		1538	358	1180	1465	62	7	4	73
Mean Score		1.4	1.2	1.4	1.4	1.4	1.5	1.3	1.4
Standard error		.02	.05	.02	.02	.05	.08	.08	.04
Standard deviation		.82	1.07	.72	.82	.85	.75	1.03	.84

Columns Tested:: a,b - a,b,c,d,e

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	23 1%	15 2%	2 1%	4 4%	1 3%	* 2%	* 1%	21 1%	2 3%	* *%
Not very important	(-1)	25 2%	15 2%	5 1%	5 4%	* 1%	* 1%	* 2%	24 2%	* 1%	* 3%
Neither important nor unimportant	(0)	121 8%	59 6%	50 11%	8 7%	2 5%	2 9%	1 14%	116 8%	4 7%	1 7%
Important	(1)	517 33%	325 35%	131 30%	36 33%	17 39%	8 31%	1 32%	491 33%	23 36%	4 33%
Very important	(2)	852 55%	508 54%	249 57%	56 52%	23 52%	14 56%	2 49%	813 55%	33 53%	6 55%
Don't know		18 1%	15 2%	3 1%	* *%	* *%	* 2%	* 1%	18 1%	* 1%	* 1%
NET Important		1369 88%	832 89%	379 86%	92 85%	40 91%	22 87%	3 81%	1304 88%	56 89%	10 88%
NET Not Important		48 3%	30 3%	7 2%	8 8%	2 4%	1 2%	* 4%	45 3%	2 3%	* 3%
Answered		1538	921	436	108	43	25	4	1465	62	11
Mean Score		1.4	1.4	1.4	1.3	1.4	1.4	1.3	1.4	1.4	1.4
Standard error		.02	.03	.04	.08	.07	.06	.08	.02	.05	.05
Standard deviation		.82	.81	.78	1.01	.85	.83	1.03	.82	.85	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2) 23 1%	15 1%	6 2%	2 3%	- -%	* 1%	9 1%	1 *%	2 4%	- -%	1 2%
Not very important	(-1) 25 2%	16 1%	8 3%	* 1%	* 3%	* 2%	11 1%	2 1%	1 1%	4 10%	* *%
Neither important nor unimportant	(0) 121 8%	89 7%	27 10%	4 7%	* 3%	1 14%	59 6%	24 11%	4 9%	3 9%	2 5%
Important	(1) 517 33%	403 33%	89 33%	23 36%	2 34%	1 32%	300 32%	93 44%	12 27%	10 27%	14 35%
Very important	(2) 852 55%	674 56%	139 51%	33 53%	4 59%	2 49%	541 58%	87 41%	26 59%	20 53%	22 56%
Don't know	18 1%	16 1%	2 1%	* 1%	* 2%	* 1%	5 1%	7 3%	- -%	* 1%	1 2%
NET Important	1369 88%	1076 89%	228 84%	56 89%	6 93%	3 81%	841 91%	180 85%	38 86%	30 80%	35 91%
NET Not Important	48 3%	31 3%	15 5%	2 3%	* 3%	* 4%	20 2%	3 1%	2 5%	4 10%	1 2%
Answered	1538	1196	269	62	7	4	921	206	45	37	38
Mean Score	1.4	1.4	1.3	1.4	1.5	1.3	1.5	1.3	1.4	1.2	1.5
Standard error	.02	.03	.05	.05	.08	.08	.03	.05	.10	.11	.06
Standard deviation	.82	.79	.93	.85	.75	1.03	.75	.73	.99	1.00	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	99	90	172	69	102	129	113	110	100
Effective base		834	69	66	112	47	73	93	85	76	69
Weighted Base		1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	23	-	1	4	3	5	2	2	1	*
		1%	-%	1%	2%	5%	4%	1%	1%	*%	*%
Not very important	(-1)	25	-	-	4	1	5	3	2	5	3
		2%	-%	-%	2%	1%	4%	2%	1%	3%	2%
Neither important nor unimportant	(0)	121	7	12	21	4	4	25	19	11	10
		8%	5%	10%	8%	5%	3%	12%	10%	8%	9%
Important	(1)	517	55	39	77	22	33	76	81	44	38
		33%	39%	32%	30%	29%	29%	35%	40%	33%	34%
Very important	(2)	852	74	69	144	46	67	109	96	74	61
		55%	53%	56%	56%	61%	58%	51%	48%	55%	54%
Don't know		18	4	2	8	-	1	-	2	-	-
		1%	3%	2%	3%	-%	1%	-%	1%	-%	-%
NET Important		1369	129	108	222	68	100	185	178	118	99
		88%	93%	88%	86%	90%	87%	86%	88%	88%	88%
NET Not Important		48	-	1	8	4	10	5	4	5	3
		3%	-%	1%	3%	5%	9%	2%	2%	4%	3%
Answered		1538	136	121	251	76	114	215	201	134	112
Mean Score		1.4	1.5	1.4	1.4	1.4	1.3	1.3	1.3	1.4	1.4
Standard error		.02	.06	.08	.06	.12	.10	.07	.07	.08	.08
Standard deviation		.82	.59	.73	.83	.97	1.04	.82	.76	.81	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	23 1%	9 3%	1 *%	8 1%	18 1%	5 3%	3 3%	1 2%	1 2%
Not very important	(-1)	25 2%	8 3%	5 1%	9 1%	22 2%	3 2%	2 2%	1 2%	* 1%
Neither important nor unimportant	(0)	121 8%	18 6%	29 7%	66 10%	113 8%	8 4%	5 6%	1 2%	1 4%
Important	(1)	517 33%	93 31%	138 35%	234 35%	465 34%	52 29%	26 29%	18 30%	9 27%
Very important	(2)	852 55%	174 57%	217 55%	350 52%	740 54%	111 61%	53 60%	38 63%	20 63%
Don't know		18 1%	1 *%	6 1%	10 1%	17 1%	2 1%	* *%	1 1%	1 2%
NET Important		1369 88%	267 88%	355 90%	584 86%	1205 88%	164 90%	80 89%	55 93%	29 90%
NET Not Important		48 3%	17 6%	6 1%	17 2%	40 3%	8 4%	5 5%	2 4%	1 3%
Answered		1538	302	390	667	1358	179	89	59	31
Mean Score		1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.5
Standard error		.02	.06	.04	.04	.03	.03	.06	c .05	.05
Standard deviation		.82	.93	.72	.81	.81	.87	.93	.79	.85

Columns Tested: a,b,c,d,e,f,g,h

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	23	*	-	-	-	5	*	1	16
		1%	*%	-%	-%	-%	2%	*%	1%	2%
Not very important	(-1)	25	*	1	-	1	4	2	1	12
		2%	1%	1%	-%	1%	2%	1%	1%	8%
										fi
Neither important nor unimportant	(0)	121	12	6	3	9	21	16	7	54
		8%	13%	8%	10%	9%	12%	5%	13%	6%
Important	(1)	517	43	23	11	34	62	86	24	246
		33%	49%	31%	41%	34%	35%	28%	46%	39%
			fi					f		
Very important	(2)	852	32	44	14	58	84	192	20	438
		55%	36%	60%	49%	57%	48%	62%	38%	46%
								aeg		ag
Don't know		18	*	-	-	-	4	8	-	5
		1%	*%	-%	-%	-%	3%	3%	-%	1%
NET Important		1369	74	67	25	92	147	278	44	685
		88%	86%	91%	90%	90%	83%	90%	85%	89%
NET Not Important		48	1	1	-	1	4	7	1	29
		3%	1%	1%	-%	1%	2%	2%	2%	9%
										f
Answered	1538	87	74	28	102	172	301	52	53	767
Mean Score	1.4	1.2	1.5	1.4	1.5	1.3	1.5	1.2	1.2	1.4
							agh			
Standard error	.02	.08	.07	.15	.06	.06	.04	.09	.10	.03
Standard deviation	.82	.71	.70	.67	.69	.78	.78	.76	.96	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	23 1%	* *%	5 2%	17 2%	20 2%	3 1%	- -%	20 1%	2 2%	21 1%	2 3%
Not very important (-1)	25 2%	6 2%	2 1%	18 2%	23 2%	2 1%	- -%	22 1%	3 3%	25 2%	- -%
Neither important nor unimportant (0)	121 8%	41 11%	16 5%	64 7%	103 8%	19 7%	- -%	112 8%	9 8%	108 7%	14 27%
Important (1)	517 33%	139 38%	86 28%	293 33%	415 32%	103 38%	- -%	477 33%	41 34%	506 34%	11 22%
Very important (2)	852 55%	174 48%	192 62%	486 55%	713 55%	139 51%	- -%	788 55%	63 53%	827 55%	24 48%
Don't know	18 1%	5 1%	8 3%	6 1%	12 1%	7 2%	- -%	18 1%	* *%	18 1%	- -%
NET Important	1369 88%	313 86%	278 90%	778 88%	1128 88%	241 89%	- -%	1265 88%	104 88%	1334 89%	35 70%
NET Not Important	48 3%	6 2%	7 2%	35 4%	43 3%	4 2%	- -%	42 3%	6 5%	46 3%	2 3%
Answered	1538	360	301	877	1273	264	-	1419	119	1487	51
Mean Score	1.4	1.3	1.5	1.4	1.4	1.4	-	1.4	1.3	1.4	1.1
Standard error	.02	.04	.04	.03	.02	.04	-	.02	.06	.02	.13
Standard deviation	.82	.74	.78	.86	.84	.74	-	.81	.88	.81	1.02

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	23 1%	17 2%	2 1%	1 *%
Not very important	(-1)	25 2%	12 1%	4 2%	8 3%
Neither important nor unimportant	(0)	121 8%	83 8%	20 8%	16 6%
Important	(1)	517 33%	377 37%	72 31%	66 23%
Very important	(2)	852 55%	524 51%	132 57%	194 67%
Don't know		18 1%	11 1%	2 1%	5 2%
NET Important		1369 88%	902 88%	204 88%	261 89%
NET Not Important		48 3%	29 3%	6 3%	9 3%
Answered		1538	1014	230	286
Mean Score		1.4	1.4	1.4	1.6
Standard error		.02	.03	.04	.04
Standard deviation		.82	.82	.79	.77

Columns Tested: a,b,c

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57	
Effective base	834	717	92	15	4	6	2	3	2	806	28	13	
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28	
Not at all important	(-2)	23	20	2	-	-	-	-	-	23	-	-	
	1%	1%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	
Not very important	(-1)	25	21	1	-	3	*	*	*	22	3	3	
	2%	2%	1%	-%	40%	*%	3%	11%	-%	1%	6%	11%	
												abi	
Neither important nor unimportant	(0)	121	107	11	1	*	2	-	*	118	3	2	
	8%	8%	7%	3%	1%	11%	-%	1%	10%	8%	5%	7%	
Important	(1)	517	469	35	7	2	4	*	*	504	13	6	
	33%	35%	24%	28%	23%	27%	2%	-%	5%	34%	25%	22%	
			b										
Very important	(2)	852	727	92	18	2	10	*	1	*	819	32	14
	55%	54%	63%	69%	32%	60%	15%	88%	85%	55%	60%	51%	
Don't know		18	11	4	-	*	*	2	-	16	3	3	
	1%	1%	3%	-%	5%	2%	80%	-%	-%	1%	5%	10%	
											a	ai	
NET Important		1369	1196	127	25	4	14	*	1	*	1324	45	20
	88%	88%	87%	97%	55%	87%	17%	88%	90%	88%	84%	72%	
NET Not Important		48	41	4	-	3	*	*	*	45	3	3	
	3%	3%	3%	-%	40%	*%	3%	11%	-%	3%	6%	11%	
Answered		1538	1345	142	26	7	16	1	1	*	1487	51	25
Mean Score		1.4	1.4	1.5	1.7	.5	1.5	1.5	1.7	1.8	1.4	1.5	1.2
Standard error		.02	.02	.05	.07	.42	.15	-	.73	-	.02	.08	.14
Standard deviation		.82	.82	.82	.55	1.44	.73	-	1.78	-	.82	.85	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	23 1%	16 2%	4 1%	2 1%	21 1%	11 1%	23 1%	9 1%	4 1%	* *%	13 3%	9 1%	* *%	- -%	- -%	* 1%	- -%
Not very important (-1)	25 2%	13 1%	8 2%	4 2%	23 2%	19 2%	25 2%	12 1%	10 2%	5 1%	8 2%	10 1%	2 5%	2 3%	* *%	3 9%	* *%
Neither important nor unimportant (0)	121 8%	76 9%	31 6%	14 7%	112 8%	83 7%	121 8%	70 7%	43 8%	43 11%	43 9%	57 6%	5 16%	11 16%	2 6%	3 10%	* 4%
Important (1)	517 33%	308 35%	161 33%	48 24%	500 34%	397 35%	517 33%	353 35%	227 40%	133 33%	129 28%	340 37%	11 31%	17 25%	10 30%	6 19%	5 46%
Very important (2)	852 55%	447 51%	280 58%	124 62%	798 54%	613 54%	852 55%	548 55%	275 48%	220 54%	266 58%	491 54%	17 48%	37 54%	21 63%	15 47%	5 46%
Don't know	18 1%	10 1%	1 *%	7 4%	18 1%	15 1%	18 1%	12 1%	10 2%	7 2%	4 1%	9 1%	- -%	1 2%	* 1%	4 14%	* 3%
NET Important	1369 88%	755 87%	441 91%	173 86%	1299 88%	1011 89%	1369 88%	900 90%	502 88%	353 87%	396 85%	831 91%	27 79%	54 79%	31 93%	21 65%	10 92%
NET Not Important	48 3%	29 3%	12 2%	7 3%	44 3%	30 3%	48 3%	21 2%	14 2%	5 1%	21 5%	19 2%	2 5%	2 3%	* *%	3 10%	* *%
Answered	1538	861	484	193	1455	1124	1538	991	559	401	459	907	34	67	33	27	11
Mean Score	1.4	1.3	1.5	1.5	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.2	1.3	1.6	1.2	1.4
Standard error	.02	.03	.03	.04	.02	.02	.02	.02	.03	.03	.04	.02	.10	.09	.08	.13	.12
Standard deviation	.82	.85	.76	.82	.81	.78	.82	.76	.76	.73	.93	.75	.90	.87	.64	1.11	.63

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
Not at all important (-2)	23 1%	20 2%	* *%	- -%	- -%	* 3%	- -%	- -%	11 1%	* *%	- -%	- -%	* 2%	* *%	- -%
Not very important (-1)	25 2%	17 1%	1 1%	1 3%	4 14%	- -%	* 1%	* 1%	14 1%	1 1%	1 3%	* *%	3 17%	- -%	- -%
Neither important nor unimportant (0)	121 8%	96 8%	4 5%	6 12%	3 11%	2 14%	1 4%	- -%	59 6%	6 6%	9 20%	5 12%	2 12%	1 11%	* 7%
Important (1)	517 33%	440 34%	33 43%	14 28%	2 6%	5 38%	2 16%	4 81%	328 36%	35 34%	10 23%	10 22%	7 45%	4 40%	2 34%
Very important (2)	852 55%	695 54%	39 51%	28 55%	23 70%	6 46%	7 48%	1 18%	495 54%	55 53%	23 51%	28 65%	4 23%	5 49%	4 54%
Don't know	18 1%	12 1%	* *%	1 3%	- -%	- -%	4 31%	- -%	7 1%	6 6%	1 2%	- -%	* 1%	- -%	* 5%
NET Important	1369 88%	1135 89%	72 94%	42 83%	25 76%	11 83%	9 64%	5 99%	823 90%	90 87%	33 74%	38 87%	11 68%	10 89%	6 88%
NET Not Important	48 3%	37 3%	1 1%	1 3%	4 14%	* 3%	* 1%	* 1%	24 3%	1 1%	1 3%	* *%	3 19%	* *%	- -%
Answered Mean Score	1538 1.4	1268 1.4	76 1.4	49 1.4	32 1.3	14 1.2	10 1.6	5 1.2	907 1.4	96 1.5	43 1.3	44 1.5	16 .7	11 1.4	7 1.5
Standard error	.02	.02	.06	.09	.13	.15	.11	.12	.03	.05	.10	.10	.18	.16	.18
Standard deviation	.82	.81	.64	.82	1.13	.92	.70	.48	.78	.66	.90	.73	1.10	.73	.68

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
Not at all important	(-2)	23	7	2	-	-	-	*	17	2	2	1	-
		1%	1%	2%	-%	-%	-%	*%	2%	1%	1%	1%	-%
Not very important	(-1)	25	7	*	1	1	*	3	12	3	4	3	-
		2%	1%	*%	2%	2%	*%	27%	4%	1%	1%	3%	-%
Neither important nor unimportant	(0)	121	58	2	3	5	1	*	72	15	28	6	1
		8%	7%	2%	6%	14%	4%	4%	9%	5%	9%	6%	1%
Important	(1)	517	283	30	16	11	5	6	271	116	88	30	11
		33%	36%	35%	36%	32%	19%	58%	34%	38%	29%	30%	27%
Very important	(2)	852	422	53	20	18	19	14	424	164	177	58	24
		55%	54%	61%	46%	52%	77%	11%	53%	54%	59%	58%	59%
Don't know		18	4	-	5	-	-	3	6	3	2	2	5
		1%	1%	-%	10%	-%	-%	14%	1%	1%	1%	2%	12%
NET Important		1369	705	83	37	29	23	7	695	280	265	88	35
		88%	90%	95%	82%	84%	96%	69%	87%	92%	88%	88%	86%
NET Not Important		48	15	2	1	1	*	3	29	6	6	4	-
		3%	2%	2%	2%	2%	*%	27%	4%	2%	2%	4%	-%
Answered		1538	778	87	40	35	25	10	796	300	299	98	36
Mean Score		1.4	1.4	1.5	1.4	1.4	1.7	.5	1.3	1.5	1.4	1.5	1.7
Standard error		.02	.03	.07	.08	.11	.09	.28	.03	.04	.04	.05	.06
Standard deviation		.82	.75	.74	.72	.79	.55	1.06	.87	.72	.78	.80	.52

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	23 1%	17 2%	1 *	2 1%	1 1%	- -%	9 1%	2 1%	1 *	- -%	
Not very important	(-1)	25 2%	13 1%	3 1%	2 1%	3 4%	- -%	9 2%	1 1%	5 3%	- -%	
Neither important nor unimportant	(0)	121 8%	69 8%	19 7%	20 9%	4 5%	* 1%	57 9%	7 3%	13 7%	5 7%	1 2%
Important	(1)	517 33%	289 34%	108 38%	74 32%	23 31%	5 21%	228 37%	89 41%	49 26%	19 26%	8 25%
Very important	(2)	852 55%	458 54%	147 52%	129 57%	44 58%	14 58%	300 49%	118 54%	123 64%	47 63%	20 59%
Don't know		18 1%	8 1%	3 1%	1 1%	1 1%	5 20%	6 1%	- -%	2 1%	2 3%	5 15%
NET Important		1369 88%	748 88%	254 91%	202 89%	67 89%	19 80%	529 87%	207 95%	172 90%	66 89%	28 84%
NET Not Important		48 3%	30 3%	4 1%	4 2%	4 5%	- -%	18 3%	3 1%	6 3%	* *%	- -%
Answered	1538	846	278	226	75	19	604	218	190	72	29	
Mean Score	1.4	1.4	1.4	1.4	1.4	1.7	1.3	1.5	1.5	1.6	1.7	
Standard error	.02	.03	.04	.04	.06	.06	.03	.04	.05	.06	.07	
Standard deviation	.82	.85	.70	.77	.83	.48	.82	.68	.77	.67	.52	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base		834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base		1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2)	23	5	2	*	2	-	4	*	5	22	*	21	-
		1%	1%	1%	%	2%	-%	1%	%	1%	2%	%	1%	-%
Not very important	(-1)	25	7	1	2	2	*	8	1	3	25	*	23	*
		2%	1%	1%	1%	2%	%	1%	3%	1%	2%	%	2%	1%
Neither important nor unimportant	(0)	121	47	3	11	5	*	32	2	35	117	4	109	3
		8%	9%	2%	7%	5%	1%	6%	5%	9%	8%	4%	8%	12%
Important	(1)	517	207	69	48	20	4	160	21	166	492	25	490	10
		33%	38%	46%	29%	22%	10%	29%	48%	41%	34%	26%	34%	37%
Very important	(2)	852	272	76	102	58	31	341	18	181	791	60	791	7
		55%	50%	50%	62%	64%	87%	63%	43%	45%	54%	63%	55%	26%
Don't know		18	4	-	*	5	1	1	-	11	12	7	11	7
		1%	1%	-%	%	5%	2%	%	-%	3%	1%	7%	1%	25%
NET Important		1369	479	144	149	79	35	501	39	348	1284	85	1282	17
		88%	88%	96%	91%	86%	97%	92%	91%	86%	88%	89%	89%	63%
NET Not Important		48	12	3	3	4	*	11	2	8	47	*	44	*
		3%	2%	2%	2%	4%	%	2%	4%	2%	3%	%	3%	1%
Answered		1538	538	150	164	87	35	544	43	392	1448	90	1434	20
Mean Score		1.4	1.4	1.4	1.5	1.5	1.9	1.5	1.3	1.3	1.4	1.6	1.4	1.2
Standard error		.02	.03	.05	.05	.07	.05	.03	.09	.04	.02	.05	.02	.13
Standard deviation		.82	.77	.68	.71	.87	.38	.73	.76	.78	.83	.59	.81	.73

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	23	11	-	9	*	21	-	11	-	9	*
		1%	1%	-%	1%	*%	1%	-%	1%	-%	1%	*%
Not very important	(-1)	25	17	2	9	3	23	*	17	1	9	4
		2%	2%	3%	1%	1%	2%	1%	2%	2%	1%	2%
Neither important nor unimportant	(0)	121	77	6	52	18	107	5	76	8	55	15
		8%	7%	10%	7%	7%	7%	19%	7%	11%	7%	6%
Important	(1)	517	382	16	279	74	497	3	378	19	279	73
		33%	35%	25%	37%	30%	34%	13%	35%	27%	37%	31%
Very important	(2)	852	580	33	407	141	789	10	577	37	407	141
		55%	54%	52%	53%	58%	54%	40%	54%	52%	53%	59%
Don't know		18	9	7	5	7	11	7	9	7	5	7
		1%	1%	10%	1%	3%	1%	27%	1%	9%	1%	3%
NET Important		1369	962	48	686	214	1286	13	955	55	686	214
		88%	89%	77%	90%	89%	89%	53%	89%	78%	90%	89%
NET Not Important		48	28	2	18	4	44	*	29	1	18	4
		3%	3%	3%	2%	1%	3%	1%	3%	2%	2%	2%
Answered	1538	1067	56	756	236	1437	18	1059	64	759	232	
Mean Score	1.4	1.4	1.4	1.4	1.5	1.4	1.3	1.4	1.4	1.4	1.4	1.5
Standard error	.02	.02	.08	.03	.04	.02	.17	.02	.08	.03	.04	
Standard deviation	.82	.78	.81	.77	.71	.81	.92	.78	.79	.77	.69	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	23 1%	1 *%	18 1%	* *%	- -%	1 *%	9 1%	* *%	- -%	6 1%	2 *%	- -%	- -%
Not very important (-1)	25 2%	8 1%	19 2%	1 1%	- -%	8 1%	14 2%	1 1%	- -%	7 1%	7 1%	2 1%	- -%
Neither important nor unimportant (0)	121 8%	36 6%	86 7%	12 6%	- -%	31 5%	62 7%	11 7%	- -%	44 6%	34 6%	13 8%	- -%
Important (1)	517 33%	221 35%	414 34%	43 23%	* 100%	192 33%	282 34%	37 24%	* 4%	219 32%	188 34%	32 21%	2 100%
Very important (2)	852 55%	363 57%	666 55%	125 67%	- -%	334 58%	457 55%	98 64%	4 96%	406 59%	312 57%	105 66%	- -%
Don't know	18 1%	10 2%	13 1%	5 3%	- -%	10 2%	9 1%	5 4%	- -%	11 2%	7 1%	5 3%	- -%
NET Important	1369 88%	585 91%	1080 89%	167 90%	* 100%	526 91%	739 89%	135 88%	4 100%	624 90%	500 91%	137 87%	2 100%
NET Not Important	48 3%	9 1%	36 3%	2 1%	- -%	9 2%	23 3%	1 1%	- -%	13 2%	9 2%	2 1%	- -%
Answered	1538	629	1203	181	*	566	824	148	4	681	543	152	2
Mean Score	1.4	1.5	1.4	1.6	1.0	1.5	1.4	1.6	2.0	1.5	1.5	1.6	1.0
Standard error	.02	.02	.02	.04	-	.03	.03	.05	.11	.03	.03	.05	-
Standard deviation	.82	.68	.81	.67	-	.68	.79	.69	.21	.73	.70	.71	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	23	21	11	7	16	15	-	*	2	2	-	-	12	9
		1%	1%	1%	1%	1%	2%	-%	*%	*%	1%	-%	-%	3%	2%
Not very important	(-1)	25	19	18	6	12	18	-	3	1	4	1	*	9	8
		2%	1%	2%	1%	1%	2%	-%	1%	*%	1%	1%	*%	2%	2%
Neither important nor unimportant	(0)	121	99	74	39	86	72	2	33	15	18	1	1	46	35
		8%	7%	7%	5%	7%	7%	14%	6%	4%	5%	1%	2%	11%	9%
Important	(1)	517	490	341	245	394	330	5	181	129	108	22	11	122	117
		33%	34%	33%	34%	34%	34%	39%	e	e	e			28%	30%
Very important	(2)	852	776	579	420	634	518	7	297	242	229	75	66	240	217
		55%	55%	56%	58%	55%	54%	47%	57%	61%	62%	72%	80%	55%	55%
											a	abc			
Don't know		18	18	13	11	17	15	-	9	8	10	5	3	8	7
		1%	1%	1%	2%	1%	2%	-%	2%	2%	3%	5%	4%	2%	2%
NET Important		1369	1266	920	666	1027	849	12	477	370	337	97	77	361	334
		88%	89%	89%	91%	89%	88%	86%	91%	93%	91%	93%	94%	83%	85%
NET Not Important		48	40	30	13	27	33	-	3	3	6	1	*	21	17
		3%	3%	3%	2%	2%	3%	-%	1%	1%	2%	1%	*%	5%	4%
Answered		1538	1405	1024	718	1140	954	14	514	389	362	99	79	429	386
Mean Score		1.4	1.4	1.4	1.5	1.4	1.4	1.3	1.5	1.6	1.5	1.7	1.8	1.3	1.4
											a	abc			
Standard error		.02	.02	.02	.03	.02	.03	.10	.03	.03	.03	.05	.05	.04	.04
Standard deviation		.82	.80	.79	.73	.79	.83	.73	.65	.64	.70	.54	.44	.95	.90

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98	
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57	
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105	
Not at all important	(-2)	23	-	-	-	*	22	17	22	12	16	1	22	*	-	20	2
		1%	-%	-%	-%	***	2%	2%	2%	1%	2%	***	2%	***	-%	2%	2%
Not very important	(-1)	25	3	3	1	-	15	15	18	17	16	11	16	-	-	15	5
		2%	2%	5%	2%	-%	1%	2%	1%	2%	2%	2%	1%	-%	-%	1%	5%
																	a
Neither important nor unimportant	(0)	121	8	10	3	6	99	65	107	69	62	45	98	11	-	92	6
		8%	5%	17%	6%	18%	7%	7%	7%	7%	7%	7%	7%	7%	-%	7%	6%
				a													
Important	(1)	517	53	17	22	5	472	276	488	284	256	205	441	49	-	406	20
		33%	36%	31%	44%	14%	34%	31%	34%	31%	29%	33%	33%	28%	-%	33%	19%
																b	
Very important	(2)	852	83	26	24	22	755	513	778	536	506	354	743	109	-	692	71
		55%	57%	47%	48%	62%	55%	57%	54%	58%	58%	56%	56%	63%	-%	56%	68%
Don't know		18	*	*	-	2	16	15	16	10	16	11	11	3	-	11	1
		1%	***	***	-%	6%	1%	2%	1%	1%	2%	2%	1%	2%	-%	1%	1%
NET Important		1369	136	44	47	27	1227	790	1266	820	762	559	1184	157	-	1098	91
		88%	93%	78%	92%	76%	89%	88%	89%	88%	87%	89%	89%	91%	-%	89%	87%
			b														
NET Not Important		48	3	3	1	*	37	31	40	28	31	12	38	*	-	35	7
		3%	2%	5%	2%	***	3%	3%	3%	3%	4%	2%	3%	***	-%	3%	7%
Answered	1538	147	56	51	33	1363	886	1413	918	856	616	1320	169	-	1225	104	
Mean Score	1.4	1.5	1.2	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.6	-	1.4	1.5	
Standard error	.02	.05	.10	.09	.16	.02	.03	.02	.02	.03	.03	.02	.04	-	.02	.10	
Standard deviation	.82	.69	.90	.70	.81	.81	.85	.81	.81	.85	.73	.81	.64	-	.81	.94	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	23 1%	6 1%	17 2%	* *%	- -%	- -%	* *%	2 1%	17 2%	4 1%	2 1%	1 1%	19 2%
Not very important (-1)	25 2%	10 2%	15 2%	2 1%	1 3%	2 1%	2 1%	5 3%	14 1%	6 2%	8 4%	5 2%	12 1%
Neither important nor unimportant (0)	121 8%	36 6%	85 9%	24 7%	4 12%	13 8%	18 7%	7 5%	103 10%	9 3%	11 6%	13 5%	95 9%
Important (1)	517 33%	184 30%	334 35%	130 37%	3 10%	60 36%	85 32%	32 22%	371 35%	110 33%	49 27%	92 38%	360 33%
Very important (2)	852 55%	364 60%	487 51%	188 54%	24 76%	84 51%	157 59%	95 66%	554 52%	199 60%	107 59%	134 55%	602 55%
Don't know	18 1%	7 1%	11 1%	4 1%	- -%	7 4%	3 1%	2 2%	10 1%	5 2%	5 3%	* *%	12 1%
NET Important	1369 88%	548 90%	821 87%	318 91%	28 86%	144 87%	242 91%	127 89%	925 87%	309 93%	156 86%	226 92%	962 87%
NET Not Important	48 3%	16 3%	32 3%	2 1%	1 3%	2 1%	2 1%	6 5%	30 3%	11 3%	10 5%	6 2%	31 3%
Answered	1538	600	938	344	32	159	262	140	1059	329	176	245	1088
Mean Score	1.4	1.5	1.3	1.5	1.6	1.4	1.5	1.5	1.4	1.5	1.4	1.4	1.4
Standard error	.02	.03	.03	.03	.19	.05	.04	.06	.02	.04	.06	.04	.02
Standard deviation	.82	.77	.85	.66	.81	.69	.66	.84	.83	.76	.88	.73	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 154 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guaranteed delivery to recipient's door**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	23	14	9
		1%	2%	1%
Not very important	(-1)	25	17	8
		2%	2%	1%
Neither important nor unimportant	(0)	121	52	70
		8%	8%	8%
Important	(1)	517	225	293
		33%	33%	34%
Very important	(2)	852	363	489
		55%	53%	56%
Don't know		18	12	6
		1%	2%	1%
NET Important		1369	587	782
		88%	86%	89%
NET Not Important		48	30	17
		3%	4%	2%
			b	
Answered		1538	669	868
Mean Score		1.4	1.4	1.4
Standard error		.02	.03	.03
Standard deviation		.82	.88	.77

Columns Tested:: a,b

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base		834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base		1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important	(-2)	23 1%	- -%	1 1%	2 1%	9 4%	- -%	3 2%	* 1%	5 3%	1 1%	- -%	* *%	1 2%
Not very important	(-1)	25 2%	- -%	2 3%	6 2%	6 2%	- -%	1 1%	- -%	2 1%	2 1%	2 4%	4 2%	* *%
Neither important nor unimportant	(0)	121 8%	- -%	1 2%	24 8%	32 13%	* *%	10 7%	5 12%	10 6%	14 7%	1 2%	22 8%	4 5%
Important	(1)	517 33%	- -%	12 19%	91 32%	68 27%	2 13%	51 36%	11 28%	57 34%	70 36%	18 37%	108 40%	28 34%
Very important	(2)	852 55%	- -%	44 73% dik	157 55%	129 52%	16 87% cdfhijk	79 55%	22 58%	94 56%	101 52%	28 57%	133 50%	48 58%
Don't know		18 1%	- -%	1 2%	3 1%	5 2%	- -%	* *%	* 1%	* *%	6 3%	* *%	* *%	1 2%
NET Important		1369 88%	- -%	55 93%	248 88%	197 79%	18 100%	130 91%	33 86%	151 90%	171 88%	47 94%	242 90%	77 92%
NET Not Important		48 3%	- -%	2 4%	8 3%	15 6%	- -%	4 3%	* 1%	7 4%	3 2%	2 4%	4 2%	1 2%
Answered		1538	-	58	280	244	18	144	38	167	188	50	269	82
Mean Score		1.4	-	1.6 d	1.4	1.2	1.9 cdfik	1.4	1.4	1.4	1.4	1.5	1.4	1.5
Standard error		.02	-	.09	.05	.06	.06	.07	.08	.06	.06	.06	.05	.08
Standard deviation		.82	-	.76	.80	1.02	.36	.81	.79	.87	.73	.74	.71	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 154 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2) 23	3	12	6	2	15	8
	1%	1%	3%	2%	*%	2%	1%
			d				
Not very important	(-1) 25	7	8	4	6	15	10
	2%	2%	2%	1%	2%	2%	1%
Neither important nor unimportant	(0) 121	32	34	28	27	66	55
	8%	8%	9%	7%	7%	9%	7%
Important	(1) 517	110	114	138	155	224	293
	33%	29%	31%	35%	39%	30%	37%
					a		a
Very important	(2) 852	221	204	217	210	424	427
	55%	58%	54%	54%	52%	56%	53%
Don't know	18	6	3	7	2	10	9
	1%	2%	1%	2%	*%	1%	1%
NET Important	1369	331	318	355	365	649	720
	88%	87%	85%	89%	91%	86%	90%
NET Not Important	48	10	19	10	8	30	18
	3%	3%	5%	2%	2%	4%	2%
Answered	1538	374	370	394	400	744	794
Mean Score	1.4	1.4	1.3	1.4	1.4	1.4	1.4
Standard error	.02	.04	.04	.04	.03	.03	.03
Standard deviation	.82	.80	.95	.80	.72	.88	.76

Columns Tested:: a,b,c,d - a,b

Table 155

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	143	54	88	136	6	*	*	6
	9%	15%	7%	9%	10%	2%	6%	9%	
		b							
Not very important	(-1)	185	46	139	177	7	*	*	7
	12%	13%	12%	12%	11%	6%	6%	10%	
Neither important nor unimportant	(0)	227	27	200	216	9	1	*	10
	15%	7%	17%	15%	15%	10%	10%	14%	
		a							
Important	(1)	504	80	424	483	18	2	1	21
	32%	22%	36%	33%	28%	35%	28%	29%	
		a							
Very important	(2)	441	121	320	415	20	3	2	25
	28%	33%	27%	28%	32%	47%	46%	34%	
		a				a	ab		
Don't know		57	37	19	54	2	-	*	3
	4%	10%	2%	4%	4%	-%	4%	4%	
		b							
NET Important		945	201	744	899	38	6	3	46
	61%	55%	62%	61%	60%	82%	74%	63%	
		a				abe	ab		
NET Not Important		328	101	227	314	13	1	*	14
	21%	28%	19%	21%	21%	8%	12%	19%	
		b			cd	c			
Answered		1499	328	1171	1429	60	7	4	70
Mean Score	.6	.5	.6	.6	.6	1.2	1.1	.7	
						abe	abe		
Standard error	.03	.07	.04	.04	.08	.12	.11	.06	
Standard deviation	1.28	1.51	1.21	1.28	1.33	1.04	1.39	1.30	

Columns Tested: a,b - a,b,c,d,e

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	143 9%	82 9%	41 9%	13 12%	4 10%	2 7%	* 6%	136 9%	6 10%	* 3%
			i	i	i			i	i	i	
Not very important	(-1)	185 12%	119 13%	49 11%	9 8%	5 13%	2 7%	* 6%	177 12%	7 11%	1 6%
			i								
Neither important nor unimportant	(0)	227 15%	133 14%	64 15%	19 18%	7 16%	3 12%	* 10%	216 15%	9 15%	1 10%
Important	(1)	504 32%	311 33%	142 32%	30 28%	13 29%	7 28%	1 28%	483 33%	18 28%	4 32%
Very important	(2)	441 28%	248 26%	133 30%	35 32%	12 28%	11 44%	2 46%	415 28%	20 32%	5 47%
							abdg	abdgh			abcdgh
Don't know		57 4%	42 5%	10 2%	2 2%	2 4%	1 2%	* 4%	54 4%	2 4%	* 2%
NET Important		945 61%	558 60%	275 63%	65 60%	25 57%	19 72%	3 74%	899 61%	38 60%	9 79%
							adg	acdgh			abcdgh
NET Not Important		328 21%	202 22%	90 21%	22 20%	10 23%	3 13%	* 12%	314 21%	13 21%	1 9%
			fi	i	i	fi			fi	i	
Answered		1499	893	430	106	42	25	4	1429	60	11
Mean Score		.6	.6	.6	.6	.5	1.0	1.1	.6	.6	1.2
							abdg	abcdgh			abcdgh
Standard error		.03	.05	.06	.11	.11	.09	.11	.04	.08	.07
Standard deviation		1.28	1.27	1.29	1.35	1.33	1.23	1.39	1.28	1.33	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177	
Effective base	834	568	252	161	49	95	457	121	40	26	29	
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39	
Not at all important	(-2)	143 9%	108 9%	28 10%	6 10%	* 2%	* 6%	72 8%	20 10%	3 8%	6 16%	6 14%
Not very important	(-1)	185 12%	152 13%	25 9%	7 11%	* 6%	* 6%	106 11%	33 16%	3 7%	2 5%	6 15%
Neither important nor unimportant	(0)	227 15%	171 14%	46 17%	9 15%	1 10%	* 10%	149 16%	22 10%	9 20%	5 14%	2 5%
Important	(1)	504 32%	403 33%	80 30%	18 28%	2 35%	1 28%	332 36%	73 34%	11 25%	8 21%	10 25%
Very important	(2)	441 28%	330 27%	85 32%	20 32%	3 47%	2 46%	245 26%	64 30%	18 40%	13 36%	14 36%
Don't know		57 4%	48 4%	6 2%	2 4%	- -%	* 4%	21 2%	* *%	* *%	3 8%	2 5%
NET Important		945 61%	733 60%	166 61%	38 60%	6 82%	3 74%	578 62%	137 64%	29 66%	21 57%	24 61%
NET Not Important		328 21%	260 21%	54 20%	13 21%	1 8%	* 12%	178 19%	54 25%	6 15%	8 21%	11 29%
Answered		1499	1164	265	60	7	4	905	213	45	35	37
Mean Score	.6	.6	.6	.6	1.2	1.1	.6	.6	.8	.6	.6	.6
Standard error	.03	.05	.06	.08	.12	.11	.05	.08	.13	.17	.11	.11
Standard deviation	1.28	1.28	1.31	1.33	1.04	1.39	1.22	1.32	1.26	1.50	1.51	1.51

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1741	99	90	172	69	102	129	113	110	100
Effective base	834	69	66	112	47	73	93	85	76	69
Weighted Base	1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	143	9	18	6	14	18	22	13	6
		9%	14%	7%	7%	8%	13%	8%	11%	10%
Not very important	(-1)	185	23	8	36	3	7	24	30	19
		12%	17%	6%	14%	4%	6%	11%	15%	14%
			de							
Neither important nor unimportant	(0)	227	12	21	34	9	16	30	40	14
		15%	8%	17%	13%	12%	14%	14%	20%	11%
			a							
Important	(1)	504	41	48	100	28	32	70	54	43
		32%	30%	40%	39%	37%	28%	32%	27%	32%
Very important	(2)	441	39	36	64	27	44	58	46	39
		28%	28%	29%	25%	36%	39%	27%	23%	29%
						cg				
Don't know		57	6	1	6	2	1	15	10	6
		4%	4%	1%	2%	2%	1%	7%	5%	4%
								ei		
NET Important		945	80	85	164	55	76	127	100	82
		61%	57%	69%	64%	73%	67%	59%	49%	61%
			g	g	g	g	g			
NET Not Important		328	42	16	54	9	21	43	52	32
		21%	30%	13%	21%	12%	19%	20%	26%	24%
			bd							
Answered		1499	134	122	252	74	114	200	193	128
Mean Score		.6	.4	.8	.6	.9	.7	.6	.4	.6
				g		g				
Standard error		.03	.15	.12	.09	.15	.14	.12	.13	.13
Standard deviation		1.28	1.43	1.15	1.21	1.20	1.37	1.27	1.31	1.33

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	143 9%	27 9%	41 10%	59 9%	126 9%	17 9%	6 6%	7 11%	4 13%
Not very important	(-1)	185 12%	27 9%	50 13%	90 13%	167 12%	18 10%	8 8%	8 13%	3 9%
Neither important nor unimportant	(0)	227 15%	46 15%	47 12%	104 15%	197 14%	30 17%	19 21%	6 10%	6 18%
Important	(1)	504 32%	96 32%	133 34%	224 33%	453 33%	51 28%	28 31%	16 27%	8 24%
Very important	(2)	441 28%	105 35%	113 29%	168 25%	386 28%	55 30%	25 28%	20 34%	9 29%
Don't know		57 4%	3 1%	12 3%	32 5%	46 3%	10 6%	5 5%	3 5%	3 8%
NET Important		945 61%	200 66%	246 62%	392 58%	839 61%	106 58%	53 59%	36 61%	17 53%
NET Not Important		328 21%	54 18%	91 23%	149 22%	293 21%	35 19%	13 15%	14 24%	7 22%
Answered		1499	300	384	645	1329	171	85	56	29
Mean Score		.6	.7	.6	.5	.6	.6	.7	.6	.5
Standard error		.03	.08	.08	.06	.04	.05	.07	.09	.09
Standard deviation		1.28	1.27	1.32	1.26	1.28	1.29	1.19	1.41	1.40

Columns Tested: a,b,c,d,e,f,g,h

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base		1741	75	95	20	115	149	380	76	92	848
Effective base		834	37	34	11	45	74	199	32	34	428
Weighted Base		1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	143	6	2	*	2	19	26	5	5	80
		9%	7%	3%	*%	2%	11%	8%	9%	10%	10%
Not very important	(-1)	185	9	13	1	13	18	45	9	9	80
		12%	10%	17%	3%	13%	10%	14%	17%	18%	10%
Neither important nor unimportant	(0)	227	13	8	5	13	32	47	9	6	107
		15%	15%	11%	17%	13%	18%	15%	18%	11%	14%
Important	(1)	504	28	28	11	39	55	86	15	13	268
		32%	32%	37%	40%	38%	31%	28%	29%	25%	35%
Very important	(2)	441	31	23	9	32	48	99	14	16	199
		28%	35%	31%	31%	31%	27%	32%	28%	30%	26%
Don't know		57	*	*	2	3	5	6	*	3	39
		4%	*%	*%	9%	3%	3%	2%	*%	6%	5%
NET Important		945	59	51	20	70	103	185	30	29	466
		61%	68%	68%	71%	69%	58%	60%	57%	55%	60%
NET Not Important		328	15	15	1	16	37	70	13	15	160
		21%	17%	20%	4%	16%	21%	23%	25%	28%	21%
Answered		1499	87	74	26	99	171	302	52	50	733
Mean Score		.6	.8	.8	1.1	.8	.6	.6	.5	.5	.6
Standard error		.03	.14	.12	.20	.10	.11	.07	.15	.15	.05
Standard deviation		1.28	1.22	1.16	.86	1.10	1.30	1.30	1.30	1.39	1.29

Columns Tested: a,b,c,d,e,f,g,h,i

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	143 9%	27 8%	26 8%	90 10%	115 9%	28 10%	- -%	138 10%	5 4%	137 9%	6 12%
Not very important (-1)	185 12%	40 11%	45 14%	100 11%	148 12%	37 14%	- -%	171 12%	14 12%	176 12%	9 17%
Neither important nor unimportant (0)	227 15%	58 16%	47 15%	122 14%	167 13%	60 22%	- -%	203 14%	24 20%	215 14%	12 23%
Important (1)	504 32%	122 33%	86 28%	297 34%	439 34%	65 24%	- -%	473 33%	31 26%	496 33%	8 16%
Very important (2)	441 28%	110 30%	99 32%	232 26%	365 28%	76 28%	- -%	398 28%	42 36%	429 28%	12 23%
Don't know	57 4%	8 2%	6 2%	43 5%	52 4%	5 2%	- -%	54 4%	2 2%	52 3%	4 9%
NET Important	945 61%	232 64%	185 60%	528 60%	804 63%	141 52%	- -%	871 61%	74 62%	925 61%	20 39%
NET Not Important	328 21%	68 19%	70 23%	190 21%	263 20%	65 24%	- -%	309 21%	19 16%	313 21%	15 29%
Answered	1499	357	302	840	1233	266	-	1383	116	1453	46
Mean Score	.6	.7	.6	.6	.6	.5	-	.6	.8	.6	.2
Standard error	.03	.07	.07	.04	.03	.08	-	.03	.08	.03	.19
Standard deviation	1.28	1.23	1.30	1.29	1.27	1.32	-	1.29	1.19	1.28	1.38

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	143 9%	103 10%	13 6%	25 9%
Not very important	(-1)	185 12%	136 13%	21 9%	28 10%
Neither important nor unimportant	(0)	227 15%	168 16%	22 10%	36 12%
Important	(1)	504 32%	330 32%	86 37%	86 30%
Very important	(2)	441 28%	256 25%	82 35%	102 35%
Don't know		57 4%	32 3%	8 3%	14 5%
NET Important		945 61%	585 57%	168 72%	189 65%
NET Not Important		328 21%	238 23%	34 15%	53 18%
Answered		1499	992	224	277
Mean Score		.6	.5	.9	.8
Standard error		.03	.04	.07	.07
Standard deviation		1.28	1.29	1.16	1.29

Columns Tested:: a,b,c

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	143	120	21	2	-	-	-	-	141	2	-
	9%	9%	15%	6%	-%	-%	-%	-%	-%	9%	3%	-%
Not very important	(-1)	185	173	8	1	-	2	2	-	* 180	5	4
	12%	13%	5%	2%	-%	11%	83%	-%	4%	12%	8%	14%
		b										
Neither important nor unimportant	(0)	227	206	19	1	-	*	-	-	226	1	*
	15%	15%	13%	5%	-%	*%	-%	-%	-%	15%	2%	*%
Important	(1)	504	455	40	4	2	1	*	1	* 496	9	4
	32%	34%	28%	17%	29%	8%	1%	55%	6%	33%	16%	15%
		j										
Very important	(2)	441	346	57	18	5	13	*	1	* 403	38	19
	28%	26%	39%	70%	71%	80%	17%	45%	90%	27%	70%	71%
		ai	abi								abi	abi
Don't know		57	56	1	*	-	-	-	-	57	*	-
	4%	4%	1%	*%	-%	-%	-%	-%	-%	4%	*%	-%
NET Important		945	801	97	23	7	15	*	1	* 898	46	24
	61%	59%	66%	87%	100%	89%	17%	100%	96%	60%	86%	86%
				ai							abi	
NET Not Important		328	292	29	2	-	2	2	-	* 321	6	4
	21%	22%	20%	9%	-%	11%	83%	-%	4%	21%	12%	14%
Answered		1499	1300	145	26	7	16	3	1	* 1445	54	28
Mean Score		.6	.6	.7	1.4	1.7	1.6	-.5	1.5	1.8	.6	1.4
				ai							abi	ai
Standard error		.03	.04	.09	.14	.14	.20	.51	.38	-	.03	.10
Standard deviation		1.28	1.26	1.41	1.14	.49	.98	1.44	.94	-	1.28	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	143 9%	83 9%	37 8%	23 12%	138 9%	97 9%	143 9%	80 8%	29 5%	16 4%	47 10%	82 9%	3 8%	4 5%	2 5%	6 20%	- -%
Not very important (-1)	185 12%	111 13%	62 13%	12 6%	180 12%	135 12%	185 12%	125 13%	73 13%	40 10%	54 12%	125 14%	2 4%	2 3%	1 3%	1 2%	* 4%
Neither important nor unimportant (0)	227 15%	142 16%	64 13%	21 10%	211 14%	161 14%	227 15%	140 14%	98 17%	55 13%	74 16%	142 16%	3 9%	4 6%	2 5%	2 7%	* 2%
Important (1)	504 32%	283 32%	173 36%	49 24%	472 32%	383 34%	504 32%	349 35%	200 35%	146 36%	146 32%	308 34%	9 27%	22 32%	7 20%	8 26%	4 35%
Very important (2)	441 28%	218 25%	128 26%	95 47% ab	420 29%	330 29%	441 28%	290 29%	160 28%	140 34%	118 25%	239 26%	15 43%	26 39%	22 67% ab	14 44%	7 58%
Don't know	57 4%	34 4%	22 5%	1 *%	51 3%	33 3%	57 4%	18 2%	8 1%	11 3%	24 5%	19 2%	3 8%	10 15%	- -%	1 2%	- -%
NET Important	945 61%	501 58%	301 62%	143 72% a	892 61%	713 63%	945 61%	639 64%	361 63%	286 70% abc	264 57%	548 60%	24 71%	48 71%	29 87% ab	22 70%	10 93%
NET Not Important	328 21%	193 22%	99 20%	35 18%	318 22%	233 20%	328 21%	205 20%	102 18%	56 14%	101 22%	207 23%	4 13%	6 8%	3 8%	7 21%	* 4%
Answered Mean Score	1499 .6	837 .5	464 .6	199 .9 a	1422 .6	1106 .6	1499 .6	984 .7	561 .7	397 .9 abcde	438 .5	897 .6	32 1.0	57 1.1	33 1.4 ab	31 .7 ab	11 1.5
Standard error	.03	.05	.05	.07	.03	.04	.03	.04	.05	.05	.06	.04	.15	.11	.13	.19	.15
Standard deviation	1.28	1.28	1.24	1.37	1.29	1.26	1.28	1.25	1.17	1.11	1.29	1.27	1.27	1.11	1.09	1.55	.79

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
Not at all important	(-2) 143	125	2	4	2	*	5	-	79	11	6	*	*	1	-
	9%	10%	3%	7%	6%	2%	34%	-%	9%	11%	14%	*%	1%	11%	-%
							ab								
Not very important	(-1) 185	170	5	4	*	*	1	*	127	6	*	1	*	*	*
	12%	13%	7%	8%	*%	1%	4%	*%	14%	6%	*%	2%	1%	3%	7%
Neither important nor unimportant	(0) 227	197	10	1	1	2	*	*	140	13	1	3	3	*	*
	15%	15%	13%	2%	3%	14%	2%	*%	15%	13%	2%	8%	19%	3%	4%
Important	(1) 504	413	29	12	7	6	2	3	313	37	10	14	3	6	*
	32%	32%	38%	23%	20%	46%	17%	54%	34%	36%	22%	32%	17%	56%	4%
Very important	(2) 441	332	29	25	20	5	6	2	233	35	20	22	10	3	6
	28%	26%	39%	50%	63%	35%	41%	45%	26%	34%	45%	51%	60%	28%	85%
				a	a						a	a	a		
Don't know	57	42	*	5	3	*	*	-	22	*	7	3	*	-	-
	4%	3%	*%	10%	8%	2%	2%	-%	2%	*%	16%	7%	2%	-%	-%
											ab				
NET Important	945	745	58	37	27	11	8	5	547	72	30	36	13	9	6
	61%	58%	77%	73%	83%	81%	58%	100%	60%	70%	67%	83%	77%	84%	89%
			a		a						a				
NET Not Important	328	295	7	8	2	*	5	*	205	18	6	1	*	1	*
	21%	23%	10%	15%	6%	3%	38%	*%	22%	17%	14%	3%	2%	13%	7%
			b								d				
Answered	1499	1237	76	46	30	14	14	5	892	103	37	41	16	11	7
Mean Score	.6	.5	1.0	1.1	1.5	1.1	.3	1.4	.6	.8	1.0	1.4	1.4	.9	1.7
			a	a	a						ab	a			
Standard error	.03	.04	.09	.14	.13	.15	.31	.14	.04	.11	.16	.11	.16	.27	.24
Standard deviation	1.28	1.29	1.04	1.29	1.06	.89	1.86	.57	1.26	1.29	1.46	.78	.94	1.22	.92

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41
Not at all important	(-2)	143	64	6	9	1	*	-	73	25	26	10	6
		9%	8%	7%	20%	2%	*%	-%	9%	8%	9%	10%	14%
Not very important	(-1)	185	109	8	5	*	1	-	110	32	33	10	*
		12%	14%	10%	10%	1%	3%	-%	14%	10%	11%	10%	1%
Neither important nor unimportant	(0)	227	123	8	2	2	3	*	130	41	48	5	3
		15%	16%	9%	5%	7%	14%	3%	16%	13%	16%	5%	7%
Important	(1)	504	282	29	14	12	7	3	270	104	86	24	17
		32%	36%	33%	32%	34%	30%	31%	34%	34%	29%	24%	42%
Very important	(2)	441	186	36	14	19	13	7	184	93	101	46	15
		28%	24%	41%	32%	55%	52%	66%	23%	31%	33%	46%	36%
Don't know		57	18	-	-	-	-	*	35	8	7	5	*
		4%	2%	-%	-%	-%	-%	*%	4%	3%	2%	5%	*%
NET Important		945	468	65	29	31	20	10	454	197	187	70	32
		61%	60%	74%	64%	90%	83%	97%	57%	65%	62%	70%	78%
NET Not Important		328	173	15	14	1	1	-	183	57	59	21	6
		21%	22%	17%	31%	3%	3%	-%	23%	19%	19%	21%	15%
Answered		1499	764	87	45	35	25	10	767	295	294	96	41
Mean Score		.6	.5	.9	.4	1.4	1.3	1.6	.5	.7	.7	.9	.9
Standard error		.03	.04	.11	.17	.12	.13	.15	.05	.07	.07	.10	.15
Standard deviation		1.28	1.23	1.24	1.54	.85	.86	.56	1.26	1.25	1.29	1.39	1.32

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61	
Effective base	834	432	155	135	53	14	310	112	111	50	18	
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34	
Not at all important	(-2)	143 9%	76 9%	23 8%	24 11%	6 9%	6 23%	49 8%	16 7%	16 9%	7 10%	6 17%
Not very important	(-1)	185 12%	121 14%	29 10%	26 11%	4 6%	* 1%	80 13%	25 11%	20 10%	8 11%	* 1%
Neither important nor unimportant	(0)	227 15%	136 16%	38 14%	33 14%	2 2%	2 7%	98 16%	25 12%	29 15%	4 5%	3 8%
Important	(1)	504 32%	275 32%	100 36%	67 29%	20 26%	6 24%	227 37%	74 34%	49 25%	15 20%	15 46%
Very important	(2)	441 28%	214 25%	79 28%	76 33%	39 52%	10 43%	133 22%	77 36%	71 37%	36 49%	10 28%
Don't know		57 4%	32 4%	11 4%	2 1%	4 5%	* 1%	22 4%	* *%	6 3%	3 4%	* *%
NET Important		945 61%	489 57%	179 64%	143 63%	59 78%	16 68%	360 59%	152 70%	120 63%	51 70%	25 74%
NET Not Important		328 21%	197 23%	52 19%	50 22%	11 14%	6 24%	129 21%	41 19%	36 19%	16 21%	6 18%
Answered		1499	822	269	226	71	24	588	218	186	71	34
Mean Score		.6	.5	.7	.6	1.1	.6	.5	.8	.7	.9	.7
Standard error		.03	.05	.07	.08	.09	.21	.05	.08	.08	.12	.18
Standard deviation		1.28	1.27	1.24	1.34	1.28	1.62	1.22	1.24	1.31	1.41	1.37

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base		834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base		1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2)	143	43	11	11	12	*	44	3	34	134	9	134	4
		9%	8%	7%	7%	13%	1%	8%	6%	8%	9%	9%	9%	16%
Not very important	(-1)	185	80	16	23	2	*	53	6	62	170	15	177	3
		12%	15%	11%	14%	3%	1%	10%	14%	16%	12%	16%	12%	10%
			d		d									
Neither important nor unimportant	(0)	227	90	21	23	4	3	65	8	64	222	5	210	*
		15%	17%	14%	14%	4%	7%	12%	19%	16%	15%	5%	15%	1%
			d		d									
Important	(1)	504	199	45	58	27	13	197	7	141	468	36	462	10
		32%	37%	30%	36%	29%	38%	36%	15%	35%	32%	38%	32%	38%
								b		b				
Very important	(2)	441	117	55	49	46	19	180	19	90	410	30	411	10
		28%	21%	37%	30%	51%	54%	33%	45%	22%	28%	32%	28%	35%
				a		ac	ac	c	c					
Don't know		57	14	1	*	1	-	7	-	12	56	1	51	-
		4%	3%	1%	*%	1%	-%	1%	-%	3%	4%	1%	4%	-%
NET Important		945	315	100	107	73	33	377	26	231	878	67	873	20
		61%	58%	67%	66%	80%	91%	69%	60%	57%	60%	69%	60%	73%
						a	abc	c						
NET Not Important		328	123	27	34	14	*	97	9	96	304	24	311	7
		21%	23%	18%	21%	15%	1%	18%	20%	24%	21%	25%	22%	26%
			e	e	e									
Answered		1499	528	148	164	91	36	538	43	391	1404	96	1394	27
Mean Score		.6	.5	.8	.7	1.0	1.4	.8	.8	.5	.6	.7	.6	.7
						a	abc	c						
Standard error		.03	.06	.10	.08	.12	.09	.05	.15	.06	.03	.12	.03	.24
Standard deviation		1.28	1.22	1.26	1.23	1.35	.71	1.24	1.32	1.25	1.28	1.33	1.29	1.48

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	143	91	6	64	16	134	4	91	6	64	16
		9%	8%	10%	8%	6%	9%	18%	9%	9%	8%	7%
Not very important	(-1)	185	130	5	96	29	177	3	130	5	97	29
		12%	12%	8%	13%	12%	12%	12%	12%	8%	13%	12%
Neither important nor unimportant	(0)	227	157	4	118	22	210	*	155	6	122	19
		15%	15%	6%	16%	9%	15%	1%	14%	9%	16%	8%
Important	(1)	504	361	22	258	91	462	10	362	21	255	94
		32%	34%	34%	34%	38%	32%	43%	34%	30%	33%	39%
Very important	(2)	441	306	23	206	83	414	6	301	29	208	81
		28%	28%	37%	27%	34%	29%	25%	28%	40%	27%	34%
Don't know		57	30	3	18	1	51	-	30	3	18	1
		4%	3%	5%	2%	*%	4%	-%	3%	4%	2%	*%
NET Important		945	668	45	464	175	876	17	663	50	463	176
		61%	62%	71%	61%	72%	60%	68%	62%	70%	61%	73%
NET Not Important		328	221	11	160	45	311	7	221	12	161	44
		21%	21%	18%	21%	19%	21%	30%	21%	17%	21%	19%
Answered		1499	1046	60	743	242	1397	24	1038	68	746	239
Mean Score		.6	.6	.8	.6	.8	.6	.5	.6	.9	.6	.8
Standard error		.03	.04	.13	.04	.07	.03	.26	.04	.13	.04	.07
Standard deviation		1.28	1.26	1.32	1.26	1.22	1.29	1.48	1.26	1.30	1.26	1.21

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	143 9%	46 7%	115 9%	18 10%	* 100%	35 6%	84 10%	13 8%	* 4%	41 6%	55 10%	11 7%	- -%
Not very important (-1)	185 12%	80 13%	147 12%	23 12%	- -%	68 12%	97 12%	13 8%	- -%	84 12%	63 12%	18 12%	2 100%
Neither important nor unimportant (0)	227 15%	75 12%	177 15%	19 10%	- -%	60 10%	125 15%	24 16%	1 13%	76 11%	90 16%	18 11%	- -%
Important (1)	504 32%	222 35%	372 31%	59 32%	- -%	213 37%	265 32%	48 31%	- -%	262 38%	171 31%	50 32%	- -%
Very important (2)	441 28%	201 31%	361 30%	59 32%	- -%	188 33%	229 28%	50 33%	3 83%	219 32%	154 28%	55 35%	- -%
Don't know	57 4%	15 2%	44 4%	9 5%	- -%	12 2%	32 4%	5 3%	- -%	9 1%	16 3%	5 3%	- -%
NET Important	945 61%	423 66%	733 60%	118 63%	- -%	401 70%	494 59%	98 64%	3 83%	482 70%	325 59%	105 67%	- -%
NET Not Important	328 21%	126 20%	262 22%	41 22%	* 100%	103 18%	181 22%	26 17%	* 4%	125 18%	118 22%	29 19%	2 100%
Answered Mean Score	1499 .6	624 .7	1172 .6	178 .7	* -2.0	564 .8	801 .6	148 .7	4 1.6	683 .8	534 .6	152 .8	2 -1.0
Standard error	.03	.05	.04	.09	-	.05	.04	.09	.55	.04	.05	.09	-
Standard deviation	1.28	1.24	1.30	1.32	-	1.20	1.30	1.25	1.11	1.19	1.30	1.25	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	143	138	96	68	103	100	1	49	33	31	3	11	52	53
		9%	10%	9%	9%	9%	10%	9%	9%	8%	8%	3%	13%	12%	13%
Not very important	(-1)	185	176	113	80	127	114	*	60	42	35	15	7	43	49
		12%	12%	11%	11%	11%	12%	3%	12%	11%	9%	15%	9%	10%	12%
Neither important nor unimportant	(0)	227	207	145	99	173	142	1	80	47	45	11	12	55	56
		15%	15%	14%	14%	15%	15%	6%	15%	12%	12%	10%	14%	12%	14%
Important	(1)	504	451	353	257	375	302	7	173	152	134	35	28	118	106
		32%	32%	34%	35%	32%	31%	50%	33%	38%	36%	34%	34%	27%	27%
Very important	(2)	441	404	301	211	337	273	4	149	113	118	35	19	137	110
		28%	28%	29%	29%	29%	28%	32%	28%	28%	32%	33%	23%	31%	28%
Don't know		57	48	30	15	42	37	-	12	9	9	5	5	33	20
		4%	3%	3%	2%	4%	4%	-%	2%	2%	2%	5%	6%	7%	5%
NET Important		945	855	654	469	712	576	11	322	265	253	70	46	255	216
		61%	60%	63%	64%	62%	59%	82%	62%	67%	68%	67%	57%	58%	55%
NET Not Important		328	313	209	148	230	214	2	109	75	66	19	18	95	101
		21%	22%	20%	20%	20%	22%	11%	21%	19%	18%	18%	23%	22%	26%
Answered		1499	1375	1007	715	1115	932	14	511	387	363	99	77	404	373
Mean Score		.6	.6	.6	.6	.6	.6	.9	.6	.7	.8	.8	.5	.6	.5
Standard error		.03	.03	.04	.05	.04	.04	.16	.05	.06	.06	.11	.16	.07	.07
Standard deviation		1.28	1.30	1.27	1.27	1.27	1.31	1.16	1.28	1.23	1.24	1.17	1.35	1.38	1.40

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important (-2)	143 9%	11 8%	2 4%	3 7%	1 2%	136 10%	97 11%	138 10%	94 10%	90 10%	43 7%	127 10%	21 12%	- -%	107 9%	11 10%
Not very important (-1)	185 12%	24 17%	3 6%	7 14%	6 18%	159 12%	93 10%	167 12%	111 12%	107 12%	73 12%	155 12%	18 10%	- -%	151 12%	14 13%
Neither important nor unimportant (0)	227 15%	17 12%	6 11%	7 14%	* 1%	199 14%	108 12%	205 14%	125 13%	91 10%	75 12%	200 15%	21 12%	- -%	174 14%	8 7%
Important (1)	504 32%	38 26%	24 43%	21 42%	11 31%	435 32%	275 31%	460 32%	302 33%	261 30%	243 39%	425 32%	47 27%	- -%	420 34%	23 22%
Very important (2)	441 28%	52 36%	20 36%	12 23%	14 40%	396 29%	291 32%	404 28%	262 28%	280 32%	169 27%	372 28%	54 31%	- -%	340 27%	42 40%
Don't know	57 4%	4 3%	- -%	* 1%	3 8%	53 4%	37 4%	56 4%	35 4%	41 5%	24 4%	51 4%	12 7%	- -%	44 4%	7 7%
NET Important	945 61%	90 61%	45 79%	33 65%	25 71%	831 60%	566 63%	864 60%	564 61%	542 62%	412 66%	797 60%	101 58%	- -%	760 62%	65 62%
NET Not Important	328 21%	36 24%	5 10%	11 21%	7 20%	295 21%	190 21%	305 21%	205 22%	198 23%	116 18%	282 21%	39 23%	- -%	258 21%	24 23%
Answered	1499	143	56	50	32	1326	864	1373	893	830	603	1280	161	-	1191	97
Mean Score	.6	.7	1.0	.6	1.0	.6	.7	.6	.6	.6	.7	.6	.6	-	.6	.7
Standard error	.03	.11	.11	.15	.23	.03	.04	.03	.04	.04	.05	.03	.10	-	.03	.15
Standard deviation	1.28	1.33	1.03	1.19	1.21	1.30	1.34	1.29	1.31	1.35	1.20	1.29	1.39	-	1.26	1.42

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	143 9%	45 7%	98 10%	18 5%	4 12%	9 5%	20 7%	8 6%	96 9%	39 12%	15 8%	12 5%	115 10%
Not very important (-1)	185 12%	69 11%	115 12%	38 11%	10 32%	9 5%	45 17%	17 12%	133 12%	35 10%	30 17%	24 10%	130 12%
Neither important nor unimportant (0)	227 15%	62 10%	165 17%	40 11%	3 10%	13 8%	36 14%	11 8%	179 17%	36 11%	13 7%	28 11%	180 16%
Important (1)	504 32%	224 37%	280 29%	143 41%	4 13%	73 44%	90 34%	43 30%	346 32%	109 33%	52 28%	107 44%	326 30%
Very important (2)	441 28%	191 32%	249 26%	102 29%	11 34%	60 36%	69 26%	59 42%	278 26%	100 30%	66 36%	74 30%	298 27%
Don't know	57 4%	15 2%	42 4%	6 2%	- -%	3 2%	5 2%	4 3%	37 3%	15 4%	6 3%	- -%	50 5%
NET Important	945 61%	416 68%	529 56%	245 70%	15 46%	133 80%	159 60%	102 72%	624 58%	209 63%	118 65%	181 74%	624 57%
NET Not Important	328 21%	114 19%	214 23%	56 16%	14 44%	17 10%	64 24%	25 18%	229 21%	73 22%	45 25%	36 15%	246 22%
Answered	1499	592	907	341	32	163	260	138	1032	319	176	245	1050
Mean Score	.6	.8	.5	.8	.2	1.0	.6	.9	.6	.6	.7	.8	.5
Standard error	.03	.05	.04	.06	.36	.08	.07	.09	.04	.07	.10	.07	.04
Standard deviation	1.28	1.23	1.31	1.14	1.51	1.07	1.26	1.25	1.27	1.35	1.35	1.11	1.31

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	143	65	78
		9%	10%	9%
Not very important	(-1)	185	76	109
		12%	11%	12%
Neither important nor unimportant	(0)	227	71	156
		15%	10%	18%
			a	
Important	(1)	504	215	289
		32%	31%	33%
Very important	(2)	441	220	221
		28%	32%	25%
			b	
Don't know		57	36	21
		4%	5%	2%
			b	
NET Important		945	434	510
		61%	64%	58%
NET Not Important		328	141	186
		21%	21%	21%
Answered		1499	646	853
Mean Score		.6	.7	.5
Standard error		.03	.05	.04
Standard deviation		1.28	1.32	1.25

Columns Tested: a,b

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	143 9%	- -%	3 6%	28 10%	28 11%	1 6%	15 11%	2 4%	20 12%	21 11%	2 3%	17 6%	6 7%
Not very important (-1)	185 12%	- -%	3 4%	27 9%	38 15%	1 3%	19 13%	3 8%	13 8%	26 13%	11 22%	36 13%	10 12%
Neither important nor unimportant (0)	227 15%	- -%	12 20%	29 10%	35 14%	1 7%	27 19%	8 20%	24 14%	35 18%	8 15%	33 12%	15 18%
Important (1)	504 32%	- -%	8 14%	94 33%	74 29%	9 49%	37 26%	14 37%	69 41%	53 27%	14 28%	102 38%	31 37%
Very important (2)	441 28%	- -%	33 56%	89 31%	61 24%	7 36%	37 26%	10 26%	41 24%	55 28%	14 27%	74 28%	21 25%
Don't know	57 4%	- -%	- -%	16 6%	14 6%	- -%	8 5%	1 4%	2 1%	5 2%	2 4%	7 3%	1 1%
NET Important	945 61%	- -%	42 70%	183 65%	134 54%	16 85%	74 51%	24 64%	109 65%	108 56%	28 55%	176 65%	51 62%
NET Not Important	328 21%	- -%	6 10%	54 19%	66 26%	2 9%	35 24%	5 13%	33 20%	46 24%	12 25%	53 20%	16 19%
Answered	1499	-	59	267	235	18	136	37	166	190	48	261	82
Mean Score	.6	-	1.1	.7	.4	1.1	.4	.8	.6	.5	.6	.7	.6
Standard error	.03	-	.14	.08	.08	.18	.12	.11	.09	.11	.10	.09	.13
Standard deviation	1.28	-	1.20	1.30	1.35	1.05	1.33	1.10	1.27	1.33	1.22	1.20	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 155 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1741	372	464	470	435	836	905
Effective base	834	180	223	223	215	397	437
Weighted Base	1556	380	374	401	402	754	802
Not at all important	(-2) 143	40	36	42	24	76	67
	9%	11%	10%	11%	6%	10%	8%
Not very important	(-1) 185	36	51	42	56	86	98
	12%	9%	14%	11%	14%	11%	12%
Neither important nor unimportant	(0) 227	43	61	66	56	104	123
	15%	11%	16%	17%	14%	14%	15%
Important	(1) 504	112	110	136	146	222	282
	32%	30%	29%	34%	36%	29%	35%
Very important	(2) 441	130	96	106	108	227	214
	28%	34%	26%	26%	27%	30%	27%
Don't know	57	19	20	8	10	39	18
	4%	5%	5%	2%	3%	5%	2%
NET Important	945	243	206	242	255	449	496
	61%	64%	55%	60%	63%	60%	62%
NET Not Important	328	76	86	85	81	162	165
	21%	20%	23%	21%	20%	22%	21%
Answered	1499	361	354	393	391	715	784
Mean Score	.6	.7	.5	.6	.7	.6	.6
Standard error	.03	.07	.06	.06	.06	.05	.04
Standard deviation	1.28	1.34	1.30	1.29	1.20	1.32	1.24

Columns Tested:: a,b,c,d - a,b

Table 156

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	117	21	96	112	4	*	*	5
	8%	6%	8%	8%	7%	2%	9%	7%	
Not very important	(-1)	131	33	98	125	6	*	*	6
	8%	9%	8%	8%	9%	5%	4%	8%	
Neither important nor unimportant	(0)	339	48	290	327	10	1	*	12
	22%	13%	24%	22%	17%	17%	12%	17%	
Important	(1)	572	131	441	543	25	3	1	29
	37%	36%	37%	37%	40%	36%	38%	39%	
Very important	(2)	370	126	244	352	14	3	1	18
	24%	35%	20%	24%	23%	38%	38%	25%	
		b				ab	abe		
Don't know		27	6	22	25	3	*	-	3
	2%	2%	2%	2%	4%	2%	-	4%	
					ad				
NET Important		942	258	685	895	39	5	3	47
	61%	70%	57%	60%	63%	74%	76%	65%	
		b				a	ab		
NET Not Important		248	54	194	237	10	*	*	11
	16%	15%	16%	16%	16%	7%	12%	15%	
Answered		1529	360	1169	1458	60	7	4	70
Mean Score		.6	.9	.5	.6	.7	1.1	.9	.7
			b				abe	a	
Standard error		.03	.05	.03	.03	.07	.12	.11	.05
Standard deviation		1.16	1.16	1.15	1.16	1.17	1.03	1.38	1.16

Columns Tested: a,b - a,b,c,d,e

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	117 8%	54 6%	51 12%	7 6%	4 8%	1 4%	* 9%	112 8%	4 7%	* 4%
				aegi							
Not very important	(-1)	131 8%	81 9%	34 8%	11 10%	4 9%	2 8%	* 4%	125 8%	6 9%	* 5%
Neither important nor unimportant	(0)	339 22%	216 23%	89 20%	22 20%	8 18%	4 15%	* 12%	327 22%	10 17%	2 15%
			f						f		
Important	(1)	572 37%	345 37%	156 36%	42 39%	18 42%	9 34%	1 38%	543 37%	25 40%	4 37%
Very important	(2)	370 24%	219 23%	107 24%	26 24%	9 20%	8 32%	1 38%	352 24%	14 23%	4 38%
								abcdgh			abcdgh
Don't know		27 2%	21 2%	2 1%	1 1%	1 2%	2 6%	- -%	25 2%	3 4%	* 1%
							bfgi			bfg	
NET Important		942 61%	564 60%	263 60%	68 63%	27 62%	17 66%	3 76%	895 60%	39 63%	8 75%
								abcdgh			abcdgh
NET Not Important		248 16%	135 14%	85 19%	17 16%	8 17%	3 12%	* 12%	237 16%	10 16%	1 9%
				i					i		
Answered		1529	914	437	107	42	24	4	1458	60	11
Mean Score		.6	.7	.5	.6	.6	.9	.9	.6	.7	1.0
							bg	abg			abcdgh
Standard error		.03	.04	.06	.09	.09	.08	.11	.03	.07	.07
Standard deviation		1.16	1.11	1.26	1.14	1.17	1.13	1.38	1.16	1.17	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Business Size 3					Turnover				
Total base		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	117	95	17	4	*	72	17	6	2	4
		8%	8%	6%	7%	2%	8%	8%	13%	6%	11%
Not very important	(-1)	131	103	22	6	*	79	14	6	6	3
		8%	9%	8%	9%	5%	8%	6%	14%	16%	8%
Neither important nor unimportant	(0)	339	273	53	10	1	227	39	10	4	11
		22%	23%	20%	17%	17%	25%	18%	22%	11%	28%
Important	(1)	572	435	108	25	3	321	94	14	16	13
		37%	36%	40%	40%	36%	35%	44%	32%	43%	34%
Very important	(2)	370	283	68	14	3	208	49	8	8	6
		24%	23%	25%	23%	38%	22%	23%	19%	22%	17%
Don't know		27	22	2	3	*	19	1	-	1	1
		2%	2%	1%	4%	2%	2%	1%	0%	1%	2%
NET Important		942	718	177	39	5	529	143	23	24	20
		61%	59%	65%	63%	74%	57%	67%	51%	65%	51%
NET Not Important		248	198	39	10	*	151	30	12	8	7
		16%	16%	14%	16%	7%	16%	14%	27%	22%	19%
Answered		1529	1189	269	60	7	907	212	45	37	38
Mean Score		.6	.6	.7	.7	1.1	.6	.7	.3	.6	.4
Standard error		.03	.04	.05	.07	.12	.05	.07	.14	.14	.09
Standard deviation		1.16	1.17	1.13	1.17	1.03	1.17	1.13	1.30	1.20	1.21

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	99	90	172	69	102	129	113	110	100
Effective base		834	69	66	112	47	73	93	85	76	69
Weighted Base		1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	117	17	4	26	5	13	11	7	15	10
		8%	12%	3%	10%	6%	11%	5%	3%	11%	9%
			g				g			g	
Not very important	(-1)	131	12	5	20	5	13	33	15	10	8
		8%	8%	4%	8%	7%	12%	16%	7%	7%	7%
								b			
Neither important nor unimportant	(0)	339	28	27	47	19	22	40	68	24	27
		22%	20%	22%	18%	25%	19%	19%	34%	18%	24%
									cefh		
Important	(1)	572	42	51	103	31	42	86	63	43	43
		37%	30%	41%	40%	41%	36%	40%	31%	32%	38%
Very important	(2)	370	33	31	59	15	25	40	46	41	24
		24%	24%	26%	23%	19%	22%	19%	23%	31%	21%
Don't know		27	8	4	3	1	*	5	4	1	-
		2%	6%	4%	1%	2%	*%	2%	2%	*%	-%
			i								
NET Important		942	75	82	163	45	67	126	110	83	67
		61%	54%	67%	63%	60%	58%	58%	54%	62%	59%
NET Not Important		248	29	9	46	10	26	45	21	25	19
		16%	21%	7%	18%	13%	23%	21%	10%	19%	17%
			b				bg	b		b	
Answered		1529	132	118	255	74	115	211	199	133	112
Mean Score		.6	.5	.9	.6	.6	.5	.5	.6	.6	.5
				e							
Standard error		.03	.13	.11	.09	.13	.13	.10	.10	.13	.12
Standard deviation		1.16	1.31	.98	1.21	1.08	1.27	1.13	1.02	1.30	1.18

Columns Tested: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1741	271	299	414	984	757	266	244	247
Effective base		834	188	211	290	674	337	124	141	135
Weighted Base		1556	303	396	677	1375	181	90	60	32
Not at all important	(-2)	117 8%	28 9%	36 9%	44 6%	108 8%	9 5%	3 4%	3 6%	2 5%
Not very important	(-1)	131 8%	27 9%	27 7%	68 10%	121 9%	10 5%	5 5%	4 6%	2 5%
Neither important nor unimportant	(0)	339 22%	67 22%	79 20%	155 23%	302 22%	37 20%	21 23%	9 14%	7 23%
Important	(1)	572 37%	115 38%	136 34%	252 37%	503 37%	69 38%	34 37%	24 40%	12 37%
Very important	(2)	370 24%	63 21%	105 27%	146 22%	315 23%	55 31%	26 29%	20 33%	10 30%
Don't know		27 2%	2 1%	13 3%	11 2%	26 2%	1 1%	1 1%	* *%	- -%
NET Important		942 61%	179 59%	241 61%	398 59%	817 59%	125 69%	60 67%	44 73%	21 67%
NET Not Important		248 16%	55 18%	63 16%	112 17%	230 17%	19 10%	8 9%	7 12%	3 10%
Answered		1529	301	383	665	1349	180	89	59	32
Mean Score		.6	.5	.6	.6	.6	.9	.8	.9	.8
Standard error		.03	.07	.07	.06	.04	.04	.06	.07	.07
Standard deviation		1.16	1.19	1.22	1.13	1.17	1.07	1.03	1.12	1.10

Columns Tested: a,b,c,d,e,f,g,h

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			a	b	*c	d	e	f	g	h	i
Unweighted Base		1741	75	95	20	115	149	380	76	92	848
Effective base		834	37	34	11	45	74	199	32	34	428
Weighted Base		1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2)	117 8%	4 4%	12 16% eg	1 3%	12 12%	5 3%	33 11% e	* *%	8 16% eg	54 7%
Not very important	(-1)	131 8%	1 2%	5 7%	7 25%	12 12%	19 11%	29 9%	8 16% a	2 3%	60 8%
Neither important nor unimportant	(0)	339 22%	25 29%	9 12%	* 1%	9 9%	42 24%	61 20%	18 34% bd	17 31% d	165 21% d
Important	(1)	572 37%	35 40%	36 49%	12 43%	49 48%	66 38%	101 33%	17 33% a	18 34% d	286 37%
Very important	(2)	370 24%	22 25%	11 16%	8 28%	19 19%	42 24%	80 26%	8 14% a	8 16% d	190 25%
Don't know		27 2%	- -%	- -%	- -%	- -%	2 1%	6 2%	2 3% a	- -%	17 2%
NET Important		942 61%	57 65%	48 65%	20 71%	68 67%	108 61%	180 58%	25 47% a	26 50%	476 62%
NET Not Important		248 16%	5 6%	17 23% a	8 28%	25 24% a	24 14%	61 20% a	9 16%	10 19%	114 15%
Answered		1529	87	74	28	102	174	303	51	53	755
Mean Score		.6	.8	.4	.7	.5	.7	.5	.5	.3	.7
Standard error		.03	.11	.13	.27	.12	.09	.07	.11	.13	.04
Standard deviation		1.16	.97	1.29	1.23	1.28	1.05	1.27	.96	1.25	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	117 8%	21 6%	33 11%	63 7%	92 7%	25 9%	- -%	111 8%	6 5%	112 7%	5 10%
Not very important (-1)	131 8%	33 9%	29 9%	70 8%	113 9%	18 7%	- -%	126 9%	5 4%	128 8%	4 7%
Neither important nor unimportant (0)	339 22%	77 21%	61 20%	201 23%	272 21%	67 25%	- -%	324 23%	15 12%	330 22%	9 17%
Important (1)	572 37%	149 41%	101 33%	322 36%	477 37%	95 35%	- -%	524 36%	48 40%	557 37%	15 29%
Very important (2)	370 24%	83 23%	80 26%	207 23%	305 24%	65 24%	- -%	327 23%	44 37%	352 23%	18 36%
Don't know	27 2%	2 1%	6 2%	19 2%	25 2%	2 1%	- -%	26 2%	1 1%	27 2%	- -%
NET Important	942 61%	232 64%	180 58%	530 60%	783 61%	159 59%	- -%	851 59%	91 77%	909 60%	33 66%
NET Not Important	248 16%	54 15%	61 20%	133 15%	205 16%	43 16%	- -%	237 16%	11 9%	240 16%	9 17%
Answered	1529	363	303	864	1260	269	-	1412	117	1478	51
Mean Score	.6	.7	.5	.6	.6	.6	-	.6	1.0	.6	.7
Standard error	.03	.06	.07	.04	.03	.07	-	.03	.07	.03	.16
Standard deviation	1.16	1.10	1.27	1.15	1.16	1.19	-	1.16	1.06	1.16	1.30

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 156 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	117 8%	70 7%	20 8%	27 9%
Not very important	(-1)	131 8%	86 8%	17 7%	24 8%
Neither important nor unimportant	(0)	339 22%	227 22%	38 16%	73 25%
Important	(1)	572 37%	390 38%	78 33%	104 36%
Very important	(2)	370 24%	228 22%	79 34%	62 21%
Don't know		27 2%	23 2%	1 *%	2 1%
NET Important		942 61%	618 60%	157 68%	166 57%
NET Not Important		248 16%	156 15%	37 16%	50 17%
Answered		1529	1001	231	289
Mean Score		.6	.6	.8	.5
Standard error		.03	.04	.07	.06
Standard deviation		1.16	1.13	1.23	1.18

Columns Tested: a,b,c

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	117 8%	69 8%	26 5%	22 11%	111 8%	84 7%	117 8%	76 8%	29 5%	21 5%	39 8%	69 7%	2 7%	1 1%	1 4%	5 16%	- -%
Not very important (-1)	131 8%	78 9%	48 10%	5 3%	121 8%	101 9%	131 8%	88 9%	50 9%	29 7%	37 8%	86 9%	3 9%	3 5%	1 2%	1 3%	* 1%
Neither important nor unimportant (0)	339 22%	194 22%	109 23%	35 17%	308 21%	252 22%	339 22%	215 21%	116 20%	62 15%	107 23%	205 22%	7 19%	11 17%	4 13%	2 5%	3 24%
Important (1)	572 37%	326 37%	175 36%	71 35%	557 38%	408 36%	572 37%	385 38%	227 40%	167 41%	169 37%	336 37%	7 20%	27 40%	13 39%	16 51%	4 32%
Very important (2)	370 24%	187 21%	117 24%	66 33%	352 24%	271 24%	370 24%	226 23%	137 24%	128 31%	102 22%	201 22%	15 45%	25 36%	14 42%	8 26%	5 43%
Don't know	27 2%	18 2%	9 2%	1 *%	24 2%	22 2%	27 2%	13 1%	10 2%	2 *%	8 2%	18 2%	- -%	1 1%	- -%	- -%	- -%
NET Important	942 61%	512 59%	293 60%	137 69%	909 62%	679 60%	942 61%	611 61%	364 64%	294 72%	272 59%	537 59%	22 65%	52 76%	27 81%	24 76%	8 75%
NET Not Important	248 16%	147 17%	74 15%	27 14%	232 16%	186 16%	248 16%	164 16%	79 14%	50 12%	76 16%	155 17%	5 16%	4 6%	2 6%	6 18%	* 1%
Answered	1529	853	477	199	1448	1117	1529	990	559	406	455	897	34	67	33	31	11
Mean Score	.6	.6	.6	.8	.6	.6	.6	.6	.7	.9	.6	.6	.9	1.1	1.1	.7	1.2
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.06	.04	.15	.09	.12	.16	.16
Standard deviation	1.16	1.16	1.12	1.25	1.16	1.17	1.16	1.16	1.09	1.10	1.17	1.16	1.29	.92	.99	1.34	.87

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15	
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5	
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7	
Not at all important	(-2) 117	99	9	1	1	-	*	-	74	3	2	-	-	5	-	
		8%	8%	12%	2%	4%	-%	-%	8%	3%	5%	-%	-%	44%	-%	
Not very important	(-1) 131	118	1	1	*	*	1	*	84	10	4	3	*	-	*	
		8%	9%	2%	2%	-%	1%	5%	-%	9%	10%	9%	7%	1%	-%	2%
Neither important nor unimportant	(0) 339	281	18	1	2	2	1	2	212	21	4	10	2	2	2	
		22%	22%	23%	3%	6%	14%	9%	36%	23%	20%	8%	24%	9%	13%	32%
Important	(1) 572	487	18	21	10	9	10	3	326	39	16	16	7	3	1	
		37%	38%	23%	42%	30%	63%	69%	49%	36%	38%	35%	37%	41%	29%	17%
Very important	(2) 370	272	30	25	19	3	2	1	197	29	18	14	8	2	3	
		24%	21%	39%	48%	60%	22%	17%	15%	22%	28%	42%	31%	49%	14%	49%
Don't know	27	23	-	1	-	-	-	-	20	1	1	-	-	-	-	
		2%	2%	-%	2%	-%	-%	-%	2%	1%	2%	-%	-%	-%	-%	
NET Important	942	759	48	46	29	12	12	3	523	68	34	30	15	5	5	
		61%	59%	63%	91%	90%	85%	86%	64%	57%	66%	77%	69%	90%	42%	66%
NET Not Important	248	217	11	2	1	*	1	*	158	13	6	3	*	5	*	
		16%	17%	14%	5%	4%	1%	5%	-%	17%	13%	13%	7%	1%	44%	2%
Answered	1529	1257	76	50	32	14	14	5	894	102	43	44	16	11	7	
Mean Score	.6	.6	.8	1.3	1.4	1.1	1.0	.8	.5	.8	1.0	.9	1.4	-.3	1.1	
Standard error	.03	.03	.12	.09	.11	.11	.12	.19	.04	.09	.12	.12	.11	.37	.26	
Standard deviation	1.16	1.16	1.32	.86	.94	.65	.72	.77	1.17	1.06	1.15	.93	.71	1.66	1.01	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81	
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23	
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41	
Not at all important	(-2)	117	65	3	4	-	1	-	2	62	15	28	11	1
		8%	8%	4%	9%	-%	4%	-%	12%	8%	5%	9%	11%	3%
Not very important	(-1)	131	76	8	2	1	1	*	*	83	22	18	5	1
		8%	10%	10%	4%	2%	2%	*%	1%	10%	7%	6%	5%	1%
Neither important nor unimportant	(0)	339	179	27	4	2	2	*	1	178	70	63	20	8
		22%	23%	30%	10%	7%	9%	2%	5%	22%	23%	21%	20%	20%
				cd										
Important	(1)	572	302	27	21	10	10	6	10	296	112	102	38	22
		37%	39%	31%	47%	28%	40%	60%	53%	37%	37%	34%	38%	54%
Very important	(2)	370	150	21	13	22	11	4	6	166	79	87	25	9
		24%	19%	24%	28%	63%	44%	38%	30%	21%	26%	29%	25%	22%
					abc		a					a		
Don't know		27	11	1	1	-	-	-	-	17	5	3	1	-
		2%	1%	1%	3%	-%	-%	-%	-%	2%	2%	1%	1%	-%
NET Important		942	452	48	34	32	21	10	16	462	191	189	64	31
		61%	58%	55%	75%	91%	84%	98%	83%	58%	63%	63%	63%	76%
					ab									
NET Not Important		248	141	12	6	1	2	*	2	145	36	46	16	2
		16%	18%	14%	13%	2%	7%	*%	12%	18%	12%	15%	15%	4%
Answered		1529	771	86	44	35	25	10	19	785	298	298	99	41
Mean Score		.6	.5	.6	.8	1.5	1.2	1.4	.9	.5	.7	.7	.6	.9
					abc		a							
Standard error		.03	.04	.10	.13	.10	.16	.15	.23	.04	.06	.06	.08	.09
Standard deviation		1.16	1.16	1.08	1.17	.72	1.01	.56	1.22	1.17	1.08	1.22	1.22	.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 156 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34
Not at all important	(-2) 117 8%	68 8%	15 6%	22 9%	5 7%	1 4%	45 7%	9 4%	22 11%	8 11%	* 1%
Not very important	(-1) 131 8%	86 10%	15 6%	14 6%	3 4%	* 2%	59 10%	18 8%	16 8%	4 6%	1 2%
Neither important nor unimportant	(0) 339 22%	189 22%	67 24%	35 15%	11 14%	6 24%	144 24%	43 20%	41 22%	16 22%	6 16%
Important	(1) 572 37%	318 37%	109 39%	88 39%	31 41%	11 44%	221 36%	85 39%	57 30%	25 34%	19 57%
Very important	(2) 370 24%	177 21%	70 25%	68 30%	25 33%	6 25%	125 21%	59 27%	53 27%	19 26%	8 24%
Don't know	27 2%	17 2%	3 1%	2 1%	1 1%	- -%	16 3%	3 1%	3 2%	1 1%	- -%
NET Important	942 61%	495 58%	179 64%	156 69%	56 74%	17 69%	346 57%	145 66%	110 57%	44 60%	28 81%
NET Not Important	248 16%	153 18%	31 11%	35 15%	8 11%	2 6%	105 17%	27 12%	38 20%	13 17%	1 2%
Answered	1529	837	277	226	75	24	594	215	189	73	34
Mean Score	.6	.5	.7	.7	.9	.8	.5	.8	.5	.6	1.0
Standard error	.03	.04	.06	.07	.08	.13	.05	.07	.08	.10	.10
Standard deviation	1.16	1.17	1.07	1.22	1.12	.99	1.15	1.07	1.29	1.26	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base		834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base		1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important	(-2)	117	45	2	18	8	3	45	1	30	108	9	109	2
		8%	8%	2%	11%	9%	7%	8%	2%	8%	7%	10%	8%	6%
Not very important	(-1)	131	57	14	10	5	1	38	5	45	122	9	120	1
		8%	11%	9%	6%	6%	3%	7%	13%	11%	8%	10%	8%	4%
Neither important nor unimportant	(0)	339	124	30	28	25	3	115	9	87	328	10	305	3
		22%	23%	20%	17%	27%	8%	21%	21%	22%	22%	11%	21%	11%
Important	(1)	572	210	60	64	27	14	200	13	165	525	47	541	16
		37%	39%	40%	39%	30%	39%	37%	30%	41%	36%	49%	37%	59%
Very important	(2)	370	97	43	42	26	15	144	15	67	351	19	346	6
		24%	18%	29%	25%	29%	41%	26%	35%	17%	24%	20%	24%	21%
Don't know		27	9	1	1	*	1	4	-	9	26	1	24	-
		2%	2%	*%	1%	*%	2%	1%	-%	2%	2%	1%	2%	-%
NET Important		942	307	103	106	54	29	345	28	232	876	66	887	22
		61%	57%	69%	65%	58%	80%	63%	65%	58%	60%	69%	61%	80%
NET Not Important		248	102	16	28	13	4	82	6	75	230	18	229	3
		16%	19%	11%	17%	14%	10%	15%	14%	19%	16%	19%	16%	9%
Answered		1529	533	149	163	92	35	541	43	393	1434	95	1421	27
Mean Score		.6	.5	.9	.6	.6	1.1	.7	.8	.5	.6	.6	.6	.9
Standard error		.03	.05	.08	.08	.10	.14	.05	.13	.06	.03	.11	.03	.16
Standard deviation		1.16	1.16	.99	1.25	1.20	1.14	1.18	1.10	1.13	1.16	1.19	1.16	1.00

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base		1741		819	306	1631	33	1202	109	823	302
Effective base		834		404	120	777	10	570	35	407	116
Weighted Base		1556		761	242	1448	24	1068	71	764	239
Not at all important	(-2)	117		57	19	111	-	80	4	55	21
		8%		7%	8%	8%	-%	7%	6%	7%	9%
Not very important	(-1)	131		61	27	121	*	98	3	65	22
		8%		8%	11%	8%	1%	9%	5%	9%	9%
Neither important nor unimportant	(0)	339		173	42	304	4	244	8	170	45
		22%		23%	17%	21%	16%	23%	12%	22%	19%
Important	(1)	572		282	103	547	11	374	34	286	99
		37%		37%	42%	38%	44%	35%	48%	37%	41%
Very important	(2)	370		177	49	343	9	250	21	176	50
		24%		23%	20%	24%	39%	23%	30%	23%	21%
Don't know		27		10	2	24	-	22	-	10	2
		2%		1%	1%	2%	-%	2%	-%	1%	1%
NET Important		942		459	152	889	20	624	55	462	149
		61%		60%	63%	61%	82%	58%	77%	61%	62%
NET Not Important		248		118	46	232	*	178	8	121	43
		16%		15%	19%	16%	1%	17%	11%	16%	18%
Answered		1529		750	240	1424	24	1046	71	753	237
Mean Score		.6		.6	.6	.6	1.2	.6	.9	.6	.6
Standard error		.03		.04	.07	.03	.13	.03	.10	.04	.07
Standard deviation		1.16		1.15	1.17	1.16	.77	1.17	1.08	1.15	1.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	117 8%	41 6%	99 8%	25 13%	- -%	40 7%	68 8%	20 13%	- -%	51 7%	42 8%	18 11%	- -%
Not very important (-1)	131 8%	49 8%	100 8%	13 7%	- -%	48 8%	78 9%	11 7%	- -%	67 10%	46 8%	11 7%	- -%
Neither important nor unimportant (0)	339 22%	106 17%	260 21%	32 17%	- -%	100 17%	193 23%	32 21%	1 13%	114 17%	135 25%	30 19%	- -%
Important (1)	572 37%	258 40%	457 38%	61 32%	* 100%	217 38%	291 35%	45 30%	4 87%	275 40%	206 37%	49 31%	2 100%
Very important (2)	370 24%	174 27%	277 23%	52 28%	- -%	160 28%	185 22%	41 27%	- -%	174 25%	112 20%	45 29%	- -%
Don't know	27 2%	11 2%	23 2%	5 3%	- -%	10 2%	17 2%	5 3%	- -%	9 1%	9 2%	5 3%	- -%
NET Important	942 61%	432 68%	734 60%	113 60%	* 100%	378 66%	476 57%	86 56%	4 87%	450 65%	318 58%	93 59%	2 100%
NET Not Important	248 16%	91 14%	199 16%	37 20%	- -%	88 15%	146 18%	31 20%	- -%	118 17%	87 16%	29 18%	- -%
Answered Mean Score	1529 .6	629 .8	1193 .6	182 .6	* 1.0	566 .7	816 .5	148 .5	4 .9	682 .7	540 .6	152 .6	2 1.0
Standard error	.03	.04	.03	.09	-	.04	.04	.10	.19	.04	.05	.09	-
Standard deviation	1.16	1.14	1.17	1.33	-	1.17	1.18	1.33	.39	1.18	1.14	1.29	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 156 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	117	108	83	58	91	70	2	43	37	17	19	14	24	28
		8%	8%	8%	8%	8%	7%	16%	8%	9%	5%	18%	17%	5%	7%
Not very important	(-1)	131	119	88	57	98	75	1	43	31	32	5	5	41	33
		8%	8%	8%	8%	8%	8%	6%	8%	8%	9%	4%	7%	9%	8%
Neither important nor unimportant	(0)	339	298	217	156	232	231	1	120	87	77	24	17	76	73
		22%	21%	21%	21%	20%	24%	8%	23%	22%	21%	23%	20%	17%	18%
Important	(1)	572	543	374	281	435	350	7	201	151	142	21	17	167	145
		37%	38%	36%	38%	38%	36%	49%	38%	38%	38%	20%	21%	38%	37%
Very important	(2)	370	330	253	168	278	226	3	109	86	99	30	24	114	104
		24%	23%	24%	23%	24%	23%	21%	21%	22%	27%	29%	30%	26%	26%
Don't know		27	24	22	9	23	17	-	7	5	6	5	5	14	11
		2%	2%	2%	1%	2%	2%	-%	1%	1%	2%	5%	6%	3%	3%
NET Important		942	874	627	448	713	576	10	310	236	241	51	41	282	249
		61%	61%	60%	61%	62%	59%	70%	59%	60%	65%	49%	50%	64%	63%
NET Not Important		248	227	171	116	189	145	3	85	68	49	24	19	65	61
		16%	16%	17%	16%	16%	15%	23%	16%	17%	13%	23%	23%	15%	16%
Answered		1529	1399	1015	720	1134	952	14	515	391	366	99	77	423	382
Mean Score		.6	.6	.6	.6	.6	.6	.5	.6	.6	.7	.4	.4	.7	.7
											d				
Standard error		.03	.03	.03	.04	.03	.04	.20	.05	.06	.05	.14	.17	.05	.06
Standard deviation		1.16	1.16	1.18	1.16	1.17	1.14	1.38	1.15	1.19	1.09	1.45	1.45	1.13	1.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 156 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base		834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base		1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important	(-2)	117	11	*	8	-	108	73	112	60	58	43	108	16	-	79	15
		8%	8%	*%	15%	-%	8%	8%	8%	6%	7%	7%	8%	9%	-%	6%	14%
				b												a	
Not very important	(-1)	131	14	4	4	-	125	71	127	82	85	63	122	13	-	88	16
		8%	9%	7%	7%	-%	9%	8%	9%	9%	10%	10%	9%	7%	-%	7%	16%
																a	
Neither important nor unimportant	(0)	339	25	11	8	4	289	170	298	171	180	100	286	25	-	233	27
		22%	17%	20%	15%	10%	21%	19%	21%	18%	21%	16%	22%	14%	-%	19%	26%
													a				
Important	(1)	572	58	11	23	8	511	338	533	353	307	249	488	67	-	504	17
		37%	39%	20%	46%	22%	37%	38%	37%	38%	35%	40%	37%	39%	-%	41%	16%
			b		b											b	
Very important	(2)	370	39	30	8	23	325	234	339	247	227	166	305	47	-	309	27
		24%	27%	53%	17%	64%	24%	26%	24%	27%	26%	26%	23%	27%	-%	25%	25%
				ac													
Don't know		27	-	-	-	1	21	14	21	15	15	6	21	5	-	22	4
		2%	-%	-%	-%	3%	2%	2%	1%	2%	2%	1%	2%	3%	-%	2%	3%
NET Important		942	97	41	32	30	836	572	871	600	534	414	793	114	-	813	43
		61%	66%	73%	63%	86%	61%	64%	61%	65%	61%	66%	60%	66%	-%	66%	41%
												b				b	
NET Not Important		248	25	4	11	-	233	144	239	142	143	106	231	28	-	167	31
		16%	17%	7%	22%	-%	17%	16%	17%	15%	16%	17%	17%	17%	-%	14%	30%
																a	
Answered Mean Score		1529	147	56	51	34	1358	886	1408	914	856	620	1310	167	-	1213	101
		.6	.7	1.2	.4	1.6	.6	.7	.6	.7	.7	.7	.6	.7	-	.7	.2
				ac												b	
Standard error		.03	.09	.11	.16	.13	.03	.04	.03	.03	.04	.04	.03	.08	-	.03	.14
Standard deviation		1.16	1.19	1.00	1.29	.69	1.17	1.19	1.17	1.15	1.17	1.17	1.18	1.22	-	1.12	1.39

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	117 8%	55 9%	62 7%	22 6%	9 29%	8 5%	27 10%	24 17%	68 6%	25 8%	19 11%	18 7%	80 7%
Not very important (-1)	131 8%	64 10%	68 7%	24 7%	11 35%	13 8%	25 9%	16 11%	89 8%	26 8%	18 10%	26 11%	84 8%
Neither important nor unimportant (0)	339 22%	128 21%	210 22%	69 20%	7 21%	36 22%	54 20%	12 8%	236 22%	89 27%	22 12%	53 22%	259 24%
Important (1)	572 37%	211 35%	361 38%	149 43%	3 8%	59 36%	113 42%	53 37%	388 36%	125 37%	61 34%	86 35%	411 37%
Very important (2)	370 24%	144 24%	226 24%	79 23%	2 8%	50 30%	42 16%	38 27%	267 25%	64 19%	55 31%	62 25%	246 22%
Don't know	27 2%	5 1%	22 2%	5 1%	- -%	1 *%	5 2%	- -%	21 2%	5 1%	5 3%	- -%	20 2%
NET Important	942 61%	355 59%	587 62%	228 66%	5 16%	109 66%	155 58%	91 64%	655 61%	189 56%	117 64%	148 61%	657 60%
NET Not Important	248 16%	119 20%	130 14%	46 13%	20 63%	20 12%	52 20%	40 28%	157 15%	52 15%	37 21%	44 18%	164 15%
Answered	1529	602	927	342	32	165	260	142	1048	329	176	245	1080
Mean Score	.6	.5	.7	.7	-.7	.8	.5	.5	.7	.5	.7	.6	.6
Standard error	.03	.05	.03	.05	.28	.08	.07	.11	.03	.06	.09	.07	.03
Standard deviation	1.16	1.22	1.12	1.10	1.20	1.10	1.18	1.42	1.14	1.12	1.31	1.18	1.14

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 156 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Letter delivery is fulfilled in an environmentally responsible way

Base: All

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	117 8%	37 5%	80 9%
			a	
Not very important	(-1)	131 8%	63 9%	68 8%
Neither important nor unimportant	(0)	339 22%	132 19%	207 24%
Important	(1)	572 37%	251 37%	321 37%
Very important	(2)	370 24%	193 28%	177 20%
			b	
Don't know		27 2%	6 1%	21 2%
NET Important		942 61%	443 65%	499 57%
			b	
NET Not Important		248 16%	101 15%	148 17%
Answered		1529	675	854
Mean Score		.6	.7	.5
			b	
Standard error		.03	.04	.04
Standard deviation		1.16	1.13	1.18

Columns Tested:: a,b

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	117 8%	- -%	5 8%	18 6%	17 7%	* *%	10 7%	1 4%	16 10%	17 9%	* *%	23 9%	8 10%
			j				j		j	j		j	j
Not very important (-1)	131 8%	- -%	4 7%	32 11%	21 8%	- -%	1 1%	1 3%	12 7%	8 4%	4 8%	35 13%	13 16%
			f	f					f		f	fi	fgi
Neither important nor unimportant (0)	339 22%	- -%	15 25%	45 16%	46 18%	3 14%	32 23%	9 22%	40 24%	47 24%	7 15%	77 29%	19 22%
												cdj	
Important (1)	572 37%	- -%	22 37%	104 37%	98 39%	11 59%	53 37%	16 42%	59 35%	82 42%	25 51%	81 30%	21 26%
						kl				l	kl		
Very important (2)	370 24%	- -%	14 24%	74 26%	65 26%	5 26%	45 31%	11 29%	39 24%	36 19%	12 24%	49 18%	20 24%
							k						
Don't know	27 2%	- -%	- -%	10 3%	4 1%	- -%	2 1%	- -%	2 1%	4 2%	1 2%	3 1%	2 2%
NET Important	942 61%	- -%	36 61%	178 63%	162 65%	16 86%	98 68%	27 71%	98 58%	118 61%	37 75%	130 49%	41 49%
			k	kl	kl	kl	kl	k			hkl		
NET Not Important	248 16%	- -%	9 14%	51 18%	37 15%	* *%	11 8%	3 7%	28 17%	25 13%	4 9%	58 22%	22 26%
												fgj	efgj
Answered	1529	-	59	274	246	18	142	38	166	191	49	265	81
Mean Score	.6	-	.6	.7	.7	1.1	.9	.9	.6	.6	.9	.4	.4
			k	k	k	kl	kl	k			kl		
Standard error	.03	-	.13	.07	.07	.11	.10	.10	.08	.09	.07	.09	.14
Standard deviation	1.16	-	1.16	1.19	1.15	.65	1.10	.99	1.21	1.12	.88	1.18	1.30

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 156 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1741	372	464	470	435	836	905
Effective base		834	180	223	223	215	397	437
Weighted Base		1556	380	374	401	402	754	802
Not at all important	(-2)	117	25	25	35	32	50	67
		8%	7%	7%	9%	8%	7%	8%
Not very important	(-1)	131	44	14	21	53	58	74
		8%	12%	4%	5%	13%	8%	9%
			bc			bc		
Neither important nor unimportant	(0)	339	64	76	95	103	140	198
		22%	17%	20%	24%	26%	19%	25%
					a			a
Important	(1)	572	132	156	156	128	288	284
		37%	35%	42%	39%	32%	38%	35%
				d				
Very important	(2)	370	105	98	87	81	203	167
		24%	28%	26%	22%	20%	27%	21%
							b	
Don't know		27	10	5	6	6	15	12
		2%	3%	1%	2%	2%	2%	2%
NET Important		942	237	254	243	208	491	452
		61%	62%	68%	61%	52%	65%	56%
			d	d			b	
NET Not Important		248	69	39	56	84	108	140
		16%	18%	10%	14%	21%	14%	17%
			b			b		
Answered		1529	371	368	394	396	739	790
Mean Score		.6	.7	.8	.6	.4	.7	.5
				d			b	
Standard error		.03	.06	.05	.05	.06	.04	.04
Standard deviation		1.16	1.20	1.09	1.15	1.18	1.15	1.17

Columns Tested: a,b,c,d - a,b

Table 157

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	1741	534	1207	1225	275	79	162	516	
Effective base	834	230	610	764	161	49	95	212	
Weighted Base	1556	365	1191	1483	62	7	4	73	
Not at all important	(-2)	117	21	96	112	4	*	*	5
		8%	6%	8%	8%	7%	2%	9%	7%
Not very important	(-1)	131	33	98	125	6	*	*	6
		8%	9%	8%	8%	9%	5%	4%	8%
Neither important nor unimportant	(0)	339	48	290	327	10	1	*	12
		22%	13%	24%	22%	17%	17%	12%	17%
Important	(1)	572	131	441	543	25	3	1	29
		37%	36%	37%	37%	40%	36%	38%	39%
Very important	(2)	370	126	244	352	14	3	1	18
		24%	35%	20%	24%	23%	38%	38%	25%
Don't know		27	6	22	25	3	*	-	3
		2%	2%	2%	2%	4%	2%	-%	4%
NET Important		942	258	685	895	39	5	3	47
		61%	70%	57%	60%	63%	74%	76%	65%
NET Not Important		248	54	194	237	10	*	*	11
		16%	15%	16%	16%	16%	7%	12%	15%
Answered	1529	360	1169	1458	60	7	4	70	
Mean Score	.6	.9	.5	.6	.7	1.1	.9	.7	
Standard error	.03	.05	.03	.03	.07	.12	.11	.05	
Standard deviation	1.16	1.16	1.15	1.16	1.17	1.03	1.38	1.16	

Columns Tested: a,b - a,b,c,d,e

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	626	430	169	167	187	162	1225	275	241
Effective base		834	443	247	98	110	84	95	764	161	103
Weighted Base		1556	936	439	108	43	26	4	1483	62	11
Not at all important	(-2)	117 8%	54 6%	51 12%	7 6%	4 8%	1 4%	* 9%	112 8%	4 7%	* 4%
				aegi							
Not very important	(-1)	131 8%	81 9%	34 8%	11 10%	4 9%	2 8%	* 4%	125 8%	6 9%	* 5%
Neither important nor unimportant	(0)	339 22%	216 23%	89 20%	22 20%	8 18%	4 15%	* 12%	327 22%	10 17%	2 15%
			f						f		
Important	(1)	572 37%	345 37%	156 36%	42 39%	18 42%	9 34%	1 38%	543 37%	25 40%	4 37%
Very important	(2)	370 24%	219 23%	107 24%	26 24%	9 20%	8 32%	1 38%	352 24%	14 23%	4 38%
								abcdgh			abcdgh
Don't know		27 2%	21 2%	2 1%	1 1%	1 2%	2 6%	- -%	25 2%	3 4%	* 1%
							bfgi			bfg	
NET Important		942 61%	564 60%	263 60%	68 63%	27 62%	17 66%	3 76%	895 60%	39 63%	8 75%
								abcdgh			abcdgh
NET Not Important		248 16%	135 14%	85 19%	17 16%	8 17%	3 12%	* 12%	237 16%	10 16%	1 9%
				i					i		
Answered		1529	914	437	107	42	24	4	1458	60	11
Mean Score		.6	.7	.5	.6	.6	.9	.9	.6	.7	1.0
							bg	abg			abcdgh
Standard error		.03	.04	.06	.09	.09	.08	.11	.03	.07	.07
Standard deviation		1.16	1.11	1.26	1.14	1.17	1.13	1.38	1.16	1.17	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1741	798	427	275	79	162	680	244	89	80	177
Effective base	834	568	252	161	49	95	457	121	40	26	29
Weighted Base	1556	1212	271	62	7	4	926	213	45	38	39
Not at all important	(-2)	117	95	17	4	*	72	17	6	2	4
		8%	8%	6%	7%	2%	8%	8%	13%	6%	11%
Not very important	(-1)	131	103	22	6	*	79	14	6	6	3
		8%	9%	8%	9%	5%	8%	6%	14%	16%	8%
Neither important nor unimportant	(0)	339	273	53	10	1	227	39	10	4	11
		22%	23%	20%	17%	17%	25%	18%	22%	11%	28%
			e								
Important	(1)	572	435	108	25	3	321	94	14	16	13
		37%	36%	40%	40%	36%	35%	44%	32%	43%	34%
Very important	(2)	370	283	68	14	3	208	49	8	8	6
		24%	23%	25%	23%	38%	22%	23%	19%	22%	17%
					ac	abc					
Don't know		27	22	2	3	*	19	1	-	1	1
		2%	2%	1%	4%	2%	2%	1%	0%	1%	2%
				be							
NET Important		942	718	177	39	5	529	143	23	24	20
		61%	59%	65%	63%	74%	57%	67%	51%	65%	51%
					a	ac		a			
NET Not Important		248	198	39	10	*	151	30	12	8	7
		16%	16%	14%	16%	7%	16%	14%	27%	22%	19%
Answered		1529	1189	269	60	7	907	212	45	37	38
Mean Score		.6	.6	.7	.7	1.1	.6	.7	.3	.6	.4
					abc	a					
Standard error		.03	.04	.05	.07	.12	.05	.07	.14	.14	.09
Standard deviation		1.16	1.17	1.13	1.17	1.03	1.17	1.13	1.30	1.20	1.21

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 157 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1741	99	90	172	69	102	129	113	110	100
Effective base		834	69	66	112	47	73	93	85	76	69
Weighted Base		1556	140	123	258	76	115	215	203	134	112
Not at all important	(-2)	117	17	4	26	5	13	11	7	15	10
		8%	12%	3%	10%	6%	11%	5%	3%	11%	9%
			g				g			g	
Not very important	(-1)	131	12	5	20	5	13	33	15	10	8
		8%	8%	4%	8%	7%	12%	16%	7%	7%	7%
								b			
Neither important nor unimportant	(0)	339	28	27	47	19	22	40	68	24	27
		22%	20%	22%	18%	25%	19%	19%	34%	18%	24%
									cefh		
Important	(1)	572	42	51	103	31	42	86	63	43	43
		37%	30%	41%	40%	41%	36%	40%	31%	32%	38%
Very important	(2)	370	33	31	59	15	25	40	46	41	24
		24%	24%	26%	23%	19%	22%	19%	23%	31%	21%
Don't know		27	8	4	3	1	*	5	4	1	-
		2%	6%	4%	1%	2%	*%	2%	2%	*%	-%
			i								
NET Important		942	75	82	163	45	67	126	110	83	67
		61%	54%	67%	63%	60%	58%	58%	54%	62%	59%
NET Not Important		248	29	9	46	10	26	45	21	25	19
		16%	21%	7%	18%	13%	23%	21%	10%	19%	17%
			b				bg	b		b	
Answered		1529	132	118	255	74	115	211	199	133	112
Mean Score		.6	.5	.9	.6	.6	.5	.5	.6	.6	.5
				e							
Standard error		.03	.13	.11	.09	.13	.13	.10	.10	.13	.12
Standard deviation		1.16	1.31	.98	1.21	1.08	1.27	1.13	1.02	1.30	1.18

Columns Tested: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%			a	b	c	d	e	f	g	h	
Unweighted Base		1741	271	299	414	984	757	266	244	247	
Effective base		834	188	211	290	674	337	124	141	135	
Weighted Base		1556	303	396	677	1375	181	90	60	32	
Not at all important	(-2)	117	28	36	44	108	9	3	3	2	
		8%	9%	9%	6%	8%	5%	4%	6%	5%	
			e	e							
Not very important	(-1)	131	27	27	68	121	10	5	4	2	
		8%	9%	7%	10%	9%	5%	5%	6%	5%	
			e								
Neither important nor unimportant	(0)	339	67	79	155	302	37	21	9	7	
		22%	22%	20%	23%	22%	20%	23%	14%	23%	
			g	g							
Important	(1)	572	115	136	252	503	69	34	24	12	
		37%	38%	34%	37%	37%	38%	37%	40%	37%	
Very important	(2)	370	63	105	146	315	55	26	20	10	
		24%	21%	27%	22%	23%	31%	29%	33%	30%	
							acd		acd		
Don't know		27	2	13	11	26	1	1	*	-	
		2%	1%	3%	2%	2%	1%	1%	*%	-%	
				egh							
NET Important		942	179	241	398	817	125	60	44	21	
		61%	59%	61%	59%	59%	69%	67%	73%	67%	
							acd		abcd		
NET Not Important		248	55	63	112	230	19	8	7	3	
		16%	18%	16%	17%	17%	10%	9%	12%	10%	
			efh	e	ef	ef					
Answered		1529	301	383	665	1349	180	89	59	32	
Mean Score		.6	.5	.6	.6	.6	.9	.8	.9	.8	
							abcd	acd	acd	ad	
Standard error		.03	.07	.07	.06	.04	.04	.06	.07	.07	
Standard deviation		1.16	1.19	1.22	1.13	1.17	1.07	1.03	1.12	1.10	

Columns Tested:: a,b,c,d,e,f,g,h

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1741	75	95	20	115	149	380	76	92	848
Effective base	834	37	34	11	45	74	199	32	34	428
Weighted Base	1556	87	74	28	102	176	308	52	53	772
Not at all important	(-2) 117	4	12	1	12	5	33	*	8	54
	8%	4%	16%	3%	12%	3%	11%	*%	16%	7%
			eg				e		eg	
Not very important	(-1) 131	1	5	7	12	19	29	8	2	60
	8%	2%	7%	25%	12%	11%	9%	16%	3%	8%
								a		
Neither important nor unimportant	(0) 339	25	9	*	9	42	61	18	17	165
	22%	29%	12%	1%	9%	24%	20%	34%	31%	21%
		d				d		bd	d	d
Important	(1) 572	35	36	12	49	66	101	17	18	286
	37%	40%	49%	43%	48%	38%	33%	33%	34%	37%
Very important	(2) 370	22	11	8	19	42	80	8	8	190
	24%	25%	16%	28%	19%	24%	26%	14%	16%	25%
Don't know	27	-	-	-	-	2	6	2	-	17
	2%	-%	-%	-%	-%	1%	2%	3%	-%	2%
NET Important	942	57	48	20	68	108	180	25	26	476
	61%	65%	65%	71%	67%	61%	58%	47%	50%	62%
NET Not Important	248	5	17	8	25	24	61	9	10	114
	16%	6%	23%	28%	24%	14%	20%	16%	19%	15%
			a		a		a			
Answered	1529	87	74	28	102	174	303	51	53	755
Mean Score	.6	.8	.4	.7	.5	.7	.5	.5	.3	.7
Standard error	.03	.11	.13	.27	.12	.09	.07	.11	.13	.04
Standard deviation	1.16	.97	1.29	1.23	1.28	1.05	1.27	.96	1.25	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1741	339	380	1022	1454	287	-	1484	257	1679	62
Effective base	834	155	199	497	698	137	-	753	88	803	32
Weighted Base	1556	365	308	883	1285	271	-	1438	119	1506	51
Not at all important (-2)	117 8%	21 6%	33 11%	63 7%	92 7%	25 9%	- -%	111 8%	6 5%	112 7%	5 10%
Not very important (-1)	131 8%	33 9%	29 9%	70 8%	113 9%	18 7%	- -%	126 9%	5 4%	128 8%	4 7%
Neither important nor unimportant (0)	339 22%	77 21%	61 20%	201 23%	272 21%	67 25%	- -%	324 23%	15 12%	330 22%	9 17%
Important (1)	572 37%	149 41%	101 33%	322 36%	477 37%	95 35%	- -%	524 36%	48 40%	557 37%	15 29%
Very important (2)	370 24%	83 23%	80 26%	207 23%	305 24%	65 24%	- -%	327 23%	44 37%	352 23%	18 36%
Don't know	27 2%	2 1%	6 2%	19 2%	25 2%	2 1%	- -%	26 2%	1 1%	27 2%	- -%
NET Important	942 61%	232 64%	180 58%	530 60%	783 61%	159 59%	- -%	851 59%	91 77%	909 60%	33 66%
NET Not Important	248 16%	54 15%	61 20%	133 15%	205 16%	43 16%	- -%	237 16%	11 9%	240 16%	9 17%
Answered	1529	363	303	864	1260	269	-	1412	117	1478	51
Mean Score	.6	.7	.5	.6	.6	.6	-	.6	1.0	.6	.7
Standard error	.03	.06	.07	.04	.03	.07	-	.03	.07	.03	.16
Standard deviation	1.16	1.10	1.27	1.15	1.16	1.19	-	1.16	1.06	1.16	1.30

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1741	1065	328	334
Effective base		834	551	120	159
Weighted Base		1556	1024	232	291
Not at all important	(-2)	117 8%	70 7%	20 8%	27 9%
Not very important	(-1)	131 8%	86 8%	17 7%	24 8%
Neither important nor unimportant	(0)	339 22%	227 22%	38 16%	73 25%
Important	(1)	572 37%	390 38%	78 33%	104 36%
Very important	(2)	370 24%	228 22%	79 34%	62 21%
Don't know		27 2%	23 2%	1 *%	2 1%
NET Important		942 61%	618 60%	157 68%	166 57%
NET Not Important		248 16%	156 15%	37 16%	50 17%
Answered		1529	1001	231	289
Mean Score		.6	.6	.8	.5
Standard error		.03	.04	.07	.06
Standard deviation		1.16	1.13	1.23	1.18

Columns Tested:: a,b,c

Table 157 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1741	1355	263	66	13	25	8	6	5	1618	123	57
Effective base	834	717	92	15	4	6	2	3	2	806	28	13
Weighted Base	1556	1356	146	26	7	16	3	1	*	1502	54	28
Not at all important	(-2)	117	95	19	2	-	1	-	-	114	3	1
		8%	7%	13%	6%	-%	6%	-%	-%	8%	5%	4%
			a									
Not very important	(-1)	131	126	4	1	-	-	*	*	130	1	*
		8%	9%	3%	4%	-%	-%	-%	1%	6%	9%	2%
			b									
Neither important nor unimportant	(0)	339	304	29	5	-	*	-	*	333	6	1
		22%	22%	20%	18%	-%	3%	-%	-%	79%	22%	10%
												3%
Important	(1)	572	501	50	11	4	5	2	*	551	21	11
		37%	37%	34%	41%	51%	29%	84%	12%	4%	37%	39%
												38%
Very important	(2)	370	304	43	8	3	10	*	*	347	23	15
		24%	22%	29%	31%	49%	63%	16%	87%	11%	23%	43%
												55%
											ai	ai
Don't know		27	26	1	-	-	-	-	-	27	-	-
		2%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
NET Important		942	805	93	19	7	15	3	*	897	45	26
		61%	59%	63%	72%	100%	91%	100%	99%	15%	60%	83%
											abi	abi
NET Not Important		248	221	23	3	-	1	-	*	244	4	1
		16%	16%	16%	10%	-%	6%	-%	1%	6%	16%	7%
												4%
Answered		1529	1330	145	26	7	16	3	*	1475	54	28
Mean Score		.6	.6	.6	.9	1.5	1.4	1.2	.2	.6	1.1	1.4
											ai	abi
Standard error		.03	.03	.08	.14	.15	.21	.17	.35	-	.03	.09
Standard deviation		1.16	1.15	1.30	1.11	.54	1.05	.47	.86	-	1.16	1.03
												.88

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1741	758	597	386	1664	1311	1741	1125	665	569	457	935	78	106	66	70	29
Effective base	834	443	275	119	786	605	834	523	293	218	256	478	23	34	19	18	8
Weighted Base	1556	871	485	200	1472	1139	1556	1003	569	408	463	916	34	68	33	31	11
Not at all important (-2)	117 8%	69 8%	26 5%	22 11%	111 8%	84 7%	117 8%	76 8%	29 5%	21 5%	39 8%	69 7%	2 7%	1 1%	1 4%	5 16%	- -%
Not very important (-1)	131 8%	78 9%	48 10%	5 3%	121 8%	101 9%	131 8%	88 9%	50 9%	29 7%	37 8%	86 9%	3 9%	3 5%	1 2%	1 3%	* 1%
Neither important nor unimportant (0)	339 22%	194 22%	109 23%	35 17%	308 21%	252 22%	339 22%	215 21%	116 20%	62 15%	107 23%	205 22%	7 19%	11 17%	4 13%	2 5%	3 24%
Important (1)	572 37%	326 37%	175 36%	71 35%	557 38%	408 36%	572 37%	385 38%	227 40%	167 41%	169 37%	336 37%	7 20%	27 40%	13 39%	16 51%	4 32%
Very important (2)	370 24%	187 21%	117 24%	66 33%	352 24%	271 24%	370 24%	226 23%	137 24%	128 31%	102 22%	201 22%	15 45%	25 36%	14 42%	8 26%	5 43%
Don't know	27 2%	18 2%	9 2%	1 *%	24 2%	22 2%	27 2%	13 1%	10 2%	2 *%	8 2%	18 2%	- -%	1 1%	- -%	- -%	- -%
NET Important	942 61%	512 59%	293 60%	137 69%	909 62%	679 60%	942 61%	611 61%	364 64%	294 72%	272 59%	537 59%	22 65%	52 76%	27 81%	24 76%	8 75%
NET Not Important	248 16%	147 17%	74 15%	27 14%	232 16%	186 16%	248 16%	164 16%	79 14%	50 12%	76 16%	155 17%	5 16%	4 6%	2 6%	6 18%	* 1%
Answered Mean Score	1529 .6	853 .6	477 .6	199 .8	1448 .6	1117 .6	1529 .6	990 .6	559 .7	406 .9	455 .6	897 .6	34 .9	67 1.1	33 1.1	31 .7	11 1.2
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.06	.04	.15	.09	.12	.16	.16
Standard deviation	1.16	1.16	1.12	1.25	1.16	1.17	1.16	1.16	1.09	1.10	1.17	1.16	1.29	.92	.99	1.34	.87

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 157 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1741	1285	127	87	73	37	38	17	945	150	87	56	38	20	15
Effective base	834	674	50	25	21	12	7	3	490	49	22	23	9	8	5
Weighted Base	1556	1280	76	51	32	14	14	5	914	103	44	44	16	11	7
Not at all important	(-2) 117	99	9	1	1	-	*	-	74	3	2	-	-	5	-
	8%	8%	12%	2%	4%	-%	*%	-%	8%	3%	5%	-%	-%	44%	-%
Not very important	(-1) 131	118	1	1	*	*	1	*	84	10	4	3	*	-	*
	8%	9%	2%	2%	*%	1%	5%	*%	9%	10%	9%	7%	1%	-%	2%
Neither important nor unimportant	(0) 339	281	18	1	2	2	1	2	212	21	4	10	2	2	2
	22%	22%	23%	3%	6%	14%	9%	36%	23%	20%	8%	24%	9%	13%	32%
Important	(1) 572	487	18	21	10	9	10	3	326	39	16	16	7	3	1
	37%	38%	23%	42%	30%	63%	69%	49%	36%	38%	35%	37%	41%	29%	17%
Very important	(2) 370	272	30	25	19	3	2	1	197	29	18	14	8	2	3
	24%	21%	39%	48%	60%	22%	17%	15%	22%	28%	42%	31%	49%	14%	49%
Don't know	27	23	-	1	-	-	-	-	20	1	1	-	-	-	-
	2%	2%	-%	2%	-%	-%	-%	-%	2%	1%	2%	-%	-%	-%	-%
NET Important	942	759	48	46	29	12	12	3	523	68	34	30	15	5	5
	61%	59%	63%	91%	90%	85%	86%	64%	57%	66%	77%	69%	90%	42%	66%
NET Not Important	248	217	11	2	1	*	1	*	158	13	6	3	*	5	*
	16%	17%	14%	5%	4%	1%	5%	*%	17%	13%	13%	7%	1%	44%	2%
Answered	1529	1257	76	50	32	14	14	5	894	102	43	44	16	11	7
Mean Score	.6	.6	.8	1.3	1.4	1.1	1.0	.8	.5	.8	1.0	.9	1.4	-.3	1.1
Standard error	.03	.03	.12	.09	.11	.11	.12	.19	.04	.09	.12	.12	.11	.37	.26
Standard deviation	1.16	1.16	1.32	.86	.94	.65	.72	.77	1.17	1.06	1.15	.93	.71	1.66	1.01

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1741	788	118	84	50	42	14	29	722	344	369	216	81	
Effective base	834	405	44	29	20	12	4	10	413	161	168	68	23	
Weighted Base	1556	782	87	45	35	25	10	19	802	303	301	100	41	
Not at all important	(-2)	117	65	3	4	-	1	-	2	62	15	28	11	1
		8%	8%	4%	9%	-%	4%	-%	12%	8%	5%	9%	11%	3%
Not very important	(-1)	131	76	8	2	1	1	*	*	83	22	18	5	1
		8%	10%	10%	4%	2%	2%	*%	1%	10%	7%	6%	5%	1%
Neither important nor unimportant	(0)	339	179	27	4	2	2	*	1	178	70	63	20	8
		22%	23%	30%	10%	7%	9%	2%	5%	22%	23%	21%	20%	20%
Important	(1)	572	302	27	21	10	10	6	10	296	112	102	38	22
		37%	39%	31%	47%	28%	40%	60%	53%	37%	37%	34%	38%	54%
Very important	(2)	370	150	21	13	22	11	4	6	166	79	87	25	9
		24%	19%	24%	28%	63%	44%	38%	30%	21%	26%	29%	25%	22%
Don't know		27	11	1	1	-	-	-	-	17	5	3	1	-
		2%	1%	1%	3%	-%	-%	-%	-%	2%	2%	1%	1%	-%
NET Important		942	452	48	34	32	21	10	16	462	191	189	64	31
		61%	58%	55%	75%	91%	84%	98%	83%	58%	63%	63%	63%	76%
NET Not Important		248	141	12	6	1	2	*	2	145	36	46	16	2
		16%	18%	14%	13%	2%	7%	*%	12%	18%	12%	15%	15%	4%
Answered		1529	771	86	44	35	25	10	19	785	298	298	99	41
Mean Score		.6	.5	.6	.8	1.5	1.2	1.4	.9	.5	.7	.7	.6	.9
Standard error		.03	.04	.10	.13	abc	a	.15	.23	.04	.06	.06	.08	.09
Standard deviation		1.16	1.16	1.08	1.17	.72	1.01	.56	1.22	1.17	1.08	1.22	1.22	.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1741	763	329	310	194	59	564	258	269	146	61
Effective base	834	432	155	135	53	14	310	112	111	50	18
Weighted Base	1556	854	280	228	75	24	610	218	192	74	34
Not at all important	(-2) 117	68	15	22	5	1	45	9	22	8	*
	8%	8%	6%	9%	7%	4%	7%	4%	11%	11%	1%
Not very important	(-1) 131	86	15	14	3	*	59	18	16	4	1
	8%	10%	6%	6%	4%	2%	10%	8%	8%	6%	2%
Neither important nor unimportant	(0) 339	189	67	35	11	6	144	43	41	16	6
	22%	22%	24%	15%	14%	24%	24%	20%	22%	22%	16%
Important	(1) 572	318	109	88	31	11	221	85	57	25	19
	37%	37%	39%	39%	41%	44%	36%	39%	30%	34%	57%
Very important	(2) 370	177	70	68	25	6	125	59	53	19	8
	24%	21%	25%	30%	33%	25%	21%	27%	27%	26%	24%
Don't know	27	17	3	2	1	-	16	3	3	1	-
	2%	2%	1%	1%	1%	-%	3%	1%	2%	1%	-%
NET Important	942	495	179	156	56	17	346	145	110	44	28
	61%	58%	64%	69%	74%	69%	57%	66%	57%	60%	81%
NET Not Important	248	153	31	35	8	2	105	27	38	13	1
	16%	18%	11%	15%	11%	6%	17%	12%	20%	17%	2%
Answered	1529	837	277	226	75	24	594	215	189	73	34
Mean Score	.6	.5	.7	.7	.9	.8	.5	.8	.5	.6	1.0
Standard error	.03	.04	.06	.07	.08	.13	.05	.07	.08	.10	.10
Standard deviation	1.16	1.17	1.07	1.22	1.12	.99	1.15	1.07	1.29	1.26	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1741	497	174	226	141	65	617	76	421	1621	120	1627	37
Effective base	834	273	73	96	52	22	287	35	199	786	48	774	12
Weighted Base	1556	542	150	164	92	36	545	43	402	1460	96	1445	27
Not at all important (-2)	117 8%	45 8%	2 2%	18 11%	8 9%	3 7%	45 8%	1 2%	30 8%	108 7%	9 10%	109 8%	2 6%
Not very important (-1)	131 8%	57 11%	14 9%	10 6%	5 6%	1 3%	38 7%	5 13%	45 11%	122 8%	9 10%	120 8%	1 4%
Neither important nor unimportant (0)	339 22%	124 23%	30 20%	28 17%	25 27%	3 8%	115 21%	9 21%	87 22%	328 22%	10 11%	305 21%	3 11%
Important (1)	572 37%	210 39%	60 40%	64 39%	27 30%	14 39%	200 37%	13 30%	165 41%	525 36%	47 49%	541 37%	16 59%
Very important (2)	370 24%	97 18%	43 29%	42 25%	26 29%	15 41%	144 26%	15 35%	67 17%	351 24%	19 20%	346 24%	6 21%
Don't know	27 2%	9 2%	1 *%	1 1%	* *%	1 2%	4 1%	- -%	9 2%	26 2%	1 1%	24 2%	- -%
NET Important	942 61%	307 57%	103 69%	106 65%	54 58%	29 80%	345 63%	28 65%	232 58%	876 60%	66 69%	887 61%	22 80%
NET Not Important	248 16%	102 19%	16 11%	28 17%	13 14%	4 10%	82 15%	6 14%	75 19%	230 16%	18 19%	229 16%	3 9%
Answered	1529	533	149	163	92	35	541	43	393	1434	95	1421	27
Mean Score	.6	.5	.9	.6	.6	1.1	.7	.8	.5	.6	.6	.6	.9
Standard error	.03	.05	.08	.08	.10	.14	.05	.13	.06	.03	.11	.03	.16
Standard deviation	1.16	1.16	.99	1.25	1.20	1.14	1.18	1.10	1.13	1.16	1.19	1.16	1.00

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1741	1210	101	819	306	1631	33	1202	109	823	302	
Effective base	834	577	28	404	120	777	10	570	35	407	116	
Weighted Base	1556	1076	63	761	242	1448	24	1068	71	764	239	
Not at all important	(-2)	117	82	2	57	19	111	-	80	4	55	21
		8%	8%	4%	7%	8%	8%	-%	7%	6%	7%	9%
Not very important	(-1)	131	98	4	61	27	121	*	98	3	65	22
		8%	9%	6%	8%	11%	8%	1%	9%	5%	9%	9%
Neither important nor unimportant	(0)	339	240	12	173	42	304	4	244	8	170	45
		22%	22%	19%	23%	17%	21%	16%	23%	12%	22%	19%
Important	(1)	572	382	26	282	103	547	11	374	34	286	99
		37%	36%	41%	37%	42%	38%	44%	35%	48%	37%	41%
Very important	(2)	370	252	19	177	49	343	9	250	21	176	50
		24%	23%	30%	23%	20%	24%	39%	23%	30%	23%	21%
Don't know		27	22	-	10	2	24	-	22	-	10	2
		2%	2%	-%	1%	1%	2%	-%	2%	-%	1%	1%
NET Important		942	634	45	459	152	889	20	624	55	462	149
		61%	59%	71%	60%	63%	61%	82%	58%	77%	61%	62%
NET Not Important		248	180	6	118	46	232	*	178	8	121	43
		16%	17%	10%	15%	19%	16%	1%	17%	11%	16%	18%
Answered		1529	1054	63	750	240	1424	24	1046	71	753	237
Mean Score		.6	.6	.9	.6	.6	.6	1.2	.6	.9	.6	.6
Standard error		.03	.03	.10	.04	.07	.03	.13	.03	.10	.04	.07
Standard deviation		1.16	1.17	1.03	1.15	1.17	1.16	.77	1.17	1.08	1.15	1.17

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1741	762	1348	239	1	684	966	193	4	779	636	204	1
Effective base	834	336	658	100	1	302	460	84	3	357	307	88	1
Weighted Base	1556	639	1216	186	*	576	833	153	4	692	550	157	2
Not at all important (-2)	117 8%	41 6%	99 8%	25 13%	- -%	40 7%	68 8%	20 13%	- -%	51 7%	42 8%	18 11%	- -%
Not very important (-1)	131 8%	49 8%	100 8%	13 7%	- -%	48 8%	78 9%	11 7%	- -%	67 10%	46 8%	11 7%	- -%
Neither important nor unimportant (0)	339 22%	106 17%	260 21%	32 17%	- -%	100 17%	193 23%	32 21%	1 13%	114 17%	135 25%	30 19%	- -%
Important (1)	572 37%	258 40%	457 38%	61 32%	* 100%	217 38%	291 35%	45 30%	4 87%	275 40%	206 37%	49 31%	2 100%
Very important (2)	370 24%	174 27%	277 23%	52 28%	- -%	160 28%	185 22%	41 27%	- -%	174 25%	112 20%	45 29%	- -%
Don't know	27 2%	11 2%	23 2%	5 3%	- -%	10 2%	17 2%	5 3%	- -%	9 1%	9 2%	5 3%	- -%
NET Important	942 61%	432 68%	734 60%	113 60%	* 100%	378 66%	476 57%	86 56%	4 87%	450 65%	318 58%	93 59%	2 100%
NET Not Important	248 16%	91 14%	199 16%	37 20%	- -%	88 15%	146 18%	31 20%	- -%	118 17%	87 16%	29 18%	- -%
Answered	1529	629	1193	182	*	566	816	148	4	682	540	152	2
Mean Score	.6	.8	.6	.6	1.0	.7	.5	.5	.9	.7	.6	.6	1.0
Standard error	.03	.04	.03	.09	-	.04	.04	.10	.19	.04	.05	.09	-
Standard deviation	1.16	1.14	1.17	1.33	-	1.17	1.18	1.33	.39	1.18	1.14	1.29	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	1741	1608	1198	808	1286	1059	50	555	429	405	107	77	463	429	
Effective base	834	763	561	394	610	516	18	282	207	194	54	42	225	206	
Weighted Base	1556	1423	1037	730	1157	969	14	523	396	372	104	82	437	393	
Not at all important	(-2)	117	108	83	58	91	70	2	43	37	17	19	14	24	28
		8%	8%	8%	8%	8%	7%	16%	8%	9%	5%	18%	17%	5%	7%
											ac	c			
Not very important	(-1)	131	119	88	57	98	75	1	43	31	32	5	5	41	33
		8%	8%	8%	8%	8%	8%	6%	8%	8%	9%	4%	7%	9%	8%
Neither important nor unimportant	(0)	339	298	217	156	232	231	1	120	87	77	24	17	76	73
		22%	21%	21%	21%	20%	24%	8%	23%	22%	21%	23%	20%	17%	18%
Important	(1)	572	543	374	281	435	350	7	201	151	142	21	17	167	145
		37%	38%	36%	38%	38%	36%	49%	38%	38%	38%	20%	21%	38%	37%
									de	de	de				
Very important	(2)	370	330	253	168	278	226	3	109	86	99	30	24	114	104
		24%	23%	24%	23%	24%	23%	21%	21%	22%	27%	29%	30%	26%	26%
Don't know		27	24	22	9	23	17	-	7	5	6	5	5	14	11
		2%	2%	2%	1%	2%	2%	-%	1%	1%	2%	5%	6%	3%	3%
												a			
NET Important		942	874	627	448	713	576	10	310	236	241	51	41	282	249
		61%	61%	60%	61%	62%	59%	70%	59%	60%	65%	49%	50%	64%	63%
											d				
NET Not Important		248	227	171	116	189	145	3	85	68	49	24	19	65	61
		16%	16%	17%	16%	16%	15%	23%	16%	17%	13%	23%	23%	15%	16%
Answered		1529	1399	1015	720	1134	952	14	515	391	366	99	77	423	382
Mean Score		.6	.6	.6	.6	.6	.6	.5	.6	.6	.7	.4	.4	.7	.7
											d				
Standard error		.03	.03	.03	.04	.03	.04	.20	.05	.06	.05	.14	.17	.05	.06
Standard deviation		1.16	1.16	1.18	1.16	1.17	1.14	1.38	1.15	1.19	1.09	1.45	1.45	1.13	1.17

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1741	161	86	66	28	1562	1118	1621	1109	1066	713	1483	212	-	1424	98
Effective base	834	78	34	30	15	737	501	764	505	479	327	718	97	-	664	57
Weighted Base	1556	147	56	51	35	1379	901	1429	928	872	627	1331	172	-	1235	105
Not at all important (-2)	117	11	*	8	-	108	73	112	60	58	43	108	16	-	79	15
	8%	8%	*%	15%	-%	8%	8%	8%	6%	7%	7%	8%	9%	-%	6%	14%
				b											a	
Not very important (-1)	131	14	4	4	-	125	71	127	82	85	63	122	13	-	88	16
	8%	9%	7%	7%	-%	9%	8%	9%	9%	10%	10%	9%	7%	-%	7%	16%
															a	
Neither important nor unimportant (0)	339	25	11	8	4	289	170	298	171	180	100	286	25	-	233	27
	22%	17%	20%	15%	10%	21%	19%	21%	18%	21%	16%	22%	14%	-%	19%	26%
												a				
Important (1)	572	58	11	23	8	511	338	533	353	307	249	488	67	-	504	17
	37%	39%	20%	46%	22%	37%	38%	37%	38%	35%	40%	37%	39%	-%	41%	16%
		b		b											b	
Very important (2)	370	39	30	8	23	325	234	339	247	227	166	305	47	-	309	27
	24%	27%	53%	17%	64%	24%	26%	24%	27%	26%	26%	23%	27%	-%	25%	25%
			ac													
Don't know	27	-	-	-	1	21	14	21	15	15	6	21	5	-	22	4
	2%	-%	-%	-%	3%	2%	2%	1%	2%	2%	1%	2%	3%	-%	2%	3%
NET Important	942	97	41	32	30	836	572	871	600	534	414	793	114	-	813	43
	61%	66%	73%	63%	86%	61%	64%	61%	65%	61%	66%	60%	66%	-%	66%	41%
											b				b	
NET Not Important	248	25	4	11	-	233	144	239	142	143	106	231	28	-	167	31
	16%	17%	7%	22%	-%	17%	16%	17%	15%	16%	17%	17%	17%	-%	14%	30%
															a	
Answered Mean Score	1529	147	56	51	34	1358	886	1408	914	856	620	1310	167	-	1213	101
	.6	.7	1.2	.4	1.6	.6	.7	.6	.7	.7	.7	.6	.7	-	.7	.2
			ac												b	
Standard error	.03	.09	.11	.16	.13	.03	.04	.03	.03	.04	.04	.03	.08	-	.03	.14
Standard deviation	1.16	1.19	1.00	1.29	.69	1.17	1.19	1.17	1.15	1.17	1.17	1.18	1.22	-	1.12	1.39

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1741	636	1105	404	18	189	286	178	1167	381	208	266	1230
Effective base	834	311	524	175	12	79	132	79	569	180	99	120	604
Weighted Base	1556	607	949	347	32	166	265	142	1069	334	181	245	1100
Not at all important (-2)	117 8%	55 9%	62 7%	22 6%	9 29%	8 5%	27 10%	24 17%	68 6%	25 8%	19 11%	18 7%	80 7%
Not very important (-1)	131 8%	64 10%	68 7%	24 7%	11 35%	13 8%	25 9%	16 11%	89 8%	26 8%	18 10%	26 11%	84 8%
Neither important nor unimportant (0)	339 22%	128 21%	210 22%	69 20%	7 21%	36 22%	54 20%	12 8%	236 22%	89 27%	22 12%	53 22%	259 24%
Important (1)	572 37%	211 35%	361 38%	149 43%	3 8%	59 36%	113 42%	53 37%	388 36%	125 37%	61 34%	86 35%	411 37%
Very important (2)	370 24%	144 24%	226 24%	79 23%	2 8%	50 30%	42 16%	38 27%	267 25%	64 19%	55 31%	62 25%	246 22%
Don't know	27 2%	5 1%	22 2%	5 1%	- -%	1 *%	5 2%	- -%	21 2%	5 1%	5 3%	- -%	20 2%
NET Important	942 61%	355 59%	587 62%	228 66%	5 16%	109 66%	155 58%	91 64%	655 61%	189 56%	117 64%	148 61%	657 60%
NET Not Important	248 16%	119 20%	130 14%	46 13%	20 63%	20 12%	52 20%	40 28%	157 15%	52 15%	37 21%	44 18%	164 15%
Answered	1529	602	927	342	32	165	260	142	1048	329	176	245	1080
Mean Score	.6	.5	.7	.7	-.7	.8	.5	.5	.7	.5	.7	.6	.6
Standard error	.03	.05	.03	.05	.28	.08	.07	.11	.03	.06	.09	.07	.03
Standard deviation	1.16	1.22	1.12	1.10	1.20	1.10	1.18	1.42	1.14	1.12	1.31	1.18	1.14

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1741	866	875
Effective base		834	373	461
Weighted Base		1556	682	874
Not at all important	(-2)	117 8%	37 5%	80 9%
			a	
Not very important	(-1)	131 8%	63 9%	68 8%
Neither important nor unimportant	(0)	339 22%	132 19%	207 24%
Important	(1)	572 37%	251 37%	321 37%
Very important	(2)	370 24%	193 28%	177 20%
			b	
Don't know		27 2%	6 1%	21 2%
NET Important		942 61%	443 65%	499 57%
			b	
NET Not Important		248 16%	101 15%	148 17%
Answered		1529	675	854
Mean Score		.6	.7	.5
			b	
Standard error		.03	.04	.04
Standard deviation		1.16	1.13	1.18

Columns Tested:: a,b

Table 157 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Letter delivery is fulfilled in an environmentally responsible way

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1741	-	79	276	314	33	134	101	206	163	160	184	91
Effective base	834	-	32	134	146	13	75	30	97	99	57	126	51
Weighted Base	1556	-	59	283	249	18	144	38	168	195	50	269	83
Not at all important (-2)	117 8%	- -%	5 8%	18 6%	17 7%	* *%	10 7%	1 4%	16 10%	17 9%	* *%	23 9%	8 10%
Not very important (-1)	131 8%	- -%	4 7%	32 11%	21 8%	- -%	1 1%	1 3%	12 7%	8 4%	4 8%	35 13%	13 16%
Neither important nor unimportant (0)	339 22%	- -%	15 25%	45 16%	46 18%	3 14%	32 23%	9 22%	40 24%	47 24%	7 15%	77 29%	19 22%
Important (1)	572 37%	- -%	22 37%	104 37%	98 39%	11 59%	53 37%	16 42%	59 35%	82 42%	25 51%	81 30%	21 26%
Very important (2)	370 24%	- -%	14 24%	74 26%	65 26%	5 26%	45 31%	11 29%	39 24%	36 19%	12 24%	49 18%	20 24%
Don't know	27 2%	- -%	- -%	10 3%	4 1%	- -%	2 1%	- -%	2 1%	4 2%	1 2%	3 1%	2 2%
NET Important	942 61%	- -%	36 61%	178 63%	162 65%	16 86%	98 68%	27 71%	98 58%	118 61%	37 75%	130 49%	41 49%
NET Not Important	248 16%	- -%	9 14%	51 18%	37 15%	* *%	11 8%	3 7%	28 17%	25 13%	4 9%	58 22%	22 26%
Answered	1529	-	59	274	246	18	142	38	166	191	49	265	81
Mean Score	.6	-	.6	.7	.7	1.1	.9	.9	.6	.6	.9	.4	.4
Standard error	.03	-	.13	.07	.07	.11	.10	.10	.08	.09	.07	.09	.14
Standard deviation	1.16	-	1.16	1.19	1.15	.65	1.10	.99	1.21	1.12	.88	1.18	1.30

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 157 (continuation)

**QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Letter delivery is fulfilled in an environmentally responsible way**

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1741	372	464	470	435	836	905
Effective base		834	180	223	223	215	397	437
Weighted Base		1556	380	374	401	402	754	802
Not at all important	(-2)	117	25	25	35	32	50	67
		8%	7%	7%	9%	8%	7%	8%
Not very important	(-1)	131	44	14	21	53	58	74
		8%	12%	4%	5%	13%	8%	9%
			bc			bc		
Neither important nor unimportant	(0)	339	64	76	95	103	140	198
		22%	17%	20%	24%	26%	19%	25%
					a			a
Important	(1)	572	132	156	156	128	288	284
		37%	35%	42%	39%	32%	38%	35%
				d				
Very important	(2)	370	105	98	87	81	203	167
		24%	28%	26%	22%	20%	27%	21%
							b	
Don't know		27	10	5	6	6	15	12
		2%	3%	1%	2%	2%	2%	2%
NET Important		942	237	254	243	208	491	452
		61%	62%	68%	61%	52%	65%	56%
			d	d			b	
NET Not Important		248	69	39	56	84	108	140
		16%	18%	10%	14%	21%	14%	17%
			b			b		
Answered		1529	371	368	394	396	739	790
Mean Score		.6	.7	.8	.6	.4	.7	.5
				d			b	
Standard error		.03	.06	.05	.05	.06	.04	.04
Standard deviation		1.16	1.20	1.09	1.15	1.18	1.15	1.17

Columns Tested: a,b,c,d - a,b

Table 158

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors							
		Low cost	Fast delivery	Next day delivery option	Delivery within 3 days	Convenient to post (within 1/2 mile)	Same price to send to anywhere within the UK	Guaranteed delivery to recipient's door	Daily collection service
Unweighted Base		1741	1741	1741	1741	1741	1741	1741	1741
Effective base		834	834	834	834	834	834	834	834
Weighted Base		1556	1556	1556	1556	1556	1556	1556	1556
Not at all important	(-2)	19 1%	40 3%	106 7%	34 2%	37 2%	30 2%	23 1%	143 9%
Not very important	(-1)	46 3%	76 5%	178 11%	45 3%	54 3%	63 4%	25 2%	185 12%
Neither important nor unimportant	(0)	151 10%	218 14%	316 20%	180 12%	183 12%	182 12%	121 8%	227 15%
Important	(1)	647 42%	740 48%	525 34%	679 44%	581 37%	638 41%	517 33%	504 32%
Very important	(2)	686 44%	473 30%	412 26%	609 39%	687 44%	628 40%	852 55%	441 28%
Don't know		7 *%	8 1%	19 1%	9 1%	14 1%	16 1%	18 1%	57 4%
NET Important		1333 86%	1213 78%	937 60%	1288 83%	1268 81%	1266 81%	1369 88%	945 61%
NET Not Important		65 4%	116 7%	284 18%	79 5%	91 6%	93 6%	48 3%	328 21%
Answered		1550	1548	1537	1547	1542	1540	1538	1499
Mean Score		1.2	1.0	.6	1.2	1.2	1.2	1.4	.6
Standard error		.02	.02	.03	.02	.02	.02	.02	.03
Standard deviation		.84	.94	1.19	.89	.94	.92	.82	1.28

Table 158 (continuation)

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors
		Letter delivery is fulfilled in an environmentally responsible way in Q3-Q4
Unweighted Base		1741
Effective base		834
Weighted Base		1556
Not at all important	(-2)	117 8%
Not very important	(-1)	131 8%
Neither important nor unimportant	(0)	339 22%
Important	(1)	572 37%
Very important	(2)	370 24%
Don't know		27 2%
NET Important		942 61%
NET Not Important		248 16%
Answered		1529
Mean Score		.6
Standard error		.03
Standard deviation		1.16

Table 159

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Method		Business Size 1				
		CATI a	CAWI b	0-9 a	10-49 b	50-99 c	100-249 d	10+ e
Significance Level: 95%								
Unweighted Base	924	220	704	650	131	47	96	274
Effective base	458	104	357	423	76	34	51	107
Weighted Base	863	168	695	826	30	5	2	37
Standard	588	87	501	564	20	3	1	24
	68%	52%	72%	68%	68%	59%	63%	66%
Signed for	436	44	392	416	16	3	1	20
	51%	26%	56%	50%	53%	63%	57%	54%
			a					
Royal Mail tracked 24 hours	239	42	196	228	8	2	1	11
	28%	25%	28%	28%	28%	34%	32%	29%
Royal Mail tracked 48 hours	238	35	204	228	8	2	1	11
	28%	21%	29%	28%	28%	35%	34%	29%
Parcelforce Worldwide	134	28	106	130	3	1	*	4
	15%	16%	15%	16%	9%	16%	19%	10%
Special Delivery Guaranteed by 1pm	114	13	101	106	6	1	1	8
	13%	8%	15%	13%	22%	25%	32%	23%
			a		a	a	a	a
International standard mail (previously Airmail)	79	7	72	77	1	1	*	2
	9%	4%	10%	9%	4%	12%	5%	5%
International Tracked (previously Airsure)	69	7	62	66	1	1	*	2
	8%	4%	9%	8%	4%	15%	14%	6%
International Tracked and Signed	68	5	63	65	1	1	*	3
	8%	3%	9%	8%	4%	25%	8%	7%
			a			abde		
International Signed	59	7	51	57	1	1	*	2
	7%	4%	7%	7%	3%	22%	13%	6%
						abe	b	
Special Delivery Guaranteed by 9am	40	5	35	37	3	1	*	3
	5%	3%	5%	4%	8%	13%	10%	9%
						a		

Columns Tested: a,b - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	924	220	704	650	131	47	96	274
Effective base	458	104	357	423	76	34	51	107
Weighted Base	863	168	695	826	30	5	2	37
International Economy (previously surface mail)	27	4	23	26	*	*	*	1
	3%	2%	3%	3%	1%	2%	4%	2%
None of these (DO NOT READ OUT)	18	18	*	17	2	-	*	2
	2%	11%	*%	2%	5%	-%	3%	4%
		b						
Don't Know (DO NOT READ OUT)	13	9	4	12	1	-	*	1
	2%	5%	1%	2%	2%	-%	5%	2%
		b						
Refused (DO NOT READ OUT)	*	*	*	*	*	-	-	*
	*%	*%	*%	*%	1%	-%	-%	*%

Columns Tested:: a,b - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	924	365	212	73	88	90	96	650	131	143
Effective base	458	260	131	41	58	38	51	423	76	63
Weighted Base	863	536	244	47	22	13	2	826	30	7
Standard	588	365	169	30	14	8	1	564	20	4
	68%	68%	69%	63%	67%	66%	63%	68%	68%	60%
Signed for	436	262	135	19	11	8	1	416	16	4
	51%	49%	55%	40%	49%	63%	57%	50%	53%	62%
					c					c
Royal Mail tracked 24 hours	239	162	58	8	6	4	1	228	8	2
	28%	30%	24%	18%	29%	30%	32%	28%	28%	34%
Royal Mail tracked 48 hours	238	147	70	10	6	4	1	228	8	2
	28%	28%	29%	22%	28%	30%	34%	28%	28%	35%
Parcelforce Worldwide	134	84	42	4	1	2	*	130	3	1
	15%	16%	17%	8%	5%	18%	19%	16%	9%	17%
		d	d				d	d		d
Special Delivery Guaranteed by 1pm	114	75	29	2	5	3	1	106	6	2
	13%	14%	12%	5%	22%	22%	32%	13%	22%	27%
					c	c	abcg		cg	abcg
International standard mail (previously Airmail)	79	50	25	2	1	1	*	77	1	1
	9%	9%	10%	5%	5%	5%	5%	9%	4%	10%
International Tracked (previously Airsure)	69	42	21	3	1	1	*	66	1	1
	8%	8%	9%	7%	6%	5%	14%	8%	4%	15%
										h
International Tracked and Signed	68	43	22	1	1	1	*	65	1	1
	8%	8%	9%	3%	6%	9%	8%	8%	4%	20%
										abcdgh
International Signed	59	35	20	2	1	1	*	57	1	1
	7%	6%	8%	5%	4%	8%	13%	7%	3%	19%
							h			abdgh
Special Delivery Guaranteed by 9am	40	29	6	2	2	1	*	37	3	1
	5%	5%	2%	4%	10%	7%	10%	4%	8%	12%
					b		b			bg

Columns Tested: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	924	365	212	73	88	90	96	650	131	143
Effective base	458	260	131	41	58	38	51	423	76	63
Weighted Base	863	536	244	47	22	13	2	826	30	7
International Economy (previously surface mail)	27	14	11	1	*	*	*	26	*	*
	3%	3%	4%	3%	1%	1%	4%	3%	1%	3%
None of these (DO NOT READ OUT)	18	14	2	1	1	*	*	17	2	*
	2%	3%	1%	2%	6%	1%	3%	2%	5%	1%
					bg					
Don't Know (DO NOT READ OUT)	13	8	2	2	1	*	*	12	1	*
	2%	2%	1%	5%	2%	1%	5%	2%	2%	2%
Refused (DO NOT READ OUT)	*	*	-	-	*	-	-	*	*	-
	*%	*%	-%	-%	1%	-%	-%	*%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	924	460	190	131	47	96	413	134	57	46	104
Effective base	458	328	123	76	34	51	281	64	23	12	16
Weighted Base	863	695	132	30	5	2	564	119	29	16	18
Standard	588	470	93	20	3	1	402	81	20	11	12
	68%	68%	71%	68%	59%	63%	71%	68%	68%	67%	66%
Signed for	436	353	63	16	3	1	299	59	15	11	11
	51%	51%	48%	53%	63%	57%	53%	50%	52%	68%	61%
Royal Mail tracked 24 hours	239	202	26	8	2	1	171	21	3	9	9
	28%	29%	20%	28%	34%	32%	30%	17%	11%	59%	53%
		b					bc			abc	bc
Royal Mail tracked 48 hours	238	191	37	8	2	1	160	37	6	4	8
	28%	28%	28%	28%	35%	34%	28%	31%	20%	27%	45%
Parcelforce Worldwide	134	110	20	3	1	*	73	25	4	8	6
	15%	16%	15%	9%	16%	19%	13%	21%	13%	52%	32%
										abc	
Special Delivery Guaranteed by 1pm	114	90	16	6	1	1	75	17	5	7	3
	13%	13%	12%	22%	25%	32%	13%	14%	17%	43%	16%
						ab				ab	
International standard mail (previously Airmail)	79	68	9	1	1	*	56	7	3	3	4
	9%	10%	7%	4%	12%	5%	10%	6%	11%	22%	23%
International Tracked (previously Airsure)	69	56	10	1	1	*	48	9	3	2	5
	8%	8%	8%	4%	15%	14%	8%	8%	12%	13%	27%
											a
International Tracked and Signed	68	61	5	1	1	*	51	7	2	1	4
	8%	9%	4%	4%	25%	8%	9%	6%	6%	8%	25%
					abce						b
International Signed	59	48	9	1	1	*	45	6	*	1	5
	7%	7%	7%	3%	22%	13%	8%	5%	2%	7%	26%
					abc	c					ab
Special Delivery Guaranteed by 9am	40	31	6	3	1	*	21	8	2	5	2
	5%	4%	4%	8%	13%	10%	4%	7%	7%	29%	10%
					a					ab	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	924	460	190	131	47	96	413	134	57	46	104
Effective base	458	328	123	76	34	51	281	64	23	12	16
Weighted Base	863	695	132	30	5	2	564	119	29	16	18
International Economy (previously surface mail)	27	20	6	*	*	*	21	-	*	2	4
	3%	3%	5%	1%	2%	4%	4%	-%	1%	10%	22%
										b	ab
None of these (DO NOT READ OUT)	18	16	1	2	-	*	6	*	*	-	1
	2%	2%	1%	5%	-%	3%	1%	*%	1%	-%	3%
Don't Know (DO NOT READ OUT)	13	10	2	1	-	*	8	*	-	-	*
	2%	1%	2%	2%	-%	5%	1%	*%	-%	-%	*%
Refused (DO NOT READ OUT)	*	*	-	*	-	-	*	-	-	-	-
	*%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	924	64	47	80	43	57	73	61	55	63
Effective base	458	45	35	52	28	43	53	47	38	44
Weighted Base	863	97	65	124	47	69	121	115	63	69
Standard	588	71	41	78	33	47	82	86	43	52
	68%	74%	63%	63%	70%	68%	68%	75%	69%	76%
Signed for	436	52	33	80	24	30	49	59	29	37
	51%	53%	50%	64%	52%	44%	41%	52%	47%	54%
				f						
Royal Mail tracked 24 hours	239	32	15	46	9	17	40	23	11	22
	28%	33%	23%	37%	19%	25%	33%	20%	18%	32%
Royal Mail tracked 48 hours	238	40	19	38	10	11	32	32	14	16
	28%	41%	30%	31%	22%	15%	27%	28%	22%	23%
		e								
Parcelforce Worldwide	134	16	7	28	5	14	17	19	13	5
	15%	16%	10%	22%	10%	20%	14%	16%	21%	7%
				i						
Special Delivery Guaranteed by 1pm	114	16	5	21	13	5	6	26	7	8
	13%	17%	8%	17%	28%	7%	5%	22%	11%	11%
					bef			ef		
International standard mail (previously Airmail)	79	8	3	14	4	4	8	12	9	12
	9%	9%	4%	11%	8%	5%	6%	10%	14%	18%
International Tracked (previously Airsure)	69	7	4	18	2	5	7	4	9	7
	8%	8%	6%	14%	4%	7%	6%	4%	14%	10%
International Tracked and Signed	68	13	7	16	4	1	10	3	9	*
	8%	13%	11%	13%	8%	1%	8%	2%	14%	*%
		ei	i	ei					ei	
International Signed	59	10	7	19	*	7	6	1	2	3
	7%	10%	11%	16%	1%	10%	5%	1%	3%	4%
				dgh						
Special Delivery Guaranteed by 9am	40	8	2	9	4	2	2	7	*	3
	5%	8%	3%	7%	9%	2%	2%	6%	*%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	924	64	47	80	43	57	73	61	55	63
Effective base	458	45	35	52	28	43	53	47	38	44
Weighted Base	863	97	65	124	47	69	121	115	63	69
International Economy (previously surface mail)	27	6	-	6	2	-	3	1	2	4
	3%	6%	-%	5%	5%	-%	2%	1%	3%	6%
None of these (DO NOT READ OUT)	18	3	1	-	3	1	-	2	1	*
	2%	3%	2%	-%	5%	1%	-%	2%	2%	1%
Don't Know (DO NOT READ OUT)	13	2	-	4	-	-	4	-	-	-
	2%	2%	-%	3%	-%	-%	3%	-%	-%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	924	163	166	214	543	381	137	122	122
Effective base	458	115	117	152	375	188	77	67	60
Weighted Base	863	185	224	361	770	93	46	32	16
Standard	588	132	156	247	534	53	24	20	9
	68%	71%	69%	68%	69%	57%	53%	62%	58%
		ef	ef	ef	ef				
Signed for	436	92	114	189	394	42	17	17	8
	51%	50%	51%	52%	51%	45%	37%	55%	46%
				f	f			f	
Royal Mail tracked 24 hours	239	49	59	109	217	22	13	6	3
	28%	26%	26%	30%	28%	24%	29%	19%	16%
				h	h				
Royal Mail tracked 48 hours	238	37	73	102	213	26	15	6	5
	28%	20%	33%	28%	28%	28%	32%	20%	30%
			a						
Parcelforce Worldwide	134	23	36	63	122	11	5	4	2
	15%	13%	16%	18%	16%	12%	11%	13%	13%
Special Delivery Guaranteed by 1pm	114	25	28	52	106	9	4	3	1
	13%	14%	13%	15%	14%	9%	9%	9%	8%
International standard mail (previously Airmail)	79	20	20	33	73	6	3	2	1
	9%	11%	9%	9%	9%	7%	7%	7%	4%
International Tracked (previously Airsure)	69	14	20	29	63	6	3	3	1
	8%	7%	9%	8%	8%	6%	6%	9%	4%
International Tracked and Signed	68	5	28	29	63	5	3	3	*
	8%	3%	13%	8%	8%	6%	6%	8%	2%
			ae		a				
International Signed	59	10	18	27	55	4	3	1	*
	7%	5%	8%	7%	7%	4%	6%	4%	1%
			h						

Columns Tested: a,b,c,d,e,f,g,h

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	924	163	166	214	543	381	137	122	122
Effective base	458	115	117	152	375	188	77	67	60
Weighted Base	863	185	224	361	770	93	46	32	16
Special Delivery Guaranteed by 9am	40 5%	8 5%	10 5%	19 5%	38 5%	3 3%	1 2%	1 4%	* 3%
International Economy (previously surface mail)	27 3%	6 3%	7 3%	10 3%	24 3%	3 3%	1 2%	1 4%	1 3%
None of these (DO NOT READ OUT)	18 2%	4 2%	5 2%	2 1%	11 1%	7 7%	5 10%	1 3%	1 7%
Don't Know (DO NOT READ OUT)	13 2%	- -%	2 1%	8 2%	10 1%	3 3%	1 2%	2 5%	* 3%
Refused (DO NOT READ OUT)	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	924	35	55	8	63	63	272	37	37	412
Effective base	458	20	23	6	29	27	152	17	11	212
Weighted Base	863	45	60	12	72	66	237	31	15	392
Standard	588	37	36	3	39	42	154	27	12	273
	68%	83%	60%	23%	54%	64%	65%	87%	85%	69%
		d						d		
Signed for	436	19	22	9	31	37	134	14	9	188
	51%	42%	36%	78%	43%	57%	57%	44%	65%	48%
Royal Mail tracked 24 hours	239	19	12	5	17	19	56	7	7	113
	28%	43%	20%	44%	24%	29%	24%	24%	49%	29%
Royal Mail tracked 48 hours	238	20	13	-	13	22	78	8	3	95
	28%	44%	21%	-%	18%	33%	33%	25%	21%	24%
		d								
Parcelforce Worldwide	134	10	14	*	15	13	39	5	1	50
	15%	23%	24%	3%	20%	20%	16%	16%	10%	13%
Special Delivery Guaranteed by 1pm	114	14	6	3	9	13	24	3	2	50
	13%	30%	10%	26%	13%	20%	10%	9%	14%	13%
		fi								
International standard mail (previously Airmail)	79	7	1	-	1	5	25	1	-	41
	9%	15%	2%	-%	2%	7%	11%	3%	-%	10%
International Tracked (previously Airsure)	69	8	2	-	2	5	33	-	*	20
	8%	17%	4%	-%	3%	8%	14%	-%	3%	5%
		i					i			
International Tracked and Signed	68	6	5	-	5	1	28	*	-	28
	8%	13%	8%	-%	7%	1%	12%	1%	-%	7%
International Signed	59	5	1	-	1	2	21	*	*	30
	7%	10%	1%	-%	1%	4%	9%	1%	1%	8%
Special Delivery Guaranteed by 9am	40	5	5	3	7	5	7	3	-	13
	5%	10%	8%	22%	10%	8%	3%	9%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	924	35	55	8	63	63	272	37	37	412
Effective base	458	20	23	6	29	27	152	17	11	212
Weighted Base	863	45	60	12	72	66	237	31	15	392
International Economy (previously surface mail)	27	5	*	-	*	2	5	1	-	14
	3%	10%	1%	-%	*%	3%	2%	3%	-%	4%
None of these (DO NOT READ OUT)	18	1	1	-	1	1	10	*	*	4
	2%	2%	2%	-%	2%	1%	4%	2%	*%	1%
Don't Know (DO NOT READ OUT)	13	-	-	2	2	1	3	-	*	7
	2%	-%	-%	17%	3%	1%	1%	-%	*%	2%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	924	161	272	491	775	149	-	824	100	908	16
Effective base	458	75	152	243	381	77	-	431	29	451	10
Weighted Base	863	183	237	443	716	147	-	822	41	855	8
Standard	588	118	154	315	487	100	-	559	29	581	6
	68%	65%	65%	71%	68%	68%	-%	68%	71%	68%	76%
Signed for	436	88	134	214	352	84	-	414	22	432	4
	51%	48%	57%	48%	49%	57%	-%	50%	53%	50%	53%
Royal Mail tracked 24 hours	239	56	56	127	207	32	-	230	9	236	3
	28%	30%	24%	29%	29%	22%	-%	28%	21%	28%	33%
Royal Mail tracked 48 hours	238	55	78	106	208	31	-	226	12	235	3
	28%	30%	33%	24%	29%	21%	-%	28%	29%	27%	42%
Parcelforce Worldwide	134	38	39	57	113	21	-	128	6	132	2
	15%	21%	16%	13%	16%	14%	-%	16%	15%	15%	20%
Special Delivery Guaranteed by 1pm	114	36	24	55	95	20	-	109	5	114	1
	13%	19%	10%	12%	13%	13%	-%	13%	12%	13%	7%
International standard mail (previously Airmail)	79	12	25	42	72	7	-	76	3	78	1
	9%	7%	11%	9%	10%	5%	-%	9%	7%	9%	7%
International Tracked (previously Airsure)	69	15	33	21	53	15	-	67	2	68	1
	8%	8%	14%	5%	7%	10%	-%	8%	5%	8%	7%
			c								
International Tracked and Signed	68	12	28	28	54	14	-	65	3	67	1
	8%	6%	12%	6%	8%	10%	-%	8%	7%	8%	7%
International Signed	59	8	21	30	46	13	-	57	2	58	1
	7%	4%	9%	7%	6%	9%	-%	7%	5%	7%	7%
Special Delivery Guaranteed by 9am	40	17	7	16	26	14	-	39	1	39	1
	5%	9%	3%	4%	4%	9%	-%	5%	2%	5%	10%
		bc				a					

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	924	161	272	491	775	149	-	824	100	908	16
Effective base	458	75	152	243	381	77	-	431	29	451	10
Weighted Base	863	183	237	443	716	147	-	822	41	855	8
International Economy (previously surface mail)	27 3%	7 4%	5 2%	15 3%	24 3%	3 2%	- -%	26 3%	1 2%	26 3%	1 7%
None of these (DO NOT READ OUT)	18 2%	3 2%	10 4%	5 1%	16 2%	2 1%	- -%	18 2%	* 1%	18 2%	- -%
Don't Know (DO NOT READ OUT)	13 2%	3 1%	3 1%	8 2%	11 2%	2 1%	- -%	13 2%	* *%	13 2%	- -%
Refused (DO NOT READ OUT)	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	924	467	186	269
Effective base	458	247	77	135
Weighted Base	863	472	143	249
Standard	588	322	88	177
	68%	68%	62%	71%
Signed for	436	234	74	128
	51%	50%	52%	52%
Royal Mail tracked 24 hours	239	113	41	85
	28%	24%	29%	34%
				a
Royal Mail tracked 48 hours	238	107	46	85
	28%	23%	32%	34%
				a
Parcelforce Worldwide	134	54	28	51
	15%	12%	19%	21%
				a
Special Delivery Guaranteed by 1pm	114	46	28	41
	13%	10%	19%	16%
			a	
International standard mail (previously Airmail)	79	25	16	38
	9%	5%	11%	15%
				a
International Tracked (previously Airsure)	69	18	13	37
	8%	4%	9%	15%
				a
International Tracked and Signed	68	18	11	40
	8%	4%	7%	16%
				a
International Signed	59	18	13	27
	7%	4%	9%	11%
				a

Columns Tested: a,b,c

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	924	467	186	269
Effective base	458	247	77	135
Weighted Base	863	472	143	249
Special Delivery Guaranteed by 9am	40	12	6	22
	5%	3%	4%	9%
				a
International Economy (previously surface mail)	27	14	6	7
	3%	3%	4%	3%
None of these (DO NOT READ OUT)	18	12	4	2
	2%	3%	3%	1%
Don't Know (DO NOT READ OUT)	13	10	*	3
	2%	2%	*%	1%
Refused (DO NOT READ OUT)	*	*	-	-
	*%	*%	-%	-%

Columns Tested: a,b,c

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	924	657	186	44	11	17	4	3	2	843	81	37
Effective base	458	369	71	11	4	5	1	1	1	438	20	10
Weighted Base	863	710	116	21	3	10	2	1	*	826	37	16
Standard	588	494	72	12	2	7	*	1	*	566	22	10
	68%	70%	61%	56%	64%	75%	3%	82%	100%	68%	59%	64%
Signed for	436	361	59	12	1	2	*	1	-	420	16	4
	51%	51%	51%	56%	46%	23%	3%	82%	-%	51%	44%	28%
Royal Mail tracked 24 hours	239	184	38	11	3	2	*	1	-	222	17	6
	28%	26%	33%	53%	97%	19%	3%	82%	-%	27%	45%	35%
Royal Mail tracked 48 hours	238	184	40	10	2	2	*	1	-	224	15	5
	28%	26%	34%	47%	68%	20%	3%	100%	-%	27%	40%	32%
Parcelforce Worldwide	134	92	28	7	2	1	2	1	*	120	13	6
	15%	13%	24%	36%	64%	11%	97%	82%	100%	15%	36%	37%
			ai	a							ai	a
Special Delivery Guaranteed by 1pm	114	82	17	10	1	1	2	1	*	99	15	5
	13%	12%	15%	48%	29%	12%	100%	82%	83%	12%	41%	31%
			abi	abi							abi	abi
International standard mail (previously Airmail)	79	57	19	*	2	*	*	1	-	76	3	3
	9%	8%	16%	*%	58%	1%	*%	82%	-%	9%	7%	16%
			a									
International Tracked (previously Aisure)	69	39	25	2	2	*	*	1	-	64	5	3
	8%	6%	21%	9%	58%	2%	*%	82%	-%	8%	12%	17%
			ai									
International Tracked and Signed	68	48	12	5	1	-	2	1	*	59	9	4
	8%	7%	10%	23%	32%	-%	97%	82%	83%	7%	23%	24%
			a								ai	a
International Signed	59	41	9	4	1	1	2	1	*	50	9	5
	7%	6%	8%	21%	33%	8%	100%	82%	100%	6%	25%	29%
			a								abi	abi
Special Delivery Guaranteed by 9am	40	20	8	8	1	*	2	1	-	28	12	4
	5%	3%	7%	36%	29%	3%	97%	98%	-%	3%	32%	26%
			abi	abi							abi	ai

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	924	657	186	44	11	17	4	3	2	843	81	37
Effective base	458	369	71	11	4	5	1	1	1	438	20	10
Weighted Base	863	710	116	21	3	10	2	1	*	826	37	16
International Economy (previously surface mail)	27	21	4	*	1	-	*	1	-	25	2	2
	3%	3%	4%	*%	30%	-%	*%	82%	-%	3%	4%	10%
None of these (DO NOT READ OUT)	18	18	*	*	-	-	-	-	-	18	*	-
	2%	2%	*%	1%	-%	-%	-%	-%	-%	2%	1%	-%
Don't Know (DO NOT READ OUT)	13	13	-	*	-	-	-	-	-	13	*	-
	2%	2%	-%	*%	-%	-%	-%	-%	-%	2%	*%	-%
Refused (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	924	294	363	267	803	763	851	924	465	329	123	521	42	56	47	46	16
Effective base	458	178	192	91	387	368	418	458	215	127	77	284	15	17	15	12	5
Weighted Base	863	358	351	153	719	685	771	863	406	247	125	546	13	29	31	20	7
Standard	588	259	236	93	498	490	538	588	297	176	78	388	8	20	23	17	4
	68%	72%	67%	61%	69%	72%	70%	68%	73%	71%	62%	71%	58%	68%	77%	86%	55%
Signed for	436	169	192	75	388	366	409	436	219	131	62	300	7	10	12	15	3
	51%	47%	55%	49%	54%	54%	53%	51%	54%	53%	50%	55%	54%	34%	40%	75%	41%
																	d
Royal Mail tracked 24 hours	239	80	104	55	208	194	220	239	121	91	36	150	5	10	5	12	2
	28%	22%	30%	36%	29%	28%	29%	28%	30%	37%	29%	28%	39%	33%	17%	63%	25%
				a						d						abe	
Royal Mail tracked 48 hours	238	61	122	55	206	196	221	238	121	68	39	143	4	16	6	10	4
	28%	17%	35%	36%	29%	29%	29%	28%	30%	28%	31%	26%	27%	55%	20%	50%	63%
			a	a										b			
Parcelforce Worldwide	134	34	58	42	117	110	125	134	86	43	22	84	5	2	2	10	1
	15%	10%	16%	27%	16%	16%	16%	15%	21%	17%	17%	15%	39%	8%	6%	50%	9%
			ab										bde			abde	
Special Delivery Guaranteed by 1pm	114	35	47	32	106	93	109	114	61	57	17	64	5	8	5	10	1
	13%	10%	13%	21%	15%	14%	14%	13%	15%	23%	14%	12%	40%	27%	15%	50%	11%
			a							abcd			ab			ab	
International standard mail (previously Airmail)	79	15	42	22	69	74	74	79	45	17	3	60	2	3	3	4	1
	9%	4%	12%	14%	10%	11%	10%	9%	11%	7%	2%	11%	12%	10%	10%	19%	8%
			a	a								a				a	
International Tracked (previously Airture)	69	5	34	29	64	65	67	69	30	19	5	50	2	2	2	6	1
	8%	1%	10%	19%	9%	9%	9%	8%	7%	8%	4%	9%	12%	6%	8%	32%	9%
			a	ab												ab	
International Tracked and Signed	68	16	31	20	63	64	66	68	38	15	4	45	2	6	3	5	1
	8%	5%	9%	13%	9%	9%	9%	8%	9%	6%	3%	8%	17%	19%	10%	26%	8%
			a											a		ab	
International Signed	59	9	31	18	55	55	56	59	32	15	2	36	3	8	1	4	1
	7%	3%	9%	12%	8%	8%	7%	7%	8%	6%	1%	7%	25%	28%	5%	22%	9%
			a	a									ab	ab		a	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	924	294	363	267	803	763	851	924	465	329	123	521	42	56	47	46	16
Effective base	458	178	192	91	387	368	418	458	215	127	77	284	15	17	15	12	5
Weighted Base	863	358	351	153	719	685	771	863	406	247	125	546	13	29	31	20	7
Special Delivery Guaranteed by 9am	40	10	10	20	39	33	40	40	26	24	7	20	1	4	*	7	1
	5%	3%	3%	13%	5%	5%	5%	5%	6%	10%	6%	4%	11%	12%	1%	33%	10%
				ab						d						abe	
International Economy (previously surface mail)	27	9	12	6	25	23	25	27	12	9	2	19	-	*	*	3	1
	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	2%	3%	-%	*%	*%	14%	9%
None of these (DO NOT READ OUT)	18	7	10	1	11	4	11	18	*	1	7	2	1	1	*	*	-
	2%	2%	3%	*%	1%	1%	1%	2%	*%	*%	6%	*%	5%	2%	*%	*%	-%
							e				b		b				
Don't Know (DO NOT READ OUT)	13	8	6	*	13	12	13	13	4	2	1	12	*	-	*	-	-
	2%	2%	2%	*%	2%	2%	2%	2%	1%	1%	1%	2%	1%	-%	*%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	*	*	*	*	*	-	-	*	*	-	-	-	-	-
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	924	580	70	53	44	25	23	8	540	87	50	35	28	15	8
Effective base	458	322	28	15	12	8	3	1	296	30	13	16	6	6	4
Weighted Base	863	611	45	20	19	13	8	2	543	69	17	32	11	7	6
Standard	588	421	32	12	16	10	7	*	397	40	12	27	7	5	3
	68%	69%	71%	56%	85%	76%	86%	10%	73%	57%	68%	83%	70%	72%	50%
Signed for	436	334	21	9	7	9	7	*	301	34	8	12	6	4	2
	51%	55%	47%	46%	36%	69%	87%	12%	55%	50%	45%	36%	52%	58%	34%
Royal Mail tracked 24 hours	239	170	14	8	4	7	6	*	140	32	6	10	4	1	1
	28%	28%	30%	38%	21%	56%	72%	8%	26%	46%	34%	30%	39%	13%	18%
									a						
Royal Mail tracked 48 hours	238	165	19	8	5	5	2	2	141	21	5	17	6	3	4
	28%	27%	41%	41%	25%	41%	24%	91%	26%	30%	26%	53%	52%	53%	60%
									a						
Parcelforce Worldwide	134	99	4	2	2	4	6	*	75	24	4	5	2	1	-
	15%	16%	9%	10%	10%	35%	70%	2%	14%	34%	24%	16%	21%	9%	-%
									a						
Special Delivery Guaranteed by 1pm	114	80	8	6	3	4	5	*	51	22	4	11	5	1	*
	13%	13%	17%	27%	17%	31%	61%	7%	9%	31%	21%	35%	42%	14%	1%
									a			a			
International standard mail (previously Airmail)	79	58	2	3	*	5	1	-	52	14	4	2	1	2	-
	9%	10%	4%	14%	1%	41%	7%	-%	10%	20%	21%	5%	7%	26%	-%
International Tracked (previously Airsure)	69	53	2	3	3	3	1	-	45	8	2	3	4	2	-
	8%	9%	4%	12%	14%	24%	9%	-%	8%	12%	10%	11%	35%	38%	-%
International Tracked and Signed	68	54	2	*	2	5	1	*	44	6	2	6	2	2	-
	8%	9%	4%	1%	8%	38%	8%	1%	8%	9%	14%	20%	22%	36%	-%
International Signed	59	45	2	4	1	2	1	*	36	5	2	8	1	3	-
	7%	7%	4%	20%	7%	16%	7%	4%	7%	7%	10%	26%	8%	48%	-%
									a			a			
Special Delivery Guaranteed by 9am	40	25	6	*	*	2	5	*	13	12	1	4	1	1	*
	5%	4%	14%	2%	-%	15%	62%	8%	2%	17%	7%	13%	11%	13%	3%
			a						a			a			

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	924	580	70	53	44	25	23	8	540	87	50	35	28	15	8
Effective base	458	322	28	15	12	8	3	1	296	30	13	16	6	6	4
Weighted Base	863	611	45	20	19	13	8	2	543	69	17	32	11	7	6
International Economy (previously surface mail)	27	22	-	*	*	2	1	-	19	*	*	1	1	2	-
	3%	4%	-%	*%	*%	13%	8%	-%	3%	*%	1%	3%	7%	28%	-%
None of these (DO NOT READ OUT)	18	9	1	*	*	*	-	-	3	1	*	*	*	-	-
	2%	2%	1%	1%	3%	*%	-%	-%	*%	1%	2%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	13	13	*	-	-	*	-	-	12	*	*	-	-	-	-
	2%	2%	*%	-%	-%	*%	-%	-%	2%	*%	*%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	924	664	96	56	44	30	13	21	285	165	205	143	51
Effective base	458	364	36	18	18	10	6	7	174	77	106	44	17
Weighted Base	863	685	75	33	31	16	11	13	336	140	192	68	33
Standard	588	471	55	24	17	9	7	5	233	94	134	53	24
	68%	69%	74%	73%	54%	57%	64%	41%	69%	67%	70%	77%	74%
Signed for	436	341	38	20	13	11	4	8	179	68	104	33	24
	51%	50%	51%	61%	41%	68%	40%	65%	53%	49%	54%	48%	72%
Royal Mail tracked 24 hours	239	163	34	14	13	6	1	7	87	44	49	24	15
	28%	24%	46%	42%	43%	36%	12%	53%	26%	32%	25%	35%	46%
		a											
Royal Mail tracked 48 hours	238	155	42	12	17	7	3	4	84	37	57	27	17
	28%	23%	56%	36%	55%	42%	24%	29%	25%	26%	30%	39%	51%
		a			a								a
Parcelforce Worldwide	134	88	13	9	9	5	3	7	45	21	35	15	10
	15%	13%	18%	27%	30%	32%	26%	51%	13%	15%	18%	22%	31%
					a								
Special Delivery Guaranteed by 1pm	114	70	16	7	7	3	3	8	37	22	19	18	13
	13%	10%	22%	22%	23%	20%	29%	61%	11%	16%	10%	27%	39%
					a							ac	abc
International standard mail (previously Airmail)	79	56	10	5	7	1	1	-	22	8	28	10	5
	9%	8%	14%	14%	22%	5%	6%	-%	7%	5%	15%	15%	17%
											ab		
International Tracked (previously Airsure)	69	46	6	3	9	1	1	1	17	7	22	12	8
	8%	7%	8%	10%	31%	8%	13%	11%	5%	5%	11%	18%	26%
					ab							ab	ab
International Tracked and Signed	68	43	12	3	3	2	1	4	22	6	19	13	6
	8%	6%	16%	10%	9%	10%	8%	28%	7%	4%	10%	19%	17%
					a							ab	
International Signed	59	41	9	3	1	2	1	2	15	8	12	14	7
	7%	6%	12%	8%	4%	13%	8%	18%	4%	5%	6%	20%	22%
												abc	abc

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	924	664	96	56	44	30	13	21	285	165	205	143	51
Effective base	458	364	36	18	18	10	6	7	174	77	106	44	17
Weighted Base	863	685	75	33	31	16	11	13	336	140	192	68	33
Special Delivery Guaranteed by 9am	40	14	9	5	3	2	1	6	14	5	4	10	7
	5%	2%	12%	16%	9%	15%	8%	47%	4%	4%	2%	14%	21%
		a	a	a	a	a						abc	abc
International Economy (previously surface mail)	27	19	4	2	1	1	1	-	15	*	6	1	2
	3%	3%	6%	5%	3%	5%	5%	-%	5%	*%	3%	2%	5%
None of these (DO NOT READ OUT)	18	17	1	*	*	*	-	-	7	3	1	*	*
	2%	2%	1%	1%	1%	*%	-%	-%	2%	2%	*%	*%	*%
Don't Know (DO NOT READ OUT)	13	13	-	*	-	-	-	-	9	2	2	*	*
	2%	2%	-%	*%	-%	-%	-%	-%	3%	1%	1%	*%	*%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	924	312	160	165	125	38	294	149	172	104	39
Effective base	458	190	76	80	32	11	173	63	80	38	13
Weighted Base	863	369	139	139	44	22	339	117	139	59	27
Standard	588	253	95	101	32	17	253	74	97	46	18
	68%	69%	68%	73%	72%	74%	75%	64%	70%	79%	68%
Signed for	436	194	80	76	20	16	179	61	78	27	19
	51%	53%	57%	55%	45%	73%	53%	52%	56%	46%	69%
Royal Mail tracked 24 hours	239	96	44	35	16	12	82	43	38	17	11
	28%	26%	32%	25%	36%	52%	24%	37%	27%	30%	42%
Royal Mail tracked 48 hours	238	94	39	41	18	10	82	36	41	22	15
	28%	25%	28%	29%	42%	45%	24%	30%	30%	38%	54%
Parcelforce Worldwide	134	52	21	28	7	6	40	25	24	11	9
	15%	14%	15%	20%	16%	27%	12%	22%	17%	19%	34%
Special Delivery Guaranteed by 1pm	114	54	11	18	12	10	32	26	9	14	12
	13%	15%	8%	13%	28%	43%	10%	23%	7%	23%	43%
					b	abc		ac		ac	ac
International standard mail (previously Airmail)	79	27	16	20	1	3	23	11	24	11	5
	9%	7%	11%	14%	1%	12%	7%	10%	17%	18%	18%
				d					a	a	
International Tracked (previously Airsure)	69	19	16	13	5	6	19	11	16	13	7
	8%	5%	12%	10%	12%	25%	5%	9%	12%	21%	24%
						a				a	a
International Tracked and Signed	68	38	7	14	2	3	23	9	13	14	5
	8%	10%	5%	10%	4%	13%	7%	8%	9%	23%	18%
										abc	
International Signed	59	24	12	10	4	4	20	8	8	13	5
	7%	7%	9%	7%	10%	19%	6%	7%	6%	23%	19%
										abc	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	924	312	160	165	125	38	294	149	172	104	39
Effective base	458	190	76	80	32	11	173	63	80	38	13
Weighted Base	863	369	139	139	44	22	339	117	139	59	27
Special Delivery Guaranteed by 9am	40	20	6	3	4	6	8	8	4	7	6
	5%	5%	4%	2%	10%	26%	2%	7%	3%	12%	23%
						abc				ac	ac
International Economy (previously surface mail)	27	16	1	5	1	2	14	1	6	2	1
	3%	4%	1%	4%	1%	7%	4%	1%	4%	3%	3%
None of these (DO NOT READ OUT)	18	7	3	1	*	*	2	1	*	*	*
	2%	2%	2%	1%	*%	1%	1%	1%	*%	*%	*%
Don't Know (DO NOT READ OUT)	13	9	2	2	*	*	9	3	-	*	-
	2%	2%	1%	1%	1%	*%	3%	3%	-%	*%	-%
Refused (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	924	408	148	181	116	56	535	45	336	881	43	781	22
Effective base	458	237	67	87	41	22	268	21	167	441	17	379	8
Weighted Base	863	452	140	142	77	39	495	29	333	827	36	701	19
Standard	588	327	87	93	50	28	324	20	241	559	29	485	13
	68%	72%	62%	66%	65%	72%	66%	69%	72%	68%	80%	69%	69%
Signed for	436	223	69	86	33	18	257	19	158	417	19	378	10
	51%	49%	49%	60%	43%	46%	52%	66%	47%	50%	51%	54%	52%
Royal Mail tracked 24 hours	239	100	47	41	38	10	139	9	91	229	10	201	7
	28%	22%	34%	29%	49%	27%	28%	31%	27%	28%	27%	29%	39%
					ac								
Royal Mail tracked 48 hours	238	90	42	47	43	17	163	8	67	232	6	202	4
	28%	20%	30%	33%	55%	43%	33%	28%	20%	28%	18%	29%	22%
				a	abc	a	c						
Parcelforce Worldwide	134	52	23	24	26	7	86	5	43	118	15	108	9
	15%	12%	17%	17%	33%	17%	17%	16%	13%	14%	42%	15%	51%
					ac						a		
Special Delivery Guaranteed by 1pm	114	42	27	13	22	9	82	5	27	104	11	96	10
	13%	9%	19%	9%	29%	22%	17%	16%	8%	13%	30%	14%	53%
			a		ac		c				a		
International standard mail (previously Airmail)	79	30	12	19	13	5	59	-	19	77	2	67	2
	9%	7%	8%	13%	17%	14%	12%	-%	6%	9%	5%	10%	10%
					a		c						
International Tracked (previously Airsure)	69	19	10	11	21	8	51	*	17	63	6	61	3
	8%	4%	7%	8%	27%	21%	10%	1%	5%	8%	16%	9%	15%
					abc	a	c						
International Tracked and Signed	68	23	12	10	15	7	47	*	20	63	5	59	5
	8%	5%	8%	7%	19%	17%	10%	1%	6%	8%	14%	8%	25%
					ac	a							

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	924	408	148	181	116	56	535	45	336	881	43	781	22
Effective base	458	237	67	87	41	22	268	21	167	441	17	379	8
Weighted Base	863	452	140	142	77	39	495	29	333	827	36	701	19
International Signed	59	17	7	11	16	5	39	-	19	54	5	49	6
	7%	4%	5%	8%	20%	13%	8%	-%	6%	7%	13%	7%	32%
					abc								
Special Delivery Guaranteed by 9am	40	11	5	4	14	3	26	*	14	31	9	31	8
	5%	2%	4%	3%	18%	9%	5%	*%	4%	4%	25%	4%	45%
					abc						a		
International Economy (previously surface mail)	27	19	3	2	2	2	18	-	9	26	1	23	1
	3%	4%	2%	1%	3%	5%	4%	-%	3%	3%	3%	3%	6%
None of these (DO NOT READ OUT)	18	12	4	1	*	*	12	1	6	18	*	11	-
	2%	3%	3%	1%	*%	1%	2%	3%	2%	2%	*%	2%	-%
Don't Know (DO NOT READ OUT)	13	9	2	-	*	-	6	*	5	13	-	13	-
	2%	2%	2%	-%	*%	-%	1%	2%	1%	2%	-%	2%	-%
Refused (DO NOT READ OUT)	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	924	715	48	788	136	785	18	710	53	786	138
Effective base	458	357	13	407	51	383	5	351	18	407	52
Weighted Base	863	650	34	757	106	705	15	646	39	754	109
Standard	588	472	19	511	77	490	7	465	25	517	71
	68%	73%	55%	67%	73%	70%	51%	72%	65%	69%	65%
Signed for	436	350	17	372	64	381	7	341	25	371	65
	51%	54%	49%	49%	60%	54%	45%	53%	65%	49%	59%
Royal Mail tracked 24 hours	239	175	19	209	30	197	11	175	18	203	36
	28%	27%	55%	28%	28%	28%	77%	27%	47%	27%	33%
Royal Mail tracked 48 hours	238	184	12	199	40	200	6	185	12	195	44
	28%	28%	35%	26%	37%	28%	42%	29%	30%	26%	40%
Parcelforce Worldwide	134	93	18	102	32	105	12	90	20	108	26
	15%	14%	51%	13%	30%	15%	83%	14%	52%	14%	24%
Special Delivery Guaranteed by 1pm	114	73	20	78	36	98	8	71	22	81	34
	13%	11%	58%	10%	34%	14%	55%	11%	58%	11%	31%
International standard mail (previously Airmail)	79	66	8	73	6	63	6	71	3	72	7
	9%	10%	22%	10%	6%	9%	43%	11%	7%	10%	6%
International Tracked (previously Airsure)	69	56	9	63	6	58	6	60	5	55	14
	8%	9%	26%	8%	5%	8%	41%	9%	14%	7%	13%
International Tracked and Signed	68	57	7	57	11	60	3	58	7	52	16
	8%	9%	19%	8%	10%	9%	20%	9%	17%	7%	15%
International Signed	59	49	5	50	9	52	4	48	6	50	9
	7%	8%	15%	7%	8%	7%	26%	7%	16%	7%	8%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	924	715	48	788	136	785	18	710	53	786	138
Effective base	458	357	13	407	51	383	5	351	18	407	52
Weighted Base	863	650	34	757	106	705	15	646	39	754	109
Special Delivery Guaranteed by 9am	40	19	13	18	22	32	7	17	15	22	18
	5%	3%	38%	2%	20%	4%	52%	3%	40%	3%	17%
		a	a	a	a			a	a	a	a
International Economy (previously surface mail)	27	22	1	22	4	23	1	21	1	26	1
	3%	3%	3%	3%	4%	3%	9%	3%	3%	3%	1%
None of these (DO NOT READ OUT)	18	4	-	17	1	11	-	4	-	18	*
	2%	1%	-%	2%	1%	2%	-%	1%	-%	2%	*%
Don't Know (DO NOT READ OUT)	13	12	-	13	-	13	-	12	-	13	-
	2%	2%	-%	2%	-%	2%	-%	2%	-%	2%	-%
Refused (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	*	-
	*0%	*0%	-%	*0%	-%	*0%	-%	*0%	-%	*0%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	924	464	637	172	1	455	564	142	3	640	560	173	1
Effective base	458	216	317	76	1	215	278	64	2	316	284	82	1
Weighted Base	863	416	574	140	*	408	506	116	4	599	512	151	2
Standard	588	257	443	103	*	261	405	91	2	360	439	114	-
	68%	62%	77%	74%	100%	64%	80%	79%	55%	60%	86%	75%	-%
Signed for	436	287	303	94	-	285	258	70	3	380	230	88	-
	51%	69%	53%	67%	-%	70%	51%	60%	96%	63%	45%	59%	-%
Royal Mail tracked 24 hours	239	183	152	45	-	168	139	40	2	228	116	59	-
	28%	44%	26%	32%	-%	41%	27%	35%	50%	38%	23%	39%	-%
Royal Mail tracked 48 hours	238	159	174	59	-	162	153	51	2	235	128	72	-
	28%	38%	30%	42%	-%	40%	30%	44%	50%	39%	25%	48%	-%
Parcelforce Worldwide	134	93	94	57	-	86	84	49	-	110	84	61	2
	15%	22%	16%	41%	-%	21%	17%	42%	-%	18%	16%	40%	100%
Special Delivery Guaranteed by 1pm	114	92	78	39	-	87	62	33	2	110	59	41	-
	13%	22%	14%	28%	-%	21%	12%	29%	50%	18%	12%	27%	-%
International standard mail (previously Airmail)	79	51	68	57	-	54	71	58	-	61	77	70	-
	9%	12%	12%	41%	-%	13%	14%	50%	-%	10%	15%	47%	-%
International Tracked (previously Airsure)	69	57	55	53	-	58	50	44	-	66	50	61	-
	8%	14%	9%	38%	-%	14%	10%	38%	-%	11%	10%	40%	-%
International Tracked and Signed	68	54	57	53	-	58	48	43	-	66	49	60	-
	8%	13%	10%	38%	-%	14%	9%	37%	-%	11%	9%	40%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	924	464	637	172	1	455	564	142	3	640	560	173	1
Effective base	458	216	317	76	1	215	278	64	2	316	284	82	1
Weighted Base	863	416	574	140	*	408	506	116	4	599	512	151	2
International Signed	59 7%	44 10%	47 8%	47 34%	- -%	51 12%	45 9%	43 37%	- -%	58 10%	47 9%	50 33%	- -%
				ab				ab				ab	
Special Delivery Guaranteed by 9am	40 5%	32 8%	29 5%	17 12%	- -%	31 8%	20 4%	15 13%	- -%	40 7%	24 5%	17 11%	- -%
				b				b				b	
International Economy (previously surface mail)	27 3%	20 5%	24 4%	20 14%	- -%	18 4%	20 4%	17 15%	- -%	22 4%	25 5%	23 15%	- -%
				ab				ab				ab	
None of these (DO NOT READ OUT)	18 2%	1 *%	10 2%	* *%	- -%	1 *%	3 1%	* *%	- -%	8 1%	13 3%	* *%	- -%
Don't Know (DO NOT READ OUT)	13 2%	6 2%	11 2%	3 2%	- -%	6 2%	10 2%	3 2%	- -%	9 1%	8 2%	3 2%	- -%
Refused (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	924	767	717	924	637	516	37	603	466	453	118	81	234	218
Effective base	458	370	349	458	300	260	13	309	227	219	62	45	109	104
Weighted Base	863	692	647	863	570	485	11	588	436	430	117	90	205	195
Standard	588	486	467	588	402	377	10	588	286	263	86	82	146	138
	68%	70%	72%	68%	71%	78%	86%	100%	66%	61%	74%	91%	71%	70%
								bcde				bcd		
Signed for	436	376	356	436	336	253	7	286	436	267	83	59	107	94
	51%	54%	55%	51%	59%	52%	67%	49%	100%	62%	70%	65%	52%	48%
								acde	a	a	a	a		
Royal Mail tracked 24 hours	239	199	185	239	196	123	6	148	163	239	51	34	75	56
	28%	29%	29%	28%	34%	25%	55%	25%	37%	55%	44%	37%	37%	28%
					b	b	b		a	abe	a			
Royal Mail tracked 48 hours	238	200	192	238	172	160	5	149	161	238	59	41	70	64
	28%	29%	30%	28%	30%	33%	45%	25%	37%	55%	50%	46%	34%	33%
									a	ab	a	a		
Parcelforce Worldwide	134	117	106	134	101	90	7	96	94	134	47	49	48	52
	15%	17%	16%	15%	18%	19%	63%	16%	22%	31%	40%	55%	23%	27%
							ab			ab	ab	abc		
Special Delivery Guaranteed by 1pm	114	104	86	114	100	74	6	80	83	114	36	15	30	24
	13%	15%	13%	13%	17%	15%	51%	14%	19%	27%	31%	17%	15%	12%
							ab			a	ab			
International standard mail (previously Airmail)	79	66	72	79	60	57	4	73	51	57	53	79	31	26
	9%	10%	11%	9%	11%	12%	34%	12%	12%	13%	45%	88%	15%	13%
							ab				abc	abcd		
International Tracked (previously Ainsure)	69	58	63	69	56	44	3	50	54	53	69	39	27	19
	8%	8%	10%	8%	10%	9%	25%	8%	12%	12%	58%	44%	13%	9%
											abc	abc		
International Tracked and Signed	68	59	61	68	55	54	2	50	56	54	68	33	21	18
	8%	9%	9%	8%	10%	11%	21%	8%	13%	13%	58%	37%	10%	9%
											abce	abc		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	924	767	717	924	637	516	37	603	466	453	118	81	234	218
Effective base	458	370	349	458	300	260	13	309	227	219	62	45	109	104
Weighted Base	863	692	647	863	570	485	11	588	436	430	117	90	205	195
International Signed	59	53	52	59	46	43	2	47	43	51	59	28	16	13
	7%	8%	8%	7%	8%	9%	20%	8%	10%	12%	50%	31%	8%	7%
											abce	abc		
Special Delivery Guaranteed by 9am	40	39	29	40	38	27	2	30	34	40	13	8	11	7
	5%	6%	4%	5%	7%	6%	16%	5%	8%	9%	11%	9%	5%	4%
International Economy (previously surface mail)	27	25	23	27	16	24	3	25	20	25	15	27	8	9
	3%	4%	3%	3%	3%	5%	25%	4%	5%	6%	13%	30%	4%	4%
							ab				ab	abcd		
None of these (DO NOT READ OUT)	18	11	4	18	7	5	*	-	-	-	-	-	-	2
	2%	2%	1%	2%	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	13	13	12	13	10	4	-	-	-	-	-	-	6	4
	2%	2%	2%	2%	2%	1%	-%	-%	-%	-%	-%	-%	3%	2%
Refused (DO NOT READ OUT)	*	*	*	*	*	*	-	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	924	110	43	33	24	819	622	843	690	590	442	782	150	-	780	50
Effective base	458	56	19	17	14	398	296	412	335	283	218	392	73	-	379	29
Weighted Base	863	101	35	30	26	745	547	772	634	523	430	726	131	-	696	57
Standard	588	85	22	20	12	519	368	535	419	346	280	502	100	-	470	36
	68%	84%	62%	68%	46%	70%	67%	69%	66%	66%	65%	69%	76%	-%	68%	62%
Signed for	436	52	16	16	12	388	293	401	331	271	287	381	92	-	358	28
	51%	51%	45%	53%	47%	52%	54%	52%	52%	52%	67%	52%	70%	-%	52%	48%
		b									b		b			
Royal Mail tracked 24 hours	239	33	19	10	5	211	154	215	200	162	177	198	48	-	195	10
	28%	33%	54%	34%	20%	28%	28%	28%	32%	31%	41%	27%	36%	-%	28%	18%
											b					
Royal Mail tracked 48 hours	238	41	13	13	8	203	162	207	205	177	175	203	52	-	200	15
	28%	41%	37%	43%	29%	27%	30%	27%	32%	34%	41%	28%	40%	-%	29%	27%
											b		b			
Parcelforce Worldwide	134	13	13	7	5	113	101	117	121	99	88	111	60	-	106	10
	15%	13%	38%	24%	18%	15%	18%	15%	19%	19%	20%	15%	45%	-%	15%	18%
			a										ab			
Special Delivery Guaranteed by 1pm	114	19	7	3	6	103	84	106	93	78	89	81	26	-	94	8
	13%	18%	21%	10%	22%	14%	15%	14%	15%	15%	21%	11%	20%	-%	14%	14%
											b		b			
International standard mail (previously Airmail)	79	15	10	2	-	60	52	63	61	54	49	60	45	-	60	3
	9%	15%	29%	6%	-%	8%	10%	8%	10%	10%	11%	8%	34%	-%	9%	6%
													ab			
International Tracked (previously Airsure)	69	13	8	2	2	51	47	56	58	49	53	57	37	-	50	5
	8%	12%	24%	8%	8%	7%	9%	7%	9%	9%	12%	8%	28%	-%	7%	8%
													ab			
International Tracked and Signed	68	11	3	1	6	58	49	62	65	52	60	63	34	-	52	5
	8%	11%	10%	2%	21%	8%	9%	8%	10%	10%	14%	9%	26%	-%	8%	8%
											b		ab			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	924	110	43	33	24	819	622	843	690	590	442	782	150	-	780	50
Effective base	458	56	19	17	14	398	296	412	335	283	218	392	73	-	379	29
Weighted Base	863	101	35	30	26	745	547	772	634	523	430	726	131	-	696	57
International Signed	59	10	5	2	4	46	41	49	55	39	49	47	28	-	45	1
	7%	10%	14%	6%	14%	6%	7%	6%	9%	7%	11%	6%	21%	-%	7%	2%
											b		ab			
Special Delivery Guaranteed by 9am	40	9	4	1	2	37	31	38	35	34	37	29	10	-	32	*
	5%	9%	11%	4%	8%	5%	6%	5%	6%	6%	9%	4%	8%	-%	5%	*%
											b					
International Economy (previously surface mail)	27	3	1	4	*	27	23	27	26	26	22	26	16	-	17	5
	3%	3%	2%	14%	*%	4%	4%	3%	4%	5%	5%	4%	12%	-%	2%	9%
													ab			a
None of these (DO NOT READ OUT)	18	-	-	*	-	18	16	18	17	17	*	18	*	-	15	1
	2%	-%	-%	1%	-%	2%	3%	2%	3%	3%	*%	2%	*%	-%	2%	3%
												a				
Don't Know (DO NOT READ OUT)	13	3	-	*	-	11	11	11	11	9	3	9	3	-	9	2
	2%	3%	-%	1%	-%	1%	2%	1%	2%	2%	1%	1%	2%	-%	1%	4%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	924	385	539	237	11	119	171	132	602	182	143	174	589
Effective base	458	197	262	112	8	54	90	67	297	90	76	86	290
Weighted Base	863	384	479	217	18	118	165	121	565	171	135	163	552
Standard	588	259	329	153	9	76	116	82	373	129	83	104	388
	68%	67%	69%	70%	49%	64%	70%	67%	66%	76%	62%	64%	70%
Signed for	436	205	231	125	13	75	100	61	273	100	68	93	273
	51%	54%	48%	58%	71%	63%	60%	51%	48%	58%	50%	57%	49%
Royal Mail tracked 24 hours	239	122	116	66	6	45	45	42	152	44	48	53	136
	28%	32%	24%	30%	35%	38%	27%	35%	27%	26%	36%	33%	25%
											c		
Royal Mail tracked 48 hours	238	139	99	97	14	61	64	43	153	42	48	63	126
	28%	36%	21%	45%	78%	52%	39%	36%	27%	24%	36%	38%	23%
		b									c	c	
Parcelforce Worldwide	134	66	68	53	1	29	45	15	75	44	25	30	75
	15%	17%	14%	25%	3%	24%	28%	12%	13%	26%	18%	19%	14%
										ab			
Special Delivery Guaranteed by 1pm	114	57	57	46	5	36	27	15	63	34	22	32	58
	13%	15%	12%	21%	28%	31%	16%	12%	11%	20%	16%	20%	10%
						b				b		c	
International standard mail (previously Airmail)	79	48	31	23	5	17	20	18	38	23	17	27	34
	9%	12%	7%	11%	29%	14%	12%	15%	7%	13%	13%	16%	6%
		b						b		b		c	
International Tracked (previously Airsure)	69	47	22	25	5	25	15	18	34	17	18	21	29
	8%	12%	5%	12%	26%	21%	9%	15%	6%	10%	13%	13%	5%
		b				b		b			c	c	
International Tracked and Signed	68	44	24	27	3	15	24	13	31	24	21	19	28
	8%	11%	5%	13%	16%	13%	15%	10%	6%	14%	16%	12%	5%
		b								b	c	c	
International Signed	59	37	22	23	2	12	23	11	29	19	17	9	33
	7%	10%	5%	11%	10%	10%	14%	9%	5%	11%	13%	5%	6%
		b								b	c		

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	924	385	539	237	11	119	171	132	602	182	143	174	589
Effective base	458	197	262	112	8	54	90	67	297	90	76	86	290
Weighted Base	863	384	479	217	18	118	165	121	565	171	135	163	552
Special Delivery Guaranteed by 9am	40	20	20	21	-	14	17	6	22	12	10	9	21
	5%	5%	4%	10%	-%	12%	10%	5%	4%	7%	8%	5%	4%
International Economy (previously surface mail)	27	14	12	7	-	5	5	6	10	11	12	2	12
	3%	4%	3%	3%	-%	4%	3%	5%	2%	6%	9%	1%	2%
										b	bc		
None of these (DO NOT READ OUT)	18	5	13	1	2	2	2	1	15	2	7	2	9
	2%	1%	3%	*%	12%	2%	1%	1%	3%	1%	5%	1%	2%
Don't Know (DO NOT READ OUT)	13	5	8	-	-	-	-	-	11	2	3	-	10
	2%	1%	2%	-%	-%	-%	-%	-%	2%	1%	2%	-%	2%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	924	407	517
Effective base	458	184	274
Weighted Base	863	351	512
Standard	588	224	363
	68%	64%	71%
Signed for	436	166	270
	51%	47%	53%
Royal Mail tracked 24 hours	239	97	141
	28%	28%	28%
Royal Mail tracked 48 hours	238	95	144
	28%	27%	28%
Parcelforce Worldwide	134	58	76
	15%	17%	15%
Special Delivery Guaranteed by 1pm	114	59	55
	13%	17%	11%
International standard mail (previously Airmail)	79	28	51
	9%	8%	10%
International Tracked (previously Airsure)	69	27	42
	8%	8%	8%
International Tracked and Signed	68	26	42
	8%	7%	8%
International Signed	59	24	35
	7%	7%	7%
Special Delivery Guaranteed by 9am	40	21	19
	5%	6%	4%
International Economy (previously surface mail)	27	9	18
	3%	3%	3%

Columns Tested:: a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	924	407	517
Effective base	458	184	274
Weighted Base	863	351	512
None of these (DO NOT READ OUT)	18 2%	17 5%	2 *%
Don't Know (DO NOT READ OUT)	13 2%	8 2%	5 1%
Refused (DO NOT READ OUT)	* *%	* *%	* *%

Columns Tested: a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	924	-	49	166	144	21	75	53	121	74	76	98	47
Effective base	458	-	21	87	61	8	41	20	57	48	23	73	28
Weighted Base	863	-	38	174	105	19	82	27	100	97	26	148	47
Standard	588	-	27	102	69	10	47	20	75	65	17	123	34
	68%	-%	70%	58%	66%	50%	58%	71%	75%	67%	67%	83%	72%
									c			cdfi	
Signed for	436	-	19	82	40	9	43	14	60	54	11	85	18
	51%	-%	51%	47%	38%	48%	53%	50%	60%	56%	43%	57%	39%
									d			d	
Royal Mail tracked 24 hours	239	-	10	69	22	5	18	5	28	27	8	39	8
	28%	-%	25%	39%	21%	28%	21%	18%	28%	28%	31%	26%	17%
				dfl									
Royal Mail tracked 48 hours	238	-	8	57	22	5	28	8	28	18	6	46	12
	28%	-%	22%	33%	21%	26%	35%	30%	28%	19%	23%	31%	25%
Parcelforce Worldwide	134	-	12	37	11	7	15	4	14	16	6	8	2
	15%	-%	31%	21%	11%	39%	19%	15%	14%	17%	23%	6%	4%
			dki	kl			k				k		
Special Delivery Guaranteed by 1pm	114	-	7	33	6	3	6	2	17	20	1	16	5
	13%	-%	17%	19%	5%	16%	8%	8%	17%	20%	4%	11%	10%
				d					d	d			
International standard mail (previously Airmail)	79	-	8	15	5	-	8	*	13	7	2	18	2
	9%	-%	20%	9%	5%	-%	10%	*%	13%	7%	9%	12%	4%
			dg										
International Tracked (previously Airture)	69	-	6	15	8	1	3	1	12	7	2	14	1
	8%	-%	15%	8%	7%	8%	4%	2%	12%	7%	8%	9%	3%
International Tracked and Signed	68	-	5	9	6	1	4	2	7	12	4	15	3
	8%	-%	14%	5%	6%	8%	5%	7%	7%	12%	16%	10%	5%
International Signed	59	-	5	8	4	-	6	*	12	8	1	12	3
	7%	-%	14%	4%	3%	-%	7%	1%	12%	8%	3%	8%	7%
Special Delivery Guaranteed by 9am	40	-	*	10	3	3	1	1	2	12	*	9	-
	5%	-%	1%	6%	3%	14%	1%	2%	2%	13%	1%	6%	-%
										dfhl			

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	924	-	49	166	144	21	75	53	121	74	76	98	47
Effective base	458	-	21	87	61	8	41	20	57	48	23	73	28
Weighted Base	863	-	38	174	105	19	82	27	100	97	26	148	47
International Economy (previously surface mail)	27	-	4	1	1	1	2	*	1	7	1	7	-
	3%	-%	10%	*%	1%	8%	3%	*%	1%	8%	4%	5%	-%
			c							c		c	
None of these (DO NOT READ OUT)	18	-	-	*	1	-	1	1	1	6	1	1	6
	2%	-%	-%	*%	1%	-%	2%	3%	1%	6%	3%	1%	12%
										c			cdhk
Don't Know (DO NOT READ OUT)	13	-	*	3	2	2	*	-	6	-	*	-	-
	2%	-%	*%	2%	2%	9%	*%	-%	6%	-%	1%	-%	-%
Refused (DO NOT READ OUT)	*	-	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	924	223	232	248	221	455	469
Effective base	458	114	103	122	120	216	242
Weighted Base	863	227	191	224	220	418	445
Standard	588	140	115	160	173	254	333
	68%	62%	60%	71%	79%	61%	75%
					ab		a
Signed for	436	110	84	128	114	194	242
	51%	48%	44%	57%	52%	46%	54%
				b			
Royal Mail tracked 24 hours	239	85	38	60	55	123	115
	28%	38%	20%	27%	25%	29%	26%
		bd					
Royal Mail tracked 48 hours	238	70	50	54	64	120	118
	28%	31%	26%	24%	29%	29%	27%
Parcelforce Worldwide	134	54	29	34	16	83	51
	15%	24%	15%	15%	7%	20%	11%
		d				b	
Special Delivery Guaranteed by 1pm	114	41	13	39	21	54	60
	13%	18%	7%	17%	10%	13%	14%
		b		b			
International standard mail (previously Airmail)	79	23	13	20	23	37	42
	9%	10%	7%	9%	10%	9%	10%
International Tracked (previously Airsure)	69	20	12	19	17	32	36
	8%	9%	6%	9%	8%	8%	8%
International Tracked and Signed	68	14	12	20	21	26	42
	8%	6%	6%	9%	10%	6%	9%
International Signed	59	13	9	21	16	22	37
	7%	6%	5%	9%	7%	5%	8%
Special Delivery Guaranteed by 9am	40	12	4	15	9	16	24
	5%	5%	2%	7%	4%	4%	5%

Columns Tested:: a,b,c,d - a,b

Table 159 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	924	223	232	248	221	455	469
Effective base	458	114	103	122	120	216	242
Weighted Base	863	227	191	224	220	418	445
International Economy (previously surface mail)	27	5	5	9	8	9	17
	3%	2%	3%	4%	4%	2%	4%
None of these (DO NOT READ OUT)	18	*	2	8	8	3	15
	2%	*%	1%	3%	4%	1%	3%
							a
Don't Know (DO NOT READ OUT)	13	3	4	6	*	7	6
	2%	1%	2%	3%	*%	2%	1%
Refused (DO NOT READ OUT)	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b

Table 160

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
0-24%	308	56	252	297	8	2	1	11
	37%	40%	37%	37%	29%	54%	43%	33%
						be		
25-49%	64	1	63	60	3	*	*	4
	8%	1%	9%	8%	12%	5%	12%	12%
			a					
50-74%	89	5	84	85	3	*	*	4
	11%	3%	12%	11%	12%	5%	12%	11%
			a					
75-100%	316	51	265	304	10	1	1	12
	38%	36%	38%	38%	36%	27%	28%	34%
Don't know	54	29	25	50	3	*	*	3
	6%	20%	4%	6%	11%	9%	5%	10%
		b						
Answered	831	141	690	797	28	5	2	34
Mean Score	46.0	37.8	47.7	46.1	47.7	34.1	38.8	45.4
			a					
Standard error	1.45	3.63	1.57	1.72	3.88	6.71	5.79	2.62
Standard deviation	42.56	47.28	41.36	42.62	41.74	45.97	54.93	41.70

Columns Tested:: a,b - a,b,c,d,e

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	342	205	67	76	87	90	614	116	137
Effective base	436	245	128	39	51	37	49	404	68	61
Weighted Base	831	514	240	44	20	13	2	797	28	7
0-24%	308 37%	191 37%	89 37%	17 39%	5 28%	5 40%	1 43%	297 37%	8 29%	3 51%
25-49%	64 8%	43 8%	14 6%	2 5%	2 12%	1 11%	* 12%	60 8%	3 12%	* 7%
50-74%	89 11%	56 11%	26 11%	3 6%	3 14%	1 6%	* 12%	85 11%	3 12%	* 7%
75-100%	316 38%	192 37%	94 39%	19 44%	8 39%	3 27%	1 28%	304 38%	10 36%	2 27%
Don't know	54 6%	32 6%	16 7%	2 5%	1 7%	2 15%	* 5%	50 6%	3 11%	1 8%
Answered	831	514	240	44	20	13	2	797	28	7
Mean Score	46.0	45.4	46.7	50.1	51.0	37.7	38.8	46.1	47.7	35.5
Standard error	1.45	2.30	2.97	5.52	4.83	4.49	5.79	1.72	3.88	3.72
Standard deviation	42.56	42.50	42.54	45.15	42.13	41.84	54.93	42.62	41.74	43.52

Columns Tested: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
0-24%	308 37%	249 37%	48 38%	8 29%	2 54%	1 43%	200 36%	40 34%	12 41%	9 55%	6 37%
25-49%	64 8%	56 8%	4 3%	3 12%	* 5%	* 12%	52 9%	7 6%	2 5%	* 2%	1 6%
50-74%	89 11%	73 11%	12 9%	3 12%	* 5%	* 12%	68 12%	9 7%	1 5%	2 15%	2 9%
75-100%	316 38%	257 39%	47 37%	10 36%	1 27%	1 28%	207 38%	53 45%	8 29%	1 10%	8 47%
Don't know	54 6%	33 5%	17 13%	3 11%	* 9%	* 5%	23 4%	9 8%	6 20%	3 20%	* *%
Answered	831	669	128	28	5	2	550	119	29	16	17
Mean Score	46.0	46.5	43.8	47.7	34.1	38.8	47.1	49.9	33.8	27.0	54.4
Standard error	1.45	2.04	3.26	3.88	6.71	5.79	cd	cd	cd	cd	cd
Standard deviation	42.56	42.39	43.88	41.74	45.97	54.93	41.38	44.55	41.70	37.14	45.46

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	60	46	77	40	56	70	60	54	61
Effective base	436	43	34	50	26	42	51	46	37	43
Weighted Base	831	92	63	120	45	68	117	113	61	68
0-24%	308	35	26	54	13	22	46	33	21	21
	37%	38%	41%	45%	29%	33%	40%	30%	34%	31%
25-49%	64	10	4	15	1	7	7	4	2	10
	8%	11%	7%	13%	1%	10%	6%	3%	3%	15%
50-74%	89	7	5	8	7	3	15	16	7	11
	11%	7%	8%	7%	16%	5%	13%	14%	12%	16%
75-100%	316	36	20	35	21	28	41	54	30	25
	38%	39%	32%	29%	46%	41%	35%	48%	49%	37%
Don't know	54	5	8	8	4	8	8	5	1	-
	6%	5%	13%	7%	8%	12%	6%	5%	2%	-%
			i			i				
Answered	831	92	63	120	45	68	117	113	61	68
Mean Score	46.0	47.6	38.6	36.1	53.5	47.3	44.7	54.4	57.0	49.0
					c			c	bc	
Standard error	1.45	5.57	6.23	4.62	6.87	6.12	5.11	5.39	5.92	4.97
Standard deviation	42.56	43.17	42.28	40.58	43.43	45.80	42.72	41.77	43.51	38.82

Columns Tested: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	867	157	160	207	524	343	125	110	108
Effective base	436	111	113	147	362	169	68	61	52
Weighted Base	831	181	217	350	748	83	40	29	15
0-24%	308 37%	57 31%	81 37%	134 38%	272 36%	36 44%	19 48%	12 40%	6 38%
25-49%	64 8%	18 10%	16 8%	26 7%	60 8%	4 5%	1 3%	2 8%	* 2%
50-74%	89 11%	22 12%	19 9%	39 11%	79 11%	10 12%	4 11%	3 11%	3 20%
75-100%	316 38%	73 41%	86 40%	130 37%	290 39%	26 32%	12 30%	10 35%	4 30%
Don't know	54 6%	12 6%	15 7%	21 6%	47 6%	7 8%	3 8%	2 7%	2 11%
Answered	831	181	217	350	748	83	40	29	15
Mean Score	46.0	49.5	47.6	44.9	46.8	39.4	36.7	42.6	40.3
Standard error	1.45	ef	ef	ef	ef	ef	ef	ef	ef
Standard deviation	42.56	3.39	3.43	2.94	1.86	2.25	3.74	4.05	4.02
		42.52	43.38	42.23	42.62	41.63	41.81	42.51	41.79

Columns Tested:: a,b,c,d,e,f,g,h

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
0-24%	308	11	24	7	31	23	97	6	3	136
	37%	24%	40%	73%	45%	35%	44%	21%	23%	36%
25-49%	64	4	2	1	3	*	20	1	3	34
	8%	8%	4%	8%	5%	*%	9%	2%	19%	9%
								e		
50-74%	89	6	3	2	5	5	18	3	3	48
	11%	13%	5%	19%	7%	7%	8%	11%	20%	13%
75-100%	316	16	26	-	26	33	76	19	5	140
	38%	36%	44%	-%	37%	51%	34%	64%	31%	37%
								fi		
Don't know	54	8	4	-	4	4	12	1	1	23
	6%	18%	7%	-%	6%	6%	6%	3%	7%	6%
		fi								
Answered	831	44	58	10	69	65	224	30	14	381
Mean Score	46.0	45.4	46.3	15.5	41.7	52.8	41.2	69.2	50.8	46.4
								abdfhi		
Standard error	1.45	7.55	6.42	10.95	5.90	6.03	2.61	6.51	6.30	2.13
Standard deviation	42.56	43.36	46.27	28.97	45.32	45.50	41.77	38.52	36.76	41.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
0-24%	308	64	97	147	251	57	-	296	13	306	3
	37%	36%	44%	34%	36%	40%	-%	37%	31%	37%	30%
25-49%	64	7	20	37	60	3	-	60	4	64	-
	8%	4%	9%	9%	9%	2%	-%	8%	10%	8%	-%
50-74%	89	15	18	56	80	9	-	84	6	88	2
	11%	9%	8%	13%	12%	6%	-%	11%	14%	11%	19%
75-100%	316	75	76	165	258	58	-	302	14	312	4
	38%	42%	34%	38%	37%	41%	-%	38%	35%	38%	46%
Don't know	54	16	12	25	40	14	-	50	4	53	*
	6%	9%	6%	6%	6%	10%	-%	6%	10%	6%	5%
Answered	831	178	224	430	689	143	-	791	41	823	8
Mean Score	46.0	46.7	41.2	48.3	46.2	45.3	-	45.9	48.7	46.0	54.4
Standard error	1.45	3.68	2.61	1.95	1.56	3.76	-	1.53	4.29	1.46	10.78
Standard deviation	42.56	44.92	41.77	41.85	42.15	44.64	-	42.61	41.99	42.57	43.10

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	867	429	175	261
Effective base	436	231	73	131
Weighted Base	831	449	138	244
0-24%	308 37%	143 32%	56 40%	109 45%
				a
25-49%	64 8%	37 8%	18 13%	9 4%
			c	
50-74%	89 11%	45 10%	20 15%	23 10%
75-100%	316 38%	195 43%	38 28%	83 34%
		b		
Don't know	54 6%	29 6%	6 4%	19 8%
Answered	831	449	138	244
Mean Score	46.0	50.9	39.6	40.7
		bc		
Standard error	1.45	2.08	3.02	2.59
Standard deviation	42.56	43.15	39.98	41.90

Columns Tested:: a,b,c

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
0-24%	308	233	53	14	3	3	2	1	*	286	23	9
	37%	34%	45%	65%	96%	33%	97%	100%	83%	36%	62%	58%
			a							ai		
25-49%	64	60	2	2	*	*	*	-	*	62	2	*
	8%	9%	2%	8%	1%	*%	3%	-%	17%	8%	5%	1%
		b										
50-74%	89	77	11	1	-	1	-	-	-	87	2	1
	11%	11%	9%	5%	-%	8%	-%	-%	-%	11%	5%	5%
75-100%	316	267	39	4	-	6	-	-	-	307	10	6
	38%	39%	34%	18%	-%	59%	-%	-%	-%	39%	26%	36%
Don't know	54	42	11	1	*	-	-	-	-	53	1	*
	6%	6%	9%	4%	3%	-%	-%	-%	-%	7%	3%	1%
Answered	831	679	116	21	3	10	2	1	*	795	37	16
Mean Score	46.0	47.9	39.1	25.0	5.3	65.6	.6	16.3	23.4	46.7	32.7	42.8
		bcj								bcj		
Standard error	1.45	1.71	3.22	6.26	2.29	11.29	2.70	-	-	1.51	4.94	7.75
Standard deviation	42.56	42.18	43.44	39.60	7.60	46.53	5.40	-	-	42.45	43.34	47.17

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
0-24%	308	98	135	75	260	236	273	308	146	86	48	180	8	14	11	8	4
	37%	29%	40%	49%	37%	35%	37%	37%	36%	35%	41%	34%	61%	47%	38%	40%	66%
25-49%	64	28	32	4	57	60	62	64	46	29	6	45	*	7	*	2	*
	8%	8%	10%	3%	8%	9%	8%	8%	11%	12%	5%	9%	1%	26%	1%	11%	1%
50-74%	89	41	36	13	80	77	85	89	38	28	11	69	1	2	1	2	-
	11%	12%	11%	8%	11%	11%	11%	11%	9%	11%	10%	13%	5%	5%	2%	9%	-%
75-100%	316	158	109	49	250	254	274	316	151	85	40	202	3	6	13	8	2
	38%	46%	33%	32%	36%	38%	37%	38%	38%	35%	34%	38%	25%	21%	43%	39%	33%
Don't know	54	19	23	12	49	42	52	54	20	17	12	33	1	*	5	*	-
	6%	6%	7%	8%	7%	6%	7%	6%	5%	7%	10%	6%	7%	1%	17%	1%	-%
Answered	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Mean Score	46.0	53.8	41.9	37.6	44.9	47.1	45.5	46.0	46.2	45.0	39.2	47.9	31.5	32.7	44.3	52.0	35.5
Standard error	1.45	2.57	2.24	2.69	1.53	1.56	1.49	1.45	1.92	2.31	4.02	1.88	7.07	5.01	7.19	6.15	12.28
Standard deviation	42.56	42.37	41.17	43.36	42.05	41.99	42.09	42.56	41.11	41.58	42.31	41.76	42.41	36.46	48.21	41.28	49.11

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
0-24%	308	213	17	12	5	9	2	2	168	35	8	12	7	2	4
	37%	36%	39%	60%	24%	75%	23%	96%	32%	51%	47%	38%	62%	38%	63%
25-49%	64	53	2	*	*	1	-	*	44	6	2	6	*	1	-
	8%	9%	5%	2%	1%	9%	-%	4%	8%	9%	14%	19%	1%	17%	-%
50-74%	89	70	7	2	*	*	1	-	62	12	*	1	*	1	-
	11%	12%	15%	9%	*%	*%	12%	-%	12%	18%	2%	3%	3%	11%	-%
75-100%	316	210	18	6	9	2	5	-	219	14	5	8	4	2	2
	38%	36%	40%	28%	46%	15%	64%	-%	41%	21%	28%	25%	33%	33%	37%
Don't know	54	43	1	*	5	*	*	-	35	1	1	5	*	-	-
	6%	7%	1%	1%	28%	1%	1%	-%	7%	1%	8%	15%	1%	-%	-%
Answered	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Mean Score	46.0	44.9	51.0	35.5	47.4	20.9	72.9	2.3	50.1	34.0	36.7	34.3	41.0	47.0	38.4
Standard error	1.45	1.79	5.42	6.03	7.58	6.85	8.58	3.46	1.85	4.31	6.29	6.78	8.70	11.03	18.32
Standard deviation	42.56	41.69	43.33	43.04	49.12	32.84	41.13	9.80	42.03	38.75	42.65	39.52	45.18	42.72	51.82

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
0-24%	308	220	31	10	21	11	5	11	114	46	70	26	16
	37%	34%	41%	30%	68%	73%	48%	82%	36%	34%	37%	39%	49%
				ac									
25-49%	64	49	9	3	1	1	2	*	24	11	16	8	2
	8%	7%	12%	9%	4%	3%	17%	*%	8%	8%	9%	11%	7%
50-74%	89	71	15	2	*	1	-	-	29	27	23	5	2
	11%	11%	21%	5%	1%	5%	-%	-%	9%	20%	12%	7%	5%
									a				
75-100%	316	271	18	13	5	3	4	2	124	46	70	24	10
	38%	41%	24%	41%	16%	19%	35%	18%	39%	34%	37%	35%	31%
		bd											
Don't know	54	44	2	5	3	-	-	-	28	6	10	5	2
	6%	7%	2%	15%	11%	-%	-%	-%	9%	4%	6%	8%	8%
Answered	831	655	74	33	30	16	11	13	319	135	189	68	33
Mean Score	46.0	48.9	39.5	46.7	21.0	28.8	40.5	21.3	45.7	46.6	46.6	43.6	39.4
		bd	d	d									
Standard error	1.45	1.72	3.83	6.43	5.52	7.22	12.96	8.42	2.64	3.32	2.99	3.61	5.90
Standard deviation	42.56	42.79	37.13	45.95	35.76	38.89	46.74	38.59	42.67	41.14	42.08	42.35	41.31

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
0-24%	308	133	47	47	19	8	100	44	55	20	15
	37%	38%	35%	35%	44%	38%	30%	39%	39%	34%	57%
25-49%	64	26	11	16	3	1	29	11	10	8	2
	8%	7%	9%	11%	8%	5%	9%	10%	7%	13%	8%
50-74%	89	37	24	14	3	1	31	22	19	5	1
	11%	11%	18%	10%	6%	7%	10%	19%	13%	8%	2%
75-100%	316	126	48	52	14	10	143	32	50	21	7
	38%	36%	35%	38%	33%	44%	44%	29%	36%	37%	24%
Don't know	54	30	5	8	4	2	25	4	6	5	2
	6%	9%	4%	6%	10%	7%	8%	3%	4%	8%	9%
Answered	831	353	135	136	43	22	328	113	139	59	27
Mean Score	46.0	43.8	47.8	47.0	41.7	48.9	51.1	42.5	45.2	45.3	32.2
Standard error	1.45	2.48	3.40	3.30	3.97	7.50	be	3.36	3.22	4.29	6.51
Standard deviation	42.56	42.20	41.51	41.48	43.46	44.97	42.53	39.80	41.70	42.65	40.15

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base	436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base	831	431	134	141	77	38	477	27	322	795	36	677	19
0-24%	308	122	54	65	39	20	205	9	92	295	13	253	7
	37%	28%	40%	46%	51%	52%	43%	31%	29%	37%	36%	37%	40%
				a	a	a	c						
25-49%	64	33	14	10	6	*	42	6	16	63	1	57	*
	8%	8%	11%	7%	8%	1%	9%	20%	5%	8%	2%	8%	2%
							c						
50-74%	89	39	24	22	4	1	49	6	34	88	1	77	2
	11%	9%	18%	16%	6%	2%	10%	22%	10%	11%	4%	11%	11%
75-100%	316	207	36	35	21	15	151	5	159	297	19	242	8
	38%	48%	27%	24%	28%	38%	32%	17%	49%	37%	52%	36%	42%
		bcd							ab				
Don't know	54	30	6	10	6	3	29	3	21	52	2	48	1
	6%	7%	4%	7%	8%	7%	6%	10%	6%	6%	6%	7%	4%
Answered	831	431	134	141	77	38	477	27	322	795	36	677	19
Mean Score	46.0	53.8	40.6	36.3	35.0	41.7	40.0	37.3	55.8	45.7	52.7	44.7	50.4
		bcd							ab				
Standard error	1.45	2.22	3.43	3.00	3.92	5.99	1.82	5.68	2.47	1.48	6.82	1.55	10.04
Standard deviation	42.56	42.65	40.73	39.92	41.52	43.57	41.00	36.38	43.51	42.49	44.18	41.94	47.11

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
0-24%	308	217	19	266	43	251	9	216	20	260	48
	37%	34%	54%	37%	40%	37%	62%	34%	53%	36%	44%
25-49%	64	59	1	59	5	57	*	57	3	59	5
	8%	9%	2%	8%	4%	8%	3%	9%	7%	8%	4%
50-74%	89	70	6	76	13	79	1	75	1	74	15
	11%	11%	18%	11%	12%	12%	5%	12%	3%	10%	14%
75-100%	316	246	8	276	41	245	4	240	14	280	37
	38%	39%	23%	38%	39%	36%	30%	38%	36%	39%	34%
Don't know	54	41	1	49	5	49	-	42	*	49	5
	6%	6%	3%	7%	4%	7%	-%	7%	1%	7%	4%
Answered	831	634	34	726	105	681	15	630	39	722	109
Mean Score	46.0	47.8	34.0	46.2	45.2	45.1	34.6	47.3	43.4	46.8	41.0
		b									
Standard error	1.45	1.61	5.92	1.58	3.56	1.55	10.90	1.61	6.16	1.58	3.55
Standard deviation	42.56	41.96	40.99	42.79	41.11	41.97	46.22	41.84	44.81	42.71	41.38

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
0-24%	308	196	170	61	-	190	129	46	3	285	97	69	2
	37%	48%	31%	44%	-%	47%	26%	40%	96%	49%	20%	46%	100%
		b		b		b		b		b		b	
25-49%	64	45	49	16	-	48	46	17	-	55	43	18	-
	8%	11%	9%	11%	-%	12%	9%	15%	-%	9%	9%	12%	-%
50-74%	89	59	73	21	-	59	67	21	-	76	68	26	-
	11%	14%	13%	15%	-%	15%	14%	19%	-%	13%	14%	18%	-%
75-100%	316	79	225	31	*	81	216	23	*	131	250	27	-
	38%	19%	41%	22%	100%	20%	44%	21%	4%	23%	51%	18%	-%
		ac		ac		ac		ac		ac		ac	
Don't know	54	30	37	9	-	24	33	6	-	35	33	8	-
	6%	7%	7%	6%	-%	6%	7%	5%	-%	6%	7%	6%	-%
Answered	831	409	553	136	*	401	492	113	4	582	491	148	2
Mean Score	46.0	31.5	50.6	35.6	100.0	33.2	53.9	37.0	13.2	32.8	60.3	32.9	-
		ac		ac		ac		ac		ac		ac	
Standard error	1.45	1.70	1.69	2.72	-	1.73	1.78	2.91	13.58	1.52	1.73	2.58	-
Standard deviation	42.56	36.10	41.23	35.09	-	36.43	41.03	34.24	23.53	37.56	39.49	33.61	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208			
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100			
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189			
0-24%	308	245	221	308	206	150	5	65	206	219	62	31	76	64			
	37%	37%	35%	37%	37%	32%	48%	11%	47%	51%	53%	35%	38%	34%			
									a	ae	a	a					
25-49%	64	56	59	64	51	43	2	64	52	57	14	12	13	8			
	8%	8%	9%	8%	9%	9%	21%	11%	12%	13%	12%	14%	7%	4%			
50-74%	89	78	70	89	74	56	1	89	69	59	17	21	21	16			
	11%	12%	11%	11%	13%	12%	12%	15%	16%	14%	15%	23%	10%	8%			
75-100%	316	241	240	316	183	201	2	316	83	63	18	24	73	80			
	38%	36%	38%	38%	33%	42%	17%	54%	19%	15%	15%	26%	37%	43%			
						a		bcde									
Don't know	54	48	41	54	38	26	*	54	26	33	6	2	16	21			
	6%	7%	7%	6%	7%	5%	2%	9%	6%	8%	5%	2%	8%	11%			
Answered	831	668	630	831	554	475	11	588	436	430	117	90	199	189			
Mean Score	46.0	45.3	47.0	46.0	43.5	51.2	32.2	65.1	31.7	26.5	30.0	44.4	44.9	48.3			
						ac		bcde	c			bcd					
Standard error	1.45	1.57	1.61	1.45	1.67	1.87	5.43	1.48	1.60	1.50	3.03	3.75	2.83	3.06			
Standard deviation	42.56	41.98	41.92	42.56	40.86	41.48	32.56	36.32	34.60	31.85	32.86	33.79	42.60	44.13			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45	
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27	
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
0-24%	308	34	19	10	16	258	193	269	240	193	200	257	50	-	256	22	
	37%	35%	53%	33%	61%	36%	37%	36%	40%	39%	47%	37%	39%	-%	38%	41%	
											b						
25-49%	64	8	2	-	3	60	44	62	53	49	47	59	17	-	58	1	
	8%	8%	6%	-%	11%	8%	9%	8%	9%	10%	11%	8%	13%	-%	9%	2%	
50-74%	89	9	8	2	3	74	49	74	58	53	47	70	13	-	79	3	
	11%	10%	23%	8%	12%	10%	9%	10%	10%	11%	11%	10%	10%	-%	12%	5%	
75-100%	316	41	4	15	3	275	193	287	210	168	103	271	36	-	234	24	
	38%	41%	13%	50%	12%	38%	37%	39%	35%	34%	24%	39%	28%	-%	35%	45%	
		b		b							a						
Don't know	54	6	2	3	1	50	41	50	45	33	31	42	13	-	45	4	
	6%	6%	6%	9%	4%	7%	8%	7%	7%	7%	7%	6%	10%	-%	7%	8%	
Answered	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
Mean Score	46.0	50.4	30.4	51.9	24.5	46.4	44.9	46.5	42.3	42.6	34.2	46.5	38.0	-	44.0	46.6	
		b		b							ac						
Standard error	1.45	3.99	5.50	8.22	7.46	1.54	1.78	1.52	1.66	1.81	1.83	1.57	3.09	-	1.54	6.76	
Standard deviation	42.56	41.49	36.08	45.76	36.54	42.44	42.50	42.57	41.97	41.95	38.41	42.37	37.44	-	41.81	45.36	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
0-24%	308	155	153	97	10	55	76	47	202	58	56	83	168
	37%	41%	34%	45%	60%	47%	47%	39%	37%	35%	45%	52%	32%
											c	c	
25-49%	64	33	31	14	-	10	10	8	39	15	10	9	43
	8%	9%	7%	6%	-%	8%	6%	7%	7%	9%	8%	6%	8%
50-74%	89	41	48	32	6	20	19	17	55	18	10	25	53
	11%	11%	11%	15%	36%	17%	12%	14%	10%	11%	8%	15%	10%
75-100%	316	128	188	67	1	29	54	41	209	66	40	41	228
	38%	34%	41%	31%	5%	25%	33%	35%	39%	40%	32%	26%	43%
													b
Don't know	54	17	37	6	-	3	4	6	35	10	8	2	40
	6%	5%	8%	3%	-%	2%	2%	5%	6%	6%	7%	1%	7%
													b
Answered	831	374	457	216	16	116	163	120	540	166	125	161	532
Mean Score	46.0	43.4	48.2	41.1	30.7	38.1	41.0	44.0	46.1	48.5	40.1	36.0	50.3
													ab
Standard error	1.45	2.15	1.95	2.58	10.85	3.60	3.04	3.66	1.81	3.23	3.73	2.97	1.84
Standard deviation	42.56	41.38	43.43	39.39	34.30	38.94	39.43	41.52	43.10	41.73	42.21	38.56	43.22

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	867	360	507
Effective base	436	166	270
Weighted Base	831	326	505
0-24%	308	118	190
	37%	36%	38%
25-49%	64	28	36
	8%	9%	7%
50-74%	89	33	56
	11%	10%	11%
75-100%	316	123	193
	38%	38%	38%
Don't know	54	24	30
	6%	7%	6%
Answered	831	326	505
Mean Score	46.0	46.2	45.9
Standard error	1.45	2.29	1.87
Standard deviation	42.56	43.40	42.05

Columns Tested:: a,b

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
0-24%	308	-	12	78	37	9	41	9	24	34	9	47	8
	37%	-%	32%	46%	36%	54%	51%	35%	26%	37%	36%	32%	18%
				hl			hl						
25-49%	64	-	1	12	2	*	2	*	22	4	2	18	1
	8%	-%	1%	7%	2%	2%	3%	1%	23%	5%	7%	12%	2%
									bcdfgil			d	
50-74%	89	-	4	16	7	*	8	5	13	5	1	26	5
	11%	-%	10%	9%	7%	2%	10%	19%	14%	6%	4%	17%	13%
												d	
75-100%	316	-	17	48	45	7	24	11	30	43	12	54	26
	38%	-%	43%	28%	44%	43%	30%	42%	32%	47%	48%	37%	63%
										c			cfhk
Don't know	54	-	5	17	12	-	5	1	5	4	1	1	2
	6%	-%	14%	10%	11%	-%	7%	3%	5%	5%	5%	1%	5%
			k	k	k								
Answered	831	-	38	170	102	17	81	26	93	91	25	146	41
Mean Score	46.0	-	48.7	35.9	46.8	38.4	36.3	50.1	46.6	52.3	51.6	51.1	66.8
				c				c	c	cf	cf	cf	cdfhk
Standard error	1.45	-	6.54	3.32	3.97	9.31	4.83	5.67	3.69	5.26	5.58	4.14	6.45
Standard deviation	42.56	-	45.33	42.22	46.68	41.63	41.29	40.07	38.52	43.34	46.38	39.45	40.26

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 160 (continuation)

QV6D2.1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All who use RM to send letters or large letters (QV6a2=1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
0-24%	308	93	84	67	64	177	131
	37%	42%	45%	32%	30%	43%	31%
			cd			b	
25-49%	64	13	4	26	21	17	47
	8%	6%	2%	13%	10%	4%	11%
				b	b		a
50-74%	89	21	13	23	32	34	55
	11%	10%	7%	11%	15%	8%	13%
75-100%	316	69	72	84	92	140	176
	38%	31%	39%	40%	43%	34%	42%
Don't know	54	28	12	10	4	39	15
	6%	12%	6%	5%	2%	10%	3%
		cd				b	
Answered	831	223	185	211	212	408	423
Mean Score	46.0	38.1	42.4	49.5	54.2	40.0	51.8
				a	ab		a
Standard error	1.45	2.92	2.96	2.71	2.89	2.08	1.97
Standard deviation	42.56	43.08	44.18	40.76	40.73	43.59	40.76

Columns Tested: a,b,c,d - a,b

Table 162

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	603	98	505	428	79	31	65	175
Effective base	309	48	261	287	46	23	34	64
Weighted Base	588	87	501	564	20	3	1	24
0-24%	65	2	63	63	1	1	*	1
	11%	2%	13%	11%	3%	22%	17%	6%
			a			be	b	
25-49%	64	1	63	60	3	*	*	4
	11%	1%	13%	11%	17%	9%	18%	16%
			a					
50-74%	89	5	84	85	3	*	*	4
	15%	6%	17%	15%	16%	8%	17%	15%
			a					
75-100%	316	51	265	304	10	1	1	12
	54%	58%	53%	54%	49%	46%	41%	48%
Don't know	54	29	25	50	3	*	*	3
	9%	33%	5%	9%	15%	16%	7%	14%
		b						
Answered	588	87	501	564	20	3	1	24
Mean Score	65.1	61.3	65.8	65.2	65.2	57.9	56.4	63.9
Standard error	1.48	4.72	1.52	1.76	3.92	8.55	8.31	2.67
Standard deviation	36.32	46.74	34.19	36.39	34.87	47.59	67.02	35.30

Columns Tested: a,b - a,b,c,d,e

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	603	238	142	48	49	61	65	428	79	96
Effective base	309	173	92	31	35	22	34	287	46	44
Weighted Base	588	365	169	30	14	8	1	564	20	4
0-24%	65 11%	43 12%	18 10%	3 10%	* 2%	1 10%	* 17% dh	63 11%	1 3%	1 20% dh
25-49%	64 11%	43 12%	14 9%	2 8%	2 16%	1 17%	* 18%	60 11%	3 17%	* 12%
50-74%	89 15%	56 15%	26 16%	3 10%	3 19%	1 9%	* 17%	85 15%	3 16%	* 11%
75-100%	316 54%	192 52%	94 56%	19 65%	8 53%	3 41%	1 41%	304 54%	10 49%	2 44%
Don't know	54 9%	32 9%	16 10%	2 8%	1 10%	2 23%	* 7%	50 9%	3 15%	1 13%
Answered	588	365	169	30	14	8	1	564	20	4
Mean Score	65.1	63.8	66.5	74.3	69.0	56.2	56.4	65.2	65.2	57.4
Standard error	1.48	2.39	2.98	4.99	4.76	5.03	8.31	1.76	3.92	4.30
Standard deviation	36.32	36.91	35.48	34.57	33.35	39.30	67.02	36.39	34.87	42.14

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	603	300	128	79	31	65	285	92	34	39	71
Effective base	309	219	90	46	23	34	199	47	17	15	8
Weighted Base	588	470	93	20	3	1	402	81	20	11	12
0-24%	65	50	13	1	1	*	52	2	3	3	1
	11%	11%	14%	3%	22%	17%	13%	3%	14%	32%	8%
			c		c	c	b			ab	
25-49%	64	56	4	3	*	*	52	7	2	*	1
	11%	12%	5%	17%	9%	18%	13%	9%	8%	2%	9%
			b	b	b	b					
50-74%	89	73	12	3	*	*	68	9	1	2	2
	15%	16%	13%	16%	8%	17%	17%	11%	7%	22%	13%
75-100%	316	257	47	10	1	1	207	53	8	1	8
	54%	55%	50%	49%	46%	41%	52%	66%	42%	14%	69%
							d	d			d
Don't know	54	33	17	3	*	*	23	9	6	3	*
	9%	7%	18%	15%	16%	7%	6%	12%	29%	29%	1%
			a						ae	ae	
Answered	588	470	93	20	3	1	402	81	20	11	12
Mean Score	65.1	66.1	60.3	65.2	57.9	56.4	64.4	73.1	49.3	40.2	79.9
							cd	acd			acd
Standard error	1.48	2.05	3.59	3.92	8.55	8.31	2.07	3.62	7.22	6.28	3.56
Standard deviation	36.32	35.45	40.66	34.87	47.59	67.02	34.99	34.68	42.13	39.25	29.97

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	603	48	31	47	30	36	50	46	36	47
Effective base	309	34	23	32	20	29	36	36	28	33
Weighted Base	588	71	41	78	33	47	82	86	43	52
0-24%	65	14	3	12	1	1	11	7	2	5
	11%	20%	8%	16%	3%	3%	14%	8%	6%	10%
		e								
25-49%	64	10	4	15	1	7	7	4	2	10
	11%	14%	11%	20%	2%	14%	8%	5%	5%	20%
50-74%	89	7	5	8	7	3	15	16	7	11
	15%	9%	12%	10%	22%	7%	18%	18%	17%	22%
75-100%	316	36	20	35	21	28	41	54	30	25
	54%	50%	49%	44%	62%	59%	51%	63%	70%	48%
Don't know	54	5	8	8	4	8	8	5	1	-
	9%	7%	20%	11%	11%	17%	9%	6%	3%	-%
		i				i				
Answered	588	71	41	78	33	47	82	86	43	52
Mean Score	65.1	61.2	59.7	55.4	72.3	68.5	63.8	71.0	81.0	64.4
								c	abcfi	
Standard error	1.48	5.70	6.95	5.56	6.24	6.62	5.25	4.87	4.47	4.56
Standard deviation	36.32	39.50	38.70	38.13	34.16	39.69	37.16	33.02	26.84	31.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	603	113	115	143	371	232	83	74	75
Effective base	309	82	83	103	261	118	47	42	37
Weighted Base	588	132	156	247	534	53	24	20	9
0-24%	65 11%	8 6%	20 13%	31 12%	58 11%	6 12%	4 15%	2 11%	1 5%
25-49%	64 11%	18 13%	16 10%	26 11%	60 11%	4 7%	1 5%	2 12%	* 3%
50-74%	89 15%	22 16%	19 12%	39 16%	79 15%	10 19%	4 18%	3 16%	3 30% bd
75-100%	316 54%	73 56%	86 55%	130 53%	290 54%	26 49%	12 49%	10 51%	4 45%
Don't know	54 9%	12 9%	15 9%	21 9%	47 9%	7 12%	3 13%	2 10%	2 16%
Answered	588	132	156	247	534	53	24	20	9
Mean Score	65.1	67.9	66.3	63.7	65.5	61.5	60.4	62.8	61.6
Standard error	1.48	3.30	3.46	3.05	1.88	2.40	4.16	4.30	4.18
Standard deviation	36.32	35.05	37.13	36.50	36.31	36.58	37.86	37.02	36.23

Columns Tested: a,b,c,d,e,f,g,h

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	603	25	33	2	35	39	176	22	24	279
Effective base	309	16	14	2	16	18	99	13	8	145
Weighted Base	588	37	36	3	39	42	154	27	12	273
0-24%	65	4	1	-	1	*	28	3	1	28
	11%	10%	3%	-%	3%	*%	18%	11%	10%	10%
25-49%	64	4	2	1	3	*	20	1	3	34
	11%	10%	6%	29%	8%	*%	13%	2%	22%	12%
50-74%	89	6	3	2	5	5	18	3	3	48
	15%	15%	8%	71%	13%	11%	12%	12%	23%	17%
75-100%	316	16	26	-	26	33	76	19	5	140
	54%	43%	71%	-%	66%	79%	49%	72%	37%	51%
						fi				
Don't know	54	8	4	-	4	4	12	1	1	23
	9%	22%	11%	-%	11%	10%	8%	3%	8%	9%
Answered	588	37	36	3	39	42	154	27	12	273
Mean Score	65.1	53.9	74.9	56.9	73.6	81.1	59.7	78.3	59.6	64.9
			f		f	fi				
Standard error	1.48	8.42	6.27	18.10	5.99	4.69	2.84	6.56	6.58	2.13
Standard deviation	36.32	42.09	36.04	25.60	35.45	29.29	37.68	30.76	32.23	35.55

Columns Tested: a,b,c,d,e,f,g,h,i

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	603	99	176	328	509	94	-	536	67	593	10
Effective base	309	49	99	168	259	50	-	289	23	304	7
Weighted Base	588	118	154	315	487	100	-	559	29	581	6
0-24%	65 11%	5 4%	28 18%	32 10%	50 10%	15 15%	- -%	63 11%	1 4%	64 11%	1 9%
25-49%	64 11%	7 6%	20 13%	37 12%	60 12%	3 3%	- -%	60 11%	4 14%	64 11%	- -%
50-74%	89 15%	15 13%	18 12%	56 18%	80 16%	9 9%	- -%	84 15%	6 19%	88 15%	2 25%
75-100%	316 54%	75 63%	76 49%	165 52%	258 53%	58 58%	- -%	302 54%	14 49%	312 54%	4 60%
Don't know	54 9%	16 14%	12 8%	25 8%	40 8%	14 14%	- -%	50 9%	4 13%	53 9%	* 7%
Answered	588	118	154	315	487	100	-	559	29	581	6
Mean Score	65.1	70.0	59.7	65.9	65.3	64.3	-	65.0	67.7	65.0	71.1
Standard error	1.48	b 3.74	2.84	1.94	1.58	4.13	-	1.58	4.13	1.49	10.61
Standard deviation	36.32	37.22	37.68	35.06	35.54	40.05	-	36.47	33.79	36.37	33.55

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	603	311	116	176
Effective base	309	169	47	93
Weighted Base	588	322	88	177
0-24%	65 11%	16 5%	6 7%	43 24% ab
25-49%	64 11%	37 11%	18 20% c	9 5%
50-74%	89 15%	45 14%	20 23%	23 13%
75-100%	316 54%	195 61% bc	38 43%	83 47%
Don't know	54 9%	29 9%	6 6%	19 11%
Answered	588	322	88	177
Mean Score	65.1	71.0 bc	61.9	56.0
Standard error	1.48	1.94	3.10	2.98
Standard deviation	36.32	34.15	33.39	39.49

Columns Tested:: a,b,c

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	603	431	126	27	7	8	1	1	2	557	46	19
Effective base	309	253	47	6	3	3	1	1	1	298	12	5
Weighted Base	588	494	72	12	2	7	*	1	*	566	22	10
0-24%	65	49	8	5	2	1	-	1	*	57	8	3
	11%	10%	11%	39%	94%	11%	-%	100%	83%	10%	36%	33%
											ai	
25-49%	64	60	2	2	*	*	*	-	*	62	2	*
	11%	12%	3%	13%	2%	*%	100%	-%	17%	11%	8%	1%
50-74%	89	77	11	1	-	1	-	-	-	87	2	1
	15%	15%	15%	9%	-%	10%	-%	-%	-%	15%	9%	7%
75-100%	316	267	39	4	-	6	-	-	-	307	10	6
	54%	54%	55%	32%	-%	78%	-%	-%	-%	54%	43%	57%
Don't know	54	42	11	1	*	-	-	-	-	53	1	*
	9%	8%	15%	7%	4%	-%	-%	-%	-%	9%	4%	1%
Answered	588	494	72	12	2	7	*	1	*	566	22	10
Mean Score	65.1	65.8	63.4	43.8	8.3	87.5	25.0	20.0	23.4	65.5	54.6	67.2
		j										
Standard error	1.48	1.71	3.47	8.52	3.25	9.89	-	-	-	1.52	6.50	9.77
Standard deviation	36.32	35.55	38.92	44.25	8.60	27.98	-	-	-	35.97	44.08	42.58

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	603	199	232	172	534	524	569	603	333	227	72	361	26	35	28	36	11
Effective base	309	125	128	58	266	263	290	309	156	91	48	205	7	10	10	9	3
Weighted Base	588	259	236	93	498	490	538	588	297	176	78	388	8	20	23	17	4
0-24%	65 11%	13 5%	35 15%	16 17%	63 13%	58 12%	65 12%	65 11%	42 14%	18 10%	8 11%	38 10%	3 37%	5 24%	5 19%	5 30%	1 39%
25-49%	64 11%	28 11%	32 14%	4 4%	57 11%	60 12%	62 11%	64 11%	46 15%	29 17%	6 8%	45 12%	* 2%	7 37%	* *%	2 13%	* 2%
50-74%	89 15%	41 16%	36 15%	13 14%	80 16%	77 16%	85 16%	89 15%	38 13%	28 16%	11 15%	69 18%	1 8%	2 8%	1 3%	2 10%	- -%
75-100%	316 54%	158 61%	109 46%	49 52%	250 50%	254 52%	274 51%	316 54%	151 51%	85 48%	40 51%	202 52%	3 41%	6 31%	13 55%	8 45%	2 60%
Don't know	54 9%	19 7%	23 10%	12 13%	49 10%	42 9%	52 10%	54 9%	20 7%	17 10%	12 16%	33 9%	1 11%	* 1%	5 22%	* 1%	- -%
Answered	588	259	236	93	498	490	538	588	297	176	78	388	8	20	23	17	4
Mean Score	65.1	71.4	59.7	61.3	62.7	64.2	63.2	65.1	62.3	62.3	59.4	65.5	51.1	47.4	57.3	60.1	64.5
Standard error	1.48	2.37	2.41	3.06	1.59	1.58	1.54	1.48	1.96	2.40	4.58	1.85	8.62	5.92	8.98	6.39	15.21
Standard deviation	36.32	33.49	36.78	40.12	36.78	36.14	36.63	36.32	35.70	36.21	38.86	35.08	43.95	35.01	47.54	38.35	50.44

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	603	389	45	29	31	16	18	6	384	51	32	24	17	12	4
Effective base	309	224	17	7	9	6	3	3	218	17	8	13	4	5	2
Weighted Base	588	421	32	12	16	10	7	*	397	40	12	27	7	5	3
0-24%	65	45	5	3	2	6	1	*	38	6	3	7	3	1	1
	11%	11%	15%	30%	14%	67%	10%	65%	9%	16%	23%	25%	46%	14%	26%
25-49%	64	53	2	*	*	1	-	*	44	6	2	6	*	1	-
	11%	13%	7%	4%	2%	11%	-%	35%	11%	15%	21%	23%	1%	24%	-%
50-74%	89	70	7	2	*	*	1	-	62	12	*	1	*	1	-
	15%	17%	21%	16%	*%	1%	14%	-%	16%	31%	4%	4%	4%	16%	-%
75-100%	316	210	18	6	9	2	5	-	219	14	5	8	4	2	2
	54%	50%	55%	49%	52%	20%	75%	-%	55%	36%	41%	29%	47%	47%	74%
Don't know	54	43	1	*	5	*	*	-	35	1	1	5	*	-	-
	9%	10%	2%	1%	32%	1%	2%	-%	9%	2%	12%	19%	1%	-%	-%
				ab											
Answered	588	421	32	12	16	10	7	*	397	40	12	27	7	5	3
Mean Score	65.1	62.8	71.1	62.6	54.1	27.6	85.0	22.4	66.6	58.7	53.0	41.3	58.2	65.6	77.2
									c						
Standard error	1.48	1.83	5.09	7.30	8.78	8.87	6.77	-	1.80	4.71	7.41	8.15	10.50	9.96	23.77
Standard deviation	36.32	36.13	34.13	39.30	48.89	35.47	28.72	-	35.35	33.64	41.93	39.92	43.29	34.50	47.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	603	445	70	31	24	16	7	10	185	104	142	99	38
Effective base	309	252	24	11	11	7	3	4	121	50	75	30	13
Weighted Base	588	471	55	24	17	9	7	5	233	94	134	53	24
0-24%	65	36	12	1	7	5	1	3	28	4	14	11	7
	11%	8%	21%	5%	42%	52%	18%	55%	12%	5%	11%	21%	31%
		a										b	b
25-49%	64	49	9	3	1	1	2	*	24	11	16	8	2
	11%	10%	16%	12%	8%	6%	27%	1%	10%	12%	12%	15%	9%
50-74%	89	71	15	2	*	1	-	-	29	27	23	5	2
	15%	15%	28%	7%	1%	9%	-%	-%	12%	29%	17%	9%	7%
										ad			
75-100%	316	271	18	13	5	3	4	2	124	46	70	24	10
	54%	58%	32%	56%	29%	33%	55%	43%	53%	49%	52%	45%	42%
		b											
Don't know	54	44	2	5	3	-	-	-	28	6	10	5	2
	9%	9%	3%	21%	20%	-%	-%	-%	12%	6%	8%	10%	10%
Answered	588	471	55	24	17	9	7	5	233	94	134	53	24
Mean Score	65.1	68.0	53.1	63.3	38.2	50.9	63.3	52.0	62.6	67.3	65.8	56.1	53.3
		b								de	d		
Standard error	1.48	1.67	4.02	7.61	8.40	9.85	16.63	14.73	2.79	3.17	2.94	4.02	6.41
Standard deviation	36.32	35.29	33.59	42.39	41.15	39.40	44.00	46.59	37.88	32.28	35.08	40.05	39.53

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	603	201	101	118	84	29	211	90	123	71	27
Effective base	309	129	52	58	20	8	131	40	57	27	8
Weighted Base	588	253	95	101	32	17	253	74	97	46	18
0-24%	65 11%	34 13%	7 8%	12 12%	7 23%	3 17%	25 10%	6 8%	13 13%	8 17%	7 37%
25-49%	64 11%	26 10%	11 12%	16 15%	3 10%	1 6%	29 11%	11 15%	10 10%	8 17%	2 12%
50-74%	89 15%	37 15%	24 25%	14 14%	3 8%	1 9%	31 12%	22 29%	19 19%	5 10%	1 3%
75-100%	316 54%	126 50%	48 50%	52 51%	14 45%	10 58%	143 56%	32 43%	50 51%	21 46%	7 35%
Don't know	54 9%	30 12%	5 5%	8 8%	4 13%	2 10%	25 10%	4 5%	6 6%	5 11%	2 13%
Answered	588	253	95	101	32	17	253	74	97	46	18
Mean Score	65.1	61.0	67.7	63.5	57.0	65.5	66.3	64.2	64.8	57.1	47.1
Standard error	1.48	2.67	3.28	3.28	4.50	7.42	2.52	3.32	3.15	4.77	7.84
Standard deviation	36.32	37.83	32.96	35.68	41.28	39.96	36.58	31.46	34.92	40.17	40.73

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	603	271	94	120	73	38	339	26	234	572	31	522	12
Effective base	309	168	42	58	25	15	177	13	119	297	13	262	5
Weighted Base	588	327	87	93	50	28	324	20	241	559	29	485	13
0-24%	65	19	7	17	13	9	53	1	11	59	6	61	2
	11%	6%	8%	19%	25%	34%	16%	5%	5%	11%	20%	13%	13%
				a	a	ab	c						
25-49%	64	33	14	10	6	*	42	6	16	63	1	57	*
	11%	10%	17%	10%	12%	2%	13%	28%	7%	11%	3%	12%	3%
50-74%	89	39	24	22	4	1	49	6	34	88	1	77	2
	15%	12%	27%	24%	9%	3%	15%	31%	14%	16%	5%	16%	17%
			ae	a									
75-100%	316	207	36	35	21	15	151	5	159	297	19	242	8
	54%	63%	42%	37%	43%	52%	47%	23%	66%	53%	65%	50%	61%
		bc						a					
Don't know	54	30	6	10	6	3	29	3	21	52	2	48	1
	9%	9%	7%	10%	12%	10%	9%	13%	9%	9%	8%	10%	6%
Answered	588	327	87	93	50	28	324	20	241	559	29	485	13
Mean Score	65.1	70.9	62.7	54.9	53.5	57.4	58.8	51.6	74.6	65.1	65.8	62.4	72.9
		bcde						a					
Standard error	1.48	2.09	3.53	3.40	4.74	6.70	2.01	6.44	2.19	1.51	7.10	1.61	11.23
Standard deviation	36.32	34.43	34.20	37.23	40.53	41.31	36.92	32.85	33.54	36.18	39.53	36.73	38.89

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b
Unweighted Base	603	495	29	507	96	525	9	490	34	511	92
Effective base	309	257	7	273	37	264	3	252	11	276	34
Weighted Base	588	472	19	511	77	490	7	465	25	517	71
0-24%	65 11%	55 12%	3 16%	50 10%	14 19%	61 12%	2 25%	51 11%	7 28%	55 11%	10 14%
25-49%	64 11%	59 12%	1 3%	59 12%	5 6%	57 12%	* 5%	57 12%	3 11%	59 11%	5 7%
50-74%	89 15%	70 15%	6 33%	76 15%	13 17%	79 16%	1 10%	75 16%	1 5%	74 14%	15 21%
75-100%	316 54%	246 52%	8 42%	276 54%	41 53%	245 50%	4 60%	240 52%	14 55%	280 54%	37 52%
Don't know	54 9%	41 9%	1 6%	49 10%	5 6%	49 10%	- -%	42 9%	* 1%	49 9%	5 7%
Answered	588	472	19	511	77	490	7	465	25	517	71
Mean Score	65.1	64.2	62.3	65.6	61.7	62.6	68.3	64.0	66.4	65.3	63.3
Standard error	1.48	1.63	6.68	1.62	3.66	1.60	14.44	1.63	6.70	1.62	3.65
Standard deviation	36.32	36.19	35.97	36.40	35.83	36.72	43.33	36.02	39.06	36.52	34.98

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	603	280	484	129	1	284	443	109	2	373	461	133	-
Effective base	309	133	245	57	1	136	228	50	1	190	237	63	-
Weighted Base	588	257	443	103	*	261	405	91	2	360	439	114	-
0-24%	65	44	60	27	-	49	42	24	2	63	45	34	-
	11%	17%	13%	26%	-%	19%	10%	26%	92%	18%	10%	30%	-%
				b		b		b		b		ab	
25-49%	64	45	49	16	-	48	46	17	-	55	43	18	-
	11%	17%	11%	15%	-%	18%	11%	19%	-%	15%	10%	16%	-%
50-74%	89	59	73	21	-	59	67	21	-	76	68	26	-
	15%	23%	16%	20%	-%	22%	17%	23%	-%	21%	16%	23%	-%
75-100%	316	79	225	31	*	81	216	23	*	131	250	27	-
	54%	31%	51%	30%	100%	31%	53%	26%	8%	36%	57%	24%	-%
			ac				ac				ac		
Don't know	54	30	37	9	-	24	33	6	-	35	33	8	-
	9%	12%	8%	8%	-%	9%	8%	6%	-%	10%	8%	7%	-%
Answered	588	257	443	103	*	261	405	91	2	360	439	114	-
Mean Score	65.1	50.1	63.2	47.3	100.0	51.1	65.4	45.8	24.2	53.1	67.4	42.9	-
			ac				ac			c	ac		
Standard error	1.48	2.02	1.66	2.89	-	1.99	1.70	3.10	21.78	1.80	1.66	2.80	-
Standard deviation	36.32	33.78	36.43	32.88	-	33.59	35.87	32.34	30.80	34.72	35.55	32.29	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	603	518	503	603	425	394	30	603	309	278	89	73	170	164
Effective base	309	258	254	309	209	203	10	309	152	135	47	42	79	78
Weighted Base	588	486	467	588	402	377	10	588	286	263	86	82	146	138
0-24%	65	63	57	65	55	52	4	65	56	52	31	23	22	13
	11%	13%	12%	11%	14%	14%	40%	11%	20%	20%	36%	28%	15%	9%
							ab		a	a	abc	a		
25-49%	64	56	59	64	51	43	2	64	52	57	14	12	13	8
	11%	11%	13%	11%	13%	11%	25%	11%	18%	22%	17%	15%	9%	6%
									a	a				
50-74%	89	78	70	89	74	56	1	89	69	59	17	21	21	16
	15%	16%	15%	15%	18%	15%	14%	15%	24%	22%	20%	25%	14%	12%
									a					
75-100%	316	241	240	316	183	201	2	316	83	63	18	24	73	80
	54%	50%	51%	54%	46%	53%	19%	54%	29%	24%	20%	29%	50%	58%
						c		bcde						
Don't know	54	48	41	54	38	26	*	54	26	33	6	2	16	21
	9%	10%	9%	9%	10%	7%	2%	9%	9%	13%	7%	3%	11%	15%
Answered	588	486	467	588	402	377	10	588	286	263	86	82	146	138
Mean Score	65.1	62.3	63.5	65.1	59.9	64.6	37.2	65.1	48.3	43.4	40.7	49.0	61.3	66.3
					c	c		bcde						
Standard error	1.48	1.62	1.62	1.48	1.76	1.82	5.88	1.48	1.82	1.83	3.40	3.76	2.94	3.00
Standard deviation	36.32	36.93	36.42	36.32	36.29	36.13	32.19	36.32	31.97	30.46	32.07	32.15	38.34	38.45

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	603	80	26	19	12	549	412	561	437	374	285	534	115	-	510	30
Effective base	309	44	14	11	7	273	201	283	218	185	143	272	56	-	257	19
Weighted Base	588	85	22	20	12	519	368	535	419	346	280	502	100	-	470	36
0-24%	65	21	5	*	2	61	41	63	54	42	52	60	21	-	54	4
	11%	25%	23%	2%	14%	12%	11%	12%	13%	12%	19%	12%	21%	-%	12%	11%
25-49%	64	8	2	-	3	60	44	62	53	49	47	59	17	-	58	1
	11%	9%	10%	-%	23%	11%	12%	12%	13%	14%	17%	12%	17%	-%	12%	3%
50-74%	89	9	8	2	3	74	49	74	58	53	47	70	13	-	79	3
	15%	11%	37%	12%	26%	14%	13%	14%	14%	15%	17%	14%	13%	-%	17%	7%
75-100%	316	41	4	15	3	275	193	287	210	168	103	271	36	-	234	24
	54%	48%	20%	73%	27%	53%	52%	54%	50%	49%	37%	54%	36%	-%	50%	67%
Don't know	54	6	2	3	1	50	41	50	45	33	31	42	13	-	45	4
	9%	7%	10%	13%	10%	10%	11%	9%	11%	9%	11%	8%	13%	-%	10%	11%
Answered	588	85	22	20	12	519	368	535	419	346	280	502	100	-	470	36
Mean Score	65.1	58.5	49.1	76.0	53.6	64.0	63.4	64.5	61.2	61.2	52.2	64.7	49.0	-	62.8	70.2
												ac				
Standard error	1.48	4.36	6.74	7.92	10.66	1.57	1.83	1.55	1.78	1.93	2.14	1.57	3.32	-	1.60	6.89
Standard deviation	36.32	39.03	34.35	34.54	36.93	36.83	37.11	36.77	37.31	37.24	36.21	36.32	35.60	-	36.23	37.75

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	603	249	354	163	7	76	119	88	393	118	86	105	397
Effective base	309	131	179	79	6	36	62	46	199	63	47	55	202
Weighted Base	588	259	329	153	9	76	116	82	373	129	83	104	388
0-24%	65	40	25	34	2	15	29	9	35	21	15	26	23
	11%	15%	8%	22%	28%	20%	25%	11%	9%	16%	18%	25%	6%
		b									c	c	
25-49%	64	33	31	14	-	10	10	8	39	15	10	9	43
	11%	13%	9%	9%	-%	13%	9%	10%	11%	12%	12%	9%	11%
50-74%	89	41	48	32	6	20	19	17	55	18	10	25	53
	15%	16%	15%	21%	64%	26%	16%	21%	15%	14%	12%	24%	14%
75-100%	316	128	188	67	1	29	54	41	209	66	40	41	228
	54%	50%	57%	44%	8%	37%	47%	51%	56%	51%	48%	40%	59%
													b
Don't know	54	17	37	6	-	3	4	6	35	10	8	2	40
	9%	7%	11%	4%	-%	4%	3%	8%	9%	8%	10%	2%	10%
Answered	588	259	329	153	9	76	116	82	373	129	83	104	388
Mean Score	65.1	62.8	66.9	58.1	55.2	58.1	57.8	64.6	66.8	62.4	59.9	55.8	69.1
													ab
Standard error	1.48	2.25	1.96	2.72	10.06	3.88	3.20	3.68	1.82	3.41	4.14	3.38	1.79
Standard deviation	36.32	35.48	36.91	34.68	26.61	33.82	34.88	34.57	36.17	37.03	38.36	34.60	35.60

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	603	241	362
Effective base	309	114	195
Weighted Base	588	224	363
0-24%	65	16	48
	11%	7%	13%
25-49%	64	28	36
	11%	12%	10%
50-74%	89	33	56
	15%	15%	16%
75-100%	316	123	193
	54%	55%	53%
Don't know	54	24	30
	9%	11%	8%
Answered	588	224	363
Mean Score	65.1	67.1	63.9
Standard error	1.48	2.35	1.90
Standard deviation	36.32	36.47	36.22

Columns Tested:: a,b

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	603	-	31	104	87	12	44	34	84	50	50	74	33
Effective base	309	-	13	53	41	3	23	13	41	33	17	59	20
Weighted Base	588	-	27	102	69	10	47	20	75	65	17	123	34
0-24%	65	-	1	9	4	2	8	2	6	8	1	24	*
	11%	-%	3%	9%	6%	17%	17%	12%	7%	12%	8%	19%	*%
												dl	
25-49%	64	-	1	12	2	*	2	*	22	4	2	18	1
	11%	-%	2%	12%	3%	3%	5%	1%	29%	7%	11%	15%	2%
									bcdfgil			d	
50-74%	89	-	4	16	7	*	8	5	13	5	1	26	5
	15%	-%	14%	15%	10%	3%	17%	26%	17%	8%	5%	21%	16%
75-100%	316	-	17	48	45	7	24	11	30	43	12	54	26
	54%	-%	62%	47%	65%	77%	51%	57%	40%	66%	69%	44%	77%
					hk					hk	h		chk
Don't know	54	-	5	17	12	-	5	1	5	4	1	1	2
	9%	-%	19%	17%	17%	-%	11%	4%	7%	7%	7%	1%	6%
			k	k	k		k						
Answered	588	-	27	102	69	10	47	20	75	65	17	123	34
Mean Score	65.1	-	69.3	60.2	69.1	69.3	61.6	68.0	57.9	72.9	74.4	60.9	81.8
									ch	chk			cfhk
Standard error	1.48	-	6.90	3.83	4.38	8.65	5.49	5.22	3.76	4.69	5.21	4.11	4.71
Standard deviation	36.32	-	38.44	39.02	40.84	29.98	36.42	30.45	34.42	33.18	36.87	35.40	27.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 162 (continuation)

QV6D2.1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	603	141	137	168	157	278	325
Effective base	309	70	61	87	91	131	178
Weighted Base	588	140	115	160	173	254	333
0-24%	65	10	14	16	25	24	41
	11%	7%	12%	10%	15%	9%	12%
25-49%	64	13	4	26	21	17	47
	11%	9%	4%	17%	12%	7%	14%
				b			a
50-74%	89	21	13	23	32	34	55
	15%	15%	11%	15%	18%	13%	16%
75-100%	316	69	72	84	92	140	176
	54%	49%	63%	53%	53%	55%	53%
Don't know	54	28	12	10	4	39	15
	9%	20%	10%	6%	3%	15%	4%
		cd				b	
Answered	588	140	115	160	173	254	333
Mean Score	65.1	60.8	68.4	65.3	66.3	64.2	65.8
Standard error	1.48	3.35	3.16	2.62	2.79	2.32	1.91
Standard deviation	36.32	39.77	36.98	34.01	34.98	38.65	34.47

Columns Tested: a,b,c,d - a,b

Table 164

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	466	55	411	317	67	27	55	149
Effective base	227	26	201	208	40	20	29	59
Weighted Base	436	44	392	416	16	3	1	20
0-24%	189	6	183	181	6	2	1	8
	43%	13%	47%	43%	37%	52%	54%	40%
			a					
25-49%	70	2	68	66	3	*	*	4
	16%	4%	17%	16%	20%	15%	15%	19%
50-74%	48	7	40	47	1	*	*	1
	11%	16%	10%	11%	5%	4%	2%	5%
75-100%	97	10	87	93	3	*	*	4
	22%	24%	22%	22%	22%	11%	14%	20%
Don't know	33	19	13	29	3	1	*	3
	8%	44%	3%	7%	16%	18%	14%	16%
		b						a
Answered	436	44	392	416	16	3	1	20
Mean Score	37.8	33.8	38.2	37.9	37.5	25.3	26.9	35.0
Standard error	1.62	5.74	1.68	1.96	4.58	7.19	9.22	2.98
Standard deviation	34.99	42.60	34.06	34.96	37.49	37.38	68.41	36.32

Columns Tested:: a,b - a,b,c,d,e

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	466	175	112	30	43	51	55	317	67	82
Effective base	227	126	70	15	28	24	29	208	40	36
Weighted Base	436	262	135	19	11	8	1	416	16	4
0-24%	189	102	71	7	5	3	1	181	6	2
	43%	39%	52%	40%	42%	35%	54%	43%	37%	53%
25-49%	70	47	18	2	1	2	*	66	3	1
	16%	18%	13%	9%	14%	26%	15%	16%	20%	15%
50-74%	48	34	12	*	*	1	*	47	1	*
	11%	13%	9%	1%	2%	8%	2%	11%	5%	3%
75-100%	97	59	25	9	2	1	*	93	3	1
	22%	22%	19%	49%	23%	15%	14%	22%	22%	12%
				abefghi						
Don't know	33	20	9	-	2	1	*	29	3	1
	8%	8%	7%	-%	18%	15%	14%	7%	16%	17%
Answered	436	262	135	19	11	8	1	416	16	4
Mean Score	37.8	39.0	33.3	56.2	37.2	33.4	26.9	37.9	37.5	25.8
		i		abefghi				i		
Standard error	1.62	2.63	3.18	7.54	6.05	4.89	9.22	1.96	4.58	3.81
Standard deviation	34.99	34.76	33.70	41.28	39.64	34.94	68.41	34.96	37.49	34.50

Columns Tested: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	c	d	e
Unweighted Base	466	225	92	67	27	55	224	67	32	32	55
Effective base	227	164	58	40	20	29	150	30	15	7	7
Weighted Base	436	353	63	16	3	1	299	59	15	11	11
0-24%	189	156	25	6	2	1	136	23	7	8	6
	43%	44%	40%	37%	52%	54%	45%	38%	47%	71%	57%
25-49%	70	60	7	3	*	*	58	7	*	1	2
	16%	17%	11%	20%	15%	15%	19%	11%	3%	8%	17%
50-74%	48	42	4	1	*	*	31	7	*	*	*
	11%	12%	7%	5%	4%	2%	10%	12%	1%	*%	2%
75-100%	97	76	18	3	*	*	61	18	4	1	2
	22%	21%	28%	22%	11%	14%	21%	30%	25%	8%	18%
Don't know	33	20	9	3	1	*	13	5	4	1	1
	8%	6%	15%	16%	18%	14%	4%	9%	24%	13%	6%
		a	a						a		
Answered	436	353	63	16	3	1	299	59	15	11	11
Mean Score	37.8	37.8	38.5	37.5	25.3	26.9	37.3	42.1	32.2	16.2	28.1
							d	de			
Standard error	1.62	2.28	4.07	4.58	7.19	9.22	2.22	4.72	7.14	3.75	5.19
Standard deviation	34.99	34.25	39.03	37.49	37.38	68.41	33.27	38.63	40.36	21.20	38.46

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	*b	c	*d	*e	f	g	*h	i
Significance Level: 95%										
Unweighted Base	466	34	23	46	23	28	30	34	28	34
Effective base	227	23	18	31	15	20	23	24	21	24
Weighted Base	436	52	33	80	24	30	49	59	29	37
0-24%	189	25	7	35	14	11	24	25	14	15
	43%	48%	21%	44%	59%	35%	49%	42%	47%	41%
25-49%	70	9	5	18	5	7	4	6	2	9
	16%	17%	16%	23%	20%	23%	9%	10%	7%	23%
50-74%	48	3	2	4	2	1	11	9	4	4
	11%	6%	6%	6%	8%	3%	23%	14%	12%	12%
75-100%	97	12	13	13	2	9	8	14	9	8
	22%	22%	40%	16%	8%	30%	17%	24%	32%	21%
Don't know	33	3	6	9	1	3	1	5	*	1
	8%	7%	17%	11%	4%	9%	2%	9%	1%	3%
Answered	436	52	33	80	24	30	49	59	29	37
Mean Score	37.8	35.2	49.0	31.1	24.0	42.4	39.4	40.2	44.5	37.4
Standard error	1.62	5.93	7.88	4.87	5.28	7.53	5.90	6.22	7.31	5.94
Standard deviation	34.99	34.60	37.80	33.03	25.31	39.84	32.32	36.28	38.68	34.64

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	466	85	85	110	280	186	65	67	54
Effective base	227	59	60	78	190	86	31	33	28
Weighted Base	436	92	114	189	394	42	17	17	8
0-24%	189	41	46	85	171	18	7	8	3
	43%	44%	40%	45%	43%	42%	43%	45%	34%
25-49%	70	21	16	29	65	5	2	2	1
	16%	22%	14%	15%	17%	11%	13%	9%	15%
50-74%	48	7	8	24	40	8	4	2	2
	11%	8%	7%	13%	10%	18%	21%	12%	26%
									abd
75-100%	97	19	34	36	88	9	3	5	1
	22%	20%	30%	19%	22%	20%	17%	26%	16%
Don't know	33	5	9	15	30	3	1	1	1
	8%	5%	8%	8%	8%	7%	6%	8%	8%
Answered	436	92	114	189	394	42	17	17	8
Mean Score	37.8	35.5	41.6	36.1	37.6	39.8	40.5	39.5	38.9
Standard error	1.62	3.77	3.99	3.24	2.09	2.58	4.26	4.71	4.58
Standard deviation	34.99	34.74	36.79	34.01	35.00	35.20	34.35	38.58	33.68

Columns Tested: a,b,c,d,e,f,g,h

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	e	f	*g	*h	i
Unweighted Base	466	18	22	6	28	31	159	17	15	196
Effective base	227	11	9	4	13	14	84	7	6	97
Weighted Base	436	19	22	9	31	37	134	14	9	188
0-24%	189	11	8	2	10	19	61	12	2	74
	43%	58%	35%	21%	31%	52%	45%	89%	23%	39%
25-49%	70	2	6	3	9	4	22	1	3	29
	16%	11%	29%	33%	30%	11%	16%	4%	36%	15%
50-74%	48	2	1	-	1	3	12	-	3	25
	11%	10%	3%	-%	2%	7%	9%	-%	31%	13%
75-100%	97	1	6	4	10	7	30	1	*	48
	22%	7%	27%	46%	33%	19%	22%	6%	3%	25%
Don't know	33	3	1	-	1	4	10	*	1	13
	8%	14%	6%	-%	4%	11%	7%	*%	7%	7%
Answered	436	19	22	9	31	37	134	14	9	188
Mean Score	37.8	18.6	39.3	55.3	44.1	29.9	36.9	20.8	34.9	42.3
Standard error	1.62	6.44	7.31	16.62	6.88	6.03	2.82	5.44	5.39	2.55
Standard deviation	34.99	27.33	34.28	40.72	36.42	33.59	35.57	22.42	20.86	35.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	466	77	159	230	389	77	-	416	50	458	8
Effective base	227	36	84	111	183	44	-	214	14	224	4
Weighted Base	436	88	134	214	352	84	-	414	22	432	4
0-24%	189	40	61	88	154	35	-	179	10	185	4
	43%	46%	45%	41%	44%	41%	-%	43%	45%	43%	91%
25-49%	70	16	22	33	66	4	-	66	4	70	-
	16%	18%	16%	15%	19%	5%	-%	16%	18%	16%	-%
50-74%	48	5	12	30	36	11	-	47	*	48	-
	11%	6%	9%	14%	10%	13%	-%	11%	*%	11%	-%
75-100%	97	19	30	49	72	25	-	91	5	97	*
	22%	21%	22%	23%	21%	29%	-%	22%	25%	22%	1%
Don't know	33	8	10	15	24	9	-	30	3	32	*
	8%	9%	7%	7%	7%	11%	-%	7%	12%	8%	7%
Answered	436	88	134	214	352	84	-	414	22	432	4
Mean Score	37.8	32.5	36.9	40.5	37.0	40.8	-	37.8	38.0	38.0	13.8
Standard error	1.62	3.92	2.82	2.29	1.73	4.38	-	1.71	5.52	1.64	4.26
Standard deviation	34.99	34.44	35.57	34.73	34.14	38.43	-	34.81	39.05	35.07	12.04

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	466	222	101	143
Effective base	227	116	41	70
Weighted Base	436	234	74	128
0-24%	189	93	30	65
	43%	40%	41%	51%
25-49%	70	41	17	12
	16%	17%	23%	10%
50-74%	48	27	8	12
	11%	12%	11%	10%
75-100%	97	59	13	26
	22%	25%	17%	20%
Don't know	33	14	6	13
	8%	6%	8%	10%
Answered	436	234	74	128
Mean Score	37.8	41.2	35.2	33.0
		c		
Standard error	1.62	2.39	3.29	2.90
Standard deviation	34.99	35.54	33.03	34.64

Columns Tested:: a,b,c

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	466	326	97	24	7	8	3	1	-	423	43	19
Effective base	227	183	36	5	2	3	2	1	-	218	9	7
Weighted Base	436	361	59	12	1	2	*	1	-	420	16	4
0-24%	189	148	28	8	1	2	*	1	-	176	12	4
	43%	41%	48%	68%	96%	90%	91%	100%	-%	42%	75%	94%
											ai	
25-49%	70	64	4	1	*	*	*	-	-	69	1	*
	16%	18%	7%	12%	1%	1%	9%	-%	-%	16%	9%	1%
50-74%	48	42	5	*	-	-	-	-	-	47	*	-
	11%	12%	9%	1%	-%	-%	-%	-%	-%	11%	1%	-%
75-100%	97	79	17	1	-	*	-	-	-	95	2	*
	22%	22%	28%	12%	-%	5%	-%	-%	-%	23%	10%	3%
Don't know	33	27	5	1	*	*	-	-	-	32	1	*
	8%	8%	8%	7%	2%	3%	-%	-%	-%	8%	6%	2%
Answered	436	361	59	12	1	2	*	1	-	420	16	4
Mean Score	37.8	38.5	38.2	23.0	7.4	16.6	16.7	20.0	-	38.4	20.7	14.4
		j	j							j		
Standard error	1.62	1.91	4.03	5.80	3.12	8.75	-	-	-	1.71	3.88	3.76
Standard deviation	34.99	34.42	39.71	28.40	8.25	24.75	-	-	-	35.16	25.42	16.38

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	466	128	198	140	422	414	446	466	275	193	53	274	23	27	28	30	11
Effective base	227	83	100	45	201	195	216	227	119	67	35	152	9	6	8	7	5
Weighted Base	436	169	192	75	388	366	409	436	219	131	62	300	7	10	12	15	3
0-24%	189	70	78	40	174	175	184	189	112	61	19	139	3	6	4	10	3
	43%	42%	41%	54%	45%	48%	45%	43%	51%	47%	31%	46%	42%	62%	36%	69%	94%
25-49%	70	40	25	6	61	56	65	70	39	27	13	43	2	2	*	4	*
	16%	23%	13%	7%	16%	15%	16%	16%	18%	21%	22%	14%	27%	23%	3%	30%	4%
		c															
50-74%	48	16	26	5	41	37	43	48	15	10	6	34	1	1	*	-	-
	11%	9%	14%	7%	11%	10%	10%	11%	7%	8%	10%	11%	17%	10%	1%	-%	-%
75-100%	97	34	45	18	82	74	86	97	42	22	16	66	*	*	4	*	*
	22%	20%	23%	24%	21%	20%	21%	22%	19%	17%	26%	22%	2%	4%	33%	1%	2%
Don't know	33	9	18	6	29	24	31	33	11	11	7	19	1	*	3	*	*
	8%	6%	9%	8%	8%	7%	8%	8%	5%	8%	12%	6%	12%	1%	26%	1%	1%
Answered	436	169	192	75	388	366	409	436	219	131	62	300	7	10	12	15	3
Mean Score	37.8	37.6	39.2	34.4	36.9	35.8	36.6	37.8	34.9	32.4	40.1	37.7	25.7	27.7	37.3	15.5	11.4
											f	f					
Standard error	1.62	2.94	2.52	3.18	1.69	1.69	1.64	1.62	2.05	2.33	4.90	2.12	4.72	3.83	8.82	2.79	4.14
Standard deviation	34.99	33.23	35.51	37.65	34.69	34.47	34.66	34.99	34.08	32.37	35.64	35.02	22.63	19.89	46.69	15.29	13.72

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	466	297	32	32	25	15	16	5	282	51	28	20	18	10	5
Effective base	227	168	13	11	7	7	3	3	157	16	8	7	7	4	3
Weighted Base	436	334	21	9	7	9	7	*	301	34	8	12	6	4	2
0-24%	189	141	13	6	3	5	7	*	141	19	2	7	4	1	2
	43%	42%	59%	63%	40%	53%	97%	71%	47%	56%	23%	58%	63%	26%	97%
25-49%	70	54	4	1	*	2	*	*	41	6	4	1	1	3	-
	16%	16%	19%	7%	1%	20%	2%	5%	14%	18%	48%	10%	14%	73%	-%
50-74%	48	39	1	1	*	-	-	-	34	2	1	*	-	-	-
	11%	12%	3%	14%	4%	-%	-%	-%	11%	5%	10%	1%	-%	-%	-%
75-100%	97	75	3	1	1	2	-	*	66	7	*	1	1	-	*
	22%	22%	14%	15%	10%	27%	-%	24%	22%	19%	3%	5%	23%	-%	3%
Don't know	33	25	1	*	3	*	*	-	19	1	1	3	-	*	-
	8%	8%	4%	2%	46%	*%	1%	-%	6%	2%	16%	25%	-%	*%	-%
Answered	436	334	21	9	7	9	7	*	301	34	8	12	6	4	2
Mean Score	37.8	38.5	29.3	33.3	16.8	38.7	4.7	33.7	37.3	33.9	28.7	13.9	37.7	27.9	10.8
Standard error	1.62	2.02	5.57	6.08	6.30	10.43	1.94	-	2.09	4.88	4.14	5.08	8.86	4.11	7.46
Standard deviation	34.99	34.83	31.48	34.38	31.49	40.39	7.77	-	35.08	34.85	21.92	22.72	37.57	12.99	16.67

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	466	315	57	32	21	19	7	15	135	85	118	71	36
Effective base	227	175	20	10	10	6	4	4	87	37	59	22	12
Weighted Base	436	341	38	20	13	11	4	8	179	68	104	33	24
0-24%	189	146	15	9	5	5	1	8	69	30	45	21	18
	43%	43%	40%	46%	36%	49%	20%	95%	39%	45%	43%	64%	78%
												a	abc
25-49%	70	48	11	5	2	2	2	*	33	9	13	7	2
	16%	14%	28%	22%	15%	19%	52%	2%	18%	14%	13%	22%	9%
50-74%	48	40	5	-	2	*	-	-	21	4	16	1	*
	11%	12%	12%	-%	20%	1%	-%	-%	12%	7%	16%	3%	1%
75-100%	97	83	6	1	3	3	1	*	43	18	23	1	*
	22%	24%	17%	3%	23%	28%	26%	2%	24%	27%	22%	4%	2%
									d	d	d		
Don't know	33	25	1	6	1	*	*	*	13	6	6	2	2
	8%	7%	3%	29%	7%	3%	2%	*%	7%	8%	5%	7%	10%
				ab									
Answered	436	341	38	20	13	11	4	8	179	68	104	33	24
Mean Score	37.8	39.5	37.2	13.5	45.4	39.1	42.7	13.4	40.3	39.7	39.3	20.2	12.9
		c	c						de	de	de		
Standard error	1.62	2.00	4.39	3.71	8.12	8.69	14.94	3.66	3.04	4.13	3.15	2.50	2.95
Standard deviation	34.99	35.44	33.16	21.00	37.22	37.89	39.52	14.16	35.37	38.07	34.27	21.07	17.69

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	466	150	89	95	60	27	142	83	106	54	27
Effective base	227	94	43	42	16	8	87	33	49	19	9
Weighted Base	436	194	80	76	20	16	179	61	78	27	19
0-24%	189	79	41	31	10	13	79	30	35	17	14
	43%	41%	52%	41%	49%	83%	44%	49%	44%	62%	73%
25-49%	70	30	9	15	6	1	31	7	9	7	2
	16%	15%	12%	20%	29%	4%	17%	12%	11%	26%	11%
50-74%	48	22	4	13	1	*	17	5	14	*	*
	11%	12%	5%	18%	5%	*%	10%	9%	18%	1%	1%
75-100%	97	49	20	12	1	*	41	14	18	1	*
	22%	25%	25%	15%	7%	3%	23%	23%	23%	5%	3%
Don't know	33	14	5	5	2	2	11	5	3	2	2
	8%	7%	6%	7%	10%	10%	6%	8%	3%	7%	13%
Answered	436	194	80	76	20	16	179	61	78	27	19
Mean Score	37.8	40.6	37.6	36.0	24.5	10.9	37.9	37.6	41.3	19.9	12.7
		d	d	d	d	d	d	d	d	d	d
Standard error	1.62	2.95	3.89	3.16	3.30	3.62	2.94	4.04	3.38	2.91	3.79
Standard deviation	34.99	36.10	36.66	30.76	25.53	18.80	34.98	36.82	34.78	21.38	19.70

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	466	180	78	111	55	34	289	27	146	442	24	411	11
Effective base	227	110	33	53	18	13	142	12	74	218	9	198	4
Weighted Base	436	223	69	86	33	18	257	19	158	417	19	378	10
0-24%	189	99	25	28	23	12	104	8	76	177	11	168	6
	43%	45%	36%	32%	70%	69%	41%	42%	48%	43%	61%	44%	67%
					abc	c							
25-49%	70	41	10	14	4	1	46	3	20	68	2	59	2
	16%	18%	15%	16%	13%	4%	18%	18%	13%	16%	8%	16%	20%
50-74%	48	22	13	12	*	*	31	*	16	47	1	41	*
	11%	10%	19%	14%	1%	3%	12%	2%	10%	11%	5%	11%	4%
75-100%	97	47	15	27	3	2	53	5	37	96	1	82	1
	22%	21%	22%	31%	8%	10%	21%	27%	24%	23%	7%	22%	7%
				d									
Don't know	33	14	6	6	3	3	22	2	8	29	3	29	*
	8%	6%	8%	7%	8%	15%	9%	11%	5%	7%	19%	8%	2%
Answered	436	223	69	86	33	18	257	19	158	417	19	378	10
Mean Score	37.8	36.7	40.1	47.2	20.1	20.9	37.1	40.1	37.9	38.7	16.6	37.3	18.6
		de	de	ade									
Standard error	1.62	2.51	3.94	3.58	3.45	5.01	2.01	7.07	2.96	1.67	5.31	1.71	8.57
Standard deviation	34.99	33.61	34.81	37.75	25.58	29.22	34.23	36.74	35.80	35.06	26.04	34.74	28.42

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b
Unweighted Base	466	385	29	376	90	413	9	378	36	376	90
Effective base	227	190	7	195	32	200	2	185	11	195	32
Weighted Base	436	350	17	372	64	381	7	341	25	371	65
0-24%	189	161	14	148	41	168	6	155	20	151	37
	43%	46%	81%	40%	65%	44%	86%	45%	80%	41%	58%
25-49%	70	54	2	63	7	61	*	52	4	62	8
	16%	15%	12%	17%	11%	16%	2%	15%	16%	17%	13%
50-74%	48	37	*	45	3	41	*	37	*	41	7
	11%	11%	2%	12%	5%	11%	6%	11%	2%	11%	10%
75-100%	97	74	1	89	8	82	*	74	*	89	8
	22%	21%	4%	24%	12%	21%	6%	22%	2%	24%	12%
Don't know	33	24	*	28	5	29	-	24	*	28	5
	8%	7%	1%	7%	8%	8%	-%	7%	*%	8%	7%
Answered	436	350	17	372	64	381	7	341	25	371	65
Mean Score	37.8	36.7	16.0	40.2	23.4	37.3	12.4	37.3	15.6	39.5	27.7
				b				b		b	
Standard error	1.62	1.77	4.11	1.83	2.93	1.70	10.27	1.80	2.87	1.84	2.99
Standard deviation	34.99	34.70	22.11	35.52	27.83	34.64	30.80	34.97	17.25	35.75	28.39

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	466	314	319	113	-	322	288	88	2	404	266	112	-
Effective base	227	145	160	48	-	148	139	38	2	195	130	49	-
Weighted Base	436	287	303	94	-	285	258	70	3	380	230	88	-
0-24%	189	122	155	56	-	135	137	48	2	163	129	57	-
	43%	43%	51%	60%	-%	47%	53%	69%	53%	43%	56%	64%	-%
				a				a			a	a	
25-49%	70	52	48	11	-	46	43	6	-	67	32	12	-
	16%	18%	16%	12%	-%	16%	17%	9%	-%	18%	14%	13%	-%
50-74%	48	29	36	9	-	30	33	6	-	43	30	8	-
	11%	10%	12%	9%	-%	10%	13%	8%	-%	11%	13%	9%	-%
75-100%	97	57	45	11	-	54	26	5	2	84	21	6	-
	22%	20%	15%	11%	-%	19%	10%	7%	47%	22%	9%	7%	-%
				b				bc			bc		
Don't know	33	27	18	7	-	20	20	4	-	24	19	5	-
	8%	9%	6%	8%	-%	7%	8%	6%	-%	6%	8%	6%	-%
Answered	436	287	303	94	-	285	258	70	3	380	230	88	-
Mean Score	37.8	35.8	31.9	25.9	-	35.6	27.5	20.9	49.5	38.2	26.8	23.0	-
		c				bc	c			bc			
Standard error	1.62	1.95	1.74	2.67	-	1.88	1.67	2.67	40.17	1.71	1.72	2.33	-
Standard deviation	34.99	34.49	31.05	28.37	-	33.79	28.37	25.06	56.81	34.45	27.99	24.64	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	466	406	394	466	365	274	27	309	466	279	87	55	128	109
Effective base	227	193	188	227	172	135	8	152	227	133	44	31	56	49
Weighted Base	436	376	356	436	336	253	7	286	436	267	83	59	107	94
0-24%	189	170	172	189	160	136	3	172	189	135	50	50	49	41
	43%	45%	48%	43%	47%	53%	43%	60%	43%	51%	61%	84%	46%	43%
								b			b	abcd		
25-49%	70	57	53	70	55	35	4	50	70	60	10	2	22	14
	16%	15%	15%	16%	16%	14%	49%	17%	16%	23%	12%	3%	20%	15%
								e		e				
50-74%	48	41	36	48	35	26	*	29	48	22	11	5	17	14
	11%	11%	10%	11%	10%	10%	3%	10%	11%	8%	13%	8%	15%	14%
75-100%	97	79	71	97	61	44	*	10	97	22	7	2	11	13
	22%	21%	20%	22%	18%	17%	2%	3%	22%	8%	8%	3%	10%	14%
								acde						
Don't know	33	29	23	33	26	13	*	26	33	27	5	1	10	13
	8%	8%	6%	8%	8%	5%	2%	9%	8%	10%	6%	2%	9%	14%
Answered	436	376	356	436	336	253	7	286	436	267	83	59	107	94
Mean Score	37.8	36.7	35.5	37.8	34.0	32.8	25.5	21.3	37.8	25.7	26.0	15.7	28.8	29.8
								acde		ae	e			
Standard error	1.62	1.72	1.73	1.62	1.74	1.99	3.53	1.17	1.62	1.47	2.77	2.60	2.56	3.17
Standard deviation	34.99	34.59	34.30	34.99	33.31	32.86	18.32	20.48	34.99	24.49	25.86	19.28	29.00	33.12

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	466	67	25	19	10	420	317	429	353	295	299	392	102	-	401	26
Effective base	227	29	10	10	6	198	145	205	167	139	140	197	49	-	194	15
Weighted Base	436	52	16	16	12	388	293	401	331	271	287	381	92	-	358	28
0-24%	189	34	6	7	4	169	126	173	146	119	129	165	50	-	151	11
	43%	65%	35%	43%	31%	44%	43%	43%	44%	44%	45%	43%	54%	-%	42%	38%
25-49%	70	7	6	3	3	61	47	65	55	47	49	61	10	-	62	1
	16%	14%	39%	16%	24%	16%	16%	16%	17%	17%	17%	16%	11%	-%	17%	2%
50-74%	48	3	*	2	1	44	28	44	31	27	24	44	13	-	33	6
	11%	6%	2%	14%	6%	11%	10%	11%	9%	10%	8%	12%	14%	-%	9%	22%
75-100%	97	4	3	1	5	87	65	90	67	54	61	87	9	-	84	6
	22%	8%	19%	6%	38%	22%	22%	22%	20%	20%	21%	23%	9%	-%	23%	23%
Don't know	33	3	1	4	-	27	27	29	32	24	24	23	10	-	28	4
	8%	7%	5%	22%	-%	7%	9%	7%	10%	9%	8%	6%	11%	-%	8%	15%
Answered	436	52	16	16	12	388	293	401	331	271	287	381	92	-	358	28
Mean Score	37.8	23.7	33.4	23.5	51.6	38.1	37.1	37.9	35.3	35.1	36.2	38.9	26.2	-	38.4	40.9
Standard error	1.62	3.22	6.58	6.86	11.74	1.70	1.97	1.68	1.81	1.99	c	c	2.92	-	1.75	7.51
Standard deviation	34.99	26.37	32.90	29.89	37.13	34.80	35.00	34.87	34.01	34.24	34.04	34.83	29.53	-	35.04	38.28

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	466	212	254	152	7	80	112	72	293	99	76	102	279
Effective base	227	104	124	70	5	35	56	37	141	49	37	50	138
Weighted Base	436	205	231	125	13	75	100	61	273	100	68	93	273
0-24%	189	102	87	63	5	40	52	28	107	53	35	46	107
	43%	50%	38%	51%	41%	54%	52%	46%	39%	53%	51%	50%	39%
25-49%	70	31	39	23	4	13	17	9	47	13	12	13	44
	16%	15%	17%	19%	30%	18%	17%	15%	17%	13%	18%	14%	16%
50-74%	48	25	22	9	4	10	6	7	33	8	5	10	31
	11%	12%	10%	7%	30%	13%	6%	12%	12%	8%	8%	11%	12%
75-100%	97	36	61	24	-	9	20	11	63	22	10	20	67
	22%	18%	26%	19%	-%	12%	20%	18%	23%	22%	15%	22%	24%
Don't know	33	11	21	6	-	3	5	5	23	4	6	4	23
	8%	5%	9%	5%	-%	4%	5%	9%	8%	4%	9%	4%	9%
Answered	436	205	231	125	13	75	100	61	273	100	68	93	273
Mean Score	37.8	35.0	40.2	34.8	29.3	30.8	34.3	34.8	39.4	35.3	30.8	37.9	39.5
Standard error	1.62	2.26	2.30	2.59	9.07	3.17	3.09	4.07	2.04	3.60	3.67	3.35	2.16
Standard deviation	34.99	32.87	36.67	31.88	23.99	28.39	32.72	34.54	34.84	35.85	32.01	33.83	36.06

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	466	189	277
Effective base	227	81	147
Weighted Base	436	166	270
0-24%	189	79	110
	43%	47%	41%
25-49%	70	24	46
	16%	15%	17%
50-74%	48	10	38
	11%	6%	14%
75-100%	97	37	60
	22%	22%	22%
Don't know	33	16	17
	8%	10%	6%
Answered	436	166	270
Mean Score	37.8	35.4	39.2
Standard error	1.62	2.58	2.08
Standard deviation	34.99	35.45	34.69

Columns Tested:: a,b

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	j	k	*l
Unweighted Base	466	-	24	85	63	14	43	28	65	38	37	52	17
Effective base	227	-	9	43	22	6	24	9	33	24	11	41	11
Weighted Base	436	-	19	82	40	9	43	14	60	54	11	85	18
0-24%	189	-	8	27	9	3	19	6	27	34	4	40	14
	43%	-%	40%	33%	22%	34%	43%	41%	44%	63%	34%	47%	74%
										cd			
25-49%	70	-	2	14	2	4	3	5	15	5	*	19	1
	16%	-%	9%	17%	5%	48%	8%	40%	25%	9%	2%	22%	3%
50-74%	48	-	-	15	5	*	5	*	8	2	5	6	2
	11%	-%	-%	18%	14%	1%	11%	*%	13%	4%	45%	7%	11%
											fhik		
75-100%	97	-	6	16	16	2	12	3	10	10	2	20	2
	22%	-%	32%	19%	40%	17%	27%	19%	17%	18%	14%	24%	11%
Don't know	33	-	4	10	8	-	5	*	1	4	1	1	-
	8%	-%	19%	13%	20%	-%	11%	*%	1%	7%	5%	1%	-%
					hk								
Answered	436	-	19	82	40	9	43	14	60	54	11	85	18
Mean Score	37.8	-	36.4	38.3	47.5	34.4	40.2	37.0	37.7	30.5	41.0	38.4	28.3
					i								
Standard error	1.62	-	8.99	3.74	5.16	9.11	6.11	6.01	3.99	5.56	4.68	4.53	7.13
Standard deviation	34.99	-	44.03	34.44	40.94	34.10	40.10	31.80	32.16	34.29	28.45	32.64	29.38

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 164 (continuation)

QV6D2.3 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	466	113	116	131	106	229	237
Effective base	227	55	47	65	60	102	125
Weighted Base	436	110	84	128	114	194	242
0-24%	189	35	31	66	57	66	123
	43%	32%	37%	52%	50%	34%	51%
			a	a			a
25-49%	70	16	10	25	20	25	45
	16%	14%	12%	20%	17%	13%	18%
50-74%	48	17	8	10	13	25	22
	11%	15%	10%	8%	11%	13%	9%
75-100%	97	24	27	23	24	51	46
	22%	21%	33%	18%	21%	26%	19%
Don't know	33	19	7	5	1	27	6
	8%	18%	9%	4%	1%	14%	2%
		cd				b	
Answered	436	110	84	128	114	194	242
Mean Score	37.8	37.4	44.1	34.6	37.0	40.3	35.8
			c				
Standard error	1.62	3.45	3.67	2.88	3.08	2.51	2.10
Standard deviation	34.99	36.64	39.51	32.97	31.75	37.95	32.36

Columns Tested:: a,b,c,d - a,b

Table 166

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	129	14	115	72	20	9	28	57
Effective base	56	8	48	48	13	7	18	20
Weighted Base	114	13	101	106	6	1	1	8
0-24%	58	-	58	52	5	1	*	6
	51%	-%	57%	49%	71%	60%	72%	69%
25-49%	26	1	25	25	*	*	*	1
	22%	7%	24%	24%	6%	12%	7%	7%
50-74%	6	-	6	6	*	-	-	*
	5%	-%	6%	5%	6%	-%	-%	5%
75-100%	8	-	8	8	-	*	-	*
	7%	-%	8%	7%	-%	11%	-%	1%
Don't know	17	12	5	16	1	*	*	1
	15%	93%	5%	15%	17%	17%	21%	17%
Answered	114	13	101	106	6	1	1	8
Mean Score	20.3	1.7	22.6	20.7	13.6	22.5	12.1	14.8
Standard error	2.14	1.76	2.31	2.93	2.86	25.74	-	2.20
Standard deviation	24.34	6.60	24.77	24.84	12.80	77.22	-	16.63

Columns Tested:: a,b - a,b,c,d,e

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base	129	41	26	5	14	15	28	72	20	37
Effective base	56	30	18	4	11	6	18	48	13	15
Weighted Base	114	75	29	2	5	3	1	106	6	2
0-24%	58	36	14	2	3	2	*	52	5	1
	51%	48%	49%	75%	72%	64%	72%	49%	71%	65%
25-49%	26	16	8	1	*	*	*	25	*	*
	22%	22%	28%	25%	8%	6%	7%	24%	6%	10%
50-74%	6	6	*	-	-	*	-	6	*	-
	5%	7%	*%	-%	-%	13%	-%	5%	6%	-%
75-100%	8	6	1	-	-	*	-	8	-	*
	7%	8%	4%	-%	-%	4%	-%	7%	-%	7%
Don't know	17	10	5	-	1	*	*	16	1	*
	15%	14%	18%	-%	20%	12%	21%	15%	17%	18%
Answered	114	75	29	2	5	3	1	106	6	2
Mean Score	20.3	22.1	17.7	12.8	10.7	22.1	12.1	20.7	13.6	18.6
Standard error	2.14	4.20	3.81	5.86	2.33	7.02	-	2.93	2.86	5.93
Standard deviation	24.34	26.91	19.45	13.11	8.73	27.20	-	24.84	12.80	36.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	129	51	21	20	9	28	53	18	8	16	22
Effective base	56	38	15	13	7	18	35	7	4	3	7
Weighted Base	114	90	16	6	1	1	75	17	5	7	3
0-24%	58	45	7	5	1	*	39	12	1	2	2
	51%	50%	47%	71%	60%	72%	52%	69%	21%	36%	69%
25-49%	26	22	3	*	*	*	18	2	*	4	*
	22%	24%	21%	6%	12%	7%	24%	12%	8%	62%	8%
50-74%	6	6	*	*	-	-	6	-	*	-	-
	5%	6%	1%	6%	-%	-%	8%	-%	8%	-%	-%
75-100%	8	8	-	-	*	-	5	2	*	-	-
	7%	8%	-%	-%	11%	-%	7%	14%	3%	-%	-%
Don't know	17	11	5	1	*	*	7	1	3	*	1
	15%	12%	32%	17%	17%	21%	10%	5%	61%	2%	23%
Answered	114	90	16	6	1	1	75	17	5	7	3
Mean Score	20.3	22.2	12.3	13.6	22.5	12.1	22.4	21.9	11.1	20.3	10.3
Standard error	2.14	3.68	2.58	2.86	25.74	-	3.45	7.07	8.18	2.07	2.57
Standard deviation	24.34	26.27	11.84	12.80	77.22	-	25.11	29.99	23.14	8.29	12.04

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	129	11	4	19	10	8	4	13	7	9
Effective base	56	8	3	8	6	4	3	9	5	5
Weighted Base	114	16	5	21	13	5	6	26	7	8
0-24%	58	13	-	7	3	1	6	13	7	4
	51%	84%	-%	35%	20%	30%	100%	51%	95%	53%
25-49%	26	-	2	12	5	2	-	-	*	3
	22%	-%	35%	57%	41%	39%	-%	-%	5%	44%
50-74%	6	-	-	-	-	*	-	5	-	-
	5%	-%	-%	-%	-%	8%	-%	18%	-%	-%
75-100%	8	-	3	*	-	-	-	3	-	-
	7%	-%	65%	1%	-%	-%	-%	11%	-%	-%
Don't know	17	3	-	1	5	1	-	5	-	*
	15%	16%	-%	7%	39%	23%	-%	21%	-%	3%
Answered	114	16	5	21	13	5	6	26	7	8
Mean Score	20.3	9.6	71.4	20.3	15.3	15.1	9.3	23.9	6.8	15.4
Standard error	2.14	2.49	13.17	3.57	5.10	6.02	2.55	9.06	2.08	3.61
Standard deviation	24.34	8.25	26.34	15.58	16.13	17.02	5.11	32.67	5.51	10.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	e	*f	*g	*h
Unweighted Base	129	27	22	36	85	44	17	14	13
Effective base	56	14	15	20	48	17	7	6	7
Weighted Base	114	25	28	52	106	9	4	3	1
0-24%	58	8	20	26	54	4	2	1	1
	51%	32%	72%	50%	51%	42%	55%	25%	41%
25-49%	26	11	2	12	25	1	1	*	*
	22%	42%	8%	23%	23%	10%	14%	*%	21%
50-74%	6	*	-	5	5	1	-	1	*
	5%	2%	-%	9%	5%	14%	-%	36%	7%
75-100%	8	-	3	3	6	1	1	*	-
	7%	-%	11%	6%	6%	17%	27%	10%	-%
Don't know	17	6	3	7	16	1	*	1	*
	15%	25%	9%	13%	15%	17%	4%	29%	31%
Answered	114	25	28	52	106	9	4	3	1
Mean Score	20.3	15.3	19.8	20.9	19.2	33.0	35.4	33.6	23.8
						d			
Standard error	2.14	2.75	5.80	4.18	2.55	4.87	8.56	11.06	8.67
Standard deviation	24.34	14.31	27.21	25.06	23.49	32.28	35.29	41.39	31.27

Columns Tested: a,b,c,d,e,f,g,h

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	129	8	9	2	11	13	36	1	8	52
Effective base	56	5	3	1	4	5	17	1	4	25
Weighted Base	114	14	6	3	9	13	24	3	2	50
0-24%	58	2	1	-	1	6	11	3	1	34
	51%	12%	19%	-%	12%	48%	45%	100%	54%	69%
25-49%	26	2	4	3	7	3	7	-	-	7
	22%	15%	64%	88%	72%	20%	31%	-%	-%	14%
50-74%	6	5	-	*	*	-	-	-	-	1
	5%	33%	-%	12%	4%	-%	-%	-%	-%	2%
75-100%	8	-	-	-	-	-	3	-	-	4
	7%	-%	-%	-%	-%	-%	13%	-%	-%	9%
Don't know	17	5	1	-	1	4	3	-	1	3
	15%	39%	17%	-%	12%	32%	11%	-%	46%	6%
Answered	114	14	6	3	9	13	24	3	2	50
Mean Score	20.3	22.5	18.8	28.1	22.0	10.5	23.7	5.0	11.7	21.4
Standard error	2.14	8.03	3.57	7.09	3.28	4.65	4.86	-	6.04	3.66
Standard deviation	24.34	22.72	10.70	10.02	10.89	16.76	29.16	-	17.10	26.39

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	129	32	36	61	117	12	-	117	12	127	2
Effective base	56	14	17	28	48	8	-	52	4	55	1
Weighted Base	114	36	24	55	95	20	-	109	5	114	1
0-24%	58	9	11	38	46	11	-	54	4	57	1
	51%	25%	45%	70%	49%	58%	-%	50%	74%	50%	94%
			a								
25-49%	26	11	7	7	25	1	-	26	*	26	-
	22%	32%	31%	13%	26%	5%	-%	23%	*%	22%	-%
50-74%	6	5	-	1	6	*	-	6	-	6	-
	5%	14%	-%	2%	6%	2%	-%	6%	-%	5%	-%
75-100%	8	-	3	4	6	2	-	8	-	8	-
	7%	-%	13%	8%	6%	11%	-%	7%	-%	7%	-%
Don't know	17	10	3	4	12	5	-	16	1	17	*
	15%	29%	11%	8%	13%	25%	-%	14%	26%	15%	6%
Answered	114	36	24	55	95	20	-	109	5	114	1
Mean Score	20.3	18.0	23.7	20.2	21.7	13.1	-	20.8	7.6	20.3	9.4
Standard error	2.14	3.28	4.86	3.28	2.15	8.28	-	2.28	2.01	2.16	-
Standard deviation	24.34	18.58	29.16	25.59	23.24	28.67	-	24.70	6.96	24.39	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	129	44	38	47
Effective base	56	22	14	19
Weighted Base	114	46	28	41
0-24%	58	20	10	28
	51%	44%	37%	68%
25-49%	26	13	6	7
	22%	28%	22%	16%
50-74%	6	1	5	*
	5%	2%	18%	*%
75-100%	8	3	3	1
	7%	7%	11%	4%
Don't know	17	9	4	5
	15%	19%	13%	12%
Answered	114	46	28	41
Mean Score	20.3	20.8	31.5	12.0
			c	
Standard error	2.14	3.81	4.14	2.81
Standard deviation	24.34	25.26	25.54	19.27

Columns Tested:: a,b,c

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	129	68	37	10	3	5	4	1	1	105	24	14
Effective base	56	39	10	4	1	2	1	1	1	48	7	4
Weighted Base	114	82	17	10	1	1	2	1	*	99	15	5
0-24%	58	36	14	5	1	1	*	1	*	50	8	3
	51%	44%	79%	53%	96%	77%	3%	100%	100%	50%	52%	52%
25-49%	26	20	2	4	-	*	*	-	-	21	4	*
	22%	24%	10%	39%	-%	23%	*%	-%	-%	22%	28%	6%
50-74%	6	6	-	-	-	-	-	-	-	6	-	-
	5%	7%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
75-100%	8	5	*	-	-	-	2	-	-	6	2	2
	7%	7%	1%	-%	-%	-%	97%	-%	-%	6%	14%	42%
Don't know	17	15	2	1	*	-	-	-	-	16	1	*
	15%	18%	10%	8%	4%	-%	-%	-%	-%	16%	6%	1%
Answered	114	82	17	10	1	1	2	1	*	99	15	5
Mean Score	20.3	22.3	8.5	12.0	4.9	24.2	85.5	5.0	20.0	19.9	22.6	44.4
		b								b		
Standard error	2.14	3.00	2.21	3.83	-	9.95	9.18	-	-	2.31	5.95	11.33
Standard deviation	24.34	24.70	13.43	12.11	-	22.25	18.37	-	-	23.68	29.13	42.41

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	129	21	47	61	122	114	125	129	86	77	11	63	12	14	9	11	5
Effective base	56	14	25	17	51	45	53	56	29	25	9	30	5	3	3	4	2
Weighted Base	114	35	47	32	106	93	109	114	61	57	17	64	5	8	5	10	1
0-24%	58	14	23	21	55	51	56	58	33	20	6	30	4	4	2	10	1
	51%	39%	48%	67%	52%	54%	51%	51%	55%	36%	37%	47%	65%	48%	41%	100%	100%
25-49%	26	10	9	6	24	18	26	26	15	18	7	13	1	3	1	-	-
	22%	29%	20%	19%	23%	20%	23%	22%	24%	32%	44%	20%	14%	39%	30%	-%	-%
50-74%	6	5	1	-	6	6	6	6	5	5	-	6	-	*	-	-	-
	5%	15%	2%	-%	6%	6%	6%	5%	9%	9%	-%	9%	-%	5%	-%	-%	-%
75-100%	8	-	5	2	5	4	5	8	3	5	1	3	*	1	-	-	-
	7%	-%	12%	7%	5%	4%	4%	7%	4%	9%	4%	5%	5%	6%	-%	-%	-%
Don't know	17	6	9	3	16	15	17	17	5	8	3	12	1	*	1	-	-
	15%	17%	18%	8%	15%	16%	16%	15%	8%	14%	15%	19%	15%	2%	29%	-%	-%
Answered	114	35	47	32	106	93	109	114	61	57	17	64	5	8	5	10	1
Mean Score	20.3	18.9	24.9	15.1	18.5	17.9	18.3	20.3	20.3	26.7	16.5	20.6	18.4	22.8	11.3	6.7	10.7
										abc							
Standard error	2.14	3.69	4.26	2.94	1.93	1.97	1.89	2.14	2.30	3.17	5.38	2.84	7.05	7.11	5.51	2.33	-
Standard deviation	24.34	16.91	29.20	22.94	21.35	21.03	21.12	24.34	21.29	27.84	17.86	22.57	24.43	26.60	16.52	7.74	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	129	71	14	12	8	8	6	3	58	23	10	10	9	3	1
Effective base	56	37	4	5	3	5	1	3	28	7	4	5	4	2	1
Weighted Base	114	80	8	6	3	4	5	*	51	22	4	11	5	1	*
0-24%	58	35	6	3	1	4	5	*	29	8	3	7	3	1	*
	51%	44%	70%	62%	45%	99%	100%	100%	57%	37%	70%	61%	69%	100%	100%
25-49%	26	20	2	1	*	-	-	-	9	5	*	3	1	-	-
	22%	25%	30%	20%	1%	-%	-%	-%	17%	22%	4%	28%	31%	-%	-%
50-74%	6	6	-	*	-	-	-	-	1	5	-	-	-	-	-
	5%	7%	-%	7%	-%	-%	-%	-%	2%	23%	-%	-%	-%	-%	-%
75-100%	8	4	-	*	*	-	-	-	2	2	-	-	-	-	-
	7%	5%	-%	7%	12%	-%	-%	-%	3%	10%	-%	-%	-%	-%	-%
Don't know	17	15	*	*	1	*	-	-	10	2	1	1	-	-	-
	15%	18%	*%	3%	41%	1%	-%	-%	20%	9%	27%	11%	-%	-%	-%
Answered	114	80	8	6	3	4	5	*	51	22	4	11	5	1	*
Mean Score	20.3	19.9	16.2	23.3	18.5	11.2	1.4	13.8	15.1	29.5	8.7	11.8	19.6	10.0	15.0
Standard error	2.14	2.59	4.07	8.32	11.99	2.55	1.53	-	2.48	5.77	3.39	4.71	3.93	-	-
Standard deviation	24.34	21.82	15.24	28.83	33.93	7.20	3.75	-	18.88	27.68	10.72	14.89	11.78	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	129	68	20	10	12	7	5	7	27	24	27	28	19
Effective base	56	36	6	2	7	2	2	3	18	10	11	10	6
Weighted Base	114	70	16	7	7	3	3	8	37	22	19	18	13
0-24%	58	34	10	6	2	3	1	2	14	7	11	12	12
	51%	49%	63%	77%	34%	88%	28%	27%	37%	31%	61%	69%	90%
25-49%	26	17	1	*	2	*	2	4	11	6	6	2	*
	22%	25%	4%	1%	26%	12%	60%	46%	29%	27%	32%	11%	3%
50-74%	6	1	5	-	-	-	*	-	1	5	-	-	-
	5%	2%	27%	-%	-%	-%	13%	-%	2%	23%	-%	-%	-%
75-100%	8	4	-	1	*	-	-	2	2	-	*	2	-
	7%	6%	-%	16%	6%	-%	-%	26%	6%	-%	2%	11%	-%
Don't know	17	13	1	*	2	-	-	-	10	4	1	2	1
	15%	19%	6%	6%	34%	-%	-%	-%	26%	19%	4%	9%	7%
Answered	114	70	16	7	7	3	3	8	37	22	19	18	13
Mean Score	20.3	19.3	18.0	18.3	19.6	6.5	24.0	39.5	18.2	24.0	20.7	18.6	5.0
Standard error	2.14	2.83	4.76	11.01	7.50	3.25	6.42	11.81	4.18	3.99	3.62	5.17	1.92
Standard deviation	24.34	23.36	21.28	34.81	25.97	8.59	14.36	31.26	21.72	19.53	18.83	27.37	8.35

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	129	39	17	27	24	15	27	26	25	20	16
Effective base	56	24	6	10	8	4	15	11	10	8	5
Weighted Base	114	54	11	18	12	10	32	26	9	14	12
0-24%	58	23	2	11	8	9	11	13	8	8	10
	51%	43%	20%	62%	69%	98%	35%	49%	86%	59%	90%
25-49%	26	9	6	6	2	*	11	4	1	2	*
	22%	18%	51%	33%	19%	2%	35%	14%	7%	15%	3%
50-74%	6	5	1	-	-	-	1	5	-	-	-
	5%	10%	7%	-%	-%	-%	2%	20%	-%	-%	-%
75-100%	8	4	-	*	-	-	2	*	-	2	-
	7%	8%	-%	2%	-%	-%	5%	*%	-%	15%	-%
Don't know	17	12	3	1	2	-	7	4	1	2	1
	15%	21%	23%	3%	13%	-%	22%	16%	7%	11%	7%
Answered	114	54	11	18	12	10	32	26	9	14	12
Mean Score	20.3	21.1	21.1	20.6	12.3	4.9	21.1	19.7	14.3	20.6	4.9
Standard error	2.14	4.01	4.44	3.64	2.34	1.97	4.18	3.78	2.05	6.95	2.16
Standard deviation	24.34	25.03	18.30	18.91	11.46	7.64	21.73	19.25	10.24	31.10	8.63

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	129	31	22	34	25	16	93	7	28	119	10	111	11
Effective base	56	19	10	14	10	7	41	3	12	52	4	47	4
Weighted Base	114	42	27	13	22	9	82	5	27	104	11	96	10
0-24%	58	16	9	9	19	6	39	2	18	50	8	48	6
	51%	38%	33%	71%	84%	64%	47%	39%	65%	48%	74%	50%	65%
25-49%	26	13	10	2	1	*	23	*	3	25	*	23	1
	22%	30%	35%	14%	5%	5%	27%	8%	10%	24%	4%	24%	9%
50-74%	6	1	5	-	-	-	5	-	1	6	-	6	*
	5%	3%	18%	-%	-%	-%	6%	-%	4%	6%	-%	6%	4%
75-100%	8	1	3	2	-	-	5	*	2	5	2	3	2
	7%	3%	11%	12%	-%	-%	6%	8%	8%	5%	22%	3%	22%
Don't know	17	11	1	*	2	3	11	2	4	17	-	16	-
	15%	26%	3%	2%	11%	30%	14%	45%	14%	16%	-%	17%	-%
Answered	114	42	27	13	22	9	82	5	27	104	11	96	10
Mean Score	20.3	16.1	36.7	22.2	6.2	6.1	21.5	13.6	17.3	19.8	24.1	17.7	27.1
Standard error	2.14	3.18	5.71	4.90	1.80	2.42	2.50	10.38	4.72	2.09	11.76	1.81	11.22
Standard deviation	24.34	17.69	26.79	28.57	8.99	9.67	24.13	27.46	24.97	22.84	37.19	19.11	37.21

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	129	95	19	89	40	113	9	91	23	91	38
Effective base	56	42	6	44	14	49	3	37	9	45	13
Weighted Base	114	73	20	78	36	98	8	71	22	81	34
0-24%	58	45	6	40	18	49	6	41	10	41	17
	51%	61%	29%	51%	50%	50%	73%	58%	43%	51%	50%
25-49%	26	11	7	17	8	24	-	10	8	19	7
	22%	15%	36%	22%	23%	24%	-%	14%	37%	23%	20%
50-74%	6	2	5	1	5	6	-	6	*	1	5
	5%	2%	23%	1%	14%	6%	-%	8%	2%	1%	15%
75-100%	8	2	2	5	2	3	2	2	2	5	2
	7%	2%	10%	7%	7%	3%	27%	2%	10%	6%	7%
Don't know	17	14	*	14	3	16	-	13	2	14	3
	15%	19%	2%	18%	7%	17%	-%	18%	8%	18%	8%
Answered	114	73	20	78	36	98	8	71	22	81	34
Mean Score	20.3	13.9	32.7	19.1	22.8	17.9	25.8	16.3	23.0	18.7	24.0
Standard error	2.14	1.77	6.19	2.52	4.05	1.79	13.86	1.98	5.52	2.48	4.21
Standard deviation	24.34	17.25	26.98	23.80	25.62	19.08	41.59	18.92	26.47	23.62	25.95

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	129	110	91	43	-	105	80	40	1	124	78	46	-
Effective base	56	45	42	21	-	42	34	17	1	54	35	23	-
Weighted Base	114	92	78	39	-	87	62	33	2	110	59	41	-
0-24%	58	46	45	25	-	48	37	21	2	57	33	31	-
	51%	50%	57%	63%	-%	55%	59%	63%	100%	52%	56%	75%	-%
25-49%	26	22	17	8	-	18	13	8	-	25	10	4	-
	22%	24%	22%	21%	-%	21%	21%	25%	-%	23%	17%	10%	-%
50-74%	6	6	1	-	-	5	1	-	-	6	1	-	-
	5%	7%	1%	-%	-%	6%	1%	-%	-%	5%	1%	-%	-%
75-100%	8	5	4	2	-	4	2	2	-	8	3	2	-
	7%	5%	5%	5%	-%	4%	3%	6%	-%	7%	4%	5%	-%
Don't know	17	13	12	4	-	12	10	2	-	14	13	4	-
	15%	15%	15%	10%	-%	14%	16%	6%	-%	13%	22%	10%	-%
Answered	114	92	78	39	-	87	62	33	2	110	59	41	-
Mean Score	20.3	19.9	17.4	17.2	-	18.5	15.4	17.8	3.0	20.6	15.6	14.3	-
Standard error	2.14	2.10	2.16	3.01	-	2.05	1.95	3.41	-	2.19	2.28	2.91	-
Standard deviation	24.34	21.99	20.65	19.75	-	20.98	17.40	21.59	-	24.36	20.16	19.73	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	*e	a	b
Significance Level: 95%														
Unweighted Base	129	118	106	129	116	76	16	92	99	129	40	19	36	31
Effective base	56	49	44	56	48	33	6	38	41	56	20	9	15	13
Weighted Base	114	104	86	114	100	74	6	80	83	114	36	15	30	24
0-24%	58	55	51	58	50	47	3	47	51	58	27	15	15	13
	51%	53%	59%	51%	50%	64%	45%	59%	61%	51%	74%	98%	51%	55%
25-49%	26	24	18	26	25	7	3	13	19	26	6	*	5	1
	22%	23%	21%	22%	25%	10%	50%	16%	23%	22%	16%	*%	18%	5%
50-74%	6	6	2	6	6	6	-	6	1	6	-	-	*	1
	5%	5%	2%	5%	6%	8%	-%	7%	1%	5%	-%	-%	1%	4%
75-100%	8	5	2	8	5	4	*	-	-	8	2	-	1	*
	7%	5%	2%	7%	5%	5%	5%	-%	-%	7%	6%	-%	2%	2%
Don't know	17	15	14	17	14	10	-	15	13	17	2	*	9	8
	15%	14%	17%	15%	14%	13%	-%	18%	15%	15%	4%	2%	29%	34%
Answered	114	104	86	114	100	74	6	80	83	114	36	15	30	24
Mean Score	20.3	18.6	14.3	20.3	19.4	16.9	23.2	13.0	12.1	20.3	16.6	7.5	13.6	10.8
				b						ab				
Standard error	2.14	1.95	1.63	2.14	1.99	2.52	5.62	1.56	1.24	2.14	3.36	.82	2.94	2.81
Standard deviation	24.34	21.17	16.78	24.34	21.46	22.01	22.49	14.93	12.29	24.34	21.28	3.58	17.61	15.64

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	129	28	12	6	6	118	100	123	105	91	107	99	37	-	112	9
Effective base	56	10	6	2	4	49	42	52	48	37	45	45	15	-	49	4
Weighted Base	114	19	7	3	6	103	84	106	93	78	89	81	26	-	94	8
0-24%	58	16	3	*	*	55	47	56	51	43	47	47	18	-	44	5
	51%	87%	42%	3%	9%	54%	56%	53%	55%	55%	53%	58%	68%	-%	46%	62%
25-49%	26	*	4	2	2	25	18	26	19	12	24	19	4	-	23	1
	22%	*%	53%	56%	35%	25%	21%	24%	21%	15%	27%	23%	16%	-%	24%	13%
50-74%	6	-	*	*	-	6	1	6	1	6	1	1	-	-	6	-
	5%	-%	5%	13%	-%	6%	1%	5%	1%	8%	1%	1%	-%	-%	6%	-%
75-100%	8	*	-	-	3	1	1	2	5	3	5	1	-	-	7	-
	7%	2%	-%	-%	57%	1%	1%	1%	5%	4%	5%	2%	-%	-%	8%	-%
Don't know	17	2	*	1	-	16	17	17	17	15	13	13	4	-	15	2
	15%	12%	*%	29%	-%	15%	20%	16%	18%	19%	15%	16%	16%	-%	16%	26%
Answered	114	19	7	3	6	103	84	106	93	78	89	81	26	-	94	8
Mean Score	20.3	9.8	21.8	28.7	64.7	16.1	13.3	16.2	16.7	15.9	18.2	14.9	12.4	-	21.8	14.0
Standard error	2.14	2.75	4.99	9.71	12.65	1.55	1.56	1.56	2.07	2.18	2.07	1.58	1.57	-	2.39	3.57
Standard deviation	24.34	14.57	17.30	23.79	30.98	16.79	15.56	17.27	21.17	20.79	21.45	15.68	9.55	-	25.25	10.72

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	b	*c	a	b	c
Unweighted Base	129	70	59	58	3	39	32	27	73	27	30	38	57
Effective base	56	28	27	22	2	15	13	13	30	14	14	15	27
Weighted Base	114	57	57	46	5	36	27	15	63	34	22	32	58
0-24%	58	37	21	28	5	21	18	8	31	19	13	17	28
	51%	64%	37%	61%	100%	58%	68%	55%	48%	57%	58%	55%	48%
		b											
25-49%	26	13	12	10	-	6	8	2	15	9	2	6	17
	22%	23%	22%	21%	-%	15%	30%	11%	24%	27%	10%	19%	30%
50-74%	6	1	5	5	-	5	-	*	5	*	-	5	1
	5%	1%	9%	11%	-%	13%	-%	3%	8%	1%	-%	16%	2%
75-100%	8	4	4	*	-	2	*	2	4	2	4	1	3
	7%	6%	7%	1%	-%	6%	2%	15%	6%	6%	16%	3%	6%
Don't know	17	3	14	3	-	3	*	2	9	3	3	2	9
	15%	5%	25%	6%	-%	8%	***	17%	14%	9%	15%	8%	15%
		a											
Answered	114	57	57	46	5	36	27	15	63	34	22	32	58
Mean Score	20.3	20.1	20.4	18.6	10.5	22.2	15.5	24.2	22.0	16.7	24.7	22.9	18.0
Standard error	2.14	2.77	3.34	2.45	3.76	3.90	2.70	6.02	2.77	4.39	5.68	3.40	3.11
Standard deviation	24.34	23.19	25.65	18.68	6.51	24.35	15.29	31.26	23.66	22.82	31.14	20.97	23.50

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	129	62	67
Effective base	56	27	29
Weighted Base	114	59	55
0-24%	58	29	29
	51%	49%	53%
25-49%	26	16	10
	22%	27%	18%
50-74%	6	-	6
	5%	-%	11%
75-100%	8	2	5
	7%	4%	10%
Don't know	17	12	5
	15%	21%	9%
Answered	114	59	55
Mean Score	20.3	16.6	24.2
Standard error	2.14	2.53	3.41
Standard deviation	24.34	19.96	27.93

Columns Tested:: a,b

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	129	-	7	29	17	4	7	8	17	15	6	12	7
Effective base	56	-	4	15	4	1	2	2	11	8	3	8	3
Weighted Base	114	-	7	33	6	3	6	2	17	20	1	16	5
0-24%	58	-	1	15	2	*	*	1	10	12	1	12	5
	51%	-%	22%	46%	27%	3%	1%	28%	59%	61%	84%	75%	100%
25-49%	26	-	*	4	*	3	2	2	7	5	*	3	-
	22%	-%	2%	13%	4%	93%	27%	72%	41%	27%	1%	18%	-%
50-74%	6	-	*	1	*	-	5	-	-	-	-	-	-
	5%	-%	6%	2%	8%	-%	71%	-%	-%	-%	-%	-%	-%
75-100%	8	-	-	4	1	*	-	-	-	2	-	1	-
	7%	-%	-%	11%	12%	4%	-%	-%	-%	11%	-%	7%	-%
Don't know	17	-	5	9	3	-	*	-	*	*	*	-	-
	15%	-%	70%	28%	48%	-%	1%	-%	*%	1%	16%	-%	-%
Answered	114	-	7	33	6	3	6	2	17	20	1	16	5
Mean Score	20.3	-	5.3	20.4	22.7	28.0	46.5	31.5	15.8	21.3	10.0	17.7	14.4
Standard error	2.14	-	5.39	5.60	8.65	9.22	2.94	6.49	2.39	6.72	15.55	6.98	2.15
Standard deviation	24.34	-	14.25	30.16	35.65	18.44	7.78	18.34	9.86	26.03	38.10	24.16	5.69

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 166 (continuation)

QV6d2.5. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	*b	c	*d	a	b
Unweighted Base	129	37	27	40	25	64	65
Effective base	56	20	5	20	11	25	31
Weighted Base	114	41	13	39	21	54	60
0-24%	58	16	2	23	17	18	40
	51%	39%	14%	58%	81%	33%	66%
							a
25-49%	26	4	5	14	3	9	17
	22%	10%	37%	36%	13%	17%	28%
50-74%	6	1	5	-	-	6	-
	5%	3%	39%	-%	-%	11%	-%
75-100%	8	4	1	2	1	4	3
	7%	9%	6%	5%	5%	8%	5%
Don't know	17	16	*	*	*	17	*
	15%	39%	3%	1%	1%	31%	1%
		c				b	
Answered	114	41	13	39	21	54	60
Mean Score	20.3	16.8	40.3	19.5	16.6	22.3	18.4
Standard error	2.14	4.60	4.20	3.17	4.16	3.54	2.50
Standard deviation	24.34	28.01	21.82	20.03	20.80	28.33	20.18

Columns Tested:: a,b,c,d - a,b

Table 168

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	47	9	38	25	10	3	9	22
Effective base	18	4	14	15	6	3	6	9
Weighted Base	40	5	35	37	3	1	*	3
0-24%	28	-	28	26	1	*	*	2
	70%	-%	81%	70%	58%	74%	85%	63%
25-49%	6	-	6	6	*	-	-	*
	16%	-%	18%	17%	4%	-%	-%	3%
50-74%	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	26%	-%	5%
75-100%	*	*	-	*	-	-	-	-
	*%	2%	-%	*%	-%	-%	-%	-%
Don't know	6	5	*	5	1	-	*	1
	14%	98%	1%	12%	38%	-%	15%	30%
Answered	40	5	35	37	3	1	*	3
Mean Score	10.0	2.4	11.2	10.1	6.9	20.3	9.9	9.5
Standard error	1.68	5.60	1.66	2.31	2.74	-	-	2.76
Standard deviation	11.48	16.80	10.26	11.54	8.66	-	-	12.94

Columns Tested:: a,b - a,b,c,d,e

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	47	13	9	3	6	7	9	25	10	12
Effective base	18	10	6	3	5	5	6	15	6	5
Weighted Base	40	29	6	2	2	1	*	37	3	1
0-24%	28	20	4	2	1	1	*	26	1	1
	70%	70%	62%	100%	58%	70%	85%	70%	58%	77%
25-49%	6	6	-	-	-	*	-	6	*	-
	16%	21%	-%	-%	-%	12%	-%	17%	4%	-%
50-74%	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	18%	-%	-%	-%	19%
75-100%	*	-	*	-	-	-	-	*	-	-
	*%	-%	2%	-%	-%	-%	-%	*%	-%	-%
Don't know	6	2	2	-	1	-	*	5	1	*
	14%	8%	36%	-%	42%	-%	15%	12%	38%	4%
Answered	40	29	6	2	2	1	*	37	3	1
Mean Score	10.0	9.7	12.4	8.7	5.8	19.1	9.9	10.1	6.9	17.5
Standard error	1.68	2.96	5.63	6.68	2.71	-	-	2.31	2.74	-
Standard deviation	11.48	10.66	16.90	11.57	6.64	-	-	11.54	8.66	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	47	17	8	10	3	9	19	5	2	6	10
Effective base	18	11	7	6	3	6	10	3	2	2	4
Weighted Base	40	31	6	3	1	*	21	8	2	5	2
0-24%	28	22	4	1	*	*	17	7	1	1	1
	70%	71%	66%	58%	74%	85%	84%	90%	56%	21%	62%
25-49%	6	6	-	*	-	-	3	-	-	3	*
	16%	20%	-%	4%	-%	-%	13%	-%	-%	76%	6%
50-74%	*	-	-	-	*	-	*	-	-	-	-
	*%	-%	-%	-%	26%	-%	1%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	6	3	2	1	-	*	*	1	1	*	1
	14%	8%	34%	38%	-%	15%	1%	10%	44%	3%	32%
Answered	40	31	6	3	1	*	21	8	2	5	2
Mean Score	10.0	10.5	7.7	6.9	20.3	9.9	11.3	2.3	10.0	24.9	8.0
Standard error	1.68	2.93	3.07	2.74	-	-	2.56	2.56	8.86	4.30	3.59
Standard deviation	11.48	12.08	8.67	8.66	-	-	11.15	5.73	12.52	10.54	11.34

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	47	5	1	5	5	3	2	4	2	3
Effective base	18	3	1	3	2	2	2	3	2	2
Weighted Base	40	8	2	9	4	2	2	7	*	3
0-24%	28	8	2	6	1	*	2	5	*	3
	70%	93%	100%	62%	14%	28%	100%	67%	27%	100%
25-49%	6	-	-	3	3	-	-	-	-	-
	16%	-%	-%	38%	64%	-%	-%	-%	-%	-%
50-74%	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	73%	-%
75-100%	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	1	-	*	1	1	-	2	-	-
	14%	7%	-%	*%	21%	72%	-%	33%	-%	-%
Answered	40	8	2	9	4	2	2	7	*	3
Mean Score	10.0	5.1	2.0	13.7	17.5	2.8	15.1	6.6	37.8	12.3
Standard error	1.68	2.18	-	6.63	5.35	4.49	6.61	3.06	-	3.05
Standard deviation	11.48	4.87	-	14.82	11.97	7.77	9.35	6.12	-	5.28

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	47	11	8	11	30	17	5	7	5
Effective base	18	5	4	7	16	7	1	5	3
Weighted Base	40	8	10	19	38	3	1	1	*
0-24%	28	4	10	13	26	2	1	1	*
	70%	44%	93%	69%	70%	68%	89%	51%	70%
25-49%	6	3	-	3	6	*	*	-	-
	16%	32%	-%	18%	16%	4%	11%	-%	-%
50-74%	*	-	*	-	*	-	-	-	-
	*%	-%	1%	-%	*%	-%	-%	-%	-%
75-100%	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	5%	-%	11%	-%
Don't know	6	2	1	2	5	1	-	*	*
	14%	23%	5%	13%	13%	23%	-%	38%	30%
Answered	40	8	10	19	38	3	1	1	*
Mean Score	10.0	13.2	5.1	11.1	9.9	11.3	8.2	15.6	7.0
Standard error	1.68	3.09	2.56	3.48	1.91	6.67	-	34.15	-
Standard deviation	11.48	10.26	7.23	11.55	10.46	27.48	-	90.34	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	47	4	4	1	5	5	13	1	-	19
Effective base	18	3	2	1	3	1	5	1	-	7
Weighted Base	40	5	5	3	7	5	7	3	-	13
0-24%	28	2	*	-	*	5	6	3	-	13
	70%	42%	1%	-%	1%	90%	80%	100%	-%	98%
25-49%	6	-	3	3	6	-	-	-	-	*
	16%	-%	76%	100%	85%	-%	-%	-%	-%	1%
50-74%	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%
75-100%	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Don't know	6	3	1	-	1	1	1	-	-	*
	14%	58%	23%	-%	14%	10%	16%	-%	-%	1%
Answered	40	5	5	3	7	5	7	3	-	13
Mean Score	10.0	6.2	22.8	25.0	23.6	.9	9.3	13.0	-	7.3
Standard error	1.68	4.33	7.22	-	4.88	1.42	4.69	-	-	1.29
Standard deviation	11.48	8.66	14.43	-	10.90	3.17	16.91	-	-	5.63

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	47	14	13	20	38	9	-	44	3	45	2
Effective base	18	6	5	7	14	5	-	17	2	17	2
Weighted Base	40	17	7	16	26	14	-	39	1	39	1
0-24%	28	7	6	15	18	10	-	27	1	27	1
	70%	40%	80%	98%	68%	73%	-%	69%	100%	70%	65%
25-49%	6	6	-	*	6	-	-	6	-	6	-
	16%	35%	-%	1%	24%	-%	-%	16%	-%	16%	-%
50-74%	*	-	*	-	*	-	-	*	-	*	-
	*%	-%	2%	-%	1%	-%	-%	*%	-%	*%	-%
75-100%	*	-	*	-	-	*	-	*	-	*	-
	*%	-%	2%	-%	-%	1%	-%	*%	-%	*%	-%
Don't know	6	4	1	*	2	4	-	6	-	5	*
	14%	25%	16%	1%	8%	26%	-%	14%	-%	13%	35%
Answered	40	17	7	16	26	14	-	39	1	39	1
Mean Score	10.0	11.8	9.3	8.3	14.4	1.8	-	10.1	3.2	10.2	.7
Standard error	1.68	3.54	4.69	1.24	1.59	3.32	-	1.74	-	1.72	-
Standard deviation	11.48	13.25	16.91	5.54	9.81	9.97	-	11.54	-	11.52	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	47	13	13	21
Effective base	18	6	5	8
Weighted Base	40	12	6	22
0-24%	28	6	5	17
	70%	49%	95%	75%
25-49%	6	3	-	3
	16%	23%	-%	16%
50-74%	*	-	*	-
	*%	-%	3%	-%
75-100%	*	-	-	*
	*%	-%	-%	1%
Don't know	6	3	*	2
	14%	28%	3%	9%
Answered	40	12	6	22
Mean Score	10.0	10.7	10.6	9.5
Standard error	1.68	2.62	2.90	2.86
Standard deviation	11.48	9.44	10.44	13.10

Columns Tested: a,b,c

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	47	21	11	5	3	3	2	2	-	32	15	10
Effective base	18	10	3	3	1	2	1	1	-	13	5	3
Weighted Base	40	20	8	8	1	*	2	1	-	28	12	4
0-24%	28	13	8	3	1	*	2	1	-	21	7	4
	70%	64%	98%	43%	96%	100%	100%	83%	-%	73%	61%	96%
25-49%	6	3	-	4	-	-	-	-	-	3	4	-
	16%	13%	-%	46%	-%	-%	-%	-%	-%	10%	30%	-%
50-74%	*	-	-	-	-	-	-	*	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	17%	-%	-%	1%	4%
75-100%	*	*	-	-	-	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	6	5	*	1	*	-	-	-	-	5	1	*
	14%	22%	2%	11%	4%	-%	-%	-%	-%	17%	7%	1%
Answered	40	20	8	8	1	*	2	1	-	28	12	4
Mean Score	10.0	10.8	5.6	14.4	9.6	10.3	2.0	12.5	-	9.3	11.6	6.5
Standard error	1.68	2.39	2.56	6.98	-	-	.51	-	-	1.85	3.63	3.31
Standard deviation	11.48	10.97	8.48	15.62	-	-	.72	-	-	10.46	14.04	10.47

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	47	6	15	26	44	41	45	47	32	32	4	19	3	5	4	7	3
Effective base	18	4	7	8	17	14	17	18	11	10	3	10	2	1	2	2	2
Weighted Base	40	10	10	20	39	33	40	40	26	24	7	20	1	4	*	7	1
0-24%	28	5	8	15	28	26	28	28	22	16	2	15	1	3	*	6	1
	70%	47%	81%	76%	72%	80%	70%	70%	85%	67%	27%	73%	43%	96%	100%	98%	86%
25-49%	6	3	-	4	6	4	6	6	3	6	3	3	-	-	-	-	*
	16%	26%	-%	18%	16%	11%	16%	16%	13%	27%	38%	17%	-%	-%	-%	-%	14%
50-74%	*	-	-	*	*	*	*	*	*	*	-	-	-	-	-	*	-
	*%	-%	-%	1%	*%	*%	*%	*%	1%	1%	-%	-%	-%	-%	-%	2%	-%
75-100%	*	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	3	2	1	5	3	6	6	*	1	3	2	1	*	-	-	-
	14%	27%	17%	5%	12%	9%	14%	14%	1%	6%	35%	10%	57%	4%	-%	-%	-%
Answered	40	10	10	20	39	33	40	40	26	24	7	20	1	4	*	7	1
Mean Score	10.0	11.2	10.5	9.2	9.9	9.2	9.7	10.0	11.2	12.3	12.1	12.6	8.6	1.7	8.3	3.5	5.5
Standard error	1.68	3.95	3.28	2.40	1.55	1.58	1.53	1.68	1.81	2.08	5.79	2.29	10.18	1.49	-	3.33	-
Standard deviation	11.48	9.68	12.72	12.23	10.29	10.10	10.28	11.48	10.26	11.74	11.58	9.99	17.63	3.33	-	8.82	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	47	21	8	4	1	3	5	2	17	7	5	4	4	2	2
Effective base	18	11	3	2	1	3	1	2	7	4	2	1	2	2	2
Weighted Base	40	25	6	*	*	2	5	*	13	12	1	4	1	1	*
0-24%	28	15	6	*	*	2	5	*	11	8	*	4	1	1	*
	70%	58%	100%	52%	100%	100%	97%	36%	86%	69%	20%	100%	100%	100%	36%
25-49%	6	6	-	-	-	-	-	*	-	3	-	-	-	-	*
	16%	24%	-%	-%	-%	-%	-%	64%	-%	29%	-%	-%	-%	-%	64%
50-74%	*	-	-	-	-	-	*	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	5	-	*	-	-	-	-	2	*	1	-	-	-	-
	14%	18%	-%	48%	-%	-%	-%	-%	13%	2%	80%	-%	-%	-%	-%
Answered	40	25	6	*	*	2	5	*	13	12	1	4	1	1	*
Mean Score	10.0	11.5	10.9	5.6	10.0	8.0	1.6	21.1	10.0	11.7	2.3	2.9	6.2	4.1	21.1
Standard error	1.68	2.43	1.89	-	-	2.08	4.18	-	1.79	5.19	5.14	2.10	3.40	-	-
Standard deviation	11.48	11.12	5.34	-	-	3.60	9.34	-	7.37	13.73	11.49	4.20	6.81	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	47	16	7	9	4	3	2	6	8	6	13	10	8
Effective base	18	7	4	1	3	2	2	2	6	2	7	4	2
Weighted Base	40	14	9	5	3	2	1	6	14	5	4	10	7
0-24%	28	7	8	5	2	2	1	2	8	1	4	9	6
	70%	54%	90%	91%	70%	100%	100%	39%	57%	21%	86%	95%	88%
25-49%	6	3	-	-	-	-	-	4	3	3	*	-	-
	16%	20%	-%	-%	-%	-%	-%	58%	19%	68%	2%	-%	-%
50-74%	*	-	-	-	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	2%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	3	1	*	1	-	-	-	3	1	1	*	1
	14%	25%	10%	9%	30%	-%	-%	-%	24%	11%	12%	3%	12%
Answered	40	14	9	5	3	2	1	6	14	5	4	10	7
Mean Score	10.0	11.1	6.5	.7	10.3	15.1	4.1	19.9	11.0	23.8	10.4	6.4	1.1
Standard error	1.68	3.13	2.58	1.00	4.64	5.39	-	6.28	3.31	4.71	2.08	2.57	.98
Standard deviation	11.48	12.54	6.82	2.99	9.28	9.33	-	15.38	9.37	11.54	7.48	8.12	2.77

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	47	12	9	9	8	6	7	6	13	8	6
Effective base	18	8	3	5	2	2	4	3	6	3	2
Weighted Base	40	20	6	3	4	6	8	8	4	7	6
0-24%	28	13	2	3	4	6	7	4	3	7	5
	70%	68%	32%	84%	96%	100%	88%	50%	86%	96%	86%
25-49%	6	3	4	-	-	-	-	3	*	-	-
	16%	14%	59%	-%	-%	-%	-%	43%	3%	-%	-%
50-74%	*	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	1	1	-	-	1	1	*	*	1
	14%	18%	9%	16%	-%	-%	12%	7%	11%	4%	14%
Answered	40	20	6	3	4	6	8	8	4	7	6
Mean Score	10.0	8.2	21.9	10.0	13.3	.9	10.5	18.4	11.7	2.8	.6
Standard error	1.68	2.60	3.88	2.63	2.92	.93	2.81	4.62	2.10	1.15	.98
Standard deviation	11.48	9.00	11.65	7.90	8.26	2.28	7.44	11.33	7.58	3.24	2.39

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	47	7	8	14	10	7	34	1	12	42	5	38	6
Effective base	18	4	2	5	5	3	13	1	5	15	3	14	3
Weighted Base	40	11	5	4	14	3	26	*	14	31	9	31	8
0-24%	28	5	1	4	13	2	17	*	11	19	9	20	8
	70%	51%	22%	90%	93%	69%	65%	100%	78%	61%	100%	64%	98%
25-49%	6	3	3	-	*	-	6	-	-	6	-	6	-
	16%	25%	63%	-%	1%	-%	24%	-%	-%	20%	-%	20%	-%
50-74%	*	-	-	*	-	-	*	-	-	*	-	-	*
	*%	-%	-%	3%	-%	-%	1%	-%	-%	*%	-%	-%	2%
75-100%	*	*	-	-	-	-	-	-	*	*	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%
Don't know	6	2	1	*	1	1	3	-	3	6	-	5	-
	14%	23%	16%	7%	7%	31%	10%	-%	21%	18%	-%	15%	-%
Answered	40	11	5	4	14	3	26	*	14	31	9	31	8
Mean Score	10.0	13.2	20.3	8.4	5.2	9.9	13.3	5.0	4.1	12.2	2.2	11.5	4.2
Standard error	1.68	5.19	5.00	2.64	2.21	4.22	1.86	-	3.02	1.86	1.50	1.65	3.67
Standard deviation	11.48	13.74	14.14	9.86	7.00	11.17	10.87	-	10.46	12.02	3.36	10.19	8.99

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	*b	a	*b	*a	*b	*a	*b
Unweighted Base	47	30	11	27	20	39	5	29	12	29	18
Effective base	18	11	5	11	8	15	2	11	5	12	7
Weighted Base	40	19	13	18	22	32	7	17	15	22	18
0-24%	28	17	10	11	17	21	7	14	12	14	14
	70%	85%	72%	58%	80%	65%	98%	82%	77%	65%	75%
25-49%	6	-	4	3	4	6	-	-	4	3	4
	16%	-%	27%	15%	16%	20%	-%	-%	23%	12%	19%
50-74%	*	-	*	*	-	-	*	*	-	-	*
	*%	-%	1%	1%	-%	-%	2%	1%	-%	-%	1%
75-100%	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%
Don't know	6	3	-	5	1	5	-	3	-	5	1
	14%	15%	-%	26%	4%	15%	-%	17%	-%	22%	5%
Answered	40	19	13	18	22	32	7	17	15	22	18
Mean Score	10.0	7.1	12.4	12.0	8.4	11.6	2.8	6.9	11.8	11.7	7.9
Standard error	1.68	1.14	4.13	2.36	2.41	1.62	3.61	1.45	3.45	2.00	2.89
Standard deviation	11.48	6.22	13.71	12.28	10.77	10.12	8.07	7.79	11.95	10.77	12.26

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	*b	*c	*d	a	b	*c	*d
Unweighted Base	47	36	34	21	-	40	27	16	-	46	31	19	-
Effective base	18	14	14	8	-	14	10	6	-	17	13	8	-
Weighted Base	40	32	29	17	-	31	20	15	-	40	24	17	-
0-24%	28	21	21	10	-	24	14	11	-	28	18	14	-
	70%	66%	72%	60%	-%	79%	68%	75%	-%	70%	77%	83%	-%
25-49%	6	6	4	3	-	4	4	3	-	6	*	-	-
	16%	20%	12%	21%	-%	11%	18%	23%	-%	16%	*%	-%	-%
50-74%	*	*	*	-	-	*	*	-	-	*	-	-	-
	*%	*%	1%	-%	-%	*%	1%	-%	-%	*%	-%	-%	-%
75-100%	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	6	4	4	3	-	3	3	*	-	6	5	3	-
	14%	13%	15%	19%	-%	10%	13%	3%	-%	14%	22%	17%	-%
Answered	40	32	29	17	-	31	20	15	-	40	24	17	-
Mean Score	10.0	10.5	10.6	11.1	-	8.7	11.2	10.7	-	10.0	6.0	5.7	-
Standard error	1.68	1.79	1.75	2.45	-	1.59	2.20	2.87	-	1.70	1.15	1.28	-
Standard deviation	11.48	10.75	10.18	11.21	-	10.04	11.41	11.50	-	11.54	6.42	5.56	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	47	43	36	47	41	30	4	34	39	47	16	10	13	14
Effective base	18	17	12	18	16	12	2	13	14	18	6	5	5	5
Weighted Base	40	39	29	40	38	27	2	30	34	40	13	8	11	7
0-24%	28	28	22	28	27	26	2	25	22	28	13	8	6	4
	70%	72%	78%	70%	71%	95%	100%	84%	66%	70%	98%	97%	59%	62%
25-49%	6	6	4	6	6	-	-	*	6	6	-	-	-	-
	16%	16%	12%	16%	16%	-%	-%	*%	18%	16%	-%	-%	-%	-%
50-74%	*	-	*	*	-	*	-	-	-	*	-	-	*	*
	*%	-%	1%	*%	-%	1%	-%	-%	-%	*%	-%	-%	1%	2%
75-100%	*	-	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Don't know	6	5	3	6	5	1	-	5	6	6	*	*	4	3
	14%	12%	9%	14%	12%	4%	-%	16%	16%	14%	2%	3%	40%	36%
Answered	40	39	29	40	38	27	2	30	34	40	13	8	11	7
Mean Score	10.0	9.8	9.5	10.0	9.9	7.4	7.5	6.6	9.8	10.0	6.0	9.7	7.3	6.7
Standard error	1.68	1.53	1.73	1.68	1.58	1.35	1.91	1.16	1.68	1.68	1.41	1.48	2.22	2.27
Standard deviation	11.48	10.00	10.39	11.48	10.11	7.39	3.83	6.77	10.52	11.48	5.62	4.68	8.02	8.49

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	47	15	8	4	2	42	40	45	40	39	41	35	15	-	42	1
Effective base	18	4	5	2	1	16	14	16	16	15	16	14	6	-	17	1
Weighted Base	40	9	4	1	2	37	31	38	35	34	37	29	10	-	32	*
0-24%	28	9	4	*	2	26	23	26	26	25	26	19	7	-	20	*
	70%	96%	100%	1%	100%	69%	73%	69%	76%	74%	70%	68%	73%	-%	63%	100%
25-49%	6	*	-	-	-	6	3	6	3	3	6	4	-	-	6	-
	16%	1%	-%	-%	-%	17%	9%	17%	8%	8%	17%	12%	-%	-%	20%	-%
50-74%	*	-	-	*	-	-	*	*	-	*	*	*	-	-	*	-
	*%	-%	-%	11%	-%	-%	*%	*%	-%	*%	*%	1%	-%	-%	*%	-%
75-100%	*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%
Don't know	6	*	-	1	-	5	5	5	6	6	5	5	3	-	5	-
	14%	3%	-%	88%	-%	14%	17%	14%	16%	16%	12%	18%	27%	-%	17%	-%
Answered	40	9	4	1	2	37	31	38	35	34	37	29	10	-	32	*
Mean Score	10.0	9.4	13.1	5.7	2.2	10.4	8.7	10.5	7.7	7.7	10.2	10.6	7.0	-	12.4	10.0
Standard error	1.68	2.02	2.29	15.30	.67	1.76	1.70	1.74	1.56	1.62	1.63	2.00	1.57	-	1.81	-
Standard deviation	11.48	7.81	6.47	30.60	.95	11.43	10.75	11.65	9.84	10.15	10.45	11.83	6.10	-	11.72	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	47	26	21	25	-	18	11	9	30	8	15	10	21
Effective base	18	8	9	11	-	6	7	4	11	4	6	4	8
Weighted Base	40	20	20	21	-	14	17	6	22	12	10	9	21
0-24%	28	19	9	20	-	13	13	5	11	12	8	8	11
	70%	93%	45%	95%	-%	92%	79%	84%	50%	100%	80%	97%	53%
25-49%	6	*	6	*	-	*	3	-	6	-	-	*	6
	16%	*%	31%	*%	-%	1%	21%	-%	28%	-%	-%	1%	30%
50-74%	*	*	-	*	-	*	-	-	*	-	-	*	-
	*%	1%	-%	1%	-%	1%	-%	-%	1%	-%	-%	2%	-%
75-100%	*	-	*	-	-	-	-	-	*	-	-	-	*
	*%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%
Don't know	6	1	4	1	-	1	-	1	5	-	2	-	4
	14%	5%	23%	4%	-%	6%	-%	16%	21%	-%	20%	-%	17%
Answered	40	20	20	21	-	14	17	6	22	12	10	9	21
Mean Score	10.0	6.6	13.6	9.4	-	7.1	12.3	7.2	13.8	4.3	6.4	9.2	12.2
Standard error	1.68	1.51	2.99	1.47	-	2.07	3.23	2.41	2.43	2.04	1.21	2.92	3.12
Standard deviation	11.48	7.72	13.72	7.35	-	8.77	10.73	7.24	13.29	5.77	4.69	9.22	14.31

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	47	25	22
Effective base	18	8	9
Weighted Base	40	21	19
0-24%	28	14	14
	70%	64%	77%
25-49%	6	4	3
	16%	17%	14%
50-74%	*	*	-
	*%	1%	-%
75-100%	*	*	-
	*%	1%	-%
Don't know	6	4	2
	14%	18%	9%
Answered	40	21	19
Mean Score	10.0	10.2	9.8
Standard error	1.68	2.76	1.82
Standard deviation	11.48	13.81	8.52

Columns Tested:: a,b

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	47	-	2	12	5	1	5	4	5	6	2	5	-
Effective base	18	-	2	5	2	1	2	2	3	4	1	4	-
Weighted Base	40	-	*	10	3	3	1	1	2	12	*	9	-
0-24%	28	-	*	7	1	-	*	1	2	9	*	9	-
	70%	-%	49%	72%	20%	-%	15%	100%	94%	72%	100%	100%	-%
25-49%	6	-	-	-	-	3	-	-	*	3	-	-	-
	16%	-%	-%	-%	-%	100%	-%	-%	6%	28%	-%	-%	-%
50-74%	*	-	-	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	29%	-%	-%	-%	-%	-%	-%
75-100%	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	*	3	3	-	*	-	-	-	-	-	-
	14%	-%	51%	27%	80%	-%	56%	-%	-%	-%	-%	-%	-%
Answered	40	-	*	10	3	3	1	1	2	12	*	9	-
Mean Score	10.0	-	2.4	9.0	2.0	25.0	16.7	9.7	12.7	11.0	10.3	7.4	-
Standard error	1.68	-	-	3.59	2.14	-	-	-	5.80	5.47	-	3.24	-
Standard deviation	11.48	-	-	12.43	4.79	-	-	-	12.97	13.40	-	7.25	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 168 (continuation)

QV6d2.6. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	47	15	10	15	7	25	22
Effective base	18	6	2	5	4	8	10
Weighted Base	40	12	4	15	9	16	24
0-24%	28	7	1	11	9	8	20
	70%	57%	18%	76%	100%	47%	85%
25-49%	6	-	3	4	-	3	4
	16%	-%	68%	24%	-%	17%	15%
50-74%	*	-	*	-	-	*	-
	*%	-%	4%	-%	-%	1%	-%
75-100%	*	*	-	-	-	*	-
	*%	1%	-%	-%	-%	1%	-%
Don't know	6	5	*	-	-	6	-
	14%	42%	11%	-%	-%	34%	-%
Answered	40	12	4	15	9	16	24
Mean Score	10.0	7.1	20.6	11.1	7.5	10.4	9.7
Standard error	1.68	2.97	3.83	3.26	2.70	2.55	2.30
Standard deviation	11.48	11.50	12.12	12.61	7.14	12.76	10.80

Columns Tested:: a,b,c,d - a,b

Table 170

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	*b	*c	*d	e
Unweighted Base	138	32	106	97	9	6	26	41
Effective base	62	15	48	59	4	5	16	8
Weighted Base	134	28	106	130	3	1	*	4
0-24%	90	8	83	88	2	*	*	2
	68%	28%	78%	68%	58%	45%	74%	57%
			a					
25-49%	16	*	15	15	*	*	*	1
	12%	*%	15%	12%	14%	14%	15%	14%
50-74%	4	1	3	4	-	-	*	*
	3%	2%	3%	3%	-%	-%	1%	*%
75-100%	8	7	1	8	-	-	*	*
	6%	24%	1%	6%	-%	-%	2%	*%
		b						
Don't know	16	13	3	15	1	*	*	1
	12%	45%	3%	11%	28%	41%	8%	28%
		b						
Answered	134	28	106	130	3	1	*	4
Mean Score	16.2	26.4	13.5	16.3	10.4	7.4	14.7	10.3
		b						
Standard error	2.02	7.63	1.38	2.43	3.59	-	-	1.73
Standard deviation	23.71	43.17	14.21	23.98	10.77	-	-	11.07

Columns Tested: a,b - a,b,c,d,e

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	*e	*f	g	*h	i
Unweighted Base	138	51	36	10	4	11	26	97	9	32
Effective base	62	36	20	6	3	4	16	59	4	12
Weighted Base	134	84	42	4	1	2	*	130	3	1
0-24%	90	59	27	2	*	2	*	88	2	1
	68%	70%	65%	42%	4%	80%	74%	68%	58%	55%
25-49%	16	12	3	-	*	*	*	15	*	*
	12%	14%	8%	-%	33%	5%	15%	12%	14%	15%
50-74%	4	-	3	1	-	-	*	4	-	*
	3%	-%	8%	17%	-%	-%	1%	3%	-%	*%
75-100%	8	4	3	*	-	-	*	8	-	*
	6%	5%	8%	11%	-%	-%	2%	6%	-%	1%
Don't know	16	9	5	1	1	*	*	15	1	*
	12%	11%	12%	30%	62%	15%	8%	11%	28%	29%
Answered	134	84	42	4	1	2	*	130	3	1
Mean Score	16.2	14.9	18.8	21.7	8.8	10.2	14.7	16.3	10.4	10.0
Standard error	2.02	3.10	4.48	10.62	17.82	2.90	-	2.43	3.59	5.51
Standard deviation	23.71	22.17	26.86	33.59	35.63	9.62	-	23.98	10.77	31.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	138	67	30	9	6	26	56	20	9	17	20
Effective base	62	45	20	4	5	16	34	9	5	4	2
Weighted Base	134	110	20	3	1	*	73	25	4	8	6
0-24%	90	78	10	2	*	*	54	20	2	3	5
	68%	71%	49%	58%	45%	74%	74%	80%	64%	41%	86%
25-49%	16	15	-	*	*	*	12	-	*	3	*
	12%	14%	-%	14%	14%	15%	16%	-%	10%	42%	3%
50-74%	4	3	1	-	-	*	3	*	-	-	*
	3%	3%	3%	-%	-%	1%	4%	1%	-%	-%	*%
75-100%	8	4	4	-	-	*	1	1	1	-	-
	6%	4%	18%	-%	-%	2%	1%	3%	23%	-%	-%
Don't know	16	9	6	1	*	*	4	4	*	1	1
	12%	8%	29%	28%	41%	8%	5%	16%	3%	17%	11%
		a									
Answered	134	110	20	3	1	*	73	25	4	8	6
Mean Score	16.2	15.0	23.4	10.4	7.4	14.7	13.2	11.0	32.1	16.6	2.0
Standard error	2.02	2.55	6.68	3.59	-	-	1.85	4.04	14.71	3.11	1.25
Standard deviation	23.71	20.86	36.59	10.77	-	-	13.84	18.08	44.12	12.81	5.61

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	138	12	3	13	7	10	10	9	8	6
Effective base	62	8	3	9	3	8	8	8	6	3
Weighted Base	134	16	7	28	5	14	17	19	13	5
0-24%	90	15	7	19	4	7	12	7	10	4
	68%	96%	100%	68%	86%	47%	71%	36%	74%	98%
25-49%	16	*	-	3	-	2	3	5	*	*
	12%	*%	-%	12%	-%	13%	16%	27%	3%	2%
50-74%	4	-	-	-	-	3	-	-	-	-
	3%	-%	-%	-%	-%	19%	-%	-%	-%	-%
75-100%	8	-	-	-	1	1	1	2	3	-
	6%	-%	-%	-%	11%	6%	6%	9%	23%	-%
Don't know	16	1	-	6	*	2	1	5	-	-
	12%	4%	-%	20%	3%	14%	7%	28%	-%	-%
Answered	134	16	7	28	5	14	17	19	13	5
Mean Score	16.2	11.3	5.3	8.8	15.2	21.6	16.2	18.6	32.1	7.3
Standard error	2.02	1.72	1.87	3.05	12.84	9.06	7.28	9.82	13.47	1.75
Standard deviation	23.71	5.95	3.23	11.01	33.98	28.65	23.03	29.47	38.10	4.29

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	e	*f	*g	*h
Unweighted Base	138	23	23	32	78	60	25	18	17
Effective base	62	14	17	23	53	29	11	11	10
Weighted Base	134	23	36	63	122	11	5	4	2
0-24%	90	15	31	37	84	6	3	2	1
	68%	65%	88%	59%	69%	55%	63%	39%	63%
25-49%	16	2	*	11	14	2	*	1	*
	12%	8%	1%	18%	11%	16%	8%	35%	*%
50-74%	4	3	-	-	3	1	*	*	*
	3%	12%	-%	-%	2%	10%	5%	12%	21%
75-100%	8	1	3	3	7	1	1	*	*
	6%	6%	9%	4%	6%	7%	10%	3%	6%
Don't know	16	2	1	12	15	1	1	*	*
	12%	9%	2%	19%	12%	12%	14%	10%	10%
Answered	134	23	36	63	122	11	5	4	2
Mean Score	16.2	17.5	18.0	13.7	15.7	21.4	20.1	22.0	23.5
Standard error	2.02	5.55	5.38	3.76	2.67	3.25	5.69	5.59	8.76
Standard deviation	23.71	26.64	25.80	21.28	23.61	25.20	28.44	23.70	36.13

Columns Tested:: a,b,c,d,e,f,g,h

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	138	7	10	1	11	9	52	5	5	49
Effective base	62	4	5	1	5	4	23	2	2	24
Weighted Base	134	10	14	*	15	13	39	5	1	50
0-24%	90	7	6	*	6	11	29	4	1	32
	68%	72%	39%	100%	40%	84%	75%	75%	100%	63%
25-49%	16	-	4	-	4	-	2	-	*	9
	12%	-%	27%	-%	26%	-%	6%	-%	-%	18%
50-74%	4	*	3	-	3	*	*	*	-	*
	3%	5%	19%	-%	19%	2%	-%	5%	-%	-%
75-100%	8	-	2	-	2	-	3	1	-	2
	6%	-%	12%	-%	12%	-%	9%	20%	-%	4%
Don't know	16	2	*	-	*	2	4	-	-	8
	12%	23%	3%	-%	3%	14%	9%	-%	-%	15%
Answered	134	10	14	*	15	13	39	5	1	50
Mean Score	16.2	6.4	36.4	5.0	35.6	7.9	15.4	24.6	12.1	14.6
Standard error	2.02	4.47	8.26	-	7.92	3.63	3.77	19.39	6.10	2.82
Standard deviation	23.71	11.82	26.11	-	26.26	10.90	27.18	43.36	13.63	19.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	138	27	52	59	117	21	-	125	13	135	3
Effective base	62	14	23	27	52	10	-	58	5	61	2
Weighted Base	134	38	39	57	113	21	-	128	6	132	2
0-24%	90	25	29	37	78	13	-	87	3	90	1
	68%	64%	75%	65%	69%	61%	-%	69%	48%	68%	42%
25-49%	16	4	2	9	15	1	-	16	-	16	-
	12%	10%	6%	16%	13%	3%	-%	12%	-%	12%	-%
50-74%	4	3	*	*	3	1	-	4	-	4	-
	3%	9%	*%	*%	3%	4%	-%	3%	-%	3%	-%
75-100%	8	2	3	3	5	3	-	7	1	7	1
	6%	5%	9%	5%	5%	13%	-%	5%	24%	5%	58%
Don't know	16	5	4	8	12	4	-	14	2	16	-
	12%	12%	9%	14%	11%	19%	-%	11%	28%	12%	-%
Answered	134	38	39	57	113	21	-	128	6	132	2
Mean Score	16.2	18.1	15.4	15.4	15.9	17.7	-	15.6	27.8	15.6	61.7
Standard error	2.02	4.39	3.77	2.87	1.98	7.46	-	2.00	12.52	1.96	42.18
Standard deviation	23.71	22.81	27.18	22.06	21.39	34.18	-	22.37	45.13	22.74	73.05

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	138	47	36	54
Effective base	62	25	16	22
Weighted Base	134	54	28	51
0-24%	90	32	24	34
	68%	59%	85%	67%
25-49%	16	10	*	5
	12%	18%	2%	10%
50-74%	4	1	*	3
	3%	1%	*%	6%
75-100%	8	4	2	2
	6%	7%	6%	4%
Don't know	16	7	2	7
	12%	13%	7%	13%
Answered	134	54	28	51
Mean Score	16.2	18.4	14.4	14.4
Standard error	2.02	3.77	3.88	2.88
Standard deviation	23.71	25.86	23.25	21.14

Columns Tested: a,b,c

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	138	78	33	10	8	3	3	1	2	111	27	17
Effective base	62	42	12	4	3	2	1	1	1	54	8	5
Weighted Base	134	92	28	7	2	1	2	1	*	120	13	6
0-24%	90	62	20	3	2	1	2	1	*	82	8	6
	68%	68%	70%	37%	90%	100%	100%	100%	83%	68%	63%	97%
25-49%	16	11	1	4	*	-	-	-	*	12	4	*
	12%	11%	4%	52%	6%	-%	-%	-%	17%	10%	30%	2%
50-74%	4	1	3	-	-	-	-	-	-	4	-	-
	3%	1%	10%	-%	-%	-%	-%	-%	-%	3%	-%	-%
75-100%	8	7	1	-	-	-	-	-	-	8	-	-
	6%	8%	3%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Don't know	16	11	4	1	*	-	-	-	-	15	1	*
	12%	12%	14%	11%	4%	-%	-%	-%	-%	12%	7%	1%
Answered	134	92	28	7	2	1	2	1	*	120	13	6
Mean Score	16.2	17.4	13.4	18.0	10.5	12.2	2.1	5.0	21.7	16.5	13.3	7.2
Standard error	2.02	2.93	3.54	4.26	2.16	8.94	.99	-	-	2.34	2.28	1.43
Standard deviation	23.71	25.90	20.35	13.48	6.12	15.49	1.72	-	-	24.68	11.86	5.89

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcellforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	138	29	49	60	125	121	133	138	90	65	18	68	13	10	9	11	4
Effective base	62	15	28	19	56	52	60	62	39	19	12	37	6	4	2	4	1
Weighted Base	134	34	58	42	117	110	125	134	86	43	22	84	5	2	2	10	1
0-24%	90	25	37	28	82	82	86	90	64	32	8	62	3	2	*	10	1
	68%	74%	64%	68%	69%	74%	69%	68%	74%	75%	39%	74%	60%	73%	21%	99%	97%
25-49%	16	2	8	5	11	13	13	16	13	9	2	10	1	*	*	-	*
	12%	7%	14%	12%	9%	12%	10%	12%	15%	22%	8%	11%	19%	15%	*%	-%	3%
50-74%	4	*	1	3	3	4	4	4	3	-	-	3	*	-	-	-	-
	3%	1%	2%	7%	3%	3%	3%	3%	3%	-%	-%	4%	5%	-%	-%	-%	-%
75-100%	8	4	3	1	7	3	7	8	4	*	4	3	-	*	-	-	-
	6%	11%	6%	2%	6%	3%	6%	6%	4%	*%	20%	3%	-%	6%	-%	-%	-%
Don't know	16	3	8	5	15	9	16	16	4	2	7	6	1	*	1	*	-
	12%	8%	14%	12%	12%	8%	13%	12%	4%	4%	33%	8%	16%	6%	78%	1%	-%
Answered	134	34	58	42	117	110	125	134	86	43	22	84	5	2	2	10	1
Mean Score	16.2	21.8	14.8	13.4	15.4	13.2	15.2	16.2	16.2	12.8	24.2	14.5	12.6	12.8	3.6	5.2	10.8
Standard error	2.02	5.34	3.41	2.31	2.14	1.65	2.02	2.02	2.15	1.42	8.98	2.39	3.94	9.30	3.57	1.72	-
Standard deviation	23.71	28.78	23.90	17.92	23.88	18.15	23.31	23.71	20.37	11.44	38.11	19.68	14.21	29.41	10.72	5.72	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	138	82	10	10	7	8	5	3	71	18	11	9	9	3	-
Effective base	62	46	2	3	2	5	2	2	36	8	5	6	4	1	-
Weighted Base	134	99	4	2	2	4	6	*	75	24	4	5	2	1	-
0-24%	90	65	4	1	*	4	6	*	56	17	2	3	2	1	-
	68%	66%	96%	67%	22%	99%	100%	58%	75%	74%	55%	66%	98%	97%	-%
25-49%	16	10	*	1	-	*	-	*	8	3	1	*	-	*	-
	12%	10%	1%	25%	-%	*%	-%	42%	11%	15%	12%	7%	-%	3%	-%
50-74%	4	3	*	-	-	-	-	-	1	3	*	-	-	-	-
	3%	3%	4%	-%	-%	-%	-%	-%	1%	12%	6%	-%	-%	-%	-%
75-100%	8	7	-	-	*	-	-	-	3	-	-	*	-	-	-
	6%	7%	-%	-%	*%	-%	-%	-%	4%	-%	-%	3%	-%	-%	-%
Don't know	16	13	-	*	1	*	-	-	7	-	1	1	*	-	-
	12%	13%	-%	7%	78%	1%	-%	-%	9%	-%	27%	25%	2%	-%	-%
Answered	134	99	4	2	2	4	6	*	75	24	4	5	2	1	-
Mean Score	16.2	17.2	5.1	11.0	.9	10.2	1.9	22.7	12.8	15.7	11.2	11.2	9.3	10.5	-
Standard error	2.02	2.81	3.31	4.75	2.93	1.43	1.73	-	2.30	3.86	4.52	5.90	2.13	-	-
Standard deviation	23.71	25.40	10.46	15.02	7.74	4.04	3.86	-	19.38	16.40	14.98	17.69	6.38	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcellforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	138	80	15	12	11	11	4	5	30	26	40	24	13
Effective base	62	42	5	3	4	3	2	3	19	11	19	9	3
Weighted Base	134	88	13	9	9	5	3	7	45	21	35	15	10
0-24%	90	53	13	8	8	4	1	3	31	13	23	11	9
	68%	60%	100%	93%	91%	74%	34%	46%	68%	61%	65%	72%	91%
25-49%	16	9	*	-	-	1	2	3	7	4	1	1	*
	12%	10%	*%	-%	-%	26%	66%	52%	16%	19%	2%	7%	*%
50-74%	4	4	-	*	-	-	-	-	-	1	3	*	-
	3%	4%	-%	3%	-%	-%	-%	-%	-%	3%	8%	2%	-%
75-100%	8	8	-	-	-	-	-	*	2	1	4	*	-
	6%	9%	-%	-%	-%	-%	-%	2%	4%	5%	13%	*%	-%
Don't know	16	15	-	*	1	-	-	-	5	3	4	3	1
	12%	17%	-%	5%	9%	-%	-%	-%	12%	12%	13%	19%	8%
Answered	134	88	13	9	9	5	3	7	45	21	35	15	10
Mean Score	16.2	19.1	4.7	4.2	14.0	10.7	19.2	21.2	14.3	17.5	21.9	6.6	3.2
Standard error	2.02	3.09	1.25	2.76	2.00	3.23	5.10	8.17	3.64	4.10	5.13	1.98	1.27
Standard deviation	23.71	27.62	4.85	9.55	6.62	10.71	10.21	18.28	19.94	20.93	32.45	9.68	4.57

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	*a	b	c	*d	*e
Unweighted Base	138	40	25	34	17	8	27	30	36	17	11
Effective base	62	24	10	17	4	2	17	12	14	8	3
Weighted Base	134	52	21	28	7	6	40	25	24	11	9
0-24%	90	35	14	18	5	6	30	19	16	8	8
	68%	68%	66%	63%	75%	100%	75%	75%	69%	67%	91%
25-49%	16	7	4	1	*	*	7	4	1	1	*
	12%	13%	17%	2%	1%	*%	18%	15%	3%	8%	*%
50-74%	4	3	1	-	*	-	-	1	3	*	-
	3%	5%	3%	-%	*%	-%	-%	3%	11%	2%	-%
75-100%	8	2	1	4	*	-	-	*	3	-	-
	6%	4%	5%	15%	*%	-%	-%	1%	11%	-%	-%
Don't know	16	5	2	6	2	-	3	2	1	3	1
	12%	10%	10%	20%	24%	-%	7%	7%	6%	22%	9%
Answered	134	52	21	28	7	6	40	25	24	11	9
Mean Score	16.2	14.3	17.3	20.8	4.2	2.0	12.2	12.0	22.7	7.5	3.0
Standard error	2.02	3.35	4.10	5.88	1.45	1.47	2.01	2.49	5.21	2.55	1.41
Standard deviation	23.71	21.22	20.51	34.26	5.99	4.15	10.43	13.66	31.25	10.52	4.67

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	c	*d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	138	42	24	35	24	12	98	4	34	124	14	115	10
Effective base	62	22	12	13	11	4	42	2	18	58	5	52	3
Weighted Base	134	52	23	24	26	7	86	5	43	118	15	108	9
0-24%	90	38	10	13	22	5	54	3	33	77	14	73	9
	68%	72%	43%	56%	85%	83%	63%	73%	77%	65%	90%	67%	94%
25-49%	16	5	9	1	1	*	15	*	*	15	*	11	*
	12%	9%	39%	4%	4%	*%	17%	8%	1%	13%	3%	10%	3%
50-74%	4	*	1	3	*	-	4	-	-	4	-	3	-
	3%	1%	3%	12%	1%	-%	5%	-%	-%	3%	-%	3%	-%
75-100%	8	4	1	2	-	*	1	1	6	7	1	7	*
	6%	8%	4%	10%	-%	5%	2%	19%	14%	6%	8%	6%	1%
									a				
Don't know	16	5	3	4	3	1	12	-	4	16	-	14	*
	12%	10%	12%	19%	10%	13%	14%	-%	9%	13%	-%	13%	2%
Answered	134	52	23	24	26	7	86	5	43	118	15	108	9
Mean Score	16.2	17.8	20.1	20.9	8.0	8.4	14.1	32.0	18.8	16.3	15.2	16.3	5.2
Standard error	2.02	4.03	4.51	5.17	1.90	5.19	1.66	16.06	5.70	2.14	6.20	2.28	4.30
Standard deviation	23.71	26.12	22.08	30.59	9.29	17.99	16.44	32.12	33.21	23.87	23.19	24.41	13.59

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	138	103	18	95	43	117	8	98	23	102	36
Effective base	62	48	6	51	12	53	4	45	8	54	9
Weighted Base	134	93	18	102	32	105	12	90	20	108	26
0-24%	90	68	13	66	25	69	12	68	14	71	19
	68%	74%	77%	65%	76%	66%	99%	75%	69%	66%	75%
25-49%	16	9	4	10	6	11	*	7	6	11	4
	12%	10%	22%	10%	17%	10%	*%	8%	28%	10%	17%
50-74%	4	4	-	3	*	3	-	4	-	3	*
	3%	4%	-%	3%	2%	3%	-%	4%	-%	3%	2%
75-100%	8	3	*	8	*	7	*	2	*	8	*
	6%	3%	1%	7%	1%	7%	1%	3%	2%	7%	2%
Don't know	16	9	*	15	1	15	-	9	-	15	1
	12%	10%	1%	15%	3%	14%	-%	10%	-%	14%	4%
Answered	134	93	18	102	32	105	12	90	20	108	26
Mean Score	16.2	13.0	13.9	16.9	13.8	16.1	9.2	13.2	12.9	16.2	15.9
Standard error	2.02	1.86	3.31	2.66	2.21	2.29	4.78	1.88	3.45	2.51	2.55
Standard deviation	23.71	18.89	14.05	25.97	14.52	24.75	13.51	18.58	16.52	25.35	15.31

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcellforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	138	94	101	60	-	91	93	54	-	116	94	67	1
Effective base	62	42	47	28	-	40	41	24	-	52	40	30	1
Weighted Base	134	93	94	57	-	86	84	49	-	110	84	61	2
0-24%	90	73	66	42	-	72	58	36	-	81	61	48	-
	68%	78%	70%	73%	-%	84%	70%	73%	-%	74%	73%	78%	-%
25-49%	16	5	10	10	-	7	10	9	-	10	8	7	-
	12%	6%	11%	17%	-%	8%	12%	19%	-%	9%	10%	12%	-%
50-74%	4	3	*	-	-	*	3	-	-	4	*	-	-
	3%	3%	*%	-%	-%	1%	4%	-%	-%	3%	*%	-%	-%
75-100%	8	*	7	-	-	*	3	*	-	4	3	-	2
	6%	*%	7%	-%	-%	*%	3%	*%	-%	3%	3%	-%	100%
Don't know	16	12	11	6	-	6	9	4	-	12	12	6	-
	12%	12%	11%	10%	-%	7%	11%	8%	-%	10%	14%	10%	-%
Answered	134	93	94	57	-	86	84	49	-	110	84	61	2
Mean Score	16.2	9.3	16.0	9.0	-	9.0	14.2	10.1	-	13.1	12.1	9.9	100.0
			ac				a						
Standard error	2.02	1.29	2.50	1.34	-	1.02	2.00	1.57	-	1.82	1.84	1.15	-
Standard deviation	23.71	12.49	25.11	10.35	-	9.70	19.32	11.52	-	19.59	17.80	9.43	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	138	121	113	138	107	88	20	101	101	138	51	43	49	47
Effective base	62	55	50	62	47	42	7	44	45	62	23	23	21	22
Weighted Base	134	117	106	134	101	90	7	96	94	134	47	49	48	52
0-24%	90	81	78	90	72	72	4	71	69	90	42	44	32	34
	68%	69%	74%	68%	71%	80%	60%	74%	73%	68%	90%	89%	67%	66%
											c			
25-49%	16	11	12	16	12	7	3	9	10	16	2	3	3	3
	12%	9%	12%	12%	12%	8%	37%	9%	11%	12%	4%	7%	7%	7%
50-74%	4	3	4	4	*	1	-	*	*	4	-	-	3	3
	3%	3%	3%	3%	*%	1%	-%	*%	1%	3%	-%	-%	6%	5%
75-100%	8	7	3	8	3	6	-	1	*	8	-	-	3	5
	6%	6%	3%	6%	3%	7%	-%	1%	*%	6%	-%	-%	6%	10%
Don't know	16	15	9	16	14	5	*	15	15	16	3	2	7	6
	12%	12%	9%	12%	14%	5%	3%	16%	16%	12%	6%	4%	14%	12%
Answered	134	117	106	134	101	90	7	96	94	134	47	49	48	52
Mean Score	16.2	15.3	13.2	16.2	11.5	15.5	15.0	9.8	8.4	16.2	7.6	8.1	15.7	20.3
										abde				
Standard error	2.02	2.16	1.71	2.02	1.73	2.56	2.07	1.26	1.01	2.02	1.01	1.32	3.54	4.24
Standard deviation	23.71	23.76	18.16	23.71	17.85	23.99	9.28	12.71	10.10	23.71	7.22	8.64	24.77	29.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcellforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	138	22	12	8	6	124	106	127	120	103	92	115	58	-	111	13
Effective base	62	7	6	4	3	55	49	57	56	46	41	54	28	-	51	6
Weighted Base	134	13	13	7	5	113	101	117	121	99	88	111	60	-	106	10
0-24%	90	12	8	7	4	70	67	74	85	68	67	74	45	-	70	7
	68%	95%	64%	93%	89%	62%	66%	63%	70%	69%	76%	67%	76%	-%	66%	66%
25-49%	16	*	2	1	*	16	9	16	9	4	7	15	10	-	12	*
	12%	*%	16%	7%	8%	14%	8%	13%	7%	5%	8%	14%	17%	-%	12%	4%
50-74%	4	-	3	-	-	4	4	4	4	3	3	4	-	-	1	3
	3%	-%	20%	-%	-%	3%	4%	3%	3%	3%	4%	4%	-%	-%	1%	26%
75-100%	8	-	-	-	*	8	6	8	8	8	2	8	-	-	8	*
	6%	-%	-%	-%	3%	7%	6%	7%	7%	8%	2%	7%	-%	-%	7%	1%
Don't know	16	1	-	-	-	16	16	16	16	15	9	10	4	-	15	*
	12%	4%	-%	-%	-%	14%	16%	14%	13%	15%	10%	9%	7%	-%	14%	3%
Answered	134	13	13	7	5	113	101	117	121	99	88	111	60	-	106	10
Mean Score	16.2	6.9	22.9	8.0	10.7	16.9	14.6	16.6	15.9	16.1	11.5	18.2	10.3	-	17.3	20.3
Standard error	2.02	1.25	4.62	1.98	7.87	2.28	2.27	2.22	2.25	2.63	1.68	2.34	1.26	-	2.38	6.18
Standard deviation	23.71	5.87	16.00	5.59	19.27	25.38	23.39	25.01	24.68	26.66	16.10	25.13	9.57	-	25.09	22.27

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	b	*c	a	b	c
Unweighted Base	138	67	71	62	1	39	39	19	93	26	33	33	69
Effective base	62	30	32	24	1	13	19	7	37	18	15	15	32
Weighted Base	134	66	68	53	1	29	45	15	75	44	25	30	75
0-24%	90	57	33	43	1	27	32	11	40	39	21	26	40
	68%	87%	49%	80%	100%	93%	70%	76%	54%	89%	85%	88%	53%
		b									c	c	
25-49%	16	4	12	3	-	1	6	1	15	-	2	*	14
	12%	6%	17%	5%	-%	3%	13%	6%	20%	-%	7%	*%	18%
50-74%	4	3	1	3	-	-	3	3	1	*	-	3	1
	3%	4%	2%	5%	-%	-%	7%	18%	2%	*%	-%	9%	2%
75-100%	8	*	8	4	-	*	3	-	7	1	*	1	7
	6%	*%	11%	7%	-%	*%	8%	-%	9%	2%	*%	3%	9%
Don't know	16	2	14	2	-	1	1	-	12	4	2	-	14
	12%	2%	21%	3%	-%	4%	2%	-%	16%	9%	8%	-%	19%
			a										
Answered	134	66	68	53	1	29	45	15	75	44	25	30	75
Mean Score	16.2	11.1	21.1	18.7	10.0	8.6	21.6	19.9	21.1	6.5	7.5	15.0	19.1
			a				a					a	a
Standard error	2.02	1.56	3.57	3.02	-	1.59	4.01	3.76	2.84	2.92	1.16	3.42	3.37
Standard deviation	23.71	12.78	30.12	23.79	-	9.93	25.04	16.38	27.34	14.91	6.67	19.66	28.03

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelandforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	138	59	79
Effective base	62	25	37
Weighted Base	134	58	76
0-24%	90	39	51
	68%	67%	68%
25-49%	16	6	9
	12%	10%	13%
50-74%	4	*	4
	3%	*%	5%
75-100%	8	5	3
	6%	9%	4%
Don't know	16	8	8
	12%	13%	11%
Answered	134	58	76
Mean Score	16.2	16.0	16.3
Standard error	2.02	3.63	2.26
Standard deviation	23.71	27.86	20.13

Columns Tested:: a,b

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	138	-	12	32	22	3	13	8	17	10	11	6	4
Effective base	62	-	4	17	7	2	7	2	9	6	4	5	1
Weighted Base	134	-	12	37	11	7	15	4	14	16	6	8	2
0-24%	90	-	8	23	3	7	11	2	12	13	1	8	2
	68%	-%	70%	63%	25%	100%	75%	43%	84%	79%	19%	90%	98%
25-49%	16	-	-	3	*	-	*	2	2	3	4	-	*
	12%	-%	-%	8%	3%	-%	1%	56%	16%	21%	70%	-%	2%
50-74%	4	-	-	-	1	-	3	-	-	-	*	-	-
	3%	-%	-%	-%	6%	-%	18%	-%	-%	-%	8%	-%	-%
75-100%	8	-	*	4	2	-	1	-	-	-	*	1	-
	6%	-%	3%	11%	15%	-%	6%	-%	-%	-%	2%	10%	-%
Don't know	16	-	3	7	6	-	-	*	-	-	-	-	-
	12%	-%	27%	18%	51%	-%	-%	1%	-%	-%	-%	-%	-%
Answered	134	-	12	37	11	7	15	4	14	16	6	8	2
Mean Score	16.2	-	3.8	21.1	21.5	14.4	20.2	18.3	10.3	9.7	27.0	15.5	5.7
Standard error	2.02	-	3.90	5.26	7.88	4.53	7.68	3.15	2.09	3.71	4.88	10.90	2.25
Standard deviation	23.71	-	13.50	29.73	36.98	7.85	27.70	8.90	8.60	11.72	16.17	26.71	4.50

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 170 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	*d	a	b
Unweighted Base	138	46	36	35	21	82	56
Effective base	62	23	13	16	10	36	26
Weighted Base	134	54	29	34	16	83	51
0-24%	90	31	22	26	11	53	37
	68%	58%	76%	77%	65%	64%	73%
25-49%	16	3	*	8	4	3	12
	12%	6%	1%	23%	26%	4%	24%
							a
50-74%	4	-	3	-	*	3	*
	3%	-%	12%	-%	3%	4%	1%
75-100%	8	4	3	-	1	7	1
	6%	8%	9%	-%	6%	8%	2%
Don't know	16	15	1	*	-	16	*
	12%	28%	2%	*%	-%	19%	*%
		bc				b	
Answered	134	54	29	34	16	83	51
Mean Score	16.2	15.2	22.9	10.9	18.4	17.9	13.4
			c				
Standard error	2.02	3.93	4.84	1.75	4.79	3.04	2.04
Standard deviation	23.71	26.65	29.02	10.34	21.95	27.57	15.28

Columns Tested:: a,b,c,d - a,b

Table 172

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	238	47	191	159	34	14	31	79
Effective base	118	23	95	108	19	10	19	29
Weighted Base	239	42	196	228	8	2	1	11
0-24%	116	7	109	110	4	1	*	6
	48%	16%	56%	48%	51%	53%	73%	52%
			a				a	
25-49%	50	2	48	49	1	1	*	1
	21%	5%	24%	21%	6%	42%	9%	12%
			a					
50-74%	21	1	20	20	1	*	*	1
	9%	3%	10%	9%	11%	3%	7%	10%
75-100%	22	12	10	21	1	-	-	1
	9%	28%	5%	9%	15%	-%	-%	11%
		b						
Don't know	30	20	9	28	1	*	*	2
	12%	48%	5%	12%	18%	2%	11%	15%
		b						
Answered	239	42	196	228	8	2	1	11
Mean Score	26.0	32.1	24.7	26.0	26.8	26.7	16.7	26.2
Standard error	1.81	6.48	1.64	2.20	5.76	6.26	-	3.42
Standard deviation	27.85	44.42	22.70	27.80	33.57	23.43	-	30.37

Columns Tested: a,b - a,b,c,d,e

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	*e	f	g	h	i
Unweighted Base	238	98	45	16	21	27	31	159	34	45
Effective base	118	72	30	11	16	10	19	108	19	19
Weighted Base	239	162	58	8	6	4	1	228	8	2
0-24%	116 48%	74 45%	31 53%	6 69%	3 46%	2 60%	* 73% ag	110 48%	4 51%	1 59%
25-49%	50 21%	39 24%	10 17%	* 3%	* 7%	1 20%	* 9%	49 21%	1 6%	1 32%
50-74%	21 9%	16 10%	4 8%	* 4%	* 4%	1 19%	* 7%	20 9%	1 11%	* 4%
75-100%	22 9%	14 9%	5 9%	2 21%	1 19%	* 1%	- -%	21 9%	1 15%	- -%
Don't know	30 12%	20 12%	8 14%	* 3%	1 24%	* 1%	* 11%	28 12%	1 18%	* 5%
Answered	239	162	58	8	6	4	1	228	8	2
Mean Score	26.0	26.3	24.1	33.7	27.5	25.7	16.7	26.0	26.8	23.7
Standard error	1.81	2.81	3.92	9.65	8.20	4.23	-	2.20	5.76	3.07
Standard deviation	27.85	27.83	26.28	38.60	37.56	21.97	-	27.80	33.57	20.59

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	*b	*c	*d	e
Significance Level: 95%											
Unweighted Base	238	120	39	34	14	31	114	26	9	18	38
Effective base	118	89	28	19	10	19	82	8	5	5	5
Weighted Base	239	202	26	8	2	1	171	21	3	9	9
0-24%	116 48%	96 48%	14 53%	4 51%	1 53%	* 73%	81 47%	14 69%	2 76%	8 82%	6 66%
25-49%	50 21%	46 23%	2 9%	1 6%	1 42%	* 9%	46 27%	* 1%	* 13%	1 8%	1 14%
50-74%	21 9%	18 9%	2 8%	1 11%	* 3%	* 7%	19 11%	* 1%	- -%	* 4%	* 4%
75-100%	22 9%	18 9%	3 12%	1 15%	- -%	- -%	13 7%	2 9%	* 11%	* 5%	1 10%
Don't know	30 12%	23 12%	5 18%	1 18%	* 2%	* 11%	13 7%	4 19%	- -%	* 1%	1 7%
Answered	239	202	26	8	2	1	171	21	3	9	9
Mean Score	26.0	26.2	24.2	26.8	26.7	16.7	27.7	14.2	27.3	15.7	19.8
Standard error	1.81	2.53	4.63	5.76	6.26	-	2.40	5.08	7.42	5.31	5.16
Standard deviation	27.85	27.72	28.89	33.57	23.43	-	25.58	25.88	22.26	22.51	31.79

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	238	22	11	28	9	12	24	12	9	19
Effective base	118	15	9	18	5	9	19	9	5	13
Weighted Base	239	32	15	46	9	17	40	23	11	22
0-24%	116	19	5	22	4	5	26	7	11	5
	48%	60%	33%	47%	49%	31%	65%	32%	95%	21%
25-49%	50	8	5	10	3	1	3	7	*	9
	21%	26%	32%	21%	29%	9%	9%	32%	2%	42%
50-74%	21	-	2	4	2	5	3	3	-	2
	9%	-%	12%	9%	22%	28%	7%	13%	-%	9%
75-100%	22	2	-	3	-	5	2	-	*	6
	9%	5%	-%	7%	-%	27%	5%	-%	4%	29%
Don't know	30	3	3	7	-	1	6	5	-	-
	12%	9%	23%	16%	-%	6%	14%	23%	-%	-%
Answered	239	32	15	46	9	17	40	23	11	22
Mean Score	26.0	23.4	22.0	22.1	26.3	45.8	18.1	18.9	14.8	47.6
Standard error	1.81	4.84	4.89	5.07	4.76	11.03	4.57	5.05	6.23	8.17
Standard deviation	27.85	22.72	16.20	26.82	14.29	38.20	22.39	17.49	18.69	35.63

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	*g	*h
Unweighted Base	238	40	42	64	146	92	43	28	21
Effective base	118	27	28	45	99	45	23	16	8
Weighted Base	239	49	59	109	217	22	13	6	3
0-24%	116 48%	14 30%	35 60%	55 51%	105 48%	11 49%	8 56%	2 36%	1 44%
25-49%	50 21%	13 28%	13 23%	20 19%	47 22%	3 14%	1 11%	1 15%	1 33%
50-74%	21 9%	9 18%	2 3%	10 9%	21 10%	1 3%	* 2%	* 4%	* 6%
75-100%	22 9%	11 22%	2 4%	5 5%	18 8%	4 17%	2 18%	1 20%	* 6%
Don't know	30 12%	1 2%	6 11%	18 17%	26 12%	4 16%	2 13%	2 26%	* 10%
Answered	239	49	59	109	217	22	13	6	3
Mean Score	26.0	42.9	21.4	19.9	25.5	31.2	32.6	29.8	27.7
Standard error	1.81	bcd 5.40	3.15	2.93	2.24	c 3.64	c 5.40	7.70	7.06
Standard deviation	27.85	34.13	20.43	23.40	27.07	34.91	35.42	40.73	32.33

Columns Tested:: a,b,c,d,e,f,g,h

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	238	14	10	3	13	15	68	9	12	106
Effective base	118	9	5	2	7	6	35	3	5	55
Weighted Base	239	19	12	5	17	19	56	7	7	113
0-24%	116	9	6	2	8	11	36	3	4	44
	48%	44%	54%	36%	48%	58%	65%	44%	62%	39%
							i			
25-49%	50	3	-	3	3	5	10	3	2	25
	21%	13%	-%	50%	16%	24%	18%	43%	27%	23%
50-74%	21	-	3	-	3	1	1	*	*	17
	9%	-%	23%	-%	16%	5%	1%	3%	1%	15%
										f
75-100%	22	2	3	1	3	2	3	*	-	11
	9%	13%	22%	13%	19%	10%	6%	4%	-%	9%
Don't know	30	6	*	-	*	1	6	*	1	16
	12%	30%	1%	-%	1%	3%	10%	6%	10%	15%
Answered	239	19	12	5	17	19	56	7	7	113
Mean Score	26.0	22.1	38.7	33.0	36.9	23.6	18.3	25.5	20.4	29.7
										f
Standard error	1.81	8.84	12.24	16.72	9.75	6.90	2.89	7.46	2.75	2.74
Standard deviation	27.85	33.07	38.71	28.96	35.14	26.73	23.85	22.37	9.51	28.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	*b	*c	a	*b	a	*b
Significance Level: 95%											
Unweighted Base	238	42	68	128	212	26	-	219	19	234	4
Effective base	118	22	35	63	103	14	-	112	6	116	2
Weighted Base	239	56	56	127	207	32	-	230	9	236	3
0-24%	116	28	36	51	103	13	-	109	6	113	2
	48%	50%	65%	40%	50%	40%	-%	48%	72%	48%	77%
			c								
25-49%	50	10	10	31	44	6	-	49	1	50	-
	21%	18%	18%	24%	21%	19%	-%	21%	9%	21%	-%
50-74%	21	4	1	17	19	3	-	20	1	21	*
	9%	7%	1%	13%	9%	9%	-%	9%	11%	9%	6%
			b								
75-100%	22	8	3	11	17	5	-	22	*	22	*
	9%	14%	6%	9%	8%	17%	-%	9%	4%	9%	17%
Don't know	30	6	6	17	25	5	-	29	*	30	-
	12%	12%	10%	14%	12%	15%	-%	13%	5%	13%	-%
Answered	239	56	56	127	207	32	-	230	9	236	3
Mean Score	26.0	27.2	18.3	28.9	24.9	33.3	-	26.1	22.9	26.0	30.4
			b								
Standard error	1.81	4.91	2.89	2.40	1.81	7.09	-	1.90	4.93	1.82	20.29
Standard deviation	27.85	31.84	23.85	27.20	26.30	36.13	-	28.10	21.47	27.79	40.59

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	238	98	50	90
Effective base	118	53	22	43
Weighted Base	239	113	41	85
0-24%	116	51	18	46
	48%	46%	43%	55%
25-49%	50	26	11	13
	21%	23%	27%	16%
50-74%	21	11	6	4
	9%	10%	15%	5%
75-100%	22	10	4	8
	9%	9%	9%	9%
Don't know	30	14	2	13
	12%	13%	5%	15%
Answered	239	113	41	85
Mean Score	26.0	27.3	31.2	21.8
Standard error	1.81	2.73	3.70	3.10
Standard deviation	27.85	27.00	26.18	29.44

Columns Tested: a,b,c

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	238	147	53	22	8	4	3	1	-	200	38	16
Effective base	118	89	19	5	4	2	2	1	-	108	9	7
Weighted Base	239	184	38	11	3	2	*	1	-	222	17	6
0-24%	116	80	27	6	2	1	*	1	-	107	9	3
	48%	43%	71%	50%	64%	47%	22%	100%	-%	48%	54%	62%
			a									
25-49%	50	44	2	5	-	-	*	-	-	46	5	*
	21%	24%	5%	41%	-%	-%	78%	-%	-%	21%	27%	1%
50-74%	21	17	4	*	*	-	-	-	-	21	*	*
	9%	9%	10%	1%	12%	-%	-%	-%	-%	9%	3%	6%
75-100%	22	18	3	*	1	1	-	-	-	20	2	2
	9%	10%	7%	*%	25%	53%	-%	-%	-%	9%	10%	31%
Don't know	30	26	3	1	-	-	-	-	-	29	1	-
	12%	14%	8%	8%	-%	-%	-%	-%	-%	13%	5%	-%
Answered	239	184	38	11	3	2	*	1	-	222	17	6
Mean Score	26.0	27.1	19.7	22.5	37.1	58.2	29.9	5.0	-	25.9	28.3	39.8
Standard error	1.81	2.28	3.72	4.61	16.75	32.66	-	-	-	1.95	5.08	11.42
Standard deviation	27.85	27.67	27.06	21.61	47.39	65.31	-	-	-	27.65	31.32	45.70

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	238	52	95	91	214	206	227	238	139	112	30	127	14	18	11	21	6
Effective base	118	37	53	28	102	96	109	118	61	44	19	71	8	5	4	6	3
Weighted Base	239	80	104	55	208	194	220	239	121	91	36	150	5	10	5	12	2
0-24%	116	29	51	36	103	107	110	116	68	53	11	76	2	5	4	11	1
	48%	36%	49%	66%	49%	55%	50%	48%	56%	58%	30%	51%	40%	49%	76%	90%	72%
25-49%	50	22	21	6	45	38	45	50	28	23	6	33	1	3	*	1	*
	21%	28%	20%	12%	21%	20%	20%	21%	23%	25%	18%	22%	13%	35%	*%	9%	9%
50-74%	21	12	5	4	21	17	21	21	11	5	2	18	*	*	1	*	*
	9%	15%	5%	8%	10%	9%	10%	9%	9%	6%	5%	12%	9%	1%	15%	*%	19%
75-100%	22	11	7	4	13	12	16	22	7	4	7	7	1	*	*	-	-
	9%	13%	7%	8%	6%	6%	7%	9%	6%	4%	21%	5%	22%	3%	8%	-%	-%
Don't know	30	6	20	4	27	19	28	30	7	7	9	17	1	1	*	-	-
	12%	8%	19%	7%	13%	10%	13%	12%	6%	7%	26%	11%	16%	12%	*%	-%	-%
Answered	239	80	104	55	208	194	220	239	121	91	36	150	5	10	5	12	2
Mean Score	26.0	34.9	21.1	22.3	24.2	23.6	24.5	26.0	24.8	21.2	30.5	23.9	33.9	30.3	19.1	9.9	17.8
Standard error	1.81	bc	2.53	2.98	1.70	1.70	1.73	1.81	2.02	1.98	7.00	2.02	8.46	5.43	9.90	2.42	11.05
Standard deviation	27.85	29.49	24.68	28.40	24.82	24.37	26.05	27.85	23.83	20.95	38.32	22.77	31.64	23.06	32.84	11.08	27.06

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	238	139	19	19	12	12	10	3	126	32	16	13	14	2	3
Effective base	118	79	8	8	5	7	2	2	70	13	6	5	5	2	2
Weighted Base	239	170	14	8	4	7	6	*	140	32	6	10	4	1	1
0-24%	116	77	5	6	3	7	5	*	71	23	3	5	4	1	1
	48%	46%	39%	71%	66%	95%	87%	4%	51%	72%	47%	49%	92%	100%	61%
25-49%	50	38	5	*	*	*	1	*	30	4	*	4	*	-	*
	21%	22%	37%	1%	1%	5%	12%	96%	21%	12%	1%	43%	7%	-%	9%
50-74%	21	18	2	1	1	-	*	-	12	4	*	1	*	-	*
	9%	10%	13%	8%	21%	-%	1%	-%	9%	12%	5%	8%	1%	-%	30%
75-100%	22	11	*	1	*	-	-	-	10	1	1	-	-	-	-
	9%	6%	1%	18%	11%	-%	-%	-%	7%	4%	12%	-%	-%	-%	-%
Don't know	30	25	1	*	*	-	-	-	17	-	2	*	-	-	-
	12%	15%	11%	2%	*%	-%	-%	-%	12%	-%	34%	*%	-%	-%	-%
Answered	239	170	14	8	4	7	6	*	140	32	6	10	4	1	1
Mean Score	26.0	24.6	31.2	26.8	31.2	9.9	4.8	31.3	24.3	19.6	29.8	27.3	15.9	13.5	20.8
Standard error	1.81	2.14	3.94	7.42	9.60	2.88	3.39	-	2.25	3.88	8.18	5.73	3.15	-	39.52
Standard deviation	27.85	25.28	17.19	32.34	33.27	9.96	10.71	-	25.22	21.95	32.73	20.66	11.77	-	68.45

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	238	146	32	18	20	10	3	9	58	43	53	48	24
Effective base	118	81	15	6	8	4	3	3	38	22	28	15	7
Weighted Base	239	163	34	14	13	6	1	7	87	44	49	24	15
0-24%	116	64	19	10	11	5	1	6	33	27	28	9	13
	48%	39%	55%	70%	84%	81%	66%	90%	38%	61%	58%	37%	88%
25-49%	50	36	14	-	*	*	-	*	25	5	5	9	*
	21%	22%	40%	-%	3%	1%	-%	5%	29%	12%	10%	39%	1%
												c	
50-74%	21	19	1	1	*	-	-	*	11	3	6	2	*
	9%	12%	3%	7%	1%	-%	-%	5%	12%	6%	11%	7%	2%
75-100%	22	19	1	*	1	1	*	-	5	4	3	4	*
	9%	12%	2%	2%	5%	18%	34%	-%	6%	9%	7%	15%	3%
Don't know	30	26	-	3	1	-	-	-	13	5	6	*	1
	12%	16%	-%	21%	6%	-%	-%	-%	16%	12%	13%	2%	6%
Answered	239	163	34	14	13	6	1	7	87	44	49	24	15
Mean Score	26.0	29.4	21.6	10.6	16.4	26.8	42.8	13.4	25.8	21.4	24.9	36.6	8.9
												abc	
Standard error	1.81	2.44	3.56	4.54	4.90	12.08	52.38	4.45	3.19	4.21	3.53	4.26	3.87
Standard deviation	27.85	29.53	20.14	19.26	21.92	38.21	90.73	13.34	24.28	27.60	25.72	29.53	18.98

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	238	65	45	43	41	18	59	43	51	32	20
Effective base	118	44	21	21	12	5	36	21	24	12	5
Weighted Base	239	96	44	35	16	12	82	43	38	17	11
0-24%	116	34	28	21	6	11	40	27	23	7	10
	48%	35%	63%	59%	36%	96%	49%	62%	61%	43%	84%
25-49%	50	28	6	5	6	*	21	8	3	6	*
	21%	29%	13%	13%	38%	1%	25%	19%	7%	37%	1%
50-74%	21	14	2	3	1	*	9	1	6	1	*
	9%	15%	4%	9%	8%	3%	11%	2%	15%	8%	3%
75-100%	22	5	4	2	3	-	3	3	3	2	*
	9%	5%	9%	6%	16%	-%	4%	6%	8%	12%	4%
Don't know	30	16	5	4	*	-	9	4	3	*	1
	12%	16%	11%	13%	3%	-%	11%	10%	9%	*%	7%
Answered	239	96	44	35	16	12	82	43	38	17	11
Mean Score	26.0	26.6	21.0	25.1	35.1	6.7	24.3	19.7	26.2	34.5	10.8
Standard error	1.81	2.98	4.05	3.56	b	2.65	2.85	3.71	3.61	b	4.86
Standard deviation	27.85	24.06	27.20	23.35	29.08	11.22	21.91	24.33	25.82	30.49	21.72

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	238	71	49	54	46	17	151	10	76	224	14	208	6
Effective base	118	46	23	26	17	6	72	5	41	114	4	100	2
Weighted Base	239	100	47	41	38	10	139	9	91	229	10	201	7
0-24%	116	38	23	20	25	9	66	6	43	108	8	96	6
	48%	38%	49%	49%	66%	84%	48%	67%	47%	47%	83%	48%	89%
					a								
25-49%	50	28	9	5	7	*	33	2	15	49	2	44	1
	21%	28%	18%	13%	19%	3%	24%	22%	16%	21%	17%	22%	11%
50-74%	21	12	5	3	1	*	10	1	11	21	-	21	-
	9%	12%	10%	7%	4%	3%	7%	11%	12%	9%	-%	10%	-%
75-100%	22	10	3	5	4	-	12	-	10	22	-	13	-
	9%	10%	6%	13%	9%	-%	9%	-%	11%	10%	-%	6%	-%
Don't know	30	11	8	8	*	1	17	-	13	30	-	27	-
	12%	11%	16%	18%	1%	10%	12%	-%	14%	13%	-%	13%	-%
Answered	239	100	47	41	38	10	139	9	91	229	10	201	7
Mean Score	26.0	30.6	21.6	27.4	22.9	11.6	25.0	22.5	27.8	26.7	9.1	24.8	6.0
Standard error	1.81	3.34	3.57	4.24	4.18	2.87	2.21	3.65	3.45	1.88	3.21	1.73	4.12
Standard deviation	27.85	28.14	25.01	31.18	28.34	11.84	27.14	11.53	30.04	28.11	12.02	24.95	10.09

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	238	185	21	189	49	204	10	184	22	191	47
Effective base	118	92	6	105	13	100	3	91	7	103	15
Weighted Base	239	175	19	209	30	197	11	175	18	203	36
0-24%	116 48%	89 51%	18 94%	97 46%	19 63%	92 47%	10 93%	91 52%	15 84%	88 43%	28 78%
25-49%	50 21%	37 21%	1 6%	41 20%	9 31%	44 22%	1 7%	35 20%	3 16%	44 21%	7 18%
50-74%	21 9%	17 10%	- -%	21 10%	* *%	21 11%	- -%	17 10%	- -%	21 10%	* 1%
75-100%	22 9%	12 7%	- -%	21 10%	1 2%	13 7%	- -%	12 7%	- -%	22 11%	* 1%
Don't know	30 12%	19 11%	- -%	29 14%	1 3%	27 14%	- -%	19 11%	- -%	29 14%	1 2%
Answered	239	175	19	209	30	197	11	175	18	203	36
Mean Score	26.0	25.0	10.2	26.9	19.9	25.1	7.6	24.7	13.0	27.6	16.8
Standard error	1.81	1.84	1.99	2.09	2.84	1.76	2.67	1.85	2.65	2.11	2.30
Standard deviation	27.85	25.08	9.10	28.74	19.90	25.11	8.44	25.06	12.41	29.21	15.78

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	238	186	161	62	-	181	146	52	1	230	128	69	-
Effective base	118	89	77	25	-	83	69	20	1	113	61	31	-
Weighted Base	239	183	152	45	-	168	139	40	2	228	116	59	-
0-24%	116	96	86	34	-	99	81	33	2	112	73	45	-
	48%	53%	57%	76%	-%	59%	58%	81%	100%	49%	63%	76%	-%
				a								a	
25-49%	50	34	30	2	-	32	25	4	-	48	21	4	-
	21%	19%	20%	4%	-%	19%	18%	10%	-%	21%	18%	7%	-%
50-74%	21	16	15	3	-	12	14	3	-	21	8	4	-
	9%	9%	10%	6%	-%	7%	10%	6%	-%	9%	7%	8%	-%
75-100%	22	11	7	1	-	8	6	*	-	22	1	1	-
	9%	6%	4%	3%	-%	5%	4%	1%	-%	10%	1%	2%	-%
				b								b	
Don't know	30	25	14	5	-	17	13	*	-	25	13	4	-
	12%	14%	10%	11%	-%	10%	9%	1%	-%	11%	11%	7%	-%
Answered	239	183	152	45	-	168	139	40	2	228	116	59	-
Mean Score	26.0	22.8	22.3	14.3	-	21.6	21.2	15.2	5.0	26.6	17.6	16.7	-
		c	c							bc			
Standard error	1.81	1.78	1.75	2.19	-	1.67	1.78	2.38	-	1.85	1.45	2.21	-
Standard deviation	27.85	24.34	22.19	17.26	-	22.46	21.54	17.15	-	28.11	16.43	18.33	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	238	204	193	238	201	134	21	151	161	238	56	32	74	57
Effective base	118	96	91	118	95	63	8	74	76	118	26	16	34	25
Weighted Base	239	199	185	239	196	123	6	148	163	239	51	34	75	56
0-24%	116	98	105	116	97	83	6	86	89	116	41	29	34	27
	48%	49%	57%	48%	49%	67%	93%	58%	55%	48%	80%	86%	45%	48%
						a					bc	abc		
25-49%	50	43	37	50	43	24	-	36	44	50	3	1	19	11
	21%	21%	20%	21%	22%	20%	-%	24%	27%	21%	7%	2%	26%	19%
									de					
50-74%	21	18	14	21	16	6	-	5	10	21	2	4	11	5
	9%	9%	8%	9%	8%	5%	-%	3%	6%	9%	4%	11%	14%	8%
75-100%	22	13	11	22	13	*	*	-	*	22	1	-	3	2
	9%	6%	6%	9%	7%	*%	7%	-%	*%	9%	3%	-%	4%	4%
					b					ab				
Don't know	30	27	18	30	27	10	*	21	19	30	4	*	8	11
	12%	14%	10%	12%	14%	8%	*%	14%	12%	12%	7%	1%	11%	19%
Answered	239	199	185	239	196	123	6	148	163	239	51	34	75	56
Mean Score	26.0	23.8	22.5	26.0	23.6	15.8	15.4	16.0	18.5	26.0	15.2	14.5	24.5	19.3
					b					abde				
Standard error	1.81	1.73	1.71	1.81	1.77	1.26	5.46	1.11	1.18	1.81	2.34	2.55	2.64	3.10
Standard deviation	27.85	24.71	23.72	27.85	25.14	14.63	25.01	13.60	14.98	27.85	17.52	14.40	22.68	23.40

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	238	43	15	11	7	214	167	221	195	163	170	201	63	-	205	12
Effective base	118	20	8	5	4	104	77	107	97	79	84	101	27	-	99	6
Weighted Base	239	33	19	10	5	211	154	215	200	162	177	198	48	-	195	10
0-24%	116	15	10	8	2	98	73	99	99	83	99	98	28	-	97	5
	48%	45%	51%	83%	32%	46%	47%	46%	49%	51%	56%	50%	58%	-%	50%	52%
25-49%	50	9	3	-	2	49	30	50	41	29	32	45	6	-	40	*
	21%	28%	14%	-%	37%	23%	19%	23%	21%	18%	18%	23%	13%	-%	20%	*%
50-74%	21	1	3	2	*	19	13	19	18	13	19	18	2	-	16	3
	9%	3%	14%	17%	3%	9%	8%	9%	9%	8%	11%	9%	4%	-%	8%	26%
75-100%	22	4	2	-	*	18	14	19	13	14	7	17	3	-	15	-
	9%	12%	10%	-%	8%	9%	9%	9%	7%	9%	4%	9%	6%	-%	8%	-%
Don't know	30	4	2	-	1	27	24	27	29	23	20	19	9	-	27	2
	12%	11%	11%	-%	20%	13%	16%	12%	14%	14%	11%	10%	19%	-%	14%	22%
Answered	239	33	19	10	5	211	154	215	200	162	177	198	48	-	195	10
Mean Score	26.0	30.2	27.4	17.9	31.8	26.1	25.2	26.3	23.4	24.4	21.6	26.6	17.4	-	24.4	21.5
Standard error	1.81	4.40	7.36	6.24	9.94	1.87	2.16	1.84	1.82	2.14	1.71	c	3.01	-	1.80	5.62
Standard deviation	27.85	28.82	28.50	20.69	26.31	27.31	27.91	27.40	25.42	27.35	22.31	27.05	23.90	-	25.83	19.48

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	238	122	116	85	4	50	50	45	150	42	45	61	129
Effective base	118	60	58	34	2	19	23	22	77	19	25	28	64
Weighted Base	239	122	116	66	6	45	45	42	152	44	48	53	136
0-24%	116 48%	66 54%	49 42%	42 64%	2 34%	33 74%	27 59%	29 68%	67 44%	20 46%	30 61%	30 57%	56 41%
25-49%	50 21%	21 18%	29 25%	15 22%	4 66%	10 23%	9 19%	4 10%	35 23%	10 24%	4 8%	12 23%	33 24%
50-74%	21 9%	15 12%	6 5%	7 11%	- -	* 1%	7 15%	3 8%	16 11%	2 5%	6 12%	4 7%	12 9%
75-100%	22 9%	9 8%	13 11%	1 1%	- -	- -	1 2%	3 7%	14 9%	4 8%	4 7%	7 13%	12 9%
Don't know	30 12%	10 8%	20 17%	1 2%	- -	1 2%	2 5%	3 7%	19 13%	8 18%	6 12%	* 1%	24 17%
Answered	239	122	116	66	6	45	45	42	152	44	48	53	136
Mean Score	26.0	26.0	26.1	22.7	21.4	15.9	23.4	20.8	27.9	22.8	24.1	31.8	24.4
Standard error	1.81	2.41	2.71	1.87	6.18	1.76	2.74	3.67	2.25	4.53	3.97	3.62	2.48
Standard deviation	27.85	26.65	29.17	17.27	12.35	12.42	19.40	24.64	27.58	29.33	26.60	28.24	28.11

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	238	102	136
Effective base	118	45	73
Weighted Base	239	97	141
0-24%	116	45	70
	48%	47%	50%
25-49%	50	16	34
	21%	17%	24%
50-74%	21	5	16
	9%	6%	11%
75-100%	22	9	13
	9%	9%	9%
Don't know	30	21	8
	12%	22%	6%
		b	
Answered	239	97	141
Mean Score	26.0	22.7	28.3
Standard error	1.81	2.78	2.37
Standard deviation	27.85	28.03	27.59

Columns Tested:: a,b

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	h	*i	*j	*k	*l
Unweighted Base	238	-	9	49	35	6	21	17	30	21	15	26	9
Effective base	118	-	4	29	14	3	10	6	16	13	5	19	4
Weighted Base	239	-	10	69	22	5	18	5	28	27	8	39	8
0-24%	116	-	5	31	4	1	5	2	16	21	5	22	4
	48%	-%	51%	45%	17%	10%	30%	31%	56%	77%	62%	57%	56%
									d				
25-49%	50	-	2	12	2	4	3	*	6	1	3	14	3
	21%	-%	16%	17%	10%	83%	15%	5%	23%	4%	37%	37%	35%
50-74%	21	-	*	8	*	-	4	2	4	-	*	2	-
	9%	-%	2%	11%	2%	-%	25%	43%	15%	-%	1%	5%	-%
75-100%	22	-	-	9	7	*	*	-	1	3	-	*	1
	9%	-%	-%	13%	32%	7%	2%	-%	4%	12%	-%	1%	9%
Don't know	30	-	3	9	9	-	5	1	*	2	*	-	-
	12%	-%	31%	13%	39%	-%	28%	22%	2%	8%	*%	-%	-%
					h								
Answered	239	-	10	69	22	5	18	5	28	27	8	39	8
Mean Score	26.0	-	6.9	29.4	38.4	31.7	25.1	34.9	23.6	20.2	14.1	23.7	29.9
Standard error	1.81	-	4.32	4.45	7.62	8.85	5.18	4.85	4.28	6.03	2.96	3.02	9.21
Standard deviation	27.85	-	12.97	31.18	45.07	21.69	23.73	20.00	23.44	27.64	11.46	15.42	27.63

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 172 (continuation)

QV6d2.13. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	238	61	59	68	50	120	118
Effective base	118	36	25	32	28	58	60
Weighted Base	239	85	38	60	55	123	115
0-24%	116	36	10	38	32	46	70
	48%	42%	25%	63%	58%	37%	61%
				b	b		a
25-49%	50	13	9	8	20	23	28
	21%	16%	24%	13%	36%	18%	24%
					c		
50-74%	21	8	5	6	2	13	8
	9%	9%	13%	11%	4%	10%	7%
75-100%	22	11	6	4	1	17	5
	9%	12%	16%	7%	2%	13%	5%
Don't know	30	17	8	4	*	26	4
	12%	20%	22%	6%	*%	21%	3%
		d	d			b	
Answered	239	85	38	60	55	123	115
Mean Score	26.0	26.5	33.7	23.0	23.2	28.7	23.1
			cd				
Standard error	1.81	4.07	4.40	3.05	2.46	2.96	2.00
Standard deviation	27.85	31.76	33.83	25.11	17.37	32.44	21.68

Columns Tested: a,b,c,d - a,b

Table 174

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	253	43	210	173	32	15	33	80
Effective base	126	19	107	116	18	10	22	27
Weighted Base	238	35	204	228	8	2	1	11
0-24%	122	7	115	115	6	*	*	6
	51%	20%	56%	51%	67%	30%	62%	61%
			a					
25-49%	41	1	40	40	1	*	*	1
	17%	3%	19%	17%	8%	17%	6%	9%
50-74%	16	1	15	16	-	*	*	*
	7%	3%	7%	7%	-%	21%	4%	3%
75-100%	39	11	28	38	1	*	*	1
	16%	32%	14%	17%	11%	11%	19%	12%
Don't know	21	14	7	20	1	*	*	2
	9%	42%	3%	9%	14%	21%	9%	14%
		b						
Answered	238	35	204	228	8	2	1	11
Mean Score	30.9	34.7	30.3	31.3	18.9	35.6	28.7	22.2
				be				
Standard error	2.01	6.91	2.02	2.44	5.02	12.25	-	3.35
Standard deviation	32.04	45.33	29.31	32.14	28.39	47.42	-	29.93

Columns Tested:: a,b - a,b,c,d,e

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	*e	f	g	h	i
Unweighted Base	253	93	62	18	21	26	33	173	32	48
Effective base	126	70	38	11	14	9	22	116	18	19
Weighted Base	238	147	70	10	6	4	1	228	8	2
0-24%	122	81	30	5	4	2	*	115	6	1
	51%	55%	43%	47%	68%	50%	62%	51%	67%	40%
25-49%	41	24	14	1	*	1	*	40	1	*
	17%	16%	20%	14%	3%	20%	6%	17%	8%	14%
50-74%	16	10	5	*	-	*	*	16	-	*
	7%	7%	7%	1%	-%	9%	4%	7%	-%	16%
75-100%	39	21	13	4	1	*	*	38	1	*
	16%	14%	19%	35%	10%	13%	19%	17%	11%	14%
Don't know	21	12	8	*	1	*	*	20	1	*
	9%	8%	11%	2%	19%	9%	9%	9%	14%	17%
Answered	238	147	70	10	6	4	1	228	8	2
Mean Score	30.9	29.0	33.9	46.8	16.0	30.7	28.7	31.3	18.9	33.5
		h	h	h	h	h	h	h	h	h
Standard error	2.01	3.15	4.30	10.02	6.26	6.36	-	2.44	5.02	6.06
Standard deviation	32.04	30.34	33.85	42.50	28.69	32.43	-	32.14	28.39	41.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	253	120	53	32	15	33	119	38	11	16	35
Effective base	126	89	36	18	10	22	81	19	3	7	4
Weighted Base	238	191	37	8	2	1	160	37	6	4	8
0-24%	122 51%	102 53%	13 36%	6 67%	* 30%	* 62%	83 52%	23 62%	1 26%	2 43%	6 77%
25-49%	41 17%	33 17%	7 19%	1 8%	* 17%	* 6%	33 21%	3 7%	* 3%	1 33%	* 5%
50-74%	16 7%	14 7%	1 3%	- -%	* 21%	* 4%	15 9%	- -%	* 3%	- -%	* *%
75-100%	39 16%	29 15%	9 24%	1 11%	* 11%	* 19%	23 14%	7 18%	4 66%	1 17%	1 11%
Don't know	21 9%	13 7%	6 18%	1 14%	* 21%	* 9%	7 4%	5 12%	* 2%	* 7%	1 8%
Answered	238	191	37	8	2	1	160	37	6	4	8
Mean Score	30.9	30.7	34.3	18.9	35.6	28.7	31.7	28.4	69.7	30.9	15.5
Standard error	2.01	2.85	5.05	5.02	12.25	-	2.73	5.64	13.48	7.22	5.49
Standard deviation	32.04	31.25	36.77	28.39	47.42	-	29.81	34.76	44.71	28.87	32.47

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	253	28	16	25	12	10	19	17	11	13
Effective base	126	19	12	16	6	8	16	12	7	10
Weighted Base	238	40	19	38	10	11	32	32	14	16
0-24%	122	24	8	10	7	7	12	24	12	7
	51%	60%	39%	27%	71%	63%	37%	75%	83%	46%
25-49%	41	10	5	9	-	-	1	4	*	5
	17%	26%	28%	23%	-%	-%	2%	12%	1%	34%
50-74%	16	2	2	2	3	-	3	-	1	2
	7%	5%	13%	6%	26%	-%	9%	-%	9%	12%
75-100%	39	1	1	10	*	2	15	2	1	-
	16%	2%	7%	26%	3%	23%	48%	5%	5%	-%
Don't know	21	3	2	7	-	1	1	2	*	1
	9%	8%	13%	19%	-%	14%	4%	8%	1%	7%
Answered	238	40	19	38	10	11	32	32	14	16
Mean Score	30.9	21.9	27.6	37.9	28.4	29.7	53.7	18.9	16.6	25.6
Standard error	2.01	3.86	6.53	8.06	8.15	12.34	8.75	5.28	6.66	5.66
Standard deviation	32.04	20.45	26.10	40.29	28.24	39.02	38.16	21.76	22.08	20.39

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	*g	*h
Significance Level: 95%									
Unweighted Base	253	35	55	61	151	102	47	27	28
Effective base	126	24	37	44	103	45	21	15	14
Weighted Base	238	37	73	102	213	26	15	6	5
0-24%	122 51%	21 58%	43 59%	46 45%	111 52%	11 42%	7 45%	2 32%	2 43%
25-49%	41 17%	5 15%	16 22%	13 13%	35 16%	6 22%	3 18%	2 39%	1 15%
50-74%	16 7%	5 13%	6 8%	5 5%	15 7%	1 3%	* *%	* 7%	* 4%
75-100%	39 16%	3 8%	3 4%	27 26%	33 15%	6 24%	4 30%	* 3%	2 35%
Don't know	21 9%	3 7%	6 8%	11 11%	19 9%	2 9%	1 7%	1 18%	* 3%
Answered	238	37	73	102	213	26	15	6	5
Mean Score	30.9	27.6	22.4	36.9	30.3	36.1	37.7	25.2	45.3
Standard error	2.01	4.76	3.01	4.75	2.58	3.41	5.28	4.71	8.17
Standard deviation	32.04	28.13	22.34	37.13	31.76	34.48	36.23	24.48	43.21

Columns Tested:: a,b,c,d,e,f,g,h

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	253	17	18	-	18	21	84	8	10	94
Effective base	126	11	5	-	5	9	46	3	6	51
Weighted Base	238	20	13	-	13	22	78	8	3	95
0-24%	122	10	8	-	8	14	31	6	*	52
	51%	53%	65%	-%	65%	65%	39%	80%	14%	54%
25-49%	41	5	2	-	2	4	10	*	1	18
	17%	24%	16%	-%	16%	20%	12%	2%	40%	19%
50-74%	16	-	*	-	*	-	9	-	*	7
	7%	-%	*%	-%	*%	-%	11%	-%	6%	8%
75-100%	39	*	2	-	2	1	21	1	1	13
	16%	1%	17%	-%	17%	7%	27%	13%	18%	13%
Don't know	21	4	*	-	*	2	8	*	1	6
	9%	22%	1%	-%	1%	8%	10%	6%	23%	6%
Answered	238	20	13	-	13	22	78	8	3	95
Mean Score	30.9	12.6	27.0	-	27.0	23.6	41.6	24.8	34.3	28.5
Standard error	2.01	3.87	7.09	-	7.09	5.31	3.94	11.09	12.04	3.16
Standard deviation	32.04	15.96	30.09	-	30.09	24.34	36.12	31.36	38.08	30.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%	a	b	c	a	b	*c	a	*b	a	*b	
Unweighted Base	253	56	84	113	222	31	-	225	28	249	4
Effective base	126	24	46	57	109	16	-	118	8	123	3
Weighted Base	238	55	78	106	208	31	-	226	12	235	3
0-24%	122	33	31	58	108	14	-	116	5	119	3
	51%	60%	39%	55%	52%	46%	-%	51%	46%	50%	95%
25-49%	41	11	10	20	35	5	-	40	1	41	-
	17%	21%	12%	19%	17%	18%	-%	18%	6%	17%	-%
50-74%	16	*	9	7	13	3	-	16	*	16	*
	7%	*%	11%	7%	6%	9%	-%	7%	1%	7%	5%
75-100%	39	4	21	14	34	5	-	35	4	39	-
	16%	7%	27%	13%	16%	15%	-%	15%	32%	17%	-%
Don't know	21	6	8	7	17	4	-	19	2	21	-
	9%	12%	10%	6%	8%	12%	-%	9%	14%	9%	-%
Answered	238	55	78	106	208	31	-	226	12	235	3
Mean Score	30.9	20.4	41.6	28.4	31.3	28.4	-	30.5	38.6	31.2	11.1
Standard error	2.01	3.15	ac	2.88	2.17	5.55	-	2.09	8.56	2.04	5.98
Standard deviation	32.04	23.58	36.12	30.58	32.27	30.91	-	31.28	45.27	32.17	11.95

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	253	101	54	97
Effective base	126	51	25	51
Weighted Base	238	107	46	85
0-24%	122	59	23	40
	51%	55%	50%	47%
25-49%	41	14	14	13
	17%	13%	30%	15%
50-74%	16	8	2	6
	7%	7%	5%	7%
75-100%	39	18	5	16
	16%	17%	11%	19%
Don't know	21	9	2	10
	9%	8%	4%	12%
Answered	238	107	46	85
Mean Score	30.9	30.6	29.3	32.1
Standard error	2.01	3.18	4.04	3.41
Standard deviation	32.04	31.97	29.67	33.62

Columns Tested:: a,b,c

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	253	156	64	18	5	4	3	3	-	220	33	15
Effective base	126	93	24	5	3	3	2	1	-	116	10	7
Weighted Base	238	184	40	10	2	2	*	1	-	224	15	5
0-24%	122	96	19	5	1	1	*	1	-	115	7	2
	51%	52%	48%	46%	42%	41%	100%	82%	-%	51%	47%	50%
25-49%	41	37	2	*	1	*	-	-	-	39	2	1
	17%	20%	6%	3%	57%	12%	-%	-%	-%	17%	11%	28%
50-74%	16	14	2	*	-	-	-	*	-	16	*	*
	7%	7%	6%	1%	-%	-%	-%	16%	-%	7%	1%	3%
75-100%	39	21	13	4	*	1	-	*	-	34	5	1
	16%	12%	32%	42%	1%	47%	-%	2%	-%	15%	34%	19%
			a									
Don't know	21	17	4	1	-	-	-	-	-	20	1	-
	9%	9%	9%	8%	-%	-%	-%	-%	-%	9%	6%	-%
Answered	238	184	40	10	2	2	*	1	-	224	15	5
Mean Score	30.9	28.0	40.6	43.5	23.8	54.0	9.4	26.5	-	30.2	41.0	36.2
			ai								a	
Standard error	2.01	2.32	4.83	11.40	8.45	24.02	-	-	-	2.11	7.38	8.15
Standard deviation	32.04	29.04	38.62	48.38	18.89	48.03	-	-	-	31.24	42.40	31.55

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	253	50	106	97	223	219	238	253	142	94	32	137	10	18	14	19	8
Effective base	126	31	61	34	110	108	120	126	69	35	20	73	5	8	5	10	4
Weighted Base	238	61	122	55	206	196	221	238	121	68	39	143	4	16	6	10	4
0-24%	122	22	74	26	110	100	113	122	64	40	17	79	2	8	*	7	1
	51%	36%	60%	48%	53%	51%	51%	51%	53%	59%	43%	55%	49%	51%	8%	70%	14%
		a															
25-49%	41	12	25	4	38	41	41	41	24	11	3	32	-	1	1	3	*
	17%	19%	20%	7%	18%	21%	18%	17%	20%	16%	7%	23%	-%	8%	22%	27%	8%
50-74%	16	10	4	2	11	13	14	16	12	4	4	5	-	2	3	*	-
	7%	16%	3%	4%	6%	6%	6%	7%	10%	6%	10%	4%	-%	12%	45%	2%	-%
		b															
75-100%	39	13	8	18	29	31	33	39	15	7	7	17	1	4	*	-	3
	16%	22%	6%	32%	14%	16%	15%	16%	13%	11%	18%	12%	28%	28%	1%	-%	78%
		b		b													
Don't know	21	5	12	5	18	13	20	21	6	5	8	9	1	*	1	*	-
	9%	7%	10%	8%	9%	7%	9%	9%	5%	8%	22%	6%	23%	1%	24%	1%	-%
											b						
Answered	238	61	122	55	206	196	221	238	121	68	39	143	4	16	6	10	4
Mean Score	30.9	40.8	21.5	40.7	28.9	31.0	29.9	30.9	30.4	27.4	30.1	27.0	33.4	42.2	38.9	22.5	78.4
		b		b													
Standard error	2.01	4.76	2.34	3.99	2.00	2.10	1.99	2.01	2.53	2.96	6.00	2.37	13.76	9.82	8.17	2.62	11.72
Standard deviation	32.04	33.66	24.11	39.28	29.84	31.04	30.73	32.04	30.09	28.72	33.94	27.78	43.50	41.67	30.56	11.43	33.14

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	253	147	24	17	14	9	8	4	144	24	13	14	15	5	4
Effective base	126	82	11	8	5	7	3	1	76	10	4	9	6	3	3
Weighted Base	238	165	19	8	5	5	2	2	141	21	5	17	6	3	4
0-24%	122	89	11	3	2	4	1	*	74	11	2	7	4	2	-
	51%	54%	61%	33%	35%	81%	38%	4%	52%	52%	46%	41%	66%	56%	-%
25-49%	41	31	3	3	*	1	*	*	29	6	*	1	2	2	*
	17%	19%	17%	33%	1%	19%	2%	*%	21%	31%	9%	5%	30%	44%	9%
50-74%	16	8	*	2	1	-	*	-	8	*	-	4	*	-	-
	7%	5%	2%	22%	18%	-%	7%	-%	6%	1%	-%	26%	3%	-%	-%
75-100%	39	21	3	1	1	-	1	2	20	3	1	4	*	-	3
	16%	13%	19%	11%	15%	-%	46%	96%	14%	15%	17%	21%	1%	-%	91%
Don't know	21	15	*	*	1	-	*	-	11	-	1	1	-	-	-
	9%	9%	2%	2%	31%	-%	6%	-%	7%	-%	28%	7%	-%	-%	-%
Answered	238	165	19	8	5	5	2	2	141	21	5	17	6	3	4
Mean Score	30.9	27.3	32.1	40.9	28.3	18.1	53.7	96.5	28.8	28.5	26.9	42.6	26.5	28.1	88.4
Standard error	2.01	2.36	7.02	7.89	8.48	3.07	17.46	12.78	2.49	5.46	10.68	10.61	3.72	5.82	9.98
Standard deviation	32.04	28.65	34.41	32.53	31.73	9.21	49.39	25.56	29.91	26.76	38.52	39.71	14.42	13.02	19.96

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	253	153	41	15	21	13	3	7	64	39	65	48	22
Effective base	126	82	19	8	9	4	2	4	40	21	33	17	11
Weighted Base	238	155	42	12	17	7	3	4	84	37	57	27	17
0-24%	122	78	27	5	8	3	1	1	37	17	38	15	6
	51%	50%	63%	38%	47%	42%	33%	39%	45%	45%	66%	58%	38%
25-49%	41	27	5	2	5	*	-	1	21	11	5	4	1
	17%	18%	12%	21%	32%	1%	-%	15%	25%	29%	8%	14%	3%
										c			
50-74%	16	9	2	1	*	4	-	*	8	1	*	3	2
	7%	6%	4%	7%	*%	56%	-%	4%	9%	4%	1%	11%	11%
75-100%	39	23	9	1	2	*	2	2	11	5	7	3	7
	16%	15%	21%	9%	15%	1%	67%	42%	13%	13%	13%	11%	42%
Don't know	21	17	-	3	1	-	-	-	7	4	7	2	1
	9%	11%	-%	26%	6%	-%	-%	-%	8%	10%	13%	6%	5%
Answered	238	155	42	12	17	7	3	4	84	37	57	27	17
Mean Score	30.9	29.6	31.4	23.3	28.4	49.0	72.8	51.3	30.9	28.5	22.9	26.9	57.0
Standard error	2.01	2.52	5.66	7.24	5.86	7.59	29.05	13.55	3.69	4.43	3.45	4.19	9.00
Standard deviation	32.04	31.13	36.23	28.05	26.87	27.37	50.31	35.85	29.51	27.69	27.79	29.06	42.20

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	253	70	43	50	43	16	63	44	55	36	19
Effective base	126	47	22	23	15	7	39	19	28	15	9
Weighted Base	238	94	39	41	18	10	82	36	41	22	15
0-24%	122 51%	43 46%	23 57%	29 71%	7 37%	5 49%	38 46%	19 55%	26 64%	12 52%	4 30%
25-49%	41 17%	20 21%	9 23%	5 12%	4 22%	* 3%	25 31%	8 22%	3 8%	4 17%	1 4%
50-74%	16 7%	8 9%	* 1%	* *%	3 16%	- -%	6 8%	1 4%	* 1%	3 12%	2 12%
75-100%	39 16%	13 14%	5 12%	3 8%	3 17%	5 48%	9 10%	5 13%	7 17%	3 14%	7 48%
Don't know	21 9%	10 10%	3 7%	3 8%	2 9%	- -%	4 5%	2 7%	4 10%	1 6%	1 6%
Answered	238	94	39	41	18	10	82	36	41	22	15
Mean Score	30.9	30.4	23.4	22.6	36.8	55.9	29.2	28.7	25.5	29.6	63.1
Standard error	2.01	3.61	3.81	3.64	4.76	11.23	3.43	4.22	4.27	5.14	9.41
Standard deviation	32.04	30.20	24.96	25.71	31.21	44.91	27.23	28.00	31.65	30.86	41.03

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	253	75	45	60	51	21	176	9	67	242	11	215	8
Effective base	126	45	19	31	23	9	88	5	33	121	6	107	4
Weighted Base	238	90	42	47	43	17	163	8	67	232	6	202	4
0-24%	122	45	24	24	23	7	74	4	44	119	2	108	2
	51%	50%	57%	50%	53%	41%	46%	51%	65%	51%	37%	54%	49%
25-49%	41	20	7	10	3	1	28	2	10	37	4	36	2
	17%	22%	18%	22%	7%	4%	17%	25%	15%	16%	63%	18%	43%
50-74%	16	8	*	2	4	2	13	-	3	16	-	11	*
	7%	9%	1%	5%	9%	11%	8%	-%	5%	7%	-%	6%	4%
75-100%	39	13	5	2	12	7	32	2	5	39	-	29	-
	16%	15%	12%	5%	28%	39%	20%	24%	7%	17%	-%	14%	-%
Don't know	21	5	5	9	2	1	15	-	6	21	-	17	*
	9%	5%	12%	19%	4%	5%	9%	-%	8%	9%	-%	9%	4%
Answered	238	90	42	47	43	17	163	8	67	232	6	202	4
Mean Score	30.9	31.8	24.2	21.1	37.4	53.3	34.6	34.2	21.7	31.0	28.0	29.0	25.4
Standard error	2.01	c			c		c						
Standard deviation	32.04	3.55	4.24	3.09	5.04	9.38	2.57	13.14	2.87	2.08	3.84	2.05	5.81
		30.76	28.44	23.97	36.00	42.96	34.09	39.41	23.49	32.42	12.73	30.07	16.43

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	*b	a	b
Unweighted Base	253	202	17	199	54	216	7	204	15	196	57
Effective base	126	103	5	104	21	109	2	101	7	104	22
Weighted Base	238	184	12	199	40	200	6	185	12	195	44
0-24%	122	91	9	97	25	105	5	90	9	95	26
	51%	49%	75%	49%	62%	53%	84%	49%	78%	49%	60%
25-49%	41	38	2	34	7	37	1	38	2	32	8
	17%	21%	20%	17%	17%	19%	14%	21%	20%	17%	19%
50-74%	16	12	*	16	*	11	*	13	-	16	*
	7%	7%	2%	8%	*%	6%	2%	7%	-%	8%	*%
75-100%	39	30	*	34	5	29	-	30	*	32	7
	16%	16%	2%	17%	14%	14%	-%	16%	2%	17%	15%
Don't know	21	13	*	18	3	18	-	13	-	19	2
	9%	7%	1%	9%	7%	9%	-%	7%	-%	10%	5%
Answered	238	184	12	199	40	200	6	185	12	195	44
Mean Score	30.9	31.8	19.2	32.0	25.2	29.4	13.7	31.7	19.2	31.5	28.3
Standard error	2.01	2.23	3.86	2.28	4.21	2.05	3.70	2.22	3.78	2.33	3.93
Standard deviation	32.04	31.66	15.90	32.21	30.95	30.13	9.80	31.67	14.64	32.60	29.68

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	253	177	179	63	-	180	167	54	1	250	139	74	-
Effective base	126	86	93	34	-	88	83	28	1	124	71	38	-
Weighted Base	238	159	174	59	-	162	153	51	2	235	128	72	-
0-24%	122	84	108	38	-	84	88	35	-	121	84	49	-
	51%	53%	62%	65%	-%	52%	57%	69%	-%	51%	66%	68%	-%
25-49%	41	28	26	9	-	35	31	7	-	39	22	8	-
	17%	18%	15%	15%	-%	22%	20%	13%	-%	16%	17%	11%	-%
50-74%	16	7	11	2	-	6	7	3	2	16	2	3	-
	7%	5%	7%	3%	-%	4%	5%	6%	100%	7%	2%	4%	-%
75-100%	39	22	16	5	-	26	15	3	-	39	9	5	-
	16%	14%	9%	9%	-%	16%	10%	5%	-%	17%	7%	8%	-%
Don't know	21	17	12	5	-	11	13	3	-	21	10	7	-
	9%	11%	7%	9%	-%	7%	8%	6%	-%	9%	8%	10%	-%
Answered	238	159	174	59	-	162	153	51	2	235	128	72	-
Mean Score	30.9	28.4	24.6	21.0	-	30.5	24.7	18.8	70.0	31.0	20.7	19.7	-
						c				bc			
Standard error	2.01	2.23	1.97	3.08	-	2.31	2.05	3.17	-	2.04	2.01	2.89	-
Standard deviation	32.04	29.67	26.37	24.44	-	30.99	26.48	23.30	-	32.25	23.71	24.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	253	217	212	253	188	166	15	158	164	253	55	37	68	64
Effective base	126	107	105	126	91	87	6	84	82	126	30	20	33	30
Weighted Base	238	200	192	238	172	160	5	149	161	238	59	41	70	64
0-24%	122	110	98	122	93	96	4	95	100	122	42	38	36	36
	51%	55%	51%	51%	54%	60%	80%	63%	62%	51%	72%	91%	52%	57%
											c	abc		
25-49%	41	38	40	41	34	26	1	26	30	41	6	2	12	11
	17%	19%	21%	17%	20%	16%	16%	17%	19%	17%	10%	4%	18%	17%
50-74%	16	11	12	16	9	10	-	7	9	16	3	-	5	*
	7%	6%	6%	7%	5%	6%	-%	5%	5%	7%	5%	-%	7%	1%
75-100%	39	23	28	39	20	22	*	3	7	39	4	1	8	9
	16%	11%	15%	16%	12%	14%	*%	2%	4%	16%	7%	3%	12%	13%
										ab				
Don't know	21	18	13	21	17	6	*	19	15	21	3	1	8	8
	9%	9%	7%	9%	10%	4%	4%	12%	9%	9%	6%	2%	12%	13%
Answered	238	200	192	238	172	160	5	149	161	238	59	41	70	64
Mean Score	30.9	27.1	30.3	30.9	26.5	28.5	17.1	16.4	20.7	30.9	18.4	10.2	26.9	25.0
								e	e	abde				
Standard error	2.01	1.93	2.09	2.01	2.10	2.28	2.60	1.42	1.66	2.01	3.12	2.26	3.51	3.78
Standard deviation	32.04	28.49	30.44	32.04	28.75	29.33	10.08	17.83	21.31	32.04	23.12	13.75	28.90	30.21

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	253	45	15	11	6	218	178	225	209	185	167	214	58	-	224	14
Effective base	126	23	6	6	4	107	84	110	104	91	86	107	29	-	108	9
Weighted Base	238	41	13	13	8	203	162	207	205	177	175	203	52	-	200	15
0-24%	122	22	8	10	-	107	94	109	102	94	94	108	34	-	101	7
	51%	54%	64%	74%	-%	53%	58%	52%	49%	53%	54%	53%	65%	-%	50%	46%
25-49%	41	8	3	*	2	37	24	40	39	24	33	38	9	-	31	5
	17%	19%	19%	*%	31%	18%	15%	19%	19%	14%	19%	19%	18%	-%	16%	33%
50-74%	16	5	-	2	*	15	7	15	12	13	11	14	1	-	14	-
	7%	12%	-%	15%	2%	7%	4%	7%	6%	7%	6%	7%	2%	-%	7%	-%
75-100%	39	2	*	1	4	26	19	27	32	29	20	30	1	-	35	3
	16%	6%	*%	6%	52%	13%	12%	13%	16%	16%	12%	15%	2%	-%	17%	18%
Don't know	21	4	2	1	1	17	17	17	20	17	16	14	7	-	20	1
	9%	9%	17%	5%	15%	8%	11%	8%	10%	10%	9%	7%	13%	-%	10%	3%
Answered	238	41	13	13	8	203	162	207	205	177	175	203	52	-	200	15
Mean Score	30.9	24.8	13.6	19.9	63.3	29.2	26.2	29.4	30.2	30.2	27.2	30.5	14.5	-	31.8	33.2
Standard error	2.01	3.78	3.28	8.57	17.46	2.09	2.25	2.04	2.18	2.38	c	c	2.26	-	2.17	8.67
Standard deviation	32.04	25.33	12.70	28.42	42.76	30.85	29.96	30.67	31.56	32.41	28.89	31.05	17.18	-	32.44	32.43

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	253	123	130	105	7	58	68	42	160	49	47	56	145
Effective base	126	70	56	52	6	28	38	22	80	22	25	30	69
Weighted Base	238	139	99	97	14	61	64	43	153	42	48	63	126
0-24%	122	73	49	58	8	38	37	24	75	22	27	39	56
	51%	52%	49%	60%	57%	61%	58%	56%	49%	54%	56%	62%	45%
25-49%	41	23	18	16	4	11	14	3	29	8	8	7	25
	17%	16%	18%	17%	30%	18%	21%	8%	19%	19%	16%	11%	20%
50-74%	16	11	5	7	2	7	1	6	8	2	6	1	8
	7%	8%	5%	7%	13%	11%	2%	13%	5%	4%	12%	2%	6%
75-100%	39	25	14	13	-	5	8	7	25	7	5	15	19
	16%	18%	14%	13%	-%	7%	13%	17%	16%	16%	11%	23%	15%
Don't know	21	7	14	3	-	1	4	3	16	3	3	*	18
	9%	5%	14%	3%	-%	2%	6%	7%	10%	7%	5%	*%	15%
Answered	238	139	99	97	14	61	64	43	153	42	48	63	126
Mean Score	30.9	33.4	27.4	28.7	29.6	29.3	26.4	33.1	31.7	24.8	29.2	35.1	29.0
Standard error	2.01	2.90	2.78	2.90	8.19	3.50	3.50	5.36	2.49	4.48	4.62	4.68	2.54
Standard deviation	32.04	32.18	31.68	29.75	21.66	26.62	28.87	34.76	31.49	31.36	31.68	34.99	30.57

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	253	100	153
Effective base	126	47	79
Weighted Base	238	95	144
0-24%	122	50	72
	51%	52%	50%
25-49%	41	17	24
	17%	18%	16%
50-74%	16	2	14
	7%	2%	9%
75-100%	39	17	22
	16%	18%	15%
Don't know	21	9	12
	9%	10%	8%
Answered	238	95	144
Mean Score	30.9	30.3	31.3
Standard error	2.01	3.32	2.54
Standard deviation	32.04	33.18	31.38

Columns Tested:: a,b

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	h	*i	*j	k	*l
Unweighted Base	253	-	14	48	34	5	23	20	33	16	18	31	11
Effective base	126	-	4	25	10	2	16	6	17	12	6	24	6
Weighted Base	238	-	8	57	22	5	28	8	28	18	6	46	12
0-24%	122	-	5	30	11	2	9	4	16	9	4	26	5
	51%	-%	62%	52%	50%	35%	33%	50%	59%	52%	65%	56%	42%
25-49%	41	-	-	8	2	*	4	1	5	3	*	11	7
	17%	-%	-%	15%	7%	9%	13%	13%	17%	15%	5%	23%	58%
50-74%	16	-	-	3	*	-	1	3	2	2	*	4	-
	7%	-%	-%	5%	2%	-%	5%	32%	7%	12%	3%	9%	-%
75-100%	39	-	3	8	2	3	11	*	4	4	2	3	-
	16%	-%	35%	15%	8%	56%	37%	3%	14%	21%	27%	7%	-%
Don't know	21	-	*	7	7	-	3	*	1	-	-	2	-
	9%	-%	4%	13%	33%	-%	11%	2%	2%	-%	-%	5%	-%
				h									
Answered	238	-	8	57	22	5	28	8	28	18	6	46	12
Mean Score	30.9	-	36.5	28.6	16.9	62.9	46.8	34.3	29.4	36.2	32.0	26.1	23.1
Standard error	2.01	-	13.24	4.37	4.63	21.30	9.09	6.15	5.21	8.00	8.24	4.03	4.86
Standard deviation	32.04	-	49.55	30.29	27.02	47.63	43.61	27.49	29.92	32.01	34.97	22.44	16.13

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 174 (continuation)

QV6d2.14. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	253	64	60	69	60	124	129
Effective base	126	31	27	35	34	58	69
Weighted Base	238	70	50	54	64	120	118
0-24%	122	35	22	30	35	57	65
	51%	50%	44%	55%	54%	47%	55%
25-49%	41	8	6	9	18	14	26
	17%	12%	12%	16%	28%	12%	22%
50-74%	16	3	2	7	4	5	11
	7%	4%	4%	13%	7%	4%	9%
75-100%	39	11	15	8	5	26	13
	16%	16%	30%	15%	7%	22%	11%
Don't know	21	13	5	1	2	18	3
	9%	18%	11%	1%	4%	15%	3%
Answered	238	70	50	54	64	120	118
Mean Score	30.9	27.4	40.1	32.5	26.1	32.7	29.0
Standard error	2.01	4.08	5.33	3.60	2.91	3.31	2.31
Standard deviation	32.04	32.66	41.25	29.92	22.53	36.87	26.26

Columns Tested:: a,b,c,d - a,b

Table 176

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	69	10	59	50	6	4	9	19
Effective base	37	3	34	35	4	3	7	10
Weighted Base	69	7	62	66	1	1	*	2
0-24%	58	4	53	56	1	1	*	2
	84%	68%	86%	84%	79%	82%	46%	75%
25-49%	4	-	4	4	-	-	*	*
	7%	-%	7%	7%	-%	-%	21%	3%
50-74%	1	-	1	1	-	-	*	*
	1%	-%	1%	1%	-%	-%	13%	2%
75-100%	1	*	1	1	*	-	*	*
	2%	1%	2%	2%	6%	-%	20%	6%
Don't know	5	2	3	4	*	*	-	*
	7%	31%	4%	6%	15%	18%	-%	14%
Answered	69	7	62	66	1	1	*	2
Mean Score	9.8	2.3	10.6	9.6	13.8	7.5	40.4	15.4
Standard error	1.70	3.90	1.84	1.92	18.54	-	-	7.19
Standard deviation	14.08	12.32	14.11	13.58	45.42	-	-	31.35

Columns Tested:: a,b - a,b,c,d,e

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	69	29	16	5	6	4	9	50	6	13
Effective base	37	21	11	4	4	3	7	35	4	6
Weighted Base	69	42	21	3	1	1	*	66	1	1
0-24%	58	36	17	3	1	1	*	56	1	1
	84%	86%	81%	85%	79%	82%	46%	84%	79%	71%
25-49%	4	2	2	-	-	-	*	4	-	*
	7%	6%	9%	-%	-%	-%	21%	7%	-%	6%
50-74%	1	1	-	-	-	-	*	1	-	*
	1%	1%	-%	-%	-%	-%	13%	1%	-%	4%
75-100%	1	-	1	*	*	-	*	1	*	*
	2%	-%	3%	15%	6%	-%	20%	2%	6%	6%
Don't know	5	3	1	-	*	*	-	4	*	*
	7%	7%	7%	-%	15%	18%	-%	6%	15%	13%
Answered	69	42	21	3	1	1	*	66	1	1
Mean Score	9.8	9.3	8.0	22.5	13.8	7.5	40.4	9.6	13.8	17.5
Standard error	1.70	1.67	4.11	15.08	18.54	-	-	1.92	18.54	-
Standard deviation	14.08	9.01	16.46	33.73	45.42	-	-	13.58	45.42	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	69	39	11	6	4	9	37	6	9	7	8
Effective base	37	27	10	4	3	7	27	3	5	3	2
Weighted Base	69	56	10	1	1	*	48	9	3	2	5
0-24%	58	50	6	1	1	*	43	7	2	1	5
	84%	88%	62%	79%	82%	46%	90%	74%	64%	48%	97%
25-49%	4	2	2	-	-	*	1	2	-	1	*
	7%	4%	20%	-%	-%	21%	2%	26%	-%	41%	1%
50-74%	1	1	-	-	-	*	1	-	-	-	*
	1%	1%	-%	-%	-%	13%	1%	-%	-%	-%	1%
75-100%	1	1	*	*	-	*	-	-	1	*	*
	2%	1%	5%	6%	-%	20%	-%	-%	31%	4%	1%
Don't know	5	3	1	*	*	-	3	-	*	*	-
	7%	5%	13%	15%	18%	-%	6%	-%	6%	7%	-%
Answered	69	56	10	1	1	*	48	9	3	2	5
Mean Score	9.8	8.5	15.6	13.8	7.5	40.4	7.9	12.5	32.4	21.5	4.4
Standard error	1.70	1.89	6.27	18.54	-	-	1.37	4.28	15.27	10.11	5.44
Standard deviation	14.08	11.82	20.81	45.42	-	-	8.32	10.47	45.82	26.75	15.38

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	69	8	2	13	4	3	5	3	5	6
Effective base	37	6	2	7	2	3	5	2	3	4
Weighted Base	69	7	4	18	2	5	7	4	9	7
0-24%	58	6	1	15	2	5	7	4	7	7
	84%	82%	41%	86%	94%	100%	100%	99%	87%	100%
25-49%	4	1	-	1	-	-	-	*	1	-
	7%	11%	-%	6%	-%	-%	-%	1%	13%	-%
50-74%	1	-	-	*	-	-	-	-	-	-
	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%
75-100%	1	*	-	*	-	-	-	-	-	-
	2%	7%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	5	-	2	1	*	-	-	-	-	-
	7%	-%	59%	7%	6%	-%	-%	-%	-%	-%
Answered	69	7	4	18	2	5	7	4	9	7
Mean Score	9.8	16.4	5.0	9.8	2.3	2.8	8.4	2.9	10.5	4.3
Standard error	1.70	7.91	-	3.28	2.34	1.18	2.23	3.00	3.44	2.04
Standard deviation	14.08	22.36	-	11.83	4.68	2.05	4.98	5.20	7.70	4.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	69	13	15	21	49	20	10	7	3
Effective base	37	8	10	13	31	13	6	5	2
Weighted Base	69	14	20	29	63	6	3	3	1
0-24%	58	14	15	27	55	2	1	1	*
	84%	99%	77%	91%	88%	39%	30%	42%	63%
25-49%	4	-	2	1	3	1	*	1	-
	7%	-%	10%	4%	5%	22%	15%	33%	-%
50-74%	1	-	-	*	*	1	1	-	-
	1%	-%	-%	*%	*%	10%	23%	-%	-%
75-100%	1	-	*	*	1	1	*	1	-
	2%	-%	3%	*%	1%	11%	3%	20%	-%
Don't know	5	*	2	1	4	1	1	*	*
	7%	1%	11%	4%	6%	18%	28%	5%	37%
Answered	69	14	20	29	63	6	3	3	1
Mean Score	9.8	3.5	11.7	8.4	8.4	24.3	23.7	29.8	.6
Standard error	1.70	1.09	3.79	2.15	1.58	6.75	9.33	14.74	-
Standard deviation	14.08	3.94	14.69	9.85	11.04	30.20	29.51	39.01	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base	69	5	7	-	7	2	31	-	2	22
Effective base	37	3	4	-	4	2	19	-	1	12
Weighted Base	69	8	2	-	2	5	33	-	*	20
0-24%	58	6	1	-	1	4	30	-	*	17
	84%	74%	34%	-%	34%	75%	93%	-%	84%	81%
25-49%	4	2	1	-	1	-	1	-	-	*
	7%	26%	42%	-%	42%	-%	4%	-%	-%	2%
50-74%	1	-	-	-	-	-	1	-	-	*
	1%	-%	-%	-%	-%	-%	2%	-%	-%	*%
75-100%	1	-	*	-	*	-	*	-	*	1
	2%	-%	3%	-%	3%	-%	2%	-%	16%	3%
Don't know	5	-	*	-	*	1	-	-	-	3
	7%	-%	21%	-%	21%	25%	-%	-%	-%	14%
Answered	69	8	2	-	2	5	33	-	*	20
Mean Score	9.8	9.5	17.3	-	17.3	7.5	9.8	-	28.8	9.1
Standard error	1.70	5.96	8.63	-	8.63	3.42	2.52	-	-	3.22
Standard deviation	14.08	13.32	22.84	-	22.84	4.83	14.05	-	-	15.09

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	69	14	31	24	56	13	-	65	4	68	1
Effective base	37	6	19	13	27	10	-	35	2	36	1
Weighted Base	69	15	33	21	53	15	-	67	2	68	1
0-24%	58	10	30	17	47	11	-	57	1	57	1
	84%	69%	93%	81%	88%	72%	-%	86%	29%	84%	100%
25-49%	4	3	1	*	4	-	-	4	-	4	-
	7%	19%	4%	2%	8%	-%	-%	7%	-%	7%	-%
50-74%	1	-	1	*	1	-	-	1	-	1	-
	1%	-%	2%	*%	1%	-%	-%	1%	-%	1%	-%
75-100%	1	*	*	1	1	1	-	1	-	1	-
	2%	*%	2%	3%	1%	4%	-%	2%	-%	2%	-%
Don't know	5	2	-	3	1	4	-	3	1	5	-
	7%	12%	-%	14%	2%	25%	-%	5%	71%	7%	-%
Answered	69	15	33	21	53	15	-	67	2	68	1
Mean Score	9.8	9.9	9.8	9.5	10.8	6.2	-	10.0	2.1	9.8	7.0
Standard error	1.70	3.24	2.52	3.26	1.74	4.80	-	1.76	2.34	1.71	-
Standard deviation	14.08	12.13	14.05	15.98	13.03	17.31	-	14.22	4.68	14.14	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	69	17	17	35
Effective base	37	8	7	23
Weighted Base	69	18	13	37
0-24%	58	15	11	32
	84%	86%	79%	85%
25-49%	4	-	*	4
	7%	-%	3%	11%
50-74%	1	*	-	1
	1%	*%	-%	2%
75-100%	1	*	1	*
	2%	1%	4%	1%
Don't know	5	2	2	*
	7%	13%	14%	1%
Answered	69	18	13	37
Mean Score	9.8	5.2	13.1	10.7
Standard error	1.70	2.41	4.40	2.36
Standard deviation	14.08	9.96	18.16	13.95

Columns Tested: a,b,c

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	69	32	24	4	4	3	1	1	-	56	13	9
Effective base	37	19	14	3	2	3	1	1	-	33	6	4
Weighted Base	69	39	25	2	2	*	*	1	-	64	5	3
0-24%	58	34	20	1	1	-	*	1	-	55	3	2
	84%	88%	82%	74%	51%	-%	100%	100%	-%	85%	67%	62%
25-49%	4	1	2	-	1	-	-	-	-	4	1	1
	7%	4%	9%	-%	49%	-%	-%	-%	-%	6%	18%	32%
50-74%	1	1	-	-	-	*	-	-	-	1	*	*
	1%	2%	-%	-%	-%	23%	-%	-%	-%	1%	1%	1%
75-100%	1	*	1	*	-	*	-	-	-	1	1	*
	2%	*%	2%	26%	-%	36%	-%	-%	-%	1%	12%	2%
Don't know	5	3	2	-	-	*	-	-	-	5	*	*
	7%	7%	7%	-%	-%	41%	-%	-%	-%	7%	2%	3%
Answered	69	39	25	2	2	*	*	1	-	64	5	3
Mean Score	9.8	8.5	9.6	26.7	19.8	49.4	5.0	5.0	-	8.9	21.3	17.4
Standard error	1.70	1.76	3.05	27.63	7.75	-	-	-	-	1.61	8.87	7.36
Standard deviation	14.08	9.95	14.96	55.26	15.50	-	-	-	-	12.05	31.97	22.07

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	69	5	27	37	63	64	67	69	41	28	7	38	2	5	3	10	2
Effective base	37	3	17	18	33	34	35	37	17	10	5	23	1	2	2	6	1
Weighted Base	69	5	34	29	64	65	67	69	30	19	5	50	2	2	2	6	1
0-24%	58	2	32	23	55	55	56	58	26	15	2	45	2	2	*	5	1
	84%	41%	94%	79%	86%	85%	85%	84%	86%	79%	48%	91%	100%	90%	*%	84%	100%
25-49%	4	-	1	3	3	4	4	4	3	2	1	1	-	-	1	1	-
	7%	-%	4%	11%	5%	7%	7%	7%	11%	11%	25%	3%	-%	-%	47%	14%	-%
50-74%	1	1	-	*	*	*	*	1	*	*	-	-	-	*	-	-	-
	1%	12%	-%	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	2%	-%	-%	-%
75-100%	1	*	-	1	1	1	1	1	*	1	1	1	-	-	-	-	-
	2%	2%	-%	4%	2%	1%	2%	2%	*%	3%	12%	1%	-%	-%	-%	-%	-%
Don't know	5	2	1	2	4	4	5	5	1	1	1	2	-	*	1	*	-
	7%	45%	2%	6%	6%	7%	7%	7%	2%	7%	14%	5%	-%	8%	53%	1%	-%
Answered	69	5	34	29	64	65	67	69	30	19	5	50	2	2	2	6	1
Mean Score	9.8	13.8	7.7	11.4	9.2	8.8	9.4	9.8	12.0	12.0	20.1	8.0	1.3	13.6	14.0	11.5	9.0
Standard error	1.70	8.95	1.50	3.00	1.74	1.46	1.68	1.70	1.68	3.30	12.23	1.92	2.29	5.49	11.25	2.93	-
Standard deviation	14.08	20.01	7.81	18.24	13.79	11.64	13.75	14.08	10.73	17.46	32.36	11.83	3.24	12.27	19.48	9.27	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	69	43	2	4	4	5	5	-	37	8	3	6	6	4	-
Effective base	37	25	1	2	2	4	2	-	22	3	1	4	4	2	-
Weighted Base	69	53	2	3	3	3	1	-	45	8	2	3	4	2	-
0-24%	58	48	2	1	1	2	1	-	39	8	2	1	3	2	-
	84%	90%	98%	49%	53%	73%	83%	-%	87%	99%	89%	36%	68%	100%	-%
25-49%	4	1	-	1	-	1	*	-	2	-	-	1	1	-	-
	7%	2%	-%	45%	-%	27%	8%	-%	5%	-%	-%	24%	32%	-%	-%
50-74%	1	-	*	-	-	-	-	-	-	-	*	-	-	-	-
	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
75-100%	1	1	-	-	-	-	-	-	1	*	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%
Don't know	5	3	-	*	1	-	*	-	3	-	*	1	-	-	-
	7%	5%	-%	6%	47%	-%	9%	-%	7%	-%	9%	40%	-%	-%	-%
Answered	69	53	2	3	3	3	1	-	45	8	2	3	4	2	-
Mean Score	9.8	8.6	11.2	20.9	2.7	14.8	10.6	-	8.1	10.8	2.2	10.9	14.2	9.7	-
Standard error	1.70	2.18	8.96	5.79	1.66	5.25	-	-	2.03	3.07	7.73	5.68	5.54	1.56	-
Standard deviation	14.08	14.31	12.67	11.58	3.31	11.74	-	-	12.33	8.67	13.39	13.92	13.58	3.12	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	69	39	6	5	9	4	4	2	12	15	20	11	9
Effective base	37	25	2	2	4	3	3	1	6	7	13	8	5
Weighted Base	69	46	6	3	9	1	1	1	17	7	22	12	8
0-24%	58	37	6	3	7	1	1	1	15	4	19	9	8
	84%	82%	100%	92%	79%	100%	60%	96%	87%	62%	88%	77%	99%
25-49%	4	2	-	-	2	-	-	*	-	2	2	1	*
	7%	5%	-%	-%	21%	-%	-%	4%	-%	22%	8%	9%	1%
50-74%	1	1	-	*	-	-	-	-	-	-	*	-	-
	1%	1%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%
75-100%	1	1	-	*	-	-	*	-	*	1	1	-	-
	2%	1%	-%	2%	-%	-%	35%	-%	*%	8%	3%	-%	-%
Don't know	5	4	-	*	-	-	*	-	2	1	*	2	-
	7%	10%	-%	5%	-%	-%	5%	-%	13%	7%	1%	13%	-%
Answered	69	46	6	3	9	1	1	1	17	7	22	12	8
Mean Score	9.8	9.5	2.1	7.7	13.6	7.5	36.7	6.5	5.2	16.8	9.4	9.8	11.4
Standard error	1.70	2.15	2.15	7.81	3.04	4.09	37.15	8.98	2.31	6.82	3.44	2.98	2.81
Standard deviation	14.08	13.43	5.28	17.47	9.11	8.17	74.29	12.70	8.01	26.40	15.40	9.90	8.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	69	18	16	13	8	7	15	16	15	11	7
Effective base	37	9	9	8	5	5	7	7	10	8	4
Weighted Base	69	19	16	13	5	6	19	11	16	13	7
0-24%	58	17	15	11	2	6	16	8	15	10	6
	84%	88%	94%	80%	46%	100%	85%	69%	94%	81%	99%
25-49%	4	-	*	2	1	-	-	2	1	1	*
	7%	-%	2%	13%	23%	-%	-%	22%	5%	9%	1%
50-74%	1	-	*	-	-	-	-	-	*	-	-
	1%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
75-100%	1	*	*	1	-	-	1	*	-	-	-
	2%	1%	3%	4%	-%	-%	3%	1%	-%	-%	-%
Don't know	5	2	-	*	2	-	2	1	*	1	-
	7%	11%	-%	2%	31%	-%	12%	8%	1%	10%	-%
Answered	69	19	16	13	5	6	19	11	16	13	7
Mean Score	9.8	5.0	14.2	9.1	11.5	6.9	7.6	10.3	7.4	9.8	11.5
Standard error	1.70	2.15	3.95	5.52	4.57	2.20	4.15	3.19	1.87	2.91	3.53
Standard deviation	14.08	9.13	15.80	19.91	12.94	5.82	16.08	12.78	7.24	9.65	9.34

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	69	15	13	16	17	8	54	1	14	60	9	59	4
Effective base	37	8	6	8	11	5	30	1	7	32	6	31	2
Weighted Base	69	19	10	11	21	8	51	*	17	63	6	61	3
0-24%	58	16	7	10	17	8	44	*	14	53	4	52	3
	84%	84%	71%	91%	83%	94%	85%	100%	82%	85%	76%	86%	100%
25-49%	4	-	2	-	2	-	4	-	-	4	1	3	-
	7%	-%	22%	-%	11%	-%	9%	-%	-%	6%	14%	5%	-%
50-74%	1	1	-	*	-	-	1	-	-	1	*	*	-
	1%	3%	-%	*%	-%	-%	1%	-%	-%	1%	1%	*%	-%
75-100%	1	*	-	1	-	*	1	-	1	1	*	1	-
	2%	*%	-%	6%	-%	6%	1%	-%	4%	1%	9%	2%	-%
Don't know	5	2	1	*	1	-	2	-	2	5	-	4	-
	7%	12%	7%	3%	6%	-%	4%	-%	14%	7%	-%	7%	-%
Answered	69	19	10	11	21	8	51	*	17	63	6	61	3
Mean Score	9.8	4.6	10.7	11.5	11.5	13.8	10.6	10.0	7.2	8.8	20.4	9.2	10.6
Standard error	1.70	2.90	2.98	5.26	2.05	7.88	1.75	-	4.73	1.62	8.33	1.83	1.01
Standard deviation	14.08	11.24	10.75	21.05	8.44	22.28	12.84	-	17.70	12.53	24.99	14.09	2.03

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	69	55	9	54	15	56	7	55	9	52	17
Effective base	37	30	4	32	7	31	2	30	5	31	6
Weighted Base	69	56	9	63	6	58	6	60	5	55	14
0-24%	58	47	8	53	4	50	5	51	5	44	13
	84%	84%	90%	85%	76%	87%	86%	85%	84%	81%	96%
25-49%	4	4	1	4	1	3	1	4	1	4	-
	7%	7%	9%	6%	15%	4%	14%	6%	15%	8%	-%
50-74%	1	-	*	1	*	-	*	-	*	1	*
	1%	-%	*%	1%	1%	-%	1%	-%	1%	1%	*%
75-100%	1	1	-	1	*	1	-	1	-	1	*
	2%	1%	-%	1%	9%	2%	-%	1%	-%	1%	4%
Don't know	5	4	-	5	-	4	-	4	-	5	-
	7%	8%	-%	7%	-%	7%	-%	7%	-%	8%	-%
Answered	69	56	9	63	6	58	6	60	5	55	14
Mean Score	9.8	8.4	11.5	8.9	19.4	8.8	13.5	8.5	12.7	9.4	11.1
Standard error	1.70	1.64	2.49	1.70	6.75	1.90	3.26	1.59	3.28	1.89	3.96
Standard deviation	14.08	12.17	7.47	12.50	26.13	14.19	8.63	11.80	9.83	13.60	16.34

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	69	51	53	52	-	54	47	46	-	63	49	62	-
Effective base	37	29	28	29	-	30	25	25	-	35	25	33	-
Weighted Base	69	57	55	53	-	58	50	44	-	66	50	61	-
0-24%	58	50	48	45	-	49	45	37	-	55	44	52	-
	84%	87%	88%	85%	-%	85%	91%	84%	-%	84%	88%	86%	-%
25-49%	4	3	3	3	-	4	2	4	-	4	2	4	-
	7%	6%	6%	6%	-%	8%	4%	10%	-%	7%	4%	7%	-%
50-74%	1	-	*	*	-	*	-	-	-	1	1	1	-
	1%	-%	*%	*%	-%	*%	-%	-%	-%	1%	1%	1%	-%
75-100%	1	1	1	1	-	*	-	*	-	1	1	1	-
	2%	1%	2%	1%	-%	1%	-%	*%	-%	2%	1%	2%	-%
Don't know	5	4	2	4	-	4	2	2	-	4	2	2	-
	7%	6%	3%	7%	-%	7%	5%	5%	-%	6%	5%	4%	-%
Answered	69	57	55	53	-	58	50	44	-	66	50	61	-
Mean Score	9.8	8.0	9.5	8.0	-	9.1	7.5	9.0	-	9.8	8.9	10.3	-
Standard error	1.70	1.57	1.98	1.69	-	1.53	1.11	1.57	-	1.73	1.85	1.83	-
Standard deviation	14.08	11.20	14.43	12.21	-	11.26	7.60	10.66	-	13.71	12.95	14.43	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	69	59	61	69	56	42	6	51	53	53	69	37	24	18			
Effective base	37	30	33	37	29	21	4	28	29	28	37	19	11	7			
Weighted Base	69	58	63	69	56	44	3	50	54	53	69	39	27	19			
0-24%	58	49	54	58	47	43	2	42	48	44	58	37	24	17			
	84%	85%	85%	84%	85%	96%	71%	85%	89%	84%	84%	95%	88%	94%			
25-49%	4	3	4	4	3	1	1	1	1	4	4	1	1	*			
	7%	6%	7%	7%	6%	3%	29%	3%	3%	8%	7%	3%	4%	2%			
50-74%	1	*	*	1	*	*	-	1	-	*	1	-	*	*			
	1%	*%	*%	1%	*%	*%	-%	1%	-%	*%	1%	-%	*%	*%			
75-100%	1	1	1	1	1	-	-	1	-	-	1	-	-	-			
	2%	2%	1%	2%	1%	-%	-%	2%	-%	-%	2%	-%	-%	-%			
Don't know	5	4	4	5	5	*	-	5	5	5	5	1	2	1			
	7%	7%	7%	7%	8%	1%	-%	9%	9%	9%	7%	2%	8%	3%			
Answered	69	58	63	69	56	44	3	50	54	53	69	39	27	19			
Mean Score	9.8	9.2	8.8	9.8	8.3	8.5	14.6	9.1	6.3	8.9	9.8	7.4	6.1	7.0			
Standard error	1.70	1.84	1.46	1.70	1.63	1.13	5.16	2.09	.95	1.15	1.70	1.26	1.62	2.02			
Standard deviation	14.08	14.16	11.43	14.08	12.24	7.32	12.64	14.91	6.93	8.35	14.08	7.65	7.93	8.57			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	69	20	6	2	4	57	50	62	56	51	50	58	34	-	56	3
Effective base	37	9	4	1	2	29	26	32	30	25	27	32	19	-	30	2
Weighted Base	69	13	8	2	2	51	47	56	58	49	53	57	37	-	50	5
0-24%	58	10	7	2	2	42	38	45	49	42	45	47	28	-	39	5
	84%	81%	86%	79%	97%	82%	80%	81%	83%	85%	84%	82%	76%	-%	79%	100%
25-49%	4	2	1	-	-	4	4	4	4	4	4	4	4	-	4	-
	7%	16%	13%	-%	-%	7%	10%	8%	7%	8%	8%	8%	11%	-%	9%	-%
50-74%	1	-	*	-	-	-	*	*	1	-	*	1	-	-	1	-
	1%	-%	*%	-%	-%	-%	*%	*%	1%	-%	*%	1%	-%	-%	1%	-%
75-100%	1	-	-	*	*	1	*	1	*	1	*	1	1	-	1	-
	2%	-%	-%	21%	3%	2%	*%	2%	1%	1%	*%	2%	3%	-%	2%	-%
Don't know	5	*	-	-	-	5	5	5	5	2	4	4	4	-	4	-
	7%	3%	-%	-%	-%	9%	10%	8%	8%	5%	8%	7%	10%	-%	8%	-%
Answered	69	13	8	2	2	51	47	56	58	49	53	57	37	-	50	5
Mean Score	9.8	11.4	10.2	22.8	9.5	9.3	8.4	9.6	9.4	8.8	8.4	10.0	11.6	-	11.8	2.9
Standard error	1.70	1.97	4.03	32.23	11.55	1.99	1.39	1.90	1.58	1.84	1.28	1.96	2.83	-	2.04	1.47
Standard deviation	14.08	8.80	9.86	45.58	23.09	15.01	9.86	14.98	11.79	13.17	9.03	14.96	16.51	-	15.28	2.55

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	69	42	27	31	2	24	16	18	39	12	17	21	30
Effective base	37	23	14	14	2	13	9	9	22	7	10	11	15
Weighted Base	69	47	22	25	5	25	15	18	34	17	18	21	29
0-24%	58	41	17	22	5	22	14	15	26	17	15	19	24
	84%	88%	76%	89%	100%	90%	95%	86%	76%	99%	85%	87%	83%
25-49%	4	2	2	2	-	2	-	2	2	-	-	2	3
	7%	4%	11%	8%	-%	8%	-%	12%	7%	-%	-%	9%	9%
50-74%	1	*	1	*	-	*	-	-	1	*	-	*	-
	1%	*%	3%	*%	-%	*%	-%	-%	2%	*%	-%	*%	-%
75-100%	1	1	1	*	-	1	-	*	1	*	1	1	-
	2%	1%	3%	*%	-%	2%	-%	3%	2%	*%	3%	3%	-%
Don't know	5	3	2	1	-	-	1	-	5	-	2	*	2
	7%	6%	8%	3%	-%	-%	5%	-%	14%	-%	12%	*%	8%
Answered	69	47	22	25	5	25	15	18	34	17	18	21	29
Mean Score	9.8	9.1	11.2	7.6	5.8	10.0	9.4	11.7	9.6	8.1	9.8	9.9	8.8
Standard error	1.70	1.85	3.46	1.64	2.73	2.98	2.11	3.87	2.33	3.10	3.99	3.66	1.59
Standard deviation	14.08	11.96	17.99	9.14	3.86	14.61	8.44	16.42	14.56	10.72	16.47	16.76	8.68

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	69	24	45
Effective base	37	11	28
Weighted Base	69	27	42
0-24%	58	23	35
	84%	86%	83%
25-49%	4	1	3
	7%	5%	8%
50-74%	1	*	1
	1%	*%	1%
75-100%	1	*	1
	2%	1%	3%
Don't know	5	2	2
	7%	9%	5%
Answered	69	27	42
Mean Score	9.8	5.8	12.2
Standard error	1.70	2.02	2.35
Standard deviation	14.08	9.87	15.80

Columns Tested:: a,b

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	69	-	6	15	8	1	4	2	10	7	3	11	2
Effective base	37	-	2	7	4	1	1	1	6	5	2	9	1
Weighted Base	69	-	6	15	8	1	3	1	12	7	2	14	1
0-24%	58	-	5	12	7	1	3	*	12	3	2	12	1
	84%	-%	95%	78%	87%	100%	97%	2%	99%	41%	100%	88%	100%
25-49%	4	-	-	1	*	-	*	-	-	2	-	1	-
	7%	-%	-%	6%	5%	-%	2%	-%	-%	28%	-%	8%	-%
50-74%	1	-	-	1	-	-	*	-	-	-	-	-	-
	1%	-%	-%	4%	-%	-%	1%	-%	-%	-%	-%	-%	-%
75-100%	1	-	-	-	*	-	-	1	*	-	-	*	-
	2%	-%	-%	-%	1%	-%	-%	98%	1%	-%	-%	4%	-%
Don't know	5	-	*	2	1	-	-	-	-	2	-	-	-
	7%	-%	5%	11%	7%	-%	-%	-%	-%	30%	-%	-%	-%
Answered	69	-	6	15	8	1	3	1	12	7	2	14	1
Mean Score	9.8	-	1.5	7.9	6.6	1.0	20.8	88.4	7.8	12.9	9.3	11.9	14.8
Standard error	1.70	-	1.73	2.88	4.43	-	3.49	-	3.20	4.46	1.36	5.18	1.47
Standard deviation	14.08	-	4.25	11.16	12.52	-	6.99	-	10.13	11.80	2.36	17.18	2.08

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 176 (continuation)

QV6d2.7. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	69	21	13	19	16	34	35
Effective base	37	9	6	12	12	15	23
Weighted Base	69	20	12	19	17	32	36
0-24%	58	17	11	15	15	28	30
	84%	83%	91%	76%	90%	86%	82%
25-49%	4	1	*	2	1	1	3
	7%	5%	4%	10%	7%	4%	9%
50-74%	1	1	*	-	-	1	-
	1%	3%	*%	-%	-%	2%	-%
75-100%	1	-	*	1	*	*	1
	2%	-%	1%	3%	3%	*%	3%
Don't know	5	2	1	2	-	2	2
	7%	10%	4%	11%	-%	8%	6%
Answered	69	20	12	19	17	32	36
Mean Score	9.8	6.1	9.3	12.0	11.8	7.3	11.9
Standard error	1.70	2.20	3.42	4.01	3.83	1.87	2.75
Standard deviation	14.08	10.07	12.32	17.48	15.34	10.88	16.28

Columns Tested:: a,b,c,d - a,b

Table 178

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	65	9	56	41	4	7	13	24
Effective base	31	3	28	29	3	6	9	11
Weighted Base	59	7	51	57	1	1	*	2
0-24%	49	4	45	48	*	1	*	2
	84%	56%	88%	84%	57%	87%	98%	77%
25-49%	4	-	4	4	-	-	*	*
	6%	-%	7%	6%	-%	-%	2%	*%
50-74%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	3	2	5	*	*	-	*
	10%	44%	5%	9%	43%	13%	-%	23%
Answered	59	7	51	57	1	1	*	2
Mean Score	8.1	.1	9.3	8.1	4.9	10.9	7.5	8.1
Standard error	1.01	.26	1.08	1.27	-	-	-	1.95
Standard deviation	8.12	.77	8.05	8.16	-	-	-	9.55

Columns Tested:: a,b - a,b,c,d,e

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	65	24	14	3	4	7	13	41	4	20
Effective base	31	17	10	3	3	6	9	29	3	9
Weighted Base	59	35	20	2	1	1	*	57	1	1
0-24%	49	30	15	2	*	1	*	48	*	1
	84%	88%	76%	100%	57%	87%	98%	84%	57%	90%
25-49%	4	*	3	-	-	-	*	4	-	*
	6%	1%	16%	-%	-%	-%	2%	6%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	1	-	*	*	-	5	*	*
	10%	11%	7%	-%	43%	13%	-%	9%	43%	10%
Answered	59	35	20	2	1	1	*	57	1	1
Mean Score	8.1	7.0	10.5	5.4	4.9	10.9	7.5	8.1	4.9	10.2
Standard error	1.01	1.24	2.97	.62	-	-	-	1.27	-	3.59
Standard deviation	8.12	6.08	11.10	1.07	-	-	-	8.16	-	16.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	65	32	9	4	7	13	34	6	3	7	11
Effective base	31	22	8	3	6	9	24	4	2	2	1
Weighted Base	59	48	9	1	1	*	45	6	*	1	5
0-24%	49	43	4	*	1	*	38	6	*	1	5
	84%	91%	50%	57%	87%	98%	84%	100%	73%	88%	100%
25-49%	4	*	3	-	-	*	4	-	-	-	*
	6%	1%	36%	-%	-%	2%	8%	-%	-%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	1	*	*	-	4	-	*	*	-
	10%	8%	14%	43%	13%	-%	8%	-%	27%	12%	-%
Answered	59	48	9	1	1	*	45	6	*	1	5
Mean Score	8.1	7.2	13.2	4.9	10.9	7.5	9.4	5.1	5.8	9.1	2.3
Standard error	1.01	1.15	4.56	-	-	-	1.45	1.84	-	5.04	1.90
Standard deviation	8.12	6.48	13.68	-	-	-	8.43	4.51	-	13.34	6.31

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	65	6	4	14	4	4	5	1	1	5
Effective base	31	4	4	9	2	4	4	1	1	2
Weighted Base	59	10	7	19	*	7	6	1	2	3
0-24%	49	10	4	15	*	7	6	1	2	3
	84%	100%	51%	77%	74%	100%	96%	100%	100%	100%
25-49%	4	-	-	3	-	-	-	-	-	-
	6%	-%	-%	16%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	3	1	*	-	*	-	-	-
	10%	-%	49%	7%	26%	-%	4%	-%	-%	-%
Answered	59	10	7	19	*	7	6	1	2	3
Mean Score	8.1	8.1	2.4	12.3	6.7	5.2	2.6	1.0	10.0	10.4
Standard error	1.01	1.01	1.14	3.07	-	1.81	.84	-	-	1.17
Standard deviation	8.12	2.48	2.28	11.49	-	3.62	1.88	-	-	2.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	65	13	11	20	44	21	11	7	3
Effective base	31	6	8	13	27	11	7	4	1
Weighted Base	59	10	18	27	55	4	3	1	*
0-24%	49	10	15	22	47	3	2	1	*
	84%	99%	81%	82%	85%	72%	69%	88%	6%
25-49%	4	-	-	3	3	*	*	-	*
	6%	-%	-%	12%	6%	10%	15%	-%	3%
50-74%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	*	3	1	5	1	*	*	*
	10%	1%	19%	6%	9%	18%	15%	12%	91%
Answered	59	10	18	27	55	4	3	1	*
Mean Score	8.1	6.8	6.1	9.6	7.9	11.2	12.9	8.9	1.1
Standard error	1.01	1.13	1.13	2.41	1.22	2.06	3.40	5.43	-
Standard deviation	8.12	4.09	3.76	10.77	8.08	9.45	11.27	14.37	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	65	2	3	-	3	4	26	1	1	28
Effective base	31	1	2	-	2	2	12	1	1	16
Weighted Base	59	5	1	-	1	2	21	*	*	30
0-24%	49	5	*	-	*	1	18	*	-	25
	84%	100%	74%	-%	74%	48%	87%	100%	-%	83%
25-49%	4	-	-	-	-	-	2	-	*	1
	6%	-%	-%	-%	-%	-%	12%	-%	100%	4%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	*	-	*	1	*	-	-	4
	10%	-%	26%	-%	26%	52%	1%	-%	-%	14%
Answered	59	5	1	-	1	2	21	*	*	30
Mean Score	8.1	1.8	10.6	-	10.6	.1	9.1	20.0	30.0	9.0
Standard error	1.01	3.07	-	-	-	.51	1.98	-	-	1.25
Standard deviation	8.12	4.34	-	-	-	1.03	10.09	-	-	6.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	65	9	26	30	55	10	-	58	7	64	1
Effective base	31	3	12	16	24	7	-	29	2	30	1
Weighted Base	59	8	21	30	46	13	-	57	2	58	1
0-24%	49	6	18	25	40	10	-	49	1	49	1
	84%	81%	87%	83%	88%	73%	-%	86%	34%	84%	100%
25-49%	4	-	2	1	4	-	-	4	-	4	-
	6%	-%	12%	4%	8%	-%	-%	6%	-%	6%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	1	*	4	2	4	-	4	1	6	-
	10%	19%	1%	13%	5%	27%	-%	8%	66%	10%	-%
Answered	59	8	21	30	46	13	-	57	2	58	1
Mean Score	8.1	1.8	9.1	9.1	9.6	3.2	-	8.3	2.8	8.1	7.0
Standard error	1.01	1.52	1.98	1.22	1.16	.92	-	1.07	2.11	1.02	-
Standard deviation	8.12	4.57	10.09	6.66	8.59	2.90	-	8.16	5.60	8.16	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	65	16	18	31
Effective base	31	8	8	16
Weighted Base	59	18	13	27
0-24%	49	15	11	24
	84%	80%	83%	88%
25-49%	4	1	1	2
	6%	6%	6%	6%
50-74%	-	-	-	-
	-%	-%	-%	-%
75-100%	-	-	-	-
	-%	-%	-%	-%
Don't know	6	3	1	2
	10%	14%	11%	6%
Answered	59	18	13	27
Mean Score	8.1	7.0	9.2	8.4
Standard error	1.01	1.85	2.13	1.50
Standard deviation	8.12	7.39	9.02	8.35

Columns Tested: a,b,c

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	65	32	16	5	5	1	3	1	2	48	17	12
Effective base	31	20	6	2	1	1	1	1	1	26	5	4
Weighted Base	59	41	9	4	1	1	2	1	*	50	9	5
0-24%	49	33	8	4	1	-	2	1	*	41	8	4
	84%	82%	84%	100%	100%	-%	100%	100%	83%	83%	92%	84%
25-49%	4	3	-	-	-	1	-	-	*	3	1	1
	6%	7%	-%	-%	-%	100%	-%	-%	17%	6%	8%	16%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	1	-	-	-	-	-	-	6	-	-
	10%	11%	16%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Answered	59	41	9	4	1	1	2	1	*	50	9	5
Mean Score	8.1	9.6	2.6	5.2	10.9	30.0	3.1	5.0	21.7	8.3	7.4	9.5
Standard error	1.01	1.50	.71	1.93	-	-	.27	-	-	1.18	1.98	3.15
Standard deviation	8.12	8.46	2.82	4.31	-	-	.47	-	-	8.19	8.16	10.93

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	65	7	25	33	61	61	63	65	43	33	4	31	7	6	4	7	4
Effective base	31	4	16	11	28	28	29	31	18	11	2	17	3	3	1	4	1
Weighted Base	59	9	31	18	55	55	56	59	32	15	2	36	3	8	1	4	1
0-24%	49	7	27	16	49	48	49	49	30	13	1	33	3	8	*	4	1
	84%	70%	86%	88%	90%	89%	89%	84%	95%	84%	61%	90%	100%	98%	10%	83%	99%
25-49%	4	*	2	1	2	2	2	4	1	1	-	1	-	-	-	1	*
	6%	4%	8%	4%	3%	3%	3%	6%	4%	7%	-%	3%	-%	-%	-%	17%	1%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	2	2	1	4	4	4	6	1	1	1	2	-	*	1	-	-
	10%	26%	6%	8%	7%	8%	8%	10%	2%	8%	39%	6%	-%	2%	90%	-%	-%
Answered	59	9	31	18	55	55	56	59	32	15	2	36	3	8	1	4	1
Mean Score	8.1	9.3	9.6	5.0	7.7	7.8	7.7	8.1	10.1	10.0	1.2	7.4	2.6	10.5	1.0	13.0	7.5
Standard error	1.01	2.01	1.85	1.12	.93	.93	.92	1.01	1.11	1.60	.78	1.25	2.08	3.02	2.67	3.56	-
Standard deviation	8.12	5.33	9.27	6.43	7.26	7.29	7.27	8.12	7.28	9.18	1.55	6.95	5.50	7.40	5.33	9.41	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	65	36	4	9	3	4	2	3	33	9	2	8	4	5	-
Effective base	31	21	1	4	1	3	1	2	18	3	1	3	1	3	-
Weighted Base	59	45	2	4	1	2	1	*	36	5	2	8	1	3	-
0-24%	49	41	2	4	*	2	1	*	32	5	2	7	1	2	-
	84%	91%	88%	96%	4%	100%	100%	94%	89%	100%	91%	85%	100%	76%	-%
25-49%	4	2	-	-	-	-	-	*	1	-	-	-	-	1	-
	6%	4%	-%	-%	-%	-%	-%	6%	3%	-%	-%	-%	-%	24%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	2	*	*	1	-	-	-	3	-	*	1	-	-	-
	10%	5%	12%	4%	96%	-%	-%	-%	8%	-%	9%	15%	-%	-%	-%
Answered	59	45	2	4	1	2	1	*	36	5	2	8	1	3	-
Mean Score	8.1	8.0	8.8	5.6	.3	9.0	7.0	10.6	7.3	6.1	.9	10.0	5.4	14.3	-
Standard error	1.01	1.28	2.39	1.82	2.02	2.86	-	-	1.23	1.51	.31	2.91	-	4.82	-
Standard deviation	8.12	7.67	4.79	5.45	3.49	5.72	-	-	7.07	4.53	.44	8.23	-	10.78	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	65	35	9	4	5	6	3	3	13	15	13	13	9
Effective base	31	22	3	2	2	3	2	1	6	6	7	7	4
Weighted Base	59	41	9	3	1	2	1	2	15	8	12	14	7
0-24%	49	32	9	3	1	1	1	2	11	6	12	13	7
	84%	80%	100%	94%	81%	63%	100%	100%	77%	83%	98%	91%	100%
25-49%	4	3	-	-	-	1	-	-	1	1	-	-	*
	6%	7%	-%	-%	-%	37%	-%	-%	8%	10%	-%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	5	-	*	*	-	-	-	2	1	*	1	-
	10%	13%	-%	6%	19%	-%	-%	-%	16%	7%	2%	9%	-%
Answered	59	41	9	3	1	2	1	2	15	8	12	14	7
Mean Score	8.1	9.2	2.5	9.7	7.8	15.2	8.4	4.3	7.1	10.3	8.8	4.3	10.4
Standard error	1.01	1.45	.97	1.81	6.07	6.53	-	3.44	2.23	2.11	2.09	1.04	2.87
Standard deviation	8.12	8.56	2.92	3.62	13.56	15.99	-	5.96	8.03	8.16	7.53	3.75	8.61

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	65	19	14	13	7	8	16	15	11	12	7
Effective base	31	10	7	6	3	4	8	7	5	7	3
Weighted Base	59	24	12	10	4	4	20	8	8	13	5
0-24%	49	20	12	10	3	4	16	7	8	12	5
	84%	83%	100%	97%	70%	100%	82%	85%	98%	90%	100%
25-49%	4	2	-	-	-	*	1	1	-	-	*
	6%	8%	-%	-%	-%	*%	6%	9%	-%	-%	*%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	2	-	*	1	-	2	1	*	1	-
	10%	10%	-%	3%	30%	-%	12%	6%	2%	10%	-%
Answered	59	24	12	10	4	4	20	8	8	13	5
Mean Score	8.1	7.0	9.4	10.4	4.8	4.2	9.3	9.4	4.6	4.7	12.4
Standard error	1.01	1.79	1.88	2.08	2.47	1.03	2.09	2.02	1.56	1.02	3.59
Standard deviation	8.12	7.80	7.02	7.51	6.54	2.91	8.34	7.84	5.19	3.54	9.50

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	65	14	11	16	14	9	52	-	13	58	7	53	8
Effective base	31	7	4	9	9	3	23	-	8	28	3	25	4
Weighted Base	59	17	7	11	16	5	39	-	19	54	5	49	6
0-24%	49	15	7	7	14	5	33	-	17	45	5	45	5
	84%	84%	95%	64%	87%	100%	83%	-%	87%	83%	100%	91%	81%
25-49%	4	*	-	2	1	*	4	-	-	4	-	1	1
	6%	2%	-%	22%	5%	*%	9%	-%	-%	7%	-%	1%	19%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	2	*	2	1	-	3	-	3	6	-	4	-
	10%	14%	5%	14%	8%	-%	8%	-%	13%	11%	-%	8%	-%
Answered	59	17	7	11	16	5	39	-	19	54	5	49	6
Mean Score	8.1	6.7	11.3	11.0	5.4	12.7	9.6	-	5.2	8.3	6.8	7.3	11.3
Standard error	1.01	1.56	2.43	2.89	1.74	3.22	1.28	-	1.12	1.10	1.43	.93	3.71
Standard deviation	8.12	5.84	8.06	11.56	6.52	9.65	9.20	-	4.03	8.41	3.78	6.79	10.50

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	65	52	9	46	19	54	7	49	12	50	15
Effective base	31	25	4	26	4	26	3	24	5	26	4
Weighted Base	59	49	5	50	9	52	4	48	6	50	9
0-24%	49	44	5	42	8	46	3	43	5	41	8
	84%	88%	93%	83%	91%	90%	90%	90%	82%	83%	92%
25-49%	4	1	*	3	1	1	*	1	1	3	1
	6%	3%	7%	6%	9%	3%	10%	2%	18%	6%	8%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	-	6	-	4	-	4	-	6	-
	10%	9%	-%	11%	-%	8%	-%	9%	-%	11%	-%
Answered	59	49	5	50	9	52	4	48	6	50	9
Mean Score	8.1	7.7	8.8	8.2	7.7	7.7	8.0	7.3	11.3	8.2	7.9
Standard error	1.01	1.01	2.60	1.21	1.80	.98	3.59	.98	2.94	1.17	1.98
Standard deviation	8.12	7.31	7.80	8.24	7.85	7.19	9.51	6.83	10.19	8.27	7.67

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	65	50	51	53	-	52	47	46	-	61	50	56	-
Effective base	31	23	24	25	-	25	22	20	-	30	23	26	-
Weighted Base	59	44	47	47	-	51	45	43	-	58	47	50	-
0-24%	49	39	44	43	-	45	41	40	-	49	41	43	-
	84%	89%	93%	90%	-%	90%	92%	94%	-%	86%	88%	87%	-%
25-49%	4	1	1	1	-	1	1	1	-	3	3	3	-
	6%	3%	3%	2%	-%	2%	3%	2%	-%	5%	7%	6%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	2	4	-	4	2	2	-	5	2	3	-
	10%	9%	4%	8%	-%	8%	4%	5%	-%	9%	5%	7%	-%
Answered	59	44	47	47	-	51	45	43	-	58	47	50	-
Mean Score	8.1	7.4	8.3	7.6	-	7.3	8.4	7.7	-	7.9	8.8	7.3	-
Standard error	1.01	1.06	1.01	.99	-	.97	1.07	1.03	-	1.00	1.18	1.07	-
Standard deviation	8.12	7.48	7.22	7.19	-	6.99	7.31	6.96	-	7.79	8.37	8.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	65	59	59	65	56	46	8	53	52	55	65	28	19	16
Effective base	31	28	27	31	23	21	3	24	23	25	31	13	7	5
Weighted Base	59	53	52	59	46	43	2	47	43	51	59	28	16	13
0-24%	49	47	46	49	40	42	2	40	37	45	49	27	14	12
	84%	89%	89%	84%	88%	97%	100%	85%	86%	89%	84%	97%	87%	96%
25-49%	4	2	1	4	1	1	-	1	2	*	4	-	-	-
	6%	4%	3%	6%	2%	2%	-%	3%	5%	*%	6%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	4	6	4	*	-	6	4	5	6	1	2	*
	10%	7%	8%	10%	10%	1%	-%	12%	10%	11%	10%	3%	13%	4%
Answered	59	53	52	59	46	43	2	47	43	51	59	28	16	13
Mean Score	8.1	8.0	7.8	8.1	7.5	8.6	8.5	8.1	7.5	6.8	8.1	6.8	7.4	7.7
Standard error	1.01	.95	.93	1.01	.96	.97	1.56	1.00	1.03	.83	1.01	1.14	1.81	2.03
Standard deviation	8.12	7.31	7.14	8.12	7.21	6.58	4.40	7.28	7.44	6.16	8.12	6.04	7.88	8.11

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	65	20	5	2	2	55	47	58	57	47	53	52	33	-	56	2
Effective base	31	6	4	1	2	23	20	25	28	20	25	24	13	-	27	2
Weighted Base	59	10	5	2	4	46	41	49	55	39	49	47	28	-	45	1
0-24%	49	9	5	2	4	39	35	42	45	35	43	38	24	-	37	1
	84%	90%	100%	100%	100%	85%	86%	86%	83%	90%	87%	82%	86%	-%	83%	70%
25-49%	4	1	*	-	-	1	-	1	4	*	1	3	*	-	2	*
	6%	7%	*%	-%	-%	2%	-%	2%	7%	1%	2%	7%	1%	-%	5%	30%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	*	-	-	-	6	6	6	6	4	5	5	3	-	5	-
	10%	3%	-%	-%	-%	12%	14%	12%	10%	9%	11%	11%	12%	-%	12%	-%
Answered	59	10	5	2	4	46	41	49	55	39	49	47	28	-	45	1
Mean Score	8.1	8.4	6.5	5.0	1.8	7.8	6.4	7.7	8.3	5.2	7.5	7.8	7.6	-	8.6	15.9
		e	e	e	e	e	e	e	e	e	e	e	e	e	e	e
Standard error	1.01	1.72	2.04	-	1.23	.97	.81	.93	1.10	.72	.97	1.12	1.15	-	1.09	13.20
Standard deviation	8.12	7.71	4.57	-	1.75	7.19	5.57	7.11	8.33	4.97	7.10	8.05	6.61	-	8.13	18.67

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	65	40	25	33	1	20	20	17	37	11	17	12	36
Effective base	31	20	11	12	1	8	11	8	18	7	9	5	18
Weighted Base	59	37	22	23	2	12	23	11	29	19	17	9	33
0-24%	49	29	21	22	2	10	23	8	22	19	15	8	26
	84%	79%	92%	95%	100%	80%	97%	77%	78%	98%	88%	92%	80%
25-49%	4	4	*	1	-	2	*	2	1	*	-	1	3
	6%	10%	*%	3%	-%	20%	2%	23%	3%	2%	-%	8%	9%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	4	2	*	-	-	*	-	6	-	2	-	4
	10%	11%	8%	2%	-%	-%	2%	-%	20%	-%	12%	-%	11%
Answered	59	37	22	23	2	12	23	11	29	19	17	9	33
Mean Score	8.1	9.8	5.4	8.2	10.0	10.9	9.0	11.8	6.1	9.2	6.5	5.6	9.7
Standard error	1.01	1.46	.98	1.24	-	2.35	1.73	2.77	.95	2.57	.80	2.59	1.57
Standard deviation	8.12	9.24	4.89	7.12	-	10.50	7.73	11.41	5.79	8.52	3.29	8.97	9.44

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	65	26	39
Effective base	31	12	19
Weighted Base	59	24	35
0-24%	49	19	30
	84%	82%	86%
25-49%	4	1	3
	6%	3%	8%
50-74%	-	-	-
	-%	-%	-%
75-100%	-	-	-
	-%	-%	-%
Don't know	6	4	2
	10%	15%	6%
Answered	59	24	35
Mean Score	8.1	6.3	9.4
Standard error	1.01	1.55	1.31
Standard deviation	8.12	7.89	8.15

Columns Tested:: a,b

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	65	-	5	9	9	-	6	3	10	7	4	8	4
Effective base	31	-	2	4	5	-	3	2	7	6	2	5	2
Weighted Base	59	-	5	8	4	-	6	*	12	8	1	12	3
0-24%	49	-	5	6	1	-	4	*	12	5	1	12	3
	84%	-%	95%	81%	38%	-%	69%	100%	100%	56%	100%	100%	100%
25-49%	4	-	-	-	*	-	2	-	*	1	-	-	-
	6%	-%	-%	-%	11%	-%	31%	-%	*%	18%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	6	-	*	1	2	-	-	-	-	2	-	-	-
	10%	-%	5%	19%	51%	-%	-%	-%	-%	26%	-%	-%	-%
Answered	59	-	5	8	4	-	6	*	12	8	1	12	3
Mean Score	8.1	-	.5	4.7	7.6	-	21.3	17.0	5.4	9.0	10.9	9.7	8.2
Standard error	1.01	-	.42	1.82	3.74	-	3.10	-	1.04	4.13	-	2.37	1.57
Standard deviation	8.12	-	.93	5.46	11.22	-	7.60	-	3.30	10.91	-	6.69	3.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 178 (continuation)

QV6d2.8. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	b
Unweighted Base	65	14	15	20	16	29	36
Effective base	31	6	6	12	8	11	20
Weighted Base	59	13	9	21	16	22	37
0-24%	49	11	5	17	16	16	33
	84%	87%	57%	83%	100%	74%	90%
25-49%	4	-	2	1	-	2	1
	6%	-%	23%	7%	-%	9%	4%
50-74%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	6	2	2	2	-	4	2
	10%	13%	20%	10%	-%	16%	6%
Answered	59	13	9	21	16	22	37
Mean Score	8.1	3.0	15.9	6.9	9.5	8.3	8.0
Standard error	1.01	1.25	2.86	1.64	1.48	1.88	1.13
Standard deviation	8.12	4.68	11.08	7.35	5.93	10.10	6.80

Columns Tested:: a,b,c,d - a,b

Table 180

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	68	9	59	53	5	4	6	15
Effective base	39	3	36	37	3	4	4	6
Weighted Base	79	7	72	77	1	1	*	2
0-24%	57	4	53	56	*	*	*	1
	72%	55%	74%	73%	29%	46%	97%	39%
25-49%	5	-	5	4	1	-	-	1
	6%	-%	7%	6%	48%	-%	-%	30%
50-74%	10	-	10	10	-	-	-	-
	12%	-%	14%	13%	-%	-%	-%	-%
75-100%	5	2	3	5	-	-	-	-
	6%	23%	4%	6%	-%	-%	-%	-%
Don't know	2	2	1	2	*	*	*	1
	3%	22%	1%	2%	22%	54%	3%	31%
Answered	79	7	72	77	1	1	*	2
Mean Score	19.0	23.3	18.5	19.1	16.0	4.3	8.0	11.9
Standard error	3.03	15.05	2.92	3.46	17.22	-	-	4.90
Standard deviation	24.99	45.16	22.41	25.19	38.50	-	-	18.98

Columns Tested:: a,b - a,b,c,d,e

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	68	32	18	3	4	5	6	53	5	10
Effective base	39	23	12	3	3	4	4	37	3	5
Weighted Base	79	50	25	2	1	1	*	77	1	1
0-24%	57	32	23	1	*	*	*	56	*	*
	72%	64%	94%	52%	31%	42%	97%	73%	29%	55%
25-49%	5	4	-	-	1	-	-	4	1	-
	6%	9%	-%	-%	51%	-%	-%	6%	48%	-%
50-74%	10	9	1	-	-	-	-	10	-	-
	12%	17%	4%	-%	-%	-%	-%	13%	-%	-%
75-100%	5	4	*	-	-	-	-	5	-	-
	6%	9%	2%	-%	-%	-%	-%	6%	-%	-%
Don't know	2	*	*	1	*	*	*	2	*	*
	3%	1%	1%	48%	19%	58%	3%	2%	22%	45%
Answered	79	50	25	2	1	1	*	77	1	1
Mean Score	19.0	25.5	7.6	3.5	16.7	4.0	8.0	19.1	16.0	5.0
Standard error	3.03	4.91	3.24	2.72	23.27	-	-	3.46	17.22	-
Standard deviation	24.99	27.77	13.76	4.70	46.54	-	-	25.19	38.50	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	68	43	10	5	4	6	39	4	6	9	5
Effective base	39	31	9	3	4	4	28	2	4	5	1
Weighted Base	79	68	9	1	1	*	56	7	3	3	4
0-24%	57	50	7	*	*	*	43	3	1	3	4
	72%	73%	75%	29%	46%	97%	78%	46%	47%	91%	99%
25-49%	5	4	-	1	-	-	4	-	-	-	-
	6%	6%	-%	48%	-%	-%	8%	-%	-%	-%	-%
50-74%	10	9	1	-	-	-	5	4	1	-	-
	12%	13%	12%	-%	-%	-%	9%	54%	34%	-%	-%
75-100%	5	5	-	-	-	-	3	-	*	-	-
	6%	7%	-%	-%	-%	-%	5%	-%	12%	-%	-%
Don't know	2	1	1	*	*	*	*	-	*	*	*
	3%	1%	13%	22%	54%	3%	1%	-%	6%	9%	1%
Answered	79	68	9	1	1	*	56	7	3	3	4
Mean Score	19.0	20.2	10.8	16.0	4.3	8.0	17.4	28.6	28.9	10.4	.5
Standard error	3.03	3.97	4.96	17.22	-	-	3.56	12.41	14.12	2.41	1.52
Standard deviation	24.99	26.06	15.68	38.50	-	-	22.26	24.83	34.58	7.23	3.39

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	68	8	1	9	4	2	5	6	4	7
Effective base	39	5	1	6	3	2	4	5	3	7
Weighted Base	79	8	3	14	4	4	8	12	9	12
0-24%	57	8	-	11	3	4	3	8	5	10
	72%	100%	-%	78%	68%	100%	43%	70%	56%	84%
25-49%	5	-	-	-	-	-	2	3	-	-
	6%	-%	-%	-%	-%	-%	20%	30%	-%	-%
50-74%	10	-	3	-	1	-	-	-	4	2
	12%	-%	100%	-%	28%	-%	-%	-%	44%	16%
75-100%	5	-	-	2	-	-	3	-	-	-
	6%	-%	-%	12%	-%	-%	36%	-%	-%	-%
Don't know	2	-	-	1	*	-	-	-	-	-
	3%	-%	-%	10%	3%	-%	-%	-%	-%	-%
Answered	79	8	3	14	4	4	8	12	9	12
Mean Score	19.0	11.3	50.0	15.8	16.0	3.0	41.4	13.6	24.3	16.4
Standard error	3.03	1.32	-	11.02	12.51	1.65	17.87	5.62	12.15	7.66
Standard deviation	24.99	3.73	-	33.05	25.01	2.34	39.97	13.77	24.31	20.27

Columns Tested: a,b,c,d,e,f,g,h,i

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	d	*e	*f	*g	*h
Unweighted Base	68	13	13	20	46	22	9	8	5
Effective base	39	11	8	14	34	13	5	6	3
Weighted Base	79	20	20	33	73	6	3	2	1
0-24%	57	17	13	22	52	5	3	2	*
	72%	84%	66%	67%	72%	81%	89%	78%	53%
25-49%	5	-	-	5	5	-	-	-	-
	6%	-%	-%	15%	7%	-%	-%	-%	-%
50-74%	10	3	7	-	10	-	-	-	-
	12%	15%	34%	-%	13%	-%	-%	-%	-%
75-100%	5	-	-	4	4	*	-	*	-
	6%	-%	-%	14%	6%	6%	-%	16%	-%
Don't know	2	*	-	1	1	1	*	*	*
	3%	1%	-%	4%	2%	13%	11%	6%	47%
Answered	79	20	20	33	73	6	3	2	1
Mean Score	19.0	13.8	22.6	20.9	19.4	13.4	9.3	21.2	5.3
Standard error	3.03	5.32	5.67	6.93	3.75	4.21	3.06	12.31	-
Standard deviation	24.99	19.19	20.44	30.99	25.45	19.75	9.18	34.82	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	68	4	5	-	5	2	18	2	-	37
Effective base	39	3	3	-	3	1	13	2	-	21
Weighted Base	79	7	1	-	1	5	25	1	-	41
0-24%	57	7	*	-	*	1	22	1	-	26
	72%	100%	38%	-%	38%	16%	89%	100%	-%	64%
25-49%	5	-	1	-	1	-	2	-	-	3
	6%	-%	50%	-%	50%	-%	6%	-%	-%	7%
50-74%	10	-	-	-	-	4	-	-	-	6
	12%	-%	-%	-%	-%	84%	-%	-%	-%	14%
75-100%	5	-	-	-	-	-	-	-	-	5
	6%	-%	-%	-%	-%	-%	-%	-%	-%	12%
Don't know	2	-	*	-	*	-	1	-	-	1
	3%	-%	12%	-%	12%	-%	5%	-%	-%	2%
Answered	79	7	1	-	1	5	25	1	-	41
Mean Score	19.0	3.2	20.1	-	20.1	43.8	7.4	10.0	-	26.0
Standard error	3.03	2.28	15.87	-	15.87	11.60	1.57	-	-	4.98
Standard deviation	24.99	4.57	35.48	-	35.48	16.40	6.64	-	-	30.29

Columns Tested: a,b,c,d,e,f,g,h,i

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	68	11	18	39	60	8	-	63	5	67	1
Effective base	39	5	13	22	35	4	-	37	2	38	1
Weighted Base	79	12	25	42	72	7	-	76	3	78	1
0-24%	57	8	22	27	51	6	-	55	3	57	1
	72%	63%	89%	65%	70%	94%	-%	72%	83%	72%	100%
25-49%	5	1	2	3	5	-	-	5	-	5	-
	6%	5%	6%	7%	7%	-%	-%	7%	-%	6%	-%
50-74%	10	4	-	6	10	-	-	10	-	10	-
	12%	31%	-%	14%	14%	-%	-%	13%	-%	12%	-%
75-100%	5	-	-	5	4	*	-	4	*	5	-
	6%	-%	-%	12%	6%	5%	-%	6%	12%	6%	-%
Don't know	2	*	1	1	2	*	-	2	*	2	-
	3%	1%	5%	2%	3%	1%	-%	3%	4%	3%	-%
Answered	79	12	25	42	72	7	-	76	3	78	1
Mean Score	19.0	19.8	7.4	25.7	19.9	8.7	-	19.2	13.0	19.0	9.0
Standard error	3.03	6.75	1.57	4.82	3.27	6.83	-	3.14	13.90	3.06	-
Standard deviation	24.99	22.39	6.64	30.07	25.36	19.32	-	24.95	31.07	25.07	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	68	19	16	33
Effective base	39	11	8	21
Weighted Base	79	25	16	38
0-24%	57	19	10	28
	72%	76%	62%	74%
25-49%	5	3	-	2
	6%	12%	-%	5%
50-74%	10	1	6	3
	12%	4%	36%	8%
75-100%	5	2	-	3
	6%	7%	-%	8%
Don't know	2	*	*	2
	3%	1%	2%	4%
Answered	79	25	16	38
Mean Score	19.0	16.8	23.3	18.5
Standard error	3.03	6.15	5.91	4.32
Standard deviation	24.99	26.79	23.64	24.80

Columns Tested: a,b,c

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	
Significance Level: 95%												
Unweighted Base	68	41	19	2	3	1	1	1	-	60	8	6
Effective base	39	27	10	2	2	1	1	1	-	37	3	3
Weighted Base	79	57	19	*	2	*	*	1	-	76	3	3
0-24%	57	43	12	*	2	-	*	1	-	55	2	2
	72%	75%	62%	100%	97%	-%	100%	100%	-%	72%	95%	95%
25-49%	5	3	2	-	-	-	-	-	-	5	-	-
	6%	5%	11%	-%	-%	-%	-%	-%	-%	6%	-%	-%
50-74%	10	6	4	-	-	-	-	-	-	10	-	-
	12%	10%	20%	-%	-%	-%	-%	-%	-%	13%	-%	-%
75-100%	5	5	-	-	-	-	-	-	-	5	-	-
	6%	8%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Don't know	2	1	1	-	*	*	-	-	-	2	*	*
	3%	1%	7%	-%	3%	100%	-%	-%	-%	3%	5%	5%
Answered	79	57	19	*	2	*	*	1	-	76	3	3
Mean Score	19.0	20.0	17.2	5.0	9.7	-	5.0	5.0	-	19.3	8.0	8.0
Standard error	3.03	4.25	4.38	-	1.53	-	-	-	-	3.27	1.31	1.52
Standard deviation	24.99	27.18	19.11	-	2.66	-	-	-	-	25.33	3.69	3.71

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	*c	a	b	c	d	e	*f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	68	10	31	27	61	64	66	68	44	26	6	44	1	4	4	6	1
Effective base	39	7	20	12	34	37	37	39	22	10	4	28	1	2	1	4	1
Weighted Base	79	15	42	22	69	74	74	79	45	17	3	60	2	3	3	4	1
0-24%	57	15	28	14	51	52	52	57	32	12	1	46	-	1	*	4	1
	72%	99%	66%	66%	74%	71%	70%	72%	71%	73%	42%	77%	-%	34%	1%	97%	100%
25-49%	5	-	3	2	4	5	5	5	4	-	1	3	2	-	-	-	-
	6%	-%	7%	10%	6%	7%	7%	6%	10%	-%	20%	5%	100%	-%	-%	-%	-%
50-74%	10	-	6	4	7	10	10	10	5	4	-	10	-	-	-	-	-
	12%	-%	14%	18%	10%	13%	13%	12%	11%	23%	-%	16%	-%	-%	-%	-%	-%
75-100%	5	-	5	-	5	4	5	5	3	*	*	-	-	2	3	-	-
	6%	-%	11%	-%	7%	6%	7%	6%	6%	2%	14%	-%	-%	61%	93%	-%	-%
Don't know	2	*	1	1	2	2	2	2	1	*	1	1	-	*	*	*	-
	3%	1%	2%	7%	3%	3%	3%	3%	2%	2%	24%	2%	-%	5%	6%	3%	-%
Answered	79	15	42	22	69	74	74	79	45	17	3	60	2	3	3	4	1
Mean Score	19.0	8.4	24.2	16.1	18.6	19.3	19.6	19.0	19.1	19.6	19.3	14.9	25.0	65.7	84.1	7.1	9.0
Standard error	3.03	.96	5.50	3.49	3.30	3.18	3.17	3.03	3.58	4.04	13.67	2.74	*	26.55	13.64	1.33	-
Standard deviation	24.99	3.03	30.61	18.15	25.75	25.42	25.71	24.99	23.73	20.59	33.48	18.21	*	53.10	27.29	3.25	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	68	42	5	3	4	5	2	-	42	9	5	4	2	2	-
Effective base	39	28	2	2	2	3	1	-	26	5	2	2	1	2	-
Weighted Base	79	58	2	3	*	5	1	-	52	14	4	2	1	2	-
0-24%	57	46	1	1	*	2	1	-	44	4	*	2	1	2	-
	72%	80%	45%	33%	25%	46%	89%	-%	84%	30%	*%	96%	93%	100%	-%
25-49%	5	4	-	-	-	-	-	-	3	-	2	-	-	-	-
	6%	8%	-%	-%	-%	-%	-%	-%	7%	-%	43%	-%	-%	-%	-%
50-74%	10	6	1	-	-	-	-	-	3	7	-	-	-	-	-
	12%	10%	55%	-%	-%	-%	-%	-%	6%	50%	-%	-%	-%	-%	-%
75-100%	5	*	-	2	-	3	-	-	-	3	2	-	-	-	-
	6%	1%	-%	62%	-%	53%	-%	-%	-%	20%	48%	-%	-%	-%	-%
Don't know	2	1	*	*	*	*	*	-	2	-	*	*	*	-	-
	3%	2%	*%	5%	75%	1%	11%	-%	3%	-%	9%	4%	7%	-%	-%
Answered	79	58	2	3	*	5	1	-	52	14	4	2	1	2	-
Mean Score	19.0	13.2	28.2	66.5	2.8	51.4	8.0	-	10.6	46.1	58.5	9.6	4.7	6.3	-
Standard error	3.03	2.59	15.53	30.62	-	20.32	-	-	2.20	9.80	21.16	1.52	-	2.02	-
Standard deviation	24.99	16.81	34.74	53.04	-	45.43	-	-	14.24	29.40	47.31	3.04	-	2.86	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	68	44	9	6	5	2	2	-	15	12	22	12	5
Effective base	39	29	4	3	3	1	1	-	8	6	15	7	3
Weighted Base	79	56	10	5	7	1	1	-	22	8	28	10	5
0-24%	57	46	5	2	3	1	1	-	14	6	19	8	5
	72%	81%	48%	54%	42%	100%	89%	-%	61%	79%	69%	73%	100%
25-49%	5	3	2	-	-	-	-	-	3	-	1	2	-
	6%	5%	20%	-%	-%	-%	-%	-%	13%	-%	2%	15%	-%
50-74%	10	3	3	-	4	-	-	-	6	1	3	-	-
	12%	5%	28%	-%	58%	-%	-%	-%	26%	14%	10%	-%	-%
75-100%	5	3	*	2	-	-	-	-	-	-	5	-	-
	6%	5%	4%	38%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Don't know	2	2	-	*	-	-	*	-	*	1	*	1	-
	3%	3%	-%	8%	-%	-%	11%	-%	*%	7%	2%	12%	-%
Answered	79	56	10	5	7	1	1	-	22	8	28	10	5
Mean Score	19.0	14.7	24.2	44.5	32.1	5.0	8.0	-	22.0	12.2	25.7	9.7	6.9
Standard error	3.03	3.28	8.06	20.23	10.21	-	-	-	5.61	4.90	7.31	2.59	1.91
Standard deviation	24.99	21.78	24.17	49.55	22.84	-	-	-	21.71	16.99	34.29	8.97	4.26

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	68	22	13	16	5	4	16	14	19	11	4
Effective base	39	12	9	11	2	3	9	7	13	7	2
Weighted Base	79	27	16	20	1	3	23	11	24	11	5
0-24%	57	22	15	11	*	3	14	10	16	8	5
	72%	82%	93%	59%	89%	100%	62%	86%	66%	74%	100%
25-49%	5	3	-	2	-	-	3	-	1	2	-
	6%	11%	-%	8%	-%	-%	13%	-%	2%	14%	-%
50-74%	10	2	1	-	-	-	6	1	3	-	-
	12%	7%	7%	-%	-%	-%	26%	9%	12%	-%	-%
75-100%	5	-	-	5	-	-	-	-	4	-	-
	6%	-%	-%	25%	-%	-%	-%	-%	19%	-%	-%
Don't know	2	*	-	2	*	-	*	1	*	1	-
	3%	*%	-%	8%	11%	-%	*%	4%	1%	12%	-%
Answered	79	27	16	20	1	3	23	11	24	11	5
Mean Score	19.0	13.3	11.7	27.5	6.7	3.7	21.9	8.7	28.6	9.5	7.2
Standard error	3.03	3.60	3.06	9.79	-	1.97	5.39	3.84	8.09	2.67	2.29
Standard deviation	24.99	16.87	11.02	39.17	-	3.95	21.56	14.38	35.28	8.85	4.58

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	68	22	10	17	12	7	51	-	16	66	2	57	4
Effective base	39	14	6	11	6	3	30	-	9	38	2	33	3
Weighted Base	79	30	12	19	13	5	59	-	19	77	2	67	2
0-24%	57	27	6	14	6	5	39	-	18	56	2	49	2
	72%	89%	48%	73%	45%	93%	66%	-%	93%	72%	100%	74%	90%
25-49%	5	-	3	-	2	-	5	-	-	5	-	4	-
	6%	-%	25%	-%	16%	-%	8%	-%	-%	6%	-%	7%	-%
50-74%	10	3	-	3	4	-	9	-	1	10	-	7	-
	12%	10%	-%	15%	29%	-%	15%	-%	5%	13%	-%	10%	-%
75-100%	5	-	3	2	-	*	5	-	-	5	-	5	-
	6%	-%	24%	9%	-%	7%	8%	-%	-%	6%	-%	7%	-%
Don't know	2	*	*	*	1	*	2	-	*	2	-	2	*
	3%	1%	3%	2%	10%	*%	3%	-%	1%	3%	-%	2%	10%
Answered	79	30	12	19	13	5	59	-	19	77	2	67	2
Mean Score	19.0	10.8	32.5	22.8	22.9	12.4	22.7	-	7.6	19.1	10.0	18.7	13.2
Standard error	3.03	3.44	11.39	7.19	5.83	8.09	3.80	-	2.82	3.11	-	3.45	4.81
Standard deviation	24.99	16.14	36.01	29.64	20.19	21.39	27.12	-	11.30	25.23	-	26.06	9.61

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	68	58	6	55	13	56	5	60	4	58	10
Effective base	39	33	3	34	7	32	2	34	3	36	3
Weighted Base	79	66	8	73	6	63	6	71	3	72	7
0-24%	57 72%	49 74%	4 47%	51 70%	6 97%	49 78%	2 39%	49 70%	3 100%	54 75%	3 41%
25-49%	5 6%	5 8%	- -%	5 7%	- -%	4 7%	- -%	5 7%	- -%	5 7%	- -%
50-74%	10 12%	6 9%	4 51%	10 13%	- -%	3 5%	4 61%	10 14%	- -%	6 8%	4 56%
75-100%	5 6%	4 7%	- -%	5 7%	- -%	5 8%	- -%	4 6%	- -%	5 7%	- -%
Don't know	2 3%	2 3%	* 2%	2 3%	* 3%	2 3%	- -%	2 3%	- -%	2 3%	* 3%
Answered	79	66	8	73	6	63	6	71	3	72	7
Mean Score	19.0	18.0	30.1	19.9	8.2	16.9	35.6	19.7	7.6	17.8	30.8
Standard error	3.03	3.37	9.01	3.48	.84	3.44	8.89	3.33	1.83	3.28	7.45
Standard deviation	24.99	25.63	22.07	25.83	3.03	25.78	19.88	25.81	3.65	24.99	23.56

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	68	41	58	53	-	45	59	53	-	51	64	62	-
Effective base	39	24	34	29	-	26	34	30	-	30	37	35	-
Weighted Base	79	51	68	57	-	54	71	58	-	61	77	70	-
0-24%	57	40	50	45	-	43	50	42	-	50	55	49	-
	72%	79%	74%	79%	-%	80%	70%	73%	-%	82%	72%	69%	-%
25-49%	5	2	4	4	-	2	5	5	-	2	5	5	-
	6%	3%	6%	8%	-%	3%	7%	9%	-%	3%	6%	7%	-%
50-74%	10	6	7	1	-	6	10	4	-	4	10	10	-
	12%	11%	10%	2%	-%	11%	14%	7%	-%	6%	13%	14%	-%
75-100%	5	3	5	5	-	3	4	4	-	3	5	5	-
	6%	5%	7%	9%	-%	5%	6%	8%	-%	5%	6%	7%	-%
Don't know	2	*	2	2	-	1	2	2	-	2	2	2	-
	3%	1%	3%	3%	-%	1%	3%	4%	-%	3%	3%	3%	-%
Answered	79	51	68	57	-	54	71	58	-	61	77	70	-
Mean Score	19.0	16.4	18.7	16.2	-	16.3	19.7	18.3	-	13.6	19.3	20.7	-
Standard error	3.03	3.74	3.40	3.53	-	3.48	3.36	3.55	-	2.90	3.16	3.29	-
Standard deviation	24.99	23.94	25.86	25.70	-	23.33	25.78	25.83	-	20.69	25.25	25.91	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e	*a	*b
Unweighted Base	68	59	62	68	52	50	7	63	46	51	44	68	24	19
Effective base	39	33	35	39	29	27	4	37	26	28	25	39	13	10
Weighted Base	79	66	72	79	60	57	4	73	51	57	53	79	31	26
0-24%	57	48	50	57	43	43	4	56	47	44	43	57	19	16
	72%	73%	70%	72%	72%	75%	95%	78%	94%	77%	83%	72%	61%	62%
25-49%	5	4	5	5	5	3	-	5	2	5	2	5	3	3
	6%	7%	7%	6%	8%	6%	-%	7%	4%	9%	3%	6%	9%	11%
50-74%	10	7	10	10	8	9	-	6	-	6	4	10	5	5
	12%	10%	14%	12%	13%	15%	-%	8%	-%	10%	7%	12%	16%	19%
75-100%	5	5	4	5	2	2	-	3	-	-	3	5	2	2
	6%	7%	6%	6%	3%	3%	-%	4%	-%	-%	5%	6%	7%	7%
Don't know	2	2	2	2	2	1	*	2	1	2	1	2	2	*
	3%	3%	3%	3%	4%	1%	5%	3%	2%	4%	2%	3%	7%	2%
Answered	79	66	72	79	60	57	4	73	51	57	53	79	31	26
Mean Score	19.0	19.0	19.5	19.0	16.6	18.2	7.0	15.5	6.9	13.1	14.3	19.0	21.4	23.2
Standard error	3.03	3.41	3.26	3.03	3.12	3.20	1.27	b	.91	b	b	b	5.60	6.41
Standard deviation	24.99	26.19	25.68	24.99	22.50	22.66	3.37	21.40	6.18	15.98	21.86	24.99	27.42	27.94

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	68	17	6	1	-	58	51	60	56	48	40	54	38	-	55	4
Effective base	39	9	4	1	-	31	27	32	30	26	24	30	22	-	30	4
Weighted Base	79	15	10	2	-	60	52	63	61	54	49	60	45	-	60	3
0-24%	57	15	5	2	-	48	43	51	45	40	38	48	37	-	38	3
	72%	98%	46%	100%	-%	79%	83%	80%	74%	74%	78%	80%	83%	-%	64%	100%
25-49%	5	-	2	-	-	3	3	3	3	3	-	3	3	-	5	-
	6%	-%	15%	-%	-%	6%	5%	5%	6%	5%	-%	6%	6%	-%	8%	-%
50-74%	10	-	4	-	-	2	2	2	6	6	6	2	-	-	10	-
	12%	-%	38%	-%	-%	3%	4%	3%	10%	11%	12%	3%	-%	-%	16%	-%
75-100%	5	-	-	-	-	5	2	5	4	4	4	5	5	-	5	-
	6%	-%	-%	-%	-%	8%	3%	8%	7%	8%	9%	8%	11%	-%	8%	-%
Don't know	2	*	-	-	-	2	2	2	2	1	1	2	*	-	2	-
	3%	2%	-%	-%	-%	4%	4%	4%	4%	2%	1%	3%	*%	-%	4%	-%
Answered	79	15	10	2	-	60	52	63	61	54	49	60	45	-	60	3
Mean Score	19.0	7.0	27.0	5.0	-	16.4	12.3	16.0	18.7	19.3	20.4	16.2	17.4	-	23.7	6.6
Standard error	3.03	.82	8.22	-	-	3.40	2.92	3.27	3.52	4.02	4.49	3.53	4.50	-	3.65	3.23
Standard deviation	24.99	3.40	20.13	-	-	25.86	20.84	25.34	26.37	27.85	28.40	25.93	27.76	-	27.03	6.45

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	*a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	68	39	29	25	3	15	18	14	42	12	17	18	32
Effective base	39	24	14	12	3	9	10	9	21	10	9	12	17
Weighted Base	79	48	31	23	5	17	20	18	38	23	17	27	34
0-24%	57	39	19	17	5	13	15	14	26	17	17	16	23
	72%	81%	59%	75%	100%	77%	76%	79%	68%	74%	100%	60%	67%
25-49%	5	-	5	2	-	-	2	-	5	-	-	2	3
	6%	-%	16%	7%	-%	-%	8%	-%	13%	-%	-%	6%	10%
50-74%	10	6	4	4	-	4	-	4	-	6	-	6	4
	12%	12%	13%	17%	-%	22%	-%	21%	-%	26%	-%	22%	12%
75-100%	5	3	2	-	-	-	3	-	5	-	-	3	2
	6%	6%	7%	-%	-%	-%	14%	-%	13%	-%	-%	12%	5%
Don't know	2	1	2	*	-	*	*	-	2	-	*	*	2
	3%	1%	6%	2%	-%	1%	2%	-%	6%	-%	-%	-%	6%
Answered	79	48	31	23	5	17	20	18	38	23	17	27	34
Mean Score	19.0	16.9	22.1	14.6	10.0	16.8	19.8	17.3	21.3	16.4	7.8	27.1	18.3
Standard error	3.03	3.92	4.80	3.47	*	4.80	7.00	4.79	4.53	6.50	.95	7.19	4.41
Standard deviation	24.99	24.47	25.86	17.33	*	18.60	29.68	17.92	29.33	22.53	3.92	30.52	24.93

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	68	25	43
Effective base	39	13	26
Weighted Base	79	28	51
0-24%	57	19	38
	72%	67%	75%
25-49%	5	-	5
	6%	-%	10%
50-74%	10	7	3
	12%	24%	6%
75-100%	5	2	3
	6%	7%	5%
Don't know	2	*	2
	3%	1%	4%
Answered	79	28	51
Mean Score	19.0	22.6	16.9
Standard error	3.03	6.05	3.29
Standard deviation	24.99	30.27	21.54

Columns Tested: a,b

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	68	-	7	13	7	-	5	2	8	7	6	10	3
Effective base	39	-	3	6	3	-	4	1	7	5	5	9	1
Weighted Base	79	-	8	15	5	-	8	*	13	7	2	18	2
0-24%	57	-	4	6	3	-	8	*	13	7	2	12	2
	72%	-%	50%	41%	55%	-%	95%	18%	100%	100%	100%	66%	100%
25-49%	5	-	1	3	-	-	-	-	-	-	-	2	-
	6%	-%	7%	19%	-%	-%	-%	-%	-%	-%	-%	9%	-%
50-74%	10	-	3	5	-	-	-	-	-	-	-	2	-
	12%	-%	37%	32%	-%	-%	-%	-%	-%	-%	-%	11%	-%
75-100%	5	-	-	-	2	-	*	-	-	-	-	3	-
	6%	-%	-%	-%	34%	-%	5%	-%	-%	-%	-%	15%	-%
Don't know	2	-	*	1	1	-	-	*	-	-	-	-	-
	3%	-%	6%	8%	11%	-%	-%	82%	-%	-%	-%	-%	-%
Answered	79	-	8	15	5	-	8	*	13	7	2	18	2
Mean Score	19.0	-	20.7	25.6	37.6	-	11.4	.9	3.9	8.1	10.7	28.7	2.2
Standard error	3.03	-	9.57	5.73	19.02	-	7.39	-	1.17	1.06	1.88	9.83	.96
Standard deviation	24.99	-	25.32	20.67	50.33	-	16.53	-	3.31	2.79	4.61	31.09	1.66

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 180 (continuation)

QV6d2.9. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	68	20	12	17	19	32	36
Effective base	39	9	7	12	12	15	24
Weighted Base	79	23	13	20	23	37	42
0-24%	57	10	11	20	16	21	36
	72%	44%	80%	100%	72%	57%	85%
25-49%	5	3	-	-	2	3	2
	6%	15%	-%	-%	7%	9%	4%
50-74%	10	8	-	-	2	8	2
	12%	34%	-%	-%	9%	21%	5%
75-100%	5	-	2	-	3	2	3
	6%	-%	16%	-%	12%	6%	6%
Don't know	2	2	1	*	-	2	*
	3%	7%	4%	*%	-%	6%	*%
Answered	79	23	13	20	23	37	42
Mean Score	19.0	24.0	21.3	5.3	24.4	23.0	15.5
Standard error	3.03	4.90	9.84	.89	6.70	4.69	3.89
Standard deviation	24.99	21.90	34.09	3.69	29.19	26.54	23.33

Columns Tested:: a,b,c,d - a,b

Table 182

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	65	6	59	44	4	8	9	21
Effective base	33	1	32	31	3	7	6	9
Weighted Base	68	5	63	65	1	1	*	3
0-24%	59	4	55	57	1	1	*	2
	87%	86%	87%	87%	73%	74%	98%	75%
25-49%	4	-	4	4	-	-	-	-
	6%	-%	6%	6%	-%	-%	-%	-%
50-74%	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
75-100%	3	-	3	3	-	-	-	-
	5%	-%	5%	5%	-%	-%	-%	-%
Don't know	1	1	1	1	*	*	*	1
	2%	14%	1%	1%	27%	26%	2%	25%
Answered	68	5	63	65	1	1	*	3
Mean Score	11.8	.6	12.7	12.0	4.9	11.1	8.7	7.9
Standard error	2.10	1.34	2.25	2.60	4.85	7.24	-	1.92
Standard deviation	16.95	3.28	17.26	17.22	9.71	20.47	-	8.78

Columns Tested:: a,b - a,b,c,d,e

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	65	27	15	2	4	8	9	44	4	17
Effective base	33	20	10	2	3	7	6	31	3	8
Weighted Base	68	43	22	1	1	1	*	65	1	1
0-24%	59	38	17	1	1	1	*	57	1	1
	87%	90%	80%	100%	73%	74%	98%	87%	73%	77%
25-49%	4	3	1	-	-	-	-	4	-	-
	6%	8%	3%	-%	-%	-%	-%	6%	-%	-%
50-74%	1	1	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
75-100%	3	-	3	-	-	-	-	3	-	-
	5%	-%	16%	-%	-%	-%	-%	5%	-%	-%
Don't know	1	*	*	-	*	*	*	1	*	*
	2%	1%	1%	-%	27%	26%	2%	1%	27%	23%
Answered	68	43	22	1	1	1	*	65	1	1
Mean Score	11.8	9.0	18.4	3.8	4.9	11.1	8.7	12.0	4.9	10.8
Standard error	2.10	1.73	6.84	1.47	4.85	7.24	-	2.60	4.85	3.63
Standard deviation	16.95	8.99	26.49	2.08	9.71	20.47	-	17.22	9.71	14.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	65	38	6	4	8	9	37	5	3	9	7
Effective base	33	27	5	3	7	6	25	3	2	2	1
Weighted Base	68	61	5	1	1	*	51	7	2	1	4
0-24%	59	52	5	1	1	*	43	7	2	1	4
	87%	86%	100%	73%	74%	98%	84%	100%	92%	76%	100%
25-49%	4	4	-	-	-	-	4	-	-	-	-
	6%	6%	-%	-%	-%	-%	8%	-%	-%	-%	-%
50-74%	1	1	-	-	-	-	1	-	-	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	3	-	-	-	-
	5%	6%	-%	-%	-%	-%	7%	-%	-%	-%	-%
Don't know	1	1	-	*	*	*	*	-	*	*	-
	2%	1%	-%	27%	26%	2%	1%	-%	8%	24%	-%
Answered	68	61	5	1	1	*	51	7	2	1	4
Mean Score	11.8	12.4	6.4	4.9	11.1	8.7	14.3	5.5	2.5	7.9	2.2
Standard error	2.10	2.89	1.57	4.85	7.24	-	3.08	1.55	.78	3.57	2.37
Standard deviation	16.95	17.80	3.84	9.71	20.47	-	18.71	3.46	1.34	10.72	6.28

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	65	8	4	9	6	1	7	1	6	2
Effective base	33	6	4	6	3	1	5	1	5	1
Weighted Base	68	13	7	16	4	1	10	3	9	*
0-24%	59	10	7	12	4	1	10	3	9	*
	87%	75%	100%	77%	97%	100%	98%	100%	100%	100%
25-49%	4	3	-	-	-	-	-	-	-	-
	6%	25%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	1	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	3	-	-	3	-	-	-	-	-	-
	5%	-%	-%	22%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	*	*	-	*	-	-	-
	2%	-%	-%	1%	3%	-%	2%	-%	-%	-%
Answered	68	13	7	16	4	1	10	3	9	*
Mean Score	11.8	12.9	8.0	19.9	3.4	2.0	10.7	3.0	4.8	11.8
Standard error	2.10	2.69	2.30	10.01	2.26	-	2.83	-	1.24	-
Standard deviation	16.95	7.60	4.59	30.04	5.55	-	7.48	-	3.03	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	65	9	18	17	44	21	9	8	4
Effective base	33	4	14	11	29	12	5	6	2
Weighted Base	68	5	28	29	63	5	3	3	*
0-24%	59	5	25	25	55	4	2	2	*
	87%	98%	89%	87%	89%	65%	59%	74%	51%
25-49%	4	-	3	-	3	1	1	-	-
	6%	-%	11%	-%	5%	13%	27%	-%	-%
50-74%	1	-	-	-	-	1	-	1	-
	1%	-%	-%	-%	-%	9%	-%	20%	-%
75-100%	3	-	-	3	3	-	-	-	-
	5%	-%	-%	12%	5%	-%	-%	-%	-%
Don't know	1	*	-	*	1	1	*	*	*
	2%	2%	-%	1%	1%	12%	15%	5%	49%
Answered	68	5	28	29	63	5	3	3	*
Mean Score	11.8	3.4	9.2	15.0	11.4	16.8	14.9	21.0	.6
Standard error	2.10	1.68	1.58	5.61	2.52	4.56	5.87	10.39	-
Standard deviation	16.95	5.03	6.69	23.13	16.70	20.87	17.61	29.39	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	65	3	7	-	7	2	25	1	-	27
Effective base	33	2	2	-	2	1	15	1	-	14
Weighted Base	68	6	5	-	5	1	28	*	-	28
0-24%	59	6	2	-	2	*	28	*	-	24
	87%	100%	30%	-%	30%	1%	99%	100%	-%	84%
25-49%	4	-	-	-	-	1	-	-	-	3
	6%	-%	-%	-%	-%	99%	-%	-%	-%	11%
50-74%	1	-	-	-	-	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%
75-100%	3	-	3	-	3	-	-	-	-	-
	5%	-%	67%	-%	67%	-%	-%	-%	-%	-%
Don't know	1	-	*	-	*	-	*	-	-	1
	2%	-%	3%	-%	3%	-%	1%	-%	-%	3%
Answered	68	6	5	-	5	1	28	*	-	28
Mean Score	11.8	2.0	53.3	-	53.3	34.6	7.7	10.0	-	9.9
Standard error	2.10	2.21	13.21	-	13.21	-	1.15	-	-	2.02
Standard deviation	16.95	3.82	34.96	-	34.96	-	5.75	-	-	10.52

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	65	12	25	28	54	11	-	60	5	64	1
Effective base	33	5	15	14	26	7	-	32	2	33	1
Weighted Base	68	12	28	28	54	14	-	65	3	67	1
0-24%	59	7	28	24	49	10	-	56	3	58	1
	87%	63%	99%	84%	91%	72%	-%	86%	95%	87%	100%
25-49%	4	1	-	3	1	3	-	4	-	4	-
	6%	6%	-%	11%	1%	23%	-%	6%	-%	6%	-%
50-74%	1	-	-	1	-	1	-	1	-	1	-
	1%	-%	-%	2%	-%	4%	-%	1%	-%	1%	-%
75-100%	3	3	-	-	3	-	-	3	-	3	-
	5%	30%	-%	-%	6%	-%	-%	5%	-%	5%	-%
Don't know	1	*	*	1	1	*	-	1	*	1	-
	2%	1%	1%	3%	2%	1%	-%	2%	5%	2%	-%
Answered	68	12	28	28	54	14	-	65	3	67	1
Mean Score	11.8	26.7	7.7	9.9	11.5	13.2	-	12.2	3.5	11.9	5.0
Standard error	2.10	9.83	1.15	1.98	2.42	4.10	-	2.22	1.15	2.13	-
Standard deviation	16.95	34.04	5.75	10.48	17.82	13.61	-	17.21	2.57	17.01	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	c
Unweighted Base	65	15	12	38
Effective base	33	7	5	21
Weighted Base	68	18	11	40
0-24%	59	16	7	36
	87%	93%	64%	90%
25-49%	4	1	-	3
	6%	4%	-%	8%
50-74%	1	-	-	1
	1%	-%	-%	1%
75-100%	3	-	3	-
	5%	-%	33%	-%
Don't know	1	*	*	*
	2%	3%	3%	1%
Answered	68	18	11	40
Mean Score	11.8	6.5	27.9	10.0
Standard error	2.10	1.93	10.02	1.55
Standard deviation	16.95	7.48	34.70	9.54

Columns Tested: a,b,c

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	65	35	18	6	2	-	2	1	1	53	12	6
Effective base	33	22	8	2	1	-	1	1	1	29	4	3
Weighted Base	68	48	12	5	1	-	2	1	*	59	9	4
0-24%	59	42	11	2	1	-	2	1	*	53	5	4
	87%	89%	94%	34%	100%	-%	100%	100%	100%	90%	63%	100%
25-49%	4	1	-	3	-	-	-	-	-	1	3	-
	6%	1%	-%	66%	-%	-%	-%	-%	-%	1%	37%	-%
50-74%	1	-	1	-	-	-	-	-	-	1	-	-
	1%	-%	4%	-%	-%	-%	-%	-%	-%	1%	-%	-%
75-100%	3	3	-	-	-	-	-	-	-	3	-	-
	5%	7%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Don't know	1	1	*	-	-	-	-	-	-	1	-	-
	2%	2%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Answered	68	48	12	5	1	-	2	1	*	59	9	4
Mean Score	11.8	12.5	8.7	17.8	10.0	-	5.0	3.0	20.0	11.7	12.6	5.9
Standard error	2.10	3.15	3.30	4.75	-	-	*	-	-	2.44	3.05	1.30
Standard deviation	16.95	18.62	14.02	11.65	-	-	*	-	-	17.76	10.56	3.18

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	65	10	25	30	60	61	64	65	43	28	7	35	4	5	4	7	2
Effective base	33	7	15	12	31	31	32	33	22	9	4	20	2	2	1	5	1
Weighted Base	68	16	31	20	63	64	66	68	38	15	4	45	2	6	3	5	1
0-24%	59	12	31	17	55	55	57	59	37	15	4	41	2	2	3	5	1
	87%	72%	98%	81%	86%	86%	86%	87%	97%	99%	85%	90%	77%	40%	94%	100%	100%
25-49%	4	1	-	3	4	4	4	4	-	-	-	1	-	3	-	-	-
	6%	4%	-%	16%	6%	6%	6%	6%	-%	-%	-%	2%	-%	58%	-%	-%	-%
50-74%	1	-	-	1	1	1	1	1	1	-	-	-	1	-	-	-	-
	1%	-%	-%	3%	1%	1%	1%	1%	1%	-%	-%	-%	23%	-%	-%	-%	-%
75-100%	3	3	-	-	3	3	3	3	-	-	-	3	-	-	-	-	-
	5%	21%	-%	-%	5%	5%	5%	5%	-%	-%	-%	8%	-%	-%	-%	-%	-%
Don't know	1	*	1	*	1	1	1	1	1	*	1	*	-	*	*	-	-
	2%	2%	2%	1%	1%	2%	2%	2%	2%	1%	15%	*%	-%	3%	6%	-%	-%
Answered	68	16	31	20	63	64	66	68	38	15	4	45	2	6	3	5	1
Mean Score	11.8	24.8	6.1	10.4	11.9	11.8	11.6	11.8	8.2	11.8	4.0	11.4	28.2	16.2	8.5	9.3	5.6
Standard error	2.10	8.79	.91	2.29	2.25	2.22	2.15	2.10	1.20	1.20	1.36	3.26	13.71	5.08	1.34	1.61	-
Standard deviation	16.95	27.79	4.54	12.52	17.44	17.35	17.17	16.95	7.88	6.35	3.60	19.29	27.43	11.35	2.69	4.25	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	65	41	4	2	5	5	2	1	36	7	5	6	4	3	-
Effective base	33	25	1	2	1	3	2	1	20	3	2	3	2	2	-
Weighted Base	68	54	2	*	2	5	1	*	44	6	2	6	2	2	-
0-24%	59	46	2	*	1	5	1	*	39	6	2	3	2	2	-
	87%	85%	88%	42%	89%	100%	100%	100%	89%	100%	65%	50%	100%	100%	-%
25-49%	4	4	-	-	-	-	-	-	1	-	-	3	-	-	-
	6%	7%	-%	-%	-%	-%	-%	-%	2%	-%	-%	50%	-%	-%	-%
50-74%	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%
75-100%	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	5%	6%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%
Don't know	1	*	*	*	*	-	-	-	1	-	*	-	-	-	-
	2%	*%	12%	58%	11%	-%	-%	-%	2%	-%	14%	-%	-%	-%	-%
Answered	68	54	2	*	2	5	1	*	44	6	2	6	2	2	-
Mean Score	11.8	12.5	8.7	4.2	8.9	8.9	4.1	20.0	11.5	7.1	25.5	15.6	7.3	10.1	-
Standard error	2.10	2.93	2.45	-	2.28	1.82	-	-	3.25	1.38	12.53	4.26	2.53	3.20	-
Standard deviation	16.95	18.76	4.89	-	5.10	4.06	-	-	19.50	3.64	28.02	10.43	5.06	5.54	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	65	37	8	5	6	3	3	3	16	12	19	11	6
Effective base	33	21	4	3	4	3	2	2	9	4	11	6	3
Weighted Base	68	43	12	3	3	2	1	4	22	6	19	13	6
0-24%	59	38	9	3	3	1	1	4	18	5	18	10	6
	87%	89%	74%	91%	93%	69%	100%	100%	80%	91%	95%	75%	100%
25-49%	4	1	3	-	-	-	-	-	1	-	-	3	-
	6%	2%	26%	-%	-%	-%	-%	-%	3%	-%	-%	25%	-%
50-74%	1	-	-	-	-	1	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	31%	-%	-%	-%	-%	3%	-%	-%
75-100%	3	3	-	-	-	-	-	-	3	-	-	-	-
	5%	8%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Don't know	1	1	-	*	*	-	-	-	*	1	*	*	-
	2%	2%	-%	9%	7%	-%	-%	-%	1%	9%	2%	*%	-%
Answered	68	43	12	3	3	2	1	4	22	6	19	13	6
Mean Score	11.8	13.2	10.2	5.4	6.0	22.2	10.4	7.2	18.1	5.5	7.0	12.5	5.9
Standard error	2.10	3.18	3.81	2.68	1.96	26.85	-	1.68	6.47	1.79	2.50	2.61	1.14
Standard deviation	16.95	19.32	10.78	5.98	4.81	46.51	-	2.91	25.90	6.19	10.89	8.67	2.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	65	26	10	14	5	5	17	13	15	11	5
Effective base	33	16	3	8	1	3	10	5	8	7	2
Weighted Base	68	38	7	14	2	3	23	9	13	14	5
0-24%	59	30	7	14	2	3	19	8	12	11	5
	87%	79%	100%	97%	100%	100%	81%	94%	94%	76%	100%
25-49%	4	4	-	-	-	-	1	-	-	3	-
	6%	10%	-%	-%	-%	-%	3%	-%	-%	23%	-%
50-74%	1	1	-	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%
75-100%	3	3	-	-	-	-	3	-	-	-	-
	5%	9%	-%	-%	-%	-%	15%	-%	-%	-%	-%
Don't know	1	*	-	*	*	-	*	1	*	*	-
	2%	1%	-%	3%	*%	-%	1%	6%	2%	*%	-%
Answered	68	38	7	14	2	3	23	9	13	14	5
Mean Score	11.8	15.3	6.4	6.6	9.8	6.7	17.6	4.0	8.3	12.1	6.3
Standard error	2.10	4.24	1.77	1.57	.66	1.86	6.09	1.23	3.36	2.63	1.22
Standard deviation	16.95	21.61	5.59	5.86	1.48	4.16	25.12	4.45	13.03	8.71	2.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	65	16	13	16	11	8	49	1	14	59	6	54	6
Effective base	33	9	6	8	8	4	25	1	8	30	3	28	3
Weighted Base	68	23	12	10	15	7	47	*	20	63	5	59	5
0-24%	59	19	11	9	12	7	40	*	19	54	5	50	5
	87%	81%	97%	90%	78%	100%	84%	100%	94%	86%	100%	86%	96%
25-49%	4	1	-	-	3	-	3	-	1	4	-	4	-
	6%	3%	-%	-%	22%	-%	7%	-%	4%	6%	-%	7%	-%
50-74%	1	-	-	1	-	-	1	-	-	1	-	1	-
	1%	-%	-%	5%	-%	-%	1%	-%	-%	1%	-%	1%	-%
75-100%	3	3	-	-	-	-	3	-	-	3	-	3	-
	5%	15%	-%	-%	-%	-%	7%	-%	-%	5%	-%	6%	-%
Don't know	1	*	*	*	-	*	1	-	*	1	-	*	*
	2%	1%	3%	5%	-%	*%	1%	-%	2%	2%	-%	1%	4%
Answered	68	23	12	10	15	7	47	*	20	63	5	59	5
Mean Score	11.8	18.5	6.4	9.6	10.8	5.2	14.4	2.0	6.2	12.2	7.0	12.2	7.5
Standard error	2.10	6.26	1.30	3.74	2.77	1.21	2.76	-	1.84	2.28	1.36	2.46	1.37
Standard deviation	16.95	25.05	4.68	14.98	9.19	3.43	19.32	-	6.90	17.55	3.33	18.06	3.36

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	*b
Unweighted Base	65	51	10	47	18	56	4	51	10	43	22
Effective base	33	27	5	27	6	29	2	27	5	25	9
Weighted Base	68	57	7	57	11	60	3	58	7	52	16
0-24%	59	49	7	52	7	52	3	49	7	48	11
	87%	85%	97%	91%	62%	86%	100%	84%	100%	91%	71%
25-49%	4	4	-	-	4	4	-	4	-	-	4
	6%	7%	-%	-%	37%	7%	-%	7%	-%	-%	25%
50-74%	1	1	-	1	-	1	-	1	-	-	1
	1%	1%	-%	1%	-%	1%	-%	1%	-%	-%	3%
75-100%	3	3	-	3	-	3	-	3	-	3	-
	5%	6%	-%	6%	-%	6%	-%	6%	-%	7%	-%
Don't know	1	1	*	1	*	1	-	1	-	1	*
	2%	2%	3%	2%	2%	1%	-%	2%	-%	2%	1%
Answered	68	57	7	57	11	60	3	58	7	52	16
Mean Score	11.8	12.3	6.9	11.6	13.0	12.1	6.6	12.3	7.1	11.7	12.3
Standard error	2.10	2.55	1.53	2.60	2.81	2.38	1.57	2.55	1.50	2.71	3.07
Standard deviation	16.95	18.19	4.83	17.82	11.92	17.81	3.15	18.19	4.74	17.79	14.41

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	65	49	52	48	-	53	44	43	-	61	48	56	-
Effective base	33	26	27	25	-	28	22	20	-	32	23	28	-
Weighted Base	68	54	57	53	-	58	48	43	-	66	49	60	-
0-24%	59	49	49	49	-	49	39	37	-	57	43	52	-
	87%	92%	86%	92%	-%	85%	83%	88%	-%	87%	89%	86%	-%
25-49%	4	-	4	-	-	4	4	4	-	4	4	3	-
	6%	-%	7%	-%	-%	7%	8%	9%	-%	6%	8%	5%	-%
50-74%	1	1	-	-	-	1	-	1	-	1	-	1	-
	1%	1%	-%	-%	-%	1%	-%	1%	-%	1%	-%	1%	-%
75-100%	3	3	3	3	-	3	3	-	-	3	-	3	-
	5%	6%	6%	6%	-%	6%	7%	-%	-%	5%	-%	6%	-%
Don't know	1	1	1	1	-	1	1	1	-	1	1	1	-
	2%	1%	1%	1%	-%	2%	2%	2%	-%	1%	2%	2%	-%
Answered	68	54	57	53	-	58	48	43	-	66	49	60	-
Mean Score	11.8	11.1	12.0	10.7	-	12.2	12.9	8.7	-	12.1	8.6	12.4	-
Standard error	2.10	2.62	2.42	2.55	-	2.50	2.86	1.50	-	2.20	1.09	2.37	-
Standard deviation	16.95	18.35	17.46	17.69	-	18.18	18.94	9.84	-	17.20	7.54	17.70	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	65	58	58	65	57	50	9	51	55	57	65	33	22	20
Effective base	33	29	29	33	26	25	4	25	27	28	33	16	8	7
Weighted Base	68	59	61	68	55	54	2	50	56	54	68	33	21	18
0-24%	59	50	52	59	46	46	2	45	47	49	59	32	20	17
	87%	85%	85%	87%	84%	85%	92%	91%	84%	91%	87%	95%	96%	96%
25-49%	4	4	4	4	4	4	-	3	4	3	4	1	-	-
	6%	7%	6%	6%	7%	7%	-%	6%	7%	6%	6%	2%	-%	-%
50-74%	1	1	1	1	-	-	-	-	1	1	1	-	-	-
	1%	1%	1%	1%	-%	-%	-%	-%	1%	1%	1%	-%	-%	-%
75-100%	3	3	3	3	3	3	-	-	3	-	3	-	-	-
	5%	6%	6%	5%	6%	6%	-%	-%	6%	-%	5%	-%	-%	-%
Don't know	1	1	1	1	1	1	*	1	1	1	1	1	1	1
	2%	1%	2%	2%	2%	1%	8%	2%	2%	2%	2%	3%	4%	4%
Answered	68	59	61	68	55	54	2	50	56	54	68	33	21	18
Mean Score	11.8	12.5	12.2	11.8	11.9	11.6	5.8	8.2	13.2	8.1	11.8	7.5	5.1	3.8
Standard error	2.10	2.35	2.33	2.10	2.37	2.56	2.01	.97	2.48	1.18	2.10	1.25	.95	.86
Standard deviation	16.95	17.91	17.75	16.95	17.89	18.08	6.04	6.90	18.39	8.91	16.95	7.19	4.48	3.87

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base	65	16	3	3	4	59	51	62	61	50	53	58	34	-	56	3	
Effective base	33	6	3	2	3	28	23	30	31	24	28	30	16	-	28	2	
Weighted Base	68	11	3	1	6	58	49	62	65	52	60	63	34	-	52	5	
0-24%	59	8	3	*	6	49	40	53	56	43	51	54	33	-	47	5	
	87%	69%	100%	26%	100%	84%	81%	85%	86%	83%	86%	86%	98%	-%	89%	100%	
25-49%	4	3	-	-	-	4	4	4	4	4	4	4	1	-	1	-	
	6%	28%	-%	-%	-%	7%	8%	6%	6%	8%	7%	6%	2%	-%	1%	-%	
50-74%	1	-	-	1	-	1	1	1	1	1	1	1	-	-	1	-	
	1%	-%	-%	74%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	
75-100%	3	-	-	-	-	3	3	3	3	3	3	3	-	-	3	-	
	5%	-%	-%	-%	-%	6%	7%	6%	5%	7%	6%	5%	-%	-%	7%	-%	
Don't know	1	*	-	-	-	1	1	1	1	1	1	1	-	-	1	-	
	2%	2%	-%	-%	-%	2%	2%	2%	2%	2%	1%	1%	-%	-%	2%	-%	
Answered	68	11	3	1	6	58	49	62	65	52	60	63	34	-	52	5	
Mean Score	11.8	12.8	9.8	48.5	8.9	12.6	12.4	12.3	11.8	12.8	12.5	12.1	6.1	-	13.4	2.3	
Standard error	2.10	2.20	5.12	-	2.42	2.35	2.76	2.23	2.22	2.71	c	2.45	2.30	1.04	-	2.46	.59
Standard deviation	16.95	8.81	8.87	-	4.84	18.06	19.71	17.56	17.35	19.16	17.87	17.54	6.09	-	18.38	1.03	

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	*a	*b	*a	b	*c	*a	*b	c
Unweighted Base	65	39	26	34	1	16	25	14	35	16	19	14	32
Effective base	33	21	12	15	1	8	12	8	15	10	9	10	14
Weighted Base	68	44	24	27	3	15	24	13	31	24	21	19	28
0-24%	59	35	23	23	3	15	20	12	27	20	17	15	27
	87%	81%	98%	82%	100%	99%	80%	96%	85%	84%	81%	79%	96%
25-49%	4	4	-	4	-	-	4	-	-	4	-	4	-
	6%	9%	-%	14%	-%	-%	16%	-%	-%	16%	-%	21%	-%
50-74%	1	1	-	1	-	-	1	1	-	-	1	-	-
	1%	1%	-%	2%	-%	-%	2%	4%	-%	-%	2%	-%	-%
75-100%	3	3	-	-	-	-	-	-	3	-	3	-	-
	5%	8%	-%	-%	-%	-%	-%	-%	11%	-%	16%	-%	-%
Don't know	1	1	1	*	-	*	*	-	1	-	-	-	1
	2%	1%	2%	1%	-%	1%	2%	-%	4%	-%	-%	-%	4%
Answered	68	44	24	27	3	15	24	13	31	24	21	19	28
Mean Score	11.8	13.5	8.8	11.2	3.0	6.2	12.0	10.6	14.7	8.8	20.7	12.5	4.7
Standard error	2.10	3.27	1.30	1.93	-	.92	2.34	3.62	3.73	2.28	6.09	2.42	.74
Standard deviation	16.95	20.42	6.62	11.25	-	3.67	11.71	13.53	22.05	9.12	26.53	9.04	4.17

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	65	23	42
Effective base	33	12	21
Weighted Base	68	26	42
0-24%	59	25	34
	87%	96%	81%
25-49%	4	1	3
	6%	3%	8%
50-74%	1	-	1
	1%	-%	1%
75-100%	3	-	3
	5%	-%	8%
Don't know	1	*	1
	2%	1%	2%
Answered	68	26	42
Mean Score	11.8	5.5	15.7
Standard error	2.10	1.39	3.08
Standard deviation	16.95	6.69	19.98

Columns Tested: a,b

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	65	-	6	10	9	1	4	4	5	7	7	8	4
Effective base	33	-	2	4	3	1	2	1	4	5	4	7	2
Weighted Base	68	-	5	9	6	1	4	2	7	12	4	15	3
0-24%	59	-	5	9	6	1	4	2	7	8	3	11	3
	87%	-%	92%	98%	92%	100%	100%	100%	100%	71%	71%	78%	100%
25-49%	4	-	-	-	-	-	-	-	-	-	1	3	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	22%	-%
50-74%	1	-	-	-	-	-	-	-	-	-	1	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%
75-100%	3	-	-	-	-	-	-	-	-	3	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	-%	-%
Don't know	1	-	*	*	1	-	-	-	-	-	-	-	-
	2%	-%	8%	2%	8%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	68	-	5	9	6	1	4	2	7	12	4	15	3
Mean Score	11.8	-	.9	7.8	7.1	1.0	4.2	9.9	4.1	28.2	19.1	13.4	4.8
Standard error	2.10	-	1.23	1.65	1.52	-	.95	.57	1.65	12.01	8.89	2.55	2.10
Standard deviation	16.95	-	3.01	5.23	4.57	-	1.91	1.13	3.70	31.76	23.51	7.22	4.20

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 182 (continuation)

QV6d2.10. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	65	16	14	16	19	30	35
Effective base	33	6	6	10	11	12	22
Weighted Base	68	14	12	20	21	26	42
0-24%	59	14	12	17	17	25	34
	87%	95%	96%	83%	79%	95%	81%
25-49%	4	-	-	-	4	-	4
	6%	-%	-%	-%	18%	-%	9%
50-74%	1	-	-	-	1	-	1
	1%	-%	-%	-%	2%	-%	1%
75-100%	3	-	-	3	-	-	3
	5%	-%	-%	17%	-%	-%	8%
Don't know	1	1	1	-	-	1	-
	2%	5%	4%	-%	-%	5%	-%
Answered	68	14	12	20	21	26	42
Mean Score	11.8	5.2	5.3	18.7	13.5	5.2	16.0
Standard error	2.10	1.40	1.07	6.65	2.71	.88	3.43
Standard deviation	16.95	5.60	3.99	26.61	11.80	4.83	20.31

Columns Tested: a,b,c,d - a,b

Table 184

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	29	3	26	22	2	1	4	7
Effective base	14	1	15	14	1	1	3	3
Weighted Base	27	4	23	26	*	*	*	1
0-24%	27	4	23	26	*	*	*	1
	99%	96%	100%	100%	86%	100%	100%	91%
25-49%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	*	*	-	-	*
	1%	4%	-%	*%	14%	-%	-%	9%
Answered	27	4	23	26	*	*	*	1
Mean Score	4.5	-	5.2	4.4	6.0	20.0	5.0	8.3
Standard error	.77	-	.79	.87	-	-	-	-
Standard deviation	4.16	-	4.03	4.08	-	-	-	-

Columns Tested:: a,b - a,b,c,d,e

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	13	7	2	1	2	4	22	2	5
Effective base	14	9	4	2	1	2	3	14	1	3
Weighted Base	27	14	11	1	*	*	*	26	*	*
0-24%	27	14	11	1	*	*	*	26	*	*
	99%	100%	99%	100%	100%	65%	100%	100%	86%	100%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	*	-	*	*	-
	1%	-%	1%	-%	-%	35%	-%	*%	14%	-%
Answered	27	14	11	1	*	*	*	26	*	*
Mean Score	4.5	6.6	1.8	1.6	7.0	13.0	5.0	4.4	6.0	13.0
Standard error	.77	1.15	.77	.74	-	-	-	.87	-	-
Standard deviation	4.16	4.15	2.04	1.04	-	-	-	4.08	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	15	7	2	1	4	19	-	1	6	2
Effective base	14	10	5	1	1	3	13	-	1	2	1
Weighted Base	27	20	6	*	*	*	21	-	*	2	4
0-24%	27	20	6	*	*	*	21	-	*	2	4
	99%	100%	98%	86%	100%	100%	100%	-%	100%	100%	99%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	-	-	-	-	-	*
	1%	-%	2%	14%	-%	-%	-%	-%	-%	-%	1%
Answered	27	20	6	*	*	*	21	-	*	2	4
Mean Score	4.5	4.7	3.2	6.0	20.0	5.0	5.1	-	7.0	5.9	-
Standard error	.77	1.17	.67	-	-	-	.94	-	-	2.37	-
Standard deviation	4.16	4.52	1.78	-	-	-	4.08	-	-	5.80	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	29	4	-	3	4	-	2	1	1	3
Effective base	14	3	-	2	2	-	2	1	1	2
Weighted Base	27	6	-	6	2	-	3	1	2	4
0-24%	27	6	-	6	2	-	3	1	2	4
	99%	100%	-%	100%	100%	-%	100%	100%	100%	100%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	6	-	6	2	-	3	1	2	4
Mean Score	4.5	5.3	-	.7	5.0	-	1.3	5.0	4.0	7.8
Standard error	.77	2.08	-	.97	*	-	.38	-	-	2.09
Standard deviation	4.16	4.16	-	1.67	*	-	.53	-	-	3.62

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	29	7	5	6	18	11	5	3	3
Effective base	14	4	4	4	12	7	3	3	2
Weighted Base	27	6	7	10	24	3	1	1	1
0-24%	27	6	7	10	24	3	1	1	*
	99%	100%	100%	100%	100%	95%	100%	100%	72%
25-49%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	5%	-%	-%	28%
Answered	27	6	7	10	24	3	1	1	1
Mean Score	4.5	6.8	5.0	1.3	3.9	9.3	11.6	8.0	7.2
Standard error	.77	1.18	1.61	.77	.85	1.86	8.35	2.86	-
Standard deviation	4.16	3.12	3.61	1.89	3.59	6.17	18.67	4.96	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	2	1	-	1	1	10	2	-	13
Effective base	14	1	1	-	1	1	3	2	-	8
Weighted Base	27	5	*	-	*	2	5	1	-	14
0-24%	27	5	*	-	*	2	5	1	-	14
	99%	100%	100%	-%	100%	100%	100%	100%	-%	99%
25-49%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Answered	27	5	*	-	*	2	5	1	-	14
Mean Score	4.5	.9	10.0	-	10.0	2.0	4.1	10.0	-	5.7
Standard error	.77	1.54	-	-	-	-	1.23	-	-	1.19
Standard deviation	4.16	2.17	-	-	-	-	3.89	-	-	4.31

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	29	4	10	15	25	4	-	27	2	28	1
Effective base	14	3	3	9	13	2	-	14	1	14	1
Weighted Base	27	7	5	15	24	3	-	26	1	26	1
0-24%	27	7	5	14	24	3	-	26	1	26	1
	99%	100%	100%	99%	100%	98%	-%	100%	86%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	*	*	-	*	*	*	-
	1%	-%	-%	1%	*%	2%	-%	*%	14%	1%	-%
Answered	27	7	5	15	24	3	-	26	1	26	1
Mean Score	4.5	1.7	4.1	6.0	4.5	4.2	-	4.6	.9	4.5	1.0
Standard error	.77	1.34	1.23	1.11	.84	2.22	-	.80	-	.79	-
Standard deviation	4.16	2.67	3.89	4.30	4.22	4.44	-	4.17	-	4.17	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	29	10	7	12
Effective base	14	6	4	5
Weighted Base	27	14	6	7
0-24%	27	14	6	7
	99%	100%	98%	99%
25-49%	-	-	-	-
	-%	-%	-%	-%
50-74%	-	-	-	-
	-%	-%	-%	-%
75-100%	-	-	-	-
	-%	-%	-%	-%
Don't know	*	-	*	*
	1%	-%	2%	1%
Answered	27	14	6	7
Mean Score	4.5	5.2	4.1	3.4
Standard error	.77	1.67	1.04	.74
Standard deviation	4.16	5.28	2.75	2.58

Columns Tested: a,b,c

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	29	16	8	1	2	-	1	1	-	24	5	4
Effective base	14	10	4	1	1	-	1	1	-	13	2	2
Weighted Base	27	21	4	*	1	-	*	1	-	25	2	2
0-24%	27	21	4	*	1	-	*	1	-	25	2	2
	99%	100%	100%	100%	94%	-%	100%	100%	-%	100%	97%	97%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	*	-	-	-	-	*	*	*
	1%	*%	-%	-%	6%	-%	-%	-%	-%	*%	3%	3%
Answered	27	21	4	*	1	-	*	1	-	25	2	2
Mean Score	4.5	4.4	5.3	5.0	4.7	-	5.0	2.0	-	4.5	3.5	3.5
Standard error	.77	1.12	1.23	-	-	-	-	-	-	.87	1.14	1.28
Standard deviation	4.16	4.47	3.48	-	-	-	-	-	-	4.27	2.55	2.57

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	29	7	9	13	28	27	28	29	20	15	1	19	-	1	1	4	2
Effective base	14	5	5	6	13	12	13	14	10	6	1	9	-	1	1	3	1
Weighted Base	27	9	12	6	25	23	25	27	12	9	2	19	-	*	*	3	1
0-24%	27	9	12	6	24	22	24	27	12	8	2	19	-	-	*	3	1
99%		100%	99%	99%	99%	99%	99%	99%	99%	98%	100%	100%	-%	-%	100%	98%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	*	*	*	*	*	*	-	-	-	*	-	*	-
1%		-%	1%	1%	1%	1%	1%	1%	1%	2%	-%	-%	-%	100%	-%	2%	-%
Answered	27	9	12	6	25	23	25	27	12	9	2	19	-	*	*	3	1
Mean Score	4.5	7.1	2.3	4.8	4.8	4.3	4.8	4.5	5.4	3.2	10.0	4.4	-	-	5.0	4.1	3.9
Standard error	.77	1.90	.87	.86	.79	.78	.79	.77	.78	.85	-	.97	-	-	-	.89	-
Standard deviation	4.16	5.03	2.60	3.11	4.21	4.07	4.21	4.16	3.48	3.29	-	4.22	-	-	-	1.79	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	29	21	-	1	1	3	2	-	18	1	1	2	2	3	-
Effective base	14	11	-	1	1	2	1	-	9	1	1	1	1	2	-
Weighted Base	27	22	-	*	*	2	1	-	19	*	*	1	1	2	-
0-24%	27	22	-	-	*	2	1	-	19	*	-	1	1	2	-
	99%	100%	-%	-%	100%	97%	100%	-%	100%	100%	-%	100%	93%	100%	-%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	*	-	-	-	-	*	-	*	-	-
	1%	-%	-%	100%	-%	3%	-%	-%	-%	-%	100%	-%	7%	-%	-%
Answered	27	22	-	*	*	2	1	-	19	*	*	1	1	2	-
Mean Score	4.5	4.9	-	-	5.0	3.5	3.9	-	4.3	10.0	-	5.0	1.9	4.6	-
Standard error	.77	.92	-	-	-	1.49	-	-	.99	-	-	-	-	3.50	-
Standard deviation	4.16	4.22	-	-	-	2.58	-	-	4.19	-	-	-	-	6.05	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	29	19	3	2	2	2	1	-	10	4	6	4	4
Effective base	14	11	1	1	1	1	1	-	7	1	4	3	3
Weighted Base	27	19	4	2	1	1	1	-	15	*	6	1	2
0-24%	27	19	4	1	1	1	1	-	15	*	6	1	2
	99%	100%	100%	97%	100%	100%	100%	-%	100%	100%	99%	95%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	*	-	-	-	-	-	-	*	*	-
	1%	*%	-%	3%	-%	-%	-%	-%	-%	-%	1%	5%	-%
Answered	27	19	4	2	1	1	1	-	15	*	6	1	2
Mean Score	4.5	5.4	.6	4.8	5.0	4.1	1.0	-	5.0	9.1	3.9	7.9	2.7
Standard error	.77	.97	1.28	1.08	-	-	-	-	1.55	-	.66	12.43	1.79
Standard deviation	4.16	4.21	2.21	1.53	-	-	-	-	4.89	-	1.62	24.86	3.58

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	11	5	5	3	4	10	4	5	5	3
Effective base	14	7	2	4	2	3	6	1	4	3	2
Weighted Base	27	16	1	5	1	2	14	1	6	2	1
0-24%	27	16	1	5	*	2	14	1	6	2	1
	99%	100%	100%	98%	90%	100%	100%	100%	98%	97%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	*	-	-	-	*	*	-
	1%	-%	-%	2%	10%	-%	-%	-%	2%	3%	-%
Answered	27	16	1	5	1	2	14	1	6	2	1
Mean Score	4.5	5.0	6.3	3.8	10.9	2.7	4.4	5.0	3.8	5.5	3.3
Standard error	.77	1.45	2.24	.76	-	1.79	1.53	-	.75	3.15	-
Standard deviation	4.16	4.80	5.01	1.70	-	3.58	4.84	-	1.68	7.04	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	29	12	5	3	6	3	22	-	7	26	3	26	2
Effective base	14	8	1	2	4	2	11	-	4	13	2	12	2
Weighted Base	27	19	3	2	2	2	18	-	9	26	1	23	1
0-24%	27	19	3	1	2	2	17	-	9	25	1	23	1
	99%	100%	100%	94%	98%	100%	99%	-%	100%	99%	100%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	*	-	*	-	-	*	-	*	-
	1%	-%	-%	6%	2%	-%	1%	-%	-%	1%	-%	1%	-%
Answered	27	19	3	2	2	2	18	-	9	26	1	23	1
Mean Score	4.5	4.6	2.5	4.7	5.7	3.9	4.3	-	4.7	4.4	5.5	4.7	5.6
Standard error	.77	1.34	.66	1.17	2.43	1.43	.71	-	2.14	.83	1.29	.84	1.73
Standard deviation	4.16	4.66	1.48	2.02	5.96	2.48	3.32	-	5.66	4.25	2.24	4.30	2.44

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	29	24	3	21	8	25	3	24	3	23	6
Effective base	14	12	1	11	3	12	2	11	2	13	2
Weighted Base	27	22	1	22	4	23	1	21	1	26	1
0-24%	27	22	1	22	4	23	1	21	1	25	1
	99%	99%	100%	99%	100%	99%	100%	99%	100%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	*	-	*	-	*	-	*	-
	1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Answered	27	22	1	22	4	23	1	21	1	26	1
Mean Score	4.5	4.2	6.5	4.6	3.5	4.7	6.7	4.3	5.5	4.4	5.6
Standard error	.77	.82	-	.96	.96	.84	5.08	.85	1.29	.85	5.34
Standard deviation	4.16	4.02	-	4.41	2.71	4.19	8.79	4.17	2.24	4.08	13.07

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	29	20	25	23	-	19	24	22	-	22	25	27	-
Effective base	14	10	13	11	-	9	11	10	-	11	13	12	-
Weighted Base	27	20	24	20	-	18	20	17	-	22	25	23	-
0-24%	27	20	24	20	-	18	20	17	-	22	25	23	-
	99%	100%	99%	100%	-%	100%	99%	100%	-%	100%	100%	99%	-%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	-	*	*	-	-	*	*	-
	1%	-%	1%	*%	-%	-%	1%	*%	-%	-%	*%	1%	-%
Answered	27	20	24	20	-	18	20	17	-	22	25	23	-
Mean Score	4.5	3.7	4.8	4.1	-	4.0	4.4	4.6	-	3.9	4.4	4.7	-
Standard error	.77	.76	.83	.85	-	.79	.88	.95	-	.82	.84	.85	-
Standard deviation	4.16	3.39	4.14	4.09	-	3.45	4.29	4.46	-	3.86	4.19	4.42	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	29	28	27	29	18	25	5	25	19	26	17	29	7	9
Effective base	14	13	12	14	8	13	3	13	10	13	7	14	3	4
Weighted Base	27	25	23	27	16	24	3	25	20	25	15	27	8	9
0-24%	27	24	22	27	16	24	3	25	20	25	15	27	8	9
	99%	99%	99%	99%	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	-	*	-	*	-	*	-	*	-	*
	1%	1%	1%	1%	-%	1%	-%	*%	-%	*%	-%	1%	-%	1%
Answered	27	25	23	27	16	24	3	25	20	25	15	27	8	9
Mean Score	4.5	4.8	4.3	4.5	4.6	4.8	4.2	4.4	3.1	4.2	3.8	4.5	2.3	3.3
Standard error	.77	.79	.78	.77	.98	.85	.74	.85	.76	.75	.95	.77	1.29	1.77
Standard deviation	4.16	4.21	4.07	4.16	4.17	4.24	1.65	4.27	3.33	3.80	3.94	4.16	3.42	5.31

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	29	7	1	3	1	28	25	28	28	25	22	27	19	-	22	4
Effective base	14	4	1	2	1	14	12	14	14	13	11	14	8	-	11	3
Weighted Base	27	3	1	4	*	27	23	27	26	26	22	26	16	-	17	5
0-24%	27	3	1	4	*	27	23	27	26	26	21	26	16	-	17	5
	99%	100%	100%	100%	100%	100%	100%	100%	99%	100%	99%	99%	100%	-%	99%	100%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
	1%	-%	-%	-%	-%	*%	*%	*%	1%	*%	1%	1%	*%	-%	1%	-%
Answered	27	3	1	4	*	27	23	27	26	26	22	26	16	-	17	5
Mean Score	4.5	5.7	2.0	1.5	20.0	4.5	4.8	4.5	4.4	4.3	4.1	4.4	4.5	-	5.5	3.8
Standard error	.77	.70	-	.38	-	.79	.86	.79	.79	.74	.81	.81	1.04	-	.95	.81
Standard deviation	4.16	1.86	-	.66	-	4.16	4.30	4.16	4.17	3.72	3.80	4.23	4.55	-	4.48	1.62

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	29	16	13	12	-	8	6	8	16	5	15	2	12
Effective base	14	9	6	5	-	4	3	3	8	4	7	1	6
Weighted Base	27	14	12	7	-	5	5	6	10	11	12	2	12
0-24%	27	14	12	7	-	5	5	6	10	11	12	2	12
25-49%	99%	100%	99%	100%	-%	100%	100%	98%	99%	100%	99%	100%	100%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	*	*	*	-	-	-	-	*	*	-	*	-	-
Answered	1%	*%	1%	-%	-%	-%	-%	2%	1%	-%	1%	-%	-%
Mean Score	27	14	12	7	-	5	5	6	10	11	12	2	12
Standard error	4.5	4.9	4.0	5.0	-	4.0	4.7	2.6	7.8	2.6	3.9	5.7	4.8
Standard deviation	.77	.76	1.46	1.33	-	1.32	1.94	1.31	1.07	.99	.89	1.67	1.49
	4.16	3.04	5.27	4.62	-	3.73	4.76	3.71	4.27	2.22	3.43	2.36	5.17

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	29	8	21
Effective base	14	4	11
Weighted Base	27	9	18
0-24%	27	9	18
	99%	99%	99%
25-49%	-	-	-
	-%	-%	-%
50-74%	-	-	-
	-%	-%	-%
75-100%	-	-	-
	-%	-%	-%
Don't know	*	*	*
	1%	1%	1%
Answered	27	9	18
Mean Score	4.5	2.7	5.4
Standard error	.77	.94	.99
Standard deviation	4.16	2.65	4.55

Columns Tested:: a,b

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	29	-	1	4	4	1	2	3	2	5	2	5	-
Effective base	14	-	1	3	3	1	1	2	2	4	2	4	-
Weighted Base	27	-	4	1	1	1	2	*	1	7	1	7	-
0-24%	27	-	4	1	1	1	2	*	1	7	1	7	-
	99%	-%	100%	100%	92%	100%	100%	45%	100%	100%	100%	100%	-%
25-49%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	*	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	8%	-%	-%	55%	-%	-%	-%	-%	-%
Answered	27	-	4	1	1	1	2	*	1	7	1	7	-
Mean Score	4.5	-	-	11.1	10.9	5.0	2.0	2.3	3.3	2.1	7.5	7.8	-
Standard error	.77	-	-	-	9.42	*	.36	-	2.07	.77	10.68	1.17	-
Standard deviation	4.16	-	-	-	18.83	*	.51	-	2.93	1.71	15.11	2.61	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 184 (continuation)

QV6d2. Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using THIS specific RM service (one of QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	29	5	7	10	7	12	17
Effective base	14	1	3	5	5	4	11
Weighted Base	27	5	5	9	8	9	17
0-24%	27	5	5	9	8	9	17
	99%	100%	98%	99%	100%	99%	100%
25-49%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	*	*
	1%	-%	2%	1%	-%	1%	*%
Answered	27	5	5	9	8	9	17
Mean Score	4.5	2.0	5.1	2.3	7.7	3.6	4.9
Standard error	.77	2.26	2.09	.55	.98	1.51	.85
Standard deviation	4.16	5.06	5.53	1.75	2.60	5.25	3.52

Columns Tested:: a,b,c,d - a,b

Table 186

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Standard	46.0	37.8	47.7	46.1	47.7	34.1	38.8	45.4
Signed For	19.8	10.5	21.7	19.8	21.4	16.1	16.9	20.4
Special Delivery Guaranteed by 1pm	2.8	.2	3.3	2.8	3.2	5.7	4.2	3.6
Special Delivery Guaranteed by 9am	.5	.1	.6	.5	.6	2.6	1.1	.9
Parcelforce Worldwide	2.6	5.2	2.1	2.7	1.0	1.2	3.1	1.2
Royal Mail Tracked 24 Hours	7.5	9.6	7.0	7.4	8.2	9.2	5.8	8.2
Royal Mail Tracked 48 Hours	8.9	8.5	8.9	8.9	5.6	12.5	10.6	6.9
International Tracked (previously Airsure)	.8	.1	.9	.8	.7	1.1	6.2	1.0
International Signed	.6	*	.7	.6	.1	2.3	1.1	.5
International Standard Mail (previously Airmail)	1.8	1.2	1.9	1.9	.7	.5	.5	.6
International Tracked and Signed	1.0	*	1.2	1.0	.2	2.8	.8	.6
International Economy	.1	-	.2	.1	.1	.4	.2	.1

Columns Tested: a,b - a,b,c,d,e

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	867	342	205	67	76	87	90	614	116	137
Effective base	436	245	128	39	51	37	49	404	68	61
Standard	46.0	45.4	46.7	50.1	51.0	37.7	38.8	46.1	47.7	35.5
Signed For	19.8	i	i	i	ei			i	i	
Special Delivery Guaranteed by 1pm	2.8	19.9	18.8	23.9	20.1	21.4	16.9	19.8	21.4	16.3
Special Delivery Guaranteed by 9am	.5	3.2	2.1	.7	2.6	5.0	4.2	2.8	3.2	5.2
Parcelforce Worldwide	2.6	.5	.3	.4	.7	1.3	1.1	.5	.6	2.1
Royal Mail Tracked 24 Hours	7.5	c			c	bc	c		c	bcg
Royal Mail Tracked 48 Hours	8.9	.5			.5	1.9	3.1	2.7	1.0	1.8
International Tracked (previously Airsure)	.8	2.4	3.3	2.0	.5	1.9	3.1	2.7	1.0	1.8
International Signed	.6	8.3	5.8	6.4	8.7	7.8	5.8	7.4	8.2	8.2
International Standard Mail (previously Airmail)	1.8	8.3	10.0	10.8	5.0	9.2	10.6	8.9	5.6	12.0
International Tracked and Signed	1.0	.8	.7	1.7	.9	.4	6.2	.8	.7	2.6
International Economy	.1	.8	.9	.3	.2	.9	1.1	.6	.1	2.0
		abgh					h			abcdgh
		h					.5	1.9	.7	.5
		bi								2.2
		.7	1.6	.1	.3	1.0	.8	1.0	.2	acdfigh
		.2	.1	*	.1	.2	.2	.1	.1	.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Standard	46.0	46.5	43.8	47.7	34.1	38.8	47.1	49.9	33.8	27.0	54.4
Signed For	19.8	20.0	18.8	21.4	16.1	16.9	cd	cd			cd
Special Delivery Guaranteed by 1pm	2.8	3.0	1.5	3.2	5.7	4.2	d				
Special Delivery Guaranteed by 9am	.5	.5	.4	.6	2.6	1.1	3.1	3.1	1.9	8.7	1.7
Parcelforce Worldwide	2.6	2.5	3.7	1.0	1.2	3.1	4	.2	.7	abce	.8
Royal Mail Tracked 24 Hours	7.5	7.9	4.9	8.2	9.2	5.8	1.8	2.3	4.4	8.6	.6
Royal Mail Tracked 48 Hours	8.9	8.8	9.8	5.6	12.5	10.6	8.6	2.5	3.0	ae	abe
International Tracked (previously Airsure)	.8	.7	1.2	.7	1.1	6.2	bc			9.3	10.8
International Signed	.6	.5	.9	.1	2.3	1.1	9.2	9.0	13.8	8.4	7.2
International Standard Mail (previously Airmail)	1.8	2.1	.7	.7	.5	.5	7	1.0	3.9	2.8	1.2
International Tracked and Signed	1.0	1.1	.2	.2	2.8	.8	abc		a	a	
International Economy	.1	.1	.2	.1	.4	.2	ac		.1	.7	.6
							c		e	e	
							bc		.1	.2	.1
							e		.1	.7	.6
							bce		.1	.6	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	867	60	46	77	40	56	70	60	54	61
Effective base	436	43	34	50	26	42	51	46	37	43
Standard	46.0	47.6	38.6	36.1	53.5	47.3	44.7	54.4	57.0	49.0
Signed For	19.8	19.7	25.2	20.6	13.1	18.8	16.7	21.2	21.2	20.4
Special Delivery Guaranteed by 1pm	2.8	1.7	5.6	3.5	4.5	1.1	.5	5.4	.8	1.7
Special Delivery Guaranteed by 9am	.5	.4	.1	1.0	1.7	.1	.3	.4	.1	.5
Parcelforce Worldwide	2.6	1.9	.5	2.0	1.6	4.4	2.3	3.1	7.0	.5
Royal Mail Tracked 24 Hours	7.5	8.2	5.2	8.5	5.4	11.8	6.3	3.8	2.7	15.3
Royal Mail Tracked 48 Hours	8.9	9.6	8.4	11.9	6.5	4.6	14.8	5.4	3.8	6.0
International Tracked (previously Airsure)	.8	1.3	.3	1.4	.1	.2	.5	.1	1.5	.4
International Signed	.6	.9	.3	2.0	.1	.5	.1	*	.3	.4
International Standard Mail (previously Airmail)	1.8	1.0	2.3	1.8	1.3	.2	2.7	1.4	3.4	2.9
International Tracked and Signed	1.0	1.8	.9	2.6	.3	*	.9	.1	.7	*
International Economy	.1	.3	-	*	.2	-	*	.1	.1	.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	867	157	160	207	524	343	125	110	108
Effective base	436	111	113	147	362	169	68	61	52
Standard	46.0	49.5	47.6	44.9	46.8	39.4	36.7	42.6	40.3
		ef	ef		ef				
Signed For	19.8	18.0	21.8	19.5	19.8	20.0	17.2	23.8	20.1
Special Delivery Guaranteed by 1pm	2.8	2.1	2.6	3.1	2.7	3.4	3.7	3.4	2.2
Special Delivery Guaranteed by 9am	.5	.6	.2	.6	.5	.3	.2	.6	.2
Parcelforce Worldwide	2.6	2.2	3.0	2.5	2.6	2.9	2.6	3.1	3.4
Royal Mail Tracked 24 Hours	7.5	11.5	5.8	6.2	7.4	8.3	11.0	6.2	5.0
		bcdh					bch		
Royal Mail Tracked 48 Hours	8.9	5.6	7.6	10.8	8.6	11.2	14.0	5.4	15.0
				ag		ag	abdg		abdg
International Tracked (previously Airsure)	.8	.3	1.1	.7	.7	1.7	1.5	2.9	*
						d		acdh	
International Signed	.6	.4	.5	.7	.6	.5	.8	.3	*
		h	h		h		h		
International Standard Mail (previously Airmail)	1.8	1.5	2.1	2.0	1.9	1.0	.8	1.7	.2
			h						
International Tracked and Signed	1.0	.1	1.2	1.2	1.0	1.1	1.0	1.8	*
			ah				a	ah	
International Economy	.1	.2	.2	*	.1	.3	.3	.4	.3
						cd		cd	

Columns Tested: a,b,c,d,e,f,g,h

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Standard	46.0	45.4	46.3	15.5	41.7	52.8	41.2	69.2	50.8	46.4
Signed For	19.8	8.0	14.6	51.4	20.0	17.3	22.2	abdfhi 9.3	22.7	20.9
Special Delivery Guaranteed by 1pm	2.8	6.9	1.9	8.6	2.9	2.1	ag 2.5	.5	ag 1.7	ag 2.8
Special Delivery Guaranteed by 9am	.5	g .7	1.8	6.7	2.5	.1	.3	1.2	-	.2
Parcelforce Worldwide	2.6	1.5	fi 8.9	.2	efi 7.6	1.7	2.7	ei 4.0	1.2	1.9
Royal Mail Tracked 24 Hours	7.5	9.7	aefhi 7.8	17.6	9.3	6.9	4.6	6.2	10.0	8.8
Royal Mail Tracked 48 Hours	8.9	5.7	5.8	-	f 5.0	8.1	14.5	6.2	f 7.2	f 7.1
International Tracked (previously Airsure)	.8	1.7	.7	-	.6	.6	bdi 1.4	-	1.0	.5
International Signed	.6	.2	.1	-	.1	*	i .8	.1	*	.7
International Standard Mail (previously Airmail)	1.8	.5	.4	-	.3	3.1	.8	.3	-	2.8
International Tracked and Signed	1.0	.3	4.6	-	4.0	f .4	1.0	.1	-	f .7
International Economy	.1	.1	fi .1	-	fi *	.1	.1	.3	-	.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Standard	46.0	46.7	41.2	48.3	46.2	45.3	-	45.9	48.7	46.0	54.4
Signed For	19.8	16.0	22.2	20.1	18.9	24.0	-	19.8	20.4	19.9	7.3
Special Delivery Guaranteed by 1pm	2.8	3.6	2.5	2.6	3.0	1.8	-	2.9	.9	2.8	.7
Special Delivery Guaranteed by 9am	.5	1.2	.3	.3	.5	.2	-	.5	.1	.5	.1
Parcelforce Worldwide	2.6	bc	2.7	2.0	2.6	2.6	-	2.5	4.2	2.5	12.1
Royal Mail Tracked 24 Hours	7.5	3.9	4.6	8.5	7.5	7.4	-	7.6	4.9	7.4	10.2
Royal Mail Tracked 48 Hours	8.9	b	14.5	7.0	9.4	6.1	-	8.7	11.4	8.9	4.6
International Tracked (previously Airsure)	.8	.8	ac	.5	.8	.7	-	.8	.1	.8	.5
International Signed	.6	.1	c	.6	.6	.3	-	.6	.1	.6	.5
International Standard Mail (previously Airmail)	1.8	1.4	a	a	2.1	.4	-	1.8	1.0	1.8	.6
International Tracked and Signed	1.0	1.7	b	.7	.9	1.3	-	1.0	.2	1.0	.3
International Economy	.1	.1	.1	.2	.2	.1	-	.2	*	.1	.1

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	867	429	175	261
Effective base	436	231	73	131
Standard	46.0	50.9	39.6	40.7
Signed For	19.8	21.5	18.8	17.3
Special Delivery Guaranteed by 1pm	2.8	2.1	6.3	2.0
Special Delivery Guaranteed by 9am	.5	.3	.4	.9
Parcelforce Worldwide	2.6	2.2	2.9	3.0
Royal Mail Tracked 24 Hours	7.5	6.9	9.3	7.6
Royal Mail Tracked 48 Hours	8.9	7.3	9.7	11.3
International Tracked (previously Airsure)	.8	.2	1.3	1.6
International Signed	.6	.3	.9	.9
International Standard Mail (previously Airmail)	1.8	.9	2.7	2.9
International Tracked and Signed	1.0	.3	2.1	1.6
International Economy	.1	.2	.2	.1

Columns Tested:: a,b,c

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Standard	46.0	47.9	39.1	25.0	5.3	65.6	.6	16.3	23.4	46.7	32.7	42.8
Signed For	19.8	bcj 20.4	bcj 19.4	bcj 13.0	bcj 3.4	bcj 3.9	bcj .5	bcj 16.3	bcj -	bcj 20.3	bcj 9.1	bcj 4.1
Special Delivery Guaranteed by 1pm	2.8	jk 2.7	jk 1.3	k 5.8	k 1.5	k 2.9	k 85.5	k 4.1	k 16.6	k 2.5	k 9.3	k 13.8
Special Delivery Guaranteed by 9am	.5	.3	.4	b 5.3	b 2.8	b .3	b 2.0	b 12.3	b -	b .3	b 3.7	b 1.7
Parcelforce Worldwide	2.6	2.4	3.3	abi 6.5	abi 6.8	abi 1.3	abi 2.0	abi 4.1	abi 21.7	abi 2.5	abi 4.8	abi 2.6
Royal Mail Tracked 24 Hours	7.5	7.3	6.5	ai 12.0	ai 35.8	ai 11.1	ai 1.0	ai 4.1	ai -	ai 7.2	ai 12.8	ai 13.9
Royal Mail Tracked 48 Hours	8.9	7.6	14.0	ai 20.7	ai 16.2	ai 11.0	ai .3	ai 26.5	ai -	ai 8.5	ai 16.7	ai 11.4
International Tracked (previously Airsure)	.8	.5	ai 2.1	ai 2.4	ai 11.4	ai .8	ai *	ai 4.1	ai -	ai .7	ai 2.6	ai 2.9
International Signed	.6	.6	ai .2	ai 1.1	ai 3.6	ai 2.3	ai 3.0	ai 4.1	ai 21.7	ai .5	ai 1.8	ai 2.8
International Standard Mail (previously Airmail)	1.8	1.7	.2 2.8	* *	* 5.6	* -	* *	* 4.1	* -	* 1.9	* .6	* 1.3
International Tracked and Signed	1.0	.9	j .9	j 4.2	j 3.2	j -	j 4.9	j 2.5	j 16.6	j .9	j 3.0	j 1.4
International Economy	.1	.1	abi .2	abi *	abi 1.4	abi -	abi *	abi 1.6	abi -	abi .1	abi .2	abi .4

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Standard	46.0	53.8	41.9	37.6	44.9	47.1	45.5	46.0	46.2	45.0	39.2	47.9	31.5	32.7	44.3	52.0	35.5
Signed For	19.8	18.5	22.5	16.9	20.6	19.6	20.1	19.8	19.1	17.4	21.2	21.3	14.8	9.6	14.9	11.6	4.7
Special Delivery Guaranteed by 1pm	2.8	1.9	3.5	3.2	2.8	2.5	2.7	2.8	3.1	6.2	2.4	2.5	7.9	6.3	1.7	3.3	1.2
Special Delivery Guaranteed by 9am	.5	.3	.3	1.2	.6	.5	.5	.5	.7	1.2	.7	.5	1.0	.2	.1	1.2	.6
Parcelforce Worldwide	2.6	2.2	2.5	3.6	2.6	2.2	2.5	2.6	3.5	2.2	4.4	2.3	5.3	1.1	.2	2.6	.9
Royal Mail Tracked 24 Hours	7.5	8.1	6.5	8.0	7.2	6.8	7.2	7.5	7.5	7.9	9.3	6.8	14.3	10.1	3.3	6.3	4.5
Royal Mail Tracked 48 Hours	8.9	7.3	7.9	14.6	8.6	9.1	8.9	8.9	9.2	7.6	9.9	7.3	9.5	23.5	7.9	11.4	49.2
International Tracked (previously Airsure)	.8	.2	.8	2.2	.8	.9	.8	.8	.9	.9	.8	.8	.2	.8	1.1	3.6	.8
International Signed	.6	.3	.9	.6	.6	.6	.6	.6	.8	.6	*	.5	.7	3.0	*	2.9	.7
International Standard Mail (previously Airmail)	1.8	.4	3.1	2.3	1.8	2.1	1.9	1.8	2.1	1.4	.4	1.7	3.1	6.5	8.2	1.3	.7
International Tracked and Signed	1.0	1.2	.6	1.4	1.1	1.1	1.0	1.0	.8	.5	.1	1.0	5.0	3.2	.8	2.4	.5
International Economy	.1	.2	.1	.2	.2	.1	.2	.1	.2	.1	.2	.2	-	-	*	.6	.4

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of letters sent							Number of large letters sent								
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+		
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g		
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8		
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4		
Standard	46.0	44.9	51.0	35.5	47.4	20.9	72.9	2.3	50.1	34.0	36.7	34.3	41.0	47.0	38.4		
Signed For	19.8	21.8	14.1	15.5	6.3	26.9	4.1	3.9	bcd	21.3	17.0	13.0	5.1	19.7	16.0	3.7	
Special Delivery Guaranteed by 1pm	2.8	d	2.7	2.9	6.4	3.1	3.4	.8	.9	1.5	d	9.3	1.9	4.2	8.4	1.4	.1
Special Delivery Guaranteed by 9am	.5	.5	1.5	.1	*	1.2	1.0	1.7	.3	ac	2.1	.2	.4	.7	.5	.6	
Parcelforce Worldwide	2.6	2.9	.5	1.1	.1	3.6	1.3	.4	1.8	a	5.4	2.8	1.8	2.0	.9	-	
Royal Mail Tracked 24 Hours	7.5	7.1	9.5	10.3	6.6	5.6	3.5	2.6	6.4	a	9.1	10.2	8.2	6.2	1.7	3.8	
Royal Mail Tracked 48 Hours	8.9	7.7	13.5	17.1	7.1	7.4	12.8	87.5	7.7	8.6	7.3	22.9	13.8	15.0	53.4		
International Tracked (previously Airsure)	.8	.8	.4	2.6	.4	3.6	1.0	-	.7	a	1.3	.2	1.1	5.0	3.7	-	
International Signed	.6	.6	.4	1.1	*	1.5	.5	.4	.5	ab	.4	.1	2.6	.4	6.8	-	
International Standard Mail (previously Airmail)	1.8	1.3	1.2	9.1	*	21.2	.6	-	1.0	d	9.1	12.4	.5	.4	1.7	-	
International Tracked and Signed	1.0	1.1	.4	.1	.8	3.4	.3	.2	1.0	abc	ad	3.6	3.1	1.6	3.7	-	
International Economy	.1	.2	-	-	*	.4	.3	-	.2	abd	ad	ab	b	.1	1.3	-	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Standard	46.0	48.9	39.5	46.7	21.0	28.8	40.5	21.3	45.7	46.6	46.6	43.6	39.4
Signed For	19.8	20.6	19.3	8.3	18.8	26.5	17.0	8.7	22.6	19.9	21.7	9.8	9.4
Special Delivery Guaranteed by 1pm	2.8	2.0	4.0	4.0	4.6	1.3	7.0	24.3	2.1	4.0	2.0	5.0	2.0
Special Delivery Guaranteed by 9am	.5	.2	.8	.1	.9	2.2	.3	9.3	.5	.9	.2	.9	.2
Parcelforce Worldwide	2.6	2.6	.8	1.1	4.2	3.4	5.1	10.8	2.0	2.7	4.0	1.5	1.0
Royal Mail Tracked 24 Hours	7.5	7.3	10.0	4.5	7.1	9.6	5.1	7.1	7.0	7.0	6.4	12.8	4.1
Royal Mail Tracked 48 Hours	8.9	7.0	18.0	8.5	15.7	20.5	17.5	14.9	8.1	7.7	6.9	10.6	29.0
International Tracked (previously Airsure)	.8	.7	.2	.8	4.2	.6	4.8	.7	.3	.9	1.1	1.8	3.0
International Signed	.6	.6	.3	.8	.3	2.0	.7	.8	.3	.6	.6	.9	2.2
International Standard Mail (previously Airmail)	1.8	1.3	3.4	6.1	7.0	.3	.5	-	1.5	.7	3.8	1.5	1.2
International Tracked and Signed	1.0	.9	1.7	.6	.6	2.3	.8	2.0	1.2	.2	.7	2.4	1.0
International Economy	.1	.2	*	.2	.1	.2	.1	-	.2	*	.1	.1	.1

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Standard	46.0	43.8	47.8	47.0	41.7	48.9	51.1	42.5	45.2	45.3	32.2
Signed For	19.8	22.4	22.3	20.1	11.2	8.0	20.7	20.5	23.3	9.3	8.9
Special Delivery Guaranteed by 1pm	2.8	3.2	1.8	2.8	3.5	2.1	2.1	4.6	.9	4.8	2.1
Special Delivery Guaranteed by 9am	.5	.5	1.0	.2	1.3	.2	.2	1.3	.3	.3	.1
Parcelforce Worldwide	2.6	2.1	2.7	4.3	.7	.5	1.5	2.7	3.9	1.5	1.0
Royal Mail Tracked 24 Hours	7.5	7.3	6.9	6.5	12.9	3.5	6.1	7.5	7.1	10.3	4.5
Royal Mail Tracked 48 Hours	8.9	8.1	6.8	6.8	15.5	25.3	7.3	9.1	7.6	11.2	34.3
International Tracked (previously Airsure)	.8	.3	1.7	.9	1.4	1.7	.4	1.0	.9	2.1	2.8
International Signed	.6	.5	.8	.8	.5	.8	.6	.7	.3	1.1	2.4
International Standard Mail (previously Airmail)	1.8	1.0	1.4	3.9	.1	.5	1.5	.9	4.9	1.7	1.3
International Tracked and Signed	1.0	1.6	.3	.7	.4	.9	1.3	.3	.8	2.8	1.1
International Economy	.1	.2	.1	.2	.1	.2	.2	*	.2	.2	.1

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base	436	222	63	86	41	21	256	20	159	419	17	362	8
Standard	46.0	53.8	40.6	36.3	35.0	41.7	40.0	37.3	55.8	45.7	52.7	44.7	50.4
Signed For	19.8	19.0	20.7	28.7	8.7	9.8	19.9	27.8	18.6	20.3	8.5	20.9	9.7
Special Delivery Guaranteed by 1pm	2.8	1.6	7.4	2.0	1.8	1.4	3.7	2.3	1.5	2.6	7.2	2.5	14.4
Special Delivery Guaranteed by 9am	.5	.3	.8	.3	1.0	.9	.7	*	.2	.5	.5	.5	1.9
Parcelforce Worldwide	2.6	2.2	3.5	3.5	2.7	1.4	2.5	5.3	2.5	2.4	6.5	2.6	2.6
Royal Mail Tracked 24 Hours	7.5	7.1	7.6	8.0	11.4	3.1	7.3	7.3	7.9	7.7	2.4	7.4	2.3
Royal Mail Tracked 48 Hours	8.9	6.6	7.5	7.1	20.7	23.2	11.8	10.0	4.5	9.0	5.0	8.7	5.7
International Tracked (previously Airsure)	.8	.2	.8	.9	3.1	3.0	1.1	.1	.4	.7	3.3	.8	1.6
International Signed	.6	.3	.6	.9	1.1	1.7	.8	-	.3	.6	.9	.5	3.6
International Standard Mail (previously Airmail)	1.8	.8	2.8	3.1	3.9	1.7	2.8	-	.5	1.9	.5	1.9	1.3
International Tracked and Signed	1.0	1.0	.6	.7	2.1	.9	1.4	*	.4	1.0	1.0	1.1	1.9
International Economy	.1	.2	*	.1	.2	.2	.2	-	.1	.1	.2	.2	.3

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Standard	46.0	47.8	34.0	46.2	45.2	45.1	34.6	47.3	43.4	46.8	41.0
Signed For	19.8	b	7.8	20.6	14.2	20.9	5.6	20.2	10.1	20.3	16.4
Special Delivery Guaranteed by 1pm	2.8	b	18.9	2.1	7.8	2.6	14.1	1.8	13.4	2.1	7.4
Special Delivery Guaranteed by 9am	.5	a	4.7	.3	1.7	.5	1.4	.2	4.7	.4	1.3
Parcelforce Worldwide	2.6	a	7.1	2.4	4.2	2.5	7.7	1.9	6.7	2.4	3.7
Royal Mail Tracked 24 Hours	7.5	a	5.6	7.7	5.7	7.3	5.8	6.9	6.1	7.8	5.6
Royal Mail Tracked 48 Hours	8.9	a	6.8	8.8	9.5	8.6	5.7	9.3	5.8	8.5	11.4
International Tracked (previously Airsure)	.8	a	3.0	.8	1.0	.7	5.6	.8	1.8	.7	1.4
International Signed	.6	a	1.4	.6	.6	.6	2.1	.6	1.9	.6	.7
International Standard Mail (previously Airmail)	1.8	a	6.6	2.0	.5	1.6	15.4	2.2	.6	1.8	1.9
International Tracked and Signed	1.0	a	1.3	.9	1.3	1.1	1.3	1.1	1.2	.8	1.8
International Economy	.1	a	.2	.1	.1	.2	.6	.1	.2	.2	.1

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Standard	46.0	31.5	50.6	35.6	100.0	33.2	53.9	37.0	13.2	32.8	60.3	32.9	-
Signed For	19.8	25.1	17.5	17.8	-	25.3	14.4	12.9	47.4	25.0	12.5	13.8	-
Special Delivery Guaranteed by 1pm	2.8	4.5	2.5	5.0	-	4.0	1.9	5.2	1.5	3.9	1.9	4.0	-
Special Delivery Guaranteed by 9am	.5	.8	.5	1.3	-	.7	.5	1.4	-	.7	.3	.7	-
Parcelforce Worldwide	2.6	2.1	2.7	3.8	-	1.9	2.4	4.4	-	2.5	2.1	4.1	100.0
Royal Mail Tracked 24 Hours	7.5	10.2	6.1	4.7	-	9.0	6.0	5.4	2.5	10.5	4.1	6.7	-
Royal Mail Tracked 48 Hours	8.9	11.1	7.7	9.1	-	12.4	7.7	8.5	35.3	12.5	5.4	9.6	-
International Tracked (previously Airsure)	.8	1.1	.9	3.1	-	1.3	.8	3.5	-	1.1	.9	4.2	-
International Signed	.6	.8	.7	2.6	-	.9	.8	2.9	-	.8	.8	2.5	-
International Standard Mail (previously Airmail)	1.8	2.0	2.3	6.7	-	2.2	2.8	9.3	-	1.4	3.0	9.9	-
International Tracked and Signed	1.0	1.5	1.2	4.1	-	1.8	1.3	3.3	-	1.4	.9	5.0	-
International Economy	.1	.2	.2	.6	-	.2	.2	.7	-	.2	.2	.7	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100
Standard	46.0	45.3	47.0	46.0	43.5	51.2	32.2	65.1	31.7	26.5	30.0	44.4	44.9	48.3
Signed For	19.8	20.7	20.0	19.8	20.7	17.5	17.2	10.4	37.8	16.0	18.3	10.3	15.6	14.9
Special Delivery Guaranteed by 1pm	2.8	2.9	1.9	2.8	3.5	2.6	11.9	1.8	2.3	5.4	5.1	1.2	2.1	1.4
Special Delivery Guaranteed by 9am	.5	.6	.4	.5	.7	.4	1.2	.3	.8	.9	.7	.9	.4	.3
Parcelforce Worldwide	2.6	2.7	2.2	2.6	2.1	2.9	9.5	1.6	1.8	5.0	3.0	4.4	3.8	5.6
Royal Mail Tracked 24 Hours	7.5	7.1	6.6	7.5	8.4	4.1	8.5	4.0	6.9	14.4	6.6	5.4	9.3	5.7
Royal Mail Tracked 48 Hours	8.9	8.1	9.2	8.9	8.2	9.6	7.8	4.2	7.7	17.1	9.2	4.7	9.4	8.5
International Tracked (previously Airsure)	.8	.8	.9	.8	.8	.8	3.7	.8	.8	1.1	5.7	3.2	.8	.7
International Signed	.6	.6	.6	.6	.6	.8	1.7	.6	.7	.8	4.1	2.1	.6	.5
International Standard Mail (previously Airmail)	1.8	1.9	2.2	1.8	1.8	2.2	2.4	1.9	.8	1.7	6.4	16.6	3.3	3.2
International Tracked and Signed	1.0	1.1	1.2	1.0	1.2	1.3	1.2	.7	1.7	1.0	6.9	2.7	.5	.4
International Economy	.1	.2	.2	.1	.1	.2	1.1	.2	.1	.2	.5	1.3	.1	.1

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Standard	46.0	50.4	30.4	51.9	24.5	46.4	44.9	46.5	42.3	42.6	34.2	46.5	38.0	-	44.0	46.6
Signed For	19.8	b	b	b	b							ac				
Special Delivery Guaranteed by 1pm	2.8	12.5	15.0	12.7	24.4	20.7	20.9	20.5	19.3	19.2	24.3	21.2	18.7	-	20.5	20.9
Special Delivery Guaranteed by 9am	.5	2.8	4.5	3.0	14.2	2.3	2.1	2.3	2.6	2.5	3.8	1.7	2.5	-	3.1	2.1
Parcelforce Worldwide	2.6	.9	1.4	.3	.2	.5	.5	.5	.4	.5	.9	.4	.5	-	.6	*
Royal Mail Tracked 24 Hours	7.5	.9	8.6	2.0	1.9	2.7	2.8	2.6	3.2	3.2	2.4	2.9	4.8	-	2.7	3.9
Royal Mail Tracked 48 Hours	8.9	10.2	14.8	6.1	6.5	7.7	7.5	7.6	7.7	8.0	8.9	7.5	6.5	-	7.1	4.1
International Tracked (previously Airsure)	.8	8.9	5.0	8.7	18.6	8.3	8.1	8.2	10.2	10.8	11.2	8.9	5.9	-	9.5	9.4
International Signed	.6	1.5	2.4	1.8	.7	.7	.8	.7	.9	.9	1.0	.8	3.3	-	.9	.3
International Standard Mail (previously Airmail)	1.8	.9	.9	.3	.2	.5	.5	.5	.7	.4	.9	.5	1.6	-	.6	.4
International Tracked and Signed	1.0	1.1	7.7	.3	-	1.4	1.2	1.4	1.9	2.1	2.3	1.4	6.1	-	2.1	.4
International Economy	.1	1.5	1.0	1.1	1.9	1.0	1.2	1.0	1.3	1.3	1.7	1.1	1.6	-	1.0	.2
		.2	*	.2	.1	.2	.2	.2	.2	.2	.2	.2	.6	-	.1	.4
													ab			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Standard	46.0	43.4	48.2	41.1	30.7	38.1	41.0	44.0	46.1	48.5	40.1	36.0	50.3
Signed For	19.8	19.2	20.3	20.1	23.8	19.9	20.9	17.9	19.9	21.2	16.8	22.0	20.2
Special Delivery Guaranteed by 1pm	2.8	3.1	2.5	3.9	3.3	7.0	2.6	3.0	2.6	3.4	4.3	4.5	2.0
Special Delivery Guaranteed by 9am	.5	.4	.6	.9	-	b	b	b	.6	.3	c	c	c
Parcelforce Worldwide	2.6	2.0	3.1	4.6	.4	.9	1.3	.3	.6	.3	.5	.5	.5
Royal Mail Tracked 24 Hours	7.5	8.5	6.6	6.9	8.6	2.1	6.0	2.5	2.9	1.7	1.5	2.8	2.7
Royal Mail Tracked 48 Hours	8.9	12.4	6.0	12.8	26.3	a	a	7.3	7.8	6.0	9.3	10.5	6.3
International Tracked (previously Airsure)	.8	1.1	.5	.9	1.8	6.1	6.5	11.9	9.0	6.2	11.3	13.7	6.9
International Signed	.6	1.0	.3	.9	1.2	15.4	10.4	c	.6	.8	c	c	.5
International Standard Mail (previously Airmail)	1.8	2.1	1.5	1.6	3.3	2.2	.8	b	.3	1.1	c	c	.6
International Tracked and Signed	1.0	1.6	.5	1.4	.5	1.2	1.3	b	b	b	b	b	.2
International Economy	.1	.2	.1	.2	-	2.5	2.4	2.6	1.5	2.3	1.1	4.5	1.2
						.8	1.8	1.1	.9	1.3	3.5	1.5	.2
						.2	.1	.1	.1	.2	c	c	.1
						.2	.1	.1	.1	.2	bc	bc	.1

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	867	360	507
Effective base	436	166	270
Standard	46.0	46.2	45.9
Signed For	19.8	18.0	21.0
Special Delivery Guaranteed by 1pm	2.8	3.0	2.6
Special Delivery Guaranteed by 9am	.5	.7	.4
Parcelforce Worldwide	2.6	2.9	2.4
Royal Mail Tracked 24 Hours	7.5	6.8	7.9
Royal Mail Tracked 48 Hours	8.9	8.8	8.9
International Tracked (previously Airsure)	.8	.5	1.0
International Signed	.6	.5	.7
International Standard Mail (previously Airmail)	1.8	2.0	1.7
International Tracked and Signed	1.0	.4	1.3
		a	
International Economy	.1	.1	.2

Columns Tested:: a,b

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Standard	46.0	-	48.7	35.9	46.8	38.4	36.3	50.1	46.6	52.3	51.6	51.1	66.8
Signed For	19.8	-	18.5	18.4	18.7	18.2	21.6	19.0	24.4	18.1	18.2	22.2	12.6
Special Delivery Guaranteed by 1pm	2.8	-	.9	3.9	1.3	4.8	3.7	2.7	2.9	4.6	.4	1.9	1.7
Special Delivery Guaranteed by 9am	.5	-	*	.5	.1	3.9	.1	.2	.2	1.5	.1	.4	-
Parcelforce Worldwide	2.6	-	1.2	4.6	2.4	6.3	3.8	2.8	1.5	1.8	6.5	.9	.3
Royal Mail Tracked 24 Hours	7.5	-	1.7	11.8	8.4	9.7	5.5	6.5	7.2	6.0	4.5	6.3	5.8
Royal Mail Tracked 48 Hours	8.9	-	8.0	9.5	3.7	18.0	16.5	10.7	8.7	7.3	7.7	8.2	6.7
International Tracked (previously Airsure)	.8	-	.2	.7	.5	.1	.7	1.9	1.0	1.0	.8	1.1	.4
International Signed	.6	-	.1	.2	.3	-	1.5	.1	.7	.8	.3	.8	.6
International Standard Mail (previously Airmail)	1.8	-	4.3	2.3	1.9	-	1.2	*	.5	.6	1.0	3.6	.1
International Tracked and Signed	1.0	-	.1	.4	.4	.1	.2	.7	.3	3.7	3.2	1.3	.3
International Economy	.1	-	-	.1	.1	.4	.1	*	*	.2	.3	.4	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 186 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Standard	46.0	38.1	42.4	49.5	54.2	40.0	51.8
Signed For	19.8	18.4	20.0	a	ab		a
Special Delivery Guaranteed by 1pm	2.8	3.1	2.7	21.0	19.9	19.1	20.5
Special Delivery Guaranteed by 9am	.5	.4	.4	3.6	1.7	2.9	2.6
Parcelforce Worldwide	2.6	3.7	3.6	.8	.3	.4	.5
Royal Mail Tracked 24 Hours	7.5	10.1	6.9	1.8	1.4	3.6	1.6
Royal Mail Tracked 48 Hours	8.9	8.6	10.9	6.6	6.0	b	8.7
International Tracked (previously Airsure)	.8	.6	.6	8.3	7.8	9.7	8.1
International Signed	.6	.2	.8	1.1	.9	.6	1.0
International Standard Mail (previously Airmail)	1.8	2.5	1.5	.7	.7	.5	.7
International Tracked and Signed	1.0	.3	.3	a	a	a	
International Economy	.1	*	.1	.5	2.6	2.1	1.6
		c			c		
		.3	.3	1.8	1.4	.3	1.6
				ab	ab		a
				.1	.3	.1	.2
					a		

Columns Tested: a,b,c,d - a,b

Table 199

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Standard	65.1	61.3	65.8	65.2	65.2	57.9	56.4	63.9
Signed For	37.8	33.8	38.2	37.9	37.5	25.3	26.9	35.0
Special Delivery Guaranteed by 1pm	20.3	1.7	22.6	20.7	13.6	22.5	12.1	14.8
Special Delivery Guaranteed by 9am	10.0	2.4	11.2	10.1	6.9	20.3	9.9	9.5
Parcelforce Worldwide	16.2	26.4	13.5	16.3	10.4	7.4	14.7	10.3
		b						
Royal Mail Tracked 24 Hours	26.0	32.1	24.7	26.0	26.8	26.7	16.7	26.2
Royal Mail Tracked 48 Hours	30.9	34.7	30.3	31.3	18.9	35.6	28.7	22.2
				be				
International Tracked (previously Airsure)	9.8	2.3	10.6	9.6	13.8	7.5	40.4	15.4
International Signed	8.1	.1	9.3	8.1	4.9	10.9	7.5	8.1
International Standard Mail (previously Airmail)	19.0	23.3	18.5	19.1	16.0	4.3	8.0	11.9
International Tracked and Signed	11.8	.6	12.7	12.0	4.9	11.1	8.7	7.9
International Economy	4.5	-	5.2	4.4	6.0	20.0	5.0	8.3

Columns Tested: a,b - a,b,c,d,e

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	867	342	205	67	76	87	90	614	116	137
Effective base	436	245	128	39	51	37	49	404	68	61
Standard	65.1	63.8	66.5	74.3	69.0	56.2	56.4	65.2	65.2	57.4
Signed For	37.8	39.0	33.3	56.2	37.2	33.4	26.9	37.9	37.5	25.8
Special Delivery Guaranteed by 1pm	20.3	22.1	17.7	12.8	10.7	22.1	12.1	20.7	13.6	18.6
Special Delivery Guaranteed by 9am	10.0	9.7	12.4	8.7	5.8	19.1	9.9	10.1	6.9	17.5
Parcelforce Worldwide	16.2	14.9	18.8	21.7	8.8	10.2	14.7	16.3	10.4	10.0
Royal Mail Tracked 24 Hours	26.0	26.3	24.1	33.7	27.5	25.7	16.7	26.0	26.8	23.7
Royal Mail Tracked 48 Hours	30.9	29.0	33.9	46.8	16.0	30.7	28.7	31.3	18.9	33.5
International Tracked (previously Airsure)	9.8	9.3	8.0	22.5	13.8	7.5	40.4	9.6	13.8	17.5
International Signed	8.1	7.0	10.5	5.4	4.9	10.9	7.5	8.1	4.9	10.2
International Standard Mail (previously Airmail)	19.0	25.5	7.6	3.5	16.7	4.0	8.0	19.1	16.0	5.0
International Tracked and Signed	11.8	9.0	18.4	3.8	4.9	11.1	8.7	12.0	4.9	10.8
International Economy	4.5	6.6	1.8	1.6	7.0	13.0	5.0	4.4	6.0	13.0

Columns Tested: a,b,c,d,e,f,g,h,i

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Standard	65.1	66.1	60.3	65.2	57.9	56.4	64.4	73.1	49.3	40.2	79.9
Signed For	37.8	37.8	38.5	37.5	25.3	26.9	37.3	42.1	32.2	16.2	28.1
Special Delivery Guaranteed by 1pm	20.3	22.2	12.3	13.6	22.5	12.1	22.4	21.9	11.1	20.3	10.3
Special Delivery Guaranteed by 9am	10.0	10.5	7.7	6.9	20.3	9.9	11.3	2.3	10.0	24.9	8.0
Parcelforce Worldwide	16.2	15.0	23.4	10.4	7.4	14.7	13.2	11.0	32.1	16.6	2.0
Royal Mail Tracked 24 Hours	26.0	26.2	24.2	26.8	26.7	16.7	27.7	14.2	27.3	15.7	19.8
Royal Mail Tracked 48 Hours	30.9	30.7	34.3	18.9	35.6	28.7	31.7	28.4	69.7	30.9	15.5
International Tracked (previously Airsure)	9.8	8.5	15.6	13.8	7.5	40.4	7.9	12.5	32.4	21.5	4.4
International Signed	8.1	7.2	13.2	4.9	10.9	7.5	9.4	5.1	5.8	9.1	2.3
International Standard Mail (previously Airmail)	19.0	20.2	10.8	16.0	4.3	8.0	17.4	28.6	28.9	10.4	.5
International Tracked and Signed	11.8	12.4	6.4	4.9	11.1	8.7	14.3	5.5	2.5	7.9	2.2
International Economy	4.5	4.7	3.2	6.0	20.0	5.0	5.1	-	7.0	5.9	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	60	46	77	40	56	70	60	54	61
Effective base	436	43	34	50	26	42	51	46	37	43
Standard	65.1	61.2	59.7	55.4	72.3	68.5	63.8	71.0	81.0	64.4
Signed For	37.8	35.2	49.0	31.1	24.0	42.4	39.4	40.2	44.5	37.4
Special Delivery Guaranteed by 1pm	20.3	9.6	71.4	20.3	15.3	15.1	9.3	23.9	6.8	15.4
Special Delivery Guaranteed by 9am	10.0	5.1	2.0	13.7	17.5	2.8	15.1	6.6	37.8	12.3
Parcelforce Worldwide	16.2	11.3	5.3	8.8	15.2	21.6	16.2	18.6	32.1	7.3
Royal Mail Tracked 24 Hours	26.0	23.4	22.0	22.1	26.3	45.8	18.1	18.9	14.8	47.6
Royal Mail Tracked 48 Hours	30.9	21.9	27.6	37.9	28.4	29.7	53.7	18.9	16.6	25.6
International Tracked (previously Airsure)	9.8	16.4	5.0	9.8	2.3	2.8	8.4	2.9	10.5	4.3
International Signed	8.1	8.1	2.4	12.3	6.7	5.2	2.6	1.0	10.0	10.4
International Standard Mail (previously Airmail)	19.0	11.3	50.0	15.8	16.0	3.0	41.4	13.6	24.3	16.4
International Tracked and Signed	11.8	12.9	8.0	19.9	3.4	2.0	10.7	3.0	4.8	11.8
International Economy	4.5	5.3	-	.7	5.0	-	1.3	5.0	4.0	7.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	867	157	160	207	524	343	125	110	108
Effective base	436	111	113	147	362	169	68	61	52
Standard	65.1	67.9	66.3	63.7	65.5	61.5	60.4	62.8	61.6
Signed For	37.8	35.5	41.6	36.1	37.6	39.8	40.5	39.5	38.9
Special Delivery Guaranteed by 1pm	20.3	15.3	19.8	20.9	19.2	33.0	35.4	33.6	23.8
						d			
Special Delivery Guaranteed by 9am	10.0	13.2	5.1	11.1	9.9	11.3	8.2	15.6	7.0
Parcelforce Worldwide	16.2	17.5	18.0	13.7	15.7	21.4	20.1	22.0	23.5
Royal Mail Tracked 24 Hours	26.0	42.9	21.4	19.9	25.5	31.2	32.6	29.8	27.7
		bcd				c	c		
Royal Mail Tracked 48 Hours	30.9	27.6	22.4	36.9	30.3	36.1	37.7	25.2	45.3
				b		b	b		
International Tracked (previously Airsure)	9.8	3.5	11.7	8.4	8.4	24.3	23.7	29.8	.6
International Signed	8.1	6.8	6.1	9.6	7.9	11.2	12.9	8.9	1.1
International Standard Mail (previously Airmail)	19.0	13.8	22.6	20.9	19.4	13.4	9.3	21.2	5.3
International Tracked and Signed	11.8	3.4	9.2	15.0	11.4	16.8	14.9	21.0	.6
International Economy	4.5	6.8	5.0	1.3	3.9	9.3	11.6	8.0	7.2

Columns Tested:: a,b,c,d,e,f,g,h

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Standard	65.1	53.9	74.9	56.9	73.6	81.1	59.7	78.3	59.6	64.9
Signed For	37.8	18.6	39.3	55.3	44.1	29.9	36.9	20.8	34.9	42.3
Special Delivery Guaranteed by 1pm	20.3	22.5	18.8	28.1	22.0	10.5	23.7	5.0	11.7	21.4
Special Delivery Guaranteed by 9am	10.0	6.2	22.8	25.0	23.6	.9	9.3	13.0	-	7.3
Parcelforce Worldwide	16.2	6.4	36.4	5.0	35.6	7.9	15.4	24.6	12.1	14.6
Royal Mail Tracked 24 Hours	26.0	22.1	38.7	33.0	36.9	23.6	18.3	25.5	20.4	29.7
Royal Mail Tracked 48 Hours	30.9	12.6	27.0	-	27.0	23.6	41.6	24.8	34.3	28.5
International Tracked (previously Airsure)	9.8	9.5	17.3	-	17.3	7.5	9.8	-	28.8	9.1
International Signed	8.1	1.8	10.6	-	10.6	.1	9.1	20.0	30.0	9.0
International Standard Mail (previously Airmail)	19.0	3.2	20.1	-	20.1	43.8	7.4	10.0	-	26.0
International Tracked and Signed	11.8	2.0	53.3	-	53.3	34.6	7.7	10.0	-	9.9
International Economy	4.5	.9	10.0	-	10.0	2.0	4.1	10.0	-	5.7

Columns Tested: a,b,c,d,e,f,g,h,i

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Standard	65.1	70.0	59.7	65.9	65.3	64.3	-	65.0	67.7	65.0	71.1
		b									
Signed For	37.8	32.5	36.9	40.5	37.0	40.8	-	37.8	38.0	38.0	13.8
Special Delivery Guaranteed by 1pm	20.3	18.0	23.7	20.2	21.7	13.1	-	20.8	7.6	20.3	9.4
Special Delivery Guaranteed by 9am	10.0	11.8	9.3	8.3	14.4	1.8	-	10.1	3.2	10.2	.7
Parcelforce Worldwide	16.2	18.1	15.4	15.4	15.9	17.7	-	15.6	27.8	15.6	61.7
Royal Mail Tracked 24 Hours	26.0	27.2	18.3	28.9	24.9	33.3	-	26.1	22.9	26.0	30.4
		b									
Royal Mail Tracked 48 Hours	30.9	20.4	41.6	28.4	31.3	28.4	-	30.5	38.6	31.2	11.1
		ac									
International Tracked (previously Airsure)	9.8	9.9	9.8	9.5	10.8	6.2	-	10.0	2.1	9.8	7.0
International Signed	8.1	1.8	9.1	9.1	9.6	3.2	-	8.3	2.8	8.1	7.0
International Standard Mail (previously Airmail)	19.0	19.8	7.4	25.7	19.9	8.7	-	19.2	13.0	19.0	9.0
International Tracked and Signed	11.8	26.7	7.7	9.9	11.5	13.2	-	12.2	3.5	11.9	5.0
International Economy	4.5	1.7	4.1	6.0	4.5	4.2	-	4.6	.9	4.5	1.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	867	429	175	261
Effective base	436	231	73	131
Standard	65.1	71.0	61.9	56.0
Signed For	37.8	41.2	35.2	33.0
Special Delivery Guaranteed by 1pm	20.3	20.8	31.5	12.0
Special Delivery Guaranteed by 9am	10.0	10.7	10.6	9.5
Parcelforce Worldwide	16.2	18.4	14.4	14.4
Royal Mail Tracked 24 Hours	26.0	27.3	31.2	21.8
Royal Mail Tracked 48 Hours	30.9	30.6	29.3	32.1
International Tracked (previously Airsure)	9.8	5.2	13.1	10.7
International Signed	8.1	7.0	9.2	8.4
International Standard Mail (previously Airmail)	19.0	16.8	23.3	18.5
International Tracked and Signed	11.8	6.5	27.9	10.0
International Economy	4.5	5.2	4.1	3.4

Columns Tested: a,b,c

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Standard	65.1	65.8	63.4	43.8	8.3	87.5	25.0	20.0	23.4	65.5	54.6	67.2
Signed For	37.8	38.5	38.2	23.0	7.4	16.6	16.7	20.0	-	38.4	20.7	14.4
Special Delivery Guaranteed by 1pm	20.3	22.3	8.5	12.0	4.9	24.2	85.5	5.0	20.0	19.9	22.6	44.4
Special Delivery Guaranteed by 9am	10.0	10.8	5.6	14.4	9.6	10.3	2.0	12.5	-	9.3	11.6	6.5
Parcelforce Worldwide	16.2	17.4	13.4	18.0	10.5	12.2	2.1	5.0	21.7	16.5	13.3	7.2
Royal Mail Tracked 24 Hours	26.0	27.1	19.7	22.5	37.1	58.2	29.9	5.0	-	25.9	28.3	39.8
Royal Mail Tracked 48 Hours	30.9	28.0	40.6	43.5	23.8	54.0	9.4	26.5	-	30.2	41.0	36.2
International Tracked (previously Airsure)	9.8	8.5	9.6	26.7	19.8	49.4	5.0	5.0	-	8.9	21.3	17.4
International Signed	8.1	9.6	2.6	5.2	10.9	30.0	3.1	5.0	21.7	8.3	7.4	9.5
International Standard Mail (previously Airmail)	19.0	20.0	17.2	5.0	9.7	-	5.0	5.0	-	19.3	8.0	8.0
International Tracked and Signed	11.8	12.5	8.7	17.8	10.0	-	5.0	3.0	20.0	11.7	12.6	5.9
International Economy	4.5	4.4	5.3	5.0	4.7	-	5.0	2.0	-	4.5	3.5	3.5

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Standard	65.1	71.4	59.7	61.3	62.7	64.2	63.2	65.1	62.3	62.3	59.4	65.5	51.1	47.4	57.3	60.1	64.5
Signed For	37.8	bc										d					
		37.6	39.2	34.4	36.9	35.8	36.6	37.8	34.9	32.4	40.1	37.7	25.7	27.7	37.3	15.5	11.4
Special Delivery Guaranteed by 1pm	20.3	18.9	24.9	15.1	18.5	17.9	18.3	20.3	20.3	26.7	f	f					
										abc	16.5	20.6	18.4	22.8	11.3	6.7	10.7
Special Delivery Guaranteed by 9am	10.0	11.2	10.5	9.2	9.9	9.2	9.7	10.0	11.2	12.3	12.1	12.6	8.6	1.7	8.3	3.5	5.5
Parcelforce Worldwide	16.2	21.8	14.8	13.4	15.4	13.2	15.2	16.2	16.2	12.8	24.2	14.5	12.6	12.8	3.6	5.2	10.8
Royal Mail Tracked 24 Hours	26.0	34.9	21.1	22.3	24.2	23.6	24.5	26.0	24.8	21.2	30.5	23.9	33.9	30.3	19.1	9.9	17.8
Royal Mail Tracked 48 Hours	30.9	bc															
		40.8	21.5	40.7	28.9	31.0	29.9	30.9	30.4	27.4	30.1	27.0	33.4	42.2	38.9	22.5	78.4
		b		b													
International Tracked (previously Airsure)	9.8	13.8	7.7	11.4	9.2	8.8	9.4	9.8	12.0	12.0	20.1	8.0	1.3	13.6	14.0	11.5	9.0
International Signed	8.1	9.3	9.6	5.0	7.7	7.8	7.7	8.1	10.1	10.0	1.2	7.4	2.6	10.5	1.0	13.0	7.5
International Standard Mail (previously Airmail)	19.0	8.4	24.2	16.1	18.6	19.3	19.6	19.0	19.1	19.6	19.3	14.9	25.0	65.7	84.1	7.1	9.0
International Tracked and Signed	11.8	24.8	6.1	10.4	11.9	11.8	11.6	11.8	8.2	8.2	4.0	11.4	28.2	16.2	8.5	9.3	5.6
International Economy	4.5	7.1	2.3	4.8	4.8	4.3	4.8	4.5	5.4	3.2	10.0	4.4	-	-	5.0	4.1	3.9

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Standard	65.1	62.8	71.1	62.6	54.1	27.6	85.0	22.4	66.6	58.7	53.0	41.3	58.2	65.6	77.2
Signed For	37.8	38.5	29.3	33.3	16.8	38.7	4.7	33.7	c						
Special Delivery Guaranteed by 1pm	20.3	19.9	16.2	23.3	18.5	11.2	1.4	13.8	37.3	33.9	28.7	13.9	37.7	27.9	10.8
Special Delivery Guaranteed by 9am	10.0	11.5	10.9	5.6	10.0	8.0	1.6	21.1	15.1	29.5	8.7	11.8	19.6	10.0	15.0
Parcelforce Worldwide	16.2	17.2	5.1	11.0	.9	10.2	1.9	22.7	10.0	11.7	2.3	2.9	6.2	4.1	21.1
Royal Mail Tracked 24 Hours	26.0	24.6	31.2	26.8	31.2	9.9	4.8	31.3	12.8	15.7	11.2	11.2	9.3	10.5	-
Royal Mail Tracked 48 Hours	30.9	27.3	32.1	40.9	28.3	18.1	53.7	96.5	24.3	19.6	29.8	27.3	15.9	13.5	20.8
International Tracked (previously Airsure)	9.8	8.6	11.2	20.9	2.7	14.8	10.6	-	28.8	28.5	26.9	42.6	26.5	28.1	88.4
International Signed	8.1	8.0	8.8	5.6	.3	9.0	7.0	10.6	8.1	10.8	2.2	10.9	14.2	9.7	-
International Standard Mail (previously Airmail)	19.0	13.2	28.2	66.5	2.8	51.4	8.0	-	7.3	6.1	.9	10.0	5.4	14.3	-
International Tracked and Signed	11.8	12.5	8.7	4.2	8.9	8.9	4.1	20.0	10.6	46.1	58.5	9.6	4.7	6.3	-
International Economy	4.5	4.9	-	-	5.0	3.5	3.9	-	11.5	7.1	25.5	15.6	7.3	10.1	-
									4.3	10.0	-	5.0	1.9	4.6	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Standard	65.1	68.0	53.1	63.3	38.2	50.9	63.3	52.0	62.6	67.3	65.8	56.1	53.3
Signed For	37.8	b	b							de	d		
		39.5	37.2	13.5	45.4	39.1	42.7	13.4	40.3	39.7	39.3	20.2	12.9
Special Delivery Guaranteed by 1pm	20.3	c	c						de	de	de		
Special Delivery Guaranteed by 9am	10.0	19.3	18.0	18.3	19.6	6.5	24.0	39.5	18.2	24.0	20.7	18.6	5.0
Parcelforce Worldwide	16.2	11.1	6.5	.7	10.3	15.1	4.1	19.9	11.0	23.8	10.4	6.4	1.1
Royal Mail Tracked 24 Hours	26.0	16.2	4.7	4.2	14.0	10.7	19.2	21.2	14.3	17.5	21.9	6.6	3.2
		29.4	21.6	10.6	16.4	26.8	42.8	13.4	25.8	21.4	24.9	36.6	8.9
Royal Mail Tracked 48 Hours	30.9	29.6	31.4	23.3	28.4	49.0	72.8	51.3	30.9	28.5	22.9	26.9	57.0
International Tracked (previously Airsure)	9.8	9.5	2.1	7.7	13.6	7.5	36.7	6.5	5.2	16.8	9.4	9.8	11.4
International Signed	8.1	9.2	2.5	9.7	7.8	15.2	8.4	4.3	7.1	10.3	8.8	4.3	10.4
International Standard Mail (previously Airmail)	19.0	14.7	24.2	44.5	32.1	5.0	8.0	-	22.0	12.2	25.7	9.7	6.9
International Tracked and Signed	11.8	13.2	10.2	5.4	6.0	22.2	10.4	7.2	18.1	5.5	7.0	12.5	5.9
International Economy	4.5	5.4	.6	4.8	5.0	4.1	1.0	-	5.0	9.1	3.9	7.9	2.7

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Standard	65.1	61.0	67.7	63.5	57.0	65.5	66.3	64.2	64.8	57.1	47.1
Signed For	37.8	40.6	37.6	36.0	24.5	10.9	37.9	37.6	41.3	19.9	12.7
		d	d	d			d	d	d		
Special Delivery Guaranteed by 1pm	20.3	21.1	21.1	20.6	12.3	4.9	21.1	19.7	14.3	20.6	4.9
Special Delivery Guaranteed by 9am	10.0	8.2	21.9	10.0	13.3	.9	10.5	18.4	11.7	2.8	.6
Parcelforce Worldwide	16.2	14.3	17.3	20.8	4.2	2.0	12.2	12.0	22.7	7.5	3.0
Royal Mail Tracked 24 Hours	26.0	26.6	21.0	25.1	35.1	6.7	24.3	19.7	26.2	34.5	10.8
					b					b	
Royal Mail Tracked 48 Hours	30.9	30.4	23.4	22.6	36.8	55.9	29.2	28.7	25.5	29.6	63.1
					bc						
International Tracked (previously Airsure)	9.8	5.0	14.2	9.1	11.5	6.9	7.6	10.3	7.4	9.8	11.5
International Signed	8.1	7.0	9.4	10.4	4.8	4.2	9.3	9.4	4.6	4.7	12.4
International Standard Mail (previously Airmail)	19.0	13.3	11.7	27.5	6.7	3.7	21.9	8.7	28.6	9.5	7.2
International Tracked and Signed	11.8	15.3	6.4	6.6	9.8	6.7	17.6	4.0	8.3	12.1	6.3
International Economy	4.5	5.0	6.3	3.8	10.9	2.7	4.4	5.0	3.8	5.5	3.3

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	*b
Unweighted Base	867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base	436	222	63	86	41	21	256	20	159	419	17	362	8
Standard	65.1	70.9	62.7	54.9	53.5	57.4	58.8	51.6	74.6	65.1	65.8	62.4	72.9
Signed For	37.8	bcde	40.1	47.2	20.1	20.9	37.1	40.1	37.9	38.7	16.6	37.3	18.6
Special Delivery Guaranteed by 1pm	20.3	de	36.7	22.2	6.2	6.1	21.5	13.6	17.3	19.8	24.1	17.7	27.1
Special Delivery Guaranteed by 9am	10.0	16.1	20.3	8.4	5.2	9.9	13.3	5.0	4.1	12.2	2.2	11.5	4.2
Parcelforce Worldwide	16.2	13.2	20.1	20.9	8.0	8.4	14.1	32.0	18.8	16.3	15.2	16.3	5.2
Royal Mail Tracked 24 Hours	26.0	17.8	21.6	27.4	22.9	11.6	25.0	22.5	27.8	26.7	9.1	24.8	6.0
Royal Mail Tracked 48 Hours	30.9	30.6	24.2	21.1	37.4	53.3	34.6	34.2	21.7	31.0	28.0	29.0	25.4
International Tracked (previously Airsure)	9.8	c	10.7	11.5	11.5	13.8	10.6	10.0	7.2	8.8	20.4	9.2	10.6
International Signed	8.1	4.6	11.3	11.0	5.4	12.7	9.6	-	5.2	8.3	6.8	7.3	11.3
International Standard Mail (previously Airmail)	19.0	6.7	32.5	22.8	22.9	12.4	22.7	-	7.6	19.1	10.0	18.7	13.2
International Tracked and Signed	11.8	10.8	6.4	9.6	10.8	5.2	14.4	2.0	6.2	12.2	7.0	12.2	7.5
International Economy	4.5	18.5	2.5	4.7	5.7	3.9	4.3	-	4.7	4.4	5.5	4.7	5.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Standard	65.1	64.2	62.3	65.6	61.7	62.6	68.3	64.0	66.4	65.3	63.3
Signed For	37.8	36.7	16.0	40.2	23.4	37.3	12.4	37.3	15.6	39.5	27.7
				b				b		b	
Special Delivery Guaranteed by 1pm	20.3	13.9	32.7	19.1	22.8	17.9	25.8	16.3	23.0	18.7	24.0
Special Delivery Guaranteed by 9am	10.0	7.1	12.4	12.0	8.4	11.6	2.8	6.9	11.8	11.7	7.9
Parcelforce Worldwide	16.2	13.0	13.9	16.9	13.8	16.1	9.2	13.2	12.9	16.2	15.9
Royal Mail Tracked 24 Hours	26.0	25.0	10.2	26.9	19.9	25.1	7.6	24.7	13.0	27.6	16.8
										b	
Royal Mail Tracked 48 Hours	30.9	31.8	19.2	32.0	25.2	29.4	13.7	31.7	19.2	31.5	28.3
International Tracked (previously Airsure)	9.8	8.4	11.5	8.9	19.4	8.8	13.5	8.5	12.7	9.4	11.1
International Signed	8.1	7.7	8.8	8.2	7.7	7.7	8.0	7.3	11.3	8.2	7.9
International Standard Mail (previously Airmail)	19.0	18.0	30.1	19.9	8.2	16.9	35.6	19.7	7.6	17.8	30.8
International Tracked and Signed	11.8	12.3	6.9	11.6	13.0	12.1	6.6	12.3	7.1	11.7	12.3
International Economy	4.5	4.2	6.5	4.6	3.5	4.7	6.7	4.3	5.5	4.4	5.6

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Standard	65.1	50.1	63.2	47.3	100.0	51.1	65.4	45.8	24.2	53.1	67.4	42.9	-
Signed For	37.8	35.8	31.9	25.9	-	35.6	27.5	20.9	49.5	38.2	26.8	23.0	-
Special Delivery Guaranteed by 1pm	20.3	19.9	17.4	17.2	-	18.5	15.4	17.8	3.0	20.6	15.6	14.3	-
Special Delivery Guaranteed by 9am	10.0	10.5	10.6	11.1	-	8.7	11.2	10.7	-	10.0	6.0	5.7	-
Parcelforce Worldwide	16.2	9.3	16.0	9.0	-	9.0	14.2	10.1	-	13.1	12.1	9.9	100.0
Royal Mail Tracked 24 Hours	26.0	22.8	22.3	14.3	-	21.6	21.2	15.2	5.0	26.6	17.6	16.7	-
Royal Mail Tracked 48 Hours	30.9	28.4	24.6	21.0	-	30.5	24.7	18.8	70.0	31.0	20.7	19.7	-
International Tracked (previously Airsure)	9.8	8.0	9.5	8.0	-	9.1	7.5	9.0	-	9.8	8.9	10.3	-
International Signed	8.1	7.4	8.3	7.6	-	7.3	8.4	7.7	-	7.9	8.8	7.3	-
International Standard Mail (previously Airmail)	19.0	16.4	18.7	16.2	-	16.3	19.7	18.3	-	13.6	19.3	20.7	-
International Tracked and Signed	11.8	11.1	12.0	10.7	-	12.2	12.9	8.7	-	12.1	8.6	12.4	-
International Economy	4.5	3.7	4.8	4.1	-	4.0	4.4	4.6	-	3.9	4.4	4.7	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100
Standard	65.1	62.3	63.5	65.1	59.9	64.6	37.2	65.1	48.3	43.4	40.7	49.0	61.3	66.3
Signed For	37.8	36.7	35.5	37.8	34.0	32.8	25.5	21.3	37.8	25.7	26.0	15.7	28.8	29.8
Special Delivery Guaranteed by 1pm	20.3	18.6	14.3	20.3	19.4	16.9	23.2	13.0	12.1	20.3	16.6	7.5	13.6	10.8
Special Delivery Guaranteed by 9am	10.0	9.8	9.5	10.0	9.9	7.4	7.5	6.6	9.8	10.0	6.0	9.7	7.3	6.7
Parcelforce Worldwide	16.2	15.3	13.2	16.2	11.5	15.5	15.0	9.8	8.4	16.2	7.6	8.1	15.7	20.3
Royal Mail Tracked 24 Hours	26.0	23.8	22.5	26.0	23.6	15.8	15.4	16.0	18.5	26.0	15.2	14.5	24.5	19.3
Royal Mail Tracked 48 Hours	30.9	27.1	30.3	30.9	26.5	28.5	17.1	16.4	20.7	30.9	18.4	10.2	26.9	25.0
International Tracked (previously Airsure)	9.8	9.2	8.8	9.8	8.3	8.5	14.6	9.1	6.3	8.9	9.8	7.4	6.1	7.0
International Signed	8.1	8.0	7.8	8.1	7.5	8.6	8.5	8.1	7.5	6.8	8.1	6.8	7.4	7.7
International Standard Mail (previously Airmail)	19.0	19.0	19.5	19.0	16.6	18.2	7.0	15.5	6.9	13.1	14.3	19.0	21.4	23.2
International Tracked and Signed	11.8	12.5	12.2	11.8	11.9	11.6	5.8	8.2	13.2	8.1	11.8	7.5	5.1	3.8
International Economy	4.5	4.8	4.3	4.5	4.6	4.8	4.2	4.4	3.1	4.2	3.8	4.5	2.3	3.3

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Standard	65.1	58.5	49.1	76.0	53.6	64.0	63.4	64.5	61.2	61.2	52.2	64.7	49.0	-	62.8	70.2
Signed For	37.8	23.7	33.4	23.5	51.6	38.1	37.1	37.9	35.3	35.1	36.2	38.9	26.2	-	38.4	40.9
Special Delivery Guaranteed by 1pm	20.3	9.8	21.8	28.7	64.7	16.1	13.3	16.2	16.7	15.9	18.2	14.9	12.4	-	21.8	14.0
Special Delivery Guaranteed by 9am	10.0	9.4	13.1	5.7	2.2	10.4	8.7	10.5	7.7	7.7	10.2	10.6	7.0	-	12.4	10.0
Parcelforce Worldwide	16.2	6.9	22.9	8.0	10.7	16.9	14.6	16.6	15.9	16.1	11.5	18.2	10.3	-	17.3	20.3
Royal Mail Tracked 24 Hours	26.0	30.2	27.4	17.9	31.8	26.1	25.2	26.3	23.4	24.4	21.6	26.6	17.4	-	24.4	21.5
Royal Mail Tracked 48 Hours	30.9	24.8	13.6	19.9	63.3	29.2	26.2	29.4	30.2	30.2	27.2	30.5	14.5	-	31.8	33.2
International Tracked (previously Airsure)	9.8	11.4	10.2	22.8	9.5	9.3	8.4	9.6	9.4	8.8	8.4	10.0	11.6	-	11.8	2.9
International Signed	8.1	8.4	6.5	5.0	1.8	7.8	6.4	7.7	8.3	5.2	7.5	7.8	7.6	-	8.6	15.9
International Standard Mail (previously Airmail)	19.0	7.0	27.0	5.0	-	16.4	12.3	16.0	18.7	19.3	20.4	16.2	17.4	-	23.7	6.6
International Tracked and Signed	11.8	12.8	9.8	48.5	8.9	12.6	12.4	12.3	11.8	12.8	12.5	12.1	6.1	-	13.4	2.3
International Economy	4.5	5.7	2.0	1.5	20.0	4.5	4.8	4.5	4.4	4.3	4.1	4.4	4.5	-	5.5	3.8

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Standard	65.1	62.8	66.9	58.1	55.2	58.1	57.8	64.6	66.8	62.4	59.9	55.8	69.1
Signed For	37.8	35.0	40.2	34.8	29.3	30.8	34.3	34.8	39.4	35.3	30.8	37.9	39.5
Special Delivery Guaranteed by 1pm	20.3	20.1	20.4	18.6	10.5	22.2	15.5	24.2	22.0	16.7	24.7	22.9	18.0
Special Delivery Guaranteed by 9am	10.0	6.6	13.6	9.4	-	7.1	12.3	7.2	13.8	4.3	6.4	9.2	12.2
Parcelforce Worldwide	16.2	11.1	21.1	18.7	10.0	8.6	21.6	19.9	21.1	6.5	7.5	15.0	19.1
Royal Mail Tracked 24 Hours	26.0	26.0	26.1	22.7	21.4	15.9	23.4	20.8	27.9	22.8	24.1	31.8	24.4
Royal Mail Tracked 48 Hours	30.9	33.4	27.4	28.7	29.6	29.3	26.4	33.1	31.7	24.8	29.2	35.1	29.0
International Tracked (previously Airsure)	9.8	9.1	11.2	7.6	5.8	10.0	9.4	11.7	9.6	8.1	9.8	9.9	8.8
International Signed	8.1	9.8	5.4	8.2	10.0	10.9	9.0	11.8	6.1	9.2	6.5	5.6	9.7
International Standard Mail (previously Airmail)	19.0	16.9	22.1	14.6	10.0	16.8	19.8	17.3	21.3	16.4	7.8	27.1	18.3
International Tracked and Signed	11.8	13.5	8.8	11.2	3.0	6.2	12.0	10.6	14.7	8.8	20.7	12.5	4.7
International Economy	4.5	4.9	4.0	5.0	-	4.0	4.7	2.6	7.8	2.6	3.9	5.7	4.8

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Have moved to communication methods other than post	
		Yes	No
		a	b
Significance Level: 95%			
Unweighted Base	867	360	507
Effective base	436	166	270
Standard	65.1	67.1	63.9
Signed For	37.8	35.4	39.2
Special Delivery Guaranteed by 1pm	20.3	16.6	24.2
Special Delivery Guaranteed by 9am	10.0	10.2	9.8
Parcelforce Worldwide	16.2	16.0	16.3
Royal Mail Tracked 24 Hours	26.0	22.7	28.3
Royal Mail Tracked 48 Hours	30.9	30.3	31.3
International Tracked (previously Airsure)	9.8	5.8	12.2
International Signed	8.1	6.3	9.4
International Standard Mail (previously Airmail)	19.0	22.6	16.9
International Tracked and Signed	11.8	5.5	15.7
International Economy	4.5	2.7	5.4

Columns Tested: a,b

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Standard	65.1	-	69.3	60.2	69.1	69.3	61.6	68.0	57.9	72.9	74.4	60.9	81.8
Signed For	37.8	-	36.4	38.3	47.5	34.4	40.2	37.0	37.7	30.5	41.0	38.4	28.3
Special Delivery Guaranteed by 1pm	20.3	-	5.3	20.4	22.7	28.0	46.5	31.5	15.8	21.3	10.0	17.7	14.4
Special Delivery Guaranteed by 9am	10.0	-	2.4	9.0	2.0	25.0	16.7	9.7	12.7	11.0	10.3	7.4	-
Parcelforce Worldwide	16.2	-	3.8	21.1	21.5	14.4	20.2	18.3	10.3	9.7	27.0	15.5	5.7
Royal Mail Tracked 24 Hours	26.0	-	6.9	29.4	38.4	31.7	25.1	34.9	23.6	20.2	14.1	23.7	29.9
Royal Mail Tracked 48 Hours	30.9	-	36.5	28.6	16.9	62.9	46.8	34.3	29.4	36.2	32.0	26.1	23.1
International Tracked (previously Airsure)	9.8	-	1.5	7.9	6.6	1.0	20.8	88.4	7.8	12.9	9.3	11.9	14.8
International Signed	8.1	-	.5	4.7	7.6	-	21.3	17.0	5.4	9.0	10.9	9.7	8.2
International Standard Mail (previously Airmail)	19.0	-	20.7	25.6	37.6	-	11.4	.9	3.9	8.1	10.7	28.7	2.2
International Tracked and Signed	11.8	-	.9	7.8	7.1	1.0	4.2	9.9	4.1	28.2	19.1	13.4	4.8
International Economy	4.5	-	-	11.1	10.9	5.0	2.0	2.3	3.3	2.1	7.5	7.8	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 199 (continuation)

QV6D.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Mean Score summary

Base: All using RM to send parcels and packets (QV6a2=3) using specific RM services

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Standard	65.1	60.8	68.4	65.3	66.3	64.2	65.8
Signed For	37.8	37.4	44.1	34.6	37.0	40.3	35.8
Special Delivery Guaranteed by 1pm	20.3	16.8	40.3	19.5	16.6	22.3	18.4
Special Delivery Guaranteed by 9am	10.0	7.1	20.6	11.1	7.5	10.4	9.7
Parcelforce Worldwide	16.2	15.2	22.9	10.9	18.4	17.9	13.4
Royal Mail Tracked 24 Hours	26.0	26.5	33.7	23.0	23.2	28.7	23.1
Royal Mail Tracked 48 Hours	30.9	27.4	40.1	32.5	26.1	32.7	29.0
International Tracked (previously Airsure)	9.8	6.1	9.3	12.0	11.8	7.3	11.9
International Signed	8.1	3.0	15.9	6.9	9.5	8.3	8.0
International Standard Mail (previously Airmail)	19.0	24.0	21.3	5.3	24.4	23.0	15.5
International Tracked and Signed	11.8	5.2	5.3	18.7	13.5	5.2	16.0
International Economy	4.5	2.0	5.1	2.3	7.7	3.6	4.9

Columns Tested: a,b,c,d - a,b

Table 212

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	867	170	697	614	116	47	90	253	
Effective base	436	83	354	404	68	34	49	98	
Weighted Base	831	141	690	797	28	5	2	34	
Not at all important	(-2)	4	*	4	3	1	-	-	1
		1%	*%	1%	*%	3%	-%	-%	2%
					a				
Not very important	(-1)	7	3	5	6	1	*	*	2
		1%	2%	1%	1%	5%	1%	1%	4%
						a			a
Neither important nor unimportant	(0)	57	10	47	55	2	*	*	2
		7%	7%	7%	7%	7%	7%	4%	7%
Important	(1)	365	52	312	351	12	2	1	14
		44%	37%	45%	44%	42%	36%	37%	41%
Very important	(2)	387	69	317	373	10	3	1	13
		47%	49%	46%	47%	35%	56%	55%	39%
							b		
Don't know		11	7	5	9	2	-	*	2
		1%	5%	1%	1%	8%	-%	4%	7%
			b			a			a
NET Important		751	122	629	724	21	4	2	27
		90%	86%	91%	91%	77%	92%	91%	80%
					be			b	
NET Not Important		11	3	9	9	2	*	*	2
		1%	2%	1%	1%	8%	1%	1%	7%
						a			a
Answered	820	135	685	788	25	5	2	32	
Mean Score	1.4	1.4	1.4	1.4	1.1	1.5	1.5	1.2	
				be			be		
Standard error	.02	.06	.03	.03	.09	.11	.10	.06	
Standard deviation	.70	.73	.69	.69	.99	.74	.92	.94	

Columns Tested: a,b - a,b,c,d,e

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	4 1%	3 1%	1 *%	* 1%	* 2%	* 3%	- -%	3 *%	1 3%	- -%
Not very important	(-1)	7 1%	2 *%	3 1%	* *%	1 7%	* 1%	* 1%	6 1%	1 5%	* 1%
Neither important nor unimportant	(0)	57 7%	30 6%	24 10%	1 2%	1 7%	1 8%	* 4%	55 7%	2 7%	* 6%
Important	(1)	365 44%	238 46%	88 37%	24 55%	9 46%	4 34%	1 37%	351 44%	12 42%	2 36%
Very important	(2)	387 47%	235 46%	120 50%	18 42%	7 36%	5 43%	1 55%	373 47%	10 35%	4 56%
Don't know		11 1%	5 1%	4 2%	- -%	1 3%	2 12%	* 4%	9 1%	2 8%	* 1%
NET Important		751 90%	473 92%	208 87%	42 97%	16 81%	10 76%	2 91%	724 91%	21 77%	6 92%
NET Not Important		11 1%	5 1%	4 2%	* 1%	2 9%	1 4%	* 1%	9 1%	2 8%	* 1%
Answered		820	508	236	44	19	11	2	788	25	6
Mean Score		1.4	1.4	1.4	1.4	1.1	1.3	1.5	1.4	1.1	1.5
Standard error		.02	.04	.05	.07	.11	.11	.10	.03	.09	.06
Standard deviation		.70	.67	.74	.61	.97	.97	.92	.69	.99	.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	4	3	1	1	-	3	1	1	-	-
		1%	*%	1%	3%	-%	*%	*%	3%	-%	-%
Not very important	(-1)	7	3	3	1	*	3	*	2	1	1
		1%	*%	2%	5%	1%	1%	*%	7%	4%	3%
				a					a		
Neither important nor unimportant	(0)	57	45	10	2	*	24	20	1	*	1
		7%	7%	8%	7%	7%	4%	17%	4%	1%	3%
								a			
Important	(1)	365	296	55	12	2	243	55	12	8	5
		44%	44%	43%	42%	36%	44%	47%	42%	52%	30%
Very important	(2)	387	313	60	10	3	270	42	12	7	10
		47%	47%	47%	35%	56%	49%	35%	43%	43%	60%
Don't know		11	9	-	2	-	7	-	-	-	1
		1%	1%	-%	8%	-%	1%	-%	-%	-%	4%
				ab							
NET Important		751	609	115	21	4	513	97	24	15	15
		90%	91%	90%	77%	92%	93%	82%	86%	95%	90%
			c	c			b				
NET Not Important		11	5	4	2	*	6	1	3	1	1
		1%	1%	3%	8%	1%	1%	1%	10%	4%	3%
				a					ab		
Answered		820	660	128	25	5	544	119	29	16	16
Mean Score		1.4	1.4	1.3	1.1	1.5	1.4	1.2	1.2	1.3	1.5
			c				b				
Standard error		.02	.03	.06	.09	.11	.03	.07	.14	.11	.08
Standard deviation		.70	.67	.76	.99	.74	.66	.75	1.01	.72	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	4 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	1 1%	3 4%
Not very important	(-1)	7 1%	2 2%	- -%	1 1%	* *%	- -%	1 *%	1 1%	2 3%	- -%
Neither important nor unimportant	(0)	57 7%	7 7%	2 3%	13 11%	6 13%	3 5%	12 10%	4 4%	4 7%	3 4%
Important	(1)	365 44%	38 41%	33 51% dh	57 47%	11 26%	27 40%	58 49% dh	65 57% dh	17 27%	28 41%
Very important	(2)	387 47%	43 46%	28 44%	48 40%	28 62% fg	37 54%	44 38%	42 37%	37 61% fg	35 51%
Don't know		11 1%	3 3%	1 1%	2 1%	- -%	* *%	3 2%	2 2%	* 1%	* *%
NET Important		751 90%	80 87%	61 95%	105 87%	39 87%	64 94%	102 87%	107 94%	54 88%	63 92%
NET Not Important		11 1%	2 2%	- -%	1 1%	* *%	* 1%	1 *%	1 1%	3 4%	3 4%
Answered		820	89	63	119	45	68	114	111	61	68
Mean Score		1.4	1.4	1.4	1.3	1.5	1.5	1.3	1.3	1.4	1.4
Standard error		.02	.09	.08	.08	.11	.09	.08	.07	.12	.11
Standard deviation		.70	.72	.56	.68	.72	.65	.66	.57	.86	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	4	3	1	-	4	*	*	-	-
		1%	2%	*%	-%	1%	*%	1%	-%	-%
Not very important	(-1)	7	*	4	2	6	1	*	1	*
		1%	*%	2%	1%	1%	2%	1%	2%	3%
Neither important nor unimportant	(0)	57	12	13	29	54	4	2	1	1
		7%	7%	6%	8%	7%	4%	6%	2%	5%
Important	(1)	365	67	87	180	333	31	16	10	5
		44%	37%	40%	51%	45%	38%	41%	36%	33%
Very important	(2)	387	99	108	134	341	46	21	17	8
		47%	55%	50%	38%	46%	55%	52%	60%	53%
Don't know		11	c				cd		cd	
		1%	1	4	6	11	1	-	-	1
			*%	2%	2%	1%	1%	-%	-%	6%
NET Important		751	166	195	314	674	77	37	28	13
		90%	91%	90%	90%	90%	93%	92%	96%	86%
NET Not Important		11	3	5	2	10	2	1	1	*
		1%	2%	2%	1%	1%	2%	1%	2%	3%
Answered		820	181	213	344	737	83	40	29	14
Mean Score		1.4	1.4	1.4	1.3	1.4	1.5	1.4	1.5	1.4
Standard error		.02	.06	.06	.05	.03	c	.06	c	.08
Standard deviation		.70	.76	.72	.64	.70	.70	.71	.66	.77

Columns Tested: a,b,c,d,e,f,g,h

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	4 1%	- -%	3 5%	* 4%	3 5%	- -%	- -%	- -%	- -%	1 *%
				fi		fi					
Not very important	(-1)	7 1%	- -%	* 1%	- -%	* 1%	2 3%	* *%	* 1%	* 1%	4 1%
Neither important nor unimportant	(0)	57 7%	6 15%	2 3%	- -%	2 2%	12 19%	5 2%	1 3%	* 2%	32 8%
			f			f		f			f
Important	(1)	365 44%	15 35%	32 54%	5 46%	36 53%	33 51%	93 42%	12 38%	9 63%	165 43%
Very important	(2)	387 47%	22 49%	22 37%	5 50%	27 39%	17 26%	122 54%	18 58%	5 34%	174 46%
Don't know		11 1%	1 1%	- -%	- -%	- -%	1 2%	4 2%	- -%	- -%	5 1%
NET Important		751 90%	37 84%	54 92%	10 96%	63 92%	49 76%	214 96%	29 96%	14 97%	339 89%
								e aei	e		
NET Not Important		11 1%	- -%	3 6%	* 4%	4 6%	2 3%	* *%	* 1%	* 1%	5 1%
				f		f					
Answered		820	44	58	10	69	63	219	30	14	376
Mean Score		1.4	1.4	1.2	1.4	1.2	1.0	1.5	1.5	1.3	1.4
								bdei	e		e
Standard error		.02	.13	.13	.33	.12	.10	.03	.10	.10	.04
Standard deviation		.70	.73	.93	.88	.92	.77	.54	.62	.56	.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	4 1%	3 2%	- -%	1 *%	4 1%	- -%	- -%	4 1%	- -%	4 1%	- -%
Not very important (-1)	7 1%	2 1%	* *%	5 1%	6 1%	1 1%	- -%	7 1%	* *%	7 1%	- -%
Neither important nor unimportant (0)	57 7%	20 11%	5 2%	33 8%	42 6%	16 11%	- -%	54 7%	4 9%	57 7%	- -%
Important (1)	365 44%	84 48%	93 42%	187 44%	305 44%	60 42%	- -%	348 44%	17 41%	362 44%	3 34%
Very important (2)	387 47%	65 37%	122 54%	200 46%	321 47%	66 46%	- -%	367 46%	20 49%	381 46%	5 65%
Don't know	11 1%	2 1%	4 2%	5 1%	11 2%	1 *%	- -%	11 1%	* 1%	11 1%	* 1%
NET Important	751 90%	150 84%	214 96%	387 90%	626 91%	125 88%	- -%	715 90%	36 90%	743 90%	8 99%
NET Not Important	11 1%	6 3%	* *%	5 1%	11 2%	1 1%	- -%	11 1%	* *%	11 1%	- -%
Answered	820	176	219	425	678	142	-	780	40	812	8
Mean Score	1.4	1.2	1.5	1.4	1.4	1.3	-	1.4	1.4	1.4	1.7
Standard error	.02	.07	.03	.03	.03	.06	-	.03	.07	.02	.13
Standard deviation	.70	.83	.54	.69	.70	.70	-	.70	.67	.70	.51

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	4 1%	1 *%	1 1%	3 1%
Not very important	(-1)	7 1%	3 1%	4 3%	* *%
Neither important nor unimportant	(0)	57 7%	34 7%	13 9%	11 4%
Important	(1)	365 44%	213 47%	52 38%	100 41%
Very important	(2)	387 47%	196 44%	65 47%	125 51%
Don't know		11 1%	4 1%	2 2%	5 2%
NET Important		751 90%	409 91%	118 85%	225 92%
NET Not Important		11 1%	3 1%	5 4%	3 1%
Answered		820	446	136	239
Mean Score		1.4	1.3	1.3	1.4
Standard error		.02	.03	.06	.04
Standard deviation		.70	.66	.82	.70

Columns Tested: a,b,c

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	4	4	*	*	-	-	-	-	4	*	-
		1%	1%	*%	2%	-%	-%	-%	-%	*%	1%	-%
Not very important	(-1)	7	5	1	*	-	1	-	-	6	1	1
		1%	1%	1%	*%	-%	8%	-%	-%	1%	2%	5%
Neither important nor unimportant	(0)	57	52	6	*	-	-	*	-	57	*	*
		7%	8%	5%	*%	-%	-%	*%	-%	7%	*%	*%
Important	(1)	365	313	33	11	2	4	2	*	346	19	8
		44%	46%	29%	52%	54%	40%	97%	18%	44%	51%	49%
			b							b		
Very important	(2)	387	298	74	7	1	5	*	1	372	15	7
		47%	44%	64%	35%	46%	53%	3%	82%	47%	40%	46%
			ai									
Don't know		11	7	2	2	-	-	-	-	9	2	-
		1%	1%	2%	11%	-%	-%	-%	-%	1%	6%	-%
				ai								
NET Important		751	611	107	18	3	9	2	1	718	33	15
		90%	90%	93%	87%	100%	92%	100%	100%	90%	91%	95%
NET Not Important		11	9	1	*	-	1	-	-	10	1	1
		1%	1%	1%	2%	-%	8%	-%	-%	1%	3%	5%
Answered		820	672	114	19	3	10	2	1	785	34	16
Mean Score		1.4	1.3	1.6	1.3	1.5	1.4	1.0	1.8	1.4	1.3	1.4
				ai								
Standard error		.02	.03	.05	.11	.18	.21	.12	-	.03	.08	.12
Standard deviation		.70	.70	.64	.71	.61	.87	.25	-	.70	.71	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	4 1%	3 1%	* *%	1 *%	2 *%	1 *%	2 *%	4 1%	1 *%	1 *%	* *%	1 *%	- -%	1 3%	- -%	- -%	- -%
Not very important (-1)	7 1%	* *%	5 1%	2 1%	7 1%	7 1%	7 1%	7 1%	4 1%	1 1%	* *%	5 1%	- -%	* 1%	* *%	1 4%	- -%
Neither important nor unimportant (0)	57 7%	35 10%	16 5%	6 4%	48 7%	48 7%	53 7%	57 7%	33 8%	16 6%	7 6%	37 7%	* *%	3 12%	* *%	6 31%	- -%
Important (1)	365 44%	154 45%	159 47%	52 34%	321 46%	299 45%	335 45%	365 44%	201 50%	108 44%	46 39%	261 49%	3 24%	8 28%	12 39%	4 23%	1 16%
Very important (2)	387 47%	145 42%	153 45%	89 58%	309 44%	305 46%	338 45%	387 47%	157 39%	118 48%	59 50%	223 42%	8 68%	16 56%	18 61%	7 35%	6 84%
Don't know	11 1%	5 2%	2 1%	4 3%	9 1%	9 1%	11 2%	11 1%	5 1%	- -%	5 4%	4 1%	1 8%	* *%	- -%	2 8%	- -%
NET Important	751 90%	299 87%	312 93%	141 92%	629 91%	603 90%	673 90%	751 90%	357 89%	226 93%	105 89%	484 91%	11 92%	24 84%	30 100%	11 58%	7 100%
NET Not Important	11 1%	4 1%	5 2%	2 1%	9 1%	8 1%	9 1%	11 1%	6 1%	2 1%	1 1%	6 1%	- -%	1 4%	* *%	1 4%	- -%
Answered	820	338	333	148	686	659	735	820	396	244	113	527	12	29	30	18	7
Mean Score	1.4	1.3	1.4	1.5	1.4	1.4	1.4	1.4	1.3	1.4	1.4	1.3	1.7	1.3	1.6	1.0	1.8
Standard error	.02	.05	.04	.04	.02	.03	.02	.02	.03	.04	.06	.03	.08	.13	.08	.15	.10
Standard deviation	.70	.74	.66	.67	.68	.68	.68	.70	.69	.67	.65	.66	.47	.94	.52	.96	.39

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	4	1	-	*	-	-	-	1	*	-	*	-	-	-
		1%	*%	-%	2%	-%	-%	-%	*%	1%	-%	1%	-%	-%	-%
Not very important	(-1)	7	6	1	*	*	-	-	5	-	*	*	-	1	-
		1%	1%	2%	2%	*%	-%	-%	1%	-%	2%	1%	-%	11%	-%
Neither important nor unimportant	(0)	57	40	2	-	2	-	4	37	6	*	3	1	*	-
		7%	7%	5%	-%	11%	-%	53%	7%	9%	1%	8%	14%	1%	-%
Important	(1)	365	281	20	11	5	1	2	241	32	5	11	6	3	*
		44%	48%	45%	55%	26%	11%	22%	46%	48%	30%	33%	58%	40%	6%
Very important	(2)	387	254	19	8	12	11	2	236	28	11	18	3	2	6
		47%	43%	43%	40%	63%	89%	26%	45%	42%	67%	56%	28%	24%	94%
Don't know		11	6	2	*	-	-	-	7	1	*	-	-	2	-
		1%	1%	6%	1%	-%	-%	-%	1%	1%	*%	-%	-%	24%	-%
NET Important		751	536	39	19	17	13	4	478	61	16	29	9	4	6
		90%	91%	88%	95%	89%	100%	47%	91%	89%	97%	90%	86%	64%	100%
NET Not Important		11	7	1	1	*	-	-	6	*	*	1	-	1	-
		1%	1%	2%	4%	*%	-%	-%	1%	1%	2%	2%	-%	11%	-%
Answered		820	582	42	20	19	13	8	521	67	17	32	11	5	6
Mean Score		1.4	1.3	1.4	1.3	1.5	1.9	.7	1.4	1.3	1.6	1.4	1.1	1.0	1.9
Standard error		.02	.03	.09	.11	.11	.07	.19	.03	.08	.09	.13	.13	.29	.09
Standard deviation		.70	.67	.68	.77	.70	.33	.90	.67	.69	.62	.79	.66	1.07	.26

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 212 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Low cost**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	4 1%	3 1%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%	1 1%	- -%	* *%	- -%
Not very important	7 1%	6 1%	* *%	* 1%	* *%	1 5%	- -%	- -%	1 *%	5 4%	* *%	1 1%	* 1%
Neither important nor unimportant	57 7%	48 7%	1 2%	5 14%	* 1%	2 12%	* 2%	1 11%	22 7%	8 6%	16 8%	* *%	6 18%
Important	365 44%	297 45%	25 34%	11 33%	16 53%	2 14%	7 63%	6 49%	154 48%	65 48%	82 43%	22 33%	10 31%
Very important	387 47%	292 45%	46 63%	15 47%	14 46%	11 67%	3 32%	5 40%	139 43%	56 41%	88 47%	41 61%	14 43%
Don't know	11 1%	9 1%	1 1%	2 5%	- -%	- -%	- -%	- -%	4 1%	* *%	3 1%	2 4%	2 7%
NET Important	751 90%	589 90%	72 97%	26 80%	30 99%	13 81%	10 95%	12 89%	292 91%	121 89%	171 90%	64 94%	24 74%
NET Not Important	11 1%	9 1%	* *%	* 1%	* *%	1 7%	* 4%	- -%	1 *%	6 5%	* *%	1 2%	* 1%
Answered	820	646	73	31	30	16	11	13	316	135	187	65	30
Mean Score	1.4	1.3	1.6	1.3	1.4	1.4	1.2	1.3	1.4	1.3	1.4	1.6	1.3
Standard error	.02	.03	a .06	.11	.08	.20	.23	.15	.04	.07	.05	ab .05	.12
Standard deviation	.70	.70	.55	.77	.54	1.06	.83	.68	.63	.80	.64	.62	.80

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	4 1%	* 1%	1 1%	- -%	* 1%	- -%	1 *%	1 1%	- -%	- -%	- -%
Not very important	(-1)	7 1%	2 1%	4 3%	* *%	1 2%	* *%	5 4%	- -%	1 2%	* *%	
Neither important nor unimportant	(0)	57 7%	24 7%	7 5%	11 8%	* *%	6 26% abd	25 7%	4 4%	13 9%	* *%	6 22% bd
Important	(1)	365 44%	172 49%	64 48%	61 45%	17 40%	4 18%	159 48%	61 54%	47 34%	20 34%	9 34%
Very important	(2)	387 47%	150 43%	58 43%	62 45%	22 51%	12 55%	140 43%	42 37%	78 56% ab	35 60% b	10 36% b
Don't know		11 1%	3 1%	* *%	3 2%	2 6%	* *%	4 1%	- -%	1 1%	2 4%	2 9% b
NET Important		751 90%	322 91%	123 91%	123 90%	39 91%	16 73%	299 91% e	103 91% e	125 90% e	55 94% e	19 69% e
NET Not Important		11 1%	2 1%	5 4%	* *%	1 3%	* *%	1 *% a	6 5% a	- -%	1 2%	* *%
Answered		820	349	135	134	41	22	325	113	138	56	25
Mean Score		1.4	1.3	1.3	1.4	1.5	1.3	1.3	1.2	1.5 b	1.6 abe	1.1
Standard error		.02	.04	.06	.05	.07	.15	.04	.07	.05	.06	.13
Standard deviation		.70	.64	.76	.64	.70	.89	.64	.77	.66	.61	.81

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	4	1	-	3	*	-	4	*	*	4	*	1	*
		1%	*%	-%	2%	*%	-%	1%	1%	*%	*%	1%	*%	2%
Not very important	(-1)	7	5	*	*	2	*	2	2	3	7	-	6	1
		1%	1%	*%	*%	2%	*%	*%	7%	1%	1%	-%	1%	4%
Neither important nor unimportant		57	39	4	4	5	2	15	1	41	51	6	44	4
	(0)	7%	9%	3%	3%	6%	4%	3%	5%	13%	6%	18%	6%	24%
Important		365	190	75	52	25	17	200	12	151	354	11	312	9
	(1)	44%	44%	56%	37%	33%	43%	42%	44%	47%	44%	30%	46%	46%
Very important		387	190	54	81	44	17	251	11	122	371	16	306	3
	(2)	47%	44%	40%	57%	57%	44%	53%	41%	38%	47%	45%	45%	16%
Don't know		11	6	*	*	2	3	6	*	5	9	2	7	2
		1%	2%	*%	*%	2%	8%	1%	1%	2%	1%	6%	1%	8%
NET Important		751	379	129	133	69	34	451	23	273	724	27	618	11
		90%	88%	97%	95%	90%	88%	94%	85%	85%	91%	75%	91%	62%
NET Not Important		11	6	*	3	2	*	5	2	4	11	*	8	1
		1%	1%	*%	2%	3%	*%	1%	9%	1%	1%	1%	1%	6%
Answered		820	424	134	141	75	35	471	27	317	786	34	669	17
Mean Score		1.4	1.3	1.4	1.5	1.5	1.4	1.5	1.2	1.2	1.4	1.3	1.4	.8
Standard error		.02	.04	.05	.06	.07	.09	.03	.15	.04	.02	.13	.02	.19
Standard deviation		.70	.71	.56	.76	.74	.60	.65	.95	.71	.69	.85	.66	.89

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
Not at all important	4	1	*	4	*	2	-	1	1	3	1
	1%	*%	1%	1%	*%	*%	-%	*%	2%	*%	1%
Not very important	7	7	-	6	1	7	-	6	1	6	1
	1%	1%	-%	1%	1%	1%	-%	1%	2%	1%	1%
Neither important nor unimportant	57	43	5	50	7	44	4	43	5	48	9
	7%	7%	14%	7%	7%	6%	30%	7%	12%	7%	9%
Important	365	280	19	318	47	316	4	277	22	317	48
	44%	44%	54%	44%	45%	47%	30%	44%	57%	44%	44%
Very important	387	295	9	337	49	303	6	296	9	339	48
	47%	47%	27%	46%	47%	44%	40%	47%	23%	47%	44%
Don't know	11	8	2	11	1	9	-	8	2	9	2
	1%	1%	4%	1%	1%	1%	-%	1%	4%	1%	2%
NET Important	751	575	28	655	96	619	10	572	31	656	96
	90%	91%	81%	90%	91%	91%	70%	91%	80%	91%	88%
NET Not Important	11	8	*	10	1	9	-	7	2	10	2
	1%	1%	1%	1%	1%	1%	-%	1%	4%	1%	1%
Answered	820	626	33	715	104	672	15	622	37	713	107
Mean Score	1.4	1.4	1.1	1.4	1.4	1.4	1.1	1.4	1.0	1.4	1.3
Standard error	.02	.03	.11	.03	.06	.02	.20	.03	.11	.03	.06
Standard deviation	.70	.68	.73	.70	.68	.67	.86	.67	.80	.69	.73

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	4 1%	2 *%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	4 1%	1 *%	* *%	- -%
Not very important (-1)	7 1%	4 1%	6 1%	1 1%	- -%	4 1%	4 1%	1 1%	2 45%	4 1%	6 1%	2 1%	- -%
Neither important nor unimportant (0)	57 7%	28 7%	41 7%	11 8%	- -%	29 7%	36 7%	5 5%	- -%	32 5%	36 7%	9 6%	- -%
Important (1)	365 44%	183 45%	245 44%	55 40%	* 100%	170 42%	216 44%	42 37%	2 55%	251 43%	199 41%	59 40%	2 100%
Very important (2)	387 47%	187 46%	252 45%	65 48%	- -%	191 48%	226 46%	62 55%	- -%	280 48%	242 49%	75 51%	- -%
Don't know	11 1%	5 1%	9 2%	5 3%	- -%	5 1%	9 2%	3 3%	- -%	11 2%	5 1%	3 2%	- -%
NET Important	751 90%	370 90%	496 90%	120 88%	* 100%	361 90%	443 90%	104 92%	2 55%	531 91%	442 90%	134 91%	2 100%
NET Not Important	11 1%	6 1%	7 1%	1 1%	- -%	6 1%	5 1%	1 1%	2 45%	8 1%	7 2%	2 1%	- -%
Answered	820	404	544	132	*	396	483	110	4	571	486	145	2
Mean Score	1.4	1.4	1.4	1.4	1.0	1.4	1.4	1.5	.1	1.4	1.4	1.4	1.0
Standard error	.02	.03	.03	.05	-	.03	.03	.05	.68	.03	.03	.05	-
Standard deviation	.70	.69	.69	.68	-	.70	.67	.62	1.17	.69	.70	.68	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	4	1	1	4	2	1	*	1	1	4	*	-	*	*
		1%	*%	*%	1%	*%	*%	3%	*%	*%	1%	*%	-%	*%	*%
Not very important	(-1)	7	7	7	7	6	6	*	5	5	3	1	-	2	2
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%
Neither important nor unimportant	(0)	57	48	48	57	40	41	1	42	41	21	7	4	6	11
		7%	7%	8%	7%	7%	9%	10%	7%	9%	5%	6%	4%	3%	6%
Important	(1)	365	305	273	365	268	191	4	255	177	183	42	27	89	76
		44%	46%	43%	44%	48%	40%	32%	43%	41%	43%	36%	30%	45%	40%
Very important	(2)	387	298	293	387	231	227	6	279	207	210	62	57	94	92
		47%	45%	46%	47%	42%	48%	54%	48%	47%	49%	53%	63%	47%	49%
Don't know		11	9	9	11	7	9	-	5	6	9	4	3	7	7
		1%	1%	1%	1%	1%	2%	-%	1%	1%	2%	4%	3%	3%	4%
NET Important		751	603	566	751	499	419	10	535	383	393	104	83	183	168
		90%	90%	90%	90%	90%	88%	86%	91%	88%	91%	89%	92%	92%	89%
NET Not Important		11	8	8	11	7	7	*	6	6	7	1	-	3	3
		1%	1%	1%	1%	1%	2%	4%	1%	1%	2%	1%	-%	1%	1%
Answered		820	659	621	820	546	466	11	583	430	421	113	87	192	181
Mean Score		1.4	1.4	1.4	1.4	1.3	1.4	1.3	1.4	1.4	1.4	1.5	1.6	1.4	1.4
													ab		
Standard error		.02	.03	.03	.02	.03	.03	.16	.03	.03	.03	.06	.06	.04	.05
Standard deviation		.70	.68	.69	.70	.68	.72	.98	.67	.72	.70	.69	.58	.64	.68

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	4 1%	- -%	- -%	* 1%	* 1%	1 *%	* *%	1 *%	1 *%	2 *%	1 *%	1 *%	- -%	- -%	3 *%	1 1%
Not very important (-1)	7 1%	1 1%	1 3%	- -%	- -%	7 1%	5 1%	7 1%	6 1%	6 1%	4 1%	7 1%	1 1%	- -%	5 1%	2 4%
Neither important nor unimportant (0)	57 7%	* *%	* 1%	2 8%	3 11%	55 8%	45 9%	57 8%	40 7%	42 8%	29 7%	52 7%	10 8%	- -%	40 6%	2 3%
Important (1)	365 44%	30 30%	13 36%	9 31%	10 39%	312 44%	195 37%	320 43%	241 40%	191 38%	179 42%	299 43%	44 34%	- -%	294 44%	23 43%
Very important (2)	387 47%	66 67%	21 61%	18 59%	10 40%	330 46%	263 51%	345 47%	306 51%	246 50%	210 49%	329 47%	70 55%	- -%	318 47%	26 49%
Don't know	11 1%	2 2%	- -%	- -%	2 9%	10 1%	11 2%	11 2%	11 2%	10 2%	5 1%	11 2%	3 2%	- -%	11 2%	- -%
NET Important	751 90%	95 97%	34 96%	27 90%	21 79%	643 90%	458 88%	665 90%	547 90%	437 88%	389 91%	628 90%	115 89%	- -%	611 91%	49 92%
NET Not Important	11 1%	1 1%	1 3%	* 1%	* 1%	8 1%	6 1%	8 1%	7 1%	8 2%	5 1%	8 1%	1 1%	- -%	8 1%	3 5%
Answered	820	97	35	30	24	706	508	731	594	487	423	688	126	-	660	54
Mean Score	1.4	1.7	1.5	1.5	1.3	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.5	-	1.4	1.3
Standard error	.02	.05	.10	.14	.17	.02	.03	.02	.03	.03	.03	.03	.06	-	.03	.12
Standard deviation	.70	.55	.67	.77	.81	.68	.70	.68	.67	.72	.68	.68	.68	-	.68	.82

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	4 1%	1 *%	3 1%	* *%	- -%	1 1%	- -%	* *%	3 1%	1 1%	* *%	1 *%	3 1%
Not very important (-1)	7 1%	4 1%	3 1%	1 *%	- -%	1 1%	- -%	1 1%	5 1%	* *%	1 *%	3 2%	3 1%
Neither important nor unimportant (0)	57 7%	22 6%	36 8%	16 8%	- -%	9 8%	12 7%	8 7%	34 6%	16 9%	2 2%	3 2%	52 10% ab
Important (1)	365 44%	159 42%	206 45%	88 40%	6 36%	53 46%	66 41%	43 36%	249 46%	70 42%	37 29%	76 47%	244 46%
Very important (2)	387 47%	187 50%	200 44%	106 49%	10 64%	52 45%	80 49%	66 55%	238 44%	79 48%	79 63%	78 49%	225 42%
Don't know	11 1%	2 *%	10 2%	5 2%	- -%	- -%	5 3%	1 1%	11 2%	* *%	6 5%	- -%	6 1%
NET Important	751 90%	346 92%	405 89%	193 89%	16 100%	105 91%	146 90%	109 91%	487 90%	149 90%	115 93%	154 96%	469 88%
NET Not Important	11 1%	5 1%	6 1%	1 1%	- -%	2 1%	- -%	2 1%	8 2%	1 1%	1 1%	4 2%	7 1%
Answered	820	373	447	211	16	116	158	119	529	166	119	161	527
Mean Score	1.4	1.4	1.3	1.4	1.6	1.3	1.4	1.5	1.3	1.4	1.6	1.4	1.3
Standard error	.02	.04	.03	.04	.16	.07	.05	.06	.03	.06	.05	.05	.03
Standard deviation	.70	.68	.71	.67	.50	.71	.63	.70	.69	.71	.59	.67	.72

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	4	*	4
		1%	*%	1%
Not very important	(-1)	7	3	4
		1%	1%	1%
Neither important nor unimportant	(0)	57	38	20
		7%	12%	4%
			b	
Important	(1)	365	138	227
		44%	42%	45%
Very important	(2)	387	141	246
		47%	43%	49%
Don't know		11	7	5
		1%	2%	1%
NET Important		751	279	472
		90%	86%	93%
			a	
NET Not Important		11	3	8
		1%	1%	2%
Answered		820	319	500
Mean Score		1.4	1.3	1.4
Standard error		.02	.04	.03
Standard deviation		.70	.72	.68

Columns Tested:: a,b

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	4 1%	- -%	* 1%	3 2%	* *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Not very important (-1)	7 1%	- -%	- -%	3 1%	1 1%	- -%	* *%	2 6%	* *%	1 1%	- -%	1 *%	1 1%
Neither important nor unimportant (0)	57 7%	- -%	* 1%	1 1%	9 9%	- -%	6 7%	4 14%	9 9%	10 11%	1 3%	13 9%	4 9%
Important (1)	365 44%	- -%	16 41%	79 46%	41 41%	2 12%	43 53%	10 37%	44 47%	38 42%	14 55%	64 44%	15 36%
Very important (2)	387 47%	- -%	22 57%	78 46%	47 47%	15 88%	32 40%	11 43%	40 42%	42 46%	10 39%	68 46%	22 53%
Don't know	11 1%	- -%	- -%	6 4%	3 3%	- -%	- -%	- -%	- -%	- -%	* 2%	2 1%	- -%
NET Important	751 90%	- -%	37 98%	157 92%	89 87%	17 100%	75 93%	21 79%	84 89%	80 88%	24 95%	131 90%	37 89%
NET Not Important	11 1%	- -%	* 1%	5 3%	1 1%	- -%	* *%	2 6%	1 1%	1 1%	- -%	1 *%	1 1%
Answered	820	-	38	164	99	17	81	26	93	91	24	145	41
Mean Score	1.4	-	1.5	1.4	1.4	1.9	1.3	1.2	1.3	1.3	1.4	1.4	1.4
Standard error	.02	-	.09	.06	.06	.08	.07	.13	.07	.09	.07	.07	.12
Standard deviation	.70	-	.64	.74	.70	.34	.62	.91	.73	.71	.56	.66	.72

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 212 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	867	218	223	227	199	441	426	
Effective base	436	111	98	113	113	209	226	
Weighted Base	831	223	185	211	212	408	423	
Not at all important	(-2)	4	3	*	1	-	3	1
		1%	1%	*%	*%	-%	1%	*%
Not very important	(-1)	7	3	1	2	1	3	4
		1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	57	4	13	23	17	17	40
		7%	2%	7%	11%	8%	4%	10%
Important	(1)	365	100	80	92	93	180	184
		44%	45%	43%	43%	44%	44%	44%
Very important	(2)	387	107	87	93	99	195	192
		47%	48%	47%	44%	47%	48%	45%
Don't know		11	6	3	-	2	9	2
		1%	3%	2%	-%	1%	2%	*%
NET Important		751	208	167	185	192	375	376
		90%	93%	91%	87%	90%	92%	89%
NET Not Important		11	6	1	3	1	7	5
		1%	2%	1%	2%	1%	2%	1%
Answered		820	217	182	211	210	399	421
Mean Score		1.4	1.4	1.4	1.3	1.4	1.4	1.3
Standard error		.02	.05	.04	.05	.05	.03	.03
Standard deviation		.70	.72	.66	.74	.66	.69	.70

Columns Tested:: a,b,c,d - a,b

Table 213

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	6 1%	3 2%	3 *%	6 1%	- -%	- -%	- -%	- -%
Not very important	(-1)	12 1%	4 3%	8 1%	11 1%	1 4%	* 1%	* 4%	1 3%
Neither important nor unimportant	(0)	79 9%	5 4%	74 11%	77 10%	2 5%	* 10%	* 2%	2 6%
Important	(1)	357 43%	35 24%	322 47%	342 43%	12 43%	2 37%	1 43%	15 42%
Very important	(2)	368 44%	86 61%	282 41%	353 44%	12 44%	2 51%	1 46%	15 45%
Don't know		8 1%	8 6%	* *%	7 1%	1 4%	- -%	* 6%	1 4%
NET Important		725 87%	121 85%	605 88%	696 87%	24 87%	4 89%	2 88%	30 87%
NET Not Important		19 2%	7 5%	11 2%	18 2%	1 4%	* 1%	* 4%	1 3%
Answered		823	133	690	790	27	5	2	33
Mean Score		1.3	1.5	1.3	1.3	1.3	1.4	1.4	1.3
Standard error		.03	.07	.03	.03	.07	.12	.12	.05
Standard deviation		.77	.90	.73	.77	.76	.81	1.07	.75

Columns Tested:: a,b - a,b,c,d,e

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	6 1%	4 1%	2 1%	* *%	- -%	- -%	- -%	6 1%	- -%	- -%
Not very important	(-1)	12 1%	7 1%	4 2%	* *%	1 5%	* 1%	* 4%	11 1%	1 4%	* 2%
Neither important nor unimportant	(0)	79 9%	40 8%	32 13%	5 10%	1 7%	1 4%	* 2%	77 10%	2 5%	1 8%
Important	(1)	357 43%	226 44%	94 39%	22 50%	8 41%	6 45%	1 43%	342 43%	12 43%	3 39%
Very important	(2)	368 44%	231 45%	105 44%	17 39%	9 47%	5 41%	1 46%	353 44%	12 44%	3 50%
Don't know		8 1%	4 1%	3 1%	- -%	* *%	1 9%	* 6%	7 1%	1 4%	* 2%
NET Important		725 87%	458 89%	199 83%	39 89%	17 87%	11 87%	2 88%	696 87%	24 87%	6 89%
NET Not Important		19 2%	12 2%	6 2%	* 1%	1 5%	* 1%	* 4%	18 2%	1 4%	* 2%
Answered		823	509	237	44	20	12	2	790	27	6
Mean Score		1.3	1.3	1.2	1.3	1.3	1.4	1.4	1.3	1.3	1.4
Standard error		.03	.04	.06	.08	.10	.07	.12	.03	.07	.07
Standard deviation		.77	.75	.81	.69	.82	.65	1.07	.77	.76	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	6	4	2	-	-	2	3	-	-	-
		1%	1%	2%	-%	-%	*%	3%	-%	-%	-%
Not very important	(-1)	12	8	4	1	*	4	5	*	1	*
		1%	1%	3%	4%	1%	1%	4%	*%	5%	1%
								a			
Neither important nor unimportant	(0)	79	66	10	2	*	48	22	1	1	*
		9%	10%	8%	5%	10%	9%	19%	5%	7%	2%
								a			
Important	(1)	357	287	56	12	2	256	49	9	3	6
		43%	43%	44%	43%	37%	47%	42%	32%	22%	34%
Very important	(2)	368	297	56	12	2	235	39	18	10	11
		44%	44%	44%	44%	51%	43%	33%	62%	66%	61%
									b	b	b
Don't know		8	7	-	1	-	4	-	-	*	*
		1%	1%	-%	4%	-%	1%	-%	-%	*%	2%
					b						
NET Important		725	584	112	24	4	492	88	27	14	16
		87%	87%	87%	87%	89%	89%	74%	95%	88%	95%
							b		b		b
NET Not Important		19	12	6	1	*	6	8	*	1	*
		2%	2%	5%	4%	1%	1%	7%	*%	5%	1%
								a			
Answered		823	662	128	27	5	546	119	29	16	17
Mean Score		1.3	1.3	1.2	1.3	1.4	1.3	1.0	1.6	1.5	1.6
							b		b		b
Standard error		.03	.04	.06	.07	.12	.03	.08	.08	.13	.06
Standard deviation		.77	.75	.86	.76	1.07	.70	.96	.60	.86	.59

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guarantee that the parcel will arrive on time**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	6 1%	- -%	2 3%	- -%	- -%	1 2%	2 1%	- -%	- -%	1 1%
Not very important	(-1)	12 1%	3 3%	- -%	2 1%	* 1%	* 1%	6 5%	- -%	* *%	- -%
Neither important nor unimportant	(0)	79 9%	13 14%	2 3%	12 10%	1 3%	11 16%	10 9%	11 10%	6 10%	8 12%
Important	(1)	357 43%	41 45%	28 43%	54 45%	19 43%	24 35%	50 43%	57 51%	33 54%	16 24%
Very important	(2)	368 44%	35 38%	31 49%	52 43%	24 53%	32 47%	45 38%	43 38%	22 36%	43 63%
Don't know		8 1%	- -%	1 1%	* *%	- -%	- -%	4 3%	2 2%	- -%	* *%
NET Important		725 87%	76 83%	59 93%	106 88%	43 96%	56 82%	95 81%	100 88%	55 90%	60 87%
NET Not Important		19 2%	3 3%	2 3%	2 1%	* 1%	2 2%	8 7%	- -%	* *%	1 1%
Answered		823	92	63	120	45	68	113	111	61	68
Mean Score		1.3	1.2	1.4	1.3	1.5	1.3	1.2	1.3	1.3	1.5
Standard error		.03	.10	.12	.08	.09	.12	.11	.08	.09	.10
Standard deviation		.77	.79	.83	.71	.60	.86	.91	.64	.63	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	6 1%	2 1%	2 1%	2 *%	5 1%	1 1%	1 2%	* 1%	- -%
Not very important	(-1)	12 1%	1 *%	3 1%	8 2%	12 2%	1 1%	* *%	* *%	* 2%
Neither important nor unimportant	(0)	79 9%	20 11%	21 10%	34 10%	75 10%	4 5%	3 7%	1 2%	1 6%
Important	(1)	357 43%	59 33%	102 47%	161 46%	323 43%	34 41%	15 37%	14 48%	6 39%
Very important	(2)	368 44%	99 55%	88 41%	140 40%	326 44%	42 50%	22 54%	14 48%	6 44%
Don't know		8 1%	* *%	1 *%	6 2%	7 1%	1 2%	- -%	- -%	1 9%
NET Important		725 87%	158 87%	190 88%	301 86%	649 87%	76 91%	36 91%	28 96%	12 83%
NET Not Important		19 2%	2 1%	5 2%	10 3%	17 2%	2 2%	1 2%	1 2%	* 2%
Answered		823	181	216	344	741	82	40	29	13
Mean Score		1.3	1.4	1.3	1.2	1.3	1.4	1.4	1.4	1.4
Standard error		.03	.06	.06	.05	.03	.04	.07	.07	.07
Standard deviation		.77	.77	.76	.76	.77	.74	.78	.71	.74

Columns Tested: a,b,c,d,e,f,g,h

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	6 1%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	4 1%
Not very important	(-1)	12 1%	1 2%	- -%	- -%	- -%	6 9%	3 2%	- -%	* 1%	2 1%
Neither important nor unimportant	(0)	79 9%	2 6%	8 14%	1 8%	9 13%	10 16%	13 6%	5 17%	* 2%	39 10%
Important	(1)	357 43%	20 45%	21 36%	4 35%	24 36%	25 39%	99 44%	17 55%	6 45%	165 43%
Very important	(2)	368 44%	21 47%	29 50%	6 57%	35 51%	23 36%	104 46%	9 28%	8 52%	167 44%
Don't know		8 1%	1 1%	- -%	- -%	- -%	1 1%	3 1%	- -%	- -%	4 1%
NET Important		725 87%	40 91%	50 86%	9 92%	60 87%	48 74%	202 91%	25 83%	14 97%	331 87%
NET Not Important		19 2%	1 2%	- -%	- -%	- -%	6 9%	6 3%	- -%	* 1%	7 2%
Answered		823	44	58	10	69	64	221	30	14	377
Mean Score		1.3	1.4	1.4	1.5	1.4	1.0	1.3	1.1	1.5	1.3
Standard error		.03	.12	.10	.25	.09	.13	.05	.11	.10	.04
Standard deviation		.77	.69	.72	.67	.71	.94	.75	.67	.61	.76

Columns Tested: a,b,c,d,e,f,g,h,i

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	6 1%	- -%	2 1%	4 1%	4 1%	2 1%	- -%	6 1%	- -%	6 1%	* 3%
Not very important (-1)	12 1%	6 4%	3 2%	3 1%	10 1%	2 1%	- -%	12 2%	* *%	12 1%	* 2%
Neither important nor unimportant (0)	79 9%	22 12%	13 6%	44 10%	54 8%	25 17%	- -%	76 10%	3 7%	79 10%	- -%
Important (1)	357 43%	69 39%	99 44%	189 44%	303 44%	54 38%	- -%	341 43%	16 39%	352 43%	5 56%
Very important (2)	368 44%	79 45%	104 46%	186 43%	309 45%	59 42%	- -%	347 44%	21 52%	365 44%	3 38%
Don't know	8 1%	1 1%	3 1%	4 1%	8 1%	* *%	- -%	8 1%	* 1%	8 1%	* 1%
NET Important	725 87%	148 83%	202 91%	375 87%	612 89%	113 80%	- -%	689 87%	37 91%	718 87%	8 94%
NET Not Important	19 2%	6 4%	6 3%	7 2%	15 2%	4 3%	- -%	19 2%	* *%	18 2%	* 5%
Answered	823	176	221	426	681	142	-	783	40	815	8
Mean Score	1.3	1.3	1.3	1.3	1.3	1.2	-	1.3	1.4	1.3	1.2
Standard error	.03	.07	.05	.04	.03	.07	-	.03	.07	.03	.23
Standard deviation	.77	.81	.75	.75	.74	.87	-	.77	.66	.76	.90

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	6 1%	2 *%	4 3%	1 *%
Not very important	(-1)	12 1%	9 2%	2 2%	1 *%
Neither important nor unimportant	(0)	79 9%	39 9%	15 11%	25 10%
Important	(1)	357 43%	212 47%	47 34%	98 40%
Very important	(2)	368 44%	186 42%	67 49%	114 47%
Don't know		8 1%	1 *%	2 2%	5 2%
					a
NET Important		725 87%	398 89%	115 83%	213 87%
NET Not Important		19 2%	12 3%	6 4%	1 1%
Answered		823	449	136	239
Mean Score		1.3	1.3	1.3	1.4
Standard error		.03	.04	.07	.04
Standard deviation		.77	.75	.93	.70

Columns Tested:: a,b,c

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37	
Effective base	436	347	70	10	4	5	1	1	1	416	20	10	
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16	
Not at all important	(-2)	6	4	1	-	-	2	-	-	4	2	2	
		1%	1%	*%	-%	-%	97%	-%	-%	1%	6%	13%	
											ai	abi	
Not very important	(-1)	12	11	1	*	-	-	-	-	12	*	*	
		1%	2%	1%	*%	-%	2%	-%	-%	2%	1%	2%	
Neither important nor unimportant	(0)	79	65	14	1	-	-	-	-	78	1	-	
		9%	10%	12%	3%	-%	-%	-%	-%	10%	2%	-%	
Important	(1)	357	308	44	2	1	1	-	*	352	5	2	
		43%	45%	38%	11%	44%	10%	-%	2%	44%	13%	15%	
			cj	j						cj			
Very important	(2)	368	287	54	16	2	9	*	1	*	342	27	11
		44%	42%	47%	75%	56%	87%	3%	98%	83%	43%	73%	71%
				ai							abi		
Don't know		8	4	2	2	-	-	-	-	6	2	-	
		1%	1%	2%	11%	-%	-%	-%	-%	1%	6%	-%	
				ai							ai		
NET Important		725	595	99	18	3	10	*	1	*	694	32	14
		87%	88%	85%	86%	100%	98%	3%	100%	100%	87%	86%	85%
NET Not Important		19	15	1	*	-	*	2	-	-	16	2	2
		2%	2%	1%	*%	-%	2%	97%	-%	-%	2%	6%	15%
												abi	
Answered		823	675	113	19	3	10	2	1	*	789	34	16
Mean Score		1.3	1.3	1.3	1.8	1.6	1.8	-1.9	2.0	1.8	1.3	1.6	1.3
				abi									
Standard error		.03	.03	.06	.08	.18	.14	.49	-	-	.03	.12	.23
Standard deviation		.77	.75	.75	.48	.61	.57	.97	-	-	.75	1.04	1.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	6 1%	2 1%	2 1%	3 2%	6 1%	4 1%	6 1%	6 1%	3 1%	4 2%	2 2%	4 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	12 1%	6 2%	5 1%	1 1%	12 2%	10 2%	12 2%	12 1%	8 2%	3 1%	2 2%	10 2%	* *%	- -%	* 1%	* *%	- -%
Neither important nor unimportant (0)	79 9%	35 10%	30 9%	14 9%	65 9%	59 9%	66 9%	79 9%	39 10%	24 10%	8 7%	49 9%	* 1%	4 13%	* *%	5 23%	- -%
Important (1)	357 43%	159 46%	149 44%	49 32%	303 44%	305 46%	328 44%	357 43%	182 45%	97 40%	45 38%	262 49%	4 32%	7 24%	4 13%	6 31%	1 15%
Very important (2)	368 44%	139 40%	148 44%	81 53%	302 44%	285 43%	326 44%	368 44%	169 42%	117 48%	56 48%	203 38%	7 59%	18 62%	26 86%	9 46%	6 85%
Don't know	8 1%	2 1%	2 1%	5 3%	5 1%	6 1%	8 1%	8 1%	* *%	- -%	4 3%	2 *%	1 8%	* *%	* *%	- -%	- -%
NET Important	725 87%	298 87%	297 89%	130 85%	605 87%	590 88%	654 88%	725 87%	351 88%	214 88%	101 86%	465 88%	11 91%	25 87%	30 99%	15 77%	7 100%
NET Not Important	19 2%	9 3%	7 2%	3 2%	19 3%	14 2%	19 3%	19 2%	10 3%	7 3%	4 4%	14 3%	* *%	- -%	* 1%	* *%	- -%
Answered	823	342	334	148	690	663	739	823	401	244	113	528	12	29	30	19	7
Mean Score	1.3	1.2	1.3	1.4	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.6	1.5	1.8	1.2	1.9
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.04	.05	.08	.03	.10	.10	.07	.12	.10
Standard deviation	.77	.76	.74	.83	.78	.74	.77	.77	.77	.82	.85	.76	.54	.73	.44	.83	.39

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	6	6	-	-	-	-	-	2	2	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	*%	3%	-%	-%	-%	-%	-%
Not very important	(-1)	12	12	*	-	-	*	-	10	*	-	-	*	-	-
		1%	2%	*%	-%	-%	1%	-%	2%	*%	-%	-%	2%	-%	-%
Neither important nor unimportant	(0)	79	60	*	*	1	-	4	46	9	1	3	*	*	-
		9%	10%	*%	1%	3%	-%	53%	9%	13%	3%	10%	*%	1%	-%
Important	(1)	357	273	17	7	3	2	1	258	29	7	4	3	4	*
		43%	46%	38%	33%	16%	16%	16%	49%	43%	40%	13%	24%	57%	7%
Very important	(2)	368	232	26	13	15	11	3	208	27	10	25	8	3	6
		44%	39%	60%	65%	81%	84%	31%	39%	39%	56%	77%	73%	42%	93%
Don't know		8	4	1	*	-	-	-	5	1	*	-	*	-	-
		1%	1%	2%	1%	-%	-%	-%	1%	1%	*%	-%	*%	-%	-%
NET Important		725	506	43	20	18	13	4	465	56	16	29	10	6	6
		87%	86%	98%	98%	97%	100%	47%	88%	82%	97%	90%	97%	99%	100%
NET Not Important		19	19	*	-	-	-	*	12	2	-	-	*	-	-
		2%	3%	*%	-%	-%	-%	1%	2%	3%	-%	-%	2%	-%	-%
Answered		823	584	43	20	19	13	8	523	67	17	32	11	7	6
Mean Score		1.3	1.2	1.6	1.6	1.8	1.8	.8	1.3	1.2	1.5	1.7	1.7	1.4	1.9
Standard error		.03	.03	.06	.08	.08	.08	.20	.03	.10	.09	.11	.13	.14	.10
Standard deviation		.77	.80	.50	.52	.49	.39	.96	.72	.91	.58	.65	.64	.55	.28

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	6	4	-	*	-	-	2	3	1	-	2	-
		1%	1%	-%	1%	-%	-%	16%	1%	1%	-%	3%	-%
Not very important	(-1)	12	9	2	*	-	-	*	9	*	2	1	*
		1%	1%	3%	1%	-%	-%	2%	3%	*%	1%	1%	1%
Neither important nor unimportant	(0)	79	63	4	5	7	*	-	40	8	13	1	5
		9%	10%	6%	15%	22%	3%	-%	12%	6%	7%	1%	15%
Important	(1)	357	298	30	9	11	5	3	150	67	79	22	10
		43%	45%	41%	27%	36%	30%	32%	47%	49%	42%	32%	30%
Very important	(2)	368	274	36	18	13	11	7	117	59	92	40	15
		44%	42%	49%	55%	42%	67%	68%	37%	44%	49%	59%	47%
Don't know		8	7	1	*	-	*	-	*	-	3	3	2
		1%	1%	1%	*%	-%	*%	-%	*%	-%	1%	4%	7%
NET Important		725	572	67	27	24	15	11	268	126	171	61	25
		87%	87%	90%	82%	78%	97%	100%	84%	93%	90%	91%	77%
NET Not Important		19	13	2	1	-	-	2	12	1	2	3	*
		2%	2%	3%	2%	-%	-%	18%	4%	1%	1%	4%	1%
Answered		823	648	73	33	30	16	11	319	135	187	65	30
Mean Score		1.3	1.3	1.4	1.3	1.2	1.6	1.7	1.2	1.4	1.4	1.5	1.3
Standard error		.03	.03	.08	.12	.12	.11	.14	.05	.05	.05	.08	.11
Standard deviation		.77	.75	.74	.86	.79	.56	.49	.82	.67	.68	.87	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	6 1%	1 2%	- 1%	- -%	- -%	1 *%	1 1%	- -%	2 4%	- -%	
Not very important	(-1)	12 1%	9 3%	* *%	2 2%	1 2%	* *%	7 2%	* *%	2 2%	1 1%	* 1%
Neither important nor unimportant	(0)	79 9%	35 10%	9 7%	12 8%	1 1%	5 22%	42 13%	5 4%	6 5%	1 1%	5 18%
Important	(1)	357 43%	166 47%	67 49%	54 40%	11 25%	5 23%	161 49%	60 53%	58 42%	18 31%	7 26%
Very important	(2)	368 44%	137 39%	58 43%	66 48%	28 66%	12 54%	115 35%	48 42%	71 51%	36 62%	13 47%
Don't know		8 1%	* *%	- -%	3 2%	3 6%	* *%	2 1%	* *%	1 1%	1 1%	2 9%
NET Important		725 87%	303 86%	125 92%	120 88%	39 91%	17 77%	276 84%	108 95%	129 93%	54 93%	19 73%
NET Not Important		19 2%	14 4%	1 1%	2 2%	1 2%	* *%	8 3%	1 1%	2 2%	3 5%	* 1%
Answered	823	352	135	134	41	22	327	113	138	58	25	
Mean Score	1.3	1.2	1.3	1.4	1.6	1.3	1.2	1.4	1.4	1.5	1.3	
Standard error	.03	.05	.06	.06	.06	.14	.05	.05	.05	.09	.14	
Standard deviation	.77	.83	.68	.72	.62	.84	.76	.61	.67	.91	.83	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base	436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base	831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2) 6	4	1	-	-	-	*	-	6	4	2	4	2
	1%	1%	1%	-%	-%	-%	*%	-%	2%	1%	6%	1%	11%
									a		a		
Not very important	(-1) 12	6	2	*	1	*	3	*	9	12	*	12	*
	1%	1%	2%	*%	1%	1%	1%	*%	3%	2%	*%	2%	1%
Neither important nor unimportant	(0) 79	53	8	6	12	1	31	2	46	74	5	61	4
	9%	12%	6%	4%	16%	1%	7%	7%	14%	9%	14%	9%	24%
									a				
Important	(1) 357	197	63	58	24	13	212	13	129	343	14	299	4
	43%	46%	47%	41%	31%	35%	44%	49%	40%	43%	40%	44%	23%
Very important	(2) 368	167	60	77	40	21	225	12	131	355	14	295	8
	44%	39%	45%	54%	52%	55%	47%	44%	41%	45%	38%	44%	41%
				a									
Don't know	8	4	*	1	*	3	6	*	2	7	1	5	-
	1%	1%	*%	1%	*%	8%	1%	1%	1%	1%	2%	1%	-%
						abc							
NET Important	725	364	123	135	64	35	437	25	259	697	28	594	12
	87%	85%	92%	95%	83%	90%	92%	92%	80%	88%	78%	88%	64%
				ad			c						
NET Not Important	19	9	3	*	1	*	3	*	16	17	2	16	2
	2%	2%	2%	*%	1%	1%	1%	*%	5%	2%	6%	2%	12%
									a				
Answered	823	426	134	140	77	35	472	27	320	788	35	671	19
Mean Score	1.3	1.2	1.3	1.5	1.3	1.6	1.4	1.4	1.1	1.3	1.1	1.3	.8
				a		a	c						
Standard error	.03	.04	.06	.04	.07	.08	.03	.10	.05	.03	.16	.03	.28
Standard deviation	.77	.77	.72	.58	.77	.57	.64	.64	.91	.75	1.05	.76	1.33

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
Not at all important	6 1%	2 *%	2 6% a	4 1%	2 2%	4 1%	2 14%	2 *%	2 5% a	4 1%	2 2%
Not very important	12 1%	10 2%	* *% a	10 1%	2 2%	12 2%	- -%	10 2%	* *% a	12 2%	* *%
Neither important nor unimportant	79 9%	50 8%	9 25% a	67 9%	12 11%	57 8%	8 57%	54 9%	5 13%	66 9%	13 12%
Important	357 43%	294 46%	11 32% a	311 43%	46 44%	302 44%	1 9%	289 46%	16 41%	310 43%	47 43%
Very important	368 44%	272 43%	13 36%	326 45%	42 40%	299 44%	3 20%	269 43%	16 41%	323 45%	46 42%
Don't know	8 1%	6 1%	- -%	7 1%	1 1%	5 1%	- -%	6 1%	- -%	7 1%	1 1%
NET Important	725 87%	566 89%	24 69% b	637 88%	88 84%	601 88%	4 29%	558 89%	32 82%	633 88%	93 85%
NET Not Important	19 2%	12 2%	2 6%	15 2%	4 4%	17 2%	2 14%	12 2%	2 5%	16 2%	2 2%
Answered	823	628	34	719	104	675	15	624	39	715	108
Mean Score	1.3	1.3	.9	1.3	1.2	1.3	.2	1.3	1.1	1.3	1.2
Standard error	.03	.03	.16	.03	.08	.03	.29	.03	.14	.03	.07
Standard deviation	.77	.72	1.09	.75	.87	.75	1.24	.72	1.02	.76	.82

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	6 1%	2 1%	6 1%	2 2%	- -%	2 1%	2 *%	2 2%	- -%	2 *%	6 1%	2 1%	- -%
Not very important (-1)	12 1%	6 1%	12 2%	2 2%	- -%	3 1%	9 2%	2 2%	- -%	6 1%	9 2%	* *%	- -%
Neither important nor unimportant (0)	79 9%	30 7%	48 9%	9 7%	- -%	28 7%	44 9%	9 8%	- -%	39 7%	56 11%	12 8%	- -%
Important (1)	357 43%	171 42%	235 43%	52 38%	* 100%	170 42%	226 46%	38 34%	* 4%	225 39%	209 43%	63 43%	2 100%
Very important (2)	368 44%	200 49%	246 44%	70 52%	- -%	197 49%	205 42%	61 54%	3 96%	303 52%	208 42%	71 48%	- -%
Don't know	8 1%	* *%	5 1%	* *%	- -%	* *%	6 1%	* *%	- -%	6 1%	2 *%	- -%	- -%
NET Important	725 87%	370 91%	481 87%	122 90%	* 100%	367 91%	431 88%	100 88%	4 100%	529 91%	417 85%	134 91%	2 100%
NET Not Important	19 2%	8 2%	18 3%	5 3%	- -%	6 1%	11 2%	4 4%	- -%	8 1%	15 3%	2 1%	- -%
Answered Mean Score	823 1.3	409 1.4	548 1.3	136 1.4	* 1.0	401 1.4	487 1.3	113 1.4	4 2.0	576 1.4	489 1.2	148 1.4	2 1.0
Standard error	.03	.03	.03	.06	-	.03	.03	.07	.13	.03	.04	.06	-
Standard deviation	.77	.73	.80	.83	-	.71	.74	.86	.23	.70	.82	.75	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	6	6	2	6	3	6	-	4	*	2	2	-	1	4
		1%	1%	*%	1%	1%	1%	-%	1%	*%	1%	2%	-%	*%	2%
Not very important	(-1)	12	12	10	12	7	11	*	6	9	6	*	2	2	6
		1%	2%	2%	1%	1%	2%	4%	1%	2%	1%	*%	2%	1%	3%
Neither important nor unimportant	(0)	79	65	58	79	46	51	*	64	23	27	12	11	11	15
		9%	10%	9%	9%	8%	11%	3%	11%	5%	6%	11%	13%	5%	8%
Important	(1)	357	291	292	357	247	224	7	266	191	164	40	32	80	83
		43%	44%	46%	43%	45%	47%	67%	45%	44%	38%	34%	36%	40%	44%
Very important	(2)	368	287	263	368	247	178	3	244	212	227	62	44	99	74
		44%	43%	42%	44%	45%	37%	26%	42%	49%	53%	53%	49%	50%	39%
Don't know		8	5	6	8	4	6	-	4	1	5	-	-	5	6
		1%	1%	1%	1%	1%	1%	-%	1%	*%	1%	-%	-%	3%	3%
NET Important		725	579	555	725	494	401	10	510	403	391	103	77	180	157
		87%	87%	88%	87%	89%	84%	92%	87%	92%	91%	88%	85%	90%	83%
NET Not Important		19	19	12	19	10	17	*	10	9	8	2	2	3	10
		2%	3%	2%	2%	2%	4%	4%	2%	2%	2%	2%	2%	1%	6%
Answered		823	663	625	823	550	469	11	584	435	426	117	90	193	183
Mean Score		1.3	1.3	1.3	1.3	1.3	1.2	1.1	1.3	1.4	1.4	1.4	1.3	1.4	1.2
Standard error		.03	.03	.03	.03	.03	.04	.12	.03	.03	.03	.08	.09	.05	.06
Standard deviation		.77	.79	.72	.77	.73	.82	.70	.75	.69	.72	.82	.79	.68	.89

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	6	-	-	1	2	4	2	4	5	5	4	4	2	-	4	2
		1%	-%	-%	2%	8%	1%	*%	1%	1%	1%	1%	1%	1%	-%	1%	3%
Not very important	(-1)	12	-	*	4	-	12	11	12	6	12	3	12	5	-	5	2
		1%	-%	1%	15%	-%	2%	2%	2%	1%	2%	1%	2%	4%	-%	1%	4%
				a													
Neither important nor unimportant	(0)	79	8	4	*	*	72	44	73	58	41	30	62	9	-	47	13
		9%	8%	11%	*%	1%	10%	8%	10%	10%	8%	7%	9%	7%	-%	7%	25%
				a													
Important	(1)	357	37	9	12	6	298	215	308	262	181	186	298	56	-	292	17
		43%	38%	24%	40%	21%	42%	41%	42%	43%	36%	44%	43%	43%	-%	44%	32%
Very important	(2)	368	53	22	13	16	322	239	336	268	249	205	315	57	-	315	20
		44%	54%	64%	43%	61%	45%	46%	45%	44%	50%	48%	45%	45%	-%	47%	37%
Don't know		8	-	*	-	2	8	8	8	8	8	-	8	-	-	8	-
		1%	-%	*%	-%	9%	1%	2%	1%	1%	2%	-%	1%	-%	-%	1%	-%
NET Important		725	90	31	25	21	620	454	644	529	430	391	613	113	-	607	37
		87%	92%	88%	83%	82%	87%	87%	87%	87%	87%	91%	88%	88%	-%	90%	68%
				b													
NET Not Important		19	-	*	5	2	16	13	16	11	17	7	16	6	-	9	4
		2%	-%	1%	17%	8%	2%	3%	2%	2%	3%	2%	2%	5%	-%	1%	7%
				a													
Answered		823	98	35	30	24	708	512	734	597	489	428	691	129	-	663	54
Mean Score		1.3	1.5	1.5	1.1	1.4	1.3	1.3	1.3	1.3	1.3	1.4	1.3	1.3	-	1.4	.9
				b													
Standard error		.03	.06	.11	.20	.24	.03	.03	.03	.03	.04	.03	.03	.07	-	.03	.16
Standard deviation		.77	.65	.73	1.12	1.17	.77	.76	.76	.75	.82	.72	.76	.85	-	.70	1.05

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	6 1%	3 1%	4 1%	- -%	- -%	2 2%	- -%	2 2%	4 1%	* *%	3 2%	- -%	4 1%
Not very important (-1)	12 1%	3 1%	9 2%	* *%	- -%	2 2%	* *%	1 *%	7 1%	4 3%	5 4%	* *%	7 1%
Neither important nor unimportant (0)	79 9%	47 13%	32 7%	22 10%	- -%	13 11%	18 11%	12 10%	46 9%	21 13%	1 1%	20 12%	55 10%
Important (1)	357 43%	151 40%	206 45%	101 47%	8 53%	58 50%	71 44%	33 28%	254 47%	66 40%	49 39%	54 34%	249 47%
Very important (2)	368 44%	170 45%	199 43%	92 42%	8 47%	41 35%	74 45%	71 59%	221 41%	75 45%	64 51%	87 54%	212 40%
Don't know	8 1%	* *%	8 2%	1 *%	- -%	- -%	1 *%	1 1%	7 1%	* *%	3 2%	- -%	5 1%
NET Important	725 87%	321 86%	404 88%	193 89%	16 100%	99 85%	145 89%	104 87%	475 88%	141 85%	113 91%	141 88%	461 87%
NET Not Important	19 2%	6 2%	13 3%	* *%	- -%	4 4%	* *%	3 2%	12 2%	4 3%	8 6%	* *%	11 2%
Answered	823	374	449	216	16	116	162	118	533	166	122	161	528
Mean Score	1.3	1.3	1.3	1.3	1.5	1.1	1.3	1.4	1.3	1.3	1.4	1.4	1.2
Standard error	.03	.04	.03	.04	.16	.08	.05	.07	.03	.06	.08	.05	.03
Standard deviation	.77	.77	.76	.66	.52	.83	.67	.83	.74	.79	.87	.70	.75

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	6	4	2
		1%	1%	*%
Not very important	(-1)	12	5	7
		1%	2%	1%
Neither important nor unimportant	(0)	79	32	47
		9%	10%	9%
Important	(1)	357	120	237
		43%	37%	47%
			a	
Very important	(2)	368	158	211
		44%	48%	42%
Don't know		8	8	*
		1%	2%	*%
			b	
NET Important		725	277	448
		87%	85%	89%
NET Not Important		19	9	9
		2%	3%	2%
Answered		823	318	505
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.03
Standard deviation		.77	.82	.73

Columns Tested:: a,b

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	6 1%	- -%	1 3%	- -%	3 3%	- -%	* *%	- -%	* *%	2 2%	- -%	- -%	- -%
Not very important (-1)	12 1%	- -%	* *%	2 1%	2 2%	- -%	2 3%	- -%	1 1%	4 4%	* 2%	- -%	1 1%
Neither important nor unimportant (0)	79 9%	- -%	* 1%	14 8%	3 3%	* *%	6 7%	2 9%	9 10%	11 12%	2 8%	22 15%	9 21%
Important (1)	357 43%	- -%	23 60%	70 41%	41 40%	7 42%	37 46%	7 27%	36 39%	45 50%	12 49%	60 41%	19 47%
Very important (2)	368 44%	- -%	14 35%	81 47%	49 48%	10 58%	35 44%	17 64%	47 50%	29 32%	10 41%	65 44%	13 31%
Don't know	8 1%	- -%	* *%	3 2%	5 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	725 87%	- -%	37 96%	150 88%	89 87%	17 100%	73 90%	24 91%	83 89%	74 82%	22 90%	124 85%	32 78%
NET Not Important	19 2%	- -%	1 3%	2 1%	5 5%	- -%	2 3%	- -%	1 1%	6 6%	* 2%	- -%	1 1%
Answered	823	-	38	167	97	17	81	26	93	91	25	146	41
Mean Score	1.3	-	1.3	1.4	1.3	1.6	1.3	1.5	1.4	1.0	1.3	1.3	1.1
Standard error	.03	-	.11	.06	.08	.12	.09	.09	.07	.11	.09	.07	.12
Standard deviation	.77	-	.75	.70	.89	.52	.75	.67	.72	.90	.71	.72	.77

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 213 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	867	218	223	227	199	441	426	
Effective base	436	111	98	113	113	209	226	
Weighted Base	831	223	185	211	212	408	423	
Not at all important	(-2)	6	1	3	2	-	4	2
		1%	*%	2%	1%	-%	1%	1%
Not very important	(-1)	12	2	4	5	1	7	6
		1%	1%	2%	2%	1%	2%	1%
Neither important nor unimportant	(0)	79	15	9	23	33	23	56
		9%	7%	5%	11%	15%	6%	13%
Important	(1)	357	95	83	88	91	178	179
		43%	43%	45%	42%	43%	44%	42%
Very important	(2)	368	107	81	93	88	188	180
		44%	48%	44%	44%	41%	46%	43%
Don't know		8	4	5	-	-	8	-
		1%	2%	3%	-%	-%	2%	-%
NET Important		725	202	164	181	179	366	360
		87%	90%	89%	86%	84%	90%	85%
NET Not Important		19	3	7	7	1	11	8
		2%	2%	4%	3%	1%	3%	2%
Answered	823	220	180	211	212	400	423	
Mean Score	1.3	1.4	1.3	1.3	1.2	1.3	1.3	
Standard error	.03	.05	.06	.05	.05	.04	.04	
Standard deviation	.77	.70	.82	.82	.73	.76	.77	

Columns Tested:: a,b,c,d - a,b

Table 214

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	13 2%	4 3%	9 1%	13 2%	* *%	- -%	* *%	* *%
Not very important	(-1)	30 4%	7 5%	22 3%	28 4%	1 4%	* 1%	* 6%	1 4%
Neither important nor unimportant	(0)	92 11%	8 6%	83 12%	88 11%	3 11%	* 10%	* 1%	4 10%
Important	(1)	326 39%	31 22%	295 43% a	314 39%	10 36%	1 32%	1 44%	12 36%
Very important	(2)	364 44%	84 60% b	280 41%	349 44%	12 42%	3 57%	1 46%	15 45%
Don't know		7 1%	7 5% b	* *%	5 1%	2 6% a	- -%	* 3%	2 5% a
NET Important		690 83%	115 81%	575 83%	663 83%	22 78%	4 89%	2 90%	28 80%
NET Not Important		43 5%	12 8%	31 5%	41 5%	1 4%	* 1%	* 6%	1 4%
Answered		824	135	690	792	26	5	2	32
Mean Score		1.2	1.4	1.2	1.2	1.2	1.5	1.3	1.3
Standard error		.03	.08	.03	.04	.08	.12	.12	.05
Standard deviation		.89	1.03	.86	.90	.85	.81	1.16	.84

Columns Tested: a,b - a,b,c,d,e

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	13 2%	7 1%	5 2%	1 2%	- -%	* *%	* *%	13 2%	* *%	* *%
Not very important	(-1)	30 4%	21 4%	5 2%	2 5%	* 2%	1 6%	* 6%	28 4%	1 4%	* 3%
Neither important nor unimportant	(0)	92 11%	57 11%	28 12%	4 8%	2 11%	1 11%	* 1%	88 11%	3 11%	* 7%
Important	(1)	326 39%	199 39%	94 39%	21 47%	8 43%	3 24%	1 44%	314 39%	10 36%	2 35%
Very important	(2)	364 44%	228 44%	105 44%	16 37%	8 41%	6 51%	1 46%	349 44%	12 42%	4 54%
Don't know		7 1%	3 1%	2 1%	- -%	1 3%	1 9%	* 3%	5 1%	2 6%	* 1%
NET Important		690 83%	427 83%	199 83%	37 84%	16 83%	9 74%	2 90%	663 83%	22 78%	6 89%
NET Not Important		43 5%	28 5%	10 4%	3 8%	* 2%	1 6%	* 6%	41 5%	1 4%	* 3%
Answered		824	511	237	44	19	12	2	792	26	6
Mean Score		1.2	1.2	1.2	1.1	1.3	1.3	1.3	1.2	1.2	1.4
Standard error		.03	.05	.06	.12	.09	.11	.12	.04	.08	.07
Standard deviation		.89	.89	.89	.94	.77	.97	1.16	.90	.85	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99	
Effective base	436	311	121	68	34	49	273	64	23	12	15	
Weighted Base	831	669	128	28	5	2	550	119	29	16	17	
Not at all important	(-2)	13	11	2	*	-	*	7	3	-	1	*
		2%	2%	1%	*%	-%	*%	1%	2%	-%	7%	*%
Not very important	(-1)	30	23	5	1	*	*	24	5	*	*	*
		4%	3%	4%	4%	1%	6%	4%	4%	2%	1%	1%
Neither important nor unimportant	(0)	92	74	14	3	*	*	57	26	2	*	1
		11%	11%	11%	11%	10%	1%	10%	22%	6%	1%	7%
		e	e	e	e	e		a				
Important	(1)	326	262	52	10	1	1	215	61	12	4	4
		39%	39%	40%	36%	32%	44%	39%	51%	41%	27%	23%
								e				
Very important	(2)	364	294	55	12	3	1	245	24	15	10	11
		44%	44%	43%	42%	57%	46%	44%	20%	52%	65%	65%
								b		b	b	b
Don't know		7	5	-	2	-	*	2	*	-	-	1
		1%	1%	-%	6%	-%	3%	*%	*%	-%	-%	4%
					ab							
NET Important		690	555	107	22	4	2	460	84	26	14	15
		83%	83%	84%	78%	89%	90%	84%	71%	93%	92%	88%
								b		b		
NET Not Important		43	35	7	1	*	*	31	8	*	1	*
		5%	5%	5%	4%	1%	6%	6%	7%	2%	7%	1%
Answered		824	664	128	26	5	2	548	118	29	16	16
Mean Score		1.2	1.2	1.2	1.2	1.5	1.3	1.2	.8	1.4	1.4	1.6
								b		b	b	b
Standard error		.03	.04	.07	.08	.12	.12	.04	.08	.09	.16	.07
Standard deviation		.89	.90	.89	.85	.81	1.16	.90	.89	.69	1.09	.68

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	13	2	2	2	3	1	-	3	-	1
		2%	2%	3%	1%	7%	2%	-%	2%	-%	1%
Not very important	(-1)	30	9	*	2	*	1	8	1	4	3
		4%	9%	*%	1%	1%	1%	7%	1%	7%	5%
Neither important nor unimportant	(0)	92	6	7	12	2	7	16	13	9	11
		11%	6%	12%	10%	5%	11%	14%	12%	15%	16%
Important	(1)	326	39	24	52	17	29	43	43	27	24
		39%	42%	38%	43%	38%	43%	36%	38%	44%	36%
Very important	(2)	364	37	29	53	22	30	48	51	21	29
		44%	40%	46%	44%	49%	43%	41%	45%	34%	42%
Don't know		7	-	1	-	-	*	3	2	-	*
		1%	-%	1%	-%	-%	*%	2%	2%	-%	*%
NET Important		690	76	53	105	39	59	91	94	48	53
		83%	82%	83%	87%	87%	86%	78%	83%	78%	78%
NET Not Important		43	10	2	3	3	2	8	4	4	4
		5%	11%	4%	3%	8%	3%	7%	3%	7%	6%
Answered		824	92	63	120	45	68	114	111	61	68
Mean Score		1.2	1.1	1.2	1.3	1.2	1.3	1.1	1.2	1.1	1.1
Standard error		.03	.13	.14	.09	.17	.11	.11	.12	.12	.12
Standard deviation		.89	1.00	.93	.81	1.08	.83	.90	.89	.88	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	13 2%	5 3%	4 2%	4 1%	13 2%	* *%	* 1%	- -%	* *%	
Not very important	(-1)	30 4%	5 3%	13 6%	11 3%	28 4%	1 1%	1 2%	* 1%	* *%	
Neither important nor unimportant	(0)	92 11%	21 11%	22 10%	41 12%	85 11%	7 8%	4 10%	2 8%	1 7%	
Important	(1)	326 39%	70 39%	89 41%	138 39%	297 40%	29 34%	13 32%	10 34%	6 41%	
Very important	(2)	364 44%	80 44%	87 40%	152 43%	319 43%	45 54%	22 56%	16 57%	6 42%	
Don't know		7 1%	1 *%	1 *%	4 1%	6 1%	1 1%	- -%	- -%	1 9%	
NET Important		690 83%	151 83%	176 81%	289 83%	616 82%	74 88%	35 88%	26 91%	12 84%	
NET Not Important		43 5%	9 5%	17 8%	15 4%	41 6%	1 2%	1 2%	* 1%	* 1%	
Answered		824	181	216	346	742	82	40	29	13	
Mean Score		1.2	1.2	1.1	1.2	1.2	1.4 abcd	1.4 b	1.5 bd	1.4	
Standard error		.03	.07	.08	.06	.04	.04	.07	.07	.07	
Standard deviation		.89	.93	.95	.87	.91	.74	.79	.71	.69	

Columns Tested: a,b,c,d,e,f,g,h

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	13 2%	- -%	- -%	- -%	- -%	- -%	3 1%	3 9%	2 14%	5 1%
Not very important	(-1)	30 4%	3 6%	4 7%	* 4%	4 6%	- -%	5 2%	- -%	1 7%	16 4%
Neither important nor unimportant	(0)	92 11%	1 2%	6 10%	- -%	6 8%	16 24%	31 14%	2 6%	* 3%	36 10%
Important	(1)	326 39%	17 39%	19 33%	4 39%	23 34%	26 40%	88 39%	15 49%	7 48%	150 39%
Very important	(2)	364 44%	23 52%	30 51%	6 57%	36 52%	22 34%	93 42%	11 36%	4 28%	171 45%
Don't know		7 1%	1 1%	- -%	- -%	- -%	1 2%	3 1%	- -%	- -%	2 1%
NET Important		690 83%	40 91%	49 84%	10 96%	59 86%	48 74%	181 81%	26 85%	11 76%	321 84%
NET Not Important		43 5%	3 6%	4 7%	* 4%	4 6%	- -%	9 4%	3 9%	3 21%	21 6%
Answered		824	44	58	10	69	63	221	30	14	379
Mean Score		1.2	1.4	1.3	1.5	1.3	1.1	1.2	1.0	.7	1.2
Standard error		.03	.14	.12	.28	.11	.10	.06	.19	.23	.05
Standard deviation		.89	.81	.90	.73	.87	.77	.87	1.13	1.36	.89

Columns Tested: a,b,c,d,e,f,g,h,i

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	13 2%	- -%	3 1%	10 2%	11 2%	2 1%	- -%	13 2%	- -%	13 2%	- -%
Not very important (-1)	30 4%	7 4%	5 2%	17 4%	24 3%	6 4%	- -%	29 4%	1 2%	29 4%	* 3%
Neither important nor unimportant (0)	92 11%	22 12%	31 14%	39 9%	67 10%	25 18%	- -%	87 11%	4 10%	91 11%	1 11%
Important (1)	326 39%	66 37%	88 39%	172 40%	273 40%	53 37%	- -%	308 39%	18 43%	321 39%	5 60%
Very important (2)	364 44%	80 45%	93 42%	191 44%	308 45%	56 39%	- -%	346 44%	18 44%	362 44%	2 25%
Don't know	7 1%	2 1%	3 1%	2 *%	6 1%	1 *%	- -%	7 1%	- -%	7 1%	* 1%
NET Important	690 83%	147 83%	181 81%	362 84%	581 84%	109 76%	- -%	655 83%	35 88%	683 83%	7 84%
NET Not Important	43 5%	7 4%	9 4%	27 6%	35 5%	8 6%	- -%	42 5%	1 2%	42 5%	* 3%
Answered	824	176	221	428	682	142	-	784	41	816	8
Mean Score	1.2	1.3	1.2	1.2	1.2	1.1	-	1.2	1.3	1.2	1.1
Standard error	.03	.07	.06	.04	.03	.08	-	.03	.08	.03	.19
Standard deviation	.89	.82	.87	.93	.88	.93	-	.90	.74	.89	.75

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	13 2%	9 2%	2 2%	3 1%
Not very important	(-1)	30 4%	25 5%	1 1%	4 1%
Neither important nor unimportant	(0)	92 11%	49 11%	11 8%	32 13%
Important	(1)	326 39%	198 44%	44 32%	84 34%
Very important	(2)	364 44%	169 38%	77 56%	118 49%
Don't know		7 1%	1 *%	2 2%	4 2%
NET Important		690 83%	367 82%	121 88%	202 83%
NET Not Important		43 5%	33 7%	3 3%	6 2%
Answered		824	449	135	240
Mean Score		1.2	1.1	1.4	1.3
Standard error		.03	.05	.06	.05
Standard deviation		.89	.93	.81	.83

Columns Tested:: a,b,c

Table 214 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37	
Effective base	436	347	70	10	4	5	1	1	1	416	20	10	
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16	
Not at all important	(-2)	13 2%	11 2%	1 *%	* *%	- -%	- -%	2 97%	- -%	- -%	11 1%	2 6%	2 13% abi
Not very important	(-1)	30 4%	26 4%	3 3%	* *%	- -%	- -%	- -%	- -%	- -%	30 4%	* *%	- -%
Neither important nor unimportant	(0)	92 11%	76 11%	15 13%	* *%	- 2%	- -%	* *%	- -%	- -%	92 12%	* *%	* *%
Important	(1)	326 39%	283 42%	38 33%	1 4%	1 41%	2 24%	- -%	* 2%	- -%	321 40%	4 12%	4 22%
Very important	(2)	364 44%	280 41%	56 49%	18 84% abi	2 57%	7 74%	* 3%	1 98%	* 100%	337 42%	28 75%	10 63%
Don't know		7 1%	3 *%	2 2%	2 11% ai	- -%	* 2%	- -%	- -%	- -%	4 1%	2 7% ai	* 2%
NET Important		690 83%	563 83%	95 82%	18 89%	3 98%	10 98%	* 3%	1 100%	* 100%	658 83%	32 87%	14 85%
NET Not Important		43 5%	37 5%	4 3%	* *%	- -%	- -%	2 97%	- -%	- -%	41 5%	2 6%	2 13%
Answered		824	676	114	19	3	10	2	1	*	790	34	16
Mean Score		1.2	1.2	1.3	1.9 abi	1.6	1.8	-1.9	2.0	2.0	1.2	1.6 ai	1.2
Standard error		.03	.04	.06	.05 abi	.20	.11	.47	-	-	.03	.12 ai	.23
Standard deviation		.89	.89	.85	.31	.65	.45	.94	-	-	.88	1.01	1.38

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	13 2%	4 1%	6 2%	3 2%	10 2%	8 1%	10 1%	13 2%	2 1%	2 1%	2 2%	7 1%	- -%	2 6%	- -%	* *%	- -%
Not very important (-1)	30 4%	24 7%	2 1%	4 2%	23 3%	23 3%	26 3%	30 4%	8 2%	6 3%	3 2%	18 3%	- -%	3 11%	* *%	1 7%	- -%
Neither important nor unimportant (0)	92 11%	46 13%	30 9%	15 10%	73 11%	76 11%	83 11%	92 11%	45 11%	23 9%	13 11%	62 12%	* 3%	* 1%	1 4%	5 26%	* 4%
Important (1)	326 39%	145 42%	138 41%	43 28%	278 40%	267 40%	297 40%	326 39%	178 44%	87 36%	46 39%	223 42%	3 27%	9 33%	10 33%	3 15%	2 34%
Very important (2)	364 44%	122 36%	158 47%	84 55%	305 44%	289 43%	323 43%	364 44%	168 42%	125 51%	48 41%	220 41%	8 61%	14 49%	19 62%	10 52%	4 62%
Don't know	7 1%	2 1%	1 *%	4 3%	4 1%	5 1%	7 1%	7 1%	* *%	* *%	5 4%	1 *%	1 9%	* *%	* 1%	- -%	- -%
NET Important	690 83%	267 78%	296 88%	127 83%	584 84%	556 83%	620 83%	690 83%	346 86%	213 87%	95 80%	443 83%	11 87%	24 82%	29 95%	13 67%	7 96%
NET Not Important	43 5%	28 8%	8 2%	6 4%	33 5%	31 5%	36 5%	43 5%	10 2%	8 3%	5 4%	25 5%	- -%	5 17%	* *%	1 7%	- -%
Answered	824	342	335	148	691	664	739	824	401	244	113	530	11	29	30	19	7
Mean Score	1.2	1.0	1.3	1.4	1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.2	1.6	1.1	1.6	1.1	1.6
Standard error	.03	.06	.04	.06	.03	.03	.03	.03	.04	.05	.09	.04	.10	.17	.09	.16	.15
Standard deviation	.89	.94	.81	.90	.88	.87	.88	.89	.77	.82	.89	.86	.58	1.23	.60	1.05	.61

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 214 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	13	9	-	2	-	-	*	4	2	2	-	-	-	-
		2%	1%	-%	8%	-%	-%	*%	1%	3%	10%	-%	-%	-%	-%
											a				
Not very important	(-1)	30	22	-	1	*	-	*	18	1	-	3	-	1	-
		4%	4%	-%	3%	*%	-%	*%	3%	1%	-%	9%	-%	19%	-%
Neither important nor unimportant	(0)	92	65	1	*	2	*	5	64	11	1	-	*	-	*
		11%	11%	3%	2%	8%	2%	59%	12%	16%	7%	-%	1%	-%	4%
Important	(1)	326	242	19	7	7	3	1	228	18	6	9	3	1	2
		39%	41%	43%	34%	36%	25%	7%	43%	26%	36%	28%	24%	22%	38%
Very important	(2)	364	247	23	11	10	9	3	211	36	8	20	8	4	3
		44%	42%	52%	52%	56%	74%	33%	40%	52%	46%	63%	72%	59%	58%
Don't know		7	3	1	*	-	-	-	3	1	*	-	*	-	-
		1%	1%	2%	1%	-%	-%	-%	1%	1%	*%	-%	2%	-%	-%
NET Important		690	490	42	17	17	12	3	438	53	14	29	10	5	6
		83%	83%	95%	86%	91%	98%	40%	83%	78%	82%	91%	96%	81%	96%
NET Not Important		43	31	-	2	*	-	*	22	3	2	3	-	1	-
		5%	5%	-%	11%	*%	-%	1%	4%	4%	10%	9%	-%	19%	-%
Answered		824	585	43	20	19	13	8	524	67	17	32	10	7	6
Mean Score		1.2	1.2	1.5	1.2	1.5	1.7	.7	1.2	1.2	1.1	1.5	1.7	1.2	1.5
Standard error		.03	.04	.07	.17	.10	.11	.21	.04	.11	.18	.15	.10	.32	.22
Standard deviation		.89	.89	.57	1.20	.68	.50	1.01	.84	.99	1.24	.90	.50	1.25	.64

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	13	9	-	2	-	-	-	2	2	1	3	4	-
	2%	1%	-%	5%	-%	-%	-%	16%	1%	-%	2%	6%	-%
Not very important	30	28	*	1	-	-	*	-	16	2	5	3	-
	4%	4%	-%	2%	-%	-%	4%	-%	5%	2%	2%	4%	-%
Neither important nor unimportant	92	75	7	6	2	1	*	*	36	9	27	4	8
	11%	11%	9%	17%	8%	7%	2%	1%	11%	7%	14%	6%	24%
													bd
Important	326	282	12	7	16	4	3	3	140	56	69	25	7
	39%	43%	16%	22%	52%	22%	30%	21%	44%	42%	37%	36%	21%
Very important	364	255	55	18	12	11	7	8	125	67	83	32	15
	44%	39%	74%	53%	40%	70%	63%	60%	39%	50%	44%	47%	48%
Don't know	7	6	1	*	*	-	-	*	*	*	3	1	3
	1%	1%	1%	-%	-%	-%	-%	2%	-%	-%	1%	1%	8%
													a
NET Important	690	536	66	25	28	15	10	10	264	124	152	56	22
	83%	82%	90%	76%	91%	93%	94%	81%	83%	91%	80%	83%	68%
NET Not Important	43	38	*	2	-	-	*	2	18	3	8	7	-
	5%	6%	-%	7%	-%	-%	4%	16%	6%	2%	4%	10%	-%
Answered	824	649	73	33	30	16	11	13	319	135	187	67	30
Mean Score	1.2	1.1	1.6	1.2	1.3	1.6	1.5	1.1	1.2	1.4	1.2	1.2	1.3
			a							a			
Standard error	.03	.04	.07	.16	.10	.12	.21	.34	.05	.06	.06	.10	.13
Standard deviation	.89	.89	.66	1.12	.63	.64	.76	1.50	.87	.72	.90	1.11	.86

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	13 2%	4 1%	1 *%	3 2%	2 5%	- -%	* *%	1 1%	3 2%	4 7%	- -%
Not very important	(-1)	30 4%	18 5%	2 2%	2 1%	* 1%	- -%	15 4%	1 *%	5 3%	3 4%	- -%
Neither important nor unimportant	(0)	92 11%	34 10%	15 11%	19 14%	1 2%	5 21%	43 13%	8 7%	14 10%	4 6%	8 29%
Important	(1)	326 39%	138 39%	67 49%	49 36%	15 35%	5 24%	150 46%	46 41%	47 34%	21 37%	2 7%
Very important	(2)	364 44%	157 45%	50 37%	60 44%	24 54%	12 54%	120 37%	57 51%	69 49%	26 44%	15 55%
Don't know		7 1%	* *%	* *%	3 2%	1 3%	* *%	* *%	- -%	1 1%	1 1%	3 9%
NET Important		690 83%	296 84%	117 87%	109 80%	39 90%	17 78%	270 82%	104 92%	116 83%	47 81%	17 62%
NET Not Important		43 5%	23 6%	3 2%	5 4%	2 5%	- -%	15 5%	1 1%	8 6%	7 11%	- -%
Answered		824	352	135	134	42	22	328	113	138	58	24
Mean Score		1.2	1.2	1.2	1.2	1.4	1.3	1.1	1.4	1.3	1.1	1.3
Standard error		.03	.05	.06	.07	.09	.14	.05	.06	.07	.12	.16
Standard deviation		.89	.91	.74	.92	.96	.82	.81	.69	.94	1.16	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	13	7	1	2	2	-	3	1	9	11	2	8	2
		2%	2%	*%	1%	3%	-%	1%	4%	3%	1%	6%	1%	11%
Not very important	(-1)	30	22	4	2	*	-	12	*	18	30	-	23	*
		4%	5%	3%	2%	*%	-%	2%	1%	5%	4%	-%	3%	2%
Neither important nor unimportant	(0)	92	56	10	13	5	5	40	*	51	86	6	69	4
		11%	13%	7%	9%	6%	12%	8%	2%	16%	11%	15%	10%	24%
									a					
Important	(1)	326	193	51	47	22	12	173	15	137	313	13	276	3
		39%	45%	38%	33%	29%	31%	36%	56%	43%	39%	35%	41%	15%
Very important	(2)	364	149	69	77	48	18	245	10	105	349	15	297	9
		44%	35%	51%	55%	62%	48%	51%	36%	32%	44%	41%	44%	47%
				a	a	a		c						
Don't know		7	3	*	*	-	3	5	*	2	6	1	4	*
		1%	1%	*%	*%	-%	9%	1%	1%	1%	1%	3%	1%	1%
							abc							
NET Important		690	342	119	124	70	30	418	25	242	663	27	572	11
		83%	79%	89%	88%	91%	79%	88%	92%	75%	83%	76%	85%	62%
								c						
NET Not Important		43	29	5	4	2	-	14	1	27	41	2	31	2
		5%	7%	4%	3%	3%	-%	3%	5%	8%	5%	6%	5%	13%
										a				
Answered		824	427	134	141	77	35	472	27	320	789	35	672	18
Mean Score		1.2	1.1	1.4	1.4	1.5	1.4	1.4	1.2	1.0	1.2	1.1	1.2	.9
				a	a	a		c						
Standard error		.03	.05	.07	.06	.08	.10	.04	.14	.06	.03	.17	.03	.30
Standard deviation		.89	.91	.79	.81	.84	.72	.79	.88	.99	.88	1.07	.86	1.38

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	13	6	2	11	2	8	2	6	2	11	2
		2%	1%	6%	2%	2%	1%	14%	1%	5%	2%	2%
Not very important	(-1)	30	23	*	29	1	23	-	22	1	29	1
		4%	4%	1%	4%	*%	3%	-%	4%	2%	4%	1%
Neither important nor unimportant	(0)	92	72	4	79	13	69	4	70	6	79	13
		11%	11%	13%	11%	12%	10%	30%	11%	16%	11%	12%
Important	(1)	326	257	10	284	42	273	5	258	9	284	42
		39%	40%	30%	39%	39%	40%	35%	41%	23%	39%	39%
Very important	(2)	364	272	17	317	47	302	3	269	21	314	50
		44%	43%	51%	44%	45%	44%	20%	43%	54%	43%	46%
Don't know		7	5	-	6	1	4	-	5	-	6	1
		1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	1%
NET Important		690	528	28	601	89	576	8	526	30	598	92
		83%	83%	80%	83%	84%	85%	55%	84%	77%	83%	85%
NET Not Important		43	29	2	40	3	31	2	28	3	40	3
		5%	5%	7%	6%	2%	5%	14%	5%	7%	6%	3%
Answered		824	629	34	720	104	676	15	625	39	717	108
Mean Score		1.2	1.2	1.2	1.2	1.3	1.2	.5	1.2	1.2	1.2	1.3
Standard error		.03	.03	.16	.03	.07	.03	.30	.03	.15	.03	.07
Standard deviation		.89	.86	1.10	.90	.84	.86	1.27	.85	1.12	.90	.85

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	13 2%	2 1%	10 2%	4 3%	- -%	2 1%	6 1%	4 3%	- -%	2 *%	13 3%	4 3%	- -%
Not very important (-1)	30 4%	4 1%	18 3%	2 1%	- -%	4 1%	17 4%	4 3%	- -%	3 1%	25 5%	4 2%	- -%
Neither important nor unimportant (0)	92 11%	28 7%	66 12%	15 11%	- -%	25 6%	69 14%	16 14%	- -%	34 6%	82 17%	15 10%	- -%
Important (1)	326 39%	153 37%	228 41%	41 30%	* 100%	153 38%	204 41%	26 23%	* 4%	225 39%	195 40%	52 35%	2 100%
Very important (2)	364 44%	222 54%	227 41%	75 55%	- -%	216 54%	191 39%	64 57%	3 96%	312 54%	176 36%	74 50%	- -%
Don't know	7 1%	1 *%	4 1%	* *%	- -%	1 *%	4 1%	* *%	- -%	6 1%	1 *%	- -%	- -%
NET Important	690 83%	375 92%	455 82%	116 85%	* 100%	369 92%	395 80%	90 80%	4 100%	536 92%	370 75%	126 85%	2 100%
NET Not Important	43 5%	6 1%	28 5%	5 4%	- -%	6 2%	24 5%	7 6%	- -%	6 1%	38 8%	7 5%	- -%
Answered	824	408	549	136	*	400	488	113	4	575	490	148	2
Mean Score	1.2	1.4	1.2	1.3	1.0	1.4	1.1	1.3	2.0	1.5	1.0	1.3	1.0
Standard error	.03	.03	.04	.07	-	.03	.04	.09	.13	.03	.04	.07	-
Standard deviation	.89	.71	.90	.92	-	.70	.88	1.03	.23	.67	.99	.92	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	13	10	6	13	9	8	-	9	-	2	2	2	4	6
		2%	2%	1%	2%	2%	2%	-%	2%	-%	*%	2%	2%	2%	3%
Not very important	(-1)	30	21	23	30	15	15	1	26	7	1	2	3	5	6
		4%	3%	4%	4%	3%	3%	11%	4%	1%	*%	2%	4%	2%	3%
Neither important nor unimportant	(0)	92	73	76	92	59	68	*	85	35	27	12	19	16	22
		11%	11%	12%	11%	11%	14%	*%	15%	8%	6%	10%	22%	8%	12%
Important	(1)	326	270	257	326	216	190	5	245	177	159	36	27	76	69
		39%	40%	41%	39%	39%	40%	45%	42%	41%	37%	30%	30%	38%	36%
Very important	(2)	364	290	265	364	250	189	5	221	216	236	66	38	94	82
		44%	43%	42%	44%	45%	40%	45%	38%	50%	55%	56%	43%	47%	43%
Don't know		7	4	4	7	4	5	-	2	1	5	-	-	4	5
		1%	1%	1%	1%	1%	1%	-%	*%	*%	1%	-%	-%	2%	2%
NET Important		690	560	522	690	467	379	10	466	394	395	101	66	170	151
		83%	84%	83%	83%	84%	80%	89%	79%	90%	92%	86%	73%	85%	80%
NET Not Important		43	31	29	43	24	24	1	35	7	3	4	5	9	11
		5%	5%	5%	5%	4%	5%	11%	6%	1%	1%	4%	6%	4%	6%
Answered		824	664	626	824	549	471	11	586	435	425	117	90	195	184
Mean Score		1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.4	1.5	1.4	1.1	1.3	1.2
Standard error		.03	.03	.03	.03	.04	.04	.16	.04	.03	.03	.08	.11	.06	.07
Standard deviation		.89	.87	.86	.89	.87	.90	.95	.91	.70	.67	.88	.98	.88	.97

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 214 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	13 2%	2 2%	- -%	2 5%	2 8%	11 2%	8 2%	11 1%	9 1%	12 2%	7 2%	8 1%	2 1%	- -%	9 1%	4 8%
Not very important (-1)	30 4%	4 4%	* *%	1 2%	- -%	23 3%	16 3%	25 3%	22 4%	17 3%	9 2%	29 4%	4 3%	- -%	18 3%	1 2%
Neither important nor unimportant (0)	92 11%	12 12%	1 4%	2 5%	- -%	79 11%	61 12%	82 11%	58 10%	45 9%	24 6%	77 11%	15 12%	- -%	57 8%	6 11%
Important (1)	326 39%	33 33%	16 45%	14 48%	5 18%	272 38%	182 35%	284 38%	215 36%	175 35%	164 38%	264 38%	42 32%	- -%	274 41%	17 32%
Very important (2)	364 44%	48 49%	18 50%	12 39%	17 66%	324 45%	245 47%	334 45%	295 49%	242 49%	223 52%	315 45%	65 51%	- -%	307 46%	26 47%
Don't know	7 1%	- -%	* 1%	- -%	2 9%	7 1%	7 1%	7 1%	7 1%	7 1%	* *%	7 1%	* *%	- -%	7 1%	- -%
NET Important	690 83%	81 82%	34 96%	26 87%	22 83%	596 83%	427 82%	617 83%	510 84%	417 84%	387 90%	578 83%	107 83%	- -%	581 87%	43 79%
NET Not Important	43 5%	6 6%	* *%	2 8%	2 8%	34 5%	25 5%	36 5%	31 5%	28 6%	17 4%	37 5%	6 5%	- -%	27 4%	6 10%
Answered	824	98	35	30	24	709	513	735	599	490	427	692	128	-	665	54
Mean Score	1.2	1.2	1.5	1.1	1.5	1.2	1.2	1.2	1.3	1.3	1.4	1.2	1.3	-	1.3	1.1
Standard error	.03	.09	.09	.18	.24	.03	.04	.03	.04	.04	.04	.03	.07	-	.03	.18
Standard deviation	.89	.95	.58	1.02	1.16	.89	.90	.89	.89	.93	.83	.89	.90	-	.83	1.19

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	13 2%	8 2%	6 1%	- -%	- -%	2 2%	- -%	2 2%	6 1%	5 3%	2 2%	1 1%	10 2%
Not very important (-1)	30 4%	14 4%	15 3%	1 *%	- -%	1 1%	- -%	* *%	22 4%	7 4%	* *%	6 4%	23 4%
Neither important nor unimportant (0)	92 11%	35 9%	57 12%	13 6%	2 12%	9 8%	17 10%	11 9%	57 11%	23 14%	6 5%	10 6%	75 14%
Important (1)	326 39%	141 38%	185 40%	94 44%	11 70%	52 45%	65 40%	37 31%	225 42%	63 38%	47 37%	62 38%	209 39%
Very important (2)	364 44%	176 47%	188 41%	107 50%	3 18%	51 44%	81 49%	69 58%	223 41%	68 41%	66 53%	81 51%	212 40%
Don't know	7 1%	* *%	7 1%	1 1%	- -%	* *%	1 1%	1 1%	6 1%	* *%	3 2%	- -%	4 1%
NET Important	690 83%	317 85%	373 82%	202 93%	14 88%	103 89%	146 89%	106 88%	448 83%	131 79%	113 90%	143 89%	421 79%
NET Not Important	43 5%	22 6%	21 5%	1 *%	- -%	3 3%	- -%	2 2%	29 5%	12 7%	3 2%	7 4%	33 6%
Answered	824	374	451	215	16	116	162	119	534	166	122	161	529
Mean Score	1.2	1.2	1.2	1.4	1.1	1.3	1.4	1.4	1.2	1.1	1.4	1.3	1.1
Standard error	.03	.05	.04	.04	.18	.07	.05	bc	.04	.08	c	c	.04
Standard deviation	.89	.92	.87	.62	.56	.80	.67	.81	.87	.99	.77	.82	.93

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	13 2%	6 2%	7 1%
Not very important	(-1)	30 4%	8 3%	21 4%
Neither important nor unimportant	(0)	92 11%	31 9%	61 12%
Important	(1)	326 39%	122 37%	204 40%
Very important	(2)	364 44%	152 47%	212 42%
Don't know		7 1%	7 2%	* *%
			b	
NET Important		690 83%	274 84%	416 82%
NET Not Important		43 5%	14 4%	29 6%
Answered		824	319	505
Mean Score		1.2	1.3	1.2
Standard error		.03	.05	.04
Standard deviation		.89	.88	.90

Columns Tested:: a,b

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	13 2%	- -%	- -%	3 2%	3 3%	- -%	- -%	- -%	- -%	4 4%	- -%	1 1%	3 7% h
Not very important (-1)	30 4%	- -%	* 1%	2 1%	8 8% c	- -%	4 5%	2 6%	2 2%	3 3%	- -%	8 5%	1 3%
Neither important nor unimportant (0)	92 11%	- -%	8 21% ch	4 2%	6 6%	* *%	14 17% c	1 5%	5 5%	14 15% c	6 24% cdh	28 19% cdh	5 13% c
Important (1)	326 39%	- -%	12 32%	64 38%	37 37%	7 39%	26 33%	12 44%	44 48%	40 44%	7 27%	55 38%	21 50%
Very important (2)	364 44%	- -%	18 47%	94 55% ikl	44 43%	10 61%	36 45%	12 45%	42 45%	31 34%	12 49%	54 37%	11 27%
Don't know	7 1%	- -%	- -%	4 2%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	690 83%	- -%	30 78%	158 93% dfijkl	82 80%	17 100%	63 78%	24 89%	86 93% fik	71 78%	19 76%	109 75%	32 77%
NET Not Important	43 5%	- -%	* 1%	5 3%	11 11%	- -%	4 5%	2 6%	2 2%	6 7%	- -%	9 6%	4 10%
Answered	824	-	38	166	99	17	81	26	93	91	25	146	41
Mean Score	1.2	-	1.2	1.5 diikl	1.1	1.6	1.2	1.3	1.4 ikl	1.0	1.2	1.0	.9
Standard error	.03	-	.12	.06	.09	.11	.11	.12	.07 ikl	.12	.10	.10	.17
Standard deviation	.89	-	.83	.76	1.04	.51	.90	.83	.69	.99	.83	.92	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 214 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to track the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		867	218	223	227	199	441	426
Effective base		436	111	98	113	113	209	226
Weighted Base		831	223	185	211	212	408	423
Not at all important	(-2)	13 2%	3 1%	3 1%	4 2%	4 2%	6 1%	8 2%
Not very important	(-1)	30 4%	2 1%	12 7%	6 3%	9 4%	14 4%	15 4%
Neither important nor unimportant	(0)	92 11%	12 5%	20 11%	20 10%	40 19%	32 8%	60 14%
Important	(1)	326 39%	80 36%	67 36%	96 46%	83 39%	147 36%	179 42%
Very important	(2)	364 44%	123 55%	80 43%	84 40%	77 36%	203 50%	162 38%
Don't know		7 1%	4 2%	3 2%	- -%	- -%	7 2%	- -%
NET Important		690 83%	203 91%	147 79%	181 86%	160 75%	349 86%	341 81%
NET Not Important		43 5%	5 2%	15 8%	10 5%	13 6%	20 5%	23 5%
Answered		824	220	181	211	212	401	423
Mean Score		1.2	1.4 bcd	1.2	1.2	1.0	1.3 b	1.1
Standard error		.03	.05	.07	.06	.07	.04	.04
Standard deviation		.89	.76	.97	.86	.94	.87	.90

Columns Tested: a,b,c,d - a,b

Table 215

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	28 3%	6 4%	22 3%	27 3%	* 1%	- -%	- -%	* 1%
Not very important	(-1)	65 8%	13 9%	51 7%	64 8%	1 3%	* *%	* 6%	1 3%
Neither important nor unimportant	(0)	136 16%	12 8%	124 18% a	130 16%	5 18%	1 11%	* 14%	6 17%
Important	(1)	362 44%	46 33%	316 46% a	348 44%	11 41%	2 52%	1 45%	15 42%
Very important	(2)	234 28%	58 41% b	177 26%	224 28%	9 31%	2 34%	1 32%	11 31%
Don't know		7 1%	7 5% b	* *%	5 1%	2 6% a	* 2%	* 4% a	2 6% a
NET Important		597 72%	104 74%	493 71%	571 72%	20 72%	4 86%	1 77%	25 74%
NET Not Important		92 11%	19 13%	73 11%	91 11% ce	1 4%	* *% a	* 6% a	1 4% a
Answered		825	135	690	792	26	4	2	32
Mean Score		.9	1.0	.8	.9	1.0	1.2 a	1.1	1.1
Standard error		.04	.09	.04	.04	.08	.11 a	.13	.06
Standard deviation		1.02	1.14	1.00	1.03	.89	.74	1.23	.86

Columns Tested: a,b - a,b,c,d,e

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	28 3%	14 3%	11 5%	2 5%	* 2%	- -%	- -%	27 3%	* 1%	- -%
Not very important	(-1)	65 8%	44 8%	15 6%	5 12%	1 3%	* 1%	* 6%	64 8%	1 3%	* 2%
Neither important nor unimportant	(0)	136 16%	88 17%	33 14%	9 20%	4 18%	2 15%	* 14%	130 16%	5 18%	1 12%
Important	(1)	362 44%	218 42%	112 47%	18 41%	8 39%	6 48%	1 45%	348 44%	11 41%	3 50%
Very important	(2)	234 28%	148 29%	66 28%	10 23%	7 35%	3 26%	1 32%	224 28%	9 31%	2 33%
Don't know		7 1%	2 *%	2 1%	- -%	1 3%	1 9%	* 4%	5 1%	2 6%	* 3%
NET Important		597 72%	365 71%	178 74%	28 64%	14 73%	9 74%	1 77%	571 72%	20 72%	5 83%
NET Not Important		92 11%	58 11%	26 11%	7 17%	1 5%	* 1%	* 6%	91 11%	1 4%	* 2%
Answered		825	511	237	44	19	11	2	792	26	6
Mean Score		.9	.9	.9	.6	1.0	1.1	1.1	.9	1.0	1.2
Standard error		.04	.06	.07	.14	.11	.08	.13	.04	.08	.07
Standard deviation		1.02	1.02	1.04	1.11	.95	.75	1.23	1.03	.89	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2) 28 3%	20 3%	7 5%	* 1%	- -%	- -%	19 3%	3 3%	2 8%	- -%	- -%
Not very important	(-1) 65 8%	51 8%	13 10%	1 3%	* *%	* 6%	52 9%	3 3%	4 13%	1 7%	* 1%
Neither important nor unimportant	(0) 136 16%	108 16%	22 17%	5 18%	1 11%	* 14%	86 16%	30 25%	4 13%	1 9%	2 9%
Important	(1) 362 44%	293 44%	54 42%	11 41%	2 52%	1 45%	247 45%	58 49%	11 40%	8 48%	5 31%
Very important	(2) 234 28%	192 29%	32 25%	9 31%	2 34%	1 32%	144 26%	24 20%	8 26%	6 36%	9 55% ab
Don't know	7 1%	5 1%	- -%	2 6% ab	* 2%	* 4%	2 *%	- -%	* *%	- -%	1 4%
NET Important	597 72%	485 73%	87 67%	20 72%	4 86% b	1 77%	391 71%	82 69%	19 66%	13 84%	15 86%
NET Not Important	92 11%	71 11%	20 15% cd	1 4%	* *%	* 6%	70 13%	7 5%	6 21% be	1 7%	* 1%
Answered	825	664	128	26	4	2	548	119	28	16	16
Mean Score	.9	.9	.7	1.0 b	1.2 b	1.1	.8	.8	.6	1.1	1.5 abc
Standard error	.04	.05	.08	.08 b	.11 b	.13	.05	.08	.17	.13	.07
Standard deviation	1.02	1.01	1.11	.89	.74	1.23	1.03	.89	1.25	.88	.72

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	28 3%	4 4%	- -%	3 3%	- -%	3 5%	3 2%	3 2%	3 4%	5 7%
Not very important	(-1)	65 8%	18 19%	3 5%	9 8%	2 5%	3 4%	5 4%	6 5%	3 5%	10 14%
Neither important nor unimportant	(0)	136 16%	16 17%	5 8%	21 18%	11 24%	12 17%	26 22%	15 14%	8 14%	7 11%
Important	(1)	362 44%	34 37%	29 46%	56 47%	16 35%	26 39%	53 46%	61 54%	22 36%	28 41%
Very important	(2)	234 28%	20 22%	25 40%	30 25%	16 35%	23 34%	27 23%	26 23%	25 41%	18 26%
Don't know		7 1%	- -%	1 1%	- -%	- -%	* *0%	3 2%	2 2%	- -%	* *0%
NET Important		597 72%	55 60%	54 86%	86 72%	32 71%	50 73%	80 69%	87 77%	47 77%	46 67%
NET Not Important		92 11%	21 23%	3 5%	13 11%	2 5%	6 9%	8 7%	9 8%	6 9%	15 22%
Answered		825									
Mean Score		.9	.5	1.2	.8	1.0	.9	.8	.9	1.0	.6
Standard error		.04	.15	.12	.11	.14	.14	.11	.12	.15	.16
Standard deviation		1.02	1.15	.81	.99	.90	1.07	.92	.90	1.07	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	28 3%	8 5%	6 3%	9 3%	24 3%	4 5%	2 6%	1 4%	* 3%
Not very important	(-1)	65 8%	15 8%	24 11%	21 6%	60 8%	5 6%	2 5%	2 8%	1 5%
Neither important nor unimportant	(0)	136 16%	30 17%	29 13%	63 18%	122 16%	14 16%	8 19%	3 12%	3 18%
Important	(1)	362 44%	70 39%	86 39%	171 49%	327 44%	35 42%	14 36%	15 50%	6 45%
Very important	(2)	234 28%	57 31%	71 33%	83 24%	210 28%	24 29%	14 34%	7 25%	3 23%
Don't know		7 1%	1 *%	1 *%	4 1%	6 1%	1 1%	* *%	- -%	1 6%
NET Important		597 72%	127 70%	156 72%	254 72%	537 72%	60 72%	28 70%	22 76%	10 68%
NET Not Important		92 11%	23 13%	30 14%	30 8%	83 11%	9 11%	4 11%	4 12%	1 8%
Answered		825	181	216	346	742	82	40	29	14
Mean Score		.9	.8	.9	.9	.9	.9	.9	.8	.9
Standard error		.04	.09	.09	.07	.04	.06	.10	.10	.10
Standard deviation		1.02	1.10	1.08	.94	1.02	1.06	1.12	1.05	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	28	3	-	3	3	9	3	-	10
		3%	5%	-%	4%	5%	4%	9%	-%	3%
Not very important	(-1)	65	8	1	9	2	19	5	3	23
		8%	14%	8%	13%	3%	8%	17%	19%	6%
Neither important nor unimportant	(0)	136	6	*	7	21	36	6	2	60
		16%	10%	4%	9%	32%	16%	19%	12%	16%
						di				
Important	(1)	362	28	3	31	25	97	11	8	165
		44%	48%	31%	46%	39%	43%	36%	55%	43%
Very important	(2)	234	13	6	19	12	60	6	2	120
		28%	22%	57%	27%	19%	27%	19%	14%	32%
Don't know		7	-	-	-	1	3	-	*	2
		1%	-%	-%	-%	2%	1%	-%	1%	1%
NET Important		597	41	9	50	37	157	17	10	285
		72%	70%	88%	73%	58%	70%	55%	69%	75%
NET Not Important		92	11	1	12	5	28	8	3	34
		11%	19%	8%	18%	8%	12%	26%	19%	9%
								i		
Answered	825	44	58	10	69	63	221	30	14	379
Mean Score	.9	1.0	.7	1.4	.8	.7	.8	.4	.6	1.0
Standard error	.04	.15	.16	.35	.15	.13	.07	.21	.17	.05
Standard deviation	1.02	.86	1.13	.94	1.12	.99	1.05	1.25	.97	.98

Columns Tested: a,b,c,d,e,f,g,h,i

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	28 3%	6 3%	9 4%	13 3%	27 4%	1 1%	- -%	27 3%	1 2%	27 3%	* 5%
Not very important (-1)	65 8%	15 8%	19 8%	31 7%	52 8%	12 9%	- -%	61 8%	3 8%	65 8%	- -%
Neither important nor unimportant (0)	136 16%	32 18%	36 16%	67 16%	107 16%	28 20%	- -%	134 17%	2 5%	135 16%	1 12%
Important (1)	362 44%	79 45%	97 43%	186 43%	300 43%	63 44%	- -%	348 44%	14 35%	359 44%	3 40%
Very important (2)	234 28%	43 24%	60 27%	131 30%	196 29%	38 27%	- -%	214 27%	20 49%	231 28%	4 43%
Don't know	7 1%	2 1%	3 1%	2 *%	6 1%	1 *%	- -%	7 1%	- -%	7 1%	* 1%
NET Important	597 72%	123 69%	157 70%	317 74%	496 72%	101 71%	- -%	563 71%	34 84%	590 72%	7 82%
NET Not Important	92 11%	21 12%	28 12%	44 10%	79 11%	13 9%	- -%	88 11%	4 11%	92 11%	* 5%
Answered	825	176	221	428	683	142	-	784	41	816	8
Mean Score	.9	.8	.8	.9	.9	.9	-	.8	1.2	.9	1.2
Standard error	.04	.08	.07	.05	.04	.08	-	.04	.11	.04	.27
Standard deviation	1.02	1.02	1.05	1.01	1.04	.93	-	1.02	1.04	1.02	1.05

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	28 3%	18 4%	3 2%	7 3%
Not very important	(-1)	65 8%	40 9%	8 6%	16 7%
Neither important nor unimportant	(0)	136 16%	75 17%	24 17%	36 15%
Important	(1)	362 44%	195 43%	51 37%	116 48%
Very important	(2)	234 28%	120 27%	51 37%	64 26%
Don't know		7 1%	1 *%	2 2%	4 2%
NET Important		597 72%	315 70%	101 74%	181 74%
NET Not Important		92 11%	59 13%	10 8%	23 9%
Answered		825	449	136	240
Mean Score		.9	.8	1.0	.9
Standard error		.04	.05	.07	.06
Standard deviation		1.02	1.06	.98	.97

Columns Tested: a,b,c

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	28	21	6	*	-	-	-	-	27	*	-
		3%	3%	5%	2%	-%	-%	-%	-%	3%	1%	-%
Not very important	(-1)	65	59	6	-	-	-	-	-	65	-	-
		8%	9%	5%	-%	-%	-%	-%	-%	8%	-%	-%
Neither important nor unimportant	(0)	136	115	19	1	*	*	*	*	135	1	*
		16%	17%	17%	3%	2%	3%	*%	2%	17%	3%	2%
Important	(1)	362	306	38	10	1	5	2	*	344	18	8
		44%	45%	32%	47%	29%	54%	97%	16%	43%	49%	53%
Very important	(2)	234	175	45	8	2	4	*	1	220	15	7
		28%	26%	39%	38%	70%	43%	3%	82%	100%	28%	41%
Don't know		7	2	2	2	-	-	-	-	4	2	-
		1%	*%	2%	11%	-%	-%	-%	-%	1%	6%	-%
NET Important		597	481	83	18	3	10	2	1	564	33	16
		72%	71%	71%	84%	98%	97%	100%	98%	100%	71%	90%
NET Not Important		92	80	12	*	-	-	-	-	92	*	-
		11%	12%	10%	2%	-%	-%	-%	-%	12%	1%	-%
Answered	825	676	114	19	3	10	2	1	*	790	34	16
Mean Score	.9	.8	1.0	1.3	1.7	1.4	1.0	1.8	2.0	.8	1.4	1.4
Standard error	.04	.04	.08	.12	.19	.14	.12	-	-	.04	.08	.09
Standard deviation	1.02	1.01	1.12	.75	.62	.58	.25	-	-	1.03	.66	.56

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	28 3%	11 3%	10 3%	6 4%	20 3%	18 3%	22 3%	28 3%	8 2%	5 2%	5 4%	14 3%	- -%	2 7%	1 4%	- -%	- -%
Not very important (-1)	65 8%	31 9%	28 8%	6 4%	49 7%	52 8%	57 8%	65 8%	21 5%	10 4%	9 8%	40 8%	2 17%	5 17%	* *%	* *%	- -%
Neither important nor unimportant (0)	136 16%	72 21%	43 13%	20 13%	118 17%	115 17%	125 17%	136 16%	72 18%	33 14%	17 14%	100 19%	1 6%	2 7%	1 2%	5 24%	* 1%
Important (1)	362 44%	138 40%	168 50%	56 37%	307 44%	300 45%	328 44%	362 44%	190 47%	106 43%	46 39%	241 45%	3 28%	15 53%	12 41%	8 42%	2 27%
Very important (2)	234 28%	89 26%	86 26%	60 39%	197 28%	179 27%	208 28%	234 28%	109 27%	89 37%	36 30%	135 25%	5 41%	5 16%	16 53%	7 34%	5 72%
Don't know	7 1%	2 1%	1 *%	4 3%	4 1%	4 1%	7 1%	7 1%	* *%	* *%	5 4%	1 *%	1 8%	* *%	- -%	- -%	- -%
NET Important	597 72%	227 66%	254 76%	116 76%	503 72%	479 72%	536 72%	597 72%	299 75%	196 80%	82 70%	376 71%	9 69%	20 69%	28 94%	15 76%	7 99%
NET Not Important	92 11%	42 12%	38 11%	12 8%	69 10%	71 11%	78 11%	92 11%	29 7%	15 6%	14 12%	54 10%	2 17%	7 24%	1 4%	* *%	- -%
Answered Mean Score	825 .9	342 .8	335 .9	148 1.1	691 .9	664 .9	740 .9	825 .9	401 .9	244 1.1	113 .9	530 .8	12 1.0	29 .5	30 1.4	19 1.1	7 1.7
Standard error	.04	.06	.05	.07	.04	.04	.04	.04	.04	.05	.11	.04	.21	.16	.13	.12	.13
Standard deviation	1.02	1.04	.99	1.05	1.00	.99	1.00	1.02	.92	.92	1.09	.98	1.17	1.18	.89	.78	.52

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	28	17	-	2	1	-	-	13	2	3	*	-	-	-
		3%	3%	-%	8%	6%	-%	-%	3%	3%	17%	1%	-%	-%	-%
											a				
Not very important	(-1)	65	45	4	*	*	*	-	45	2	*	5	*	-	-
		8%	8%	9%	1%	*%	1%	1%	8%	3%	2%	14%	1%	-%	-%
Neither important nor unimportant	(0)	136	103	9	1	*	*	4	101	11	1	1	*	*	*
		16%	18%	20%	6%	2%	1%	53%	19%	16%	7%	3%	3%	1%	1%
Important	(1)	362	267	14	12	4	8	2	238	31	3	15	7	4	1
		44%	45%	31%	59%	22%	61%	25%	45%	46%	18%	47%	69%	63%	20%
Very important	(2)	234	153	17	5	13	5	2	127	21	10	11	3	2	5
		28%	26%	38%	25%	70%	37%	21%	24%	31%	56%	35%	27%	36%	79%
					ac						a				
Don't know		7	3	1	*	-	-	-	3	1	*	-	-	-	-
		1%	1%	2%	1%	-%	-%	-%	1%	1%	*%	-%	-%	-%	-%
NET Important		597	420	31	17	17	12	4	365	52	13	26	10	6	6
		72%	71%	70%	84%	91%	98%	46%	69%	77%	74%	82%	96%	99%	99%
NET Not Important		92	62	4	2	1	*	*	58	4	3	5	*	-	-
		11%	11%	9%	10%	6%	1%	1%	11%	6%	19%	15%	1%	-%	-%
Answered		825	586	43	20	19	13	8	524	67	17	32	11	7	6
Mean Score		.9	.8	1.0	.9	1.5	1.3	.7	.8	1.0	.9	1.0	1.2	1.4	1.8
					a										
Standard error		.04	.04	.13	.16	.16	.12	.18	.04	.10	.23	.18	.11	.14	.17
Standard deviation		1.02	.99	.98	1.09	1.06	.59	.87	.98	.92	1.54	1.04	.55	.54	.47

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49	
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17	
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33	
Not at all important	(-2)	28 3%	20 3%	2 2%	5 16%	- -	* 2%	- -	- -	8 2%	4 3%	8 4%	3 4%	- -
Not very important	(-1)	65 8%	58 9%	6 8%	* 1%	- -	* *%	- -	* *%	28 9%	5 4%	18 10%	5 7%	* 1%
Neither important nor unimportant	(0)	136 16%	119 18%	5 7%	8 23%	* 1%	2 16%	1 8%	* 2%	74 23%	13 10%	21 11%	11 16%	6 18%
Important	(1)	362 44%	276 42%	36 49%	8 25%	17 56%	9 56%	7 71%	9 67%	127 40%	76 56%	85 45%	23 35%	17 52%
Very important	(2)	234 28%	176 27%	24 33%	11 35%	13 43%	4 26%	2 21%	4 30%	83 26%	38 28%	54 29%	25 37%	7 22%
Don't know		7 1%	6 1%	1 1%	* *%	- -	- -	- -	- -	* *%	* *%	3 1%	1 1%	2 7%
NET Important		597 72%	452 69%	60 81%	20 60%	30 99%	13 82%	10 92%	13 97%	210 66%	113 84%	139 73%	48 71%	24 74%
NET Not Important		92 11%	79 12%	8 11%	5 17%	- -	* 2%	- -	* *%	35 11%	9 6%	26 14%	8 11%	* 1%
Answered		825	649	73	33	30	16	11	13	319	135	187	67	30
Mean Score		.9	.8	1.0	.6	1.4	1.0	1.1	1.3	.8	1.0	.9	.9	1.0
Standard error		.04	.04	.10	.20	.08	.15	.15	.12	.06	.07	.08	.10	.10
Standard deviation		1.02	1.03	.98	1.40	.53	.82	.55	.54	1.01	.88	1.08	1.10	.70

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	(-2)	28	8	5	6	1	9	1	6	2	-
		3%	2%	3%	5%	3%	3%	1%	4%	4%	-%
Not very important	(-1)	65	29	8	9	2	25	6	16	5	*
		8%	8%	6%	7%	5%	8%	5%	12%	9%	1%
Neither important nor unimportant	(0)	136	79	16	13	5	70	15	18	8	5
		16%	22%	12%	10%	11%	21%	13%	13%	13%	19%
Important	(1)	362	151	69	61	15	151	60	58	19	13
		44%	43%	51%	45%	36%	46%	53%	42%	32%	48%
Very important	(2)	234	86	37	44	19	73	32	40	24	7
		28%	24%	27%	32%	44%	22%	28%	29%	41%	24%
Don't know		7	*	*	3	1	*	-	1	1	2
		1%	*%	*%	2%	2%	*%	-%	1%	2%	9%
NET Important		597	236	106	105	34	224	92	98	43	19
		72%	67%	78%	77%	80%	68%	81%	71%	73%	72%
NET Not Important		92	37	13	16	3	34	6	22	7	*
		11%	10%	10%	11%	7%	10%	6%	16%	13%	1%
Answered		825	352	135	134	42	328	113	138	58	25
Mean Score		.9	.8	.9	.9	1.2	.8	1.0	.8	1.0	1.0
Standard error		.04	.06	.08	.09	a	.06	.07	.09	.12	.12
Standard deviation		1.02	.98	.98	1.07	.99	.97	.82	1.12	1.14	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 215 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	28	15	3	7	3	*	15	*	12	27	1	20	-
		3%	3%	2%	5%	4%	1%	3%	1%	4%	3%	2%	3%	-%
Not very important	(-1)	65	34	13	13	4	1	34	-	31	65	-	49	-
		8%	8%	9%	9%	5%	2%	7%	-%	10%	8%	-%	7%	-%
Neither important nor unimportant	(0)	136	89	13	13	12	4	68	4	64	130	6	113	5
		16%	21%	10%	9%	16%	12%	14%	13%	20%	16%	17%	17%	27%
Important	(1)	362	183	66	65	24	20	213	14	131	346	16	297	10
		44%	42%	49%	46%	32%	53%	45%	49%	41%	44%	45%	44%	52%
Very important	(2)	234	107	39	43	33	9	143	10	82	222	13	193	4
		28%	25%	29%	30%	43%	24%	30%	36%	25%	28%	35%	29%	21%
Don't know		7	3	*	*	*	3	5	*	2	6	1	4	-
		1%	1%	-%	-%	-%	8%	1%	1%	1%	1%	2%	1%	-%
							abc							
NET Important		597	290	105	108	58	30	356	23	213	568	29	490	14
		72%	67%	79%	76%	75%	77%	75%	85%	66%	71%	80%	72%	73%
NET Not Important		92	49	15	20	7	1	49	*	43	92	1	69	-
		11%	11%	11%	14%	9%	3%	10%	1%	13%	12%	2%	10%	-%
Answered		825	428	134	141	77	35	473	27	320	790	35	672	19
Mean Score		.9	.8	.9	.9	1.1	1.1	.9	1.2	.7	.8	1.1	.9	.9
Standard error		.04	.05	.08	.08	.10	.11	.05	.12	.06	.04	.13	.04	.15
Standard deviation		1.02	1.02	.97	1.11	1.07	.76	1.01	.77	1.06	1.03	.82	1.00	.71

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	28	18	*	22	6	20	-	18	*	23	4
		3%	3%	1%	3%	5%	3%	-%	3%	1%	3%	4%
Not very important	(-1)	65	52	*	61	4	49	-	52	*	63	2
		8%	8%	*%	8%	4%	7%	-%	8%	*%	9%	2%
Neither important nor unimportant	(0)	136	110	4	118	18	114	4	107	8	124	12
		16%	17%	13%	16%	17%	17%	30%	17%	21%	17%	11%
Important	(1)	362	280	21	304	58	303	4	277	23	301	61
		44%	44%	60%	42%	55%	45%	26%	44%	60%	42%	56%
Very important	(2)	234	170	9	216	19	190	6	172	7	205	29
		28%	27%	26%	30%	18%	28%	44%	27%	18%	28%	27%
Don't know		7	4	-	6	1	4	-	4	-	6	1
		1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	1%
NET Important		597	449	30	519	77	493	10	448	30	506	90
		72%	71%	86%	72%	73%	72%	70%	71%	78%	70%	83%
NET Not Important		92	70	*	83	10	69	-	70	*	86	6
		11%	11%	1%	11%	9%	10%	-%	11%	1%	12%	6%
Answered		825	630	34	720	104	676	15	625	39	717	108
Mean Score		.9	.8	1.1	.9	.8	.9	1.1	.9	.9	.8	1.0
Standard error		.04	.04	.10	.04	.08	.04	.21	.04	.10	.04	.08
Standard deviation		1.02	1.01	.70	1.03	.97	1.00	.88	1.01	.70	1.04	.91

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	28 3%	7 2%	20 4%	4 3%	- -%	4 1%	17 3%	4 3%	- -%	9 2%	22 5%	4 3%	- -%
Not very important (-1)	65 8%	18 4%	45 8%	11 8%	- -%	17 4%	44 9%	12 11%	- -%	28 5%	49 10%	9 6%	- -%
Neither important nor unimportant (0)	136 16%	57 14%	91 16%	19 14%	- -%	53 13%	85 17%	16 14%	- -%	76 13%	95 19%	28 19%	- -%
Important (1)	362 44%	188 46%	240 43%	53 39%	* 100%	197 49%	216 44%	44 39%	4 100%	263 45%	205 42%	52 35%	2 100%
Very important (2)	234 28%	139 34%	153 28%	49 36%	- -%	130 32%	126 26%	37 33%	- -%	199 34%	119 24%	56 38%	- -%
Don't know	7 1%	* *%	4 1%	* *%	- -%	1 *%	4 1%	* *%	- -%	6 1%	1 *%	- -%	- -%
NET Important	597 72%	327 80%	393 71%	102 75%	* 100%	327 81%	342 69%	81 72%	4 100%	462 79%	324 66%	107 73%	2 100%
NET Not Important	92 11%	24 6%	65 12%	15 11%	- -%	21 5%	61 12%	15 14%	- -%	38 6%	72 15%	13 9%	- -%
Answered	825	408	549	136	*	401	488	113	4	576	490	148	2
Mean Score	.9	1.1	.8	1.0	1.0	1.1	.8	.9	1.0	1.1	.7	1.0	1.0
Standard error	.04	.04	.04	.08	-	.04	.05	.09	-	.04	.05	.08	-
Standard deviation	1.02	.89	1.04	1.05	-	.85	1.03	1.08	-	.90	1.08	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 215 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	28	20	18	28	14	18	1	21	7	9	1	4	6	9
		3%	3%	3%	3%	3%	4%	8%	3%	2%	2%	1%	4%	3%	5%
Not very important	(-1)	65	49	52	65	28	45	-	55	21	19	11	10	10	25
		8%	7%	8%	8%	5%	10%	-%	9%	5%	5%	10%	11%	5%	13%
						a		bc						a	
Neither important nor unimportant	(0)	136	109	108	136	87	84	*	105	59	54	13	14	35	29
		16%	16%	17%	16%	16%	18%	*%	18%	14%	13%	11%	15%	17%	16%
Important	(1)	362	298	279	362	252	213	7	263	202	187	44	30	79	71
		44%	45%	44%	44%	45%	45%	61%	45%	46%	43%	37%	33%	40%	37%
Very important	(2)	234	187	169	234	168	111	4	143	147	157	48	33	65	51
		28%	28%	27%	28%	30%	23%	31%	24%	34%	36%	41%	36%	33%	27%
									a		a	a			
Don't know		7	4	4	7	4	5	-	2	1	5	-	-	4	4
		1%	1%	1%	1%	1%	1%	-%	*%	*%	1%	-%	-%	2%	2%
NET Important		597	485	448	597	420	323	10	406	349	343	92	63	144	121
		72%	73%	71%	72%	76%	68%	92%	69%	80%	80%	78%	69%	73%	64%
						b			a		a				
NET Not Important		92	69	70	92	42	64	1	75	27	28	12	14	16	34
		11%	10%	11%	11%	8%	13%	8%	13%	6%	7%	10%	15%	8%	18%
						a			bc				bc		a
Answered		825	664	626	825	549	471	11	586	435	426	117	90	195	184
Mean Score		.9	.9	.8	.9	1.0	.7	1.1	.8	1.1	1.1	1.1	.9	1.0	.7
						b			a		a	a			
Standard error		.04	.04	.04	.04	.04	.05	.17	.04	.04	.04	.09	.13	.07	.08
Standard deviation		1.02	1.00	1.01	1.02	.95	1.04	1.04	1.03	.89	.92	.98	1.15	.99	1.15

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 215 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45	
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27	
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
Not at all important	(-2)	28	1	-	2	*	22	17	23	18	15	8	21	5	-	17	9
		3%	2%	-%	5%	1%	3%	3%	3%	3%	3%	2%	3%	4%	-%	3%	16%
																	a
Not very important	(-1)	65	13	2	4	1	51	31	51	42	34	21	54	8	-	45	5
		8%	13%	5%	15%	4%	7%	6%	7%	7%	7%	5%	8%	6%	-%	7%	9%
Neither important nor unimportant	(0)	136	9	*	8	*	114	81	121	90	73	51	115	21	-	96	5
		16%	9%	1%	26%	2%	16%	16%	16%	15%	15%	12%	16%	17%	-%	14%	10%
					b												
Important	(1)	362	52	11	9	9	310	219	320	259	214	204	301	49	-	314	20
		44%	53%	31%	30%	34%	43%	42%	43%	43%	43%	48%	43%	38%	-%	47%	38%
Very important	(2)	234	23	22	7	13	212	165	220	190	154	144	202	45	-	193	15
		28%	24%	62%	23%	50%	30%	32%	30%	31%	31%	34%	29%	35%	-%	29%	27%
				ac													
Don't know		7	-	-	-	2	7	7	7	7	7	-	7	*	-	7	-
		1%	-%	-%	-%	9%	1%	1%	1%	1%	1%	-%	1%	*%	-%	1%	-%
NET Important		597	75	33	16	22	522	384	540	449	368	348	503	94	-	507	35
		72%	76%	94%	54%	84%	73%	74%	73%	74%	74%	81%	72%	73%	-%	75%	65%
				c													
NET Not Important		92	14	2	6	2	73	48	74	60	49	29	75	13	-	62	14
		11%	15%	5%	20%	6%	10%	9%	10%	10%	10%	7%	11%	10%	-%	9%	25%
																	a
Answered Mean Score		825	98	35	30	24	709	513	735	599	490	428	693	128	-	665	54
		.9	.8	1.5	.5	1.4	.9	.9	.9	.9	.9	1.1	.9	.9	-	.9	.5
				ac													
Standard error		.04	.09	.12	.21	.19	.04	.04	.04	.04	.04	.04	.04	.09	-	.04	.21
Standard deviation		1.02	.99	.78	1.18	.89	1.01	1.01	1.01	1.01	1.01	.91	1.01	1.06	-	.97	1.41

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	28 3%	11 3%	16 4%	3 1%	1 9%	2 2%	5 3%	4 3%	19 3%	5 3%	3 2%	2 1%	23 4%
Not very important (-1)	65 8%	29 8%	36 8%	4 2%	4 24%	11 10%	1 1%	12 10%	38 7%	15 9%	12 10%	7 4%	46 9%
Neither important nor unimportant (0)	136 16%	65 17%	70 15%	27 12%	4 26%	29 25%	13 8%	7 6%	99 18%	30 18%	18 14%	26 16%	88 16%
Important (1)	362 44%	164 44%	198 43%	122 56%	3 20%	51 44%	94 58%	53 44%	229 42%	80 48%	52 42%	76 47%	231 43%
Very important (2)	234 28%	104 28%	131 29%	60 28%	3 20%	24 21%	49 30%	44 37%	149 28%	37 23%	37 30%	49 30%	141 26%
Don't know	7 1%	* *%	6 1%	1 *%	- -%	- -%	1 *%	1 1%	6 1%	* *%	3 2%	- -%	4 1%
NET Important	597 72%	268 72%	329 72%	182 84%	6 40%	75 64%	142 87%	96 81%	378 70%	117 70%	89 71%	125 78%	372 70%
NET Not Important	92 11%	41 11%	52 11%	7 3%	5 33%	13 11%	7 4%	16 13%	57 11%	20 12%	15 12%	9 6%	69 13%
Answered	825	374	451	216	16	116	162	119	534	166	122	161	529
Mean Score	.9	.9	.9	1.1	.2	.7	1.1	1.0	.8	.8	.9	1.0	.8
Standard error	.04	.05	.05	.05	.41	.09	.06	.09	.04	.08	.09	.07	.05
Standard deviation	1.02	1.01	1.03	.78	1.30	.95	.84	1.07	1.02	.99	1.02	.88	1.06

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	28 3%	7 2%	21 4%
Not very important	(-1)	65 8%	19 6%	46 9%
Neither important nor unimportant	(0)	136 16%	46 14%	89 18%
Important	(1)	362 44%	139 43%	223 44%
Very important	(2)	234 28%	109 33%	126 25%
Don't know		7 1%	7 2%	* *%
			b	
NET Important		597 72%	247 76%	349 69%
NET Not Important		92 11%	26 8%	67 13%
Answered		825	319	505
Mean Score		.9	1.0	.8
			b	
Standard error		.04	.05	.05
Standard deviation		1.02	.96	1.05

Columns Tested:: a,b

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Month											
			Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base		867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base		436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base		831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important	(-2)	28	-	2	3	5	-	4	1	1	4	1	4	3
		3%	-%	6%	2%	5%	-%	5%	2%	1%	4%	3%	3%	7%
Not very important	(-1)	65	-	-	11	7	-	14	2	4	2	1	23	-
		8%	-%	-%	7%	7%	-%	18%	9%	5%	2%	5%	16%	-%
								bhil					bhil	
Neither important nor unimportant	(0)	136	-	8	24	21	1	7	3	20	14	4	21	13
		16%	-%	20%	14%	20%	4%	9%	13%	22%	15%	18%	14%	31%
													f	
Important	(1)	362	-	16	65	39	10	37	15	34	58	10	60	18
		44%	-%	42%	38%	39%	55%	46%	58%	36%	64%	40%	41%	43%
										cdhk				
Very important	(2)	234	-	12	63	27	7	18	5	34	14	8	39	8
		28%	-%	32%	37%	27%	41%	22%	18%	36%	15%	34%	27%	19%
					i					i				
Don't know		7	-	-	4	3	-	-	-	-	-	*	-	-
		1%	-%	-%	2%	3%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		597	-	28	128	67	17	55	20	68	71	18	99	25
		72%	-%	74%	75%	65%	96%	68%	76%	72%	78%	74%	68%	62%
NET Not Important		92	-	2	14	12	-	18	3	6	6	2	27	3
		11%	-%	6%	8%	12%	-%	23%	11%	6%	6%	8%	18%	7%
								chi					h	
Answered		825	-	38	166	99	17	81	26	93	91	25	146	41
Mean Score		.9	-	.9	1.0	.8	1.4	.6	.8	1.0	.8	1.0	.7	.7
					f									
Standard error		.04	-	.15	.08	.09	.13	.14	.13	.09	.10	.12	.12	.17
Standard deviation		1.02	-	1.04	.98	1.09	.57	1.16	.92	.94	.85	1.00	1.10	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 215 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to choose an express or next-day service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2) 28 3%	5 2%	9 5%	5 3%	8 4%	15 4%	13 3%
Not very important	(-1) 65 8%	11 5%	21 11%	9 4%	24 11%	32 8%	33 8%
Neither important nor unimportant	(0) 136 16%	34 15%	26 14%	38 18%	38 18%	60 15%	75 18%
Important	(1) 362 44%	87 39%	80 43%	107 51%	88 41%	167 41%	195 46%
Very important	(2) 234 28%	82 37%	46 25%	52 25%	55 26%	127 31%	107 25%
Don't know	7 1%	4 2%	3 2%	- -%	* *%	7 2%	* *%
NET Important	597 72%	169 76%	126 68%	159 75%	143 67%	294 72%	302 71%
NET Not Important	92 11%	17 7%	30 16%	14 7%	32 15%	47 11%	46 11%
Answered	825	220	182	211	212	402	423
Mean Score	.9	1.0	.7	.9	.7	.9	.8
Standard error	.04	.07	.08	.06	.08	.05	.05
Standard deviation	1.02	.98	1.11	.90	1.07	1.05	1.00

Columns Tested:: a,b,c,d - a,b

Table 216

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	49	6	43	48	1	-	*	1
		6%	5%	6%	6%	3%	-%	2%	2%
Not very important	(-1)	137	31	107	135	2	*	*	3
		17%	22%	15%	17%	8%	2%	8%	8%
Neither important nor unimportant	(0)	204	23	181	199	4	1	*	5
		25%	16%	26%	25%	13%	20%	22%	14%
Important	(1)	269	38	231	256	10	2	1	12
		32%	27%	33%	32%	37%	34%	42%	36%
Very important	(2)	160	37	122	149	9	2	*	11
		19%	26%	18%	19%	31%	43%	23%	33%
Don't know		13	7	6	11	2	*	*	2
		2%	5%	1%	1%	8%	1%	3%	7%
NET Important		428	75	353	405	19	4	1	24
		52%	53%	51%	51%	68%	77%	65%	69%
NET Not Important		186	37	149	183	3	*	*	3
		22%	26%	22%	23%	11%	2%	10%	10%
Answered		818	135	684	787	25	5	2	32
Mean Score		.4	.5	.4	.4	.9	1.2	.8	1.0
Standard error		.04	.10	.04	.05	.10	.14	.15	.07
Standard deviation		1.15	1.25	1.14	1.15	1.08	.94	1.40	1.04

Columns Tested:: a,b - a,b,c,d,e

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	49 6%	26 5%	19 8%	4 9%	1 3%	* 1%	* 2%	48 6%	1 3%	* 1%
			i	i	i						
Not very important	(-1)	137 17%	91 18%	37 15%	7 17%	2 8%	1 7%	* 8%	135 17%	2 8%	* 4%
			i	i	i				i		
Neither important nor unimportant	(0)	204 25%	127 25%	59 25%	13 29%	3 14%	2 13%	* 22%	199 25%	4 13%	1 20%
			h	h	h				h		
Important	(1)	269 32%	160 31%	81 34%	15 35%	8 39%	4 31%	1 42%	256 32%	10 37%	2 36%
Very important	(2)	160 19%	102 20%	41 17%	5 11%	6 31%	5 36%	* 23%	149 19%	9 31%	2 37%
						bcg	abcg			abcg	abcg
Don't know		13 2%	8 2%	2 1%	- -%	1 4%	2 12%	* 3%	11 1%	2 8%	* 2%
							abcgi			abg	
NET Important		428 52%	262 51%	123 51%	20 46%	14 71%	8 67%	1 65%	405 51%	19 68%	5 73%
						abcg				abcg	abcg
NET Not Important		186 22%	116 23%	55 23%	11 26%	2 11%	1 8%	* 10%	183 23%	3 11%	* 4%
			efhi	efhi	ei				efhi		
Answered		818	505	237	44	19	11	2	787	25	6
Mean Score		.4	.4	.4	.2	.9	1.1	.8	.4	.9	1.1
						abcg	abcg	bcg		abcg	abcg
Standard error		.04	.06	.08	.14	.13	.11	.15	.05	.10	.08
Standard deviation		1.15	1.15	1.17	1.14	1.07	1.05	1.40	1.15	1.08	.97

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2) 49 6%	37 5%	11 9%	1 3%	- -%	* 2%	36 6%	3 3%	2 7%	2 11%	* 1%
Not very important	(-1) 137 17%	115 17%	20 15%	2 8%	* 2%	* 8%	95 17%	25 21%	6 22%	* 1%	1 3%
Neither important nor unimportant	(0) 204 25%	171 26%	28 22%	4 13%	1 20%	* 22%	136 25%	30 26%	4 14%	1 9%	7 40%
Important	(1) 269 32%	212 32%	44 34%	10 37%	2 34%	1 42%	187 34%	39 33%	11 37%	4 28%	4 26%
Very important	(2) 160 19%	123 18%	26 20%	9 31%	2 43%	* 23%	89 16%	22 18%	5 19%	8 51%	4 26%
Don't know	13 2%	11 2%	- -%	2 8%	* 1%	* 3%	8 1%	- -%	* 1%	- -%	1 4%
NET Important	428 52%	335 50%	70 54%	19 68%	4 77%	1 65%	275 50%	60 51%	16 56%	12 79%	9 52%
NET Not Important	186 22%	152 23%	31 24%	3 11%	* 2%	* 10%	131 24%	28 24%	8 29%	2 12%	1 4%
Answered	818	658	128	25	5	2	542	119	28	16	16
Mean Score	.4	.4	.4	.9	1.2	.8	.4	.4	.4	1.1	.8
Standard error	.04	.06	.09	.10	.14	.15	.06	.10	.17	.19	.10
Standard deviation	1.15	1.14	1.22	1.08	.94	1.40	1.14	1.09	1.24	1.31	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	49	7	1	4	1	7	5	5	4	10
		6%	8%	2%	3%	2%	10%	4%	5%	7%	14%
Not very important	(-1)	137	21	7	14	5	5	21	21	13	19
		17%	23%	11%	11%	11%	7%	18%	18%	21%	28%
			e								ce
Neither important nor unimportant	(0)	204	19	20	37	10	13	40	25	9	14
		25%	20%	31%	30%	23%	19%	35%	22%	14%	21%
								h			
Important	(1)	269	27	22	45	15	19	30	43	23	15
		32%	30%	35%	37%	34%	28%	26%	38%	37%	22%
Very important	(2)	160	14	13	21	13	25	17	14	12	10
		19%	15%	20%	18%	29%	36%	15%	13%	20%	15%
							acfgj				
Don't know		13	3	1	-	-	*	3	5	*	*
		2%	3%	1%	-%	-%	*%	2%	4%	1%	*%
NET Important		428	42	34	66	28	43	48	58	35	25
		52%	45%	54%	55%	63%	64%	41%	51%	57%	37%
						i	fi				
NET Not Important		186	29	8	18	6	12	26	26	17	29
		22%	31%	13%	15%	14%	17%	22%	23%	28%	42%
											bcdef
Answered		818	89	63	120	45	68	114	108	61	68
Mean Score		.4	.2	.6	.5	.8	.7	.3	.4	.4	*
				i	i	i	i				
Standard error		.04	.16	.15	.12	.17	.18	.13	.14	.17	.17
Standard deviation		1.15	1.22	1.00	1.02	1.08	1.30	1.08	1.09	1.22	1.30

Columns Tested: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	49 6%	17 10%	13 6%	15 4%	45 6%	4 5%	1 3%	3 9%	* 2%	
Not very important	(-1)	137 17%	29 16%	42 19%	56 16%	126 17%	11 13%	5 12%	4 14%	3 17%	
Neither important nor unimportant	(0)	204 25%	37 21%	47 22%	101 29%	186 25%	18 22%	9 22%	5 18%	4 27%	
Important	(1)	269 32%	49 27%	72 33%	118 34%	240 32%	29 35%	13 34%	11 37%	5 32%	
Very important	(2)	160 19%	48 26%	39 18%	53 15%	139 19%	20 24%	12 29%	6 22%	2 15%	
Don't know		13 2%	1 *%	4 2%	7 2%	12 2%	1 1%	* *%	* *%	1 6%	
NET Important		428 52%	97 54%	111 51%	171 49%	379 51%	49 59%	25 63%	17 59%	7 47%	
NET Not Important		186 22%	46 26%	54 25%	71 20%	171 23%	15 18%	6 15%	7 23%	3 20%	
Answered		818	181	213	343	736	82	40	29	14	
Mean Score		.4	.4	.4	.4	.4	.6	.7	.5	.4	
Standard error		.04	.10	.09	.07	.05	.06	bcd	.12	.11	
Standard deviation		1.15	1.30	1.17	1.07	1.15	1.15	1.11	1.24	1.09	

Columns Tested:: a,b,c,d,e,f,g,h

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	49	3	-	3	4	19	3	-	20
	6%	-%	5%	-%	4%	6%	9%	10%	-%	5%
Not very important	(-1)	137	11	1	12	8	44	7	6	54
	17%	8%	19%	12%	18%	13%	20%	24%	38%	14%
									i	
Neither important nor unimportant	(0)	204	15	-	15	17	57	5	1	100
	25%	20%	25%	-%	21%	27%	26%	17%	8%	26%
Important	(1)	269	12	7	18	20	66	9	5	126
	32%	53%	20%	65%	27%	31%	30%	31%	32%	33%
		bf								
Very important	(2)	160	18	2	20	13	34	5	3	73
	19%	17%	31%	24%	30%	21%	15%	18%	22%	19%
Don't know		13	*	-	*	1	3	-	*	8
	2%	1%	*%	-%	*%	2%	1%	-%	*%	2%
NET Important		428	30	9	39	34	100	15	8	199
	52%	70%	51%	88%	57%	52%	45%	49%	53%	52%
		f								
NET Not Important		186	14	1	15	12	64	10	6	74
	22%	8%	24%	12%	22%	19%	28%	34%	38%	20%
Answered		818	58	10	69	63	221	30	14	373
Mean Score	.4	.8	.5	1.0	.6	.5	.2	.2	.4	.5
		f								
Standard error	.04	.15	.17	.33	.16	.16	.07	.22	.22	.06
Standard deviation	1.15	.83	1.25	.89	1.21	1.16	1.19	1.30	1.24	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	49 6%	7 4%	19 9%	23 5%	44 6%	5 4%	- -%	49 6%	- -%	48 6%	1 8%
Not very important (-1)	137 17%	24 14%	44 20%	68 16%	114 17%	23 16%	- -%	133 17%	5 11%	137 17%	* 2%
Neither important nor unimportant (0)	204 25%	41 23%	57 26%	106 25%	156 23%	47 33%	- -%	197 25%	7 18%	203 25%	1 7%
Important (1)	269 32%	62 35%	66 30%	140 33%	223 32%	45 32%	- -%	250 32%	19 46%	263 32%	6 69%
Very important (2)	160 19%	41 23%	34 15%	84 20%	139 20%	21 15%	- -%	150 19%	10 24%	158 19%	1 14%
Don't know	13 2%	2 1%	3 1%	8 2%	12 2%	1 *%	- -%	12 2%	* 1%	13 2%	* 1%
NET Important	428 52%	104 58%	100 45%	224 52%	362 53%	66 47%	- -%	400 51%	28 70%	421 51%	7 82%
NET Not Important	186 22%	31 18%	64 28%	92 21%	158 23%	28 20%	- -%	182 23%	5 11%	186 23%	1 10%
Answered	818	176	221	422	676	142	-	778	40	810	8
Mean Score	.4	.6	.2	.5	.4	.4	-	.4	.8	.4	.8
Standard error	.04	.09	.07	.05	.04	.09	-	.04	.10	.04	.27
Standard deviation	1.15	1.11	1.19	1.14	1.18	1.04	-	1.16	.93	1.16	1.06

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	49 6%	25 5%	6 5%	18 7%
Not very important	(-1)	137 17%	94 21%	11 8%	32 13%
Neither important nor unimportant	(0)	204 25%	106 24%	36 26%	62 25%
Important	(1)	269 32%	153 34%	40 29%	75 31%
Very important	(2)	160 19%	64 14%	43 31%	53 22%
Don't know		13 2%	7 1%	3 2%	4 1%
NET Important		428 52%	218 48%	83 60%	128 52%
NET Not Important		186 22%	119 26%	17 12%	50 21%
Answered		818	443	135	240
Mean Score		.4	.3	.8	.5
Standard error		.04	.05	.09	.07
Standard deviation		1.15	1.13	1.12	1.19

Columns Tested:: a,b,c

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	49	38	11	*	-	-	-	-	49	*	-
		6%	6%	9%	*%	-%	-%	-%	-%	6%	*%	-%
Not very important	(-1)	137	119	17	*	-	1	-	-	136	1	1
		17%	18%	14%	1%	-%	10%	-%	-%	17%	3%	6%
Neither important nor unimportant	(0)	204	176	24	1	*	*	2	*	-	201	3
		25%	26%	21%	5%	3%	*%	97%	2%	-%	25%	9%
Important	(1)	269	223	34	6	1	4	*	-	-	257	12
		32%	33%	30%	30%	36%	43%	*%	-%	-%	32%	31%
Very important	(2)	160	113	28	11	2	5	*	1	*	141	18
		19%	17%	24%	53%	61%	47%	3%	98%	100%	18%	50%
				ai							abi	ai
Don't know		13	9	2	2	-	-	-	-	11	2	-
		2%	1%	2%	11%	-%	-%	-%	-%	1%	6%	-%
				ai								
NET Important		428	336	62	17	3	9	*	1	*	398	30
		52%	49%	54%	83%	97%	90%	3%	98%	100%	50%	81%
				ai							abi	80%
NET Not Important		186	158	27	*	-	1	-	-	-	185	1
		22%	23%	24%	2%	-%	10%	-%	-%	-%	23%	4%
			j	j							j	
Answered		818	670	114	19	3	10	2	1	*	784	34
Mean Score		.4	.4	.5	1.5	1.6	1.3	.1	2.0	2.0	.4	1.4
				abi							abi	ai
Standard error		.04	.05	.10	.12	.20	.23	.23	-	-	.04	.09
Standard deviation		1.15	1.13	1.27	.72	.67	.95	.47	-	-	1.15	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	49 6%	19 5%	19 6%	11 7%	35 5%	35 5%	41 5%	49 6%	17 4%	9 4%	11 9%	25 5%	- -%	2 7%	1 4%	1 6%	- -%
Not very important (-1)	137 17%	71 21%	48 14%	18 12%	115 17%	110 16%	122 16%	137 17%	51 13%	23 9%	16 14%	92 17%	3 21%	6 20%	6 19%	* *	* *
Neither important nor unimportant (0)	204 25%	81 23%	96 29%	27 18%	173 25%	169 25%	189 25%	204 25%	92 23%	45 19%	34 29%	145 27%	1 5%	2 8%	3 10%	5 23%	- -%
Important (1)	269 32%	118 34%	105 31%	46 30%	224 32%	224 33%	240 32%	269 32%	149 37%	90 37%	28 23%	177 33%	4 35%	11 37%	11 36%	5 27%	5 71%
Very important (2)	160 19%	50 15%	63 19%	46 30%	141 20%	122 18%	144 19%	160 19%	88 22%	74 30%	24 21%	88 17%	4 31%	8 29%	9 31%	8 43%	2 29%
Don't know	13 2%	5 2%	4 1%	4 3%	8 1%	8 1%	10 1%	13 2%	3 1%	3 1%	5 4%	4 1%	1 8%	* *%	- -%	* 1%	- -%
NET Important	428 52%	168 49%	168 50%	92 60%	365 53%	346 52%	384 52%	428 52%	237 59%	163 67%	52 44%	265 50%	8 66%	19 65%	20 67%	14 69%	7 100%
NET Not Important	186 22%	90 26%	68 20%	29 19%	150 22%	145 22%	162 22%	186 22%	68 17%	33 13%	27 23%	117 22%	3 21%	8 26%	7 23%	1 7%	* *
Answered Mean Score	818 .4	338 .3	332 .4	148 .7	688 .5	661 .4	736 .4	818 .4	398 .6	241 .8	113 .3	527 .4	12 .8	29 .6	30 .7	19 1.0	7 1.3
Standard error	.04	.07	.06	.08	.04	.04	.04	.04	.05	.06	.12	.05	.21	.18	.18	.17	.12
Standard deviation	1.15	1.13	1.13	1.24	1.14	1.13	1.14	1.15	1.10	1.09	1.24	1.10	1.18	1.29	1.22	1.15	.50

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important (-2)	49 6%	28 5%	3 8%	2 9%	1 6%	- -%	* *%	- -%	30 6%	1 1%	3 18%	- -%	- -%	1 19%	- -%
Not very important (-1)	137 17%	103 17%	5 12%	1 7%	5 29%	* 2%	* *%	* *%	95 18%	4 6%	4 25%	7 22%	- -%	* 1%	- -%
Neither important nor unimportant (0)	204 25%	156 27%	8 18%	1 3%	1 4%	3 22%	4 52%	- -%	147 28%	20 29%	* 2%	2 5%	* 1%	- -%	- -%
Important (1)	269 32%	188 32%	14 32%	9 46%	7 38%	3 25%	2 22%	* 6%	176 33%	19 28%	3 16%	13 41%	5 52%	3 44%	4 71%
Very important (2)	160 19%	107 18%	12 28%	7 34%	4 22%	6 51%	2 25%	2 94%	72 14%	24 35%	7 39%	10 32%	5 46%	2 37%	2 29%
Don't know	13 2%	6 1%	1 2%	* 1%	- -%	* 1%	- -%	- -%	7 1%	1 1%	* *%	- -%	* 1%	- -%	- -%
NET Important	428 52%	295 50%	27 60%	16 80%	11 61%	10 75%	4 47%	2 100%	249 47%	43 63%	9 55%	24 73%	10 98%	5 81%	6 100%
NET Not Important	186 22%	131 22%	9 19%	3 16%	7 35%	* 2%	* 1%	* *%	125 24%	4 7%	7 43%	7 22%	- -%	1 19%	- -%
Answered	818	582	43	20	19	13	8	2	521	67	17	32	10	7	6
Mean Score	.4	.4	.6	.9	.4	1.3	.7	1.9	.3	.9	.3	.8	1.5	.8	1.3
Standard error	.04	.05	.16	.18	.20	.19	.19	.14	.05	.11	.25	.19	.11	.40	.18
Standard deviation	1.15	1.12	1.25	1.25	1.32	.89	.91	.40	1.10	.98	1.66	1.12	.55	1.55	.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	e
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	49 6%	43 7%	2 2%	4 12%	- -	- -	- -	- -	15 5%	5 4%	18 9%	2 4%	- -
Not very important	137 17%	121 19%	6 8%	6 18%	2 7%	2 10%	* 4%	- -	64 20%	14 11%	26 14%	17 26%	1 3%
Neither important nor unimportant	204 25%	174 27%	15 20%	5 15%	4 14%	3 22%	- -	2 16%	93 29%	29 21%	50 26%	10 14%	8 24%
Important	269 32%	212 32%	24 33%	3 9%	13 43%	6 37%	5 43%	6 45%	96 30%	50 37%	56 30%	21 31%	15 47%
Very important	160 19%	92 14%	26 36%	15 46%	11 35%	5 31%	6 53%	5 38%	48 15%	37 27%	37 20%	16 24%	6 20%
Don't know	13 2%	12 2%	1 1%	* *%	- -	- -	- -	* 1%	4 1%	* *%	3 1%	1 1%	2 7%
NET Important	428 52%	304 46%	51 69%	18 55%	24 79%	11 68%	10 96%	11 83%	144 45%	87 64%	93 49%	37 55%	22 66%
NET Not Important	186 22%	165 25%	8 11%	10 30%	2 7%	2 10%	* 4%	- -	79 25%	20 14%	44 23%	20 29%	1 3%
Answered	818	643	73	33	30	16	11	13	316	135	187	67	30
Mean Score	.4	.3	.9	.6	1.1	.9	1.5	1.2	.3	.7	.4	.5	.9
Standard error	.04	.05	.11	.22	.14	.18	.20	.16	.07	.09	.09	.11	.11
Standard deviation	1.15	1.13	1.05	1.53	.90	.98	.72	.73	1.10	1.09	1.22	1.23	.77

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	49 6%	14 4%	7 5%	13 10%	1 1%	- -%	17 5%	2 1%	15 10% b	2 4%	- -%
Not very important	137 17%	67 19%	20 15%	19 14%	9 21%	1 4%	56 17%	19 17%	18 13%	17 29% ce	* 1%
Neither important nor unimportant	204 25%	103 29% d	28 20%	33 25% d	4 8%	5 22%	95 29%	20 17%	38 27%	9 15%	8 29%
Important	269 32%	105 30%	46 34%	40 29%	20 45%	11 52%	117 36% c	46 40% c	32 23%	15 26%	11 41%
Very important	160 19%	60 17%	35 26%	28 20%	9 22%	5 23%	40 12%	27 24% a	35 26% a	14 24%	6 21%
Don't know	13 2%	3 1%	* *%	3 2%	1 2%	* *%	4 1%	* *%	1 1%	1 1%	2 9% b
NET Important	428 52%	165 47%	80 59%	68 50%	29 67% a	16 74%	157 48%	72 64% a	68 49%	29 50%	17 62%
NET Not Important	186 22%	80 23%	27 20%	32 24%	10 22%	1 4%	73 22%	21 18%	32 23%	19 33% e	* 1%
Answered	818	349	135	133	42	22	325	113	138	58	25
Mean Score	.4	.4	.6	.4	.7	.9	.3	.7 a	.4	.4	.9
Standard error	.04	.06	.10	.10	.10	.13	.06	.09 a	.10	.13	.13
Standard deviation	1.15	1.10	1.17	1.24	1.10	.79	1.06	1.06	1.29	1.26	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	49	25	5	17	2	*	32	1	16	49	*	35	-
		6%	6%	4%	12%	3%	1%	7%	4%	5%	6%	1%	5%	-%
Not very important	(-1)	137	85	20	14	10	5	67	3	64	137	*	115	*
		17%	20%	15%	10%	13%	12%	14%	12%	20%	17%	1%	17%	2%
Neither important nor unimportant	(0)	204	123	28	30	16	4	100	3	101	195	9	166	7
		25%	29%	21%	21%	21%	11%	21%	12%	31%	25%	24%	25%	36%
Important	(1)	269	139	51	39	24	13	161	12	95	254	15	222	2
		32%	32%	38%	27%	31%	34%	34%	44%	30%	32%	41%	33%	12%
Very important	(2)	160	53	27	41	25	13	111	8	41	148	11	132	9
		19%	12%	20%	29%	32%	34%	23%	28%	13%	19%	32%	19%	50%
Don't know		13	6	3	*	*	3	7	*	5	12	1	8	-
		2%	2%	2%	1%	1%	8%	2%	1%	2%	2%	2%	1%	-%
NET Important		428	191	77	80	49	26	272	19	136	402	26	353	12
		52%	44%	58%	57%	63%	68%	57%	71%	42%	51%	73%	52%	62%
NET Not Important		186	110	25	30	12	5	98	4	80	186	*	150	*
		22%	26%	19%	22%	16%	13%	21%	16%	25%	23%	1%	22%	2%
Answered		818	424	131	141	77	35	470	27	317	783	35	669	19
Mean Score		.4	.3	.6	.5	.8	1.0	.5	.8	.3	.4	1.1	.4	1.1
Standard error		.04	.06	.09	.10	.11	.15	.05	.18	.06	.04	.13	.04	.21
Standard deviation		1.15	1.09	1.10	1.32	1.13	1.06	1.19	1.13	1.08	1.16	.82	1.14	.99

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b	
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	49 6%	35 6%	- -%	40 6%	9 8%	35 5%	- -%	35 6%	* *%	42 6%	7 6%
Not very important	(-1)	137 17%	110 17%	* *%	126 17%	11 11%	115 17%	- -%	110 17%	* 1%	128 18%	9 9%
Neither important nor unimportant	(0)	204 25%	162 26%	7 20%	188 26%	16 15%	166 24%	6 45%	160 25%	9 23%	187 26%	17 16%
Important	(1)	269 32%	211 33%	13 37%	229 32%	40 38%	224 33%	1 4%	210 33%	14 36%	229 32%	40 36%
Very important	(2)	160 19%	107 17%	15 43%	131 18%	29 27%	133 20%	7 51%	107 17%	15 40%	124 17%	36 33%
Don't know		13 2%	8 1%	- -%	12 2%	1 1%	8 1%	- -%	8 1%	- -%	12 2%	1 1%
NET Important		428 52%	318 50%	28 80%	360 50%	69 65%	357 52%	8 55%	317 50%	29 76%	353 49%	75 69%
NET Not Important		186 22%	145 23%	* *%	167 23%	20 19%	150 22%	- -%	145 23%	* 1%	170 24%	16 15%
Answered		818	626	34	714	104	673	15	622	39	710	108
Mean Score		.4	.4	1.2	.4	.7	.5	1.1	.4	1.1	.4	.8
Standard error		.04	.04	.11	.04	.11	.04	.24	.04	.11	.04	.10
Standard deviation		1.15	1.13	.77	1.14	1.22	1.14	1.01	1.13	.82	1.14	1.16

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	49 6%	11 3%	32 6%	11 8%	- -%	6 2%	33 7%	10 9%	- -%	19 3%	38 8%	9 6%	- -%
Not very important (-1)	137 17%	56 14%	99 18%	24 18%	- -%	55 14%	91 19%	20 18%	2 45%	87 15%	90 18%	30 20%	- -%
Neither important nor unimportant (0)	204 25%	88 21%	137 25%	38 28%	- -%	91 23%	126 26%	25 22%	- -%	134 23%	134 27%	42 28%	- -%
Important (1)	269 32%	157 38%	170 31%	38 28%	* 100%	153 38%	147 30%	33 29%	2 55%	203 35%	137 28%	38 25%	2 100%
Very important (2)	160 19%	93 23%	108 20%	22 16%	- -%	91 23%	88 18%	22 19%	- -%	127 22%	88 18%	27 18%	- -%
Don't know	13 2%	4 1%	7 1%	3 2%	- -%	4 1%	7 2%	3 3%	- -%	12 2%	4 1%	3 2%	- -%
NET Important	428 52%	250 61%	278 50%	60 44%	* 100%	244 61%	235 48%	55 48%	2 55%	330 57%	225 46%	64 44%	2 100%
NET Not Important	186 22%	67 16%	131 24%	35 26%	- -%	61 15%	125 25%	30 27%	2 45%	106 18%	128 26%	39 26%	- -%
Answered Mean Score	818 .4	405 .7	546 .4	133 .3	* 1.0	397 .7	485 .3	110 .3	4 .1	569 .6	487 .3	145 .3	2 1.0
Standard error	.04	bc .05	.05	.09	-	bc .05	.05	.11	.68	bc .04	.05	.09	-
Standard deviation	1.15	1.06	1.16	1.18	-	1.03	1.17	1.25	1.17	1.09	1.19	1.17	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	49	35	35	49	24	28	2	40	15	15	5	10	9	12
		6%	5%	6%	6%	4%	6%	15%	7%	3%	4%	4%	11%	4%	6%
Not very important	(-1)	137	113	110	137	84	87	-	103	73	58	25	26	36	46
		17%	17%	17%	17%	15%	18%	-%	18%	17%	13%	21%	29%	18%	25%
Neither important nor unimportant	(0)	204	166	166	204	137	133	*	149	101	90	29	25	43	39
		25%	25%	26%	25%	25%	28%	2%	25%	23%	21%	25%	27%	22%	21%
Important	(1)	269	217	211	269	196	143	6	191	161	166	32	15	62	46
		32%	32%	34%	32%	35%	30%	51%	e	e	e	28%	16%	31%	24%
Very important	(2)	160	130	101	160	105	77	4	100	82	91	23	12	43	39
		19%	19%	16%	19%	19%	16%	33%	17%	19%	21%	20%	14%	21%	21%
Don't know		13	8	8	13	8	7	-	5	4	11	3	3	7	7
		2%	1%	1%	2%	1%	2%	-%	1%	1%	2%	2%	3%	3%	4%
NET Important		428	347	312	428	301	220	9	291	243	257	55	27	104	85
		52%	52%	49%	52%	54%	46%	83%	e	e	ae	47%	30%	52%	45%
NET Not Important		186	147	145	186	108	115	2	143	88	73	30	36	45	58
		22%	22%	23%	22%	20%	24%	15%	24%	20%	17%	25%	40%	22%	31%
									c				abc		
Answered		818	660	623	818	546	468	11	583	432	420	114	87	192	181
Mean Score		.4	.4	.4	.4	.5	.3	.9	.4	.5	.6	.4	-.1	.5	.3
Standard error		.04	.04	.04	.04	.05	.05	.23	.05	.05	.05	.11	.14	.08	.09
Standard deviation		1.15	1.14	1.12	1.15	1.10	1.13	1.35	1.16	1.08	1.08	1.16	1.22	1.16	1.24

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	49 6%	5 5%	2 5%	6 19%	1 4%	36 5%	28 5%	37 5%	30 5%	26 5%	9 2%	37 5%	9 7%	- -%	31 5%	13 25%
Not very important (-1)	137 17%	22 22%	* 1%	7 24%	* 1%	118 17%	99 19%	124 17%	105 17%	87 17%	69 16%	124 18%	27 21%	- -%	100 15%	12 22%
Neither important nor unimportant (0)	204 25%	14 14%	2 6%	* 1%	2 8%	173 24%	117 22%	177 24%	149 25%	122 25%	96 22%	173 25%	30 23%	- -%	167 25%	6 11%
Important (1)	269 32%	23 24%	18 51%	5 17%	10 39%	246 34%	166 32%	250 34%	196 32%	161 32%	147 34%	228 33%	43 34%	- -%	220 33%	12 23%
Very important (2)	160 19%	35 35%	13 36%	12 39%	10 38%	133 19%	100 19%	145 19%	116 19%	91 18%	103 24%	127 18%	17 13%	- -%	140 21%	10 19%
Don't know	13 2%	- -%	* *%	- -%	2 9%	10 1%	10 2%	10 1%	10 2%	10 2%	3 1%	10 1%	3 2%	- -%	13 2%	- -%
NET Important	428 52%	58 59%	31 87%	17 56%	20 77%	379 53%	266 51%	394 53%	312 51%	252 51%	251 59%	355 51%	60 46%	- -%	360 54%	23 42%
NET Not Important	186 22%	27 27%	2 6%	13 43%	2 6%	154 22%	127 24%	161 22%	135 22%	113 23%	78 18%	161 23%	36 28%	- -%	131 20%	25 47%
Answered Mean Score	818 .4	98 .6	35 1.1	30 .3	24 1.2	706 .5	510 .4	732 .5	596 .4	487 .4	424 .6	689 .4	126 .3	- -	658 .5	54 -.1
Standard error	.04	.13	.15	.29	.21	.04	.05	.04	.05	.05	.05	.04	.09	-	.04	.22
Standard deviation	1.15	1.30	.98	1.64	1.02	1.13	1.16	1.14	1.14	1.14	1.08	1.14	1.14	-	1.13	1.50

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	49 6%	27 7%	22 5%	10 4%	4 24%	6 5%	11 7%	11 9%	28 5%	10 6%	9 8%	6 3%	34 6%
Not very important (-1)	137 17%	69 19%	68 15%	20 9%	8 51%	18 15%	15 9%	19 16%	92 17%	26 16%	25 20%	21 13%	88 17%
Neither important nor unimportant (0)	204 25%	92 25%	112 24%	43 20%	1 6%	21 18%	39 24%	12 10%	135 25%	56 33%	17 14%	31 19%	156 29%
Important (1)	269 32%	113 30%	156 34%	82 38%	3 19%	46 40%	54 33%	36 30%	176 33%	53 32%	30 24%	59 36%	171 32%
Very important (2)	160 19%	73 20%	87 19%	58 27%	- -%	25 21%	40 24%	41 34%	97 18%	21 13%	37 29%	45 28%	77 14%
Don't know	13 2%	* *%	13 3%	4 2%	- -%	* *%	4 2%	1 1%	12 2%	- -%	6 5%	* *%	7 1%
NET Important	428 52%	186 50%	243 53%	140 65%	3 19%	71 61%	93 57%	76 64%	273 51%	75 45%	67 54%	103 64%	248 47%
NET Not Important	186 22%	96 26%	90 20%	30 14%	12 75%	24 21%	27 16%	30 25%	120 22%	36 22%	35 28%	26 16%	122 23%
Answered	818	374	445	213	16	116	159	119	528	166	119	160	525
Mean Score	.4	.4	.5	.7	-.8	.6	.6	.6	.4	.3	.5	.7	.3
Standard error	.04	.06	.05	.07	.33	.11	.09	.12	.05	.08	.12	.09	.05
Standard deviation	1.15	1.19	1.12	1.10	1.04	1.15	1.17	1.35	1.13	1.07	1.34	1.11	1.11

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 216 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	49 6%	8 2%	41 8% a
Not very important	(-1)	137 17%	56 17%	81 16%
Neither important nor unimportant	(0)	204 25%	75 23%	129 25%
Important	(1)	269 32%	105 32%	163 32%
Very important	(2)	160 19%	75 23%	85 17%
Don't know		13 2%	7 2%	6 1%
NET Important		428 52%	180 55%	248 49%
NET Not Important		186 22%	64 20%	122 24%
Answered		818	319	499
Mean Score		.4	.6 b	.3
Standard error		.04	.06	.05
Standard deviation		1.15	1.10	1.18

Columns Tested:: a,b

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	49 6%	- -%	2 6%	6 4%	5 4%	- -%	6 7%	2 9%	7 7%	4 5%	1 2%	11 7%	6 14% c
Not very important (-1)	137 17%	- -%	4 10%	32 19%	19 19%	2 11%	20 25%	2 6%	16 17%	18 19%	2 10%	21 14%	2 6%
Neither important nor unimportant (0)	204 25%	- -%	14 37%	26 15%	26 26%	* 2%	17 21%	5 18%	18 20%	27 30%	8 31%	46 32%	16 40% c
Important (1)	269 32%	- -%	12 30%	50 29%	27 27%	13 74%	29 36%	13 50%	35 38%	23 25%	12 47%	43 29%	13 32%
Very important (2)	160 19%	- -%	7 17%	46 27%	22 22%	2 12%	9 12%	5 18%	17 19%	19 21%	2 8%	26 18%	3 8%
Don't know	13 2%	- -%	* *%	9 5%	3 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
NET Important	428 52%	- -%	18 48%	96 57%	49 48%	15 86%	38 47%	18 67%	53 57%	42 46%	14 55%	69 47%	16 40%
NET Not Important	186 22%	- -%	6 15%	38 23%	24 23%	2 11%	26 32%	4 15%	22 24%	22 24%	3 12%	31 21%	8 20%
Answered	818	-	38	161	99	17	81	26	93	91	24	146	41
Mean Score	.4	-	.4	.6	.4	.9	.2	.6	.4	.4	.5	.4	.1
Standard error	.04	-	.16	.10	.10	.18	.13	.16	.11	.14	.11	.12	.18
Standard deviation	1.15	-	1.08	1.20	1.17	.78	1.15	1.13	1.18	1.16	.89	1.15	1.14

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 216 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Ability to select a specific date/time for delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2) 49 6%	8 4%	10 5%	13 6%	17 8%	18 4%	31 7%
Not very important	(-1) 137 17%	38 17%	40 21%	35 16%	25 12%	77 19%	60 14%
Neither important nor unimportant	(0) 204 25%	44 20%	40 21%	50 24%	70 33%	84 21%	120 28%
Important	(1) 269 32%	66 30%	64 35%	71 34%	67 32%	130 32%	139 33%
Very important	(2) 160 19%	58 26%	29 16%	42 20%	32 15%	86 21%	73 17%
Don't know	13 2%	9 4%	3 2%	- -%	1 *%	12 3%	1 *%
NET Important	428 52%	124 55%	92 50%	113 54%	99 47%	216 53%	212 50%
NET Not Important	186 22%	46 20%	50 27%	48 23%	43 20%	96 23%	91 21%
Answered	818	214	182	211	212	396	423
Mean Score	.4	.6	.3	.4	.3	.5	.4
Standard error	.04	.08	.08	.08	.08	.06	.06
Standard deviation	1.15	1.17	1.15	1.16	1.12	1.17	1.14

Columns Tested:: a,b,c,d - a,b

Table 217

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important	(-2)	6	1	5	6	-	-	-
		1%	1%	1%	1%	-%	-%	-%
Not very important	(-1)	27	3	24	26	1	-	*
		3%	2%	3%	3%	2%	-%	3%
Neither important nor unimportant	(0)	78	18	60	77	1	*	*
		9%	13%	9%	10%	5%	6%	3%
Important	(1)	400	46	354	384	13	2	1
		48%	32%	51%	48%	48%	43%	48%
Very important	(2)	314	67	247	300	11	2	1
		38%	48%	36%	38%	40%	52%	40%
Don't know		6	6	*	5	1	-	*
		1%	4%	*%	1%	5%	-%	6%
NET Important		714	113	601	684	24	4	2
		86%	80%	87%	86%	88%	94%	88%
NET Not Important		33	4	29	32	1	-	*
		4%	3%	4%	4%	2%	-%	3%
Answered		825	135	690	792	26	5	2
Mean Score		1.2	1.3	1.2	1.2	1.3	1.5	1.3
Standard error		.03	.07	.03	.03	.07	.10	.11
Standard deviation		.80	.83	.79	.80	.69	.68	1.04

Columns Tested:: a,b - a,b,c,d,e

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	6 1%	5 1%	1 1%	- -%	- -%	- -%	- -%	6 1%	- -%	- -%
Not very important	(-1)	27 3%	16 3%	9 4%	1 2%	* 2%	* 2%	* 3%	26 3%	1 2%	* 1%
Neither important nor unimportant	(0)	78 9%	46 9%	22 9%	9 20%	1 6%	* 3%	* 3%	77 10%	1 5%	* 5%
Important	(1)	400 48%	250 49%	111 46%	23 53%	8 42%	7 56%	1 48%	384 48%	13 48%	3 44%
Very important	(2)	314 38%	195 38%	94 39%	11 25%	10 49%	4 30%	1 40%	300 38%	11 40%	3 48%
Don't know		6 1%	2 *%	2 1%	- -%	* 2%	1 9%	* 6%	5 1%	1 5%	* 2%
NET Important		714 86%	444 87%	205 86%	34 78%	18 90%	11 87%	2 88%	684 86%	24 88%	6 92%
NET Not Important		33 4%	21 4%	11 4%	1 2%	* 2%	* 2%	* 3%	32 4%	1 2%	* 1%
Answered		825	511	237	44	19	12	2	792	26	6
Mean Score		1.2	1.2	1.2	1.0	1.4	1.3	1.3	1.2	1.3	1.4
Standard error		.03	.04	.06	.09	.08	.07	.11	.03	.07	.06
Standard deviation		.80	.80	.81	.73	.71	.65	1.04	.80	.69	.69

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	6	5	1	-	-	5	-	*	-	-
		1%	1%	1%	-%	-%	1%	-%	1%	-%	-%
Not very important	(-1)	27	23	3	1	-	21	3	-	*	*
		3%	3%	2%	2%	-%	4%	3%	-%	1%	*%
Neither important nor unimportant	(0)	78	58	19	1	*	47	23	2	*	*
		9%	9%	15%	5%	6%	8%	19%	7%	*%	1%
			ce					ae			
Important	(1)	400	324	60	13	2	279	61	10	3	6
		48%	49%	46%	48%	43%	51%	51%	36%	19%	33%
							d	d			
Very important	(2)	314	254	46	11	2	197	32	16	13	11
		38%	38%	36%	40%	52%	36%	27%	56%	80%	64%
								b		ab	ab
Don't know		6	5	-	1	-	2	-	-	*	*
		1%	1%	-%	5%	-%	*%	-%	-%	*%	2%
				ab		ab					
NET Important		714	578	106	24	4	476	93	26	15	17
		86%	86%	82%	88%	94%	86%	78%	93%	99%	97%
NET Not Important		33	28	4	1	-	26	3	*	*	*
		4%	4%	3%	2%	-%	5%	3%	1%	1%	*%
Answered		825	664	128	26	5	548	119	29	16	17
Mean Score		1.2	1.2	1.1	1.3	1.5	1.2	1.0	1.5	1.8	1.6
					b			b		ab	ab
Standard error		.03	.04	.06	.07	.10	.04	.07	.09	.07	.05
Standard deviation		.80	.80	.82	.69	.68	.80	.76	.70	.49	.51

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	6 1%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	2 3%	3 4%
Not very important	(-1)	27 3%	7 8%	2 4%	2 1%	* 1%	3 5%	2 2%	4 4%	* 1%	2 4%
Neither important nor unimportant	(0)	78 9%	11 12%	3 5%	12 10%	3 8%	5 8%	15 13%	9 8%	3 5%	10 15%
Important	(1)	400 48%	42 45%	32 50%	65 54%	20 45%	28 41%	61 52%	57 50%	32 52%	28 41%
Very important	(2)	314 38%	32 35%	25 40%	42 35%	21 46%	30 45%	37 31%	41 37%	24 40%	25 37%
Don't know		6 1%	- -%	1 1%	* *%	- -%	* *%	2 2%	2 2%	- -%	* *%
NET Important		714 86%	74 80%	57 90%	107 89%	41 92%	58 85%	97 83%	98 87%	56 91%	53 77%
NET Not Important		33 4%	7 8%	2 4%	2 1%	* 1%	4 6%	2 2%	4 4%	2 3%	5 7%
Answered		825	92	63	120	45	68	115	111	61	68
Mean Score		1.2	1.1	1.3	1.2	1.4	1.2	1.2	1.2	1.2	1.0
Standard error		.03	.11	.11	.08	.10	.12	.09	.10	.11	.13
Standard deviation		.80	.88	.73	.68	.66	.90	.72	.76	.82	1.01

Columns Tested: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	6 1%	4 2%	2 1%	- -%	5 1%	1 1%	* 1%	1 2%	- -%
Not very important	(-1)	27 3%	6 3%	10 5%	8 2%	24 3%	3 3%	1 3%	1 3%	1 4%
Neither important nor unimportant	(0)	78 9%	19 11%	18 8%	36 10%	73 10%	5 6%	3 7%	1 3%	2 12%
Important	(1)	400 48%	76 42%	105 48%	182 52%	363 48%	38 45%	18 44%	15 51%	5 36%
Very important	(2)	314 38%	76 42%	82 38%	120 34%	278 37%	36 43%	18 45%	12 42%	6 42%
Don't know		6 1%	1 *%	1 *%	4 1%	5 1%	1 1%	- -%	- -%	1 6%
NET Important		714 86%	152 84%	187 86%	302 86%	640 86%	74 88%	36 89%	27 92%	11 78%
NET Not Important		33 4%	10 5%	11 5%	8 2%	29 4%	3 4%	1 4%	1 5%	1 4%
Answered		825	181	216	346	743	83	40	29	14
Mean Score		1.2	1.2	1.2	1.2	1.2	1.3	1.3	1.3	1.2
Standard error		.03	.07	.07	.05	.03	.04	.07	.08	.08
Standard deviation		.80	.90	.82	.72	.79	.80	.79	.82	.86

Columns Tested:: a,b,c,d,e,f,g,h

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	6 1%	- -%	3 5%	- -%	3 4%	- -%	2 1%	- -%	- -%	2 *%
Not very important	(-1)	27 3%	- -%	- -%	- -%	- -%	5 8%	5 2%	7 24%	* 2%	8 2%
Neither important nor unimportant	(0)	78 9%	6 14%	9 15%	4 39%	13 19%	5 8%	25 11%	1 4%	2 14%	26 7%
Important	(1)	400 48%	17 40%	28 48%	4 38%	32 46%	31 47%	101 45%	14 47%	10 66%	194 51%
Very important	(2)	314 38%	20 45%	19 32%	2 24%	21 31%	23 35%	88 39%	7 24%	3 17%	150 39%
Don't know		6 1%	1 1%	- -%	- -%	- -%	1 1%	3 1%	- -%	- -%	2 1%
NET Important		714 86%	37 84%	47 80%	6 61%	53 77%	53 82%	189 84%	22 72%	12 84%	343 90%
NET Not Important		33 4%	- -%	3 5%	- -%	3 4%	5 8%	7 3%	7 24%	* 2%	10 3%
Answered		825	44	58	10	69	64	221	30	14	379
Mean Score		1.2	1.3	1.0	.8	1.0	1.1	1.2	.7	1.0	1.3
Standard error		.03	.13	.13	.31	.12	.12	.05	.19	.11	.04
Standard deviation		.80	.72	.95	.82	.93	.87	.80	1.10	.66	.72

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	6 1%	3 1%	2 1%	2 *%	6 1%	1 *%	- -%	6 1%	- -%	6 1%	- -%
Not very important (-1)	27 3%	5 3%	5 2%	16 4%	15 2%	12 8%	- -%	25 3%	2 4%	27 3%	- -%
Neither important nor unimportant (0)	78 9%	24 14%	25 11%	29 7%	55 8%	24 17%	- -%	74 9%	4 10%	78 9%	* 3%
Important (1)	400 48%	80 45%	101 45%	219 51%	341 49%	59 42%	- -%	383 48%	17 42%	395 48%	5 58%
Very important (2)	314 38%	64 36%	88 39%	163 38%	267 39%	47 33%	- -%	296 37%	18 43%	311 38%	3 38%
Don't know	6 1%	1 1%	3 1%	2 *%	6 1%	* *%	- -%	6 1%	- -%	6 1%	* 1%
NET Important	714 86%	144 81%	189 84%	382 89%	608 88%	106 75%	- -%	679 86%	35 86%	706 86%	8 96%
NET Not Important	33 4%	8 4%	7 3%	18 4%	20 3%	12 9%	- -%	31 4%	2 4%	33 4%	- -%
Answered	825	176	221	428	683	142	-	785	41	817	8
Mean Score	1.2	1.1	1.2	1.2	1.2	1.0	-	1.2	1.2	1.2	1.3
Standard error	.03	.07	.05	.04	.03	.08	-	.03	.08	.03	.15
Standard deviation	.80	.86	.80	.76	.76	.93	-	.79	.82	.80	.58

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	6 1%	2 *%	* *%	4 2%
Not very important	(-1)	27 3%	22 5%	5 3%	* *%
Neither important nor unimportant	(0)	78 9%	40 9%	10 7%	28 12%
Important	(1)	400 48%	241 54%	53 38%	107 44%
Very important	(2)	314 38%	145 32%	68 49%	101 41%
Don't know		6 1%	1 *%	2 2%	3 1%
NET Important		714 86%	386 86%	120 87%	208 85%
NET Not Important		33 4%	23 5%	5 3%	5 2%
Answered		825	449	136	241
Mean Score		1.2	1.1	1.4	1.2
Standard error		.03	.04	.06	.05
Standard deviation		.80	.79	.78	.80

Columns Tested:: a,b,c

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	6	4	2	-	-	-	-	-	6	-	-
		1%	1%	2%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	27	24	*	-	-	*	2	-	24	2	2
		3%	4%	*%	-%	-%	2%	97%	-%	3%	6%	15%
												b
Neither important nor unimportant	(0)	78	67	11	*	-	*	-	-	78	*	*
		9%	10%	9%	*%	-%	*%	-%	-%	10%	*%	*%
Important	(1)	400	359	35	4	1	*	*	-	394	6	2
		48%	53%	30%	22%	37%	2%	*%	-%	50%	16%	9%
			bcjk							bjk		
Very important	(2)	314	222	66	14	2	9	*	1	*	288	26
		38%	33%	57%	67%	62%	95%	3%	82%	100%	36%	71%
				ai	ai						ai	ai
Don't know		6	2	2	2	-	-	-	-	4	2	-
		1%	*%	2%	11%	-%	-%	-%	-%	1%	6%	-%
				ai	ai						ai	
NET Important		714	581	101	19	3	10	*	1	*	682	32
		86%	86%	87%	89%	98%	98%	3%	100%	100%	86%	87%
NET Not Important		33	29	2	-	-	*	2	-	30	2	2
		4%	4%	2%	-%	-%	2%	97%	-%	4%	6%	15%
												b
Answered		825	677	114	19	3	10	2	1	*	791	34
Mean Score		1.2	1.1	1.4	1.8	1.6	1.9	-.9	1.8	2.0	1.2	1.6
				ai	ai						ai	
Standard error		.03	.03	.06	.07	.19	.12	.34	-	-	.03	.09
Standard deviation		.80	.78	.80	.45	.65	.51	.67	-	-	.79	.81
												1.10

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	6 1%	4 1%	- -%	2 1%	2 *%	3 1%	3 *%	6 1%	* *%	1 *%	2 1%	2 *%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	27 3%	14 4%	10 3%	2 2%	22 3%	19 3%	22 3%	27 3%	12 3%	7 3%	2 2%	19 4%	- -%	* *%	* 1%	- -%	- -%
Neither important nor unimportant (0)	78 9%	35 10%	32 10%	11 7%	62 9%	61 9%	66 9%	78 9%	30 7%	19 8%	6 5%	51 10%	* 2%	4 15%	* 1%	4 23%	- -%
Important (1)	400 48%	180 53%	179 53%	41 27%	335 48%	311 46%	357 48%	400 48%	195 49%	107 44%	63 54%	263 50%	2 20%	13 45%	6 19%	8 41%	1 17%
Very important (2)	314 38%	107 31%	114 34%	92 60%	270 39%	270 40%	292 39%	314 38%	164 41%	111 45%	40 34%	196 37%	9 70%	11 39%	24 80%	7 36%	6 83%
Don't know	6 1%	2 1%	* *%	4 3%	4 1%	4 1%	6 1%	6 1%	* *%	- -%	4 4%	1 *%	1 8%	* *%	* *%	- -%	- -%
NET Important	714 86%	288 84%	293 87%	133 87%	606 87%	581 87%	649 87%	714 86%	359 89%	218 89%	103 88%	459 86%	11 90%	24 84%	30 98%	15 77%	7 100%
NET Not Important	33 4%	18 5%	10 3%	4 3%	23 3%	23 3%	25 3%	33 4%	12 3%	7 3%	4 3%	21 4%	- -%	* *%	* 1%	- -%	- -%
Answered	825	342	335	148	691	664	740	825	401	244	113	530	12	29	30	19	7
Mean Score	1.2	1.1	1.2	1.5 ab	1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.2	1.7 abdf	1.2	1.8 abdf	1.1	1.8
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.03	.04	.07	.03	.09	.10	.07	.12	.10
Standard deviation	.80	.83	.72	.80	.76	.78	.77	.80	.73	.76	.76	.78	.52	.72	.50	.77	.41

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	6	2	-	-	-	-	-	3	*	-	-	-	-	-
		1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	27	20	2	*	-	-	-	16	2	*	-	*	-	-
		3%	3%	4%	*%	-%	-%	-%	3%	3%	1%	-%	2%	-%	-%
Neither important nor unimportant	(0)	78	53	3	2	*	*	4	52	6	1	3	*	-	-
		9%	9%	7%	9%	2%	*%	52%	10%	9%	4%	8%	*%	-%	-%
Important	(1)	400	296	24	8	5	1	1	265	20	6	11	3	5	1
		48%	50%	54%	38%	28%	12%	14%	50%	30%	33%	34%	30%	80%	10%
Very important	(2)	314	216	15	10	13	11	3	189	38	11	18	7	1	5
		38%	37%	33%	51%	70%	88%	34%	36%	56%	63%	57%	67%	20%	90%
Don't know		6	3	1	*	-	-	-	3	1	*	-	*	-	-
		1%	*%	2%	1%	-%	-%	-%	1%	1%	*%	-%	*%	-%	-%
NET Important		714	512	39	18	18	13	4	453	59	16	30	10	7	6
		86%	87%	87%	90%	98%	100%	48%	86%	86%	95%	92%	97%	100%	100%
NET Not Important		33	21	2	*	-	-	-	20	3	*	-	*	-	-
		4%	4%	4%	*%	-%	-%	-%	4%	4%	1%	-%	2%	-%	-%
Answered		825	586	43	20	19	13	8	524	67	17	32	11	7	6
Mean Score		1.2	1.2	1.2	1.4	1.7	1.9	.8	1.2	1.4	1.6	1.5	1.6	1.2	1.9
Standard error		.03	.03	.10	.10	.08	.07	.20	.03	.09	.09	.11	.13	.11	.12
Standard deviation		.80	.76	.74	.69	.51	.36	.97	.78	.82	.61	.66	.65	.43	.33

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49	
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17	
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33	
Not at all important	(-2)	6 1%	6 1%	- -	* 1%	- -	- -	- -	- -	2 1%	* *	- -	2 2%	- -
Not very important	(-1)	27 3%	22 3%	2 3%	* 1%	* 1%	- *o	- -%	2 18%	12 4%	1 1%	6 3%	2 3%	* 1%
Neither important nor unimportant	(0)	78 9%	66 10%	5 6%	5 15%	3 9%	* *o	- -%	- -%	29 9%	11 8%	17 9%	3 5%	6 17%
Important	(1)	400 48%	340 52%	26 36%	14 43%	8 26%	6 36%	4 36%	2 15%	177 55%	66 49%	77 40%	25 36%	13 39%
Very important	(2)	314 38%	216 33%	40 54%	13 41%	20 65%	10 63%	7 64%	9 67%	100 31%	57 42%	87 46%	35 52%	12 36%
Don't know		6 1%	5 1%	1 1%	* *o	- -%	* *o	- -%	- -%	* *o	- -%	3 1%	1 1%	2 7%
NET Important		714 86%	556 85%	66 89%	27 84%	28 91%	16 100%	11 100%	11 82%	276 86%	123 91%	164 87%	60 89%	24 75%
NET Not Important		33 4%	28 4%	2 3%	* 1%	* *o	- -%	- -%	2 18%	14 4%	1 1%	6 3%	4 5%	* 1%
Answered		825	650	73	33	30	16	11	13	319	135	187	67	30
Mean Score		1.2	1.1	1.4	1.2	1.6	1.6	1.6	1.3	1.1	1.3	1.3	1.3	1.2
Standard error		.03	.03	a	.11	a	.10	.09	.26	.05	.05	.06	.08	.11
Standard deviation		.80	.79	.75	.78	.67	.50	.50	1.18	.77	.68	.76	.90	.78

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	6 1%	2 *%	* *%	- -%	- -%	- -%	2 *%	* *%	- -%	2 3%	- -%
Not very important	(-1)	27 3%	14 4%	1 1%	6 4%	* 1%	* *%	12 4%	2 2%	2 2%	2 4%	* 1%
Neither important nor unimportant	(0)	78 9%	29 8%	14 11%	10 8%	3 7%	6 25%	31 10%	9 8%	13 10%	3 5%	4 16%
Important	(1)	400 48%	188 53%	68 50%	58 43%	14 33%	6 28%	177 54%	53 47%	50 36%	19 33%	11 40%
Very important	(2)	314 38%	119 34%	51 38%	59 43%	25 57%	10 46%	105 32%	49 44%	72 52%	32 54%	9 34%
Don't know		6 1%	* *%	- -%	3 2%	1 2%	* *%	* *%	* *%	1 1%	1 1%	2 9%
NET Important		714 86%	307 87%	119 88%	117 86%	39 91%	16 74%	283 86%	102 90%	123 88%	51 87%	20 74%
NET Not Important		33 4%	16 5%	1 1%	6 4%	* 1%	* *%	14 4%	2 2%	2 2%	4 6%	* 1%
Answered		825	352	135	134	42	22	328	113	138	58	25
Mean Score		1.2	1.2	1.3	1.3	1.5	1.2	1.1	1.3	1.4	1.3	1.2
Standard error		.03	.05	.06	.06	.06	.14	.05	.06	.06	.10	.13
Standard deviation		.80	.77	.69	.79	.66	.85	.77	.70	.73	.95	.76

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	508	41	311	825	42	733	22	
Effective base		436	222	63	86	41	256	20	159	419	17	362	8	
Weighted Base		831	431	134	141	77	477	27	322	795	36	677	19	
Not at all important	(-2)	6 1%	3 1%	* *%	3 2%	- -%	- -%	4 1%	- -%	2 1%	6 1%	* 1%	2 *%	- -%
Not very important	(-1)	27 3%	20 5%	4 3%	* *%	- -%	* 1%	5 1%	* 1%	22 7%	22 3%	4 12%	19 3%	2 12%
Neither important nor unimportant			c						a			a		
(0)		78 9%	52 12%	9 7%	3 2%	13 17%	* *%	33 7%	3 11%	42 13%	73 9%	5 13%	58 9%	4 24%
Important			c						a					
(1)		400 48%	226 52%	67 50%	65 46%	22 28%	18 46%	235 49%	13 47%	149 46%	385 48%	15 41%	332 49%	3 18%
Very important			d											
(2)		314 38%	127 29%	54 40%	70 50%	42 55%	18 46%	196 41%	11 41%	106 33%	303 38%	11 30%	262 39%	9 46%
Don't know					a	a								
		6 1%	3 1%	* *%	* *%	* *%	3 8%	4 1%	* 1%	2 1%	5 1%	1 2%	4 1%	- -%
NET Important					ad	abc								
		714 86%	353 82%	120 90%	135 96%	64 83%	35 91%	431 90%	24 87%	255 79%	688 87%	26 72%	594 88%	12 64%
NET Not Important														
		33 4%	23 5%	4 3%	3 2%	- -%	* 1%	9 2%	* 1%	23 7%	28 4%	5 13%	21 3%	2 12%
Answered		825	428	134	141	77	35	473	27	320	790	35	673	19
Mean Score		1.2	1.1	1.3	1.4	1.4	1.5	1.3	1.3	1.0	1.2	.9	1.2	1.0
Standard error		.03	.04	.06	.05	.07	.08	.03	.11	.05	.03	.16	.03	.24
Standard deviation		.80	.82	.73	.72	.76	.55	.72	.71	.88	.78	1.01	.75	1.12

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
Not at all important	6 1%	3 1%	- -%	4 1%	2 2%	2 *%	- -%	3 1%	- -%	4 1%	2 2%
Not very important	27 3%	17 3%	2 7%	20 3%	7 6%	19 3%	2 14%	17 3%	2 6%	22 3%	5 5%
Neither important nor unimportant	78 9%	56 9%	5 13%	71 10%	7 7%	58 9%	4 30%	56 9%	5 12%	71 10%	7 7%
Important	400 48%	304 48%	7 20%	357 49%	44 42%	335 49%	1 4%	299 47%	12 31%	357 49%	43 40%
Very important	314 38%	249 39%	21 60%	269 37%	45 43%	263 39%	7 51%	250 40%	20 51%	263 36%	51 47%
Don't know	6 1%	4 1%	- -%	5 1%	1 1%	4 1%	- -%	4 1%	- -%	5 1%	1 1%
NET Important	714 86%	553 87%	28 80%	625 86%	89 84%	597 88%	8 55%	549 87%	32 82%	620 86%	94 87%
NET Not Important	33 4%	20 3%	2 7%	24 3%	8 8%	21 3%	2 14%	20 3%	2 6%	26 4%	7 6%
Answered	825	630	34	721	104	677	15	625	39	717	108
Mean Score	1.2	1.2	1.3	1.2	1.2	1.2	.9	1.2	1.3	1.2	1.3
Standard error	.03	.03	.14	.03	.08	.03	.29	.03	.12	.03	.08
Standard deviation	.80	.77	.96	.77	.94	.75	1.22	.77	.90	.78	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	6 1%	* *%	2 *%	- -%	- -%	* *%	3 1%	- -%	- -%	3 *%	3 1%	- -%	- -%
Not very important (-1)	27 3%	8 2%	18 3%	5 3%	- -%	6 1%	13 3%	5 4%	- -%	14 2%	17 4%	3 2%	- -%
Neither important nor unimportant (0)	78 9%	32 8%	47 9%	14 11%	- -%	29 7%	43 9%	11 10%	- -%	36 6%	59 12%	10 7%	- -%
Important (1)	400 48%	174 43%	273 49%	42 31%	* 100%	167 42%	240 49%	36 32%	2 55%	262 45%	239 49%	57 39%	2 100%
Very important (2)	314 38%	194 47%	210 38%	75 55%	- -%	199 50%	189 38%	61 54%	2 45%	261 45%	172 35%	78 53%	- -%
Don't know	6 1%	* *%	4 1%	* *%	- -%	1 *%	4 1%	* *%	- -%	6 1%	* *%	- -%	- -%
NET Important	714 86%	368 90%	483 87%	117 86%	* 100%	366 91%	429 87%	97 86%	4 100%	523 90%	411 84%	136 92%	2 100%
NET Not Important	33 4%	8 2%	19 4%	5 3%	- -%	6 2%	17 3%	5 4%	- -%	17 3%	21 4%	3 2%	- -%
Answered	825	409	549	136	*	401	488	113	4	576	491	148	2
Mean Score	1.2	1.4	1.2	1.4	1.0	1.4	1.2	1.4	1.5	1.3	1.1	1.4	1.0
Standard error	.03	.03	.03	.06	-	.03	.03	.07	.34	.03	.04	.05	-
Standard deviation	.80	.72	.76	.81	-	.69	.77	.83	.59	.74	.81	.70	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base		867	719	680	867	597	493	36	603	466	453	118	81	226	208
Effective base		436	352	337	436	288	253	13	309	227	219	62	45	105	100
Weighted Base		831	668	630	831	554	475	11	588	436	430	117	90	199	189
Not at all important	(-2)	6	2	3	6	-	3	-	3	2	3	-	-	-	1
		1%	*%	1%	1%	-%	1%	-%	1%	*%	1%	-%	-%	-%	1%
Not very important	(-1)	27	21	17	27	13	19	-	20	7	10	2	3	5	11
		3%	3%	3%	3%	2%	4%	-%	3%	2%	2%	2%	3%	3%	6%
Neither important nor unimportant	(0)	78	60	61	78	43	48	*	65	27	24	13	6	15	19
		9%	9%	10%	9%	8%	10%	*%	11%	6%	6%	11%	7%	8%	10%
Important	(1)	400	323	298	400	263	229	4	300	217	197	36	34	78	78
		48%	48%	47%	48%	48%	48%	38%	51%	50%	46%	30%	38%	39%	42%
									d	d	d				
Very important	(2)	314	258	248	314	230	170	7	199	183	192	66	47	97	75
		38%	39%	39%	38%	42%	36%	62%	34%	42%	45%	57%	52%	49%	40%
											a	ab	a		
Don't know		6	4	4	6	4	4	-	1	1	5	-	-	4	4
		1%	1%	1%	1%	1%	1%	-%	*%	*%	1%	-%	-%	2%	2%
NET Important		714	581	545	714	494	400	11	498	400	389	102	81	175	154
		86%	87%	87%	86%	89%	84%	100%	85%	92%	90%	87%	90%	88%	81%
										a					
NET Not Important		33	23	20	33	13	23	-	23	9	13	2	3	5	12
		4%	3%	3%	4%	2%	5%	-%	4%	2%	3%	2%	3%	3%	6%
Answered		825	664	626	825	550	471	11	587	435	426	117	90	195	184
Mean Score		1.2	1.2	1.2	1.2	1.3	1.2	1.6	1.1	1.3	1.3	1.4	1.4	1.4	1.2
						b		b		a	a	a	a		
Standard error		.03	.03	.03	.03	.03	.04	.09	.03	.03	.04	.07	.08	.05	.06
Standard deviation		.80	.76	.77	.80	.71	.82	.51	.79	.70	.74	.76	.75	.74	.88

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 217 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	6	-	-	-	-	2	2	3	2	1	*	3	2	-	6	-
		1%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%	-%	1%	-%
Not very important	(-1)	27	2	*	4	2	24	10	24	14	14	6	22	5	-	15	5
		3%	2%	1%	15%	8%	3%	2%	3%	2%	3%	1%	3%	4%	-%	2%	9%
				a												a	
Neither important nor unimportant	(0)	78	7	*	1	*	74	57	74	59	48	30	71	10	-	52	11
		9%	8%	*%	2%	1%	10%	11%	10%	10%	10%	7%	10%	8%	-%	8%	21%
																a	
Important	(1)	400	43	14	12	6	335	231	347	279	216	197	332	47	-	334	13
		48%	44%	40%	39%	23%	47%	44%	47%	46%	44%	46%	47%	37%	-%	50%	24%
																b	
Very important	(2)	314	46	21	13	15	275	213	287	245	211	194	266	64	-	259	25
		38%	47%	59%	44%	58%	38%	41%	39%	40%	43%	45%	38%	50%	-%	39%	46%
Don't know		6	-	*	-	2	6	6	6	6	6	-	6	-	-	6	-
		1%	-%	*%	-%	9%	1%	1%	1%	1%	1%	-%	1%	-%	-%	1%	-%
NET Important		714	89	35	25	21	609	444	634	524	428	391	597	112	-	593	38
		86%	90%	99%	83%	82%	85%	85%	85%	87%	86%	92%	85%	87%	-%	88%	70%
												b				b	
NET Not Important		33	2	*	4	2	26	12	28	16	14	7	25	7	-	21	5
		4%	2%	1%	15%	8%	4%	2%	4%	3%	3%	2%	4%	5%	-%	3%	9%
				a													
Answered Mean Score		825	98	35	30	24	710	514	736	599	490	428	693	129	-	665	54
		1.2	1.4	1.6	1.1	1.4	1.2	1.3	1.2	1.3	1.3	1.4	1.2	1.3	-	1.2	1.1
												b					
Standard error		.03	.07	.09	.19	.19	.03	.03	.03	.03	.03	.03	.03	.07	-	.03	.15
Standard deviation		.80	.71	.56	1.03	.92	.78	.76	.79	.76	.76	.68	.78	.87	-	.76	1.03

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	6 1%	2 1%	4 1%	2 1%	- -%	- -%	2 1%	- -%	6 1%	1 *%	2 1%	* *%	4 1%
Not very important (-1)	27 3%	12 3%	15 3%	3 1%	- -%	7 6%	- -%	2 2%	16 3%	8 5%	7 5%	2 1%	18 3%
Neither important nor unimportant (0)	78 9%	32 9%	46 10%	11 5%	- -%	10 9%	9 5%	6 5%	52 10%	19 12%	5 4%	13 8%	61 11%
Important (1)	400 48%	167 45%	234 51%	105 49%	9 58%	48 41%	83 51%	41 34%	277 51%	79 48%	46 37%	66 41%	276 52%
Very important (2)	314 38%	161 43%	153 34%	94 44%	7 42%	51 43%	68 42%	70 58%	184 34%	59 35%	62 50%	79 49%	170 32%
Don't know	6 1%	* *%	6 1%	1 *%	- -%	- -%	1 *%	1 1%	6 1%	* *%	3 2%	- -%	3 1%
NET Important	714 86%	327 88%	387 85%	199 92%	16 100%	99 85%	152 93%	110 92%	460 85%	138 83%	109 87%	145 91%	446 84%
NET Not Important	33 4%	14 4%	19 4%	5 2%	- -%	7 6%	2 1%	2 2%	22 4%	9 5%	8 7%	2 1%	22 4%
Answered	825	374	451	216	16	116	162	119	534	166	122	161	529
Mean Score	1.2	1.3	1.1	1.3	1.4	1.2	1.3	1.5	1.2	1.1	1.3	1.4	1.1
Standard error	.03	.04	.04	.05	.16	.08	.05	bc	.03	.06	.08	.05	.03
Standard deviation	.80	.80	.79	.72	.51	.85	.68	.69	.80	.83	.89	.70	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	6 1%	1 *%	6 1%
Not very important	(-1)	27 3%	10 3%	17 3%
Neither important nor unimportant	(0)	78 9%	35 11%	43 8%
Important	(1)	400 48%	136 42%	265 52% a
Very important	(2)	314 38%	138 42%	176 35%
Don't know		6 1%	6 2% b	- -%
NET Important		714 86%	274 84%	440 87%
NET Not Important		33 4%	10 3%	22 4%
Answered		825	320	505
Mean Score		1.2	1.3	1.2
Standard error		.03	.04	.04
Standard deviation		.80	.79	.80

Columns Tested:: a,b

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	6 1%	- -%	1 3%	3 2%	- -%	- -%	- -%	1 2%	* *%	2 2%	- -%	- -%	- -%
Not very important (-1)	27 3%	- -%	- -%	4 2%	2 2%	- -%	6 7%	2 9%	* 1%	4 4%	1 2%	6 4%	3 7%
Neither important nor unimportant (0)	78 9%	- -%	3 7%	9 5%	15 14%	3 20%	10 13%	1 3%	7 8%	5 5%	5 21%	17 11%	3 8%
Important (1)	400 48%	- -%	16 43%	66 39%	52 51%	10 59%	31 39%	15 57%	46 49%	50 55%	9 37%	83 57%	22 52%
Very important (2)	314 38%	- -%	18 47%	86 51%	31 30%	4 22%	33 41%	8 29%	39 42%	30 33%	10 40%	41 28%	13 32%
Don't know	6 1%	- -%	* *%	3 2%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important	714 86%	- -%	35 90%	152 89%	83 81%	14 80%	64 80%	23 86%	85 91%	81 88%	19 77%	124 85%	35 85%
NET Not Important	33 4%	- -%	1 3%	6 4%	2 2%	- -%	6 7%	3 11%	1 1%	6 6%	1 2%	6 4%	3 7%
Answered	825	-	38	167	99	17	81	26	93	91	25	146	41
Mean Score	1.2	-	1.3	1.4	1.1	1.0	1.1	1.0	1.3	1.1	1.2	1.1	1.1
Standard error	.03	-	.12	.07	.06	.15	.11	.13	.06	.10	.10	.08	.13
Standard deviation	.80	-	.84	.82	.72	.66	.90	.95	.66	.84	.84	.74	.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 217 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		867	218	223	227	199	441	426
Effective base		436	111	98	113	113	209	226
Weighted Base		831	223	185	211	212	408	423
Not at all important	(-2)	6	4	-	2	-	4	2
		1%	2%	-%	1%	-%	1%	1%
Not very important	(-1)	27	4	7	7	9	11	16
		3%	2%	4%	3%	4%	3%	4%
Neither important nor unimportant	(0)	78	11	29	13	25	40	38
		9%	5%	15%	6%	12%	10%	9%
Important	(1)	400	87	88	111	114	175	225
		48%	39%	48%	53%	54%	43%	53%
				a	a			a
Very important	(2)	314	114	58	78	64	172	142
		38%	51%	31%	37%	30%	42%	34%
			bcd					
Don't know		6	3	3	-	-	6	-
		1%	1%	2%	-%	-%	2%	-%
NET Important		714	201	146	189	178	347	367
		86%	90%	79%	89%	84%	85%	87%
			b		b			
NET Not Important		33	7	7	9	9	15	18
		4%	3%	4%	4%	4%	4%	4%
Answered		825	220	182	211	212	402	423
Mean Score		1.2	1.4	1.1	1.2	1.1	1.2	1.2
			bd					
Standard error		.03	.06	.05	.05	.05	.04	.04
Standard deviation		.80	.80	.80	.79	.76	.81	.78

Columns Tested:: a,b,c,d - a,b

Table 218

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important (-2)	30 4%	13 9%	17 2%	29 4%	* *%	* 5%	* 6%	* 1%
Not very important (-1)	19 2%	3 2%	16 2%	17 2%	1 4%	* 6%	* 7%	2 4%
Neither important nor unimportant (0)	92 11%	20 14%	72 10%	89 11%	2 6%	1 15%	* 16%	3 8%
Important (1)	362 43%	44 31%	317 46%	345 43%	13 49%	2 41%	1 38%	16 47%
Very important (2)	315 38%	48 34%	267 39%	305 38%	9 33%	1 29%	1 29%	11 32%
Don't know	14 2%	13 9%	1 *%	12 1%	2 8%	* 3%	* 4%	2 7%
NET Important	677 81%	93 65%	584 85%	650 82%	23 81%	3 71%	1 67%	27 79%
NET Not Important	49 6%	16 11%	33 5%	47 6%	1 4%	* 11%	* 13%	2 6%
Answered	817	128	689	786	26	4	2	32
Mean Score	1.1	.9	1.2	1.1	1.2	.9	.8	1.1
Standard error	.03	.10	.03	.04	.08	.18	.18	.06
Standard deviation	.95	1.24	.88	.96	.80	1.21	1.66	.87

Columns Tested: a,b - a,b,c,d,e

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	30 4%	10 2%	17 7% ah	2 4%	* 1%	* 2%	* 6%	29 4%	* *%	* 5%
Not very important	(-1)	19 2%	6 1%	10 4%	1 3%	1 6% a	* 2%	* 7% ag	17 2%	1 4%	* 6% a
Neither important nor unimportant	(0)	92 11%	60 12%	27 11%	2 4%	1 6%	1 10%	* 16%	89 11%	2 6%	1 15%
Important	(1)	362 43%	236 46%	90 38%	19 44%	10 49%	6 45%	1 38%	345 43%	13 49%	3 40%
Very important	(2)	315 38%	195 38%	92 38%	18 41%	7 35%	4 28%	1 29%	305 38%	9 33%	2 29%
Don't know		14 2%	6 1%	4 2%	2 4%	1 3%	2 13%	* 4%	12 1%	2 8%	* 4%
NET Important		677 81%	431 84% fi	182 76%	37 85%	17 85% f	9 73%	1 67%	650 82% fi	23 81%	5 70%
NET Not Important		49 6%	17 3%	27 11% ag	3 7%	1 6%	* 4%	* 13% a	47 6%	1 4%	1 11% a
Answered		817	508	236	42	19	11	2	786	26	6
Mean Score		1.1	1.2	1.0	1.2	1.2	1.1	.8	1.1	1.2	.9
Standard error		.03	.05 bfi	.08	.12	.10	.10	.18	.04	.08	.10
Standard deviation		.95	.84	1.15	.97	.85	.89	1.66	.96	.80	1.19

Columns Tested: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	30	27	3	*	*	16	6	1	-	*
		4%	4%	2%	*%	5%	3%	5%	2%	-%	1%
Not very important	(-1)	19	13	4	1	*	11	4	*	1	*
		2%	2%	3%	4%	6%	2%	3%	2%	9%	2%
						a					
Neither important nor unimportant	(0)	92	75	14	2	1	49	22	4	*	*
		11%	11%	11%	6%	15%	9%	18%	13%	1%	3%
								a			
Important	(1)	362	290	56	13	2	253	59	11	6	5
		43%	43%	43%	49%	41%	46%	50%	38%	38%	32%
Very important	(2)	315	255	50	9	1	216	27	13	8	9
		38%	38%	39%	33%	29%	39%	23%	44%	53%	55%
							b			b	b
Don't know		14	10	2	2	*	5	-	-	-	1
		2%	1%	1%	8%	3%	1%	-%	-%	-%	8%
					ab						
NET Important		677	545	105	23	3	469	86	24	14	15
		81%	81%	82%	81%	71%	85%	73%	83%	90%	87%
			e	e			b				
NET Not Important		49	40	7	1	*	27	10	1	1	*
		6%	6%	5%	4%	11%	5%	9%	4%	9%	2%
Answered		817	659	127	26	4	545	119	29	16	16
Mean Score		1.1	1.1	1.1	1.2	.9	1.2	.8	1.2	1.3	1.5
							b				b
Standard error		.03	.05	.07	.08	.18	.05	.09	.12	.13	.08
Standard deviation		.95	.96	.91	.80	1.21	.90	1.01	.90	.91	.73

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	30 4%	* *%	- -%	8 7%	- -%	1 1%	3 2%	10 9%	3 5%	3 4%
									a		
Not very important	(-1)	19 2%	3 4%	2 4%	* *%	* 1%	2 2%	2 2%	5 4%	2 3%	* *%
Neither important nor unimportant	(0)	92 11%	8 9%	8 13%	10 9%	3 6%	6 9%	22 18%	10 9%	4 6%	14 20%
Important	(1)	362 43%	43 47%	26 41%	44 37%	15 33%	28 42%	58 49%	57 51%	30 49%	25 36%
Very important	(2)	315 38%	37 41%	26 42%	56 47%	27 60%	30 43%	29 25%	28 25%	22 36%	26 38%
					fg	fg					
Don't know		14 2%	- -%	1 1%	1 1%	* *%	2 3%	4 3%	2 2%	1 1%	1 2%
NET Important		677 81%	81 88%	52 82%	101 84%	42 93%	58 85%	87 74%	86 76%	52 85%	51 74%
						f					
NET Not Important		49 6%	3 4%	2 4%	8 7%	* 1%	3 4%	5 4%	15 13%	5 8%	3 4%
Answered		817	92	63	119	45	66	113	111	61	67
Mean Score		1.1	1.2	1.2	1.2	1.5	1.3	1.0	.8	1.1	1.1
			g			fgi	g				
Standard error		.03	.10	.12	.12	.10	.11	.11	.15	.14	.13
Standard deviation		.95	.77	.81	1.08	.65	.83	.86	1.15	1.00	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	30 4%	3 2%	3 1%	21 6%	28 4%	2 3%	* 1%	2 6%	* 1%
Not very important	(-1)	19 2%	2 1%	7 3%	7 2%	16 2%	2 3%	2 4%	1 2%	* 1%
Neither important nor unimportant	(0)	92 11%	22 12%	20 9%	42 12%	84 11%	8 9%	4 11%	1 5%	2 11%
Important	(1)	362 43%	68 37%	99 46%	159 45%	326 44%	36 43%	16 39%	12 43%	7 51%
Very important	(2)	315 38%	83 46%	86 40%	114 32%	282 38%	33 40%	17 42%	13 44%	4 26%
Don't know		14 2%	3 2%	1 1%	7 2%	12 2%	2 3%	1 2%	- -%	2 11%
			ch						h	
NET Important		677 81%	150 83%	185 85%	273 78%	608 81%	69 83%	33 82%	25 87%	11 76%
NET Not Important		49 6%	6 3%	10 5%	28 8%	44 6%	5 6%	2 5%	2 8%	* 2%
Answered		817	178	215	343	736	81	39	29	13
Mean Score		1.1	1.3	1.2	1.0	1.1	1.2	1.2	1.2	1.1
Standard error		.03	.07	.07	.07	.04	.05	.08	.10	.07
Standard deviation		.95	.87	.85	1.05	.96	.92	.90	1.04	.74

Columns Tested:: a,b,c,d,e,f,g,h

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	30	7	-	7	-	7	3	-	13
		4%	12%	-%	10%	-%	3%	9%	-%	3%
Not very important	(-1)	19	*	-	*	1	9	3	1	5
		2%	*%	-%	*%	1%	4%	9%	5%	1%
								i		
Neither important nor unimportant	(0)	92	6	*	7	11	23	2	*	41
		11%	14%	4%	10%	18%	10%	7%	3%	11%
Important	(1)	362	20	16	7	23	87	16	10	175
		43%	46%	28%	66%	33%	44%	51%	70%	46%
									bdf	
Very important	(2)	315	17	28	2	31	23	90	7	3
		38%	39%	49%	24%	45%	36%	40%	23%	21%
Don't know		14	1	-	1	1	7	-	-	5
		2%	1%	-%	7%	1%	3%	-%	-%	1%
NET Important		677	37	45	9	54	51	177	22	13
		81%	85%	76%	89%	78%	80%	74%	92%	83%
NET Not Important		49	*	7	-	7	1	6	1	18
		6%	*%	13%	-%	11%	1%	7%	5%	5%
								ei		
Answered	817	44	58	9	68	64	217	30	14	376
Mean Score	1.1	1.3	1.0	1.2	1.0	1.2	1.1	.7	1.1	1.1
Standard error	.03	.12	.18	.22	.16	.10	.06	.21	.12	.05
Standard deviation	.95	.69	1.32	.53	1.24	.76	.98	1.21	.68	.92

Columns Tested: a,b,c,d,e,f,g,h,i

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	30 4%	7 4%	7 3%	16 4%	28 4%	2 1%	- -%	27 3%	3 7%	30 4%	- -%
Not very important (-1)	19 2%	1 1%	9 4%	8 2%	16 2%	2 2%	- -%	18 2%	1 2%	19 2%	- -%
Neither important nor unimportant (0)	92 11%	25 14%	23 10%	44 10%	54 8%	38 27%	- -%	89 11%	2 6%	91 11%	1 11%
Important (1)	362 43%	71 40%	87 39%	203 47%	309 45%	53 37%	- -%	342 43%	20 49%	357 43%	4 53%
Very important (2)	315 38%	71 40%	90 40%	154 36%	269 39%	47 33%	- -%	302 38%	14 34%	313 38%	3 34%
Don't know	14 2%	2 1%	7 3%	5 1%	13 2%	1 1%	- -%	13 2%	1 2%	14 2%	* 1%
NET Important	677 81%	143 80%	177 79%	357 83%	578 84%	99 70%	- -%	644 81%	33 82%	670 81%	7 88%
NET Not Important	49 6%	8 5%	16 7%	24 6%	45 6%	4 3%	- -%	45 6%	4 10%	49 6%	- -%
Answered	817	175	217	425	676	141	-	778	40	809	8
Mean Score	1.1	1.1	1.1	1.1	1.1	1.0	-	1.1	1.0	1.1	1.2
Standard error	.03	.08	.06	.04	.04	.07	-	.03	.11	.03	.18
Standard deviation	.95	.96	.98	.93	.96	.88	-	.94	1.10	.95	.68

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	30 4%	23 5%	3 2%	4 2%
Not very important	(-1)	19 2%	8 2%	3 2%	8 3%
Neither important nor unimportant	(0)	92 11%	57 13%	14 10%	21 9%
Important	(1)	362 43%	216 48%	54 39%	92 38%
Very important	(2)	315 38%	145 32%	62 45%	109 45%
Don't know		14 2%	1 *%	2 2%	10 4%
NET Important		677 81%	361 80%	116 84%	201 82%
NET Not Important		49 6%	31 7%	6 4%	11 5%
Answered		817	448	135	234
Mean Score		1.1	1.0	1.3	1.3
Standard error		.03	.05	.07	.06
Standard deviation		.95	.99	.88	.88

Columns Tested: a,b,c

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	30	25	4	1	-	-	-	-	29	1	-
		4%	4%	4%	4%	-%	-%	-%	-%	4%	2%	-%
Not very important	(-1)	19	15	1	3	-	-	-	-	16	3	-
		2%	2%	1%	12%	-%	-%	-%	-%	2%	7%	-%
				bi								
Neither important nor unimportant	(0)	92	76	13	1	*	2	-	-	89	3	2
		11%	11%	11%	5%	2%	97%	-%	-%	11%	9%	13%
Important	(1)	362	313	43	3	1	-	*	*	356	5	3
		43%	46%	37%	14%	45%	-%	2%	100%	45%	15%	17%
			cj							cj		
Very important	(2)	315	244	52	11	1	*	1	-	295	20	9
		38%	36%	44%	54%	29%	3%	82%	-%	37%	55%	56%
Don't know		14	6	3	2	1	-	*	-	10	4	2
		2%	1%	3%	11%	24%	-%	16%	-%	1%	12%	14%
				ai							ai	ai
NET Important		677	557	95	14	2	9	*	1	*	651	26
		81%	82%	82%	68%	74%	86%	3%	84%	100%	82%	70%
NET Not Important		49	40	5	3	-	-	-	-	45	3	-
		6%	6%	4%	17%	-%	-%	-%	-%	6%	9%	-%
Answered		817	673	112	19	2	9	2	1	*	785	32
Mean Score		1.1	1.1	1.2	1.1	1.4	1.8	.1	2.0	1.0	1.1	1.3
Standard error		.03	.04	.07	.21	.22	.10	.23	-	-	.03	.13
Standard deviation		.95	.94	.95	1.31	.71	.39	.46	-	-	.94	1.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	30 4%	12 4%	13 4%	5 3%	14 2%	14 2%	15 2%	30 4%	3 1%	3 1%	1 1%	10 2%	1 7%	*	3 10%	-	-
Not very important (-1)	19 2%	5 2%	10 3%	3 2%	17 2%	16 2%	17 2%	19 2%	8 2%	7 3%	*	15 3%	-	*	*	1 5%	*
Neither important nor unimportant (0)	92 11%	52 15%	24 7%	16 10%	80 12%	73 11%	83 11%	92 11%	44 11%	25 10%	12 11%	61 12%	1 8%	1 3%	2 8%	5 24%	*
Important (1)	362 43%	155 45%	158 47%	49 32%	312 45%	293 44%	329 44%	362 43%	189 47%	104 43%	48 41%	252 48%	2 14%	13 44%	6 20%	7 38%	1 16%
Very important (2)	315 38%	116 34%	128 38%	72 47%	264 38%	261 39%	290 39%	315 38%	155 39%	105 43%	51 43%	186 35%	8 64%	15 53%	19 61%	6 31%	5 80%
Don't know	14 2%	4 1%	2 1%	8 5%	9 1%	10 2%	12 2%	14 2%	2 *	* *	5 5%	5 1%	1 8%	*	-	*	-
NET Important	677 81%	270 79%	286 85%	120 79%	576 83%	554 83%	620 83%	677 81%	344 86%	209 86%	99 84%	439 83%	10 77%	28 97%	25 82%	13 69%	7 96%
NET Not Important	49 6%	18 5%	22 7%	9 6%	31 4%	31 5%	32 4%	49 6%	11 3%	10 4%	1 1%	26 5%	1 7%	*	3 10%	1 5%	*
Answered	817	340	333	145	687	658	734	817	399	244	112	526	12	29	30	19	7
Mean Score	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.1	1.2	1.2	1.3	1.1	1.4	1.5	1.2	1.0	1.8
Standard error	.03	.06	.05	.06	.03	.03	.03	.03	.04	.05	.07	.04	.21	.08	.19	.14	.14
Standard deviation	.95	.94	.95	.98	.87	.88	.87	.95	.78	.85	.74	.87	1.18	.59	1.27	.89	.56

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	30	11	*	*	3	-	-	10	-	4	*	-	-	-
		4%	2%	*%	1%	16%	-%	-%	2%	-%	22%	*%	-%	-%	-%
					a						ab				
Not very important	(-1)	19	15	*	1	*	-	*	16	-	*	-	-	1	-
		2%	3%	1%	4%	1%	-%	*%	3%	-%	1%	-%	-%	13%	-%
Neither important nor unimportant	(0)	92	66	5	1	2	*	5	62	8	*	2	*	-	*
		11%	11%	12%	7%	12%	*%	54%	12%	11%	2%	7%	3%	-%	4%
Important	(1)	362	277	21	4	3	6	1	241	30	3	13	3	5	*
		43%	47%	47%	18%	16%	47%	12%	46%	43%	17%	39%	25%	71%	6%
			cd						c						
Very important	(2)	315	212	17	14	10	7	2	191	29	10	17	8	1	5
		38%	36%	38%	70%	55%	52%	28%	36%	43%	58%	52%	72%	16%	89%
				ab											
Don't know		14	7	1	*	-	-	*	8	2	*	*	-	-	-
		2%	1%	2%	1%	-%	-%	6%	2%	2%	*%	1%	-%	-%	-%
NET Important		677	489	38	18	13	13	3	431	59	13	29	10	6	6
		81%	83%	85%	88%	71%	100%	40%	82%	86%	75%	91%	97%	87%	96%
NET Not Important		49	26	*	1	3	-	*	26	-	4	*	-	1	-
		6%	4%	1%	5%	17%	-%	*%	5%	-%	23%	*%	-%	13%	-%
											ab				
Answered		817	582	43	20	19	13	8	520	67	17	32	11	7	6
Mean Score		1.1	1.1	1.2	1.5	.9	1.5	.7	1.1	1.3	.9	1.4	1.7	.9	1.8
Standard error		.03	.04	.09	.12	.23	.11	.21	.04	.08	.25	.12	.11	.23	.18
Standard deviation		.95	.86	.71	.87	1.50	.53	.96	.88	.68	1.66	.67	.56	.89	.51

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	30 4%	29 4%	* *%	- -%	1 3%	- -%	- -%	- -%	3 1%	3 2%	3 2%	4 5%	1 3%
Not very important	19 2%	15 2%	1 2%	1 4%	* *%	* 1%	* 5%	- -%	4 1%	5 4%	6 3%	1 2%	- -%
Neither important nor unimportant	92 11%	75 11%	7 9%	5 14%	2 8%	* 1%	1 8%	2 17%	47 15%	10 8%	15 8%	5 8%	5 17%
Important	362 43%	294 45%	33 45%	8 26%	16 53%	5 34%	3 31%	1 6%	147 46%	67 49%	84 45%	22 32%	9 26%
Very important	315 38%	231 35%	32 43%	18 56%	10 33%	9 58%	6 56%	9 73%	117 37%	50 37%	78 41%	30 44%	15 47%
Don't know	14 2%	11 2%	1 1%	* *%	1 2%	1 6%	- -%	* 4%	1 *%	- -%	3 1%	6 9%	2 7%
NET Important	677 81%	525 80%	65 88%	27 81%	26 87%	15 92%	9 88%	10 80%	264 83%	117 86%	162 86%	51 76%	24 74%
NET Not Important	49 6%	44 7%	1 2%	1 4%	1 3%	* 1%	* 5%	- -%	7 2%	8 6%	9 5%	5 7%	1 3%
Answered	817	644	73	33	30	15	11	12	319	135	187	61	30
Mean Score	1.1	1.1	1.3	1.3	1.2	1.6	1.4	1.6	1.2	1.2	1.2	1.2	1.2
Standard error	.03	.04	.08	.12	.13	.11	.24	.18	.05	.07	.06	.09	.14
Standard deviation	.95	.99	.73	.88	.82	.56	.86	.80	.79	.88	.86	1.07	.95

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	30 4%	3 1%	3 2%	3 3%	4 8%	- -%	3 1%	6 5%	* *%	3 5%	1 3%
Not very important	(-1)	19 2%	4 1%	6 4%	5 4%	1 3%	- -%	10 3%	5 4%	1 1%	1 1%	- -%
Neither important nor unimportant	(0)	92 11%	48 13%	15 11%	10 7%	3 7%	5 22%	46 14%	7 6%	11 8%	5 8%	5 20%
Important	(1)	362 43%	163 46%	68 50%	58 43%	15 34%	4 19%	153 47%	55 49%	59 42%	18 31%	7 28%
Very important	(2)	315 38%	135 38%	44 33%	56 41%	17 39%	13 59%	114 35%	41 36%	67 48%	28 48%	11 40%
Don't know		14 2%	1 *%	- -%	4 3%	4 9%	* *%	2 1%	- -%	1 1%	4 7%	2 9%
NET Important		677 81%	298 84%	112 83%	114 84%	31 73%	17 78%	268 82%	96 85%	125 90%	46 79%	18 68%
NET Not Important		49 6%	7 2%	9 7%	9 7%	5 11%	- -%	12 4%	10 9%	1 1%	4 7%	1 3%
Answered		817	352	135	132	39	22	326	113	138	55	25
Mean Score		1.1	1.2	1.1	1.2	1.0	1.4	1.1	1.1	1.4	1.2	1.1
Standard error		.03	.05	.07	.08	.11	.14	.05	.09	.05	.11	.17
Standard deviation		.95	.77	.90	.93	1.21	.84	.82	1.02	.68	1.08	1.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	30	12	7	5	1	4	20	-	10	30	-	14	-
		4%	3%	6%	3%	1%	10%	4%	-%	3%	4%	-%	2%	-%
Not very important	(-1)	19	12	1	3	1	2	6	2	11	17	2	16	1
		2%	3%	*%	2%	1%	6%	1%	7%	3%	2%	5%	2%	3%
Neither important nor unimportant	(0)	92	68	5	4	11	1	31	1	60	83	9	73	7
		11%	16%	4%	3%	14%	4%	7%	3%	19%	10%	24%	11%	37%
Important	(1)	362	183	75	52	32	14	201	15	142	353	8	307	5
		43%	43%	56%	37%	42%	36%	42%	56%	44%	44%	23%	45%	28%
Very important	(2)	315	149	45	76	29	14	208	9	98	299	16	258	6
		38%	35%	34%	54%	38%	36%	44%	33%	30%	38%	45%	38%	31%
Don't know		14	7	*	1	3	3	11	*	2	13	1	8	*
		2%	2%	*%	1%	5%	8%	2%	1%	1%	2%	2%	1%	1%
NET Important		677	332	121	128	61	28	409	24	239	652	25	565	11
		81%	77%	90%	91%	80%	72%	86%	89%	74%	82%	68%	83%	59%
NET Not Important		49	24	8	7	1	6	26	2	21	47	2	30	1
		6%	6%	6%	5%	1%	16%	5%	7%	6%	6%	5%	4%	3%
Answered		817	424	134	140	73	35	466	27	320	782	35	668	18
Mean Score		1.1	1.0	1.1	1.4	1.2	.9	1.2	1.2	1.0	1.1	1.1	1.2	.9
Standard error		.03	.05	.08	.07	.08	.18	.04	.13	.05	.03	.15	.03	.20
Standard deviation		.95	.94	.94	.91	.78	1.30	.95	.80	.96	.95	.97	.87	.92

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	30	14	-	29	1	14	-	14	*	29	1
		4%	2%	-%	4%	1%	2%	-%	2%	*%	4%	1%
Not very important	(-1)	19	16	1	14	5	17	-	16	1	12	6
		2%	3%	2%	2%	4%	2%	-%	2%	2%	2%	6%
Neither important nor unimportant	(0)	92	66	7	80	12	73	6	66	7	82	10
		11%	10%	20%	11%	12%	11%	45%	10%	19%	11%	9%
Important	(1)	362	275	19	323	39	306	6	276	18	320	42
		43%	43%	54%	44%	37%	45%	39%	44%	45%	44%	39%
Very important	(2)	315	253	8	267	48	262	2	248	13	267	49
		38%	40%	24%	37%	46%	38%	15%	39%	34%	37%	45%
Don't know		14	10	*	13	1	8	*	10	-	13	1
		2%	2%	*%	2%	1%	1%	1%	2%	-%	2%	1%
NET Important		677	527	27	590	87	568	8	524	31	586	91
		81%	83%	78%	81%	82%	83%	54%	83%	79%	81%	83%
NET Not Important		49	30	1	43	6	31	-	30	1	41	7
		6%	5%	2%	6%	5%	5%	-%	5%	2%	6%	7%
Answered		817	624	34	713	104	672	14	620	39	709	108
Mean Score		1.1	1.2	1.0	1.1	1.2	1.2	.7	1.2	1.1	1.1	1.2
Standard error		.03	.03	.11	.04	.08	.03	.18	.03	.11	.04	.08
Standard deviation		.95	.89	.73	.96	.89	.87	.74	.89	.79	.96	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	30 4%	11 3%	9 2%	6 4%	- -%	4 1%	11 2%	* *%	- -%	20 4%	16 3%	3 2%	- -%
Not very important (-1)	19 2%	4 1%	15 3%	* *%	- -%	5 1%	13 3%	* *%	2 45%	12 2%	9 2%	2 1%	- -%
Neither important nor unimportant (0)	92 11%	39 9%	63 11%	14 10%	- -%	31 8%	55 11%	11 9%	- -%	41 7%	67 14%	13 9%	- -%
Important (1)	362 43%	194 48%	239 43%	44 32%	* 100%	191 48%	209 42%	33 29%	* 4%	260 45%	202 41%	51 35%	2 100%
Very important (2)	315 38%	159 39%	219 40%	71 52%	- -%	168 42%	196 40%	68 60%	2 50%	237 41%	192 39%	77 52%	- -%
Don't know	14 2%	2 *%	8 1%	1 1%	- -%	3 1%	8 2%	1 1%	- -%	11 2%	4 1%	1 1%	- -%
NET Important	677 81%	354 87%	458 83%	115 84%	* 100%	359 89%	405 82%	101 89%	2 55%	496 85%	395 80%	129 87%	2 100%
NET Not Important	49 6%	15 4%	25 4%	6 4%	- -%	9 2%	24 5%	* *%	2 45%	33 6%	25 5%	5 3%	- -%
Answered	817	407	545	135	*	398	484	112	4	570	487	147	2
Mean Score	1.1	1.2	1.2	1.3	1.0	1.3	1.2	1.5	.6	1.2	1.1	1.3	1.0
Standard error	.03	.04	.04	.08	-	.04	.04	.06	1.00	.04	.04	.07	-
Standard deviation	.95	.85	.87	.97	-	.74	.90	.68	1.73	.93	.94	.86	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208			
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100			
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189			
Not at all important	(-2)	30	14	14	30	11	8	-	14	13	21	1	5	6	4		
		4%	2%	2%	4%	2%	2%	-%	2%	3%	5%	1%	6%	3%	2%		
Not very important	(-1)	19	16	16	19	14	12	*	12	7	6	1	*	2	3		
		2%	2%	2%	2%	2%	2%	4%	2%	2%	1%	1%	*%	1%	1%		
Neither important nor unimportant	(0)	92	78	69	92	56	59	1	75	32	29	9	5	13	17		
		11%	12%	11%	11%	10%	12%	12%	13%	7%	7%	7%	6%	6%	9%		
Important	(1)	362	303	280	362	246	211	7	257	193	195	43	35	83	81		
		43%	45%	44%	43%	44%	44%	61%	44%	44%	45%	37%	39%	42%	43%		
Very important	(2)	315	249	241	315	219	179	3	222	190	171	64	44	88	78		
		38%	37%	38%	38%	40%	38%	23%	38%	44%	40%	55%	48%	44%	41%		
												ac					
Don't know		14	8	10	14	8	7	-	7	1	8	-	1	7	6		
		2%	1%	2%	2%	1%	1%	-%	1%	*%	2%	-%	1%	3%	3%		
NET Important		677	552	521	677	464	390	9	479	383	367	107	79	172	159		
		81%	83%	83%	81%	84%	82%	84%	81%	88%	85%	91%	87%	86%	84%		
										a							
NET Not Important		49	30	30	49	25	19	*	27	19	27	1	5	8	6		
		6%	5%	5%	6%	5%	4%	4%	5%	4%	6%	1%	6%	4%	3%		
Answered		817	660	620	817	546	469	11	581	434	423	117	89	192	182		
Mean Score		1.1	1.1	1.2	1.1	1.2	1.2	1.0	1.1	1.2	1.2	1.4	1.3	1.3	1.2		
											ac						
Standard error		.03	.03	.03	.03	.04	.04	.13	.04	.04	.05	.07	.11	.06	.06		
Standard deviation		.95	.87	.89	.95	.87	.86	.76	.90	.88	.98	.71	1.00	.88	.84		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	30 4%	3 3%	- -%	2 8%	- -%	27 4%	24 5%	27 4%	25 4%	27 5%	9 2%	24 4%	5 4%	- -%	25 4%	5 9%
Not very important (-1)	19 2%	5 5%	* 1%	1 4%	1 3%	17 2%	9 2%	17 2%	16 3%	14 3%	5 1%	18 3%	1 1%	- -%	15 2%	- -%
Neither important nor unimportant (0)	92 11%	5 5%	* 1%	1 4%	7 27%	81 11%	64 12%	83 11%	69 11%	49 10%	38 9%	80 11%	14 11%	- -%	56 8%	7 13%
Important (1)	362 43%	44 45%	17 48%	11 37%	5 21%	314 44%	215 41%	324 44%	257 42%	211 42%	192 45%	308 44%	55 43%	- -%	305 45%	14 26%
Very important (2)	315 38%	40 41%	18 50%	14 48%	10 40%	264 37%	194 37%	277 37%	227 38%	184 37%	182 42%	255 36%	52 40%	- -%	257 38%	29 53%
Don't know	14 2%	1 1%	- -%	* *%	2 9%	12 2%	14 3%	14 2%	12 2%	12 2%	2 1%	14 2%	1 1%	- -%	13 2%	- -%
NET Important	677 81%	84 86%	35 98%	25 84%	16 61%	578 81%	408 79%	601 81%	484 80%	395 80%	374 87%	563 81%	107 83%	- -%	562 84%	42 78%
NET Not Important	49 6%	8 8%	* 1%	3 11%	1 3%	44 6%	33 6%	44 6%	41 7%	41 8%	14 3%	42 6%	6 5%	- -%	40 6%	5 9%
Answered	817	97	35	30	24	703	506	728	594	485	425	685	128	-	658	54
Mean Score	1.1	1.2	1.5	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.2	-	1.1	1.1
Standard error	.03	.09	.09	.21	.20	.04	.04	.03	.04	.05	.04	.04	.08	-	.04	.18
Standard deviation	.95	.96	.58	1.17	.95	.96	1.00	.96	.99	1.05	.83	.95	.95	-	.94	1.20

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	30 4%	11 3%	19 4%	3 2%	- -%	1 1%	4 3%	2 2%	20 4%	8 5%	3 2%	4 2%	23 4%
Not very important (-1)	19 2%	10 3%	9 2%	7 3%	- -%	2 2%	6 3%	3 2%	11 2%	5 3%	2 2%	3 2%	13 2%
Neither important nor unimportant (0)	92 11%	39 11%	52 11%	13 6%	- -%	11 10%	9 6%	11 9%	59 11%	22 13%	5 4%	11 7%	72 14%
Important (1)	362 43%	152 41%	209 46%	108 50%	1 5%	53 46%	76 47%	27 22%	254 47%	77 46%	40 32%	81 50%	236 44%
Very important (2)	315 38%	160 43%	155 34%	84 39%	15 95%	48 42%	67 41%	74 62%	186 35%	54 32%	69 55%	61 38%	180 34%
Don't know	14 2%	1 *%	13 3%	1 *%	- -%	* *%	1 *%	3 2%	11 2%	- -%	6 4%	1 1%	7 1%
NET Important	677 81%	313 84%	364 80%	192 89%	16 100%	102 87%	143 88%	100 84%	440 81%	131 79%	108 87%	142 88%	417 78%
NET Not Important	49 6%	21 6%	27 6%	10 5%	- -%	3 3%	10 6%	5 4%	30 6%	13 8%	5 4%	7 4%	36 7%
Answered	817	373	444	215	16	116	162	117	529	166	119	160	525
Mean Score	1.1	1.2	1.1	1.2	2.0	1.3	1.2	1.4	1.1	1.0	1.4	1.2	1.0
Standard error	.03	.05	.04	.05	.07	.07	.07	.08	.04	.08	.08	.06	.04
Standard deviation	.95	.94	.96	.82	.22	.77	.90	.91	.93	1.01	.88	.84	.99

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	30	16	14
		4%	5%	3%
Not very important	(-1)	19	7	12
		2%	2%	2%
Neither important nor unimportant	(0)	92	38	53
		11%	12%	11%
Important	(1)	362	141	220
		43%	43%	44%
Very important	(2)	315	114	201
		38%	35%	40%
Don't know		14	10	4
		2%	3%	1%
NET Important		677	256	421
		81%	78%	83%
NET Not Important		49	22	26
		6%	7%	5%
Answered		817	316	501
Mean Score		1.1	1.0	1.2
Standard error		.03	.05	.04
Standard deviation		.95	1.01	.91

Columns Tested: a,b

Table 218 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for me to drop the parcel off**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	30 4%	- -%	2 4%	9 6%	5 5%	3 16%	5 6%	1 5%	* *%	2 2%	* *%	- -%	3 7%
Not very important (-1)	19 2%	- -%	- -%	4 2%	1 1%	- -%	* *%	2 6%	1 1%	5 5%	1 3%	2 1%	3 8%
Neither important nor unimportant (0)	92 11%	- -%	5 13%	13 8%	13 13%	* 2%	8 10%	6 24%	14 15%	9 10%	1 4%	21 15%	1 3%
Important (1)	362 43%	- -%	14 36%	81 48%	36 35%	6 34%	37 46%	9 33%	38 41%	45 50%	14 54%	67 46%	15 37%
Very important (2)	315 38%	- -%	18 47%	55 32%	41 40%	8 47%	31 38%	9 33%	40 43%	30 33%	9 37%	56 39%	18 45%
Don't know	14 2%	- -%	- -%	7 4%	5 5%	- -%	* *%	- -%	* *%	* *%	* 2%	- -%	- -%
NET Important	677 81%	- -%	32 83%	136 80%	77 76%	14 82%	68 84%	17 65%	78 84%	75 82%	23 91%	123 84%	34 82%
NET Not Important	49 6%	- -%	2 4%	13 8%	6 6%	3 16%	5 6%	3 11%	1 1%	7 8%	1 3%	2 1%	6 15%
Answered	817	-	38	163	97	17	80	26	93	91	24	146	41
Mean Score	1.1	-	1.2	1.0	1.1	1.0	1.1	.8	1.3	1.1	1.3	1.2	1.1
Standard error	.03	-	.14	.08	.09	.32	.12	.16	.07	.11	.09	.08	.19
Standard deviation	.95	-	.97	1.02	1.05	1.44	1.00	1.12	.76	.93	.72	.73	1.20

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 218 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	867	218	223	227	199	441	426	
Effective base	436	111	98	113	113	209	226	
Weighted Base	831	223	185	211	212	408	423	
Not at all important	(-2)	30	11	13	4	3	23	6
		4%	5%	7%	2%	1%	6%	2%
						b		
Not very important	(-1)	19	4	1	8	6	5	13
		2%	2%	1%	4%	3%	1%	3%
Neither important nor unimportant	(0)	92	21	19	29	24	40	52
		11%	9%	10%	14%	11%	10%	12%
Important	(1)	362	98	76	92	96	174	188
		43%	44%	41%	44%	45%	43%	44%
Very important	(2)	315	83	71	78	84	153	162
		38%	37%	38%	37%	40%	38%	38%
Don't know		14	7	6	1	*	13	1
		2%	3%	3%	1%	1%	3%	1%
						b		
NET Important		677	180	146	171	180	327	350
		81%	81%	79%	81%	85%	80%	83%
NET Not Important		49	15	14	11	9	29	20
		6%	7%	7%	5%	4%	7%	5%
Answered		817	216	179	210	212	395	422
Mean Score		1.1	1.1	1.1	1.1	1.2	1.1	1.2
Standard error		.03	.07	.07	.06	.06	.05	.04
Standard deviation		.95	1.00	1.08	.89	.84	1.04	.87

Columns Tested:: a,b,c,d - a,b

Table 219

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important (-2)	86 10%	8 6%	78 11%	84 11% d	2 8%	* 2%	* 1%	2 6%
Not very important (-1)	98 12%	19 13%	79 11%	96 12% d	2 7%	* 2%	* 2%	2 6%
Neither important nor unimportant (0)	185 22%	28 20%	157 23%	181 23% e	3 12%	1 15%	* 20%	4 13%
Important (1)	262 32%	36 25%	226 33%	250 31%	9 34%	2 46%	1 32%	12 36%
Very important (2)	180 22%	38 27%	142 21%	169 21%	9 31%	1 33%	1 42%	11 32% a
Don't know	20 2%	13 9% b	8 1%	18 2%	2 8% a	* 2%	* 3%	2 7% a
NET Important	442 53%	74 52%	368 53%	419 53%	18 65%	4 78% a	1 75% a	23 67% a
NET Not Important	184 22%	27 19%	157 23%	180 23% cde	4 14% d	* 4%	* 2%	4 12%
Answered	811	129	682	780	25	4	2	32
Mean Score	.4	.6	.4	.4	.8	1.1	1.2	.9
Standard error	.04	.10	.05	.05	.12 a	.15 a	.13 a	.08 a
Standard deviation	1.25	1.23	1.26	1.25	1.24	1.00	1.25	1.18

Columns Tested: a,b - a,b,c,d,e

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	86 10%	40 8%	39 16% aefi	6 13%	2 9%	* 3%	* 1%	84 11%	2 8%	* 2%
Not very important	(-1)	98 12%	59 12%	29 12% fi	7 17% fi	1 6%	1 7%	* 2%	96 12% fi	2 7%	* 2%
Neither important nor unimportant	(0)	185 22%	128 25% dh	47 19%	6 14%	2 11%	2 15%	* 20%	181 23%	3 12%	1 16%
Important	(1)	262 32%	162 32%	73 31%	15 33%	7 37%	4 34%	1 32%	250 31%	9 34%	3 42%
Very important	(2)	180 22%	114 22%	46 19%	9 21%	7 33% b	4 28%	1 42% abcg	169 21%	9 31%	2 35% abg
Don't know		20 2%	11 2%	6 3%	1 2%	1 4%	2 13% abg	* 3%	18 2%	2 8% ag	* 3%
NET Important		442 53%	276 54%	119 50%	24 54%	14 70% abg	8 62%	1 75% abcg	419 53%	18 65%	5 77% abg
NET Not Important		184 22%	99 19% fi	68 28% efhi	13 29% efi	3 15% fi	1 10%	* 2%	180 23% fi	4 14% fi	* 4%
Answered		811	503	234	43	19	11	2	780	25	6
Mean Score		.4	.5	.3	.3	.8	.9	1.2	.4	.8	1.1
Standard error		.04	.07	.10	.17	.15	.12	.13	.05	.12	.08
Standard deviation		1.25	1.19	1.35	1.35	1.28	1.11	1.25	1.25	1.24	.96

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important (-2)	86 10%	71 11%	13 10%	2 8%	* 2%	* 1%	62 11%	17 15%	4 13%	* 3%	* 2%
Not very important (-1)	98 12%	82 12%	14 11%	2 7%	* 2%	* 2%	69 13%	13 11%	7 25%	1 4%	1 3%
Neither important nor unimportant (0)	185 22%	153 23%	28 21%	3 12%	1 15%	* 20%	121 22%	35 29%	3 11%	1 8%	1 6%
Important (1)	262 32%	206 31%	43 34%	9 34%	2 46%	1 32%	180 33%	39 33%	6 22%	3 19%	4 24%
Very important (2)	180 22%	142 21%	27 21%	9 31%	1 33%	1 42%	108 20%	13 11%	7 25%	10 65%	10 61%
Don't know	20 2%	15 2%	3 2%	2 8%	* 2%	* 3%	10 2%	2 2%	1 4%	* 1%	1 4%
NET Important	442 53%	349 52%	70 55%	18 65%	4 78%	1 75%	288 52%	52 44%	13 47%	13 84%	15 85%
NET Not Important	184 22%	152 23%	28 21%	4 14%	* 4%	* 2%	132 24%	30 25%	11 38%	1 7%	1 5%
Answered	811	654	126	25	4	2	540	116	28	16	16
Mean Score	.4	.4	.5	.8	1.1	1.2	.4	.2	.2	1.4	1.4
Standard error	.04	.06	.09	.12	.15	.13	.06	.11	.20	.15	.10
Standard deviation	1.25	1.26	1.25	1.24	1.00	1.25	1.26	1.21	1.44	1.03	.94

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	60	46	77	40	56	70	60	54	61	
Effective base	436	43	34	50	26	42	51	46	37	43	
Weighted Base	831	92	63	120	45	68	117	113	61	68	
Not at all important	(-2)	86	9	2	10	2	7	20	15	3	10
		10%	10%	4%	8%	5%	10%	17%	13%	6%	14%
Not very important	(-1)	98	13	9	9	2	8	10	21	8	9
		12%	14%	14%	8%	6%	12%	9%	18%	12%	13%
Neither important nor unimportant	(0)	185	27	13	21	9	12	22	25	15	26
		22%	29%	20%	17%	21%	17%	19%	22%	24%	38%
											cef
Important	(1)	262	25	21	49	16	18	41	27	23	14
		32%	27%	34%	41%	35%	27%	35%	24%	38%	20%
					i						
Very important	(2)	180	18	15	29	14	22	22	21	12	8
		22%	20%	24%	24%	31%	32%	19%	18%	19%	11%
					i		i				
Don't know		20	-	3	2	1	1	3	5	*	2
		2%	-%	4%	1%	2%	2%	2%	4%	1%	3%
NET Important		442	43	37	79	30	40	63	48	35	22
		53%	47%	58%	65%	67%	59%	54%	42%	57%	31%
				i	gi	gi	i	i		i	
NET Not Important		184	22	11	19	5	15	30	36	11	19
		22%	24%	17%	16%	11%	22%	25%	32%	18%	27%
								d			
Answered		811	92	61	119	44	67	114	108	61	66
Mean Score		.4	.3	.6	.7	.8	.6	.3	.2	.5	*
				i	i	gi	i			i	
Standard error		.04	.16	.17	.14	.18	.18	.16	.17	.15	.16
Standard deviation		1.25	1.23	1.13	1.18	1.11	1.33	1.35	1.33	1.11	1.20

Columns Tested: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	86	19	15	45	79	7	4	2	1
		10%	10%	7%	13%	11%	9%	11%	8%	6%
Not very important	(-1)	98	20	29	40	89	9	3	5	1
		12%	11%	13%	11%	12%	11%	7%	19%	7%
Neither important nor unimportant	(0)	185	47	55	67	169	17	8	5	3
		22%	26%	25%	19%	23%	20%	21%	18%	22%
Important	(1)	262	48	69	117	234	28	13	10	5
		32%	26%	32%	33%	31%	33%	34%	33%	32%
Very important	(2)	180	44	45	72	161	19	11	5	3
		22%	24%	21%	21%	22%	23%	28%	17%	20%
Don't know		20	4	3	9	17	3	*	1	2
		2%	2%	2%	3%	2%	4%	*%	4%	14%
										abcdef
NET Important		442	91	115	189	395	47	24	15	8
		53%	51%	53%	54%	53%	56%	61%	51%	52%
NET Not Important		184	38	44	85	167	17	7	8	2
		22%	21%	20%	24%	22%	20%	18%	27%	12%
									h	
Answered		811	177	213	341	731	80	40	28	12
Mean Score		.4	.4	.5	.4	.4	.5	.6	.3	.6
Standard error		.04	.10	.09	.09	.06	.07	.11	.12	.12
Standard deviation		1.25	1.27	1.17	1.30	1.25	1.24	1.27	1.25	1.16

Columns Tested: a,b,c,d,e,f,g,h

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	86	8	-	8	9	31	6	*	32
		10%	-%	14%	-%	12%	13%	14%	21%	2%
								a		
Not very important	(-1)	98	6	10	*	11	3	30	5	41
		12%	13%	18%	4%	16%	5%	14%	18%	11%
Neither important nor unimportant	(0)	185	7	9	-	9	23	39	6	98
		22%	15%	15%	-%	13%	36%	18%	19%	6%
							f			
Important	(1)	262	22	17	7	24	17	60	5	126
		32%	50%	29%	66%	35%	26%	27%	17%	61%
			fg							fg
Very important	(2)	180	9	13	3	17	11	57	8	74
		22%	20%	23%	31%	24%	17%	26%	25%	22%
Don't know		20	1	1	-	1	2	6	-	*
		2%	1%	2%	-%	2%	3%	3%	-%	1%
NET Important		442	31	31	10	40	28	117	13	199
		53%	70%	52%	96%	59%	43%	52%	42%	83%
										egi
NET Not Important		184	6	18	*	19	12	61	12	73
		22%	13%	31%	4%	27%	18%	27%	39%	10%
Answered		811	44	57	10	68	63	218	30	371
Mean Score		.4	.8	.3	1.2	.4	.3	.4	.1	.9
Standard error		.04	.17	.19	.25	.18	.17	.09	.25	.16
Standard deviation		1.25	.93	1.38	.67	1.33	1.22	1.38	1.50	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	86 10%	16 9%	31 14%	38 9%	77 11%	9 7%	- -%	83 11%	3 7%	85 10%	1 8%
Not very important (-1)	98 12%	20 11%	30 14%	48 11%	80 12%	17 12%	- -%	94 12%	3 8%	98 12%	- -%
Neither important nor unimportant (0)	185 22%	39 22%	39 18%	107 25%	136 20%	49 34%	- -%	174 22%	11 27%	183 22%	3 30%
Important (1)	262 32%	63 35%	60 27%	140 33%	222 32%	40 28%	- -%	250 32%	12 30%	258 31%	4 52%
Very important (2)	180 22%	36 20%	57 26%	87 20%	157 23%	23 16%	- -%	170 22%	10 24%	179 22%	1 9%
Don't know	20 2%	4 2%	6 3%	10 2%	16 2%	4 3%	- -%	18 2%	2 5%	20 2%	* 1%
NET Important	442 53%	99 56%	117 52%	227 53%	380 55%	62 44%	- -%	420 53%	22 53%	437 53%	5 61%
NET Not Important	184 22%	36 20%	61 27%	86 20%	157 23%	27 19%	- -%	178 22%	6 15%	183 22%	1 8%
Answered	811	174	218	420	673	138	-	773	39	803	8
Mean Score	.4	.5	.4	.4	.5	.4	-	.4	.6	.4	.5
Standard error	.04	.10	.09	.06	.05	.09	-	.05	.12	.04	.27
Standard deviation	1.25	1.21	1.38	1.20	1.28	1.11	-	1.26	1.17	1.26	1.03

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	86 10%	59 13%	8 6%	19 8%
Not very important	(-1)	98 12%	57 13%	11 8%	30 12%
Neither important nor unimportant	(0)	185 22%	111 25%	25 18%	49 20%
Important	(1)	262 32%	146 32%	42 31%	74 30%
Very important	(2)	180 22%	74 16%	44 32%	62 25%
Don't know		20 2%	3 1%	7 5%	10 4%
NET Important		442 53%	220 49%	86 63%	136 56%
NET Not Important		184 22%	115 26%	20 14%	49 20%
Answered		811	446	131	234
Mean Score		.4	.3	.8	.6
Standard error		.04	.06	.09	.08
Standard deviation		1.25	1.25	1.19	1.24

Columns Tested:: a,b,c

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	86	74	11	1	-	-	-	-	85	1	-
		10%	11%	10%	4%	-%	-%	-%	-%	11%	2%	-%
Not very important	(-1)	98	87	9	1	-	*	-	-	97	1	*
		12%	13%	8%	5%	-%	2%	-%	-%	12%	3%	2%
Neither important nor unimportant	(0)	185	161	22	1	*	1	-	*	183	2	1
		22%	24%	19%	7%	*%	9%	-%	2%	23%	6%	6%
Important	(1)	262	217	35	7	1	2	*	*	252	10	3
		32%	32%	30%	34%	36%	21%	*%	16%	100%	32%	28%
Very important	(2)	180	127	36	8	2	6	*	1	163	17	8
		22%	19%	31%	40%	63%	57%	3%	82%	-%	21%	45%
				a							ai	ai
Don't know		20	12	3	2	-	1	2	-	15	5	3
		2%	2%	2%	11%	-%	10%	97%	-%	2%	14%	19%
											abi	abi
NET Important		442	344	71	15	3	8	*	1	415	27	12
		53%	51%	61%	74%	100%	78%	3%	98%	100%	52%	73%
											a	
NET Not Important		184	162	20	2	-	*	-	-	182	2	*
		22%	24%	18%	9%	-%	2%	-%	-%	23%	6%	2%
Answered		811	667	113	19	3	9	*	1	780	31	13
Mean Score		.4	.4	.7	1.1	1.6	1.5	1.9	1.8	1.0	.4	1.3
				a							abi	abi
Standard error		.04	.05	.10	.18	.18	.21	-	-	.05	.11	.13
Standard deviation		1.25	1.24	1.27	1.10	.60	.84	-	-	1.25	.98	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	86 10%	45 13%	29 9%	12 8%	63 9%	59 9%	65 9%	86 10%	35 9%	19 8%	8 7%	54 10%	2 19%	*	*	*	-
Not very important (-1)	98 12%	43 13%	44 13%	10 7%	78 11%	73 11%	88 12%	98 12%	39 10%	17 7%	23 19%	56 11%	2 17%	1 4%	5 17%	1 6%	-
Neither important nor unimportant (0)	185 22%	85 25%	76 23%	24 16%	153 22%	143 21%	163 22%	185 22%	83 21%	45 18%	28 24%	116 22%	3 24%	7 24%	3 10%	5 28%	1 15%
Important (1)	262 32%	113 33%	104 31%	45 30%	225 32%	224 33%	244 33%	262 32%	130 33%	78 32%	35 30%	185 35%	1 7%	14 48%	3 10%	4 20%	2 34%
Very important (2)	180 22%	52 15%	76 23%	53 34% ab	163 23%	155 23%	168 22%	180 22%	106 26%	81 33% abcd	17 15%	110 21%	3 25%	7 23%	19 62%	9 45%	3 51%
Don't know	20 2%	5 2%	7 2%	8 5%	14 2%	15 2%	17 2%	20 2%	7 2%	5 2%	6 5%	10 2%	1 8%	*	-	-	-
NET Important	442 53%	164 48%	180 54%	98 64% a	388 56%	379 57%	412 55%	442 53%	236 59%	158 65% d	53 45%	294 55%	4 33%	20 71%	22 72% c	13 65%	6 85%
NET Not Important	184 22%	89 26% c	73 22%	22 15%	140 20%	132 20%	153 21%	184 22%	75 19%	36 15%	31 26%	110 21%	4 36% d	1 5%	5 18%	1 7%	-
Answered Mean Score	811 .4	338 .2	329 .5	145 .8 ab	681 .5	654 .5	729 .5	811 .4	394 .6	239 .8 acd	112 .3	521 .5	12 *	29 .9	30 1.2 a	19 1.0 abc	7 1.4 a
Standard error	.04	.08	.07	.08	.05	.05	.04	.04	.06	.07	.12	.06	.27	.12	.18	.15	.20
Standard deviation	1.25	1.25	1.23	1.24	1.23	1.22	1.22	1.25	1.23	1.22	1.18	1.23	1.55	.87	1.21	1.03	.79

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8	
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4	
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6	
Not at all important	(-2)	86	60	2	-	1	-	*	-	55	1	2	-	-	-	-
		10%	10%	5%	-%	3%	-%	*%	-%	10%	1%	15%	-%	-%	-%	-%
Not very important	(-1)	98	69	3	1	*	5	*	-	63	8	1	*	*	1	-
		12%	12%	6%	5%	3%	37%	*%	-%	12%	12%	4%	*%	2%	19%	-%
Neither important nor unimportant	(0)	185	132	9	4	3	-	6	*	117	13	5	5	*	1	1
		22%	22%	20%	18%	17%	-%	66%	6%	22%	20%	32%	16%	2%	13%	17%
Important	(1)	262	197	17	5	2	3	*	*	186	18	3	11	2	1	2
		32%	34%	38%	26%	13%	21%	2%	2%	35%	27%	18%	34%	17%	23%	37%
Very important	(2)	180	118	13	10	12	5	3	2	96	24	5	16	8	3	3
		22%	20%	29%	50%	65%	42%	31%	93%	18%	34%	31%	50%	79%	45%	46%
Don't know		20	13	1	*	-	-	-	-	11	4	*	-	-	-	-
		2%	2%	2%	1%	-%	-%	-%	-%	2%	6%	*%	-%	-%	-%	-%
NET Important		442	315	30	16	15	8	3	2	282	42	8	27	10	4	5
		53%	54%	67%	77%	78%	63%	33%	94%	53%	62%	49%	84%	96%	68%	83%
NET Not Important		184	129	5	1	1	5	*	-	118	9	3	*	*	1	-
		22%	22%	11%	5%	5%	37%	1%	-%	22%	13%	19%	*%	2%	19%	-%
Answered		811	576	43	20	19	13	8	2	517	64	17	32	11	7	6
Mean Score		.4	.4	.8	1.2	1.4	.7	.6	1.9	.4	.9	.5	1.3	1.7	.9	1.3
Standard error		.04	.05	.14	.13	.16	.29	.21	.24	.05	.13	.21	.13	.12	.32	.29
Standard deviation		1.25	1.23	1.10	.94	1.05	1.39	1.00	.68	1.22	1.09	1.40	.76	.63	1.26	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	86	79	4	1	2	*	-	32	13	12	7	1
		10%	12%	6%	3%	5%	1%	-%	10%	10%	6%	10%	4%
Not very important	(-1)	98	92	5	*	-	-	*	34	17	28	5	5
		12%	14%	7%	1%	-%	-%	4%	11%	12%	15%	7%	15%
Neither important nor unimportant	(0)	185	153	16	11	*	4	-	81	26	40	10	7
		22%	23%	21%	32%	1%	26%	-%	25%	19%	21%	14%	21%
			d	d	d								
Important	(1)	262	213	18	8	16	2	4	109	50	67	13	4
		32%	32%	24%	24%	51%	11%	38%	34%	37%	36%	19%	13%
					b					d	d		
Very important	(2)	180	103	29	13	13	9	6	59	28	39	29	13
		22%	16%	39%	39%	43%	55%	59%	18%	21%	21%	43%	41%
			a	a	a							abc	a
Don't know		20	15	2	*	-	1	-	4	1	3	4	2
		2%	2%	3%	*%	-%	6%	-%	1%	1%	2%	6%	7%
NET Important		442	316	47	21	29	11	10	168	78	106	42	17
		53%	48%	63%	63%	94%	66%	96%	53%	58%	56%	62%	54%
					abc								
NET Not Important		184	171	9	1	2	*	*	66	30	40	12	6
		22%	26%	12%	4%	5%	1%	4%	21%	22%	21%	17%	18%
			cd										
Answered	811	640	72	33	30	15	11	11	315	134	186	63	30
Mean Score	.4	.3	.9	1.0	1.3	1.3	1.5	1.5	.4	.5	.5	.8	.8
			a	a	a								
Standard error	.04	.05	.13	.15	.14	.18	.20	.18	.08	.10	.08	.12	.19
Standard deviation	1.25	1.24	1.19	1.03	.92	.96	.72	.79	1.20	1.24	1.16	1.38	1.28

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	86 10%	34 10%	12 9%	14 10%	3 7%	* 1%	39 12%	7 6%	4 3%	7 12%	1 4%
Not very important	98 12%	34 10%	19 14%	22 16%	2 4%	2 8%	28 9%	17 15%	20 14%	5 8%	3 11%
Neither important nor unimportant	185 22%	91 26%	26 20%	23 17%	6 13%	7 31%	77 24%	20 18%	31 23%	9 15%	6 23%
Important	262 32%	116 33%	45 34%	52 38%	6 13%	2 11%	123 37%	44 39%	41 30%	13 22%	2 7%
Very important	180 22%	71 20%	32 24%	23 17%	26 60%	11 49%	57 17%	24 21%	41 29%	21 36%	12 46%
Don't know	20 2%	7 2%	* *%	3 2%	1 3%	* *%	4 1%	1 1%	1 1%	4 7%	2 9%
NET Important	442 53%	187 53%	77 57%	75 55%	31 73%	13 59%	179 55%	68 61%	82 59%	34 58%	14 53%
NET Not Important	184 22%	68 19%	31 23%	35 26%	5 11%	2 9%	68 21%	24 21%	24 17%	12 20%	4 15%
Answered	811	345	135	133	42	22	324	112	137	54	25
Mean Score	.4	.5	.5	.4	1.2	1.0	.4	.6	.7	.7	.9
Standard error	.04	.07	.10	.10	abc	.12	.07	.10	.09	.15	.22
Standard deviation	1.25	1.20	1.24	1.24	1.25	1.14	1.22	1.16	1.14	1.40	1.31

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base		867	370	141	177	112	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	477	27	322	795	36	677	19
Not at all important	(-2)	86 10%	54 12%	12 9%	10 7%	5 3%	46 10%	2 6%	39 12%	86 11%	* 1%	62 9%	* 2%
Not very important	(-1)	98 12%	56 13%	19 15%	18 13%	3 9%	48 10%	4 14%	44 14%	95 12%	3 7%	77 11%	1 3%
Neither important nor unimportant			d	d	d								
(0)		185 22%	116 27%	17 13%	28 20%	8 21%	94 20%	7 24%	83 26%	175 22%	11 29%	148 22%	5 28%
Important			b										
(1)		262 32%	130 30%	58 43%	45 32%	6 15%	154 32%	8 29%	99 31%	251 32%	11 31%	223 33%	2 11%
Very important			e										
(2)		180 22%	66 15%	25 19%	39 27%	17 41%	123 26%	6 22%	51 16%	171 22%	9 24%	155 23%	8 45%
Don't know			a										
		20 2%	8 2%	1 1%	1 1%	3 2%	12 3%	1 4%	6 2%	17 2%	3 8%	12 2%	2 11%
NET Important		442 53%	196 46%	83 62%	84 60%	23 69%	277 58%	14 51%	151 47%	422 53%	20 55%	377 56%	10 56%
NET Not Important			a										
		184 22%	110 26%	32 24%	28 20%	5 8%	94 20%	6 21%	83 26%	181 23%	3 8%	140 21%	1 5%
Answered		811	422	132	140	75	465	26	316	778	33	665	17
Mean Score		.4	.2	.5	.6	1.0	.6	.5	.3	.4	.8	.5	1.0
Standard error		.04	.07	.10	.09	.11	.06	.19	.07	.04	.15	.05	.24
Standard deviation		1.25	1.23	1.22	1.22	1.14	1.25	1.21	1.24	1.26	.97	1.23	1.10

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b	
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	86 10%	58 9%	* 1%	79 11%	7 7%	62 9%	* 2%	58 9%	1 1%	81 11%	5 5%
Not very important	(-1)	98 12%	73 12%	- -%	94 13%	4 3%	78 11%	- -%	73 12%	* 1%	91 13%	7 6%
Neither important nor unimportant	(0)	185 22%	136 21%	7 21%	161 22%	24 23%	149 22%	4 31%	134 21%	10 25%	161 22%	24 22%
Important	(1)	262 32%	207 33%	17 49%	221 30%	41 39%	219 32%	6 40%	214 34%	10 26%	220 30%	42 38%
Very important	(2)	180 22%	148 23%	8 22%	154 21%	26 25%	161 24%	2 13%	139 22%	16 42%	152 21%	28 26%
Don't know		20 2%	13 2%	2 6%	17 2%	3 3%	12 2%	2 14%	13 2%	2 5%	17 2%	3 3%
NET Important		442 53%	354 56%	25 72%	375 52%	67 64%	380 56%	8 53%	353 56%	26 67%	372 52%	70 64%
NET Not Important		184 22%	131 21%	* 1%	173 24%	11 10%	140 21%	* 2%	131 21%	1 2%	172 24%	12 11%
Answered	811	621	32	709	102	669	12	617	37	705	106	
Mean Score	.4	.5	1.0	.4	.7	.5	.7	.5	1.1	.4	.8	
Standard error	.04	.05	.11	.05	.10	.05	.21	.05	.13	.05	.09	
Standard deviation	1.25	1.24	.74	1.27	1.11	1.23	.85	1.23	.95	1.27	1.07	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	86 10%	37 9%	52 9%	17 13%	- -%	26 6%	48 10%	7 6%	- -%	58 10%	56 11%	14 10%	- -%
Not very important (-1)	98 12%	38 9%	73 13%	16 12%	- -%	39 10%	60 12%	16 14%	2 45%	58 10%	71 14%	22 15%	2 100%
Neither important nor unimportant (0)	185 22%	65 16%	119 22%	25 19%	- -%	67 17%	116 24%	25 22%	- -%	113 19%	112 23%	33 22%	- -%
Important (1)	262 32%	144 35%	171 31%	28 20%	* 100%	145 36%	156 32%	22 20%	* 4%	192 33%	144 29%	35 24%	- -%
Very important (2)	180 22%	116 28%	126 23%	48 35%	- -%	117 29%	102 21%	41 36%	2 50%	148 25%	98 20%	41 28%	- -%
Don't know	20 2%	9 2%	11 2%	2 2%	- -%	8 2%	11 2%	2 2%	- -%	13 2%	10 2%	3 2%	- -%
NET Important	442 53%	260 64%	297 54%	75 55%	* 100%	262 65%	257 52%	63 56%	2 55%	340 58%	242 49%	76 51%	- -%
NET Not Important	184 22%	75 18%	126 23%	34 25%	- -%	64 16%	108 22%	23 20%	2 45%	116 20%	127 26%	37 25%	2 100%
Answered	811	400	542	134	*	393	482	111	4	568	481	145	2
Mean Score	.4	.7	.5	.5	1.0	.7	.4	.7	.6	.6	.3	.5	-1.0
Standard error	.04	.06	.05	.11	-	.06	.05	.11	1.00	.05	.06	.10	-
Standard deviation	1.25	1.25	1.25	1.41	-	1.17	1.23	1.28	1.73	1.26	1.27	1.31	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	86	63	58	86	56	39	-	59	47	45	12	14	16	10
		10%	9%	9%	10%	10%	8%	-%	10%	11%	11%	10%	15%	8%	6%
Not very important	(-1)	98	75	73	98	63	57	1	71	54	38	15	14	27	28
		12%	11%	12%	12%	11%	12%	11%	12%	12%	9%	13%	15%	13%	15%
Neither important nor unimportant	(0)	185	145	135	185	106	117	1	137	89	86	19	28	37	41
		22%	22%	21%	22%	19%	25%	5%	23%	20%	20%	16%	31%	18%	22%
Important	(1)	262	222	212	262	194	151	6	187	136	139	32	14	66	64
		32%	33%	34%	32%	35%	32%	54%	e	e	e	27%	16%	33%	34%
Very important	(2)	180	150	141	180	119	98	3	124	103	105	37	20	49	37
		22%	22%	22%	22%	22%	21%	30%	21%	24%	24%	31%	22%	25%	20%
Don't know		20	14	12	20	15	13	-	8	7	16	2	*	5	9
		2%	2%	2%	2%	3%	3%	-%	1%	2%	4%	2%	*%	3%	5%
NET Important		442	371	353	442	313	248	9	311	239	245	68	35	115	101
		53%	56%	56%	53%	57%	52%	84%	53%	55%	57%	58%	38%	58%	53%
NET Not Important		184	138	131	184	119	97	1	131	101	84	28	27	42	38
		22%	21%	21%	22%	22%	20%	11%	22%	23%	19%	23%	30%	21%	20%
Answered		811	654	619	811	539	463	11	579	429	414	115	90	194	180
Mean Score		.4	.5	.5	.4	.5	.5	1.0	.4	.5	.5	.6	.2	.5	.5
Standard error		.04	.05	.05	.04	.05	.05	.15	.05	.06	.06	.12	.15	.08	.08
Standard deviation		1.25	1.23	1.23	1.25	1.25	1.20	.93	1.24	1.28	1.27	1.34	1.35	1.23	1.15

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail			
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied		
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b		
Significance Level: 95%																		
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45	
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27	
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
Not at all important		(-2)	86	8	2	9	-	76	54	77	59	58	30	76	16	-	69	11
			10%	8%	4%	30%	-%	11%	10%	10%	10%	12%	7%	11%	12%	-%	10%	20%
					ab													
Not very important		(-1)	98	8	1	*	-	81	62	84	73	61	43	87	18	-	77	9
			12%	8%	2%	1%	-%	11%	12%	11%	12%	12%	10%	12%	14%	-%	11%	16%
Neither important nor unimportant		(0)	185	11	6	7	2	155	117	160	131	102	81	150	26	-	139	10
			22%	11%	16%	25%	9%	22%	23%	22%	22%	20%	19%	22%	20%	-%	21%	18%
Important		(1)	262	32	21	5	10	228	146	235	190	147	148	215	36	-	214	12
			32%	33%	59%	17%	38%	32%	28%	32%	31%	30%	35%	31%	28%	-%	32%	22%
					c													
Very important		(2)	180	37	7	8	9	158	126	168	135	110	118	155	29	-	155	11
			22%	37%	19%	28%	36%	22%	24%	23%	22%	22%	28%	22%	23%	-%	23%	20%
Don't know			20	3	-	-	4	18	15	18	18	19	7	15	3	-	17	2
			2%	3%	-%	-%	17%	3%	3%	2%	3%	4%	2%	2%	3%	-%	3%	3%
NET Important			442	69	27	13	19	386	272	404	325	257	267	370	66	-	369	23
			53%	70%	78%	44%	74%	54%	52%	54%	54%	52%	62%	53%	51%	-%	55%	42%
					c								b					
NET Not Important			184	16	2	9	-	157	115	161	132	119	73	163	34	-	146	20
			22%	16%	6%	31%	-%	22%	22%	22%	22%	24%	17%	23%	26%	-%	22%	37%
Answered Mean Score			811	96	35	30	22	698	505	724	587	478	421	684	125	-	654	52
			.4	.9	.9	.1	1.3	.4	.5	.5	.5	.4	.7	.4	.4	-	.5	.1
				c									b					
Standard error			.04	.12	.14	.29	.15	.05	.05	.05	.05	.06	.06	.05	.11	-	.05	.22
Standard deviation			1.25	1.25	.91	1.60	.68	1.26	1.28	1.26	1.25	1.30	1.19	1.27	1.33	-	1.26	1.45

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	86	40	47	14	-	7	12	12	58	16	14	13	59
	10%	11%	10%	6%	-%	6%	7%	10%	11%	10%	11%	8%	11%
Not very important (-1)	98	42	56	11	3	7	13	8	76	14	2	18	77
	12%	11%	12%	5%	18%	6%	8%	6%	14%	8%	1%	11%	14%
												a	a
Neither important nor unimportant (0)	185	79	107	51	8	26	45	18	117	50	27	23	132
	22%	21%	23%	24%	47%	22%	27%	15%	22%	30%	22%	14%	25%
										a			b
Important (1)	262	117	145	79	4	43	51	27	179	53	30	62	162
	32%	31%	32%	37%	23%	37%	31%	23%	33%	32%	24%	39%	30%
Very important (2)	180	92	88	60	2	30	40	51	98	31	46	41	91
	22%	25%	19%	28%	11%	26%	25%	42%	18%	18%	37%	26%	17%
								bc			c		
Don't know	20	5	15	1	-	2	2	4	12	3	6	2	11
	2%	1%	3%	*%	-%	2%	2%	3%	2%	2%	5%	2%	2%
NET Important	442	209	233	140	6	73	91	78	277	83	76	104	253
	53%	56%	51%	65%	35%	63%	56%	65%	51%	50%	61%	65%	48%
								b			c	c	
NET Not Important	184	81	103	25	3	15	25	20	134	30	16	31	136
	22%	22%	22%	11%	18%	13%	15%	17%	25%	18%	13%	19%	26%
													a
Answered	811	369	442	216	16	114	161	115	528	163	119	158	521
Mean Score	.4	.5	.4	.8	.3	.7	.6	.8	.3	.4	.8	.6	.3
								bc			c	c	
Standard error	.04	.07	.06	.07	.29	.10	.09	.12	.05	.09	.12	.09	.05
Standard deviation	1.25	1.27	1.23	1.11	.92	1.12	1.17	1.34	1.24	1.18	1.30	1.21	1.24

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 219 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	86	25	61
		10%	8%	12%
Not very important	(-1)	98	28	70
		12%	9%	14%
Neither important nor unimportant	(0)	185	78	107
		22%	24%	21%
Important	(1)	262	97	165
		32%	30%	33%
Very important	(2)	180	81	99
		22%	25%	20%
Don't know		20	17	4
		2%	5%	1%
			b	
NET Important		442	178	264
		53%	55%	52%
NET Not Important		184	53	131
		22%	16%	26%
			a	
Answered		811	309	502
Mean Score		.4	.6	.3
			b	
Standard error		.04	.06	.06
Standard deviation		1.25	1.20	1.28

Columns Tested: a,b

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	86 10%	- -%	2 6%	11 6%	9 9%	3 18%	10 12%	1 3%	11 12%	20 22%	3 13%	7 5%	9 21%
Not very important (-1)	98 12%	- -%	6 15%	15 9%	14 14%	1 8%	13 16%	6 23%	9 10%	12 13%	* 2%	19 13%	2 4%
Neither important nor unimportant (0)	185 22%	- -%	6 16%	41 24%	23 23%	* *%	16 20%	5 19%	17 18%	14 15%	4 15%	49 33%	11 27%
Important (1)	262 32%	- -%	10 27%	56 33%	32 31%	9 52%	29 37%	5 19%	30 32%	19 20%	11 44%	48 33%	13 31%
Very important (2)	180 22%	- -%	11 28%	40 23%	21 20%	4 21%	11 14%	9 33%	25 27%	24 27%	6 24%	23 16%	7 17%
Don't know	20 2%	- -%	3 8%	8 5%	3 3%	- -%	2 2%	1 4%	1 1%	2 2%	1 2%	- -%	- -%
NET Important	442 53%	- -%	21 55%	96 56%	52 51%	13 74%	40 50%	14 52%	55 59%	43 47%	17 68%	71 49%	20 48%
NET Not Important	184 22%	- -%	8 21%	26 15%	23 23%	4 26%	23 28%	7 26%	21 22%	32 35%	4 15%	26 18%	10 25%
Answered	811	-	35	162	99	17	79	26	93	89	24	146	41
Mean Score	.4	-	.6	.6	.4	.5	.2	.6	.5	.2	.7	.4	.2
Standard error	.04	-	.19	.09	.11	.32	.15	.18	.13	.19	.16	.11	.22
Standard deviation	1.25	-	1.27	1.15	1.22	1.43	1.24	1.28	1.33	1.53	1.27	1.06	1.37

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 219 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the operator to pick the parcel up from me**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2)	86	13	22	33	19	35
		10%	6%	12%	15%	9%	8%
				a			
Not very important	(-1)	98	25	25	27	21	50
		12%	11%	13%	13%	10%	12%
Neither important nor unimportant	(0)	185	47	39	36	64	86
		22%	21%	21%	17%	30%	21%
					c		
Important	(1)	262	71	66	54	72	137
		32%	32%	36%	25%	34%	33%
Very important	(2)	180	57	29	58	36	86
		22%	25%	16%	28%	17%	21%
				b			
Don't know		20	11	5	4	1	16
		2%	5%	3%	2%	*%	4%
			d				
NET Important		442	128	95	112	108	222
		53%	57%	51%	53%	51%	54%
NET Not Important		184	38	46	60	40	84
		22%	17%	25%	28%	19%	21%
				a			
Answered		811	212	180	207	212	392
Mean Score		.4	.6	.3	.4	.4	.5
Standard error		.04	.08	.08	.09	.08	.06
Standard deviation		1.25	1.17	1.24	1.42	1.15	1.29

Columns Tested: a,b,c,d - a,b

Table 220

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	22 3%	3 2%	20 3%	22 3%	* *%	- -%	- -%	* *%
Not very important	(-1)	40 5%	12 8%	29 4%	39 5%	1 5%	- -%	* 1%	2 4%
Neither important nor unimportant	(0)	107 13%	12 8%	95 14%	104 13%	3 11%	1 13%	* 12%	4 11%
Important	(1)	401 48%	45 31%	357 52%	387 49%	11 41%	2 49%	1 40%	14 42%
Very important	(2)	245 29%	58 41%	186 27%	233 29%	10 35%	2 34%	1 39%	12 35%
Don't know		16 2%	12 9%	3 1%	13 2%	2 8%	* 3%	* 7%	2 7%
NET Important		646 78%	103 73%	543 79%	619 78%	21 76%	4 84%	2 79%	26 77%
NET Not Important		63 8%	14 10%	48 7%	61 8%	2 6%	- -%	* 1%	2 5%
Answered		815	129	686	784	25	4	2	32
Mean Score		1.0	1.1	1.0	1.0	1.1	1.2	1.3	1.2
Standard error		.03	.08	.03	.04	.08	.11	.12	.05
Standard deviation		.94	1.04	.91	.94	.88	.76	1.11	.84

Columns Tested:: a,b - a,b,c,d,e

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	22 3%	11 2%	11 5%	- -%	- -%	* 1%	- -%	22 3%	* *%	- -%
Not very important	(-1)	40 5%	24 5%	14 6%	- -%	1 8%	- -%	* 1%	39 5%	1 5%	* *%
Neither important nor unimportant	(0)	107 13%	65 13%	31 13%	7 17%	2 8%	2 16%	* 12%	104 13%	3 11%	1 13%
Important	(1)	401 48%	238 46%	125 52%	24 54%	9 44%	5 39%	1 40%	387 49%	11 41%	3 46%
Very important	(2)	245 29%	164 32%	57 24%	12 26%	7 37%	4 31%	1 39%	233 29%	10 35%	2 36%
Don't know		16 2%	10 2%	2 1%	1 2%	1 3%	2 13%	* 7%	13 2%	2 8%	* 4%
NET Important		646 78%	402 78%	182 76%	35 81%	16 81%	9 70%	2 79%	619 78%	21 76%	5 82%
NET Not Important		63 8%	36 7%	25 11%	- -%	1 8%	* 1%	* 1%	61 8%	2 6%	* *%
Answered		815	503	237	43	19	11	2	784	25	6
Mean Score		1.0	1.0	.8	1.1	1.1	1.2	1.3	1.0	1.1	1.2
Standard error		.03	.05	.07	.08	.10	.09	b	.04	b	bg
Standard deviation		.94	.92	1.00	.67	.90	.80	1.11	.94	.88	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important (-2)	22 3%	19 3%	3 3%	* *%	- -%	- -%	10 2%	9 7%	- -%	- -%	* *%
Not very important (-1)	40 5%	33 5%	6 4%	1 5%	- -%	* 1%	20 4%	7 6%	2 7%	1 4%	* 1%
Neither important nor unimportant (0)	107 13%	84 13%	20 15%	3 11%	1 13%	* 12%	73 13%	24 20%	4 15%	* *%	1 4%
Important (1)	401 48%	320 48%	66 52%	11 41%	2 49%	1 40%	285 52%	54 45%	11 39%	5 29%	10 59%
Very important (2)	245 29%	200 30%	32 25%	10 35%	2 34%	1 39%	155 28%	25 21%	11 39%	10 66%	5 32%
Don't know	16 2%	12 2%	1 1%	2 8%	* 3%	* 7%	7 1%	- -%	- -%	* *%	1 4%
NET Important	646 78%	521 78%	99 77%	21 76%	4 84%	2 79%	440 80%	79 67%	22 78%	15 95%	16 91%
NET Not Important	63 8%	52 8%	9 7%	2 6%	- -%	* 1%	30 5%	16 13%	2 7%	1 4%	* 1%
Answered	815	656	127	25	4	2	543	119	29	16	16
Mean Score	1.0	1.0	.9	1.1	1.2	1.3	1.0	.7	1.1	1.6	1.3
Standard error	.03	.05	.07	.08	.11	.12	b	b	ab	b	b
Standard deviation	.94	.95	.91	.88	.76	1.11	.85	1.10	.92	.73	.62

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	22 3%	2 2%	- -%	- -%	- -%	1 2%	6 5%	8 7%	- -%	5 7%
Not very important	(-1)	40 5%	9 10%	3 5%	6 5%	* 1%	- -%	9 8%	7 6%	4 6%	2 3%
Neither important nor unimportant	(0)	107 13%	9 10%	9 14%	10 9%	4 8%	9 14%	19 16%	16 15%	6 9%	14 21%
Important	(1)	401 48%	50 55%	28 44%	65 54%	17 38%	27 40%	65 56%	43 38%	33 54%	34 50%
Very important	(2)	245 29%	21 23%	22 35%	38 32%	24 53%	29 42%	15 13%	33 30%	19 30%	11 17%
Don't know		16 2%	- -%	1 1%	2 1%	- -%	2 3%	3 2%	6 5%	* 1%	2 2%
NET Important		646 78%	72 78%	50 79%	103 85%	41 91%	56 82%	80 68%	76 67%	52 84%	46 67%
NET Not Important		63 8%	11 12%	3 5%	6 5%	* 1%	1 2%	16 13%	14 13%	4 6%	7 10%
Answered		815	92	63	119	45	66	114	107	61	67
Mean Score		1.0	.9	1.1	1.1	1.4	1.2	.6	.8	1.1	.7
Standard error		.03	.12	f	fi	afgi	fi	.12	.15	fi	.14
Standard deviation		.94	.96	.84	.76	.68	.82	1.00	1.16	.80	1.04

Columns Tested: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	22 3%	6 3%	2 1%	14 4%	22 3%	* *%	* 1%	- -%	* 1%	
Not very important	(-1)	40 5%	2 1%	16 7%	22 6%	40 5%	1 1%	* *%	- -%	* 3%	
Neither important nor unimportant	(0)	107 13%	27 15%	24 11%	45 13%	97 13%	10 13%	6 14%	3 9%	2 14%	
Important	(1)	401 48%	79 43%	111 51%	172 49%	362 48%	39 47%	17 42%	16 54%	7 47%	
Very important	(2)	245 29%	64 35%	62 29%	87 25%	213 28%	32 38%	17 42%	11 37%	4 30%	
Don't know		16 2%	3 2%	1 1%	11 3%	15 2%	1 1%	- -%	- -%	1 6%	
NET Important		646 78%	142 79%	173 80%	259 74%	574 77%	71 85%	34 84%	26 91%	11 77%	
NET Not Important		63 8%	8 4%	18 8%	36 10%	62 8%	1 1%	* 1%	- -%	* 3%	
Answered		815	178	215	340	733	83	40	29	14	
Mean Score		1.0	1.1	1.0	.9	1.0	1.2 bcd	1.3 cd	1.3 bcd	1.1	
Standard error		.03	.08	.07	.07	.04	.04	.07	.06	.08	
Standard deviation		.94	.93	.89	1.00	.95	.73	.77	.63	.82	

Columns Tested: a,b,c,d,e,f,g,h

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	22	-	-	-	6	8	3	-	6
		3%	-%	-%	-%	i	4%	i	9%	2%
Not very important	(-1)	40	3	2	-	5	13	3	*	13
		5%	7%	3%	-%	8%	6%	9%	1%	4%
Neither important nor unimportant	(0)	107	3	3	1	14	29	8	*	50
		13%	6%	5%	8%	21%	13%	26%	1%	13%
Important	(1)	401	20	31	4	35	107	8	11	193
		48%	46%	52%	42%	51%	48%	28%	78%	51%
Very important	(2)	245	17	23	5	28	62	8	3	111
		29%	39%	39%	50%	41%	28%	28%	20%	29%
Don't know		16	1	-	-	1	4	-	-	8
		2%	1%	-%	-%	2%	2%	-%	-%	2%
NET Important		646	38	54	9	63	169	17	14	304
		78%	85%	92%	92%	60%	76%	56%	98%	80%
NET Not Important		63	3	2	-	2	11	6	*	20
		8%	7%	3%	-%	2%	17%	18%	1%	5%
Answered		815	44	58	10	69	63	30	14	373
Mean Score		1.0	1.2	1.3	1.4	1.3	.9	.6	1.2	1.0
Standard error		.03	.15	.10	.25	.09	.16	.21	.08	.04
Standard deviation		.94	.86	.70	.67	.69	1.17	.99	1.26	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	22 3%	6 3%	8 4%	9 2%	20 3%	2 1%	- -%	22 3%	- -%	22 3%	- -%
Not very important (-1)	40 5%	10 6%	13 6%	16 4%	28 4%	13 9%	- -%	39 5%	1 2%	40 5%	- -%
Neither important nor unimportant (0)	107 13%	20 11%	29 13%	58 14%	80 12%	27 19%	- -%	102 13%	5 13%	106 13%	1 15%
Important (1)	401 48%	81 46%	107 48%	213 49%	332 48%	69 49%	- -%	386 49%	16 38%	398 48%	3 32%
Very important (2)	245 29%	59 33%	62 28%	124 29%	215 31%	29 21%	- -%	226 29%	19 46%	240 29%	4 52%
Don't know	16 2%	2 1%	4 2%	10 2%	14 2%	2 1%	- -%	15 2%	1 1%	16 2%	* 1%
NET Important	646 78%	140 79%	169 76%	337 78%	547 79%	99 69%	- -%	612 77%	34 84%	639 78%	7 84%
NET Not Important	63 8%	16 9%	21 10%	25 6%	48 7%	15 10%	- -%	62 8%	1 2%	63 8%	- -%
Answered	815	176	219	421	675	141	-	776	40	807	8
Mean Score	1.0	1.0	.9	1.0	1.0	.8	-	1.0	1.3	1.0	1.4
Standard error	.03	.08	.06	.04	.04	.08	-	.03	.08	.03	.20
Standard deviation	.94	.99	.99	.88	.93	.93	-	.94	.77	.94	.78

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	22 3%	17 4%	4 3%	1 1%
Not very important	(-1)	40 5%	24 5%	13 9%	4 2%
Neither important nor unimportant	(0)	107 13%	63 14%	8 6%	36 15%
Important	(1)	401 48%	229 51%	60 44%	111 46%
Very important	(2)	245 29%	112 25%	49 36%	83 34%
Don't know		16 2%	4 1%	4 3%	8 3%
NET Important		646 78%	342 76%	110 80%	194 80%
NET Not Important		63 8%	41 9%	16 12%	6 2%
Answered		815	446	134	236
Mean Score		1.0	.9	1.0	1.1
Standard error		.03	.05	.08	.05
Standard deviation		.94	.97	1.03	.78

Columns Tested:: a,b,c

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	22	-	*	-	-	-	-	-	22	*	-
		3%	-%	*%	-%	-%	-%	-%	-%	3%	*%	-%
Not very important	(-1)	40	1	-	-	-	2	-	-	38	2	2
		5%	1%	-%	-%	-%	97%	-%	-%	5%	6%	13%
												b
Neither important nor unimportant	(0)	107	14	2	-	-	-	*	-	106	2	*
		13%	12%	7%	-%	-%	-%	16%	-%	13%	5%	1%
Important	(1)	401	49	7	1	3	*	1	-	388	13	5
		48%	42%	35%	39%	35%	*%	82%	-%	49%	34%	34%
Very important	(2)	245	50	10	2	6	*	*	*	227	18	8
		29%	43%	46%	61%	65%	3%	2%	100%	29%	49%	52%
			ai								a	
Don't know		16	2	2	-	-	-	-	-	14	2	-
		2%	2%	11%	-%	-%	-%	-%	-%	2%	6%	-%
				i								
NET Important		646	99	17	3	10	*	1	*	615	31	14
		78%	85%	81%	100%	100%	3%	84%	100%	77%	83%	86%
NET Not Important		63	1	*	-	-	2	-	-	60	2	2
		8%	1%	*%	-%	-%	97%	-%	-%	8%	6%	13%
			b							b		b
Answered		815	114	19	3	10	2	1	*	781	34	16
Mean Score		1.0	1.3	1.4	1.6	1.6	-.9	.9	2.0	1.0	1.3	1.3
			ai								a	
Standard error		.03	.05	.11	.18	.12	.36	-	-	.03	.10	.17
Standard deviation		.94	.73	.68	.60	.50	.71	-	-	.94	.85	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	22 3%	17 5%	6 2%	* *%	17 2%	18 3%	18 2%	22 3%	13 3%	6 3%	1 1%	17 3%	- -%	- -%	- -%	* *%	- -%
Not very important (-1)	40 5%	19 5%	18 5%	3 2%	40 6%	35 5%	40 5%	40 5%	21 5%	7 3%	5 5%	33 6%	- -%	2 6%	- -%	* *%	- -%
Neither important nor unimportant (0)	107 13%	53 15%	39 12%	16 10%	94 13%	83 12%	99 13%	107 13%	41 10%	28 12%	21 18%	69 13%	2 14%	1 3%	2 6%	5 23%	* 6%
Important (1)	401 48%	163 47%	177 53%	61 40%	335 48%	332 50%	363 49%	401 48%	200 50%	100 41%	50 43%	276 52%	3 21%	19 64%	8 25%	6 31%	2 28%
Very important (2)	245 29%	87 25%	89 27%	68 45%	199 29%	189 28%	213 29%	245 29%	122 30%	100 41%	35 29%	130 24%	7 57%	7 26%	21 69%	9 45%	4 66%
Don't know	16 2%	5 1%	7 2%	4 3%	11 2%	11 2%	13 2%	16 2%	3 1%	2 1%	5 4%	7 1%	1 8%	* 1%	* *%	* *%	- -%
NET Important	646 78%	250 73%	266 79%	129 85%	534 77%	521 78%	576 77%	646 78%	322 80%	201 82%	85 72%	405 76%	10 78%	26 90%	29 94%	15 76%	6 94%
NET Not Important	63 8%	36 10%	24 7%	3 2%	57 8%	53 8%	58 8%	63 8%	35 9%	14 6%	7 6%	50 9%	- -%	2 6%	- -%	* 1%	- -%
Answered	815	339	329	148	684	657	733	815	397	243	113	524	12	29	30	19	7
Mean Score	1.0	.8	1.0	1.3	1.0	1.0	1.0	1.0	1.0	1.2	1.0	.9	1.5	1.1	1.6	1.2	1.6
Standard error	.03	.06	.05	.05	.03	.04	.03	.03	.05	.05	.09	.04	.14	.10	.09	.13	.16
Standard deviation	.94	1.03	.87	.75	.94	.94	.93	.94	.96	.93	.90	.95	.78	.73	.60	.85	.64

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8	
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4	
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6	
Not at all important	(-2)	22	17	-	-	*	-	*	-	18	*	-	-	-	*	-
		3%	3%	-%	-%	*%	-%	*%	-%	3%	*%	-%	-%	-%	1%	-%
Not very important	(-1)	40	36	2	2	-	-	*	-	31	2	2	-	-	-	-
		5%	6%	5%	8%	-%	-%	*%	-%	6%	3%	10%	-%	-%	-%	-%
Neither important nor unimportant	(0)	107	83	4	2	*	-	5	*	72	7	2	2	-	*	*
		13%	14%	8%	10%	2%	-%	54%	6%	14%	10%	10%	7%	-%	*%	6%
Important	(1)	401	296	20	5	3	8	2	*	273	33	5	15	2	3	1
		48%	50%	46%	26%	17%	61%	25%	*%	52%	48%	27%	48%	23%	46%	21%
Very important	(2)	245	147	17	11	15	5	2	2	124	26	9	15	8	3	4
		29%	25%	39%	54%	81%	39%	20%	94%	23%	38%	51%	46%	76%	52%	73%
Don't know		16	10	1	*	-	-	-	-	10	1	*	-	*	*	-
		2%	2%	2%	2%	-%	-%	-%	-%	2%	1%	1%	-%	*%	*%	-%
NET Important		646	444	38	16	18	13	4	2	397	58	13	30	11	6	6
		78%	75%	85%	80%	97%	100%	45%	94%	75%	86%	78%	93%	100%	99%	94%
NET Not Important		63	53	2	2	*	-	*	-	49	2	2	-	-	*	-
		8%	9%	5%	8%	*%	-%	1%	-%	9%	3%	10%	-%	-%	1%	-%
Answered		815	579	43	20	19	13	8	2	518	67	17	32	11	7	6
Mean Score		1.0	.9	1.2	1.3	1.8	1.4	.6	1.9	.9	1.2	1.2	1.4	1.8	1.5	1.7
Standard error		.03	.04	.10	.14	.08	.11	.18	.23	.04	.09	.15	.11	.09	.17	.23
Standard deviation		.94	.95	.81	.99	.52	.51	.87	.66	.96	.76	1.02	.62	.44	.64	.64

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	22	-	-	-	-	-	-	9	-	7	2	-
		3%	3%	-%	-%	-%	-%	-%	3%	-%	4%	3%	-%
Not very important	(-1)	40	35	1	3	-	-	2	18	13	7	3	-
		5%	5%	1%	9%	-%	-%	16%	6%	9%	4%	4%	-%
Neither important nor unimportant	(0)	107	92	5	7	1	3	*	56	9	24	4	7
		13%	14%	6%	22%	2%	16%	2%	17%	6%	13%	6%	20%
Important	(1)	401	324	38	11	17	4	4	154	72	91	33	13
		48%	49%	52%	33%	57%	27%	41%	48%	53%	48%	49%	39%
Very important	(2)	245	167	30	12	13	9	6	79	42	56	25	11
		29%	25%	40%	36%	41%	56%	56%	25%	31%	30%	37%	33%
Don't know		16	15	1	*	-	*	-	4	*	4	1	2
		2%	2%	1%	1%	-%	*%	-%	1%	*%	2%	1%	7%
NET Important		646	491	68	23	30	13	10	233	114	147	58	24
		78%	75%	92%	69%	98%	83%	98%	73%	84%	78%	86%	73%
NET Not Important		63	57	1	3	-	-	-	27	13	14	5	-
		8%	9%	1%	9%	-%	-%	-%	8%	9%	7%	7%	-%
Answered		815	640	73	33	30	16	11	316	135	185	67	30
Mean Score		1.0	.9	1.3	1.0	1.4	1.4	1.5	.9	1.1	1.0	1.1	1.1
Standard error		.03	.04	.07	.14	.08	.15	.16	.06	.07	.07	.08	.11
Standard deviation		.94	.96	.63	.98	.54	.78	.57	.95	.87	.97	.93	.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	22 3%	7 2%	- -%	7 5%	2 5%	- -%	11 3%	3 2%	2 2%	2 3%	- -%
Not very important	(-1)	40 5%	20 6%	15 11%	6 4%	* *%	- -%	16 5%	9 8%	7 5%	3 4%	- -%
Neither important nor unimportant	(0)	107 13%	58 16%	14 10%	15 11%	3 7%	5 20%	49 15%	6 6%	18 13%	4 6%	7 25%
Important	(1)	401 48%	168 48%	72 53%	68 50%	14 31%	8 38%	179 55%	51 45%	65 47%	30 51%	7 27%
Very important	(2)	245 29%	96 27%	34 25%	36 27%	24 55%	9 41%	69 21%	44 39%	45 32%	20 34%	11 40%
Don't know		16 2%	3 1%	* *%	4 3%	1 2%	* *%	4 1%	* *%	3 2%	1 1%	2 9%
NET Important		646 78%	264 75%	107 79%	104 77%	37 86%	18 79%	248 76%	95 84%	110 79%	49 84%	18 67%
NET Not Important		63 8%	27 8%	15 11%	13 9%	2 5%	- -%	28 8%	12 10%	9 6%	5 8%	- -%
Answered		815	349	135	132	42	22	325	113	136	58	25
Mean Score		1.0	.9	.9	.9	1.3 abc	1.2	.9	1.1	1.1	1.1	1.2
Standard error		.03	.05	.07	.08	.09	.13	.06	.08	.07	.10	.14
Standard deviation		.94	.93	.89	1.02	.99	.77	.93	.99	.90	.96	.84

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	22	17	2	-	-	-	5	-	17	22	-	17	-
		3%	4%	2%	-%	-%	-%	1%	-%	5%	3%	-%	2%	-%
										a				
Not very important	(-1)	40	32	3	3	1	-	10	3	27	37	3	38	2
		5%	7%	2%	2%	1%	-%	2%	11%	8%	5%	8%	6%	11%
									a	a				
Neither important nor unimportant	(0)	107	66	8	22	9	2	49	3	55	102	5	89	5
		13%	15%	6%	15%	11%	6%	10%	10%	17%	13%	14%	13%	25%
										a				
Important	(1)	401	210	77	60	39	13	235	8	156	392	9	331	4
		48%	49%	58%	43%	50%	34%	49%	31%	48%	49%	26%	49%	22%
Very important	(2)	245	97	43	54	29	20	167	13	64	227	18	191	8
		29%	23%	32%	39%	37%	51%	35%	47%	20%	29%	49%	28%	42%
				a	a	a		c	c					
Don't know		16	9	*	2	*	3	11	*	3	15	1	11	-
		2%	2%	*%	1%	*%	8%	2%	1%	1%	2%	2%	2%	-%
							b							
NET Important		646	307	120	115	68	33	401	21	220	618	27	522	12
		78%	71%	90%	81%	88%	85%	84%	78%	68%	78%	75%	77%	64%
				a	a	a		c						
NET Not Important		63	49	5	3	1	-	16	3	44	60	3	55	2
		8%	11%	4%	2%	1%	-%	3%	11%	14%	7%	8%	8%	11%
			cd							a				
Answered		815	422	134	139	77	35	466	27	319	780	35	666	19
Mean Score		1.0	.8	1.2	1.2	1.2	1.5	1.2	1.2	.7	1.0	1.2	1.0	1.0
				a	a	a		c						
Standard error		.03	.05	.06	.06	.06	.09	.04	.16	.06	.03	.15	.03	.23
Standard deviation		.94	1.01	.77	.77	.68	.63	.79	1.02	1.05	.93	.99	.94	1.08

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base		867	678 48	734 133		737 18		673 53		731 136	
Effective base		436	345 13	385 51		366 5		339 18		385 52	
Weighted Base		831	634 34	726 105		681 15		630 39		722 109	
Not at all important	(-2)	22 3%	18 3% -	20 3% 2%		17 2% -		18 3% -		22 3% -	
Not very important	(-1)	40 5%	33 5% 6%	38 5% 2%		38 6% 14%		33 5% 5%		38 5% 2%	
Neither important nor unimportant	(0)	107 13%	78 12% 15%	95 13% 12%		89 13% 31%		78 12% 13%		99 14% 7%	
Important	(1)	401 48%	323 51% 27%	358 49% 41%		330 48% 33%		324 51% 21%		351 49% 46%	
Very important	(2)	245 29%	171 27% 52%	200 28% 42%		196 29% 21%		165 26% 61%		197 27% 44%	
Don't know		16 2%	11 2% -	15 2% 1%		11 2% -		11 2% -		15 2% 1%	
NET Important		646 78%	494 78% 79%	558 77% 83%		526 77% 54%		489 78% 82%		548 76% 90%	
NET Not Important		63 8%	51 8% 6%	58 8% 4%		55 8% 14%		51 8% 5%		60 8% 2%	
Answered		815	623 34	711 104		670 15		619 39		707 108	
Mean Score		1.0	1.0 1.3	1.0 1.2		1.0 .6		.9 1.4		.9 1.3	
Standard error		.03	.04 .13	.04 .08		.03 .24		.04 .13		.04 .06	
Standard deviation		.94	.93 .93	.94 .88		.94 1.01		.93 .91		.96 .70	

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	22 3%	10 2%	14 3%	5 4%	- -%	7 2%	13 3%	2 2%	- -%	5 1%	22 5% ac	- -%	- -%
Not very important (-1)	40 5%	25 6%	35 6%	15 11%	- -%	18 5%	23 5%	6 5%	2 45%	27 5%	30 6%	9 6%	- -%
Neither important nor unimportant (0)	107 13%	45 11%	69 13%	16 12%	- -%	42 10%	64 13%	11 10%	2 50%	70 12%	62 13%	18 12%	- -%
Important (1)	401 48%	189 46%	278 50%	53 39%	* 100%	196 49%	258 52%	54 48%	* 4%	275 47%	246 50%	75 51%	2 100%
Very important (2)	245 29%	135 33%	148 27%	47 35%	- -%	134 33%	123 25%	40 35%	- -%	195 34%	123 25%	46 31%	- -%
Don't know	16 2%	5 1%	9 2%	* *%	- -%	4 1%	11 2%	* *%	- -%	9 2%	7 1%	* *%	- -%
NET Important	646 78%	324 79%	426 77%	101 74%	* 100%	330 82%	381 77%	93 83%	* 4%	471 81%	369 75%	121 82%	2 100%
NET Not Important	63 8%	34 8%	49 9%	19 14%	- -%	25 6%	37 7%	8 7%	2 45%	32 5%	53 11% a	9 6%	- -%
Answered	815	403	544	136	*	397	482	113	4	572	484	148	2
Mean Score	1.0	1.0	.9	.9	1.0	1.1	.9	1.1	-4	1.1	.9	1.1	1.0
Standard error	.03	.05	.04	.09	-	.04	.04	.08	.39	.03	.04	.06	-
Standard deviation	.94	.95	.94	1.10	-	.88	.91	.91	.67	.85	1.02	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	22	17	18	22	13	13	-	19	12	8	-	5	7	8
		3%	2%	3%	3%	2%	3%	-%	3%	3%	2%	-%	5%	3%	4%
Not very important	(-1)	40	40	33	40	28	26	-	30	24	18	4	6	8	5
		5%	6%	5%	5%	5%	5%	-%	5%	5%	4%	3%	6%	4%	3%
Neither important nor unimportant	(0)	107	88	79	107	62	69	*	82	55	43	13	10	19	30
		13%	13%	12%	13%	11%	14%	3%	14%	13%	10%	11%	12%	10%	16%
Important	(1)	401	323	322	401	277	240	8	284	216	201	62	48	95	90
		48%	48%	51%	48%	50%	51%	70%	48%	49%	47%	53%	54%	48%	48%
Very important	(2)	245	190	168	245	163	118	3	164	123	149	39	21	64	47
		29%	28%	27%	29%	29%	25%	27%	28%	28%	35%	33%	23%	32%	25%
Don't know		16	11	11	16	11	9	-	8	6	11	-	-	5	7
		2%	2%	2%	2%	2%	2%	-%	1%	1%	2%	-%	-%	3%	4%
NET Important		646	512	490	646	439	358	11	448	339	350	101	69	159	138
		78%	77%	78%	78%	79%	75%	97%	76%	78%	81%	86%	77%	80%	73%
NET Not Important		63	57	51	63	41	39	-	49	36	27	4	11	15	13
		8%	8%	8%	8%	7%	8%	-%	8%	8%	6%	3%	12%	7%	7%
Answered		815	657	619	815	543	466	11	580	430	420	117	90	193	181
Mean Score		1.0	1.0	1.0	1.0	1.0	.9	1.2	.9	1.0	1.1	1.2	.8	1.0	.9
Standard error		.03	.04	.04	.03	.04	.04	.09	.04	.04	a	.07	.11	.07	.07
Standard deviation		.94	.95	.93	.94	.91	.93	.52	.96	.94	.90	.74	1.03	.96	.96

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	22 3%	5 5%	* *%	2 7%	- -%	21 3%	17 3%	21 3%	15 2%	18 4%	* *%	20 3%	5 4%	- -%	14 2%	5 9%
Not very important (-1)	40 5%	2 2%	- -%	2 8%	3 12%	37 5%	29 6%	37 5%	29 5%	31 6%	24 6%	37 5%	8 6%	- -%	30 4%	2 4%
Neither important nor unimportant (0)	107 13%	7 7%	4 12%	3 9%	3 12%	84 12%	65 12%	85 12%	74 12%	42 9%	42 10%	79 11%	13 10%	- -%	87 13%	6 11%
Important (1)	401 48%	44 45%	15 42%	13 45%	8 32%	339 47%	230 44%	350 47%	287 47%	237 48%	215 50%	343 49%	64 50%	- -%	321 48%	18 33%
Very important (2)	245 29%	41 41%	16 46%	10 32%	9 35%	221 31%	164 32%	233 31%	185 31%	153 31%	144 34%	209 30%	37 29%	- -%	206 31%	21 40%
Don't know	16 2%	- -%	* 1%	- -%	2 9%	14 2%	14 3%	16 2%	14 2%	16 3%	2 1%	13 2%	2 1%	- -%	14 2%	2 3%
NET Important	646 78%	84 86%	31 87%	23 77%	17 67%	560 78%	394 76%	583 79%	472 78%	389 78%	359 84%	551 79%	101 79%	- -%	527 79%	39 73%
NET Not Important	63 8%	7 7%	* *%	4 15%	3 12%	57 8%	46 9%	57 8%	44 7%	49 10%	24 6%	56 8%	13 10%	- -%	44 6%	7 13%
Answered	815	98	35	30	24	701	506	726	591	481	425	686	127	-	657	52
Mean Score	1.0	1.2	1.3	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	-	1.0	.9
Standard error	.03	.10	.11	.21	.22	.04	.04	.03	.04	.04	.04	.04	.08	-	.03	.19
Standard deviation	.94	1.00	.70	1.17	1.05	.96	1.00	.95	.93	1.00	.81	.94	.99	-	.90	1.24

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	22 3%	8 2%	15 3%	2 1%	- -%	2 2%	2 1%	* *%	14 3%	9 5%	2 2%	3 2%	17 3%
Not very important (-1)	40 5%	16 4%	24 5%	5 2%	- -%	2 2%	5 3%	10 8%	23 4%	7 4%	6 5%	7 4%	27 5%
Neither important nor unimportant (0)	107 13%	50 13%	58 13%	20 9%	11 69%	22 19%	18 11%	15 13%	73 14%	19 11%	12 10%	14 9%	78 15%
Important (1)	401 48%	181 48%	220 48%	106 49%	2 11%	46 40%	85 52%	42 35%	264 49%	94 56%	47 37%	88 55%	261 49%
Very important (2)	245 29%	118 31%	127 28%	83 38%	3 20%	44 38%	52 32%	52 44%	154 29%	35 21%	53 42%	48 30%	139 26%
Don't know	16 2%	2 1%	14 3%	1 *%	- -%	- -%	3 2%	1 1%	11 2%	3 2%	5 4%	1 1%	10 2%
NET Important	646 78%	298 80%	347 76%	189 87%	5 31%	90 78%	137 84%	94 79%	419 78%	128 77%	99 80%	136 85%	400 75%
NET Not Important	63 8%	24 6%	39 8%	6 3%	- -%	4 4%	6 4%	10 8%	37 7%	16 10%	8 7%	10 6%	45 8%
Answered	815	372	443	215	16	116	160	119	529	163	120	159	522
Mean Score	1.0	1.0	.9	1.2	.5	1.1	1.1	1.2	1.0	.8	1.2	1.1	.9
Standard error	.03	.05	.04	.05	.26	.08	.06	.08	.04	.08	.08	.07	.04
Standard deviation	.94	.90	.96	.76	.84	.89	.79	.93	.92	.98	.94	.84	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	22 3%	10 3%	12 2%
Not very important	(-1)	40 5%	21 6%	19 4%
Neither important nor unimportant	(0)	107 13%	31 9%	76 15%
Important	(1)	401 48%	142 43%	259 51%
Very important	(2)	245 29%	109 33%	136 27%
Don't know		16 2%	14 4%	2 *%
			b	
NET Important		646 78%	250 77%	395 78%
NET Not Important		63 8%	31 10%	32 6%
Answered		815	312	503
Mean Score		1.0	1.0	1.0
Standard error		.03	.05	.04
Standard deviation		.94	1.01	.89

Columns Tested:: a,b

Table 220 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	22 3%	- -%	1 3%	4 2%	* *%	- -%	6 8%	- -%	- -%	6 6%	3 11%	- -%	3 7%
							dhk			dhk	dhk		dhk
Not very important (-1)	40 5%	- -%	- -%	4 2%	8 8%	- -%	* *%	2 6%	7 8%	7 8%	* *%	12 8%	1 1%
												f	
Neither important nor unimportant (0)	107 13%	- -%	1 3%	17 10%	19 19%	* 2%	10 12%	2 9%	12 13%	15 16%	2 10%	19 13%	9 22% b
Important (1)	401 48%	- -%	20 51%	73 43%	39 38%	2 13%	40 50%	18 68% d	51 55%	45 50%	14 55%	81 55%	18 43%
Very important (2)	245 29%	- -%	14 36%	66 39% ik	32 31%	14 84%	22 28%	4 17%	23 24%	18 20%	5 22%	34 23%	11 27%
Don't know	16 2%	- -%	3 8%	6 4%	4 4%	- -%	2 2%	- -%	* *%	- -%	* 2%	- -%	- -%
NET Important	646 78%	- -%	33 87%	139 82%	70 69%	17 98%	62 78%	22 85%	74 79%	64 70%	19 77%	115 79%	29 70%
NET Not Important	63 8%	- -%	1 3%	7 4%	8 8%	- -%	6 8%	2 6%	7 8%	13 14%	3 11%	12 8%	3 8%
										c			
Answered	815	-	35	164	97	17	79	26	93	91	24	146	41
Mean Score	1.0	-	1.3	1.2	1.0	1.8	.9	1.0	1.0	.7	.8	.9	.8
			i	i									
Standard error	.03	-	.12	.07	.08	.10	.13	.10	.08	.13	.14	.09	.17
Standard deviation	.94	-	.80	.88	.93	.46	1.07	.72	.82	1.08	1.16	.83	1.07

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 220 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Convenient options for the recipient to accept the delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2) 22 3%	5 2%	7 4%	6 3%	6 3%	11 3%	11 3%
Not very important	(-1) 40 5%	6 3%	5 3%	16 8%	13 6%	12 3%	29 7%
Neither important nor unimportant	(0) 107 13%	21 10%	26 14%	29 14%	31 14%	48 12%	60 14%
Important	(1) 401 48%	93 42%	81 44%	115 54%	112 53%	174 43%	227 54%
Very important	(2) 245 29%	89 40% cd	59 32%	46 22%	51 24%	148 36% b	96 23%
Don't know	16 2%	9 4% cd	6 3%	* *% *	* *% *	15 4% b	1 *% *
NET Important	646 78%	182 81%	140 76%	160 76%	163 77%	322 79%	323 76%
NET Not Important	63 8%	11 5%	12 6%	22 10%	18 9%	23 6%	40 9%
Answered	815	214	178	211	212	393	423
Mean Score	1.0	1.2 cd	1.0	.8	.9	1.1 b	.9
Standard error	.03	.06	.07	.06	.07	.05	.05
Standard deviation	.94	.89	.97	.94	.92	.93	.93

Columns Tested: a,b,c,d - a,b

Table 221

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important	(-2) 23 3%	8 5%	15 2%	22 3%	1 5%	* 2%	* *%	1 4%
Not very important	(-1) 45 5%	19 14%	25 4%	44 5%	1 3%	- -%	* 4%	1 3%
Neither important nor unimportant	(0) 108 13%	8 5%	101 15%	103 13%	4 16%	1 12%	* 11%	5 15%
Important	(1) 373 45%	45 32%	328 48%	360 45%	11 38%	2 38%	1 43%	13 39%
Very important	(2) 269 32%	56 39%	214 31%	258 32%	9 31%	2 46%	1 38%	12 34%
Don't know	13 2%	6 4%	7 1%	11 1%	2 7%	* 1%	* 4%	2 6%
NET Important	643 77%	101 71%	542 79%	618 77%	19 70%	4 84%	2 81%	25 72%
NET Not Important	68 8%	27 19%	41 6%	65 8%	2 8%	* 2%	* 4%	2 7%
Answered	818	135	683	786	26	5	2	32
Mean Score	1.0	.9	1.0	1.0	1.0	1.3	1.2	1.0
Standard error	.03	.10	.03	.04	.10	.14	.13	.07
Standard deviation	.97	1.25	.90	.97	1.06	.97	1.19	1.02

Columns Tested: a,b - a,b,c,d,e

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	23 3%	11 2%	9 4%	2 5%	1 6%	* 1%	* *%	22 3%	1 5%	* 2%
Not very important	(-1)	45 5%	27 5%	13 5%	4 8%	1 4%	* 1%	* 4%	44 5%	1 3%	* 1%
Neither important nor unimportant	(0)	108 13%	63 12%	36 15%	4 9%	3 15%	2 15%	* 11%	103 13%	4 16%	1 12%
Important	(1)	373 45%	236 46%	104 43%	20 46%	8 39%	5 38%	1 43%	360 45%	11 38%	3 40%
Very important	(2)	269 32%	168 33%	76 32%	14 31%	7 33%	4 33%	1 38%	258 32%	9 31%	3 44%
Don't know		13 2%	8 2%	3 1%	- -%	* 2%	2 12%	* 4%	11 1%	2 7%	* 2%
							abcgi			abg	
NET Important		643 77%	404 79%	179 75%	34 77%	14 72%	9 71%	2 81%	618 77%	19 70%	5 83%
NET Not Important		68 8%	38 7%	22 9%	6 13%	2 10%	* 1%	* 4%	65 8%	2 8%	* 3%
Answered		818	505	237	44	19	11	2	786	26	6
Mean Score		1.0	1.0	.9	.9	.9	1.2	1.2	1.0	1.0	1.2
Standard error		.03	.05	.07	.13	.13	.09	.13	.04	.10	.08
Standard deviation		.97	.93	1.01	1.10	1.14	.84	1.19	.97	1.06	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover						
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +		
		a	b	c	d	e	a	b	c	d	e		
Significance Level: 95%													
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99		
Effective base	436	311	121	68	34	49	273	64	23	12	15		
Weighted Base	831	669	128	28	5	2	550	119	29	16	17		
Not at all important	(-2)	23 3%	16 2%	6 5%	1 5%	* 2%	* *%	14 3%	2 2%	- -%	2 14% a	1 4%	
Not very important	(-1)	45 5%	34 5%	10 8%	1 3%	- -%	* 4%	24 4%	8 6%	5 16% ae	* 1%	* *%	
Neither important nor unimportant	(0)	108 13%	85 13%	18 14%	4 16%	1 12%	* 11%	71 13%	25 21%	4 14%	* 1%	1 8%	
Important	(1)	373 45%	302 45%	58 45%	11 38%	2 38%	1 43%	254 46% d	63 53% d	12 43%	2 16%	5 28%	
Very important	(2)	269 32%	221 33%	37 29%	9 31%	2 46%	1 38%	179 32% b	21 18%	7 26%	11 69% abc	9 55% b	
Don't know		13 2%	11 2%	* *%	2 7% ab	* 1%	* 4%	8 2%	- -%	* *%	- -%	1 4%	
NET Important		643 77%	523 78%	94 74%	19 70%	4 84%	2 81%	433 79%	84 71%	20 69%	13 85%	14 83%	
NET Not Important		68 8%	49 7%	16 12%	2 8%	* 2%	* 4%	38 7%	10 8%	5 16%	2 15%	1 5%	
Answered		818	658	128	26	5	2	542	119	29	16	16	
Mean Score		1.0	1.0	.8	1.0	1.3	1.2	1.0	.8	.8	1.2	1.3	
Standard error		.03	.05	.08	.10	b	.13	.05	.08	.14	.21	.10	
Standard deviation		.97	.94	1.07	1.06	.97	1.19	.93	.87	1.03	1.43	1.01	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	60	46	77	40	56	70	60	54	61	
Effective base	436	43	34	50	26	42	51	46	37	43	
Weighted Base	831	92	63	120	45	68	117	113	61	68	
Not at all important	(-2)	23 3%	2 2%	- -%	* *%	- -%	2 3%	5 4%	4 3%	3 5%	6 9%
Not very important	(-1)	45 5%	9 9%	2 4%	5 4%	4 10%	2 2%	5 4%	8 7%	3 5%	4 5%
Neither important nor unimportant	(0)	108 13%	7 8%	11 17%	16 14%	1 3%	7 11%	12 10%	26 23% ad	6 9%	11 17%
Important	(1)	373 45%	46 50%	24 38%	71 59%	17 37%	33 49%	60 52%	40 36%	25 40%	23 34%
Very important	(2)	269 32%	23 25%	25 40%	28 23%	22 50% acf	24 35%	32 27%	33 29%	25 40%	24 35%
Don't know		13 2%	5 6%	1 1%	- -%	- -%	- -%	3 2%	2 2%	* 1%	* *%
NET Important		643 77%	69 76%	49 78%	98 82%	39 87%	57 83%	92 79%	74 65%	49 80%	47 69%
NET Not Important		68 8%	10 11%	2 4%	6 5%	4 10%	4 6%	10 9%	11 10%	6 10%	9 14%
Answered	818	87	63	120	45	68	114	111	61	68	
Mean Score	1.0	.9	1.2	1.0	1.3	1.1	1.0	.8	1.1	.8	
Standard error	.03	.13	.13	.09	.15	.12	.12	.14	.15	.16	
Standard deviation	.97	.96	.85	.76	.93	.92	.99	1.05	1.07	1.22	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	23 3%	8 4%	5 2%	10 3%	22 3%	1 1%	* 1%	* *%	* 2%	
Not very important	(-1)	45 5%	9 5%	14 7%	18 5%	41 6%	3 4%	2 5%	* 1%	1 7%	
Neither important nor unimportant	(0)	108 13%	20 11%	24 11%	54 15%	98 13%	10 12%	4 10%	4 12%	3 18%	
Important	(1)	373 45%	73 40%	95 44%	171 49%	339 45%	34 41%	17 44%	12 41%	5 32%	
Very important	(2)	269 32%	70 38%	73 34%	93 27%	236 32%	33 40%	16 40%	12 42%	5 35%	
Don't know		13 2%	* *%	6 3%	4 1%	11 1%	2 2%	* *%	1 3%	1 5%	
NET Important		643 77%	143 79%	168 78%	264 76%	575 77%	67 81%	33 84%	24 82%	10 68%	
NET Not Important		68 8%	18 10%	19 9%	27 8%	63 8%	4 5%	2 6%	* 2%	1 9%	
Answered		818	181	210	346	737	82	40	28	14	
Mean Score		1.0	1.0	1.0	.9	1.0	1.2	1.2	1.3	1.0	
Standard error		.03	.08	.08	.07	.04	.05	.08	.07	.11	
Standard deviation		.97	1.06	.96	.94	.97	.88	.89	.78	1.08	

Columns Tested:: a,b,c,d,e,f,g,h

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	33	52	7	59	57	257	35	34	388	
Effective base	436	20	22	5	27	26	142	16	11	204	
Weighted Base	831	44	58	10	69	65	224	30	14	381	
Not at all important	(-2)	23	3	3	-	3	-	*	3	1	14
	3%	6%	5%	-%	4%	-%	*%	9%	5%	4%	
		f	f		f			f		f	
Not very important	(-1)	45	-	1	1	2	3	12	*	3	23
	5%	-%	2%	8%	3%	5%	5%	1%	23%	6%	
									fi		
Neither important nor unimportant	(0)	108	4	8	-	8	13	17	4	3	60
	13%	10%	13%	-%	11%	20%	7%	14%	20%	16%	
										f	
Important	(1)	373	23	20	7	27	22	98	15	5	183
	45%	51%	34%	68%	39%	33%	44%	50%	33%	48%	
Very important	(2)	269	14	27	2	29	26	92	8	3	96
	32%	31%	46%	24%	43%	40%	41%	26%	19%	25%	
			i				i				
Don't know		13	1	-	-	-	1	5	-	*	6
	2%	1%	-%	-%	-%	2%	2%	-%	*%	2%	
NET Important		643	36	47	9	56	48	190	23	8	279
	77%	82%	80%	92%	82%	74%	85%	76%	52%	73%	
							hi				
NET Not Important		68	3	4	1	5	3	12	3	4	36
	8%	6%	7%	8%	7%	5%	5%	10%	28%	10%	
									f		
Answered		818	44	58	10	69	63	218	30	14	375
Mean Score		1.0	1.0	1.1	1.1	1.1	1.1	1.2	.8	.4	.9
								hi			
Standard error		.03	.18	.15	.29	.13	.12	.05	.19	.22	.05
Standard deviation		.97	1.00	1.05	.78	1.01	.90	.82	1.13	1.22	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	23 3%	5 3%	* *%	17 4%	23 3%	- -%	- -%	23 3%	* 1%	23 3%	- -%
Not very important (-1)	45 5%	5 3%	12 5%	28 6%	38 6%	6 4%	- -%	43 5%	2 5%	45 5%	- -%
Neither important nor unimportant (0)	108 13%	25 14%	17 7%	67 15%	81 12%	27 19%	- -%	102 13%	6 15%	107 13%	1 11%
Important (1)	373 45%	71 40%	98 44%	204 47%	312 45%	61 43%	- -%	357 45%	16 40%	367 45%	6 71%
Very important (2)	269 32%	69 39%	92 41%	108 25%	222 32%	47 33%	- -%	254 32%	16 39%	268 33%	1 14%
Don't know	13 2%	2 1%	5 2%	6 1%	12 2%	1 *%	- -%	12 2%	* 1%	13 2%	* 4%
NET Important	643 77%	140 79%	190 85%	313 73%	534 78%	108 76%	- -%	611 77%	32 78%	636 77%	7 84%
NET Not Important	68 8%	11 6%	12 5%	45 10%	61 9%	6 4%	- -%	66 8%	2 5%	68 8%	- -%
Answered	818	176	218	424	676	142	-	778	40	810	8
Mean Score	1.0	1.1	1.2	.8	1.0	1.0	-	1.0	1.1	1.0	1.0
Standard error	.03	.08	.05	.05	.04	.07	-	.04	.09	.03	.15
Standard deviation	.97	.97	.82	1.01	.99	.84	-	.97	.88	.97	.55

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	23 3%	18 4%	1 1%	5 2%
Not very important	(-1)	45 5%	34 8%	6 4%	5 2%
Neither important nor unimportant	(0)	108 13%	63 14%	13 10%	32 13%
Important	(1)	373 45%	232 52%	49 35%	92 38%
Very important	(2)	269 32%	98 22%	65 47%	107 44%
Don't know		13 2%	5 1%	5 3%	3 1%
NET Important		643 77%	330 73%	113 82%	199 82%
NET Not Important		68 8%	52 12%	7 5%	9 4%
Answered		818	445	133	240
Mean Score		1.0	.8	1.3	1.2
Standard error		.03	.05	.07	.06
Standard deviation		.97	1.00	.86	.89

Columns Tested:: a,b,c

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	23	17	5	1	-	-	-	-	22	1	-
		3%	3%	5%	4%	-%	-%	-%	-%	3%	2%	-%
Not very important	(-1)	45	43	1	*	-	-	-	-	44	*	-
		5%	6%	1%	2%	-%	-%	-%	-%	6%	1%	-%
			b									
Neither important nor unimportant	(0)	108	92	15	*	*	-	*	-	108	1	1
		13%	14%	13%	*%	2%	3%	-%	16%	-%	14%	2%
Important	(1)	373	316	47	5	1	2	2	*	363	10	5
		45%	47%	40%	26%	26%	22%	97%	2%	17%	46%	28%
Very important	(2)	269	201	46	12	2	7	*	1	247	22	10
		32%	30%	40%	57%	72%	74%	3%	82%	83%	31%	61%
					ai						ai	ai
Don't know		13	9	2	2	-	-	-	-	11	2	-
		2%	1%	2%	11%	-%	-%	-%	-%	1%	6%	-%
					ai							
NET Important		643	517	93	17	3	10	2	1	*	610	33
		77%	76%	80%	83%	98%	97%	100%	84%	100%	77%	89%
NET Not Important		68	60	6	1	-	-	-	-	67	1	-
		8%	9%	5%	6%	-%	-%	-%	-%	8%	3%	-%
Answered		818	670	114	19	3	10	2	1	*	784	34
Mean Score		1.0	1.0	1.1	1.5	1.7	1.7	1.0	1.7	1.8	1.0	1.5
					ai						ai	ai
Standard error		.03	.04	.07	.15	.18	.13	.12	-	.03	.09	.09
Standard deviation		.97	.96	.99	.96	.61	.55	.23	-	.97	.80	.57

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	23 3%	14 4%	3 1%	6 4%	15 2%	16 2%	18 2%	23 3%	6 2%	3 1%	1 1%	9 2%	- -%	3 10%	3 10%	2 10%	- -%
Not very important (-1)	45 5%	23 7%	20 6%	1 1%	41 6%	38 6%	43 6%	45 5%	14 3%	8 3%	7 6%	33 6%	- -%	3 10%	- -%	* *%	- -%
Neither important nor unimportant (0)	108 13%	51 15%	41 12%	16 10%	93 13%	87 13%	97 13%	108 13%	54 13%	27 11%	9 8%	79 15%	1 7%	* 2%	2 7%	5 26%	* 4%
Important (1)	373 45%	165 48%	151 45%	57 37%	317 46%	302 45%	340 46%	373 45%	189 47%	106 43%	58 49%	248 47%	5 37%	14 49%	8 26%	5 27%	2 29%
Very important (2)	269 32%	84 24%	117 35%	68 45%	218 31%	214 32%	235 32%	269 32%	135 34%	97 40%	37 32%	155 29%	6 48%	8 29%	17 57%	7 37%	5 67%
Don't know	13 2%	6 2%	3 1%	4 3%	11 2%	11 2%	13 2%	13 2%	4 1%	3 1%	4 4%	7 1%	1 8%	* *%	- -%	- -%	- -%
NET Important	643 77%	249 73%	268 80%	125 82%	535 77%	516 77%	576 77%	643 77%	324 81%	203 83%	95 81%	403 76%	11 85%	23 78%	25 83%	13 64%	6 96%
NET Not Important	68 8%	37 11%	23 7%	7 5%	56 8%	54 8%	61 8%	68 8%	20 5%	12 5%	9 7%	41 8%	- -%	6 20%	3 10%	2 10%	- -%
Answered	818	337	333	148	684	658	733	818	397	242	113	523	12	29	30	19	7
Mean Score	1.0	.8	1.1	1.2	1.0	1.0	1.0	1.0	1.1	1.2	1.1	1.0	1.4	.8	1.2	.8	1.6
Standard error	.03		a	a	.03	.04	.03	.03	.04	.05	.09	.04	.12	.18	.19	.19	.15
Standard deviation	.97	1.01	.90	.96	.94	.96	.95	.97	.86	.86	.88	.92	.67	1.27	1.25	1.25	.61

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8	
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4	
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6	
Not at all important	(-2)	23	11	-	*	3	-	1	-	9	-	3	4	-	1	-
		3%	2%	-%	1%	16%	-%	9%	-%	2%	-%	18%	11%	-%	18%	-%
					a						ab	ab				
Not very important	(-1)	45	36	2	2	*	-	*	-	35	*	2	*	-	*	-
		5%	6%	5%	10%	2%	-%	*%	-%	7%	*%	12%	1%	-%	*%	-%
Neither important nor unimportant	(0)	108	78	7	*	2	*	5	*	75	9	*	3	*	*	*
		13%	13%	17%	1%	12%	*%	58%	1%	14%	13%	3%	8%	*%	*%	4%
Important	(1)	373	283	17	6	7	3	*	*	253	23	4	14	3	2	2
		45%	48%	39%	31%	38%	28%	5%	1%	48%	34%	26%	44%	30%	36%	33%
Very important	(2)	269	171	17	11	6	9	2	2	149	32	7	11	7	3	4
		32%	29%	37%	56%	32%	72%	27%	99%	28%	47%	41%	35%	70%	46%	63%
					a						a					
Don't know		13	10	1	*	-	-	-	-	7	4	*	-	-	-	-
		2%	2%	2%	*%	-%	-%	-%	-%	1%	5%	*%	-%	-%	-%	-%
NET Important		643	454	34	18	13	13	3	2	402	56	11	26	11	5	6
		77%	77%	76%	87%	70%	100%	32%	99%	76%	82%	67%	80%	100%	81%	96%
NET Not Important		68	47	2	2	3	-	1	-	44	*	5	4	-	1	-
		8%	8%	5%	12%	18%	-%	9%	-%	8%	*%	30%	12%	-%	19%	-%
											ab					
Answered	818	579	43	20	19	13	8	2	521	65	17	32	11	7	6	
Mean Score	1.0	1.0	1.1	1.3	.7	1.7	.4	2.0	1.0	1.4	.6	.9	1.7	.9	1.6	
										ac						
Standard error	.03	.04	.11	.15	.21	.10	.26	.08	.04	.08	.24	.21	.10	.41	.22	
Standard deviation	.97	.92	.87	1.04	1.39	.48	1.22	.24	.92	.73	1.60	1.23	.49	1.57	.63	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	23	22	1	*	-	-	-	7	1	6	4	-
		3%	3%	1%	*%	-%	-%	-%	2%	*%	3%	6%	-%
Not very important	(-1)	45	41	1	2	-	*	-	20	7	11	3	-
		5%	6%	1%	6%	-%	2%	-%	6%	5%	6%	4%	-%
Neither important nor unimportant	(0)	108	90	7	4	4	*	*	53	12	15	12	5
		13%	14%	10%	14%	14%	*%	11%	17%	9%	8%	18%	16%
Important	(1)	373	308	34	5	12	5	3	156	71	75	23	15
		45%	47%	47%	15%	41%	31%	24%	49%	53%	40%	34%	45%
Very important	(2)	269	184	27	21	14	11	7	79	44	77	25	11
		32%	28%	37%	64%	45%	67%	64%	25%	32%	41%	37%	33%
Don't know		13	9	3	*	-	-	-	4	*	5	1	2
		2%	1%	4%	1%	-%	-%	-%	1%	*%	3%	2%	7%
NET Important		643	492	62	26	26	15	9	235	115	152	47	25
		77%	75%	83%	79%	86%	97%	89%	74%	85%	80%	70%	77%
NET Not Important		68	63	2	2	-	*	-	27	8	17	7	-
		8%	10%	2%	7%	-%	2%	-%	8%	6%	9%	10%	-%
Answered		818	646	71	32	30	16	11	315	135	184	66	30
Mean Score		1.0	.9	1.2	1.4	1.3	1.6	1.5	.9	1.1	1.1	.9	1.2
Standard error		.03	.04	.08	.14	.11	.12	.20	.06	.07	.07	.10	.10
Standard deviation		.97	.99	.78	.98	.72	.64	.72	.93	.81	1.01	1.15	.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	23 3%	7 2%	1 *	3 2%	4 10%	- -	6 2%	1 1%	6 4%	4 7%	- -
Not very important	(-1)	45 5%	18 5%	7 5%	11 8%	3 6%	- -	20 6%	8 7%	6 5%	3 5%	- -
Neither important nor unimportant	(0)	108 13%	54 15%	13 9%	12 9%	10 23%	5 21%	54 16%	9 8%	10 7%	8 14%	5 19%
Important	(1)	373 45%	173 49%	70 52%	52 38%	11 26%	11 48%	161 49%	65 58%	46 33%	19 33%	10 37%
Very important	(2)	269 32%	96 27%	44 33%	53 39%	14 33%	7 31%	84 25%	30 27%	67 49%	23 39%	10 36%
Don't know		13 2%	4 1%	* *	5 4%	1 2%	* *	4 1%	* *	3 2%	1 2%	2 9%
NET Important		643 77%	269 76%	115 85%	105 77%	25 59%	17 79%	245 75%	95 84%	113 82%	42 72%	20 73%
NET Not Important		68 8%	25 7%	7 5%	15 11%	7 16%	- -	25 8%	8 7%	12 9%	7 12%	- -
Answered		818	348	135	131	42	22	324	113	136	57	25
Mean Score		1.0	1.0	1.1	1.1	.7	1.1	.9	1.0	1.2	.9	1.2
Standard error		.03	.05	.07	.08	.12	.12	.06	.07	.08	.12	.13
Standard deviation		.97	.91	.81	1.03	1.29	.73	.91	.82	1.05	1.19	.76

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	508	41	311	825	42	733	22	
Effective base		436	222	63	86	41	256	20	159	419	17	362	8	
Weighted Base		831	431	134	141	77	477	27	322	795	36	677	19	
Not at all important	(-2)	23 3%	15 4%	1 *%	3 2%	1 8%	12 2%	- -%	11 3%	23 3%	- -%	15 2%	- -%	
Not very important	(-1)	45 5%	29 7%	4 3%	6 5%	- -%	8 2%	5 17%	31 10%	44 6%	* 1%	41 6%	- -%	
Neither important nor unimportant	(0)	108 13%	66 15%	15 11%	9 6%	13 17%	2 6%	59 12%	* 2%	48 15%	104 13%	5 13%	89 13%	5 25%
Important	(1)	373 45%	205 48%	73 55%	52 37%	27 35%	13 34%	202 42%	15 54%	154 48%	360 45%	13 37%	313 46%	5 25%
Very important	(2)	269 32%	109 25%	41 31%	69 49%	32 41%	17 45%	190 40%	7 27%	72 22%	252 32%	17 48%	209 31%	9 50%
Don't know		13 2%	6 1%	* *%	3 2%	* *%	3 8%	7 1%	* 1%	6 2%	12 2%	1 2%	11 2%	- -%
NET Important		643 77%	314 73%	114 85%	120 85%	59 77%	30 79%	392 82%	22 81%	226 70%	612 77%	30 84%	521 77%	14 75%
NET Not Important		68 8%	45 10%	4 3%	9 7%	5 7%	3 8%	20 4%	5 17%	42 13%	67 8%	* 1%	56 8%	- -%
Answered		818	425	133	139	77	35	471	27	316	783	35	666	19
Mean Score		1.0	.9	1.1	1.3	1.1	1.2	1.2	.9	.8	1.0	1.3	1.0	1.3
Standard error		.03	.05	.06	.07	.09	.16	.04	.16	.06	.03	.12	.04	.18
Standard deviation		.97	1.00	.75	.93	.97	1.14	.89	.99	1.02	.97	.75	.95	.85

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
Not at all important	(-2) 23 3%	16 3%	- -%	23 3%	* *%	15 2%	- -%	16 3%	- -%	23 3%	* *%
Not very important	(-1) 45 5%	38 6%	* 1%	45 6%	* *%	41 6%	- -%	38 6%	* 1%	44 6%	* *%
Neither important nor unimportant	(0) 108 13%	82 13%	5 14%	93 13%	15 15%	89 13%	5 31%	79 13%	7 19%	98 14%	10 9%
Important	(1) 373 45%	288 45%	14 40%	327 45%	46 43%	315 46%	3 19%	289 46%	14 35%	322 45%	51 47%
Very important	(2) 269 32%	199 31%	16 45%	226 31%	43 41%	211 31%	7 49%	197 31%	17 45%	223 31%	47 43%
Don't know	13 2%	11 2%	- -%	12 2%	1 1%	11 2%	- -%	11 2%	- -%	12 2%	1 1%
NET Important	643 77%	487 77%	29 85%	554 76%	89 84%	525 77%	10 69%	486 77%	31 80%	545 75%	98 90%
NET Not Important	68 8%	54 9%	* 1%	68 9%	* *%	56 8%	- -%	54 9%	* 1%	67 9%	1 1%
Answered	818	623	34	714	104	670	15	619	39	710	108
Mean Score	1.0	1.0	1.3	1.0	1.3	1.0	1.2	1.0	1.2	1.0	1.3
Standard error	.03	.04	.11	.04	a .06	.04	.21	.04	.11	.04	a .06
Standard deviation	.97	.96	.75	.99	.71	.94	.91	.96	.80	1.00	.67

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	23 3%	5 1%	12 2%	2 2%	- -%	4 1%	14 3%	2 2%	- -%	5 1%	20 4%	2 1%	- -%
Not very important (-1)	45 5%	12 3%	35 6%	5 4%	- -%	7 2%	34 7%	3 2%	- -%	17 3%	32 7%	3 2%	2 100%
Neither important nor unimportant (0)	108 13%	43 10%	78 14%	21 15%	- -%	42 10%	65 13%	19 17%	- -%	60 10%	67 14%	22 15%	- -%
Important (1)	373 45%	193 47%	245 44%	45 33%	* 100%	190 47%	212 43%	34 30%	2 50%	270 46%	218 44%	49 33%	- -%
Very important (2)	269 32%	150 37%	173 31%	60 44%	- -%	152 38%	158 32%	52 46%	2 50%	217 37%	146 30%	69 46%	- -%
Don't know	13 2%	6 1%	10 2%	3 2%	- -%	6 2%	10 2%	3 3%	- -%	12 2%	7 1%	3 2%	- -%
NET Important	643 77%	343 84%	418 76%	105 77%	* 100%	342 85%	369 75%	86 76%	4 100%	488 84%	364 74%	118 80%	- -%
NET Not Important	68 8%	17 4%	47 8%	8 6%	- -%	11 3%	47 10%	5 4%	- -%	23 4%	52 11%	5 3%	2 100%
Answered	818	403	543	133	*	395	482	110	4	570	484	145	2
Mean Score	1.0	1.2	1.0	1.2	1.0	1.2	1.0	1.2	1.5	1.2	.9	1.2	-1.0
Standard error	.03	.04	.04	.07	-	.04	.04	.08	.34	.03	.05	.07	-
Standard deviation	.97	.83	.96	.95	-	.78	1.00	.95	.59	.81	1.04	.88	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	23	15	16	23	9	10	1	20	*	4	*	1	4	6
		3%	2%	3%	3%	2%	2%	11%	3%	%	1%	%	2%	2%	3%
							a	b							
Not very important	(-1)	45	41	38	45	32	29	*	34	14	17	1	5	13	20
		5%	6%	6%	5%	6%	6%	3%	6%	3%	4%	1%	6%	7%	11%
Neither important nor unimportant	(0)	108	92	86	108	69	77	*	85	58	46	12	17	19	20
		13%	14%	14%	13%	12%	16%	1%	15%	13%	11%	10%	19%	9%	10%
Important	(1)	373	307	281	373	257	215	4	266	196	191	44	22	80	73
		45%	46%	45%	45%	46%	45%	39%	45%	45%	44%	38%	25%	40%	39%
							e	e	e	e	e	e	e	e	e
Very important	(2)	269	203	199	269	177	134	5	174	160	162	57	41	73	61
		32%	30%	32%	32%	32%	28%	46%	30%	37%	38%	48%	46%	37%	32%
							a	a				a	a		
Don't know		13	11	10	13	10	10	-	8	7	10	3	3	10	8
		2%	2%	2%	2%	2%	2%	-%	1%	2%	2%	2%	3%	5%	4%
NET Important		643	510	480	643	433	349	9	440	356	352	101	64	153	134
		77%	76%	76%	77%	78%	73%	85%	75%	82%	82%	86%	71%	77%	71%
NET Not Important		68	56	54	68	41	39	2	55	14	22	2	7	17	27
		8%	8%	9%	8%	7%	8%	14%	9%	3%	5%	1%	8%	9%	14%
							bd								
Answered		818	657	620	818	543	465	11	580	429	420	114	87	189	181
Mean Score		1.0	1.0	1.0	1.0	1.0	.9	1.1	.9	1.2	1.2	1.4	1.1	1.1	.9
							a	a	a	a	a	a	a	a	a
Standard error		.03	.04	.04	.03	.04	.04	.22	.04	.04	.04	.07	.12	.07	.08
Standard deviation		.97	.95	.97	.97	.91	.95	1.31	1.00	.79	.85	.74	1.03	.98	1.10

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45	
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27	
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
Not at all important (-2)	23 3%	1 1%	- -%	2 5%	- -%	21 3%	14 3%	21 3%	15 2%	16 3%	4 1%	18 3%	3 2%	- -%	17 3%	6 10%	a
Not very important (-1)	45 5%	7 7%	- -%	1 3%	* 1%	43 6%	26 5%	43 6%	28 5%	30 6%	18 4%	44 6%	6 5%	- -%	33 5%	4 8%	
Neither important nor unimportant (0)	108 13%	12 13%	* 1%	2 6%	3 11%	99 14%	79 15%	101 14%	71 12%	60 12%	39 9%	91 13%	18 14%	- -%	79 12%	5 9%	
Important (1)	373 45%	30 30%	19 54%	12 39%	7 25%	320 45%	212 41%	326 44%	272 45%	215 43%	195 46%	312 45%	53 41%	- -%	312 47%	18 34%	
Very important (2)	269 32%	48 49%	16 46%	14 45%	14 54%	221 31%	176 34%	239 32%	207 34%	164 33%	166 39%	221 32%	46 36%	- -%	217 32%	21 39%	
Don't know	13 2%	- -%	- -%	* 1%	2 9%	13 2%	13 2%	13 2%	12 2%	13 3%	6 1%	13 2%	3 2%	- -%	13 2%	- -%	
NET Important	643 77%	77 79%	35 99%	25 84%	20 79%	541 76%	388 75%	565 76%	480 79%	378 76%	361 84%	534 76%	99 77%	- -%	530 79%	39 73%	
NET Not Important	68 8%	8 8%	- -%	3 8%	* 1%	64 9%	40 8%	64 9%	43 7%	46 9%	22 5%	62 9%	9 7%	- -%	50 8%	10 18%	
Answered Mean Score	818 1.0	98 1.2	35 1.4	30 1.2	24 1.4	703 1.0	507 1.0	729 1.0	593 1.1	484 1.0	422 1.2	687 1.0	126 1.1	- -	659 1.0	54 .8	
Standard error	.03	.10	.08	.20	.16	.04	.04	.04	.04	.04	.04	.04	.08	-	.04	.20	
Standard deviation	.97	1.00	.52	1.07	.78	.98	.98	.98	.94	1.01	.84	.97	.95	-	.94	1.31	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	23 3%	12 3%	11 2%	* *%	- -%	* *%	* *%	* *%	19 4%	4 2%	* *%	1 *%	22 4%
Not very important (-1)	45 5%	12 3%	32 7%	2 1%	- -%	* *%	4 2%	3 2%	28 5%	14 8%	1 1%	10 6%	34 6%
Neither important nor unimportant (0)	108 13%	35 9%	73 16%	21 10%	* 2%	12 11%	16 10%	8 7%	61 11%	39 23%	6 5%	17 11%	82 15%
Important (1)	373 45%	168 45%	205 45%	98 45%	4 23%	55 48%	65 40%	44 36%	265 49%	61 37%	47 38%	69 43%	251 47%
Very important (2)	269 32%	144 38%	125 27%	91 42%	12 75%	48 41%	74 45%	64 54%	154 28%	50 30%	63 51%	64 40%	137 26%
Don't know	13 2%	3 1%	10 2%	4 2%	- -%	- -%	4 2%	1 1%	12 2%	- -%	6 5%	- -%	7 1%
NET Important	643 77%	312 83%	330 72%	189 87%	16 98%	103 89%	139 85%	108 90%	419 78%	110 66%	110 89%	133 83%	388 73%
NET Not Important	68 8%	24 6%	44 10%	3 1%	- -%	1 *%	4 3%	3 3%	47 9%	17 10%	2 1%	10 6%	56 10%
Answered	818	372	447	213	16	116	159	119	528	166	118	161	526
Mean Score	1.0	1.1	.9	1.3	1.7	1.3	1.3	1.4	1.0	.8	1.4	1.2	.9
Standard error	.03	.05	.04	.05	.16	.06	.06	.07	.04	.08	.06	.07	.04
Standard deviation	.97	.94	.98	.70	.51	.68	.76	.74	.98	1.02	.68	.87	1.02

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	23	9	14
		3%	3%	3%
Not very important	(-1)	45	19	26
		5%	6%	5%
Neither important nor unimportant	(0)	108	49	59
		13%	15%	12%
Important	(1)	373	130	244
		45%	40%	48%
Very important	(2)	269	113	156
		32%	35%	31%
Don't know		13	6	7
		2%	2%	1%
NET Important		643	243	400
		77%	74%	79%
NET Not Important		68	28	40
		8%	9%	8%
Answered		818	320	499
Mean Score		1.0	1.0	1.0
Standard error		.03	.05	.04
Standard deviation		.97	1.00	.95

Columns Tested: a,b

Table 221 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	23 3%	- -%	2 4%	7 4%	4 4%	- -%	- -%	- -%	* *%	2 3%	3 12% h	1 1%	5 11% fhk
Not very important (-1)	45 5%	- -%	- -%	10 6%	10 10%	- -%	7 9%	2 6%	4 4%	4 4%	1 3%	8 5%	- -%
Neither important nor unimportant (0)	108 13%	- -%	6 16%	15 9%	13 13%	1 7%	10 12%	4 14%	9 9%	21 23% c	3 13%	23 16%	3 8%
Important (1)	373 45%	- -%	15 40%	62 37%	42 42%	7 40%	40 50%	10 40%	47 51%	41 45%	12 50%	72 49%	24 57%
Very important (2)	269 32%	- -%	15 39%	66 39%	30 29%	9 53%	23 29%	11 40%	33 36%	24 26%	5 21%	43 29%	10 23%
Don't know	13 2%	- -%	* *%	9 5%	3 3%	- -%	* *%	- -%	- -%	- -%	* 2%	- -%	- -%
NET Important	643 77%	- -%	30 79%	128 76%	72 71%	16 93%	64 79%	21 80%	81 86%	64 71%	18 71%	114 78%	33 81%
NET Not Important	68 8%	- -%	2 4%	17 10%	14 13%	- -%	7 9%	2 6%	4 4%	6 7%	4 15%	9 6%	5 11%
Answered	818	-	38	161	99	17	80	26	93	91	24	146	41
Mean Score	1.0	-	1.1	1.1	.9	1.5	1.0	1.1	1.2 j	.9	.7	1.0	.8
Standard error	.03	-	.14	.09	.09	.14	.10	.13	.07	.11	.15	.09	.18
Standard deviation	.97	-	.98	1.07	1.08	.64	.88	.89	.78	.94	1.22	.86	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 221 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Insurance against damage or loss**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2) 23 3%	8 4%	4 2%	3 1%	9 4%	12 3%	11 3%
Not very important	(-1) 45 5%	10 5%	17 9%	9 4%	8 4%	27 7%	17 4%
Neither important nor unimportant	(0) 108 13%	22 10%	24 13%	33 16%	30 14%	45 11%	63 15%
Important	(1) 373 45%	85 38%	82 44%	98 47%	108 51%	167 41%	206 49%
Very important	(2) 269 32%	89 40%	55 30%	68 32%	58 27%	144 35%	125 30%
Don't know	13 2%	9 4%	3 2%	- -%	* *%	12 3%	* *%
NET Important	643 77%	174 78%	137 74%	166 79%	165 78%	311 76%	331 78%
NET Not Important	68 8%	19 8%	21 11%	12 5%	17 8%	39 10%	29 7%
Answered	818	214	181	211	212	396	423
Mean Score	1.0	1.1	.9	1.0	.9	1.0	1.0
Standard error	.03	.07	.07	.06	.07	.05	.04
Standard deviation	.97	1.03	1.00	.87	.97	1.01	.92

Columns Tested:: a,b,c,d - a,b

Table 222

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important	(-2)	14	2	12	14	-	-	-
	2%	2%	2%	2%	-%	-%	-%	-%
Not very important	(-1)	24	5	19	22	1	*	*
	3%	3%	3%	3%	4%	*%	3%	4%
Neither important nor unimportant	(0)	86	14	73	83	3	1	*
	10%	10%	11%	10%	9%	19%	9%	11%
Important	(1)	359	38	321	345	11	2	1
	43%	27%	46%	43%	39%	38%	38%	39%
Very important	(2)	338	75	263	325	11	2	1
	41%	53%	38%	41%	39%	43%	45%	40%
Don't know		10	7	3	8	2	-	*
	1%	5%	*%	1%	8%	-%	5%	7%
NET Important		697	114	583	670	22	4	2
	84%	80%	85%	84%	79%	81%	84%	79%
NET Not Important		37	7	30	36	1	*	*
	5%	5%	4%	5%	4%	*%	3%	4%
Answered	821	134	687	789	25	5	2	32
Mean Score	1.2	1.3	1.2	1.2	1.2	1.2	1.3	1.2
Standard error	.03	.07	.03	.04	.08	.13	.12	.05
Standard deviation	.86	.92	.85	.87	.82	.86	1.11	.81

Columns Tested:: a,b - a,b,c,d,e

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	14 2%	8 2%	6 2%	- -%	- -%	- -%	- -%	14 2%	- -%	- -%
Not very important	(-1)	24 3%	15 3%	6 2%	2 5%	1 6%	* *%	* 3%	22 3%	1 4%	* 1%
Neither important nor unimportant	(0)	86 10%	49 9%	31 13%	3 8%	2 9%	2 13%	* 9%	83 10%	3 9%	1 16%
Important	(1)	359 43%	230 45%	94 39%	21 47%	8 39%	5 39%	1 38%	345 43%	11 39%	2 38%
Very important	(2)	338 41%	207 40%	101 42%	17 39%	8 43%	4 35%	1 45%	325 41%	11 39%	3 44%
Don't know		10 1%	5 1%	3 1%	- -%	1 3%	2 12%	* 5%	8 1%	2 8%	* 1%
							abcgi	g		abg	
NET Important		697 84%	437 85%	195 81%	38 87%	16 82%	9 74%	2 84%	670 84%	22 79%	5 82%
NET Not Important		37 5%	23 4%	11 5%	2 5%	1 6%	* *%	* 3%	36 5%	1 4%	* 1%
Answered		821	508	237	44	19	11	2	789	25	6
Mean Score		1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.3
Standard error		.03	.05	.06	.10	.10	.08	.12	.04	.08	.07
Standard deviation		.86	.85	.91	.80	.87	.74	1.11	.87	.82	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	14	11	3	-	-	13	1	-	-	-
		2%	2%	2%	-%	-%	2%	1%	-%	-%	-%
Not very important	(-1)	24	17	5	1	*	16	4	2	1	*
		3%	3%	4%	4%	*%	3%	4%	7%	4%	*%
Neither important nor unimportant	(0)	86	68	15	3	1	50	23	5	*	*
		10%	10%	11%	9%	19%	9%	19%	16%	3%	2%
Important	(1)	359	297	49	11	2	244	54	12	7	4
		43%	44%	38%	39%	38%	44%	45%	41%	46%	22%
Very important	(2)	338	268	57	11	2	223	36	10	7	12
		41%	40%	44%	39%	43%	41%	31%	36%	46%	71%
Don't know		10	8	-	2	-	5	-	-	-	1
		1%	1%	-%	8%	-%	1%	-%	-%	-%	4%
NET Important		697	564	106	22	4	467	90	22	15	16
		84%	84%	82%	79%	81%	85%	76%	77%	93%	94%
NET Not Important		37	28	8	1	*	28	5	2	1	*
		5%	4%	6%	4%	*%	5%	5%	7%	4%	*%
Answered		821	661	128	25	5	545	119	29	16	16
Mean Score		1.2	1.2	1.2	1.2	1.3	1.2	1.0	1.1	1.4	1.7
Standard error		.03	.04	.07	.08	.13	.04	.08	.12	.11	.05
Standard deviation		.86	.85	.94	.82	.86	.89	.86	.91	.76	.52

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	14	-	-	2	-	-	4	3	2	3
		2%	-%	-%	1%	-%	-%	4%	2%	3%	5%
Not very important	(-1)	24	-	4	6	1	1	6	1	2	1
		3%	-%	6%	5%	3%	1%	5%	1%	3%	2%
Neither important nor unimportant	(0)	86	13	9	16	3	5	8	12	9	7
		10%	14%	14%	13%	6%	7%	7%	10%	15%	10%
Important	(1)	359	51	29	61	16	23	61	46	17	27
		43%	56%	45%	51%	35%	34%	52%	41%	27%	40%
			eh		h			h			
Very important	(2)	338	25	21	36	25	39	35	50	31	30
		41%	27%	32%	30%	56%	57%	30%	44%	51%	44%
						acf	abcf			acf	
Don't know		10	3	1	*	-	*	3	2	*	*
		1%	3%	1%	*%	-%	*%	2%	2%	1%	*%
NET Important		697	76	49	97	41	62	96	96	48	57
		84%	83%	78%	80%	91%	92%	82%	85%	78%	83%
NET Not Important		37	-	4	8	1	1	10	3	4	4
		5%	-%	6%	7%	3%	1%	9%	3%	6%	6%
								a			
Answered		821	89	63	120	45	68	114	111	61	68
Mean Score		1.2	1.1	1.1	1.0	1.4	1.5	1.0	1.3	1.2	1.2
						cf	abcf				
Standard error		.03	.08	.13	.10	.12	.09	.12	.11	.14	.13
Standard deviation		.86	.64	.86	.88	.73	.67	.97	.86	1.01	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	14 2%	3 2%	2 1%	9 3%	14 2%	- -	- -	- -	- -
Not very important	(-1)	24 3%	3 2%	6 3%	13 4%	22 3%	2 2%	1 2%	1 2%	* 2%
Neither important nor unimportant	(0)	86 10%	15 8%	32 15%	35 10%	81 11%	5 6%	2 5%	2 8%	1 4%
Important	(1)	359 43%	66 37%	97 45%	168 48%	331 44%	28 33%	14 35%	9 31%	5 35%
Very important	(2)	338 41%	94 52%	76 35%	121 34%	291 39%	48 57%	23 58%	17 60%	7 50%
Don't know		10 1%	1 *	4 2%	4 1%	9 1%	1 2%	- -	- -	1 10%
NET Important		697 84%	160 88%	173 80%	289 82%	622 83%	75 90%	37 92%	26 90%	12 84%
NET Not Important		37 5%	6 3%	8 4%	22 6%	36 5%	2 2%	1 2%	1 2%	* 2%
Answered		821	181	213	346	739	82	40	29	13
Mean Score		1.2	1.4 bcd	1.1	1.1	1.2	1.5 bcd	1.5 bcd	1.5 bcd	1.5 bcd
Standard error		.03	.07	.07	.06	.04	.04	.06	.07	.07
Standard deviation		.86	.84	.83	.91	.87	.71	.72	.73	.73

Columns Tested: a,b,c,d,e,f,g,h

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	14	3	-	3	-	3	3	-	6
	2%	-%	5%	-%	4%	-%	1%	9%	-%	1%
								fi		
Not very important	(-1)	24	2	-	2	-	9	-	*	12
	3%	*%	4%	-%	3%	-%	4%	-%	1%	3%
Neither important nor unimportant	(0)	86	5	-	5	14	13	1	6	42
	10%	12%	8%	-%	7%	22%	6%	3%	43%	11%
						f			bdfgi	
Important	(1)	359	23	30	4	34	33	83	14	165
	43%	52%	52%	39%	50%	51%	37%	45%	36%	43%
Very important	(2)	338	15	18	6	25	16	113	13	150
	41%	34%	32%	61%	36%	25%	51%	42%	21%	39%
							ei			
Don't know		10	1	-	-	1	3	-	-	6
	1%	1%	-%	-%	-%	2%	1%	-%	-%	2%
NET Important		697	38	49	10	59	49	196	26	315
	84%	86%	84%	100%	86%	76%	88%	88%	57%	83%
							h			h
NET Not Important		37	5	-	5	-	12	3	*	18
	5%	*%	8%	-%	7%	-%	5%	9%	1%	5%
Answered		821	44	58	10	69	63	221	30	375
Mean Score		1.2	1.2	1.0	1.6	1.1	1.0	1.3	1.1	.8
							h			
Standard error		.03	.12	.14	.19	.12	.10	.05	.19	.14
Standard deviation		.86	.67	.98	.51	.95	.70	.86	1.14	.80
									.80	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	14 2%	3 1%	3 1%	8 2%	14 2%	- -%	- -%	14 2%	- -%	14 2%	- -%
Not very important (-1)	24 3%	2 1%	9 4%	12 3%	21 3%	3 2%	- -%	23 3%	1 2%	23 3%	* 3%
Neither important nor unimportant (0)	86 10%	24 14%	13 6%	49 11%	66 10%	21 14%	- -%	81 10%	6 14%	86 10%	* 2%
Important (1)	359 43%	90 51%	83 37%	185 43%	297 43%	62 44%	- -%	348 44%	11 27%	355 43%	3 39%
Very important (2)	338 41%	56 32%	113 51%	169 39%	282 41%	57 40%	- -%	316 40%	22 54%	334 41%	5 55%
Don't know	10 1%	2 1%	3 1%	6 1%	10 1%	1 *%	- -%	10 1%	1 2%	10 1%	* 1%
NET Important	697 84%	146 82%	196 88%	354 82%	578 84%	119 83%	- -%	664 84%	33 82%	689 84%	8 94%
NET Not Important	37 5%	5 3%	12 5%	21 5%	35 5%	3 2%	- -%	37 5%	1 2%	37 5%	* 3%
Answered	821	176	221	425	679	142	-	781	40	813	8
Mean Score	1.2	1.1	1.3	1.2	1.2	1.2	-	1.2	1.4	1.2	1.5
Standard error	.03	.07	.05	.04	.03	.06	-	.03	.08	.03	.19
Standard deviation	.86	.80	.86	.88	.88	.76	-	.87	.81	.86	.75

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	14 2%	6 1%	2 1%	6 2%
Not very important	(-1)	24 3%	13 3%	7 5%	3 1%
Neither important nor unimportant	(0)	86 10%	47 11%	13 10%	26 11%
Important	(1)	359 43%	228 51% bc	49 36%	81 33%
Very important	(2)	338 41%	151 34%	64 46% a	123 51% a
Don't know		10 1%	4 1%	2 2%	4 2%
NET Important		697 84%	379 84%	113 82%	205 84%
NET Not Important		37 5%	19 4%	9 7%	9 4%
Answered		821	445	136	240
Mean Score		1.2	1.1	1.2	1.3
Standard error		.03	.04	.07	.06
Standard deviation		.86	.82	.93	.90

Columns Tested:: a,b,c

Table 222 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Same price to send anywhere within the UK**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	14	12	2	-	-	-	-	-	14	-	-
		2%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
Not very important	(-1)	24	17	4	-	-	2	-	-	22	2	2
		3%	3%	4%	-%	-%	97%	-%	-%	3%	6%	13%
Neither important nor unimportant	(0)	86	77	9	1	-	-	-	-	86	1	-
		10%	11%	7%	3%	-%	-%	-%	-%	11%	1%	-%
Important	(1)	359	316	25	9	2	7	-	*	341	18	9
		43%	46%	22%	43%	71%	69%	-%	18%	43%	49%	57%
			b							b	b	b
Very important	(2)	338	251	74	9	1	3	*	1	325	14	5
		41%	37%	64%	43%	28%	31%	3%	82%	100%	41%	38%
				aijk								
Don't know		10	6	2	2	*	-	-	-	8	2	*
		1%	1%	2%	11%	1%	-%	-%	-%	1%	6%	-%
				ai								
NET Important		697	566	99	18	3	10	*	1	665	32	14
		84%	83%	85%	87%	99%	100%	3%	100%	100%	84%	87%
NET Not Important		37	29	6	-	-	-	2	-	35	2	2
		5%	4%	5%	-%	-%	-%	97%	-%	4%	6%	13%
Answered		821	673	114	19	3	10	2	1	787	34	16
Mean Score		1.2	1.2	1.5	1.5	1.3	1.3	-.9	1.8	2.0	1.2	1.3
				ai								
Standard error		.03	.03	.07	.09	.18	.12	.37	-	.03	.09	.16
Standard deviation		.86	.85	.91	.57	.56	.49	.73	-	.87	.78	.94

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	14 2%	9 3%	3 1%	2 1%	6 1%	5 1%	7 1%	14 2%	3 1%	2 1%	3 2%	4 1%	- -%	- -%	- -%	- -%	- -%
Not very important (-1)	24 3%	10 3%	7 2%	6 4%	22 3%	21 3%	22 3%	24 3%	16 4%	6 2%	2 1%	18 3%	2 16%	* 1%	1 2%	* *%	- -%
Neither important nor unimportant (0)	86 10%	43 13%	34 10%	9 6%	79 11%	77 12%	85 11%	86 10%	48 12%	19 8%	8 6%	66 12%	* 3%	5 16%	* *%	6 30%	- -%
Important (1)	359 43%	175 51%	141 42%	43 28%	321 46%	300 45%	333 45%	359 43%	180 45%	104 43%	40 34%	257 48%	2 15%	14 50%	10 33%	5 25%	4 61%
Very important (2)	338 41%	101 29%	150 45%	88 57%	260 37%	258 39%	290 39%	338 41%	151 38%	114 47%	60 51%	182 34%	7 57%	10 33%	20 65%	9 45%	3 39%
Don't know	10 1%	5 2%	1 *%	5 3%	7 1%	8 1%	10 1%	10 1%	3 1%	* *%	5 4%	4 1%	1 8%	* *%	- -%	* *%	- -%
NET Important	697 84%	276 80%	291 87%	131 86%	581 84%	558 83%	623 83%	697 84%	331 82%	218 89%	101 86%	439 83%	9 72%	24 83%	30 98%	13 69%	7 100%
NET Not Important	37 5%	19 6%	10 3%	8 5%	28 4%	26 4%	29 4%	37 5%	19 5%	8 3%	5 4%	22 4%	2 16%	* 1%	1 2%	* *%	- -%
Answered	821	338	335	148	688	661	736	821	398	244	113	527	12	29	30	19	7
Mean Score	1.2	1.0	1.3	1.4	1.2	1.2	1.2	1.2	1.2	1.3	1.4	1.1	1.2	1.2	1.6	1.1	1.4
Standard error	.03	.05	.04	.06	.03	.03	.03	.03	.04	.04	.09	.04	.21	.10	.09	.13	.13
Standard deviation	.86	.88	.80	.88	.82	.82	.82	.86	.84	.77	.88	.81	1.20	.72	.59	.88	.53

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	14	6	-	-	-	-	-	5	-	-	-	-	-	-
		2%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	24	19	2	*	*	*	-	16	4	*	*	-	-	-
		3%	3%	5%	1%	1%	1%	*%	3%	6%	3%	*%	-%	-%	-%
Neither important nor unimportant	(0)	86	69	3	*	1	-	4	60	11	*	5	2	-	-
		10%	12%	7%	2%	8%	-%	53%	11%	16%	*%	14%	15%	-%	-%
Important	(1)	359	281	20	12	1	5	2	244	26	4	14	6	2	4
		43%	48%	46%	58%	5%	39%	24%	46%	39%	22%	43%	59%	31%	59%
Very important	(2)	338	207	17	8	16	8	2	196	26	13	14	3	4	2
		41%	35%	39%	39%	86%	60%	22%	37%	38%	74%	43%	26%	68%	41%
Don't know		10	6	1	*	*	-	-	7	1	*	-	-	*	-
		1%	1%	2%	1%	*%	-%	-%	1%	1%	*%	-%	-%	1%	-%
NET Important		697	488	38	20	17	12	4	440	52	16	28	9	6	6
		84%	83%	85%	97%	91%	99%	46%	83%	76%	97%	86%	85%	99%	100%
NET Not Important		37	25	2	*	*	*	-	21	4	*	*	-	-	-
		5%	4%	5%	1%	1%	1%	*%	4%	6%	3%	*%	-%	-%	-%
Answered		821	582	43	20	19	13	8	521	67	17	32	11	6	6
Mean Score		1.2	1.1	1.2	1.4	1.8	1.6	.7	1.2	1.1	1.7	1.3	1.1	1.7	1.4
Standard error		.03	.04	.10	.08	.10	.12	.18	.04	.10	.09	.12	.13	.13	.19
Standard deviation		.86	.82	.82	.57	.67	.58	.87	.82	.90	.63	.72	.66	.50	.54

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	14	14	-	-	-	-	-	4	1	-	1	-
		2%	2%	-%	-%	-%	-%	-%	1%	1%	-%	2%	-%
Not very important	(-1)	24	18	2	*	*	*	2	10	3	5	5	*
		3%	3%	3%	1%	1%	*%	2%	3%	2%	2%	8%	*%
Neither important nor unimportant	(0)	86	71	6	4	*	3	*	39	12	23	4	6
		10%	11%	8%	14%	*%	19%	5%	12%	9%	12%	7%	19%
Important	(1)	359	295	21	11	13	6	7	155	73	73	19	12
		43%	45%	28%	33%	42%	36%	60%	48%	54%	39%	28%	38%
Very important	(2)	338	247	44	17	17	7	4	107	46	86	36	12
		41%	38%	60%	53%	56%	45%	34%	34%	34%	45%	54%	36%
Don't know		10	10	1	*	-	-	-	4	*	3	1	2
		1%	1%	1%	*%	-%	-%	-%	1%	*%	1%	1%	7%
NET Important		697	542	65	28	30	13	10	262	119	159	56	24
		84%	83%	88%	85%	99%	81%	94%	82%	88%	84%	83%	74%
NET Not Important		37	32	2	*	*	*	2	14	4	5	6	*
		5%	5%	3%	1%	1%	*%	2%	5%	3%	2%	9%	*%
Answered		821	645	73	33	30	16	11	316	135	187	67	30
Mean Score		1.2	1.2	1.5	1.4	1.5	1.3	1.3	1.1	1.2	1.3	1.3	1.2
Standard error		.03	.04	.08	.11	.09	.15	.18	.05	.06	.06	.09	.11
Standard deviation		.86	.88	.79	.76	.58	.79	.65	.84	.74	.78	1.01	.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	14 2%	4 1%	1 1%	- -%	- -%	- -%	3 1%	1 1%	- -%	1 2%	- -%
Not very important	(-1)	24 3%	14 4%	3 2%	4 3%	1 2%	* *%	9 3%	4 4%	3 2%	5 9%	- -%
Neither important nor unimportant	(0)	86 10%	45 13%	12 9%	13 10%	3 6%	6 27%	41 13%	6 5%	19 14%	4 8%	6 22%
Important	(1)	359 43%	168 48%	78 58%	57 42%	11 26%	6 27%	171 52%	61 54%	41 30%	17 30%	8 30%
Very important	(2)	338 41%	117 33%	40 30%	59 43%	28 64%	10 46%	100 31%	41 36%	75 54%	29 50%	11 39%
Don't know		10 1%	3 1%	* *%	3 2%	1 2%	* *%	4 1%	- -%	1 1%	1 1%	2 9%
NET Important		697 84%	285 81%	118 88%	117 86%	39 90%	16 73%	272 83%	102 90%	116 83%	47 80%	19 69%
NET Not Important		37 5%	19 5%	4 3%	4 3%	1 2%	* *%	12 4%	5 4%	3 2%	6 11%	- -%
Answered	821	349	135	134	42	22	325	113	138	58	25	
Mean Score	1.2	1.1	1.1	1.3	1.5	1.2	1.1	1.2	1.4	1.2	1.2	
Standard error	.03	.05	.06	.06	.07	.14	.05	.06	.06	.11	.14	
Standard deviation	.86	.86	.74	.76	.71	.86	.79	.75	.80	1.05	.82	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	14	8	1	6	-	-	6	-	8	14	-	6	-
		2%	2%	*%	4%	-%	-%	1%	-%	2%	2%	-%	1%	-%
Not very important	(-1)	24	14	3	4	*	1	5	1	17	22	2	20	2
		3%	3%	2%	3%	*%	2%	1%	5%	5%	3%	6%	3%	11%
										a				
Neither important nor unimportant	(0)	86	57	6	9	9	2	34	5	48	79	7	75	4
		10%	13%	5%	6%	11%	6%	7%	17%	15%	10%	20%	11%	24%
										a				
Important	(1)	359	213	67	49	17	12	188	11	157	345	14	314	7
		43%	50%	50%	34%	22%	30%	39%	42%	49%	43%	38%	46%	37%
			cd	d										
Very important	(2)	338	133	57	73	51	21	240	10	87	326	12	254	5
		41%	31%	43%	52%	66%	54%	50%	35%	27%	41%	34%	38%	29%
					a	ab	a	c						
Don't know		10	6	*	1	*	3	5	*	5	10	1	7	-
		1%	2%	*%	1%	*%	8%	1%	1%	2%	1%	2%	1%	-%
							bc							
NET Important		697	346	124	122	68	32	428	21	244	671	26	569	12
		84%	80%	93%	86%	88%	84%	90%	77%	76%	84%	72%	84%	65%
				a				c						
NET Not Important		37	22	3	10	*	1	11	1	25	35	2	26	2
		5%	5%	2%	7%	*%	2%	2%	5%	8%	4%	6%	4%	11%
										a				
Answered		821	424	133	140	77	35	473	27	317	786	35	669	19
Mean Score		1.2	1.1	1.3	1.3	1.5	1.5	1.4	1.1	.9	1.2	1.0	1.2	.8
				a		a	a	c						
Standard error		.03	.05	.06	.08	.07	.10	.03	.14	.05	.03	.14	.03	.21
Standard deviation		.86	.86	.70	.99	.70	.73	.77	.86	.93	.86	.90	.81	1.00

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	14	5	-	14	-	6	-	5	-	14	-
		2%	1%	-%	2%	-%	1%	-%	1%	-%	2%	-%
Not very important	(-1)	24	19	2	21	3	20	2	19	2	21	2
		3%	3%	6%	3%	3%	3%	14%	3%	5%	3%	2%
Neither important nor unimportant	(0)	86	72	5	77	9	75	4	72	5	74	12
		10%	11%	13%	11%	9%	11%	30%	11%	12%	10%	11%
Important	(1)	359	281	19	306	53	319	2	282	18	309	49
		43%	44%	55%	42%	50%	47%	17%	45%	48%	43%	45%
Very important	(2)	338	249	9	299	39	254	6	245	13	294	45
		41%	39%	26%	41%	37%	37%	39%	39%	35%	41%	41%
Don't know		10	8	-	10	1	7	-	8	-	10	1
		1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	1%
NET Important		697	530	28	605	92	573	8	526	32	603	94
		84%	84%	81%	83%	88%	84%	55%	84%	82%	84%	86%
NET Not Important		37	24	2	35	3	26	2	24	2	35	2
		5%	4%	6%	5%	3%	4%	14%	4%	5%	5%	2%
Answered		821	626	34	716	104	673	15	622	39	713	108
Mean Score		1.2	1.2	1.0	1.2	1.2	1.2	.8	1.2	1.1	1.2	1.3
Standard error		.03	.03	.12	.03	.06	.03	.27	.03	.11	.03	.06
Standard deviation		.86	.82	.81	.88	.72	.81	1.14	.82	.83	.88	.74

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	14 2%	3 1%	3 1%	- -%	- -%	4 1%	2 *%	1 1%	- -%	6 1%	11 2%	3 2%	- -%
Not very important (-1)	24 3%	10 2%	18 3%	3 2%	- -%	10 2%	15 3%	4 4%	- -%	14 2%	14 3%	4 3%	- -%
Neither important nor unimportant (0)	86 10%	42 10%	66 12%	17 12%	- -%	38 9%	53 11%	11 10%	2 45%	47 8%	57 12%	15 10%	- -%
Important (1)	359 43%	180 44%	249 45%	45 33%	* 100%	183 46%	211 43%	36 32%	2 55%	255 44%	193 39%	46 31%	2 100%
Very important (2)	338 41%	170 42%	209 38%	69 50%	- -%	162 40%	203 41%	57 50%	- -%	251 43%	211 43%	77 52%	- -%
Don't know	10 1%	4 1%	7 1%	3 2%	- -%	4 1%	7 2%	3 3%	- -%	9 2%	4 1%	3 2%	- -%
NET Important	697 84%	350 86%	459 83%	114 84%	* 100%	345 86%	415 84%	93 82%	2 55%	506 87%	404 82%	123 83%	2 100%
NET Not Important	37 5%	13 3%	21 4%	3 2%	- -%	14 4%	17 4%	6 5%	- -%	19 3%	25 5%	7 5%	- -%
Answered	821	405	546	133	*	397	485	110	4	572	487	145	2
Mean Score	1.2	1.2	1.2	1.3	1.0	1.2	1.2	1.3	.5	1.3	1.2	1.3	1.0
Standard error	.03	.04	.03	.06	-	.04	.04	.08	.34	.03	.04	.07	-
Standard deviation	.86	.80	.81	.78	-	.81	.80	.89	.59	.79	.92	.92	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	14	6	5	14	2	3	-	9	3	4	3	1	1	2
		2%	1%	1%	2%	*%	1%	-%	2%	1%	1%	2%	1%	*%	1%
Not very important	(-1)	24	20	18	24	20	15	-	12	9	13	5	2	9	6
		3%	3%	3%	3%	4%	3%	-%	2%	2%	3%	4%	2%	5%	3%
Neither important nor unimportant	(0)	86	78	76	86	65	61	*	73	51	37	13	6	15	18
		10%	12%	12%	10%	12%	13%	*%	12%	12%	9%	11%	7%	8%	9%
Important	(1)	359	313	279	359	266	200	7	257	198	183	38	25	78	71
		43%	47%	44%	43%	48%	42%	59%	44%	45%	43%	32%	28%	39%	38%
Very important	(2)	338	244	245	338	192	189	5	231	170	186	57	53	89	85
		41%	37%	39%	41%	35%	40%	41%	39%	39%	43%	48%	59%	45%	45%
Don't know		10	7	8	10	8	7	-	6	4	8	3	3	7	7
		1%	1%	1%	1%	1%	2%	-%	1%	1%	2%	2%	3%	3%	4%
NET Important		697	557	523	697	458	390	11	488	368	369	94	78	167	156
		84%	83%	83%	84%	83%	82%	100%	83%	84%	86%	80%	87%	84%	83%
NET Not Important		37	26	23	37	23	17	-	21	12	16	7	3	10	8
		5%	4%	4%	5%	4%	4%	-%	4%	3%	4%	6%	4%	5%	4%
Answered		821	661	623	821	546	468	11	582	432	423	114	87	192	181
Mean Score		1.2	1.2	1.2	1.2	1.1	1.2	1.4	1.2	1.2	1.3	1.2	1.5	1.3	1.3
Standard error		.03	.03	.03	.03	.03	.04	.09	.03	.04	.04	.09	.09	.06	.06
Standard deviation		.86	.81	.82	.86	.80	.82	.52	.85	.79	.81	.97	.83	.83	.86

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	14	-	-	-	8	4	8	7	6	2	7	2	-	9	4
		2%	-%	-%	-%	1%	1%	1%	1%	1%	*%	1%	1%	-%	1%	8%
															a	
Not very important	(-1)	24	2	*	1	2	16	10	18	17	16	14	16	4	17	-
		3%	2%	1%	3%	8%	2%	2%	2%	3%	3%	3%	2%	3%	2%	-%
Neither important nor unimportant	(0)	86	8	*	1	1	78	66	83	58	54	38	72	8	68	4
		10%	8%	*%	2%	6%	11%	13%	11%	10%	11%	9%	10%	6%	10%	7%
Important	(1)	359	41	12	12	7	317	198	324	240	183	198	302	51	287	15
		43%	42%	34%	39%	29%	44%	38%	44%	40%	37%	46%	43%	39%	43%	29%
Very important	(2)	338	48	23	17	13	286	231	298	273	228	173	292	61	280	30
		41%	49%	65%	56%	49%	40%	45%	40%	45%	46%	40%	42%	47%	42%	57%
Don't know		10	-	*	-	2	10	10	10	10	10	3	10	3	10	-
		1%	-%	*%	-%	9%	1%	2%	1%	2%	2%	1%	1%	2%	2%	-%
NET Important		697	89	35	29	20	603	429	622	513	410	371	593	111	567	46
		84%	90%	99%	95%	78%	84%	83%	84%	85%	83%	87%	85%	87%	85%	85%
NET Not Important		37	2	*	1	2	25	15	27	24	22	16	23	6	26	4
		5%	2%	1%	3%	8%	3%	3%	4%	4%	4%	4%	3%	5%	4%	8%
Answered		821	98	35	30	24	705	509	732	595	486	424	689	126	661	54
Mean Score		1.2	1.4	1.6	1.5	1.3	1.2	1.3	1.2	1.3	1.3	1.2	1.2	1.3	1.2	1.3
Standard error		.03	.07	.08	.12	.20	.03	.03	.03	.03	.04	.04	.03	.07	.03	.17
Standard deviation		.86	.72	.52	.69	.95	.82	.82	.82	.84	.87	.78	.81	.85	.84	1.16

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	14 2%	6 1%	8 2%	- -%	- -%	2 1%	- -%	2 1%	12 2%	1 *%	- -%	1 1%	13 2%
Not very important (-1)	24 3%	13 4%	10 2%	3 2%	- -%	6 5%	1 *%	5 4%	16 3%	2 1%	4 3%	8 5%	12 2%
Neither important nor unimportant (0)	86 10%	31 8%	56 12%	19 9%	- -%	12 10%	14 9%	6 5%	41 8%	40 24%	5 4%	8 5%	73 14%
Important (1)	359 43%	165 44%	194 42%	99 46%	11 67%	54 46%	73 45%	35 30%	268 50%	52 31%	51 41%	65 41%	231 43%
Very important (2)	338 41%	160 43%	179 39%	91 42%	5 33%	44 38%	72 44%	70 59%	194 36%	72 43%	59 47%	78 49%	199 37%
Don't know	10 1%	* *%	10 2%	4 2%	- -%	- -%	4 2%	1 1%	9 2%	* *%	6 5%	- -%	4 1%
NET Important	697 84%	324 87%	373 82%	190 88%	16 100%	97 84%	145 89%	106 88%	462 86%	124 74%	110 88%	143 89%	431 81%
NET Not Important	37 5%	19 5%	19 4%	3 2%	- -%	7 6%	1 *%	7 6%	28 5%	3 2%	4 3%	9 6%	24 5%
Answered	821	374	447	213	16	116	159	118	531	166	119	161	528
Mean Score	1.2	1.2	1.2	1.3	1.3	1.1	1.4	1.4	1.2	1.2	1.4	1.3	1.1
Standard error	.03	.04	.04	.05	.15	.08	.05	.08	.04	.07	.06	.06	.04
Standard deviation	.86	.86	.87	.70	.49	.89	.66	.88	.86	.86	.72	.84	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	14 2%	2 1%	12 2%
Not very important	(-1)	24 3%	8 2%	16 3%
Neither important nor unimportant	(0)	86 10%	53 16%	34 7%
			b	
Important	(1)	359 43%	126 39%	232 46%
Very important	(2)	338 41%	131 40%	208 41%
Don't know		10 1%	7 2%	4 1%
NET Important		697 84%	257 79%	440 87%
			a	
NET Not Important		37 5%	9 3%	28 6%
Answered		821	319	502
Mean Score		1.2	1.2	1.2
Standard error		.03	.04	.04
Standard deviation		.86	.83	.88

Columns Tested:: a,b

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	14 2%	- -%	- -%	3 2%	2 2%	- -%	2 2%	- -%	1 1%	- -%	3 11%	1 1%	3 7%
Not very important (-1)	24 3%	- -%	- -%	6 3%	4 4%	* 1%	2 3%	- -%	1 2%	4 5%	* 1%	2 2%	3 8%
Neither important nor unimportant (0)	86 10%	- -%	11 29% cdfjl	9 5%	10 9%	* 1%	4 5%	3 13%	10 11%	16 17% c	1 5%	21 14% c	1 3%
Important (1)	359 43%	- -%	7 17%	70 41% b	36 35%	6 36%	41 50% b	13 47% b	48 51% bj	43 48% b	6 26%	74 50% bj	16 38%
Very important (2)	338 41%	- -%	20 53%	76 45%	47 46%	11 62%	32 40%	10 39%	34 36%	28 30%	14 56%	48 33%	18 44%
Don't know	10 1%	- -%	- -%	7 4%	3 3%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
NET Important	697 84%	- -%	27 71%	146 86%	83 82%	17 98%	73 90%	23 87%	81 87%	71 78%	20 82%	122 83%	34 82%
NET Not Important	37 5%	- -%	- -%	8 5%	6 6%	* 1%	4 5%	- -%	2 2%	4 5%	3 12%	3 2%	6 15% hk
Answered	821	-	38	163	99	17	81	26	93	91	24	146	41
Mean Score	1.2	-	1.2	1.3	1.2	1.6	1.2	1.3	1.2	1.0	1.2	1.1	1.0
Standard error	.03	-	.13	.07	.08	.14	.10	.10	.07	.10	.16	.08	.19
Standard deviation	.86	-	.89	.85	.95	.61	.84	.69	.74	.82	1.30	.77	1.19

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 222 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2)	14	3	4	1	7	7
		2%	1%	2%	*%	3%	2%
Not very important	(-1)	24	6	6	6	6	12
		3%	3%	3%	3%	3%	3%
Neither important nor unimportant	(0)	86	20	14	29	23	34
		10%	9%	8%	14%	11%	8%
Important	(1)	359	79	80	104	96	159
		43%	35%	43%	49%	45%	39%
Very important	(2)	338	109	78	72	80	186
		41%	49%	42%	34%	38%	46%
Don't know		10	7	3	-	*	10
		1%	3%	2%	-%	*%	2%
NET Important		697	188	157	176	176	345
		84%	84%	85%	83%	83%	85%
NET Not Important		37	8	10	6	12	19
		5%	4%	6%	3%	6%	5%
Answered	821	216	182	211	212	398	423
Mean Score	1.2	1.3	1.2	1.1	1.1	1.3	1.1
Standard error	.03	.06	.06	.05	.07	.04	.04
Standard deviation	.86	.84	.90	.77	.93	.87	.85

Columns Tested:: a,b,c,d - a,b

Table 223

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	867	170	697	614	116	47	90	253	
Effective base	436	83	354	404	68	34	49	98	
Weighted Base	831	141	690	797	28	5	2	34	
Not at all important	(-2)	7	1	6	7	*	-	-	*
		1%	1%	1%	1%	*%	-%	-%	*%
Not very important	(-1)	18	4	13	17	*	*	*	*
		2%	3%	2%	2%	1%	1%	1%	1%
Neither important nor unimportant	(0)	77	17	60	73	3	*	*	4
		9%	12%	9%	9%	11%	4%	18%	10%
Important	(1)	327	44	283	314	10	2	1	13
		39%	31%	41%	39%	38%	33%	41%	37%
Very important	(2)	395	69	326	380	11	3	1	15
		47%	49%	47%	48%	42%	59%	36%	44%
Don't know		8	6	2	5	2	*	*	3
		1%	4%	*%	1%	9%	3%	4%	8%
NET Important		721	113	609	694	22	4	1	28
		87%	80%	88%	87%	79%	92%	77%	81%
NET Not Important		25	5	20	25	*	*	*	*
		3%	4%	3%	3%	1%	1%	1%	1%
Answered		823	135	688	792	25	4	2	32
Mean Score		1.3	1.3	1.3	1.3	1.3	1.5	1.1	1.3
Standard error		.03	.07	.03	.03	.07	.11	.12	.05
Standard deviation		.80	.87	.79	.80	.73	.71	1.13	.73

Columns Tested: a,b - a,b,c,d,e

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	7 1%	2 *%	6 2%	- -%	- -%	* *%	- -%	7 1%	* *%	- -%
Not very important	(-1)	18 2%	10 2%	5 2%	3 7%	* 1%	* *%	* 1%	17 2%	* 1%	* 1%
Neither important nor unimportant	(0)	77 9%	50 10%	19 8%	5 10%	1 6%	2 15%	* 18%	73 9%	3 11%	1 8%
Important	(1)	327 39%	194 38%	98 41%	23 52%	8 42%	4 30%	1 41%	314 39%	10 38%	2 35%
Very important	(2)	395 47%	256 50%	110 46%	13 30%	9 47%	5 39%	1 36%	380 48%	11 42%	3 52%
Don't know		8 1%	2 *%	3 1%	- -%	1 4%	2 15%	* 4%	5 1%	2 9%	* 3%
NET Important		721 87%	450 88%	208 87%	36 82%	17 89%	9 69%	1 77%	694 87%	22 79%	6 87%
NET Not Important		25 3%	11 2%	10 4%	3 7%	* 1%	* 1%	* 1%	25 3%	* 1%	* 1%
Answered		823	511	237	44	19	11	2	792	25	6
Mean Score		1.3	1.4	1.3	1.1	1.4	1.3	1.1	1.3	1.3	1.4
Standard error		.03	.04	.06	.10	.08	.09	.12	.03	.07	.07
Standard deviation		.80	.76	.88	.84	.67	.83	1.13	.80	.73	.76

Columns Tested: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	7	6	1	*	-	5	*	-	-	*
		1%	1%	1%	*%	-%	1%	*%	-%	-%	*%
Not very important	(-1)	18	12	5	*	*	13	1	2	1	*
		2%	2%	4%	1%	1%	2%	1%	7%	7%	*%
Neither important nor unimportant	(0)	77	60	14	3	*	39	27	1	1	1
		9%	9%	11%	11%	4%	7%	22%	4%	5%	5%
						a		ac			
Important	(1)	327	257	57	10	2	218	54	12	5	7
		39%	38%	44%	38%	33%	40%	46%	41%	29%	40%
Very important	(2)	395	329	51	11	3	272	37	13	9	9
		47%	49%	39%	42%	59%	49%	31%	46%	59%	51%
						be		b			
Don't know		8	5	*	2	*	3	-	1	-	1
		1%	1%	*%	9%	3%	1%	-%	2%	-%	4%
					ab						
NET Important		721	586	107	22	4	490	91	25	14	16
		87%	88%	84%	79%	92%	89%	77%	87%	88%	91%
			e					b			
NET Not Important		25	18	7	*	*	19	1	2	1	*
		3%	3%	5%	1%	1%	3%	1%	7%	7%	*%
Answered		823	664	128	25	4	547	119	28	16	16
Mean Score		1.3	1.3	1.2	1.3	1.5	1.3	1.1	1.3	1.4	1.5
						b		b			
Standard error		.03	.04	.06	.07	.11	.04	.07	.12	.13	.07
Standard deviation		.80	.79	.86	.73	.71	.80	.76	.86	.91	.64

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	7	2	-	-	1	1	-	3	-	-
		1%	2%	-%	-%	2%	2%	-%	2%	-%	-%
Not very important	(-1)	18	5	2	2	-	1	5	1	*	1
		2%	5%	3%	1%	-%	2%	4%	1%	*%	1%
Neither important nor unimportant	(0)	77	8	2	14	7	9	12	5	11	5
		9%	8%	3%	12%	16%	13%	10%	4%	18%	8%
										bg	
Important	(1)	327	42	20	44	15	26	51	53	18	29
		39%	45%	31%	36%	34%	38%	43%	47%	29%	42%
Very important	(2)	395	36	39	61	21	31	46	49	32	33
		47%	39%	61%	50%	47%	46%	40%	44%	52%	48%
Don't know		8	-	1	-	-	-	3	2	1	1
		1%	-%	2%	-%	-%	-%	2%	2%	1%	1%
NET Important		721	78	59	104	36	57	97	103	49	62
		87%	85%	92%	87%	81%	84%	83%	91%	81%	90%
NET Not Important		25	7	2	2	1	2	5	4	*	1
		3%	7%	3%	1%	2%	3%	4%	3%	*%	1%
Answered		823	92	62	120	45	68	114	111	61	68
Mean Score		1.3	1.2	1.5	1.4	1.2	1.2	1.2	1.3	1.3	1.4
			a								
Standard error		.03	.12	.11	.09	.14	.12	.10	.11	.11	.09
Standard deviation		.80	.91	.72	.75	.91	.86	.81	.81	.78	.68

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	7 1%	2 1%	2 1%	3 1%	7 1%	1 1%	1 2%	- -%	* *%
Not very important	(-1)	18 2%	2 1%	7 3%	8 2%	17 2%	1 1%	* *%	* 1%	1 6%
Neither important nor unimportant	(0)	77 9%	22 12%	21 9%	31 9%	73 10%	4 4%	2 4%	1 4%	1 5%
Important	(1)	327 39%	70 38%	79 36%	148 42%	296 40%	31 37%	16 40%	10 34%	5 34%
Very important	(2)	395 47%	85 47%	107 49%	156 45%	348 47%	46 55%	21 53%	18 61%	7 50%
Don't know		8 1%	1 *%	2 1%	4 1%	7 1%	1 1%	* *%	- -%	1 5%
NET Important		721 87%	155 86%	186 86%	304 87%	645 86%	77 92%	37 93%	28 95%	12 84%
NET Not Important		25 3%	4 2%	9 4%	11 3%	23 3%	2 3%	1 2%	* 1%	1 6%
Answered		823	180	215	346	741	83	40	29	14
Mean Score		1.3	1.3	1.3	1.3	1.3	1.5	1.4	1.6	1.3
Standard error		.03	.06	.07	.06	.04	d	.07	abcd	.09
Standard deviation		.80	.81	.83	.79	.81	.75	.79	.63	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	7 1%	- -%	- -%	- -%	- -%	- -%	2 1%	3 9% fi	- -%	3 1%
Not very important	(-1)	18 2%	- -%	2 3%	- -%	2 3%	- -%	1 *%	- -%	* 1%	15 4% f
Neither important nor unimportant	(0)	77 9%	8 18%	11 18%	- -%	11 15%	15 23%	13 6%	* 1%	2 14%	28 7%
Important	(1)	327 39%	21 49%	19 33%	8 76%	27 39%	31 48%	85 38%	10 33%	7 46%	144 38%
Very important	(2)	395 47%	14 32%	26 45%	2 24%	29 42%	18 28%	120 54%	17 57%	5 36%	188 49%
Don't know		8 1%	1 1%	* 1%	- -%	* 1%	1 2%	3 1%	- -%	* 3%	2 1%
NET Important		721 87%	36 81%	45 78%	10 100%	56 81%	49 75%	205 92%	27 90%	12 82%	333 87%
NET Not Important		25 3%	- -%	2 3%	- -%	2 3%	- -%	3 1%	3 9% f	* 1%	18 5%
Answered		823	44	58	10	68	63	221	30	14	379
Mean Score		1.3	1.1	1.2	1.2	1.2	1.1	1.5 e	1.3	1.2	1.3
Standard error		.03	.12	.12	.17	.11	.10	.04	.20	.13	.04
Standard deviation		.80	.70	.86	.45	.81	.72	.70	1.17	.73	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	7 1%	- -%	2 1%	6 1%	7 1%	- -%	- -%	7 1%	- -%	7 1%	- -%
Not very important (-1)	18 2%	2 1%	1 *%	15 3%	14 2%	3 2%	- -%	17 2%	1 2%	17 2%	* 3%
Neither important nor unimportant (0)	77 9%	33 19%	13 6%	31 7%	59 9%	18 13%	- -%	76 10%	1 3%	76 9%	* 5%
Important (1)	327 39%	79 45%	85 38%	163 38%	273 40%	54 38%	- -%	310 39%	17 42%	321 39%	5 66%
Very important (2)	395 47%	61 34%	120 54%	214 50%	328 48%	67 47%	- -%	373 47%	21 53%	393 48%	2 25%
Don't know	8 1%	2 1%	3 1%	3 1%	7 1%	1 *%	- -%	7 1%	* 1%	8 1%	* 1%
NET Important	721 87%	140 79%	205 92%	376 87%	600 87%	121 85%	- -%	683 86%	38 94%	714 87%	8 90%
NET Not Important	25 3%	2 1%	3 1%	20 5%	22 3%	3 2%	- -%	24 3%	1 2%	25 3%	* 3%
Answered	823	175	221	428	681	142	-	783	40	815	8
Mean Score	1.3	1.1	1.5	1.3	1.3	1.3	-	1.3	1.5	1.3	1.1
Standard error	.03	.06	.04	.04	.03	.07	-	.03	.07	.03	.18
Standard deviation	.80	.75	.70	.85	.81	.78	-	.81	.65	.80	.70

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	7 1%	7 2%	* *%	- -%
Not very important	(-1)	18 2%	14 3%	3 2%	1 1%
Neither important nor unimportant	(0)	77 9%	50 11%	14 10%	12 5%
Important	(1)	327 39%	203 45% bc	44 32%	80 33%
Very important	(2)	395 47%	174 39%	74 53% a	147 60% a
Don't know		8 1%	1 *%	3 3%	4 1%
NET Important		721 87%	377 84%	118 85%	227 93% a
NET Not Important		25 3%	21 5% c	3 2%	1 1%
Answered		823	448	134	240
Mean Score		1.3	1.2	1.4	1.6
Standard error		.03	.04	a	a
Standard deviation		.80	.86	.76	.62

Columns Tested: a,b,c

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	7	7	1	-	-	-	-	-	7	-	-
		1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	18	14	3	*	-	-	-	-	18	*	-
		2%	2%	3%	*%	-%	-%	-%	-%	2%	*%	-%
Neither important nor unimportant	(0)	77	66	11	*	*	-	-	-	77	*	*
		9%	10%	10%	*%	2%	1%	-%	-%	10%	*%	1%
Important	(1)	327	285	31	2	2	5	2	*	316	11	9
		39%	42%	27%	12%	65%	46%	97%	2%	40%	30%	54%
			b							b		c
Very important	(2)	395	304	68	16	1	5	*	1	372	23	7
		47%	45%	59%	75%	33%	53%	3%	98%	47%	62%	45%
			a									
Don't know		8	3	2	3	-	-	-	-	5	3	-
		1%	*%	2%	13%	-%	-%	-%	-%	1%	7%	-%
				ai							ai	
NET Important		721	589	99	18	3	10	2	1	688	34	16
		87%	87%	85%	87%	98%	99%	100%	100%	87%	92%	99%
NET Not Important		25	21	4	*	-	-	-	-	25	*	-
		3%	3%	3%	*%	-%	-%	-%	-%	3%	*%	-%
Answered		823	675	114	18	3	10	2	1	789	34	16
Mean Score		1.3	1.3	1.4	1.9	1.3	1.5	1.0	2.0	1.3	1.7	1.4
				aik							ai	
Standard error		.03	.03	.06	.06	.19	.13	.11	-	.03	.06	.09
Standard deviation		.80	.80	.83	.39	.62	.54	.22	-	.81	.50	.53

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	7 1%	5 1%	2 1%	1 *%	5 1%	4 1%	5 1%	7 1%	1 *%	1 *%	1 1%	3 1%	1 5%	- -%	- -%	* *%	- -%
Not very important (-1)	18 2%	13 4%	2 *%	3 2%	18 3%	14 2%	18 2%	18 2%	2 *%	7 3%	4 3%	10 2%	2 17%	* 1%	- -%	1 6%	- -%
Neither important nor unimportant (0)	77 9%	43 12%	23 7%	11 7%	67 10%	63 9%	71 10%	77 9%	35 9%	26 11%	10 8%	51 10%	1 6%	3 12%	2 6%	5 24%	- -%
Important (1)	327 39%	151 44%	134 40%	42 27%	285 41%	263 39%	297 40%	327 39%	176 44%	95 39%	45 38%	224 42%	1 5%	8 26%	12 38%	6 33%	1 19%
Very important (2)	395 47%	129 38%	174 52%	91 60%	316 45%	319 48%	348 47%	395 47%	187 47%	115 47%	53 46%	241 45%	7 59%	17 59%	17 56%	7 36%	5 81%
Don't know	8 1%	3 1%	1 *%	5 3%	5 1%	5 1%	7 1%	8 1%	1 *%	1 *%	4 4%	2 *%	1 7%	* 1%	- -%	- -%	- -%
NET Important	721 87%	280 82%	309 92%	133 87%	601 86%	583 87%	645 86%	721 87%	362 90%	210 86%	99 84%	465 88%	8 64%	25 86%	29 94%	14 70%	7 100%
NET Not Important	25 3%	18 5%	3 1%	4 3%	22 3%	17 3%	22 3%	25 3%	3 1%	7 3%	5 4%	13 2%	3 22%	* 1%	- -%	1 6%	- -%
Answered	823	341	335	148	690	663	739	823	400	244	113	529	12	28	30	19	7
Mean Score	1.3	1.1	1.4	1.5	1.3	1.3	1.3	1.3	1.4	1.3	1.3	1.3	1.0	1.5	1.5	1.0	1.8
Standard error	.03	.05	.04	.05	.03	.03	.03	.03	.03	.04	.08	.03	.25	.11	.09	.14	.11
Standard deviation	.80	.88	.69	.77	.80	.78	.79	.80	.68	.79	.84	.77	1.46	.76	.62	.96	.42

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8	
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4	
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6	
Not at all important	(-2)	7	4	-	1	*	-	-	4	-	-	-	-	*	-	
		1%	1%	-%	3%	*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	
Not very important	(-1)	18	15	2	*	*	-	*	-	10	2	*	-	-	1	-
		2%	3%	5%	2%	1%	-%	*%	-%	2%	3%	1%	-%	-%	18%	-%
Neither important nor unimportant	(0)	77	55	5	*	*	2	5	-	49	11	*	3	*	-	-
		9%	9%	11%	1%	2%	16%	54%	-%	9%	16%	*%	9%	2%	-%	-%
Important	(1)	327	251	12	12	5	3	1	*	216	23	4	10	9	2	1
		39%	43%	27%	59%	28%	27%	14%	6%	41%	34%	21%	30%	80%	30%	12%
Very important	(2)	395	259	25	7	13	7	3	2	246	31	13	19	2	3	5
		47%	44%	56%	35%	69%	57%	32%	94%	47%	45%	77%	60%	17%	51%	88%
Don't know		8	4	1	*	-	-	-	-	4	1	*	*	-	-	-
		1%	1%	2%	*%	-%	-%	-%	-%	1%	2%	*%	1%	-%	-%	-%
NET Important		721	510	37	19	18	11	4	2	462	54	17	29	10	5	6
		87%	87%	83%	94%	97%	84%	46%	100%	87%	79%	98%	90%	98%	81%	100%
NET Not Important		25	19	2	1	*	-	*	-	13	2	*	-	-	1	-
		3%	3%	5%	5%	1%	-%	*%	-%	3%	3%	1%	-%	-%	19%	-%
Answered		823	584	43	20	19	13	8	2	524	67	17	32	11	7	6
Mean Score		1.3	1.3	1.4	1.2	1.6	1.4	.8	1.9	1.3	1.2	1.7	1.5	1.1	1.1	1.9
Standard error		.03	.03	.11	.12	.09	.16	.20	.12	.03	.10	.08	.12	.08	.32	.12
Standard deviation		.80	.79	.87	.84	.60	.78	.96	.34	.77	.85	.54	.66	.44	1.23	.35

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49	
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17	
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33	
Not at all important	(-2)	7 1%	7 1%	1 1%	- -	- -	- -	- -	2 1%	- -	2 1%	1 1%	- -	
Not very important	(-1)	18 2%	17 3%	- -	* 1%	* 1%	- -	- -	13 4%	* *	4 2%	* 1%	- -	
Neither important nor unimportant	(0)	77 9%	65 10%	1 2%	5 14%	5 18%	- -	- -	40 12%	10 7%	10 6%	5 7%	6 19%	
Important	(1)	327 39%	265 40%	22 29%	9 28%	15 50%	4 22%	8 79%	4 32%	132 41%	64 47%	69 36%	22 32%	10 32%
Very important	(2)	395 47%	294 45%	49 67%	18 56%	10 32%	12 75%	2 21%	9 67%	131 41%	61 45%	102 54%	39 57%	14 42%
Don't know		8 1%	6 1%	1 1%	* 1%	- -	* 2%	- -	- -	1 *	1 1%	3 1%	1 1%	2 7%
NET Important		721 87%	559 85%	71 96%	27 84%	25 81%	15 98%	11 100%	13 99%	263 82%	125 92%	171 90%	60 90%	24 74%
NET Not Important		25 3%	24 4%	1 1%	* 1%	* 1%	- -	- -	- -	16 5%	* *	5 3%	1 2%	- -
Answered		823	649	73	32	30	15	11	13	319	135	187	67	30
Mean Score		1.3	1.3	1.6	1.4	1.1	1.8	1.2	1.7	1.2	1.4	1.4	1.5	1.2
Standard error		.03	.03	.06	.11	.11	.08	.12	.11	.05	.05	.05	.07	.11
Standard deviation		.80	.83	.62	.79	.72	.43	.43	.52	.86	.62	.76	.75	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	7 1%	2 1%	- -%	2 1%	1 2%	- -%	1 *%	- -%	2 2%	* *%	- -%
Not very important	(-1)	18 2%	14 4%	* *%	3 3%	* *%	- -%	10 3%	* *%	4 3%	* *%	- -%
Neither important nor unimportant	(0)	77 9%	38 11%	8 6%	8 6%	3 8%	6 28%	42 13%	5 4%	7 5%	5 8%	4 17%
Important	(1)	327 39%	143 41%	73 54%	50 37%	15 34%	4 16%	150 46%	41 36%	45 32%	18 31%	9 34%
Very important	(2)	395 47%	155 44%	53 40%	70 52%	23 54%	12 56%	125 38%	66 59%	80 58%	34 58%	11 41%
Don't know		8 1%	1 *%	1 *%	3 2%	1 2%	* *%	* *%	* *%	1 1%	1 2%	2 9%
NET Important		721 87%	298 84%	126 94%	121 89%	38 88%	16 72%	275 84%	107 95%	125 90%	52 90%	20 75%
NET Not Important		25 3%	16 5%	* *%	5 4%	1 2%	- -%	11 3%	* *%	6 4%	* 1%	- -%
Answered	823	352	134	134	42	22	328	112	138	58	25	
Mean Score	1.3	1.2	1.3	1.4	1.4	1.3	1.2	1.5	1.4	1.5	1.3	
Standard error	.03	.05	.05	.07	.07	.15	.05	.05	.07	.07	.13	
Standard deviation	.80	.85	.59	.81	.80	.89	.80	.59	.84	.68	.76	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136
Effective base	436	345	13	385	51	366	5	339	18	385	52
Weighted Base	831	634	34	726	105	681	15	630	39	722	109
Not at all important	7 1%	4 1%	- -%	7 1%	- -%	5 1%	- -%	4 1%	- -%	7 1%	1 1%
Not very important	18 2%	14 2%	- -%	18 2%	* *%	18 3%	- -%	14 2%	- -%	18 2%	* *%
Neither important nor unimportant	77 9%	54 9%	9 26%	69 10%	8 7%	59 9%	8 57%	57 9%	6 16%	65 9%	12 11%
Important	327 39%	249 39%	15 42%	286 39%	41 39%	282 41%	3 23%	245 39%	18 48%	286 40%	41 38%
Very important	395 47%	309 49%	10 30%	339 47%	56 53%	313 46%	3 20%	306 49%	14 35%	341 47%	54 50%
Don't know	8 1%	5 1%	1 2%	7 1%	1 1%	5 1%	- -%	5 1%	1 2%	7 1%	1 1%
NET Important	721 87%	558 88%	25 72%	625 86%	97 92%	594 87%	6 43%	551 87%	32 83%	626 87%	95 87%
NET Not Important	25 3%	17 3%	- -%	25 3%	* *%	22 3%	- -%	17 3%	- -%	24 3%	1 1%
Answered	823	629	34	719	104	675	15	625	38	716	108
Mean Score	1.3	1.3	1.0	1.3	1.5	1.3	.6	1.3	1.2	1.3	1.4
Standard error	.03	.03	.11	.03	.06	.03	.19	.03	.10	.03	.06
Standard deviation	.80	.77	.77	.82	.64	.79	.82	.78	.70	.81	.73

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	7 1%	1 *%	5 1%	- -%	- -%	1 *%	4 1%	- -%	- -%	1 *%	7 2%	- -%	- -%
Not very important (-1)	18 2%	* *%	14 3%	2 1%	- -%	1 *%	10 2%	2 1%	- -%	1 *%	14 3%	2 1%	- -%
Neither important nor unimportant (0)	77 9%	24 6%	54 10%	6 4%	- -%	22 6%	52 10%	2 2%	- -%	30 5%	60 12%	9 6%	- -%
Important (1)	327 39%	162 40%	231 42%	41 30%	* 100%	153 38%	194 39%	34 30%	2 55%	225 39%	177 36%	44 30%	2 100%
Very important (2)	395 47%	221 54%	245 44%	88 65%	- -%	223 56%	228 46%	75 67%	2 45%	319 55%	230 47%	93 63%	- -%
Don't know	8 1%	1 *%	5 1%	- -%	- -%	1 *%	5 1%	- -%	- -%	7 1%	2 *%	* *%	- -%
NET Important	721 87%	382 94%	476 86%	129 94%	* 100%	376 94%	422 86%	110 97%	4 100%	543 93%	408 83%	137 93%	2 100%
NET Not Important	25 3%	1 *%	19 3%	2 1%	- -%	1 *%	13 3%	2 1%	- -%	1 *%	21 4%	2 1%	- -%
Answered	823	407	548	136	*	400	487	113	4	575	489	148	2
Mean Score	1.3	1.5	1.3	1.6	1.0	1.5	1.3	1.6	1.5	1.5	1.2	1.5	1.0
Standard error	.03	.03	.03	.05	-	.03	.03	.05	.34	.02	.04	.05	-
Standard deviation	.80	.63	.81	.64	-	.63	.80	.59	.59	.61	.89	.66	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base		867	719	680	867	597	493	36	603	466	453	118	81	226	208
Effective base		436	352	337	436	288	253	13	309	227	219	62	45	105	100
Weighted Base		831	668	630	831	554	475	11	588	436	430	117	90	199	189
Not at all important	(-2)	7	5	4	7	3	4	-	7	1	1	-	-	1	2
		1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%	1%
Not very important	(-1)	18	18	13	18	8	11	1	17	1	1	*	1	2	5
		2%	3%	2%	2%	1%	2%	11%	3%	1%	1%	1%	2%	1%	3%
								a	bc						
Neither important nor unimportant	(0)	77	64	62	77	47	54	-	60	21	19	7	5	14	22
		9%	10%	10%	9%	8%	11%	-%	10%	5%	5%	6%	5%	7%	12%
									bc						
Important	(1)	327	276	245	327	234	186	6	243	179	160	38	25	76	65
		39%	41%	39%	39%	42%	39%	51%	41%	41%	37%	32%	27%	38%	34%
Very important	(2)	395	300	301	395	257	216	4	258	233	244	72	59	102	90
		47%	45%	48%	47%	46%	45%	35%	44%	53%	57%	61%	66%	51%	48%
									a	a	a	a	a		
Don't know		8	5	5	8	5	5	*	3	1	5	*	-	4	4
		1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	-%	2%	2%
NET Important		721	576	546	721	490	401	10	501	412	404	109	84	178	155
		87%	86%	87%	87%	89%	84%	86%	85%	94%	94%	93%	93%	89%	82%
									a	a	a	a	a		
NET Not Important		25	22	17	25	11	15	1	24	1	1	*	1	3	7
		3%	3%	3%	3%	2%	3%	11%	4%	1%	1%	1%	2%	2%	4%
									bc						
Answered		823	663	626	823	549	470	11	585	435	425	117	90	195	184
Mean Score		1.3	1.3	1.3	1.3	1.3	1.3	1.1	1.2	1.5	1.5	1.5	1.6	1.4	1.3
									a	a	a	a	a		
Standard error		.03	.03	.03	.03	.03	.04	.16	.03	.03	.03	.06	.07	.05	.06
Standard deviation		.80	.80	.78	.80	.74	.81	.93	.84	.61	.61	.62	.67	.71	.87

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)		7	-	*	2	-	7	5	7	5	5	2	5	-	-	3	4
		1%	-%	*%	5%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	*%	8%
																a	
Not very important (-1)		18	2	-	*	-	17	9	17	12	11	4	15	1	-	7	1
		2%	2%	-%	1%	-%	2%	2%	2%	2%	2%	1%	2%	1%	-%	1%	2%
Neither important nor unimportant (0)		77	4	5	*	*	63	52	68	51	44	30	64	5	-	57	5
		9%	4%	13%	1%	*%	9%	10%	9%	8%	9%	7%	9%	4%	-%	8%	9%
Important (1)		327	35	9	7	9	291	194	297	228	174	163	268	51	-	261	18
		39%	36%	24%	22%	34%	41%	37%	40%	38%	35%	38%	38%	40%	-%	39%	34%
Very important (2)		395	58	22	21	14	329	252	344	303	255	228	340	71	-	337	25
		47%	59%	62%	70%	55%	46%	49%	46%	50%	51%	53%	49%	55%	-%	50%	46%
Don't know		8	*	-	-	3	8	7	8	7	7	1	8	*	-	8	*
		1%	*%	-%	-%	10%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	1%
NET Important		721	93	31	28	23	620	446	642	531	429	391	608	122	-	597	43
		87%	94%	87%	92%	89%	87%	86%	86%	88%	86%	91%	87%	95%	-%	89%	80%
NET Not Important		25	2	*	2	-	25	15	25	17	16	6	20	1	-	10	6
		3%	2%	*%	6%	-%	3%	3%	3%	3%	3%	1%	3%	1%	-%	1%	10%
																a	
Answered		823	98	35	30	23	708	513	734	599	489	427	692	128	-	664	54
Mean Score		1.3	1.5	1.5	1.5	1.6	1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.5	-	1.4	1.1
																b	
Standard error		.03	.06	.11	.18	.11	.03	.03	.03	.03	.04	.03	.03	.05	-	.03	.18
Standard deviation		.80	.65	.74	1.01	.51	.81	.81	.81	.79	.82	.71	.79	.63	-	.72	1.18

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	7 1%	5 1%	2 1%	1 *	- -%	1 1%	- -%	- -%	6 1%	2 1%	1 1%	1 1%	6 1%
Not very important (-1)	18 2%	8 2%	10 2%	* *	- -%	- -%	* *	* *%	11 2%	7 4%	* *	3 2%	15 3%
Neither important nor unimportant (0)	77 9%	27 7%	50 11%	13 6%	- -%	13 11%	5 3%	9 7%	49 9%	17 10%	7 5%	9 6%	58 11%
Important (1)	327 39%	133 36%	194 42%	78 36%	9 56%	50 43%	58 36%	32 27%	238 44%	55 33%	44 35%	62 39%	216 41%
Very important (2)	395 47%	200 54%	194 42%	123 57%	7 44%	52 45%	99 61%	77 65%	230 43%	86 52%	70 56%	85 53%	234 44%
Don't know	8 1%	1 *	7 2%	1 *	- -%	1 1%	1 *	1 1%	7 1%	* *	3 3%	* *	4 1%
NET Important	721 87%	333 89%	388 85%	201 93%	16 100%	102 88%	157 96%	110 92%	468 87%	141 84%	113 91%	147 92%	450 85%
NET Not Important	25 3%	13 3%	12 3%	1 *	- -%	1 1%	* *	* *%	16 3%	8 5%	1 1%	4 2%	20 4%
Answered	823	373	450	215	16	116	162	119	533	166	121	160	528
Mean Score	1.3	1.4	1.3	1.5	1.4	1.3	1.6	1.6	1.3	1.3	1.5	1.4	1.2
Standard error	.03	.04	.04	.04	.16	.07	.04	.06	.03	.07	.06	.06	.04
Standard deviation	.80	.82	.78	.64	.51	.71	.56	.63	.79	.89	.69	.74	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	7	3	5
		1%	1%	1%
Not very important	(-1)	18	4	14
		2%	1%	3%
Neither important nor unimportant	(0)	77	38	39
		9%	12%	8%
Important	(1)	327	120	207
		39%	37%	41%
Very important	(2)	395	155	239
		47%	48%	47%
Don't know		8	7	1
		1%	2%	*%
NET Important		721	275	447
		87%	84%	88%
NET Not Important		25	6	19
		3%	2%	4%
Answered		823	319	504
Mean Score		1.3	1.3	1.3
Standard error		.03	.04	.04
Standard deviation		.80	.79	.81

Columns Tested: a,b

Table 223 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of postage / dispatch**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	7 1%	- -%	1 3%	- -%	1 1%	- -%	- -%	- -%	- -%	2 2%	- -%	1 1%	3 7%
Not very important (-1)	18 2%	- -%	- -%	3 2%	2 2%	* 1%	* 1%	2 6%	1 1%	2 2%	* *%	7 5%	- -%
Neither important nor unimportant (0)	77 9%	- -%	4 10%	11 7%	15 14%	* *%	8 10%	* 1%	3 3%	16 18%	5 20%	13 9%	3 6%
Important (1)	327 39%	- -%	11 29%	69 41%	29 28%	4 22%	33 41%	13 48%	40 43%	41 45%	10 39%	60 41%	18 43%
Very important (2)	395 47%	- -%	22 58%	83 49%	52 51%	13 77%	39 49%	12 45%	50 53%	30 33%	10 39%	65 44%	18 44%
Don't know	8 1%	- -%	* *%	3 2%	3 3%	- -%	- -%	- -%	1 1%	- -%	1 2%	* *%	- -%
NET Important	721 87%	- -%	33 87%	152 90%	81 80%	17 99%	72 90%	25 93%	89 96%	71 78%	19 78%	125 85%	36 87%
NET Not Important	25 3%	- -%	1 3%	3 2%	3 3%	* 1%	* 1%	2 6%	1 1%	4 4%	* *%	8 6%	3 7%
Answered	823	-	38	167	99	17	81	26	93	91	24	146	41
Mean Score	1.3	-	1.4	1.4	1.3	1.8	1.4	1.3	1.5	1.0	1.2	1.2	1.2
Standard error	.03	-	.13	.06	.08	.11	.08	.11	.06	.11	.09	.09	.17
Standard deviation	.80	-	.89	.70	.87	.48	.69	.79	.59	.88	.77	.86	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 223 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	867	218	223	227	199	441	426	
Effective base	436	111	98	113	113	209	226	
Weighted Base	831	223	185	211	212	408	423	
Not at all important	(-2)	7	1	1	2	4	2	5
		1%	*%	*%	1%	2%	*%	1%
Not very important	(-1)	18	3	3	4	7	6	12
		2%	1%	2%	2%	3%	1%	3%
Neither important nor unimportant	(0)	77	17	21	19	20	38	39
		9%	7%	11%	9%	9%	9%	9%
Important	(1)	327	80	65	94	88	146	181
		39%	36%	35%	44%	41%	36%	43%
Very important	(2)	395	119	91	92	92	211	184
		47%	53%	49%	43%	44%	52%	43%
Don't know		8	3	3	1	1	6	2
		1%	1%	2%	*%	*%	2%	*%
NET Important		721	199	157	185	180	356	365
		87%	89%	85%	88%	85%	87%	86%
NET Not Important		25	4	4	6	11	8	17
		3%	2%	2%	3%	5%	2%	4%
Answered		823	220	182	210	211	402	422
Mean Score		1.3	1.4	1.3	1.3	1.2	1.4	1.2
Standard error		.03	.05	.05	.05	.06	.04	.04
Standard deviation		.80	.74	.78	.78	.89	.76	.84

Columns Tested:: a,b,c,d - a,b

Table 224

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	867	170	697	614	116	47	90	253	
Effective base	436	83	354	404	68	34	49	98	
Weighted Base	831	141	690	797	28	5	2	34	
Not at all important	(-2)	13	6	7	13	-	-	*	*
	2%	4%	1%	2%	-%	-%	*%	*%	
		b							
Not very important	(-1)	32	9	22	31	1	-	*	1
	4%	7%	3%	4%	3%	-%	5%	3%	
Neither important nor unimportant	(0)	56	10	46	54	2	*	*	2
	7%	7%	7%	7%	6%	11%	8%	7%	
Important	(1)	315	37	278	300	12	1	1	14
	38%	26%	40%	38%	45%	30%	37%	42%	
		a							
Very important	(2)	407	73	334	392	11	3	1	15
	49%	51%	48%	49%	42%	60%	47%	44%	
Don't know		8	6	2	7	1	-	*	1
	1%	4%	*%	1%	4%	-%	3%	4%	
		b			a				
NET Important		722	110	612	692	24	4	2	30
	87%	78%	89%	87%	86%	89%	83%	87%	
		a							
NET Not Important		45	15	30	44	1	-	*	1
	5%	11%	4%	6%	3%	-%	5%	3%	
		b							
Answered	823	135	688	790	27	5	2	33	
Mean Score	1.3	1.2	1.3	1.3	1.3	1.5	1.3	1.3	
Standard error	.03	.09	.03	.04	.07	.11	.13	.05	
Standard deviation	.88	1.12	.82	.89	.75	.77	1.23	.75	

Columns Tested: a,b - a,b,c,d,e

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	13 2%	8 1%	6 2%	- -%	- -%	- -%	* *%	13 2%	- -%	* *%
Not very important	(-1)	32 4%	21 4%	7 3%	3 6%	1 3%	* 2%	* 5%	31 4%	1 3%	* 1%
Neither important nor unimportant	(0)	56 7%	32 6%	17 7%	4 9%	1 6%	1 9%	* 8%	54 7%	2 6%	1 10%
Important	(1)	315 38%	199 39%	85 36%	16 36%	9 44%	5 40%	1 37%	300 38%	12 45%	2 32%
Very important	(2)	407 49%	249 48%	122 51%	21 48%	9 46%	5 41%	1 47%	392 49%	11 42%	4 56%
Don't know		8 1%	5 1%	2 1%	* *%	* *%	1 9%	* 3%	7 1%	1 4%	* 1%
NET Important		722 87%	448 87%	208 87%	37 84%	18 91%	10 81%	2 83%	692 87%	24 86%	6 88%
NET Not Important		45 5%	29 6%	12 5%	3 6%	1 3%	* 2%	* 5%	44 6%	1 3%	* 2%
Answered		823	509	237	44	20	12	2	790	27	6
Mean Score		1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.4
Standard error		.03	.05	.06	.11	.09	.08	.13	.04	.07	.07
Standard deviation		.88	.88	.91	.88	.75	.76	1.23	.89	.75	.80

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	13	12	1	-	-	9	*	-	-	*
		2%	2%	1%	-%	-%	2%	*%	-%	-%	*%
Not very important	(-1)	32	24	7	1	-	25	3	1	1	*
		4%	4%	5%	3%	-%	4%	3%	4%	7%	*%
Neither important nor unimportant	(0)	56	41	13	2	*	30	15	2	*	*
		7%	6%	10%	6%	11%	5%	13%	8%	1%	2%
Important	(1)	315	254	46	12	1	206	54	9	4	5
		38%	38%	36%	45%	30%	37%	46%	30%	26%	31%
Very important	(2)	407	331	61	11	3	279	44	16	10	11
		49%	49%	48%	42%	60%	51%	37%	57%	65%	65%
Don't know		8	7	*	1	-	2	2	-	-	*
		1%	1%	*%	4%	-%	*%	2%	-%	-%	2%
NET Important		722	585	108	24	4	484	98	25	14	16
		87%	87%	84%	86%	89%	88%	83%	87%	92%	96%
NET Not Important		45	36	8	1	-	34	3	1	1	*
		5%	5%	6%	3%	-%	6%	3%	4%	7%	*%
Answered		823	662	128	27	5	548	116	29	16	17
Mean Score		1.3	1.3	1.2	1.3	1.5	1.3	1.2	1.4	1.5	1.6
Standard error		.03	.04	.07	.07	.11	.04	.07	.11	.13	.06
Standard deviation		.88	.88	.91	.75	.77	.89	.77	.84	.87	.56

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	13 2%	2 2%	- -%	- -%	2 4%	1 2%	3 2%	3 2%	3 5%	- -%
Not very important	(-1)	32 4%	8 9%	* *%	3 3%	2 5%	1 2%	6 5%	3 3%	2 4%	4 6%
Neither important nor unimportant	(0)	56 7%	2 2%	6 10%	6 5%	1 2%	9 13%	6 5%	11 10%	5 8%	4 6%
Important	(1)	315 38%	36 39%	26 41%	50 42%	16 35%	25 36%	49 42%	45 40%	19 30%	25 37%
Very important	(2)	407 49%	44 48%	28 44%	60 50%	24 53%	33 48%	51 44%	49 44%	32 53%	35 51%
Don't know		8 1%	- -%	3 4%	- -%	- -%	- -%	2 2%	2 2%	- -%	* *%
NET Important		722 87%	80 87%	54 85%	111 92%	40 89%	57 84%	100 86%	95 84%	51 83%	60 88%
NET Not Important		45 5%	10 10%	* *%	3 3%	4 9%	2 3%	9 8%	6 5%	5 9%	4 6%
Answered		823	92	61	120	45	68	115	111	61	68
Mean Score		1.3	1.2	1.3	1.4	1.3	1.3	1.2	1.2	1.2	1.3
Standard error		.03	.13	.10	.08	.16	.12	.11	.12	.15	.11
Standard deviation		.88	.98	.68	.72	1.04	.87	.94	.91	1.08	.84

Columns Tested: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Total base										
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	13 2%	3 2%	5 2%	6 2%	13 2%	* *%	* 1%	- -%	* 1%
Not very important	(-1)	32 4%	7 4%	11 5%	12 4%	30 4%	2 2%	* 1%	1 3%	* 2%
Neither important nor unimportant	(0)	56 7%	14 8%	13 6%	23 7%	50 7%	6 7%	3 9%	1 5%	1 6%
Important	(1)	315 38%	66 36%	81 37%	145 41%	291 39%	24 29%	10 26%	9 30%	5 34%
Very important	(2)	407 49%	91 50%	104 48%	161 46%	356 48%	51 61%	25 64%	18 62%	7 51%
Don't know		8 1%	* *%	3 1%	4 1%	7 1%	1 1%	- -%	- -%	1 7%
NET Important		722 87%	157 87%	185 86%	305 87%	647 87%	75 90%	36 90%	27 92%	12 84%
NET Not Important		45 5%	10 6%	15 7%	18 5%	43 6%	2 2%	1 2%	1 3%	* 3%
Answered		823	181	214	346	741	83	40	29	14
Mean Score		1.3	1.3	1.3	1.3	1.3	1.5	1.5	1.5	1.4
Standard error		.03	.07	.07	.06	.04	abcd	d	.07	.08
Standard deviation		.88	.90	.94	.86	.89	.75	.76	.74	.80

Columns Tested:: a,b,c,d,e,f,g,h

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	33	52	7	59	57	257	35	34	388	
Effective base	436	20	22	5	27	26	142	16	11	204	
Weighted Base	831	44	58	10	69	65	224	30	14	381	
Not at all important	(-2)	13 2%	- -%	- -%	- -%	- -%	* *%	3 9%	2 14%	9 2%	
Not very important	(-1)	32 4%	3 6%	1 2%	- -%	1 2%	* *%	4 2%	3 11%	* 2%	20 5%
Neither important nor unimportant	(0)	56 7%	3 7%	7 11%	1 12%	8 11%	10 15%	9 4%	1 3%	2 15%	23 6%
Important	(1)	315 38%	23 52%	23 39%	3 31%	26 38%	23 36%	96 43%	6 19%	2 15%	137 36%
Very important	(2)	407 49%	15 33%	28 47%	6 57%	33 49%	31 48%	110 49%	17 57%	8 54%	191 50%
Don't know		8 1%	1 1%	- -%	- -%	- -%	1 1%	5 2%	- -%	- -%	2 1%
NET Important		722 87%	38 85%	51 86%	9 88%	59 87%	54 84%	206 92%	23 76%	10 69%	327 86%
NET Not Important		45 5%	3 6%	1 2%	- -%	1 2%	* *%	4 2%	6 20%	2 16%	28 7%
Answered	823	44	58	10	69	64	219	30	14	379	
Mean Score	1.3	1.1	1.3	1.5	1.3	1.3	1.4	1.0	.9	1.3	
Standard error	.03	.14	.11	.28	.10	.10	.04	.24	.25	.05	
Standard deviation	.88	.81	.76	.73	.76	.73	.67	1.39	1.47	.95	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	13 2%	- -%	* *%	13 3%	13 2%	- -%	- -%	13 2%	* *%	13 2%	- -%
Not very important (-1)	32 4%	4 2%	4 2%	23 5%	26 4%	6 4%	- -%	31 4%	1 2%	31 4%	* 3%
Neither important nor unimportant (0)	56 7%	21 12%	9 4%	26 6%	36 5%	20 14%	- -%	54 7%	2 5%	56 7%	* 5%
Important (1)	315 38%	72 41%	96 43%	147 34%	260 38%	55 39%	- -%	301 38%	14 34%	313 38%	2 20%
Very important (2)	407 49%	79 45%	110 49%	218 51%	347 50%	60 42%	- -%	383 48%	24 59%	401 49%	6 71%
Don't know	8 1%	1 1%	5 2%	2 *%	6 1%	2 2%	- -%	8 1%	- -%	8 1%	* 1%
NET Important	722 87%	151 85%	206 92%	365 85%	607 88%	115 80%	- -%	685 87%	37 92%	714 87%	8 91%
NET Not Important	45 5%	4 2%	4 2%	37 9%	39 6%	6 4%	- -%	44 6%	1 2%	45 5%	* 3%
Answered	823	176	219	428	683	140	-	783	41	815	8
Mean Score	1.3	1.3	1.4	1.2	1.3	1.2	-	1.3	1.5	1.3	1.6
Standard error	.03	.06	.04	.05	.03	.07	-	.03	.07	.03	.20
Standard deviation	.88	.76	.67	1.01	.89	.83	-	.89	.73	.88	.79

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	13 2%	11 3%	- -%	2 1%
Not very important	(-1)	32 4%	26 6%	1 1%	5 2%
Neither important nor unimportant	(0)	56 7%	34 7%	10 7%	13 5%
Important	(1)	315 38%	190 42%	34 25%	90 37%
Very important	(2)	407 49%	187 42%	88 64%	131 54%
Don't know		8 1%	1 *%	5 3%	3 1%
NET Important		722 87%	378 84%	123 89%	221 91%
NET Not Important		45 5%	37 8%	1 1%	7 3%
Answered		823	449	133	241
Mean Score		1.3	1.2	1.6	1.4
Standard error		.03	.05	.05	.05
Standard deviation		.88	.97	.65	.76

Columns Tested:: a,b,c

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	13	11	3	-	-	-	-	-	13	-	-
		2%	2%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Not very important	(-1)	32	31	1	*	-	-	-	-	31	*	-
		4%	5%	1%	2%	-%	-%	-%	-%	4%	1%	-%
Neither important nor unimportant	(0)	56	48	8	*	*	-	*	-	56	*	*
		7%	7%	7%	*%	2%	-%	-%	16%	7%	1%	1%
Important	(1)	315	270	41	2	2	*	*	*	311	4	2
		38%	40%	35%	8%	57%	4%	*%	2%	39%	10%	14%
			cj	j						cj		
Very important	(2)	407	318	61	16	1	9	*	1	379	28	11
		49%	47%	53%	79%	41%	96%	3%	82%	48%	76%	72%
				ai						ai		
Don't know		8	2	2	2	-	-	2	-	4	4	2
		1%	*%	2%	11%	-%	-%	97%	-%	*%	12%	13%
				ai						ai		ai
NET Important		722	588	102	18	3	10	*	1	690	32	14
		87%	87%	88%	87%	98%	100%	3%	84%	100%	87%	86%
NET Not Important		45	41	4	*	-	-	-	-	45	*	-
		5%	6%	3%	2%	-%	-%	-%	-%	6%	1%	-%
Answered		823	677	114	19	3	10	*	1	791	32	14
Mean Score		1.3	1.3	1.4	1.8	1.4	2.0	1.9	1.7	1.2	1.8	1.8
				ai						abi		
Standard error		.03	.04	.06	.09	.20	.05	-	-	.03	.06	.07
Standard deviation		.88	.89	.85	.54	.65	.21	-	-	.89	.49	.44

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	13 2%	7 2%	4 1%	3 2%	11 2%	11 2%	11 1%	13 2%	3 1%	- -	- -	8 1%	* %	- -	3 10%	- -	- -
Not very important (-1)	32 4%	21 6%	9 3%	1 1%	28 4%	25 4%	30 4%	32 4%	8 2%	11 5%	5 4%	21 4%	- -	4 12%	* %	* %	- -
Neither important nor unimportant (0)	56 7%	34 10%	14 4%	8 5%	47 7%	41 6%	50 7%	56 7%	22 6%	12 5%	12 10%	31 6%	* 1%	1 4%	* %	6 30%	* 4%
Important (1)	315 38%	144 42%	126 38%	45 29%	268 39%	260 39%	288 39%	315 38%	178 44%	98 40%	43 36%	224 42%	1 11%	9 32%	7 21%	4 21%	* 2%
Very important (2)	407 49%	135 39%	183 54%	89 59%	336 48%	326 49%	359 48%	407 49%	188 47%	122 50%	54 46%	244 46%	10 80%	15 52%	21 68%	9 49%	6 94%
Don't know	8 1%	2 1%	* %	6 4%	6 1%	6 1%	8 1%	8 1%	2 1%	2 1%	4 3%	3 1%	1 8%	* %	- -	- -	- -
NET Important	722 87%	279 81%	309 92%	134 88%	604 87%	586 88%	648 87%	722 87%	365 91%	220 90%	97 82%	468 88%	11 91%	24 84%	27 90%	14 70%	6 96%
NET Not Important	45 5%	28 8%	13 4%	4 3%	38 5%	36 5%	41 5%	45 5%	11 3%	11 5%	5 4%	29 5%	* %	4 12%	3 10%	* %	- -
Answered	823	342	335	146	689	662	738	823	399	242	113	528	12	29	30	19	7
Mean Score	1.3	1.1	1.4	1.5	1.3	1.3	1.3	1.3	1.4	1.4	1.3	1.3	1.9	1.2	1.4	1.2	1.9
Standard error	.03	.06	.04	.05	.03	.03	.03	.03	.03	.04	.08	.04	.07	.14	.18	.13	.11
Standard deviation	.88	.96	.79	.81	.88	.87	.87	.88	.75	.78	.83	.86	.39	1.01	1.21	.90	.44

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	13	8	*	-	3	-	-	8	*	3	-	-	-	-
		2%	1%	*%	-%	16%	-%	-%	1%	*%	17%	-%	-%	-%	-%
					a						ab				
Not very important	(-1)	32	22	5	1	*	-	*	21	1	*	3	-	*	-
		4%	4%	10%	3%	*%	-%	*%	4%	1%	2%	10%	-%	*%	-%
Neither important nor unimportant	(0)	56	35	6	1	*	*	5	34	5	-	-	*	1	*
		7%	6%	13%	3%	2%	1%	55%	6%	7%	-%	-%	1%	18%	4%
Important	(1)	315	241	14	6	4	3	*	217	25	4	11	3	1	*
		38%	41%	31%	30%	21%	23%	4%	41%	37%	21%	33%	27%	17%	1%
Very important	(2)	407	277	19	13	11	10	3	245	34	10	18	8	4	6
		49%	47%	43%	63%	61%	76%	41%	46%	50%	59%	57%	72%	64%	95%
Don't know		8	5	1	*	-	-	-	3	3	*	-	-	-	-
		1%	1%	2%	1%	-%	-%	-%	1%	4%	*%	-%	-%	-%	-%
NET Important		722	518	33	19	15	13	4	462	60	14	29	11	5	6
		87%	88%	74%	94%	82%	99%	45%	88%	87%	80%	90%	99%	81%	96%
			b												
NET Not Important		45	30	5	1	3	-	*	29	1	3	3	-	*	-
		5%	5%	10%	3%	16%	-%	*%	5%	1%	19%	10%	-%	*%	-%
											ab				
Answered	823	584	43	20	19	13	8	2	525	65	17	32	11	7	6
Mean Score	1.3	1.3	1.1	1.6	1.1	1.8	.9	1.9	1.3	1.4	1.0	1.4	1.7	1.4	1.9
Standard error	.03	.04	.13	.10	.23	.10	.22	.13	.04	.08	.23	.16	.09	.22	.16
Standard deviation	.88	.85	1.01	.69	1.47	.47	1.04	.36	.86	.68	1.54	.93	.49	.87	.46

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	13 2%	13 2%	* *%	- -%	- -%	- -%	- -%	4 1%	- -%	2 1%	5 7%	- -%
Not very important	(-1)	32 4%	27 4%	4 5%	1 3%	- -%	* 2%	- -%	20 6%	2 1%	4 2%	4 5%	- -%
Neither important nor unimportant	(0)	56 7%	50 8%	* *%	4 14%	1 2%	* *%	1 6%	* 1%	26 8%	3 2%	13 7%	5 15%
Important	(1)	315 38%	258 39%	27 37%	10 31%	14 46%	2 12%	3 28%	1 4%	130 41%	66 49%	64 34%	8 23%
Very important	(2)	407 49%	302 46%	42 56%	17 53%	16 52%	14 86%	7 66%	10 79%	138 43%	65 48%	104 55%	18 55%
Don't know		8 1%	5 1%	1 1%	* *%	- -%	- -%	- -%	2 16%	* *%	* *%	3 1%	2 7%
NET Important		722 87%	560 85%	69 93%	27 84%	30 98%	15 98%	10 94%	11 83%	269 84%	131 97%	168 89%	25 78%
NET Not Important		45 5%	40 6%	4 5%	1 3%	- -%	* 2%	- -%	- -%	24 8%	2 1%	6 3%	- -%
Answered		823	650	73	33	30	16	11	319	135	187	65	30
Mean Score		1.3	1.2	1.5	1.3	1.5	1.8	1.6	1.2	1.4	1.4	1.1	1.4
Standard error		.03	.04	.08	.12	.09	.10	.18	.06	.05	.06	.10	.11
Standard deviation		.88	.91	.76	.82	.55	.56	.63	.92	.60	.80	1.21	.76

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	13 2%	4 1%	- -%	2 1%	5 11%	- -%	4 1%	- -%	2 1%	5 8%	- -%
Not very important	(-1)	32 4%	21 6%	1 1%	2 1%	3 8%	- -%	16 5%	5 5%	3 2%	1 1%	- -%
Neither important nor unimportant	(0)	56 7%	26 7%	4 3%	11 8%	1 3%	5 20%	21 6%	7 6%	5 4%	3 5%	5 17%
Important	(1)	315 38%	147 42%	64 47%	44 33%	10 23%	3 14%	147 45%	45 40%	42 30%	19 33%	6 22%
Very important	(2)	407 49%	153 43%	65 48%	75 55%	23 53%	14 65%	140 43%	55 49%	86 62%	28 48%	14 52%
Don't know		8 1%	2 1%	* *%	3 2%	1 2%	* *%	* *%	* *%	1 1%	3 5%	2 9%
NET Important		722 87%	299 85%	129 96%	119 87%	33 76%	18 79%	287 88%	101 89%	128 92%	47 81%	20 74%
NET Not Important		45 5%	25 7%	1 1%	3 3%	8 19%	- -%	20 6%	5 5%	4 3%	6 10%	- -%
Answered		823	350	135	134	42	22	328	113	138	56	25
Mean Score		1.3	1.2	1.4	1.4	1.0	1.4	1.2	1.3	1.5	1.2	1.4
Standard error		.03	.05	.05	.06	.13	.14	.05	.07	.06	.12	.13
Standard deviation		.88	.90	.61	.80	1.41	.83	.86	.80	.77	1.18	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	13	9	*	-	2	3	3	-	10	13	-	11	-
		2%	2%	*%	-%	3%	8%	1%	-%	3%	2%	-%	2%	-%
						bc				a				
Not very important	(-1)	32	26	1	1	4	-	10	2	20	31	*	28	-
		4%	6%	1%	*%	5%	-%	2%	6%	6%	4%	1%	4%	-%
			c							a				
Neither important nor unimportant	(0)	56	43	3	2	5	*	20	*	36	51	5	42	5
		7%	10%	2%	1%	6%	1%	4%	1%	11%	6%	13%	6%	27%
			bc							a				
Important	(1)	315	174	57	50	19	13	173	11	127	309	6	265	3
		38%	40%	42%	35%	25%	35%	36%	40%	40%	39%	17%	39%	16%
Very important	(2)	407	176	73	89	46	19	267	14	125	385	22	327	9
		49%	41%	55%	63%	60%	49%	56%	51%	39%	48%	61%	48%	46%
				a	a			c						
Don't know		8	3	*	*	3	3	4	*	4	5	3	4	2
		1%	1%	*%	*%	8%	8%	1%	1%	1%	1%	8%	1%	11%
						abc						a		
NET Important		722	351	130	139	66	32	440	25	252	694	28	592	12
		87%	81%	97%	98%	86%	84%	92%	92%	78%	87%	78%	88%	62%
				ade	ade			c						
NET Not Important		45	34	1	1	6	3	13	2	30	45	*	38	-
		5%	8%	1%	*%	8%	8%	3%	6%	9%	6%	1%	6%	-%
			bc			c	c			a				
Answered		823	428	133	141	77	35	473	27	318	790	33	673	17
Mean Score		1.3	1.1	1.5	1.6	1.4	1.3	1.5	1.4	1.1	1.3	1.5	1.3	1.2
				a	a			c						
Standard error		.03	.05	.05	.04	.10	.16	.03	.13	.06	.03	.12	.03	.20
Standard deviation		.88	.96	.58	.53	1.00	1.11	.73	.82	1.02	.88	.78	.88	.90

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		Total base	a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%												
Unweighted Base		867	678	48	734	133	737	18	673	53	731	136
Effective base		436	345	13	385	51	366	5	339	18	385	52
Weighted Base		831	634	34	726	105	681	15	630	39	722	109
Not at all important	(-2)	13	11	-	13	-	11	-	11	-	13	-
		2%	2%	-%	2%	-%	2%	-%	2%	-%	2%	-%
Not very important	(-1)	32	24	1	28	3	28	-	22	3	31	1
		4%	4%	2%	4%	3%	4%	-%	3%	9%	4%	1%
Neither important nor unimportant	(0)	56	36	5	47	9	43	5	34	7	47	9
		7%	6%	14%	7%	8%	6%	31%	5%	18%	6%	9%
Important	(1)	315	250	10	280	35	266	2	252	9	283	32
		38%	39%	30%	39%	33%	39%	17%	40%	22%	39%	29%
Very important	(2)	407	309	17	351	56	330	6	308	18	343	64
		49%	49%	49%	48%	53%	49%	38%	49%	46%	48%	59%
Don't know		8	4	2	5	3	4	2	4	2	5	3
		1%	1%	6%	1%	3%	1%	14%	1%	5%	1%	3%
NET Important		722	559	27	631	91	596	8	560	26	626	96
		87%	88%	79%	87%	86%	88%	54%	89%	68%	87%	88%
NET Not Important		45	35	1	42	3	38	-	32	3	44	1
		5%	6%	2%	6%	3%	6%	-%	5%	9%	6%	1%
Answered		823	630	32	721	102	677	12	625	37	717	106
Mean Score		1.3	1.3	1.3	1.3	1.4	1.3	1.1	1.3	1.1	1.3	1.5
Standard error		.03	.03	.12	.03	.07	.03	.23	.03	.14	.03	.06
Standard deviation		.88	.87	.80	.89	.78	.88	.93	.86	1.03	.90	.70

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	13 2%	3 1%	8 1%	- -%	- -%	3 1%	8 2%	- -%	- -%	* *%	13 3%	- -%	- -%
Not very important (-1)	32 4%	6 1%	23 4%	1 1%	- -%	6 2%	18 4%	1 *%	- -%	8 1%	23 5%	1 1%	- -%
Neither important nor unimportant (0)	56 7%	18 4%	41 7%	8 6%	- -%	14 4%	34 7%	5 4%	- -%	24 4%	46 9%	9 6%	- -%
Important (1)	315 38%	138 34%	214 39%	36 26%	* 100%	136 34%	190 39%	37 33%	* 4%	201 35%	189 38%	46 31%	2 100%
Very important (2)	407 49%	242 59%	261 47%	89 65%	- -%	239 60%	239 49%	68 60%	3 96%	341 59%	218 44%	90 61%	- -%
Don't know	8 1%	2 1%	6 1%	2 2%	- -%	2 1%	4 1%	2 2%	- -%	8 1%	2 *%	2 1%	- -%
NET Important	722 87%	380 93%	475 86%	125 92%	* 100%	375 94%	429 87%	105 93%	4 100%	542 93%	406 83%	136 92%	2 100%
NET Not Important	45 5%	9 2%	31 6%	1 1%	- -%	9 2%	26 5%	1 *%	- -%	8 1%	36 7%	1 1%	- -%
Answered	823	406	547	134	*	399	488	111	4	574	489	146	2
Mean Score	1.3	1.5	1.3	1.6	1.0	1.5	1.3	1.6	2.0	1.5	1.2	1.5	1.0
Standard error	.03	.03	.04	.05	-	.03	.04	.05	.13	.03	.04	.05	-
Standard deviation	.88	.71	.88	.64	-	.71	.87	.60	.23	.65	.97	.65	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%															
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	13	11	11	13	7	5	-	13	-	*	-	-	5	3
		2%	2%	2%	2%	1%	1%	-%	2%	-%	*%	-%	-%	2%	2%
									bc						
Not very important	(-1)	32	28	24	32	15	20	*	29	4	7	1	*	5	11
		4%	4%	4%	4%	3%	4%	3%	5%	1%	2%	*%	*%	2%	6%
									bc						
Neither important nor unimportant	(0)	56	46	40	56	35	42	1	51	22	13	3	7	11	12
		7%	7%	6%	7%	6%	9%	11%	9%	5%	3%	3%	8%	5%	6%
									c						
Important	(1)	315	255	241	315	213	186	6	241	160	140	34	31	69	61
		38%	38%	38%	38%	39%	39%	53%	41%	37%	32%	29%	34%	35%	32%
									c						
Very important	(2)	407	324	311	407	278	215	4	253	248	263	78	52	106	97
		49%	48%	49%	49%	50%	45%	33%	43%	57%	61%	66%	58%	53%	51%
									a		a	a			
Don't know		8	6	4	8	6	7	-	1	1	7	2	-	4	5
		1%	1%	1%	1%	1%	1%	-%	*%	*%	2%	2%	-%	2%	2%
NET Important		722	578	552	722	491	401	10	494	408	403	112	83	175	158
		87%	87%	88%	87%	89%	84%	86%	84%	94%	94%	95%	92%	88%	84%
									a		a	a			
NET Not Important		45	38	35	45	22	25	*	42	4	7	1	*	10	14
		5%	6%	6%	5%	4%	5%	3%	7%	1%	2%	*%	*%	5%	8%
									bcd						
Answered		823	662	626	823	548	469	11	587	435	424	115	90	195	184
Mean Score		1.3	1.3	1.3	1.3	1.4	1.2	1.2	1.2	1.5	1.6	1.6	1.5	1.4	1.3
									a		a	a	a		
Standard error		.03	.03	.03	.03	.03	.04	.13	.04	.03	.03	.05	.07	.06	.07
Standard deviation		.88	.89	.88	.88	.82	.87	.78	.94	.64	.65	.56	.66	.89	.96

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 224 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	13	2	-	2	-	13	10	13	7	9	4	11	-	9	4
		2%	2%	-%	5%	-%	2%	2%	2%	1%	2%	1%	2%	-%	1%	8%
															a	
Not very important	(-1)	32	5	-	1	*	30	18	31	20	21	11	31	3	21	*
		4%	5%	-%	4%	1%	4%	3%	4%	3%	4%	2%	4%	2%	3%	1%
Neither important nor unimportant	(0)	56	3	*	1	-	52	48	54	36	30	19	46	9	28	6
		7%	3%	*%	2%	-%	7%	9%	7%	6%	6%	4%	7%	7%	4%	12%
Important	(1)	315	36	9	7	8	267	176	278	215	152	150	258	47	254	13
		38%	36%	26%	25%	32%	37%	34%	37%	35%	31%	35%	37%	36%	38%	25%
Very important	(2)	407	52	26	19	13	347	263	359	319	277	243	347	70	352	29
		49%	53%	74%	64%	50%	48%	51%	48%	53%	56%	57%	50%	55%	52%	54%
Don't know		8	-	-	-	4	6	6	6	8	8	2	6	-	8	-
		1%	-%	-%	-%	17%	1%	1%	1%	1%	2%	*%	1%	-%	1%	-%
NET Important		722	88	35	27	21	614	439	637	534	429	392	605	117	606	43
		87%	89%	100%	89%	82%	86%	84%	86%	88%	86%	92%	86%	91%	90%	79%
NET Not Important		45	7	-	3	*	43	27	45	28	30	14	42	3	29	5
		5%	7%	-%	9%	1%	6%	5%	6%	5%	6%	3%	6%	2%	4%	9%
Answered		823	98	35	30	22	710	514	736	597	489	426	693	129	663	54
Mean Score		1.3	1.3	1.7	1.4	1.6	1.3	1.3	1.3	1.4	1.4	1.5	1.3	1.4	1.4	1.2
												b				
Standard error		.03	.09	.07	.20	.13	.03	.04	.03	.03	.04	.04	.03	.06	.03	.18
Standard deviation		.88	.93	.45	1.10	.61	.91	.91	.91	.84	.92	.77	.89	.72	.82	1.19

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	13 2%	4 1%	9 2%	- -%	- -%	- -%	- -%	* *%	10 2%	4 2%	* *%	- -%	13 2%
Not very important (-1)	32 4%	16 4%	16 3%	4 2%	- -%	4 3%	- -%	2 1%	18 3%	12 7%	2 2%	9 5%	21 4%
Neither important nor unimportant (0)	56 7%	20 5%	36 8%	7 3%	- -%	6 5%	7 5%	5 4%	37 7%	14 9%	2 1%	3 2%	48 9%
Important (1)	315 38%	135 36%	180 39%	80 37%	* 2%	38 33%	57 35%	22 18%	222 41%	67 40%	32 25%	67 41%	209 39%
Very important (2)	407 49%	197 53%	210 46%	126 58%	16 98%	67 57%	98 60%	89 74%	247 46%	69 42%	84 67%	83 51%	238 45%
Don't know	8 1%	2 1%	6 1%	1 *%	- -%	2 2%	1 *%	3 2%	5 1%	* *%	5 4%	- -%	3 1%
NET Important	722 87%	332 89%	390 85%	205 95%	16 100%	105 90%	155 95%	111 93%	469 87%	136 82%	116 93%	149 93%	447 84%
NET Not Important	45 5%	20 5%	25 5%	4 2%	- -%	4 3%	- -%	2 1%	28 5%	16 9%	2 2%	9 5%	34 6%
Answered	823	372	451	216	16	114	162	117	535	166	120	161	529
Mean Score	1.3	1.4	1.3	1.5	2.0	1.5	1.6	1.7 bc	1.3	1.1	1.6 bc	1.4	1.2
Standard error	.03	.04	.04	.04	.05	.07	.05	.05	.04	.08	.06	.06	.04
Standard deviation	.88	.86	.90	.64	.16	.75	.58	.61	.87	.99	.62	.78	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	13 2%	5 1%	9 2%
Not very important	(-1)	32 4%	17 5%	15 3%
Neither important nor unimportant	(0)	56 7%	28 9%	28 6%
Important	(1)	315 38%	105 32%	210 41%
Very important	(2)	407 49%	163 50%	244 48%
Don't know		8 1%	8 2%	- -%
NET Important		722 87%	268 82%	454 90%
NET Not Important		45 5%	22 7%	23 5%
Answered		823	318	505
Mean Score		1.3	1.3	1.3
Standard error		.03	.05	.04
Standard deviation		.88	.94	.84

Columns Tested:: a,b

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	13 2%	- -%	1 3%	5 3%	* *%	- -%	- -%	- -%	* *%	2 2%	3 11% dhk	- -%	3 7% dhk
Not very important (-1)	32 4%	- -%	- -%	7 4%	7 7%	- -%	3 3%	2 6%	1 1%	4 4%	- -%	8 5%	1 3%
Neither important nor unimportant (0)	56 7%	- -%	* 1%	5 3%	13 12% c	* *%	2 2%	1 3%	3 3%	13 14% cfh	3 12%	10 7%	6 16% cfh
Important (1)	315 38%	- -%	17 44%	54 32%	37 36%	1 7%	36 45%	10 38%	41 44%	33 36%	10 40%	64 44%	11 26%
Very important (2)	407 49%	- -%	20 53%	96 57%	42 41%	16 93%	40 50%	14 53%	48 51%	38 42%	9 36%	64 44%	20 49%
Don't know	8 1%	- -%	- -%	3 2%	3 3%	- -%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%
NET Important	722 87%	- -%	37 96% l	151 89%	79 77%	17 100%	76 95% dil	24 91%	89 95% dijl	71 78%	19 76%	129 88%	31 75%
NET Not Important	45 5%	- -%	1 3%	12 7%	7 7%	- -%	3 3%	2 6%	1 1%	6 6%	3 11%	8 5%	4 10%
Answered	823	-	38	167	99	17	81	26	93	89	25	146	41
Mean Score	1.3	-	1.4	1.4	1.1	1.9	1.4	1.4	1.4	1.1	.9	1.3	1.1
Standard error	.03	-	.11	.08	.08	.06	.08	.12	.06	.12	.15	.08	.19
Standard deviation	.88	-	.78	.94	.92	.28	.69	.83	.64	.95	1.24	.81	1.18

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 224 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Proof of receipt / delivery**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2)	13	6	*	2	6	7
		2%	3%	*%	1%	3%	2%
Not very important	(-1)	32	8	8	7	9	16
		4%	4%	4%	3%	4%	4%
Neither important nor unimportant	(0)	56	8	12	17	20	36
		7%	3%	7%	8%	9%	9%
Important	(1)	315	71	74	84	85	145
		38%	32%	40%	40%	40%	36%
Very important	(2)	407	128	87	99	93	215
		49%	57%	47%	47%	44%	53%
			d				
Don't know		8	3	3	2	-	6
		1%	1%	2%	1%	-%	1%
NET Important		722	199	161	184	178	360
		87%	89%	87%	87%	84%	88%
NET Not Important		45	14	8	8	14	22
		5%	6%	5%	4%	7%	6%
Answered		823	220	182	209	212	402
Mean Score		1.3	1.4	1.3	1.3	1.2	1.4
Standard error		.03	.06	.05	.05	.07	.04
Standard deviation		.88	.93	.80	.82	.95	.89

Columns Tested:: a,b,c,d - a,b

Table 225

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	867	170	697	614	116	47	90	253	
Effective base	436	83	354	404	68	34	49	98	
Weighted Base	831	141	690	797	28	5	2	34	
Not at all important	(-2)	5	2	3	5	-	-	*	*
		1%	1%	*%	1%	-%	-%	*%	*%
Not very important	(-1)	10	9	1	10	*	-	*	*
		1%	6%	*%	1%	1%	-%	3%	1%
Neither important nor unimportant	(0)	31	7	24	30	*	*	*	1
		4%	5%	4%	4%	2%	2%	5%	2%
Important	(1)	319	41	278	307	11	2	1	13
		38%	29%	40%	38%	38%	33%	31%	37%
Very important	(2)	451	73	379	433	15	3	1	19
		54%	51%	55%	54%	53%	65%	56%	55%
Don't know		15	10	5	13	2	-	*	2
		2%	7%	1%	2%	6%	-%	5%	5%
			b			a			a
NET Important		771	114	657	739	25	4	2	31
		93%	81%	95%	93%	91%	98%	87%	92%
				a					
NET Not Important		15	11	4	14	*	-	*	*
		2%	7%	1%	2%	1%	-%	3%	1%
			b						
Answered		816	131	685	784	26	5	2	32
Mean Score		1.5	1.3	1.5	1.5	1.5	1.6	1.5	1.5
Standard error		.02	.08	.02	.03	.06	.09	.12	.04
Standard deviation		.68	.95	.62	.69	.59	.60	1.09	.59

Columns Tested:: a,b - a,b,c,d,e

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	5 1%	3 1%	1 *%	* 1%	- -%	- -%	* *%	5 1%	- -%	* *%
Not very important	(-1)	10 1%	9 2%	1 *%	* *%	* 1%	- -%	* 3%	10 1%	* 1%	* 1%
Neither important nor unimportant	(0)	31 4%	18 3%	12 5%	* 1%	* 2%	* 2%	* 5%	30 4%	* 2%	* 3%
Important	(1)	319 38%	185 36%	99 41%	22 51%	7 36%	5 40%	1 31%	307 38%	11 38%	2 32%
Very important	(2)	451 54%	288 56%	124 52%	21 48%	11 58%	6 50%	1 56%	433 54%	15 53%	4 62%
Don't know		15 2%	11 2%	2 1%	- -%	1 3%	1 9%	* 5%	13 2%	2 6%	* 2%
							abg			bg	
NET Important		771 93%	473 92%	223 93%	43 98%	18 94%	11 89%	2 87%	739 93%	25 91%	6 94%
NET Not Important		15 2%	12 2%	2 1%	* 1%	* 1%	- -%	* 3%	14 2%	* 1%	* 1%
Answered		816	503	237	44	19	12	2	784	26	6
Mean Score		1.5	1.5	1.4	1.4	1.6	1.5	1.5	1.5	1.5	1.6
Standard error		.02	.04	.05	.07	.07	.06	.12	.03	.06	.06
Standard deviation		.68	.71	.66	.60	.60	.57	1.09	.69	.59	.66

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99	
Effective base	436	311	121	68	34	49	273	64	23	12	15	
Weighted Base	831	669	128	28	5	2	550	119	29	16	17	
Not at all important	(-2)	5	3	1	-	-	*	3	-	-	1	*
		1%	*%	1%	-%	-%	*%	1%	-%	-%	7%	*%
Not very important	(-1)	10	9	1	*	-	*	3	1	-	*	*
		1%	1%	1%	1%	-%	3%	1%	1%	-%	1%	*%
Neither important nor unimportant	(0)	31	23	7	*	*	*	14	12	-	*	*
		4%	3%	6%	2%	2%	5%	3%	10%	-%	*%	1%
Important	(1)	319	245	61	11	2	1	212	51	13	5	3
		38%	37%	48%	38%	33%	31%	38%	43%	46%	32%	19%
Very important	(2)	451	376	57	15	3	1	309	54	15	9	13
		54%	56%	44%	53%	65%	56%	56%	46%	54%	60%	75%
Don't know		15	13	-	2	-	*	9	-	-	-	1
		2%	2%	-%	6%	-%	5%	2%	-%	-%	-%	4%
NET Important		771	621	118	25	4	2	521	105	29	14	16
		93%	93%	92%	91%	98%	87%	95%	88%	100%	93%	94%
NET Not Important		15	12	3	*	-	*	6	1	-	1	*
		2%	2%	2%	1%	-%	3%	1%	1%	-%	7%	*%
Answered		816	655	128	26	5	2	541	119	29	16	16
Mean Score		1.5	1.5	1.3	1.5	1.6	1.5	1.5	1.3	1.5	1.4	1.8
Standard error			b			b		b				b
Standard deviation		.02	.03	.05	.06	.09	.12	.03	.06	.07	.16	.05
		.68	.68	.72	.59	.60	1.09	.64	.71	.51	1.08	.48

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	5 1%	- -%	- -%	3 2%	- -%	1 2%	- -%	- -%	- -%	- -%
Not very important	(-1)	10 1%	1 2%	- -%	3 2%	* *%	- -%	5 5%	- -%	- -%	- -%
Neither important nor unimportant	(0)	31 4%	3 3%	- -%	8 7%	- -%	3 5%	1 1%	8 7%	3 5%	1 2%
Important	(1)	319 38%	42 46%	26 40%	38 32%	16 35%	23 34%	55 47%	46 41%	23 37%	25 37%
Very important	(2)	451 54%	42 45%	37 59%	69 57%	29 65%	40 59%	49 42%	57 50%	36 58%	41 60%
Don't know		15 2%	4 5%	1 1%	* *%	- -%	* *%	6 5%	2 2%	- -%	* *%
NET Important		771 93%	83 91%	63 99%	107 89%	45 100%	63 93%	104 89%	103 91%	58 95%	67 97%
NET Not Important		15 2%	1 2%	- -%	6 5%	* *%	1 2%	5 5%	- -%	- -%	- -%
Answered		816	88	63	120	45	68	111	111	61	68
Mean Score		1.5	1.4	1.6	1.4	1.6	1.5	1.3	1.4	1.5	1.6
Standard error		.02	.08	.07	.10	.08	.10	.09	.08	.08	.07
Standard deviation		.68	.64	.50	.89	.49	.74	.74	.63	.60	.54

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	5 1%	1 1%	- -%	3 1%	4 1%	1 1%	* 1%	* 1%	* *%
Not very important	(-1)	10 1%	* *%	1 1%	8 2%	10 1%	* *%	* 1%	* 1%	- -%
Neither important nor unimportant	(0)	31 4%	5 3%	6 3%	17 5%	28 4%	3 3%	2 4%	* 1%	1 5%
Important	(1)	319 38%	64 36%	90 42%	140 40%	294 39%	25 30%	12 29%	9 30%	5 34%
Very important	(2)	451 54%	110 61%	114 53%	174 50%	399 53%	53 63%	25 64%	20 68%	8 54%
Don't know		15 2%	1 *%	5 2%	8 2%	13 2%	2 2%	1 2%	- -%	1 8%
NET Important		771 93%	175 96%	204 94%	314 90%	693 93%	78 93%	37 93%	28 97%	13 87%
NET Not Important		15 2%	1 1%	1 1%	11 3%	14 2%	1 1%	1 2%	* 2%	* *%
Answered		816	181	212	342	735	82	39	29	13
Mean Score		1.5	1.6	1.5	1.4	1.5	1.6	1.6	1.6	1.5
Standard error		.02	c	.05	.05	.03	c	.06	c	.06
Standard deviation		.68	.61	.59	.76	.68	.67	.71	.65	.62

Columns Tested:: a,b,c,d,e,f,g,h

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	*c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	5 1%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	4 1%
Not very important	(-1)	10 1%	- -%	4 6%	- -%	4 6%	1 2%	2 1%	- -%	* 1%	4 1%
Neither important nor unimportant	(0)	31 4%	4 8%	- -%	- -%	- -%	5 8%	6 3%	5 17%	* *%	11 3%
Important	(1)	319 38%	17 39%	19 32%	4 43%	23 34%	31 48%	70 31%	16 54%	6 39%	153 40%
Very important	(2)	451 54%	23 51%	36 61%	6 57%	42 61%	26 41%	142 63% egi	9 30%	8 56%	200 52%
Don't know		15 2%	1 1%	- -%	- -%	- -%	1 2%	3 1%	- -%	1 5%	10 3%
NET Important		771 93%	40 90%	55 94%	10 100%	65 94%	57 89%	212 95%	25 83%	14 94%	353 93%
NET Not Important		15 2%	- -%	4 6%	- -%	4 6%	1 2%	2 1%	- -%	* 1%	8 2%
Answered		816	44	58	10	69	63	221	30	14	371
Mean Score		1.5	1.4	1.5	1.6	1.5	1.3	1.6 eg	1.1	1.6	1.5
Standard error		.02	.11	.11	.20	.10	.09	.04 eg	.12	.10	.04
Standard deviation		.68	.65	.81	.52	.77	.69	.61	.68	.56	.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	5 1%	- -%	* *%	4 1%	4 1%	* *%	- -%	5 1%	- -%	5 1%	- -%
Not very important (-1)	10 1%	5 3%	2 1%	4 1%	9 1%	1 1%	- -%	10 1%	* *%	10 1%	- -%
Neither important nor unimportant (0)	31 4%	9 5%	6 3%	16 4%	19 3%	12 8%	- -%	29 4%	2 5%	30 4%	* 4%
Important (1)	319 38%	72 40%	70 31%	177 41%	261 38%	58 41%	- -%	298 38%	21 52%	313 38%	6 75%
Very important (2)	451 54%	90 51%	142 63%	219 51%	381 55%	70 49%	- -%	434 55%	17 43%	450 55%	2 21%
Don't know	15 2%	2 1%	3 1%	11 2%	15 2%	1 *%	- -%	15 2%	- -%	15 2%	* 1%
NET Important	771 93%	162 91%	212 95%	396 92%	642 93%	128 90%	- -%	732 93%	38 95%	763 93%	8 95%
NET Not Important	15 2%	5 3%	2 1%	8 2%	13 2%	2 1%	- -%	15 2%	* *%	15 2%	- -%
Answered	816	176	221	420	674	142	-	776	41	808	8
Mean Score	1.5	1.4	1.6	1.4	1.5	1.4	-	1.5	1.4	1.5	1.2
Standard error	.02	.06	c .04	.03	.03	.06	-	.03	.06	.02	.13
Standard deviation	.68	.71	.61	.70	.68	.70	-	.69	.60	.68	.50

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	5 1%	3 1%	* *%	1 1%
Not very important	(-1)	10 1%	5 1%	1 1%	4 2%
Neither important nor unimportant	(0)	31 4%	16 4%	4 3%	10 4%
Important	(1)	319 38%	204 45%	46 33%	69 28%
Very important	(2)	451 54%	217 48%	83 60%	151 62%
Don't know		15 2%	3 1%	4 3%	8 3%
NET Important		771 93%	422 94%	128 93%	220 90%
NET Not Important		15 2%	8 2%	1 1%	5 2%
Answered		816	446	134	236
Mean Score		1.5	1.4	1.6	1.5
Standard error		.02	.03	.05	.04
Standard deviation		.68	.68	.62	.71

Columns Tested:: a,b,c

Table 225 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	5	3	2	-	-	-	-	-	5	-	-
		1%	*%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	10	10	*	*	-	-	-	-	10	*	-
		1%	1%	*%	*%	-%	-%	-%	-%	1%	*%	-%
Neither important nor unimportant	(0)	31	25	6	*	*	-	-	-	31	*	*
		4%	4%	5%	1%	2%	-%	-%	-%	4%	1%	*%
Important	(1)	319	280	32	5	1	1	*	-	312	7	2
		38%	41%	27%	24%	45%	10%	1%	-%	39%	20%	15%
Very important	(2)	451	350	75	13	2	9	2	1	425	27	13
		54%	52%	64%	64%	54%	90%	99%	100%	53%	73%	85%
Don't know		15	11	2	2	-	*	-	-	13	2	*
		2%	2%	2%	11%	-%	*%	-%	-%	2%	6%	*%
NET Important		771	630	106	18	3	10	2	1	737	34	16
		93%	93%	92%	88%	98%	100%	100%	100%	93%	93%	99%
NET Not Important		15	13	2	*	-	-	-	-	15	*	-
		2%	2%	2%	*%	-%	-%	-%	-%	2%	*%	-%
Answered		816	668	114	19	3	10	2	1	782	34	16
Mean Score		1.5	1.4	1.6	1.7	1.5	1.9	2.0	2.0	1.5	1.8	1.8
Standard error		.02	.03	.05	.08	.20	.08	.06	-	.02	.05	.06
Standard deviation		.68	.68	.73	.50	.66	.32	.12	-	.69	.45	.38

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	5 1%	* 1%	3 1%	2 1%	4 1%	4 1%	4 1%	5 1%	3 1%	3 1%	* 1%	4 1%	- -	- -	- -	- -	- -
Not very important (-1)	10 1%	5 1%	5 1%	* 1%	5 1%	3 1%	5 1%	10 1%	1 1%	5 2%	2 2%	2 1%	1 9%	- -	* 1%	* 1%	- -
Neither important nor unimportant (0)	31 4%	14 4%	11 3%	6 4%	27 4%	27 4%	29 4%	31 4%	19 5%	16 6%	4 3%	18 3%	* 1%	* 1%	2 7%	5 23%	* 1%
Important (1)	319 38%	154 45%	126 38%	39 26%	285 41%	265 40%	291 39%	319 38%	173 43%	77 32%	33 28%	228 43%	1 11%	19 66%	3 11%	6 29%	1 17%
Very important (2)	451 54%	165 48%	185 55%	101 67%	362 52%	362 54%	403 54%	451 54%	201 50%	141 58%	70 60%	275 52%	8 67%	10 34%	25 81%	9 47%	5 81%
Don't know	15 2%	5 1%	6 2%	4 3%	11 2%	8 1%	14 2%	15 2%	4 1%	2 1%	8 7%	4 1%	2 13%	* 1%	- -	- -	- -
NET Important	771 93%	319 93%	311 93%	141 92%	647 93%	626 94%	694 93%	771 93%	374 93%	218 89%	103 88%	503 95%	10 77%	29 100%	28 92%	15 77%	7 99%
NET Not Important	15 2%	5 2%	8 2%	2 1%	9 1%	7 1%	9 1%	15 2%	4 1%	8 3%	2 2%	6 1%	1 9%	- -	* 1%	* 1%	- -
Answered	816	339	329	148	684	660	733	816	397	242	109	527	11	29	30	19	7
Mean Score	1.5	1.4	1.5	1.6	1.5	1.5	1.5	1.5	1.4	1.4	1.6	1.5	1.6	1.3	1.7	1.2	1.8
Standard error	.02	.04	.04	.04	.02	.02	.02	.02	.03	.04	.07	.03	.18	.07	.09	.12	.12
Standard deviation	.68	.65	.71	.68	.67	.66	.66	.68	.67	.80	.69	.65	.99	.48	.62	.83	.47

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 225 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	5	4	-	-	-	-	-	1	3	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	*%	4%	-%	-%	-%	-%	-%
									a						
Not very important	(-1)	10	4	*	1	-	-	*	3	-	-	*	*	-	-
		1%	1%	*%	6%	-%	-%	*%	1%	-%	-%	*%	*%	-%	-%
					a										
Neither important nor unimportant	(0)	31	17	3	2	*	*	4	20	5	-	-	2	-	*
		4%	3%	8%	11%	*%	1%	53%	4%	7%	-%	-%	22%	-%	2%
Important	(1)	319	252	19	6	5	2	1	216	22	7	15	3	3	1
		38%	43%	42%	30%	27%	17%	10%	41%	32%	39%	45%	25%	43%	10%
Very important	(2)	451	301	21	10	14	10	3	282	38	10	18	6	4	5
		54%	51%	48%	52%	73%	82%	37%	53%	56%	57%	54%	53%	57%	88%
Don't know		15	10	1	*	-	-	-	6	1	1	-	-	-	-
		2%	2%	2%	1%	-%	-%	-%	1%	1%	5%	-%	-%	-%	-%
NET Important		771	553	40	17	19	13	4	497	60	16	32	8	7	6
		93%	94%	90%	82%	100%	99%	47%	94%	88%	95%	100%	78%	100%	98%
NET Not Important		15	8	*	1	-	-	*	4	3	-	*	*	-	-
		2%	1%	*%	6%	-%	-%	*%	1%	4%	-%	*%	*%	-%	-%
Answered		816	578	43	20	19	13	8	521	67	16	32	11	7	6
Mean Score		1.5	1.5	1.4	1.3	1.7	1.8	.8	1.5	1.4	1.6	1.5	1.3	1.6	1.9
Standard error		.02	.03	.08	.13	.07	.09	.21	.03	.11	.08	.09	.16	.14	.15
Standard deviation		.68	.66	.64	.92	.46	.42	1.00	.62	.94	.51	.53	.85	.54	.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49	
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17	
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33	
Not at all important	(-2)	5 1%	2 *%	3 4%	- -%	- -%	- -%	- -%	- -%	* *%	3 2%	1 1%	* *%	- -%
Not very important	(-1)	10 1%	6 1%	4 5%	* *%	- -%	- -%	- -%	4 1%	- -%	* *%	1 2%	* *%	
Neither important nor unimportant	(0)	31 4%	22 3%	3 4%	5 15%	1 4%	- -%	- -%	* 1%	10 3%	6 4%	5 2%	5 7%	4 14%
Important	(1)	319 38%	260 40%	17 23%	10 31%	17 56%	9 54%	4 42%	2 14%	154 48%	52 38%	56 29%	23 34%	7 22%
Very important	(2)	451 54%	351 54%	47 63%	18 54%	12 39%	7 46%	6 58%	10 80%	146 46%	74 54%	125 66%	38 56%	19 57%
Don't know		15 2%	14 2%	1 1%	* *%	- -%	- -%	- -%	1 5%	7 2%	1 1%	3 1%	1 2%	2 7%
NET Important		771 93%	612 93%	64 86%	28 85%	29 96%	16 100%	11 100%	12 94%	299 94%	126 93%	181 96%	60 89%	26 79%
NET Not Important		15 2%	8 1%	7 9%	* *%	- -%	- -%	- -%	- -%	4 1%	3 2%	1 1%	2 2%	* *%
Answered		816	641	73	33	30	16	11	12	313	134	187	66	30
Mean Score		1.5	1.5	1.4	1.4	1.4	1.5	1.6	1.8	1.4	1.4	1.6	1.5	1.5
Standard error		.02	.03	.11	.11	.09	.10	.14	.09	.04	.06	.04	.06	.11
Standard deviation		.68	.64	1.05	.74	.57	.51	.52	.41	.62	.77	.59	.74	.75

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	(-2)	5	*	3	1	*	-	3	1	*	-
		1%	*%	2%	1%	1%	-%	2%	1%	*%	-%
Not very important	(-1)	10	4	-	*	1	*	2	-	1	*
		1%	1%	-%	*%	3%	*%	1%	-%	1%	*%
Neither important nor unimportant	(0)	31	10	6	3	4	4	13	4	4	2
		4%	3%	5%	2%	10%	20%	4%	3%	3%	3%
						ac					16%
Important	(1)	319	171	49	46	10	5	158	45	38	20
		38%	49%	36%	34%	22%	25%	48%	40%	27%	34%
			cd					ce			15%
Very important	(2)	451	161	77	84	27	12	153	61	94	36
		54%	46%	57%	62%	62%	54%	47%	54%	67%	61%
				a				a			16
Don't know		15	7	*	3	1	*	3	1	1	1
		2%	2%	*%	2%	3%	*%	1%	1%	1%	2%
											2
NET Important		771	332	126	130	36	18	310	106	131	56
		93%	94%	93%	95%	84%	79%	95%	94%	95%	95%
								e	e	e	e
NET Not Important		15	4	3	1	2	*	2	3	2	*
		2%	1%	2%	1%	4%	*%	1%	2%	2%	*%
											-
Answered		816	345	135	134	42	22	325	112	138	58
Mean Score		1.5	1.4	1.5	1.6	1.5	1.3	1.4	1.4	1.6	1.6
				a						a	1.5
Standard error		.02	.04	.06	.05	.08	.14	.04	.07	.05	.06
Standard deviation		.68	.61	.77	.62	.85	.82	.60	.78	.67	.57
											.13
											.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	5 1%	* 2%	3 2%	1 1%	* 1%	* 1%	1 *%	- -%	3 1%	5 1%	- -%	4 1%	- -%
Not very important	(-1)	10 1%	5 1%	* *%	* *%	5 7%	- -%	1 *%	- -%	9 3%	10 1%	- -%	5 1%	- -%
Neither important nor unimportant	(0)	31 4%	16 4%	3 2%	3 2%	9 11%	- -%	9 2%	1 4%	21 6%	26 3%	4 12%	23 3%	4 24%
Important	(1)	319 38%	184 43%	56 42%	45 32%	21 28%	12 31%	163 34%	13 47%	141 44%	312 39%	7 20%	281 41%	4 23%
Very important	(2)	451 54%	214 50%	73 54%	91 65%	41 54%	23 61%	295 62%	13 48%	140 43%	428 54%	24 65%	352 52%	10 54%
Don't know		15 2%	11 3%	* *%	1 1%	* *%	3 8%	7 1%	* 1%	8 3%	14 2%	1 2%	11 2%	- -%
NET Important		771 93%	399 93%	128 96%	136 96%	63 82%	35 91%	459 96%	26 95%	281 87%	740 93%	31 85%	633 94%	14 76%
NET Not Important		15 2%	5 1%	3 2%	1 1%	5 7%	* 1%	3 1%	- -%	12 4%	15 2%	- -%	9 1%	- -%
Answered		816	420	134	140	77	35	470	27	314	781	35	665	19
Mean Score		1.5	1.4	1.5	1.6	1.3	1.6	1.6	1.4	1.3	1.5	1.5	1.5	1.3
Standard error		.02	.03	.06	.05	.09	.08	.03	.09	.05	.02	.11	.02	.18
Standard deviation		.68	.64	.74	.62	.93	.58	.58	.58	.79	.68	.72	.66	.85

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	5	4	-	5	-	4	-	4	-	5	-
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Not very important	(-1)	10	3	-	10	*	5	-	3	*	10	*
		1%	*%	-%	1%	*%	1%	-%	*%	*%	1%	*%
Neither important nor unimportant	(0)	31	22	5	22	9	23	4	20	7	25	6
		4%	4%	13%	3%	8%	3%	30%	3%	19%	3%	5%
Important	(1)	319	255	9	282	37	279	5	255	10	279	40
		38%	40%	27%	39%	35%	41%	36%	40%	26%	39%	37%
Very important	(2)	451	341	21	393	59	358	5	340	21	390	62
		54%	54%	60%	54%	56%	53%	33%	54%	55%	54%	57%
Don't know		15	8	*	14	1	11	*	8	*	14	1
		2%	1%	*%	2%	1%	2%	*%	1%	*%	2%	1%
NET Important		771	596	30	675	96	637	10	595	31	668	102
		93%	94%	87%	93%	91%	94%	69%	95%	81%	93%	94%
NET Not Important		15	7	-	15	*	9	-	7	*	15	*
		2%	1%	-%	2%	*%	1%	-%	1%	*%	2%	*%
Answered		816	626	34	712	104	669	15	622	39	708	108
Mean Score		1.5	1.5	1.5	1.5	1.5	1.5	1.0	1.5	1.4	1.5	1.5
Standard error		.02	.03	.11	.03	.06	.02	.20	.03	.11	.03	.05
Standard deviation		.68	.65	.73	.69	.65	.66	.83	.65	.79	.69	.61

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	5 1%	* *%	4 1%	- -%	- -%	- -%	4 1%	- -%	- -%	3 1%	2 *%	- -%	- -%
Not very important (-1)	10 1%	3 1%	3 1%	1 1%	- -%	1 *%	3 1%	* *%	- -%	3 1%	8 2%	1 1%	- -%
Neither important nor unimportant (0)	31 4%	15 4%	19 3%	4 3%	- -%	16 4%	14 3%	3 3%	- -%	19 3%	15 3%	3 2%	- -%
Important (1)	319 38%	163 40%	222 40%	41 30%	* 100%	161 40%	193 39%	36 32%	* 4%	211 36%	199 41%	50 34%	2 100%
Very important (2)	451 54%	224 55%	293 53%	86 63%	- -%	219 55%	271 55%	70 62%	3 96%	333 57%	261 53%	90 61%	- -%
Don't know	15 2%	4 1%	11 2%	4 3%	- -%	4 1%	8 2%	4 3%	- -%	13 2%	6 1%	4 2%	- -%
NET Important	771 93%	387 95%	516 93%	128 94%	* 100%	380 95%	464 94%	106 94%	4 100%	544 94%	460 94%	140 94%	2 100%
NET Not Important	15 2%	3 1%	7 1%	1 1%	- -%	1 *%	7 1%	* *%	- -%	6 1%	10 2%	1 1%	- -%
Answered	816	405	542	133	*	397	484	109	4	569	485	144	2
Mean Score	1.5	1.5	1.5	1.6	1.0	1.5	1.5	1.6	2.0	1.5	1.5	1.6	1.0
Standard error	.02	.03	.03	.05	-	.03	.03	.05	.13	.03	.03	.05	-
Standard deviation	.68	.61	.67	.60	-	.59	.66	.56	.23	.64	.67	.59	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	5	4	4	5	3	1	-	4	4	4	-	-	*	1
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important	(-1)	10	5	3	10	3	2	-	7	*	3	1	-	*	2
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Neither important nor unimportant	(0)	31	25	25	31	20	22	*	25	19	13	3	2	4	3
		4%	4%	4%	4%	4%	5%	1%	4%	4%	3%	3%	2%	2%	1%
Important	(1)	319	274	252	319	214	180	6	236	161	159	36	25	73	72
		38%	41%	40%	38%	39%	38%	52%	40%	37%	37%	30%	28%	37%	38%
Very important	(2)	451	348	339	451	304	259	5	308	246	240	74	60	113	102
		54%	52%	54%	54%	55%	55%	47%	52%	56%	56%	63%	67%	57%	54%
Don't know		15	11	8	15	10	11	-	7	6	11	3	3	9	9
		2%	2%	1%	2%	2%	2%	1%	1%	1%	3%	3%	3%	4%	5%
NET Important		771	622	591	771	518	439	11	544	407	399	110	85	185	174
		93%	93%	94%	93%	94%	92%	100%	93%	93%	93%	94%	94%	93%	92%
NET Not Important		15	9	7	15	6	3	-	11	4	7	1	-	*	3
		2%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%
Answered		816	657	622	816	544	464	11	581	430	419	114	87	190	180
Mean Score		1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.4	1.5	1.5	1.6	1.7	1.6	1.5
Standard error		.02	.03	.03	.02	.03	.03	.09	.03	.03	.03	.06	a	.04	.05
Standard deviation		.68	.67	.66	.68	.65	.63	.53	.70	.67	.69	.61	.52	.56	.64

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
	Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
	Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
	Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
	Not at all important (-2)	5	-	-	-	-	5	2	5	5	5	4	5	-	-	2	*
		1%	-%	-%	-%	-%	1%	*%	1%	1%	1%	1%	1%	-%	-%	*%	*%
	Not very important (-1)	10	1	-	*	-	8	10	10	7	6	3	9	1	-	3	4
		1%	1%	-%	*%	-%	1%	2%	1%	1%	1%	1%	1%	1%	-%	*%	7%
																	a
	Neither important nor unimportant (0)	31	5	1	1	-	30	24	30	25	22	17	24	4	-	21	*
		4%	5%	3%	5%	-%	4%	5%	4%	4%	4%	4%	3%	3%	-%	3%	*%
	Important (1)	319	37	13	9	6	279	189	290	232	182	158	273	47	-	262	14
		38%	37%	36%	30%	22%	39%	36%	39%	38%	37%	37%	39%	36%	-%	39%	25%
	Very important (2)	451	55	21	19	18	381	282	393	324	271	239	377	72	-	370	34
		54%	56%	61%	65%	69%	53%	54%	53%	53%	55%	56%	54%	56%	-%	55%	64%
	Don't know	15	1	*	-	2	14	14	14	14	11	7	12	5	-	13	2
		2%	1%	*%	-%	9%	2%	3%	2%	2%	2%	2%	2%	4%	-%	2%	3%
	NET Important	771	92	34	28	24	659	470	683	556	453	397	649	119	-	632	48
		93%	93%	96%	95%	91%	92%	90%	92%	92%	91%	93%	93%	92%	-%	94%	89%
	NET Not Important	15	1	-	*	-	12	12	15	11	11	7	14	1	-	4	4
		2%	1%	-%	*%	-%	2%	2%	2%	2%	2%	2%	2%	1%	-%	1%	8%
																	a
	Answered	816	98	35	30	24	702	506	728	592	485	421	687	124	-	658	52
	Mean Score	1.5	1.5	1.6	1.6	1.8	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	-	1.5	1.5
	Standard error	.02	.06	.09	.11	.09	.03	.03	.03	.03	.03	.03	.03	.05	-	.02	.13
	Standard deviation	.68	.65	.57	.59	.44	.69	.71	.70	.70	.73	.70	.69	.62	-	.61	.88

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	5 1%	3 1%	2 *%	- -%	- -%	- -%	- -%	* *%	4 1%	* *%	1 1%	* *%	3 1%
Not very important (-1)	10 1%	7 2%	3 1%	* *%	- -%	- -%	- -%	1 1%	7 1%	2 1%	* *%	3 2%	8 1%
Neither important nor unimportant (0)	31 4%	12 3%	19 4%	8 4%	- -%	7 6%	5 3%	4 3%	15 3%	12 7%	3 2%	4 3%	24 4%
Important (1)	319 38%	131 35%	188 41%	83 38%	5 31%	48 41%	57 35%	28 23%	226 42%	61 37%	40 32%	62 38%	210 40%
Very important (2)	451 54%	219 59%	232 51%	121 56%	11 69%	61 52%	97 60%	85 71%	274 51%	91 55%	74 59%	91 57%	280 53%
Don't know	15 2%	2 1%	13 3%	4 2%	- -%	* *%	4 2%	1 1%	14 3%	* *%	8 6%	1 *%	7 1%
NET Important	771 93%	350 94%	420 92%	204 94%	16 100%	109 93%	154 94%	113 94%	500 93%	152 92%	113 91%	153 95%	491 92%
NET Not Important	15 2%	10 3%	5 1%	* *%	- -%	* *%	- -%	2 1%	11 2%	2 1%	1 1%	3 2%	11 2%
Answered	816	372	444	213	16	116	159	118	526	166	117	160	525
Mean Score	1.5	1.5	1.5	1.5	1.7	1.5	1.6	1.7	1.4	1.5	1.6	1.5	1.4
Standard error	.02	.04	.03	.04	.15	.06	.04	b	.03	.05	.06	.05	.03
Standard deviation	.68	.72	.65	.58	.48	.62	.56	.63	.69	.68	.64	.65	.71

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	5 1%	3 1%	2 *%
Not very important	(-1)	10 1%	8 3%	2 *%
Neither important nor unimportant	(0)	31 4%	17 5%	13 3%
Important	(1)	319 38%	130 40%	189 37%
Very important	(2)	451 54%	157 48%	294 58%
Don't know		15 2%	10 3%	5 1%
NET Important		771 93%	287 88%	483 96%
NET Not Important		15 2%	11 3%	3 1%
Answered		816	316	500
Mean Score		1.5	1.4	1.5
Standard error		.02	.04	.03
Standard deviation		.68	.78	.60

Columns Tested:: a,b

Table 225 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	5 1%	- -%	- -%	1 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%	* 1%
Not very important (-1)	10 1%	- -%	- -%	4 2%	5 5%	- -%	- -%	- -%	* *%	1 1%	* *%	- -%	- -%
Neither important nor unimportant (0)	31 4%	- -%	- -%	7 4%	5 4%	* *%	1 1%	* 1%	1 1%	8 9%	1 3%	8 5%	1 3%
Important (1)	319 38%	- -%	14 37%	68 40%	25 24%	2 9%	31 39%	9 36%	40 43%	36 39%	10 42%	62 42%	21 52%
Very important (2)	451 54%	- -%	24 63%	83 49%	60 59%	16 91%	48 60%	17 63%	51 55%	46 51%	14 55%	74 50%	18 45%
Don't know	15 2%	- -%	- -%	6 4%	8 8%	- -%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%
NET Important	771 93%	- -%	38 100%	151 89%	84 83%	17 100%	80 99%	26 99%	92 98%	82 90%	24 97%	136 93%	40 97%
NET Not Important	15 2%	- -%	- -%	5 3%	5 5%	- -%	- -%	- -%	* *%	1 1%	* *%	3 2%	* 1%
Answered	816	-	38	164	94	17	81	26	92	91	25	146	41
Mean Score	1.5	-	1.6	1.4	1.5	1.9	1.6	1.6	1.5	1.4	1.5	1.4	1.4
Standard error	.02	-	.07	.06	.07	.07	.06	.07	.05	.09	.07	.08	.10
Standard deviation	.68	-	.49	.75	.84	.30	.51	.51	.52	.70	.57	.76	.62

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 225 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Delivery to recipient's door**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		867	218	223	227	199	441	426
Effective base		436	111	98	113	113	209	226
Weighted Base		831	223	185	211	212	408	423
Not at all important	(-2)	5 1%	1 1%	* *%	- -%	3 1%	2 *%	3 1%
Not very important	(-1)	10 1%	5 2%	4 2%	1 1%	* *%	9 2%	1 *%
Neither important nor unimportant	(0)	31 4%	9 4%	3 2%	9 4%	10 5%	13 3%	18 4%
Important	(1)	319 38%	85 38%	55 30%	86 41%	94 44%	140 34%	179 42%
Very important	(2)	451 54%	117 52%	114 62%	114 54%	106 50%	231 57%	220 52%
Don't know		15 2%	6 3%	8 4%	1 *%	- -%	14 3%	1 *%
NET Important		771 93%	201 90%	170 92%	200 95%	200 94%	371 91%	400 94%
NET Not Important		15 2%	7 3%	4 2%	1 1%	3 1%	10 3%	4 1%
Answered		816	217	177	210	212	394	422
Mean Score		1.5	1.4	1.6	1.5	1.4	1.5	1.5
Standard error		.02	.05	.04	.04	.05	.03	.03
Standard deviation		.68	.74	.65	.61	.71	.70	.66

Columns Tested:: a,b,c,d - a,b

Table 226

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	867	170	697	614	116	47	90	253
Effective base	436	83	354	404	68	34	49	98
Weighted Base	831	141	690	797	28	5	2	34
Not at all important	(-2) 57 7%	10 7%	47 7%	55 7%	2 7%	- -%	- -%	2 5%
Not very important	(-1) 88 11%	18 13%	70 10%	87 11%	1 5%	* 1%	* 2%	1 4%
Neither important nor unimportant	(0) 144 17%	13 9%	130 19%	141 18%	2 9%	* 9%	* 6%	3 9%
Important	(1) 304 37%	30 21%	274 40%	293 37%	10 35%	2 34%	1 35%	12 35%
Very important	(2) 217 26%	54 38%	163 24%	203 26%	10 35%	3 56%	1 54%	13 39%
Don't know	21 3%	16 11%	5 1%	18 2%	3 10%	- -%	* 4%	3 8%
NET Important	521 63%	84 59%	437 63%	496 62%	19 70%	4 90%	2 88%	25 74%
NET Not Important	145 17%	29 20%	117 17%	142 18%	3 11%	* 1%	* 2%	3 9%
Answered	810	126	685	779	25	5	2	31
Mean Score	.7	.8	.6	.6	1.0	1.4	1.5	1.1
Standard error	.04	.11	.04	.05	.11	.12	.11	.07
Standard deviation	1.18	1.35	1.15	1.18	1.19	.79	1.02	1.12

Columns Tested: a,b - a,b,c,d,e

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	867	342	205	67	76	87	90	614	116	137
Effective base	436	245	128	39	51	37	49	404	68	61
Weighted Base	831	514	240	44	20	13	2	797	28	7
Not at all important	(-2) 57 7%	25 5%	26 11% aefi	4 9% efi	2 9% efi	- -%	- -%	55 7% i	2 7% i	- -%
Not very important	(-1) 88 11%	64 13% efi	18 7%	5 11% i	1 6%	* 1%	* 2%	87 11% fi	1 5%	* 1%
Neither important nor unimportant	(0) 144 17%	86 17%	50 21% dfhi	5 11%	2 8%	1 10%	* 6%	141 18% f	2 9%	1 8%
Important	(1) 304 37%	197 38%	76 32%	19 44%	7 34%	5 36%	1 35%	293 37%	10 35%	2 34%
Very important	(2) 217 26%	126 25%	66 27%	11 26%	7 36%	5 41% ag	1 54% abcdgh	203 26%	10 35%	4 55% abcdgh
Don't know	21 3%	15 3%	3 1%	- -%	1 6%	2 12% abcgi	* 4%	18 2% abcgi	3 10% abcgi	* 1%
NET Important	521 63%	324 63%	142 59%	31 70%	14 70%	10 77%	2 88% b	496 62% abcdgh	19 70%	6 89% abcdgh
NET Not Important	145 17%	89 17% efi	44 18% efi	9 20% efi	3 15% efi	* 1%	* 2%	142 18% efi	3 11% fi	* 1%
Answered	810	499	236	44	18	11	2	779	25	6
Mean Score	.7	.7	.6	.7	.9	1.3 abcdg	1.5 abcdgh	.6	1.0 bg	1.4 abcdgh
Standard error	.04	.06	.09	.15	.16	.08	.11	.05	.11	.07
Standard deviation	1.18	1.14	1.28	1.23	1.31	.76	1.02	1.18	1.19	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important (-2)	57 7%	46 7%	9 7%	2 7%	- -%	- -%	36 7%	10 9%	3 11%	* 3%	* 2%
Not very important (-1)	88 11%	73 11%	13 11%	1 5%	* 1%	* 2%	65 12%	6 5%	6 21%	1 4%	* 1%
Neither important nor unimportant (0)	144 17%	121 18%	20 16%	2 9%	* 9%	* 6%	96 17%	32 27%	2 8%	1 9%	1 3%
Important (1)	304 37%	249 37%	44 34%	10 35%	2 34%	1 35%	202 37%	55 46%	9 30%	2 14%	9 53%
Very important (2)	217 26%	161 24%	42 33%	10 35%	3 56%	1 54%	137 25%	16 14%	8 29%	11 69%	7 40%
Don't know	21 3%	18 3%	* *%	3 10%	- -%	* 4%	13 2%	- -%	* *%	* 1%	* 2%
NET Important	521 63%	410 61%	86 67%	19 70%	4 90%	2 88%	339 62%	71 60%	17 59%	13 83%	16 92%
NET Not Important	145 17%	120 18%	23 18%	3 11%	* 1%	* 2%	102 18%	16 14%	9 32%	1 7%	1 3%
Answered	810	651	128	25	5	2	537	119	29	16	17
Mean Score	.7	.6	.7	1.0	1.4	1.5	.6	.5	.5	1.4	1.3
Standard error	.04	.06	.09	.11	.12	.11	.06	.09	.19	.16	.08
Standard deviation	1.18	1.18	1.22	1.19	.79	1.02	1.18	1.07	1.41	1.05	.78

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	57 7%	5 6%	- -%	9 8%	2 4%	7 11%	8 7%	12 10%	3 5%	7 10%
Not very important	(-1)	88 11%	22 24%	4 6%	10 8%	2 4%	2 4%	12 11%	12 10%	10 16%	9 13%
Neither important nor unimportant	(0)	144 17%	11 13%	13 21%	22 19%	5 10%	8 11%	26 22%	25 22%	8 13%	14 21%
Important	(1)	304 37%	29 31%	29 45%	42 35%	23 52%	26 38%	42 36%	42 37%	25 40%	15 21%
Very important	(2)	217 26%	19 21%	17 27%	35 29%	13 30%	25 37%	23 20%	19 17%	15 24%	22 32%
Don't know		21 3%	5 5%	1 1%	2 1%	- -%	* *%	6 5%	3 3%	1 2%	1 2%
NET Important		521 63%	48 53%	45 72%	77 64%	36 81%	51 74%	65 56%	61 54%	40 64%	37 54%
NET Not Important		145 17%	27 30%	4 6%	20 16%	4 9%	10 14%	20 17%	23 21%	13 21%	16 24%
Answered		810	87	63	119	45	68	111	110	60	67
Mean Score		.7	.4	.9	.7	1.0	.9	.5	.4	.6	.5
Standard error		.04		ag		ag					
Standard deviation		1.18	1.26	.13 .86	.14 1.21	.16 .99	.17 1.26	.14 1.15	.16 1.20	.16 1.18	.18 1.36

Columns Tested: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	57 7%	16 9%	9 4%	29 8%	54 7%	4 4%	2 4%	1 3%	1 7%	
Not very important	(-1)	88 11%	14 7%	35 16%	34 10%	83 11%	5 6%	2 4%	2 7%	1 10%	
Neither important nor unimportant	(0)	144 17%	26 14%	33 15%	74 21%	132 18%	11 14%	5 12%	4 14%	3 18%	
Important	(1)	304 37%	63 35%	82 38%	126 36%	271 36%	33 40%	19 46%	10 35%	5 33%	
Very important	(2)	217 26%	60 33%	51 24%	77 22%	189 25%	28 33%	13 34%	11 37%	4 26%	
Don't know		21 3%	2 1%	7 3%	11 3%	19 3%	2 3%	- -%	1 4%	1 6%	
NET Important		521 63%	124 68%	133 62%	203 58%	460 61%	61 73%	32 80%	21 72%	9 59%	
NET Not Important		145 17%	30 16%	44 20%	63 18%	137 18%	9 11%	3 8%	3 10%	2 17%	
Answered		810	180	210	339	729	81	40	28	14	
Mean Score		.7	.8	.6	.6	.6	.9	1.0	1.0	.7	
Standard error		.04	.10	.09	.08	.05	.06	.09	.11	.12	
Standard deviation		1.18	1.25	1.14	1.19	1.19	1.07	1.00	1.09	1.25	

Columns Tested:: a,b,c,d,e,f,g,h

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	867	33	52	7	59	57	257	35	34	388
Effective base	436	20	22	5	27	26	142	16	11	204
Weighted Base	831	44	58	10	69	65	224	30	14	381
Not at all important	(-2) 57 7%	- -%	5 8%	- -%	5 7%	3 5%	22 10%	6 21% ai	2 14%	19 5%
Not very important	(-1) 88 11%	2 5%	11 18%	- -%	11 16%	6 9%	28 13%	3 10%	2 15%	35 9%
Neither important nor unimportant	(0) 144 17%	3 6%	14 24%	- -%	14 20%	13 20%	34 15%	7 22%	1 6%	72 19%
Important	(1) 304 37%	23 51% bd	9 15%	7 66%	15 22%	29 46% b	70 31%	11 36%	7 47%	150 39% b
Very important	(2) 217 26%	16 36%	19 33%	3 34%	23 33%	12 19%	65 29%	3 11%	3 18%	91 24%
Don't know	21 3%	1 1%	1 2%	- -%	1 1%	1 1%	4 2%	- -%	- -%	14 4%
NET Important	521 63%	38 87% bdfgi	28 48%	10 100%	38 56%	42 65%	135 60%	14 47%	9 65%	241 63%
NET Not Important	145 17%	2 5%	16 27%	- -%	16 23%	9 14%	51 23% i	9 31%	4 29%	54 14%
Answered	810	44	58	10	68	64	220	30	14	367
Mean Score	.7	1.2 fg	.5	1.3	.6	.7	.6	.1	.4	.7 g
Standard error	.04	.14	.19	.19	.17	.14	.08	.23	.23	.06
Standard deviation	1.18	.79	1.35	.50	1.30	1.05	1.31	1.34	1.36	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	57 7%	8 4%	22 10%	27 6%	53 8%	4 3%	- -%	56 7%	1 3%	57 7%	- -%
Not very important (-1)	88 11%	19 11%	28 13%	41 9%	75 11%	14 10%	- -%	85 11%	3 8%	88 11%	- -%
Neither important nor unimportant (0)	144 17%	30 17%	34 15%	80 19%	107 16%	37 26%	- -%	139 18%	4 10%	144 17%	- -%
Important (1)	304 37%	67 38%	70 31%	167 39%	255 37%	50 35%	- -%	287 36%	17 42%	300 36%	5 57%
Very important (2)	217 26%	51 29%	65 29%	100 23%	181 26%	36 25%	- -%	202 26%	14 35%	214 26%	3 37%
Don't know	21 3%	2 1%	4 2%	15 3%	18 3%	3 2%	- -%	21 3%	* 1%	21 3%	* 6%
NET Important	521 63%	119 67%	135 60%	268 62%	436 63%	85 60%	- -%	490 62%	31 77%	513 62%	8 94%
NET Not Important	145 17%	27 15%	51 23%	68 16%	128 19%	18 12%	- -%	141 18%	5 11%	145 18%	- -%
Answered	810	175	220	415	670	140	-	770	40	802	8
Mean Score	.7	.8	.6	.7	.7	.7	-	.6	1.0	.7	1.4
Standard error	.04	.09	.08	.05	.05	.09	-	.04	.11	.04	.14
Standard deviation	1.18	1.12	1.31	1.14	1.21	1.04	-	1.19	1.05	1.19	.52

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	57 7%	36 8%	3 2%	18 7%
Not very important	(-1)	88 11%	58 13%	16 11%	14 6%
			c		
Neither important nor unimportant	(0)	144 17%	85 19%	18 13%	41 17%
Important	(1)	304 37%	173 38%	48 35%	83 34%
Very important	(2)	217 26%	89 20%	47 34%	81 33%
			a	a	a
Don't know		21 3%	9 2%	6 4%	7 3%
NET Important		521 63%	262 58%	95 69%	164 67%
NET Not Important		145 17%	94 21%	19 14%	32 13%
Answered		810	441	132	237
Mean Score		.7	.5	.9	.8
			a	a	a
Standard error		.04	.06	.08	.07
Standard deviation		1.18	1.19	1.08	1.19

Columns Tested: a,b,c

Table 226 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	57	46	11	*	-	-	-	-	57	*	-
		7%	7%	9%	2%	-%	-%	-%	-%	7%	1%	-%
Not very important	(-1)	88	81	7	*	-	-	-	-	88	*	-
		11%	12%	6%	1%	-%	-%	-%	-%	11%	1%	-%
Neither important nor unimportant	(0)	144	123	19	*	-	*	2	-	142	2	2
		17%	18%	16%	*%	-%	*%	97%	-%	18%	6%	13%
Important	(1)	304	267	31	2	*	5	-	-	297	7	5
		37%	39%	26%	9%	4%	49%	-%	-%	83%	37%	19%
			b									
Very important	(2)	217	146	47	16	3	4	*	1	193	24	8
		26%	21%	40%	77%	96%	41%	3%	100%	17%	24%	65%
			ai		abi						ai	a
Don't know		21	16	2	2	-	1	-	-	18	3	1
		3%	2%	2%	11%	-%	10%	-%	-%	2%	9%	6%
NET Important		521	413	77	18	3	9	*	1	490	31	13
		63%	61%	67%	86%	100%	90%	3%	100%	100%	62%	84%
											ai	
NET Not Important		145	127	18	1	-	-	-	-	145	1	-
		17%	19%	15%	3%	-%	-%	-%	-%	18%	2%	-%
			j									
Answered	810	663	114	19	3	9	2	1	*	777	33	15
Mean Score	.7	.6	.8	1.8	2.0	1.5	.1	2.0	1.2	.6	1.6	1.4
				abi							abi	ai
Standard error	.04	.05	.10	.12	.08	.13	.24	-	-	.04	.09	.12
Standard deviation	1.18	1.16	1.29	.72	.25	.53	.49	-	-	1.18	.75	.74

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	57 7%	22 6%	24 7%	11 7%	43 6%	41 6%	46 6%	57 7%	23 6%	8 3%	9 7%	32 6%	2 12%	3 9%	2 5%	- -%	- -%
Not very important (-1)	88 11%	44 13%	38 11%	7 5%	80 12%	75 11%	82 11%	88 11%	31 8%	17 7%	9 7%	71 13%	2 16%	* *%	* 1%	- -%	- -%
Neither important nor unimportant (0)	144 17%	63 18%	60 18%	21 14%	121 17%	117 18%	125 17%	144 17%	74 18%	34 14%	12 10%	104 20%	2 13%	2 5%	* *%	6 31%	- -%
Important (1)	304 37%	137 40%	129 39%	37 25%	259 37%	255 38%	281 38%	304 37%	167 42%	98 40%	45 38%	207 39%	4 33%	13 43%	7 24%	4 19%	1 17%
Very important (2)	217 26%	69 20%	77 23%	71 46% ab	175 25%	165 25%	192 26%	217 26%	102 25%	83 34% b	36 31% b	105 20% b	2 17% b	12 42% b	21 70% abc	10 49% b	6 83%
Don't know	21 3%	8 2%	8 2%	5 3%	17 2%	16 2%	21 3%	21 3%	5 1%	3 1%	8 6%	12 2%	1 8%	* *%	- -%	- -%	- -%
NET Important	521 63%	206 60%	207 62%	108 71%	434 62%	420 63%	473 63%	521 63%	268 67%	181 74% abcd	81 69%	313 59%	6 50%	24 85% bc	28 94% abc	13 69%	7 100%
NET Not Important	145 17%	66 19%	61 18%	18 12%	123 18% f	115 17%	128 17%	145 17%	53 13%	25 10%	17 15%	103 19%	4 29% f	3 9%	2 6%	- -%	- -%
Answered	810	335	328	147	678	652	726	810	396	241	110	519	12	29	30	19	7
Mean Score	.7	.6	.6	1.0 ab	.7	.7	.7	.7	.7	1.0 abcd	.8	.5	.3	1.1	1.5 abc	1.2	1.8
Standard error	.04	.07	.06	.08	.04	.04	.04	.04	.05	.06	.12	.05	.24	.16	.15	.13	.10
Standard deviation	1.18	1.15	1.17	1.23	1.17	1.16	1.17	1.18	1.10	1.04	1.20	1.14	1.38	1.16	.98	.90	.40

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	57	37	3	2	2	*	-	35	-	5	*	-	-	-
		7%	6%	6%	9%	10%	1%	-%	7%	-%	28%	1%	-%	-%	-%
											ab				
Not very important	(-1)	88	76	4	*	*	-	-	70	5	-	*	-	-	-
		11%	13%	9%	1%	*%	-%	-%	13%	7%	-%	1%	-%	-%	-%
Neither important nor unimportant	(0)	144	104	10	2	*	*	4	100	14	1	*	*	2	-
		17%	18%	24%	9%	1%	*%	53%	19%	21%	6%	*%	1%	25%	-%
Important	(1)	304	228	18	7	1	4	1	208	25	3	12	4	2	1
		37%	39%	41%	34%	4%	32%	14%	39%	37%	17%	36%	38%	35%	18%
			d	d											
Very important	(2)	217	129	8	9	16	8	3	99	24	8	20	6	3	5
		26%	22%	18%	45%	85%	67%	33%	19%	35%	48%	62%	61%	40%	82%
				a	a	abc				a	a	a			
Don't know		21	16	1	*	-	-	-	15	1	*	-	-	-	-
		3%	3%	2%	1%	-%	-%	-%	3%	1%	*%	-%	-%	-%	-%
NET Important		521	356	26	16	17	12	4	307	49	11	32	11	5	6
		63%	61%	59%	80%	89%	99%	47%	58%	71%	65%	98%	99%	75%	100%
											abc				
NET Not Important		145	112	7	2	2	*	-	105	5	5	1	-	-	-
		17%	19%	15%	10%	10%	1%	-%	20%	7%	28%	2%	-%	-%	-%
Answered		810	573	43	20	19	13	8	512	67	17	32	11	7	6
Mean Score		.7	.6	.6	1.1	1.5	1.6	.8	.5	1.0	.6	1.6	1.6	1.1	1.8
					ab					a		ab			
Standard error		.04	.05	.14	.18	.19	.13	.20	.05	.10	.26	.11	.10	.22	.15
Standard deviation		1.18	1.16	1.09	1.23	1.24	.64	.97	1.15	.92	1.76	.67	.53	.86	.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49	
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17	
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33	
Not at all important	(-2)	57 7%	50 8%	3 4%	3 9%	- -	* 2%	- -	- -	13 4%	10 7%	16 9%	7 11%	- -
Not very important	(-1)	88 11%	78 12%	7 10%	3 8%	* 2%	- -	- -	48 15%	16 12%	13 7%	3 4%	2 5%	
Neither important nor unimportant	(0)	144 17%	121 19%	6 8%	9 27%	1 2%	4 24%	1 9%	2 16%	62 19%	15 11%	32 17%	10 15%	6 19%
Important	(1)	304 37%	249 38%	29 39%	6 19%	12 38%	1 9%	5 52%	2 17%	136 42%	51 38%	69 36%	16 24%	9 27%
Very important	(2)	217 26%	138 21%	28 38%	12 36%	18 58%	9 58%	4 40%	9 67%	55 17%	42 31%	54 29%	28 41%	14 42%
Don't know		21 3%	19 3%	1 1%	* *%	- -	1 6%	- -	- -	7 2%	1 1%	4 2%	4 5%	2 7%
NET Important		521 63%	386 59%	56 76%	18 55%	29 96%	11 67%	10 91%	11 84%	190 60%	93 69%	123 65%	44 65%	22 69%
NET Not Important		145 17%	128 20%	11 14%	6 18%	* 2%	* 2%	- -	- -	60 19%	26 19%	30 16%	10 15%	2 5%
Answered		810	636	73	33	30	15	11	13	312	134	185	64	30
Mean Score		.7	.5	1.0	.6	1.5	1.3	1.3	1.5	.6	.7	.7	.9	1.1
Standard error		.04	.05	.12	.19	.10	.20	.18	.17	.07	.10	.09	.12	.14
Standard deviation		1.18	1.18	1.13	1.32	.64	1.05	.66	.79	1.07	1.23	1.22	1.33	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	(-2) 57 7%	13 4%	10 7%	18 13%	3 7%	- -%	22 7%	5 4%	7 5%	7 12%	- -%
Not very important	(-1) 88 11%	53 15%	14 10%	11 8%	* *%	2 7%	46 14%	13 12%	11 8%	3 5%	1 5%
Neither important nor unimportant	(0) 144 17%	68 19%	21 16%	21 16%	5 12%	6 26%	65 20%	14 13%	25 18%	7 12%	5 19%
Important	(1) 304 37%	148 42%	47 35%	45 33%	10 24%	5 21%	142 43%	44 39%	46 33%	14 24%	8 28%
Very important	(2) 217 26%	64 18%	42 31%	37 27%	22 51%	10 46%	45 14%	35 31%	47 34%	26 45%	10 39%
Don't know	21 3%	7 2%	1 1%	4 3%	3 6%	* *%	7 2%	1 1%	3 2%	2 3%	2 9%
NET Important	521 63%	212 60%	89 66%	82 60%	33 75%	15 67%	188 57%	80 71%	93 67%	40 68%	18 67%
NET Not Important	145 17%	66 19%	24 17%	29 21%	3 7%	2 7%	68 21%	18 16%	18 13%	10 17%	1 5%
Answered	810	345	134	132	41	22	321	112	136	57	25
Mean Score	.7	.6	.7	.5	1.2	1.1	.4	.8	.8	.9	1.1
Standard error	.04	.06	.10	.11	ac	.11	.07	a	a	.14	a
Standard deviation	1.18	1.07	1.21	1.35	1.14	1.02	1.11	1.14	1.14	1.39	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	57 7%	30 7%	5 3%	16 11%	6 8%	* 1%	29 6%	1 5%	26 8%	57 7%	* 1%	43 6%	- -%
Not very important	(-1)	88 11%	58 13%	12 9%	15 11%	1 2%	2 4%	47 10%	5 18%	37 11%	88 11%	* 1%	80 12%	* 2%
Neither important nor unimportant	(0)	144 17%	77 18%	30 23%	16 11%	13 17%	2 5%	74 16%	4 15%	65 20%	132 17%	12 32%	113 17%	8 43%
Important	(1)	304 37%	178 41%	48 36%	48 34%	16 20%	14 37%	168 35%	10 36%	124 39%	297 37%	8 21%	253 37%	6 32%
Very important	(2)	217 26%	77 18%	37 28%	44 31%	39 51%	17 45%	149 31%	7 26%	59 18%	201 25%	15 42%	171 25%	4 23%
Don't know		21 3%	12 3%	2 1%	2 1%	1 1%	3 8%	9 2%	* 1%	11 3%	20 3%	1 2%	17 3%	- -%
NET Important		521 63%	254 59%	85 64%	92 66%	55 72%	31 82%	318 67%	17 62%	183 57%	498 63%	23 64%	423 63%	10 55%
NET Not Important		145 17%	88 20%	16 12%	31 22%	8 10%	2 5%	76 16%	6 23%	63 20%	145 18%	1 2%	123 18%	* 2%
Answered		810	419	132	139	76	35	468	27	312	775	35	659	19
Mean Score		.7	.5	.8	.6	1.1	1.3	.8	.6	.5	.6	1.1	.6	.8
Standard error		.04	.06	.09	.10	.12	.12	.05	.19	.07	.04	.15	.04	.18
Standard deviation		1.18	1.15	1.07	1.33	1.23	.85	1.18	1.22	1.17	1.19	.97	1.18	.84

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	57 7%	40 6%	* 1%	53 7%	4 4%	43 6%	- -%	40 6%	* 1%	53 7%	4 4%
Not very important	(-1)	88 11%	75 12%	- -%	86 12%	3 3%	80 12%	- -%	75 12%	- -%	87 12%	2 2%
Neither important nor unimportant	(0)	144 17%	109 17%	8 23%	119 16%	24 23%	114 17%	6 45%	104 16%	13 34%	121 17%	23 21%
Important	(1)	304 37%	239 38%	16 46%	266 37%	39 37%	254 37%	5 33%	244 39%	11 29%	265 37%	39 36%
Very important	(2)	217 26%	155 24%	10 30%	182 25%	35 33%	172 25%	3 23%	151 24%	14 35%	177 24%	40 37%
Don't know		21 3%	16 3%	- -%	20 3%	1 1%	17 3%	- -%	16 3%	- -%	20 3%	1 1%
NET Important		521 63%	394 62%	26 75%	447 62%	74 70%	426 63%	8 55%	395 63%	25 65%	442 61%	79 73%
NET Not Important		145 17%	115 18%	* 1%	139 19%	6 6%	123 18%	- -%	115 18%	* 1%	139 19%	6 6%
Answered		810	618	34	706	104	663	15	613	39	702	108
Mean Score		.7	.6	1.0	.6	.9	.6	.8	.6	1.0	.6	1.0
Standard error		.04	.05	.12	.05	.09	.04	.19	.05	.12	.05	.09
Standard deviation		1.18	1.17	.82	1.20	1.00	1.17	.82	1.17	.91	1.20	1.01

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	57 7%	22 5%	35 6%	10 7%	- -%	13 3%	35 7%	6 5%	- -%	33 6%	38 8%	10 7%	- -%
Not very important (-1)	88 11%	49 12%	68 12%	21 16%	* 100%	41 10%	69 14%	15 13%	* 4%	61 10%	56 11%	22 15%	2 100%
Neither important nor unimportant (0)	144 17%	58 14%	95 17%	20 15%	- -%	57 14%	85 17%	18 16%	- -%	88 15%	81 17%	27 18%	- -%
Important (1)	304 37%	161 39%	199 36%	36 26%	- -%	172 43%	173 35%	29 25%	- -%	226 39%	175 36%	36 24%	- -%
Very important (2)	217 26%	112 27%	141 25%	44 32%	- -%	110 27%	115 23%	40 36%	3 96%	163 28%	127 26%	49 33%	- -%
Don't know	21 3%	7 2%	15 3%	5 4%	- -%	7 2%	15 3%	5 4%	- -%	13 2%	14 3%	5 4%	- -%
NET Important	521 63%	273 67%	340 61%	80 58%	- -%	283 70%	288 59%	69 61%	3 96%	388 67%	302 61%	85 57%	- -%
NET Not Important	145 17%	71 17%	103 19%	31 23%	* 100%	55 14%	104 21%	21 19%	* 4%	93 16%	94 19%	31 21%	2 100%
Answered Mean Score	810 .7	401 .7	538 .6	131 .6	* -1.0	394 .8	477 .6	108 .8	4 1.9	569 .7	477 .6	143 .6	2 -1.0
Standard error	.04	.05	.05	.10	-	.05	.05	.11	.40	.05	.05	.10	-
Standard deviation	1.18	1.15	1.18	1.30	-	1.06	1.21	1.25	.70	1.15	1.22	1.28	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	57	43	40	57	40	27	*	44	26	22	8	10	11	11
		7%	6%	6%	7%	7%	6%	3%	7%	6%	5%	7%	11%	6%	6%
Not very important	(-1)	88	78	74	88	61	56	-	64	54	43	14	14	28	36
		11%	12%	12%	11%	11%	12%	-%	11%	12%	10%	12%	16%	14%	19%
Neither important nor unimportant	(0)	144	115	111	144	92	83	*	104	79	67	18	14	21	17
		17%	17%	18%	17%	17%	17%	*%	18%	18%	16%	15%	15%	11%	9%
Important	(1)	304	254	237	304	206	185	5	218	158	163	38	27	75	74
		37%	38%	38%	37%	37%	39%	49%	37%	36%	38%	32%	30%	38%	39%
Very important	(2)	217	161	152	217	140	110	5	144	110	124	35	21	52	40
		26%	24%	24%	26%	25%	23%	47%	25%	25%	29%	30%	23%	26%	21%
Don't know		21	17	16	21	15	15	-	14	8	13	5	5	10	11
		3%	3%	3%	3%	3%	3%	-%	2%	2%	3%	4%	6%	5%	6%
NET Important		521	415	389	521	346	295	11	362	268	287	73	48	127	114
		63%	62%	62%	63%	62%	62%	96%	62%	62%	67%	62%	53%	64%	60%
								ab							
NET Not Important		145	121	115	145	101	83	*	108	81	64	22	24	39	47
		17%	18%	18%	17%	18%	17%	3%	18%	18%	15%	19%	26%	20%	25%
Answered		810	651	614	810	539	460	11	574	428	418	112	85	188	178
Mean Score		.7	.6	.6	.7	.6	.6	1.4	.6	.6	.8	.7	.4	.7	.5
								ab							
Standard error		.04	.04	.05	.04	.05	.05	.14	.05	.05	.05	.12	.15	.08	.09
Standard deviation		1.18	1.17	1.17	1.18	1.19	1.14	.84	1.19	1.17	1.13	1.23	1.33	1.20	1.21

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45	
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27	
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54	
Not at all important	(-2)	57	8	2	4	*	46	33	48	35	30	16	45	8	-	45	9
		7%	8%	4%	12%	1%	6%	6%	6%	6%	6%	4%	6%	7%	-%	7%	17%
																	a
Not very important	(-1)	88	11	5	6	3	74	58	76	70	51	50	79	18	-	72	4
		11%	11%	13%	20%	11%	10%	11%	10%	12%	10%	12%	11%	14%	-%	11%	8%
Neither important nor unimportant	(0)	144	15	*	2	7	117	93	125	105	78	66	117	17	-	104	2
		17%	16%	1%	6%	27%	16%	18%	17%	17%	16%	15%	17%	13%	-%	15%	4%
Important	(1)	304	31	16	7	5	269	175	279	206	173	175	245	39	-	258	14
		37%	32%	45%	25%	19%	38%	34%	38%	34%	35%	41%	35%	30%	-%	38%	26%
Very important	(2)	217	32	13	11	9	189	140	193	169	144	111	191	36	-	176	21
		26%	32%	37%	38%	33%	26%	27%	26%	28%	29%	26%	27%	28%	-%	26%	39%
Don't know		21	1	-	-	2	21	20	21	21	21	10	21	9	-	17	3
		3%	1%	-%	-%	9%	3%	4%	3%	4%	4%	2%	3%	7%	-%	3%	6%
NET Important		521	63	29	19	14	457	316	472	374	317	286	437	75	-	433	35
		63%	64%	82%	63%	52%	64%	61%	64%	62%	64%	67%	62%	59%	-%	65%	65%
NET Not Important		145	19	6	10	3	120	91	123	105	81	65	124	27	-	117	14
		17%	19%	17%	32%	12%	17%	18%	17%	17%	16%	15%	18%	21%	-%	17%	25%
Answered		810	97	35	30	24	694	500	721	584	475	417	678	119	-	654	50
Mean Score		.7	.7	1.0	.6	.8	.7	.7	.7	.7	.7	.8	.7	.6	-	.7	.7
Standard error		.04	.12	.18	.27	.24	.04	.05	.04	.05	.05	.05	.04	.11	-	.04	.24
Standard deviation		1.18	1.26	1.15	1.48	1.13	1.17	1.19	1.17	1.18	1.18	1.09	1.19	1.26	-	1.18	1.54

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	57 7%	23 6%	34 7%	11 5%	- -%	4 3%	11 7%	8 6%	34 6%	15 9%	4 3%	10 6%	43 8%
Not very important (-1)	88 11%	43 12%	45 10%	17 8%	6 36%	11 10%	13 8%	12 10%	66 12%	10 6%	21 17%	14 9%	53 10%
Neither important nor unimportant (0)	144 17%	54 14%	90 20%	32 15%	4 24%	22 19%	27 17%	10 9%	91 17%	43 26%	17 14%	14 9%	109 20%
Important (1)	304 37%	143 38%	162 35%	92 42%	1 6%	51 44%	57 35%	31 26%	206 38%	64 38%	35 28%	77 48%	185 35%
Very important (2)	217 26%	109 29%	108 24%	61 28%	5 34%	28 24%	49 30%	56 47%	124 23%	35 21%	41 33%	46 29%	128 24%
Don't know	21 3%	2 *%	19 4%	4 2%	- -%	- -%	5 3%	2 1%	20 4%	* *%	7 6%	- -%	14 3%
NET Important	521 63%	252 67%	269 59%	153 71%	6 40%	79 68%	107 65%	88 73%	329 61%	98 59%	75 60%	123 77%	313 59%
NET Not Important	145 17%	67 18%	79 17%	28 13%	6 36%	15 13%	24 15%	20 17%	100 19%	25 15%	25 20%	23 15%	97 18%
Answered	810	372	438	213	16	116	158	118	520	166	117	161	518
Mean Score	.7	.7	.6	.8	.4	.8	.8	1.0	.6	.6	.7	.9	.6
Standard error	.04	.06	.05	.07	.42	.10	.09	.11	.05	.09	.11	.09	.05
Standard deviation	1.18	1.18	1.18	1.09	1.32	1.04	1.18	1.26	1.17	1.16	1.21	1.11	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	57 7%	15 5%	42 8%
Not very important	(-1)	88 11%	25 8%	63 12%
Neither important nor unimportant	(0)	144 17%	50 15%	93 18%
Important	(1)	304 37%	131 40%	173 34%
Very important	(2)	217 26%	91 28%	126 25%
Don't know		21 3%	13 4%	8 2%
NET Important		521 63%	222 68%	299 59%
NET Not Important		145 17%	41 12%	105 21%
			a	
Answered		810	313	497
Mean Score		.7	.8	.6
			b	
Standard error		.04	.06	.06
Standard deviation		1.18	1.09	1.23

Columns Tested:: a,b

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	57 7%	- -%	3 7%	7 4%	7 6%	* 1%	7 8%	1 2%	10 10%	7 8%	3 12%	7 5%	7 18% ck
Not very important (-1)	88 11%	- -%	1 2%	31 18% k	9 9%	* 2%	13 16%	* 1%	9 10%	12 13%	1 6%	10 7%	3 6%
Neither important nor unimportant (0)	144 17%	- -%	4 10%	25 14%	20 19%	1 7%	8 10%	5 19%	19 20%	18 20%	3 12%	34 23%	7 17%
Important (1)	304 37%	- -%	21 55% d	60 35%	27 26%	5 27%	40 50% d	11 41%	32 34%	30 33%	9 34%	52 36%	18 43%
Very important (2)	217 26%	- -%	10 27%	40 24%	31 31%	11 62%	12 15%	10 36%	23 25%	24 26%	8 34%	41 28%	6 15%
Don't know	21 3%	- -%	* *%	7 4%	9 9%	- -%	2 2%	* *%	* *%	* *%	1 3%	2 1%	- -%
NET Important	521 63%	- -%	31 81%	100 59%	58 57%	15 89%	52 64%	21 78%	55 59%	54 59%	17 68%	94 64%	24 59%
NET Not Important	145 17%	- -%	3 8%	38 22% g	15 15%	1 3%	19 24% g	1 3%	19 20%	19 21%	4 18%	16 11%	10 24% g
Answered	810	-	38	163	93	17	79	26	93	91	24	144	41
Mean Score	.7	-	.9	.6	.7	1.5	.5	1.1 fl	.5	.6	.8	.8	.3
Standard error	.04	-	.15	.10	.11	.19	.14	.13	.12	.15	.16	.11	.21
Standard deviation	1.18	-	1.04	1.18	1.22	.85	1.18	.90	1.26	1.23	1.34	1.08	1.32

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 226 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Daily collection service**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2) 57 7%	13 6%	10 6%	17 8%	17 8%	23 6%	34 8%
Not very important	(-1) 88 11%	34 15%	19 10%	21 10%	14 7%	53 13%	35 8%
Neither important nor unimportant	(0) 144 17%	d 28 13%	29 16%	42 20%	44 21%	57 14%	86 20%
Important	(1) 304 37%	84 38%	68 37%	73 35%	79 37%	153 37%	152 36%
Very important	(2) 217 26%	57 25%	47 26%	57 27%	56 26%	104 26%	112 27%
Don't know	21 3%	7 3%	10 6%	1 *	3 1%	18 4%	4 1%
NET Important	521 63%	141 63%	116 63%	130 61%	135 63%	257 63%	264 62%
NET Not Important	145 17%	47 21%	30 16%	38 18%	31 14%	76 19%	69 16%
Answered	810	216	174	210	210	390	420
Mean Score	.7	.6	.7	.6	.7	.7	.7
Standard error	.04	.08	.08	.08	.08	.06	.06
Standard deviation	1.18	1.19	1.16	1.21	1.17	1.18	1.19

Columns Tested:: a,b,c,d - a,b

Table 227

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Method		Business Size 1				
			CATI	CAWI	0-9	10-49	50-99	100-249	10+
			a	b	a	b	c	d	e
Significance Level: 95%									
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	56 7%	6 4%	51 7%	55 7%	1 3%	- -%	* 8%	1 3%
Not very important	(-1)	61 7%	12 8%	49 7%	59 7%	2 6%	* 1%	* 5%	2 6%
Neither important nor unimportant	(0)	187 22%	18 13%	168 24%	180 23%	5 20%	1 11%	* 12%	6 18%
Important	(1)	321 39%	37 26%	283 41%	308 39%	10 37%	2 35%	1 47%	13 38%
Very important	(2)	194 23%	60 43%	134 19%	184 23%	7 26%	2 53%	* 25%	10 30%
Don't know		14 2%	8 6%	5 1%	11 1%	2 8%	- -%	* 3%	2 6%
NET Important		514 62%	97 69%	417 60%	491 62%	18 64%	4 88%	1 72%	23 67%
NET Not Important		117 14%	17 12%	99 14%	114 14%	2 9%	* 1%	* 13%	3 8%
Answered		818	133	685	786	25	5	2	32
Mean Score		.7	1.0	.6	.6	.9	1.4	.8	.9
Standard error		.04	b	.04	.05	.10	abe	.18	a
Standard deviation		1.12	1.15	1.10	1.13	1.02	.82	1.63	1.01

Columns Tested:: a,b - a,b,c,d,e

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	56 7%	24 5%	29 12% ae hi	2 5%	1 3%	* 1%	* 8%	55 7%	1 3%	* 2%
Not very important	(-1)	61 7%	33 6%	21 9%	4 10%	2 8%	* 2%	* 5%	59 7%	2 6%	* 2%
Neither important nor unimportant	(0)	187 22%	119 23%	52 22%	9 20%	4 21%	2 14%	* 12%	180 23%	5 20%	1 12%
Important	(1)	321 39%	209 41%	84 35%	15 34%	8 40%	4 32%	1 47%	308 39%	10 37%	3 38%
Very important	(2)	194 23%	119 23%	51 21%	14 31%	5 24%	5 40%	* 25%	184 23%	7 26%	3 44%
Don't know		14 2%	9 2%	2 1%	- -%	1 3%	2 12%	* 3%	11 1%	2 8%	* 1%
NET Important		514 62%	328 64%	135 56%	28 65%	13 64%	9 71%	1 72%	491 62%	18 64%	5 83%
NET Not Important		117 14%	57 11%	50 21% ae hi	7 15% e	2 11%	* 2%	* 13%	114 14% ei	2 9%	* 5%
Answered		818	504	237	44	19	11	2	786	25	6
Mean Score		.7	.7	.5	.8	.8	1.2	.8	.6	.9	1.2
Standard error		.04	.06	.09	.14	.12	.10	.18	.05	.10	.08
Standard deviation		1.12	1.04	1.26	1.17	1.05	.89	1.63	1.13	1.02	.98

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important (-2)	56 7%	47 7%	9 7%	1 3%	- -%	* 8%	45 8%	5 4%	2 6%	1 6%	* 1%
Not very important (-1)	61 7%	48 7%	11 8%	2 6%	* 1%	* 5%	33 6%	10 9%	7 25%	* 1%	* 1%
Neither important nor unimportant (0)	187 22%	153 23%	28 22%	5 20%	1 11%	* 12%	128 23%	36 30%	4 15%	1 4%	6 32%
Important (1)	321 39%	258 39%	49 39%	10 37%	2 35%	1 47%	223 41%	43 37%	10 36%	5 35%	6 37%
Very important (2)	194 23%	152 23%	32 25%	7 26%	2 53%	* 25%	115 21%	24 20%	5 18%	9 55%	4 25%
Don't know	14 2%	11 2%	- -%	2 8%	- -%	* 3%	7 1%	- -%	- -%	- -%	1 4%
NET Important	514 62%	410 61%	81 63%	18 64%	4 88%	1 72%	338 61%	68 57%	16 54%	14 90%	11 62%
NET Not Important	117 14%	95 14%	19 15%	2 9%	* 1%	* 13%	78 14%	15 13%	9 31%	1 6%	* 2%
Answered	818	657	128	25	5	2	543	119	29	16	16
Mean Score	.7	.6	.7	.9	1.4	.8	.6	.6	.4	1.3	.9
Standard error	.04	.05	.08	.10	.12	.18	.06	.09	.17	.15	.09
Standard deviation	1.12	1.13	1.14	1.02	.82	1.63	1.13	1.03	1.22	1.03	.89

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	60	46	77	40	56	70	60	54	61	
Effective base	436	43	34	50	26	42	51	46	37	43	
Weighted Base	831	92	63	120	45	68	117	113	61	68	
Not at all important	(-2)	56	13	-	10	1	5	5	3	6	11
		7%	15%	-%	8%	1%	8%	4%	2%	10%	16%
			bg								bg
Not very important	(-1)	61	7	9	2	2	21	8	*	6	
		7%	7%	13%	2%	5%	3%	18%	7%	1%	9%
			ch				ceh				
Neither important nor unimportant	(0)	187	21	8	32	12	15	30	25	9	18
		22%	23%	13%	27%	27%	23%	26%	22%	15%	26%
Important	(1)	321	33	26	51	22	24	39	41	28	20
		39%	35%	41%	42%	49%	36%	33%	36%	46%	30%
Very important	(2)	194	13	20	25	8	19	19	35	17	12
		23%	14%	31%	21%	17%	28%	16%	31%	27%	18%
Don't know		14	5	1	-	-	2	3	2	*	*
		2%	5%	1%	-%	-%	3%	2%	2%	1%	*%
NET Important		514	46	46	76	30	44	58	76	45	33
		62%	50%	72%	63%	66%	64%	49%	67%	73%	48%
			fi							afi	
NET Not Important		117	20	9	12	3	7	26	10	7	17
		14%	22%	13%	10%	6%	11%	22%	9%	11%	25%
											cdg
Answered		818	87	63	120	45	66	114	111	61	68
Mean Score		.7	.3	.9	.7	.8	.8	.4	.9	.8	.2
			afi					afi			
Standard error		.04	.17	.15	.12	.13	.16	.13	.13	.16	.17
Standard deviation		1.12	1.27	1.00	1.08	.85	1.15	1.10	1.02	1.17	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%			a	b	c	d	e	f	g	h	
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	56 7%	17 9%	20 9%	17 5%	54 7%	2 2%	1 3%	* 1%	* 3%	
Not very important	(-1)	61 7%	10 6%	16 7%	31 9%	57 8%	3 4%	1 3%	1 3%	2 10%	
Neither important nor unimportant	(0)	187 22%	45 25%	39 18%	88 25%	172 23%	15 18%	8 21%	3 12%	3 21%	
Important	(1)	321 39%	67 37%	86 40%	131 37%	284 38%	37 44%	18 46%	13 45%	5 35%	
Very important	(2)	194 23%	39 22%	50 23%	79 23%	168 22%	26 31%	11 27%	11 38%	4 24%	
Don't know		14 2%	2 1%	6 3%	4 1%	13 2%	1 1%	- -%	* 1%	1 6%	
NET Important		514 62%	106 59%	136 63%	210 60%	452 60%	62 74%	29 73%	24 83%	9 59%	
NET Not Important		117 14%	27 15%	35 16%	49 14%	111 15%	5 6%	2 5%	1 4%	2 14%	
Answered		818	179	211	346	735	82	40	29	14	
Mean Score		.7	.6	.6	.6	.6	1.0 abcd	.9 ad	1.2 abcdh	.7	
Standard error		.04	.09	.10	.08	.05	.05	.08	.08	.11	
Standard deviation		1.12	1.18	1.20	1.08	1.14	.94	.92	.86	1.12	

Columns Tested: a,b,c,d,e,f,g,h

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	867	33	52	7	59	57	257	35	34	388	
Effective base	436	20	22	5	27	26	142	16	11	204	
Weighted Base	831	44	58	10	69	65	224	30	14	381	
Not at all important	(-2)	56 7%	1 2%	11 18%	- i	11 15%	4 6%	23 10%	3 9%	5 33%	10 3%
Not very important	(-1)	61 7%	- -%	3 6%	1 8%	4 6%	6 10%	22 10%	3 9%	1 9%	23 6%
Neither important nor unimportant	(0)	187 22%	10 23%	10 17%	- -%	10 14%	19 30%	45 20%	6 20%	4 27%	93 24%
Important	(1)	321 39%	19 43%	22 37%	3 34%	25 37%	29 45%	78 35%	9 29%	2 15%	157 41%
Very important	(2)	194 23%	13 30%	13 22%	6 58%	19 27%	5 8%	52 23%	10 33%	2 15%	91 24%
Don't know		14 2%	1 1%	- -%	- -%	- -%	1 2%	4 2%	- -%	- -%	7 2%
NET Important		514 62%	32 73%	35 59%	9 92%	44 64%	34 53%	130 58%	19 62%	4 31%	248 65%
NET Not Important		117 14%	1 2%	14 24%	1 8%	15 22%	10 16%	45 20%	6 18%	6 42%	33 9%
Answered	818	44	58	10	69	63	219	30	14	373	
Mean Score	.7	1.0	.4	1.4	.5	.4	.5	.7	-.3	.8	
Standard error	.04	.16	.19	.34	.18	.14	.08	.22	.26	.05	
Standard deviation	1.12	.88	1.38	.90	1.37	.99	1.25	1.29	1.50	.97	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	56 7%	16 9%	23 10%	18 4%	42 6%	14 10%	- -%	51 6%	5 13%	56 7%	* 2%
Not very important (-1)	61 7%	10 6%	22 10%	28 7%	51 7%	10 7%	- -%	60 8%	* 1%	60 7%	* 6%
Neither important nor unimportant (0)	187 22%	39 22%	45 20%	103 24%	157 23%	29 20%	- -%	182 23%	5 12%	186 23%	1 11%
Important (1)	321 39%	73 41%	78 35%	169 39%	265 39%	55 39%	- -%	306 39%	15 36%	317 38%	4 44%
Very important (2)	194 23%	37 21%	52 23%	105 24%	161 23%	33 23%	- -%	179 23%	15 37%	191 23%	3 35%
Don't know	14 2%	2 1%	4 2%	7 2%	13 2%	1 *%	- -%	13 2%	* 1%	13 2%	* 3%
NET Important	514 62%	110 62%	130 58%	274 64%	426 62%	88 62%	- -%	485 61%	30 73%	508 62%	7 79%
NET Not Important	117 14%	26 15%	45 20%	46 11%	92 13%	25 17%	- -%	111 14%	6 14%	116 14%	1 7%
Answered	818	176	219	423	676	142	-	778	40	810	8
Mean Score	.7	.6	.5	.7	.7	.6	-	.6	.8	.7	1.1
Standard error	.04	.10	.08	.05	.04	.10	-	.04	.14	.04	.26
Standard deviation	1.12	1.15	1.25	1.04	1.10	1.21	-	1.11	1.32	1.12	.98

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	56 7%	25 6%	6 5%	25 10%
Not very important	(-1)	61 7%	32 7%	11 8%	18 7%
Neither important nor unimportant	(0)	187 22%	104 23%	25 18%	57 24%
Important	(1)	321 39%	184 41%	50 36%	87 36%
Very important	(2)	194 23%	99 22%	43 31%	52 21%
Don't know		14 2%	6 1%	2 2%	5 2%
NET Important		514 62%	283 63%	93 67%	139 57%
NET Not Important		117 14%	57 13%	17 13%	42 17%
Answered		818	443	136	239
Mean Score		.7	.7	.8	.5
Standard error		.04	.05	.08	.08
Standard deviation		1.12	1.07	1.11	1.21

Columns Tested: a,b,c

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	56	41	13	1	-	1	-	-	54	2	1
		7%	6%	11%	5%	-%	10%	-%	-%	7%	6%	6%
Not very important	(-1)	61	52	6	*	-	-	2	*	58	2	2
		7%	8%	5%	2%	-%	-%	97%	2%	7%	7%	13%
Neither important nor unimportant	(0)	187	157	25	4	*	1	-	-	182	4	1
		22%	23%	22%	18%	2%	7%	-%	-%	23%	12%	4%
Important	(1)	321	277	33	4	2	5	-	-	309	11	7
		39%	41%	28%	20%	57%	55%	-%	-%	83%	39%	45%
Very important	(2)	194	142	38	9	1	3	*	1	180	14	5
		23%	21%	33%	44%	41%	29%	3%	98%	17%	39%	32%
Don't know		14	10	2	2	-	-	-	-	11	2	-
		2%	1%	2%	11%	-%	-%	-%	-%	1%	6%	-%
NET Important		514	419	70	13	3	8	*	1	489	25	12
		62%	62%	61%	64%	98%	83%	3%	98%	100%	62%	76%
NET Not Important		117	94	18	1	-	1	2	*	112	5	3
		14%	14%	16%	7%	-%	10%	97%	2%	14%	12%	19%
Answered		818	669	114	19	3	10	2	1	783	34	16
Mean Score		.7	.6	.7	1.1	1.4	.9	-.9	1.9	1.2	.6	1.0
Standard error		.04	.04	.10	.19	.29	.37	-	-	.04	.14	.20
Standard deviation		1.12	1.09	1.29	1.18	.64	1.19	.73	-	1.12	1.19	1.23

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	56 7%	26 8%	16 5%	15 10%	42 6%	41 6%	44 6%	56 7%	13 3%	9 4%	6 5%	37 7%	* 2%	- -	1 4%	- -	- -
Not very important (-1)	61 7%	24 7%	29 9%	8 5%	54 8%	51 8%	57 8%	61 7%	34 9%	19 8%	10 8%	40 8%	2 16%	2 8%	* 1%	3 15%	- -
Neither important nor unimportant (0)	187 22%	76 22%	81 24%	30 19%	155 22%	160 24%	174 23%	187 22%	79 20%	38 16%	26 22%	127 24%	3 24%	7 25%	5 18%	5 25%	* *
Important (1)	321 39%	142 41%	134 40%	44 29%	272 39%	253 38%	285 38%	321 39%	177 44%	117 48%	42 36%	211 40%	4 29%	14 49%	7 22%	7 36%	1 20%
Very important (2)	194 23%	66 19%	75 23%	52 34% ab	162 23%	154 23%	174 23%	194 23%	92 23%	61 25%	29 25%	110 21%	3 21%	5 18%	17 55%	5 25%	5 80%
Don't know	14 2%	9 3%	1 *	4 3%	9 1%	10 1%	12 2%	14 2%	5 1%	- -	5 4%	6 1%	1 8%	* *	- -	- -	- -
NET Important	514 62%	209 61%	210 63%	96 63%	434 62%	407 61%	459 62%	514 62%	269 67%	178 73%	71 60%	321 60%	6 50%	19 66%	23 77%	12 61%	7 100%
NET Not Important	117 14%	50 14%	44 13%	23 15%	97 14%	91 14%	102 14%	117 14%	48 12%	28 11%	16 13%	77 15%	2 18%	2 8%	1 5%	3 15%	- -
Answered Mean Score	818 .7	335 .6	335 .7	148 .7	686 .7	659 .7	734 .7	818 .7	396 .8	244 .8	113 .7	525 .6	12 .6	29 .8	30 1.2	19 .7	7 1.8
Standard error	.04	.07	.06	.08	.04	.04	.04	.04	.05	.06	.11	.05	.20	.12	b .16	.15	.11
Standard deviation	1.12	1.12	1.06	1.27	1.11	1.10	1.10	1.12	1.01	1.01	1.11	1.11	1.13	.85	1.05	1.02	.44

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important	(-2)	56	41	*	-	1	-	-	39	*	1	-	-	-	-
		7%	7%	1%	-%	6%	-%	-%	7%	*%	7%	-%	-%	-%	-%
Not very important	(-1)	61	48	6	*	*	-	*	41	4	*	2	*	3	-
		7%	8%	14%	1%	1%	-%	1%	8%	6%	1%	8%	*%	42%	-%
Neither important nor unimportant	(0)	187	136	8	1	1	5	5	137	13	3	7	*	-	-
		22%	23%	17%	3%	6%	38%	56%	26%	20%	18%	21%	3%	-%	-%
Important	(1)	321	239	12	13	3	3	1	193	34	4	12	7	2	1
		39%	41%	27%	64%	18%	26%	14%	37%	49%	24%	38%	64%	32%	22%
Very important	(2)	194	117	17	6	13	5	2	109	16	9	11	3	2	5
		23%	20%	39%	32%	69%	36%	29%	21%	23%	50%	33%	32%	26%	78%
Don't know		14	8	1	*	-	-	-	9	1	*	-	-	-	-
		2%	1%	2%	1%	-%	-%	-%	2%	1%	*%	-%	-%	-%	-%
NET Important		514	356	29	19	16	8	4	302	49	13	23	10	4	6
		62%	60%	66%	95%	87%	62%	43%	57%	72%	74%	71%	96%	58%	100%
NET Not Important		117	89	7	*	1	-	*	80	5	1	2	*	3	-
		14%	15%	15%	1%	7%	-%	1%	15%	7%	8%	8%	*%	42%	-%
Answered		818	580	43	20	19	13	8	519	67	17	32	11	7	6
Mean Score		.7	.6	.9	1.3	1.4	1.0	.7	.6	.9	1.1	1.0	1.3	.4	1.8
Standard error		.04	.05	.14	.08	.17	.19	.20	.05	.10	.18	.16	.11	.35	.16
Standard deviation		1.12	1.11	1.11	.56	1.11	.90	.95	1.13	.85	1.19	.93	.57	1.37	.46

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	(-2)	56	48	6	1	-	1	-	21	3	15	6	-
		7%	7%	7%	4%	-%	7%	-%	6%	2%	8%	8%	-%
Not very important	(-1)	61	49	6	3	*	*	-	25	9	17	7	*
		7%	7%	8%	8%	*%	3%	-%	8%	6%	9%	10%	1%
Neither important nor unimportant	(0)	187	160	16	7	1	2	1	75	35	40	15	9
		22%	24%	22%	20%	4%	11%	6%	23%	26%	21%	22%	28%
Important	(1)	321	242	30	12	19	9	6	136	52	63	19	13
		39%	37%	40%	37%	61%	57%	61%	43%	38%	33%	28%	41%
Very important	(2)	194	143	15	10	10	4	3	57	37	52	20	7
		23%	22%	21%	31%	34%	23%	32%	18%	27%	28%	30%	23%
Don't know		14	13	1	*	-	-	-	6	*	3	1	2
		2%	2%	1%	*%	-%	-%	-%	2%	*%	1%	1%	7%
NET Important		514	385	45	22	29	13	10	193	88	115	39	21
		62%	59%	61%	68%	96%	80%	94%	60%	65%	61%	58%	64%
NET Not Important		117	98	12	4	*	1	-	46	12	32	12	*
		14%	15%	16%	12%	*%	9%	-%	14%	9%	17%	18%	1%
Answered		818	642	73	33	30	16	11	314	135	187	67	30
Mean Score		.7	.6	.6	.8	1.3	.9	1.3	.6	.8	.6	.6	.9
Standard error		.04	.05	.12	.15	.09	.19	.16	.07	.08	.09	.11	.12
Standard deviation		1.12	1.14	1.14	1.09	.57	1.04	.59	1.08	.99	1.20	1.25	.79

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38	
Effective base	436	179	72	78	31	11	166	60	80	37	13	
Weighted Base	831	353	135	136	43	22	328	113	139	59	27	
Not at all important	(-2)	56	24	7	11	*	-	22	2	11	5	-
		7%	7%	5%	8%	*%	-%	7%	2%	8%	9%	-%
Not very important	(-1)	61	29	8	15	3	*	23	8	13	7	*
		7%	8%	6%	11%	7%	2%	7%	7%	9%	11%	2%
Neither important nor unimportant	(0)	187	79	36	23	8	9	87	20	32	14	7
		22%	22%	27%	17%	18%	40%	27%	18%	23%	24%	25%
Important	(1)	321	149	50	47	13	7	139	41	45	15	11
		39%	42%	37%	34%	29%	30%	42%	37%	33%	25%	40%
Very important	(2)	194	66	33	38	19	6	52	42	37	17	7
		23%	19%	24%	28%	44%	28%	16%	37%	26%	29%	25%
Don't know		14	6	*	3	1	*	6	-	1	1	2
		2%	2%	*%	2%	2%	*%	2%	-%	1%	1%	9%
NET Important		514	215	83	85	32	13	191	83	82	31	17
		62%	61%	62%	62%	73%	58%	58%	74%	59%	54%	65%
NET Not Important		117	53	15	26	3	*	45	10	24	12	*
		14%	15%	11%	19%	7%	2%	14%	9%	17%	21%	2%
Answered		818	347	135	134	42	22	323	113	138	58	25
Mean Score		.7	.6	.7	.6	1.1	.8	.5	1.0	.6	.5	1.0
Standard error		.04	.07	.09	.10	ac	.15	.06	acd	.08	.09	.13
Standard deviation		1.12	1.10	1.07	1.23	.97	.87	1.06	1.00	1.21	1.29	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	56	31	-	17	8	*	34	-	21	56	*	42	-
		7%	7%	-%	12%	11%	*%	7%	-%	7%	7%	1%	6%	-%
Not very important	(-1)	61	39	4	9	5	*	19	5	35	56	4	50	4
		7%	9%	3%	7%	7%	*%	4%	16%	11%	7%	12%	7%	21%
Neither important nor unimportant	(0)	187	108	27	21	21	5	98	3	85	180	7	150	5
		22%	25%	20%	15%	28%	13%	20%	12%	27%	23%	18%	22%	25%
Important	(1)	321	162	63	52	19	20	196	9	113	306	14	265	7
		39%	38%	47%	37%	25%	52%	41%	34%	35%	38%	40%	39%	37%
Very important	(2)	194	81	39	41	23	10	124	10	59	185	9	159	3
		23%	19%	29%	29%	30%	26%	26%	37%	18%	23%	26%	23%	17%
Don't know		14	10	*	*	-	3	6	*	7	13	1	9	-
		2%	2%	*%	*%	-%	8%	1%	1%	2%	2%	2%	1%	-%
NET Important		514	243	102	93	42	30	320	19	172	491	24	424	10
		62%	56%	76%	66%	55%	78%	67%	71%	54%	62%	66%	63%	54%
NET Not Important		117	70	4	27	13	*	53	5	57	112	5	93	4
		14%	16%	3%	19%	17%	*%	11%	16%	18%	14%	14%	14%	21%
Answered		818	421	134	141	77	35	471	27	315	783	35	667	19
Mean Score		.7	.5	1.0	.6	.6	1.1	.8	.9	.5	.6	.8	.7	.5
Standard error		.04	.06	.07	.10	.12	.09	.05	.17	.06	.04	.16	.04	.22
Standard deviation		1.12	1.12	.79	1.30	1.28	.67	1.11	1.09	1.12	1.13	1.03	1.11	1.03

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	56	41	-	54	2	42	-	39	2	54	2
		7%	6%	-%	7%	2%	6%	-%	6%	5%	7%	2%
Not very important	(-1)	61	47	4	51	10	52	2	46	4	52	8
		7%	7%	12%	7%	9%	8%	16%	7%	11%	7%	8%
Neither important nor unimportant	(0)	187	156	4	163	23	151	4	155	5	159	28
		22%	25%	13%	22%	22%	22%	30%	25%	12%	22%	25%
Important	(1)	321	234	19	273	47	266	6	235	18	271	49
		39%	37%	56%	38%	45%	39%	38%	37%	46%	38%	45%
Very important	(2)	194	147	7	172	22	160	2	144	10	173	21
		23%	23%	20%	24%	20%	24%	15%	23%	25%	24%	19%
Don't know		14	10	-	13	1	9	-	10	-	13	1
		2%	2%	-%	2%	1%	1%	-%	2%	-%	2%	1%
NET Important		514	381	26	445	69	426	8	379	28	445	70
		62%	60%	76%	61%	65%	63%	53%	60%	72%	62%	64%
NET Not Important		117	87	4	105	12	94	2	85	6	106	11
		14%	14%	12%	14%	12%	14%	16%	14%	16%	15%	10%
Answered		818	624	34	713	104	671	15	620	39	710	108
Mean Score		.7	.6	.8	.6	.7	.7	.5	.6	.8	.6	.7
Standard error		.04	.04	.13	.04	.08	.04	.23	.04	.15	.04	.08
Standard deviation		1.12	1.12	.88	1.14	.97	1.11	.97	1.10	1.12	1.15	.94

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	56 7%	28 7%	32 6%	13 10%	- -%	28 7%	31 6%	13 11%	- -%	37 6%	34 7%	15 10%	- -%
Not very important (-1)	61 7%	31 8%	48 9%	15 11%	- -%	26 6%	39 8%	8 7%	- -%	46 8%	39 8%	12 8%	- -%
Neither important nor unimportant (0)	187 22%	84 21%	131 24%	28 21%	- -%	85 21%	128 26%	27 24%	2 45%	104 18%	130 26%	42 29%	- -%
Important (1)	321 39%	150 37%	213 38%	35 26%	* 100%	154 38%	180 37%	25 22%	2 55%	230 40%	183 37%	40 27%	2 100%
Very important (2)	194 23%	111 27%	121 22%	40 29%	- -%	103 26%	104 21%	37 32%	- -%	151 26%	100 20%	34 23%	- -%
Don't know	14 2%	6 1%	9 2%	5 4%	- -%	6 1%	9 2%	5 4%	- -%	13 2%	6 1%	5 3%	- -%
NET Important	514 62%	260 64%	333 60%	75 55%	* 100%	257 64%	284 58%	61 54%	2 55%	381 66%	283 58%	74 50%	2 100%
NET Not Important	117 14%	59 14%	80 14%	28 21%	- -%	54 13%	70 14%	20 18%	- -%	83 14%	73 15%	27 18%	- -%
Answered	818	403	544	131	*	395	483	108	4	569	485	143	2
Mean Score	.7	.7	.6	.6	1.0	.7	.6	.6	.5	.7	.6	.5	1.0
Standard error	.04	.05	.05	.10	-	.05	.05	.11	.34	.05	.05	.10	-
Standard deviation	1.12	1.15	1.10	1.30	-	1.13	1.11	1.33	.59	1.13	1.11	1.24	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189
Not at all important (-2)	56	40	41	56	37	25	1	38	35	17	17	11	10	8
	7%	6%	6%	7%	7%	5%	10%	6%	8%	4%	14%	12%	5%	4%
											ac	c		
Not very important (-1)	61	54	48	61	39	36	2	44	27	36	13	6	13	13
	7%	8%	8%	7%	7%	8%	15%	7%	6%	8%	11%	7%	7%	7%
Neither important nor unimportant (0)	187	150	157	187	122	127	1	144	96	81	30	29	38	49
	22%	23%	25%	22%	22%	27%	5%	25%	22%	19%	25%	32%	19%	26%
Important (1)	321	258	229	321	206	195	5	225	165	170	29	22	72	69
	39%	39%	36%	39%	37%	41%	45%	38%	38%	40%	25%	24%	36%	37%
								d		d				
Very important (2)	194	156	146	194	140	83	3	128	107	115	24	17	58	43
	23%	23%	23%	23%	25%	17%	25%	22%	25%	27%	20%	19%	29%	23%
					b									
Don't know	14	9	10	14	10	9	-	9	6	10	5	5	7	7
	2%	1%	2%	2%	2%	2%	-%	1%	1%	2%	4%	5%	3%	4%
NET Important	514	414	375	514	346	278	8	353	272	286	53	39	131	112
	62%	62%	59%	62%	63%	58%	71%	60%	62%	66%	45%	44%	66%	59%
								de	de	de				
NET Not Important	117	95	89	117	76	61	3	82	62	54	29	17	24	21
	14%	14%	14%	14%	14%	13%	25%	14%	14%	12%	25%	19%	12%	11%
											abc			
Answered	818	659	621	818	544	466	11	579	430	421	112	85	192	181
Mean Score	.7	.7	.6	.7	.7	.6	.6	.6	.7	.8	.3	.3	.8	.7
								d	d	de				
Standard error	.04	.04	.04	.04	.05	.05	.22	.05	.05	.05	.12	.14	.08	.07
Standard deviation	1.12	1.11	1.12	1.12	1.13	1.04	1.33	1.11	1.16	1.07	1.33	1.26	1.11	1.04

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base	436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base	831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important (-2)	56 7%	8 8%	- -%	2 7%	- -%	47 7%	40 8%	49 7%	37 6%	27 5%	24 6%	48 7%	7 6%	- -%	29 4%	13 24%
Not very important (-1)	61 7%	10 10%	2 6%	3 10%	5 18%	51 7%	39 7%	54 7%	47 8%	45 9%	34 8%	52 7%	10 8%	- -%	43 6%	7 12%
Neither important nor unimportant (0)	187 22%	12 12%	6 17%	6 19%	3 12%	154 21%	111 21%	155 21%	125 21%	109 22%	74 17%	153 22%	24 18%	- -%	143 21%	13 25%
Important (1)	321 39%	38 39%	12 34%	16 53%	8 31%	268 37%	174 34%	281 38%	229 38%	179 36%	175 41%	259 37%	44 34%	- -%	275 41%	10 19%
Very important (2)	194 23%	31 32%	15 43%	3 10%	8 29%	184 26%	142 27%	189 25%	156 26%	124 25%	115 27%	173 25%	39 30%	- -%	168 25%	11 20%
Don't know	14 2%	- -%	- -%	- -%	2 9%	12 2%	14 3%	14 2%	12 2%	14 3%	5 1%	14 2%	5 4%	- -%	14 2%	- -%
NET Important	514 62%	69 71%	27 77%	19 63%	16 60%	452 63%	316 61%	470 63%	385 64%	302 61%	290 68%	433 62%	83 64%	- -%	443 66%	21 39%
NET Not Important	117 14%	17 18%	2 6%	5 18%	5 18%	98 14%	78 15%	103 14%	84 14%	72 14%	58 14%	100 14%	17 13%	- -%	72 11%	20 37%
Answered Mean Score	818 .7	98 .8	35 1.1	30 .5	23 .8	704 .7	506 .7	728 .7	594 .7	483 .7	422 .8	686 .7	124 .8	- -	658 .8	54 *
Standard error	.04	.12	.14	.19	.24	.04	.05	.04	.05	.05	.05	.04	.10	-	.04	.22
Standard deviation	1.12	1.22	.93	1.06	1.13	1.13	1.19	1.13	1.13	1.12	1.11	1.14	1.15	-	1.04	1.45

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	56 7%	37 10%	19 4%	8 4%	6 36%	10 8%	10 6%	19 16%	26 5%	11 7%	11 9%	12 8%	32 6%
Not very important (-1)	61 7%	35 9%	25 6%	12 6%	2 12%	7 6%	10 6%	14 12%	38 7%	9 5%	14 11%	9 6%	34 6%
Neither important nor unimportant (0)	187 22%	80 21%	107 23%	41 19%	5 32%	23 20%	38 23%	6 5%	122 23%	59 35%	16 13%	26 16%	144 27%
Important (1)	321 39%	144 38%	177 39%	108 50%	3 16%	55 48%	74 45%	49 41%	210 39%	58 35%	51 41%	62 39%	202 38%
Very important (2)	194 23%	78 21%	116 25%	43 20%	1 4%	21 18%	28 17%	31 26%	132 24%	30 18%	25 20%	50 31%	113 21%
Don't know	14 2%	* *%	13 3%	4 2%	- -%	- -%	4 2%	1 1%	13 2%	- -%	8 6%	- -%	6 1%
NET Important	514 62%	221 59%	293 64%	151 70%	3 20%	76 66%	102 62%	80 67%	342 63%	87 53%	76 61%	113 70%	316 59%
NET Not Important	117 14%	73 19%	44 10%	21 10%	8 48%	16 14%	20 12%	33 28%	64 12%	20 12%	25 20%	22 14%	67 13%
Answered	818	374	444	213	16	116	159	119	527	166	117	161	526
Mean Score	.7	.5	.8	.8	-.6	.6	.6	.5	.7	.5	.6	.8	.6
Standard error	.04	.06	.05	.06	.40	.10	.08	.13	.05	.08	.11	.09	.05
Standard deviation	1.12	1.21	1.03	.97	1.27	1.11	1.04	1.41	1.07	1.06	1.22	1.17	1.08

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	56 7%	13 4%	43 9%
Not very important	(-1)	61 7%	21 7%	39 8%
Neither important nor unimportant	(0)	187 22%	68 21%	118 23%
Important	(1)	321 39%	122 37%	199 39%
Very important	(2)	194 23%	94 29%	100 20%
Don't know		14 2%	8 3%	5 1%
NET Important		514 62%	215 66%	299 59%
NET Not Important		117 14%	34 10%	83 16%
Answered		818	318	500
Mean Score		.7	.8	.5
Standard error		.04	.06	.05
Standard deviation		1.12	1.05	1.15

Columns Tested:: a,b

Table 227 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

Parcel provider operates in an environmentally responsible way

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	56 7%	- -%	3 7%	13 8%	4 4%	- -%	3 4%	1 5%	6 6%	6 6%	* %	13 9%	7 16%
Not very important (-1)	61 7%	- -%	2 4%	15 9%	4 4%	- -%	1 1%	* 1%	10 11%	11 12%	1 5%	15 11%	1 2%
Neither important nor unimportant (0)	187 22%	- -%	16 41%	26 15%	21 20%	* %	16 20%	3 11%	23 25%	20 22%	8 32%	40 27%	14 34%
Important (1)	321 39%	- -%	9 23%	61 36%	37 36%	11 64%	42 52%	11 40%	35 37%	39 42%	10 39%	56 38%	11 26%
Very important (2)	194 23%	- -%	10 25%	47 28%	32 32%	6 35%	18 22%	11 43%	19 20%	16 18%	6 23%	20 14%	9 22%
Don't know	14 2%	- -%	- -%	8 5%	3 3%	- -%	- -%	- -%	- -%	- -%	* 2%	2 1%	- -%
NET Important	514 62%	- -%	18 48%	108 63%	69 68%	17 100%	60 74%	22 83%	54 57%	55 60%	15 62%	76 52%	20 48%
NET Not Important	117 14%	- -%	4 11%	28 16%	9 9%	- -%	4 5%	1 5%	16 18%	16 18%	1 5%	28 19%	7 18%
Answered	818	-	38	162	99	17	81	26	93	91	24	144	41
Mean Score	.7	-	.6	.7	.9	1.4	.9	1.2	.5	.5	.8	.4	.4
Standard error	.04	-	.16	.10	.09	.11	.11	.14	.11	.13	.11	.12	.21
Standard deviation	1.12	-	1.13	1.21	1.06	.49	.92	1.01	1.13	1.11	.88	1.13	1.32

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 227 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Parcel provider operates in an environmentally responsible way**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Quarter				Half	
			Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		867	218	223	227	199	441	426
Effective base		436	111	98	113	113	209	226
Weighted Base		831	223	185	211	212	408	423
Not at all important	(-2)	56	16	8	13	20	24	33
		7%	7%	4%	6%	9%	6%	8%
Not very important	(-1)	61	16	5	22	17	22	39
		7%	7%	3%	10%	8%	5%	9%
Neither important nor unimportant	(0)	187	42	37	46	62	79	108
		22%	19%	20%	22%	29%	19%	25%
Important	(1)	321	71	89	84	76	160	160
		39%	32%	48%	40%	36%	39%	38%
Very important	(2)	194	70	43	47	35	113	81
		23%	31%	23%	22%	16%	28%	19%
Don't know		14	8	3	-	2	11	2
		2%	4%	2%	-%	1%	3%	1%
NET Important		514	141	131	130	111	273	242
		62%	63%	71%	62%	52%	67%	57%
NET Not Important		117	32	13	34	37	45	71
		14%	14%	7%	16%	17%	11%	17%
Answered		818	215	182	211	210	397	421
Mean Score		.7	.8	.8	.6	.4	.8	.5
Standard error		.04	d	d	.07	.08	b	.06
Standard deviation		1.12	1.19	.96	1.12	1.14	1.09	1.13

Columns Tested:: a,b,c,d - a,b

Table 228

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	867	170	697	614	116	47	90	253	
Effective base	436	83	354	404	68	34	49	98	
Weighted Base	831	141	690	797	28	5	2	34	
Not at all important	(-2)	87	23	64	84	2	*	*	3
		10%	16%	9%	11%	9%	2%	8%	8%
Not very important	(-1)	147	32	115	144	2	1	*	3
		18%	22%	17%	18%	8%	13%	10%	9%
Neither important nor unimportant	(0)	230	18	212	223	6	1	*	7
		28%	13%	31%	28%	21%	14%	22%	20%
Important	(1)	232	31	201	222	8	1	1	10
		28%	22%	29%	28%	30%	26%	29%	29%
Very important	(2)	122	30	92	112	7	2	1	10
		15%	21%	13%	14%	26%	44%	28%	28%
Don't know		14	8	6	12	2	*	*	2
		2%	6%	1%	1%	7%	1%	4%	6%
NET Important		354	61	293	334	15	3	1	20
		43%	43%	42%	42%	56%	70%	57%	58%
NET Not Important		234	55	179	228	5	1	*	6
		28%	39%	26%	29%	17%	15%	18%	17%
Answered		818	134	684	785	26	5	2	32
Mean Score		.2	.1	.2	.2	.6	1.0	.6	.6
Standard error		.04	.11	.04	.05	.12	.19	.19	.08
Standard deviation		1.20	1.43	1.15	1.20	1.26	1.30	1.79	1.25

Columns Tested:: a,b - a,b,c,d,e

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	87	54	26	4	2	*	*	84	2	*
		10%	11%	11%	9%	10%	4%	8%	11%	9%	4%
Not very important	(-1)	147	88	41	15	2	1	*	144	2	1
		18%	17%	17%	34%	10%	7%	10%	18%	8%	12%
					abdefghi				h		
Neither important nor unimportant	(0)	230	135	75	14	5	2	*	223	6	1
		28%	26%	31%	31%	24%	14%	22%	28%	21%	16%
				ei					i		
Important	(1)	232	141	72	9	6	3	1	222	8	2
		28%	28%	30%	20%	33%	24%	29%	28%	30%	27%
Very important	(2)	122	88	22	2	4	5	1	112	7	3
		15%	17%	9%	5%	21%	39%	28%	14%	26%	39%
			bc			bc	abcg	bcg		bcg	abcdg
Don't know		14	7	4	1	*	2	*	12	2	*
		2%	1%	2%	2%	2%	12%	4%	1%	7%	2%
						abgi				ag	
NET Important		354	229	94	11	11	8	1	334	15	4
		43%	45%	39%	24%	54%	63%	57%	42%	56%	66%
			c			c	abcg	bcg	c	bcg	abcg
NET Not Important		234	142	67	19	4	1	*	228	5	1
		28%	28%	28%	43%	21%	11%	18%	29%	17%	16%
			e	e	defhi				ehi		
Answered		818	507	236	43	19	11	2	785	26	6
Mean Score		.2	.2	.1	-.2	.5	1.0	.6	.2	.6	.9
			c			c	abcdg	bcg	c	abcg	abcg
Standard error		.04	.07	.08	.13	.15	.13	.19	.05	.12	.11
Standard deviation		1.20	1.23	1.13	1.04	1.27	1.20	1.79	1.20	1.26	1.29

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99	
Effective base	436	311	121	68	34	49	273	64	23	12	15	
Weighted Base	831	669	128	28	5	2	550	119	29	16	17	
Not at all important	(-2)	87	71	13	2	*	57	11	1	2	1	
		10%	11%	10%	9%	2%	8%	10%	10%	2%	15%	6%
Not very important	(-1)	147	115	30	2	1	91	24	7	1	5	
		18%	17%	23%	8%	13%	10%	16%	20%	25%	9%	28%
			ce									
Neither important nor unimportant	(0)	230	181	42	6	1	160	44	5	3	2	
		28%	27%	33%	21%	14%	22%	29%	37%	19%	20%	14%
			d									
Important	(1)	232	196	26	8	1	152	30	11	2	5	
		28%	29%	20%	30%	26%	29%	28%	25%	39%	14%	30%
Very important	(2)	122	97	15	7	2	83	9	3	7	3	
		15%	14%	12%	26%	44%	28%	15%	7%	12%	42%	17%
				ab	ab	ab				ab		
Don't know		14	9	3	2	*	8	-	1	-	1	
		2%	1%	2%	7%	1%	4%	1%	-%	3%	-%	6%
				a								
NET Important		354	293	41	15	3	235	39	14	9	8	
		43%	44%	32%	56%	70%	57%	43%	33%	51%	56%	46%
			b		b	ab	b					
NET Not Important		234	186	43	5	1	147	36	8	4	6	
		28%	28%	33%	17%	15%	18%	27%	30%	27%	25%	34%
			cde									
Answered		818	659	126	26	5	542	119	28	16	16	
Mean Score		.2	.2	*	.6	1.0	.6	.2	*	.3	.6	.2
					ab	ab	ab					
Standard error		.04	.06	.09	.12	.19	.19	.06	.09	.15	.23	.13
Standard deviation		1.20	1.20	1.16	1.26	1.30	1.79	1.20	1.07	1.07	1.53	1.27

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	87 10%	9 10%	2 3%	7 6%	4 8%	6 9%	15 13%	12 11%	8 13%	15 22% bc
Not very important	(-1)	147 18%	18 19%	15 24%	17 14%	7 16%	10 15%	36 31%	23 20%	4 7%	8 12%
Neither important nor unimportant	(0)	230 28%	23 25%	15 24%	39 33%	17 37%	17 25%	26 22%	32 29%	18 29%	27 39%
Important	(1)	232 28%	32 35%	16 26%	38 32%	8 19%	20 30%	35 30%	17 15%	22 36%	13 19%
Very important	(2)	122 15%	9 10%	14 22%	19 16%	8 17%	13 19%	3 3%	24 21%	8 14%	6 8%
Don't know		14 2%	1 1%	1 1%	- -%	1 2%	1 2%	2 2%	5 4%	* 1%	* *%
NET Important		354 43%	41 44%	30 48%	57 47%	16 36%	33 49%	38 33%	41 36%	31 50%	18 27%
NET Not Important		234 28%	27 29%	17 27%	24 20%	11 25%	17 24%	51 44%	36 31%	12 20%	23 34%
Answered		818	91	63	120	44	67	115	108	61	68
Mean Score		.2	.1	.4	.4	.2	.3	-.2	.2	.3	-.2
Standard error		.04	.15	.18	.12	.19	.17	.13	.17	.16	.16
Standard deviation		1.20	1.16	1.18	1.09	1.18	1.23	1.10	1.30	1.20	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		867	157	160	207	524	343	125	110	108	
Effective base		436	111	113	147	362	169	68	61	52	
Weighted Base		831	181	217	350	748	83	40	29	15	
Not at all important	(-2)	87 10%	25 14%	19 9%	35 10%	79 11%	8 9%	4 9%	3 11%	1 5%	
Not very important	(-1)	147 18%	26 14%	37 17%	76 22%	139 19%	9 10%	3 7%	4 12%	2 15%	
Neither important nor unimportant	(0)	230 28%	60 33%	56 26%	97 28%	213 29%	17 20%	9 24%	4 12%	4 25%	
Important	(1)	232 28%	41 23%	71 33%	90 26%	202 27%	30 36%	14 36%	11 38%	5 34%	
Very important	(2)	122 15%	26 15%	31 14%	46 13%	104 14%	18 22%	8 20%	8 27%	2 15%	
Don't know		14 2%	2 1%	2 1%	7 2%	12 2%	2 3%	1 3%	- -%	1 6%	
NET Important		354 43%	68 37%	102 47%	136 39%	305 41%	48 58%	23 56%	19 65%	7 48%	
NET Not Important		234 28%	51 28%	57 26%	110 32%	218 29%	16 19%	7 17%	7 23%	3 21%	
Answered		818	179	214	343	736	81	39	29	14	
Mean Score		.2	.1	.3	.1	.2	.5	.5	.6	.4	
Standard error		.04	.10	.09	.08	.05	.07	.11	.12	.11	
Standard deviation		1.20	1.23	1.18	1.19	1.20	1.22	1.20	1.31	1.15	

Columns Tested:: a,b,c,d,e,f,g,h

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	867	33	52	7	59	57	257	35	34	388	
Effective base	436	20	22	5	27	26	142	16	11	204	
Weighted Base	831	44	58	10	69	65	224	30	14	381	
Not at all important	(-2)	87	3	8	-	8	2	24	5	2	42
		10%	6%	13%	-%	11%	3%	11%	18%	14%	11%
Not very important	(-1)	147	14	7	4	11	14	37	3	1	65
		18%	32%	13%	39%	16%	22%	17%	11%	7%	17%
Neither important nor unimportant	(0)	230	5	17	-	17	21	68	10	3	105
		28%	11%	29%	-%	25%	33%	31%	34%	18%	27%
Important	(1)	232	11	17	*	17	20	59	10	6	108
		28%	25%	29%	4%	25%	32%	26%	34%	44%	28%
Very important	(2)	122	11	9	5	14	5	30	1	2	57
		15%	24%	15%	50%	20%	8%	14%	3%	16%	15%
Don't know		14	1	1	1	2	2	5	-	*	5
		2%	1%	2%	7%	2%	3%	2%	-%	*%	1%
NET Important		354	22	25	5	31	25	89	11	9	164
		43%	49%	43%	54%	45%	39%	40%	37%	61%	43%
NET Not Important		234	17	15	4	19	16	61	9	3	107
		28%	39%	26%	39%	28%	25%	27%	29%	21%	28%
Answered		818	44	58	9	67	63	219	30	14	376
Mean Score		.2	.3	.2	.7	.3	.2	.2	-.1	.4	.2
Standard error		.04	.24	.17	.63	.17	.13	.08	.19	.22	.06
Standard deviation		1.20	1.33	1.25	1.54	1.29	.99	1.19	1.15	1.29	1.22

Columns Tested: a,b,c,d,e,f,g,h,i

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	87 10%	13 7%	24 11%	50 12%	75 11%	12 8%	- -%	87 11%	* *%	87 11%	- -%
Not very important (-1)	147 18%	40 22%	37 17%	71 16%	121 18%	26 18%	- -%	141 18%	6 16%	146 18%	1 14%
Neither important nor unimportant (0)	230 28%	43 24%	68 31%	118 27%	186 27%	44 31%	- -%	223 28%	7 17%	229 28%	1 16%
Important (1)	232 28%	49 27%	59 26%	124 29%	190 28%	42 30%	- -%	214 27%	18 44%	227 28%	5 58%
Very important (2)	122 15%	29 17%	30 14%	62 14%	105 15%	17 12%	- -%	114 14%	8 19%	121 15%	1 12%
Don't know	14 2%	4 2%	5 2%	5 1%	13 2%	1 1%	- -%	12 2%	1 3%	14 2%	* 1%
NET Important	354 43%	78 44%	89 40%	186 43%	295 43%	59 41%	- -%	328 42%	26 63%	348 42%	6 70%
NET Not Important	234 28%	52 30%	61 27%	120 28%	196 28%	38 27%	- -%	227 29%	7 16%	233 28%	1 14%
Answered	818	174	219	425	676	141	-	778	39	809	8
Mean Score	.2	.2	.2	.2	.2	.2	-	.2	.7 a	.2	.7
Standard error	.04	.10	.08	.06	.05	.10	-	.04	.10 a	.04	.24
Standard deviation	1.20	1.20	1.19	1.22	1.22	1.13	-	1.21	.99	1.21	.92

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	87 10%	51 11%	11 8%	24 10%
Not very important	(-1)	147 18%	96 21%	23 17%	29 12%
Neither important nor unimportant	(0)	230 28%	123 27%	30 21%	77 32%
Important	(1)	232 28%	135 30%	30 22%	67 27%
Very important	(2)	122 15%	43 10%	41 30%	38 15%
Don't know		14 2%	1 *%	3 2%	10 4%
NET Important		354 43%	178 40%	71 51%	104 43%
NET Not Important		234 28%	147 33%	34 25%	53 22%
Answered		818	448	135	234
Mean Score		.2	.1	.5	.3
Standard error		.04	.06	.10	.07
Standard deviation		1.20	1.17	1.31	1.18

Columns Tested:: a,b,c

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	87	72	15	*	-	-	-	-	86	*	-
		10%	11%	13%	*%	-%	-%	-%	-%	11%	*%	-%
Not very important	(-1)	147	138	9	*	-	-	*	-	147	*	*
		18%	20%	8%	1%	-%	-%	2%	-%	19%	*%	*%
			bj							bj		
Neither important nor unimportant	(0)	230	192	30	7	*	1	-	-	222	8	1
		28%	28%	26%	32%	2%	11%	-%	-%	28%	21%	7%
Important	(1)	232	183	38	2	2	6	-	1	221	11	9
		28%	27%	33%	11%	58%	66%	-%	98%	28%	31%	57%
												aci
Very important	(2)	122	86	22	9	*	2	2	-	*	107	14
		15%	13%	19%	45%	16%	23%	100%	-%	100%	14%	39%
					ai							ai
Don't know		14	8	3	2	1	-	-	-	11	3	1
		2%	1%	3%	11%	24%	-%	-%	-%	1%	8%	4%
					ai							ai
NET Important		354	268	60	12	2	9	2	1	*	328	26
		43%	40%	52%	56%	74%	89%	100%	98%	100%	41%	70%
											ai	abi
NET Not Important		234	210	23	*	-	-	-	*	-	234	*
		28%	31%	20%	1%	-%	-%	-%	2%	-%	29%	1%
			cyj	j						cyj		
Answered		818	671	113	19	2	10	2	1	*	784	34
Mean Score		.2	.1	.4	1.1	1.2	1.1	2.0	1.0	2.0	.1	1.2
					ai							abi
Standard error		.04	.05	.09	.16	.19	.15	-	-	-	.04	.10
Standard deviation		1.20	1.19	1.25	.99	.61	.60	-	-	-	1.20	.83
												.61

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	87 10%	38 11%	34 10%	15 10%	65 9%	63 9%	71 10%	87 10%	37 9%	23 9%	12 10%	48 9%	2 12%	6 20%	4 13%	*	-
Not very important (-1)	147 18%	71 21%	68 20%	9 6%	130 19%	117 18%	138 18%	147 18%	48 12%	37 15%	23 20%	108 20%	2 18%	1 2%	2 7%	1 6%	*
Neither important nor unimportant (0)	230 28%	94 27%	98 29%	37 25%	188 27%	189 28%	203 27%	230 28%	92 23%	45 19%	27 23%	155 29%	2 13%	7 24%	3 11%	8 39%	1 10%
Important (1)	232 28%	99 29%	84 25%	49 32%	199 29%	185 28%	209 28%	232 28%	151 38%	84 35%	30 26%	144 27%	4 29%	12 40%	10 33%	5 25%	4 56%
Very important (2)	122 15%	37 11%	49 14%	36 24%	103 15%	103 15%	114 15%	122 15%	68 17%	54 22%	21 18%	68 13%	2 19%	4 13%	11 35%	6 30%	2 34%
Don't know	14 2%	4 1%	4 1%	6 4%	10 1%	10 2%	12 2%	14 2%	5 1%	1 *	4 4%	7 1%	1 8%	*	-	-	-
NET Important	354 43%	136 40%	132 39%	85 56%	302 43%	288 43%	322 43%	354 43%	219 55%	138 57%	51 43%	212 40%	6 48%	16 54%	21 68%	11 55%	6 90%
NET Not Important	234 28%	109 32%	101 30%	24 16%	195 28%	180 27%	209 28%	234 28%	85 21%	60 25%	35 30%	156 29%	4 31%	6 22%	6 21%	1 7%	*
Answered	818	340	331	147	685	658	734	818	396	243	113	524	12	29	30	19	7
Mean Score	.2	.1	.1	.6	.2	.2	.2	.2	.4	.4	.2	.1	.3	.3	.7	.8	1.2
Standard error	.04	.07	.07	.08	.04	.04	.04	.04	.06	.07	.12	.05	.25	.18	.21	.15	.17
Standard deviation	1.20	1.18	1.20	1.21	1.19	1.19	1.20	1.20	1.18	1.25	1.26	1.16	1.41	1.32	1.39	.98	.67

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6
Not at all important (-2)	87 10%	54 9%	4 9%	2 9%	5 28%	- -%	* *%	- -%	51 10%	2 2%	8 44%	3 8%	- -%	* *%	- -%
					a						abd				
Not very important (-1)	147 18%	121 21%	6 13%	1 3%	1 3%	2 14%	* *%	* *%	107 20%	8 12%	1 7%	* *%	- -%	1 18%	- -%
Neither important nor unimportant (0)	230 28%	162 28%	14 32%	5 23%	2 13%	* 1%	4 53%	- -%	165 31%	11 16%	1 7%	7 22%	3 27%	2 25%	1 11%
Important (1)	232 28%	168 28%	14 32%	6 29%	3 18%	6 45%	2 29%	* 3%	136 26%	22 32%	4 24%	13 42%	5 42%	2 26%	3 53%
Very important (2)	122 15%	75 13%	6 12%	7 34%	7 38%	5 40%	1 18%	2 96%	61 11%	23 34%	3 18%	9 27%	3 30%	2 30%	2 36%
				a	a					a					
Don't know	14 2%	9 1%	1 2%	* 1%	- -%	- -%	- -%	- -%	8 1%	3 4%	* *%	- -%	- -%	- -%	- -%
NET Important	354 43%	242 41%	20 44%	13 64%	10 56%	11 85%	4 47%	2 100%	197 37%	45 66%	7 42%	22 69%	8 73%	4 57%	5 89%
				a	a					a		a			
NET Not Important	234 28%	175 30%	10 22%	3 12%	6 31%	2 14%	* 1%	* *%	158 30%	9 14%	9 51%	3 9%	- -%	1 19%	- -%
											bd				
Answered	818	580	43	20	19	13	8	2	520	66	17	32	11	7	6
Mean Score	.2	.2	.3	.8	.4	1.1	.6	2.0	.1	.9	-.4	.8	1.0	.7	1.2
				a						ac		ac			
Standard error	.04	.05	.15	.18	.26	.21	.17	.12	.05	.13	.25	.19	.15	.31	.25
Standard deviation	1.20	1.17	1.15	1.25	1.69	1.01	.83	.35	1.15	1.10	1.68	1.12	.80	1.20	.70

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	87	74	6	5	1	-	-	-	28	8	21	13	-
	10%	11%	8%	15%	4%	-%	-%	-%	9%	6%	11%	19%	-%
Not very important	147	128	13	6	*	*	-	-	69	25	36	2	5
	18%	20%	17%	18%	1%	1%	-%	-%	22%	19%	19%	4%	16%
									d	d	d	b	
Neither important nor unimportant	230	195	13	8	8	3	*	2	100	32	41	19	11
	28%	30%	17%	23%	27%	21%	5%	16%	31%	23%	22%	28%	34%
Important	232	171	23	6	10	10	8	4	86	40	57	17	9
	28%	26%	31%	19%	34%	62%	71%	32%	27%	29%	30%	25%	26%
Very important	122	75	18	8	9	3	3	7	33	30	31	14	6
	15%	11%	24%	24%	30%	16%	24%	53%	10%	22%	16%	21%	17%
			a		a					a			
Don't know	14	11	2	*	1	-	-	-	4	1	3	3	2
	2%	2%	2%	*%	2%	-%	-%	-%	1%	1%	1%	4%	7%
NET Important	354	246	40	14	20	12	10	11	118	70	88	31	14
	43%	38%	55%	43%	64%	78%	95%	84%	37%	52%	47%	46%	43%
			a		a					a			
NET Not Important	234	202	19	11	2	*	-	-	97	33	57	15	5
	28%	31%	26%	33%	6%	1%	-%	-%	30%	24%	30%	22%	16%
			d		d								
Answered	818	644	72	33	30	16	11	13	316	135	187	65	30
Mean Score	.2	.1	.5	.2	.9	.9	1.2	1.4	.1	.4	.2	.3	.5
			a		a					a			
Standard error	.04	.05	.13	.20	.16	.12	.15	.17	.07	.10	.09	.12	.15
Standard deviation	1.20	1.18	1.28	1.41	1.04	.66	.52	.77	1.12	1.20	1.26	1.38	1.00

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	87 10%	26 7%	11 8%	17 12%	9 22%	- -	27 8%	7 7%	14 10%	12 21%	- -
Not very important	147 18%	70 20%	31 23%	26 19%	2 4%	2 11%	69 21%	13 12%	30 21%	2 3%	3 12%
Neither important nor unimportant	230 28%	109 31%	33 24%	27 20%	10 24%	8 37%	113 34%	23 20%	30 21%	15 26%	9 34%
Important	232 28%	97 27%	42 31%	40 29%	9 20%	7 31%	88 27%	40 35%	35 25%	15 26%	7 25%
Very important	122 15%	45 13%	18 13%	24 17%	11 26%	5 22%	28 9%	28 25%	29 21%	11 19%	5 20%
Don't know	14 2%	6 2%	- -	3 2%	2 4%	* *	4 1%	1 1%	1 1%	3 5%	2 9%
NET Important	354 43%	142 40%	61 45%	64 47%	20 46%	12 53%	116 35%	68 60%	65 47%	27 45%	12 45%
NET Not Important	234 28%	96 27%	42 31%	42 31%	11 26%	2 11%	96 29%	21 18%	44 32%	14 24%	3 12%
Answered	818	347	135	134	42	22	325	112	138	56	25
Mean Score	.2	.2	.2	.2	.2	.6	.1	.6	.3	.2	.6
Standard error	.04	.07	.10	.10	.14	.16	.07	.10	.10	.15	.17
Standard deviation	1.20	1.13	1.18	1.29	1.49	.96	1.08	1.18	1.29	1.41	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	87	50	3	19	10	3	41	2	44	87	-	65	1
		10%	12%	2%	13%	13%	8%	9%	7%	14%	11%	-%	10%	4%
Not very important	(-1)	147	97	23	16	2	6	60	6	77	144	3	130	*
		18%	22%	17%	11%	2%	15%	13%	22%	24%	18%	9%	19%	1%
Neither important nor unimportant	(0)	230	131	30	31	29	8	142	2	86	221	9	182	6
		28%	30%	23%	22%	38%	22%	30%	7%	27%	28%	25%	27%	34%
Important	(1)	232	110	49	42	18	12	130	13	88	221	11	193	7
		28%	26%	37%	30%	23%	32%	27%	48%	27%	28%	31%	28%	35%
Very important	(2)	122	36	27	33	17	6	94	3	24	110	11	98	5
		15%	8%	21%	23%	22%	15%	20%	12%	8%	14%	32%	14%	26%
Don't know		14	8	1	*	2	3	10	1	2	13	1	10	-
		2%	2%	1%	*%	2%	8%	2%	4%	1%	2%	2%	1%	-%
NET Important		354	146	76	74	34	18	224	16	112	331	23	291	11
		43%	34%	57%	53%	45%	47%	47%	60%	35%	42%	63%	43%	61%
NET Not Important		234	147	26	35	12	9	101	8	121	231	3	195	1
		28%	34%	20%	25%	15%	24%	21%	29%	38%	29%	9%	29%	5%
Answered		818	423	133	141	75	35	467	26	320	782	35	667	19
Mean Score		.2	*	.6	.4	.4	.3	.4	.4	-.1	.2	.9	.2	.8
Standard error		.04	.06	.09	.10	.12	.17	.05	.19	.07	.04	.15	.04	.21
Standard deviation		1.20	1.14	1.08	1.32	1.24	1.20	1.19	1.19	1.17	1.20	.99	1.19	1.00

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	87 10%	62 10%	1 2%	79 11%	7 7%	65 9%	1 5%	63 10%	*	83 11%	4 3%
Not very important	(-1)	147 18%	117 18%	* 1%	137 19%	10 9%	130 19%	- -%	117 19%	*	141 19%	6 6%
Neither important nor unimportant	(0)	230 28%	180 28%	9 27%	201 28%	29 27%	183 27%	5 33%	177 28%	13 33%	197 27%	33 30%
Important	(1)	232 28%	176 28%	9 27%	200 28%	32 31%	193 28%	7 45%	173 27%	12 32%	194 27%	38 35%
Very important	(2)	122 15%	88 14%	15 43%	95 13%	26 25%	100 15%	3 17%	90 14%	13 34%	94 13%	27 25%
Don't know		14 2%	10 2%	- -%	13 2%	1 1%	10 1%	- -%	10 2%	- -%	13 2%	1 1%
NET Important		354 43%	264 42%	24 70%	295 41%	59 56%	293 43%	9 62%	263 42%	26 66%	289 40%	65 60%
NET Not Important		234 28%	179 28%	1 3%	217 30%	17 16%	195 29%	1 5%	180 29%	*	224 31%	10 9%
Answered	818	624	34	713	104	671	15	619	39	709	108	
Mean Score	.2	.2	1.1	.1	.6	.2	.7	.2	1.0	.1	.7	
Standard error	.04	.05	.14	.04	.10	.04	.23	.05	.12	.05	.09	
Standard deviation	1.20	1.18	.98	1.20	1.17	1.19	.97	1.19	.84	1.21	1.02	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	87 10%	36 9%	56 10%	19 14%	* 100%	25 6%	53 11%	13 11%	2 50%	39 7%	70 14%	14 9%	- -%
Not very important (-1)	147 18%	72 18%	111 20%	25 19%	- -%	59 15%	98 20%	17 15%	- -%	91 16%	108 22%	25 17%	- -%
Neither important nor unimportant (0)	230 28%	104 25%	150 27%	36 26%	- -%	109 27%	143 29%	25 22%	2 50%	159 27%	125 25%	44 30%	- -%
Important (1)	232 28%	118 29%	149 27%	23 17%	- -%	128 32%	113 23%	26 23%	- -%	181 31%	116 24%	36 25%	2 100%
Very important (2)	122 15%	74 18%	79 14%	33 24%	- -%	74 18%	77 16%	31 27%	- -%	101 17%	67 14%	27 18%	- -%
Don't know	14 2%	5 1%	8 1%	* *% b	- -%	7 2%	9 2%	1 1%	- -%	11 2%	5 1%	2 1%	- -%
NET Important	354 43%	192 47%	228 41%	56 41%	- -%	201 50%	190 39%	57 51%	- -%	282 49%	183 37%	63 43%	2 100%
NET Not Important	234 28%	107 26%	167 30%	45 33%	* 100%	84 21%	151 31%	30 26%	2 50%	130 22%	178 36%	39 26%	- -%
Answered	818	404	545	136	*	395	484	112	4	571	486	146	2
Mean Score	.2	.3	.2	.2	-2.0	.4	.1	.4	-1.0	.4	*	.3	1.0
Standard error	.04	.06	.05	.11	-	.05	.05	.12	.68	.05	.06	.09	-
Standard deviation	1.20	1.21	1.20	1.36	-	1.14	1.22	1.34	1.18	1.15	1.26	1.22	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	87	65	62	87	49	48	*	72	39	33	11	15	21	28
		10%	10%	10%	10%	9%	10%	4%	12%	9%	8%	9%	17%	11%	15%
Not very important	(-1)	147	130	117	147	109	89	1	111	80	66	14	20	43	40
		18%	19%	19%	18%	20%	19%	12%	19%	18%	15%	12%	22%	22%	21%
Neither important nor unimportant	(0)	230	178	185	230	150	138	1	159	125	112	37	17	47	48
		28%	27%	29%	28%	27%	29%	13%	27%	29%	26%	32%	19%	23%	25%
Important	(1)	232	190	173	232	156	128	5	155	121	132	29	24	48	39
		28%	28%	27%	28%	28%	27%	46%	26%	28%	31%	25%	27%	24%	21%
Very important	(2)	122	96	83	122	79	63	3	83	66	78	26	13	36	26
		15%	14%	13%	15%	14%	13%	25%	14%	15%	18%	22%	14%	18%	14%
Don't know		14	10	9	14	10	8	-	7	5	10	1	1	4	7
		2%	1%	2%	2%	2%	2%	-%	1%	1%	2%	1%	1%	2%	4%
NET Important		354	286	256	354	235	191	8	238	187	210	55	37	84	65
		43%	43%	41%	43%	42%	40%	71%	41%	43%	49%	47%	41%	42%	35%
NET Not Important		234	195	179	234	158	138	2	183	119	99	24	35	64	68
		28%	29%	28%	28%	29%	29%	16%	31%	27%	23%	21%	39%	32%	36%
Answered		818	658	621	818	544	467	11	581	431	420	117	89	195	181
Mean Score		.2	.2	.2	.2	.2	.1	.7	.1	.2	.4	.4	*	.2	*
Standard error		.04	.05	.05	.04	.05	.05	.19	.05	.06	.06	.11	.15	.09	.09
Standard deviation		1.20	1.20	1.18	1.20	1.18	1.18	1.14	1.23	1.18	1.18	1.21	1.33	1.27	1.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	87	12	2	4	-	74	62	76	63	52	27	73	24	-	64	20
		10%	12%	6%	14%	-%	10%	12%	10%	10%	10%	6%	10%	18%	-%	10%	38%
													a			a	
Not very important	(-1)	147	10	*	7	2	126	98	128	105	98	75	128	27	-	116	6
		18%	10%	1%	24%	9%	18%	19%	17%	17%	20%	18%	18%	21%	-%	17%	12%
					b												
Neither important nor unimportant	(0)	230	21	4	7	3	197	140	201	157	127	110	201	21	-	191	10
		28%	22%	12%	25%	12%	28%	27%	27%	26%	25%	26%	29%	16%	-%	28%	18%
													c				
Important	(1)	232	34	12	6	10	200	132	213	173	128	136	190	29	-	185	9
		28%	35%	34%	21%	37%	28%	25%	29%	29%	26%	32%	27%	23%	-%	28%	16%
Very important	(2)	122	20	17	5	9	106	76	112	94	80	77	97	27	-	103	9
		15%	20%	47%	16%	33%	15%	15%	15%	16%	16%	18%	14%	21%	-%	15%	16%
				a													
Don't know		14	1	-	-	2	13	12	13	13	12	3	11	1	-	12	-
		2%	1%	-%	-%	9%	2%	2%	2%	2%	2%	1%	2%	1%	-%	2%	-%
NET Important		354	54	29	11	18	306	208	325	267	209	213	287	56	-	288	17
		43%	55%	81%	37%	70%	43%	40%	44%	44%	42%	50%	41%	43%	-%	43%	32%
				ac								b					
NET Not Important		234	22	2	11	2	200	160	203	169	150	102	200	51	-	180	27
		28%	22%	7%	38%	9%	28%	31%	27%	28%	30%	24%	29%	40%	-%	27%	50%
					b									a		a	
Answered		818	97	35	30	24	702	508	729	593	485	424	688	127	-	659	54
Mean Score		.2	.4	1.2	*	1.0	.2	.1	.2	.2	.2	.4	.2	.1	-	.2	-.4
				ac								b				b	
Standard error		.04	.12	.17	.23	.20	.04	.05	.04	.05	.05	.06	.04	.12	-	.04	.23
Standard deviation		1.20	1.26	1.08	1.30	.96	1.20	1.24	1.20	1.22	1.24	1.16	1.19	1.43	-	1.19	1.53

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	87	40	47	14	3	8	17	10	56	21	11	9	66
	10%	11%	10%	6%	22%	7%	11%	8%	10%	13%	9%	5%	12%
Not very important (-1)	147	63	84	18	-	3	20	18	97	29	16	23	103
	18%	17%	18%	8%	-%	2%	12%	15%	18%	18%	13%	14%	19%
							a						
Neither important nor unimportant (0)	230	115	115	69	9	44	48	18	155	56	38	41	149
	28%	31%	25%	32%	57%	38%	30%	15%	29%	34%	31%	26%	28%
									a	a			
Important (1)	232	103	129	77	2	42	50	35	151	45	24	56	146
	28%	28%	28%	35%	10%	36%	31%	30%	28%	27%	19%	35%	28%
												a	
Very important (2)	122	50	72	38	2	20	26	37	72	13	32	28	61
	15%	13%	16%	18%	12%	17%	16%	31%	13%	8%	26%	18%	11%
								bc			c		
Don't know	14	3	11	1	-	-	1	1	10	3	3	3	7
	2%	1%	2%	*%	-%	-%	*%	1%	2%	2%	2%	2%	1%
NET Important	354	153	201	115	3	62	77	72	223	57	56	85	207
	43%	41%	44%	53%	21%	53%	47%	60%	41%	34%	45%	53%	39%
								bc			c		
NET Not Important	234	103	131	31	3	11	37	28	153	50	27	32	169
	28%	28%	29%	14%	22%	9%	23%	23%	28%	30%	22%	20%	32%
							a						b
Answered	818	371	446	216	16	116	162	118	530	163	122	158	525
Mean Score	.2	.2	.2	.5	-.1	.5	.3	.6	.2	*	.4	.5	.1
								bc			c	c	
Standard error	.04	.06	.06	.07	.39	.09	.09	.12	.05	.09	.11	.09	.05
Standard deviation	1.20	1.18	1.22	1.07	1.23	1.02	1.20	1.30	1.19	1.13	1.26	1.11	1.20

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	87	38	49
		10%	12%	10%
Not very important	(-1)	147	58	90
		18%	18%	18%
Neither important nor unimportant	(0)	230	73	157
		28%	22%	31%
			a	
Important	(1)	232	97	135
		28%	30%	27%
Very important	(2)	122	50	72
		15%	15%	14%
Don't know		14	11	3
		2%	3%	1%
			b	
NET Important		354	146	207
		43%	45%	41%
NET Not Important		234	96	138
		28%	29%	27%
Answered		818	315	502
Mean Score		.2	.2	.2
Standard error		.04	.07	.05
Standard deviation		1.20	1.25	1.17

Columns Tested:: a,b

Table 228 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option to deliver items to a location other than the home(e.g. a local shop or locker)**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base	436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base	831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important (-2)	87 10%	- -%	7 19%	20 12%	10 9%	- -%	11 14%	3 13%	9 10%	10 11%	3 13%	8 5%	5 12%
Not very important (-1)	147 18%	- -%	9 24%	33 19%	19 18%	3 15%	19 23%	2 6%	15 16%	16 18%	3 12%	26 17%	4 10%
Neither important nor unimportant (0)	230 28%	- -%	7 17%	50 29%	27 26%	3 16%	22 27%	7 26%	30 32%	18 20%	4 18%	49 34%	14 34%
Important (1)	232 28%	- -%	6 16%	37 22%	27 26%	7 39%	16 19%	9 33%	31 33%	29 32%	8 33%	47 32%	16 38%
Very important (2)	122 15%	- -%	6 15%	26 15%	17 16%	5 29%	13 16%	5 19%	9 9%	17 18%	5 21%	16 11%	2 6%
Don't know	14 2%	- -%	3 8%	5 3%	4 4%	- -%	- -%	1 4%	- -%	- -%	* 2%	1 1%	- -%
NET Important	354 43%	- -%	12 32%	63 37%	43 43%	12 69%	29 36%	14 52%	40 43%	46 51%	14 55%	63 43%	18 44%
NET Not Important	234 28%	- -%	17 43%	52 31%	28 28%	3 15%	30 37%	5 19%	24 26%	27 29%	6 26%	33 23%	9 22%
Answered	818	-	35	165	98	17	81	26	93	91	24	145	41
Mean Score	.2	-	-.2	.1	.2	.8	*	.4	.2	.3	.4	.3	.2
Standard error	.04	-	.21	.10	.11	.23	.15	.18	.11	.15	.16	.11	.18
Standard deviation	1.20	-	1.40	1.23	1.22	1.05	1.29	1.27	1.12	1.28	1.35	1.05	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 228 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option to deliver items to a location other than the home(e.g. a local shop or locker)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	867	218	223	227	199	441	426
Effective base	436	111	98	113	113	209	226
Weighted Base	831	223	185	211	212	408	423
Not at all important	(-2)	87	27	21	23	16	39
		10%	12%	11%	11%	7%	9%
Not very important	(-1)	147	44	38	33	33	66
		18%	20%	20%	16%	15%	15%
Neither important nor unimportant	(0)	230	57	51	54	68	122
		28%	25%	28%	26%	32%	29%
Important	(1)	232	48	45	69	70	140
		28%	21%	24%	33%	33%	33%
Very important	(2)	122	40	27	31	24	55
		15%	18%	14%	15%	11%	13%
Don't know		14	8	4	1	2	3
		2%	3%	2%	*%	1%	1%
NET Important		354	88	71	100	95	195
		43%	39%	39%	47%	45%	46%
NET Not Important		234	71	59	56	49	104
		28%	32%	32%	26%	23%	25%
Answered	818	216	181	210	211	397	421
Mean Score	.2	.1	.1	.2	.3	.1	.3
Standard error	.04	.09	.08	.08	.08	.06	.06
Standard deviation	1.20	1.29	1.23	1.20	1.09	1.26	1.15

Columns Tested:: a,b,c,d - a,b

Table 229

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1					
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		867	170	697	614	116	47	90	253
Effective base		436	83	354	404	68	34	49	98
Weighted Base		831	141	690	797	28	5	2	34
Not at all important	(-2)	62 7%	5 4%	57 8%	59 7%	2 8%	* 5%	* 8%	3 8%
Not very important	(-1)	106 13%	14 10%	92 13%	103 13%	3 9%	* 1%	* 7%	3 8%
Neither important nor unimportant	(0)	183 22%	13 9%	170 25% a	177 22% d	5 18%	1 12%	* 10%	6 17%
Important	(1)	276 33%	40 28%	235 34%	264 33%	9 33%	2 38%	1 41%	12 34%
Very important	(2)	172 21%	52 37% b	120 17%	163 20%	7 24%	2 41% a	1 29%	9 26%
Don't know		33 4%	17 12% b	15 2%	30 4%	2 8%	* 3%	* 5%	3 7%
NET Important		448 54%	92 65% b	356 52%	428 54%	16 56%	4 79% ab	1 70% a	21 60%
NET Not Important		168 20%	19 14%	148 22%	162 20% c	5 18%	* 6%	* 16%	5 16%
Answered		799	124	674	767	25	4	2	32
Mean Score		.5	1.0 b	.4	.5	.6	1.1 ab	.8	.7
Standard error		.04	.09	.04	.05	.12	.17	.19	.08
Standard deviation		1.19	1.16	1.17	1.19	1.25	1.15	1.77	1.23

Columns Tested:: a,b - a,b,c,d,e

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	342	205	67	76	87	90	614	116	137
Effective base		436	245	128	39	51	37	49	404	68	61
Weighted Base		831	514	240	44	20	13	2	797	28	7
Not at all important	(-2)	62 7%	24 5%	30 13% a	5 11%	2 11%	* 2%	* 8%	59 7%	2 8%	* 6%
Not very important	(-1)	106 13%	72 14% i	26 11%	5 12%	2 10%	1 5%	* 7%	103 13% i	3 9%	* 3%
Neither important nor unimportant	(0)	183 22%	115 22% f	52 22%	10 23%	4 18%	2 16%	* 10%	177 22% fi	5 18%	1 11%
Important	(1)	276 33%	168 33%	83 35%	14 31%	7 35%	4 31%	1 41%	264 33%	9 33%	3 39%
Very important	(2)	172 21%	113 22%	42 18%	8 19%	4 22%	4 33%	1 29%	163 20%	7 24%	2 37% abg
Don't know		33 4%	22 4%	7 3%	1 3%	1 4%	2 13% abg	* 5%	30 4%	2 8%	* 4%
NET Important		448 54%	281 55%	125 52%	22 50%	11 56%	8 64%	1 70% bg	428 54%	16 56%	5 76% abcdgh
NET Not Important		168 20%	96 19%	56 23% ei	10 23% ei	4 21% i	1 7%	* 16%	162 20% i	5 18%	1 9%
Answered		799	492	233	42	19	11	2	767	25	6
Mean Score		.5	.6	.3	.4	.5	1.0 abcdg	.8	.5	.6	1.0 abcdgh
Standard error		.04	.06	.09	.16	.15	.12	.19	.05	.12	.10
Standard deviation		1.19	1.14	1.26	1.27	1.31	1.05	1.77	1.19	1.25	1.18

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	433	181	116	47	90	401	130	55	46	99
Effective base	436	311	121	68	34	49	273	64	23	12	15
Weighted Base	831	669	128	28	5	2	550	119	29	16	17
Not at all important	(-2)	62	48	11	2	*	46	9	2	1	*
		7%	7%	9%	8%	5%	8%	7%	8%	6%	1%
Not very important	(-1)	106	91	13	3	*	79	13	3	*	1
		13%	14%	10%	9%	1%	14%	11%	10%	2%	6%
			d								
Neither important nor unimportant	(0)	183	147	30	5	*	123	35	5	2	1
		22%	22%	23%	18%	12%	22%	29%	17%	14%	9%
			e								
Important	(1)	276	217	47	9	2	188	34	11	5	9
		33%	32%	37%	33%	38%	34%	28%	38%	35%	52%
Very important	(2)	172	139	25	7	2	94	29	6	7	4
		21%	21%	19%	24%	41%	17%	24%	21%	42%	25%
					ab					a	
Don't know		33	27	3	2	*	20	-	2	*	1
		4%	4%	2%	8%	3%	4%	-%	6%	1%	8%
NET Important		448	356	72	16	4	282	62	17	12	13
		54%	53%	56%	56%	79%	51%	53%	59%	77%	77%
					abc	a					
NET Not Important		168	138	24	5	*	125	21	5	1	1
		20%	21%	18%	18%	6%	23%	18%	18%	9%	7%
			d								
Answered		799	641	126	25	4	530	119	27	15	16
Mean Score		.5	.5	.5	.6	1.1	.4	.5	.6	1.0	1.0
					abc	a					a
Standard error		.04	.06	.09	.12	.17	.06	.10	.16	.17	.09
Standard deviation		1.19	1.19	1.18	1.25	1.15	1.19	1.18	1.20	1.15	.86

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		867	60	46	77	40	56	70	60	54	61
Effective base		436	43	34	50	26	42	51	46	37	43
Weighted Base		831	92	63	120	45	68	117	113	61	68
Not at all important	(-2)	62 7%	7 7%	2 3%	7 6%	* 1%	8 11%	7 6%	15 13%	3 4%	10 15% d
Not very important	(-1)	106 13%	20 21% de	7 11%	14 11%	1 3%	4 5%	20 17%	18 16%	5 7%	11 16%
Neither important nor unimportant	(0)	183 22%	7 8%	7 11%	34 28% a	10 22%	16 23%	32 28% a	22 19%	20 32% ab	15 23%
Important	(1)	276 33%	41 44%	29 46%	31 26% a	22 48% c	23 33%	35 30%	31 28%	17 28%	18 26%
Very important	(2)	172 21%	14 15%	17 27%	30 25% a	11 26% c	16 23%	14 12%	22 20%	15 24%	11 17%
Don't know		33 4%	3 3%	1 1%	5 4%	- -%	3 4%	9 8%	5 4%	2 4%	3 4%
NET Important		448 54%	55 60%	47 74% cfgi	61 50%	33 74% cfgi	38 56%	49 42%	53 47%	32 52%	29 43%
NET Not Important		168 20%	26 29% d	9 14%	21 17%	2 4%	11 17%	27 23% d	33 30% dh	7 12%	21 31% dh
Answered		799	89	63	115	45	65	108	108	59	66
Mean Score		.5	.4	.8	.5	1.0	.5	.3	.2	.6	.1
Standard error		.04	.16	.16	.14	.13	.17	.14	.18	.15	.17
Standard deviation		1.19	1.21	1.06	1.18	.82	1.25	1.10	1.33	1.09	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		867	157	160	207	524	343	125	110	108
Effective base		436	111	113	147	362	169	68	61	52
Weighted Base		831	181	217	350	748	83	40	29	15
Not at all important	(-2)	62 7%	18 10%	11 5%	29 8%	59 8%	3 4%	1 3%	1 3%	1 7%
Not very important	(-1)	106 13%	16 9%	31 14%	52 15%	99 13%	7 8%	3 8%	2 8%	1 7%
Neither important nor unimportant	(0)	183 22%	41 23%	34 16%	88 25%	163 22%	20 24%	10 24%	8 26%	3 18%
Important	(1)	276 33%	62 34%	87 40%	97 28%	246 33%	29 35%	14 36%	11 37%	4 30%
Very important	(2)	172 21%	38 21%	46 21%	66 19%	150 20%	22 26%	11 26%	7 24%	5 32%
Don't know		33 4%	5 3%	6 3%	19 5%	30 4%	2 3%	1 3%	* 1%	1 6%
NET Important		448 54%	100 56%	134 62%	163 46%	397 53%	51 62%	25 62%	18 61%	9 62%
NET Not Important		168 20%	34 19%	42 20%	81 23%	158 21%	10 12%	4 11%	3 12%	2 14%
Answered		799	176	210	332	718	81	39	29	14
Mean Score		.5	.5	.6	.4	.5	.7	.8	.7	.8
Standard error		.04	.10	.09	.09	.05	.06	.09	.10	.12
Standard deviation		1.19	1.22	1.14	1.21	1.20	1.07	1.04	1.05	1.24

Columns Tested:: a,b,c,d,e,f,g,h

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			a	b	*c	d	e	f	g	h	i
Unweighted Base		867	33	52	7	59	57	257	35	34	388
Effective base		436	20	22	5	27	26	142	16	11	204
Weighted Base		831	44	58	10	69	65	224	30	14	381
Not at all important	(-2)	62 7%	3 6%	4 6%	- -%	4 5%	2 3%	18 8%	6 19%	2 14%	28 7%
Not very important	(-1)	106 13%	- -%	9 15%	1 8%	10 14%	11 16%	25 11%	7 24%	1 7%	51 13%
Neither important nor unimportant	(0)	183 22%	9 20%	9 16%	* 4%	10 14%	24 37%	55 24%	7 22%	1 6%	78 21%
Important	(1)	276 33%	18 40%	19 33%	6 58%	25 36%	16 25%	67 30%	4 12%	9 61%	137 36%
Very important	(2)	172 21%	14 32%	9 15%	2 24%	11 17%	11 17%	52 23%	7 24%	2 12%	72 19%
Don't know		33 4%	1 1%	8 14%	1 7%	9 13%	1 2%	7 3%	- -%	- -%	15 4%
NET Important		448 54%	32 72%	28 48%	8 81%	36 53%	27 42%	119 53%	11 36%	11 73%	209 55%
NET Not Important		168 20%	3 6%	13 22%	1 8%	13 20%	13 19%	43 19%	13 42%	3 21%	78 21%
Answered		799	44	50	9	60	63	217	30	14	366
Mean Score		.5	.9	.4	1.0	.5	.4	.5	*	.5	.5
Standard error		.04	.19	.17	.34	.16	.15	.08	.25	.22	.06
Standard deviation		1.19	1.05	1.19	.84	1.16	1.07	1.21	1.46	1.26	1.17

Columns Tested: a,b,c,d,e,f,g,h,i

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	867	149	257	461	726	141	-	771	96	851	16
Effective base	436	72	142	233	362	74	-	409	28	429	10
Weighted Base	831	178	224	430	689	143	-	791	41	823	8
Not at all important (-2)	62 7%	8 5%	18 8%	35 8%	51 7%	10 7%	- -%	62 8%	* *%	62 7%	- -%
Not very important (-1)	106 13%	20 11%	25 11%	60 14%	81 12%	25 18%	- -%	103 13%	3 7%	105 13%	1 17%
Neither important nor unimportant (0)	183 22%	42 24%	55 24%	86 20%	146 21%	37 26%	- -%	173 22%	10 24%	181 22%	2 18%
Important (1)	276 33%	59 33%	67 30%	150 35%	237 34%	39 27%	- -%	263 33%	12 31%	275 33%	1 13%
Very important (2)	172 21%	37 21%	52 23%	84 19%	143 21%	30 21%	- -%	157 20%	15 38%	168 20%	4 51%
Don't know	33 4%	11 6%	7 3%	15 4%	31 5%	2 1%	- -%	32 4%	* 1%	33 4%	* 1%
NET Important	448 54%	96 54%	119 53%	234 54%	380 55%	68 48%	- -%	420 53%	28 68%	443 54%	5 64%
NET Not Important	168 20%	29 16%	43 19%	96 22%	132 19%	35 25%	- -%	165 21%	3 7%	166 20%	1 17%
Answered	799	167	217	415	658	141	-	759	40	790	8
Mean Score	.5	.6	.5	.4	.5	.4	-	.5	1.0	.5	1.0
Standard error	.04	.09	.08	.06	.04	.10	-	.04	.10	.04	.32
Standard deviation	1.19	1.11	1.21	1.21	1.18	1.21	-	1.19	.97	1.19	1.26

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		867	429	175	261
Effective base		436	231	73	131
Weighted Base		831	449	138	244
Not at all important	(-2)	62 7%	41 9%	9 6%	12 5%
Not very important	(-1)	106 13%	63 14%	17 12%	26 11%
Neither important nor unimportant	(0)	183 22%	102 23%	25 18%	56 23%
Important	(1)	276 33%	155 34%	39 28%	82 34%
Very important	(2)	172 21%	83 18%	39 28%	51 21%
Don't know		33 4%	6 1%	10 7%	17 7%
				a	a
NET Important		448 54%	237 53%	78 56%	133 55%
NET Not Important		168 20%	104 23%	26 19%	37 15%
Answered		799	444	128	227
Mean Score		.5	.4	.6	.6
Standard error		.04	.06	.10	.07
Standard deviation		1.19	1.21	1.23	1.11

Columns Tested:: a,b,c

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	867	608	182	40	11	17	4	3	2	790	77	37
Effective base	436	347	70	10	4	5	1	1	1	416	20	10
Weighted Base	831	679	116	21	3	10	2	1	*	795	37	16
Not at all important	(-2)	62	55	6	*	-	-	-	-	61	*	-
		7%	8%	5%	2%	-%	-%	-%	-%	8%	1%	-%
Not very important	(-1)	106	97	8	-	-	1	-	-	105	1	1
		13%	14%	7%	-%	-%	10%	-%	-%	13%	3%	6%
Neither important nor unimportant	(0)	183	149	33	1	*	*	-	-	182	1	*
		22%	22%	29%	5%	2%	*%	-%	-%	23%	3%	*%
		j	j							j		
Important	(1)	276	235	31	6	1	2	-	*	267	9	3
		33%	35%	27%	29%	30%	23%	-%	2%	34%	25%	20%
Very important	(2)	172	117	34	11	1	7	2	1	151	22	11
		21%	17%	29%	53%	44%	66%	100%	82%	100%	19%	59%
		ai	ai	ai	ai	ai	ai	ai	ai	ai	abi	abi
Don't know		33	26	3	2	1	-	-	*	30	3	1
		4%	4%	3%	11%	24%	-%	-%	16%	-%	4%	9%
NET Important		448	352	65	17	2	9	2	1	417	31	14
		54%	52%	56%	82%	74%	90%	100%	84%	100%	52%	84%
											abi	ai
NET Not Important		168	152	15	*	-	1	-	-	166	1	1
		20%	22%	13%	2%	-%	10%	-%	-%	21%	4%	6%
		j										
Answered	799	652	113	19	2	10	2	1	*	765	34	15
Mean Score	.5	.4	.7	1.5	1.6	1.5	2.0	2.0	2.0	.4	1.5	1.6
				abi							abi	abi
Standard error	.04	.05	.09	.14	.23	.24	-	-	-	.04	.10	.14
Standard deviation	1.19	1.18	1.14	.84	.73	.98	-	-	-	1.18	.83	.84

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	867	271	337	259	755	726	802	867	460	323	111	496	36	53	45	45	16
Effective base	436	167	181	90	369	356	400	436	212	125	70	274	13	16	15	12	5
Weighted Base	831	343	335	153	695	668	746	831	401	244	118	531	13	29	30	19	7
Not at all important (-2)	62 7%	34 10%	21 6%	7 4%	51 7%	49 7%	54 7%	62 7%	27 7%	13 5%	5 4%	45 9%	* 2%	3 11%	- -%	* *%	- -%
Not very important (-1)	106 13%	49 14%	47 14%	9 6%	89 13%	84 13%	92 12%	106 13%	32 8%	19 8%	11 9%	75 14%	3 25%	1 5%	2 6%	* *%	- -%
Neither important nor unimportant (0)	183 22%	88 25%	61 18%	34 22%	163 23%	157 24%	179 24%	183 22%	95 24%	42 17%	36 31%	125 24%	3 20%	3 12%	6 20%	6 29%	- -%
Important (1)	276 33%	100 29%	136 40%	40 26%	231 33%	222 33%	244 33%	276 33%	145 36%	93 38%	31 26%	182 34%	3 23%	12 43%	9 29%	6 30%	1 16%
Very important (2)	172 21%	60 18%	56 17%	56 37%	140 20%	135 20%	154 21%	172 21%	93 23%	72 29%	30 25%	87 16%	3 21%	8 29%	13 44%	8 39%	6 84%
Don't know	33 4%	12 4%	14 4%	6 4%	21 3%	21 3%	24 3%	33 4%	8 2%	6 2%	5 4%	18 3%	1 8%	* *%	- -%	* 1%	- -%
NET Important	448 54%	160 47%	192 57%	96 63%	371 53%	357 53%	398 53%	448 54%	238 59%	165 67%	61 52%	268 51%	6 45%	21 72%	22 74%	13 69%	7 100%
NET Not Important	168 20%	84 24%	68 20%	16 10%	140 20%	133 20%	146 20%	168 20%	60 15%	32 13%	16 13%	120 23%	3 27%	5 16%	2 6%	* 1%	- -%
Answered	799	331	321	146	674	647	723	799	393	239	113	513	12	29	30	19	7
Mean Score	.5	.3	.5	.9	.5	.5	.5	.5	.6	.8	.6	.4	.4	.7	1.1	1.1	1.8
Standard error	.04	.08	.06	.07	.04	.04	.04	.04	.05	.06	.11	.05	.22	.18	.14	.13	.10
Standard deviation	1.19	1.22	1.13	1.13	1.18	1.18	1.17	1.19	1.14	1.12	1.11	1.18	1.23	1.27	.95	.87	.40

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	867	544	64	51	42	23	23	8	515	81	46	34	27	15	8	
Effective base	436	306	27	15	11	8	3	1	285	29	13	16	6	6	4	
Weighted Base	831	589	44	20	19	13	8	2	528	68	17	32	11	7	6	
Not at all important	(-2)	62	48	2	*	-	-	*	-	45	*	*	3	-	-	-
		7%	8%	6%	1%	-%	-%	*%	-%	9%	*%	1%	10%	-%	-%	-%
Not very important	(-1)	106	82	2	2	*	2	*	-	80	4	-	*	*	-	-
		13%	14%	5%	12%	1%	14%	*%	-%	15%	6%	-%	1%	*%	-%	-%
Neither important nor unimportant	(0)	183	141	9	4	5	*	4	-	132	13	7	3	*	1	-
		22%	24%	19%	21%	24%	*%	53%	-%	25%	20%	44%	9%	3%	18%	-%
Important	(1)	276	198	15	4	6	5	2	*	171	27	3	14	5	2	1
		33%	34%	35%	22%	32%	42%	24%	9%	32%	40%	17%	42%	46%	24%	18%
Very important	(2)	172	99	15	9	8	6	2	2	80	22	6	13	5	4	5
		21%	17%	33%	44%	43%	44%	21%	91%	15%	32%	38%	39%	51%	58%	82%
Don't know		33	20	1	*	-	-	*	-	19	2	*	-	-	*	-
		4%	3%	2%	1%	-%	-%	2%	-%	4%	2%	*%	-%	-%	*%	-%
NET Important		448	297	30	13	14	11	4	2	251	49	9	26	10	5	6
		54%	50%	67%	66%	75%	86%	45%	100%	48%	72%	55%	81%	97%	81%	100%
NET Not Important		168	131	5	3	*	2	*	-	125	4	*	3	*	-	-
		20%	22%	11%	13%	1%	14%	1%	-%	24%	6%	1%	10%	*%	-%	-%
Answered		799	569	43	20	19	13	8	2	508	67	17	32	11	7	6
Mean Score		.5	.4	.9	1.0	1.2	1.2	.7	1.9	.3	1.0	.9	1.0	1.5	1.4	1.8
Standard error		.04	.05	.14	.16	.13	.21	.19	.14	.05	.10	.15	.20	.12	.23	.15
Standard deviation		1.19	1.18	1.13	1.12	.84	1.03	.88	.40	1.18	.90	.97	1.19	.60	.84	.42

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	867	617	94	51	42	29	13	21	261	154	198	138	49
Effective base	436	343	35	18	18	10	6	7	163	73	104	43	17
Weighted Base	831	655	74	33	30	16	11	13	319	135	189	68	33
Not at all important	62	59	2	1	-	*	-	-	23	13	14	4	-
	7%	9%	2%	2%	-%	3%	-%	-%	7%	10%	7%	6%	-%
Not very important	106	99	3	*	3	1	-	-	49	11	19	7	6
	13%	15%	4%	1%	9%	6%	-%	-%	15%	8%	10%	10%	18%
Neither important nor unimportant	183	159	12	9	1	2	*	-	80	29	52	11	8
	22%	24%	16%	27%	2%	12%	4%	-%	25%	22%	27%	16%	24%
Important	276	203	39	8	11	7	4	4	103	51	61	24	5
	33%	31%	52%	25%	37%	45%	35%	28%	32%	37%	32%	35%	15%
Very important	172	108	14	15	15	5	6	9	53	32	41	18	11
	21%	16%	19%	45%	49%	34%	61%	71%	17%	23%	22%	26%	33%
Don't know	33	27	5	*	1	-	-	*	11	*	3	5	3
	4%	4%	6%	*%	2%	-%	-%	1%	4%	*%	1%	7%	9%
NET Important	448	311	52	23	26	13	10	13	156	82	102	41	16
	54%	47%	71%	70%	86%	79%	96%	99%	49%	61%	54%	61%	48%
NET Not Important	168	157	5	1	3	1	-	-	72	24	33	11	6
	20%	24%	7%	3%	9%	9%	-%	-%	23%	17%	17%	16%	18%
Answered	799	628	69	33	30	16	11	13	308	135	187	63	29
Mean Score	.5	.3	.9	1.1	1.3	1.0	1.6	1.7	.4	.6	.5	.7	.7
Standard error	.04	.05	.09	.14	.14	.19	.16	.10	.07	.10	.08	.10	.17
Standard deviation	1.19	1.20	.88	.97	.92	1.00	.59	.47	1.16	1.21	1.16	1.17	1.18

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	867	289	149	158	120	36	276	140	168	99	38
Effective base	436	179	72	78	31	11	166	60	80	37	13
Weighted Base	831	353	135	136	43	22	328	113	139	59	27
Not at all important	62 7%	23 7%	14 11%	10 7%	4 9%	- -%	29 9%	8 7%	9 7%	3 6%	- -%
Not very important	106 13%	49 14%	18 13%	18 13%	2 4%	3 15%	49 15%	10 9%	17 12%	6 10%	3 11%
Neither important nor unimportant	183 22%	91 26%	25 19%	35 26%	5 12%	6 27%	81 25%	21 18%	37 27%	10 18%	8 29%
Important	276 33%	124 35%	46 34%	43 32%	14 33%	4 16%	109 33%	45 40%	42 31%	22 37%	4 14%
Very important	172 21%	53 15%	32 24%	28 21%	15 34%	9 39%	49 15%	29 26%	33 23%	14 24%	10 37%
Don't know	33 4%	12 3%	* *%	3 2%	3 8%	1 4%	13 4%	- -%	1 1%	3 6%	2 9%
NET Important	448 54%	177 50%	77 57%	71 52%	29 67%	12 55%	157 48%	74 66%	75 54%	36 61%	14 51%
NET Not Important	168 20%	72 20%	32 24%	27 20%	6 13%	3 15%	77 24%	18 16%	26 19%	9 16%	3 11%
Answered	799	340	135	133	40	21	316	113	138	55	25
Mean Score	.5	.4	.5	.5	.9	.8	.3	.7	.5	.7	.8
Standard error	.04	.07	.11	.10	.12	.20	.07	.10	.09	.12	.19
Standard deviation	1.19	1.12	1.28	1.17	1.25	1.15	1.18	1.15	1.17	1.16	1.11

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		867	370	141	177	112	53	508	41	311	825	42	733	22
Effective base		436	222	63	86	41	21	256	20	159	419	17	362	8
Weighted Base		831	431	134	141	77	38	477	27	322	795	36	677	19
Not at all important	(-2)	62	44	7	7	3	*	26	*	33	61	*	51	-
		7%	10%	5%	5%	5%	1%	5%	1%	10%	8%	1%	8%	-%
Not very important	(-1)	106	69	17	11	5	3	48	2	54	104	2	89	-
		13%	16%	13%	8%	7%	8%	10%	7%	17%	13%	7%	13%	-%
Neither important nor unimportant	(0)	183	104	23	31	15	7	96	4	83	176	7	157	5
		22%	24%	17%	22%	19%	19%	20%	15%	26%	22%	21%	23%	29%
Important	(1)	276	130	56	55	20	13	174	14	87	262	13	228	3
		33%	30%	42%	39%	26%	33%	36%	51%	27%	33%	37%	34%	19%
Very important	(2)	172	65	29	36	27	12	112	5	54	161	12	131	10
		21%	15%	22%	26%	35%	31%	24%	19%	17%	20%	33%	19%	51%
Don't know		33	20	1	1	6	3	21	2	9	32	1	21	*
		4%	5%	1%	*%	8%	8%	4%	7%	3%	4%	2%	3%	1%
NET Important		448	195	85	91	47	25	286	19	142	423	25	358	13
		54%	45%	64%	64%	61%	65%	60%	70%	44%	53%	69%	53%	70%
NET Not Important		168	113	24	19	9	3	74	2	88	165	3	140	-
		20%	26%	18%	13%	11%	9%	16%	8%	27%	21%	8%	21%	-%
Answered		799	411	133	140	70	35	456	26	313	763	35	655	18
Mean Score		.5	.3	.6	.7	.9	.9	.7	.9	.2	.5	1.0	.5	1.2
Standard error		.04	.06	.09	.08	.11	.14	.05	.14	.07	.04	.15	.04	.20
Standard deviation		1.19	1.22	1.12	1.09	1.15	.99	1.13	.90	1.23	1.19	.97	1.18	.90

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	*b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	867	678	48	734	133	737	18	673	53	731	136	
Effective base	436	345	13	385	51	366	5	339	18	385	52	
Weighted Base	831	634	34	726	105	681	15	630	39	722	109	
Not at all important	(-2)	62	48	*	57	4	51	-	48	*	59	2
		7%	8%	1%	8%	4%	7%	-%	8%	1%	8%	2%
Not very important	(-1)	106	84	-	103	3	89	-	84	-	97	9
		13%	13%	-%	14%	3%	13%	-%	13%	-%	13%	8%
Neither important nor unimportant	(0)	183	148	10	160	23	158	4	152	5	161	22
		22%	23%	28%	22%	22%	23%	30%	24%	13%	22%	20%
Important	(1)	276	212	10	233	43	229	2	211	11	239	36
		33%	34%	28%	32%	41%	34%	17%	34%	29%	33%	33%
Very important	(2)	172	120	15	141	31	133	8	113	22	134	38
		21%	19%	43%	19%	30%	19%	52%	18%	57%	19%	35%
Don't know		33	21	*	31	2	21	*	21	-	31	2
		4%	3%	*%	4%	1%	3%	1%	3%	-%	4%	2%
NET Important		448	333	24	374	74	361	10	324	33	374	74
		54%	52%	71%	52%	70%	53%	69%	51%	86%	52%	68%
NET Not Important		168	133	*	161	7	140	-	133	*	157	11
		20%	21%	1%	22%	7%	21%	-%	21%	1%	22%	10%
Answered		799	613	34	695	104	659	14	608	39	691	107
Mean Score		.5	.4	1.1	.4	.9	.5	1.2	.4	1.4	.4	.9
Standard error		.04	.05	.13	.05	.09	.04	.22	.05	.11	.05	.09
Standard deviation		1.19	1.18	.90	1.20	1.00	1.18	.92	1.17	.80	1.20	1.04

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	867	452	592	166	1	445	531	138	3	614	524	170	1
Effective base	436	212	301	74	1	210	268	62	2	305	268	80	1
Weighted Base	831	409	553	136	*	401	492	113	4	582	491	148	2
Not at all important (-2)	62 7%	31 7%	42 8%	15 11%	- -%	21 5%	36 7%	6 5%	2 45%	38 7%	42 9%	8 5%	- -%
Not very important (-1)	106 13%	47 12%	73 13%	20 15%	- -%	48 12%	72 15%	15 13%	- -%	71 12%	69 14%	19 13%	- -%
Neither important nor unimportant (0)	183 22%	73 18%	135 24%	30 22%	- -%	67 17%	121 25%	24 21%	2 50%	100 17%	122 25%	34 23%	- -%
Important (1)	276 33%	137 34%	180 33%	33 24%	* 100%	148 37%	159 32%	37 32%	* 4%	203 35%	158 32%	44 30%	2 100%
Very important (2)	172 21%	106 26%	105 19%	33 24%	- -%	105 26%	83 17%	29 26%	- -%	149 26%	82 17%	33 22%	- -%
Don't know	33 4%	14 4%	19 3%	6 4%	- -%	13 3%	20 4%	3 3%	- -%	20 3%	18 4%	9 6%	- -%
NET Important	448 54%	244 60%	285 52%	66 48%	* 100%	253 63%	242 49%	65 58%	* 4%	353 61%	240 49%	78 52%	2 100%
NET Not Important	168 20%	78 19%	114 21%	35 26%	- -%	68 17%	109 22%	21 18%	2 45%	109 19%	111 23%	27 18%	- -%
Answered Mean Score	799 .5	394 .6	534 .4	131 .4	* 1.0	388 .7	472 .4	110 .6	4 -9	562 .6	473 .4	139 .5	2 1.0
Standard error	.04	.06	.05	.10	-	.06	.05	.10	.71	.05	.05	.09	-
Standard deviation	1.19	1.22	1.18	1.32	-	1.15	1.17	1.17	1.24	1.19	1.18	1.16	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	867	719	680	867	597	493	36	603	466	453	118	81	226	208	
Effective base	436	352	337	436	288	253	13	309	227	219	62	45	105	100	
Weighted Base	831	668	630	831	554	475	11	588	436	430	117	90	199	189	
Not at all important	(-2)	62	51	48	62	41	38	1	49	33	22	9	11	11	10
		7%	8%	8%	7%	7%	8%	8%	8%	7%	5%	8%	13%	5%	5%
Not very important	(-1)	106	89	84	106	77	54	*	76	55	53	18	16	25	29
		13%	13%	13%	13%	14%	11%	*%	13%	13%	12%	16%	18%	12%	15%
Neither important nor unimportant	(0)	183	151	145	183	121	124	1	141	94	77	25	20	39	38
		22%	23%	23%	22%	22%	26%	11%	24%	22%	18%	21%	22%	20%	20%
Important	(1)	276	225	212	276	179	155	7	195	150	154	28	21	66	58
		33%	34%	34%	33%	32%	33%	59%	33%	34%	36%	24%	23%	33%	30%
								a							
Very important	(2)	172	131	120	172	118	83	2	109	90	108	31	17	53	45
		21%	20%	19%	21%	21%	17%	22%	19%	21%	25%	26%	19%	26%	24%
Don't know		33	21	21	33	17	20	-	19	14	17	6	5	6	9
		4%	3%	3%	4%	3%	4%	-%	3%	3%	4%	5%	6%	3%	5%
NET Important		448	356	332	448	297	238	9	303	240	261	59	38	118	103
		54%	53%	53%	54%	54%	50%	81%	52%	55%	61%	50%	42%	59%	54%
								b			ae				
NET Not Important		168	140	132	168	118	93	1	124	88	75	28	27	35	39
		20%	21%	21%	20%	21%	19%	8%	21%	20%	17%	24%	30%	18%	21%
								c							
Answered		799	647	609	799	536	455	11	569	422	414	111	85	193	179
Mean Score		.5	.5	.4	.5	.5	.4	.9	.4	.5	.7	.5	.2	.6	.5
											ae				
Standard error		.04	.04	.05	.04	.05	.05	.17	.05	.06	.05	.12	.15	.08	.08
Standard deviation		1.19	1.19	1.18	1.19	1.20	1.16	1.05	1.19	1.19	1.15	1.29	1.32	1.17	1.19

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		867	108	43	31	24	763	571	787	638	540	439	731	147	-	734	45
Effective base		436	54	19	17	14	376	276	391	314	264	216	372	72	-	361	27
Weighted Base		831	98	35	30	26	716	520	742	606	497	428	699	129	-	671	54
Not at all important	(-2)	62	9	-	6	*	57	45	57	46	39	18	54	12	-	46	12
		7%	9%	-%	21%	1%	8%	9%	8%	8%	8%	4%	8%	9%	-%	7%	22%
				b												a	
Not very important	(-1)	106	7	2	4	-	93	62	94	74	60	56	94	17	-	85	5
		13%	7%	5%	14%	-%	13%	12%	13%	12%	12%	13%	13%	14%	-%	13%	8%
Neither important nor unimportant	(0)	183	14	2	3	3	149	106	154	120	99	72	150	20	-	139	9
		22%	15%	7%	11%	13%	21%	20%	21%	20%	20%	17%	21%	15%	-%	21%	16%
Important	(1)	276	42	9	13	8	237	158	246	201	158	167	231	44	-	221	13
		33%	43%	24%	44%	31%	33%	30%	33%	33%	32%	39%	33%	34%	-%	33%	24%
Very important	(2)	172	25	22	3	12	150	120	159	134	114	103	141	30	-	154	11
		21%	26%	64%	9%	45%	21%	23%	21%	22%	23%	24%	20%	23%	-%	23%	20%
				ac													
Don't know		33	*	-	*	2	30	28	32	31	27	13	30	6	-	27	5
		4%	*%	-%	*%	9%	4%	5%	4%	5%	5%	3%	4%	4%	-%	4%	10%
NET Important		448	68	31	16	20	387	278	405	335	272	270	372	74	-	375	23
		54%	69%	88%	54%	77%	54%	53%	55%	55%	55%	63%	53%	57%	-%	56%	43%
				c								b					
NET Not Important		168	16	2	10	*	150	107	151	120	99	74	148	29	-	132	16
		20%	16%	5%	35%	1%	21%	21%	20%	20%	20%	17%	21%	23%	-%	20%	30%
				b													
Answered		799	98	35	30	24	685	491	710	575	470	415	669	123	-	645	48
Mean Score		.5	.7	1.5	.1	1.3	.5	.5	.5	.5	.5	.7	.5	.5	-	.5	.1
				ac								b					
Standard error		.04	.12	.13	.25	.18	.04	.05	.04	.05	.05	.05	.05	.11	-	.04	.23
Standard deviation		1.19	1.20	.85	1.36	.85	1.21	1.24	1.20	1.21	1.22	1.12	1.20	1.27	-	1.19	1.50

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	867	371	496	234	10	117	168	129	564	167	128	169	552
Effective base	436	191	246	111	7	53	88	66	280	87	69	84	277
Weighted Base	831	374	457	216	16	116	163	120	540	166	125	161	532
Not at all important (-2)	62 7%	37 10%	24 5%	7 3%	- -%	7 6%	7 4%	12 10%	34 6%	16 9%	10 8%	8 5%	44 8%
Not very important (-1)	106 13%	46 12%	60 13%	15 7%	11 66%	18 15%	12 7%	14 12%	77 14%	15 9%	12 10%	16 10%	78 15%
Neither important nor unimportant (0)	183 22%	76 20%	107 23%	41 19%	3 21%	24 20%	29 18%	11 9%	124 23%	48 29%	14 12%	36 22%	132 25%
Important (1)	276 33%	122 33%	154 34%	95 44%	1 5%	32 28%	77 47%	33 28%	181 34%	57 34%	47 38%	59 37%	158 30%
Very important (2)	172 21%	77 21%	95 21%	58 27%	1 4%	34 30%	35 22%	49 41%	97 18%	25 15%	33 27%	38 24%	101 19%
Don't know	33 4%	15 4%	17 4%	1 *	1 5%	1 1%	2 2%	1 1%	26 5%	5 3%	8 6%	4 2%	20 4%
NET Important	448 54%	199 53%	249 55%	154 71%	1 9%	67 57%	112 69%	82 68%	279 52%	82 50%	80 64%	97 60%	258 49%
NET Not Important	168 20%	84 22%	84 18%	21 10%	11 66%	25 22%	19 12%	26 22%	111 21%	31 19%	22 18%	24 15%	121 23%
Answered	799	359	440	215	15	115	161	118	514	161	117	157	512
Mean Score	.5	.4	.5	.9	-.6	.6	.8	.8	.5	.4	.7	.7	.4
Standard error	.04	.07	.05	.07	.27	.12	.08	.12	.05	.09	.11	.09	.05
Standard deviation	1.19	1.25	1.14	1.00	.80	1.24	1.02	1.36	1.15	1.15	1.23	1.11	1.20

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 229 (continuation)

**QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		867	360	507
Effective base		436	166	270
Weighted Base		831	326	505
Not at all important	(-2)	62 7%	21 6%	41 8%
Not very important	(-1)	106 13%	27 8%	79 16% a
Neither important nor unimportant	(0)	183 22%	55 17%	128 25% a
Important	(1)	276 33%	111 34%	164 33%
Very important	(2)	172 21%	88 27%	84 17%
Don't know		33 4%	24 7% b	9 2%
NET Important		448 54%	200 61% b	249 49%
NET Not Important		168 20%	48 15%	119 24% a
Answered		799	302	496
Mean Score		.5	.7 b	.3
Standard error		.04	.06	.05
Standard deviation		1.19	1.18	1.17

Columns Tested:: a,b

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Total base	Month											
			Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base		867	-	48	162	138	20	73	50	109	68	69	91	39
Effective base		436	-	21	84	59	7	40	19	53	44	22	72	24
Weighted Base		831	-	38	170	102	17	81	26	93	91	25	146	41
Not at all important	(-2)	62	-	2	6	3	-	8	3	9	12	5	4	10
		7%	-%	5%	4%	3%	-%	10%	10%	10%	13%	18%	3%	24%
											ck	cdk		cdk
Not very important	(-1)	106	-	3	24	9	-	12	4	11	8	2	28	5
		13%	-%	7%	14%	9%	-%	15%	16%	12%	9%	7%	19%	12%
Neither important nor unimportant	(0)	183	-	5	23	27	2	22	3	38	20	3	32	8
		22%	-%	12%	13%	26%	9%	27%	13%	41%	22%	13%	22%	20%
										bcgjk				
Important	(1)	276	-	20	62	27	9	21	13	22	25	9	56	13
		33%	-%	52%	37%	26%	54%	26%	49%	24%	27%	35%	38%	31%
				dh					h					
Very important	(2)	172	-	7	44	31	6	15	3	11	22	6	21	6
		21%	-%	17%	26%	30%	37%	19%	12%	12%	24%	25%	14%	14%
					h	hk								
Don't know		33	-	3	11	5	-	2	-	2	4	*	6	-
		4%	-%	8%	6%	5%	-%	2%	-%	2%	5%	2%	4%	-%
NET Important		448	-	26	107	58	16	36	16	33	47	15	77	18
		54%	-%	69%	63%	56%	91%	45%	61%	35%	51%	60%	52%	44%
				h	h	h								
NET Not Important		168	-	4	30	12	-	21	7	20	20	6	32	15
		20%	-%	11%	18%	12%	-%	25%	26%	22%	22%	25%	22%	36%
														d
Answered		799	-	35	159	97	17	79	26	92	87	24	141	41
Mean Score		.5	-	.8	.7	.8	1.3	.3	.4	.2	.4	.4	.4	*
				hl	hl	fh								
Standard error		.04	-	.15	.09	.10	.14	.15	.17	.11	.16	.18	.11	.23
Standard deviation		1.19	-	1.02	1.14	1.11	.64	1.25	1.20	1.11	1.33	1.45	1.05	1.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 229 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	867	218	223	227	199	441	426	
Effective base	436	111	98	113	113	209	226	
Weighted Base	831	223	185	211	212	408	423	
Not at all important	(-2)	62 7%	8 4%	12 6%	24 11%	18 9%	20 5%	42 10%
				a			a	
Not very important	(-1)	106 13%	27 12%	21 11%	24 11%	35 16%	48 12%	58 14%
Neither important nor unimportant	(0)	183 22%	29 13%	48 26%	62 29%	44 20%	77 19%	106 25%
			a	a				
Important	(1)	276 33%	82 37%	57 31%	60 28%	77 36%	139 34%	137 32%
Very important	(2)	172 21%	64 29%	39 21%	36 17%	33 15%	103 25%	69 16%
			cd			b		
Don't know		33 4%	14 6%	7 4%	6 3%	6 3%	21 5%	12 3%
NET Important		448 54%	146 65%	96 52%	96 45%	110 52%	242 59%	206 49%
			bcd			b		
NET Not Important		168 20%	35 15%	33 18%	47 22%	53 25%	67 17%	100 24%
Answered	799	210	177	205	206	387	411	
Mean Score	.5	.8 cd	.5	.3	.3	.7 b	.3	
Standard error	.04	.08	.08	.08	.09	.06	.06	
Standard deviation	1.19	1.12	1.16	1.22	1.19	1.15	1.20	

Columns Tested: a,b,c,d - a,b

Table 230

**QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:
SUMMARY TABLE**

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors													
		Low cost	Guarantee that the parcel will arrive on time	Ability to track the delivery	Ability to choose an express or next day service	Ability to select a specific date/time for delivery	Fast delivery	Convenient options for me to drop the parcel off	Convenient options for the operator to pick the parcel up from me	Convenient options for the recipient to accept the delivery	Insurance against damage or loss	Same price to send to anywhere within the UK	Proof of postage/dispatch	Proof of receipt/delivery	Delivery to recipient's door
Unweighted Base		867	867	867	867	867	867	867	867	867	867	867	867	867	867
Effective base		436	436	436	436	436	436	436	436	436	436	436	436	436	436
Weighted Base		831	831	831	831	831	831	831	831	831	831	831	831	831	831
Not at all important	(-2.00)	4 1%	6 1%	13 2%	28 3%	49 6%	6 1%	30 4%	86 10%	22 3%	23 3%	14 2%	7 1%	13 2%	5 1%
Not very important	(-1.00)	7 1%	12 1%	30 4%	65 8%	137 17%	27 3%	19 2%	98 12%	40 5%	45 5%	24 3%	18 2%	32 4%	10 1%
Neither important nor unimportant	(0.00)	57 7%	79 9%	92 11%	136 16%	204 25%	78 9%	92 11%	185 22%	107 13%	108 13%	86 10%	77 9%	56 7%	31 4%
Important	(1.00)	365 44%	357 43%	326 39%	362 44%	269 32%	400 48%	362 43%	262 32%	401 48%	373 45%	359 43%	327 39%	315 38%	319 38%
Very important	(2.00)	387 47%	368 44%	364 44%	234 28%	160 19%	314 38%	315 38%	180 22%	245 29%	269 32%	338 41%	395 47%	407 49%	451 54%
Don't know		11 1%	8 1%	7 1%	7 1%	13 2%	6 1%	14 2%	20 2%	16 2%	13 2%	10 1%	8 1%	8 1%	15 2%
NET Important		751 90%	725 87%	690 83%	597 72%	428 52%	714 86%	677 81%	442 53%	646 78%	643 77%	697 84%	721 87%	722 87%	771 93%
NET Not Important		11 1%	19 2%	43 5%	92 11%	186 22%	33 4%	49 6%	184 22%	63 8%	68 8%	37 5%	25 3%	45 5%	15 2%
Answered		820	823	824	825	818	825	817	811	815	818	821	823	823	816
Mean Score		1.4	1.3	1.2	.9	.4	1.2	1.1	.4	1.0	1.0	1.2	1.3	1.3	1.5
Standard error		.02	.03	.03	.04	.04	.03	.03	.04	.03	.03	.03	.03	.03	.02
Standard deviation		.70	.77	.89	1.02	1.15	.80	.95	1.25	.94	.97	.86	.80	.88	.68

Table 230 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors			
		Daily collection service	Parcel provider operates in an environmentally responsible way in Q3-Q4	Option to deliver items to a location other than the home(e.g. a local shop or locker) in Q3-Q4	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability in Q3-Q4
		a	b	c	d
Significance Level: 95%					
Unweighted Base		867	867	867	867
Effective base		436	436	436	436
Weighted Base		831	831	831	831
Not at all important	(-2.00)	57 7%	56 7%	87 10%	62 7%
Not very important	(-1.00)	88 11%	61 7%	147 18%	106 13%
				abd	b
Neither important nor unimportant	(0.00)	144 17%	187 22%	230 28%	183 22%
				a	
Important	(1.00)	304 37%	321 39%	232 28%	276 33%
				c	
Very important	(2.00)	217 26%	194 23%	122 15%	172 21%
				c	c
Don't know		21 3%	14 2%	14 2%	33 4%
					bc
NET Important		521 63%	514 62%	354 43%	448 54%
					c
NET Not Important		145 17%	117 14%	234 28%	168 20%
				abd	b

Columns Tested:: a,b,c,d

Table 230 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:

SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Significance Level: 95%

	Factors			
	Daily collection service	Parcel provider operates in an environmentally responsible way in Q3-Q4	Option to deliver items to a location other than the home(e.g. a local shop or locker) in Q3-Q4	Option for people receiving parcels with specific needs from the delivery company, e.g. relating to limited mobility or a disability in Q3-Q4
	a	b	c	d
Unweighted Base	867	867	867	867
Effective base	436	436	436	436
Weighted Base	831	831	831	831
Answered	810	818	818	799
Mean Score	.7	.7	.2	.5
	cd	cd		c
Standard error	.04	.04	.04	.04
Standard deviation	1.18	1.12	1.20	1.19

Columns Tested: a,b,c,d

Table 231

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1094	249	845	739	179	54	122	355
Effective base	512	114	403	463	107	36	74	146
Weighted Base	966	174	793	914	43	6	3	52
Royal Mail signed for 1st Class	570	95	476	535	30	4	2	35
	59%	55%	60%	59%	69%	69%	61%	68%
								a
Royal Mail Signed for 2nd Class	240	35	205	228	10	1	1	12
	25%	20%	26%	25%	22%	23%	22%	22%
Special delivery - Next Day (by 9am)	148	28	120	135	11	2	1	13
	15%	16%	15%	15%	a	a		a
Special delivery - Next Day (by 1pm)	311	44	267	296	12	2	1	15
	32%	25%	34%	32%	28%	40%	26%	29%
Royal Mail Tracked	399	71	327	378	17	2	1	21
	41%	41%	41%	41%	40%	42%	40%	41%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	1	3	5	-	-	-	-
	*%	1%	*%	*%	-%	-%	-%	-%
Refused	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these	35	18	17	34	1	*	*	1
	4%	10%	2%	4%	2%	1%	8%	2%
Don't know	12	4	8	11	1	*	*	1
	1%	2%	1%	1%	2%	5%	3%	2%
						a		

Columns Tested:: a,b - a,b,c,d,e

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1094	373	272	94	109	124	122	739	179	176
Effective base	512	263	160	49	73	58	74	463	107	73
Weighted Base	966	549	308	58	30	19	3	914	43	9
Royal Mail signed for 1st Class	570	311	189	35	20	13	2	535	30	6
	59%	57%	61%	60%	69%	68%	61%	59%	69%	66%
									a	
Royal Mail Signed for 2nd Class	240	143	71	14	6	5	1	228	10	2
	25%	26%	23%	24%	19%	27%	22%	25%	22%	22%
Special delivery - Next Day (by 9am)	148	74	51	10	5	7	1	135	11	2
	15%	13%	17%	17%	18%	36%	22%	15%	25%	25%
						abcdg			ag	ag
Special delivery - Next Day (by 1pm)	311	159	121	16	9	5	1	296	12	3
	32%	29%	39%	27%	32%	26%	26%	32%	28%	35%
			a							
Royal Mail Tracked	399	247	109	22	12	8	1	378	17	4
	41%	45%	35%	37%	41%	40%	40%	41%	40%	41%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	3	-	2	-	-	-	5	-	-
	*%	1%	-%	3%	-%	-%	-%	*%	-%	-%
				bg						
Refused	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
None of these	35	23	7	4	1	*	*	34	1	*
	4%	4%	2%	7%	3%	1%	8%	4%	2%	4%
							b			
Don't know	12	5	5	*	1	*	*	11	1	*
	1%	1%	2%	*%	2%	2%	3%	1%	2%	4%
										g

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1094	490	249	179	54	122	452	167	72	57	129
Effective base	512	346	147	107	36	74	294	76	32	18	21
Weighted Base	966	747	167	43	6	3	599	140	34	26	27
Royal Mail signed for 1st Class	570	434	101	30	4	2	344	91	18	12	20
	59%	58%	61%	69%	69%	61%	57%	65%	54%	45%	75%
Royal Mail Signed for 2nd Class	240	185	43	10	1	1	145	42	8	7	6
	25%	25%	26%	22%	23%	22%	24%	30%	23%	27%	23%
Special delivery - Next Day (by 9am)	148	97	37	11	2	1	81	28	6	7	9
	15%	13%	22%	25%	27%	22%	13%	20%	18%	29%	34%
		a	a	a							a
Special delivery - Next Day (by 1pm)	311	238	58	12	2	1	186	41	13	16	10
	32%	32%	35%	28%	40%	26%	31%	29%	37%	61%	39%
										ab	
Royal Mail Tracked	399	309	69	17	2	1	269	47	12	8	10
	41%	41%	41%	40%	42%	40%	45%	34%	34%	29%	38%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	3	2	-	-	-	3	-	-	*	1
	*%	*%	1%	-%	-%	-%	*%	-%	-%	2%	5%
Refused	1	1	-	-	-	-	1	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	35	27	7	1	*	*	14	1	3	*	*
	4%	4%	4%	2%	1%	8%	2%	1%	9%	*%	*%
									b		
Don't know	12	10	1	1	*	*	8	*	*	*	*
	1%	1%	*%	2%	5%	3%	1%	*%	*%	1%	*%
				b							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1094	72	54	124	38	63	80	73	62	65
Effective base	512	49	38	76	26	42	59	53	40	44
Weighted Base	966	96	68	180	42	67	137	128	68	70
Royal Mail signed for 1st Class	570	64	32	119	23	40	74	76	44	40
	59%	67%	47%	66%	55%	61%	54%	59%	65%	57%
Royal Mail Signed for 2nd Class	240	20	24	56	9	14	22	28	18	24
	25%	20%	35%	31%	23%	20%	16%	22%	26%	34%
			f							f
Special delivery - Next Day (by 9am)	148	16	1	34	9	15	28	6	8	13
	15%	17%	1%	19%	21%	23%	20%	5%	13%	19%
		bg		bg	bg	bg	bg		b	bg
Special delivery - Next Day (by 1pm)	311	39	10	66	15	16	52	45	21	24
	32%	40%	15%	37%	36%	24%	38%	35%	31%	34%
		b		b			b	b		b
Royal Mail Tracked	399	37	34	65	17	35	54	42	33	34
	41%	39%	50%	36%	41%	53%	40%	33%	49%	49%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	-	3	-	1	-	-	-	-
	*%	-%	-%	2%	-%	2%	-%	-%	-%	-%
Refused	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	2%
None of these	35	8	*	5	4	1	6	4	-	*
	4%	9%	*%	3%	10%	1%	4%	3%	-%	*%
					hi					
Don't know	12	3	1	*	-	-	2	2	*	*
	1%	3%	2%	*%	-%	-%	2%	1%	*%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1094	166	188	277	631	463	164	154	145
Effective base	512	111	126	188	414	225	89	87	75
Weighted Base	966	179	231	445	855	111	55	38	18
Royal Mail signed for 1st Class	570	103	140	269	512	58	28	20	10
	59%	58%	61%	60%	60%	52%	51%	54%	54%
Royal Mail Signed for 2nd Class	240	47	61	106	214	26	12	10	4
	25%	26%	26%	24%	25%	24%	21%	27%	24%
Special delivery - Next Day (by 9am)	148	37	25	68	130	18	10	6	2
	15%	21%	11%	15%	15%	16%	18%	15%	13%
Special delivery - Next Day (by 1pm)	311	55	69	163	288	23	10	9	5
	32%	31%	30%	37%	34%	21%	17%	24%	25%
Royal Mail Tracked	399	ef	f	efg	ef				
	41%	86	104	161	352	47	26	14	7
		48%	45%	36%	41%	42%	48%	36%	37%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	c							
	*%	1	-	3	4	*	*	-	-
		1%	-%	1%	*%	*%	1%	-%	-%
Refused	1								
	*%	1	-	-	1	-	-	-	-
		1%	-%	-%	*%	-%	-%	-%	-%
None of these	35								
	4%	5	8	14	27	8	4	2	2
		3%	4%	3%	3%	7%	7%	5%	8%
						d			d
Don't know	12								
	1%	*	4	4	8	4	1	2	1
		*%	2%	1%	1%	3%	2%	5%	4%
						d		acd	ad

Columns Tested: a,b,c,d,e,f,g,h

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1094	44	76	15	91	94	293	36	56	476
Effective base	512	23	29	8	37	42	154	14	21	233
Weighted Base	966	47	69	20	90	99	235	25	27	442
Royal Mail signed for 1st Class	570	38	34	12	46	67	126	14	17	261
	59%	82%	49%	61%	52%	68%	54%	57%	63%	59%
		bdfi								
Royal Mail Signed for 2nd Class	240	22	24	6	30	20	66	3	4	94
	25%	47%	35%	29%	34%	20%	28%	12%	16%	21%
		eghi								
Special delivery - Next Day (by 9am)	148	16	13	7	21	20	27	*	6	58
	15%	34%	19%	37%	23%	20%	12%	1%	20%	13%
		fgi								
Special delivery - Next Day (by 1pm)	311	19	27	3	30	22	68	10	13	148
	32%	41%	39%	14%	33%	22%	29%	39%	47%	34%
Royal Mail Tracked	399	20	16	16	32	33	103	5	8	198
	41%	42%	24%	77%	36%	33%	44%	18%	31%	45%
							b			b
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	1	-	1	-	-	-	-	3
	*%	-%	2%	-%	2%	-%	-%	-%	-%	1%
Refused	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None of these	35	1	3	-	3	3	13	-	1	14
	4%	2%	4%	-%	3%	3%	5%	-%	4%	3%
Don't know	12	-	*	-	*	1	2	2	*	6
	1%	-%	*%	-%	*%	1%	1%	7%	2%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1094	229	293	572	950	144	-	948	146	1070	24
Effective base	512	102	154	268	440	73	-	467	47	502	11
Weighted Base	966	235	235	496	820	146	-	895	71	952	14
Royal Mail signed for 1st Class	570	151	126	293	473	97	-	521	49	563	7
	59%	64%	54%	59%	58%	67%	-%	58%	69%	59%	53%
Royal Mail Signed for 2nd Class	240	72	66	102	201	39	-	225	15	237	3
	25%	31%	28%	21%	24%	27%	-%	25%	21%	25%	21%
		c									
Special delivery - Next Day (by 9am)	148	57	27	63	126	21	-	139	9	147	1
	15%	24%	12%	13%	15%	15%	-%	15%	13%	15%	6%
		bc									
Special delivery - Next Day (by 1pm)	311	71	68	172	268	43	-	288	23	310	1
	32%	30%	29%	35%	33%	29%	-%	32%	32%	33%	5%
Royal Mail Tracked	399	84	103	211	352	46	-	372	27	392	6
	41%	36%	44%	43%	43%	32%	-%	42%	38%	41%	46%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	1	-	3	5	-	-	4	*	5	-
	*%	1%	-%	1%	1%	-%	-%	*%	1%	*%	-%
Refused	1	-	1	-	1	-	-	1	-	1	-
	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
None of these	35	7	13	15	32	3	-	35	*	35	*
	4%	3%	5%	3%	4%	2%	-%	4%	1%	4%	3%
Don't know	12	1	2	9	10	2	-	10	2	11	1
	1%	1%	1%	2%	1%	2%	-%	1%	3%	1%	5%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1094	559	234	294
Effective base	512	283	88	140
Weighted Base	966	531	180	253
Royal Mail signed for 1st Class	570	329	111	130
	59%	62%	62%	51%
		c		
Royal Mail Signed for 2nd Class	240	117	53	69
	25%	22%	29%	27%
Special delivery - Next Day (by 9am)	148	75	27	45
	15%	14%	15%	18%
Special delivery - Next Day (by 1pm)	311	161	56	94
	32%	30%	31%	37%
Royal Mail Tracked	399	201	83	115
	41%	38%	46%	46%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	4	*	-
	*%	1%	*%	-%
Refused	1	-	-	1
	*%	-%	-%	*%
None of these	35	25	4	5
	4%	5%	2%	2%
Don't know	12	6	2	3
	1%	1%	1%	1%

Columns Tested: a,b,c

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1094	769	209	63	12	24	8	5	4	978	116	53
Effective base	512	407	78	18	5	6	2	3	1	483	29	12
Weighted Base	966	786	126	29	4	16	3	1	*	912	54	25
Royal Mail signed for 1st Class	570	474	67	17	3	8	*	1	*	541	29	12
	59%	60%	53%	57%	80%	49%	6%	84%	7%	59%	54%	51%
Royal Mail Signed for 2nd Class	240	189	38	4	3	2	2	1	-	228	12	8
	25%	24%	30%	15%	76%	12%	83%	54%	-%	25%	23%	32%
Special delivery - Next Day (by 9am)	148	103	25	13	2	4	*	1	-	128	20	7
	15%	13%	20%	43%	43%	25%	16%	99%	-%	14%	37%	31%
				abi							ai	
Special delivery - Next Day (by 1pm)	311	250	41	14	2	1	2	1	*	291	20	6
	32%	32%	33%	47%	40%	6%	82%	84%	90%	32%	37%	26%
Royal Mail Tracked	399	328	54	6	3	7	*	1	*	382	16	10
	41%	42%	43%	21%	66%	41%	3%	71%	18%	42%	31%	43%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	5	-	-	-	-	-	-	-	5	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Refused	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None of these	35	31	3	1	-	-	-	-	-	34	1	-
	4%	4%	3%	3%	-%	-%	-%	-%	-%	4%	2%	-%
Don't know	12	11	1	-	-	-	-	-	-	12	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1094	352	417	325	1000	905	1045	928	554	447	170	601	61	83	58	45	27
Effective base	512	206	201	107	456	412	485	432	244	167	94	312	21	24	18	12	9
Weighted Base	966	405	381	180	864	775	909	832	464	324	168	604	24	48	32	21	13
Royal Mail signed for 1st Class	570	258	216	97	538	463	551	489	270	205	95	378	13	27	19	12	7
	59%	64%	57%	54%	62%	60%	61%	59%	58%	63%	56%	63%	53%	57%	61%	58%	54%
Royal Mail Signed for 2nd Class	240	91	98	51	221	203	231	220	123	83	37	157	7	9	5	11	6
	25%	22%	26%	28%	26%	26%	25%	26%	26%	26%	22%	26%	29%	19%	15%	50%	45%
																ae	
Special delivery - Next Day (by 9am)	148	49	54	45	141	119	143	140	88	74	25	80	6	12	6	12	2
	15%	12%	14%	25%	16%	15%	16%	17%	19%	23%	15%	13%	25%	25%	21%	58%	13%
				ab						bc						abe	
Special delivery - Next Day (by 1pm)	311	121	129	61	287	266	294	281	153	101	32	210	12	21	8	8	2
	32%	30%	34%	34%	33%	34%	32%	34%	33%	31%	19%	35%	50%	45%	25%	40%	15%
												a	a	a			
Royal Mail Tracked	399	160	168	70	351	319	378	349	172	120	83	231	12	19	18	10	5
	41%	39%	44%	39%	41%	41%	42%	42%	37%	37%	49%	38%	52%	40%	58%	46%	39%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	5	-	2	5	5	5	4	3	-	5	-	-	-	-	-
	*%	-%	1%	-%	*%	1%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	-%
Refused	1	-	1	-	1	1	1	1	1	-	-	1	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%
None of these	35	20	11	4	28	23	28	24	11	3	5	22	1	*	-	-	-
	4%	5%	3%	2%	3%	3%	3%	3%	2%	1%	3%	4%	2%	1%	-%	-%	-%
Don't know	12	5	6	1	12	12	12	9	6	1	-	10	1	1	*	*	-
	1%	1%	2%	1%	1%	2%	1%	1%	1%	*%	-%	2%	2%	2%	1%	1%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1094	712	95	71	52	29	25	16	592	129	74	50	30	16	14
Effective base	512	370	38	19	14	10	4	4	313	44	17	21	7	7	6
Weighted Base	966	720	57	37	20	14	9	7	583	96	28	38	11	10	8
Royal Mail signed for 1st Class	570	445	40	24	12	7	7	3	361	52	11	21	9	3	6
	59%	62%	69%	65%	63%	50%	74%	41%	62%	55%	40%	54%	80%	28%	68%
Royal Mail Signed for 2nd Class	240	186	14	3	4	4	5	4	152	22	7	11	2	5	3
	25%	26%	24%	8%	21%	30%	54%	59%	26%	24%	25%	29%	19%	51%	35%
Special delivery - Next Day (by 9am)	148	103	11	9	4	8	6	1	68	30	5	9	3	3	1
	15%	14%	20%	24%	20%	57%	61%	9%	12%	31%	19%	23%	24%	25%	13%
									a						
Special delivery - Next Day (by 1pm)	311	241	19	8	8	8	2	1	194	35	10	19	4	3	1
	32%	33%	34%	23%	42%	55%	19%	9%	33%	37%	37%	49%	39%	27%	6%
Royal Mail Tracked	399	286	18	20	11	11	1	4	245	32	15	14	3	5	5
	41%	40%	31%	53%	56%	82%	6%	55%	42%	34%	55%	36%	25%	49%	57%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	1	*	-	-	-	-	-	2	3	-	-	-	-	-
	*%	*%	1%	-%	-%	-%	-%	-%	*%	3%	-%	-%	-%	-%	-%
Refused	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these	35	28	*	*	-	-	-	-	22	*	*	*	-	-	-
	4%	4%	1%	*%	-%	-%	-%	-%	4%	*%	1%	1%	-%	-%	-%
Don't know	12	10	1	1	*	-	*	-	9	2	1	-	-	-	-
	1%	1%	1%	3%	2%	-%	1%	-%	2%	2%	5%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1094	591	117	81	53	44	15	27	357	216	256	141	71
Effective base	512	312	46	27	21	14	6	9	209	96	113	45	21
Weighted Base	966	609	92	42	36	27	11	16	407	184	205	69	40
Royal Mail signed for 1st Class	570	377	50	22	15	11	7	5	239	125	123	44	20
	59%	62%	54%	54%	42%	43%	67%	33%	59%	68%	60%	64%	50%
Royal Mail Signed for 2nd Class	240	146	27	20	16	4	2	5	110	25	60	15	21
	25%	24%	29%	48%	44%	16%	20%	30%	27%	14%	29%	21%	52%
				ae	a				b		b		abcd
Special delivery - Next Day (by 9am)	148	88	15	10	12	5	1	9	55	24	40	14	9
	15%	15%	17%	23%	34%	18%	7%	53%	14%	13%	19%	21%	22%
				a									
Special delivery - Next Day (by 1pm)	311	220	25	9	11	8	1	8	123	44	84	28	15
	32%	36%	28%	21%	31%	29%	8%	48%	30%	24%	41%	40%	38%
											b		
Royal Mail Tracked	399	262	37	13	14	12	5	4	160	67	97	31	20
	41%	43%	40%	32%	41%	46%	48%	28%	39%	36%	47%	45%	50%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	1	3	-	-	-	-	-	4	*	-	-	-
	*%	*%	3%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%
			a										
Refused	1	1	-	-	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
None of these	35	22	*	1	*	*	-	-	14	8	5	1	*
	4%	4%	*%	3%	*%	*%	-%	-%	3%	5%	2%	2%	*%
Don't know	12	8	*	1	*	-	-	-	6	4	1	1	*
	1%	1%	*%	3%	*%	-%	-%	-%	2%	2%	*%	2%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1094	414	198	210	124	50	340	194	195	113	55
Effective base	512	232	88	91	35	12	194	83	78	39	17
Weighted Base	966	464	166	154	51	23	377	164	137	56	34
Royal Mail signed for 1st Class	570	280	111	101	32	13	231	111	68	36	16
	59%	60%	67%	66%	63%	57%	61%	68%	49%	65%	45%
Royal Mail Signed for 2nd Class	240	122	28	44	7	15	103	23	43	14	20
	25%	26%	17%	29%	14%	64%	27%	14%	31%	24%	58%
					abcd		b		b		abcd
Special delivery - Next Day (by 9am)	148	66	17	36	11	7	49	27	23	12	7
	15%	14%	10%	24%	21%	30%	13%	16%	17%	22%	19%
				b							
Special delivery - Next Day (by 1pm)	311	158	38	64	17	9	118	62	51	21	13
	32%	34%	23%	41%	34%	40%	31%	38%	37%	38%	38%
				b							
Royal Mail Tracked	399	173	69	72	24	10	143	58	74	24	15
	41%	37%	42%	47%	47%	45%	38%	36%	54%	43%	44%
									ab		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	1	*	-	-	-	4	*	-	-	-
	%	%	%	-%	-%	-%	1%	%	-%	-%	-%
Refused	1	1	-	-	-	-	-	1	-	-	-
	%	%	-%	-%	-%	-%	-%	1%	-%	-%	-%
None of these	35	14	8	6	*	*	16	1	4	1	*
	4%	3%	5%	4%	%	1%	4%	%	3%	2%	%
Don't know	12	6	4	*	1	*	7	3	1	1	*
	1%	1%	2%	%	2%	%	2%	2%	%	2%	%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1094	344	165	207	133	66	593	62	265	987	107	966	34
Effective base	512	198	68	88	53	24	277	29	125	468	45	444	12
Weighted Base	966	395	150	146	92	39	530	38	254	873	93	837	27
Royal Mail signed for 1st Class	570	246	92	86	50	12	287	28	167	521	49	527	11
	59%	62%	61%	59%	55%	32%	54%	74%	66%	60%	53%	63%	39%
Royal Mail Signed for 2nd Class	240	95	32	50	27	12	154	11	53	200	40	202	19
	25%	24%	21%	34%	29%	30%	29%	30%	21%	23%	43%	24%	69%
		e	e	e				a	a		a		a
Special delivery - Next Day (by 9am)	148	62	25	20	23	7	76	5	56	129	18	132	10
	15%	16%	16%	14%	25%	18%	14%	14%	22%	15%	20%	16%	36%
Special delivery - Next Day (by 1pm)	311	141	51	40	33	13	173	11	92	282	29	278	9
	32%	36%	34%	27%	35%	33%	33%	29%	36%	32%	32%	33%	35%
Royal Mail Tracked	399	145	72	69	37	19	227	18	101	370	29	345	5
	41%	37%	48%	47%	41%	50%	43%	48%	40%	42%	31%	41%	20%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	4	-	-	*	-	1	-	3	3	1	*	1
	*%	1%	-%	-%	*%	-%	*%	-%	1%	*%	2%	*%	5%
													a
Refused	1	-	-	1	-	-	1	-	-	1	-	1	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	*%	-%	*%	-%
None of these	35	14	4	2	3	1	16	-	8	28	7	28	-
	4%	4%	2%	2%	3%	3%	3%	-%	3%	3%	8%	3%	-%
Don't know	12	7	1	1	1	*	6	*	3	12	*	12	*
	1%	2%	1%	*%	1%	*%	1%	1%	1%	1%	*%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1094	807	98	644	284	967	33	800	105	642	286
Effective base	512	388	26	323	110	446	11	380	33	323	110
Weighted Base	966	714	61	610	222	840	24	706	69	609	223
Royal Mail signed for 1st Class	570	434	29	353	136	529	8	429	34	350	139
	59%	61%	48%	58%	61%	63%	34%	61%	49%	57%	62%
Royal Mail Signed for 2nd Class	240	180	23	146	74	204	17	175	28	145	74
	25%	25%	38%	24%	33%	24%	69%	25%	41%	24%	33%
Special delivery - Next Day (by 9am)	148	97	22	97	43	126	15	99	19	93	46
	15%	14%	36%	16%	19%	15%	62%	14%	28%	15%	21%
Special delivery - Next Day (by 1pm)	311	244	21	207	75	277	10	236	30	208	73
	32%	34%	35%	34%	34%	33%	39%	33%	43%	34%	33%
Royal Mail Tracked	399	302	17	270	79	348	2	297	22	269	80
	41%	42%	27%	44%	35%	41%	10%	42%	31%	44%	36%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	*	4	3	2	*	1	*	4	3	2
	*%	*%	7%	*%	1%	*%	6%	*%	6%	*%	1%
Refused	1	1	-	1	-	1	-	1	-	1	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
None of these	35	23	-	14	10	28	-	23	-	14	10
	4%	3%	-%	2%	4%	3%	-%	3%	-%	2%	4%
Don't know	12	12	*	8	1	12	-	12	-	8	1
	1%	2%	*%	1%	1%	1%	-%	2%	-%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1094	803	672	200	1	721	552	164	1	874	391	189	-
Effective base	512	358	321	87	1	324	261	72	1	408	191	89	-
Weighted Base	966	677	600	166	1	610	466	127	2	787	336	157	-
Royal Mail signed for 1st Class	570	435	375	100	-	375	289	77	-	469	203	93	-
	59%	64%	62%	60%	-%	62%	62%	61%	-%	60%	60%	59%	-%
Royal Mail Signed for 2nd Class	240	167	173	56	-	163	133	52	-	211	113	61	-
	25%	25%	29%	34%	-%	27%	29%	41%	-%	27%	34%	39%	-%
Special delivery - Next Day (by 9am)	148	127	94	55	-	112	73	39	-	131	69	53	-
	15%	19%	16%	33%	-%	18%	16%	31%	-%	17%	21%	34%	-%
				ab				ab				ab	
Special delivery - Next Day (by 1pm)	311	242	217	103	-	230	188	75	-	268	130	94	-
	32%	36%	36%	62%	-%	38%	40%	59%	-%	34%	39%	60%	-%
				ab				ab				ab	
Royal Mail Tracked	399	294	288	86	-	263	233	71	2	331	190	81	-
	41%	43%	48%	52%	-%	43%	50%	56%	100%	42%	57%	52%	-%
								a			a		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	*	-	1	1	3	-	-	5	-	*	-
	*%	-%	*%	-%	100%	*%	1%	-%	-%	1%	-%	*%	-%
Refused	1	1	1	1	-	1	1	1	-	1	1	1	-
	*%	*%	*%	1%	-%	*%	*%	1%	-%	*%	*%	1%	-%
None of these	35	17	26	4	-	11	18	1	-	22	11	3	-
	4%	2%	4%	3%	-%	2%	4%	1%	-%	3%	3%	2%	-%
Don't know	12	8	8	1	-	6	8	1	-	9	3	1	-
	1%	1%	1%	1%	-%	1%	2%	1%	-%	1%	1%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packages (QV6b1/2/3=1-3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services		Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
						a	b							
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1094	929	816	677	839	567	46	401	422	433	110	63	243	191
Effective base	512	427	378	333	378	271	16	204	204	212	59	37	111	87
Weighted Base	966	811	706	629	717	511	12	386	396	412	114	73	211	177
Royal Mail signed for 1st Class	570	520	422	362	505	294	9	243	260	236	69	47	139	96
	59%	64%	60%	58%	71%	58%	75%	63%	66%	57%	60%	64%	66%	54%
Royal Mail Signed for 2nd Class	240	204	185	172	139	191	4	118	124	127	46	40	49	80
	25%	25%	26%	27%	19%	37%	30%	31%	31%	31%	40%	55%	23%	45%
Special delivery - Next Day (by 9am)	148	129	108	104	121	76	6	73	79	83	33	27	38	30
	15%	16%	15%	16%	17%	15%	48%	19%	20%	20%	29%	37%	18%	17%
Special delivery - Next Day (by 1pm)	311	276	252	231	245	171	6	155	169	179	74	49	81	72
	32%	34%	36%	37%	34%	34%	50%	40%	43%	43%	65%	67%	38%	41%
Royal Mail Tracked	399	334	310	286	304	234	8	197	195	216	64	45	114	98
	41%	41%	44%	45%	42%	46%	72%	51%	49%	52%	57%	61%	54%	55%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	2	*	-	*	*	*	-	-	-	-	-	*	*
	*%	*%	*%	-%	*%	*%	3%	-%	-%	-%	-%	-%	*%	*%
Refused	1	1	1	1	-	-	-	-	-	1	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	35	28	21	16	25	22	-	9	3	5	1	1	5	8
	4%	3%	3%	3%	3%	4%	-%	2%	1%	1%	1%	2%	2%	5%
Don't know	12	11	11	7	7	6	*	2	*	1	*	*	2	2
	1%	1%	2%	1%	1%	1%	1%	1%	*%	*%	*%	*%	1%	1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1094	129	85	66	33	957	722	1005	759	685	632	875	176	-	915	68
Effective base	512	59	33	31	18	444	318	466	350	309	288	421	79	-	420	37
Weighted Base	966	106	58	54	38	839	594	879	666	583	560	787	147	-	793	72
Royal Mail signed for 1st Class	570	57	30	25	17	517	378	538	388	362	355	470	102	-	476	33
	59%	53%	52%	46%	45%	62%	64%	61%	58%	62%	64%	60%	69%	-%	60%	46%
Royal Mail Signed for 2nd Class	240	35	21	20	10	199	156	208	174	157	162	186	51	-	188	21
	25%	33%	36%	37%	25%	24%	26%	24%	26%	27%	29%	24%	34%	-%	24%	30%
Special delivery - Next Day (by 9am)	148	21	15	11	4	129	106	138	115	117	124	113	41	-	115	13
	15%	20%	26%	20%	9%	15%	18%	16%	17%	20%	22%	14%	28%	-%	14%	18%
Special delivery - Next Day (by 1pm)	311	37	19	16	13	279	219	291	221	207	217	264	78	-	254	23
	32%	35%	32%	30%	34%	33%	37%	33%	33%	36%	39%	34%	53%	-%	32%	32%
Royal Mail Tracked	399	42	17	27	13	356	266	364	310	259	264	353	92	-	337	26
	41%	40%	30%	49%	35%	42%	45%	41%	47%	45%	47%	45%	62%	-%	42%	36%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	-	3	-	5	4	5	5	5	5	5	3	-	2	3
	*%	-%	-%	5%	-%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	4%
Refused	1	-	-	-	-	1	1	1	1	1	-	1	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%
None of these	35	3	-	1	1	34	24	35	28	22	11	34	3	-	24	6
	4%	3%	-%	1%	2%	4%	4%	4%	4%	4%	2%	4%	2%	-%	3%	9%
Don't know	12	1	*	-	1	12	9	12	11	6	1	9	1	-	7	-
	1%	1%	*%	-%	2%	1%	1%	1%	2%	1%	*%	1%	1%	-%	1%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1094	502	592	380	19	193	262	166	687	226	182	237	648
Effective base	512	236	277	163	13	83	120	80	322	104	89	108	305
Weighted Base	966	456	511	327	34	175	241	144	608	204	164	222	560
Royal Mail signed for 1st Class	570	247	324	190	16	77	157	78	377	111	83	137	341
	59%	54%	63%	58%	48%	44%	65%	54%	62%	55%	51%	62%	61%
Royal Mail Signed for 2nd Class	240	123	117	91	17	63	65	45	147	44	48	51	135
	25%	27%	23%	28%	51%	36%	27%	31%	24%	22%	29%	23%	24%
Special delivery - Next Day (by 9am)	148	77	70	60	1	28	47	31	89	27	24	39	82
	15%	17%	14%	18%	4%	16%	19%	22%	15%	13%	15%	18%	15%
Special delivery - Next Day (by 1pm)	311	164	147	121	14	55	100	45	185	81	53	80	177
	32%	36%	29%	37%	40%	32%	41%	31%	31%	40%	32%	36%	32%
Royal Mail Tracked	399	188	211	133	6	60	104	55	247	92	76	84	232
	41%	41%	41%	41%	17%	34%	43%	38%	41%	45%	46%	38%	41%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	3	2	5	-	3	1	*	1	3	3	-	2
	*%	1%	*%	1%	-%	2%	1%	*%	*%	1%	2%	-%	*%
Refused	1	1	-	-	-	-	1	-	1	-	-	-	1
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
None of these	35	11	24	11	2	9	10	2	22	11	11	5	19
	4%	2%	5%	3%	6%	5%	4%	1%	4%	5%	7%	2%	3%
Don't know	12	5	7	1	-	*	1	1	9	2	2	2	6
	1%	1%	1%	*%	-%	*%	*%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1094	520	574
Effective base	512	217	295
Weighted Base	966	412	554
Royal Mail signed for 1st Class	570	237	334
	59%	57%	60%
Royal Mail Signed for 2nd Class	240	94	146
	25%	23%	26%
Special delivery - Next Day (by 9am)	148	74	74
	15%	18%	13%
Special delivery - Next Day (by 1pm)	311	135	176
	32%	33%	32%
Royal Mail Tracked	399	172	227
	41%	42%	41%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	3	2
	*%	1%	*%
Refused	1	-	1
	*%	-%	*%
None of these	35	22	13
	4%	5%	2%
Don't know	12	4	8
	1%	1%	1%

Columns Tested: a,b

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1094	-	52	181	157	25	87	74	141	102	100	111	64
Effective base	512	-	20	92	68	7	45	21	62	63	31	79	34
Weighted Base	966	-	40	190	112	13	97	28	107	126	34	164	57
Royal Mail signed for 1st Class	570	-	31	112	64	10	52	17	69	72	18	96	31
	59%	-%	78%	59%	57%	77%	54%	59%	65%	57%	52%	59%	54%
Royal Mail Signed for 2nd Class	240	-	8	47	25	4	27	5	35	39	6	36	8
	25%	-%	20%	25%	22%	29%	28%	17%	33%	31%	16%	22%	15%
Special delivery - Next Day (by 9am)	148	-	14	34	10	3	5	7	22	20	5	24	4
	15%	-%	34%	18%	9%	26%	5%	25%	20%	16%	16%	15%	7%
			dfl	f				f	f				
Special delivery - Next Day (by 1pm)	311	-	20	64	20	1	33	11	32	42	12	62	13
	32%	-%	51%	33%	18%	5%	34%	41%	30%	33%	36%	38%	24%
			dl	d				d	d	d	d	d	
Royal Mail Tracked	399	-	18	85	51	5	41	10	47	37	17	68	19
	41%	-%	47%	45%	45%	41%	42%	35%	44%	30%	50%	42%	34%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	-	-	2	-	-	-	-	-	-	-	3	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%
Refused	1	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None of these	35	-	-	4	4	-	3	-	1	4	3	4	12
	4%	-%	-%	2%	4%	-%	3%	-%	1%	3%	9%	2%	21%
													bcdgfhik
Don't know	12	-	*	1	*	-	2	*	7	-	*	-	1
	1%	-%	*%	1%	*%	-%	2%	*%	6%	-%	1%	-%	2%
									cdk				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 231 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1094	239	263	317	275	502	592
Effective base	512	118	114	144	138	231	282
Weighted Base	966	243	209	260	254	452	514
Royal Mail signed for 1st Class	570	152	116	158	145	268	302
	59%	63%	55%	61%	57%	59%	59%
Royal Mail Signed for 2nd Class	240	60	51	79	50	111	129
	25%	25%	24%	30%	20%	25%	25%
				d			
Special delivery - Next Day (by 9am)	148	53	13	48	33	66	82
	15%	22%	6%	19%	13%	15%	16%
		b		b			
Special delivery - Next Day (by 1pm)	311	89	49	85	88	138	173
	32%	37%	23%	33%	35%	31%	34%
		b					
Royal Mail Tracked	399	113	88	93	104	201	198
	41%	46%	42%	36%	41%	44%	38%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	5	2	-	-	3	2	3
	*%	1%	-%	-%	1%	*%	1%
Refused	1	-	-	-	1	-	1
	*%	-%	-%	-%	*%	-%	*%
None of these	35	5	5	5	19	11	24
	4%	2%	3%	2%	8%	2%	5%
				c			
Don't know	12	1	2	7	2	3	8
	1%	1%	1%	3%	1%	1%	2%

Columns Tested:: a,b,c,d - a,b

Table 233

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	22 4%	131 10% a	148 8%	3 5%	1 14% be	1 14% abe	5 6%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	5 1%	64 5% a	64 4%	4 5%	1 10% a	* 9% a	5 6%
Switched from Royal Mail to other postal service providers	66 4%	5 1%	60 5% a	63 4%	2 3%	* 4%	* 5%	3 4%
Switched from other postal service providers to Royal Mail	40 2%	3 1%	37 3% a	38 2%	2 2%	* 1%	* 3%	2 2%
Or has not changed mail in the last 12 months?	1370 74%	420 80% b	951 72% a	1312 74% cd	51 74% c	5 60%	3 65%	58 72%
Don't Know (DO NOT READ OUT)	152 8%	71 14% b	81 6%	144 8%	7 10% d	1 11%	* 3%	8 10% d

Columns Tested:: a,b - a,b,c,d,e

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	86 8%	54 11%	8 7%	1 3%	3 11%	1 14%	148 8%	3 5%	2 14%
		d	dh			d	adgh	d		adh
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	41 4%	16 3%	7 5%	2 4%	2 9%	* 9%	64 4%	4 5%	1 10%
						abg	abg			abg
Switched from Royal Mail to other postal service providers	66 4%	43 4%	17 3%	2 2%	1 2%	2 6%	* 5%	63 4%	2 3%	1 5%
Switched from other postal service providers to Royal Mail	40 2%	24 2%	14 3%	* *%	2 3%	* 1%	* 3%	38 2%	2 2%	* 2%
Or has not changed mail in the last 12 months?	1370 74%	845 75%	367 72%	99 79%	37 76%	19 67%	3 65%	1312 74%	51 74%	7 62%
		fi	i	fi	i			fi	i	
Don't Know (DO NOT READ OUT)	152 8%	93 8%	43 8%	8 6%	6 12%	2 7%	* 3%	144 8%	7 10%	1 8%
					f			f		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	122 8%	26 8%	3 5%	1 14%	1 14%	103 10%	20 9%	5 10%	3 8%	1 2%
					c	ac					
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	50 3%	14 5%	4 5%	1 10%	* 9%	46 4%	15 6%	2 4%	1 2%	3 6%
					a	a					
Switched from Royal Mail to other postal service providers	66 4%	51 4%	11 4%	2 3%	* 4%	* 5%	46 4%	12 5%	2 5%	* %	* 1%
Switched from other postal service providers to Royal Mail	40 2%	33 2%	5 2%	2 2%	* 1%	* 3%	27 3%	4 2%	2 4%	3 8%	* 1%
Or has not changed mail in the last 12 months?	1370 74%	1072 74%	240 76%	51 74%	5 60%	3 65%	791 74%	164 71%	34 73%	30 74%	37 83%
		d	de	d							
Don't Know (DO NOT READ OUT)	152 8%	124 9%	20 6%	7 10%	1 11%	* 3%	56 5%	17 8%	2 4%	3 7%	3 7%
				e							

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	117	104	206	76	119	149	133	126	118
Effective base	986	81	77	138	53	86	108	101	88	82
Weighted Base	1850	161	139	325	86	135	250	244	155	135
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	16 10%	7 5%	30 9%	11 13%	10 7%	13 5%	26 11%	12 8%	13 9%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	5 3%	4 3%	10 3%	4 5%	6 5%	7 3%	7 3%	10 6%	8 6%
Switched from Royal Mail to other postal service providers	66 4%	8 5%	7 5%	11 3%	6 7%	8 6%	4 2%	8 3%	8 5%	1 *%
Switched from other postal service providers to Royal Mail	40 2%	3 2%	10 7%	8 2%	2 2%	* *%	10 4%	* *%	4 2%	* *%
Or has not changed mail in the last 12 months?	1370 74%	113 71%	98 70%	222 68%	59 68%	104 77%	193 77%	196 80%	115 74%	101 74%
Don't Know (DO NOT READ OUT)	152 8%	16 10%	13 9%	44 14%	4 5%	7 5%	22 9%	7 3%	7 5%	13 10%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	313	347	488	1148	882	310	292	280
Effective base	986	221	245	347	793	411	154	169	153
Weighted Base	1850	356	455	819	1631	219	108	74	38
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	33 9%	35 8%	69 8%	137 8%	16 7%	7 6%	6 8%	3 8%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	19 5%	18 4%	24 3%	61 4%	8 3%	3 3%	2 3%	2 7%
Switched from Royal Mail to other postal service providers	66 4%	14 4%	22 5%	23 3%	59 4%	7 3%	3 3%	2 3%	2 4%
Switched from other postal service providers to Royal Mail	40 2%	2 1%	17 4%	17 2%	37 2%	4 2%	2 2%	1 2%	* 1%
Or has not changed mail in the last 12 months?	1370 74%	264 74%	326 72%	612 75%	1202 74%	168 77%	86 80%	56 76%	26 70%
Don't Know (DO NOT READ OUT)	152 8%	25 7%	36 8%	74 9%	134 8%	17 8%	7 6%	7 9%	4 10%

Columns Tested:: a,b,c,d,e,f,g,h

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	9 9%	5 5%	2 6%	7 5%	24 12%	50 13%	8 12%	4 7%	51 6%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	7 7%	4 4%	3 9%	7 5%	7 4%	12 3%	* 1%	* *%	34 4%
Switched from Royal Mail to other postal service providers	66 4%	* *%	11 9%	2 5%	13 9%	8 4%	16 4%	* *%	1 1%	28 3%
Switched from other postal service providers to Royal Mail	40 2%	5 5%	* *%	5 16%	5 4%	2 1%	12 3%	- -%	- -%	17 2%
Or has not changed mail in the last 12 months?	1370 74%	68 71%	81 70%	20 63%	101 69%	140 70%	267 70%	51 77%	44 82%	694 77%
Don't Know (DO NOT READ OUT)	152 8%	8 8%	13 11%	* *%	13 9%	19 9%	24 6%	7 10%	6 10%	75 8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	40 9%	50 13% c	63 6%	131 9%	22 7%	- -%	147 9%	6 5%	151 8%	2 3%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	21 5%	12 3%	35 3%	66 4% b	3 1%	- -%	61 4%	8 6%	66 4%	3 5%
Switched from Royal Mail to other postal service providers	66 4%	21 5%	16 4%	29 3%	58 4%	7 2%	- -%	63 4%	2 2%	65 4%	1 1%
Switched from other postal service providers to Royal Mail	40 2%	12 3%	12 3%	17 2%	32 2%	9 3%	- -%	35 2%	5 4%	40 2%	1 1%
Or has not changed mail in the last 12 months?	1370 74%	308 70%	267 70%	795 77% ab	1133 74%	237 76%	- -%	1271 74%	100 71%	1324 74%	46 69%
Don't Know (DO NOT READ OUT)	152 8%	39 9%	24 6%	88 9%	118 8%	34 11%	- -%	133 8%	19 13%	139 8%	13 20% a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1215	371	409
Effective base	986	633	140	199
Weighted Base	1850	1183	267	377
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	70 6%	23 9%	60 16% ab
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	23 2%	25 9% a	20 5% a
Switched from Royal Mail to other postal service providers	66 4%	29 2%	22 8% a	14 4%
Switched from other postal service providers to Royal Mail	40 2%	18 2%	13 5% a	9 3%
Or has not changed mail in the last 12 months?	1370 74%	956 81% bc	161 60%	245 65%
Don't Know (DO NOT READ OUT)	152 8%	86 7%	23 9%	28 7%

Columns Tested:: a,b,c

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	118 7%	20 12%	6 20% a	3 40%	7 43%	* 2%	- -%	* 6%	137 8%	16 28% abi	10 36% abi
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	42 3%	23 14% ai	* 1%	* 2%	2 15%	* 15%	1 59%	* 80%	64 4%	5 8%	4 15% ai
Switched from Royal Mail to other postal service providers	66 4%	55 3%	9 6%	1 4%	- -%	* *%	* 1%	* 11%	- -%	64 4%	1 3%	* 1%
Switched from other postal service providers to Royal Mail	40 2%	23 1%	4 2%	4 14% abi	- -%	6 39%	2 80%	* 29%	- -%	27 2%	13 23% abi	9 32% abi
Or has not changed mail in the last 12 months?	1370 74%	1253 77% bjk	95 58% k	17 59% k	4 58%	* 3%	* 2%	* 1%	* 10%	1348 75% bjk	22 38%	5 17%
Don't Know (DO NOT READ OUT)	152 8%	139 9%	13 8%	1 2%	* *%	* *%	- -%	- -%	* 4%	151 8%	1 1%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	38 4%	79 14%	35 16%	144 9%	128 11%	150 9%	121 10%	83 13%	72 16%	26 5%	87 9%	4 10%	12 17%	9 23%	10 32%	3 23%
			a	a					c	abcd				a	ab	ab	a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	17 2%	25 4%	27 12%	55 4%	59 5%	64 4%	61 5%	50 8%	44 10%	12 2%	31 3%	7 19%	8 11%	2 6%	1 4%	2 19%
			a	ab					ac	abcd			ab	ab			ab
Switched from Royal Mail to other postal service providers	66 4%	24 2%	31 6%	11 5%	56 4%	54 5%	59 4%	59 5%	40 6%	41 9%	3 1%	43 4%	3 9%	3 4%	3 7%	3 8%	2 19%
			a						ac	abcd		a	a		a	a	ab
Switched from other postal service providers to Royal Mail	40 2%	10 1%	13 2%	17 8%	36 2%	40 3%	40 2%	36 3%	27 4%	24 5%	3 1%	20 2%	- -%	13 18%	1 1%	1 3%	2 17%
				ab						ac				abc			abc
Or has not changed mail in the last 12 months?	1370 74%	885 83%	368 66%	117 53%	1159 76%	842 70%	1223 75%	803 69%	385 61%	250 55%	414 87%	723 75%	21 57%	30 43%	20 54%	12 38%	3 21%
			bc	c	bdef	ef	bdef	ef			bcdefg	cdefg					
Don't Know (DO NOT READ OUT)	152 8%	95 9%	44 8%	13 6%	84 5%	72 6%	88 5%	78 7%	43 7%	24 5%	17 4%	56 6%	2 4%	5 7%	3 8%	5 15%	* 1%
																a	

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153	104	13	14	2	4	4	2	83	12	10	12	6	4	3
	8%	8%	17%	25%	7%	23%	28%	29%	9%	10%	22%	27%	32%	31%	34%
			a	a							a	ab	a		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69	38	7	8	*	1	*	*	24	21	8	1	3	*	2
	4%	3%	9%	15%	1%	6%	1%	5%	3%	17%	17%	2%	14%	3%	25%
			a	a						a	a		a		
Switched from Royal Mail to other postal service providers	66	46	4	*	2	1	*	2	32	12	3	3	*	5	*
	4%	3%	5%	1%	7%	5%	2%	34%	3%	10%	6%	7%	1%	38%	*%
										a					
Switched from other postal service providers to Royal Mail	40	23	2	8	*	-	*	2	20	6	7	5	*	1	2
	2%	2%	3%	15%	1%	-%	1%	30%	2%	5%	15%	11%	1%	8%	20%
			a								a	a			
Or has not changed mail in the last 12 months?	1370	1059	41	20	27	8	5	*	735	59	15	20	9	2	2
	74%	80%	52%	36%	82%	51%	33%	2%	77%	50%	33%	46%	51%	20%	19%
		bcef			bcf				bcd						
Don't Know (DO NOT READ OUT)	152	61	11	4	*	2	5	*	57	9	3	3	*	-	*
	8%	5%	14%	7%	1%	14%	34%	*%	6%	8%	7%	6%	*%	-%	1%
			a				ad								

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	64 7%	19 17%	13 26%	9 25%	7 27%	4 28%	5 24%	44 5%	33 11%	45 14%	25 23%	2 5%
			a	a	a	a				a	a	abe	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	29 3%	8 7%	6 12%	10 28%	3 11%	2 15%	4 19%	14 2%	18 6%	22 7%	6 5%	4 8%
			a	a	ab		a			a	a		a
Switched from Royal Mail to other postal service providers	66 4%	25 3%	14 13%	12 24%	1 2%	4 14%	1 6%	2 12%	25 3%	10 3%	12 4%	4 3%	9 19%
			a	ad		a							abcd
Switched from other postal service providers to Royal Mail	40 2%	20 2%	3 3%	3 6%	- -%	5 18%	2 16%	2 12%	12 1%	5 2%	15 5%	3 3%	4 10%
						ab					a		ab
Or has not changed mail in the last 12 months?	1370 74%	700 77%	57 54%	10 21%	16 44%	7 28%	5 35%	6 33%	698 83%	229 74%	199 64%	67 63%	22 48%
		bcdeg	c						bcde	ce			
Don't Know (DO NOT READ OUT)	152 8%	66 7%	5 5%	6 12%	* 1%	1 2%	- -%	* 1%	47 6%	15 5%	19 6%	2 2%	5 10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	66 7%	31 11%	28 12%	18 23%	1 2%	35 5%	39 17%	35 17%	17 22%	2 6%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	19 2%	11 4%	16 7%	2 3%	3 9%	20 3%	16 7%	15 7%	6 8%	1 3%
Switched from Royal Mail to other postal service providers	66 4%	29 3%	14 5%	10 4%	* 1%	3 9%	25 4%	6 3%	10 5%	3 4%	9 23%
Switched from other postal service providers to Royal Mail	40 2%	22 2%	7 3%	4 2%	1 1%	2 6%	17 3%	2 1%	14 7%	3 4%	4 12%
Or has not changed mail in the last 12 months?	1370 74%	717 80%	208 73%	158 68%	54 69%	16 57%	503 79%	146 65%	122 61%	47 59%	16 44%
Don't Know (DO NOT READ OUT)	152 8%	46 5%	14 5%	17 7%	2 3%	5 16%	41 6%	15 7%	7 3%	2 3%	5 13%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	32 5%	23 12%	33 17%	24 23%	6 13%	89 14%	5 9%	25 6%	142 8%	11 10%	135 9%	9 29%
			a	a	a		c						a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	12 2%	11 6%	24 13%	12 11%	2 4%	49 8%	4 9%	7 2%	65 4%	4 4%	50 3%	4 15%
				a	a		c	c					a
Switched from Royal Mail to other postal service providers	66 4%	19 3%	13 7%	10 5%	4 4%	12 27%	41 6%	2 4%	16 4%	49 3%	17 15%	53 4%	3 11%
						abcd					a		
Switched from other postal service providers to Royal Mail	40 2%	13 2%	7 4%	7 4%	3 3%	3 7%	24 4%	1 2%	11 2%	36 2%	4 4%	32 2%	4 14%
													a
Or has not changed mail in the last 12 months?	1370 74%	487 79%	127 68%	107 57%	52 50%	21 47%	415 64%	34 64%	346 79%	1300 75%	70 62%	1155 77%	4 15%
		bcde	d						ab	b		b	
Don't Know (DO NOT READ OUT)	152 8%	51 8%	6 3%	7 4%	9 9%	1 2%	35 5%	6 11%	34 8%	145 8%	6 6%	79 5%	5 16%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	122 11%	7 10%	87 10%	34 13%	141 9%	3 11%	112 10%	17 22% a	90 10%	30 12%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	47 4%	11 17% a	45 5%	16 6%	46 3%	9 31% a	49 4%	9 12% a	45 5%	16 6%
Switched from Royal Mail to other postal service providers	66 4%	46 4%	8 11%	35 4%	24 9% a	55 4%	1 3%	44 4%	10 13% a	37 4%	22 9% a
Switched from other postal service providers to Royal Mail	40 2%	28 3%	11 17% a	29 3%	7 3%	31 2%	5 18% a	27 2%	13 17% a	28 3%	8 3%
Or has not changed mail in the last 12 months?	1370 74%	816 72% b	26 38%	633 71%	170 65%	1153 77% b	6 21%	818 73% b	24 31%	630 70%	173 66%
Don't Know (DO NOT READ OUT)	152 8%	67 6%	5 7%	67 7%	11 4%	79 5%	5 16%	67 6%	5 6%	67 7%	11 4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	83 12%	120 10%	31 16% b	- -%	82 13%	92 11%	25 16%	2 44%	98 12%	65 10%	26 15%	- -%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	45 7% b	32 3%	13 7% b	- -%	45 7% b	28 3%	11 7%	- -%	54 7%	28 4%	17 10% b	- -%
Switched from Royal Mail to other postal service providers	66 4%	35 5%	48 4%	11 6%	- -%	27 4%	38 4%	10 6%	1 13%	45 6%	33 5%	13 7%	- -%
Switched from other postal service providers to Royal Mail	40 2%	31 5% b	23 2%	9 5%	- -%	30 5%	21 2%	5 3%	- -%	33 4% b	10 2%	9 5%	- -%
Or has not changed mail in the last 12 months?	1370 74%	448 66%	966 78% ac	126 65%	2 100%	393 64%	640 75% a	105 66%	2 43%	510 65%	466 74% ac	111 62%	4 100%
Don't Know (DO NOT READ OUT)	152 8%	34 5%	53 4%	3 2%	- -%	34 6%	39 5%	3 2%	- -%	46 6%	29 5%	4 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	138 9%	110 10%	101 12%	106 9%	110 11%	4 31% ab	85 14%	52 12%	54 12%	20 17%	16 17%	43 10%	41 10%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	41 3%	50 5%	35 4%	44 4%	31 3%	3 21% ab	22 4%	16 4%	27 6%	11 10% a	10 11% ab	11 3%	9 2%
Switched from Royal Mail to other postal service providers	66 4%	42 3%	41 4%	30 4%	36 3%	30 3%	* 1%	20 3%	16 4%	19 4%	3 3%	6 7%	11 2%	9 2%
Switched from other postal service providers to Royal Mail	40 2%	24 2%	32 3%	26 3%	22 2%	28 3%	1 8%	12 2%	12 3%	15 4%	6 5%	* *%	4 1%	8 2%
Or has not changed mail in the last 12 months?	1370 74%	1137 78% bc	769 72%	617 71%	896 77% c	718 74% c	5 35%	416 71%	313 72%	295 68%	77 66%	56 62%	360 81%	315 79%
Don't Know (DO NOT READ OUT)	152 8%	78 5%	59 6%	54 6%	53 5%	51 5%	1 4%	33 6%	27 6%	20 5%	1 *%	2 3%	13 3%	18 4%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	153 100%	- -%	- -%	- -%	133 8%	93 9%	143 9%	100 9%	82 8%	87 12%	124 8%	30 15%	- -%	107 7%	18 15%
		bcd									b		b			a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	- -%	69 100%	- -%	- -%	39 2%	35 3%	49 3%	30 3%	35 3%	42 6%	29 2%	11 5%	- -%	56 4%	6 4%
			acd								b		b			
Switched from Royal Mail to other postal service providers	66 4%	- -%	- -%	66 100%	- -%	48 3%	43 4%	56 3%	49 4%	33 3%	46 6%	54 3%	15 7%	- -%	41 3%	16 13%
				abd							b		b			a
Switched from other postal service providers to Royal Mail	40 2%	- -%	- -%	- -%	40 100%	25 2%	18 2%	29 2%	28 2%	17 2%	27 4%	24 2%	2 1%	- -%	37 3%	* *%
				abc							b					
Or has not changed mail in the last 12 months?	1370 74%	- -%	- -%	- -%	- -%	1223 77%	775 74%	1252 75%	825 74%	808 76%	459 64%	1207 77%	125 60%	- -%	1137 77%	69 56%
											ac				b	
Don't Know (DO NOT READ OUT)	152 8%	- -%	- -%	- -%	- -%	129 8%	89 8%	131 8%	81 7%	88 8%	54 7%	123 8%	25 12%	- -%	90 6%	16 12%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	96 14%	57 5%	55 14%	9 25%	34 18%	34 11%	45 26%	66 5%	42 11%	40 18%	48 17%	66 5%
		b						bc		b	c	c	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	48 7%	21 2%	29 7%	2 5%	21 11%	15 5%	22 13%	40 3%	7 2%	10 5%	33 12%	24 2%
		b						bc				ac	
Switched from Royal Mail to other postal service providers	66 4%	56 8%	10 1%	37 9%	1 3%	25 13%	15 5%	22 13%	29 2%	13 3%	30 14%	23 8%	12 1%
		b				b		bc			c	c	
Switched from other postal service providers to Royal Mail	40 2%	26 4%	14 1%	20 5%	* 1%	18 9%	6 2%	5 3%	24 2%	11 3%	10 5%	16 6%	15 1%
		b				b					c	c	
Or has not changed mail in the last 12 months?	1370 74%	418 61%	952 82%	241 61%	23 66%	87 45%	221 73%	72 42%	1011 82%	278 74%	128 58%	140 51%	1078 84%
			a				a		ac	a			ab
Don't Know (DO NOT READ OUT)	152 8%	47 7%	105 9%	10 3%	- -%	6 3%	12 4%	5 3%	65 5%	25 7%	2 1%	15 5%	86 7%
												a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1046	984
Effective base	986	465	521
Weighted Base	1850	847	1003
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153	92	61
	8%	11%	6%
		b	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69	32	37
	4%	4%	4%
Switched from Royal Mail to other postal service providers	66	34	32
	4%	4%	3%
Switched from other postal service providers to Royal Mail	40	20	20
	2%	2%	2%
Or has not changed mail in the last 12 months?	1370	577	793
	74%	68%	79%
		a	
Don't Know (DO NOT READ OUT)	152	92	60
	8%	11%	6%
		b	

Columns Tested: a,b

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153	-	4	25	16	2	20	2	18	32	3	26	4
	8%	-%	6%	7%	5%	8%	12% d	5%	9%	15% cdl	6%	9%	4%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69	-	2	9	4	*	9	2	11	8	4	16	5
	4%	-%	3%	3%	1%	2%	5%	4%	5% d	4%	7% d	5% d	4%
Switched from Royal Mail to other postal service providers	66	-	1	9	2	-	9	4	11	12	2	14	2
	4%	-%	1%	3%	1%	-%	5% d	9% d	6% d	6% d	3%	5% d	1%
Switched from other postal service providers to Royal Mail	40	-	*	7	1	-	7	3	4	3	*	15	1
	2%	-%	*%	2%	*%	-%	4% d	5% d	2%	1%	1%	5% d	1%
Or has not changed mail in the last 12 months?	1370	-	54	260	262	27	110	33	145	144	44	199	91
	74%	-%	86% fik	77% k	80% fik	89%	66%	66%	74%	67%	74%	67%	86% fgjk
Don't Know (DO NOT READ OUT)	152	-	3	27	42	*	12	5	6	17	6	29	4
	8%	-%	4%	8%	13% hl	2%	7%	11%	3%	8%	10%	10% h	4%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 233 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	153 8%	28 6%	38 8%	53 11% a	34 7%	67 7%	86 9%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	69 4%	13 3%	11 2%	21 4%	24 5%	24 3%	45 5%
Switched from Royal Mail to other postal service providers	66 4%	10 2%	11 2%	28 6% ab	18 4%	20 2%	45 5% a
Switched from other postal service providers to Royal Mail	40 2%	7 2%	7 2%	10 2%	16 3%	15 2%	26 3%
Or has not changed mail in the last 12 months?	1370 74%	361 78%	352 76%	322 70%	335 72%	713 77%	657 71%
Don't Know (DO NOT READ OUT)	152 8%	43 9%	41 9%	28 6%	39 8%	84 9%	68 7%

Columns Tested:: a,b,c,d - a,b

Table 234

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	383	44	339	253	53	24	53	130
Effective base	177	20	157	163	29	15	35	46
Weighted Base	328	35	293	314	11	2	1	15
Price increases	201	21	180	192	6	2	1	9
	61%	60%	61%	61%	56%	81%	54%	60%
Better quality of service	92	2	90	87	4	1	1	5
	28%	4%	31%	28%	33%	33%	42%	34%
			a					
Became more aware of alternatives	59	*	59	55	3	1	*	4
	18%	1%	20%	17%	29%	32%	11%	28%
			a					
Changes in the type of mail sent	59	5	53	54	4	*	*	5
	18%	15%	18%	17%	34%	20%	29%	32%
			a		a			a
Due to internal cost cutting	38	3	35	35	2	1	*	3
	12%	8%	12%	11%	16%	47%	13%	21%
Convenience	31	6	25	29	1	*	*	2
	10%	18%	8%	9%	11%	20%	14%	12%
Other (PLEASE SPECIFY)	28	3	25	27	1	-	*	1
	8%	8%	8%	9%	6%	-%	1%	4%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	4%	*%
							a	

Columns Tested:: a,b - a,b,c,d,e

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	383	133	90	30	24	53	53	253	53	77
Effective base	177	94	56	18	17	22	35	163	29	35
Weighted Base	328	195	101	18	6	7	1	314	11	4
Price increases	201 61%	119 61%	62 61%	11 64%	3 47%	5 72%	1 54%	192 61%	6 56%	3 71%
Better quality of service	92 28%	55 28%	29 29%	3 15%	3 44%	2 24%	1 42%	87 28%	4 33%	1 37%
Became more aware of alternatives	59 18%	36 19%	15 15%	3 18%	2 31%	2 28%	* 11%	55 17%	3 29%	1 24%
Changes in the type of mail sent	59 18%	36 18%	11 11%	7 39%	1 19%	3 43%	* 29%	54 17%	4 34%	1 24%
Due to internal cost cutting	38 12%	22 12%	10 9%	3 16%	1 20%	2 23%	* 13%	35 11%	2 16%	1 34%
Convenience	31 10%	20 10%	9 9%	1 5%	1 12%	1 13%	* 14%	29 9%	1 11%	1 18%
Other (PLEASE SPECIFY)	28 8%	17 9%	9 9%	1 8%	- -%	1 8%	* 1%	27 9%	1 6%	* -%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	* 1%	- -%	- -%	* 4%	* *%	- -%	* 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	383	169	84	53	24	53	183	64	29	22	42
Effective base	177	121	54	29	15	35	116	28	11	5	9
Weighted Base	328	256	57	11	2	1	221	51	11	8	4
Price increases	201	159	33	6	2	1	136	29	6	3	2
	61%	62%	58%	56%	81%	54%	62%	56%	58%	39%	46%
Better quality of service	92	66	20	4	1	1	59	16	4	3	2
	28%	26%	35%	33%	33%	42%	27%	31%	34%	40%	55%
Became more aware of alternatives	59	46	9	3	1	*	35	13	2	5	1
	18%	18%	15%	29%	32%	11%	16%	26%	16%	66%	25%
Changes in the type of mail sent	59	42	12	4	*	*	35	13	2	5	*
	18%	16%	21%	34%	20%	29%	16%	26%	15%	69%	9%
			a								
Due to internal cost cutting	38	23	12	2	1	*	28	2	1	2	1
	12%	9%	20%	16%	47%	13%	13%	4%	8%	24%	14%
			a								
Convenience	31	24	6	1	*	*	25	2	*	1	*
	10%	9%	10%	11%	20%	14%	11%	4%	3%	13%	8%
Other (PLEASE SPECIFY)	28	24	3	1	-	*	21	1	1	-	-
	8%	10%	4%	6%	-%	1%	9%	3%	6%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-	*	-	-	*
	*%	-%	*%	-%	-%	4%	-%	*%	-%	-%	1%
					a						

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	383	23	21	48	18	24	18	25	29	19
Effective base	177	15	16	27	13	15	15	17	18	14
Weighted Base	328	31	28	59	23	24	34	41	33	22
Price increases	201	22	20	27	18	17	20	26	20	13
	61%	70%	71%	46%	77%	71%	58%	65%	62%	59%
Better quality of service	92	11	12	16	6	3	9	9	8	6
	28%	35%	44%	28%	27%	13%	27%	23%	24%	29%
Became more aware of alternatives	59	7	9	7	5	5	6	6	9	1
	18%	23%	32%	11%	21%	22%	18%	14%	27%	6%
Changes in the type of mail sent	59	5	6	16	2	6	3	4	9	4
	18%	16%	23%	27%	11%	26%	8%	10%	26%	16%
Due to internal cost cutting	38	4	7	9	1	3	6	*	3	*
	12%	12%	23%	16%	6%	13%	18%	*%	8%	*%
Convenience	31	5	8	3	*	1	2	3	4	2
	10%	14%	29%	4%	1%	3%	7%	7%	11%	9%
Other (PLEASE SPECIFY)	28	5	3	1	2	5	2	2	2	2
	8%	15%	12%	2%	8%	22%	6%	6%	7%	9%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	383	61	73	91	225	158	49	53	56
Effective base	177	41	48	60	146	75	26	29	31
Weighted Base	328	68	93	134	294	34	15	11	7
Price increases	201	47	62	73	183	18	11	3	4
	61%	69%	67%	55%	62%	53%	70%	31%	50%
Better quality of service	92	16	32	35	82	10	4	4	2
	28%	23%	34%	26%	28%	29%	24%	34%	32%
Became more aware of alternatives	59	11	25	19	55	4	1	2	1
	18%	17%	27%	14%	19%	12%	6%	20%	11%
Changes in the type of mail sent	59	12	20	23	55	3	1	1	1
	18%	18%	22%	17%	19%	9%	3%	10%	20%
Due to internal cost cutting	38	5	13	15	33	5	2	1	2
	12%	7%	14%	12%	11%	14%	14%	9%	23%
Convenience	31	3	16	8	27	4	2	2	*
	10%	5%	18%	6%	9%	12%	14%	15%	5%
Other (PLEASE SPECIFY)	28	9	10	6	25	3	1	2	*
	8%	13%	11%	4%	8%	8%	6%	16%	2%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	-	-	*
	*%	-%	-%	*%	*%	1%	-%	-%	2%

Columns Tested: a,b,c,d,e,f,g,h

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	e	f	*g	*h	i
Unweighted Base	383	19	22	9	31	30	108	15	15	163
Effective base	177	12	10	5	14	16	58	5	4	73
Weighted Base	328	20	21	12	33	41	90	8	4	130
Price increases	201	15	13	3	16	26	61	8	3	71
	61%	73%	61%	28%	49%	63%	68%	95%	80%	55%
Better quality of service	92	9	7	3	10	11	22	*	1	38
	28%	43%	31%	27%	30%	27%	25%	3%	12%	29%
Became more aware of alternatives	59	5	2	3	6	8	10	2	*	28
	18%	22%	12%	28%	17%	19%	12%	24%	6%	22%
Changes in the type of mail sent	59	5	2	10	12	7	16	1	1	17
	18%	23%	10%	83%	36%	18%	18%	9%	13%	13%
				i						
Due to internal cost cutting	38	5	4	2	6	5	8	2	1	11
	12%	24%	17%	20%	18%	12%	9%	29%	12%	9%
Convenience	31	5	1	2	3	-	10	-	*	14
	10%	24%	4%	17%	9%	-%	11%	-%	2%	11%
Other (PLEASE SPECIFY)	28	*	3	-	3	3	9	1	1	12
	8%	1%	13%	-%	8%	6%	10%	9%	13%	9%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	383	80	108	195	342	41	-	332	51	372	11
Effective base	177	41	58	82	157	21	-	162	17	172	6
Weighted Base	328	94	90	144	286	42	-	306	22	321	7
Price increases	201	56	61	83	171	30	-	187	14	198	3
	61%	60%	68%	58%	60%	71%	-%	61%	62%	62%	39%
Better quality of service	92	30	22	40	83	8	-	85	6	88	4
	28%	32%	25%	27%	29%	20%	-%	28%	29%	27%	50%
Became more aware of alternatives	59	18	10	31	52	6	-	56	3	59	-
	18%	19%	12%	21%	18%	15%	-%	18%	12%	18%	-%
Changes in the type of mail sent	59	24	16	19	53	6	-	57	2	58	*
	18%	25%	18%	13%	18%	14%	-%	19%	8%	18%	4%
Due to internal cost cutting	38	16	8	14	35	3	-	37	1	37	1
	12%	17%	9%	10%	12%	6%	-%	12%	5%	11%	15%
Convenience	31	8	10	14	29	2	-	30	1	31	*
	10%	8%	11%	10%	10%	5%	-%	10%	6%	10%	2%
Other (PLEASE SPECIFY)	28	5	9	13	27	1	-	27	1	27	*
	8%	6%	10%	9%	9%	2%	-%	9%	5%	8%	6%
Don't Know (DO NOT READ OUT)	*	*	-	*	*	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	383	158	111	110
Effective base	177	76	43	57
Weighted Base	328	141	83	104
Price increases	201	84	46	70
	61%	60%	56%	67%
Better quality of service	92	37	35	19
	28%	27%	43%	18%
			c	
Became more aware of alternatives	59	22	27	9
	18%	16%	33%	9%
			ac	
Changes in the type of mail sent	59	19	25	13
	18%	13%	31%	13%
			ac	
Due to internal cost cutting	38	15	17	5
	12%	11%	21%	5%
			c	
Convenience	31	6	11	15
	10%	4%	13%	14%
			a	
Other (PLEASE SPECIFY)	28	12	4	11
	8%	9%	5%	11%
Don't Know (DO NOT READ OUT)	*	*	-	*
	*%	*%	-%	*%

Columns Tested: a,b,c

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	383	241	74	27	5	21	7	5	3	315	68	41
Effective base	177	129	30	7	3	6	1	3	1	160	17	11
Weighted Base	328	238	55	12	3	16	3	1	*	293	35	23
Price increases	201	147	35	7	3	5	2	1	*	182	18	11
	61%	62%	63%	60%	100%	31%	84%	96%	7%	62%	53%	49%
Better quality of service	92	65	17	1	2	5	*	1	*	82	10	8
	28%	27%	31%	13%	57%	32%	18%	69%	8%	28%	28%	35%
Became more aware of alternatives	59	41	10	3	2	*	2	1	-	51	8	5
	18%	17%	19%	23%	57%	*%	82%	88%	-%	17%	22%	22%
Changes in the type of mail sent	59	37	10	3	1	7	2	-	-	46	12	10
	18%	15%	17%	23%	28%	41%	85%	-%	-%	16%	35%	41%
												ai
Due to internal cost cutting	38	30	5	1	1	1	-	*	*	34	3	2
	12%	12%	9%	8%	29%	7%	-%	11%	92%	12%	10%	10%
Convenience	31	20	7	3	1	*	*	*	*	27	4	1
	10%	8%	14%	24%	28%	*%	2%	30%	7%	9%	12%	6%
Other (PLEASE SPECIFY)	28	18	9	*	-	-	-	-	-	27	*	-
	8%	7%	17%	4%	-%	-%	-%	-%	-%	9%	1%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	383	84	157	142	353	334	368	334	246	245	38	181	28	48	28	28	17
Effective base	177	50	80	48	157	153	170	153	108	98	24	98	11	15	8	11	6
Weighted Base	328	90	148	90	292	281	313	276	200	182	44	180	14	35	14	15	10
Price increases	201	56	91	54	186	170	193	164	116	102	26	116	10	18	5	11	8
	61%	63%	61%	59%	64%	61%	62%	59%	58%	56%	59%	64%	70%	52%	34%	71%	75%
Better quality of service	92	31	34	27	78	78	87	82	67	62	14	49	4	4	7	7	3
	28%	34%	23%	30%	27%	28%	28%	30%	34%	34%	32%	27%	31%	11%	48%	45%	27%
Became more aware of alternatives	59	14	27	18	55	49	55	50	48	38	6	28	5	11	1	4	1
	18%	16%	18%	20%	19%	17%	18%	18%	24%	21%	14%	15%	37%	32%	5%	25%	5%
Changes in the type of mail sent	59	12	25	22	53	58	59	55	48	50	6	32	2	15	1	3	*
	18%	13%	17%	24%	18%	21%	19%	20%	24%	28%	14%	18%	13%	41%	4%	20%	2%
Due to internal cost cutting	38	11	19	8	35	29	38	29	23	21	10	18	*	4	1	2	3
	12%	12%	13%	9%	12%	11%	12%	11%	11%	12%	24%	10%	1%	12%	4%	14%	27%
Convenience	31	4	16	12	22	26	27	31	17	12	4	18	*	1	*	2	2
	10%	4%	11%	13%	8%	9%	8%	11%	8%	7%	8%	10%	1%	2%	3%	10%	21%
Other (PLEASE SPECIFY)	28	9	9	10	23	24	24	25	13	8	2	17	1	*	2	2	-
	8%	10%	6%	11%	8%	8%	8%	9%	6%	4%	4%	10%	4%	*%	14%	16%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	-	-	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	1%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	383	208	48	37	20	15	12	13	151	72	45	26	18	13	9
Effective base	177	112	20	13	4	8	3	4	88	28	12	11	5	6	4
Weighted Base	328	211	27	31	5	6	5	7	158	50	28	21	8	10	7
Price increases	201	140	18	12	3	4	4	4	102	23	17	14	2	4	7
	61%	66%	68%	39%	47%	76%	94%	64%	65%	47%	63%	68%	29%	41%	98%
Better quality of service	92	56	5	9	1	3	*	3	37	21	4	4	7	6	*
	28%	27%	19%	30%	14%	57%	8%	38%	23%	42%	15%	19%	81%	59%	*%
Became more aware of alternatives	59	39	3	7	*	4	*	1	21	14	5	8	1	*	*
	18%	19%	10%	24%	4%	74%	1%	7%	13%	28%	17%	40%	9%	3%	1%
Changes in the type of mail sent	59	35	5	9	*	3	*	*	28	15	9	5	1	*	*
	18%	17%	20%	28%	9%	55%	1%	1%	17%	30%	34%	24%	11%	3%	3%
Due to internal cost cutting	38	23	7	1	*	2	*	3	19	2	2	3	1	3	-
	12%	11%	26%	3%	2%	34%	5%	37%	12%	4%	9%	12%	16%	28%	-%
Convenience	31	18	*	*	*	1	*	2	20	2	1	2	*	1	2
	10%	8%	1%	1%	2%	25%	3%	31%	13%	4%	3%	8%	1%	6%	25%
Other (PLEASE SPECIFY)	28	21	-	*	2	*	-	-	16	3	1	2	-	2	-
	8%	10%	-%	*%	29%	6%	-%	-%	10%	5%	2%	8%	-%	26%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	*	*	-	-	-
	*%	-%	1%	-%	-%	-%	1%	-%	-%	-%	1%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	383	140	51	52	32	28	12	19	78	97	106	48	37
Effective base	177	76	24	23	10	9	4	7	46	45	49	20	13
Weighted Base	328	138	43	33	20	19	9	13	95	67	94	37	19
Price increases	201	84	30	20	9	7	4	10	61	42	57	26	7
	61%	61%	68%	59%	45%	40%	45%	76%	64%	62%	61%	71%	35%
Better quality of service	92	33	11	12	11	6	6	3	31	17	21	11	7
	28%	24%	25%	36%	56%	30%	63%	24%	32%	26%	23%	29%	38%
Became more aware of alternatives	59	20	7	4	11	4	*	3	18	12	19	6	2
	18%	14%	16%	13%	55%	21%	5%	26%	18%	17%	20%	16%	9%
Changes in the type of mail sent	59	21	3	10	8	8	3	3	17	12	25	4	1
	18%	15%	6%	31%	38%	40%	33%	22%	18%	17%	26%	11%	6%
Due to internal cost cutting	38	18	2	6	2	*	1	*	10	10	13	2	3
	12%	13%	5%	17%	9%	3%	8%	3%	11%	15%	13%	6%	15%
Convenience	31	22	4	1	1	*	2	*	6	3	12	*	5
	10%	16%	9%	3%	5%	1%	23%	*%	6%	5%	13%	*%	25%
Other (PLEASE SPECIFY)	28	17	-	3	-	2	*	2	7	7	7	-	3
	8%	12%	-%	10%	-%	13%	6%	17%	7%	11%	8%	-%	14%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	-	*	-	*
	*%	*%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	383	130	86	72	39	23	89	85	89	40	27
Effective base	177	68	37	33	14	6	49	38	39	16	10
Weighted Base	328	136	63	59	22	8	97	63	73	30	16
Price increases	201	90	34	43	15	3	54	43	44	22	6
	61%	66%	54%	74%	70%	43%	56%	69%	61%	73%	35%
Better quality of service	92	37	16	12	6	3	30	11	23	9	5
	28%	27%	26%	21%	27%	38%	31%	17%	32%	31%	29%
Became more aware of alternatives	59	21	12	14	2	2	18	12	13	5	1
	18%	16%	19%	24%	8%	21%	19%	19%	18%	18%	5%
Changes in the type of mail sent	59	24	9	14	1	*	25	10	19	3	1
	18%	18%	15%	24%	4%	2%	26%	16%	25%	10%	7%
Due to internal cost cutting	38	16	8	10	2	-	8	7	11	1	3
	12%	12%	13%	17%	9%	-%	8%	11%	15%	3%	18%
Convenience	31	13	1	6	*	2	6	3	12	-	4
	10%	9%	2%	10%	*%	28%	6%	5%	17%	-%	27%
Other (PLEASE SPECIFY)	28	10	7	4	-	2	7	6	8	-	2
	8%	7%	12%	6%	-%	28%	8%	10%	11%	-%	13%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	1%	-%	-%	*%	-%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	383	74	69	98	50	35	243	30	60	332	51	329	24
Effective base	177	41	28	43	24	13	111	16	30	155	23	147	11
Weighted Base	328	76	54	74	42	24	202	13	59	291	37	271	20
Price increases	201	43	35	48	29	6	128	7	29	177	24	176	10
	61%	56%	64%	65%	69%	25%	63%	55%	49%	61%	65%	65%	49%
		e	e	e	e								
Better quality of service	92	19	13	23	14	13	61	4	17	78	14	68	9
	28%	25%	24%	31%	33%	56%	30%	33%	29%	27%	39%	25%	46%
					ab								
Became more aware of alternatives	59	14	5	18	9	1	36	5	9	52	7	48	6
	18%	19%	10%	24%	22%	3%	18%	35%	16%	18%	18%	18%	30%
Changes in the type of mail sent	59	14	14	9	9	4	42	3	8	52	6	46	6
	18%	19%	26%	12%	21%	18%	21%	20%	14%	18%	17%	17%	32%
Due to internal cost cutting	38	8	9	9	2	*	20	2	7	33	5	30	5
	12%	10%	17%	12%	5%	2%	10%	16%	12%	11%	13%	11%	26%
Convenience	31	5	2	15	3	6	27	1	3	27	4	21	1
	10%	6%	4%	21%	7%	24%	13%	7%	6%	9%	11%	8%	6%
Other (PLEASE SPECIFY)	28	5	5	10	1	4	18	-	7	21	7	23	-
	8%	7%	9%	13%	3%	18%	9%	-%	11%	7%	18%	8%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	1%	*%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	383	264	70	205	129	332	21	257	77	209	125
Effective base	177	134	19	103	51	149	8	128	25	106	47
Weighted Base	328	243	37	195	81	274	17	232	49	199	77
Price increases	201	156	14	109	54	176	10	146	24	118	46
	61%	64%	38%	56%	67%	64%	58%	63%	49%	59%	60%
Better quality of service	92	63	15	55	27	72	6	56	22	57	25
	28%	26%	41%	28%	33%	26%	33%	24%	45%	28%	33%
Became more aware of alternatives	59	35	14	32	18	43	11	34	14	33	17
	18%	14%	37%	16%	22%	16%	64%	15%	29%	16%	22%
Changes in the type of mail sent	59	37	22	35	20	43	10	38	21	31	24
	18%	15%	58%	18%	24%	16%	56%	16%	42%	15%	32%
Due to internal cost cutting	38	25	4	18	11	33	2	21	8	19	10
	12%	10%	12%	9%	14%	12%	13%	9%	17%	9%	13%
Convenience	31	22	4	22	9	21	1	22	4	23	8
	10%	9%	11%	11%	11%	8%	5%	10%	9%	11%	11%
Other (PLEASE SPECIFY)	28	23	1	16	9	23	-	23	1	16	9
	8%	9%	3%	8%	11%	8%	-%	10%	1%	8%	11%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	*	-
	*0%	*0%	-%	*%	-%	*%	-%	*0%	-%	*0%	-%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	383	249	232	83	-	241	192	72	2	286	154	83	-
Effective base	177	106	116	39	-	101	99	32	2	128	77	39	-
Weighted Base	328	194	223	65	-	183	179	52	2	230	136	65	-
Price increases	201	118	146	45	-	112	113	41	-	140	86	48	-
	61%	61%	65%	70%	-%	61%	63%	80%	-%	61%	63%	73%	-%
Better quality of service	92	65	56	16	-	58	43	15	2	76	40	21	-
	28%	34%	25%	26%	-%	32%	24%	28%	77%	33%	30%	32%	-%
Became more aware of alternatives	59	47	45	23	-	41	35	15	-	44	34	25	-
	18%	24%	20%	35%	-%	22%	20%	30%	-%	19%	25%	38%	-%
Changes in the type of mail sent	59	47	41	14	-	49	34	9	-	49	29	15	-
	18%	24%	18%	21%	-%	27%	19%	17%	-%	21%	21%	23%	-%
Due to internal cost cutting	38	24	33	7	-	19	23	9	-	25	21	7	-
	12%	12%	15%	11%	-%	10%	13%	18%	-%	11%	15%	11%	-%
Convenience	31	17	16	3	-	19	18	3	-	26	18	10	-
	10%	9%	7%	5%	-%	11%	10%	6%	-%	11%	13%	15%	-%
Other (PLEASE SPECIFY)	28	14	19	4	-	10	18	5	1	19	13	8	-
	8%	7%	8%	6%	-%	5%	10%	10%	23%	8%	9%	13%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	383	294	270	210	252	222	22	137	121	134	48	30	76	72
Effective base	177	134	126	106	111	106	9	75	54	65	22	17	34	32
Weighted Base	328	245	233	192	208	200	8	139	96	115	40	32	69	67
Price increases	201	167	145	121	132	131	7	96	65	77	28	23	47	43
	61%	68%	62%	63%	63%	66%	85%	69%	68%	67%	72%	71%	68%	65%
Better quality of service	92	64	61	60	66	46	7	37	31	38	15	12	14	11
	28%	26%	26%	31%	32%	23%	77%	27%	32%	33%	38%	38%	20%	16%
Became more aware of alternatives	59	46	42	36	45	45	3	26	19	31	14	11	17	11
	18%	19%	18%	19%	21%	23%	37%	19%	20%	27%	35%	33%	25%	16%
Changes in the type of mail sent	59	34	53	34	44	42	4	20	15	28	7	5	11	16
	18%	14%	23%	18%	21%	21%	41%	14%	16%	25%	18%	15%	16%	24%
Due to internal cost cutting	38	31	26	22	26	28	2	20	15	16	3	3	8	8
	12%	13%	11%	12%	13%	14%	28%	14%	16%	14%	8%	10%	12%	13%
Convenience	31	19	23	27	18	17	1	18	12	18	4	1	4	7
	10%	8%	10%	14%	8%	8%	10%	13%	13%	16%	11%	3%	5%	10%
Other (PLEASE SPECIFY)	28	23	23	18	13	15	*	10	7	12	6	4	4	3
	8%	9%	10%	9%	6%	8%	2%	7%	7%	10%	15%	12%	6%	5%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	383	170	98	79	36	288	240	330	238	211	245	257	77	-	291	40
Effective base	177	81	41	37	19	134	108	152	110	96	106	127	37	-	129	21
Weighted Base	328	153	69	66	40	245	189	277	206	167	202	230	59	-	241	40
Price increases	201	125	29	30	18	160	117	175	128	97	123	148	37	-	140	26
	61%	81%	42%	45%	44%	65%	62%	63%	62%	58%	61%	64%	64%	-%	58%	64%
		bcd														
Better quality of service	92	16	32	30	14	59	45	68	62	41	65	58	17	-	65	18
	28%	10%	46%	45%	36%	24%	24%	25%	30%	25%	32%	25%	29%	-%	27%	44%
			a	a	a											
Became more aware of alternatives	59	25	19	7	8	41	31	47	34	46	41	36	15	-	46	5
	18%	16%	27%	10%	21%	17%	17%	17%	16%	27%	20%	16%	26%	-%	19%	14%
Changes in the type of mail sent	59	18	20	6	15	33	34	44	38	34	47	30	13	-	53	1
	18%	12%	28%	9%	38%	14%	18%	16%	19%	21%	23%	13%	22%	-%	22%	3%
			ac	ac							b				b	
Due to internal cost cutting	38	25	3	6	3	33	20	34	30	29	24	34	11	-	25	10
	12%	16%	5%	9%	8%	13%	10%	12%	15%	17%	12%	15%	19%	-%	10%	25%
Convenience	31	2	7	10	12	22	15	23	24	18	21	22	5	-	27	3
	10%	1%	10%	16%	29%	9%	8%	8%	12%	11%	10%	9%	9%	-%	11%	8%
			a	a	a											
Other (PLEASE SPECIFY)	28	3	5	19	1	24	18	25	22	18	17	25	6	-	12	9
	8%	2%	7%	28%	3%	10%	10%	9%	11%	11%	8%	11%	11%	-%	5%	24%
				abd												a
Don't Know (DO NOT READ OUT)	*	-	*	-	*	*	*	*	-	-	*	-	-	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	383	273	110	174	10	124	80	105	193	80	110	132	138
Effective base	177	125	52	74	6	50	38	50	89	37	56	59	62
Weighted Base	328	226	102	142	12	99	70	94	158	73	91	119	117
Price increases	201	133	68	76	10	48	48	59	92	49	51	70	79
	61%	59%	67%	54%	81%	48%	69%	63%	58%	67%	57%	59%	68%
Better quality of service	92	69	22	49	3	36	21	30	43	17	33	33	24
	28%	31%	22%	35%	25%	36%	30%	32%	27%	23%	37%	28%	21%
Became more aware of alternatives	59	44	15	39	1	31	14	22	34	2	21	22	16
	18%	19%	15%	27%	7%	31%	20%	23%	22%	3%	23%	18%	14%
Changes in the type of mail sent	59	44	15	33	1	33	7	21	25	12	15	27	16
	18%	19%	15%	23%	7%	34%	11%	22%	16%	16%	17%	23%	13%
Due to internal cost cutting	38	16	21	17	1	18	4	9	16	12	11	14	13
	12%	7%	21%	12%	7%	18%	6%	10%	10%	16%	12%	12%	11%
Convenience	31	17	14	17	1	10	10	11	14	6	17	6	8
	10%	8%	14%	12%	10%	10%	14%	11%	9%	9%	18%	5%	7%
Other (PLEASE SPECIFY)	28	25	2	17	2	9	10	12	9	6	9	5	14
	8%	11%	2%	12%	16%	9%	15%	13%	6%	8%	10%	4%	12%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	-	-	*	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	383	222	161
Effective base	177	92	86
Weighted Base	328	178	150
Price increases	201	109	92
	61%	61%	61%
Better quality of service	92	56	36
	28%	31%	24%
Became more aware of alternatives	59	36	23
	18%	20%	15%
Changes in the type of mail sent	59	34	24
	18%	19%	16%
Due to internal cost cutting	38	17	21
	12%	9%	14%
Convenience	31	15	16
	10%	9%	11%
Other (PLEASE SPECIFY)	28	10	18
	8%	6%	12%
Don't Know (DO NOT READ OUT)	*	-	*
	*%	-%	*%

Columns Tested:: a,b

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	j	k	*l
Unweighted Base	383	-	14	49	39	9	43	26	56	42	40	49	16
Effective base	177	-	5	23	15	3	21	8	25	28	17	36	7
Weighted Base	328	-	6	50	22	3	44	11	44	56	10	71	11
Price increases	201	-	5	29	16	3	26	6	22	35	4	48	6
	61%	-%	88%	59%	73%	95%	58%	55%	50%	64%	41%	67%	56%
Better quality of service	92	-	2	12	4	*	11	2	12	21	3	24	1
	28%	-%	36%	24%	16%	14%	25%	19%	27%	38%	34%	33%	5%
Became more aware of alternatives	59	-	*	13	2	2	6	2	6	10	1	15	3
	18%	-%	1%	27%	9%	55%	14%	17%	14%	17%	7%	21%	24%
Changes in the type of mail sent	59	-	2	10	3	*	9	1	10	7	2	12	3
	18%	-%	38%	20%	15%	5%	20%	7%	22%	13%	16%	17%	25%
Due to internal cost cutting	38	-	1	1	4	*	5	*	8	3	2	9	4
	12%	-%	9%	2%	18%	17%	12%	4%	17%	6%	22%	13%	35%
											c		
Convenience	31	-	*	12	2	*	2	2	*	3	2	6	1
	10%	-%	4%	24%	8%	5%	6%	15%	-%	6%	20%	9%	11%
				h							h		
Other (PLEASE SPECIFY)	28	-	-	1	1	-	3	5	4	9	1	3	2
	8%	-%	-%	1%	2%	-%	7%	39%	10%	16%	11%	4%	14%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 234 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	383	64	90	124	105	154	229
Effective base	177	29	36	61	52	65	112
Weighted Base	328	58	68	111	92	126	202
Price increases	201	35	45	63	58	79	121
	61%	60%	66%	57%	63%	63%	60%
Better quality of service	92	14	15	35	28	29	63
	28%	24%	22%	32%	30%	23%	31%
Became more aware of alternatives	59	13	10	18	18	23	36
	18%	23%	14%	16%	20%	18%	18%
Changes in the type of mail sent	59	14	11	18	16	25	34
	18%	24%	16%	16%	18%	20%	17%
Due to internal cost cutting	38	1	10	11	15	11	26
	12%	3%	14%	10%	17%	9%	13%
Convenience	31	12	4	5	9	17	15
	10%	21%	6%	5%	10%	13%	7%
Other (PLEASE SPECIFY)	28	c					
	8%	1	4	18	5	4	23
		1%	5%	16%	6%	3%	11%
			a				
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*
	*%	-%	-%	*%	*%	-%	*%

Columns Tested:: a,b,c,d - a,b

Table 235

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	268	32	236	176	36	17	39	92
Effective base	122	15	107	112	17	11	25	30
Weighted Base	222	26	196	212	7	2	1	10
Changed FROM a meter to a different method of payment	33 15%	- -%	33 17%	31 14%	1 13%	1 37%	1 52% abe	2 22%
Changed TO a meter from a different method of payment	24 11%	- -%	24 12%	21 10%	3 39% a	* 9%	* 20%	3 32% a
Neither	150 68%	16 59%	135 69%	146 69% de	3 45%	1 40%	* 27%	4 43%
Don't know	15 7%	11 41% b	4 2%	15 7%	* 2%	* 14%	* 1%	* 4%

Columns Tested: a,b - a,b,c,d,e

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	268	90	63	23	15	38	39	176	36	56
Effective base	122	63	38	14	10	15	25	112	17	25
Weighted Base	222	127	70	15	3	5	1	212	7	3
Changed FROM a meter to a different method of payment	33 15%	20 15%	9 13%	2 15%	1 20%	1 17%	1 52%	31 14%	1 13%	1 42%
Changed TO a meter from a different method of payment	24 11%	15 12%	3 4%	3 17%	1 28%	2 36%	* 20%	21 10%	3 39%	* 13%
Neither	150 68%	90 71%	51 73%	5 32%	2 50%	2 41%	* 27%	146 69%	3 45%	1 35%
Don't know	15 7%	2 2%	7 10%	5 36%	* 2%	* 6%	* 1%	15 7%	* 2%	* 9%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	*e
Unweighted Base	268	116	60	36	17	39	126	46	17	17	29
Effective base	122	82	40	17	11	25	79	18	6	7	6
Weighted Base	222	172	41	7	2	1	148	35	7	4	4
Changed FROM a meter to a different method of payment	33 15%	22 13%	9 23%	1 13%	1 37%	1 52%	18 12%	11 32%	2 37%	1 23%	* 10%
Changed TO a meter from a different method of payment	24 11%	15 9%	5 13%	3 39%	* 9%	* 20%	11 7%	10 29%	1 9%	1 27%	* 8%
Neither	150 68%	126 74%	20 49%	3 45%	1 40%	* 27%	117 79%	11 31%	4 53%	2 50%	3 82%
Don't know	15 7%	8 5%	6 15%	* 2%	* 14%	* 1%	3 2%	3 8%	* 1%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	268	17	9	35	13	16	11	21	16	17
Effective base	122	10	6	20	9	10	9	14	11	13
Weighted Base	222	20	11	40	15	16	20	33	21	21
Changed FROM a meter to a different method of payment	33	4	*	5	7	1	-	10	1	1
	15%	18%	4%	13%	48%	5%	-%	31%	7%	5%
Changed TO a meter from a different method of payment	24	2	1	1	3	1	5	2	4	3
	11%	12%	5%	2%	20%	9%	24%	5%	18%	12%
Neither	150	14	10	31	5	13	10	21	15	15
	68%	71%	91%	77%	32%	82%	49%	64%	71%	70%
Don't know	15	-	-	3	-	1	5	-	1	3
	7%	-%	-%	8%	-%	4%	27%	-%	4%	13%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	268	46	42	67	155	113	34	39	40
Effective base	122	32	27	43	100	53	17	21	23
Weighted Base	222	52	53	93	199	23	10	8	6
Changed FROM a meter to a different method of payment	33 15%	9 18%	6 10%	16 17%	30 15%	3 11%	2 22%	* 2%	* 6%
Changed TO a meter from a different method of payment	24 11%	7 13%	7 13%	7 8%	21 10%	3 13%	2 20%	* 1%	1 17%
Neither	150 68%	33 63%	40 75%	62 66%	135 68%	16 67%	5 47%	7 88% af	4 72%
Don't know	15 7%	3 6%	1 2%	9 9%	13 7%	2 9%	1 11%	1 9%	* 6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	268	15	11	4	15	20	75	13	12	116
Effective base	122	9	4	3	7	11	39	5	3	51
Weighted Base	222	15	10	5	15	31	62	8	4	85
Changed FROM a meter to a different method of payment	33 15%	6 39%	1 13%	* 6%	2 11%	9 27%	6 10%	2 24%	1 26%	7 8%
Changed TO a meter from a different method of payment	24 11%	2 11%	1 14%	1 14%	2 14%	5 16%	7 11%	* 1%	* 7%	8 9%
Neither	150 68%	8 50%	7 73%	2 39%	9 61%	13 40%	48 77%	6 72%	2 67%	65 77%
Don't know	15 7%	- -%	- -%	2 40%	2 14%	5 17%	1 2%	* 3%	- -%	5 6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	*b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	268	50	75	143	241	27	-	231	37	263	5
Effective base	122	26	39	60	109	12	-	111	13	118	4
Weighted Base	222	61	62	99	196	26	-	207	15	216	6
Changed FROM a meter to a different method of payment	33 15%	16 26%	6 10%	10 11%	32 16%	1 3%	- -%	31 15%	2 13%	33 15%	- -%
Changed TO a meter from a different method of payment	24 11%	9 14%	7 11%	8 8%	23 12%	* 2%	- -%	21 10%	2 16%	24 11%	* 1%
Neither	150 68%	29 47%	48 77%	74 75%	127 65%	23 90%	- -%	140 67%	10 71%	146 67%	5 80%
Don't know	15 7%	7 12%	1 2%	6 6%	14 7%	1 5%	- -%	15 7%	* *%	14 6%	1 19%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	268	114	71	81
Effective base	122	52	26	43
Weighted Base	222	93	47	81
Changed FROM a meter to a different method of payment	33 15%	12 13%	9 19%	12 15%
Changed TO a meter from a different method of payment	24 11%	11 12%	10 22%	2 3%
Neither	150 68%	65 69%	28 59%	58 71%
Don't know	15 7%	6 6%	* *%	9 11%

Columns Tested: a,b,c

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	268	166	52	18	5	16	5	3	3	218	50	32
Effective base	122	88	22	3	3	5	2	1	1	110	12	9
Weighted Base	222	159	42	6	3	10	*	1	*	202	20	14
Changed FROM a meter to a different method of payment	33 15%	21 13%	3 8%	* 5%	2 68%	6 58%	* 98%	* 7%	- -%	24 12%	8 41% abi	8 57% abi
Changed TO a meter from a different method of payment	24 11%	12 7%	9 20%	2 31%	1 32%	* 1%	* 2%	- -%	* 100%	20 10%	3 17%	1 10%
Neither	150 68%	113 71% jk	30 72% k	4 62%	- -%	3 30%	- -%	1 93%	- -%	143 71%	7 37%	4 25%
Don't know	15 7%	14 9%	- -%	* 1%	- -%	1 11%	- -%	- -%	- -%	14 7%	1 6%	1 8%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	268	54	112	102	248	232	260	229	172	172	32	124	21	30	22	19	12
Effective base	122	33	56	33	108	105	118	103	75	66	20	65	8	9	5	9	4
Weighted Base	222	55	104	63	199	187	214	182	133	117	37	118	11	20	11	12	5
Changed FROM a meter to a different method of payment	33 15%	7 12%	15 14%	12 19%	25 13%	26 14%	28 13%	31 17%	27 20%	27 23%	3 9%	11 10%	2 20%	1 5%	5 43%	4 32%	2 41%
Changed TO a meter from a different method of payment	24 11%	5 10%	7 6%	12 19%	22 11%	22 12%	24 11%	20 11%	20 15%	22 19%	4 10%	11 9%	4 36%	1 7%	2 17%	2 16%	* 5%
Neither	150 68%	35 63%	78 75%	38 60%	138 70%	125 67%	147 69%	124 68%	85 64%	60 51%	28 75%	87 74%	4 39%	14 69%	4 40%	6 51%	3 54%
Don't know	15 7%	9 16%	5 5%	1 2%	13 7%	14 7%	15 7%	7 4%	2 1%	8 7%	2 6%	8 7%	1 5%	4 19%	- -%	* 1%	- -%
				c													

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	268	143	35	28	15	12	6	9	104	49	34	16	14	8	7
Effective base	122	75	14	11	2	6	2	2	60	19	9	7	4	4	3
Weighted Base	222	142	21	22	3	5	4	2	107	32	18	13	8	4	5
Changed FROM a meter to a different method of payment	33	10	5	6	*	1	3	*	7	7	4	1	5	-	2
	15%	7%	26%	27%	6%	17%	70%	12%	7%	21%	25%	9%	61%	-%	39%
		a													
Changed TO a meter from a different method of payment	24	15	2	2	*	2	-	*	6	7	4	3	1	*	*
	11%	11%	10%	10%	6%	41%	-%	5%	6%	23%	25%	20%	14%	1%	5%
		a													
Neither	150	109	12	10	2	2	1	2	85	17	5	9	2	4	3
	68%	76%	59%	46%	85%	41%	28%	83%	80%	54%	26%	71%	25%	99%	56%
		bc													
Don't know	15	9	1	4	*	-	*	-	9	1	4	*	-	-	-
	7%	6%	4%	17%	3%	-%	2%	-%	8%	2%	24%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	268	95	34	34	25	20	8	13	50	73	77	36	22
Effective base	122	51	15	14	9	8	2	5	27	35	36	17	5
Weighted Base	222	93	26	19	20	10	6	8	58	52	68	30	6
Changed FROM a meter to a different method of payment	33	10	2	4	5	*	3	6	7	11	7	3	*
	15%	11%	6%	22%	27%	1%	58%	68%	13%	21%	10%	9%	8%
Changed TO a meter from a different method of payment	24	5	1	3	8	1	*	1	6	6	9	2	*
	11%	6%	6%	18%	41%	8%	*%	10%	11%	12%	13%	7%	3%
Neither	150	73	23	11	6	8	2	1	38	32	47	24	5
	68%	78%	85%	59%	32%	80%	40%	16%	65%	61%	70%	81%	87%
Don't know	15	4	1	*	-	1	*	1	7	3	4	1	*
	7%	5%	3%	*%	-%	11%	1%	7%	11%	6%	6%	3%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base	268	87	61	53	30	14	56	69	60	29	15
Effective base	122	45	26	23	13	3	28	32	28	13	3
Weighted Base	222	85	41	44	20	3	55	55	49	24	3
Changed FROM a meter to a different method of payment	33 15%	16 19%	5 12%	1 3%	2 12%	* 2%	5 9%	11 19%	8 17%	1 6%	* 12%
Changed TO a meter from a different method of payment	24 11%	6 7%	4 10%	8 17%	* 1%	* 6%	10 18%	6 10%	4 8%	2 8%	* 3%
Neither	150 68%	57 66%	29 71%	31 71%	18 87%	3 92%	33 60%	35 64%	34 70%	19 82%	3 82%
Don't know	15 7%	7 8%	3 7%	4 9%	- -%	- -%	7 13%	3 6%	2 5%	1 4%	* 3%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	268	49	45	71	38	21	173	20	35	242	26	231	17
Effective base	122	27	20	30	19	6	77	10	17	112	10	102	7
Weighted Base	222	44	34	57	35	8	138	9	32	206	16	186	13
Changed FROM a meter to a different method of payment	33 15%	5 11%	6 17%	13 22%	5 15%	2 23%	28 20%	1 7%	2 5%	29 14%	4 25%	20 11%	6 43%
Changed TO a meter from a different method of payment	24 11%	3 7%	4 13%	5 9%	6 17%	1 9%	17 12%	3 31%	* 1%	22 11%	2 11%	19 10%	3 26%
Neither	150 68%	35 79%	22 66%	38 67%	22 63%	5 66%	89 64%	5 56%	30 93%	140 68%	10 63%	134 72%	4 31%
Don't know	15 7%	1 2%	2 4%	1 1%	2 4%	* 1%	4 3%	1 6%	* 1%	15 7%	* 1%	13 7%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	268	189	43	148	81	235	13	185	47	154	75
Effective base	122	93	12	74	29	104	5	89	16	77	26
Weighted Base	222	169	18	132	49	187	12	161	26	135	47
Changed FROM a meter to a different method of payment	33 15%	22 13%	5 25%	23 18%	7 15%	23 13%	2 16%	16 10%	10 40%	25 18%	6 13%
Changed TO a meter from a different method of payment	24 11%	12 7%	9 52%	13 10%	7 14%	12 7%	9 81%	15 10%	6 25%	12 9%	8 18%
Neither	150 68%	121 72%	4 20%	91 68%	34 68%	138 74%	* 3%	117 72%	9 33%	94 69%	31 66%
Don't know	15 7%	13 8%	1 4%	5 4%	2 4%	13 7%	- -%	13 8%	1 3%	5 4%	2 4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other *d	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other *d	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other *d
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	268	175	155	60	-	171	129	50	1	199	103	52	-
Effective base	122	72	79	29	-	71	66	23	1	86	53	25	-
Weighted Base	222	128	151	45	-	126	120	36	2	152	93	44	-
Changed FROM a meter to a different method of payment	33 15%	20 16%	15 10%	7 16%	- -%	23 18%	7 6%	6 15%	- -%	26 17%	11 11%	8 17%	- -%
Changed TO a meter from a different method of payment	24 11%	19 15%	13 9%	1 3%	- -%	18 14%	10 8%	5 13%	- -%	19 12%	7 8%	8 18%	- -%
Neither	150 68%	85 66%	111 73%	33 74%	- -%	79 63%	92 77%	23 63%	2 100%	101 66%	72 78%	25 57%	- -%
Don't know	15 7%	5 4%	12 8%	3 7%	- -%	6 5%	11 9%	3 8%	- -%	7 4%	3 3%	3 7%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	*e	a	b
Significance Level: 95%														
Unweighted Base	268	214	197	153	183	160	16	106	92	97	37	25	54	53
Effective base	122	96	90	75	79	76	7	57	39	44	17	14	26	25
Weighted Base	222	179	160	136	150	141	7	107	67	81	31	26	55	50
Changed FROM a meter to a different method of payment	33	22	15	19	24	13	1	13	7	11	6	2	3	*
	15%	12%	9%	14%	16%	9%	17%	12%	10%	14%	18%	8%	5%	*%
Changed TO a meter from a different method of payment	24	13	17	8	13	18	1	3	2	7	5	5	5	5
	11%	7%	11%	6%	8%	12%	11%	3%	4%	9%	16%	20%	10%	10%
Neither	150	131	115	103	103	100	5	89	57	61	20	18	38	34
	68%	73%	72%	76%	68%	71%	71%	83%	84%	76%	65%	72%	70%	69%
Don't know	15	13	14	5	11	11	*	1	1	1	*	*	8	11
	7%	7%	8%	4%	7%	8%	1%	1%	2%	1%	1%	1%	15%	21%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	268	170	98	-	-	208	171	237	160	146	167	176	49	-	208	25
Effective base	122	81	41	-	-	94	76	107	71	67	69	84	26	-	90	12
Weighted Base	222	153	69	-	-	172	128	192	129	117	129	153	42	-	163	24
Changed FROM a meter to a different method of payment	33	19	13	-	-	25	15	31	12	10	24	12	4	-	30	*
	15%	13%	19%	-%	-%	15%	12%	16%	9%	9%	19%	8%	9%	-%	19%	*%
Changed TO a meter from a different method of payment	24	5	18	-	-	8	8	12	9	13	17	5	3	-	18	2
	11%	3%	27%	-%	-%	4%	6%	6%	7%	11%	13%	3%	6%	-%	11%	8%
Neither	150	114	36	-	-	125	93	135	95	82	80	122	31	-	105	21
	68%	74%	53%	-%	-%	73%	72%	70%	74%	70%	62%	80%	75%	-%	64%	89%
Don't know	15	14	1	-	-	14	13	14	13	12	8	14	4	-	11	1
	7%	9%	1%	-%	-%	8%	10%	7%	10%	10%	7%	9%	10%	-%	7%	3%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	268	186	82	108	7	79	51	72	132	61	63	91	111
Effective base	122	83	39	45	5	31	24	33	62	27	31	40	50
Weighted Base	222	144	78	85	11	55	49	67	106	49	50	81	90
Changed FROM a meter to a different method of payment	33 15%	29 20%	4 5%	15 17%	* *%	16 30%	* 1%	19 29%	6 6%	7 15%	14 27%	10 12%	9 10%
		b				b		b			c		
Changed TO a meter from a different method of payment	24 11%	21 15%	3 4%	12 14%	* *%	14 26%	- -%	8 11%	12 12%	3 6%	3 7%	12 15%	7 8%
						b							
Neither	150 68%	89 62%	61 78%	57 67%	11 99%	23 41%	48 99%	34 51%	81 77%	35 71%	29 58%	59 73%	63 70%
						a		a					
Don't know	15 7%	5 4%	10 13%	1 1%	- -%	2 3%	* *%	5 8%	6 6%	4 7%	4 8%	* *%	11 12%
													b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	268	163	105
Effective base	122	66	56
Weighted Base	222	124	98
Changed FROM a meter to a different method of payment	33 15%	23 19%	9 10%
Changed TO a meter from a different method of payment	24 11%	12 9%	12 12%
Neither	150 68%	77 62%	73 75%
Don't know	15 7%	12 10%	3 3%

Columns Tested:: a,b

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	*j	*k	*l
Unweighted Base	268	-	11	33	30	9	30	19	37	31	28	28	12
Effective base	122	-	4	16	12	3	16	9	16	20	11	22	5
Weighted Base	222	-	5	34	20	3	29	4	29	41	7	42	9
Changed FROM a meter to a different method of payment	33	-	2	3	4	*	2	*	2	12	*	5	2
	15%	-%	31%	9%	20%	12%	7%	7%	7%	31%	5%	11%	23%
Changed TO a meter from a different method of payment	24	-	*	4	1	-	1	1	2	5	3	4	2
	11%	-%	3%	13%	6%	-%	2%	25%	8%	12%	46%	9%	26%
Neither	150	-	3	18	13	2	22	3	24	23	3	32	4
	68%	-%	63%	53%	68%	88%	77%	67%	85%	57%	47%	77%	50%
Don't know	15	-	*	9	1	-	4	-	-	-	*	1	-
	7%	-%	3%	25%	7%	-%	14%	-%	-%	-%	1%	2%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 235 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	268	45	68	87	68	113	155
Effective base	122	20	29	40	33	49	73
Weighted Base	222	41	50	73	58	91	131
Changed FROM a meter to a different method of payment	33 15%	5 12%	6 12%	15 20%	7 12%	11 12%	22 17%
Changed TO a meter from a different method of payment	24 11%	4 11%	2 3%	8 11%	9 16%	6 7%	18 13%
Neither	150 68%	23 56%	36 73%	51 69%	40 70%	59 66%	91 69%
Don't know	15 7%	9 21%	5 11%	- -%	1 2%	14 16%	1 1%
		cd	c			b	

Columns Tested:: a,b,c,d - a,b

Table 236

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Method		Business Size 1				
		CATI *a	CAWI b	0-9 a	10-49 *b	50-99 *c	100-249 *d	10+ e
Significance Level: 95%								
Unweighted Base	90	-	90	43	15	8	24	47
Effective base	33	-	33	28	7	7	16	13
Weighted Base	57	-	57	51	4	1	1	5
Price increases	24 42%	- -%	24 42%	21 42%	1 26%	1 80%	* 59%	2 39%
Changes in the type of mail sent	21 38%	- -%	21 38%	19 37%	2 58%	* 17%	* 30%	2 47%
Better quality of service	20 36%	- -%	20 36%	18 36%	1 33%	* 50%	* 48%	2 38%
Became more aware of alternatives	11 20%	- -%	11 20%	9 18%	1 31%	* 53%	* 22%	2 33%
Due to internal cost cutting	7 12%	- -%	7 12%	6 12%	* 9%	* 26%	* 5%	1 11%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	8 15%	- -%	8 15%	8 16%	- -%	* 17%	* 20%	* 6%
Other	1 2%	- -%	1 2%	1 2%	- -%	- -%	- -%	- -%
Don't know	* *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%

Columns Tested: a,b - a,b,c,d,e

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base	90	22	13	8	7	16	24	43	15	32
Effective base	33	16	11	6	5	6	16	28	7	18
Weighted Base	57	35	12	5	2	3	1	51	4	2
Price increases	24 42%	18 51%	1 7%	3 64%	1 37%	1 35%	* 59%	21 42%	1 26%	1 70%
Changes in the type of mail sent	21 38%	10 29%	7 58%	2 36%	* 30%	2 62%	* 30%	19 37%	2 58%	* 23%
Better quality of service	20 36%	7 21%	9 73%	2 48%	1 52%	1 27%	* 48%	18 36%	1 33%	1 49%
Became more aware of alternatives	11 20%	5 14%	5 40%	- -	- -	2 54%	* 22%	9 18%	1 31%	1 38%
Due to internal cost cutting	7 12%	4 12%	2 16%	- -	* 22%	* 8%	* 5%	6 12%	* 9%	* 16%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	8 15%	7 20%	1 5%	1 13%	- -%	* 5%	* 20%	8 16%	- -%	* 18%
Other	1 2%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%
Don't know	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	90	23	20	15	8	24	36	21	8	7	15
Effective base	33	17	17	7	7	16	18	10	3	3	11
Weighted Base	57	37	15	4	1	1	29	21	3	2	1
Price increases	24	18	4	1	1	*	16	5	1	*	*
	42%	48%	26%	26%	80%	59%	56%	25%	43%	20%	58%
Changes in the type of mail sent	21	12	7	2	*	*	5	12	2	2	*
	38%	33%	45%	58%	17%	30%	18%	59%	56%	77%	32%
Better quality of service	20	9	9	1	*	*	10	6	2	1	*
	36%	26%	61%	33%	50%	48%	34%	30%	78%	42%	35%
Became more aware of alternatives	11	5	5	1	*	*	3	6	*	2	*
	20%	13%	33%	31%	53%	22%	10%	30%	4%	80%	29%
Due to internal cost cutting	7	4	2	*	*	*	*	6	-	*	*
	12%	11%	13%	9%	26%	5%	2%	28%	-%	4%	4%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	7	1	-	*	*	4	4	*	-	*
	15%	19%	8%	-%	17%	20%	13%	21%	1%	-%	9%
Other	1	1	-	-	-	-	1	-	-	-	-
	2%	3%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Don't know	*	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	90	8	3	13	7	5	3	9	5	5
Effective base	33	5	3	6	6	3	2	5	2	3
Weighted Base	57	6	1	6	10	2	5	12	5	4
Price increases	24	2	*	1	5	2	3	5	*	*
	42%	36%	48%	24%	49%	100%	57%	42%	3%	5%
Changes in the type of mail sent	21	3	-	2	5	*	-	5	4	1
	38%	58%	-%	38%	51%	1%	-%	43%	73%	24%
Better quality of service	20	2	1	5	5	1	2	*	*	3
	36%	37%	100%	82%	52%	37%	43%	*%	2%	72%
Became more aware of alternatives	11	3	-	3	-	-	3	3	*	*
	20%	44%	-%	42%	-%	-%	57%	24%	2%	1%
Due to internal cost cutting	7	*	-	1	-	1	-	-	4	-
	12%	2%	-%	25%	-%	36%	-%	-%	73%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	1	-	*	2	-	2	-	4	1
	15%	11%	-%	2%	15%	-%	32%	-%	73%	17%
Other	1	-	-	-	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	22%	-%
Don't know	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	90	17	16	25	58	32	14	6	12
Effective base	33	10	6	12	28	10	6	4	6
Weighted Base	57	16	12	23	51	6	4	*	1
Price increases	24 42%	7 46%	3 23%	9 41%	19 38%	4 73%	4 89%	* 40%	* 25%
Changes in the type of mail sent	21 38%	6 38%	7 59%	7 32%	21 41%	* 9%	* 2%	* 33%	* 26%
Better quality of service	20 36%	9 55%	3 27%	7 31%	19 37%	1 22%	* 9%	* 70%	1 57%
Became more aware of alternatives	11 20%	* *%	3 22%	8 36%	11 21%	* 6%	* 3%	- -%	* 19%
Due to internal cost cutting	7 12%	1 5%	4 32%	1 7%	6 12%	* 6%	* 1%	* 40%	* 19%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	8 15%	2 14%	5 37%	2 7%	8 16%	* *%	- -%	* 3%	- -%
Other	1 2%	- -%	1 9%	- -%	1 2%	- -%	- -%	- -%	- -%
Don't know	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g,h

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	90	9	5	2	7	11	23	3	6	30
Effective base	33	6	3	2	4	5	10	1	2	9
Weighted Base	57	8	3	1	4	13	13	2	1	15
Price increases	24	2	2	1	2	1	9	-	1	8
	42%	26%	59%	70%	62%	9%	68%	-%	76%	55%
Changes in the type of mail sent	21	3	1	-	1	12	1	2	*	1
	38%	44%	39%	-%	28%	86%	7%	100%	22%	8%
Better quality of service	20	4	*	*	*	3	7	2	*	4
	36%	52%	2%	30%	10%	21%	52%	97%	22%	28%
Became more aware of alternatives	11	4	1	-	1	1	*	-	-	5
	20%	49%	39%	-%	28%	8%	4%	-%	-%	33%
Due to internal cost cutting	7	-	-	-	-	5	1	-	-	*
	12%	-%	-%	-%	-%	37%	9%	-%	-%	3%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	*	-	-	-	4	3	-	-	1
	15%	1%	-%	-%	-%	29%	25%	-%	-%	9%
Other	1	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	9%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	90	27	23	40	87	3	-	74	16	89	1
Effective base	33	12	10	12	32	2	-	29	7	33	1
Weighted Base	57	25	13	19	55	1	-	52	4	57	*
Price increases	24	6	9	9	22	1	-	21	2	23	*
	42%	22%	68%	48%	40%	100%	-%	41%	51%	41%	100%
Changes in the type of mail sent	21	16	1	4	21	-	-	20	1	21	*
	38%	65%	7%	23%	38%	-%	-%	38%	26%	37%	100%
Better quality of service	20	7	7	6	20	1	-	19	1	20	*
	36%	29%	52%	34%	35%	63%	-%	37%	29%	36%	100%
Became more aware of alternatives	11	6	*	5	11	-	-	11	*	11	-
	20%	24%	4%	26%	20%	-%	-%	21%	7%	20%	-%
Due to internal cost cutting	7	5	1	*	6	1	-	6	*	7	-
	12%	20%	9%	2%	10%	63%	-%	12%	11%	12%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	4	3	1	8	-	-	8	*	8	-
	15%	16%	25%	7%	15%	-%	-%	16%	5%	15%	-%
Other	1	-	1	-	1	-	-	1	-	1	-
	2%	-%	9%	-%	2%	-%	-%	2%	-%	2%	-%
Don't know	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*c
Unweighted Base	90	38	29	22
Effective base	33	17	9	9
Weighted Base	57	23	19	14
Price increases	24	14	4	5
	42%	60%	23%	37%
Changes in the type of mail sent	21	6	10	5
	38%	28%	53%	33%
Better quality of service	20	10	7	3
	36%	43%	38%	23%
Became more aware of alternatives	11	3	5	4
	20%	11%	25%	27%
Due to internal cost cutting	7	*	5	1
	12%	1%	28%	7%
Cost implications	-	-	-	-
	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-
	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-
	-%	-%	-%	-%
Convenience	8	2	7	*
	15%	7%	34%	1%
Other	1	-	-	1
	2%	-%	-%	8%
Don't know	*	*	-	-
	*%	*%	-%	-%

Columns Tested: a,b,c

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	90	45	15	7	5	9	5	1	3	60	30	23
Effective base	33	22	5	3	3	2	2	1	1	26	7	5
Weighted Base	57	33	12	2	3	6	*	*	*	45	12	9
Price increases	24	16	4	*	1	2	*	*	*	20	4	3
	42%	49%	31%	4%	43%	36%	12%	100%	7%	44%	30%	36%
Changes in the type of mail sent	21	8	5	2	3	4	*	-	-	13	8	6
	38%	25%	39%	85%	96%	63%	17%	-%	-%	29%	72%	68%
											ai	
Better quality of service	20	14	2	1	2	*	*	-	*	16	4	3
	36%	42%	20%	51%	68%	2%	100%	-%	100%	36%	34%	30%
Became more aware of alternatives	11	3	5	1	2	-	-	*	*	8	3	2
	20%	10%	40%	60%	57%	-%	-%	100%	7%	18%	27%	19%
Due to internal cost cutting	7	2	4	*	*	-	*	-	-	6	*	*
	12%	7%	32%	14%	*%	-%	2%	-%	-%	14%	3%	*%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	4	4	-	-	*	*	*	-	8	*	*
	15%	12%	37%	-%	-%	1%	10%	100%	-%	18%	1%	1%
Other	1	-	1	-	-	-	-	-	-	1	-	-
	2%	-%	10%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	90	12	33	45	84	84	87	84	79	86	5	34	8	12	14	7	7
Effective base	33	8	14	12	29	29	31	30	28	30	4	14	4	6	3	3	2
Weighted Base	57	12	21	24	47	48	52	51	47	49	7	22	6	2	7	6	3
Price increases	24	6	10	7	17	19	21	19	17	19	4	8	3	1	2	*	2
	42%	51%	48%	30%	36%	39%	40%	38%	36%	38%	57%	38%	56%	27%	29%	4%	86%
Changes in the type of mail sent	21	-	8	13	21	21	21	21	21	21	-	11	-	1	4	5	*
	38%	-%	39%	55%	45%	44%	41%	42%	45%	43%	-%	49%	-%	67%	53%	97%	4%
Better quality of service	20	4	9	6	19	18	20	17	17	19	4	11	3	*	1	1	*
	36%	38%	45%	27%	39%	38%	39%	33%	36%	38%	52%	51%	44%	15%	20%	16%	11%
Became more aware of alternatives	11	2	1	8	9	9	9	11	11	9	-	1	4	*	1	3	*
	20%	16%	7%	33%	20%	20%	18%	22%	24%	19%	-%	5%	64%	3%	18%	50%	14%
Due to internal cost cutting	7	-	2	4	7	7	7	7	7	7	-	5	1	*	*	-	*
	12%	-%	11%	18%	14%	14%	13%	13%	14%	13%	-%	22%	19%	15%	1%	-%	10%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	2	2	5	8	7	8	7	7	8	2	6	1	-	*	-	-
	15%	13%	11%	19%	18%	14%	16%	14%	15%	17%	22%	25%	19%	-%	2%	-%	-%
Other	1	-	-	1	-	1	1	1	-	-	1	-	-	-	-	-	-
	2%	-%	-%	5%	-%	2%	2%	2%	-%	-%	16%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	90	34	16	12	8	6	3	5	18	25	20	8	7	2	4
Effective base	33	14	7	4	5	3	1	3	10	8	5	5	3	1	1
Weighted Base	57	25	8	8	*	3	3	*	13	14	9	4	6	*	2
Price increases	24	11	3	2	*	*	*	*	5	6	4	1	1	*	2
	42%	46%	39%	24%	86%	6%	6%	19%	35%	42%	45%	19%	20%	91%	96%
Changes in the type of mail sent	21	8	4	4	*	3	3	*	4	7	4	3	3	-	*
	38%	31%	52%	48%	14%	95%	96%	24%	30%	49%	43%	81%	58%	-%	4%
Better quality of service	20	11	4	2	*	1	-	*	9	6	1	1	1	*	-
	36%	45%	50%	29%	37%	30%	-%	63%	69%	42%	14%	23%	24%	100%	-%
Became more aware of alternatives	11	4	*	2	*	3	*	*	1	1	3	3	1	-	*
	20%	15%	3%	27%	18%	94%	4%	86%	10%	7%	33%	72%	23%	-%	4%
Due to internal cost cutting	7	4	1	1	*	-	-	*	2	4	*	*	*	-	-
	12%	16%	17%	14%	8%	-%	-%	57%	16%	28%	*%	9%	4%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	8	1	-	*	*	-	-	*	6	1	-	-	-	-
	15%	30%	10%	-%	30%	*%	-%	-%	1%	43%	7%	-%	-%	-%	-%
Other	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	90	23	9	19	15	7	2	9	10	30	28	8	10
Effective base	33	10	5	10	6	2	1	3	6	14	9	3	3
Weighted Base	57	16	3	8	13	1	3	6	13	17	16	5	1
Price increases	24 42%	6 39%	2 53%	3 42%	5 35%	1 92%	* 1%	3 46%	7 52%	8 48%	3 21%	2 45%	* 43%
Changes in the type of mail sent	21 38%	3 16%	1 26%	5 72%	6 46%	* 1%	3 99%	3 46%	6 44%	6 38%	8 49%	- -%	* 70%
Better quality of service	20 36%	7 41%	1 46%	3 38%	5 37%	* 9%	* 1%	1 9%	3 19%	7 44%	6 36%	4 96%	* 15%
Became more aware of alternatives	11 20%	3 19%	1 26%	1 16%	6 45%	- -%	* 1%	* 2%	- -%	* 1%	7 42%	3 55%	- -%
Due to internal cost cutting	7 12%	2 10%	1 25%	* 1%	4 31%	* 1%	- -%	- -%	4 29%	1 6%	- -%	1 30%	* 51%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	8 15%	* 1%	1 20%	* 1%	5 41%	* 1%	- -%	1 9%	4 29%	4 23%	1 4%	- -%	* 7%
Other	1 2%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%
Don't know	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	90	33	22	13	7	7	15	27	26	7	7
Effective base	33	16	5	5	3	5	7	11	8	2	2
Weighted Base	57	22	9	9	3	*	15	16	12	3	1
Price increases	24	12	2	3	*	*	6	10	1	2	*
	42%	53%	20%	34%	12%	84%	39%	59%	6%	59%	33%
Changes in the type of mail sent	21	10	5	2	*	*	6	6	8	-	*
	38%	45%	55%	21%	2%	29%	40%	39%	65%	-%	85%
Better quality of service	20	8	3	5	2	*	5	5	5	3	*
	36%	38%	31%	54%	91%	34%	35%	31%	38%	96%	12%
Became more aware of alternatives	11	1	1	5	2	-	-	3	5	1	-
	20%	6%	14%	52%	88%	-%	-%	18%	42%	41%	-%
Due to internal cost cutting	7	1	*	-	1	*	4	1	1	*	*
	12%	7%	1%	-%	45%	3%	26%	6%	9%	8%	66%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	2	2	-	-	*	4	2	1	-	*
	15%	10%	25%	-%	-%	14%	30%	10%	5%	-%	1%
Other	1	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%
Don't know	*	*	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	90	12	18	33	10	9	70	11	3	79	11	74	10
Effective base	33	6	7	9	5	2	25	6	1	29	5	26	4
Weighted Base	57	8	10	18	11	3	45	4	2	51	6	38	9
Price increases	24	3	7	7	*	2	18	2	*	21	2	13	4
	42%	38%	74%	38%	2%	70%	39%	46%	10%	42%	38%	34%	42%
Changes in the type of mail sent	21	2	3	11	5	1	21	1	*	18	3	17	5
	38%	25%	26%	59%	42%	29%	45%	16%	7%	36%	51%	44%	51%
Better quality of service	20	3	3	3	5	2	15	2	*	18	2	17	2
	36%	40%	26%	18%	47%	73%	33%	48%	3%	36%	39%	44%	18%
Became more aware of alternatives	11	2	1	5	3	*	9	-	2	8	4	6	4
	20%	21%	8%	30%	28%	7%	21%	-%	97%	15%	64%	15%	42%
Due to internal cost cutting	7	*	1	1	5	*	6	-	*	7	-	5	1
	12%	*%	9%	4%	43%	*%	14%	-%	7%	13%	-%	14%	12%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	1	-	1	4	2	7	*	*	8	*	8	1
	15%	8%	-%	4%	33%	62%	15%	1%	7%	16%	*%	20%	7%
Other	1	-	-	-	1	-	1	-	-	1	-	-	-
	2%	-%	-%	-%	10%	-%	3%	-%	-%	2%	-%	-%	-%
Don't know	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	*b
Unweighted Base	90	53	31	53	31	73	11	51	33	57	27
Effective base	33	21	8	20	11	26	5	19	10	22	8
Weighted Base	57	34	14	37	14	36	11	31	17	36	14
Price increases	24	16	3	12	7	13	4	10	8	16	4
	42%	46%	21%	33%	52%	37%	34%	33%	49%	43%	28%
Changes in the type of mail sent	21	13	8	16	5	16	6	14	8	14	8
	38%	38%	59%	44%	38%	44%	49%	43%	46%	38%	53%
Better quality of service	20	12	7	11	6	15	4	11	7	11	6
	36%	34%	49%	29%	41%	41%	34%	36%	43%	29%	41%
Became more aware of alternatives	11	7	2	3	8	5	4	4	5	8	3
	20%	21%	16%	9%	56%	14%	39%	14%	30%	22%	23%
Due to internal cost cutting	7	2	5	5	1	2	5	5	1	2	5
	12%	6%	33%	14%	10%	5%	41%	16%	9%	6%	32%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	2	5	5	2	5	4	5	2	1	5
	15%	6%	34%	13%	16%	13%	34%	15%	13%	4%	38%
Other	1	1	-	1	-	-	-	1	-	1	-
	2%	3%	-%	3%	-%	-%	-%	4%	-%	3%	-%
Don't know	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Significance Level: 95%													
Unweighted Base	90	72	34	20	-	72	28	20	-	77	26	17	-
Effective base	33	24	14	9	-	25	9	8	-	27	9	8	-
Weighted Base	57	39	28	8	-	41	17	10	-	45	18	16	-
Price increases	24	14	9	3	-	16	5	5	-	18	5	5	-
	42%	35%	32%	39%	-%	38%	29%	51%	-%	40%	30%	35%	-%
Changes in the type of mail sent	21	19	13	3	-	19	10	3	-	19	9	7	-
	38%	47%	47%	34%	-%	45%	58%	33%	-%	41%	51%	44%	-%
Better quality of service	20	16	8	7	-	15	6	4	-	16	3	6	-
	36%	42%	29%	77%	-%	37%	36%	39%	-%	37%	16%	37%	-%
Became more aware of alternatives	11	9	8	4	-	9	4	6	-	9	5	7	-
	20%	24%	28%	50%	-%	23%	25%	56%	-%	21%	28%	45%	-%
Due to internal cost cutting	7	7	6	2	-	7	6	*	-	7	5	5	-
	12%	17%	22%	24%	-%	16%	37%	4%	-%	15%	31%	33%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	7	6	*	-	6	5	1	-	7	5	4	-
	15%	18%	21%	1%	-%	15%	27%	6%	-%	15%	26%	26%	-%
Other	1	-	-	-	-	1	-	1	-	1	-	1	-
	2%	-%	-%	-%	-%	3%	-%	11%	-%	3%	-%	7%	-%
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	c	*d	*e	*a	*b
Unweighted Base	90	58	63	42	65	43	7	24	25	32	15	6	12	6
Effective base	33	20	20	14	21	16	3	9	7	10	5	3	3	2
Weighted Base	57	35	32	28	36	31	2	17	9	18	11	7	8	5
Price increases	24	10	14	9	14	9	*	6	5	6	1	*	1	*
	42%	29%	43%	34%	38%	30%	7%	38%	57%	34%	5%	5%	8%	2%
Changes in the type of mail sent	21	18	11	13	18	15	2	9	3	7	6	6	8	5
	38%	52%	35%	48%	49%	49%	82%	51%	32%	38%	53%	79%	94%	99%
Better quality of service	20	14	14	9	16	11	1	5	2	7	4	2	*	*
	36%	40%	44%	32%	43%	37%	59%	28%	17%	37%	41%	28%	2%	1%
Became more aware of alternatives	11	6	9	5	6	7	2	3	2	5	4	2	1	1
	20%	18%	27%	19%	15%	21%	93%	18%	21%	28%	37%	24%	14%	20%
Due to internal cost cutting	7	6	6	5	6	5	*	*	*	5	5	4	4	4
	12%	18%	20%	18%	18%	15%	16%	*%	1%	28%	48%	55%	48%	76%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	7	6	6	7	6	*	1	*	6	4	4	4	4
	15%	19%	19%	22%	18%	20%	2%	4%	*%	33%	36%	55%	48%	77%
Other	1	-	1	1	-	-	-	-	-	1	1	-	-	-
	2%	-%	4%	4%	-%	-%	-%	-%	-%	6%	11%	-%	-%	-%
Don't know	*	*	*	*	*	-	-	-	*	-	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	90	40	50	-	-	55	50	72	40	37	73	32	13	-	73	7
Effective base	33	15	18	-	-	20	20	27	12	14	25	13	7	-	26	2
Weighted Base	57	25	32	-	-	33	23	43	21	23	41	17	6	-	48	2
Price increases	24	9	15	-	-	16	7	18	7	6	12	10	1	-	22	*
	42%	35%	46%	-%	-%	48%	31%	42%	33%	25%	30%	61%	10%	-%	45%	6%
Changes in the type of mail sent	21	15	6	-	-	13	7	16	8	8	20	5	2	-	20	*
	38%	60%	20%	-%	-%	40%	33%	37%	38%	33%	48%	27%	35%	-%	41%	2%
		b														
Better quality of service	20	9	11	-	-	9	15	16	8	9	17	5	3	-	16	2
	36%	37%	35%	-%	-%	26%	64%	36%	38%	41%	42%	32%	54%	-%	33%	95%
		a														
Became more aware of alternatives	11	5	6	-	-	4	6	7	6	11	6	3	3	-	9	*
	20%	19%	20%	-%	-%	12%	27%	18%	26%	47%	14%	21%	53%	-%	18%	1%
		ac														
Due to internal cost cutting	7	2	5	-	-	1	3	3	5	6	7	1	*	-	7	-
	12%	8%	14%	-%	-%	4%	11%	6%	26%	26%	16%	6%	7%	-%	14%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	2	7	-	-	1	2	2	7	7	8	*	*	-	6	2
	15%	6%	21%	-%	-%	3%	10%	6%	34%	29%	19%	2%	4%	-%	13%	77%
							ac		ac							
Other	1	1	-	-	-	1	1	1	1	1	1	1	1	-	1	-
	2%	5%	-%	-%	-%	3%	5%	3%	5%	5%	3%	7%	18%	-%	2%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																
Unweighted Base	90	40	50	-	-	55	50	72	40	37	73	32	13	-	73	7
Effective base	33	15	18	-	-	20	20	27	12	14	25	13	7	-	26	2
Weighted Base	57	25	32	-	-	33	23	43	21	23	41	17	6	-	48	2
Don't know	*	*	-	-	-	-	-	-	*	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	90	79	11	43	2	48	3	39	35	13	30	39	19
Effective base	33	29	4	14	2	16	2	14	14	6	9	15	8
Weighted Base	57	50	7	27	*	31	*	27	18	10	17	22	16
Price increases	24 42%	19 37%	5 72%	9 35%	- -%	10 31%	* 58%	11 41%	8 43%	5 43%	5 31%	5 22%	13 78%
Changes in the type of mail sent	21 38%	20 41%	1 12%	15 55%	- -%	15 48%	- -%	13 49%	4 20%	4 34%	12 72%	8 38%	* *%
Better quality of service	20 36%	18 37%	2 28%	10 37%	* 100%	12 40%	* 42%	10 37%	6 33%	4 41%	7 41%	8 38%	5 32%
Became more aware of alternatives	11 20%	11 22%	* 2%	6 23%	- -%	8 26%	- -%	4 16%	7 36%	* 2%	2 11%	6 29%	3 18%
Due to internal cost cutting	7 12%	6 13%	* 2%	5 20%	- -%	5 18%	- -%	5 20%	* 1%	1 10%	* 2%	5 25%	1 5%
Cost implications	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Convenience	8 15%	8 17%	* 3%	7 25%	- -%	7 22%	- -%	5 20%	1 8%	2 15%	2 13%	4 18%	2 13%
Other	1 2%	- -%	1 17%	1 4%	- -%	1 4%	- -%	- -%	1 6%	- -%	- -%	- -%	1 7%
Don't know	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	90	64	26
Effective base	33	20	13
Weighted Base	57	35	22
Price increases	24 42%	11 32%	12 58%
Changes in the type of mail sent	21 38%	19 54%	2 10%
Better quality of service	20 36%	13 37%	7 35%
Became more aware of alternatives	11 20%	5 14%	6 29%
Due to internal cost cutting	7 12%	6 17%	1 4%
Cost implications	- -%	- -%	- -%
First class is not much quicker than second	- -%	- -%	- -%
Depends on what stamp is available / available in shop	- -%	- -%	- -%
Convenience	8 15%	7 20%	2 7%
Other	1 2%	- -%	1 5%
Don't know	* *%	- -%	* *%

Columns Tested: a,b

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	90	-	4	7	9	3	8	6	16	17	7	6	7
Effective base	33	-	1	3	3	2	2	3	7	10	4	4	2
Weighted Base	57	-	2	7	5	*	3	1	4	17	4	9	4
Price increases	24	-	2	2	1	*	*	*	3	5	1	7	2
	42%	-%	100%	22%	24%	10%	3%	26%	78%	32%	24%	76%	53%
Changes in the type of mail sent	21	-	*	6	4	-	1	1	*	8	1	1	-
	38%	-%	2%	80%	75%	-%	27%	36%	6%	49%	18%	10%	-%
Better quality of service	20	-	2	2	*	*	*	1	2	9	2	*	2
	36%	-%	94%	27%	2%	90%	4%	50%	44%	54%	60%	1%	47%
Became more aware of alternatives	11	-	-	*	1	*	2	*	*	5	-	3	*
	20%	-%	-%	2%	20%	71%	70%	21%	2%	28%	-%	32%	1%
Due to internal cost cutting	7	-	-	4	-	*	*	-	1	1	*	-	-
	12%	-%	-%	54%	-%	71%	*%	-%	19%	9%	2%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	8	-	2	4	*	-	-	-	1	1	2	-	-
	15%	-%	91%	53%	*%	-%	-%	-%	16%	3%	41%	-%	-%
Other	1	-	-	-	-	-	-	-	-	-	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%	-%
Don't know	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 236 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	c	*d	a	b
Unweighted Base	90	11	20	39	20	31	59
Effective base	33	4	5	17	9	8	26
Weighted Base	57	9	8	23	17	17	40
Price increases	24	3	1	9	10	5	19
	42%	37%	16%	40%	59%	27%	48%
Changes in the type of mail sent	21	6	4	9	2	10	11
	38%	65%	56%	40%	9%	61%	27%
Better quality of service	20	4	1	12	4	4	16
	36%	40%	7%	52%	26%	24%	41%
Became more aware of alternatives	11	*	3	5	3	3	8
	20%	2%	39%	23%	17%	19%	20%
Due to internal cost cutting	7	4	*	2	*	4	2
	12%	43%	3%	10%	*%	25%	6%
Cost implications	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Convenience	8	6	*	1	2	6	3
	15%	61%	*%	6%	9%	33%	7%
Other	1	-	-	-	1	-	1
	2%	-%	-%	-%	7%	-%	3%
Don't know	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b

Table 237

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	21 3%	282 20% a	279 15%	17 22% a	5 50% abde	2 35% ab	23 26% a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	13 2%	159 11% a	157 8%	11 14% a	3 29% abe	2 31% abe	15 17% a
Publications, such as magazines, periodicals, customer newsletters	108 5%	26 4%	82 6%	98 5%	7 9% a	2 23% abe	1 15% a	10 11% a
Other	35 2%	2 *% e	33 2% a	35 2% e	* *% e	- -% e	* 2% e	* *% e
None of these	1499 75%	556 92% b	943 68% b	1447 76% bcde	47 62% cd	3 33% e	2 44% e	53 58% cd
NET: Send bulk mail	501 25%	49 8%	452 32% a	463 24%	29 38% a	6 67% abe	3 56% abe	37 42% a

Columns Tested:: a,b - a,b,c,d,e

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	154 13%	97 18%	28 20%	11 21%	11 32%	2 35%	279 15%	17 22%	6 45%
			a	a	a	abcg	abcdgh		ag	abcdgh
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	93 8%	46 8%	18 13%	6 12%	7 22%	2 31%	157 8%	11 14%	4 30%
				a		abg	abcdgh		abg	abcdgh
Publications, such as magazines, periodicals, customer newsletters	108 5%	64 5%	27 5%	7 5%	4 8%	5 14%	1 15%	98 5%	7 9%	3 20%
						abcg	abcg		g	abcdgh
Other	35 2%	13 1%	19 3%	3 2%	- -%	* *%	* 2%	35 2%	* *%	* 1%
			adh							
None of these	1499 75%	951 78%	397 72%	99 70%	34 65%	16 50%	2 44%	1447 76%	47 62%	5 37%
		defhi	efhi	efi	efi	i		defhi	efi	
NET: Send bulk mail	501 25%	270 22%	152 28%	42 30%	18 35%	16 50%	3 56%	463 24%	29 38%	9 63%
					ag	abcdgh	abcdgh		abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	206 13%	72 21%	17 22%	5 50%	2 35%	179 16%	64 24%	18 32%	7 16%	10 22%
			a	a	abce	abc		a	a		
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	113 7%	44 13%	11 14%	3 29%	2 31%	99 9%	36 14%	8 16%	11 25%	4 9%
			a	a	abc	abc				a	
Publications, such as magazines, periodicals, customer newsletters	108 5%	72 5%	27 8%	7 9%	2 23%	1 15%	50 4%	34 13%	7 13%	4 9%	3 5%
				a	abc	ab		a	a		
Other	35 2%	27 2%	8 2%	* *%	- -%	* 2%	27 2%	4 1%	1 2%	- -%	* *%
			c								
None of these	1499 75%	1206 77%	241 68%	47 62%	3 33%	2 44%	810 73%	166 63%	28 52%	28 62%	33 70%
			bcde	de	de		bc				
NET: Send bulk mail	501 25%	352 23%	111 32%	29 38%	6 67%	3 56%	301 27%	97 37%	26 48%	17 38%	14 30%
			a	a	abc	abc		a	a		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	24 14%	34 22%	58 16%	22 23%	21 13%	41 15%	32 13%	20 12%	19 13%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	18 11%	13 9%	42 12%	16 17%	9 6%	15 6%	15 6%	18 11%	10 7%
Publications, such as magazines, periodicals, customer newsletters	108 5%	14 8%	10 7%	25 7%	3 3%	5 3%	9 3%	9 4%	14 9%	8 5%
Other	35 2%	4 3%	4 2%	2 *%	3 3%	4 3%	10 4%	1 1%	- -%	3 2%
None of these	1499 75%	123 73%	102 68%	264 73%	63 64%	123 79%	200 74%	195 78%	128 79%	115 78%
NET: Send bulk mail	501 25%	45 27%	47 32%	96 27%	35 36%	32 21%	71 26%	54 22%	35 21%	32 22%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	62 15%	78 16%	131 15%	270 15%	32 13%	14 12%	10 12%	7 18%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	36 9%	49 10%	71 8%	156 9%	16 7%	8 7%	5 6%	4 9%
Publications, such as magazines, periodicals, customer newsletters	108 5%	15 4%	39 8% e	43 5%	97 6%	11 5%	5 5%	4 4%	2 5%
Other	35 2%	10 3%	8 2%	13 2%	32 2%	4 2%	2 2%	2 2%	* **%
None of these	1499 75%	300 75%	353 74%	658 75%	1312 75%	187 78%	95 79%	63 79%	29 74%
NET: Send bulk mail	501 25%	100 25%	127 26%	222 25%	448 25%	53 22%	25 21%	17 21%	11 26%

Columns Tested:: a,b,c,d,e,f,g,h

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302	19	15	16	31	68	65	4	8	108
	15%	18%	11%	41%	18%	30%	15%	5%	13%	12%
				bdfghi		bfg				
Advertising and promotional material, such as catalogues, brochures and direct mail	172	15	11	10	22	31	24	10	3	67
	9%	14%	9%	27%	13%	14%	6%	14%	5%	7%
		f		fhi	f	fi		f		
Publications, such as magazines, periodicals, customer newsletters	108	14	8	4	12	15	18	6	3	40
	5%	14%	6%	10%	7%	7%	4%	8%	5%	4%
		fi								
Other	35	-	*	-	*	6	13	1	2	14
	2%	-%	*%	-%	*%	2%	3%	1%	3%	2%
None of these	1499	74	104	20	124	135	317	53	47	741
	75%	73%	79%	51%	73%	59%	75%	73%	81%	79%
			ce				ce		ce	ce
NET: Send bulk mail	501	28	27	19	46	94	103	19	11	199
	25%	27%	21%	49%	27%	41%	25%	27%	19%	21%
				bphi		bphi				

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	117 23% bc	65 15%	120 11%	260 16%	42 13%	- -%	269 15%	33 22%	299 16%	3 4%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	68 14% bc	24 6%	80 7%	151 9%	21 6%	- -%	152 8%	20 13%	172 9%	* *%
Publications, such as magazines, periodicals, customer newsletters	108 5%	41 8%	18 4%	50 5%	92 5%	16 5%	- -%	100 5%	8 5%	107 6%	1 1%
Other	35 2%	6 1%	13 3%	17 2%	26 2%	10 3%	- -%	31 2%	5 3%	34 2%	1 2%
None of these	1499 75%	333 67%	317 75%	850 79%	1237 74%	262 79%	- -%	1405 76%	94 62%	1428 74%	72 94%
NET: Send bulk mail	501 25%	167 33% bc	103 25%	230 21%	431 26%	70 21%	- -%	444 24%	57 38% a	496 26% b	5 6%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	150 12%	105 36% ac	46 11%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	83 7%	47 16% a	41 10%
Publications, such as magazines, periodicals, customer newsletters	108 5%	32 3%	49 17% ac	26 6% a
Other	35 2%	19 2%	5 2%	11 3%
None of these	1499 75%	1004 80% b	141 48%	324 77% b
NET: Send bulk mail	501 25%	251 20%	154 52% ac	95 23%

Columns Tested:: a,b,c

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	233 13%	43 23% ai	5 13%	3 45%	14 71%	4 84%	1 29%	* 90%	275 14%	27 38% aci	22 65% abc
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	129 7%	28 15% ai	7 19%	4 48%	3 16%	* 6%	1 56%	* 11%	157 8%	15 21% ai	8 24% ai
Publications, such as magazines, periodicals, customer newsletters	108 5%	72 4%	26 14% ai	1 4%	2 26%	4 19%	3 54%	1 43%	- -%	97 5%	10 15% ai	9 27% aci
Other	35 2%	27 2%	8 4% a	- -%	- -%	- -%	- -%	- -%	- -%	35 2%	- -%	- -%
None of these	1499 75%	1350 77% bjk	118 64% jk	26 69% k	4 52%	1 8%	* 4%	* 1%	* 10%	1468 76% bjk	31 44% k	6 17%
NET: Send bulk mail	501 25%	393 23%	68 36% ai	12 31%	4 48%	18 92%	5 96%	2 99%	* 90%	461 24%	40 56% abi	28 83% abcij

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	108 10%	124 20%	70 27%	284 18%	236 19%	287 17%	240 19%	180 26%	302 60%	47 10%	154 15%	16 34%	28 35%	21 55%	14 41%	6 35%
			a	a					abcd	abcde		a	ab	ab	ab	ab	a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	50 4%	79 13%	43 17%	158 10%	147 12%	167 10%	144 11%	116 17%	172 34%	21 4%	95 9%	10 22%	15 19%	7 19%	13 36%	6 33%
			a	a					abcd	abcde		a	ab	a	a	ab	ab
Publications, such as magazines, periodicals, customer newsletters	108 5%	34 3%	38 6%	36 14%	102 6%	88 7%	104 6%	82 6%	62 9%	108 22%	14 3%	56 6%	4 9%	13 16%	4 11%	10 28%	2 13%
			a	ab						abcde				ab		ab	
Other	35 2%	11 1%	16 3%	8 3%	25 2%	20 2%	27 2%	30 2%	14 2%	35 7%	9 2%	15 2%	1 2%	- -%	2 5%	- -%	* *%
										abcde							
None of these	1499 75%	946 84%	404 65%	150 58%	1159 72%	885 70%	1244 73%	888 69%	391 57%	- -%	408 83%	747 75%	24 51%	31 39%	15 38%	14 40%	5 27%
		bc			ef	ef	ef	ef	f		bcdefg	cdefg					
NET: Send bulk mail	501 25%	179 16%	214 35%	108 42%	456 28%	382 30%	469 27%	391 31%	290 43%	501 100%	84 17%	255 25%	23 49%	49 61%	24 62%	21 60%	13 73%
			a	a					abcd	abcde		a	ab	ab	ab	ab	ab

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	190 14%	26 28%	37 55%	9 24%	11 61%	8 57%	4 36%	127 13%	53 41%	23 44%	16 34%	11 52%	5 44%	1 12%
			a	abd		abd	a			a	a	a	a		
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	101 7%	24 27%	12 18%	3 10%	6 32%	9 62%	3 28%	76 8%	42 32%	11 22%	11 22%	4 18%	1 7%	3 29%
			a	a		a	acd			a	a	a			
Publications, such as magazines, periodicals, customer newsletters	108 5%	75 5%	7 8%	5 8%	4 13%	5 26%	5 38%	1 9%	42 4%	25 19%	3 6%	12 25%	3 15%	2 18%	1 15%
						a	ab			a		a			
Other	35 2%	22 2%	1 1%	2 3%	- -%	- -%	- -%	* *%	16 2%	1 1%	* *%	2 4%	- -%	- -%	- -%
None of these	1499 75%	1058 77%	45 50%	24 35%	21 60%	5 31%	2 15%	4 34%	782 79%	45 34%	22 42%	19 38%	8 39%	5 40%	5 51%
			bcef		f				bcde						
NET: Send bulk mail	501 25%	322 23%	45 50%	44 65%	14 40%	12 69%	12 85%	7 66%	211 21%	87 66%	30 58%	30 62%	13 61%	7 60%	5 49%
			a	a		a	ad			a	a	a	a		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	136 14%	30 24%	26 41%	21 50%	15 48%	7 50%	4 20%	104 12%	56 17%	80 24%	31 27%	16 30%
			a	a	ab	a					a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	72 7%	22 17%	14 22%	15 34%	10 30%	3 21%	9 42%	51 6%	45 14%	46 14%	15 13%	9 17%
			a	a	a	a	a	a		a	a	a	a
Publications, such as magazines, periodicals, customer newsletters	108 5%	30 3%	18 14%	14 23%	9 22%	3 10%	2 12%	6 27%	27 3%	28 8%	20 6%	12 11%	16 30%
			a	a	a		a	a		a		a	abcd
Other	35 2%	24 2%	4 3%	* *%	1 1%	2 6%	- -%	- -%	10 1%	6 2%	8 2%	* *%	3 5%
None of these	1499 75%	761 78%	64 50%	22 34%	19 44%	11 34%	6 42%	6 25%	713 82%	210 64%	216 65%	73 65%	25 46%
			bcdeg						bcde				
NET: Send bulk mail	501 25%	217 22%	64 50%	41 66%	24 56%	21 66%	8 58%	17 75%	161 18%	117 36%	117 35%	40 35%	29 54%
			a	a	a	a	a	a		a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	126 13%	51 17%	65 26%	27 33%	11 36%	106 16%	44 19%	47 22%	23 27%	14 33%
				ab	ab	a				a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	62 7%	32 11%	37 15%	16 19%	6 21%	52 8%	51 21%	29 13%	7 8%	8 17%
				a	a	a		ad			
Publications, such as magazines, periodicals, customer newsletters	108 5%	37 4%	25 8%	17 7%	9 11%	9 30%	26 4%	19 8%	17 8%	9 11%	15 35%
			a		a	abc				a	abcd
Other	35 2%	10 1%	5 2%	8 3%	2 2%	- -%	8 1%	4 2%	5 2%	- -%	3 6%
None of these	1499 75%	735 78%	204 68%	152 61%	48 58%	15 49%	519 77%	136 57%	143 67%	57 69%	18 40%
		bcde					bce	e	e	e	
NET: Send bulk mail	501 25%	207 22%	95 32%	96 39%	34 42%	15 51%	155 23%	101 43%	70 33%	26 31%	26 60%
			a	a	a	a		a	a		acd

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	103 16%	39 19%	50 23%	30 24%	15 30%	153 21%	18 26%	70 15%	252 15%	50 19%	240 16%	44 40%
						a							a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	53 8%	34 17%	27 12%	22 18%	6 11%	92 13%	16 24%	34 7%	141 8%	31 12%	135 9%	24 21%
			a		a		c	ac					a
Publications, such as magazines, periodicals, customer newsletters	108 5%	21 3%	14 7%	17 8%	20 16%	7 13%	50 7%	8 12%	24 5%	82 5%	26 10%	78 5%	24 22%
				a	a	a					a		a
Other	35 2%	9 1%	9 4%	5 2%	5 4%	2 4%	24 3%	- -%	6 1%	32 2%	3 1%	25 2%	* *%
None of these	1499 75%	507 77%	123 60%	140 64%	77 63%	28 56%	480 66%	31 47%	364 77%	1313 76%	187 71%	1115 74%	44 40%
		bcde					b	ab				b	
NET: Send bulk mail	501 25%	154 23%	82 40%	79 36%	46 37%	22 44%	246 34%	35 53%	107 23%	424 24%	77 29%	390 26%	66 60%
			a	a	a	a	c	ac					a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	182 16%	54 39% a	153 17%	87 23%	241 16%	43 40% a	175 16%	62 41% a	155 17%	85 22%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	103 9%	44 31% a	80 9%	65 17% a	131 9%	27 25% a	101 9%	46 31% a	83 9%	62 16% a
Publications, such as magazines, periodicals, customer newsletters	108 5%	51 5%	37 27% a	44 5%	39 10% a	76 5%	26 24% a	60 5%	29 19% a	41 5%	41 11% a
Other	35 2%	16 1%	4 3%	21 2%	9 2%	25 2%	* *% a	16 1%	4 2% a	23 3%	7 2% a
None of these	1499 75%	841 75% b	44 31%	654 73% b	234 61%	1115 74% b	44 40%	838 75% b	47 31%	649 72% b	238 62%
NET: Send bulk mail	501 25%	285 25%	97 69% a	242 27%	150 39% a	391 26%	65 60% a	279 25%	103 69% a	247 28%	145 38% a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	177 25% b	221 17%	49 23%	- -%	158 24% b	140 16%	39 23%	2 44%	190 21%	128 19%	39 19%	- -%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	111 15% b	103 8%	35 17% b	- -%	108 16% b	77 9%	20 12%	2 44%	128 14% b	51 8%	26 13%	- -%
Publications, such as magazines, periodicals, customer newsletters	108 5%	68 9% b	70 5%	22 11% b	- -%	61 9% b	51 6%	18 10%	- -%	64 7%	47 7%	24 12%	- -%
Other	35 2%	18 3%	20 2%	5 2%	- -%	14 2%	14 2%	5 3%	2 57%	28 3%	14 2%	7 4%	- -%
None of these	1499 75%	436 60%	960 74% ac	132 63%	3 100%	394 60%	682 76% ac	111 65%	2 43%	572 65%	493 73% a	139 70%	4 100%
NET: Send bulk mail	501 25%	285 40% b	332 26%	77 37% b	- -%	261 40% b	215 24%	61 35% b	2 57%	313 35% b	185 27%	60 30%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	228 16%	182 17%	157 18%	206 18%	169 17%	8 59% ab	119 20%	88 20%	90 21%	23 20%	11 13%	67 15%	53 13%			
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	134 9%	114 11%	88 10%	127 11%	76 8%	9 65% ab	61 10%	48 11%	60 14%	13 11%	9 10%	42 10%	21 5%			
Publications, such as magazines, periodicals, customer newsletters	108 5%	80 6%	59 6%	56 6%	66 6%	68 7%	5 38% ab	40 7%	23 5%	38 9%	12 10%	8 9%	24 5%	25 6%			
Other	35 2%	25 2%	19 2%	26 3%	21 2%	17 2%	1 4%	16 3%	21 5%	19 4%	8 6%	6 7%	8 2%	3 1%			
None of these	1499 75%	1094 75%	781 74%	616 71%	832 72% c	716 74% c	1 5%	411 70%	305 70%	292 68%	84 72%	71 79%	331 75%	322 81%			
NET: Send bulk mail	501 25%	366 25%	281 26%	247 29%	325 28%	252 26%	13 95% ab	176 30%	131 30%	138 32%	33 28%	19 21%	111 25%	77 19%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	42 27%	37 53%	26 39%	17 42%	234 14%	158 14%	260 15%	192 16%	170 15%	194 25%	213 13%	37 16%	- -%	231 16%	15 12%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	38 25%	20 29%	8 12%	11 27%	150 9%	107 9%	162 9%	113 9%	99 9%	122 16%	123 7%	29 13%	- -%	127 9%	7 6%
Publications, such as magazines, periodicals, customer newsletters	108 5%	11 7%	10 14%	11 17%	5 12%	87 5%	63 6%	94 5%	75 6%	71 6%	61 8%	72 4%	22 10%	- -%	70 5%	14 11%
Other	35 2%	2 1%	1 1%	5 7%	- -%	32 2%	18 2%	32 2%	25 2%	19 2%	20 3%	31 2%	7 3%	- -%	24 2%	7 5%
None of these	1499 75%	81 53%	25 36%	25 38%	16 40%	1296 76%	871 77%	1335 75%	913 75%	890 77%	481 61%	1305 78%	159 70%	* 100%	1101 75%	89 72%
NET: Send bulk mail	501 25%	72 47%	44 64%	41 62%	24 60%	409 24%	265 23%	445 25%	306 25%	269 23%	305 39%	363 22%	68 30%	- -%	367 25%	35 28%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	158 23% b	120 10%	120 23%	10 25%	96 39% b	49 12%	60 31% bc	189 14%	49 12%	57 22% c	82 27% c	158 12%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	86 13% b	70 6%	74 14%	3 7%	52 21% b	34 9%	37 19% bc	102 8%	30 8%	30 11% c	55 18% c	81 6%
Publications, such as magazines, periodicals, customer newsletters	108 5%	54 8% b	41 4%	40 8%	2 4%	38 15% b	14 3%	28 14% bc	61 5%	14 4%	18 7% c	34 11% c	51 4%
Other	35 2%	20 3%	15 1%	11 2%	2 5%	14 6% b	5 1%	9 5% bc	23 2%	3 1%	13 5% c	8 3%	12 1%
None of these	1499 75%	441 64% a	952 82% a	329 63%	29 73%	98 40% a	316 79% a	102 52% a	1006 76% a	317 80% a	181 68% b	157 52% b	1084 81% ab
NET: Send bulk mail	501 25%	250 36% b	207 18%	194 37%	11 27%	145 60% b	85 21%	95 48% bc	321 24%	80 20%	85 32% c	147 48% ac	257 19%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	155 17%	147 14%
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	108 12%	64 6%
Publications, such as magazines, periodicals, customer newsletters	108 5%	58 6%	50 5%
Other	35 2%	6 1%	30 3%
None of these	1499 75%	675 73%	824 77%
NET: Send bulk mail	501 25%	255 27%	246 23%

Columns Tested:: a,b

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302	-	12	53	24	8	29	13	34	53	9	50	17
	15%	-%	17%	15%	7%	25%	16%	24%	17%	22%	14%	16%	14%
			d	d		d	d	d	d	d		d	
Advertising and promotional material, such as catalogues, brochures and direct mail	172	-	5	37	11	7	11	3	18	29	5	38	9
	9%	-%	8%	10%	3%	20%	6%	5%	9%	12%	7%	12%	7%
				d		d			d	d		d	
Publications, such as magazines, periodicals, customer newsletters	108	-	5	21	13	*	12	3	9	22	3	14	4
	5%	-%	8%	6%	4%	1%	7%	5%	4%	9%	5%	5%	4%
										d			
Other	35	-	2	3	3	*	3	1	8	3	5	4	1
	2%	-%	2%	1%	1%	*%	2%	1%	4%	1%	8%	1%	1%
											cdik		
None of these	1499	-	50	271	307	24	131	37	144	169	47	223	94
	75%	-%	74%	75%	86%	71%	72%	70%	71%	70%	71%	72%	76%
				cfghijkl									
NET: Send bulk mail	501	-	17	89	49	10	50	16	59	74	19	87	29
	25%	-%	26%	25%	14%	29%	28%	30%	29%	30%	29%	28%	24%
				d			d	d	d	d	d	d	d

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 237 (continuation)

QV8. Which of the following types of bulk mailings does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	302 15%	65 13%	62 12%	100 20% ab	76 15%	126 13%	176 18% a
Advertising and promotional material, such as catalogues, brochures and direct mail	172 9%	43 9%	29 6%	49 10%	51 10%	72 7%	101 10%
Publications, such as magazines, periodicals, customer newsletters	108 5%	26 5%	25 5%	34 7%	22 4%	52 5%	56 6%
Other	35 2%	5 1%	7 1%	13 3%	11 2%	12 1%	23 2%
None of these	1499 75%	393 79%	390 78%	351 70%	365 73%	784 78%	715 72%
NET: Send bulk mail	501 25%	107 21%	110 22%	149 30% ab	135 27%	216 22%	285 28% a

Columns Tested:: a,b,c,d - a,b

Table 238

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	690	75	615	369	135	66	120	321
Effective base	263	29	234	228	77	40	70	120
Weighted Base	501	49	453	464	29	6	3	38
Royal Mail unsorted bulk mail	88	2	86	78	7	2	1	10
	18%	4%	19%	17%	23%	33%	31%	25%
			a			a	a	
Royal Mail sorted bulk mail	114	4	110	105	6	2	1	9
	23%	8%	24%	23%	21%	28%	37%	23%
			a				abe	
Royal Mail Wholesale Access	47	*	47	40	5	1	1	7
	9%	1%	10%	9%	19%	17%	18%	19%
					a		a	a
Bulk mail product from a different provider (please specify)	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%
Do not use a specific product for bulk mail	314	42	272	296	15	2	1	18
	63%	87%	60%	64%	52%	41%	33%	49%
		b		cde	d			d

Columns Tested: a,b - a,b,c,d,e

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	690	170	137	62	78	123	120	369	135	186
Effective base	263	116	85	39	50	54	70	228	77	77
Weighted Base	501	270	152	42	18	16	3	464	29	9
Royal Mail unsorted bulk mail	88 18%	52 19%	18 12%	8 20%	3 19%	5 32%	1 31%	78 17%	7 23%	3 32%
						bg	bg			abg
Royal Mail sorted bulk mail	114 23%	68 25%	30 19%	7 17%	3 17%	5 29%	1 37%	105 23%	6 21%	3 31%
							bcdgh			
Royal Mail Wholesale Access	47 9%	27 10%	11 7%	3 7%	2 13%	4 25%	1 18%	40 9%	5 19%	2 17%
						abcg	bg		bg	g
Bulk mail product from a different provider (please specify)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%
Do not use a specific product for bulk mail	314 63%	162 60%	106 70%	27 66%	11 58%	7 41%	1 33%	296 64%	15 52%	3 39%
		efi	efhi	efi	fi			efi	f	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	690	216	153	135	66	120	250	114	62	49	118
Effective base	263	150	107	77	40	70	144	53	22	11	30
Weighted Base	501	352	112	29	6	3	301	98	26	17	14
Royal Mail unsorted bulk mail	88	56	22	7	2	1	40	33	5	4	4
	18%	16%	20%	23%	33%	31%	13%	34%	21%	21%	27%
				a	a			a			
Royal Mail sorted bulk mail	114	76	28	6	2	1	65	28	6	7	3
	23%	22%	25%	21%	28%	37%	22%	29%	22%	42%	18%
						ac					
Royal Mail Wholesale Access	47	28	12	5	1	1	13	19	8	6	1
	9%	8%	11%	19%	17%	18%	4%	20%	30%	32%	8%
			a	a				a	ae	a	
Bulk mail product from a different provider (please specify)	*	-	*	-	-	*	-	-	-	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	314	231	65	15	2	1	207	42	14	6	8
	63%	66%	58%	52%	41%	33%	69%	43%	53%	33%	57%
		cde	e	e			bd				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	690	42	41	80	31	36	41	40	33	37
Effective base	263	26	24	41	19	21	29	23	18	21
Weighted Base	501	45	47	96	35	33	71	54	35	32
Royal Mail unsorted bulk mail	88	10	7	11	9	4	5	14	11	5
	18%	23%	14%	11%	26%	14%	7%	26%	32%	17%
									f	
Royal Mail sorted bulk mail	114	6	13	26	8	7	13	11	10	6
	23%	14%	27%	27%	22%	23%	18%	20%	29%	19%
Royal Mail Wholesale Access	47	4	5	13	*	6	1	1	9	5
	9%	9%	11%	13%	1%	20%	2%	2%	25%	15%
						f			dfg	
Bulk mail product from a different provider (please specify)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Do not use a specific product for bulk mail	314	30	29	61	21	20	54	29	18	21
	63%	66%	62%	63%	59%	63%	76%	54%	52%	65%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	GOR (QC3)							Northern Ireland
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	690	104	116	161	381	309	101	91	117
Effective base	263	60	68	93	216	122	44	46	52
Weighted Base	501	100	127	222	449	53	25	17	11
Royal Mail unsorted bulk mail	88 18%	19 19%	28 22%	30 13%	77 17%	11 22%	7 27%	2 10%	3 27%
Royal Mail sorted bulk mail	114 23%	21 21%	29 23%	50 23%	100 22%	13 25%	7 28%	3 17%	3 31%
Royal Mail Wholesale Access	47 9%	12 12%	18 14%	15 7%	45 10%	3 5%	2 7%	* 2%	1 8%
Bulk mail product from a different provider (please specify)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* 1%
Do not use a specific product for bulk mail	314 63%	63 62%	77 61%	144 65%	284 63%	30 58%	12 49%	12 74%	6 53%

Columns Tested:: a,b,c,d,e,f,g,h

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	690	27	44	16	60	73	156	30	41	301
Effective base	263	15	13	8	21	35	68	11	15	113
Weighted Base	501	28	27	19	46	94	104	19	11	199
Royal Mail unsorted bulk mail	88	7	4	3	7	18	17	4	4	29
	18%	27%	14%	17%	15%	20%	17%	22%	38%	15%
Royal Mail sorted bulk mail	114	13	8	9	17	22	18	*	1	42
	23%	47%	29%	49%	37%	23%	17%	2%	8%	21%
Royal Mail Wholesale Access	47	6	3	5	8	11	14	*	1	7
	9%	23%	11%	27%	18%	12%	14%	*%	6%	3%
Bulk mail product from a different provider (please specify)	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Do not use a specific product for bulk mail	314	9	17	7	24	63	67	15	6	131
	63%	33%	64%	35%	52%	67%	65%	76%	50%	66%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	690	160	156	374	609	81	-	551	139	677	13
Effective base	263	69	68	135	232	32	-	226	39	259	7
Weighted Base	501	167	104	231	431	70	-	444	57	497	5
Royal Mail unsorted bulk mail	88	33	17	38	75	13	-	79	9	88	*
	18%	20%	17%	16%	17%	18%	-%	18%	15%	18%	5%
Royal Mail sorted bulk mail	114	52	18	44	98	15	-	101	13	113	1
	23%	31%	17%	19%	23%	22%	-%	23%	22%	23%	12%
Royal Mail Wholesale Access	47	26	14	7	39	9	-	44	3	47	*
	9%	15%	14%	3%	9%	12%	-%	10%	6%	10%	1%
		c	c								
Bulk mail product from a different provider (please specify)	*	-	-	*	*	-	-	-	*	*	-
	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%
Do not use a specific product for bulk mail	314	96	67	152	267	47	-	279	35	310	4
	63%	57%	65%	66%	62%	67%	-%	63%	61%	62%	83%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	690	318	219	148
Effective base	263	139	78	46
Weighted Base	501	251	154	96
Royal Mail unsorted bulk mail	88	44	33	11
	18%	18%	21%	11%
Royal Mail sorted bulk mail	114	36	53	24
	23%	14%	35%	25%
			a	
Royal Mail Wholesale Access	47	13	21	14
	9%	5%	13%	14%
			a	
Bulk mail product from a different provider (please specify)	*	-	*	-
	*%	-%	*%	-%
Do not use a specific product for bulk mail	314	176	75	63
	63%	70%	49%	66%
		b		

Columns Tested: a,b,c

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	690	435	138	51	14	25	16	7	4	573	117	66
Effective base	263	203	38	9	5	7	4	3	1	241	23	15
Weighted Base	501	393	68	12	4	18	5	2	*	461	40	28
Royal Mail unsorted bulk mail	88	57	13	5	*	8	3	1	*	70	18	13
	18%	15%	19%	40%	6%	48%	55%	64%	100%	15%	44%	46%
											abi	ai
Royal Mail sorted bulk mail	114	74	23	6	2	6	2	2	*	96	17	11
	23%	19%	33%	49%	50%	33%	34%	90%	92%	21%	43%	40%
			a	a							ai	
Royal Mail Wholesale Access	47	24	13	2	2	3	3	1	*	36	11	9
	9%	6%	18%	14%	54%	16%	73%	42%	89%	8%	28%	33%
			ai								ai	ai
Bulk mail product from a different provider (please specify)	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Do not use a specific product for bulk mail	314	270	39	2	1	1	*	*	-	310	5	3
	63%	69%	57%	18%	37%	6%	5%	1%	-%	67%	12%	9%
		cjk	cjk							cjk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	690	164	271	255	656	581	668	555	438	686	74	311	54	76	59	63	31
Effective base	263	89	114	60	243	207	250	202	154	263	41	137	17	22	16	12	9
Weighted Base	501	179	214	108	457	382	469	392	290	501	84	255	23	49	24	21	13
Royal Mail unsorted bulk mail	88 18%	19 11%	39 18%	30 28%	78 17%	77 20%	83 18%	74 19%	67 23%	88 18%	6 7%	43 17%	4 17%	12 25%	5 21%	9 41%	4 32%
Royal Mail sorted bulk mail	114 23%	38 21%	36 17%	40 37%	110 24%	110 29%	113 24%	103 26%	101 35%	114 23%	6 7%	60 24%	9 41%	15 31%	5 21%	11 53%	7 53%
Royal Mail Wholesale Access	47 9%	8 5%	16 7%	24 22%	47 10%	47 12%	47 10%	42 11%	41 14%	47 9%	* *%	19 7%	8 37%	9 18%	2 6%	9 44%	* 2%
Bulk mail product from a different provider (please specify)	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%
Do not use a specific product for bulk mail	314 63%	126 71%	144 67%	44 40%	283 62%	210 55%	288 61%	230 59%	137 47%	314 63%	73 87%	167 65%	7 31%	20 41%	13 53%	6 26%	2 18%
		c	c		e		e	e		e	bcdefg	cdg					

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	690	362	81	72	53	34	35	19	281	116	69	46	34	20	15
Effective base	263	165	30	21	13	11	5	4	124	39	14	17	8	6	4
Weighted Base	501	322	45	44	14	12	12	7	211	87	30	30	13	7	5
Royal Mail unsorted bulk mail	88	44	12	12	1	2	6	2	28	28	4	9	5	1	2
	18%	14%	26%	27%	4%	15%	50%	24%	13%	33%	12%	30%	40%	13%	53%
							ad			a			a		
Royal Mail sorted bulk mail	114	64	12	13	3	4	8	6	40	37	18	7	3	4	1
	23%	20%	27%	30%	19%	37%	63%	80%	19%	43%	60%	23%	26%	48%	18%
							a			a	ad				
Royal Mail Wholesale Access	47	26	5	5	1	5	5	*	13	17	4	10	3	*	*
	9%	8%	12%	12%	6%	41%	38%	2%	6%	20%	13%	32%	21%	6%	3%
						abd	a			a		a			
Bulk mail product from a different provider (please specify)	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Do not use a specific product for bulk mail	314	225	23	16	10	5	3	*	146	35	8	12	3	3	1
	63%	70%	52%	37%	73%	45%	23%	1%	69%	40%	28%	42%	27%	38%	29%
		cf			c				bcde						

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	690	264	90	78	42	39	17	25	150	158	180	111	64
Effective base	263	112	31	24	13	11	4	8	78	65	65	28	14
Weighted Base	501	217	64	42	24	21	8	17	161	117	118	41	29
Royal Mail unsorted bulk mail	88	22	13	15	7	6	5	6	28	20	21	7	7
	18%	10%	20%	36%	28%	28%	55%	37%	17%	17%	18%	18%	24%
Royal Mail sorted bulk mail	114	23	18	19	18	12	3	10	20	37	34	8	12
	23%	11%	28%	46%	74%	55%	36%	61%	12%	32%	29%	21%	42%
			a	a	ab	a				a	a		a
Royal Mail Wholesale Access	47	9	6	10	11	2	1	2	11	10	13	4	9
	9%	4%	10%	25%	45%	10%	9%	14%	7%	9%	11%	11%	30%
			a	ab									ab
Bulk mail product from a different provider (please specify)	*	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Do not use a specific product for bulk mail	314	173	32	13	4	4	1	1	118	63	68	24	12
	63%	80%	50%	32%	18%	20%	14%	7%	74%	54%	58%	59%	42%
		bcde	d						bce				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	690	213	137	153	102	45	169	142	144	78	43
Effective base	263	99	55	57	26	7	80	54	41	22	12
Weighted Base	501	207	95	97	35	15	155	101	70	27	26
Royal Mail unsorted bulk mail	88	32	19	12	5	7	28	20	16	7	5
	18%	15%	20%	12%	14%	43%	18%	20%	23%	27%	20%
Royal Mail sorted bulk mail	114	48	21	23	8	5	30	42	21	5	11
	23%	23%	22%	24%	23%	35%	19%	41%	30%	19%	42%
Royal Mail Wholesale Access	47	17	7	9	2	9	14	11	11	3	7
	9%	8%	7%	9%	6%	55%	9%	11%	16%	12%	27%
						abcd		a			
Bulk mail product from a different provider (please specify)	*	-	-	*	-	-	-	*	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Do not use a specific product for bulk mail	314	132	56	65	22	5	101	44	36	15	12
	63%	64%	59%	68%	62%	35%	65%	44%	51%	57%	45%
							b				

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	690	164	113	146	73	48	353	58	140	560	130	552	104
Effective base	263	77	37	50	22	12	127	24	51	223	40	212	32
Weighted Base	501	154	82	79	47	22	247	35	107	425	77	390	66
Royal Mail unsorted bulk mail	88	21	18	16	12	3	50	9	14	70	18	57	20
	18%	14%	21%	21%	26%	13%	20%	26%	13%	16%	23%	15%	31%
													a
Royal Mail sorted bulk mail	114	16	32	27	22	5	83	10	9	83	31	76	34
	23%	11%	39%	35%	47%	21%	34%	30%	9%	19%	40%	19%	51%
			a	a	a		c	c			a		a
Royal Mail Wholesale Access	47	6	5	10	15	3	25	9	7	28	19	28	19
	9%	4%	6%	13%	32%	14%	10%	26%	7%	7%	25%	7%	29%
					ab			ac			a		a
Bulk mail product from a different provider (please specify)	*	-	*	*	-	-	*	-	*	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Do not use a specific product for bulk mail	314	119	37	34	21	14	126	14	87	282	32	266	17
	63%	77%	45%	43%	46%	63%	51%	40%	81%	66%	42%	68%	25%
		bcd						ab		b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	690	423	158	316	239	555	101	420	161	319	236
Effective base	263	168	43	130	73	214	30	161	48	133	69
Weighted Base	501	286	97	242	150	392	65	280	103	247	145
Royal Mail unsorted bulk mail	88 18%	46 16%	30 31%	48 20%	26 17%	57 15%	21 32%	44 16%	32 32%	43 17%	31 21%
Royal Mail sorted bulk mail	114 23%	59 21%	51 53%	44 18%	59 40%	73 19%	38 58%	59 21%	51 50%	46 19%	57 39%
Royal Mail Wholesale Access	47 9%	18 6%	29 30%	15 6%	26 18%	25 6%	23 35%	21 8%	26 25%	14 6%	28 19%
Bulk mail product from a different provider (please specify)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
Do not use a specific product for bulk mail	314 63%	184 65%	25 26%	160 66%	70 47%	267 68%	16 25%	182 65%	27 27%	164 67%	65 45%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	690	422	459	146	-	398	353	119	2	443	282	124	-
Effective base	263	147	179	46	-	136	130	39	2	157	105	40	-
Weighted Base	501	285	333	78	-	261	216	61	2	313	186	60	-
Royal Mail unsorted bulk mail	88	58	46	15	-	61	36	12	-	62	28	18	-
	18%	20%	14%	20%	-%	24%	17%	20%	-%	20%	15%	30%	-%
												b	
Royal Mail sorted bulk mail	114	93	56	22	-	88	41	20	-	93	29	20	-
	23%	33%	17%	28%	-%	34%	19%	33%	-%	30%	15%	33%	-%
		b				b				b		b	
Royal Mail Wholesale Access	47	42	23	17	-	42	21	8	-	41	14	13	-
	9%	15%	7%	22%	-%	16%	10%	13%	-%	13%	8%	22%	-%
		b		b								b	
Bulk mail product from a different provider (please specify)	*	*	*	-	-	-	*	-	-	*	*	*	-
	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%	-%
Do not use a specific product for bulk mail	314	153	235	42	-	130	145	30	2	172	138	29	-
	63%	54%	71%	54%	-%	50%	67%	49%	100%	55%	74%	49%	-%
			ac				ac				ac		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	690	524	429	333	445	350	50	231	195	185	54	31	157	127
Effective base	263	198	153	127	169	133	18	92	68	67	19	11	60	41
Weighted Base	501	366	282	248	326	252	14	177	131	138	33	19	111	77
Royal Mail unsorted bulk mail	88	55	48	44	58	46	3	28	18	30	9	6	20	10
	18%	15%	17%	18%	18%	18%	20%	16%	14%	22%	28%	33%	18%	13%
Royal Mail sorted bulk mail	114	65	70	44	70	50	7	25	22	36	13	9	18	16
	23%	18%	25%	18%	21%	20%	51%	14%	17%	26%	38%	47%	16%	21%
							ab				a	ab		
Royal Mail Wholesale Access	47	32	30	25	29	31	4	13	13	24	11	7	11	9
	9%	9%	11%	10%	9%	12%	31%	7%	10%	17%	35%	39%	10%	11%
							ab				ab	ab		
Bulk mail product from a different provider (please specify)	*	*	*	*	*	*	-	*	*	*	-	*	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%
Do not use a specific product for bulk mail	314	259	173	171	219	166	4	132	99	84	17	9	80	53
	63%	71%	61%	69%	67%	66%	26%	75%	75%	61%	51%	48%	72%	70%
					c	c		d	d					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	690	97	75	51	22	564	409	615	419	409	417	497	126	-	522	37
Effective base	263	39	27	22	10	215	143	235	155	145	154	195	44	-	193	18
Weighted Base	501	72	44	41	24	410	265	446	307	269	305	363	68	-	368	35
Royal Mail unsorted bulk mail	88	16	17	11	12	57	40	68	41	48	59	41	10	-	60	5
	18%	23%	38%	27%	47%	14%	15%	15%	13%	18%	19%	11%	14%	-%	16%	14%
											b					
Royal Mail sorted bulk mail	114	15	27	10	8	66	56	87	73	58	83	55	18	-	77	6
	23%	21%	61%	24%	34%	16%	21%	19%	24%	22%	27%	15%	27%	-%	21%	17%
			ac								b					
Royal Mail Wholesale Access	47	7	10	3	9	28	25	35	33	37	42	16	8	-	29	1
	9%	10%	23%	8%	36%	7%	9%	8%	11%	14%	14%	5%	12%	-%	8%	2%
										a	b					
Bulk mail product from a different provider (please specify)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Do not use a specific product for bulk mail	314	44	8	20	7	294	173	299	204	172	179	269	40	-	238	26
	63%	61%	18%	50%	28%	72%	65%	67%	67%	64%	59%	74%	59%	-%	65%	73%
		b		b								a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	690	327	291	284	13	196	141	138	433	112	127	196	349
Effective base	263	127	114	93	7	68	42	51	171	38	54	69	136
Weighted Base	501	250	207	194	11	145	85	95	321	80	86	148	257
Royal Mail unsorted bulk mail	88 18%	60 24%	19 9%	42 22%	* *%	44 30%	7 8%	25 26%	44 14%	19 23%	29 33%	27 18%	32 13%
		b				b		b			c		
Royal Mail sorted bulk mail	114 23%	64 26%	29 14%	64 33%	2 18%	62 42%	15 18%	23 24%	69 21%	19 24%	17 20%	55 38%	33 13%
		b				b						ac	
Royal Mail Wholesale Access	47 9%	34 13%	5 2%	27 14%	2 17%	32 22%	4 4%	17 18%	20 6%	11 13%	8 9%	26 17%	13 5%
		b				b		b				c	
Bulk mail product from a different provider (please specify)	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	* *%	* *%	- -%	* *%
Do not use a specific product for bulk mail	314 63%	137 55%	162 78%	95 49%	8 74%	52 36%	61 72%	48 50%	216 67%	48 60%	45 53%	68 46%	197 77%
			a			a			a				ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	690	362	328
Effective base	263	128	136
Weighted Base	501	255	246
Royal Mail unsorted bulk mail	88 18%	57 22%	31 12%
		b	
Royal Mail sorted bulk mail	114 23%	64 25%	49 20%
Royal Mail Wholesale Access	47 9%	29 12%	18 7%
Bulk mail product from a different provider (please specify)	* *%	- -%	* *%
Do not use a specific product for bulk mail	314 63%	149 58%	166 67%

Columns Tested:: a,b

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	690	-	33	97	105	18	56	55	95	64	73	56	38
Effective base	263	-	15	40	35	5	20	17	33	38	19	41	18
Weighted Base	501	-	17	89	49	10	50	16	60	74	19	87	29
Royal Mail unsorted bulk mail	88	-	6	19	6	*	2	4	12	22	2	10	5
	18%	-%	34%	22%	13%	3%	4%	24%	19%	30%	12%	12%	15%
			f							f			
Royal Mail sorted bulk mail	114	-	4	14	7	3	20	3	11	24	4	14	8
	23%	-%	26%	16%	15%	31%	39%	18%	19%	33%	21%	16%	28%
							cd						
Royal Mail Wholesale Access	47	-	1	9	3	3	3	1	9	13	1	4	*
	9%	-%	5%	10%	5%	28%	7%	6%	15%	18%	6%	5%	*%
Bulk mail product from a different provider (please specify)	*	-	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Do not use a specific product for bulk mail	314	-	9	60	37	7	27	9	38	35	13	62	17
	63%	-%	53%	68%	75%	66%	54%	59%	63%	47%	68%	72%	56%
					i							i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 238 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing ((QV8=4,5,7 or 98 or QV6d=10)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	690	130	179	214	167	309	381
Effective base	263	52	56	83	73	108	156
Weighted Base	501	107	110	149	136	216	285
Royal Mail unsorted bulk mail	88	25	8	37	17	34	54
	18%	24%	8%	25%	12%	16%	19%
		b		b			
Royal Mail sorted bulk mail	114	18	30	39	26	49	65
	23%	17%	28%	26%	19%	22%	23%
Royal Mail Wholesale Access	47	10	9	23	6	19	29
	9%	9%	8%	15%	4%	9%	10%
				d			
Bulk mail product from a different provider (please specify)	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Do not use a specific product for bulk mail	314	70	71	82	92	140	174
	63%	65%	64%	55%	68%	65%	61%

Columns Tested: a,b,c,d - a,b

Table 239

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	d	e
Significance Level: 95%								
Unweighted Base	151	8	143	70	28	19	34	81
Effective base	52	3	50	42	16	14	22	29
Weighted Base	88	2	86	78	7	2	1	10
Advertising and promotional material, such as catalogues, brochures and direct mail	43	*	43	39	3	1	1	5
	49%	4%	50%	49%	46%	48%	59%	48%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	*	52	46	4	1	*	5
	59%	14%	60%	59%	57%	53%	47%	56%
Publications, such as magazines, periodicals, customer newsletters	26	2	24	24	2	1	*	2
	30%	81%	28%	30%	25%	27%	8%	24%
				d				
Other	5	*	5	5	*	-	*	*
	6%	3%	6%	6%	1%	-%	6%	1%
Don't know	2	-	2	2	-	-	*	*
	2%	-%	2%	2%	-%	-%	2%	*0%

Columns Tested: a,b - a,b,c,d,e

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	*b	*c	*d	e	f	g	*h	i
Unweighted Base	151	34	24	12	16	31	34	70	28	53
Effective base	52	22	19	9	10	14	22	42	16	26
Weighted Base	88	52	18	8	3	5	1	78	7	3
Advertising and promotional material, such as catalogues, brochures and direct mail	43	28	8	2	1	3	1	39	3	1
	49%	53%	46%	29%	21%	63%	59%	49%	46%	51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	31	11	5	3	2	*	46	4	1
	59%	59%	60%	61%	75%	44%	47%	59%	57%	51%
Publications, such as magazines, periodicals, customer newsletters	26	15	5	4	1	1	*	24	2	1
	30%	29%	28%	43%	36%	19%	8%	30%	25%	21%
							f			
Other	5	5	-	-	*	-	*	5	*	*
	6%	9%	-%	-%	2%	-%	6%	6%	1%	2%
Don't know	2	-	1	1	-	-	*	2	-	*
	2%	-%	5%	11%	-%	-%	2%	2%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e	a	b	*c	*d	e
Unweighted Base	151	39	31	28	19	34	52	33	15	8	33
Effective base	52	25	25	16	14	22	29	14	6	2	11
Weighted Base	88	56	22	7	2	1	40	33	5	4	4
Advertising and promotional material, such as catalogues, brochures and direct mail	43	28	10	3	1	1	18	20	3	*	2
	49%	50%	46%	46%	48%	59%	46%	59%	48%	7%	45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	33	13	4	1	*	20	21	4	3	2
	59%	60%	58%	57%	53%	47%	50%	62%	68%	94%	58%
Publications, such as magazines, periodicals, customer newsletters	26	19	5	2	1	*	9	14	1	*	1
	30%	33%	24%	25%	27%	8%	23%	41%	26%	2%	19%
		e									
Other	5	5	-	*	-	*	5	-	-	-	*
	6%	9%	-%	1%	-%	6%	12%	-%	-%	-%	1%
Don't know	2	-	2	-	-	*	1	1	-	-	*
	2%	-%	8%	-%	-%	2%	2%	3%	-%	-%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	151	13	8	15	8	9	7	9	9	12
Effective base	52	10	4	4	6	4	5	6	4	5
Weighted Base	88	10	7	11	9	4	5	14	11	5
Advertising and promotional material, such as catalogues, brochures and direct mail	43	4	6	10	2	3	3	7	*	3
	49%	34%	94%	90%	18%	57%	62%	50%	1%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	8	4	6	5	2	2	3	11	4
	59%	77%	66%	60%	55%	52%	47%	21%	99%	66%
Publications, such as magazines, periodicals, customer newsletters	26	3	2	5	5	*	1	1	4	1
	30%	30%	30%	50%	57%	10%	10%	8%	40%	20%
Other	5	-	2	-	-	-	*	3	-	-
	6%	-%	29%	-%	-%	-%	1%	20%	-%	-%
Don't know	2	-	-	1	1	-	-	-	-	-
	2%	-%	-%	7%	10%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	d	e	*f	*g	*h
Unweighted Base	151	29	30	31	90	61	21	16	24
Effective base	52	14	16	13	41	23	11	5	10
Weighted Base	88	19	28	30	77	11	7	2	3
Advertising and promotional material, such as catalogues, brochures and direct mail	43	7	10	20	37	6	4	1	1
	49%	37%	35%	66%	48%	57%	53%	81%	51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	11	23	12	46	6	4	1	1
	59%	57%	83%	40%	60%	52%	59%	50%	37%
			c						
Publications, such as magazines, periodicals, customer newsletters	26	7	9	7	23	3	2	*	1
	30%	35%	34%	24%	30%	26%	24%	28%	29%
Other	5	-	2	3	5	*	-	-	*
	6%	-%	7%	10%	6%	1%	-%	-%	2%
Don't know	2	1	-	1	2	*	-	*	*
	2%	5%	-%	3%	2%	1%	-%	1%	5%

Columns Tested:: a,b,c,d,e,f,g,h

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	151	6	12	7	19	14	38	7	11	56
Effective base	52	4	5	5	10	6	13	3	5	20
Weighted Base	88	7	4	3	7	18	17	4	4	29
Advertising and promotional material, such as catalogues, brochures and direct mail	43	4	3	*	3	11	10	2	3	11
	49%	51%	77%	3%	42%	59%	57%	40%	61%	39%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	6	3	3	6	13	9	2	3	14
	59%	75%	69%	97%	82%	69%	53%	48%	64%	47%
Publications, such as magazines, periodicals, customer newsletters	26	2	*	1	1	9	6	2	2	3
	30%	26%	11%	25%	17%	48%	35%	59%	51%	12%
Other	5	2	*	-	*	-	-	-	-	3
	6%	26%	1%	-%	1%	-%	-%	-%	-%	10%
Don't know	2	-	*	-	*	1	-	*	-	1
	2%	-%	*%	-%	*%	5%	-%	*%	-%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	151	39	38	74	139	12	-	121	30	149	2
Effective base	52	15	13	27	48	5	-	44	12	51	1
Weighted Base	88	33	17	38	75	13	-	79	9	88	*
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	18 53%	10 57%	16 42%	33 44%	10 80%	- -%	40 50%	3 36%	43 49%	* 100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	24 73%	9 53%	19 49%	43 57%	9 70%	- -%	48 61%	4 42%	52 59%	- -%
Publications, such as magazines, periodicals, customer newsletters	26 30%	12 36%	6 35%	8 21%	21 28%	5 37%	- -%	24 30%	2 26%	26 30%	* 86%
Other	5 6%	2 6%	- -%	3 8%	5 7%	- -%	- -%	5 6%	* 1%	5 6%	- -%
Don't know	2 2%	1 3%	- -%	1 2%	2 2%	- -%	- -%	* *%	2 20%	2 2%	- -%
									a		

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	151	70	49	31
Effective base	52	28	19	5
Weighted Base	88	44	33	11
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	20 46%	16 49%	7 60%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	22 51%	20 63%	9 83%
Publications, such as magazines, periodicals, customer newsletters	26 30%	11 24%	10 32%	5 47%
Other	5 6%	3 7%	2 6%	* 1%
Don't know	2 2%	* *0%	2 5%	* *0%

Columns Tested: a,b,c

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	151	80	27	13	5	11	6	5	4	107	44	31
Effective base	52	39	5	7	2	4	1	3	1	41	11	7
Weighted Base	88	57	13	5	*	8	3	1	*	70	18	13
Advertising and promotional material, such as catalogues, brochures and direct mail	43	26	6	2	*	5	2	*	*	32	11	9
	49%	45%	49%	46%	89%	63%	98%	34%	92%	46%	62%	68%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	31	12	3	*	2	2	1	*	43	9	6
	59%	54%	93%	59%	16%	28%	85%	96%	12%	61%	49%	46%
Publications, such as magazines, periodicals, customer newsletters	26	16	10	*	-	*	*	-	*	26	*	*
	30%	29%	74%	2%	-%	*%	1%	-%	1%	37%	1%	1%
		j								j		
Other	5	5	*	-	-	*	-	-	-	5	*	*
	6%	8%	1%	-%	-%	1%	-%	-%	-%	7%	*%	*%
Don't know	2	1	-	-	-	1	-	-	-	1	1	1
	2%	2%	-%	-%	-%	9%	-%	-%	-%	2%	4%	6%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	151	24	56	71	145	137	148	132	116	150	10	60	14	19	14	16	15
Effective base	52	14	25	14	48	46	50	43	39	52	4	27	9	8	2	3	3
Weighted Base	88	19	39	30	78	77	83	74	67	88	6	43	4	12	5	9	4
Advertising and promotional material, such as catalogues, brochures and direct mail	43	11	15	17	40	40	43	39	37	43	3	21	3	4	4	7	1
	49%	56%	40%	57%	52%	52%	52%	53%	55%	49%	49%	49%	85%	36%	75%	80%	20%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	9	22	21	47	49	49	44	42	52	*	28	1	8	1	6	4
	59%	49%	57%	68%	61%	63%	60%	60%	63%	59%	7%	66%	35%	68%	20%	71%	90%
Publications, such as magazines, periodicals, customer newsletters	26	6	11	10	26	24	26	20	20	26	3	16	1	1	1	4	*
	30%	30%	28%	32%	33%	31%	32%	27%	30%	30%	48%	36%	24%	11%	19%	51%	5%
Other	5	2	3	*	2	2	2	5	2	5	-	2	-	*	-	*	-
	6%	10%	7%	*%	3%	3%	3%	7%	3%	6%	-%	5%	-%	1%	-%	1%	-%
Don't know	2	1	*	1	2	2	2	2	2	2	-	2	-	*	*	-	-
	2%	6%	*%	2%	2%	2%	2%	2%	3%	2%	-%	4%	-%	1%	*%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g	
Significance Level: 95%																
Unweighted Base	151	66	22	19	12	5	11	10	46	35	18	13	12	5	8	
Effective base	52	27	11	7	7	2	2	3	22	13	7	5	2	1	2	
Weighted Base	88	44	12	12	1	2	6	2	28	28	4	9	5	1	2	
Advertising and promotional material, such as catalogues, brochures and direct mail	43	23	3	7	*	1	5	1	13	17	1	4	3	1	*	
	49%	52%	30%	57%	56%	59%	85%	29%	48%	59%	42%	46%	68%	99%	13%	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	26	8	5	*	1	5	2	19	18	3	6	1	*	2	
	59%	59%	73%	42%	22%	43%	87%	97%	68%	63%	74%	65%	27%	5%	87%	
Publications, such as magazines, periodicals, customer newsletters	26	14	5	2	*	-	4	*	11	10	1	1	*	*	*	
	30%	33%	44%	16%	12%	-%	72%	2%	39%	37%	16%	16%	5%	*%	8%	
Other	5	2	-	-	*	-	-	-	2	-	-	-	*	-	-	
	6%	4%	-%	-%	20%	-%	-%	-%	7%	-%	-%	-%	1%	-%	-%	
Don't know	2	2	-	*	*	-	-	-	-	2	-	*	-	-	-	
	2%	4%	-%	*%	2%	-%	-%	-%	-%	6%	-%	2%	-%	-%	-%	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	151	39	24	26	12	13	6	12	26	40	38	27	17
Effective base	52	15	9	7	2	6	2	4	13	20	14	7	2
Weighted Base	88	22	13	15	7	6	5	6	28	20	21	7	7
Advertising and promotional material, such as catalogues, brochures and direct mail	43	11	7	11	2	*	3	3	12	9	13	5	5
	49%	49%	56%	75%	34%	3%	74%	56%	42%	47%	61%	66%	67%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	14	6	8	5	6	*	5	17	10	10	5	7
	59%	63%	44%	55%	71%	98%	9%	84%	62%	49%	49%	74%	95%
Publications, such as magazines, periodicals, customer newsletters	26	6	1	6	6	1	-	-	11	5	3	2	5
	30%	27%	9%	44%	85%	13%	-%	-%	40%	26%	14%	28%	70%
Other	5	5	*	-	-	-	-	-	2	-	-	*	-
	6%	22%	*%	-%	-%	-%	-%	-%	7%	-%	-%	2%	-%
Don't know	2	*	1	-	-	-	1	*	*	1	1	-	-
	2%	*%	7%	-%	-%	-%	16%	2%	*%	5%	4%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	151	49	29	26	25	15	29	39	38	18	11
Effective base	52	22	11	14	6	2	14	19	10	6	1
Weighted Base	88	32	19	12	5	7	28	20	16	7	5
Advertising and promotional material, such as catalogues, brochures and direct mail	43	16	9	9	2	5	12	11	8	4	5
	49%	50%	46%	73%	47%	70%	43%	54%	52%	63%	84%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	19	9	6	3	6	20	9	8	6	5
	59%	60%	48%	48%	71%	95%	71%	48%	50%	79%	100%
Publications, such as magazines, periodicals, customer newsletters	26	10	2	3	2	5	9	5	3	2	4
	30%	33%	12%	21%	44%	72%	30%	26%	21%	30%	82%
Other	5	2	-	-	*	-	2	-	-	*	-
	6%	6%	-%	-%	3%	-%	7%	-%	-%	1%	-%
Don't know	2	2	-	-	-	-	*	1	1	-	-
	2%	6%	-%	-%	-%	-%	*%	5%	5%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	151	28	27	38	19	16	93	20	18	116	35	109	36
Effective base	52	14	11	12	4	3	30	9	6	43	9	41	9
Weighted Base	88	21	18	16	12	3	50	9	14	70	18	57	20
Advertising and promotional material, such as catalogues, brochures and direct mail	43	11	8	10	5	2	21	4	13	29	14	24	16
	49%	52%	45%	61%	39%	81%	43%	43%	91%	42%	77%	42%	80%
													a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	11	10	9	12	1	30	6	7	39	13	35	12
	59%	50%	55%	52%	97%	35%	61%	72%	51%	56%	71%	62%	59%
Publications, such as magazines, periodicals, customer newsletters	26	6	2	2	8	2	14	1	5	21	5	21	5
	30%	30%	12%	9%	68%	59%	28%	16%	34%	30%	30%	36%	26%
Other	5	2	3	*	*	-	5	-	*	5	*	2	-
	6%	9%	16%	*%	*%	-%	10%	-%	*%	7%	*%	4%	-%
Don't know	2	1	1	*	*	-	*	2	-	1	1	1	1
	2%	4%	5%	*%	*%	-%	*%	19%	-%	2%	4%	2%	4%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	151	84	53	71	61	111	34	83	54	63	69
Effective base	52	35	14	27	16	43	9	32	16	26	17
Weighted Base	88	46	30	48	26	57	21	44	32	43	31
Advertising and promotional material, such as catalogues, brochures and direct mail	43	22	18	19	19	27	13	16	24	19	20
	49%	48%	59%	41%	75%	48%	63%	37%	74%	45%	64%
					a				a		
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	28	21	27	16	31	16	30	18	24	20
	59%	59%	70%	58%	64%	54%	79%	68%	56%	56%	65%
Publications, such as magazines, periodicals, customer newsletters	26	13	10	12	8	16	10	16	8	9	11
	30%	29%	33%	26%	31%	28%	48%	35%	24%	21%	36%
Other	5	2	*	5	*	2	-	2	*	5	*
	6%	4%	*%	10%	*%	4%	-%	4%	*%	11%	*%
Don't know	2	1	1	1	1	1	1	1	1	1	1
	2%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	151	109	87	32	-	103	75	33	-	111	61	31	-
Effective base	52	34	29	10	-	34	24	12	-	35	18	11	-
Weighted Base	88	58	46	15	-	61	36	12	-	62	28	18	-
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	31 54%	24 53%	7 45%	- -%	31 51%	17 48%	8 67%	- -%	34 54%	14 51%	8 45%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	39 67%	24 52%	10 66%	- -%	41 66%	22 62%	8 67%	- -%	39 62%	18 66%	13 71%	- -%
Publications, such as magazines, periodicals, customer newsletters	26 30%	19 33%	15 32%	1 5%	- -%	20 32%	12 34%	* 2%	- -%	18 29%	8 30%	5 30%	- -%
Other	5 6%	2 3%	2 5%	- -%	- -%	2 3%	2 6%	- -%	- -%	5 8%	2 8%	- -%	- -%
Don't know	2 2%	2 3%	* *%	- -%	- -%	2 3%	- -%	* 1%	- -%	2 3%	- -%	1 4%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	151	104	92	74	102	74	17	48	42	52	16	9	29	21			
Effective base	52	34	27	22	32	23	7	15	10	14	4	2	11	5			
Weighted Base	88	55	48	44	58	46	3	28	18	30	9	6	20	10			
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	30 53%	22 46%	22 50%	25 44%	27 58%	1 23%	18 62%	12 64%	15 50%	3 33%	* 3%	5 27%	4 45%			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	34 61%	33 69%	26 58%	41 70%	30 65%	2 87%	15 54%	13 72%	20 67%	8 90%	6 98%	13 65%	7 75%			
Publications, such as magazines, periodicals, customer newsletters	26 30%	23 41%	21 43%	17 38%	23 41%	17 36%	* 8%	10 37%	8 43%	13 43%	4 42%	4 61%	10 50%	6 60%			
Other	5 6%	2 4%	2 4%	5 11%	2 4%	2 4%	* 2%	2 7%	2 11%	5 16%	- -%	- -%	- -%	* 1%			
Don't know	2 2%	1 2%	* *%	1 2%	1 2%	- -%	- -%	1 3%	* *%	1 4%	- -%	- -%	- -%	- -%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	151	29	25	11	11	107	83	124	78	88	106	90	25	-	108	7
Effective base	52	10	10	6	6	35	25	42	23	27	32	32	8	-	36	3
Weighted Base	88	16	17	11	12	57	40	68	41	48	59	41	10	-	60	5
Advertising and promotional material, such as catalogues, brochures and direct mail	43	11	4	3	8	30	22	36	28	25	32	22	7	-	28	4
	49%	66%	22%	29%	70%	53%	54%	52%	67%	52%	55%	53%	72%	-%	46%	73%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	5	14	8	9	32	21	37	26	35	37	19	4	-	35	1
	59%	32%	86%	71%	75%	57%	54%	55%	63%	73%	64%	47%	38%	-%	58%	27%
Publications, such as magazines, periodicals, customer newsletters	26	4	7	-	3	19	15	22	18	18	20	11	2	-	18	*
	30%	25%	40%	-%	25%	34%	37%	32%	43%	39%	33%	27%	16%	-%	30%	1%
Other	5	-	-	-	2	2	*	2	2	2	2	2	-	-	5	-
	6%	-%	-%	-%	17%	4%	*%	3%	5%	4%	3%	5%	-%	-%	8%	-%
Don't know	2	1	-	-	*	2	-	2	*	*	2	1	-	-	*	-
	2%	6%	-%	-%	1%	3%	-%	2%	*%	*%	3%	2%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	*c	a	b	c
Unweighted Base	151	87	43	76	1	66	25	39	85	27	47	55	48
Effective base	52	31	15	23	1	20	8	13	31	9	18	17	17
Weighted Base	88	60	19	42	*	44	7	25	44	19	29	27	32
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	30 49%	8 42%	20 48%	- -%	23 53%	5 68%	11 42%	19 42%	14 75%	15 52%	11 40%	17 54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	38 64%	8 43%	26 62%	* 100%	31 69%	3 39%	16 64%	26 59%	10 53%	16 56%	18 69%	17 52%
Publications, such as magazines, periodicals, customer newsletters	26 30%	16 26%	9 50%	9 22%	- -%	14 31%	1 8%	8 34%	10 22%	8 41%	6 21%	8 29%	12 38%
Other	5 6%	* *%	5 26%	* *%	- -%	* *%	- -%	* *%	5 11%	- -%	- -%	- -%	5 15%
Don't know	2 2%	1 2%	* *%	1 2%	- -%	1 2%	- -%	1 3%	1 2%	- -%	1 3%	1 4%	- -%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	151	101	50
Effective base	52	32	19
Weighted Base	88	57	31
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	27 48%	16 52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	35 60%	17 56%
Publications, such as magazines, periodicals, customer newsletters	26 30%	19 33%	7 24%
Other	5 6%	* *%	5 16%
Don't know	2 2%	2 3%	* *%

Columns Tested:: a,b

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	151	-	12	21	19	2	8	10	27	20	15	7	10
Effective base	52	-	5	9	7	1	3	3	11	10	6	5	4
Weighted Base	88	-	6	19	6	*	2	4	12	22	2	10	5
Advertising and promotional material, such as catalogues, brochures and direct mail	43 49%	- -%	4 66%	2 12%	4 68%	* 21%	* 4%	1 25%	7 64%	16 73%	1 32%	7 73%	* 1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52 59%	- -%	3 47%	13 66%	3 41%	* 79%	2 100%	2 51%	7 60%	13 61%	1 54%	5 46%	3 72%
Publications, such as magazines, periodicals, customer newsletters	26 30%	- -%	5 79%	8 42%	1 18%	- -%	* *%	* 1%	1 13%	6 27%	2 67%	2 19%	1 25%
Other	5 6%	- -%	- -%	3 15%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 19%	* 1%
Don't know	2 2%	- -%	- -%	- -%	* *%	- -%	- -%	1 25%	- -%	1 3%	* 6%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 239 (continuation)

QV8o. Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	*b	c	d	a	b
Unweighted Base	151	33	29	57	32	62	89
Effective base	52	13	11	21	10	20	31
Weighted Base	88	25	8	37	17	34	54
Advertising and promotional material, such as catalogues, brochures and direct mail	43	6	4	24	8	11	32
	49%	25%	51%	65%	48%	32%	60%
				a			a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	52	16	5	22	9	20	31
	59%	62%	56%	60%	54%	60%	58%
Publications, such as magazines, periodicals, customer newsletters	26	13	1	7	5	14	12
	30%	51%	14%	20%	27%	41%	22%
Other	5	3	-	-	2	3	2
	6%	12%	-%	-%	12%	9%	4%
Don't know	2	-	*	2	*	*	2
	2%	-%	*%	5%	1%	*%	3%

Columns Tested: a,b,c,d - a,b

Table 240

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	179	10	169	86	31	21	41	93
Effective base	56	6	53	48	18	12	27	33
Weighted Base	114	4	110	105	6	2	1	9
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	* 11%	49 45%	47 45%	2 25%	1 45%	1 48%	3 31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	1 15%	58 52%	52 50%	4 66%	1 64%	1 52%	6 64%
Publications, such as magazines, periodicals, customer newsletters	37 33%	2 61%	35 32%	34 33%	1 24%	1 63%	* 18%	3 31%
Other	4 4%	- -%	4 4%	4 4%	* 1%	- -%	* 6%	* 1%
Don't know	2 2%	1 21%	1 1%	2 2%	* 1%	- -%	* 1%	* 1%

Columns Tested:: a,b - a,b,c,d,e

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	*c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	179	40	33	13	16	36	41	86	31	62
Effective base	56	25	22	7	10	16	27	48	18	27
Weighted Base	114	68	30	7	3	5	1	105	6	3
Advertising and promotional material, such as catalogues, brochures and direct mail	50	30	14	4	1	1	1	47	2	1
	44%	44%	47%	50%	31%	28%	48%	45%	25%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	35	15	2	2	3	1	52	4	2
	51%	52%	50%	32%	51%	74%	52%	50%	66%	60%
Publications, such as magazines, periodicals, customer newsletters	37	24	8	2	1	2	*	34	1	1
	33%	36%	28%	22%	30%	35%	18%	33%	24%	46%
										f
Other	4	2	2	*	-	*	*	4	*	*
	4%	3%	6%	4%	-%	1%	6%	4%	1%	2%
Don't know	2	-	2	*	-	*	*	2	*	*
	2%	-%	6%	2%	-%	1%	1%	2%	1%	*%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	*b	*c	*d	e
Unweighted Base	179	47	39	31	21	41	63	29	18	19	34
Effective base	56	29	28	18	12	27	30	12	6	4	11
Weighted Base	114	76	28	6	2	1	65	28	6	7	3
Advertising and promotional material, such as catalogues, brochures and direct mail	50	35	12	2	1	1	30	8	2	7	1
	44%	46%	41%	25%	45%	48%	47%	29%	30%	92%	33%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	36	16	4	1	1	27	20	6	3	1
	51%	47%	57%	66%	64%	52%	41%	73%	97%	41%	45%
Publications, such as magazines, periodicals, customer newsletters	37	25	9	1	1	*	21	11	*	2	1
	33%	33%	33%	24%	63%	18%	32%	41%	5%	27%	58%
Other	4	4	*	*	-	*	2	2	-	-	*
	4%	5%	1%	1%	-%	6%	4%	6%	-%	-%	2%
Don't know	2	-	2	*	-	*	1	*	-	-	*
	2%	-%	7%	1%	-%	1%	2%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	179	11	10	26	7	10	8	7	8	7
Effective base	56	8	6	10	5	4	6	3	4	4
Weighted Base	114	6	13	26	8	7	13	11	10	6
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	6 86%	2 18%	15 59%	2 25%	5 73%	3 26%	6 52%	3 30%	1 15%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	4 61%	10 82%	10 39%	4 53%	5 63%	2 15%	5 48%	6 65%	4 72%
Publications, such as magazines, periodicals, customer newsletters	37 33%	2 39%	6 44%	12 45%	2 32%	- -%	8 65%	- -%	2 17%	1 16%
Other	4 4%	- -%	2 16%	2 7%	- -%	- -%	* *%	- -%	- -%	- -%
Don't know	2 2%	- -%	1 6%	- -%	1 12%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	d	e	f	*g	h
Unweighted Base	179	24	29	41	94	85	32	17	36
Effective base	56	13	15	19	45	27	11	7	17
Weighted Base	114	21	29	50	100	13	7	3	3
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	8 39%	11 37%	24 49%	43 43%	6 49%	3 48%	1 46%	2 54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	13 62%	21 71%	17 34%	51 51%	7 53%	4 59%	2 58%	1 34%
Publications, such as magazines, periodicals, customer newsletters	37 33%	3 16%	10 33%	20 40%	33 33%	4 28%	2 23%	1 32%	1 37%
Other	4 4%	- -%	2 7%	2 4%	4 4%	1 4%	* *%	* 10%	* 7%
Don't know	2 2%	1 4%	1 3%	- -%	2 2%	* 2%	- -%	* *%	* 8%

Columns Tested:: a,b,c,d,e,f,g,h

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	179	10	12	5	17	15	43	5	10	78
Effective base	56	6	3	3	6	7	17	3	2	26
Weighted Base	114	13	8	9	17	22	18	*	1	42
Advertising and promotional material, such as catalogues, brochures and direct mail	50	8	5	8	13	7	7	*	*	14
	44%	65%	62%	86%	75%	32%	41%	100%	8%	33%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	11	3	1	4	18	10	-	1	14
	51%	87%	36%	14%	24%	82%	59%	-%	94%	33%
Publications, such as magazines, periodicals, customer newsletters	37	6	*	-	*	5	6	*	*	19
	33%	43%	1%	-%	*%	23%	35%	54%	15%	45%
Other	4	2	*	-	*	-	*	-	-	2
	4%	15%	1%	-%	*%	-%	2%	-%	-%	5%
Don't know	2	-	*	-	*	1	*	-	-	1
	2%	-%	*%	-%	*%	4%	*%	-%	-%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	179	42	43	94	166	13	-	148	31	176	3
Effective base	56	19	17	28	51	6	-	48	8	55	2
Weighted Base	114	52	18	44	98	15	-	101	13	113	1
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	28 55%	7 41%	14 33%	43 43%	7 48%	- -%	42 42%	8 64%	50 44%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	33 64%	10 59%	14 33%	46 47%	12 77%	- -%	56 56%	2 14%	58 51%	* 5%
Publications, such as magazines, periodicals, customer newsletters	37 33%	11 21%	6 35%	20 46%	29 29%	8 53%	- -%	35 35%	2 14%	37 32%	* 47%
Other	4 4%	2 4%	* 2%	2 4%	4 4%	- -%	- -%	4 4%	* 3%	4 4%	* 47%
Don't know	2 2%	1 2%	* *%	1 2%	2 2%	- -%	- -%	* *%	2 14%	2 2%	- -%
									a		

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	179	59	69	51
Effective base	56	25	23	11
Weighted Base	114	36	53	24
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	16 44%	19 35%	15 63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	13 35%	31 58%	15 61%
Publications, such as magazines, periodicals, customer newsletters	37 33%	10 29%	16 30%	11 45%
Other	4 4%	* *%	4 7%	* 2%
Don't know	2 2%	1 3%	1 2%	* *%

Columns Tested: a,b,c

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	179	89	41	19	5	10	9	4	2	130	49	30
Effective base	56	39	10	3	2	2	2	3	1	48	8	5
Weighted Base	114	74	23	6	2	6	2	2	*	96	17	11
Advertising and promotional material, such as catalogues, brochures and direct mail	50	28	10	5	2	5	*	*	*	38	12	7
	44%	38%	44%	80%	100%	81%	5%	21%	100%	39%	69%	64%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	37	15	1	2	*	1	2	*	52	6	5
	51%	50%	67%	11%	93%	5%	65%	100%	100%	54%	34%	46%
Publications, such as magazines, periodicals, customer newsletters	37	18	14	1	2	1	*	1	*	32	5	4
	33%	24%	62%	13%	93%	14%	32%	60%	100%	33%	30%	39%
		a										
Other	4	4	-	*	-	*	-	-	-	4	*	*
	4%	6%	-%	1%	-%	1%	-%	-%	-%	4%	1%	1%
Don't know	2	2	-	-	-	-	-	-	-	2	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	179	31	58	90	175	169	177	163	150	178	8	76	18	31	13	23	8
Effective base	56	17	23	17	54	53	56	49	47	56	4	30	5	6	6	4	4
Weighted Base	114	38	36	40	110	110	113	103	101	114	6	60	9	15	5	11	7
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	16 42%	12 34%	22 55%	48 43%	47 43%	50 44%	45 44%	45 44%	50 44%	4 66%	22 37%	4 38%	10 64%	3 60%	7 60%	* 7%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	16 43%	20 58%	21 53%	55 50%	56 51%	58 51%	54 52%	52 52%	58 51%	4 72%	31 51%	3 33%	2 14%	5 91%	10 89%	4 54%
Publications, such as magazines, periodicals, customer newsletters	37 33%	12 33%	5 15%	19 48%	36 32%	36 33%	37 32%	32 31%	32 32%	37 33%	1 26%	14 24%	3 32%	4 25%	3 49%	8 73%	3 52%
Other	4 4%	4 10%	* 1%	* *%	4 4%	4 4%	4 4%	4 4%	4 4%	4 4%	- -%	4 6%	* 5%	* *%	- -%	* *%	- -%
Don't know	2 2%	1 3%	1 2%	- -%	2 2%	2 2%	2 2%	1 1%	1 1%	2 2%	- -%	2 3%	- -%	* 1%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	179	80	28	22	18	12	9	6	56	52	22	14	14	7	4
Effective base	56	31	9	5	4	6	2	3	24	15	7	5	4	2	2
Weighted Base	114	64	12	13	3	4	8	6	40	37	18	7	3	4	1
Advertising and promotional material, such as catalogues, brochures and direct mail	50	27	2	10	1	4	5	*	13	19	10	2	1	*	*
	44%	41%	18%	74%	27%	80%	59%	8%	33%	52%	57%	34%	42%	9%	8%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	25	9	4	2	4	7	4	24	17	6	3	3	3	*
	51%	40%	72%	30%	71%	96%	94%	61%	60%	46%	36%	45%	95%	76%	2%
Publications, such as magazines, periodicals, customer newsletters	37	19	2	2	*	4	5	3	14	8	4	6	2	1	1
	33%	30%	20%	14%	2%	97%	62%	46%	36%	22%	21%	84%	57%	32%	93%
Other	4	4	*	*	*	-	-	-	2	2	*	-	*	-	-
	4%	6%	2%	*%	2%	-%	-%	-%	5%	6%	1%	-%	2%	-%	-%
Don't know	2	2	-	-	*	-	-	-	1	1	-	*	-	-	-
	2%	3%	-%	-%	*%	-%	-%	-%	2%	3%	-%	3%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	*a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	179	39	32	35	25	14	7	11	21	52	50	33	19
Effective base	56	13	8	10	8	5	2	4	10	19	17	6	4
Weighted Base	114	23	18	19	18	12	3	10	20	37	34	8	12
Advertising and promotional material, such as catalogues, brochures and direct mail	50	7	9	8	8	6	3	4	5	17	15	6	5
	44%	29%	51%	40%	48%	54%	85%	42%	27%	47%	44%	65%	42%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	15	9	12	9	3	3	4	14	13	16	4	8
	51%	65%	48%	60%	51%	28%	84%	35%	72%	36%	47%	53%	69%
Publications, such as magazines, periodicals, customer newsletters	37	7	1	7	7	6	*	3	10	6	10	3	8
	33%	32%	8%	37%	41%	49%	10%	29%	50%	16%	29%	32%	69%
Other	4	2	*	2	-	-	-	-	2	-	2	*	*
	4%	9%	1%	10%	-%	-%	-%	-%	10%	-%	6%	1%	2%
Don't know	2	*	1	-	-	-	*	*	*	2	*	*	-
	2%	*%	5%	-%	-%	-%	2%	1%	1%	5%	*%	1%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	179	55	36	41	31	9	33	54	42	25	13
Effective base	56	22	13	13	5	1	14	19	12	8	4
Weighted Base	114	48	21	23	8	5	30	42	21	5	11
Advertising and promotional material, such as catalogues, brochures and direct mail	50	18	10	8	6	5	8	19	12	2	5
	44%	38%	49%	35%	70%	84%	25%	47%	56%	50%	45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	21	4	15	4	5	21	14	8	4	8
	51%	44%	20%	65%	54%	97%	71%	34%	38%	81%	68%
				b			b				
Publications, such as magazines, periodicals, customer newsletters	37	16	6	7	2	5	11	8	6	3	7
	33%	33%	27%	29%	29%	98%	36%	18%	31%	70%	67%
Other	4	2	2	*	*	-	2	-	2	*	*
	4%	4%	10%	1%	1%	-%	7%	-%	10%	1%	2%
Don't know	2	1	1	*	-	-	*	2	*	*	-
	2%	2%	4%	*%	-%	-%	*%	4%	1%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base	179	26	44	47	28	17	134	15	13	140	39	132	43
Effective base	56	9	13	16	9	5	41	6	3	42	14	38	15
Weighted Base	114	16	32	27	22	5	83	10	9	83	31	76	34
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	6 38%	18 55%	9 32%	12 53%	1 18%	40 49%	* 2%	5 49%	38 46%	12 37%	36 47%	12 36%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	10 60%	12 39%	12 45%	17 76%	2 43%	42 50%	3 31%	9 94%	37 45%	21 68%	34 44%	22 63%
Publications, such as magazines, periodicals, customer newsletters	37 33%	6 38%	3 9%	10 38%	8 38%	4 91%	22 26%	6 56%	5 50%	22 27%	15 47%	20 27%	15 45%
Other	4 4%	2 12%	2 5%	* 2%	* *0%	* 1%	4 5%	* 3%	- -0%	4 5%	* 1%	4 5%	* 1%
Don't know	2 2%	1 6%	* *0%	- -0%	* *0%	- -0%	* *0%	1 9%	- -0%	2 2%	- -0%	2 2%	* *0%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	179	99	70	78	85	133	42	96	73	83	80
Effective base	56	38	19	23	26	38	16	31	23	28	23
Weighted Base	114	59	51	44	59	73	38	59	51	46	57
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	24 41%	23 45%	22 50%	23 39%	34 47%	14 36%	22 37%	26 50%	27 59%	18 32%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	26 43%	31 60%	21 47%	33 56%	30 41%	25 67%	30 52%	26 51%	20 43%	34 60%
Publications, such as magazines, periodicals, customer newsletters	37 33%	20 35%	15 30%	7 17%	25 42%	19 26%	17 44%	15 26%	21 40%	13 27%	20 35%
Other	4 4%	4 7%	* *%	4 9%	1 1%	4 6%	- -%	4 7%	* *%	4 8%	1 1%
Don't know	2 2%	2 3%	* *%	1 2%	* *%	2 3%	* *%	2 3%	* *%	1 2%	* *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	179	147	92	51	-	139	79	39	-	145	68	41	-
Effective base	56	44	29	14	-	42	23	11	-	43	20	12	-
Weighted Base	114	93	56	22	-	88	41	20	-	93	29	20	-
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	43 46%	25 45%	14 65%	- -%	43 50%	16 38%	9 44%	- -%	45 49%	10 35%	7 35%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	48 51%	31 55%	11 50%	- -%	42 48%	28 69%	9 47%	- -%	48 52%	24 84%	14 69%	- -%
Publications, such as magazines, periodicals, customer newsletters	37 33%	31 33%	19 34%	8 38%	- -%	29 33%	13 32%	10 50%	- -%	28 30%	8 29%	9 46%	- -%
Other	4 4%	4 4%	2 4%	* 1%	- -%	4 5%	2 6%	* 1%	- -%	4 4%	2 8%	* 1%	- -%
Don't know	2 2%	1 1%	1 2%	* *%	- -%	1 1%	1 2%	* 1%	- -%	1 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	179	114	107	82	110	72	25	45	50	58	22	11	36	26
Effective base	56	32	33	21	34	21	8	11	11	15	7	4	9	6
Weighted Base	114	65	70	44	70	50	7	25	22	36	13	9	18	16
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	33 51%	35 50%	21 48%	36 51%	21 43%	5 70%	14 55%	17 78%	20 56%	5 44%	5 50%	3 18%	6 36%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	36 55%	34 48%	31 71%	41 59%	29 59%	6 78%	22 86%	14 63%	27 73%	11 84%	8 90%	15 83%	8 52%
Publications, such as magazines, periodicals, customer newsletters	37 33%	22 34%	26 37%	17 38%	19 28%	23 46%	3 42%	12 47%	11 49%	13 36%	5 39%	2 27%	2 9%	2 14%
Other	4 4%	2 3%	4 6%	2 5%	4 6%	2 5%	* 1%	2 8%	2 9%	2 5%	- -%	- -%	* *%	* 2%
Don't know	2 2%	2 3%	1 1%	1 3%	2 3%	1 2%	- -%	1 4%	* *%	1 3%	- -%	- -%	1 5%	1 5%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	179	33	39	17	8	122	108	151	119	96	138	100	45	-	128	11
Effective base	56	13	15	6	3	33	30	45	36	27	40	32	14	-	38	4
Weighted Base	114	15	27	10	8	66	56	87	73	58	83	55	18	-	77	6
Advertising and promotional material, such as catalogues, brochures and direct mail	50	5	12	2	7	34	27	42	36	24	41	25	9	-	34	3
	44%	36%	45%	17%	89%	51%	49%	48%	49%	41%	49%	45%	47%	-%	45%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	8	15	6	2	39	28	45	41	40	47	29	11	-	37	3
	51%	56%	55%	65%	30%	58%	51%	52%	55%	69%	57%	54%	60%	-%	48%	47%
Publications, such as magazines, periodicals, customer newsletters	37	5	8	3	3	23	23	32	26	21	25	19	12	-	25	*
	33%	36%	31%	31%	38%	36%	41%	37%	35%	36%	31%	34%	63%	-%	33%	8%
													a			
Other	4	-	*	2	2	2	*	3	4	2	3	4	*	-	4	*
	4%	-%	1%	21%	23%	3%	1%	3%	5%	4%	3%	7%	1%	-%	5%	*%
Don't know	2	1	*	-	*	2	1	2	1	1	1	2	*	-	*	-
	2%	6%	*%	-%	2%	3%	2%	2%	1%	2%	1%	3%	*%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	*c	a	b	c
Significance Level: 95%													
Unweighted Base	179	108	44	100	5	85	32	49	105	22	47	66	58
Effective base	56	33	13	29	2	25	8	14	35	7	15	24	15
Weighted Base	114	64	29	64	2	62	15	23	69	19	17	55	33
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	30 46%	15 52%	22 34%	* 8%	20 33%	11 70%	12 52%	23 34%	14 74%	8 45%	18 33%	21 63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	35 54%	12 41%	35 55%	2 92%	37 60%	7 48%	15 66%	32 47%	10 52%	11 64%	29 53%	16 48%
Publications, such as magazines, periodicals, customer newsletters	37 33%	23 36%	7 25%	22 35%	- -%	25 41%	2 12%	7 29%	24 35%	6 32%	6 34%	15 27%	12 37%
Other	4 4%	2 3%	2 7%	1 1%	- -%	* 1%	* 1%	* *%	2 4%	- -%	* *%	2 4%	2 7%
Don't know	2 2%	1 2%	1 3%	* *%	- -%	* *%	* *%	1 3%	1 2%	- -%	- -%	1 2%	1 2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	179	111	68
Effective base	56	32	23
Weighted Base	114	64	49
Advertising and promotional material, such as catalogues, brochures and direct mail	50 44%	36 55%	14 29%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58 51%	31 48%	27 55%
Publications, such as magazines, periodicals, customer newsletters	37 33%	19 29%	18 37%
Other	4 4%	2 3%	2 5%
Don't know	2 2%	2 3%	* *%

Columns Tested: a,b

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	179	-	10	25	23	6	17	12	27	20	19	10	10
Effective base	56	-	5	7	5	1	6	5	9	11	5	7	4
Weighted Base	114	-	4	14	7	3	20	3	11	24	4	14	8
Advertising and promotional material, such as catalogues, brochures and direct mail	50	-	*	6	2	3	6	*	3	18	2	5	3
	44%	-%	7%	44%	28%	90%	31%	14%	28%	75%	58%	39%	34%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	-	2	9	3	*	12	2	9	12	1	5	3
	51%	-%	46%	65%	44%	5%	59%	54%	76%	51%	33%	37%	33%
Publications, such as magazines, periodicals, customer newsletters	37	-	2	2	1	-	*	*	5	12	2	9	3
	33%	-%	43%	17%	20%	-%	2%	7%	47%	48%	39%	69%	33%
Other	4	-	*	-	*	*	2	-	-	-	*	2	*
	4%	-%	6%	-%	*%	5%	9%	-%	-%	-%	2%	14%	1%
Don't know	2	-	-	-	1	*	-	1	-	-	*	-	-
	2%	-%	-%	-%	12%	2%	-%	33%	-%	-%	3%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 240 (continuation)

QV8p. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	179	35	46	59	39	81	98
Effective base	56	11	11	22	14	21	35
Weighted Base	114	18	30	39	26	49	65
Advertising and promotional material, such as catalogues, brochures and direct mail	50	7	11	22	11	17	32
	44%	35%	36%	57%	40%	36%	50%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	58	11	15	23	9	26	32
	51%	61%	50%	58%	35%	54%	49%
Publications, such as magazines, periodicals, customer newsletters	37	4	2	17	14	6	31
	33%	23%	6%	44%	53%	12%	48%
				b	b		a
Other	4	*	2	-	2	2	2
	4%	2%	6%	-%	8%	4%	3%
Don't know	2	-	1	1	*	1	1
	2%	-%	3%	2%	1%	2%	2%

Columns Tested: a,b,c,d - a,b

Table 241

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	79	2	77	29	19	10	21	50
Effective base	25	1	24	19	11	6	15	17
Weighted Base	47	*	47	40	5	1	1	7
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	* 6%	22 46%	19 48%	2 29%	1 80%	* 30%	3 37%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	- -%	27 58%	24 59%	2 39%	1 59%	* 85%	3 46%
Publications, such as magazines, periodicals, customer newsletters	27 56%	- -%	27 57%	24 59%	2 36%	1 63%	* 14%	3 38%
Other	2 5%	- -%	2 5%	2 5%	* 4%	- -%	- -%	* 4%
Don't know	1 1%	* 94%	* *%	- -%	* 9%	* 4%	- -%	1 7%

Columns Tested: a,b - a,b,c,d,e

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	79	13	12	4	9	20	21	29	19	31
Effective base	25	10	10	4	6	9	15	19	11	13
Weighted Base	47	27	11	3	2	4	1	40	5	2
Advertising and promotional material, such as catalogues, brochures and direct mail	22	11	7	2	1	1	*	19	2	1
	46%	40%	63%	55%	52%	29%	30%	48%	29%	63%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	17	6	1	1	2	*	24	2	1
	57%	64%	56%	19%	32%	48%	85%	59%	39%	68%
Publications, such as magazines, periodicals, customer newsletters	27	16	7	1	1	2	*	24	2	1
	56%	61%	63%	26%	24%	49%	14%	59%	36%	47%
Other	2	2	-	-	-	*	-	2	*	-
	5%	7%	-%	-%	-%	6%	-%	5%	4%	-%
Don't know	1	-	-	-	*	*	-	-	*	*
	1%	-%	-%	-%	18%	2%	-%	-%	9%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	79	14	15	19	10	21	20	16	18	7	12
Effective base	25	11	14	11	6	15	9	8	5	3	4
Weighted Base	47	28	12	5	1	1	13	19	8	6	1
Advertising and promotional material, such as catalogues, brochures and direct mail	22	13	7	2	1	*	6	9	4	3	1
	46%	44%	56%	29%	80%	30%	46%	46%	51%	46%	55%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	17	7	2	1	*	6	13	5	3	1
	57%	60%	56%	39%	59%	85%	46%	68%	59%	46%	75%
Publications, such as magazines, periodicals, customer newsletters	27	16	8	2	1	*	9	8	4	5	*
	56%	57%	64%	36%	63%	14%	71%	39%	50%	99%	32%
Other	2	2	-	*	-	-	2	-	-	-	-
	5%	7%	-%	4%	-%	-%	17%	-%	-%	-%	-%
Don't know	1	-	-	*	*	-	-	-	*	-	-
	1%	-%	-%	9%	4%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	79	7	6	14	1	10	2	2	6	4
Effective base	25	5	3	5	1	4	2	1	3	3
Weighted Base	47	4	5	13	*	6	1	1	9	5
Advertising and promotional material, such as catalogues, brochures and direct mail	22	3	2	7	*	3	-	-	2	4
	46%	68%	39%	57%	100%	44%	-%	-%	23%	87%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	3	5	9	*	4	-	*	4	2
	57%	64%	95%	69%	100%	56%	-%	5%	46%	37%
Publications, such as magazines, periodicals, customer newsletters	27	3	2	11	*	3	1	1	3	1
	56%	85%	39%	83%	100%	42%	100%	95%	35%	13%
Other	2	-	2	-	-	-	-	-	-	-
	5%	-%	43%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	-	-	-	-	-	-	-	-
	1%	11%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	79	15	19	18	52	27	8	6	13
Effective base	25	8	9	7	22	5	2	4	5
Weighted Base	47	12	18	15	45	3	2	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	22	7	7	7	21	*	*	*	*
	46%	64%	37%	49%	48%	15%	15%	10%	16%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	6	11	9	26	1	*	*	*
	57%	49%	64%	58%	58%	37%	21%	88%	53%
Publications, such as magazines, periodicals, customer newsletters	27	4	8	13	25	2	1	*	1
	56%	31%	47%	86%	56%	60%	65%	2%	69%
Other	2	-	2	-	2	-	-	-	-
	5%	-%	12%	-%	5%	-%	-%	-%	-%
Don't know	1	-	*	-	*	*	-	-	*
	1%	-%	2%	-%	1%	3%	-%	-%	12%

Columns Tested: a,b,c,d,e,f,g,h

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	79	7	5	7	12	8	20	1	4	27
Effective base	25	5	3	3	6	3	9	1	2	4
Weighted Base	47	6	3	5	8	11	14	*	1	7
Advertising and promotional material, such as catalogues, brochures and direct mail	22	6	*	1	2	5	8	-	*	2
	46%	87%	14%	30%	24%	41%	57%	-%	2%	23%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	6	*	4	5	11	5	*	-	1
	57%	87%	14%	81%	57%	93%	38%	100%	-%	14%
Publications, such as magazines, periodicals, customer newsletters	27	6	2	3	5	6	4	-	*	6
	56%	100%	73%	54%	61%	54%	26%	-%	1%	83%
Other	2	2	-	-	-	-	-	-	*	-
	5%	30%	-%	-%	-%	-%	-%	-%	36%	-%
Don't know	1	-	-	-	-	-	*	-	*	*
	1%	-%	-%	-%	-%	-%	*%	-%	62%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	79	27	20	32	74	5	-	65	14	77	2
Effective base	25	12	9	5	23	3	-	22	7	25	2
Weighted Base	47	26	14	7	39	9	-	44	3	47	*
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	12 47%	8 57%	2 21%	15 39%	7 76%	- -%	21 47%	1 33%	22 46%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	21 80%	5 38%	1 14%	21 53%	6 74%	- -%	25 57%	2 50%	27 57%	* 100%
Publications, such as magazines, periodicals, customer newsletters	27 56%	17 68%	4 26%	6 75%	22 58%	4 50%	- -%	25 57%	1 46%	27 56%	- -%
Other	2 5%	2 8%	- -%	* 3%	2 6%	- -%	- -%	2 5%	- -%	2 5%	- -%
Don't know	1 1%	- -%	* *%	* 6%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	b	*c
Unweighted Base	79	26	35	17
Effective base	25	9	12	5
Weighted Base	47	13	21	14
Advertising and promotional material, such as catalogues, brochures and direct mail	22	5	10	7
	46%	37%	51%	47%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	4	14	9
	57%	34%	66%	65%
Publications, such as magazines, periodicals, customer newsletters	27	8	8	12
	56%	57%	37%	84%
Other	2	-	2	-
	5%	-%	11%	-%
Don't know	1	*	*	-
	1%	*%	2%	-%

Columns Tested: a,b,c

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	79	36	13	8	5	8	5	2	2	49	30	22
Effective base	25	16	4	2	3	2	2	1	1	17	10	8
Weighted Base	47	24	13	2	2	3	3	1	*	36	11	9
Advertising and promotional material, such as catalogues, brochures and direct mail	22	11	5	*	2	3	1	*	*	16	6	5
	46%	45%	42%	29%	87%	94%	28%	17%	1%	44%	54%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	12	9	*	2	1	2	*	*	21	6	6
	57%	49%	74%	9%	100%	33%	72%	17%	99%	58%	54%	62%
Publications, such as magazines, periodicals, customer newsletters	27	14	8	1	2	1	*	1	*	22	5	4
	56%	58%	63%	68%	87%	30%	1%	100%	100%	60%	44%	40%
Other	2	2	-	-	-	-	-	-	-	2	-	-
	5%	9%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Don't know	1	*	-	-	-	*	-	-	-	*	*	*
	1%	2%	-%	-%	-%	2%	-%	-%	-%	1%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	79	11	25	43	79	76	79	73	71	79	2	26	10	15	7	13	6
Effective base	25	6	10	10	25	25	25	22	22	25	1	11	5	4	2	4	3
Weighted Base	47	8	16	24	47	47	47	42	41	47	*	19	8	9	2	9	*
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	5 63%	6 35%	11 48%	22 46%	22 46%	22 46%	20 49%	20 49%	22 46%	- -%	9 49%	2 29%	1 14%	1 94%	7 80%	* 7%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	4 54%	7 47%	15 65%	27 57%	27 57%	27 57%	26 62%	26 62%	27 57%	* 100%	13 69%	5 56%	1 12%	* 5%	7 80%	* 77%
Publications, such as magazines, periodicals, customer newsletters	27 56%	4 51%	10 62%	13 54%	27 56%	26 56%	27 56%	24 57%	24 57%	27 56%	* 89%	5 27%	5 56%	7 82%	* 23%	9 99%	* 16%
Other	2 5%	2 24%	* 2%	- -%	2 5%	2 5%	2 5%	2 5%	2 5%	2 5%	- -%	2 12%	- -%	- -%	- -%	- -%	- -%
Don't know	1 1%	* 5%	* *%	* *%	1 1%	* 1%	1 1%	* 1%	* *%	1 1%	- -%	- -%	* 5%	* 1%	- -%	- -%	* 21%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	79	33	12	8	6	11	4	5	20	21	11	11	4	6	3
Effective base	25	12	7	4	2	6	1	4	10	7	2	5	3	2	2
Weighted Base	47	26	5	5	1	5	5	*	13	17	4	10	3	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	22	7	4	3	*	3	5	*	9	7	-	3	2	*	-
	46%	27%	73%	54%	13%	64%	99%	14%	71%	43%	-%	29%	72%	82%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	17	1	2	*	3	5	*	7	13	4	2	1	*	*
	57%	64%	18%	30%	20%	56%	100%	57%	52%	76%	99%	18%	31%	85%	100%
Publications, such as magazines, periodicals, customer newsletters	27	14	1	2	1	5	5	*	5	7	3	9	2	*	*
	56%	53%	14%	37%	76%	99%	99%	31%	39%	43%	73%	95%	59%	79%	20%
Other	2	2	-	-	-	-	-	-	2	*	-	-	-	-	-
	5%	8%	-%	-%	-%	-%	-%	-%	15%	1%	-%	-%	-%	-%	-%
Don't know	1	*	*	-	-	-	-	*	-	*	-	*	-	-	-
	1%	*%	8%	-%	-%	-%	-%	39%	-%	2%	-%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	79	21	11	13	9	10	3	6	11	26	20	8	13
Effective base	25	8	4	4	4	4	2	1	5	12	8	3	3
Weighted Base	47	9	6	10	11	2	1	2	11	10	13	4	9
Advertising and promotional material, such as catalogues, brochures and direct mail	22	6	2	7	4	*	*	*	5	5	6	1	5
	46%	67%	37%	71%	34%	22%	40%	6%	46%	51%	43%	24%	56%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	6	1	5	11	*	1	2	10	2	6	4	5
	57%	64%	12%	48%	100%	14%	93%	100%	89%	21%	47%	98%	55%
Publications, such as magazines, periodicals, customer newsletters	27	5	4	7	6	1	*	*	2	3	12	2	8
	56%	51%	61%	65%	60%	68%	40%	8%	18%	27%	86%	50%	97%
Other	2	2	-	*	-	-	-	-	2	*	-	-	-
	5%	21%	-%	2%	-%	-%	-%	-%	18%	2%	-%	-%	-%
Don't know	1	*	-	-	-	-	*	-	-	*	-	*	-
	1%	5%	-%	-%	-%	-%	7%	-%	-%	4%	-%	1%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	79	27	21	13	4	12	19	21	20	9	5
Effective base	25	13	4	6	2	3	7	8	8	2	2
Weighted Base	47	17	7	9	2	9	14	11	11	3	7
Advertising and promotional material, such as catalogues, brochures and direct mail	22	10	2	5	1	5	7	5	5	*	4
	46%	58%	25%	49%	45%	57%	51%	42%	48%	3%	62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	9	2	5	2	5	10	5	5	2	4
	57%	56%	23%	58%	100%	55%	69%	44%	47%	72%	62%
Publications, such as magazines, periodicals, customer newsletters	27	4	5	8	2	8	3	5	11	1	7
	56%	23%	70%	83%	98%	97%	18%	44%	96%	27%	99%
Other	2	2	*	-	-	-	2	-	-	-	-
	5%	12%	4%	-%	-%	-%	14%	-%	-%	-%	-%
Don't know	1	-	*	*	-	-	*	-	-	*	-
	1%	-%	6%	1%	-%	-%	3%	-%	-%	2%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	79	15	17	22	10	7	47	18	8	54	25	54	25
Effective base	25	6	5	11	5	1	14	8	2	16	9	16	9
Weighted Base	47	6	5	10	15	3	25	9	7	28	19	28	19
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	5 77%	4 77%	5 51%	6 43%	* 8%	10 39%	6 64%	5 65%	9 32%	13 66%	9 33%	13 65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	3 49%	4 74%	3 25%	14 95%	* 5%	16 65%	3 32%	7 89%	12 43%	15 78%	13 46%	14 73%
Publications, such as magazines, periodicals, customer newsletters	27 56%	3 44%	1 27%	6 55%	11 73%	3 95%	16 65%	3 30%	4 60%	16 57%	11 56%	17 60%	10 52%
Other	2 5%	2 32%	- -%	- -%	- -%	- -%	2 8%	* 3%	- -%	2 8%	- -%	2 8%	- -%
Don't know	1 1%	* 7%	- -%	- -%	* *0%	- -%	* *0%	- -%	* 6%	* 2%	* *0%	* 2%	* *0%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	79	38	38	31	42	53	26	37	39	35	38
Effective base	25	14	12	9	13	18	9	12	13	15	12
Weighted Base	47	18	29	15	26	25	23	21	26	14	28
Advertising and promotional material, such as catalogues, brochures and direct mail	22	7	15	6	15	9	12	6	16	8	12
	46%	37%	53%	38%	56%	38%	55%	29%	61%	61%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	7	20	10	16	9	18	10	17	7	18
	57%	39%	68%	64%	60%	38%	77%	46%	65%	53%	66%
Publications, such as magazines, periodicals, customer newsletters	27	11	15	7	17	16	11	11	16	9	14
	56%	61%	53%	44%	64%	65%	46%	50%	61%	65%	52%
Other	2	2	*	2	-	2	-	2	*	2	*
	5%	11%	1%	14%	-%	9%	-%	9%	1%	14%	1%
Don't know	1	*	*	*	*	*	*	*	*	*	*
	1%	2%	*%	3%	*%	2%	*%	2%	*%	3%	*%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	*b	*c	*d
Significance Level: 95%													
Unweighted Base	79	67	40	28	-	62	39	19	-	67	28	21	-
Effective base	25	22	14	10	-	21	12	6	-	22	8	7	-
Weighted Base	47	42	23	17	-	42	21	8	-	41	14	13	-
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	22 51%	9 39%	6 37%	- -%	19 45%	10 45%	5 56%	- -%	20 50%	6 41%	5 38%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	26 61%	16 68%	10 60%	- -%	25 59%	12 58%	5 60%	- -%	25 61%	13 89%	11 81%	- -%
Publications, such as magazines, periodicals, customer newsletters	27 56%	23 55%	12 52%	11 65%	- -%	26 61%	11 51%	3 35%	- -%	23 57%	6 44%	6 48%	- -%
Other	2 5%	2 5%	2 8%	- -%	- -%	2 5%	2 9%	- -%	- -%	2 5%	2 14%	- -%	- -%
Don't know	1 1%	* *%	* 2%	1 3%	- -%	* *%	* 2%	* 6%	- -%	* 1%	* 3%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	79	50	48	33	49	43	8	18	21	29	15	6	16	11
Effective base	25	16	14	11	13	14	6	6	6	10	5	3	4	3
Weighted Base	47	32	30	25	29	31	4	13	13	24	11	7	11	9
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	15 49%	13 44%	13 50%	15 51%	14 44%	3 80%	11 85%	11 80%	12 48%	4 31%	3 38%	2 20%	* 5%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	20 65%	17 57%	18 72%	18 64%	20 65%	3 74%	10 79%	10 77%	18 76%	10 90%	7 90%	4 42%	4 52%
Publications, such as magazines, periodicals, customer newsletters	27 56%	19 61%	20 67%	16 64%	18 61%	20 63%	3 76%	12 91%	11 85%	16 67%	5 44%	4 48%	5 44%	4 47%
Other	2 5%	2 7%	2 7%	2 9%	2 8%	2 6%	- -%	2 15%	2 17%	2 9%	- -%	- -%	- -%	- -%
Don't know	1 1%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	79	15	23	10	8	45	43	59	45	53	61	35	21	-	50	7
Effective base	25	8	5	4	4	15	13	19	15	18	21	12	11	-	16	3
Weighted Base	47	7	10	3	9	28	25	35	33	37	42	16	8	-	29	1
Advertising and promotional material, such as catalogues, brochures and direct mail	22	5	2	2	4	16	12	17	16	19	19	10	5	-	11	*
	46%	65%	21%	62%	43%	58%	47%	49%	48%	51%	45%	60%	62%	-%	39%	52%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	4	7	1	5	12	15	18	25	23	25	9	4	-	15	*
	57%	57%	66%	19%	52%	45%	60%	51%	76%	62%	60%	56%	56%	-%	52%	47%
Publications, such as magazines, periodicals, customer newsletters	27	5	4	1	6	20	18	27	20	20	27	10	6	-	17	*
	56%	68%	40%	40%	63%	73%	73%	76%	60%	55%	64%	63%	76%	-%	60%	41%
Other	2	*	-	-	2	2	-	2	2	2	2	2	-	-	2	-
	5%	3%	-%	-%	22%	7%	-%	6%	6%	6%	5%	12%	-%	-%	8%	-%
Don't know	1	-	*	-	-	*	*	*	*	1	*	*	*	-	1	-
	1%	-%	*%	-%	-%	2%	2%	1%	1%	1%	*%	3%	6%	-%	2%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	*a	b	*c	*a	b	*c
Unweighted Base	79	55	11	43	3	44	10	26	39	13	20	39	18
Effective base	25	17	4	14	2	14	3	9	12	4	7	14	5
Weighted Base	47	34	5	27	2	32	4	17	20	11	8	26	13
Advertising and promotional material, such as catalogues, brochures and direct mail	22 46%	15 45%	2 46%	11 42%	1 52%	15 45%	2 67%	6 38%	7 38%	8 76%	6 71%	8 33%	8 59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27 57%	18 54%	4 77%	14 53%	* 2%	20 63%	1 27%	12 71%	10 50%	5 50%	4 55%	14 56%	8 62%
Publications, such as magazines, periodicals, customer newsletters	27 56%	20 60%	3 63%	16 59%	1 46%	20 63%	1 22%	8 48%	11 59%	7 67%	3 32%	14 54%	10 78%
Other	2 5%	* 1%	2 42%	* 1%	- -%	* 1%	- -%	- -%	2 10%	* 2%	- -%	* 1%	2 15%
Don't know	1 1%	1 2%	- -%	* *%	- -%	* *%	* 1%	- -%	* *%	* *%	- -%	* *%	- -%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	79	53	26
Effective base	25	14	12
Weighted Base	47	29	18
Advertising and promotional material, such as catalogues, brochures and direct mail	22	11	10
	46%	39%	58%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	19	8
	57%	65%	44%
Publications, such as magazines, periodicals, customer newsletters	27	17	10
	56%	56%	56%
Other	2	*	2
	5%	1%	11%
Don't know	1	*	*
	1%	*%	2%

Columns Tested: a,b

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	79	-	5	7	9	3	7	5	18	10	7	5	3
Effective base	25	-	3	3	3	1	1	2	8	6	5	3	2
Weighted Base	47	-	1	9	3	3	3	1	9	13	1	4	*
Advertising and promotional material, such as catalogues, brochures and direct mail	22	-	*	2	*	*	*	*	7	8	*	4	*
	46%	-%	8%	18%	10%	1%	15%	19%	80%	63%	25%	81%	50%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	-	1	4	*	3	*	1	2	12	1	3	*
	57%	-%	97%	46%	3%	98%	6%	82%	23%	96%	96%	57%	87%
Publications, such as magazines, periodicals, customer newsletters	27	-	-	3	2	3	3	*	2	10	1	3	*
	56%	-%	-%	32%	88%	97%	98%	18%	23%	75%	51%	63%	13%
Other	2	-	-	-	-	-	-	-	*	-	-	2	-
	5%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	44%	-%
Don't know	1	-	-	*	-	*	-	-	-	-	*	-	-
	1%	-%	-%	5%	-%	2%	-%	-%	-%	-%	4%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 241 (continuation)

QV8q. Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	c	*d	a	b
Unweighted Base	79	12	19	33	15	31	48
Effective base	25	4	4	13	5	8	17
Weighted Base	47	10	9	23	6	19	29
Advertising and promotional material, such as catalogues, brochures and direct mail	22	2	1	15	4	2	19
	46%	17%	9%	67%	69%	13%	68%
							a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	27	5	3	15	4	8	19
	57%	50%	34%	66%	65%	43%	66%
Publications, such as magazines, periodicals, customer newsletters	27	3	8	12	3	11	15
	56%	29%	95%	53%	59%	60%	54%
Other	2	-	-	*	2	-	2
	5%	-%	-%	1%	34%	-%	8%
Don't know	1	*	*	-	*	*	*
	1%	4%	1%	-%	1%	3%	*%

Columns Tested: a,b,c,d - a,b

Table 242

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	2	1	1	1	-	-	1	1
Effective base	1	1	1	1	-	-	1	1
Weighted Base	*	*	*	*	-	-	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-	-	-	*	*
	10%	-%	100%	-%	-%	-%	100%	100%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	*	-	-	-	-
	90%	100%	-%	100%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	2	-	1	-	-	-	1	1	-	1
Effective base	1	-	1	-	-	-	1	1	-	1
Weighted Base	*	-	*	-	-	-	*	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	-	*	-	-	*
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-	-	-	-	*	-	-
	90%	-%	100%	-%	-%	-%	-%	100%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	2	-	1	-	-	1	-	-	-	-	-
Effective base	1	-	1	-	-	1	-	-	-	-	-
Weighted Base	*	-	*	-	-	*	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	*	-	-	-	-	-
	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-	-	-	-	-	-	-	-
	90%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	2	-	-	-	-	-	-	-	-	-
Effective base	1	-	-	-	-	-	-	-	-	-
Weighted Base	*	-	-	-	-	-	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	-	-	-	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	-	-	-	-	-	-
	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	2	-	-	-	-	2	-	1	1
Effective base	1	-	-	-	-	1	-	1	1
Weighted Base	*	-	-	-	-	*	-	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	*	-	*	-
	10%	-%	-%	-%	-%	10%	-%	100%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	-	*	-	-	*
	90%	-%	-%	-%	-%	90%	-%	-%	100%
Don't know	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	2	-	-	-	-	-	-	-	-	2
Effective base	1	-	-	-	-	-	-	-	-	1
Weighted Base	*	-	-	-	-	-	-	-	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	-	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	10%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	-	-	-	-	-	*
	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	2	-	-	2	2	-	-	-	2	2	-
Effective base	1	-	-	1	1	-	-	-	1	1	-
Weighted Base	*	-	-	*	*	-	-	-	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	*	*	-	-	-	*	*	-
	10%	-%	-%	10%	10%	-%	-%	-%	10%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	*	-	-	-	*	*	-
	90%	-%	-%	90%	90%	-%	-%	-%	90%	90%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	2	-	2	-
Effective base	1	-	1	-
Weighted Base	*	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-
	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-
	10%	-%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-
	90%	-%	90%	-%
Don't know	-	-	-	-
	-%	-%	-%	-%

Columns Tested: a,b,c

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	2	2	-	-	-	-	-	-	-	2	-	-
Effective base	1	1	-	-	-	-	-	-	-	1	-	-
Weighted Base	*	*	-	-	-	-	-	-	-	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	-	-	-	-	-	-	*	-	-
	10%	10%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	-	-	-	-	-	*	-	-
	90%	90%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	2	-	2	-	2	2	2	2	2	2	-	-	1	1	-	-	-
Effective base	1	-	1	-	1	1	1	1	1	1	-	-	1	1	-	-	-
Weighted Base	*	-	*	-	*	*	*	*	*	*	-	-	*	*	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-	*	*	*	*	*	*	-	-	*	-	-	-	-
	10%	-%	10%	-%	10%	10%	10%	10%	10%	10%	-%	-%	100%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-	*	*	*	*	*	*	-	-	-	*	-	-	-
	90%	-%	90%	-%	90%	90%	90%	90%	90%	90%	-%	-%	-%	100%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	2	-	-	2	-	-	-	-	1	-	1	-	-	-	-
Effective base	1	-	-	1	-	-	-	-	1	-	1	-	-	-	-
Weighted Base	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-
	10%	-%	-%	10%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
	90%	-%	-%	90%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	2	1	1	-	-	-	-	-	-	-	2	-	-
Effective base	1	1	1	-	-	-	-	-	-	-	1	-	-
Weighted Base	*	*	*	-	-	-	-	-	-	-	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-	-	-	-	-	-	-	*	-	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	-	-	-	-	-	-	*	-	-
	90%	100%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	2	-	-	2	-	-	-	1	1	-	-
Effective base	1	-	-	1	-	-	-	1	1	-	-
Weighted Base	*	-	-	*	-	-	-	*	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	*	-	-	-	*	-	-	-
	10%	-%	-%	10%	-%	-%	-%	100%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	-	-	-	-	*	-	-
	90%	-%	-%	90%	-%	-%	-%	-%	100%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	2	-	1	1	-	-	1	-	1	2	-	2	-
Effective base	1	-	1	1	-	-	1	-	1	1	-	1	-
Weighted Base	*	-	*	*	-	-	*	-	*	*	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-	-	-	-	-	*	*	-	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	100%	10%	-%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	-	-	*	-	-	*	-	*	-
	90%	-%	-%	100%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	2	2	-	2	-	2	-	2	-	2	-
Effective base	1	1	-	1	-	1	-	1	-	1	-
Weighted Base	*	*	-	*	-	*	-	*	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	*	-	*	-	*	-	*	-
	10%	10%	-%	10%	-%	10%	-%	10%	-%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	*	-	*	-	*	-	*	-
	90%	90%	-%	90%	-%	90%	-%	90%	-%	90%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	2	1	1	-	-	-	2	-	-	1	1	1	-
Effective base	1	1	1	-	-	-	1	-	-	1	1	1	-
Weighted Base	*	*	*	-	-	-	*	-	-	*	*	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	-	-	-	*	-	-	*	*	-	-
	10%	100%	-%	-%	-%	-%	10%	-%	-%	100%	100%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-	-	-	*	-	-	-	-	*	-
	90%	-%	100%	-%	-%	-%	90%	-%	-%	-%	-%	100%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2	2	2	2	1	2	-	1	1	1	-	1	-	1
Effective base	1	1	1	1	1	1	-	1	1	1	-	1	-	1
Weighted Base	*	*	*	*	*	*	-	*	*	*	-	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	*	*	*	*	-	*	*	*	-	-	-	-
	10%	10%	10%	10%	100%	10%	-%	100%	100%	100%	-%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	*	*	*	-	*	-	-	-	-	-	*	-	*
	90%	90%	90%	90%	-%	90%	-%	-%	-%	-%	-%	100%	-%	100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	2	-	-	-	-	1	1	1	2	1	2	2	-	-	2	-
Effective base	1	-	-	-	-	1	1	1	1	1	1	1	-	-	1	-
Weighted Base	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	10%	-%	-%	-%	-%	100%	100%	100%	10%	100%	10%	10%	-%	-%	10%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	-	-	-	-	*	-	*	*	-	-	*	-
	90%	-%	-%	-%	-%	-%	-%	-%	90%	-%	90%	90%	-%	-%	90%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	2	-	2	-	-	-	-	1	-	1	1	-	1
Effective base	1	-	1	-	-	-	-	1	-	1	1	-	1
Weighted Base	*	-	*	-	-	-	-	*	-	*	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*	-	-	-	-	-	-	*	-	-	*
	10%	-%	10%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%
Publications, such as magazines, periodicals, customer newsletters	*	-	*	-	-	-	-	*	-	-	*	-	-
	90%	-%	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	*b
Unweighted Base	2	-	2
Effective base	1	-	1
Weighted Base	*	-	*
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-
	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	*
	10%	-%	10%
Publications, such as magazines, periodicals, customer newsletters	*	-	*
	90%	-%	90%
Don't know	-	-	-
	-%	-%	-%

Columns Tested: a,b

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	2	-	-	-	1	-	-	-	-	-	1	-	-
Effective base	1	-	-	-	1	-	-	-	-	-	1	-	-
Weighted Base	*	-	-	-	*	-	-	-	-	-	*	-	-
Advertising and promotional material, such as catalogues, brochures and direct mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	-	-	-	-	-	-	*	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	*	-	-	-	-	-	-	-	-
	90%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 242 (continuation)

QV8r. Bulk mail product from a different provider

Base: All sending bulk mail product from a different provider (QV8n=4)

	Total base	Quarter		Half	
		Q4 2022	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*a	*b
Unweighted Base	2	1	1	1	1
Effective base	1	1	1	1	1
Weighted Base	*	*	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	- -%	- -%	- -%	- -%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	* 10%	- -%	* 100%	- -%	* 100%
Publications, such as magazines, periodicals, customer newsletters	* 90%	* 100%	- -%	* 100%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b

Table 243

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	289	17	272	133	55	37	64	156
Effective base	93	9	88	77	31	23	42	56
Weighted Base	175	6	169	158	12	3	2	17
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	* 8%	83 49%	76 48%	5 38%	2 48%	1 52%	7 41%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	1 15%	92 55%	83 53%	7 59%	2 59%	1 56%	10 59%
Publications, such as magazines, periodicals, customer newsletters	53 30%	4 68%	49 29%	48 31%	3 26%	1 43%	* 14%	5 28%
Other	7 4%	* 1%	7 4%	7 4%	* 1%	- -%	* 4%	* 1%
Don't know	3 2%	1 13%	2 1%	3 2%	* *%	- -%	* 1%	* *%

Columns Tested:: a,b - a,b,c,d,e

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	289	65	46	22	31	61	64	133	55	101
Effective base	93	42	32	14	20	26	42	77	31	46
Weighted Base	175	104	40	14	6	9	2	158	12	5
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	49 48%	21 52%	6 44%	2 25%	5 51%	1 52%	76 48%	5 38%	2 49%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	54 52%	23 56%	7 48%	4 64%	5 55%	1 56%	83 53%	7 59%	3 58%
Publications, such as magazines, periodicals, customer newsletters	53 30%	32 31%	12 29%	5 37%	2 33%	2 27%	* 14%	48 31%	3 26%	2 34% f
Other	7 4%	5 5%	2 4%	* 2%	* 1%	* 1%	* 4%	7 4%	* 1%	* 1%
Don't know	3 2%	- -%	2 5%	1 6%	- -%	* 1%	* 1%	3 2%	* *%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	*c	*d	e
Unweighted Base	289	75	58	55	37	64	98	56	27	25	59
Effective base	93	48	42	31	23	42	47	24	11	5	18
Weighted Base	175	116	42	12	3	2	92	51	9	11	6
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	55 48%	21 50%	5 38%	2 48%	1 52%	44 47%	23 45%	4 48%	7 63%	2 43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	57 50%	26 61%	7 59%	2 59%	1 56%	43 47%	32 61%	7 79%	6 59%	3 51%
Publications, such as magazines, periodicals, customer newsletters	53 30%	35 30%	13 32%	3 26%	1 43%	* 14%	25 27%	21 40%	2 18%	2 19%	2 38%
Other	7 4%	7 6%	* 1%	* 1%	- -%	* 4%	5 6%	2 3%	- -%	- -%	* 1%
Don't know	3 2%	- -%	3 6%	* *0%	- -%	* 1%	1 1%	1 2%	- -%	- -%	* *0%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	289	19	17	37	13	16	13	16	14	15
Effective base	93	13	9	12	9	7	9	9	7	7
Weighted Base	175	13	17	30	14	11	17	25	17	9
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	9 66%	7 38%	20 67%	4 25%	8 72%	6 37%	13 51%	3 18%	4 44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	11 82%	13 74%	11 36%	9 63%	6 56%	4 20%	8 33%	14 82%	6 70%
Publications, such as magazines, periodicals, customer newsletters	53 30%	6 43%	6 32%	12 39%	6 42%	* 4%	9 52%	1 5%	6 33%	2 22%
Other	7 4%	- -%	2 11%	2 6%	- -%	- -%	* *0%	3 11%	- -%	- -%
Don't know	3 2%	- -%	1 5%	1 2%	1 7%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	*g	h
Unweighted Base	289	44	50	66	160	129	48	29	52
Effective base	93	23	26	29	74	44	20	11	22
Weighted Base	175	34	47	73	153	21	12	4	5
Advertising and promotional material, such as catalogues, brochures and direct mail	83	15	18	40	73	10	5	3	2
	48%	45%	39%	55%	48%	48%	44%	59%	47%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93	21	37	23	81	12	8	2	2
	53%	63%	79%	31%	53%	57%	63%	57%	40%
		c	cdh			c	c		
Publications, such as magazines, periodicals, customer newsletters	53	8	17	22	47	6	3	1	2
	30%	25%	36%	30%	31%	29%	26%	31%	32%
Other	7	-	2	5	7	1	*	*	*
	4%	-%	4%	6%	4%	3%	*%	7%	6%
Don't know	3	1	1	1	2	*	-	*	*
	2%	3%	2%	1%	2%	1%	-%	*%	6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	289	13	18	10	28	25	72	12	19	119
Effective base	93	8	5	4	9	11	26	4	6	41
Weighted Base	175	17	10	11	21	30	30	5	5	67
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	10 61%	6 67%	8 71%	15 69%	13 45%	17 57%	2 45%	3 52%	23 35%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	15 89%	5 51%	4 36%	9 43%	21 71%	17 58%	2 44%	3 69%	25 37%
Publications, such as magazines, periodicals, customer newsletters	53 30%	6 34%	* 5%	1 7%	1 6%	9 31%	9 32%	3 59%	2 45%	22 33%
Other	7 4%	2 12%	* 1%	- -%	* *%	- -%	* 1%	- -%	- -%	5 7%
Don't know	3 2%	- -%	* *%	- -%	* *%	1 3%	* *%	* *%	- -%	2 3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	289	66	72	151	266	23	-	233	56	285	4
Effective base	93	27	26	49	84	10	-	80	15	93	3
Weighted Base	175	68	30	77	152	23	-	155	20	174	1
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	38 56%	17 57%	28 36%	70 46%	13 57%	- -%	73 47%	11 54%	83 48%	* 28%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	45 67%	17 58%	31 40%	78 51%	16 68%	- -%	88 57%	5 24%	93 53%	* 4%
Publications, such as magazines, periodicals, customer newsletters	53 30%	16 24%	9 32%	28 36%	45 30%	8 37%	- -%	49 32%	4 20%	53 30%	* 60%
Other	7 4%	2 3%	* 1%	5 6%	7 5%	- -%	- -%	7 4%	* 2%	7 4%	* 36%
Don't know	3 2%	1 1%	* *%	2 2%	3 2%	- -%	- -%	* *%	3 13%	3 2%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	289	114	103	71
Effective base	93	45	35	15
Weighted Base	175	71	74	29
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	34 48%	31 42%	17 60%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	33 46%	42 57%	18 63%
Publications, such as magazines, periodicals, customer newsletters	53 30%	18 26%	24 32%	11 38%
Other	7 4%	3 4%	4 5%	* 2%
Don't know	3 2%	1 1%	2 2%	* *0%

Columns Tested: a,b,c

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	289	150	60	30	9	17	13	6	4	210	79	49
Effective base	93	66	12	6	3	5	3	3	1	78	16	10
Weighted Base	175	117	26	10	2	14	4	2	*	143	32	22
Advertising and promotional material, such as catalogues, brochures and direct mail	83	50	11	7	2	10	3	*	*	61	22	15
	48%	43%	44%	70%	99%	72%	62%	22%	92%	43%	69%	68%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93	62	18	3	2	2	3	2	*	80	13	10
	53%	53%	71%	35%	86%	17%	78%	97%	100%	56%	41%	43%
Publications, such as magazines, periodicals, customer newsletters	53	29	19	1	2	1	1	1	*	48	5	4
	30%	25%	73%	9%	84%	6%	12%	54%	94%	33%	17%	20%
			acijk									
Other	7	7	*	*	-	*	-	-	-	7	*	*
	4%	6%	*%	1%	-%	*%	-%	-%	-%	5%	*%	*%
Don't know	3	2	-	-	-	1	-	-	-	2	1	1
	2%	2%	-%	-%	-%	5%	-%	-%	-%	1%	2%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	289	48	102	139	279	266	284	257	229	288	17	118	29	43	24	33	20
Effective base	93	25	42	28	87	85	91	78	72	93	8	47	8	11	6	7	6
Weighted Base	175	50	68	58	161	161	169	151	142	175	11	86	12	25	10	15	10
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	23 46%	27 40%	33 57%	78 48%	78 49%	83 49%	75 49%	72 51%	83 48%	6 56%	40 46%	6 51%	14 56%	7 70%	9 63%	1 8%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	22 44%	40 59%	32 55%	86 53%	88 55%	91 54%	82 54%	79 55%	93 53%	4 41%	49 57%	4 29%	10 40%	5 55%	11 75%	7 66%
Publications, such as magazines, periodicals, customer newsletters	53 30%	16 32%	13 20%	24 42%	52 32%	50 31%	53 31%	42 28%	42 30%	53 30%	4 38%	25 29%	4 33%	4 17%	3 35%	8 56%	4 36%
Other	7 4%	4 7%	3 5%	* *%	4 3%	4 3%	4 3%	7 5%	4 3%	7 4%	- -%	4 4%	* 4%	* *%	- -%	* *%	- -%
Don't know	3 2%	1 2%	1 1%	1 1%	3 2%	3 2%	3 2%	2 1%	2 1%	3 2%	- -%	3 3%	- -%	* 1%	* *%	- -%	- -%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	289	127	44	37	27	15	16	13	92	72	35	24	21	12	10
Effective base	93	48	16	11	5	7	3	4	39	22	9	9	4	3	2
Weighted Base	175	92	21	24	3	6	9	7	60	50	21	15	7	5	3
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	45 49%	6 27%	16 69%	1 34%	5 84%	5 56%	1 7%	24 40%	31 61%	11 54%	6 42%	5 66%	1 29%	* 10%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	43 47%	15 72%	9 36%	2 64%	4 78%	8 87%	5 68%	37 62%	26 52%	8 40%	9 58%	4 48%	3 61%	2 66%
Publications, such as magazines, periodicals, customer newsletters	53 30%	29 32%	7 33%	4 16%	* 4%	4 78%	5 51%	3 38%	22 37%	12 25%	4 21%	7 44%	2 29%	1 25%	1 31%
Other	7 4%	4 4%	* 1%	* *%	* 4%	- -%	- -%	- -%	2 3%	2 4%	* 1%	- -%	* 1%	- -%	- -%
Don't know	3 2%	3 3%	- -%	* *%	* *%	- -%	- -%	- -%	1 1%	2 3%	- -%	* 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	289	69	49	54	31	24	11	19	41	81	73	55	32
Effective base	93	24	13	16	9	8	3	7	20	29	25	12	5
Weighted Base	175	40	27	26	19	16	7	15	39	50	49	16	13
Advertising and promotional material, such as catalogues, brochures and direct mail	83	16	16	13	10	7	6	7	15	25	26	10	5
	48%	39%	58%	50%	57%	41%	83%	46%	39%	51%	52%	66%	39%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93	25	13	15	10	8	3	8	24	22	23	10	10
	53%	62%	48%	57%	53%	52%	35%	52%	61%	45%	47%	63%	70%
Publications, such as magazines, periodicals, customer newsletters	53	10	2	9	11	7	*	3	19	9	12	5	9
	30%	25%	8%	35%	61%	41%	4%	19%	48%	18%	24%	30%	64%
Other	7	5	*	2	-	-	-	-	2	-	2	*	*
	4%	12%	1%	8%	-%	-%	-%	-%	5%	-%	4%	1%	2%
Don't know	3	*	1	-	-	-	1	*	*	2	1	*	-
	2%	*%	3%	-%	-%	-%	11%	1%	*%	4%	2%	*%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	289	88	60	57	50	21	56	79	67	39	21
Effective base	93	34	22	21	10	2	26	28	17	11	4
Weighted Base	175	68	37	31	12	7	50	53	32	11	12
Advertising and promotional material, such as catalogues, brochures and direct mail	83	30	19	16	8	5	18	29	18	7	5
	48%	44%	50%	50%	63%	69%	35%	54%	56%	61%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93	36	13	18	7	6	34	22	14	9	8
	53%	52%	34%	59%	60%	93%	68%	41%	43%	79%	70%
							b			b	
Publications, such as magazines, periodicals, customer newsletters	53	23	7	8	4	6	17	11	8	6	7
	30%	33%	19%	26%	36%	83%	35%	20%	26%	49%	63%
Other	7	2	2	*	*	-	2	-	2	*	*
	4%	3%	5%	*%	1%	-%	4%	-%	6%	*%	2%
Don't know	3	2	1	*	-	-	*	2	1	*	-
	2%	3%	2%	*%	-%	-%	*%	3%	3%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	289	45	63	78	40	26	198	28	29	224	65	210	69
Effective base	93	18	20	24	11	6	60	11	8	73	21	66	21
Weighted Base	175	32	45	41	24	5	115	16	19	134	40	116	46
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	15 46%	26 57%	17 41%	12 49%	3 52%	57 49%	4 25%	13 69%	63 47%	21 51%	54 47%	24 53%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	18 55%	19 41%	20 50%	20 80%	2 45%	62 54%	8 50%	12 61%	68 50%	26 63%	61 53%	25 54%
Publications, such as magazines, periodicals, customer newsletters	53 30%	10 30%	4 10%	12 28%	12 51%	4 83%	31 27%	7 42%	5 27%	38 28%	16 39%	35 31%	16 36%
Other	7 4%	2 6%	5 10%	1 1%	* *%	* 1%	7 6%	* 2%	* *%	7 5%	* 1%	4 3%	* 1%
Don't know	3 2%	1 3%	1 2%	* *%	* *%	- -%	* *%	2 11%	- -%	2 2%	1 2%	2 2%	1 2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	289	160	106	130	127	213	66	157	109	128	129
Effective base	93	62	28	44	35	67	21	54	32	46	34
Weighted Base	175	93	68	79	72	116	45	90	71	79	72
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	42 45%	36 53%	38 48%	37 51%	56 49%	22 48%	34 38%	44 62%	42 53%	33 46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	48 52%	40 59%	42 53%	40 56%	56 48%	30 65%	53 59%	35 49%	40 51%	41 58%
Publications, such as magazines, periodicals, customer newsletters	53 30%	29 32%	20 30%	17 21%	26 36%	30 26%	22 47%	28 31%	22 31%	18 22%	25 34%
Other	7 4%	4 4%	* *%	7 8%	1 1%	4 4%	- -%	4 5%	* *%	7 8%	1 1%
Don't know	3 2%	2 2%	1 1%	1 1%	1 1%	2 2%	1 2%	2 2%	1 1%	1 1%	1 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	289	218	161	73	-	207	136	61	-	220	113	63	-
Effective base	93	64	52	22	-	64	42	17	-	66	34	20	-
Weighted Base	175	124	91	35	-	124	67	28	-	130	46	30	-
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	64 52%	46 51%	21 60%	- -%	66 54%	30 45%	16 56%	- -%	70 53%	21 46%	15 49%	- -%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	70 56%	46 51%	20 57%	- -%	67 54%	43 64%	15 52%	- -%	71 55%	34 73%	21 69%	- -%
Publications, such as magazines, periodicals, customer newsletters	53 30%	40 32%	31 35%	9 26%	- -%	38 31%	23 34%	10 36%	- -%	36 28%	14 31%	13 44%	- -%
Other	7 4%	4 3%	2 3%	* *%	- -%	4 3%	2 3%	* 1%	- -%	7 5%	2 5%	* 1%	- -%
Don't know	3 2%	2 1%	1 1%	* *%	- -%	2 1%	1 1%	* 1%	- -%	2 2%	- -%	1 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	*e	First class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	*e	a	b
Unweighted Base	289	188	178	132	181	124	36	82	76	90	32	16	57	40
Effective base	93	56	54	37	56	38	11	23	18	24	10	5	18	9
Weighted Base	175	100	103	71	105	79	9	44	31	50	16	10	31	20
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	53 53%	50 48%	36 51%	51 49%	40 51%	5 62%	24 56%	22 71%	28 56%	8 52%	5 47%	8 24%	9 45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	58 57%	55 54%	45 63%	69 66%	47 59%	7 81%	30 68%	20 64%	35 69%	14 88%	10 99%	23 72%	11 53%
Publications, such as magazines, periodicals, customer newsletters	53 30%	37 37%	38 37%	24 34%	33 31%	33 41%	3 36%	15 35%	11 37%	17 34%	9 54%	6 63%	11 35%	8 38%
Other	7 4%	2 2%	4 4%	5 7%	4 4%	2 3%	* 1%	2 5%	2 6%	5 10%	- -%	- -%	* *%	* 2%
Don't know	3 2%	2 2%	1 1%	1 2%	2 2%	1 1%	- -%	1 2%	* *%	1 2%	- -%	- -%	1 3%	1 4%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	289	51	55	26	15	204	170	245	169	161	210	170	61	-	212	14
Effective base	93	17	22	11	7	61	50	77	52	48	62	57	19	-	66	5
Weighted Base	175	26	35	19	17	109	84	138	95	88	118	87	25	-	124	9
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	16 59%	14 39%	5 25%	13 79%	55 51%	44 52%	68 50%	56 58%	41 46%	64 55%	44 50%	15 60%	- -%	58 47%	7 70%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	14 52%	23 66%	14 71%	9 53%	62 57%	43 52%	74 53%	51 54%	59 67%	68 58%	43 50%	13 52%	- -%	65 52%	4 43%
Publications, such as magazines, periodicals, customer newsletters	53 30%	8 28%	15 42%	3 15%	3 20%	34 31%	31 37%	44 32%	34 36%	31 36%	36 30%	26 30%	12 47%	- -%	38 30%	* 5%
Other	7 4%	- -%	* 1%	2 10%	2 12%	2 2%	* 1%	3 2%	4 4%	2 2%	3 2%	4 4%	* 1%	- -%	7 6%	* *%
Don't know	3 2%	1 4%	* *%	- -%	* 1%	3 2%	1 1%	3 2%	1 1%	1 1%	2 2%	2 2%	* *%	- -%	* *%	- -%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?**Royal Mail bulk mail**

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	289	167	79	154	5	128	52	79	165	42	79	105	97
Effective base	93	56	24	44	2	39	13	25	55	13	26	35	30
Weighted Base	175	106	44	92	2	89	21	41	101	30	38	72	58
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	52 49%	20 47%	41 44%	* 8%	38 43%	15 72%	22 54%	39 38%	23 75%	22 57%	27 38%	32 54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	63 60%	17 39%	51 56%	2 95%	54 61%	9 43%	27 65%	51 50%	15 50%	24 64%	41 58%	26 44%
Publications, such as magazines, periodicals, customer newsletters	53 30%	32 30%	14 32%	29 31%	- -%	32 36%	2 11%	13 33%	31 31%	9 29%	10 27%	21 29%	18 32%
Other	7 4%	2 2%	5 12%	1 1%	- -%	* *0%	* 1%	* *0%	5 5%	- -%	* *0%	2 3%	5 9%
Don't know	3 2%	1 1%	1 2%	1 1%	- -%	1 1%	* *0%	2 4%	1 1%	- -%	1 2%	1 2%	1 1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	289	181	108
Effective base	93	55	38
Weighted Base	175	101	74
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	56 56%	27 36%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	53 53%	40 54%
Publications, such as magazines, periodicals, customer newsletters	53 30%	30 30%	23 31%
Other	7 4%	2 2%	5 7%
Don't know	3 2%	3 3%	* *%

Columns Tested: a,b

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	h	i	*j	*k	*l
Unweighted Base	289	-	18	41	37	8	22	20	46	33	29	16	19
Effective base	93	-	8	15	10	2	6	6	16	18	9	11	7
Weighted Base	175	-	8	28	12	3	20	6	19	37	6	22	13
Advertising and promotional material, such as catalogues, brochures and direct mail	83	-	4	8	5	3	6	1	11	29	3	11	3
	48%	-%	52%	27%	41%	84%	30%	23%	55%	79%	46%	49%	23%
										c			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93	-	4	18	6	*	13	3	13	20	3	8	6
	53%	-%	51%	62%	46%	12%	64%	61%	67%	53%	44%	36%	47%
Publications, such as magazines, periodicals, customer newsletters	53	-	5	10	3	-	*	*	6	13	3	9	4
	30%	-%	63%	35%	22%	-%	2%	4%	30%	34%	53%	43%	31%
Other	7	-	*	3	*	*	2	-	-	-	*	2	*
	4%	-%	4%	10%	*%	4%	9%	-%	-%	-%	1%	9%	*%
Don't know	3	-	-	-	1	*	-	1	-	1	*	-	-
	2%	-%	-%	-%	8%	1%	-%	17%	-%	2%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 243 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	289	59	67	99	64	126	163
Effective base	93	21	15	37	22	35	59
Weighted Base	175	36	35	62	41	72	103
Advertising and promotional material, such as catalogues, brochures and direct mail	83 48%	12 32%	14 39%	41 66% a	16 40%	26 36%	58 56%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	93 53%	22 60%	19 53%	36 58%	16 40%	41 57%	52 51%
Publications, such as magazines, periodicals, customer newsletters	53 30%	15 41% b	3 8%	19 30%	16 41% b	18 25%	35 34%
Other	7 4%	3 9%	2 5%	- -%	2 5%	5 7%	2 2%
Don't know	3 2%	- -%	1 3%	2 3%	* *%	1 1%	2 2%

Columns Tested: a,b,c,d - a,b

Table 244

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Letters	1706	548	1158	1625	69	8	4	81
	85%	91%	83%	85%	90%	87%	87%	90%
		b						
Large letters	1135	478	657	1075	51	6	4	60
	57%	79%	47%	56%	67%	68%	74%	67%
		b			a		a	a
Parcels and packets	1219	474	745	1160	50	6	4	59
	61%	78%	53%	61%	66%	64%	72%	66%
		b					a	
Advertising and promotional material, such as catalogues, brochures and direct mail	805	429	376	762	36	4	2	43
	40%	71%	27%	40%	48%	43%	49%	47%
		b			a			a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	429	156	548	32	3	2	37
	29%	71%	11%	29%	42%	30%	34%	41%
		b			a			a
Other everyday correspondence, such as invoices, one off bills etc.	806	381	425	767	34	3	2	39
	40%	63%	30%	40%	45%	33%	41%	44%
		b						
Publications, such as magazines, periodicals, customer newsletters	652	377	275	614	32	3	2	37
	33%	62%	20%	32%	42%	34%	44%	41%
		b			a		a	a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	162	72	218	13	2	1	15
	12%	27%	5%	11%	17%	19%	13%	17%
		b			a			a
Refused	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
None of these	82	8	74	80	1	*	*	1
	4%	1%	5%	4%	2%	2%	1%	2%
			a	e				
Other	1	1	-	1	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%
Don't know	11	4	7	11	-	-	-	-
	1%	1%	*%	1%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1865	581	1283	1778	74	9	5	87
	93%	96%	92%	93%	97%	97%	94%	97%
		b			a			a
NET: Letters, Large letters	1781	565	1216	1697	71	9	5	84
	89%	93%	87%	89%	93%	95%	92%	93%
		b						a

Columns Tested:: a,b - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Letters	1706 85%	1008 83%	486 89%	131 93%	48 91%	29 88%	4 87%	1625 85%	69 90%	12 87%
			a	ag	a			a	a	
Large letters	1135 57%	655 54%	323 59%	96 69%	33 64%	23 72%	4 74%	1075 56%	51 67%	10 70%
				ag	a	abg	abg		ag	abg
Parcels and packets	1219 61%	715 59%	349 64%	96 68%	32 62%	23 71%	4 72%	1160 61%	50 66%	9 67%
				a		ag	ag			
Advertising and promotional material, such as catalogues, brochures and direct mail	805 40%	458 38%	229 42%	75 53%	25 48%	15 46%	2 49%	762 40%	36 48%	6 45%
				abg	a		a		ag	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584 29%	348 29%	155 28%	45 32%	21 41%	13 41%	2 34%	548 29%	32 42%	4 32%
					abg	abg			abg	
Other everyday correspondence, such as invoices, one off bills etc.	806 40%	459 38%	236 43%	71 51%	24 45%	14 42%	2 41%	767 40%	34 45%	5 36%
				agi						
Publications, such as magazines, periodicals, customer newsletters	652 33%	377 31%	176 32%	61 43%	22 42%	13 39%	2 44%	614 32%	32 42%	5 38%
				abg	abg		abg		abg	
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	144	56	18	10	5	1	218	13	2
	12%	12%	10%	13%	19%	14%	13%	11%	17%	17%
					abg				bg	
Refused	2	2	-	-	-	-	*	2	-	*
	*%	*%	-%	-%	-%	-%	1%	*%	-%	*%
None of these	82	70	10	-	1	1	*	80	1	*
	4%	6%	2%	-%	1%	2%	1%	4%	2%	1%
		bcdghi						c		
Other	1	1	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	11	7	2	2	-	-	-	11	-	-
	1%	1%	*%	1%	-%	-%	-%	1%	-%	-%
NET: Letters, large letters, packets and parcels	1865	1117	525	135	51	32	5	1778	74	13
	93%	91%	96%	97%	97%	97%	94%	93%	97%	96%
			a	a	a			ag		
NET: Letters, Large letters	1781	1058	506	133	49	30	5	1697	71	13
	89%	87%	92%	95%	93%	93%	92%	89%	93%	94%
			a	ag	a			a		a

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Letters	1706	1310	315	69	8	4	920	230	49	41	45
	85%	84%	90%	90%	87%	87%	83%	87%	90%	89%	96%
		a	a	a							a
Large letters	1135	853	222	51	6	4	528	180	33	20	33
	57%	55%	63%	67%	68%	74%	48%	68%	61%	44%	70%
		a	a	a	a	ab		ad			ad
Parcels and packets	1219	922	238	50	6	4	618	167	33	25	33
	61%	59%	68%	66%	64%	72%	56%	64%	61%	55%	72%
			a			a					
Advertising and promotional material, such as catalogues, brochures and direct mail	805	593	169	36	4	2	334	132	21	20	23
	40%	38%	48%	48%	43%	49%	30%	50%	39%	45%	50%
			a	a		a		a			a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	419	129	32	3	2	181	76	18	20	23
	29%	27%	37%	42%	30%	34%	16%	29%	34%	43%	49%
			a	a				a	a	a	ab
Other everyday correspondence, such as invoices, one off bills etc.	806	605	162	34	3	2	353	124	34	15	21
	40%	39%	46%	45%	33%	41%	32%	47%	62%	33%	45%
			a					a	ad		
Publications, such as magazines, periodicals, customer newsletters	652	477	137	32	3	2	262	97	20	16	21
	33%	31%	39%	42%	34%	44%	24%	37%	38%	35%	45%
			a	a		a		a	a		a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	171	48	13	2	1	85	33	9	9	5
	12%	11%	14%	17%	19%	13%	8%	12%	16%	21%	11%
			a						a		a
Refused	2	2	-	-	-	*	2	-	-	*	-
	*%	*%	-%	-%	-%	1%	*%	-%	-%	*%	-%
None of these	82	75	5	1	*	*	69	1	1	*	*
	4%	5%	1%	2%	2%	1%	6%	*%	2%	1%	*%
		bc					b				
Other	1	1	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	9	2	-	-	-	5	-	-	1	-
	1%	1%	1%	-%	-%	-%	*%	-%	-%	2%	-%
NET: Letters, large letters, packets and parcels	1865	1439	338	74	9	5	1015	255	53	44	46
	93%	92%	96%	97%	97%	94%	91%	97%	98%	97%	98%
			a	a				a			
NET: Letters, Large letters	1781	1370	327	71	9	5	965	245	50	43	45
	89%	88%	93%	93%	95%	92%	87%	93%	93%	93%	97%
			a	a				a			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Letters	1706	149	126	298	78	133	238	222	138	111
	85%	89%	84%	83%	80%	86%	88%	89%	85%	75%
		i					i	i		
Large letters	1135	104	85	195	54	103	153	135	90	70
	57%	62%	57%	54%	55%	67%	56%	54%	55%	48%
						i				
Parcels and packets	1219	111	94	217	45	93	175	143	95	80
	61%	66%	63%	60%	46%	60%	64%	57%	58%	55%
		d					d			
Advertising and promotional material, such as catalogues, brochures and direct mail	805	66	60	140	41	69	101	102	54	51
	40%	39%	40%	39%	42%	44%	37%	41%	33%	34%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	46	48	111	30	44	66	60	48	36
	29%	27%	32%	31%	31%	29%	24%	24%	29%	24%
Other everyday correspondence, such as invoices, one off bills etc.	806	66	66	142	26	60	120	96	52	64
	40%	39%	44%	39%	27%	39%	44%	39%	32%	43%
			d				d			d
Publications, such as magazines, periodicals, customer newsletters	652	54	59	118	22	52	89	73	53	42
	33%	32%	39%	33%	23%	34%	33%	29%	33%	29%
			d							
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	12	27	45	7	19	31	39	14	13
	12%	7%	18% a	13%	7%	12%	11%	16%	9%	9%
Refused	2	-	-	*	2	-	-	-	-	-
	*%	-%	-%	*%	2%	-%	-%	-%	-%	-%
None of these	82	4	6	10	9	2	11	6	12	14
	4%	3%	4%	3%	9%	1%	4%	3%	7%	10%
Other	1	1	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	2	1	4	-	-	-	1	-	-
	1%	1%	1%	1%	-%	-%	-%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1865	158	141	338	87	149	255	232	150	127
	93%	94%	95%	94%	89%	96%	94%	93%	92%	86%
NET: Letters, Large letters	1781	154	135	310	85	141	247	230	146	116
	89%	92%	90%	86%	87%	91%	91%	92%	89%	79%
		i	i	i		i	i	i		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Letters	1706	322	413	758	1493	213	103	74	37
	85%	80%	86%	86%	85%	89%	86%	93%	91%
						ad		abcdf	ad
Large letters	1135	228	278	482	988	147	67	52	27
	57%	57%	58%	55%	56%	61%	56%	65%	69%
								cd	abcdf
Parcels and packets	1219	219	300	535	1053	166	83	55	28
	61%	55%	62%	61%	60%	69%	69%	68%	71%
						acd	ad	ad	acd
Advertising and promotional material, such as catalogues, brochures and direct mail	805	160	180	343	683	122	56	42	23
	40%	40%	38%	39%	39%	51%	47%	53%	58%
						abcd	d	abcd	abcdf
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	110	141	237	488	96	44	33	19
	29%	28%	29%	27%	28%	40%	37%	41%	49%
						abcd	acd	abcd	abcdf
Other everyday correspondence, such as invoices, one off bills etc.	806	150	184	358	692	114	49	43	22
	40%	37%	38%	41%	39%	48%	41%	54%	55%
						abcd		abcdf	abcdf
Publications, such as magazines, periodicals, customer newsletters	652	116	166	280	562	90	40	32	17
	33%	29%	35%	32%	32%	37%	33%	41%	44%
						ad		acd	acdf

Columns Tested: a,b,c,d,e,f,g,h

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	39	53	115	207	27	14	8	5
	12%	10%	11%	13%	12%	11%	12%	10%	12%
Refused	2	2	-	*	2	-	-	-	-
	*%	1%	-%	*%	*%	-%	-%	-%	-%
None of these	82	25	22	28	76	6	3	2	1
	4%	6%	5%	3%	4%	3%	3%	2%	2%
Other	1	-	1	-	1	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%
Don't know	11	-	3	5	8	2	2	1	-
	1%	-%	1%	1%	*%	1%	2%	1%	-%
NET: Letters, large letters, packets and parcels	1865	363	449	825	1636	228	113	77	38
	93%	91%	93%	94%	93%	95%	94%	96%	96%
						a		a	
NET: Letters, Large letters	1781	342	435	786	1563	218	105	75	37
	89%	85%	91%	89%	89%	91%	88%	94%	94%
						a		adf	a

Columns Tested:: a,b,c,d,e,f,g,h

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Letters	1706	93	103	25	128	205	341	68	54	808
	85%	91%	79%	65%	76%	90%	81%	95%	93%	86%
		cd				cd		bcd	cd	cd
Large letters	1135	58	79	24	104	128	244	43	38	513
	57%	57%	61%	62%	61%	56%	58%	60%	65%	55%
Parcels and packets	1219	61	98	28	126	143	290	48	34	509
	61%	60%	75%	73%	74%	63%	69%	67%	58%	54%
			i		i		i			
Advertising and promotional material, such as catalogues, brochures and direct mail	805	49	61	18	79	102	176	41	25	325
	40%	49%	47%	48%	47%	44%	42%	57%	42%	35%
					i		i	i		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	50	38	13	51	72	121	20	25	238
	29%	50%	29%	34%	30%	31%	29%	27%	42%	25%
		bdefgi							i	
Other everyday correspondence, such as invoices, one off bills etc.	806	49	63	17	80	89	173	32	29	350
	40%	49%	48%	44%	47%	39%	41%	44%	49%	37%
Publications, such as magazines, periodicals, customer newsletters	652	50	35	15	50	80	125	26	29	291
	33%	49%	27%	39%	29%	35%	30%	37%	49%	31%
		bdfi							bdfi	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Order fulfilment (sending ordered goods to customers)	234	13	27	10	37	13	65	8	*	95
	12%	13%	21%	25%	22%	6%	16%	11%	1%	10%
		h	ehi	eh	ehi		ehi			
Refused	2	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
None of these	82	-	3	-	3	6	26	*	*	46
	4%	-%	3%	-%	2%	3%	6%	1%	*%	5%
Other	1	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Don't know	11	4	-	-	-	3	3	-	-	1
	1%	4%	-%	-%	-%	1%	1%	-%	-%	*%
		i				i				
NET: Letters, large letters, packets and parcels	1865	97	126	34	161	220	386	70	58	863
	93%	95%	97%	89%	95%	96%	92%	98%	99%	92%
									c	
NET: Letters, Large letters	1781	97	110	29	139	212	359	70	58	837
	89%	95%	84%	75%	82%	93%	85%	98%	99%	89%
		cd				cd		bcdf	bcdfi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Letters	1706	426	341	939	1405	301	-	1573	132	1641	65
	85%	85%	81%	87%	84%	90%	-%	85%	87%	85%	85%
Large letters	1135	289	244	602	939	197	-	1048	87	1096	39
	57%	58%	58%	56%	56%	59%	-%	57%	57%	57%	51%
Parcels and packets	1219	330	290	599	1010	209	-	1132	87	1183	36
	61%	66%	69%	55%	61%	63%	-%	61%	57%	62%	47%
Advertising and promotional material, such as catalogues, brochures and direct mail	805	230	176	399	676	129	-	744	61	777	28
	40%	46%	42%	37%	41%	39%	-%	40%	40%	40%	37%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	173	121	290	472	112	-	534	50	558	26
	29%	35%	29%	27%	28%	34%	-%	29%	33%	29%	35%
Other everyday correspondence, such as invoices, one off bills etc.	806	218	173	414	655	151	-	750	56	773	32
	40%	44%	41%	38%	39%	46%	-%	41%	37%	40%	43%
Publications, such as magazines, periodicals, customer newsletters	652	179	125	348	537	114	-	602	50	627	25
	33%	36%	30%	32%	32%	34%	-%	33%	33%	33%	32%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	63	65	106	191	43	-	220	14	222	12
	12%	13%	16%	10%	11%	13%	-%	12%	9%	12%	16%
Refused	2	-	-	2	2	-	-	2	-	2	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
None of these	82	9	26	47	71	11	-	75	7	77	4
	4%	2%	6%	4%	4%	3%	-%	4%	5%	4%	6%
Other	1	-	-	1	1	-	-	1	-	-	1
	*%	-%	-%	*%	*%	-%	-%	*%	-%	-%	2%
Don't know	11	6	3	1	7	4	-	10	1	9	2
	1%	1%	1%	*%	*%	1%	-%	1%	*%	*%	2%
NET: Letters, large letters, packets and parcels	1865	478	386	1001	1548	317	-	1723	142	1796	69
	93%	96%	92%	93%	93%	95%	-%	93%	94%	93%	90%
NET: Letters, Large letters	1781	448	359	974	1471	310	-	1642	139	1713	68
	89%	90%	85%	90%	88%	93%	-%	89%	92%	89%	89%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Letters	1706	1136	226	323
	85%	91%	77%	77%
		bc		
Large letters	1135	695	173	256
	57%	55%	59%	61%
Parcels and packets	1219	695	193	311
	61%	55%	65%	74%
			a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	805	483	116	190
	40%	38%	39%	45%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	334	89	145
	29%	27%	30%	35%
				a
Other everyday correspondence, such as invoices, one off bills etc.	806	495	118	185
	40%	39%	40%	44%
Publications, such as magazines, periodicals, customer newsletters	652	413	93	135
	33%	33%	31%	32%
Goods / business supplies / large packets ordered via lorry	-	-	-	-
	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-
	-%	-%	-%	-%

Columns Tested: a,b,c

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Order fulfilment (sending ordered goods to customers)	234	126	31	67
	12%	10%	11%	16%
				a
Refused	2	-	2	-
	*%	-%	1%	-%
None of these	82	31	4	42
	4%	2%	1%	10%
				ab
Other	1	1	-	-
	*%	*%	-%	-%
Don't know	11	10	*	*
	1%	1%	*%	*%
NET: Letters, large letters, packets and parcels	1865	1186	277	375
	93%	95%	94%	90%
		c		
NET: Letters, Large letters	1781	1162	250	349
	89%	93%	85%	83%
		bc		

Columns Tested: a,b,c

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Letters	1706	1513	142	35	4	10	1	1	*	1654	51	17
	85%	87%	76%	92%	48%	54%	29%	57%	99%	86%	72%	50%
		bjk	k	k						bjk		
Large letters	1135	977	123	25	4	5	1	1	*	1100	35	11
	57%	56%	66%	66%	49%	25%	20%	41%	89%	57%	49%	31%
		k	ak	k						k		
Parcels and packets	1219	1035	140	28	3	8	3	2	*	1175	44	16
	61%	59%	75%	74%	43%	42%	59%	92%	10%	61%	61%	48%
			aik									
Advertising and promotional material, such as catalogues, brochures and direct mail	805	698	77	21	1	4	4	1	*	775	30	9
	40%	40%	41%	56%	13%	21%	73%	34%	7%	40%	42%	27%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	495	63	18	2	3	2	1	*	557	27	9
	29%	28%	34%	49%	31%	15%	46%	61%	16%	29%	38%	26%
			ai									
Other everyday correspondence, such as invoices, one off bills etc.	806	692	86	20	1	2	3	1	*	779	27	7
	40%	40%	46%	54%	17%	11%	52%	53%	10%	40%	38%	21%
			k	k								
Publications, such as magazines, periodicals, customer newsletters	652	562	63	20	1	2	3	1	*	625	27	7
	33%	32%	34%	53%	16%	10%	55%	44%	1%	32%	37%	20%
			aik									
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	184	32	13	1	2	*	1	-	217	17	4
	12%	11%	17%	36%	12%	10%	8%	34%	-%	11%	24%	12%
			a	ai							ai	
Refused	2	2	*	-	-	-	-	-	-	2	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None of these	82	70	9	-	3	-	-	*	-	79	3	3
	4%	4%	5%	-%	37%	-%	-%	1%	-%	4%	4%	8%
Other	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	11	7	4	-	-	-	-	-	-	11	-	-
	1%	*%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%
			a									
NET: Letters, large letters, packets and parcels	1865	1630	169	37	5	17	4	2	*	1799	65	28
	93%	94%	91%	100%	63%	90%	80%	99%	99%	93%	92%	83%
NET: Letters, Large letters	1781	1570	153	36	5	13	2	1	*	1724	57	21
	89%	90%	82%	97%	63%	66%	36%	64%	99%	89%	80%	61%
		bjk	k	k						bk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Letters	1706	991	522	193	1423	1069	1485	1068	548	409	435	888	34	60	37	23	9
	85%	88%	84%	75%	88%	84%	87%	83%	81%	82%	88%	89%	72%	75%	95%	65%	50%
Large letters	1135	601	376	158	926	781	979	761	363	265	229	623	32	50	24	16	6
	57%	53%	61%	61%	57%	62%	57%	59%	53%	53%	46%	62%	68%	62%	61%	47%	33%
Parcels and packets	1219	589	446	184	969	812	1029	869	412	306	246	645	33	50	27	20	8
	61%	52%	72%	71%	60%	64%	60%	68%	61%	61%	50%	64%	71%	62%	70%	58%	47%
Advertising and promotional material, such as catalogues, brochures and direct mail	805	435	263	107	621	496	658	518	205	166	179	392	22	32	16	14	2
	40%	39%	43%	42%	38%	39%	38%	40%	30%	33%	36%	39%	48%	40%	41%	41%	12%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	313	181	90	418	318	449	344	100	112	141	237	15	27	15	13	2
	29%	28%	29%	35%	26%	25%	26%	27%	15%	22%	29%	24%	32%	33%	37%	38%	12%
Other everyday correspondence, such as invoices, one off bills etc.	806	423	270	113	634	508	668	536	230	173	175	402	19	36	18	11	8
	40%	38%	44%	44%	39%	40%	39%	42%	34%	34%	36%	40%	40%	45%	47%	31%	45%
Publications, such as magazines, periodicals, customer newsletters	652	359	203	90	496	395	532	387	133	135	152	313	18	24	15	7	1
	33%	32%	33%	35%	31%	31%	31%	30%	20%	27%	31%	31%	39%	30%	38%	21%	6%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	112	73	49	161	120	183	158	54	42	75	73	11	8	9	6	*
	12%	10%	12%	19%	10%	9%	11%	12%	8%	8%	15%	7%	24%	10%	24%	17%	2%
				ab				e			b		b		b		
Refused	2	-	2	*	2	2	2	2	2	-	-	-	-	*	2	-	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	6%	-%	-%
				ab													
None of these	82	36	34	11	43	48	61	52	18	7	26	29	2	2	-	3	-
	4%	3%	6%	4%	3%	4%	4%	4%	3%	1%	5%	3%	5%	2%	-%	8%	-%
						f		f									
Other	1	1	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	11	3	4	4	5	5	7	5	5	-	3	2	-	-	1	-	-
	1%	*%	1%	1%	*%	*%	*%	*%	1%	-%	1%	*%	-%	-%	3%	-%	-%
															b		
NET: Letters, large letters, packets and parcels	1865	1061	568	235	1534	1187	1610	1197	640	478	455	957	39	77	38	28	16
	93%	94%	92%	91%	95%	94%	94%	94%	94%	95%	92%	96%	84%	96%	96%	79%	95%
												cf					
NET: Letters, Large letters	1781	1026	544	210	1481	1134	1551	1129	602	445	445	921	39	70	38	27	12
	89%	91%	88%	82%	92%	90%	91%	88%	88%	89%	90%	92%	84%	88%	96%	77%	67%
		c			d						g	fg		g			

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Letters	1706	1229	83	51	28	15	13	3	879	88	37	40	12	6	7
	85%	89%	92%	76%	79%	85%	94%	27%	89%	67%	71%	83%	57%	49%	73%
		c	c						bce						
Large letters	1135	787	58	39	22	10	8	3	627	75	33	32	6	6	2
	57%	57%	65%	58%	62%	57%	54%	24%	63%	57%	64%	66%	27%	47%	26%
									e		e	e			
Parcels and packets	1219	820	55	46	22	13	7	6	645	77	36	34	6	11	4
	61%	59%	61%	68%	62%	73%	49%	53%	65%	59%	70%	69%	28%	92%	39%
									e		e	e			
Advertising and promotional material, such as catalogues, brochures and direct mail	805	535	28	30	12	9	7	1	400	40	24	23	6	2	1
	40%	39%	31%	44%	33%	53%	49%	8%	40%	30%	46%	47%	30%	18%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	350	20	17	17	7	7	1	241	30	17	23	4	2	2
	29%	25%	22%	25%	47%	40%	51%	5%	24%	23%	32%	48%	21%	14%	16%
					ab							ab			
Other everyday correspondence, such as invoices, one off bills etc.	806	541	29	29	13	9	7	6	409	44	22	24	4	4	2
	40%	39%	32%	43%	38%	49%	47%	50%	41%	33%	43%	49%	17%	35%	23%
Publications, such as magazines, periodicals, customer newsletters	652	427	26	19	15	7	1	*	326	27	18	19	3	2	1
	33%	31%	29%	28%	43%	42%	9%	1%	33%	20%	34%	38%	14%	19%	7%
									b						
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Order fulfilment (sending ordered goods to customers)	234 12%	121 9%	13 15%	12 17%	10 28%	4 25%	1 4%	- -	86 9%	11 9%	10 20%	8 17%	2 8%	2 15%	* 3%
Refused	2 *%	- -%	- -%	* *%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	- -%	- -%
None of these	82 4%	38 3%	2 2%	* 1%	3 8%	- -%	* 1%	- -%	37 4%	6 4%	2 3%	2 4%	3 13%	- -%	- -%
Other	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	11 1%	5 *%	- -%	- -%	* 1%	- -%	- -%	- -%	4 *%	- -%	- -%	* *%	1 5%	- -%	- -%
NET: Letters, large letters, packets and parcels	1865 93%	1312 95%	89 98%	64 94%	30 86%	16 90%	14 95%	10 92%	940 95%	120 92%	46 89%	46 96%	13 63%	12 100%	9 100%
NET: Letters, Large letters	1781 89%	1274 92%	86 95%	58 85%	29 83%	16 90%	14 95%	5 48%	912 92%	106 81%	41 79%	46 95%	12 59%	9 73%	8 81%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Letters	1706	862	103	35	27	16	9	15	784	288	271	90	44
	85%	88%	81%	56%	63%	51%	60%	70%	90%	88%	81%	80%	82%
		cde	ce						cd				
Large letters	1135	600	72	38	25	16	3	6	445	205	205	85	37
	57%	61%	57%	61%	59%	49%	23%	27%	51%	63%	61%	75%	69%
		g								a	a	ac	
Parcels and packets	1219	670	90	39	34	22	6	7	485	205	216	82	39
	61%	68%	71%	63%	81%	69%	41%	33%	56%	63%	65%	73%	72%
		g	g		g						a	a	
Advertising and promotional material, such as catalogues, brochures and direct mail	805	419	51	21	16	7	1	3	317	127	126	59	23
	40%	43%	40%	33%	38%	23%	7%	14%	36%	39%	38%	52%	43%
												ac	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	274	32	11	18	5	1	4	219	79	82	56	10
	29%	28%	25%	17%	42%	16%	4%	16%	25%	24%	25%	49%	18%
					c							abce	
Other everyday correspondence, such as invoices, one off bills etc.	806	437	49	16	22	8	*	4	307	148	130	60	22
	40%	45%	38%	26%	51%	25%	3%	17%	35%	45%	39%	53%	41%
		c			c					a		ac	
Publications, such as magazines, periodicals, customer newsletters	652	323	32	6	17	4	1	3	253	108	95	58	16
	33%	33%	25%	10%	41%	13%	5%	14%	29%	33%	29%	51%	29%
		c			c							abce	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	117	22	8	9	2	1	*	88	23	44	23	4
	12%	12%	17%	13%	22%	6%	4%	1%	10%	7%	13%	20%	7%
												ab	
Refused	2	-	2	-	-	*	-	-	-	-	*	-	-
	*%	-%	2%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%
			a										
None of these	82	38	8	3	*	-	4	-	29	3	25	5	-
	4%	4%	6%	5%	*%	-%	25%	-%	3%	1%	8%	4%	-%
											ab		
Other	1	-	-	-	-	-	-	-	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Don't know	11	5	*	-	-	-	-	-	7	-	-	-	*
	1%	*%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%
NET: Letters, large letters, packets and parcels	1865	925	113	55	39	31	11	22	827	313	304	104	53
	93%	95%	89%	88%	93%	97%	75%	97%	95%	96%	91%	93%	99%
NET: Letters, Large letters	1781	890	109	44	34	24	9	19	802	306	286	100	49
	89%	91%	85%	71%	79%	76%	60%	87%	92%	93%	86%	89%	91%
		cde							c	c			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Letters	1706	815	270	229	74	28	599	199	162	63	35
	85%	87%	90%	92%	90%	92%	89%	84%	76%	75%	79%
Large letters	1135	487	184	169	62	21	382	160	139	64	31
	57%	52%	62%	68%	76%	69%	57%	67%	65%	76%	70%
			a	a	a			a		a	
Parcels and packets	1219	524	189	167	61	22	408	162	145	61	33
	61%	56%	63%	67%	75%	71%	61%	68%	68%	73%	76%
			a	a	a						
Advertising and promotional material, such as catalogues, brochures and direct mail	805	337	111	106	46	15	247	101	81	45	16
	40%	36%	37%	43%	55%	51%	37%	42%	38%	54%	36%
					ab					a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	227	74	60	41	8	152	53	57	44	7
	29%	24%	25%	24%	50%	27%	23%	22%	27%	53%	17%
					abc					abce	
Other everyday correspondence, such as invoices, one off bills etc.	806	339	129	103	43	18	254	107	80	50	15
	40%	36%	43%	42%	52%	58%	38%	45%	38%	59%	34%
					a					ace	
Publications, such as magazines, periodicals, customer newsletters	652	259	99	77	45	11	202	78	57	46	9
	33%	28%	33%	31%	55%	36%	30%	33%	27%	55%	20%
					abc					abce	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	87	21	31	18	2	49	19	31	16	3
	12%	9%	7%	12%	22%	8%	7%	8%	15%	20%	7%
					ab				a	ab	
Refused	2	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
None of these	82	31	6	6	*	-	18	3	23	5	-
	4%	3%	2%	2%	*%	-%	3%	1%	11%	5%	-%
									ab		
Other	1	1	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	5	-	-	-	-	5	-	-	-	*
	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%
NET: Letters, large letters, packets and parcels	1865	886	288	239	79	30	645	222	188	76	44
	93%	94%	96%	96%	96%	100%	96%	93%	88%	91%	99%
							c				
NET: Letters, Large letters	1781	851	280	237	78	28	622	215	173	71	39
	89%	90%	94%	95%	95%	93%	92%	91%	81%	85%	89%
							c	c			

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Letters	1706	604	166	148	93	42	571	45	440	1514	192	1352	70
	85%	91%	81%	68%	75%	84%	79%	69%	93%	87%	73%	90%	64%
		bcd	c						ab	b		b	
Large letters	1135	404	110	123	81	35	438	37	279	985	150	865	62
	57%	61%	54%	56%	66%	70%	60%	56%	59%	57%	57%	57%	56%
Parcels and packets	1219	427	153	139	100	40	525	37	301	1030	189	897	71
	61%	65%	75%	64%	81%	80%	72%	56%	64%	59%	72%	60%	65%
					ac		bc				a		
Advertising and promotional material, such as catalogues, brochures and direct mail	805	291	64	87	52	12	278	25	210	694	111	578	43
	40%	44%	31%	40%	42%	23%	38%	38%	45%	40%	42%	38%	39%
		be											
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	178	39	62	50	10	202	12	124	494	90	382	36
	29%	27%	19%	28%	40%	19%	28%	18%	26%	28%	34%	25%	33%
					abe								
Other everyday correspondence, such as invoices, one off bills etc.	806	285	88	82	61	12	296	25	211	698	108	584	50
	40%	43%	43%	38%	49%	25%	41%	37%	45%	40%	41%	39%	45%
					e								
Publications, such as magazines, periodicals, customer newsletters	652	215	51	56	47	10	204	14	166	582	70	471	25
	33%	32%	25%	26%	38%	21%	28%	21%	35%	33%	27%	31%	23%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfilment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	57	28	44	21	6	111	5	42	182	52	141	19
	12%	9%	14%	20%	17%	11%	15%	8%	9%	10%	20%	9%	17%
				a	a		c				a		
Refused	2	-	-	-	-	*	*	-	-	*	2	*	2
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	1%	*%	2%
											a		a
None of these	82	14	11	25	2	1	43	3	6	73	8	42	1
	4%	2%	5%	11%	1%	2%	6%	5%	1%	4%	3%	3%	1%
				ad			c						
Other	1	-	-	-	-	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Don't know	11	5	*	-	-	-	1	*	2	7	4	5	-
	1%	1%	*%	-%	-%	-%	*%	*%	*%	*%	1%	*%	-%
NET: Letters, large letters, packets and parcels	1865	640	189	184	118	48	674	57	455	1621	244	1433	101
	93%	97%	92%	84%	96%	98%	93%	86%	97%	93%	93%	95%	91%
		c			c				ab				
NET: Letters, Large letters	1781	624	170	170	102	48	618	54	446	1564	216	1393	88
	89%	94%	83%	78%	83%	96%	85%	81%	95%	90%	82%	93%	80%
		bcd			c				ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Letters	1706	977	92	762	306	1356	67	970	100	768	300
	85%	87%	66%	85%	80%	90%	62%	87%	67%	86%	78%
		b				b		b		b	
Large letters	1135	707	74	530	231	865	61	701	80	531	230
	57%	63%	53%	59%	60%	57%	56%	63%	53%	59%	60%
Parcels and packets	1219	726	87	593	277	897	71	718	94	588	281
	61%	64%	62%	66%	72%	60%	65%	64%	63%	66%	73%
Advertising and promotional material, such as catalogues, brochures and direct mail	805	448	48	350	168	578	43	438	58	355	163
	40%	40%	34%	39%	44%	38%	39%	39%	38%	40%	43%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	280	38	232	112	378	41	284	35	227	117
	29%	25%	27%	26%	29%	25%	37%	25%	23%	25%	31%
							a				
Other everyday correspondence, such as invoices, one off bills etc.	806	460	48	362	174	586	48	458	50	366	171
	40%	41%	34%	40%	45%	39%	44%	41%	33%	41%	45%
Publications, such as magazines, periodicals, customer newsletters	652	363	32	283	104	467	29	365	30	276	111
	33%	32%	23%	32%	27%	31%	27%	33%	20%	31%	29%
								b			
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	105	15	98	60	142	19	104	15	93	65
	12%	9%	11%	11%	16%	9%	17%	9%	10%	10%	17%
Refused	2	*	2	*	2	*	2	*	2	*	2
	*%	*%	1% a	*%	1%	*%	2% a	*%	1% a	*%	1%
None of these	82	46	3	41	11	42	1	46	3	42	10
	4%	4%	2%	5%	3%	3%	1%	4%	2%	5%	3%
Other	1	-	-	-	-	1	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Don't know	11	5	-	5	-	5	-	5	-	5	-
	1%	*%	-%	1%	-%	*%	-%	*%	-%	1%	-%
NET: Letters, large letters, packets and parcels	1865	1056	131	835	362	1435	99	1050	137	831	366
	93%	94%	93%	93%	94%	95%	91%	94%	92%	93%	96%
NET: Letters, Large letters	1781	1022	112	793	336	1395	85	1015	118	796	333
	89%	91%	80%	89%	88%	93%	78%	91%	79%	89%	87%
		b				b		b			

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Letters	1706	619	1169	178	3	544	787	133	4	743	582	160	4
	85%	86%	90%	85%	100%	83%	88%	78%	100%	84%	86%	80%	100%
Large letters	1135	460	760	153	3	428	589	116	2	553	413	134	-
	57%	64%	59%	73%	100%	65%	66%	68%	43%	62%	61%	67%	-%
Parcels and packets	1219	494	794	156	3	456	595	122	4	636	474	160	2
	61%	69%	61%	75%	100%	70%	66%	71%	100%	72%	70%	80%	59%
Advertising and promotional material, such as catalogues, brochures and direct mail	805	280	530	100	2	245	386	75	2	369	286	96	2
	40%	39%	41%	48%	53%	37%	43%	43%	56%	42%	42%	48%	59%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	186	350	63	1	166	246	43	-	245	198	76	-
	29%	26%	27%	30%	48%	25%	27%	25%	-%	28%	29%	38%	-%
Other everyday correspondence, such as invoices, one off bills etc.	806	297	543	113	3	278	377	86	2	388	301	110	-
	40%	41%	42%	54%	100%	43%	42%	50%	43%	44%	44%	55%	-%
Publications, such as magazines, periodicals, customer newsletters	652	209	433	84	2	187	316	67	2	268	234	90	-
	33%	29%	34%	40%	53%	29%	35%	39%	43%	30%	34%	45%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	79	122	18	3	66	91	17	-	110	89	34	-
	12%	11%	9%	9%	95%	10%	10%	10%	-%	12%	13%	17%	-%
Refused	2	*	-	-	-	*	-	-	-	2	-	2	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	1%	-%
None of these	82	10	30	8	-	15	38	12	-	29	28	12	-
	4%	1%	2%	4%	-%	2%	4%	7%	-%	3%	4%	6%	-%
Other	1	-	1	-	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	11	-	4	-	-	*	4	-	-	1	3	-	-
	1%	-%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1865	693	1237	199	3	626	845	151	4	836	636	182	4
	93%	96%	96%	95%	100%	96%	94%	88%	100%	94%	94%	91%	100%
NET: Letters, Large letters	1781	658	1201	191	3	588	817	143	4	788	604	167	4
	89%	91%	93%	91%	100%	90%	91%	83%	100%	89%	89%	84%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/ special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Letters	1706	1351	924	745	1058	851	13	519	388	366	92	71	412	364
	85%	93%	87%	86%	91%	88%	91%	88%	89%	85%	79%	79%	93%	91%
		bc						d	d					
Large letters	1135	855	709	547	698	580	10	368	293	283	79	63	308	272
	57%	59%	67%	63%	60%	60%	74%	63%	67%	66%	67%	70%	70%	68%
		a												
Parcels and packets	1219	882	727	634	724	579	13	419	331	353	105	72	314	265
	61%	60%	68%	73%	63%	60%	93%	71%	76%	82%	90%	79%	71%	66%
		a	a				ab			a	ab			
Advertising and promotional material, such as catalogues, brochures and direct mail	805	587	452	363	475	387	7	245	186	191	55	42	214	186
	40%	40%	43%	42%	41%	40%	50%	42%	43%	44%	47%	47%	48%	47%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	387	288	245	310	247	7	154	115	132	41	29	174	148
	29%	27%	27%	28%	27%	25%	48%	26%	26%	31%	35%	32%	39%	37%
							ab							
Other everyday correspondence, such as invoices, one off bills etc.	806	583	451	387	462	387	6	262	206	212	62	47	194	171
	40%	40%	42%	45%	40%	40%	43%	45%	47%	49%	53%	52%	44%	43%
Publications, such as magazines, periodicals, customer newsletters	652	468	364	294	381	312	7	203	146	173	58	42	204	170
	33%	32%	34%	34%	33%	32%	48%	35%	34%	40%	50%	46%	46%	43%
											ab			
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	145	107	103	107	96	4	70	57	58	15	13	66	54
	12%	10%	10%	12%	9%	10%	27% ab	12%	13%	14%	13%	14%	15%	14%
Refused	2	*	*	*	*	-	-	-	-	*	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%
None of these	82	34	42	39	23	43	-	30	17	17	7	12	6	11
	4%	2%	4%	4%	2%	4%	-%	5%	4%	4%	6%	13% abc	1%	3%
Other	1	1	-	-	1	-	-	-	-	-	-	-	1	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Don't know	11	5	4	4	4	3	-	1	1	1	-	-	*	*
	1%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1865	1401	1002	813	1117	906	14	554	413	407	111	78	434	385
	93%	96%	94%	94%	97%	93%	100%	94%	95%	95%	94%	87%	98%	97%
					b				e	e				
NET: Letters, Large letters	1781	1377	967	772	1092	876	14	535	401	378	98	74	421	367
	89%	94%	91%	89%	94%	90%	100%	91%	92%	88%	84%	82%	95%	92%
		bc			b				de					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Letters	1706	133	39	48	25	1706	1060	1706	1098	1049	687	1578	204	*	1263	110
	85%	87%	57%	74%	61%	100%	93%	96%	90%	91%	87%	95%	90%	100%	86%	88%
		bd				bcde	d	bde				ac				
Large letters	1135	93	35	43	18	1060	1135	1135	904	837	545	1042	196	*	829	78
	57%	61%	51%	65%	45%	62%	100%	64%	74%	72%	69%	62%	87%	65%	56%	63%
						acde			ac	ac	b		ab			
Parcels and packets	1219	100	30	49	28	1098	904	1135	1219	891	666	1114	201	*	895	91
	61%	65%	43%	74%	69%	64%	80%	64%	100%	77%	85%	67%	89%	100%	61%	73%
		b		b			ac		abce	ac	b		b		a	
Advertising and promotional material, such as catalogues, brochures and direct mail	805	58	22	22	9	763	650	770	662	805	359	745	131	*	586	55
	40%	38%	32%	33%	23%	45%	57%	43%	54%	69%	46%	45%	58%	65%	40%	44%
							ac		ac	abcd			ab			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	39	17	10	9	549	478	560	496	584	251	539	86	*	411	37
	29%	26%	24%	15%	22%	32%	42%	31%	41%	50%	32%	32%	38%	100%	28%	29%
							ac		ac	abcd						
Other everyday correspondence, such as invoices, one off bills etc.	806	56	21	19	9	746	613	760	637	806	369	739	135	*	606	54
	40%	36%	31%	29%	23%	44%	54%	43%	52%	70%	47%	44%	60%	100%	41%	43%
							ac		ac	abcd			ab			
Publications, such as magazines, periodicals, customer newsletters	652	45	17	10	9	614	540	626	558	652	297	613	119	*	477	44
	33%	30%	25%	15%	23%	36%	48%	35%	46%	56%	38%	37%	52%	100%	32%	35%
							ac		ac	abcd			ab			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	19	7	2	3	216	185	221	220	234	144	213	56	*	142	27
	12%	12%	10%	3%	7%	13%	16%	12%	18%	20%	18%	13%	25%	65%	10%	21%
							ac		ac	ac	b		b			a
Refused	2	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
None of these	82	6	5	3	1	-	-	-	-	-	-	-	-	-	61	2
	4%	4%	8%	5%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	2%
Other	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Don't know	11	-	-	-	-	-	-	-	-	-	-	-	-	-	3	2
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	2%
																a
NET: Letters, large letters, packets and parcels	1865	146	56	62	39	1706	1135	1781	1219	1118	786	1668	227	*	1371	119
	93%	96%	81%	94%	97%	100%	100%	100%	100%	96%	100%	100%	100%	100%	93%	96%
		b				e	e	e	e							
NET: Letters, Large letters	1781	143	49	56	29	1706	1135	1781	1135	1075	732	1621	220	*	1314	113
	89%	94%	71%	85%	71%	100%	100%	100%	93%	93%	93%	97%	97%	100%	89%	90%
		bd				de	de	de				a				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Letters	1706	562	1035	423	30	176	341	164	1141	348	225	231	1186
	85%	81%	89%	81%	76%	72%	85%	83%	86%	88%	85%	76%	88%
		a	a			a	a						b
Large letters	1135	411	643	310	19	144	236	106	755	232	190	170	725
	57%	59%	55%	59%	48%	59%	59%	54%	57%	58%	72%	56%	54%
											bc		
Parcels and packets	1219	442	670	386	19	166	295	142	791	239	202	194	766
	61%	64%	58%	74%	47%	68%	74%	72%	60%	60%	76%	64%	57%
				b				bc			bc		
Advertising and promotional material, such as catalogues, brochures and direct mail	805	239	499	211	10	73	173	84	512	167	138	96	534
	40%	35%	43%	40%	24%	30%	43%	43%	39%	42%	52%	32%	40%
		a	a			a	a				bc		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	153	364	149	6	49	125	65	365	114	103	59	382
	29%	22%	31%	29%	14%	20%	31%	33%	28%	29%	39%	19%	29%
			a				a				bc		b
Other everyday correspondence, such as invoices, one off bills etc.	806	270	471	225	14	81	186	78	520	176	126	121	522
	40%	39%	41%	43%	35%	33%	46%	40%	39%	44%	47%	40%	39%
							a						
Publications, such as magazines, periodicals, customer newsletters	652	206	398	151	5	49	126	66	420	129	100	66	444
	33%	30%	34%	29%	12%	20%	31%	33%	32%	32%	37%	22%	33%
							a				b		b

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	60	135	70	5	25	65	37	142	37	46	28	145
	12%	9%	12%	13%	12%	10%	16%	19%	11%	9%	17%	9%	11%
								bc			bc		
Refused	2	*	-	-	-	2	-	-	2	-	-	-	*
	*%	*%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	*%
None of these	82	23	55	12	6	8	12	8	55	13	12	8	59
	4%	3%	5%	2%	15%	3%	3%	4%	4%	3%	5%	2%	4%
					a								
Other	1	-	1	-	-	-	-	-	1	-	-	-	1
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Don't know	11	4	3	-	-	-	4	-	4	2	-	*	5
	1%	1%	*%	-%	-%	-%	1%	-%	*%	1%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1865	645	1084	500	32	227	379	185	1242	371	250	288	1250
	93%	93%	94%	96%	81%	93%	94%	94%	94%	93%	94%	95%	93%
				b									
NET: Letters, Large letters	1781	601	1059	460	31	201	359	172	1196	358	239	265	1213
	89%	87%	91%	88%	78%	83%	89%	88%	90%	90%	90%	87%	90%
			a										

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Letters	1706	833	873
	85%	90%	82%
		b	
Large letters	1135	628	507
	57%	68%	47%
		b	
Parcels and packets	1219	634	585
	61%	68%	55%
		b	
Advertising and promotional material, such as catalogues, brochures and direct mail	805	486	319
	40%	52%	30%
		b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	403	182
	29%	43%	17%
		b	
Other everyday correspondence, such as invoices, one off bills etc.	806	444	362
	40%	48%	34%
		b	
Publications, such as magazines, periodicals, customer newsletters	652	404	248
	33%	43%	23%
		b	
Goods / business supplies / large packets ordered via lorry	-	-	-
	-%	-%	-%

Columns Tested: a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Legal / accounts documents / tax forms	-	-	-
	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	130	104
	12%	14%	10%
		b	
Refused	2	*	2
	*%	*%	*%
None of these	82	9	73
	4%	1%	7%
		a	
Other	1	1	-
	*%	*%	-%
Don't know	11	4	7
	1%	*%	1%
NET: Letters, large letters, packets and parcels	1865	896	969
	93%	96%	91%
		b	
NET: Letters, Large letters	1781	868	913
	89%	93%	85%
		b	

Columns Tested:: a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Letters	1706	-	57	322	302	27	150	45	163	217	58	259	108
	85%	-%	83%	90%	85%	77%	83%	84%	80%	89%	87%	83%	87%
			h							h			
Large letters	1135	-	47	221	252	24	96	32	95	137	33	129	71
	57%	-%	69%	61%	71%	71%	53%	60%	47%	56%	49%	42%	57%
			hk	hk	fhijkl	k		k		k			k
Parcels and packets	1219	-	48	261	230	29	109	31	98	129	39	159	85
	61%	-%	71%	73%	64%	84%	60%	59%	48%	53%	59%	51%	69%
			hik	fhijk	hik	hik							hik
Advertising and promotional material, such as catalogues, brochures and direct mail	805	-	33	191	192	17	45	19	63	95	19	81	51
	40%	-%	49%	53%	54%	48%	25%	35%	31%	39%	28%	26%	41%
			fhjk	fghijk	fghijk					fk			fk
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	-	22	146	188	10	22	16	30	64	11	43	33
	29%	-%	32%	41%	53%	29%	12%	31%	15%	26%	16%	14%	27%
			fhk	fhijkl	bcfghijkl			fhk		fhk			fhk
Other everyday correspondence, such as invoices, one off bills etc.	806	-	27	158	180	16	59	18	78	89	22	106	52
	40%	-%	40%	44%	51%	47%	32%	33%	38%	36%	33%	34%	42%
				fghijk									
Publications, such as magazines, periodicals, customer newsletters	652	-	30	175	171	15	40	16	46	53	14	57	33
	33%	-%	44%	49%	48%	43%	22%	31%	23%	22%	22%	18%	27%
			fhijk	fghijkl	fghijkl	k							
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	234	-	6	64	88	1	16	5	10	19	3	18	4
	12%	-%	9%	18%	25%	2%	9%	10%	5%	8%	5%	6%	3%
				fhijkl	befghijkl								
Refused	2	-	2	-	-	-	-	-	-	-	-	-	-
	*%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
			cd										
None of these	82	-	3	12	18	-	2	2	11	3	1	25	6
	4%	-%	4%	3%	5%	-%	1%	3%	5%	1%	1%	8%	5%
												fij	
Other	1	-	-	-	-	-	1	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Don't know	11	-	-	-	4	*	-	1	2	-	2	1	-
	1%	-%	-%	-%	1%	1%	-%	2%	1%	-%	3%	*%	-%
											c		
NET: Letters, large letters, packets and parcels	1865	-	63	343	323	34	178	49	179	234	63	281	117
	93%	-%	93%	95%	91%	99%	98%	92%	88%	96%	95%	91%	95%
				h			dhk			h			
NET: Letters, Large letters	1781	-	62	324	315	29	156	49	170	227	59	272	117
	89%	-%	91%	90%	88%	85%	86%	92%	83%	94%	89%	88%	95%
										h			h

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Letters	1706	438	420	424	424	857	848
	85%	88%	84%	85%	85%	86%	85%
Large letters	1135	326	313	264	232	639	496
	57%	65%	63%	53%	46%	64%	50%
		cd	cd			b	
Parcels and packets	1219	368	310	258	283	678	541
	61%	74%	62%	52%	57%	68%	54%
		bcd	c			b	
Advertising and promotional material, such as catalogues, brochures and direct mail	805	275	202	177	151	477	328
	40%	55%	40%	35%	30%	48%	33%
		bcd	d			b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	584	224	164	110	87	388	197
	29%	45%	33%	22%	17%	39%	20%
		bcd	cd			b	
Other everyday correspondence, such as invoices, one off bills etc.	806	245	195	185	180	441	365
	40%	49%	39%	37%	36%	44%	37%
		bcd				b	
Publications, such as magazines, periodicals, customer newsletters	652	261	170	116	104	431	220
	33%	52%	34%	23%	21%	43%	22%
		bcd	cd			b	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b

Table 244 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Order fulfilment (sending ordered goods to customers)	234	114	62	34	25	176	58
	12%	23%	12%	7%	5%	18%	6%
		bcd	cd			b	
Refused	2	2	-	-	-	2	-
	*%	*%	-%	-%	-%	*%	-%
None of these	82	18	17	15	31	35	47
	4%	4%	3%	3%	6%	4%	5%
Other	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%
Don't know	11	4	*	3	3	4	6
	1%	1%	*%	1%	1%	*%	1%
NET: Letters, large letters, packets and parcels	1865	472	470	462	461	941	923
	93%	94%	94%	92%	92%	94%	92%
NET: Letters, Large letters	1781	452	435	446	448	886	894
	89%	90%	87%	89%	90%	89%	89%

Columns Tested:: a,b,c,d - a,b

Table 245

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1932	759	1173	1380	300	85	167	552
Effective base	916	337	587	839	171	53	103	226
Weighted Base	1706	548	1158	1625	69	8	4	81
Urgent delivery - on the same day or a specific time the next day	171 10%	57 10%	114 10%	153 9%	15 22% a	2 25% a	1 28% a	18 23% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	81 15%	260 22% a	320 20%	18 26%	3 38% a	1 31% a	22 27% a
Timed delivery (i.e. to arrive by specific time/day)	160 9%	59 11%	101 9%	146 9%	11 16% a	1 17% a	1 14%	13 16% a
Standard delivery	1550 91%	523 95% b	1027 89%	1483 91% bcde	57 83%	7 83%	3 76%	67 83%
International delivery	143 8%	47 9%	96 8%	133 8%	8 11%	1 17% a	1 17% a	10 12%
Cross-Border Delivery	4 *%	1 *%	3 *%	3 *%	* 1%	* *%	* 1%	1 1%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%
None of these (DO NOT READ OUT)	20 1%	1 *%	18 2%	19 1%	* *%	- -%	- -%	* *%
Don't Know (DO NOT READ OUT)	30 2%	10 2%	20 2%	28 2%	2 3%	* 2%	* 4%	2 3%

Columns Tested:: a,b - a,b,c,d,e

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1932	701	483	196	186	199	167	1380	300	252
Effective base	916	479	271	113	118	88	103	839	171	111
Weighted Base	1706	1008	486	131	48	29	4	1625	69	12
Urgent delivery - on the same day or a specific time the next day	171 10%	81 8%	61 12%	11 8%	8 18%	9 30%	1 28%	153 9%	15 22%	3 26%
					acg	abcdg	abcg		abcg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	204 20%	92 19%	24 18%	10 20%	11 38%	1 31%	320 20%	18 26%	4 35%
						abcdgh	abcg			abcdg
Timed delivery (i.e. to arrive by specific time/day)	160 9%	88 9%	49 10%	9 7%	9 18%	4 14%	1 14%	146 9%	11 16%	2 16%
					abcg				acg	acg
Standard delivery	1550 91%	917 91%	449 92%	117 89%	42 88%	22 76%	3 76%	1483 91%	57 83%	10 81%
		efhi	efhi	ef	ef			efhi		
International delivery	143 8%	78 8%	46 9%	9 7%	6 13%	3 11%	1 17%	133 8%	8 11%	2 17%
							acg			abcg
Cross-Border Delivery	4 *%	1 *%	2 *%	* *%	* 1%	* 1%	* 1%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
None of these (DO NOT READ OUT)	20 1%	16 2%	2 *%	1 1%	* 1%	- -%	- -%	19 1%	* *%	- -%
Don't Know (DO NOT READ OUT)	30 2%	12 1%	12 2%	4 3%	1 2%	1 4%	* 4%	28 2%	2 3%	* 3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1932	887	493	300	85	167	673	263	93	85	188
Effective base	916	612	289	171	53	103	446	133	44	28	34
Weighted Base	1706	1310	315	69	8	4	920	230	49	41	45
Urgent delivery - on the same day or a specific time the next day	171 10%	117 9%	35 11%	15 22%	2 25%	1 28%	74 8%	40 17%	7 14%	9 22%	6 14%
				ab	ab	ab		a		a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	258 20%	62 20%	18 26%	3 38%	1 31%	167 18%	81 35%	9 18%	15 37%	14 32%
				ab	ab	ab		ac		a	
Timed delivery (i.e. to arrive by specific time/ day)	160 9%	118 9%	29 9%	11 16%	1 17%	1 14%	73 8%	34 15%	5 11%	9 21%	10 23%
				ab	a	a		a		a	a
Standard delivery	1550 91%	1199 92%	284 90%	57 83%	7 83%	3 76%	848 92%	194 84%	42 85%	29 71%	41 92%
		cde	ce				bd			d	d
International delivery	143 8%	102 8%	31 10%	8 11%	1 17%	1 17%	72 8%	27 12%	5 10%	3 7%	8 19%
				a	a	a					a
Cross-Border Delivery	4 *%	2 *%	1 *%	* 1%	* *%	* 1%	2 *%	1 *%	* *%	- -%	* *%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	18 1%	1 *%	* *%	- -%	- -%	14 1%	3 1%	- -%	2 4%	* 1%
Don't Know (DO NOT READ OUT)	30 2%	18 1%	10 3%	2 3%	* 2%	* 4%	12 1%	3 1%	3 6%	* *%	* *%
									a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1932	110	93	194	72	114	143	121	116	104
Effective base	916	76	69	129	48	82	102	90	83	68
Weighted Base	1706	149	126	298	78	133	238	222	138	111
Urgent delivery - on the same day or a specific time the next day	171 10%	12 8%	10 8%	44 15%	12 15%	13 10%	16 7%	24 11%	15 11%	7 7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	36 24%	28 22%	71 24%	13 17%	23 17%	55 23%	35 16%	22 16%	20 18%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	13 9%	10 8%	52 18% ghi	6 7%	11 8%	24 10%	13 6%	9 7%	6 5%
Standard delivery	1550 91%	133 89%	115 92%	274 92%	64 83%	125 94% d	225 95% d	197 89%	124 89%	102 92%
International delivery	143 8%	17 11%	8 6%	33 11%	2 3%	7 5%	20 8%	16 7%	13 10%	6 6%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	5 3%	2 1%	- -%	- -%	* *%	- -%	7 3%	4 3%	* *%
Don't Know (DO NOT READ OUT)	30 2%	3 2%	3 2%	1 *%	- -%	1 1%	3 1%	7 3%	1 1%	6 5% c

Columns Tested: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1932	290	319	458	1067	865	305	289	271
Effective base	916	198	226	321	726	413	153	169	149
Weighted Base	1706	322	413	758	1493	213	103	74	37
Urgent delivery - on the same day or a specific time the next day	171 10%	32 10%	37 9%	83 11%	153 10%	18 9%	11 11%	4 5%	3 8%
				g	g				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	56 17%	85 21%	162 21%	303 20%	39 18%	19 19%	12 17%	7 20%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	23 7%	32 8%	89 12%	144 10%	15 7%	9 8%	3 4%	4 10%
				eg	g				
Standard delivery	1550 91%	291 90%	372 90%	697 92%	1360 91%	190 89%	90 88%	66 89%	34 92%
International delivery	143 8%	16 5%	37 9%	69 9%	122 8%	21 10%	12 12%	6 8%	3 8%
Cross-Border Delivery	4 *%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	4 11%
						a	a		abcd
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	1 *%	11 3%	7 1%	19 1%	1 *%	1 1%	- -%	* 1%
			eg						
Don't Know (DO NOT READ OUT)	30 2%	6 2%	7 2%	12 2%	25 2%	5 2%	4 4%	* 1%	* *%
							gh		

Columns Tested:: a,b,c,d,e,f,g,h

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1932	82	126	20	146	166	441	99	89	901
Effective base	916	39	47	11	57	84	223	40	36	453
Weighted Base	1706	93	103	25	128	205	341	68	54	808
Urgent delivery - on the same day or a specific time the next day	171	20	17	5	21	26	29	8	3	64
	10%	22%	16%	18%	17%	13%	8%	12%	6%	8%
		fhi			i					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	21	23	10	33	48	64	10	8	157
	20%	23%	22%	42%	26%	23%	19%	15%	15%	19%
Timed delivery (i.e. to arrive by specific time/ day)	160	15	17	3	20	19	37	2	4	62
	9%	17%	17%	13%	16%	9%	11%	3%	7%	8%
		g	gi		gi					
Standard delivery	1550	72	96	21	117	181	314	58	50	749
	91%	78%	93%	83%	91%	88%	92%	85%	92%	93%
			a				a			a
International delivery	143	17	8	3	11	7	34	2	2	70
	8%	18%	8%	10%	9%	3%	10%	3%	3%	9%
		egh								
Cross-Border Delivery	4	*	-	-	-	*	1	-	*	2
	*%	*%	-%	-%	-%	*%	*%	-%	1%	*%
Other (PLEASE SPECIFY)	*	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	20	5	-	-	-	-	2	*	-	13
	1%	5%	-%	-%	-%	-%	1%	*%	-%	2%
		ef								
Don't Know (DO NOT READ OUT)	30	7	3	1	3	4	1	3	2	10
	2%	7%	2%	3%	3%	2%	*%	4%	4%	1%
		fi						f		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1932	394	441	1097	1600	332	-	1644	288	1862	70
Effective base	916	180	223	535	761	155	-	827	95	880	36
Weighted Base	1706	426	341	939	1405	301	-	1573	132	1641	65
Urgent delivery - on the same day or a specific time the next day	171 10%	68 16% bc	29 8%	75 8%	134 10%	37 12%	- -%	159 10%	12 9%	164 10%	7 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	102 24%	64 19%	176 19%	283 20%	58 19%	- -%	320 20%	21 16%	328 20%	13 21%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	54 13% c	37 11%	69 7%	129 9%	30 10%	- -%	154 10%	6 4%	155 9%	5 8%
Standard delivery	1550 91%	370 87%	314 92%	866 92% a	1273 91%	277 92%	- -%	1428 91%	122 92%	1487 91%	63 97%
International delivery	143 8%	34 8%	34 10%	74 8%	121 9%	22 7%	- -%	139 9%	5 3%	141 9%	2 3%
Cross-Border Delivery	4 *%	* *%	1 *%	2 *%	3 *%	1 *%	- -%	4 *%	* *%	4 *%	- -%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
None of these (DO NOT READ OUT)	20 1%	5 1%	2 1%	13 1%	19 1%	* *%	- -%	19 1%	* *%	17 1%	2 3%
Don't Know (DO NOT READ OUT)	30 2%	14 3% b	1 *%	15 2%	26 2%	4 1%	- -%	30 2%	* *%	30 2%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1932	1181	347	373
Effective base	916	604	129	170
Weighted Base	1706	1136	226	323
Urgent delivery - on the same day or a specific time the next day	171 10%	80 7%	32 14%	57 18%
			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	182 16%	61 27%	97 30%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	160 9%	77 7%	26 12%	56 17%
				a
Standard delivery	1550 91%	1055 93%	185 82%	291 90%
		b		b
International delivery	143 8%	77 7%	24 11%	42 13%
				a
Cross-Border Delivery	4 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	* *%	- -%	* *%	- -%
None of these (DO NOT READ OUT)	20 1%	10 1%	10 4%	* *%
			ac	
Don't Know (DO NOT READ OUT)	30 2%	20 2%	4 2%	6 2%

Columns Tested: a,b,c

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1932	1531	279	72	14	17	11	4	4	1810	122	50
Effective base	916	794	96	19	5	6	5	2	2	886	31	12
Weighted Base	1706	1513	142	35	4	10	1	1	*	1654	51	17
Urgent delivery - on the same day or a specific time the next day	171 10%	128 8%	25 18% ai	10 29% ai	2 52%	5 46%	1 37%	1 99%	* 16%	153 9%	18 36% abi	8 49% abi
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	281 19%	41 29% ai	10 29%	3 71%	6 60%	* 10%	1 61%	* 96%	322 19%	20 39% ai	10 59% abi
Timed delivery (i.e. to arrive by specific time/day)	160 9%	120 8%	24 17% ai	9 27% ai	2 61%	2 17%	1 36%	1 94%	* 10%	145 9%	15 29% ai	6 33% ai
Standard delivery	1550 91%	1386 92% jk	125 88% k	31 90% k	1 32%	4 39%	1 69%	1 100%	* 20%	1511 91% jk	39 75%	7 44%
International delivery	143 8%	116 8%	23 16% ai	2 5%	* 6%	1 10%	1 41%	1 61%	* 14%	139 8%	4 9%	3 15%
Cross-Border Delivery	4 *%	2 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	17 1%	1 *%	2 6%	- -%	- -%	- -%	- -%	- -%	18 1%	2 4%	- -%
Don't Know (DO NOT READ OUT)	30 2%	25 2%	4 3%	1 1%	- -%	- -%	- -%	- -%	- -%	29 2%	1 1%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1932	906	625	401	1642	1267	1703	1201	649	560	447	921	81	96	65	66	27
Effective base	916	509	285	126	764	570	798	557	284	215	241	465	21	32	21	13	8
Weighted Base	1706	991	522	193	1423	1069	1485	1068	548	409	435	888	34	60	37	23	9
Urgent delivery - on the same day or a specific time the next day	171 10%	54 5%	74 14%	43 22%	143 10%	133 12%	154 10%	131 12%	88 16%	88 22%	28 6%	80 9%	6 17%	19 33%	6 16%	11 48%	3 37%
			a	ab					ac	abcd				ab		ab	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	132 13%	149 29%	61 32%	297 21%	257 24%	318 21%	254 24%	148 27%	147 36%	72 16%	187 21%	9 26%	23 38%	17 45%	9 40%	1 15%
			a	a					a	abcde				ab	ab	a	
Timed delivery (i.e. to arrive by specific time/day)	160 9%	58 6%	62 12%	39 20%	131 9%	115 11%	138 9%	116 11%	61 11%	70 17%	29 7%	82 9%	5 16%	6 11%	6 16%	9 37%	1 13%
			a	ab						abcd						ab	
Standard delivery	1550 91%	925 93%	461 88%	164 85%	1281 90%	956 89%	1338 90%	956 90%	466 85%	328 80%	398 92%	815 92%	28 82%	48 80%	29 78%	14 61%	6 64%
		bc			ef	f	ef	f			df	def					
International delivery	143 8%	53 5%	63 12%	27 14%	121 8%	101 9%	125 8%	107 10%	58 11%	36 9%	27 6%	74 8%	2 5%	8 14%	11 30%	2 11%	1 9%
			a	a											abc		
Cross-Border Delivery	4 *%	1 *%	2 *%	1 1%	3 *%	3 *%	4 *%	2 *%	1 *%	2 *%	* *%	2 *%	* *%	* *%	* 1%	* 2%	- -%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	16 2%	1 *%	3 1%	16 1%	7 1%	16 1%	11 1%	6 1%	5 1%	9 2%	7 1%	* *%	- -%	- -%	* *%	- -%
		b															
Don't Know (DO NOT READ OUT)	30 2%	16 2%	9 2%	5 2%	26 2%	19 2%	26 2%	18 2%	8 1%	5 1%	7 2%	15 2%	3 9%	- -%	* *%	* *%	* 1%
													ab				

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1932	1264	132	86	71	38	38	13	928	139	80	52	35	16	17
Effective base	916	650	52	26	19	11	6	2	468	42	23	21	8	5	5
Weighted Base	1706	1229	83	51	28	15	13	3	879	88	37	40	12	6	7
Urgent delivery - on the same day or a specific time the next day	171 10%	94 8%	15 18%	16 32%	4 15%	5 33%	7 56%	1 22%	72 8%	34 38%	13 35%	8 20%	3 26%	1 15%	3 38%
			a	a		a	ab			a	a				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	223 18%	31 37%	22 43%	7 25%	9 58%	5 38%	* 6%	180 20%	40 45%	14 39%	15 36%	7 60%	1 16%	1 11%
			a	a		a				a	a		a		
Timed delivery (i.e. to arrive by specific time/day)	160 9%	101 8%	10 11%	9 17%	2 8%	4 25%	4 33%	1 25%	74 8%	24 27%	5 13%	7 16%	3 26%	1 18%	* 7%
						a				a					
Standard delivery	1550 91%	1130 92%	63 76%	42 81%	25 89%	13 86%	6 45%	3 86%	818 93%	60 68%	32 88%	30 74%	7 55%	6 97%	4 58%
		bf		f					bde						
International delivery	143 8%	95 8%	5 6%	8 17%	4 14%	8 53%	* 1%	* 11%	77 9%	12 14%	3 9%	4 11%	2 20%	1 24%	* 7%
						abcdf									
Cross-Border Delivery	4 *%	2 *%	- -%	* 1%	* *%	* *%	* 3%	- -%	2 *%	1 1%	- -%	* 1%	* 2%	- -%	- -%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	16 1%	- -%	* *%	- -%	* *%	- -%	- -%	3 *%	5 5%	- -%	- -%	* *%	- -%	- -%
										a					
Don't Know (DO NOT READ OUT)	30 2%	22 2%	3 4%	* *%	* 1%	- -%	- -%	- -%	15 2%	3 4%	* *%	- -%	* *%	- -%	* 2%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1932	870	127	76	51	38	16	23	716	334	350	211	84
Effective base	916	442	50	24	21	13	5	8	403	154	154	61	25
Weighted Base	1706	862	103	35	27	16	9	15	784	288	271	90	44
Urgent delivery - on the same day or a specific time the next day	171 10%	77 9%	17 16%	14 40%	6 23%	4 27%	3 31%	10 66%	49 6%	31 11%	41 15%	24 26%	8 18%
				ab	a	a					a	ab	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	189 22%	22 21%	22 63%	4 15%	5 29%	6 74%	5 34%	121 15%	71 25%	87 32%	20 22%	19 43%
				abd						a	a		a
Timed delivery (i.e. to arrive by specific time/day)	160 9%	74 9%	12 11%	14 40%	3 12%	6 38%	2 25%	4 27%	42 5%	32 11%	33 12%	15 17%	15 33%
				abd		ab				a	a	a	abc
Standard delivery	1550 91%	798 93%	88 85%	21 59%	20 76%	15 92%	4 44%	10 63%	727 93%	263 91%	225 83%	83 93%	31 71%
		cd	c			c			ce	ce		e	
International delivery	143 8%	79 9%	12 11%	7 19%	6 24%	3 18%	* 4%	* 1%	42 5%	20 7%	41 15%	14 16%	8 18%
					a						ab	a	a
Cross-Border Delivery	4 *%	1 *%	* *%	1 2%	* 1%	- -%	- -%	- -%	1 *%	* *%	1 *%	1 1%	* 1%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	4 *%	5 4%	- -%	2 7%	* *%	- -%	- -%	6 1%	5 2%	4 1%	- -%	2 4%
			a		a								
Don't Know (DO NOT READ OUT)	30 2%	17 2%	* *%	* 1%	- -%	- -%	* 1%	- -%	15 2%	2 1%	8 3%	* *%	1 2%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1932	741	320	314	195	65	561	243	251	141	59
Effective base	916	414	149	134	53	16	305	104	97	42	18
Weighted Base	1706	815	270	229	74	28	599	199	162	63	35
Urgent delivery - on the same day or a specific time the next day	171 10%	60 7%	20 7%	34 15%	19 26%	7 25%	44 7%	42 21%	23 14%	15 24%	7 19%
				ab	ab	ab		a	a	a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	130 16%	69 25%	72 31%	15 20%	11 40%	121 20%	51 25%	54 33%	16 25%	16 46%
			a	a		a			a		a
Timed delivery (i.e. to arrive by specific time/ day)	160 9%	56 7%	25 9%	27 12%	13 17%	8 27%	35 6%	26 13%	27 17%	13 21%	11 33%
					a	ab		a	a	a	ab
Standard delivery	1550 91%	746 91%	250 93%	193 84%	68 92%	18 65%	551 92%	172 86%	137 85%	59 95%	25 72%
		ce	ce		e		ce			e	
International delivery	143 8%	50 6%	20 8%	35 15%	10 14%	5 17%	35 6%	28 14%	21 13%	11 18%	5 14%
				ab				a	a	a	
Cross-Border Delivery	4 *%	1 *%	1 *%	1 *%	1 1%	* 1%	1 *%	* *%	2 1%	* *%	* 1%
Other (PLEASE SPECIFY)	* *%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	11 1%	- -%	4 2%	- -%	2 6%	2 *%	5 2%	* *%	- -%	* *%
						b					
Don't Know (DO NOT READ OUT)	30 2%	16 2%	1 *%	8 3%	* *%	1 3%	13 2%	1 1%	4 3%	* *%	* *%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1932	552	192	216	153	68	658	75	456	1685	247	1530	112
Effective base	916	301	81	92	54	24	305	35	215	815	101	726	37
Weighted Base	1706	604	166	148	93	42	571	45	440	1514	192	1352	70
Urgent delivery - on the same day or a specific time the next day	171 10%	41 7%	30 18%	26 17%	28 30%	3 7%	83 15%	8 17%	38 9%	148 10%	22 12%	127 9%	15 22%
			a	a	ae		c						a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	121 20%	44 26%	47 32%	29 31%	11 27%	137 24%	11 25%	101 23%	292 19%	49 26%	264 19%	33 47%
				a									a
Timed delivery (i.e. to arrive by specific time/day)	160 9%	39 6%	32 19%	18 12%	18 19%	8 19%	69 12%	6 14%	41 9%	139 9%	21 11%	115 9%	15 22%
			a		a	a							a
Standard delivery	1550 91%	562 93%	143 86%	122 82%	76 82%	38 90%	497 87%	39 85%	410 93%	1384 91%	166 86%	1233 91%	49 69%
			cd						a			b	
International delivery	143 8%	44 7%	24 14%	17 11%	14 15%	7 17%	60 10%	1 2%	44 10%	126 8%	17 9%	114 8%	7 10%
Cross-Border Delivery	4 *%	* *%	1 *%	* *%	* *%	* 1%	1 *%	* *%	1 *%	3 *%	* *%	3 *%	* *%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* *%
None of these (DO NOT READ OUT)	20 1%	4 1%	5 3%	1 1%	1 1%	- -%	9 2%	2 4%	* *%	18 1%	1 1%	16 1%	- -%
								c					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1932	552	192	216	153	68	658	75	456	1685	247	1530	112
Effective base	916	301	81	92	54	24	305	35	215	815	101	726	37
Weighted Base	1706	604	166	148	93	42	571	45	440	1514	192	1352	70
Don't Know (DO NOT READ OUT)	30	11	*	5	1	-	10	-	8	28	2	25	1
	2%	2%	*%	3%	1%	-%	2%	-%	2%	2%	1%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1932	1118	149	815	386	1532	110	1111	156	820	381
Effective base	916	523	47	404	153	727	37	517	53	408	150
Weighted Base	1706	977	92	762	306	1356	67	970	100	768	300
Urgent delivery - on the same day or a specific time the next day	171 10%	112 12%	21 22% a	79 10%	52 17% a	128 9%	15 22% a	107 11%	26 27% a	81 11%	50 17% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	212 22%	46 50% a	175 23%	79 26%	268 20%	29 43% a	208 21%	49 50% a	174 23%	80 27% a
Timed delivery (i.e. to arrive by specific time/day)	160 9%	94 10%	21 23% a	75 10%	41 13%	116 9%	14 21% a	91 9%	23 24% a	76 10%	40 13%
Standard delivery	1550 91%	900 92%	56 61%	690 91%	266 87%	1232 91%	49 73%	892 92%	64 64%	692 90%	264 88%
International delivery	143 8%	93 9%	8 9%	80 11%	27 9%	113 8%	8 12%	94 10%	7 7%	78 10%	29 10%
Cross-Border Delivery	4 *%	3 *%	1 1%	1 *%	1 *%	3 *%	* *%	3 *%	1 1%	1 *%	1 *%
Other (PLEASE SPECIFY)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	2 *%	5 5% a	5 1%	6 2%	16 1%	- -%	7 1%	* *%	5 1%	6 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1932	1118	149	815	386	1532	110	1111	156	820	381
Effective base	916	523	47	404	153	727	37	517	53	408	150
Weighted Base	1706	977	92	762	306	1356	67	970	100	768	300
Don't Know (DO NOT READ OUT)	30	18	*	15	2	25	*	19	*	15	2
	2%	2%	*%	2%	1%	2%	1%	2%	*%	2%	1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1932	751	1325	233	3	664	935	183	4	836	667	208	2
Effective base	916	328	637	95	2	289	432	74	3	385	319	91	2
Weighted Base	1706	619	1169	178	3	544	787	133	4	743	582	160	4
Urgent delivery - on the same day or a specific time the next day	171 10%	107 17%	105 9%	41 23%	1 47%	104 19%	79 10%	26 20%	- -%	120 16%	50 9%	36 22%	- -%
		b		b		b		b		b		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	226 36%	215 18%	87 49%	1 47%	187 34%	173 22%	55 41%	2 44%	227 31%	123 21%	68 43%	- -%
		b		ab		b		b		b		ab	
Timed delivery (i.e. to arrive by specific time/day)	160 9%	99 16%	97 8%	44 25%	1 47%	78 14%	76 10%	30 23%	2 44%	98 13%	64 11%	36 23%	- -%
		b		b				b				ab	
Standard delivery	1550 91%	512 83%	1106 95%	156 88%	3 100%	454 84%	736 94%	120 90%	4 100%	652 88%	546 94%	145 90%	4 100%
			ac				a				a		
International delivery	143 8%	92 15%	108 9%	84 47%	1 47%	82 15%	81 10%	61 45%	- -%	100 13%	71 12%	67 42%	- -%
		b		ab				ab				ab	
Cross-Border Delivery	4 *%	2 *%	3 *%	2 1%	- -%	2 *%	2 *%	2 2%	- -%	2 *%	1 *%	1 1%	- -%
Other (PLEASE SPECIFY)	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	10 2%	9 1%	- -%	- -%	7 1%	3 *%	- -%	- -%	9 1%	2 *%	* *%	- -%
Don't Know (DO NOT READ OUT)	30 2%	12 2%	21 2%	1 1%	- -%	10 2%	16 2%	1 1%	- -%	9 1%	13 2%	1 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	1932	1523	1086	819	1181	944	46	549	420	395	99	70	437	398	
Effective base	916	722	501	398	557	453	16	273	198	189	49	37	212	193	
Weighted Base	1706	1351	924	745	1058	851	13	519	388	366	92	71	412	364	
Urgent delivery - on the same day or a specific time the next day	171 10%	131 10%	114 12%	90 12%	125 12%	79 9%	7 55% ab	62 12%	60 16%	67 18%	18 20%	7 10%	48 12%	41 11%	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	270 20%	221 24%	191 26% a	240 23%	177 21%	7 56% ab	129 25%	144 37% a	125 34% a	37 40% a	25 36%	89 22%	71 19%	
Timed delivery (i.e. to arrive by specific time/day)	160 9%	121 9%	102 11%	86 12%	111 10%	68 8%	6 47% ab	61 12%	63 16%	66 18%	21 23% a	13 18%	45 11%	29 8%	
Standard delivery	1550 91%	1230 91%	850 92%	672 90%	948 90%	783 92% c	10 78%	469 90%	351 90%	322 88%	85 92%	67 94%	383 93%	348 96%	
International delivery	143 8%	114 8%	94 10%	87 12%	98 9%	88 10%	4 28% ab	62 12%	61 16%	64 17%	42 45% abc	38 53% abc	46 11%	45 12%	
Cross-Border Delivery	4 *% *% *% *%	3 *% *% *% *%	3 *% *% *% *%	1 *% *% *% *%	3 *% *% *% *%	3 *% *% *% *%	* 1% *% *% *%	1 *% *% *% *%	1 *% *% *% *%	1 *% *% *% *%	* *% *% *% *%	* *% *% *% *%	1 *% *% *% *%	1 *% *% *% *%	
Other (PLEASE SPECIFY)	* *% *% *% *%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%	- -% -% -% -%
None of these (DO NOT READ OUT)	20 1%	16 1%	2 *% 1%	9 1%	12 1%	9 1%	- -%	7 1%	4 1%	9 2%	- -%	- -%	* *% *% *% *%	- -%	
Don't Know (DO NOT READ OUT)	30 2%	25 2%	19 2%	15 2%	20 2%	19 2%	* 1%	11 2%	6 2%	5 1%	* *% *% *% *%	* *% *% *% *%	11 3%	14 4%	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1932	145	63	56	24	1932	1303	1932	1326	1278	795	1763	249	2	1470	101
Effective base	916	69	26	28	13	916	590	916	604	582	362	851	115	2	683	57
Weighted Base	1706	133	39	48	25	1706	1060	1706	1098	1049	687	1578	204	*	1263	110
Urgent delivery - on the same day or a specific time the next day	171	37	21	9	5	171	127	171	136	116	171	137	72	-	128	14
	10%	28%	53%	19%	20%	10%	12%	10%	12%	11%	25%	9%	35%	-%	10%	12%
			ac								b		ab			
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	41	21	20	8	342	268	342	279	238	342	282	121	-	260	22
	20%	31%	54%	42%	34%	20%	25%	20%	25%	23%	50%	18%	60%	-%	21%	20%
			a				ac		ac		b		b			
Timed delivery (i.e. to arrive by specific time/day)	160	18	15	9	1	160	125	160	130	116	160	137	67	-	117	9
	9%	14%	37%	18%	6%	9%	12%	9%	12%	11%	23%	9%	33%	-%	9%	8%
			a								b		ab			
Standard delivery	1550	111	26	44	21	1550	974	1550	1015	980	579	1550	194	*	1159	101
	91%	84%	65%	90%	83%	91%	92%	91%	92%	93%	84%	98%	95%	100%	92%	91%
				b							ac		a			
International delivery	143	23	9	9	2	143	125	143	126	117	123	139	143	-	104	14
	8%	18%	23%	18%	8%	8%	12%	8%	12%	11%	18%	9%	70%	-%	8%	13%
				ac			ac		ac		b		ab			
Cross-Border Delivery	4	1	*	*	-	4	3	4	3	3	3	4	4	-	3	-
	*%	1%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%	*%	-%
													b			
Other (PLEASE SPECIFY)	*	-	-	-	-	*	-	*	*	*	*	*	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%	35%	-%	-%
None of these (DO NOT READ OUT)	20	-	2	-	-	20	4	20	4	9	-	4	-	-	13	*
	1%	-%	4%	-%	-%	1%	*%	1%	*%	1%	-%	*%	-%	-%	1%	*%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1932	145	63	56	24	1932	1303	1932	1326	1278	795	1763	249	2	1470	101
Effective base	916	69	26	28	13	916	590	916	604	582	362	851	115	2	683	57
Weighted Base	1706	133	39	48	25	1706	1060	1706	1098	1049	687	1578	204	*	1263	110
Don't Know (DO NOT READ OUT)	30	2	-	-	-	30	25	30	25	19	2	7	-	-	14	5
	2%	1%	-%	-%	-%	2%	2%	2%	2%	2%	*%	*%	-%	-%	1%	4%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1932	587	1205	496	20	212	379	204	1261	395	268	265	1315
Effective base	916	287	570	220	11	89	174	94	601	189	124	117	642
Weighted Base	1706	562	1035	423	30	176	341	164	1141	348	225	231	1186
Urgent delivery - on the same day or a specific time the next day	171 10%	74 13% b	85 8%	67 16%	3 9%	32 18%	54 16%	41 25% bc	86 8%	35 10%	35 15% c	38 16% c	93 8%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	155 28% b	157 15%	124 29%	10 32%	79 45% b	81 24%	55 33% bc	221 19%	54 16%	76 34% c	80 35% c	178 15%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	74 13% b	74 7%	45 11%	3 9%	25 14%	41 12%	31 19% bc	85 7%	35 10%	40 18% c	30 13% c	85 7%
Standard delivery	1550 91%	496 88%	961 93% a	372 88%	30 99%	128 73%	326 95% a	139 85%	1043 91% a	316 91%	201 89%	203 88%	1087 92%
International delivery	143 8%	62 11%	74 7%	47 11%	4 12%	21 12%	40 12%	12 7%	82 7%	39 11%	29 13% c	32 14% c	75 6%
Cross-Border Delivery	4 *% *	1 *% -	2 *% -	1 *% *	- -% -	* *% -	1 *% *	* *% -	2 *% -	1 *% *	* *% *	1 *% -	3 *% -
Other (PLEASE SPECIFY)	* *% *	- -% -	- -% -	* *% *	- -% -	- -% -	* *% *	- -% -	- -% -	* *% *	* *% *	- -% -	- -% -
None of these (DO NOT READ OUT)	20 1%	4 1%	15 1%	6 1%	- -%	5 3%	1 *% *	1 1%	15 1%	4 1%	- -%	5 2%	12 1%
Don't Know (DO NOT READ OUT)	30 2%	8 1%	20 2%	2 *% *	* 1%	2 1%	1 *% *	1 1%	23 2%	5 1%	1 1%	* *% *	28 2%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1932	1041	891
Effective base	916	462	455
Weighted Base	1706	833	873
Urgent delivery - on the same day or a specific time the next day	171 10%	115 14%	56 6%
		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	173 21%	169 19%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	98 12%	62 7%
		b	
Standard delivery	1550 91%	766 92%	784 90%
International delivery	143 8%	87 10%	56 6%
		b	
Cross-Border Delivery	4 *%	2 *%	2 *%
Other (PLEASE SPECIFY)	* *%	* *%	- -%
None of these (DO NOT READ OUT)	20 1%	6 1%	14 2%
Don't Know (DO NOT READ OUT)	30 2%	12 1%	18 2%

Columns Tested: a,b

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1932	-	82	336	350	39	135	113	220	184	166	190	117
Effective base	916	-	32	160	168	16	79	34	96	107	55	121	68
Weighted Base	1706	-	57	322	302	27	150	45	163	217	58	259	108
Urgent delivery - on the same day or a specific time the next day	171 10%	- -%	2 3%	53 16% bdhl	27 9%	* 1%	12 8%	5 11%	10 6%	27 12% 	6 10%	28 11% 	3 2%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342 20%	- -%	9 15%	81 25% dl	46 15%	6 23%	29 20% 	8 18%	40 24% 	47 22% 	16 27% 	51 20% 	8 8%
Timed delivery (i.e. to arrive by specific time/day)	160 9%	- -%	5 9%	34 11%	28 9%	1 4%	16 11%	2 4%	16 10%	27 12% 	6 10%	21 8%	3 3%
Standard delivery	1550 91%	- -%	52 92%	297 92% e	275 91%	21 77%	134 89%	42 93%	149 91%	190 88%	51 88%	244 94% e	97 90%
International delivery	143 8%	- -%	11 19% dikl	36 11%	17 6%	2 8%	16 11%	2 5%	14 9%	13 6%	11 20% dikl	15 6%	6 5%
Cross-Border Delivery	4 *%	- -%	- -%	* *% e	1 *% e	* 1%	* *% e	1 2%	* *% e	1 *% e	1 1%	- -%	- -%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	* *% e	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	20 1%	- -%	* *% c	3 1%	- -%	- -%	5 3% d	- -%	6 3% d	4 2%	* *% c	1 *% c	2 2%
Don't Know (DO NOT READ OUT)	30 2%	- -%	3 5% c	2 1%	11 4%	- -%	2 1%	- -%	2 1%	2 1%	1 2%	2 1%	5 4% c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 245 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1932	446	496	517	473	942	990
Effective base	916	213	245	233	229	454	462
Weighted Base	1706	438	420	424	424	857	848
Urgent delivery - on the same day or a specific time the next day	171	65	28	42	36	93	78
	10%	15%	7%	10%	9%	11%	9%
		bd					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	342	109	62	95	75	172	170
	20%	25%	15%	22%	18%	20%	20%
		b		b			
Timed delivery (i.e. to arrive by specific time/day)	160	53	31	45	30	84	76
	9%	12%	7%	11%	7%	10%	9%
Standard delivery	1550	405	374	380	391	779	771
	91%	93%	89%	90%	92%	91%	91%
International delivery	143	55	27	29	32	82	61
	8%	13%	6%	7%	8%	10%	7%
		bc					
Cross-Border Delivery	4	*	1	2	1	1	2
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	20	3	5	10	2	8	12
	1%	1%	1%	2%	1%	1%	1%
Don't Know (DO NOT READ OUT)	30	5	13	4	8	18	12
	2%	1%	3%	1%	2%	2%	1%

Columns Tested:: a,b,c,d - a,b

Table 246

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1385	643	742	947	228	67	143	438
Effective base	630	290	343	571	125	40	88	170
Weighted Base	1135	478	657	1075	51	6	4	60
Urgent delivery - on the same day or a specific time the next day	124 11%	54 11%	70 11%	110 10%	11 22% a	2 27% a	1 24% a	14 23% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	81 17%	208 32% a	270 25%	16 31%	3 44% a	1 32%	19 32%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	58 12%	66 10%	111 10%	10 21% a	1 22% a	1 23% a	13 21% a
Standard delivery	985 87%	448 94% b	537 82%	936 87% cde	42 82%	4 71%	3 73%	49 81%
International delivery	130 11%	50 11%	80 12%	121 11%	8 15%	1 21%	* 13%	10 16%
Cross-Border Delivery	3 *%	1 *%	2 *%	3 *%	* 1%	* *%	* 1%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	2 *%	6 1%	7 1%	* 1%	- -%	* 1%	* 1%
Don't Know (DO NOT READ OUT)	24 2%	11 2%	13 2%	22 2%	2 3%	* 3%	* 3%	2 3%

Columns Tested:: a,b - a,b,c,d,e

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1385	474	334	139	137	158	143	947	228	210
Effective base	630	324	180	78	85	66	88	571	125	90
Weighted Base	1135	655	323	96	33	23	4	1075	51	10
Urgent delivery - on the same day or a specific time the next day	124 11%	56 9%	44 14%	10 10%	7 22%	6 25%	1 24%	110 10%	11 22%	3 26%
					acg	abcg	abcg		abcg	abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	172 26%	73 23%	25 26%	8 25%	10 42%	1 32%	270 25%	16 31%	4 39%
						abdg				abg
Timed delivery (i.e. to arrive by specific time/day)	124 11%	63 10%	41 13%	6 7%	7 20%	5 21%	1 23%	111 10%	10 21%	2 23%
					acg	acg	abcg		acg	abcg
Standard delivery	985 87%	570 87%	280 87%	86 89%	29 88%	17 72%	3 73%	936 87%	42 82%	7 72%
		efi	efi	efi	efi			efi		
International delivery	130 11%	79 12%	34 10%	8 9%	5 16%	4 16%	* 13%	121 11%	8 15%	2 18%
Cross-Border Delivery	3 *%	1 *%	1 *%	- -%	* *%	* 1%	* 1%	3 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	6 1%	1 *%	* *%	* 1%	- -%	* 1%	7 1%	* 1%	* *%
Don't Know (DO NOT READ OUT)	24 2%	11 2%	9 3%	2 2%	1 2%	1 4%	* 3%	22 2%	2 3%	* 3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1385	596	351	228	67	143	419	189	64	61	153
Effective base	630	409	201	125	40	88	269	96	29	20	25
Weighted Base	1135	853	222	51	6	4	528	180	33	20	33
Urgent delivery - on the same day or a specific time the next day	124 11%	82 10%	29 13%	11 22%	2 27%	1 24%	50 9%	31 17%	4 12%	4 17%	5 16%
				ab	ab	ab		a			
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	215 25%	55 25%	16 31%	3 44%	1 32%	145 27%	69 39%	9 27%	7 37%	10 29%
					ab			a			
Timed delivery (i.e. to arrive by specific time/ day)	124 11%	83 10%	28 13%	10 21%	1 22%	1 23%	43 8%	41 23%	4 12%	4 20%	7 23%
				a	a	ab		a			a
Standard delivery	985 87%	738 87%	198 89%	42 82%	4 71%	3 73%	448 85%	148 82%	28 86%	15 75%	29 88%
		de	de								
International delivery	130 11%	91 11%	30 13%	8 15%	1 21%	* 13%	68 13%	18 10%	4 11%	4 19%	7 21%
Cross-Border Delivery	3 *%	2 *%	1 *%	* 1%	* *%	* 1%	2 *%	* *%	* *%	- -%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	6 1%	1 *%	* 1%	- -%	* 1%	6 1%	- -%	- -%	* 1%	* 1%
Don't Know (DO NOT READ OUT)	24 2%	19 2%	3 1%	2 3%	* 3%	* 3%	8 2%	- -%	2 6%	* 1%	* *%
									b		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	1385	78	67	128	50	86	100	84	78	67
Effective base	630	52	46	83	33	61	70	61	56	43
Weighted Base	1135	104	85	195	54	103	153	135	90	70
Urgent delivery - on the same day or a specific time the next day	124 11%	10 9%	8 10%	22 11%	8 16%	16 15%	17 11%	14 10%	11 12%	5 8%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	37 36%	21 25%	48 25%	15 27%	22 22%	41 27%	36 27%	20 23%	15 22%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	17 16%	8 10%	34 18%	7 14%	12 11%	9 6%	13 9%	8 9%	4 6%
Standard delivery	985 87%	97 94%	77 91%	168 86%	40 73%	90 87%	127 84%	121 90%	72 80%	58 83%
International delivery	130 11%	19 18%	9 10%	32 17%	1 2%	5 4%	17 11%	14 11%	11 12%	6 9%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	- -%	- -%	- -%	- -%	1 1%	- -%	4 3%	2 3%	* *%
Don't Know (DO NOT READ OUT)	24 2%	* *%	3 3%	* *%	- -%	1 1%	6 4%	7 5%	3 3%	3 4%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1385	203	223	312	738	647	224	214	209
Effective base	630	136	154	213	494	320	117	122	115
Weighted Base	1135	228	278	482	988	147	67	52	27
Urgent delivery - on the same day or a specific time the next day	124 11%	30 13%	28 10%	53 11%	111 11%	13 9%	7 10%	4 7%	3 10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	53 23%	79 28%	126 26%	257 26%	33 22%	16 23%	11 21%	6 22%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	24 10%	33 12%	55 11%	112 11%	12 8%	7 10%	2 5%	3 9%
Standard delivery	985 87%	187 82%	246 88%	417 86%	850 86%	135 92%	63 94%	47 90%	25 92%
International delivery	130 11%	12 5%	38 14%	64 13%	114 12%	16 11%	10 15%	3 6%	3 11%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	3 11%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	1 *%	2 1%	4 1%	7 1%	* *%	- -%	* *%	* *%
Don't Know (DO NOT READ OUT)	24 2%	4 2%	6 2%	14 3%	23 2%	1 *%	* *%	* *%	* *%

Columns Tested:: a,b,c,d,e,f,g,h

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1385	60	94	19	113	117	326	64	72	626
Effective base	630	31	33	11	44	55	159	25	25	300
Weighted Base	1135	58	79	24	104	128	244	43	38	513
Urgent delivery - on the same day or a specific time the next day	124	12	12	7	19	14	27	3	3	45
	11%	21%	15%	30%	18%	11%	11%	7%	8%	9%
		i								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289	18	21	15	35	34	60	7	7	128
	25%	32%	26%	61%	34%	26%	25%	15%	19%	25%
Timed delivery (i.e. to arrive by specific time/ day)	124	20	16	5	21	12	23	2	3	42
	11%	35%	20%	22%	20%	9%	9%	5%	9%	8%
		efghi	i		i					
Standard delivery	985	48	68	18	86	108	219	37	37	443
	87%	83%	86%	73%	83%	85%	90%	85%	97%	86%
International delivery	130	17	8	3	11	6	32	2	1	61
	11%	30%	10%	11%	10%	4%	13%	4%	4%	12%
		bdefghi								
Cross-Border Delivery	3	*	-	-	-	*	1	-	*	2
	*%	1%	-%	-%	-%	*%	*%	-%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	*	-	-	-	-	3	-	-	4
	1%	*%	-%	-%	-%	-%	1%	-%	-%	1%
Don't Know (DO NOT READ OUT)	24	3	3	1	3	3	*	3	-	11
	2%	5%	3%	3%	3%	3%	*%	6%	-%	2%
		f						f		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1385	290	326	769	1144	241	-	1180	205	1335	50
Effective base	630	129	159	355	519	111	-	570	65	605	25
Weighted Base	1135	289	244	602	939	197	-	1048	87	1096	39
Urgent delivery - on the same day or a specific time the next day	124 11%	45 16% c	27 11%	52 9%	90 10%	35 18% a	- -%	115 11%	9 10%	118 11%	7 17%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	87 30%	60 25%	142 24%	236 25%	54 27%	- -%	267 25%	22 26%	277 25%	12 31%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	53 18% bc	23 9%	48 8%	96 10%	28 14%	- -%	116 11%	8 9%	117 11%	7 18%
Standard delivery	985 87%	242 84%	219 90%	524 87%	809 86%	176 90%	- -%	913 87%	72 83%	950 87%	34 88%
International delivery	130 11%	34 12%	32 13%	65 11%	107 11%	23 12%	- -%	126 12%	4 5%	127 12%	3 8%
Cross-Border Delivery	3 *% *	* *% *	1 *% 1	2 *% 2	2 *% 2	1 1% 1	- -% -	3 *% 3	* *% *	3 *% 3	- -% -
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	* *% *	3 1%	4 1%	7 1%	* *% *	- -% -	7 1%	* *% *	7 1%	* *% *
Don't Know (DO NOT READ OUT)	24 2%	9 3% b	* *% *	14 2%	24 3%	* *% *	- -% -	24 2%	* *% *	24 2%	- -% -

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1385	794	280	294
Effective base	630	390	97	136
Weighted Base	1135	695	173	256
Urgent delivery - on the same day or a specific time the next day	124 11%	54 8%	20 11%	49 19%
				a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	141 20%	54 31%	92 36%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	124 11%	59 9%	21 12%	44 17%
				a
Standard delivery	985 87%	623 90%	135 78%	216 84%
		b		
International delivery	130 11%	66 10%	22 12%	42 17%
				a
Cross-Border Delivery	3 *%	2 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	4 1%	- -%	4 1%
Don't Know (DO NOT READ OUT)	24 2%	13 2%	6 4%	4 2%

Columns Tested:: a,b,c

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1385	1052	232	55	14	18	9	2	3	1284	101	46
Effective base	630	530	79	13	5	4	3	1	1	607	23	13
Weighted Base	1135	977	123	25	4	5	1	1	*	1100	35	11
Urgent delivery - on the same day or a specific time the next day	124 11%	89 9%	23 19% ai	6 25%	3 70%	2 43%	* 23%	1 100%	* 7%	113 10%	12 33% ai	6 54% abi
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	227 23%	49 40% ai	7 29%	4 99%	1 28%	* 50%	1 83%	* 96%	276 25%	14 39%	6 61% ai
Timed delivery (i.e. to arrive by specific time/ day)	124 11%	88 9%	24 19% ai	6 23%	1 31%	4 84%	1 59%	1 100%	- -%	112 10%	12 35% ai	7 62% abci
Standard delivery	985 87%	854 87% k	105 85% k	20 80%	3 84%	2 32%	1 58%	1 100%	* 4%	959 87% k	26 73%	6 57%
International delivery	130 11%	96 10%	27 22% ai	3 11%	1 29%	2 44%	1 57%	- -%	* 4%	124 11%	6 18%	4 35% ai
Cross-Border Delivery	3 *%	2 *%	1 1%	* 1%	* 1%	- -%	- -%	- -%	- -%	3 *%	* 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	6 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	24 2%	20 2%	3 3%	1 3%	- -%	- -%	- -%	- -%	- -%	23 2%	1 2%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1385	571	481	333	1171	984	1222	912	473	407	258	679	74	79	54	57	21
Effective base	630	320	211	102	517	429	546	407	198	142	134	336	20	27	15	9	5
Weighted Base	1135	601	376	158	926	781	979	761	363	265	229	623	32	50	24	16	6
Urgent delivery - on the same day or a specific time the next day	124 11%	42 7%	47 13%	35 22%	100 11%	93 12%	109 11%	91 12%	52 14%	62 23%	23 10%	51 8%	8 24%	14 27%	4 17%	9 53%	1 14%
			a	ab						abcde			b	ab		ab	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	105 17%	122 32%	63 40%	253 27%	231 30%	269 28%	224 29%	126 35%	104 39%	48 21%	170 27%	12 38%	18 35%	9 37%	9 57%	4 62%
			a	a						abcd						ab	
Timed delivery (i.e. to arrive by specific time/day)	124 11%	48 8%	40 11%	36 23%	99 11%	87 11%	105 11%	90 12%	53 15%	52 20%	21 9%	51 8%	7 23%	10 19%	6 26%	8 51%	1 10%
				ab						abcd			b	b		ab	
Standard delivery	985 87%	549 91%	306 81%	131 82%	797 86%	655 84%	838 86%	637 84%	276 76%	179 68%	206 90%	539 87%	21 65%	38 76%	21 89%	11 64%	3 46%
		bc			ef	ef	ef	ef			cf	c					
International delivery	130 11%	47 8%	49 13%	34 21%	103 11%	98 12%	112 11%	105 14%	60 16%	33 13%	20 9%	69 11%	1 4%	10 19%	5 23%	3 21%	3 59%
				a													
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	2 *%	3 *%	3 *%	2 *%	1 *%	1 1%	* *%	2 *%	* *%	- -%	* 1%	* 3%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	5 1%	1 *%	1 1%	4 *%	2 *%	5 *%	7 1%	3 1%	2 1%	3 1%	1 *%	- -%	- -%	- -%	* 1%	- -%
Don't Know (DO NOT READ OUT)	24 2%	10 2%	10 3%	4 3%	20 2%	16 2%	20 2%	16 2%	9 3%	6 2%	3 1%	14 2%	2 8%	- -%	* 1%	* *%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1385	868	102	72	59	32	29	9	689	125	65	45	31	15	14
Effective base	630	433	36	23	14	10	3	1	344	38	19	16	10	6	7
Weighted Base	1135	787	58	39	22	10	8	3	627	75	33	32	6	6	2
Urgent delivery - on the same day or a specific time the next day	124 11%	61 8%	11 19%	13 34%	3 16%	6 56%	5 63%	* 10%	49 8%	25 34%	10 31%	4 14%	3 53%	* 5%	1 31%
			a	a		abd				a	a		ad		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	190 24%	29 50%	15 39%	6 28%	5 51%	5 64%	3 94%	164 26%	35 46%	17 50%	10 32%	3 48%	2 41%	1 31%
			a							a	a				
Timed delivery (i.e. to arrive by specific time/day)	124 11%	69 9%	10 17%	7 18%	4 20%	5 47%	5 60%	* 4%	47 8%	19 25%	10 31%	7 21%	4 62%	* 5%	1 23%
						a				a	a		abd		
Standard delivery	985 87%	693 88%	43 73%	30 76%	19 86%	9 87%	3 38%	* 8%	554 88%	36 48%	27 82%	26 81%	4 72%	6 99%	2 67%
			b						b	b	b				
International delivery	130 11%	82 10%	3 5%	7 18%	3 12%	6 59%	1 11%	2 89%	70 11%	14 19%	2 7%	7 21%	2 43%	1 17%	* 19%
						abcd							ac		
Cross-Border Delivery	3 *%	2 *%	- -%	* 1%	- -%	* 1%	* 5%	- -%	2 *%	1 1%	- -%	* 1%	* 4%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	3 *%	- -%	- -%	- -%	* *%	* 1%	- -%	2 *%	- -%	- -%	- -%	* 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	24 2%	17 2%	2 4%	* *%	* 1%	- -%	- -%	- -%	13 2%	3 3%	* 1%	- -%	* 1%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1385	636	99	73	43	28	12	21	438	261	260	187	72
Effective base	630	317	36	23	16	10	3	4	240	115	117	55	20
Weighted Base	1135	600	72	38	25	16	3	6	445	205	205	85	37
Urgent delivery - on the same day or a specific time the next day	124 11%	54 9%	8 11%	13 35%	8 33%	3 21%	2 64%	2 31%	31 7%	22 11%	32 16%	16 19%	8 22%
				ab	a						a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	163 27%	21 29%	22 57%	5 19%	9 57%	2 66%	2 26%	84 19%	55 27%	87 42%	27 32%	16 45%
				abd							ab	a	a
Timed delivery (i.e. to arrive by specific time/day)	124 11%	46 8%	13 17%	16 41%	8 32%	3 20%	1 15%	4 65%	28 6%	15 7%	31 15%	20 24%	11 30%
			a	ab	a						a	ab	ab
Standard delivery	985 87%	529 88%	56 77%	22 58%	16 65%	11 69%	1 38%	1 22%	395 89%	179 87%	164 80%	72 85%	25 67%
		cd							ce	e			
International delivery	130 11%	72 12%	13 18%	5 12%	5 21%	6 40%	1 27%	3 53%	41 9%	17 8%	28 14%	16 19%	9 25%
												a	ab
Cross-Border Delivery	3 *%	1 *%	* *%	* 1%	* 1%	- -%	- -%	- -%	1 *%	* *%	1 *%	1 1%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	4 1%	- -%	- -%	1 5%	1 8%	- -%	- -%	3 1%	- -%	1 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	24 2%	15 3%	* 1%	* 1%	- -%	- -%	* 1%	- -%	12 3%	* *%	6 3%	* *%	1 2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1385	476	236	230	172	53	379	210	210	125	53
Effective base	630	256	107	99	46	12	202	86	86	39	15
Weighted Base	1135	487	184	169	62	21	382	160	139	64	31
Urgent delivery - on the same day or a specific time the next day	124 11%	42 9%	14 8%	24 14%	12 20%	7 33%	29 8%	26 16%	20 14%	13 20%	6 20%
					ab	ab		a		a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	109 22%	45 24%	69 41%	18 29%	11 52%	92 24%	52 33%	49 35%	22 35%	14 46%
				ab		a					
Timed delivery (i.e. to arrive by specific time/ day)	124 11%	38 8%	19 10%	23 14%	14 22%	6 27%	22 6%	11 7%	28 20%	16 25%	10 33%
					a	a			ab	ab	ab
Standard delivery	985 87%	425 87%	166 90%	133 79%	55 88%	14 69%	329 86%	129 81%	116 84%	56 88%	20 64%
			c				e				
International delivery	130 11%	54 11%	19 11%	19 11%	8 13%	3 15%	38 10%	16 10%	22 16%	14 22%	7 22%
										a	
Cross-Border Delivery	3 *%	* *%	1 *%	* *%	1 1%	* 1%	1 *%	- -%	2 1%	* *%	* *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	2 *%	- -%	1 1%	- -%	- -%	1 *%	1 1%	* *%	- -%	- -%
Don't Know (DO NOT READ OUT)	24 2%	12 2%	* *%	6 4%	* *%	1 4%	10 3%	* *%	6 4%	* *%	* *%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1385	386	153	179	125	56	513	62	328	1189	196	1077	94
Effective base	630	209	60	73	43	19	232	25	148	550	80	484	33
Weighted Base	1135	404	110	123	81	35	438	37	279	985	150	865	62
Urgent delivery - on the same day or a specific time the next day	124 11%	28 7%	15 14%	19 16% a	23 28% a	3 9%	54 12%	4 10%	31 11%	101 10%	23 15%	85 10%	15 25% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	95 24%	37 34%	47 38% a	30 37%	11 31%	129 29%	16 43%	74 27%	244 25%	45 30%	230 27%	23 37%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	26 6%	14 13%	20 17% a	23 28% a	6 17%	48 11%	10 28% ac	32 11%	96 10%	28 19% a	77 9%	22 36% a
Standard delivery	985 87%	349 86%	95 87%	98 80%	62 76%	26 74%	359 82% b	22 58%	250 89% ab	867 88% b	118 78%	756 87% b	41 66%
International delivery	130 11%	42 10%	18 17%	25 20% a	13 17%	4 13%	61 14%	5 14%	36 13%	108 11%	22 15%	92 11%	12 19%
Cross-Border Delivery	3 *% *%	* *% *%	1 *% *%	* *% *%	* *% *%	* *% *%	1 *% *%	* *% *%	1 *% *%	3 *% *%	* *% *%	2 *% *%	* *% *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	4 1%	- -%	* *% *%	1 1%	1 3%	5 1%	- -%	2 1%	4 *% *%	4 3% a	4 *% *%	- -% -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Frequency - parcels and packets sent						Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
	a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%													
Unweighted Base	1385	386	153	179	125	56	513	62	328	1189	196	1077	94
Effective base	630	209	60	73	43	19	232	25	148	550	80	484	33
Weighted Base	1135	404	110	123	81	35	438	37	279	985	150	865	62
Don't Know (DO NOT READ OUT)	24	11	*	4	*	-	8	-	8	22	1	19	*
	2%	3%	*%	3%	*%	-%	2%	-%	3%	2%	1%	2%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1385	856	128	593	319	1078	93	854	130	592	320
Effective base	630	387	42	288	119	485	32	385	44	289	118
Weighted Base	1135	707	74	530	231	865	61	701	80	531	230
Urgent delivery - on the same day or a specific time the next day	124 11%	76 11%	17 23% a	53 10%	38 16%	84 10%	16 26% a	72 10%	22 27% a	56 10%	35 15%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	200 28%	31 42%	153 29%	71 31%	229 26%	24 39%	201 29%	30 38%	147 28%	77 33%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	65 9%	22 30% a	60 11%	30 13%	77 9%	22 36% a	65 9%	23 29% a	59 11%	31 14%
Standard delivery	985 87%	615 87%	40 54%	460 87%	177 77%	756 87%	41 67%	611 87%	44 55%	461 87%	176 77%
International delivery	130 11%	82 12%	15 20%	73 14%	31 14%	92 11%	12 19%	82 12%	16 20%	76 14%	29 13%
Cross-Border Delivery	3 *%	2 *%	1 1%	* *%	1 *%	2 *%	* *%	2 *%	1 1%	* *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	2 *%	- -%	3 *%	4 2%	4 *%	- -%	2 *%	- -%	3 *%	4 2%
Don't Know (DO NOT READ OUT)	24 2%	16 2%	* *%	14 3%	2 1%	20 2%	* *%	16 2%	* *%	14 3%	2 1%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1385	590	939	204	3	539	746	166	2	647	518	172	-
Effective base	630	250	432	83	2	231	336	68	1	288	243	76	-
Weighted Base	1135	460	760	153	3	428	589	116	2	553	413	134	-
Urgent delivery - on the same day or a specific time the next day	124 11%	72 16%	75 10%	34 22%	1 47%	73 17%	56 10%	22 19%	- -%	81 15%	42 10%	30 22%	- -%
		b		b		b		b				b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	195 42%	176 23%	63 41%	1 47%	182 43%	153 26%	55 48%	- -%	205 37%	98 24%	59 44%	- -%
		b		b		b		b		b		b	
Timed delivery (i.e. to arrive by specific time/day)	124 11%	72 16%	74 10%	33 22%	1 47%	64 15%	58 10%	22 19%	- -%	75 14%	51 12%	30 23%	- -%
		b		b		b		b		b		b	
Standard delivery	985 87%	355 77%	692 91%	126 82%	3 100%	319 75%	543 92%	103 88%	2 100%	448 81%	374 91%	122 91%	- -%
			ac				a	a			a	a	
International delivery	130 11%	75 16%	87 11%	66 43%	1 47%	75 18%	76 13%	68 58%	- -%	90 16%	68 16%	62 47%	- -%
				ab				ab				ab	
Cross-Border Delivery	3 *%	1 *%	2 *%	2 1%	- -%	1 *%	2 *%	2 2%	- -%	1 *%	1 *%	1 1%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	1 *%	4 *%	- -%	- -%	2 *%	1 *%	- -%	- -%	3 1%	3 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	24 2%	12 3%	15 2%	4 2%	- -%	10 2%	10 2%	* *%	- -%	8 1%	13 3%	* *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1385	1064	878	622	852	705	37	412	317	321	86	62	348	309
Effective base	630	476	388	296	380	326	12	201	145	147	42	33	162	146
Weighted Base	1135	855	709	547	698	580	10	368	293	283	79	63	308	272
Urgent delivery - on the same day or a specific time the next day	124 11%	89 10%	82 12%	65 12%	83 12%	59 10%	7 66% ab	44 12%	42 14%	49 17%	12 16%	6 10%	38 12%	34 12%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	227 27%	212 30%	164 30%	210 30%	146 25%	6 61% ab	96 26%	124 42% a	115 41% a	33 41% a	22 35%	84 27%	63 23%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	76 9%	67 10%	64 12%	66 10%	52 9%	4 42% ab	45 12%	36 12%	47 17%	13 16%	10 16%	34 11%	28 10%
Standard delivery	985 87%	754 88%	612 86%	481 88%	604 86% c	524 90% c	7 64%	329 89%	252 86%	240 85%	73 92%	59 93%	286 93%	257 94%
International delivery	130 11%	90 11%	84 12%	80 15%	81 12%	68 12%	3 25%	58 16%	53 18%	60 21%	34 43% abc	36 57% abc	42 14%	37 14%
Cross-Border Delivery	3 *% -%	2 *% -%	2 *% -%	1 *% -%	2 *% -%	2 *% -%	- -%	1 *% -%	* *% -%	1 *% -%	* *% -%	* *% -%	1 *% -%	1 *% -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1% -%	4 *% -%	2 *% -%	4 1% -%	1 *% -%	4 1% -%	- -%	3 1% -%	3 1% -%	2 1% -%	- -%	- -%	1 *% -%	* *% -%
Don't Know (DO NOT READ OUT)	24 2% -%	19 2% -%	16 2% -%	14 3% -%	15 2% -%	11 2% -%	* 2% -%	11 3% -%	7 2% -%	3 1% -%	* *% -%	* *% -%	6 2% -%	10 4% -%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1385	114	57	53	16	1303	1385	1385	1118	1049	662	1252	222	1	1055	71
Effective base	630	54	22	24	9	590	630	630	502	465	293	580	108	1	466	41
Weighted Base	1135	93	35	43	18	1060	1135	1135	904	837	545	1042	196	*	829	78
Urgent delivery - on the same day or a specific time the next day	124 11%	24 26%	16 46%	9 20%	1 5%	115 11%	124 11%	124 11%	107 12%	93 11%	124 23% b	104 10%	64 33% ab	- -%	96 12%	5 6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	30 32%	26 75% ac	16 37%	4 22%	267 25%	289 25%	289 25%	247 27%	209 25%	289 53% b	244 23%	107 54% b	- -%	219 26%	20 26%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	13 14%	12 33%	11 25%	2 14%	105 10%	124 11%	124 11%	106 12%	96 11%	124 23% b	97 9%	63 32% b	- -%	82 10%	6 7%
Standard delivery	985 87%	84 90% b	14 40%	32 75% b	16 88%	942 89%	985 87%	985 87%	799 88%	753 90%	423 78%	985 94% ac	175 89% a	* 100%	723 87%	69 88%
International delivery	130 11%	15 16%	5 16%	9 21%	1 6%	114 11%	130 11%	130 11%	117 13%	106 13%	113 21% b	124 12%	130 66% ab	- -%	97 12%	8 10%
Cross-Border Delivery	3 *%	1 1%	* *%	* *%	- -%	3 *%	3 *%	3 *%	2 *%	3 *%	2 *%	3 *%	3 2%	- -%	3 *%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	- -%	3 8% a	- -%	- -%	5 *%	8 1%	8 1%	4 *%	3 *%	- -%	2 *%	- -%	- -%	5 1%	- -%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1385	114	57	53	16	1303	1385	1385	1118	1049	662	1252	222	1	1055	71
Effective base	630	54	22	24	9	590	630	630	502	465	293	580	108	1	466	41
Weighted Base	1135	93	35	43	18	1060	1135	1135	904	837	545	1042	196	*	829	78
Don't Know (DO NOT READ OUT)	24	-	*	-	-	23	24	24	22	21	3	6	-	-	15	3
	2%	-%	1%	-%	-%	2%	2%	2%	2%	2%	1%	1%	-%	-%	2%	4%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1385	465	812	393	11	185	282	151	891	290	234	199	892
Effective base	630	217	366	169	6	75	126	66	411	129	108	85	414
Weighted Base	1135	411	643	310	19	144	236	106	755	232	190	170	725
Urgent delivery - on the same day or a specific time the next day	124 11%	51 12%	61 10%	51 17%	* 2%	26 18%	32 14%	25 23%	68 9%	25 11%	29 15%	27 16%	63 9%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	136 33%	130 20%	100 32%	4 23%	63 44%	66 28%	41 39%	193 25%	46 20%	50 26%	78 46%	155 21%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	47 11%	56 9%	39 12%	- -%	27 18%	22 9%	23 22%	74 10%	20 9%	31 16%	32 19%	56 8%
Standard delivery	985 87%	341 83%	582 91%	253 82%	18 94%	95 66%	210 89%	86 81%	650 86%	207 90%	164 86%	121 71%	651 90%
International delivery	130 11%	55 13%	63 10%	44 14%	1 4%	24 17%	31 13%	10 10%	70 9%	39 17%	32 17%	30 18%	59 8%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	1 *%	* *%	1 *%	2 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	3 1%	4 1%	2 1%	- -%	3 2%	1 1%	1 1%	4 1%	2 1%	1 1%	2 1%	5 1%
Don't Know (DO NOT READ OUT)	24 2%	6 2%	16 2%	2 1%	- -%	2 1%	* *%	5 4%	14 2%	4 2%	1 1%	* *%	22 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1385	826	559
Effective base	630	355	275
Weighted Base	1135	628	507
Urgent delivery - on the same day or a specific time the next day	124 11%	89 14%	35 7%
		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	146 23%	144 28%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	73 12%	51 10%
Standard delivery	985 87%	552 88%	433 85%
International delivery	130 11%	70 11%	60 12%
Cross-Border Delivery	3 *%	2 *%	1 *%
Other (PLEASE SPECIFY)	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	4 1%	4 1%
Don't Know (DO NOT READ OUT)	24 2%	15 2%	9 2%

Columns Tested: a,b

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1385	-	71	252	286	28	90	77	147	128	113	113	80
Effective base	630	-	26	115	138	13	51	20	58	73	39	66	45
Weighted Base	1135	-	47	221	252	24	96	32	95	137	33	129	71
Urgent delivery - on the same day or a specific time the next day	124 11%	- -%	4 8%	37 17% l	22 9%	3 12%	9 9%	3 9%	9 9%	19 14% l	4 14%	14 11%	1 2%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289 25%	- -%	12 27%	67 30% dl	47 19%	5 19%	31 33% dl	6 19%	29 31% l	31 23%	14 41% dil	40 31% l	7 10%
Timed delivery (i.e. to arrive by specific time/day)	124 11%	- -%	5 11%	27 12%	26 10%	3 14%	11 12%	2 6%	9 10%	19 14%	7 21% k	8 6%	7 10%
Standard delivery	985 87%	- -%	38 81%	206 93% hikl	227 90% il	17 71%	89 92% i	28 88%	79 83%	108 79%	29 90%	108 84%	55 78%
International delivery	130 11%	- -%	11 23% d	34 15%	19 8%	* 1%	14 15%	6 19%	9 9%	13 10%	7 21% d	12 9%	5 7%
Cross-Border Delivery	3 *%	- -%	- -%	* *% d	1 *% il	* 1%	- -%	1 3%	* *%	1 *% d	1 2%	- -%	- -%
Other (PLEASE SPECIFY)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	8 1%	- -%	1 2%	* *% d	- -%	- -%	2 2%	- -%	* *%	2 2% d	- -%	1 1% d	1 2%
Don't Know (DO NOT READ OUT)	24 2%	- -%	3 7%	2 1%	9 4%	- -%	* *%	- -%	6 6%	1 *% d	1 2% d	- -%	3 4%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 246 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1385	350	377	352	306	727	658
Effective base	630	161	185	151	138	342	289
Weighted Base	1135	326	313	264	232	639	496
Urgent delivery - on the same day or a specific time the next day	124	50	24	30	20	74	50
	11%	15%	8%	12%	8%	12%	10%
		b					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	289	100	63	67	60	162	127
	25%	31%	20%	25%	26%	25%	26%
		b					
Timed delivery (i.e. to arrive by specific time/day)	124	47	25	30	22	72	52
	11%	14%	8%	12%	9%	11%	10%
Standard delivery	985	300	277	215	193	577	408
	87%	92%	88%	82%	83%	90%	82%
		cd				b	
International delivery	130	54	24	29	24	78	52
	11%	17%	8%	11%	10%	12%	11%
		b					
Cross-Border Delivery	3	*	1	2	1	1	2
	*%	*%	*%	1%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	1	2	2	2	3	5
	1%	*%	1%	1%	1%	*%	1%
Don't Know (DO NOT READ OUT)	24	5	9	6	3	14	10
	2%	2%	3%	2%	1%	2%	2%

Columns Tested:: a,b,c,d - a,b

Table 247

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1445	669	776	1012	229	64	140	433
Effective base	661	293	375	604	122	42	83	165
Weighted Base	1219	474	745	1160	50	6	4	59
Urgent delivery - on the same day or a specific time the next day	179 15%	76 16%	103 14%	165 14%	12 25% a	1 24%	1 25% a	15 25% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	124 26%	428 57% a	528 45%	21 42%	2 34%	2 43%	24 41%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	67 14%	147 20%	202 17%	10 20%	2 29%	1 23%	12 21%
Standard delivery	893 73%	393 83% b	500 67%	849 73%	38 76%	4 66%	2 68%	44 74%
International delivery	152 12%	55 12%	97 13%	141 12%	9 18%	1 18%	1 19%	11 18% a
Cross-Border Delivery	3 *%	1 *%	1 *%	2 *%	* 1%	* 2%	* 1%	* 1%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	- -%	* 5% abde	- -%	* *%
None of these (DO NOT READ OUT)	11 1%	* *%	10 1% a	11 1%	* *%	* *%	* 2%	* *%
Don't Know (DO NOT READ OUT)	26 2%	16 3%	10 1%	25 2%	1 1%	* 3%	* 2%	1 1%

Columns Tested:: a,b - a,b,c,d,e

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1445	516	353	143	135	158	140	1012	229	204
Effective base	661	347	192	78	81	66	83	604	122	93
Weighted Base	1219	715	349	96	32	23	4	1160	50	9
Urgent delivery - on the same day or a specific time the next day	179 15%	102 14%	53 15%	10 10%	8 25%	6 24%	1 25%	165 14%	12 25%	2 24%
					acg	cg	acg		abcg	acg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	343 48%	149 43%	36 38%	14 42%	9 40%	2 43%	528 45%	21 42%	3 37%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	115 16%	76 22% c	11 11%	6 18%	6 25% c	1 23%	202 17%	10 20%	2 27% acg
Standard delivery	893 73%	520 73%	255 73%	75 78%	26 79%	16 69%	2 68%	849 73%	38 76%	6 67%
International delivery	152 12%	96 13%	38 11%	8 8%	5 16%	5 21% bcg	1 19% c	141 12%	9 18% c	2 18%
Cross-Border Delivery	3 *%	1 *%	1 *%	- -%	* *%	* 2%	* 1%	2 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	* 1% g	- -%	- -%	- -%	* 3% abg
None of these (DO NOT READ OUT)	11 1%	10 1%	* *%	1 1%	* *%	* *%	* 2%	11 1%	* *%	* 1%
Don't Know (DO NOT READ OUT)	26 2%	10 1%	11 3%	5 5%	1 2%	* 1%	* 2%	25 2%	1 1%	* 3%
				a						

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1445	645	367	229	64	140	459	183	67	66	148
Effective base	661	434	210	122	42	83	299	91	28	26	25
Weighted Base	1219	922	238	50	6	4	618	167	33	25	33
Urgent delivery - on the same day or a specific time the next day	179	128	37	12	1	1	79	34	5	5	5
	15%	14%	16%	25%	24%	25%	13%	20%	16%	20%	16%
			ab			a					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	430	98	21	2	2	341	89	19	14	17
	45%	47%	41%	42%	34%	43%	55%	53%	58%	56%	51%
Timed delivery (i.e. to arrive by specific time/ day)	214	160	42	10	2	1	114	42	5	4	11
	18%	17%	17%	20%	29%	23%	18%	25%	17%	17%	32%
Standard delivery	893	663	187	38	4	2	431	113	24	15	24
	73%	72%	78%	76%	66%	68%	70%	68%	74%	60%	71%
International delivery	152	113	29	9	1	1	82	24	5	4	9
	12%	12%	12%	18%	18%	19%	13%	14%	14%	17%	26%
Cross-Border Delivery	3	1	1	*	*	*	1	*	*	-	*
	*%	*%	*%	1%	2%	1%	*%	*%	*%	-%	1%
Other (PLEASE SPECIFY)	*	-	-	-	*	-	-	-	-	-	-
	*%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%
				abce							
None of these (DO NOT READ OUT)	11	10	1	*	*	*	7	4	-	*	*
	1%	1%	*%	*%	*%	2%	1%	2%	-%	*%	*%
Don't Know (DO NOT READ OUT)	26	20	5	1	*	*	9	-	2	*	*
	2%	2%	2%	1%	3%	2%	1%	-%	6%	1%	*%
									b		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1445	76	75	139	42	80	109	83	78	74
Effective base	661	52	54	89	28	56	77	62	56	50
Weighted Base	1219	111	94	217	45	93	175	143	95	80
Urgent delivery - on the same day or a specific time the next day	179	15	15	40	5	10	20	25	14	14
	15%	13%	16%	19%	10%	11%	11%	18%	15%	17%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	52	45	114	19	36	85	69	37	33
	45%	47%	48%	52%	42%	38%	49%	49%	39%	41%
Timed delivery (i.e. to arrive by specific time/day)	214	28	20	55	5	10	27	20	13	12
	18%	26%	21%	25%	11%	11%	16%	14%	14%	15%
Standard delivery	893	92	61	135	31	77	119	108	78	64
	73%	82%	65%	62%	68%	83%	68%	75%	82%	79%
		bc				bc			bc	c
International delivery	152	19	12	29	6	7	23	16	14	4
	12%	17%	13%	14%	13%	8%	13%	11%	15%	4%
		i								
Cross-Border Delivery	3	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	11	2	3	*	-	*	3	-	1	1
	1%	2%	4%	*%	-%	1%	2%	-%	1%	1%
Don't Know (DO NOT READ OUT)	26	1	2	2	-	1	7	7	1	4
	2%	1%	2%	1%	-%	1%	4%	5%	1%	5%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1445	196	229	331	756	689	249	226	214
Effective base	661	134	161	228	511	347	140	129	117
Weighted Base	1219	219	300	535	1053	166	83	55	28
Urgent delivery - on the same day or a specific time the next day	179 15%	28 13%	44 15%	85 16%	157 15%	22 13%	13 16%	5 10%	3 11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	88 40%	134 45% h	268 50% efh	490 47% efh	62 37%	29 35%	23 42%	9 33%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	27 13%	61 20% eg	103 19%	192 18% g	23 14% g	14 17% g	5 9%	4 13%
Standard delivery	893 73%	172 79% c	231 77% c	361 68%	764 73%	129 78% c	67 81% cd	39 72%	23 81% c
International delivery	152 12%	17 8%	46 15% a	68 13%	131 12%	21 13%	13 16% a	5 8%	3 11%
Cross-Border Delivery	3 *%	- -%	- -%	- -%	- -%	3 2% d	- -%	- -%	3 9% abcdefg
Other (PLEASE SPECIFY)	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	1 *%	7 2% e	3 1%	10 1%	* *%	* *%	* 1%	* *%
Don't Know (DO NOT READ OUT)	26 2%	5 2%	4 1%	16 3% eg	25 2%	1 1%	1 1%	- -%	* *%

Columns Tested:: a,b,c,d,e,f,g,h

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1445	63	115	19	134	122	374	70	62	613
Effective base	661	31	42	11	53	58	192	27	23	290
Weighted Base	1219	61	98	28	126	143	290	48	34	509
Urgent delivery - on the same day or a specific time the next day	179	18	18	3	21	25	41	11	1	61
	15%	30%	18%	10%	16%	17%	14%	23%	3%	12%
		fhi						h		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	26	53	20	74	48	145	15	8	235
	45%	43%	55%	72%	59%	33%	50%	32%	23%	46%
			eh		egh		eh			h
Timed delivery (i.e. to arrive by specific time/ day)	214	25	20	3	23	27	45	5	3	87
	18%	41%	20%	9%	18%	19%	15%	10%	8%	17%
		defghi								
Standard delivery	893	46	75	13	88	95	211	33	28	386
	73%	76%	77%	45%	70%	67%	73%	69%	82%	76%
International delivery	152	18	15	1	16	9	41	2	*	65
	12%	30%	16%	2%	13%	6%	14%	4%	1%	13%
		defghi								
Cross-Border Delivery	3	-	*	-	*	*	1	*	*	1
	*%	-%	*%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	*	-	*	-	*	-	-	-	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	11	*	-	-	-	6	2	-	2	*
	1%	*%	-%	-%	-%	4%	1%	-%	6%	*%
						i			i	
Don't Know (DO NOT READ OUT)	26	3	3	2	5	4	1	3	-	10
	2%	4%	3%	7%	4%	3%	*%	6%	-%	2%
		f						f		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1445	319	374	752	1194	251	-	1226	219	1398	47
Effective base	661	141	192	346	546	115	-	599	70	639	23
Weighted Base	1219	330	290	599	1010	209	-	1132	87	1183	36
Urgent delivery - on the same day or a specific time the next day	179 15%	64 19%	41 14%	75 12%	138 14%	41 20%	- -%	169 15%	10 12%	172 15%	8 22%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	148 45%	145 50%	259 43%	453 45%	99 48%	- -%	528 47%	24 28%	538 45%	14 40%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	74 23%	45 15%	95 16%	169 17%	45 22%	- -%	204 18%	10 12%	207 18%	7 20%
Standard delivery	893 73%	229 69%	211 73%	454 76%	743 73%	151 72%	- -%	821 73%	72 83%	861 73%	33 91%
International delivery	152 12%	43 13%	41 14%	68 11%	130 13%	22 11%	- -%	145 13%	7 8%	148 13%	4 11%
Cross-Border Delivery	3 *%	* *%	1 *%	1 *%	2 *%	1 *%	- -%	2 *%	* *%	3 *%	- -%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	- -%
None of these (DO NOT READ OUT)	11 1%	6 2%	2 1%	2 *%	7 1%	4 2%	- -%	10 1%	1 1%	10 1%	1 2%
Don't Know (DO NOT READ OUT)	26 2%	12 4%	1 *%	13 2%	26 3%	- -%	- -%	26 2%	- -%	25 2%	1 2%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1445	800	272	348
Effective base	661	383	103	164
Weighted Base	1219	695	193	311
Urgent delivery - on the same day or a specific time the next day	179 15%	77 11%	43 22%	57 18%
			a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	274 39%	109 57%	164 53%
			a	a
Timed delivery (i.e. to arrive by specific time/day)	214 18%	99 14%	54 28%	61 20%
			a	
Standard delivery	893 73%	523 75%	132 68%	226 73%
International delivery	152 12%	72 10%	31 16%	49 16%
Cross-Border Delivery	3 *%	1 *%	* *%	1 *%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	6 1%	3 2%	1 *%
Don't Know (DO NOT READ OUT)	26 2%	12 2%	3 1%	11 4%

Columns Tested: a,b,c

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1445	1094	250	58	12	16	9	5	1	1344	101	43
Effective base	661	550	89	16	5	3	2	3	1	637	24	8
Weighted Base	1219	1035	140	28	3	8	3	2	*	1175	44	16
Urgent delivery - on the same day or a specific time the next day	179 15%	127 12%	36 26% ai	10 35% ai	2 51%	2 23%	2 77%	1 61%	- -%	163 14%	16 38% ai	7 43% ai
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	447 43%	82 58% ai	10 36% ai	3 99%	7 85%	2 76%	1 59%	- -%	529 45%	23 54%	13 83% aci
Timed delivery (i.e. to arrive by specific time/ day)	214 18%	159 15%	38 27% ai	10 35% a	2 54%	1 17%	3 99%	2 76%	- -%	197 17%	17 39% ai	7 46% ai
Standard delivery	893 73%	768 74% k	96 68%	24 86% k	1 32%	3 43%	* 16%	1 59%	- -%	864 73% k	30 68%	6 38%
International delivery	152 12%	115 11%	27 19% a	6 23%	1 40%	2 26%	* 16%	* 3%	- -%	142 12%	10 23%	4 24%
Cross-Border Delivery	3 *%	2 *%	1 *%	* 1%	* 2%	- -%	* 2%	- -%	- -%	2 *%	* 1%	* 1%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	10 1%	1 1%	- -%	- -%	- -%	- -%	- -%	* 100%	11 1%	* *%	* *%
Don't Know (DO NOT READ OUT)	26 2%	21 2%	4 3%	1 2%	- -%	- -%	- -%	- -%	- -%	25 2%	1 1%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1445	581	513	351	1183	974	1239	984	484	417	283	686	69	71	54	57	19
Effective base	661	310	240	113	528	435	562	454	211	154	147	342	18	23	16	12	6
Weighted Base	1219	589	446	184	969	812	1029	869	412	306	246	645	33	50	27	20	8
Urgent delivery - on the same day or a specific time the next day	179 15%	58 10%	69 15%	52 28% ab	144 15%	120 15%	150 15%	135 15%	75 18%	67 22% abc	36 14%	79 12%	5 16%	10 20%	10 35% ab	9 42% ab	2 22%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	211 36%	236 53% a	105 57% a	473 49%	422 52%	503 49%	450 52%	239 58% ac	187 61% abcd	98 40%	329 51% a	15 44%	26 52%	15 54%	14 71% a	6 71%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	81 14%	78 18%	55 30% ab	186 19%	157 19%	192 19%	168 19%	92 22%	81 26% c	34 14%	117 18%	9 27%	15 29%	6 22%	10 49% ab	2 27%
Standard delivery	893 73%	459 78% bc	309 69%	125 68%	698 72% ef	572 70% ef	743 72% ef	616 71% ef	253 61%	176 57%	197 80% cd	464 72%	18 53%	27 54%	20 74%	12 58%	5 58%
International delivery	152 12%	58 10%	57 13%	37 20% a	121 13%	111 14%	132 13%	123 14%	67 16%	32 11%	31 13%	81 13%	2 5%	5 11%	8 30% b	4 18%	1 12%
Cross-Border Delivery	3 *% *	1 *% *	1 *% *	1 1% *	2 *% *	2 *% *	3 *% *	2 *% *	1 *% *	1 *% *	1 *% *	1 *% *	1 *% *	- -% *	* 1% *	* 2% *	* *% *
Other (PLEASE SPECIFY)	* *% *	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *	* *% *	* *% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *	- -% *
None of these (DO NOT READ OUT)	11 1% *	3 *% *	7 2% *	1 1% *	10 1% *	7 1% *	11 1% *	7 1% *	7 2% *	5 2% *	4 2% *	6 1% *	* *% *	- -% *	- -% *	* 1% *	- -% *
Don't Know (DO NOT READ OUT)	26 2% *	11 2% *	10 2% *	5 3% *	22 2% *	19 2% *	22 2% *	16 2% *	7 2% *	9 3% *	3 1% *	12 2% *	2 7% *	4 8% *	* 1% *	- -% *	- -% *

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1445	891	97	71	56	32	24	12	696	112	65	44	28	20	9
Effective base	661	445	36	21	14	9	2	4	351	35	17	18	10	8	3
Weighted Base	1219	820	55	46	22	13	7	6	645	77	36	34	6	11	4
Urgent delivery - on the same day or a specific time the next day	179	100	14	13	7	4	5	1	73	28	5	9	3	2	1
	15%	12%	24%	29%	31%	32%	74%	14%	11%	36%	15%	26%	44%	16%	14%
			a	a	a					a					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	391	37	19	6	12	5	5	313	55	19	21	4	8	2
	45%	48%	66%	40%	25%	91%	73%	84%	49%	71%	54%	61%	68%	72%	59%
			ad			acd				a					
Timed delivery (i.e. to arrive by specific time/day)	214	138	17	15	4	5	5	1	105	30	7	8	3	3	1
	18%	17%	30%	34%	20%	37%	74%	20%	16%	39%	21%	24%	59%	23%	15%
			a	a						a					
Standard delivery	893	606	35	26	18	8	2	3	481	37	19	20	4	9	1
	73%	74%	63%	56%	82%	64%	31%	49%	75%	49%	52%	60%	75%	77%	38%
									bc						
International delivery	152	100	4	6	4	7	1	-	87	11	5	4	3	1	*
	12%	12%	7%	12%	20%	53%	16%	-%	14%	14%	15%	12%	43%	7%	12%
						abc									
Cross-Border Delivery	3	1	-	*	-	*	*	*	1	1	*	*	*	*	*
	*%	*%	-%	1%	-%	*%	5%	1%	*%	1%	*%	1%	3%	*%	1%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	11	6	3	-	-	*	*	-	7	*	-	-	*	-	-
	1%	1%	6%	-%	-%	*%	2%	-%	1%	*%	-%	-%	1%	-%	-%
			a												
Don't Know (DO NOT READ OUT)	26	16	2	4	*	-	-	-	13	2	4	-	-	-	-
	2%	2%	4%	9%	1%	-%	-%	-%	2%	3%	11%	-%	-%	-%	-%
											a				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1445	691	108	66	51	35	13	20	473	248	263	182	71
Effective base	661	347	45	24	20	11	5	5	258	111	119	53	21
Weighted Base	1219	670	90	39	34	22	6	7	485	205	216	82	39
Urgent delivery - on the same day or a specific time the next day	179 15%	84 13%	14 15%	13 34%	11 32%	8 35%	1 21%	3 47%	56 12%	33 16%	26 12%	23 28%	10 26%
				a	a	a						ac	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	320 48%	53 58%	30 76%	21 61%	17 78%	3 51%	6 81%	222 46%	94 46%	119 55%	39 47%	27 69%
				a	a	a							a
Timed delivery (i.e. to arrive by specific time/day)	214 18%	107 16%	24 26%	14 37%	11 32%	7 31%	1 18%	3 42%	76 16%	40 20%	39 18%	25 30%	10 26%
				a								a	
Standard delivery	893 73%	498 74%	56 62%	24 60%	20 59%	13 60%	4 60%	1 18%	345 71%	159 77%	147 68%	67 81%	24 63%
International delivery	152 12%	91 14%	11 12%	6 15%	6 18%	6 25%	3 54%	* 4%	58 12%	18 9%	27 12%	21 26%	6 15%
												abc	
Cross-Border Delivery	3 *%	1 *%	* *%	* 1%	* 1%	- -%	- -%	* *%	1 *%	* *%	1 *%	* *%	* 1%
Other (PLEASE SPECIFY)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	5 1%	* *%	- -%	- -%	1 5%	- -%	- -%	4 1%	3 1%	4 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	16 2%	* *%	* *%	- -%	- -%	- -%	- -%	16 3%	1 1%	5 2%	* *%	* *%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1445	506	233	227	164	50	388	202	205	124	51
Effective base	661	271	108	98	42	11	209	87	82	39	17
Weighted Base	1219	524	189	167	61	22	408	162	145	61	33
Urgent delivery - on the same day or a specific time the next day	179	69	20	24	18	8	39	34	19	17	9
	15%	13%	10%	14%	29%	35%	10%	21%	13%	29%	28%
					ab	ab		a		ac	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	250	80	96	26	15	205	84	77	28	25
	45%	48%	43%	57%	42%	70%	50%	52%	53%	47%	76%
			b								ad
Timed delivery (i.e. to arrive by specific time/ day)	214	88	37	33	14	9	70	30	29	18	8
	18%	17%	20%	20%	23%	41%	17%	19%	20%	30%	24%
						a					
Standard delivery	893	376	151	110	49	10	274	112	110	53	20
	73%	72%	80%	66%	80%	46%	67%	69%	76%	87%	58%
			ce		e					abe	
International delivery	152	71	13	22	11	2	46	21	19	18	4
	12%	14%	7%	13%	18%	9%	11%	13%	13%	30%	13%
										abc	
Cross-Border Delivery	3	1	*	1	*	*	1	*	1	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	1%	*%	1%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	11	3	3	4	-	-	7	-	*	-	-
	1%	1%	1%	2%	-%	-%	2%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	26	17	-	5	*	-	13	3	2	*	*
	2%	3%	-%	3%	*%	-%	3%	2%	2%	*%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1445	400	174	191	140	65	582	61	334	1208	237	1084	99
Effective base	661	216	74	86	53	23	275	26	152	561	100	492	36
Weighted Base	1219	427	153	139	100	40	525	37	301	1030	189	897	71
Urgent delivery - on the same day or a specific time the next day	179 15%	47 11%	26 17%	24 18%	27 27%	6 15%	87 17%	4 11%	44 15%	142 14%	37 20%	120 13%	23 33%
					a								a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	204 48%	88 57%	69 50%	57 57%	27 69%	286 55%	25 67%	136 45%	467 45%	85 45%	434 48%	39 55%
								c					
Timed delivery (i.e. to arrive by specific time/day)	214 18%	75 18%	30 20%	24 17%	30 30%	5 13%	97 19%	7 19%	63 21%	177 17%	37 20%	162 18%	24 33%
					a								a
Standard delivery	893 73%	305 71%	104 68%	110 79%	66 67%	24 62%	366 70%	30 80%	216 72%	764 74%	129 68%	657 73%	41 57%
												b	
International delivery	152 12%	58 14%	21 13%	18 13%	19 19%	6 16%	78 15%	* 1%	45 15%	126 12%	26 14%	114 13%	7 10%
							b		b				
Cross-Border Delivery	3 *%	* *%	1 *%	* *%	* *%	* *%	1 *%	* 1%	* *%	2 *%	1 *%	2 *%	* *%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	5 1%	- -%	* *%	- -%	1 3%	1 *%	- -%	6 2%	6 1%	5 3%	6 1%	4 5%
													a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1445	400	174	191	140	65	582	61	334	1208	237	1084	99
Effective base	661	216	74	86	53	23	275	26	152	561	100	492	36
Weighted Base	1219	427	153	139	100	40	525	37	301	1030	189	897	71
Don't Know (DO NOT READ OUT)	26	9	*	5	*	-	9	-	5	24	2	21	1
	2%	2%	*%	4%	*%	-%	2%	-%	2%	2%	1%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1445	845	129	633	351	1085	98	836	138	633	351
Effective base	661	394	41	313	141	495	34	388	47	313	142
Weighted Base	1219	726	87	593	277	897	71	718	94	588	281
Urgent delivery - on the same day or a specific time the next day	179	92	28	77	58	116	27	96	24	73	61
	15%	13%	33%	13%	21%	13%	38%	13%	26%	12%	22%
			a		a		a		a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	366	56	316	134	433	40	362	60	304	145
	45%	50%	65%	53%	48%	48%	56%	50%	64%	52%	52%
Timed delivery (i.e. to arrive by specific time/day)	214	130	27	114	54	159	27	134	24	105	63
	18%	18%	32%	19%	20%	18%	37%	19%	25%	18%	22%
			a		a		a		a		a
Standard delivery	893	536	36	439	177	662	36	528	44	437	179
	73%	74%	41%	74%	64%	74%	51%	74%	47%	74%	64%
		b	b	b	b	b	b	b	b	b	b
International delivery	152	100	10	81	42	114	7	98	12	86	37
	12%	14%	12%	14%	15%	13%	10%	14%	13%	15%	13%
Cross-Border Delivery	3	1	1	1	1	2	*	1	1	1	1
	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	*	-	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
None of these (DO NOT READ OUT)	11	4	4	2	5	6	4	4	4	2	5
	1%	1%	4%	*%	2%	1%	5%	1%	4%	*%	2%
			a		a		a		a		a
Don't Know (DO NOT READ OUT)	26	18	*	14	2	21	1	18	*	14	2
	2%	3%	*%	2%	1%	2%	1%	3%	*%	2%	1%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1445	595	953	207	3	541	728	168	4	712	546	198	1
Effective base	661	259	438	88	2	237	330	70	3	328	259	90	1
Weighted Base	1219	494	794	156	3	456	595	122	4	636	474	160	2
Urgent delivery - on the same day or a specific time the next day	179 15%	104 21%	112 14%	34 22%	1 47%	90 20%	84 14%	28 23%	2 44%	124 19%	69 15%	44 28%	- -%
		b										b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	316 64%	366 46%	103 66%	3 95%	303 66%	283 48%	82 67%	2 44%	402 63%	213 45%	101 63%	- -%
		b		b		b		b		b		b	
Timed delivery (i.e. to arrive by specific time/day)	214 18%	126 25%	149 19%	52 33%	1 47%	114 25%	111 19%	36 29%	1 13%	147 23%	100 21%	52 33%	- -%
		b		b				b				b	
Standard delivery	893 73%	315 64%	610 77%	120 77%	2 52%	284 62%	459 77%	96 78%	4 87%	409 64%	391 82%	123 77%	2 100%
			a	a			a	a			a	a	
International delivery	152 12%	80 16%	106 13%	63 40%	1 47%	85 19%	85 14%	59 48%	- -%	104 16%	87 18%	73 45%	- -%
				ab				ab				ab	
Cross-Border Delivery	3 *%	1 *%	1 *%	1 1%	- -%	1 *%	1 *%	1 1%	- -%	1 *%	1 *%	1 1%	- -%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
None of these (DO NOT READ OUT)	11 1%	9 2%	6 1%	3 2%	- -%	4 1%	7 1%	- -%	- -%	7 1%	2 *%	- -%	- -%
Don't Know (DO NOT READ OUT)	26 2%	11 2%	17 2%	3 2%	- -%	9 2%	16 3%	3 3%	- -%	8 1%	13 3%	3 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1445	1070	844	690	844	683	41	437	353	365	101	68	342	302			
Effective base	661	483	386	335	387	317	16	218	167	177	54	36	165	137			
Weighted Base	1219	882	727	634	724	579	13	419	331	353	105	72	314	265			
Urgent delivery - on the same day or a specific time the next day	179 15%	127 14%	102 14%	89 14%	115 16%	71 12%	6 47% ab	62 15%	50 15%	70 20%	21 20%	15 21%	52 17%	34 13%			
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	424 48%	375 52%	344 54%	355 49%	288 50%	8 62%	213 51%	237 72% a	244 69% a	79 75% a	49 69% a	137 44%	122 46%			
Timed delivery (i.e. to arrive by specific time/day)	214 18%	171 19%	140 19%	127 20%	149 21%	104 18%	6 48% ab	91 22%	84 25%	102 29%	36 35% a	22 31%	51 16%	33 13%			
Standard delivery	893 73%	647 73%	527 73%	464 73%	528 73%	439 76%	10 74%	331 79% c	236 71%	231 65%	77 73%	58 80%	250 80%	211 80%			
International delivery	152 12%	113 13%	101 14%	96 15%	95 13%	80 14%	5 40% ab	76 18%	63 19%	74 21%	40 38% abc	37 51% abc	46 15%	41 16%			
Cross-Border Delivery	3 *% *% *%	2 *% *% *%	1 *% *% *%	1 *% *% *%	2 *% *% *%	2 *% *% *%	- -% -%	1 *% *% *%	1 *% *% *%	1 *% *% *%	* *% *% *%	* *% *% *%	* *% *% *%	1 *% *% *%			
Other (PLEASE SPECIFY)	* *% *% *%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%	- -% -% -%			
None of these (DO NOT READ OUT)	11 1% 1% 1%	6 1% 1% 1%	4 1% 1% 1%	3 1% 1% 1%	6 1% 1% 1%	6 1% 1% 1%	- -% -% -%	3 1% 1% 1%	2 1% 1% 1%	- -% -% -%	- -% -% -%	- -% -% -%	* *% *% *%	* *% *% *%			
Don't Know (DO NOT READ OUT)	26 2% 2% 2%	21 2% 2% 2%	18 3% 3% 3%	13 2% 2% 2%	18 2% 2% 2%	15 3% 3% 3%	* 1% 1% 1%	8 2% 2% 2%	3 1% 1% 1%	4 1% 1% 1%	* *% *% *%	* *% *% *%	13 4% 4% 4%	14 5% 5% 5%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1445	119	41	53	25	1326	1118	1364	1445	1103	750	1307	237	2	1092	72
Effective base	661	55	16	27	13	604	502	624	661	499	345	609	112	2	487	45
Weighted Base	1219	100	30	49	28	1098	904	1135	1219	891	666	1114	201	*	895	91
Urgent delivery - on the same day or a specific time the next day	179 15%	16 16%	14 47% ac	6 12%	7 24%	160 15%	126 14%	165 15%	179 15%	148 17%	179 27% b	155 14%	69 34% b	- -%	132 15%	15 17%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	44 44%	17 57%	36 73% a	19 68%	487 44%	403 45%	505 45%	552 45%	412 46%	552 83% bc	482 43%	141 70% b	* 35%	420 47%	52 56%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	21 21%	17 56% ac	12 24%	6 23%	184 17%	151 17%	195 17%	214 18%	177 20%	214 32% b	187 17%	81 40% b	- -%	160 18%	14 15%
Standard delivery	893 73%	73 73%	20 67%	28 58%	13 48%	822 75%	695 77%	846 75%	893 73%	668 75%	364 55%	893 80% a	174 86% a	* 35%	670 75% b	53 57%
International delivery	152 12%	13 13%	8 26%	5 11%	1 4%	136 12%	134 15%	146 13%	152 12%	128 14%	128 19% b	149 13%	152 76% ab	- -%	123 14%	7 8%
Cross-Border Delivery	3 *% *	1 1%	* 1%	* *% *	- -% -	2 *% *	2 *% *	2 *% *	3 *% *	2 *% *	2 *% -	2 *% *	3 1% -	- -% *	2 *% -	- -% -
Other (PLEASE SPECIFY)	* *% *	- -% -	- -% -	- -% -	- -% -	* *% *	* *% *	* *% *	* *% *	* *% *	- -% -	* *% -	- -% -	* 65%	- -% -	- -% -
None of these (DO NOT READ OUT)	11 1%	3 3%	1 4%	- -% -	- -% -	9 1%	7 1%	10 1%	11 1%	4 *% -	8 1%	9 1%	3 1%	- -% -	2 *% -	5 6% a

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM		Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base	a	b	c	*d		a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1445	119	41	53	25	1326	1118	1364	1445	1103	750	1307	237	2	1092	72
Effective base	661	55	16	27	13	604	502	624	661	499	345	609	112	2	487	45
Weighted Base	1219	100	30	49	28	1098	904	1135	1219	891	666	1114	201	*	895	91
Don't Know (DO NOT READ OUT)	26	6	-	-	-	26	26	26	26	24	7	8	2	-	15	3
	2%	6%	-%	-%	-%	2%	3%	2%	2%	3%	1%	1%	1%	-%	2%	3%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1445	462	843	446	18	200	328	176	922	288	248	214	907
Effective base	661	229	373	198	9	83	154	81	423	130	118	95	418
Weighted Base	1219	442	670	386	19	166	295	142	791	239	202	194	766
Urgent delivery - on the same day or a specific time the next day	179 15%	68 15%	88 13%	74 19%	3 14%	33 20%	55 19%	37 26%	95 12%	29 12%	36 18%	35 18%	95 12%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	269 61%	242 36%	214 56%	12 64%	111 67%	150 51%	91 64%	338 43%	102 43%	105 52%	140 72%	286 37%
Timed delivery (i.e. to arrive by specific time/day)	214 18%	87 20%	109 16%	83 21%	2 13%	38 23%	64 22%	38 27%	120 15%	41 17%	49 24%	39 20%	113 15%
Standard delivery	893 73%	314 71%	507 76%	255 66%	15 78%	84 51%	221 75%	91 64%	589 74%	176 74%	151 75%	117 60%	575 75%
International delivery	152 12%	69 16%	74 11%	52 13%	- -%	14 9%	54 18%	13 9%	92 12%	35 14%	29 14%	26 13%	81 11%
Cross-Border Delivery	3 *%	1 *%	2 *%	1 *%	- -%	* *%	1 *%	* *%	2 *%	* *%	1 *%	1 *%	1 *%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%
None of these (DO NOT READ OUT)	11 1%	3 1%	5 1%	8 2%	- -%	7 5%	* *%	- -%	9 1%	2 1%	1 1%	6 3%	3 *%
Don't Know (DO NOT READ OUT)	26 2%	5 1%	19 3%	2 *%	- -%	2 1%	1 *%	5 4%	18 2%	3 1%	1 1%	* *%	25 3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1445	827	618
Effective base	661	358	305
Weighted Base	1219	634	585
Urgent delivery - on the same day or a specific time the next day	179 15%	100 16%	80 14%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552 45%	248 39%	304 52%
		a	
Timed delivery (i.e. to arrive by specific time/day)	214 18%	108 17%	106 18%
Standard delivery	893 73%	478 75%	415 71%
International delivery	152 12%	80 13%	72 12%
Cross-Border Delivery	3 *%	2 *%	1 *%
Other (PLEASE SPECIFY)	* *%	- -%	* *%
None of these (DO NOT READ OUT)	11 1%	4 1%	7 1%
Don't Know (DO NOT READ OUT)	26 2%	16 3%	10 2%

Columns Tested.: a,b

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1445	-	67	288	271	31	87	78	156	125	122	132	88
Effective base	661	-	26	133	129	13	52	21	62	70	43	79	51
Weighted Base	1219	-	48	261	230	29	109	31	98	129	39	159	85
Urgent delivery - on the same day or a specific time the next day	179	-	8	49	39	*	16	3	12	20	6	22	4
	15%	-%	16%	19%	17%	1%	15%	9%	12%	16%	15%	14%	4%
				l	l					l			
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	-	23	131	82	11	53	9	57	61	25	84	18
	45%	-%	47%	50%	36%	37%	49%	28%	58%	47%	63%	53%	21%
			l	dl			l		dgl	l	dgl	dgl	
Timed delivery (i.e. to arrive by specific time/day)	214	-	10	52	30	1	14	3	20	30	9	33	13
	18%	-%	20%	20%	13%	5%	12%	8%	20%	23%	24%	21%	15%
Standard delivery	893	-	37	200	171	21	79	26	75	88	24	110	63
	73%	-%	76%	77%	74%	72%	72%	82%	77%	68%	62%	69%	74%
International delivery	152	-	14	41	24	2	11	4	11	16	9	15	5
	12%	-%	28%	16%	10%	7%	10%	13%	12%	13%	24%	9%	6%
			dfkl								dki		
Cross-Border Delivery	3	-	-	*	1	*	-	*	*	*	1	*	-
	0%	-%	-%	0%	0%	1%	-%	0%	0%	0%	2%	0%	-%
Other (PLEASE SPECIFY)	*	-	-	-	*	-	-	-	-	-	-	-	-
	0%	-%	-%	-%	0%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	11	-	-	*	*	*	3	-	*	-	-	2	5
	1%	-%	-%	0%	0%	1%	3%	-%	0%	-%	-%	1%	6%
							cd						cdhi
Don't Know (DO NOT READ OUT)	26	-	3	8	7	-	*	-	2	1	1	1	3
	2%	-%	6%	3%	3%	-%	0%	-%	2%	0%	3%	1%	3%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 247 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1445	383	361	359	342	744	701
Effective base	661	180	173	151	161	351	312
Weighted Base	1219	368	310	258	283	678	541
Urgent delivery - on the same day or a specific time the next day	179	77	35	35	32	112	67
	15%	21%	11%	14%	11%	17%	12%
		bd					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	552	178	121	127	126	300	253
	45%	48%	39%	49%	45%	44%	47%
Timed delivery (i.e. to arrive by specific time/day)	214	75	32	52	55	107	107
	18%	20%	10%	20%	19%	16%	20%
		b		b	b		
Standard delivery	893	277	230	189	197	507	386
	73%	75%	74%	73%	70%	75%	71%
International delivery	152	66	25	32	29	91	61
	12%	18%	8%	12%	10%	13%	11%
		bd					
Cross-Border Delivery	3	*	1	*	1	1	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	11	*	4	*	7	4	7
	1%	*%	1%	*%	2%	1%	1%
				a			
Don't Know (DO NOT READ OUT)	26	11	8	3	5	18	8
	2%	3%	2%	1%	2%	3%	1%

Columns Tested:: a,b,c,d - a,b

Table 248

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
6am - 8.59am	36 2%	8 1%	28 2%	32 2%	3 5%	1 7%	* 6%	4 5%
					a	a	a	a
9am - 11.59am	918 50%	302 58%	616 46%	869 49%	42 61%	4 57%	2 53%	49 61%
		b			a			a
12pm - 2.59pm	556 30%	144 27%	413 31%	541 31%	13 19%	1 19%	1 13%	15 19%
				bde				
3pm - 5.59pm	31 2%	5 1%	26 2%	30 2%	1 1%	* 2%	* 4%	1 1%
6pm - 5.59am	52 3%	2 *%	50 4%	51 3%	1 2%	* 1%	* 9%	2 2%
			a				abe	
Don't know	256 14%	65 12%	192 14%	246 14%	8 12%	1 13%	1 15%	10 12%
NET: AM delivery	1001 54%	311 59%	691 52%	947 54%	47 68%	5 65%	3 68%	55 68%
		b			a		a	a
NET: PM delivery	593 32%	150 29%	442 33%	576 33%	14 20%	2 22%	1 16%	16 20%
				bde				

Columns Tested: a,b - a,b,c,d,e

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
6am - 8.59am	36 2%	20 2%	9 2%	3 2%	2 4%	2 7%	* 6%	32 2%	3 5%	1 7%
					abg	abg			abg	abg
9am - 11.59am	918 50%	549 48%	249 49%	71 57%	31 64%	15 55%	2 53%	869 49%	42 61%	7 56%
				abg					abg	
12pm - 2.59pm	556 30%	358 32%	157 31%	25 20%	10 21%	4 16%	1 13%	541 31%	13 19%	2 17%
		cdefhi	cdefhi					cdefhi		
3pm - 5.59pm	31 2%	18 2%	9 2%	3 3%	1 1%	* 1%	* 4%	30 2%	1 1%	* 3%
6pm - 5.59am	52 3%	34 3%	13 2%	4 3%	1 1%	1 3%	* 9%	51 3%	1 2%	* 4%
							abdgh			
Don't know	256 14%	154 14%	74 15%	18 15%	4 9%	5 18%	1 15%	246 14%	8 12%	2 14%
NET: AM delivery	1001 54%	602 53%	268 52%	77 62%	34 69%	18 65%	3 68%	947 54%	47 68%	8 66%
				abg	abg	abg			abg	abg
NET: PM delivery	593 32%	378 33%	169 33%	30 24%	11 22%	5 17%	1 16%	576 33%	14 20%	2 20%
		cdefhi	defhi					defhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
6am - 8.59am	36 2%	26 2%	6 2%	3 5%	1 7%	* 6%	24 2%	3 1%	1 3%	* 1%	1 3%
				a	ab	ab					
9am - 11.59am	918 50%	703 48%	167 53%	42 61%	4 57%	2 53%	504 47%	108 47%	27 59%	30 73%	22 49%
				a						abe	
12pm - 2.59pm	556 30%	465 32%	76 24%	13 19%	1 19%	1 13%	348 33%	70 30%	12 27%	5 13%	10 22%
		bce	e				d				
3pm - 5.59pm	31 2%	21 1%	9 3%	1 1%	* 2%	* 4%	21 2%	6 2%	* 1%	2 5%	* 1%
6pm - 5.59am	52 3%	41 3%	10 3%	1 2%	* 1%	* 9%	25 2%	21 9%	1 1%	* *%	1 2%
						abc		a			
Don't know	256 14%	196 14%	50 16%	8 12%	1 13%	1 15%	147 14%	24 10%	4 9%	3 8%	10 24%
NET: AM delivery	1001 54%	768 53%	178 56%	47 68%	5 65%	3 68%	551 52%	130 56%	29 63%	30 74%	24 54%
				ab		ab				a	
NET: PM delivery	593 32%	488 34%	89 28%	14 20%	2 22%	1 16%	369 35%	79 34%	13 28%	8 18%	10 23%
		ce	e								

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	117	104	206	76	119	149	133	126	118
Effective base	986	81	77	138	53	86	108	101	88	82
Weighted Base	1850	161	139	325	86	135	250	244	155	135
6am - 8.59am	36 2%	4 2%	3 2%	2 1%	* *%	3 2%	6 2%	5 2%	5 3%	2 1%
9am - 11.59am	918 50%	84 52%	79 57% de	165 51%	30 35%	55 41%	127 51%	126 52% d	85 55% d	57 42%
12pm - 2.59pm	556 30%	44 27%	35 25%	89 27%	27 31%	45 34%	85 34%	78 32%	42 27%	44 32%
3pm - 5.59pm	31 2%	5 3%	1 1%	6 2%	6 7% bfgi	4 3%	* *%	2 1%	4 2%	1 1%
6pm - 5.59am	52 3%	1 1%	3 2%	8 2%	3 4%	6 4%	5 2%	6 2%	12 8% a	3 3%
Don't know	256 14%	23 14%	18 13%	56 17% h	20 23% fh	21 16% h	27 11%	27 11%	8 5%	28 21% h
NET: AM delivery	1001 54%	89 55% d	85 61% d	173 53%	32 38%	64 47%	138 55% d	137 56% d	100 64% dei	62 46%
NET: PM delivery	593 32%	49 30%	36 26%	96 30%	34 40%	50 37%	85 34%	80 33%	47 30%	45 33%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	313	347	488	1148	882	310	292	280
Effective base	986	221	245	347	793	411	154	169	153
Weighted Base	1850	356	455	819	1631	219	108	74	38
6am - 8.59am	36 2%	5 1%	12 3%	12 1%	29 2%	7 3%	5 4%	1 1%	1 4%
9am - 11.59am	918 50%	142 40%	248 54%	418 51%	808 50%	110 50%	54 50%	39 53%	17 45%
12pm - 2.59pm	556 30%	116 33%	121 27%	252 31%	489 30%	67 30%	31 28%	24 32%	12 33%
3pm - 5.59pm	31 2%	11 3%	9 2%	8 1%	29 2%	2 1%	1 1%	1 1%	1 1%
6pm - 5.59am	52 3%	12 3%	16 4%	19 2%	47 3%	5 2%	3 2%	2 3%	1 1%
Don't know	256 14%	69 19%	49 11%	110 13%	228 14%	28 13%	14 13%	7 10%	6 16%
NET: AM delivery	1001 54%	158 44%	274 60%	448 55%	880 54%	121 55%	60 56%	42 57%	19 50%
NET: PM delivery	593 32%	129 36%	132 29%	262 32%	522 32%	70 32%	33 31%	24 33%	13 35%

Columns Tested: a,b,c,d,e,f,g,h

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
6am - 8.59am	36 2%	7 7% fi	1 1%	- -%	1 1%	5 3%	5 1%	2 4%	* *%	16 2%
9am - 11.59am	918 50%	54 57%	37 32%	18 57%	55 37%	77 39%	198 52%	31 46%	34 62%	468 52%
12pm - 2.59pm	556 30%	24 25%	40 35%	3 11%	44 30%	68 34%	110 29%	24 36%	15 29%	266 30%
3pm - 5.59pm	31 2%	5 6% i	* *%	- -%	* *%	5 2%	7 2%	1 2%	4 7%	10 1%
6pm - 5.59am	52 3%	* *%	2 2%	7 23%	9 6% i	14 7% i	13 3%	3 4%	* *%	13 1%
Don't know	256 14%	5 6%	35 30% aefghi	3 10%	38 26% afghi	30 15% h	48 13%	6 8%	1 2%	126 14% h
NET: AM delivery	1001 54%	61 64% b	39 34%	25 80%	64 43%	97 49%	216 57% b	36 54%	34 62% b	493 55% b
NET: PM delivery	593 32%	29 31%	42 36%	3 11%	45 31%	73 36%	117 31%	25 38%	19 35%	279 31%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
6am - 8.59am	36 2%	13 3%	5 1%	19 2%	34 2%	2 1%	- -%	30 2%	6 4%	35 2%	1 1%
9am - 11.59am	918 50%	186 42%	198 52%	534 52%	757 49%	161 52%	- -%	846 49%	72 51%	885 50%	33 50%
12pm - 2.59pm	556 30%	136 31%	110 29%	310 30%	454 30%	102 33%	- -%	519 30%	38 27%	540 30%	16 24%
3pm - 5.59pm	31 2%	10 2%	7 2%	15 1%	23 2%	8 2%	- -%	30 2%	1 1%	31 2%	- -%
6pm - 5.59am	52 3%	24 5%	13 3%	15 1%	47 3%	5 2%	- -%	45 3%	7 5%	49 3%	3 5%
Don't know	256 14%	73 17%	48 13%	135 13%	222 14%	35 11%	- -%	240 14%	17 12%	243 14%	13 20%
NET: AM delivery	1001 54%	221 50%	216 57%	564 55%	833 54%	168 54%	- -%	919 54%	82 59%	964 54%	38 56%
NET: PM delivery	593 32%	147 33%	117 31%	329 32%	483 31%	110 35%	- -%	551 32%	41 29%	577 32%	16 24%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	2030	1215	371	409
Effective base	986	633	140	199
Weighted Base	1850	1183	267	377
6am - 8.59am	36 2%	18 2%	13 5%	5 1%
			a	
9am - 11.59am	918 50%	574 48%	134 50%	202 54%
12pm - 2.59pm	556 30%	382 32%	53 20%	114 30%
		b		b
3pm - 5.59pm	31 2%	19 2%	7 3%	6 2%
6pm - 5.59am	52 3%	19 2%	22 8%	8 2%
			ac	
Don't know	256 14%	173 15%	38 14%	42 11%
NET: AM delivery	1001 54%	608 51%	169 63%	212 56%
			a	
NET: PM delivery	593 32%	402 34%	60 23%	122 32%
		b		b

Columns Tested: a,b,c

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
6am - 8.59am	36 2%	30 2%	5 3%	1 2%	* 3%	* 1%	- -%	* 5%	- -%	35 2%	1 2%	* 1%
9am - 11.59am	918 50%	804 49%	86 53%	19 65%	5 69%	4 25%	* 2%	1 41%	* 11%	889 50%	29 50%	10 34%
12pm - 2.59pm	556 30%	510 31%	36 22%	7 22%	2 27%	1 7%	* 2%	1 54%	- -%	546 30%	10 18%	4 14%
3pm - 5.59pm	31 2%	28 2%	1 *%	- -%	* 2%	3 18%	- -%	- -%	- -%	28 2%	3 5%	3 11% abi
6pm - 5.59am	52 3%	35 2%	7 4%	* *%	- -%	8 49%	2 96%	- -%	- -%	42 2%	11 19% abi	11 38% abci
Don't know	256 14%	224 14%	29 18%	3 11%	* *%	* 1%	- -%	- -%	* 89%	253 14%	4 6%	* 2%
NET: AM delivery	1001 54%	863 53%	98 60%	20 67%	5 72%	12 75%	3 98%	1 46%	* 11%	961 54%	40 70%	20 74%
NET: PM delivery	593 32%	543 33%	36 22%	7 22%	2 28%	4 25%	* 2%	1 54%	- -%	579 32%	13 23%	7 25% b

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
6am - 8.59am	36 2%	22 2%	7 1%	6 3%	35 2%	29 2%	36 2%	28 2%	16 3%	17 4%	7 1%	24 3%	3 8%	1 1%	*	1 2%	*
9am - 11.59am	918 50%	524 49%	280 50%	114 52%	760 50%	595 50%	799 49%	580 50%	282 45%	214 47%	224 47%	484 51%	17 48%	35 51%	20 52%	12 38%	6 45%
12pm - 2.59pm	556 30%	331 31%	179 32%	46 21%	454 30%	366 31%	486 30%	335 29%	192 31%	106 23%	135 28%	309 32%	10 27%	17 24%	7 20%	7 21%	1 8%
3pm - 5.59pm	31 2%	13 1%	14 3%	4 2%	29 2%	22 2%	31 2%	18 2%	15 2%	11 2%	10 2%	15 2%	* *%	3 5%	* *%	* *%	3 22%
6pm - 5.59am	52 3%	18 2%	17 3%	17 8% ab	50 3%	49 4%	52 3%	48 4%	43 7% ac	46 10% abcd	5 1%	28 3%	5 14% ab	7 10% ab	7 18% ab	1 2%	* 2%
Don't know	256 14%	161 15%	63 11%	32 15%	206 13%	134 11%	219 13%	149 13%	78 13%	64 14%	95 20% bc	98 10%	1 4%	6 9%	3 9%	12 37% bcde	3 20%
NET: AM delivery	1001 54%	560 52%	303 54%	138 63% a	840 55%	671 56%	882 54%	651 56%	339 54%	272 59%	232 49%	534 56%	25 69%	43 62%	27 71%	13 41%	6 50%
NET: PM delivery	593 32%	348 33% c	195 35% c	50 23%	489 32%	390 33%	523 32%	357 31%	210 33%	121 27%	148 31%	327 34%	10 27%	20 28%	7 20%	7 21%	4 31%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
6am - 8.59am	36 2%	31 2%	3 4%	1 2%	* 1%	* 2%	* 1%	- -%	18 2%	9 8%	1 1%	1 1%	* 2%	* 2%	* 4%
9am - 11.59am	918 50%	662 50%	32 41%	25 46%	24 73% abf	9 55%	3 20%	4 63%	484 51%	55 46%	16 35%	24 55%	9 49%	3 24%	5 55%
12pm - 2.59pm	556 30%	408 31%	26 33%	8 15%	5 16%	5 31%	2 13%	* 1%	310 33%	24 20%	14 29%	11 25%	3 20%	3 28%	* 6%
3pm - 5.59pm	31 2%	24 2%	2 2%	3 5%	* 1%	- -%	1 7%	- -%	14 2%	4 3%	* *%	* *%	* 1%	- -%	3 33%
6pm - 5.59am	52 3%	30 2%	4 6%	14 25% abd	* *%	1 3%	1 5%	* 1%	19 2%	15 13% a	8 18% a	3 7%	4 20% a	* 1%	* 1%
Don't know	256 14%	177 13%	11 14%	4 7%	3 9%	1 8%	8 55% abcde	2 35%	103 11%	11 10%	7 16%	5 12%	2 9%	5 45%	* 1%
NET: AM delivery	1001 54%	719 54%	39 49%	40 73% bf	24 74% f	10 60%	4 25%	5 64%	519 55%	78 66%	25 54%	28 64%	12 71%	3 27%	5 60%
NET: PM delivery	593 32%	436 33%	28 36%	11 21%	5 17%	5 31%	3 20%	* 1%	326 34%	29 24%	14 30%	11 25%	4 20%	3 28%	3 39%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
6am - 8.59am	36 2%	17 2%	9 8%	1 2%	* *%	* 1%	* 2%	* 1%	16 2%	12 4%	4 1%	3 3%	1 1%
9am - 11.59am	918 50%	464 51%	57 54%	17 33%	16 44%	13 49%	6 46%	6 30%	407 48%	139 45%	162 52%	69 65%	17 37%
12pm - 2.59pm	556 30%	281 31%	22 20%	14 27%	12 33%	4 16%	1 6%	2 9%	241 29%	122 39%	83 27%	23 22%	17 36%
3pm - 5.59pm	31 2%	12 1%	3 3%	* *%	* *%	* 1%	* 1%	3 15%	20 2%	5 2%	5 2%	1 1%	- -%
6pm - 5.59am	52 3%	17 2%	4 4%	3 6%	7 18%	8 30%	6 41%	3 15%	21 3%	10 3%	15 5%	4 4%	2 5%
Don't know	256 14%	114 13%	11 10%	15 31%	2 4%	1 3%	* 4%	6 30%	134 16%	23 7%	42 14%	7 6%	10 21%
NET: AM delivery	1001 54%	497 55%	69 65%	20 40%	23 63%	22 80%	12 89%	9 45%	443 53%	158 51%	181 58%	75 71%	20 43%
NET: PM delivery	593 32%	294 32%	26 25%	15 30%	12 33%	4 16%	1 7%	5 24%	263 31%	130 42%	88 28%	24 23%	17 36%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
6am - 8.59am	36 2%	27 3%	2 1%	4 2%	3 4%	* 1%	12 2%	12 5%	3 2%	1 1%	* 1%
9am - 11.59am	918 50%	431 48%	128 45%	133 57%	52 66%	12 44%	311 49%	113 50%	102 51%	52 65%	11 29%
12pm - 2.59pm	556 30%	253 28%	119 42%	58 25%	15 19%	9 31%	206 32%	70 31%	57 28%	19 24%	14 37%
3pm - 5.59pm	31 2%	19 2%	5 2%	4 2%	1 1%	- -%	17 3%	3 1%	1 1%	1 1%	- -%
6pm - 5.59am	52 3%	29 3%	9 3%	5 2%	3 4%	1 2%	21 3%	10 5%	13 6%	3 4%	2 6%
Don't know	256 14%	141 16%	22 8%	29 13%	4 6%	6 22%	74 12%	17 7%	26 13%	4 5%	10 26%
NET: AM delivery	1001 54%	483 54%	137 48%	142 61%	58 74%	13 47%	343 54%	134 60%	118 58%	55 69%	14 37%
NET: PM delivery	593 32%	276 31%	125 44%	63 27%	16 20%	9 31%	223 35%	74 33%	58 29%	20 25%	14 37%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
6am - 8.59am	36 2%	13 2%	7 4%	5 3%	1 1%	1 1%	18 3%	1 2%	9 2%	35 2%	1 *%	35 2%	* *%
9am - 11.59am	918 50%	303 49%	94 50%	95 50%	55 53%	22 47%	323 49%	24 46%	229 52%	878 51%	40 36%	756 50%	4 13%
12pm - 2.59pm	556 30%	181 30%	59 32%	50 26%	27 26%	17 36%	181 28%	11 22%	139 32%	517 30%	39 34%	449 30%	5 17%
3pm - 5.59pm	31 2%	11 2%	4 2%	2 1%	1 1%	* *%	10 1%	2 4%	6 1%	30 2%	2 1%	29 2%	* *%
6pm - 5.59am	52 3%	17 3%	9 5%	11 6%	6 6%	2 4%	35 5%	8 16%	4 1%	48 3%	4 4%	41 3%	9 31%
Don't know	256 14%	88 14%	14 7%	25 13%	14 14%	5 11%	87 13%	6 11%	53 12%	228 13%	28 25%	195 13%	11 38%
NET: AM delivery	1001 54%	332 54%	110 59%	109 58%	61 59%	24 53%	371 57%	33 63%	241 55%	958 55%	43 38%	827 55%	13 45%
NET: PM delivery	593 32%	193 32%	63 34%	55 29%	28 27%	17 37%	195 30%	13 25%	145 33%	551 32%	42 37%	484 32%	5 17%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
6am - 8.59am	36 2%	24 2%	5 8% a	21 2%	7 3%	35 2%	* 1%	28 3%	1 1%	20 2%	8 3%
9am - 11.59am	918 50%	576 51%	19 28%	472 53%	108 41%	756 50%	4 15%	571 51%	25 32%	471 53%	108 41%
12pm - 2.59pm	556 30%	351 31%	15 22%	246 27%	89 34%	450 30%	4 14%	347 31%	18 23%	249 28%	87 33%
3pm - 5.59pm	31 2%	21 2%	1 1%	12 1%	6 2%	29 2%	* *%	21 2%	1 1%	13 1%	5 2%
6pm - 5.59am	52 3%	33 3%	16 23% a	32 4%	16 6%	40 3%	10 36% a	29 3%	20 26% a	33 4%	14 5%
Don't know	256 14%	122 11%	12 18%	113 13%	36 14%	197 13%	9 33% a	121 11%	13 16%	110 12%	39 15%
NET: AM delivery	1001 54%	630 56%	41 60%	522 58%	129 49%	825 55%	15 52%	625 56%	46 59%	522 58%	129 49%
NET: PM delivery	593 32%	374 33%	16 23%	261 29%	97 37%	485 32%	4 15%	371 33%	19 24%	264 29%	93 36%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
6am - 8.59am	36 2%	22 3%	21 2%	4 2%	- -%	21 3%	18 2%	2 2%	- -%	23 3%	14 2%	1 1%	- -%
9am - 11.59am	918 50%	337 50%	632 51%	101 52%	* 10%	298 49%	449 52%	86 54%	* 4%	399 51%	319 51%	97 54%	2 59%
12pm - 2.59pm	556 30%	178 26%	375 30%	59 30%	- -%	177 29%	275 32%	52 33%	2 53%	214 27%	193 31%	51 28%	2 41%
3pm - 5.59pm	31 2%	11 2%	27 2%	3 2%	- -%	10 2%	12 1%	* *%	- -%	13 2%	7 1%	1 1%	- -%
6pm - 5.59am	52 3%	34 5%	36 3%	5 2%	- -%	36 6%	16 2%	6 4%	2 44%	37 5%	19 3%	13 7%	- -%
Don't know	256 14%	95 14%	151 12%	23 12%	1 90%	68 11%	87 10%	13 8%	- -%	101 13%	79 13%	16 9%	- -%
NET: AM delivery	1001 54%	389 57%	686 55%	108 56%	* 10%	353 58%	484 56%	94 59%	2 47%	456 58%	351 56%	109 61%	2 59%
NET: PM delivery	593 32%	193 28%	405 33%	63 33%	- -%	189 31%	287 33%	53 33%	2 53%	231 29%	202 32%	54 30%	2 41%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
6am - 8.59am	36 2%	31 2%	24 2%	21 2%	24 2%	25 3%	1 5%	16 3%	10 2%	12 3%	3 3%	* *%	4 1%	9 2%	
9am - 11.59am	918 50%	728 50%	535 50%	453 53%	570 49%	482 50%	7 49%	292 50%	236 54%	254 59%	55 47%	47 53%	234 53%	205 51%	
12pm - 2.59pm	556 30%	447 31%	337 32%	254 29%	352 30%	292 30%	4 28%	188 32%	125 29%	115 27%	36 31%	27 30%	140 32%	117 29%	
3pm - 5.59pm	31 2%	29 2%	20 2%	13 2%	25 2%	20 2%	* *%	9 1%	3 1%	6 1%	- -%	- -%	13 3%	11 3%	
6pm - 5.59am	52 3%	33 2%	31 3%	20 2%	37 3%	30 3%	2 14%	12 2%	6 1%	12 3%	7 6%	4 4%	10 2%	13 3%	
Don't know	256 14%	191 13%	114 11%	101 12%	150 13%	120 12%	* 4%	72 12%	56 13%	32 7%	16 13%	12 13%	42 9%	43 11%	
NET: AM delivery	1001 54%	787 54%	589 55%	494 57%	626 54%	536 55%	9 68%	320 54%	252 58%	277 64%	66 56%	51 57%	246 56%	228 57%	
NET: PM delivery	593 32%	481 33%	358 34%	268 31%	381 33%	313 32%	4 28%	196 33%	128 29%	121 28%	36 31%	27 30%	154 35%	128 32%	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
6am - 8.59am	36 2%	1 *% a	4 5%	* *% a	3 6%	30 2%	18 2%	33 2%	14 1%	23 2%	16 2%	24 2%	1 *% a	- -% a	33 2%	* *% a
9am - 11.59am	918 50%	65 43%	27 39%	22 33%	20 50%	812 51%	569 54%	846 51%	580 52%	565 53%	352 49%	803 51%	112 54%	- -% a	783 53%	50 40%
12pm - 2.59pm	556 30%	57 37% b	6 9%	22 33% b	8 20%	500 31%	309 29%	513 31%	347 31%	325 31%	214 30%	495 32%	64 30%	- -% a	424 29%	37 30%
3pm - 5.59pm	31 2%	2 2%	5 7%	1 1%	- -% a	29 2%	16 1%	29 2%	13 1%	15 1%	10 1%	27 2%	5 2%	- -% a	17 1%	9 8% a
6pm - 5.59am	52 3%	12 8%	15 22% a	6 9%	8 19%	26 2%	17 2%	31 2%	23 2%	22 2%	34 5%	18 1%	6 3%	- -% a	39 3%	3 3%
Don't know	256 14%	16 10%	12 18%	16 24%	2 4%	201 13%	125 12%	207 13%	135 12%	113 11%	89 12%	193 12%	21 10%	- -% a	173 12%	25 20%
NET: AM delivery	1001 54%	77 50%	43 63%	28 42%	30 76% ac	863 54%	601 57%	905 55%	616 55%	608 57%	400 56%	842 54%	119 57%	- -% a	851 58%	53 43%
NET: PM delivery	593 32%	61 40% b	13 19%	22 34%	8 20%	534 33%	327 31%	547 33%	362 33%	341 32%	226 32%	525 34%	69 33%	- -% a	445 30%	47 38%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
6am - 8.59am	36 2%	7 1%	29 2%	8 2%	* *%	6 3%	2 1%	1 1%	32 3%	3 1%	6 3%	9 3%	21 2%
9am - 11.59am	918 50%	313 45%	605 52%	181 46%	18 51%	75 39%	146 48%	83 49%	619 50%	177 47%	94 43%	115 42%	670 52%
12pm - 2.59pm	556 30%	201 29%	355 31%	127 32%	8 23%	56 29%	107 35%	39 23%	377 31%	129 34%	63 29%	85 31%	392 31%
3pm - 5.59pm	31 2%	17 2%	15 1%	7 2%	- -%	1 *%	7 2%	5 3%	23 2%	3 1%	3 1%	9 3%	19 2%
6pm - 5.59am	52 3%	45 7%	7 1%	30 8%	3 8%	29 15%	7 2%	20 12%	20 2%	10 3%	15 7%	22 8%	13 1%
Don't know	256 14%	108 16%	148 13%	39 10%	6 18%	26 13%	34 11%	24 14%	163 13%	54 14%	40 18%	34 12%	166 13%
NET: AM delivery	1001 54%	361 52%	640 55%	217 55%	21 59%	109 57%	154 51%	104 61%	667 54%	189 50%	113 51%	144 53%	702 55%
NET: PM delivery	593 32%	221 32%	371 32%	137 35%	8 23%	57 30%	116 38%	43 25%	405 33%	133 35%	68 31%	97 35%	413 32%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1046	984
Effective base	986	465	521
Weighted Base	1850	847	1003
6am - 8.59am	36 2%	15 2%	21 2%
9am - 11.59am	918 50%	428 51%	490 49%
12pm - 2.59pm	556 30%	249 29%	307 31%
3pm - 5.59pm	31 2%	17 2%	14 1%
6pm - 5.59am	52 3%	33 4%	20 2%
Don't know	256 14%	105 12%	151 15%
NET: AM delivery	1001 54%	473 56%	528 53%
NET: PM delivery	593 32%	269 32%	324 32%

Columns Tested:: a,b

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
6am - 8.59am	36 2%	- -%	2 3%	2 1%	5 2%	* *%	9 5%	* 1%	5 2%	6 3%	1 2%	3 1%	2 2%
9am - 11.59am	918 50%	- -%	38 60%	172 51%	177 54%	16 55%	72 44%	29 58%	77 39%	109 50%	27 44%	151 50%	50 47%
12pm - 2.59pm	556 30%	- -%	18 28%	106 31%	78 24%	10 35%	47 28%	15 29%	70 36%	55 25%	15 26%	102 34%	40 38%
3pm - 5.59pm	31 2%	- -%	* *%	3 1%	8 3%	1 3%	4 2%	2 3%	4 2%	1 1%	- -%	6 2%	2 2%
6pm - 5.59am	52 3%	- -%	2 4%	11 3%	5 2%	- -%	5 3%	1 1%	7 4%	8 4%	1 2%	13 4%	* *%
Don't know	256 14%	- -%	3 4%	42 13%	53 16%	2 6%	30 18%	4 8%	33 17%	38 18%	15 25%	25 8%	12 12%
NET: AM delivery	1001 54%	- -%	41 65%	184 55%	186 57%	17 55%	86 52%	30 60%	89 45%	122 56%	29 49%	166 55%	52 49%
NET: PM delivery	593 32%	- -%	20 31%	111 33%	88 27%	11 38%	50 30%	16 32%	74 38%	56 26%	15 26%	109 36%	42 39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 248 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
6am - 8.59am	36 2%	4 1%	14 3%	11 2%	7 2%	18 2%	18 2%
9am - 11.59am	918 50%	254 55%	223 48%	214 46%	227 49%	477 52%	441 48%
12pm - 2.59pm	556 30%	142 31%	118 25%	140 30%	157 34%	260 28%	297 32%
3pm - 5.59pm	31 2%	4 1%	13 3%	7 1%	8 2%	17 2%	15 2%
6pm - 5.59am	52 3%	13 3%	10 2%	16 3%	14 3%	23 2%	29 3%
Don't know	256 14%	45 10%	84 18%	74 16%	53 11%	129 14%	127 14%
NET: AM delivery	1001 54%	268 58%	246 53%	241 52%	247 53%	514 56%	487 53%
NET: PM delivery	593 32%	148 32%	132 29%	147 32%	166 36%	280 30%	313 34%

Columns Tested:: a,b,c,d - a,b

Table 249

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	49 3%	10 2%	39 3%	49 3%	* *%	- -%	* 1%	* *%
Fairly Dissatisfied (-1)	75 4%	25 5%	51 4%	74 4%	1 2%	* 1%	* 3%	2 2%
Neither Satisfied Nor Dissatisfied (0)	253 14%	68 13%	185 14%	245 14%	7 10%	1 9%	* 5%	8 10%
Fairly Satisfied (1)	802 43%	164 31%	639 48%	766 43%	31 45%	3 42%	2 50%	36 45%
Very Satisfied (2)	666 36%	259 49%	407 31%	632 36%	29 42%	4 48%	2 40%	34 43%
Don't Know (DO NOT READ OUT)	4 *%	- -%	4 *%	3 *%	1 1%	- -%	- -%	1 1%
NET: Satisfied	1468 79%	422 80%	1046 79%	1398 79%	60 87%	7 91%	4 90%	71 87%
NET: Dissatisfied	125 7%	35 7%	90 7%	123 7%	2 2%	* 1%	* 4%	2 2%
Answered	1846	525	1321	1766	68	8	4	80
Mean Score	1.1	1.2	1.0	1.1	1.3	1.4	1.2	1.3
Standard error	.02	.04	.03	.02	.04	.08	.07	.03
Standard deviation	.95	.97	.93	.96	.74	.73	.91	.74

Columns Tested: a,b - a,b,c,d,e

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	49 3%	33 3%	14 3%	2 2%	- -%	* *%	* 1%	49 3%	* *%	* 1%
			h	h					h		
Fairly Dissatisfied	(-1)	75 4%	47 4%	23 4%	4 3%	1 3%	* 1%	* 3%	74 4%	1 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	158 14%	73 14%	15 12%	5 10%	3 11%	* 5%	245 14%	7 10%	1 7%
			f	f					fi		
Fairly Satisfied	(1)	802 43%	489 43%	223 44%	54 43%	21 43%	13 47%	2 50%	766 43%	31 45%	5 45%
Very Satisfied	(2)	666 36%	407 36%	174 34%	50 40%	21 43%	12 42%	2 40%	632 36%	29 42%	5 45%
Don't Know (DO NOT READ OUT)		4 *%	- -%	3 1%	- -%	1 1%	- -%	- -%	3 *%	1 1%	- -%
NET: Satisfied		1468 79%	896 79%	398 78%	104 83%	42 87%	25 88%	4 90%	1398 79%	60 87%	11 91%
						bg	abg	abg		abg	abg
NET: Dissatisfied		125 7%	80 7%	37 7%	6 5%	1 3%	* 1%	* 4%	123 7%	2 2%	* 2%
			ehi	ehi					ehi		
Answered		1846	1133	508	125	48	28	4	1766	68	12
Mean Score		1.1	1.0	1.0	1.2	1.3	1.3	1.2	1.1	1.3	1.3
						abg	abg	abg		abg	abg
Standard error		.02	.03	.04	.06	.05	.05	.07	.02	.04	.05
Standard deviation		.95	.96	.96	.88	.75	.72	.91	.96	.74	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied	(-2) 49 3%	42 3%	7 2%	* *%	- -%	* 1%	35 3%	4 2%	1 2%	3 6%	* *%
Fairly Dissatisfied	(-1) 75 4%	58 4%	16 5%	1 2%	* 1%	* 3%	42 4%	7 3%	3 7%	2 4%	1 3%
Neither Satisfied Nor Dissatisfied	(0) 253 14%	202 14%	44 14%	7 10%	1 9%	* 5%	146 14%	37 16%	4 9%	3 7%	6 13%
Fairly Satisfied	(1) 802 43%	642 44%	124 39%	31 45%	3 42%	2 50%	489 46%	120 52%	22 47%	11 28%	20 45%
Very Satisfied	(2) 666 36%	506 35%	126 40%	29 42%	4 48%	2 40%	355 33%	65 28%	16 35%	22 55%	17 39%
Don't Know (DO NOT READ OUT)	4 *%	3 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1468 79%	1148 79%	250 79%	60 87%	7 91%	4 90%	845 79%	184 79%	38 83%	34 82%	37 84%
NET: Dissatisfied	125 7%	100 7%	23 7%	2 2%	* 1%	* 4%	77 7%	11 5%	4 9%	4 11%	1 3%
Answered	1846	1449	317	68	8	4	1068	232	46	41	44
Mean Score	1.1	1.0	1.1	1.3	1.4	1.2	1.0	1.0	1.1	1.2	1.2
Standard error	.02	.03	.04	.04	.08	.07	.03	.05	.10	.13	.06
Standard deviation	.95	.95	.97	.74	.73	.91	.96	.85	.94	1.16	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	49 3%	11 7%	1 *%	13 4%	1 1%	4 3%	6 2%	4 2%	4 3%	1 1%
Fairly Dissatisfied	(-1)	75 4%	5 3%	4 3%	8 2%	5 6%	8 6%	16 6%	16 7%	5 4%	4 3%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	21 13%	24 17%	56 17%	10 12%	26 19%	29 12%	17 7%	16 10%	23 17%
Fairly Satisfied	(1)	802 43%	61 38%	56 40%	137 42%	32 38%	52 38%	112 45%	125 51%	81 52%	62 46%
Very Satisfied	(2)	666 36%	62 39%	55 40%	111 34%	38 44%	45 33%	87 35%	82 34%	46 30%	45 33%
Don't Know (DO NOT READ OUT)		4 *%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	3 2%	- -%
NET: Satisfied		1468 79%	123 77%	111 80%	248 76%	70 82%	97 72%	199 80%	207 85%	127 82%	107 79%
NET: Dissatisfied		125 7%	16 10%	4 3%	21 6%	6 7%	12 9%	22 9%	20 8%	10 6%	5 4%
Answered		1846	161	139	325	86	135	250	244	152	135
Mean Score		1.1	1.0	1.2	1.0	1.2	.9	1.0	1.1	1.0	1.1
Standard error		.02	.10	.08	.07	.10	.09	.08	.08	.08	.08
Standard deviation		.95	1.13	.82	.99	.91	1.02	.97	.90	.89	.84

Columns Tested: a,b,c,d,e,f,g,h,i

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	49 3%	6 2%	16 3%	24 3%	46 3%	4 2%	1 1%	2 3%	1 1%
Fairly Dissatisfied	(-1)	75 4%	16 5%	14 3%	39 5%	70 4%	6 3%	4 3%	1 1%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	59 17%	61 13%	102 12%	222 14%	31 14%	19 18%	8 11%	4 10%
Fairly Satisfied	(1)	802 43%	146 41%	198 43%	374 46%	718 44%	85 39%	42 39%	28 38%	14 38%
Very Satisfied	(2)	666 36%	128 36%	164 36%	280 34%	572 35%	94 43%	42 39%	35 47%	18 47%
Don't Know (DO NOT READ OUT)		4 *%	- -%	3 1%	1 *%	4 *%	- -%	- -%	- -%	- -%
NET: Satisfied		1468 79%	274 77%	361 79%	654 80%	1290 79%	179 82%	84 78%	63 85%	32 85%
NET: Dissatisfied		125 7%	23 6%	30 7%	63 8%	115 7%	10 4%	5 4%	3 4%	2 5%
Answered		1846	356	452	819	1627	219	108	74	38
Mean Score		1.1	1.0	1.1	1.0	1.0	1.2	1.1	1.3	1.3
Standard error		.02	.05	.05	.04	.03	.03	.05	.05	.05
Standard deviation		.95	.93	.97	.96	.95	.89	.89	.90	.89

Columns Tested:: a,b,c,d,e,f,g,h

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Very Dissatisfied	(-2) 49 3%	- -%	3 3%	- -%	3 2%	5 2%	14 4%	1 1%	7 14%	19 2%
									adefgi	
Fairly Dissatisfied	(-1) 75 4%	* *%	10 9%	- -%	10 7%	6 3%	18 5%	3 4%	1 1%	37 4%
Neither Satisfied Nor Dissatisfied	(0) 253 14%	10 11%	15 13%	4 13%	19 13%	40 20%	47 12%	8 12%	5 9%	124 14%
Fairly Satisfied	(1) 802 43%	44 47%	33 29%	14 43%	47 32%	79 40%	171 45%	23 34%	19 35%	418 47%
Very Satisfied	(2) 666 36%	41 43%	54 46%	14 44%	67 46%	67 33%	131 34%	32 48%	22 41%	300 33%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	- -%	- -%
						fi				
NET: Satisfied	1468 79%	85 89%	87 75%	27 87%	114 78%	146 73%	302 79%	55 83%	41 76%	718 80%
NET: Dissatisfied	125 7%	* *%	13 12%	- -%	13 9%	10 5%	32 8%	3 5%	8 15%	56 6%
			a						ai	
Answered	1846	95	115	31	147	196	381	67	54	898
Mean Score	1.1	1.3	1.1	1.3	1.1	1.0	1.0	1.2	.9	1.0
Standard error	.02	.07	.10	.15	.09	.07	.05	.09	.14	.03
Standard deviation	.95	.66	1.10	.70	1.03	.94	1.00	.91	1.35	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	49 3%	8 2%	14 4%	27 3%	37 2%	12 4%	- -%	46 3%	3 2%	49 3%	- -%
Fairly Dissatisfied (-1)	75 4%	16 4%	18 5%	42 4%	73 5%	2 1%	- -%	75 4%	* *%	75 4%	1 1%
Neither Satisfied Nor Dissatisfied (0)	253 14%	69 16%	47 12%	137 13%	203 13%	50 16%	- -%	235 14%	18 13%	238 13%	15 23%
Fairly Satisfied (1)	802 43%	170 39%	171 45%	461 45%	687 45%	115 37%	- -%	751 44%	52 37%	782 44%	21 31%
Very Satisfied (2)	666 36%	175 40%	131 34%	361 35%	536 35%	130 42%	- -%	602 35%	64 45%	639 36%	27 41%
Don't Know (DO NOT READ OUT)	4 *%	4 1%	- -%	- -%	1 *%	3 1%	- -%	1 *%	3 2%	1 *%	3 5%
NET: Satisfied	1468 79%	345 78%	302 79%	821 80%	1224 80%	245 78%	- -%	1353 79%	115 82%	1420 80%	48 72%
NET: Dissatisfied	125 7%	24 5%	32 8%	69 7%	110 7%	14 5%	- -%	121 7%	4 3%	124 7%	1 1%
Answered	1846	438	381	1028	1537	310	-	1709	137	1783	64
Mean Score	1.1	1.1	1.0	1.1	1.0	1.1	-	1.0	1.2 a	1.1	1.2
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.05	.02	.09
Standard deviation	.95	.93	1.00	.94	.94	.98	-	.95	.88	.95	.83

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	49 3%	37 3%	3 1%	9 2%
Fairly Dissatisfied	(-1)	75 4%	38 3%	17 6%	19 5%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	171 14%	34 13%	45 12%
Fairly Satisfied	(1)	802 43%	537 45%	112 42%	149 40%
Very Satisfied	(2)	666 36%	400 34%	101 38%	155 41%
Don't Know (DO NOT READ OUT)		4 *%	1 *%	- -%	- -%
NET: Satisfied		1468 79%	937 79%	213 80%	304 81%
NET: Dissatisfied		125 7%	75 6%	20 7%	29 8%
Answered		1846	1183	267	377
Mean Score		1.1	1.0	1.1	1.1
Standard error		.02	.03	.05	.05
Standard deviation		.95	.95	.93	.97

Columns Tested: a,b,c

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60	
Effective base	986	855	103	18	4	6	2	3	2	955	31	13	
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28	
Very Dissatisfied	(-2)	49	41	8	*	-	*	-	*	49	*	*	
		3%	3%	5%	*%	-%	*%	-%	-%	79%	3%	1%	1%
Fairly Dissatisfied	(-1)	75	63	8	4	-	-	-	-	71	4	-	
		4%	4%	5%	14%	-%	-%	-%	-%	4%	7%	-%	
				ai									
Neither Satisfied Nor Dissatisfied	(0)	253	225	21	5	1	*	-	*	247	6	1	
		14%	14%	13%	18%	11%	2%	-%	-%	10%	14%	11%	4%
Fairly Satisfied	(1)	802	715	74	6	*	7	*	*	789	13	8	
		43%	44%	45%	19%	2%	45%	3%	16%	4%	44%	23%	28%
			cj	cj							cj		
Very Satisfied	(2)	666	581	51	15	6	9	3	1	*	633	33	19
		36%	36%	32%	50%	87%	53%	97%	84%	7%	35%	58%	67%
					abi						abi	abi	
Don't Know (DO NOT READ OUT)		4	4	-	-	-	-	-	-	4	-	-	
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	
NET: Satisfied		1468	1296	126	20	6	16	3	1	*	1422	46	26
		79%	80%	77%	68%	89%	98%	100%	100%	11%	79%	81%	95%
NET: Dissatisfied		125	104	16	4	-	*	-	-	*	120	4	*
		7%	6%	10%	14%	-%	*%	-%	-%	79%	7%	8%	1%
Answered		1846	1626	163	30	7	16	3	1	*	1789	57	28
Mean Score		1.1	1.1	.9	1.0	1.8	1.5	2.0	1.8	-1.4	1.1	1.3	1.6
												abi	
Standard error		.02	.02	.06	.13	.18	.11	.07	.28	-	.02	.09	.09
Standard deviation		.95	.94	1.05	1.13	.68	.56	.21	.69	-	.95	.97	.69

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	49 3%	17 2%	24 4%	9 4%	41 3%	36 3%	44 3%	34 3%	21 3%	9 2%	7 1%	32 3%	1 3%	* *%	* *%	2 7%	2 14%
Fairly Dissatisfied (-1)	75 4%	33 3%	30 5%	12 5%	65 4%	54 4%	67 4%	51 4%	27 4%	26 6%	16 3%	42 4%	1 1%	2 3%	3 8%	1 4%	3 24%
Neither Satisfied Nor Dissatisfied (0)	253 14%	162 15%	63 11%	28 13%	209 14%	165 14%	224 14%	137 12%	80 13%	54 12%	63 13%	135 14%	7 18%	10 15%	3 9%	5 16%	- -%
Fairly Satisfied (1)	802 43%	458 43%	257 46%	87 40%	692 45%	558 47%	731 45%	550 47%	305 49%	210 46%	202 42%	459 48%	13 35%	26 37%	19 51%	9 27%	4 29%
Very Satisfied (2)	666 36%	395 37%	186 33%	85 38%	524 34%	379 32%	553 34%	381 33%	192 31%	157 34%	187 39%	288 30%	16 42%	31 44%	12 33%	15 47%	4 33%
Don't Know (DO NOT READ OUT)	4 *%	3 *%	1 *%	- -%	3 *%	4 *%	4 *%	4 *%	3 *%	- -%	1 *%	3 *%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1468 79%	854 80%	443 79%	172 78%	1216 79%	937 78%	1284 79%	931 80%	496 79%	367 80%	388 82%	747 78%	29 78%	57 82%	32 84%	24 74%	8 62%
NET: Dissatisfied	125 7%	50 5%	54 10%	21 9%	106 7%	90 8%	112 7%	86 7%	48 8%	35 8%	23 5%	74 8%	2 4%	2 3%	3 8%	3 11%	5 38%
Answered Mean Score	1846 1.1	1066 1.1	560 1.0	220 1.0	1532 1.0	1191 1.0	1620 1.0	1154 1.0	624 1.0	457 1.1	475 1.1	956 1.0	37 1.1	70 1.2	38 1.1	32 1.0	13 .4
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.11	.08	.10	.14	.29
Standard deviation	.95	.88	1.02	1.04	.94	.95	.94	.95	.95	.93	.88	.96	.96	.83	.86	1.20	1.56

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	49 3%	38 3%	- -%	1 2%	- -%	* *%	- -%	2 26%	29 3%	3 3%	* *%	- -%	- -%	2 18%	2 22%
Fairly Dissatisfied (-1)	75 4%	53 4%	4 5%	2 3%	4 11%	* *%	- -%	2 33%	36 4%	9 8%	1 2%	3 7%	- -%	4 30%	1 8%
Neither Satisfied Nor Dissatisfied (0)	253 14%	184 14%	14 18%	3 6%	2 7%	* 2%	5 33%	- -%	128 13%	20 17%	6 14%	8 19%	2 9%	* *%	- -%
Fairly Satisfied (1)	802 43%	615 46%	31 39%	21 39%	11 35%	8 49%	4 26%	2 26%	465 49%	49 42%	12 26%	16 36%	8 47%	4 32%	4 42%
Very Satisfied (2)	666 36%	438 33%	29 37%	27 49%	15 47%	8 49%	6 41%	1 14%	287 30%	36 31%	27 58%	17 38%	8 43%	2 19%	3 29%
Don't Know (DO NOT READ OUT)	4 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1468 79%	1053 79%	60 76%	48 89%	27 82%	16 98%	10 67%	3 41%	752 79%	85 72%	39 84%	32 74%	16 91%	6 52%	6 71%
NET: Dissatisfied	125 7%	91 7%	4 5%	3 5%	4 11%	* *%	- -%	4 59%	65 7%	12 11%	1 2%	3 7%	- -%	6 48%	3 29%
Answered	1846	1328	78	55	33	17	14	7	945	118	46	44	17	12	9
Mean Score	1.1	1.0	1.1	1.3	1.2	1.5	1.1	-3	1.0	.9	1.4	1.0	1.3	*	.5
Standard error	.02	.03	.08	.09	.11	.09	.14	.37	.03	.08	.09	.12	.11	.33	.40
Standard deviation	.95	.94	.88	.89	.99	.57	.89	1.57	.93	1.02	.82	.94	.66	1.52	1.61

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89	
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27	
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46	
Very Dissatisfied	(-2)	49	26	5	*	-	2	-	2	21	4	17	2	1
		3%	3%	4%	*%	-%	7%	-%	11%	3%	1%	5%	2%	1%
Fairly Dissatisfied	(-1)	75	37	4	6	4	*	-	1	30	9	18	5	3
		4%	4%	4%	11%	11%	1%	-%	4%	4%	3%	6%	5%	7%
Neither Satisfied Nor Dissatisfied	(0)	253	109	14	7	1	3	1	1	109	49	43	14	5
		14%	12%	13%	15%	3%	12%	10%	7%	13%	16%	14%	13%	11%
Fairly Satisfied	(1)	802	445	57	22	15	4	6	2	379	156	134	41	20
		43%	49%	53%	45%	40%	15%	41%	8%	45%	50%	43%	39%	44%
Very Satisfied	(2)	666	285	27	15	17	17	7	13	298	92	100	44	17
		36%	31%	25%	29%	47%	64%	50%	70%	35%	30%	32%	41%	37%
Don't Know (DO NOT READ OUT)		4	4	-	-	-	-	-	-	3	1	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
NET: Satisfied		1468	729	84	37	32	21	12	15	677	249	233	85	37
		79%	81%	79%	74%	86%	79%	90%	78%	81%	80%	75%	80%	80%
NET: Dissatisfied		125	63	8	6	4	2	-	3	51	13	35	7	4
		7%	7%	8%	11%	11%	8%	-%	15%	6%	4%	11%	7%	8%
Answered		1846	901	106	50	37	27	14	19	837	310	312	106	46
Mean Score		1.1	1.0	.9	.9	1.2	1.3	1.4	1.2	1.1	1.0	.9	1.1	1.1
Standard error		.02	.03	.08	.10	.12	.18	.16	.26	c	.03	.06	.06	.10
Standard deviation		.95	.93	.96	.96	.95	1.19	.68	1.41	.92	.82	1.08	.95	.95

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	49 3%	19 2%	4 1%	16 7%	2 3%	* *%	18 3%	7 3%	9 5%	2 2%	1 2%
Fairly Dissatisfied (-1)	75 4%	38 4%	8 3%	12 5%	5 7%	1 3%	21 3%	8 4%	16 8%	4 5%	2 6%
Neither Satisfied Nor Dissatisfied (0)	253 14%	121 14%	44 15%	31 13%	4 6%	5 16%	79 12%	37 17%	27 13%	12 15%	5 14%
Fairly Satisfied (1)	802 43%	395 44%	152 54%	97 41%	31 39%	13 46%	323 50%	96 43%	85 42%	35 44%	18 47%
Very Satisfied (2)	666 36%	324 36%	76 27%	77 33%	36 46%	10 34%	196 31%	76 34%	64 32%	27 34%	12 31%
Don't Know (DO NOT READ OUT)	4 *%	3 *%	- -%	- -%	- -%	- -%	3 *%	1 *%	- -%	- -%	- -%
NET: Satisfied	1468 79%	719 80%	229 80%	174 75%	67 85%	22 80%	519 81%	172 76%	149 74%	62 78%	29 78%
NET: Dissatisfied	125 7%	56 6%	12 4%	28 12%	7 9%	1 4%	39 6%	15 7%	26 13%	5 7%	3 8%
Answered	1846	897	285	233	78	28	637	224	202	80	37
Mean Score	1.1	1.1	1.0	.9	1.2	1.1	1.0	1.0	.9	1.0	1.0
Standard error	.02	.03	.04	.06	.07	.10	.04	.06	.06	.08	.11
Standard deviation	.95	.92	.82	1.13	1.00	.82	.90	.96	1.09	.94	.93

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base		986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base		1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied	(-2)	49	17	6	7	2	2	15	-	20	42	7	41	-
		3%	3%	3%	4%	2%	5%	2%	-%	4%	2%	6%	3%	-%
Fairly Dissatisfied	(-1)	75	26	4	10	8	2	31	5	16	70	5	62	3
		4%	4%	2%	5%	7%	4%	5%	10%	4%	4%	5%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	253	79	16	20	16	2	56	8	73	243	11	204	6
		14%	13%	9%	10%	16%	4%	9%	15%	17%	14%	9%	14%	19%
Fairly Satisfied	(1)	802	315	93	76	45	17	308	21	216	761	42	680	11
		43%	51%	50%	40%	44%	38%	47%	41%	49%	44%	37%	45%	39%
Very Satisfied	(2)	666	173	66	75	32	22	242	15	115	618	48	515	10
		36%	28%	35%	40%	31%	49%	37%	29%	26%	36%	42%	34%	33%
Don't Know (DO NOT READ OUT)		4	3	1	-	-	-	1	3	-	3	1	3	-
		*%	1%	*%	-%	-%	-%	*%	6%	-%	*%	*%	*%	-%
NET: Satisfied		1468	488	160	152	77	40	550	37	331	1379	90	1195	21
		79%	80%	85%	80%	75%	87%	84%	70%	75%	79%	79%	79%	72%
NET: Dissatisfied		125	43	10	17	10	4	46	5	35	112	13	103	3
		7%	7%	6%	9%	9%	9%	7%	10%	8%	6%	11%	7%	9%
Answered		1846	610	187	188	103	46	652	49	440	1733	113	1502	30
Mean Score		1.1	1.0	1.1	1.1	.9	1.2	1.1	.9	.9	1.1	1.0	1.0	1.0
Standard error		.02	.04	.06	.06	.08	.12	.03	.10	.05	.02	.10	.02	.15
Standard deviation		.95	.91	.91	1.03	.97	1.04	.91	.94	.98	.93	1.14	.94	.96

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328	
Effective base	986	605	31	470	129	811	13	597	38	472	128	
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261	
Very Dissatisfied	(-2)	49 3%	33 3%	3 5%	19 2%	15 6%	40 3%	* 2%	33 3%	3 4%	18 2%	16 6%
Fairly Dissatisfied	(-1)	75 4%	52 5%	2 3%	40 4%	11 4%	65 4%	* 1%	49 4%	4 6%	41 5%	10 4%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	154 14%	11 16%	110 12%	27 10%	204 14%	5 18%	151 13%	14 18%	111 12%	26 10%
Fairly Satisfied	(1)	802 43%	528 47%	29 43%	442 49%	108 41%	681 45%	11 39%	537 48%	21 27%	430 48%	119 46%
Very Satisfied	(2)	666 36%	356 32%	23 34%	282 31%	100 38%	513 34%	11 40%	344 31%	35 46%	293 33%	89 34%
Don't Know (DO NOT READ OUT)		4 *%	4 *%	- -%	3 *%	1 *%	3 *%	- -%	4 *%	- -%	3 *%	1 *%
NET: Satisfied		1468 79%	884 79%	52 77%	724 81%	207 79%	1194 79%	22 79%	880 79%	56 72%	723 81%	208 79%
NET: Dissatisfied		125 7%	85 8%	5 8%	59 7%	27 10%	105 7%	1 3%	82 7%	8 10%	59 7%	27 10%
Answered		1846	1123	68	893	261	1504	28	1113	78	893	261
Mean Score		1.1	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0	1.1	1.0
Standard error		.02	.03	.10	.03	.06	.02	.14	.03	.10	.03	.06
Standard deviation		.95	.95	1.03	.90	1.09	.94	.89	.94	1.12	.90	1.08

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	49 3%	26 4%	33 3%	6 3%	- -%	23 4%	28 3%	3 2%	1 13%	26 3%	14 2%	5 3%	- -%
Fairly Dissatisfied (-1)	75 4%	29 4%	55 4%	9 5%	- -%	21 3%	42 5%	9 6%	- -%	33 4%	31 5%	6 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	253 14%	72 11%	170 14%	19 10%	- -%	61 10%	129 15%	27 17%	- -%	74 9%	86 14%	23 13%	- -%
Fairly Satisfied (1)	802 43%	328 49%	565 45%	93 48%	2 100%	292 48%	387 45%	58 36%	2 43%	373 47%	288 46%	79 44%	- -%
Very Satisfied (2)	666 36%	221 33%	420 34%	67 35%	- -%	215 35%	272 32%	63 39%	2 44%	280 36%	211 33%	67 37%	4 100%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%
NET: Satisfied	1468 79%	549 81%	985 79%	160 82%	2 100%	506 83%	658 77%	121 76%	4 87%	653 83%	500 79%	146 81%	4 100%
NET: Dissatisfied	125 7%	55 8%	87 7%	15 8%	- -%	43 7%	70 8%	12 7%	1 13%	59 8%	45 7%	11 6%	- -%
Answered	1846	677	1242	194	2	610	858	160	4	786	631	179	4
Mean Score	1.1	1.0	1.0	1.1	1.0	1.1	1.0	1.1	1.0	1.1	1.0	1.1	2.0
Standard error	.02	.03	.03	.06	-	.04	.03	.07	.73	.03	.04	.06	-
Standard deviation	.95	.97	.94	.96	-	.96	.98	.98	1.46	.96	.93	.93	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
Very Dissatisfied	(-2)	49	41	29	19	32	28	*	11	12	9	3	3	12	14
		3%	3%	3%	2%	3%	3%	*	2%	3%	2%	2%	3%	3%	4%
Fairly Dissatisfied	(-1)	75	62	48	38	42	49	2	25	15	16	3	4	24	22
		4%	4%	5%	4%	4%	5%	16%	4%	4%	4%	3%	5%	5%	5%
								ab							
Neither Satisfied Nor Dissatisfied	(0)	253	203	144	110	166	138	*	82	50	43	22	16	60	58
		14%	14%	14%	13%	14%	14%	1%	14%	11%	10%	19%	18%	14%	15%
Fairly Satisfied	(1)	802	656	495	405	515	451	5	292	218	198	55	44	173	161
		43%	45%	47%	47%	44%	47%	33%	50%	50%	46%	47%	49%	39%	40%
Very Satisfied	(2)	666	498	346	290	403	304	7	178	141	165	35	23	173	144
		36%	34%	33%	34%	35%	31%	50%	30%	32%	38%	30%	25%	39%	36%
Don't Know (DO NOT READ OUT)		4	-	1	-	-	1	-	-	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET: Satisfied		1468	1154	840	696	918	754	12	470	358	363	90	67	347	305
		79%	79%	79%	81%	79%	78%	83%	80%	82%	84%	76%	74%	78%	76%
NET: Dissatisfied		125	103	77	57	74	76	2	36	28	25	6	7	36	36
		7%	7%	7%	7%	6%	8%	16%	6%	6%	6%	5%	8%	8%	9%
Answered		1846	1459	1061	863	1157	968	14	588	436	430	117	90	442	399
Mean Score		1.1	1.0	1.0	1.1	1.0	1.0	1.2	1.0	1.1	1.1	1.0	.9	1.1	1.0
Standard error		.02	.02	.03	.03	.03	.03	.16	.04	.04	.04	.08	.10	.05	.05
Standard deviation		.95	.95	.94	.92	.94	.96	1.10	.88	.91	.90	.90	.94	.99	1.02

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied (-2)	49 3%	8 5%	* *%	9 14%	- -%	43 3%	27 3%	43 3%	34 3%	27 3%	26 4%	42 3%	9 5%	- -%	- -%	49 40%
Fairly Dissatisfied (-1)	75 4%	10 7%	5 8%	6 10%	* 1%	67 4%	51 5%	70 4%	57 5%	44 4%	44 6%	67 4%	13 6%	- -%	- -%	75 60%
Neither Satisfied Nor Dissatisfied (0)	253 14%	28 18%	7 10%	9 14%	3 8%	223 14%	146 14%	233 14%	127 11%	134 13%	68 10%	212 14%	21 10%	- -%	- -%	- -%
Fairly Satisfied (1)	802 43%	61 40%	35 50%	29 44%	13 32%	683 43%	444 42%	707 43%	464 42%	435 41%	314 44%	666 43%	86 41%	- -%	802 55%	- -%
Very Satisfied (2)	666 36%	46 30%	22 31%	12 19%	24 59%	580 36%	385 37%	606 37%	431 39%	422 40%	264 37%	573 37%	79 38%	- -%	666 45%	- -%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1468 79%	107 70%	56 82%	41 62%	37 91%	1263 79%	829 79%	1314 79%	895 80%	857 81%	578 81%	1239 79%	165 79%	- -%	1468 100%	- -%
NET: Dissatisfied	125 7%	18 12%	6 8%	16 24%	* 1%	110 7%	78 7%	113 7%	91 8%	71 7%	69 10%	109 7%	23 11%	- -%	- -%	125 100%
Answered	1846	153	69	66	40	1597	1054	1659	1113	1062	715	1560	209	-	1468	125
Mean Score	1.1	.8	1.0	.4	1.5	1.1	1.1	1.1	1.1	1.1	1.0	1.1	1.0	-	1.5	-1.4
Standard error	.02	.08	.09	.15	.12	.02	.03	.02	.03	.03	.04	.02	.07	-	.01	.05
Standard deviation	.95	1.09	.88	1.30	.69	.95	.96	.95	.99	.95	1.02	.96	1.07	-	.50	.49

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	49 3%	40 6%	9 1%	14 4%	6 18%	9 5%	17 6%	13 8%	16 1%	17 5%	10 4%	10 4%	28 2%
Fairly Dissatisfied (-1)	75 4%	58 8%	17 1%	16 4%	1 2%	8 4%	13 4%	10 6%	44 4%	19 5%	7 3%	22 8%	44 3%
Neither Satisfied Nor Dissatisfied (0)	253 14%	126 18%	127 11%	28 7%	2 5%	17 9%	30 10%	23 13%	161 13%	59 16%	24 11%	39 14%	177 14%
Fairly Satisfied (1)	802 43%	338 49%	465 40%	187 47%	12 34%	87 46%	138 45%	66 39%	552 45%	170 45%	102 46%	139 51%	542 42%
Very Satisfied (2)	666 36%	128 19%	538 46%	149 38%	14 40%	69 36%	105 35%	59 35%	460 37%	111 29%	79 36%	64 23%	490 38%
Don't Know (DO NOT READ OUT)	4 *%	1 *%	3 *%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%
NET: Satisfied	1468 79%	466 67%	1002 87%	335 85%	26 74%	156 82%	243 80%	126 73%	1012 82%	280 74%	180 82%	203 74%	1032 81%
NET: Dissatisfied	125 7%	98 14%	26 2%	30 8%	7 20%	17 9%	30 10%	23 13%	60 5%	37 10%	17 8%	32 12%	72 6%
Answered	1846	691	1156	393	35	191	303	171	1234	376	221	274	1281
Mean Score	1.1	.7	1.3	1.1	.8	1.0	1.0	.9	1.1	.9	1.1	.8	1.1
Standard error	.02	.04	.02	.05	.31	.07	.06	.08	.02	.05	.06	.06	.02
Standard deviation	.95	1.06	.78	.96	1.47	1.03	1.07	1.17	.86	1.03	.99	1.00	.92

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	49 3%	27 3%	22 2%
Fairly Dissatisfied	(-1)	75 4%	43 5%	33 3%
Neither Satisfied Nor Dissatisfied	(0)	253 14%	126 15%	127 13%
Fairly Satisfied	(1)	802 43%	358 42%	444 44%
Very Satisfied	(2)	666 36%	293 35%	373 37%
Don't Know (DO NOT READ OUT)		4 *%	- -%	4 *%
NET: Satisfied		1468 79%	651 77%	818 82%
NET: Dissatisfied		125 7%	70 8%	55 5%
Answered		1846	847	1000
Mean Score		1.1	1.0	1.1
Standard error		.02	.03	.03
Standard deviation		.95	.99	.91

Columns Tested: a,b

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied (-2)	49 3%	- -%	- -%	4 1%	8 2%	- -%	9 5%	- -%	5 3%	9 4%	1 3%	10 3%	3 3%
Fairly Dissatisfied (-1)	75 4%	- -%	* 1%	7 2%	16 5%	1 5%	17 10%	1 2%	3 2%	6 3%	3 4%	10 3%	11 11%
Neither Satisfied Nor Dissatisfied (0)	253 14%	- -%	10 16%	33 10%	47 14%	1 5%	23 14%	7 14%	34 18%	36 17%	10 17%	41 14%	9 9%
Fairly Satisfied (1)	802 43%	- -%	21 34%	146 43%	107 33%	9 30%	75 45%	22 44%	90 46%	99 46%	23 38%	165 55%	45 43%
Very Satisfied (2)	666 36%	- -%	31 49%	146 43%	149 46%	18 60%	42 25%	20 40%	62 32%	66 30%	22 38%	72 24%	37 35%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	3 1%	- -%
NET: Satisfied	1468 79%	- -%	53 83%	292 87%	256 78%	27 90%	117 70%	42 84%	152 78%	165 76%	45 76%	237 79%	82 78%
NET: Dissatisfied	125 7%	- -%	* 1%	12 4%	23 7%	1 5%	26 15%	1 2%	9 4%	15 7%	4 7%	19 6%	14 14%
Answered	1846	-	63	337	327	30	166	50	195	216	60	297	106
Mean Score	1.1	-	1.3	1.3	1.1	1.4	.8	1.2	1.0	1.0	1.0	.9	1.0
Standard error	.02	-	fik	fhikl	f	fk		f					
Standard deviation	.95	-	.08	.05	.05	.13	.09	.07	.06	.07	.07	.06	.10
		-	.76	.82	.99	.82	1.11	.76	.90	.98	.98	.89	1.07

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 249 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very Dissatisfied	(-2) 49 3%	6 1%	15 3%	14 3%	14 3%	21 2%	29 3%
Fairly Dissatisfied	(-1) 75 4%	13 3%	28 6%	10 2%	24 5%	42 5%	34 4%
Neither Satisfied Nor Dissatisfied	(0) 253 14%	51 11%	65 14%	78 17%	60 13%	115 12%	138 15%
Fairly Satisfied	(1) 802 43%	175 38%	184 40%	211 46%	233 50% ab	359 39%	444 48% a
Very Satisfied	(2) 666 36%	216 47% bcd	171 37% d	148 32%	131 28%	387 42% b	279 30%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	1 *%	3 1%	- -%	4 *%
NET: Satisfied	1468 79%	391 85% b	354 77%	359 78%	364 78%	745 81%	723 78%
NET: Dissatisfied	125 7%	19 4%	43 9% a	25 5%	38 8%	62 7%	62 7%
Answered	1846	461	462	461	462	923	923
Mean Score	1.1	1.3 bcd	1.0	1.0	1.0	1.1 b	1.0
Standard error	.02	.04	.04	.04	.04	.03	.03
Standard deviation	.95	.86	1.02	.93	.95	.95	.94

Columns Tested:: a,b,c,d - a,b

Table 250

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	40 2%	9 2%	31 2%	40 2%	1 1%	- -%	* 2%	1 1%
Fairly Dissatisfied (-1)	132 7%	31 6%	101 8%	128 7%	3 5%	* 1%	* 6%	4 5%
Neither Satisfied Nor Dissatisfied (0)	289 16%	87 17%	202 15%	282 16%	7 10%	1 8%	* 7%	8 10%
Fairly Satisfied (1)	736 40%	158 30%	578 44%	704 40%	26 38%	4 48%	2 46%	32 40%
Very Satisfied (2)	630 34%	226 43%	404 31%	595 34%	30 44%	3 43%	2 37%	35 43%
Don't Know (DO NOT READ OUT)	22 1%	14 3%	8 1%	21 1%	1 2%	- -%	* 2%	1 2%
NET: Satisfied	1366 74%	384 73%	982 74%	1299 73%	56 82%	7 91%	4 83%	67 83%
NET: Dissatisfied	172 9%	40 8%	132 10%	167 9%	4 6%	* 1%	* 8%	5 6%
Answered	1828	511	1316	1748	67	8	4	79
Mean Score	1.0	1.1	.9	1.0	1.2	1.3	1.1	1.2
Standard error	.02	b	.03	.03	a	a	.08	a
Standard deviation	.99	1.01	.99	1.00	.90	.72	1.04	.88

Columns Tested: a,b - a,b,c,d,e

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	40 2%	20 2%	15 3%	4 3%	* 1%	* 1%	* 2%	40 2%	1 1%	* 1%
Fairly Dissatisfied	(-1)	132 7%	67 6%	53 10%	8 6%	3 6%	1 2%	* 6%	128 7%	3 5%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	188 17%	76 15%	18 14%	4 7%	4 13%	* 7%	282 16%	7 10%	1 8%
Fairly Satisfied	(1)	736 40%	461 41%	192 38%	51 41%	20 40%	10 37%	2 46%	704 40%	26 38%	6 47%
Very Satisfied	(2)	630 34%	381 34%	172 34%	43 34%	21 44%	12 44%	2 37%	595 34%	30 44%	5 41%
Don't Know (DO NOT READ OUT)		22 1%	16 1%	3 1%	2 1%	1 1%	1 3%	* 2%	21 1%	1 2%	* 1%
NET: Satisfied		1366 74%	842 74%	363 71%	94 75%	41 84%	23 81%	4 83%	1299 73%	56 82%	10 88%
NET: Dissatisfied		172 9%	87 8%	69 13%	12 9%	3 7%	1 3%	* 8%	167 9%	4 6%	* 4%
Answered		1828	1117	508	124	48	27	4	1748	67	12
Mean Score		1.0	1.0	.9	1.0	1.2	1.2	1.1	1.0	1.2	1.3
Standard error		.02	.03	.05	.07	.07	.06	.08	.03	.05	.05
Standard deviation		.99	.96	1.08	1.02	.91	.84	1.04	1.00	.90	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied	(-2) 40 2%	28 2%	12 4%	1 1%	- -%	* 2%	27 3%	3 1%	- -%	- -%	* *%
Fairly Dissatisfied	(-1) 132 7%	105 7%	23 7%	3 5%	* 1%	* 6%	82 8%	13 6%	5 11%	3 8%	2 5%
Neither Satisfied Nor Dissatisfied	(0) 289 16%	236 16%	46 15%	7 10%	1 8%	* 7%	163 15%	43 19%	2 5%	4 9%	7 15%
Fairly Satisfied	(1) 736 40%	584 40%	120 38%	26 38%	4 48%	2 46%	458 43%	90 39%	18 39%	10 25%	22 51% d
Very Satisfied	(2) 630 34%	483 33%	112 35%	30 44%	3 43%	2 37%	330 31%	82 35%	20 44%	24 58%	12 27%
Don't Know (DO NOT READ OUT)	22 1%	17 1%	4 1%	1 2%	- -%	* 2%	8 1%	- -%	* *%	- -%	1 2%
NET: Satisfied	1366 74%	1068 74%	231 73%	56 82%	7 91%	4 83%	788 74%	172 74%	39 84%	34 83%	34 77%
NET: Dissatisfied	172 9%	132 9%	35 11%	4 6%	* 1%	* 8%	109 10%	17 7%	5 11%	3 8%	2 5%
Answered	1828	1436	313	67	8	4	1059	232	46	41	43
Mean Score	1.0	1.0	.9	1.2	1.3	1.1	.9	1.0	1.2	1.3	1.0
Standard error	.02	.03	.05	.05	.08	.08	.04	.06	.10	.10	.06
Standard deviation	.99	.98	1.07	.90	.72	1.04	1.00	.95	.96	.94	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	40 2%	7 4%	1 *%	13 4%	- -%	6 4%	4 2%	1 *%	4 3%	- -%
Fairly Dissatisfied	(-1)	132 7%	17 10%	8 6%	27 8%	3 3%	10 7%	17 7%	18 7%	5 3%	15 11%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	16 10%	24 17%	52 16%	16 19%	26 19%	48 19%	32 13%	31 20%	18 13%
Fairly Satisfied	(1)	736 40%	60 37%	61 44%	121 37%	28 32%	47 35%	116 46%	96 39%	69 44%	59 44%
Very Satisfied	(2)	630 34%	55 34%	41 30%	109 34%	39 46%	46 34%	63 25%	95 39%	46 29%	43 32%
Don't Know (DO NOT READ OUT)		22 1%	7 4%	4 3%	3 1%	- -%	- -%	2 1%	2 1%	- -%	1 1%
NET: Satisfied		1366 74%	114 71%	102 74%	230 71%	67 78%	93 69%	179 72%	191 78%	115 74%	102 76%
NET: Dissatisfied		172 9%	24 15%	9 6%	40 12%	3 3%	15 11%	21 8%	19 8%	9 6%	15 11%
Answered		1828	154	135	322	86	135	248	242	155	134
Mean Score		1.0	.9	1.0	.9	1.2	.9	.9	1.1	1.0	1.0
Standard error		.02	.11	.09	.08	.10	.10	.08	.08	.08	.09
Standard deviation		.99	1.14	.88	1.09	.86	1.10	.93	.92	.93	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	40 2%	6 2%	12 3%	19 2%	36 2%	4 2%	2 2%	1 2%	1 3%
Fairly Dissatisfied	(-1)	132 7%	27 8%	30 7%	62 8%	119 7%	13 6%	8 7%	4 5%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	60 17%	71 16%	131 16%	262 16%	27 12%	14 13%	7 9%	6 16%
Fairly Satisfied	(1)	736 40%	134 38%	190 42%	333 41%	657 40%	79 36%	39 36%	30 41%	10 27%
Very Satisfied	(2)	630 34%	129 36%	142 31%	267 33%	538 33%	92 42%	44 41%	30 41%	19 49%
Don't Know (DO NOT READ OUT)		22 1%	1 *	11 2%	7 1%	19 1%	3 1%	2 2%	1 2%	* 1%
NET: Satisfied		1366 74%	263 74%	332 73%	600 73%	1195 73%	172 78%	83 76%	60 82%	29 76%
NET: Dissatisfied		172 9%	33 9%	42 9%	81 10%	155 9%	17 8%	9 9%	5 7%	2 7%
Answered		1828	355	444	812	1611	216	106	72	37
Mean Score		1.0	1.0	.9	.9	1.0	1.1	1.1	1.2	1.2
Standard error		.02	.06	.05	.05	.03	.03	.06	.06	.06
Standard deviation		.99	.99	.99	1.00	1.00	.98	1.00	.94	1.02

Columns Tested:: a,b,c,d,e,f,g,h

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Very Dissatisfied	(-2)	40	3	2	5	2	10	*	4	19
	2%	*%	3%	5%	3%	1%	3%	*%	6%	2%
Fairly Dissatisfied	(-1)	132	5	-	5	18	28	5	5	67
	7%	4%	4%	-%	3%	9%	7%	7%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	289	19	7	26	35	64	7	5	147
	16%	5%	17%	22%	18%	18%	17%	10%	9%	16%
Fairly Satisfied	(1)	736	31	13	44	77	145	28	24	370
	40%	49%	27%	42%	30%	39%	38%	42%	44%	41%
Very Satisfied	(2)	630	56	10	66	62	130	27	17	284
	34%	42%	48%	32%	45%	31%	34%	41%	31%	32%
Don't Know (DO NOT READ OUT)		22	1	-	1	5	4	*	*	11
	1%	-%	1%	-%	*%	3%	1%	*%	*%	1%
NET: Satisfied	1366	86	87	23	110	139	275	55	41	654
	74%	91%	75%	74%	75%	70%	72%	82%	75%	73%
NET: Dissatisfied	172	4	8	2	10	20	38	5	8	86
	9%	4%	7%	5%	7%	10%	10%	7%	16%	10%
Answered	1828	95	115	31	146	194	377	66	54	887
Mean Score	1.0	1.3	1.1	1.0	1.1	.9	.9	1.2	.8	.9
Standard error	.02	.08	.10	.21	.09	.08	.05	.09	.12	.03
Standard deviation	.99	.75	1.04	1.00	1.03	.98	1.03	.89	1.16	.99

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	40 2%	7 2%	10 3%	23 2%	32 2%	8 2%	- -%	34 2%	6 4%	40 2%	* 1%
Fairly Dissatisfied (-1)	132 7%	27 6%	28 7%	77 7%	111 7%	20 6%	- -%	124 7%	8 6%	126 7%	6 9%
Neither Satisfied Nor Dissatisfied (0)	289 16%	66 15%	64 17%	159 16%	243 16%	46 15%	- -%	274 16%	15 11%	279 16%	11 16%
Fairly Satisfied (1)	736 40%	168 38%	145 38%	423 41%	612 40%	124 40%	- -%	683 40%	53 37%	711 40%	25 38%
Very Satisfied (2)	630 34%	167 38%	130 34%	333 32%	516 34%	114 36%	- -%	572 33%	58 42%	607 34%	23 34%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	4 1%	13 1%	22 1%	* *%	- -%	22 1%	* *%	21 1%	2 3%
NET: Satisfied	1366 74%	336 76%	275 72%	756 74%	1128 73%	238 76%	- -%	1255 73%	111 79%	1318 74%	48 72%
NET: Dissatisfied	172 9%	34 8%	38 10%	100 10%	144 9%	28 9%	- -%	158 9%	14 10%	166 9%	6 10%
Answered	1828	436	377	1015	1515	313	-	1688	140	1763	65
Mean Score	1.0	1.1	.9	1.0	1.0	1.0	-	1.0	1.1	1.0	1.0
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.06	.02	.11
Standard deviation	.99	.96	1.03	.99	.99	1.00	-	.99	1.06	1.00	.97

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	40 2%	30 3%	3 1%	7 2%
Fairly Dissatisfied	(-1)	132 7%	76 6%	31 12%	24 6%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	186 16%	39 15%	57 15%
Fairly Satisfied	(1)	736 40%	499 42%	88 33%	144 38%
Very Satisfied	(2)	630 34%	373 32%	105 40%	140 37%
Don't Know (DO NOT READ OUT)		22 1%	19 2%	- -%	3 1%
NET: Satisfied		1366 74%	872 74%	194 73%	285 76%
NET: Dissatisfied		172 9%	106 9%	34 13%	31 8%
Answered		1828	1164	267	374
Mean Score		1.0	1.0	1.0	1.0
Standard error		.02	.03	.05	.05
Standard deviation		.99	.99	1.05	.98

Columns Tested:: a,b,c

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Very Dissatisfied	(-2)	40	33	7	*	-	-	*	-	40	*	*
		2%	2%	4%	1%	-%	-%	3%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	132	117	7	4	4	*	-	*	124	8	4
		7%	7%	4%	12%	56%	1%	-%	-%	79%	7%	14%
Neither Satisfied Nor Dissatisfied	(0)	289	259	27	1	1	2	-	-	286	3	3
		16%	16%	16%	3%	11%	11%	-%	-%	16%	6%	9%
Fairly Satisfied	(1)	736	664	56	7	*	7	2	*	719	17	10
		40%	41%	34%	25%	2%	42%	94%	1%	40%	29%	34%
Very Satisfied	(2)	630	535	66	18	2	8	*	1	601	29	11
		34%	33%	41%	59%	31%	46%	4%	99%	34%	50%	40%
				ai							a	
Don't Know (DO NOT READ OUT)		22	22	1	-	-	-	-	-	22	-	-
		1%	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied		1366	1199	122	25	2	14	3	1	1321	46	21
		74%	74%	75%	84%	33%	88%	97%	100%	74%	80%	75%
NET: Dissatisfied		172	150	14	4	4	*	*	-	164	8	4
		9%	9%	8%	13%	56%	1%	3%	-%	9%	14%	16%
Answered	1828	1608	162	30	7	16	3	1	*	1770	57	28
Mean Score	1.0	1.0	1.0	1.3	.1	1.3	1.0	2.0	-5	1.0	1.1	1.0
Standard error	.02	.02	.06	.13	.39	.14	.23	.08	-	.02	.09	.14
Standard deviation	.99	.98	1.06	1.07	1.46	.73	.65	.19	-	.99	1.08	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	40 2%	13 1%	20 4%	7 3%	35 2%	28 2%	38 2%	30 3%	24 4%	13 3%	9 2%	24 2%	2 5%	* *%	1 2%	2 7%	* 2%
Fairly Dissatisfied (-1)	132 7%	66 6%	51 9%	15 7%	119 8%	101 8%	122 8%	89 8%	49 8%	35 8%	17 4%	87 9%	* 1%	10 15%	* *%	4 13%	2 18%
Neither Satisfied Nor Dissatisfied (0)	289 16%	175 16%	84 15%	30 14%	234 15%	190 16%	247 15%	186 16%	94 15%	49 11%	67 14%	157 16%	3 8%	5 8%	7 19%	6 18%	2 14%
Fairly Satisfied (1)	736 40%	435 41%	229 41%	72 33%	624 41%	487 41%	667 41%	472 41%	259 41%	202 44%	210 44%	397 41%	12 31%	29 42%	10 27%	7 21%	2 15%
Very Satisfied (2)	630 34%	369 34%	167 30%	95 43%	509 33%	383 32%	535 33%	375 32%	198 32%	156 34%	161 34%	291 30%	20 55%	23 34%	19 52%	13 41%	6 50%
Don't Know (DO NOT READ OUT)	22 1%	12 1%	9 2%	1 *%	13 1%	6 1%	15 1%	6 1%	3 *%	2 *%	10 2%	3 *%	- -%	1 1%	- -%	* *%	- -%
NET: Satisfied	1366 74%	803 75%	396 71%	167 76%	1133 74%	870 73%	1202 74%	847 73%	457 73%	358 78%	371 78%	688 72%	32 86%	53 76%	30 78%	20 62%	8 65%
NET: Dissatisfied	172 9%	79 7%	71 13%	22 10%	155 10%	129 11%	160 10%	119 10%	73 12%	48 10%	26 6%	111 12%	2 6%	11 15%	1 2%	7 20%	3 20%
Answered	1828	1057	551	220	1522	1189	1609	1152	624	455	465	956	37	69	38	32	13
Mean Score	1.0	1.0	.9	1.1	1.0	.9	1.0	.9	.9	1.0	1.1	.9	1.3	1.0	1.3	.8	.9
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.11	.10	.11	.16	.24
Standard deviation	.99	.93	1.07	1.06	1.00	1.01	1.00	1.01	1.06	1.01	.90	1.02	1.01	1.04	.92	1.32	1.29

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	40 2%	30 2%	3 3%	2 3%	* *%	- -%	- -%	* 3%	19 2%	5 4%	1 1%	1 2%	* 1%	2 19%	- -%
Fairly Dissatisfied (-1)	132 7%	104 8%	8 10%	2 3%	3 9%	* *%	* 2%	2 33%	77 8%	8 7%	1 2%	8 19%	3 16%	4 30%	- -%
Neither Satisfied Nor Dissatisfied (0)	289 16%	201 15%	14 18%	5 10%	2 7%	5 32%	4 31%	2 26%	156 16%	23 20%	6 12%	- -%	1 8%	1 9%	2 22%
Fairly Satisfied (1)	736 40%	563 42%	23 29%	18 33%	10 30%	7 44%	3 24%	* 3%	410 43%	39 34%	16 34%	15 34%	5 31%	* 3%	2 22%
Very Satisfied (2)	630 34%	422 32%	30 39%	27 49%	18 55%	4 24%	6 43%	2 34%	282 30%	42 36%	22 48%	19 44%	8 44%	5 39%	5 57%
Don't Know (DO NOT READ OUT)	22 1%	12 1%	- -%	1 2%	- -%	- -%	* 1%	- -%	5 1%	- -%	1 2%	- -%	- -%	- -%	- -%
NET: Satisfied	1366 74%	984 74%	53 68%	45 82%	28 85%	11 68%	9 67%	3 37%	691 73%	82 69%	38 83%	34 79%	13 75%	5 42%	7 78%
NET: Dissatisfied	172 9%	135 10%	11 14%	4 7%	3 9%	* *%	* 2%	3 37%	96 10%	13 11%	2 3%	9 21%	3 17%	6 48%	- -%
Answered	1828	1320	78	54	33	17	14	7	944	118	45	44	17	12	9
Mean Score	1.0	.9	.9	1.2	1.3	.9	1.1	.3	.9	.9	1.3	1.0	1.0	.1	1.4
Standard error	.02	.03	.10	.11	.11	.12	.15	.34	.03	.09	.09	.16	.19	.37	.22
Standard deviation	.99	1.00	1.13	1.00	.95	.77	.93	1.43	.98	1.09	.87	1.20	1.17	1.69	.86

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	40 2%	19 2%	5 5%	1 2%	* 1%	2 6%	- -%	3 14% a	21 2%	10 3%	6 2%	1 1%	1 2%
Fairly Dissatisfied (-1)	132 7%	72 8%	6 5%	7 14%	1 3%	* 1%	3 20%	* *% a	54 6%	24 8%	31 10%	9 9%	3 7%
Neither Satisfied Nor Dissatisfied (0)	289 16%	152 17%	15 15%	12 23%	2 7%	4 14%	1 7%	- -% a	133 16%	46 15%	42 13%	17 16%	6 13%
Fairly Satisfied (1)	736 40%	383 42%	50 47%	13 25%	9 25%	11 40%	1 6%	5 25%	360 43%	139 45%	116 37%	30 28%	20 44%
Very Satisfied (2)	630 34%	274 30%	28 26%	18 36%	24 65%	10 39%	9 67%	12 60% ab	268 32%	88 28%	114 37%	47 44%	16 34%
Don't Know (DO NOT READ OUT)	22 1%	5 1%	1 1%	- -%	- -%	- -%	- -%	- -% ab	5 1%	4 1%	4 1%	1 1%	- -%
NET: Satisfied	1366 74%	657 73%	78 74%	30 61%	33 90%	21 79%	10 73%	16 85%	628 75%	227 73%	230 74%	77 73%	36 78%
NET: Dissatisfied	172 9%	91 10%	11 10%	8 16%	1 3%	2 7%	3 20%	3 15%	74 9%	33 11%	36 12%	10 10%	4 9%
Answered	1828	900	105	50	37	27	14	19	835	306	308	105	46
Mean Score	1.0	.9	.9	.8	1.5 abc	1.0	1.2	1.2	1.0	.9	1.0	1.1	1.0
Standard error	.02	.03	.09	.12	.11	.16	.30	.26	.04	.05	.05	.07	.10
Standard deviation	.99	.99	1.04	1.15	.81	1.06	1.27	1.41	.98	1.01	1.03	1.03	.97

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	40 2%	20 2%	9 3%	6 2%	1 1%	- -%	17 3%	4 2%	6 3%	1 1%	1 2%
Fairly Dissatisfied (-1)	132 7%	64 7%	21 7%	26 11%	6 8%	1 3%	50 8%	23 10%	18 9%	5 6%	2 6%
Neither Satisfied Nor Dissatisfied (0)	289 16%	141 16%	45 16%	30 13%	10 13%	5 17%	102 16%	30 14%	31 15%	16 20%	6 16%
Fairly Satisfied (1)	736 40%	386 43%	126 44%	80 34%	19 25%	14 49%	278 43%	96 43%	73 36%	24 30%	15 39%
Very Satisfied (2)	630 34%	284 32%	80 28%	89 38%	41 53%	9 31%	193 30%	69 31%	72 36%	32 41%	14 37%
Don't Know (DO NOT READ OUT)	22 1%	5 1%	4 1%	3 1%	1 2%	- -%	1 *%	2 1%	2 1%	1 2%	- -%
NET: Satisfied	1366 74%	670 74%	206 72%	169 72%	61 77%	22 80%	471 74%	165 73%	145 72%	56 70%	28 76%
NET: Dissatisfied	172 9%	84 9%	29 10%	32 14%	7 8%	1 3%	67 10%	27 12%	24 12%	6 8%	3 9%
Answered	1828	895	281	231	77	28	639	223	199	78	37
Mean Score	1.0	.9	.9	1.0	1.2	1.1	.9	.9	.9	1.0	1.0
Standard error	.02	.03	.06	.06	.07	.10	.04	.06	.06	.08	.12
Standard deviation	.99	.98	1.01	1.09	1.00	.78	1.00	1.01	1.07	1.00	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied	(-2) 40 2%	14 2%	4 2%	8 4%	1 1%	3 6%	16 2%	1 1%	11 2%	31 2%	9 8%	35 2%	* 1%
Fairly Dissatisfied	(-1) 132 7%	55 9%	13 7%	14 8%	4 4%	* *%	40 6%	7 12%	42 10%	123 7%	8 7%	117 8%	3 9%
Neither Satisfied Nor Dissatisfied	(0) 289 16%	100 16%	24 13%	33 18%	24 23%	1 2%	87 13%	10 20%	88 20%	274 16%	15 14%	230 15%	4 15%
Fairly Satisfied	(1) 736 40%	270 44%	89 47%	58 31%	30 29%	20 43%	255 39%	20 39%	193 44%	700 40%	36 32%	615 41%	9 31%
Very Satisfied	(2) 630 34%	172 28%	56 30%	73 39%	44 42%	21 46%	250 38%	15 28%	104 24%	587 34%	43 38%	496 33%	13 43%
Don't Know (DO NOT READ OUT)	22 1%	2 *%	1 *%	2 1%	1 1%	1 2%	4 1%	- -%	2 *%	21 1%	2 2%	12 1%	* *%
NET: Satisfied	1366 74%	443 72%	145 78%	131 70%	73 71%	41 89%	505 77%	35 67%	297 67%	1287 74%	79 70%	1111 74%	22 74%
NET: Dissatisfied	172 9%	69 11%	17 9%	22 12%	5 5%	3 6%	56 9%	7 14%	53 12%	155 9%	17 15%	152 10%	3 10%
Answered	1828	611	187	187	103	45	648	53	438	1716	112	1493	29
Mean Score	1.0	.9	1.0	.9	1.1	1.2	1.1	.8	.8	1.0	.9	1.0	1.1
Standard error	.02	.04	.07	.07	.08	.12	.04	.11	.05	.02	.11	.02	.17
Standard deviation	.99	1.00	.96	1.12	.96	1.02	1.00	1.03	1.00	.98	1.24	1.00	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very Dissatisfied	(-2) 40 2%	22 2%	6 9% a	15 2%	15 6% a	35 2%	* 2%	22 2%	6 8% a	17 2%	13 5% a
Fairly Dissatisfied	(-1) 132 7%	97 9%	4 5%	67 7%	22 8%	119 8%	1 2%	93 8%	8 10%	65 7%	24 9%
Neither Satisfied Nor Dissatisfied	(0) 289 16%	178 16%	12 17%	157 18%	29 11%	226 15%	8 28%	178 16%	11 14%	153 17%	33 13%
Fairly Satisfied	(1) 736 40%	460 41%	27 40%	377 42%	94 36%	615 41%	9 33%	462 41%	25 32%	382 43%	90 35%
Very Satisfied	(2) 630 34%	363 32%	20 29%	277 31%	98 37%	499 33%	10 34%	355 32%	27 35%	277 31%	98 37%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	- -%	3 *%	3 1%	12 1%	* *%	6 1%	- -%	3 *%	3 1%
NET: Satisfied	1366 74%	823 73%	47 69%	654 73%	193 74%	1114 74%	19 68%	818 73%	53 68%	659 74%	188 72%
NET: Dissatisfied	172 9%	119 11%	10 14%	81 9%	37 14%	154 10%	1 4%	115 10%	14 18%	81 9%	38 14%
Answered	1828	1120	68	893	259	1494	28	1111	78	893	258
Mean Score	1.0	.9	.7	.9	.9	1.0	1.0	.9	.8	.9	.9
Standard error	.02	.03	.11	.03	.06	.02	.15	.03	.12	.03	.06
Standard deviation	.99	1.00	1.20	.96	1.17	1.01	.95	.99	1.25	.97	1.16

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	40 2%	23 3%	25 2%	7 3%	- -%	18 3%	15 2%	5 3%	1 13%	24 3%	14 2%	5 3%	- -%
Fairly Dissatisfied (-1)	132 7%	61 9%	105 8%	24 12%	- -%	52 9%	80 9%	22 14%	- -%	60 8%	63 10%	16 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	289 16%	91 13%	192 15%	28 14%	- -%	84 14%	137 16%	26 16%	2 39%	105 13%	95 15%	32 18%	2 41%
Fairly Satisfied (1)	736 40%	267 39%	519 42%	78 40%	2 100%	241 40%	352 41%	56 35%	* 4%	314 40%	265 42%	69 39%	2 59%
Very Satisfied (2)	630 34%	234 35%	389 31%	57 29%	- -%	215 35%	268 31%	50 31%	2 44%	277 35%	193 31%	57 32%	- -%
Don't Know (DO NOT READ OUT)	22 1%	1 *%	12 1%	- -%	- -%	1 *%	6 1%	- -%	- -%	6 1%	2 *%	1 *%	- -%
NET: Satisfied	1366 74%	501 74%	909 73%	135 70%	2 100%	456 75%	621 72%	106 66%	2 47%	592 75%	458 73%	126 70%	2 59%
NET: Dissatisfied	172 9%	84 12%	129 10%	31 16%	- -%	70 11%	95 11%	27 17%	1 13%	84 11%	77 12%	21 11%	- -%
Answered	1828	676	1230	194	2	610	852	160	4	781	630	179	4
Mean Score	1.0	.9	.9	.8	1.0	1.0	.9	.8	.7	1.0	.9	.9	.6
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.79	.04	.04	.07	.40
Standard deviation	.99	1.07	.99	1.10	-	1.04	1.00	1.13	1.58	1.04	1.02	1.04	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Very Dissatisfied (-2)	40 2%	34 2%	17 2%	13 1%	25 2%	17 2%	* 2%	8 1%	7 2%	7 2%	2 2%	4 5%	7 2%	9 2%			
Fairly Dissatisfied (-1)	132 7%	112 8%	92 9%	63 7%	99 9%	76 8%	2 16%	45 8%	39 9%	27 6%	16 13%	8 8%	38 9%	22 5%			
Neither Satisfied Nor Dissatisfied (0)	289 16%	218 15%	163 15%	140 16%	151 13%	154 16%	* 2%	89 15%	67 15%	47 11%	23 20%	16 18%	60 14%	60 15%			
Fairly Satisfied (1)	736 40%	592 41%	431 41%	355 41%	482 42%	416 43%	4 28%	263 45%	178 41%	187 43%	44 37%	34 38%	168 38%	179 45%			
Very Satisfied (2)	630 34%	491 34%	352 33%	287 33%	390 34%	297 31%	7 52%	180 31%	144 33%	159 37%	32 27%	28 31%	164 37%	127 32%			
Don't Know (DO NOT READ OUT)	22 1%	13 1%	6 1%	5 1%	11 1%	8 1%	- -%	3 *%	- -%	3 1%	1 1%	- -%	5 1%	2 1%			
NET: Satisfied	1366 74%	1083 74%	783 74%	642 74%	872 75%	713 74%	11 80%	443 75%	323 74%	346 80% d	75 64%	62 69%	333 75%	306 77%			
NET: Dissatisfied	172 9%	147 10%	110 10%	76 9%	123 11%	93 10%	2 18%	53 9%	46 11%	34 8%	18 15%	12 13%	45 10%	31 8%			
Answered Mean Score	1828 1.0	1447 1.0	1056 1.0	858 1.0	1146 1.0	961 .9	14 1.1	585 1.0	436 1.0	427 1.1 d	117 .7	90 .8	438 1.0	397 1.0			
Standard error	.02	.02	.03	.03	.03	.03	.17	.04	.05	.04	.10	.12	.05	.05			
Standard deviation	.99	1.01	.99	.96	1.00	.97	1.20	.94	.99	.94	1.06	1.11	1.00	.95			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base		986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base		1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied	(-2)	40	7	2	9	-	35	22	36	24	23	17	34	8	-	9	28
		2%	4%	3%	14%	-%	2%	2%	2%	2%	2%	2%	2%	4%	-%	1%	22%
																a	
Fairly Dissatisfied	(-1)	132	16	3	12	3	111	86	117	93	81	66	104	19	-	36	44
		7%	11%	4%	18%	8%	7%	8%	7%	8%	8%	9%	7%	9%	-%	2%	35%
																a	
Neither Satisfied Nor Dissatisfied	(0)	289	13	14	8	6	252	172	263	151	152	83	244	32	-	134	26
		16%	9%	20%	12%	15%	16%	16%	16%	14%	14%	12%	16%	16%	-%	9%	21%
																a	
Fairly Satisfied	(1)	736	59	25	26	11	637	397	655	428	404	289	628	82	-	672	10
		40%	39%	36%	39%	28%	40%	38%	39%	38%	38%	40%	40%	39%	-%	46%	8%
																b	
Very Satisfied	(2)	630	55	25	11	18	544	364	571	404	391	260	532	67	-	602	14
		34%	36%	37%	17%	45%	34%	35%	34%	36%	37%	36%	34%	32%	-%	41%	11%
			c			c										b	
Don't Know (DO NOT READ OUT)		22	3	-	-	1	18	12	18	13	10	1	19	*	-	15	3
		1%	2%	-%	-%	3%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	2%
NET: Satisfied		1366	114	50	37	30	1181	761	1226	831	795	548	1159	150	-	1274	24
		74%	75%	73%	56%	73%	74%	72%	74%	75%	75%	77%	74%	72%	-%	87%	19%
			c													b	
NET: Dissatisfied		172	23	5	21	3	146	108	153	117	104	83	137	27	-	46	72
		9%	15%	7%	32%	8%	9%	10%	9%	11%	10%	12%	9%	13%	-%	3%	57%
					ab											a	
Answered		1828	150	69	66	39	1579	1041	1641	1100	1052	714	1541	209	-	1454	122
Mean Score		1.0	.9	1.0	.3	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.9	-	1.3	-.5
			c	c		c										b	
Standard error		.02	.09	.10	.15	.17	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		.99	1.14	1.01	1.33	.99	.99	1.02	1.00	1.02	1.01	1.03	.98	1.08	-	.78	1.25

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	40 2%	35 5%	5 *%	15 4%	3 10%	8 4%	15 5%	12 7%	15 1%	12 3%	13 6%	8 3%	17 1%
Fairly Dissatisfied (-1)	132 7%	99 14%	33 3%	22 6%	4 11%	17 9%	24 8%	14 8%	76 6%	38 10%	20 9%	34 12%	75 6%
Neither Satisfied Nor Dissatisfied (0)	289 16%	126 18%	163 14%	40 10%	5 14%	23 12%	40 13%	16 10%	192 16%	69 18%	32 15%	46 17%	191 15%
Fairly Satisfied (1)	736 40%	277 40%	459 40%	168 43%	15 42%	84 44%	115 38%	61 36%	507 41%	155 41%	87 40%	118 43%	516 40%
Very Satisfied (2)	630 34%	150 22%	481 41%	144 37%	8 23%	59 31%	106 35%	68 40%	432 35%	95 25%	66 30%	68 25%	467 36%
Don't Know (DO NOT READ OUT)	22 1%	4 1%	19 2%	3 1%	- -%	1 *%	3 1%	- -%	13 1%	6 2%	2 1%	- -%	14 1%
NET: Satisfied	1366 74%	427 62%	939 81%	313 80%	23 66%	143 75%	221 73%	130 76%	938 76%	251 67%	154 70%	186 68%	983 77%
NET: Dissatisfied	172 9%	134 19%	38 3%	37 9%	7 21%	25 13%	39 13%	25 15%	91 7%	50 13%	33 15%	42 15%	93 7%
Answered	1828	687	1140	390	35	191	300	171	1222	370	219	274	1267
Mean Score	1.0	.6	1.2	1.0	.6	.9	.9	.9	1.0	.8	.8	.7	1.1
Standard error	.02	.04	.02	.05	.27	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	.99	1.13	.82	1.02	1.25	1.07	1.12	1.20	.93	1.05	1.15	1.05	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	40 2%	23 3%	17 2%
Fairly Dissatisfied	(-1)	132 7%	67 8%	64 6%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	151 18%	138 14%
Fairly Satisfied	(1)	736 40%	317 37%	419 42%
Very Satisfied	(2)	630 34%	277 33%	353 35%
Don't Know (DO NOT READ OUT)		22 1%	11 1%	12 1%
NET: Satisfied		1366 74%	594 70%	772 77%
NET: Dissatisfied		172 9%	91 11%	81 8%
Answered		1828	836	991
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		.99	1.04	.95

Columns Tested:: a,b

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied	(-2) 40 2%	- -%	4 6%	1 *% c	5 1%	* 1%	7 4%	- -% c	7 4%	10 4%	3 4%	5 2%	* *% c
Fairly Dissatisfied	(-1) 132 7%	- -%	2 3%	27 8%	13 4%	* *% c	14 9%	3 6%	14 7%	9 4%	3 5%	32 11%	14 13% di
Neither Satisfied Nor Dissatisfied	(0) 289 16%	- -%	4 6%	43 13%	56 17%	6 19%	32 20%	9 18%	28 14%	37 17%	10 16%	41 14%	23 22% b
Fairly Satisfied	(1) 736 40%	- -%	24 38%	122 36%	109 33%	7 24%	72 43%	23 47%	84 43%	92 43%	24 41%	146 49%	32 30% cdl
Very Satisfied	(2) 630 34%	- -%	29 46% fk	140 42% fk	134 41% fk	17 57% fik	41 25%	14 29%	60 31%	65 30%	20 33%	73 24%	36 34%
Don't Know (DO NOT READ OUT)	22 1%	- -%	1 1%	3 1%	10 3%	- -%	* *% d	* *% d	2 1%	3 1%	1 1%	2 1%	1 1%
NET: Satisfied	1366 74%	- -%	53 84% l	263 78% l	243 74%	24 80%	113 68%	38 76%	144 74%	158 73%	44 74%	219 73%	68 64%
NET: Dissatisfied	172 9%	- -%	6 9%	28 8%	17 5%	* 1%	21 13% d	3 6%	21 11%	19 9%	5 9%	37 12% d	14 13% d
Answered	1828	-	63	334	317	30	166	49	193	214	59	298	105
Mean Score	1.0	-	1.2	1.1 fk	1.1 fk	1.4 f	.8	1.0	.9	.9	.9	.8	.9
Standard error	.02	-	.12	.05 fk	.05 fk	.14 f	.09	.08	.07	.08	.08	.07	.10
Standard deviation	.99	-	1.10	.94	.94	.85	1.04	.85	1.04	1.03	1.05	.97	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 250 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very Dissatisfied	(-2) 40 2%	5 1%	11 2%	17 4%	8 2%	16 2%	24 3%
Fairly Dissatisfied	(-1) 132 7%	33 7%	24 5%	27 6%	49 11% bc	56 6%	76 8%
Neither Satisfied Nor Dissatisfied	(0) 289 16%	53 12%	88 19% a	74 16%	74 16%	141 15%	148 16%
Fairly Satisfied	(1) 736 40%	158 34%	176 38%	199 43% a	203 44% a	334 36%	402 43% a
Very Satisfied	(2) 630 34%	205 44% bcd	156 34%	140 30%	129 28%	361 39% b	269 29%
Don't Know (DO NOT READ OUT)	22 1%	8 2%	6 1%	5 1%	3 1%	14 2%	8 1%
NET: Satisfied	1366 74%	363 79%	333 72%	339 73%	331 71%	696 75%	671 72%
NET: Dissatisfied	172 9%	37 8%	35 8%	43 9%	57 12%	72 8%	100 11%
Answered	1828	454	455	456	462	909	919
Mean Score	1.0	1.2 bcd	1.0	.9	.9	1.1 b	.9
Standard error	.02	.05	.04	.04	.04	.03	.03
Standard deviation	.99	.96	.98	1.01	1.00	.98	1.00

Columns Tested.: a,b,c,d - a,b

Table 251

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	60 3%	14 3%	47 4%	59 3%	1 1%	- -%	* *%	1 1%
Fairly Dissatisfied (-1)	122 7%	23 4%	99 8%	119 7%	3 5%	* *%	* 2%	3 4%
Neither Satisfied Nor Dissatisfied (0)	277 15%	83 16%	194 15%	269 15%	6 9%	1 10%	* 9%	7 9%
Fairly Satisfied (1)	750 41%	157 30%	592 45%	719 41%	26 37%	4 47%	2 40%	31 38%
Very Satisfied (2)	618 33%	233 44%	385 29%	582 33%	31 45%	3 43%	2 47%	36 45%
Don't Know (DO NOT READ OUT)	22 1%	15 3%	7 1%	21 1%	1 2%	- -%	* 2%	1 2%
NET: Satisfied	1368 74%	391 74%	977 74%	1301 74%	57 83%	7 90%	4 87%	67 83%
NET: Dissatisfied	183 10%	36 7%	146 11%	178 10%	4 6%	* *%	* 2%	4 5%
Answered	1828	510	1317	1748	67	8	4	79
Mean Score	1.0	1.1	.9	.9	1.2	1.3	1.3	1.2
Standard error	.02	b	.03	.03	a	a	a	a
Standard deviation	1.03	1.01	1.02	1.03	.92	.70	.87	.89

Columns Tested: a,b - a,b,c,d,e

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	60 3%	39 3%	17 3%	3 3%	1 2%	* *%	* *%	59 3%	1 1%	* *%
			i								
Fairly Dissatisfied	(-1)	122 7%	67 6%	48 9%	3 3%	3 5%	1 3%	* 2%	119 7%	3 5%	* 1%
			i	cefi		i			i		
Neither Satisfied Nor Dissatisfied	(0)	277 15%	177 16%	78 15%	15 12%	3 7%	4 13%	* 9%	269 15%	6 9%	1 10%
			dh	d					dh		
Fairly Satisfied	(1)	750 41%	451 40%	209 41%	59 47%	20 41%	10 34%	2 40%	719 41%	26 37%	5 44%
Very Satisfied	(2)	618 33%	382 34%	156 31%	44 35%	21 43%	13 48%	2 47%	582 33%	31 45%	5 45%
					abg	abg	abg			abg	abg
Don't Know (DO NOT READ OUT)		22 1%	17 1%	3 1%	1 1%	1 2%	* 2%	* 2%	21 1%	1 2%	* 1%
NET: Satisfied		1368 74%	833 74%	365 71%	103 82%	41 84%	23 82%	4 87%	1301 74%	57 83%	11 89%
					b	abg	b	abg		abg	abg
NET: Dissatisfied		183 10%	107 9%	65 13%	7 5%	3 7%	1 3%	* 2%	178 10%	4 6%	* 1%
			efi	cefhi	i	i			efi	i	
Answered		1828	1116	508	124	48	27	4	1748	67	12
Mean Score		1.0	1.0	.9	1.1	1.2	1.3	1.3	.9	1.2	1.3
					b	abg	abg	abg		abg	abcg
Standard error		.02	.04	.05	.07	.07	.06	.07	.03	.05	.05
Standard deviation		1.03	1.03	1.06	.91	.93	.84	.87	1.03	.92	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied	(-2) 60 3%	51 4%	8 3%	1 1%	- -%	* *%	39 4%	4 2%	3 6%	2 5%	* *%
Fairly Dissatisfied	(-1) 122 7%	103 7%	16 5%	3 5%	* *%	* 2%	87 8%	9 4%	3 7%	1 3%	3 7%
Neither Satisfied Nor Dissatisfied	(0) 277 15%	222 15%	47 15%	6 9%	1 10%	* 9%	162 15%	34 14%	7 15%	4 11%	6 13%
Fairly Satisfied	(1) 750 41%	582 40%	137 43%	26 37%	4 47%	2 40%	445 42%	114 49%	13 29%	16 40%	22 51%
Very Satisfied	(2) 618 33%	477 33%	105 33%	31 45%	3 43%	2 47%	327 31%	72 31%	19 42%	17 41%	12 27%
Don't Know (DO NOT READ OUT)	22 1%	17 1%	4 1%	1 2%	- -%	* 2%	8 1%	- -%	* 1%	- -%	1 2%
NET: Satisfied	1368 74%	1059 73%	242 76%	57 83%	7 90%	4 87%	772 72%	186 80%	33 71%	33 82%	34 78%
NET: Dissatisfied	183 10%	154 11%	25 8%	4 6%	* *%	* 2%	126 12%	13 5%	6 13%	3 8%	3 7%
Answered	1828	1435	314	67	8	4	1060	232	46	41	43
Mean Score	1.0	.9	1.0	1.2	1.3	1.3	.9	1.0	.9	1.1	1.0
Standard error	.02	.03	.04	.05	.08	.07	.04	.05	.12	.11	.06
Standard deviation	1.03	1.04	.97	.92	.70	.87	1.05	.87	1.19	1.04	.86

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	60 3%	10 6% i	2 1%	12 4%	- -%	6 5% i	15 6% i	7 3%	6 4%	- -%
Fairly Dissatisfied	(-1)	122 7%	8 5%	4 3%	24 7%	5 6%	9 7%	29 11% b	14 6%	12 8%	9 7%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	21 13%	19 14%	66 20% f	16 18%	19 14%	25 10%	35 14%	21 14%	25 18%
Fairly Satisfied	(1)	750 41%	61 38%	58 42%	123 38%	29 33%	54 40%	105 42%	108 44%	76 49%	60 44%
Very Satisfied	(2)	618 33%	55 34%	55 39%	98 30%	37 43% h	44 33%	73 29%	80 33%	40 26%	41 30%
Don't Know (DO NOT READ OUT)		22 1%	7 4% gh	1 1%	3 1%	- -%	2 1%	4 1%	- -%	- -%	1 1%
NET: Satisfied		1368 74%	116 72%	113 81% c	220 68%	66 76%	98 73%	178 71%	188 77%	116 75%	101 74%
NET: Dissatisfied		183 10%	18 11%	6 4%	36 11%	5 6%	16 12%	43 17% bdi	21 9%	18 12%	9 7%
Answered		1828	154	138	322	86	133	246	244	155	134
Mean Score		1.0	.9	1.2 cfh	.8	1.1	.9	.8	1.0	.9	1.0
Standard error		.02	.11	.09	.07	.10	.10	.10	.08	.09	.08
Standard deviation		1.03	1.13	.87	1.06	.91	1.09	1.16	.98	1.01	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	60 3%	6 2%	17 4%	33 4%	57 3%	4 2%	1 1%	2 2%	1 2%
Fairly Dissatisfied	(-1)	122 7%	23 7%	24 5%	67 8%	114 7%	8 4%	4 4%	2 3%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	60 17%	61 13%	125 15%	247 15%	30 14%	17 15%	9 12%	5 13%
Fairly Satisfied	(1)	750 41%	142 40%	195 43%	336 41%	673 41%	77 35%	38 36%	26 35%	13 33%
Very Satisfied	(2)	618 33%	122 34%	150 33%	251 31%	522 32%	96 44%	44 41%	35 47%	17 46%
Don't Know (DO NOT READ OUT)		22 1%	3 1%	8 2%	7 1%	18 1%	4 2%	3 3%	1 1%	* 1%
NET: Satisfied		1368 74%	264 74%	344 76%	587 72%	1195 73%	173 79%	83 76%	61 82%	30 79%
NET: Dissatisfied		183 10%	29 8%	41 9%	100 12%	171 10%	12 5%	6 5%	4 5%	3 7%
Answered		1828	353	447	812	1613	215	105	73	37
Mean Score		1.0	1.0	1.0	.9	.9	1.2 abcd	1.1 cd	1.2 abcd	1.2 cd
Standard error		.02	.05	.06	.05	.03	.03	.05	.06	.06
Standard deviation		1.03	.97	1.02	1.07	1.03	.93	.91	.93	1.00

Columns Tested: a,b,c,d,e,f,g,h

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	83	119	23	142	166	457	94	95	984	
Effective base	986	41	46	12	58	84	247	39	35	502	
Weighted Base	1850	95	115	31	147	199	381	67	54	898	
Very Dissatisfied	(-2)	60 3%	- -%	3 3%	- -%	3 2%	5 2%	11 3%	3 4%	7 14%	31 4%
Fairly Dissatisfied	(-1)	122 7%	1 1%	8 7%	- -%	8 6%	21 10%	32 8%	* *%	* *%	61 7%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	12 13%	20 17%	4 13%	24 16%	36 18%	58 15%	7 10%	5 9%	135 15%
Fairly Satisfied	(1)	750 41%	44 46%	40 35%	18 56%	58 39%	72 36%	156 41%	34 50%	19 36%	367 41%
Very Satisfied	(2)	618 33%	38 40%	43 37%	9 30%	52 35%	62 31%	122 32%	22 33%	23 42%	294 33%
Don't Know (DO NOT READ OUT)		22 1%	* *%	1 1%	* 1%	2 1%	4 2%	3 1%	1 2%	- -%	11 1%
NET: Satisfied	1368 74%	82 86%	83 72%	27 86%	110 75%	134 67%	278 73%	55 83%	42 78%	661 74%	
NET: Dissatisfied	183 10%	1 1%	12 10%	- -%	12 8%	25 13%	42 11%	3 4%	7 14%	92 10%	
Answered	1828	95	114	31	145	195	378	65	54	888	
Mean Score	1.0	1.2	1.0	1.2	1.0	.9	.9	1.1	.9	.9	
Standard error	.02	.08	.10	.14	.08	.08	.05	.10	.14	.03	
Standard deviation	1.03	.72	1.06	.64	.98	1.06	1.03	.91	1.33	1.04	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 251 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	60 3%	8 2%	11 3%	42 4%	52 3%	8 3%	- -%	54 3%	6 4%	59 3%	2 3%
Fairly Dissatisfied (-1)	122 7%	30 7%	32 8%	61 6%	106 7%	17 5%	- -%	116 7%	6 4%	121 7%	2 2%
Neither Satisfied Nor Dissatisfied (0)	277 15%	72 16%	58 15%	147 14%	226 15%	51 16%	- -%	262 15%	15 10%	264 15%	13 19%
Fairly Satisfied (1)	750 41%	173 39%	156 41%	421 41%	626 41%	124 40%	- -%	703 41%	46 33%	730 41%	20 30%
Very Satisfied (2)	618 33%	152 34%	122 32%	344 33%	506 33%	113 36%	- -%	551 32%	67 48%	590 33%	28 42%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	3 1%	13 1%	22 1%	* *%	- -%	22 1%	* *%	20 1%	2 3%
NET: Satisfied	1368 74%	325 74%	278 73%	765 74%	1132 74%	236 76%	- -%	1254 73%	114 81%	1320 74%	49 73%
NET: Dissatisfied	183 10%	38 9%	42 11%	103 10%	158 10%	25 8%	- -%	171 10%	12 9%	179 10%	3 5%
Answered	1828	435	378	1014	1515	312	-	1687	140	1763	65
Mean Score	1.0	1.0	.9	1.0	.9	1.0	-	.9	1.2	.9	1.1
Standard error	.02	.05	.05	.03	.03	.05	-	.02	.06	.02	.11
Standard deviation	1.03	.98	1.03	1.05	1.03	.99	-	1.02	1.06	1.03	.99

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	60 3%	45 4%	6 2%	9 3%
Fairly Dissatisfied	(-1)	122 7%	62 5%	24 9%	35 9%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	164 14%	41 15%	63 17%
Fairly Satisfied	(1)	750 41%	504 43%	100 37%	140 37%
Very Satisfied	(2)	618 33%	392 33%	94 35%	124 33%
Don't Know (DO NOT READ OUT)		22 1%	16 1%	2 1%	5 1%
NET: Satisfied		1368 74%	896 76%	194 73%	264 70%
NET: Dissatisfied		183 10%	107 9%	30 11%	45 12%
Answered		1828	1168	265	372
Mean Score		1.0	1.0	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.03	1.02	1.04	1.05

Columns Tested: a,b,c

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60	
Effective base	986	855	103	18	4	6	2	3	2	955	31	13	
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28	
Very Dissatisfied	(-2)	60 3%	51 3%	9 5%	- -%	1 16%	- -%	- -%	- -%	59 3%	1 2%	1 4%	
Fairly Dissatisfied	(-1)	122 7%	107 7%	13 8%	1 3%	- -%	1 6%	* 3%	- -%	120 7%	2 3%	1 4%	
Neither Satisfied Nor Dissatisfied	(0)	277 15%	243 15%	26 16%	6 21%	1 11%	* 1%	- -%	- -%	270 15%	7 13%	1 3%	
Fairly Satisfied	(1)	750 41%	668 41%	59 36%	11 36%	1 16%	10 61%	* *%	1 41%	* 14%	727 41%	22 39%	12 42%
Very Satisfied	(2)	618 33%	538 33%	56 34%	12 39%	4 57%	5 33%	3 97%	1 59%	* 7%	594 33%	24 43%	13 46%
Don't Know (DO NOT READ OUT)		22 1%	22 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 79%	22 1%	* 1%	* 1%
NET: Satisfied		1368 74%	1206 74%	115 71%	22 76%	5 73%	15 94%	3 97%	1 100%	* 21%	1321 74%	47 82%	24 88%
NET: Dissatisfied		183 10%	158 10%	22 13%	1 3%	1 16%	1 6%	* 3%	- -%	- -%	180 10%	3 5%	2 8%
Answered		1828	1607	163	30	7	16	3	1	*	1770	57	27
Mean Score		1.0	1.0	.9	1.1	1.0	1.2	1.9	1.6	1.3	.9	1.2	1.2
Standard error		.02	.03	.07	.10	.42	.14	.21	.38	-	.02	.08	.13
Standard deviation		1.03	1.02	1.14	.86	1.59	.74	.60	.93	-	1.03	.92	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	60 3%	30 3%	21 4%	10 4%	49 3%	41 3%	54 3%	40 3%	23 4%	12 3%	11 2%	38 4%	1 3%	2 2%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	122 7%	55 5%	53 9%	15 7%	105 7%	98 8%	108 7%	93 8%	45 7%	40 9%	11 2%	84 9%	1 4%	8 11%	* *%	* *%	3 27%
Neither Satisfied Nor Dissatisfied (0)	277 15%	168 16%	75 13%	33 15%	230 15%	179 15%	248 15%	168 15%	83 13%	62 13%	77 16%	137 14%	8 21%	10 15%	7 19%	6 20%	3 20%
Fairly Satisfied (1)	750 41%	428 40%	240 43%	81 37%	639 42%	507 42%	675 42%	485 42%	284 45%	181 40%	197 42%	406 42%	12 32%	30 43%	18 48%	11 35%	1 7%
Very Satisfied (2)	618 33%	376 35%	162 29%	80 37%	497 32%	362 30%	522 32%	363 31%	187 30%	158 35%	169 35%	290 30%	14 39%	19 27%	12 32%	13 39%	6 46%
Don't Know (DO NOT READ OUT)	22 1%	12 1%	10 2%	* *%	14 1%	7 1%	16 1%	8 1%	5 1%	4 1%	10 2%	4 *%	* 1%	1 2%	- -%	- -%	- -%
NET: Satisfied	1368 74%	804 75%	402 72%	162 73%	1136 74%	869 73%	1197 74%	848 73%	471 75%	338 74%	366 77%	696 73%	26 71%	48 69%	30 81%	24 73%	7 52%
NET: Dissatisfied	183 10%	84 8%	74 13%	25 11%	154 10%	139 12%	162 10%	134 12%	68 11%	53 12%	22 5%	122 13%	3 7%	10 14%	* *%	2 7%	3 27%
Answered	1828	1057	551	220	1521	1187	1607	1150	622	452	465	955	36	68	38	32	13
Mean Score	1.0	1.0	.9	.9	.9	.9	.9	.9	.9	1.0	1.1	.9	1.0	.8	1.1	1.0	.7
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.12	.10	.08	.13	.25
Standard deviation	1.03	.99	1.07	1.09	1.02	1.04	1.02	1.05	1.03	1.04	.91	1.07	1.04	1.04	.72	1.11	1.34

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16	
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6	
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9	
Very Dissatisfied	(-2)	60 3%	44 3%	2 3%	1 2%	2 5%	- -%	- -%	- -%	34 4%	5 4%	- -%	- -%	- -%	2 18%	- -%
Fairly Dissatisfied	(-1)	122 7%	98 7%	2 3%	2 3%	1 2%	* *%	1 7%	2 27%	72 8%	15 13%	1 3%	6 14%	- -%	* *%	3 40%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	199 15%	16 20%	1 2%	5 15%	3 17%	5 34%	3 35%	138 15%	17 15%	7 15%	13 29%	* 2%	4 29%	* 3%
Fairly Satisfied	(1)	750 41%	555 42%	34 43%	27 50%	10 32%	11 65%	1 9%	1 10%	409 43%	53 45%	14 31%	17 38%	11 65%	3 24%	* 1%
Very Satisfied	(2)	618 33%	424 32%	25 31%	22 40%	15 46%	3 18%	7 50%	2 28%	290 31%	27 23%	23 49%	8 19%	6 33%	3 28%	5 57%
Don't Know (DO NOT READ OUT)		22 1%	12 1%	* *%	2 3%	- -%	- -%	- -%	- -%	5 1%	2 1%	1 2%	- -%	- -%	- -%	- -%
NET: Satisfied		1368 74%	979 74%	58 74%	49 90%	25 77%	14 83%	8 59%	3 38%	699 74%	80 68%	37 80%	25 57%	17 98%	6 52%	5 57%
NET: Dissatisfied		183 10%	142 11%	4 5%	3 5%	2 7%	* *%	1 7%	2 27%	106 11%	19 16%	1 3%	6 14%	- -%	2 19%	3 40%
Answered		1828	1319	78	53	33	17	14	7	944	116	45	44	17	12	9
Mean Score		1.0	.9	1.0	1.3	1.1	1.0	1.0	.4	.9	.7	1.3	.6	1.3	.4	.7
Standard error		.02	.03	.08	.09	.13	.10	.18	.29	.03	.09	.09	.13	.08	.31	.39
Standard deviation		1.03	1.03	.94	.83	1.09	.61	1.09	1.24	1.04	1.08	.84	.95	.52	1.44	1.55

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	60 3%	32 4%	5 4%	1 3%	- -	- -	- -	2 11%	31 4%	7 2%	13 4%	2 2%	1 1%
Fairly Dissatisfied (-1)	122 7%	70 8%	13 12%	5 11%	1 2%	2 7%	* *	2 11%	48 6%	24 8%	22 7%	9 9%	2 4%
Neither Satisfied Nor Dissatisfied (0)	277 15%	132 15%	17 16%	13 27%	4 10%	1 5%	1 7%	* 1%	136 16%	41 13%	42 14%	15 14%	11 23%
Fairly Satisfied (1)	750 41%	386 43%	45 43%	10 20%	20 53%	14 52%	3 25%	6 31%	349 42%	144 46%	113 36%	45 42%	21 47%
Very Satisfied (2)	618 33%	278 31%	27 25%	19 38%	13 34%	9 35%	9 65%	9 45%	273 32%	88 28%	115 37%	34 32%	12 25%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	- -	1 2%	* 1%	* 2%	* 3%	- -	3 *	6 2%	7 2%	1 *	- -
NET: Satisfied	1368 74%	665 73%	72 68%	29 58%	32 87%	23 87%	12 90%	15 76%	622 74%	232 75%	228 73%	79 74%	33 72%
NET: Dissatisfied	183 10%	102 11%	17 16%	7 13%	1 2%	2 7%	* *	4 23%	79 9%	31 10%	35 11%	12 11%	3 6%
Answered	1828	899	106	49	37	27	13	19	838	304	305	106	46
Mean Score	1.0	.9	.7	.8	1.2	1.2	1.6	.9	.9	.9	1.0	.9	.9
Standard error	.02	.04	.10	.12	.09	.12	.16	.26	.04	.05	.06	.07	.09
Standard deviation	1.03	1.04	1.10	1.15	.70	.83	.66	1.42	1.03	.97	1.09	1.02	.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	60 3%	32 4%	6 2%	11 5%	* 1%	- -%	22 3%	6 3%	10 5%	2 3%	1 1%
Fairly Dissatisfied (-1)	122 7%	56 6%	23 8%	17 7%	7 9%	* 2%	51 8%	20 9%	16 8%	8 9%	2 5%
Neither Satisfied Nor Dissatisfied (0)	277 15%	147 16%	37 13%	28 12%	8 10%	8 27%	97 15%	24 11%	28 14%	14 18%	10 28%
Fairly Satisfied (1)	750 41%	364 40%	142 50%	79 34%	37 48%	12 43%	277 43%	109 48%	76 38%	28 35%	15 40%
Very Satisfied (2)	618 33%	297 33%	72 25%	94 40%	26 33%	8 28%	193 30%	61 27%	69 34%	28 35%	10 26%
Don't Know (DO NOT READ OUT)	22 1%	4 *%	4 2%	6 3%	* *%	- -%	* *%	4 2%	3 1%	* 1%	- -%
NET: Satisfied	1368 74%	661 73%	214 75%	172 74%	63 81%	20 71%	470 73%	170 76%	145 72%	55 70%	25 66%
NET: Dissatisfied	183 10%	88 10%	29 10%	27 12%	8 10%	* 2%	73 11%	26 12%	26 13%	10 12%	2 6%
Answered	1828	896	280	228	78	28	640	221	199	79	37
Mean Score	1.0	.9	.9	1.0	1.0	1.0	.9	.9	.9	.9	.8
Standard error	.02	.04	.05	.06	.07	.10	.04	.06	.07	.09	.11
Standard deviation	1.03	1.03	.95	1.12	.92	.80	1.04	1.00	1.12	1.07	.93

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied (-2)	60 3%	22 4%	6 3%	10 5%	* *%	2 5%	17 3%	1 1%	21 5%	51 3%	9 8%	49 3%	- -%
Fairly Dissatisfied (-1)	122 7%	44 7%	21 11%	9 5%	13 12%	2 4%	51 8%	5 10%	37 9%	110 6%	13 11%	104 7%	1 4%
Neither Satisfied Nor Dissatisfied (0)	277 15%	91 15%	22 12%	29 15%	21 21%	4 10%	91 14%	9 17%	67 15%	257 15%	20 18%	223 15%	7 25%
Fairly Satisfied (1)	750 41%	271 44%	87 46%	64 34%	38 36%	19 42%	259 40%	23 43%	200 46%	718 41%	32 28%	627 42%	12 41%
Very Satisfied (2)	618 33%	181 29%	52 28%	75 40%	31 30%	18 40%	230 35%	15 29%	111 25%	579 33%	39 34%	489 32%	8 29%
Don't Know (DO NOT READ OUT)	22 1%	4 1%	1 *%	2 1%	* *%	- -%	5 1%	- -%	3 1%	22 1%	1 *%	14 1%	* 1%
NET: Satisfied	1368 74%	452 74%	138 74%	138 73%	68 66%	37 82%	489 75%	38 72%	312 71%	1297 75%	71 63%	1116 74%	21 69%
NET: Dissatisfied	183 10%	66 11%	27 14%	19 10%	13 13%	4 9%	67 10%	6 11%	58 13%	161 9%	22 19%	153 10%	1 4%
Answered	1828	609	187	186	103	46	647	53	437	1715	113	1491	29
Mean Score	1.0	.9	.8	1.0	.8	1.1	1.0	.9	.8	1.0	.7	.9	.9
Standard error	.02	.04	.07	.07	.08	.12	.04	.11	.05	.02	.11	.03	.14
Standard deviation	1.03	1.02	1.05	1.11	1.01	1.05	1.02	.99	1.06	1.01	1.27	1.02	.86

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 251 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very Dissatisfied	(-2) 60 3%	37 3%	4 6%	28 3%	13 5%	49 3%	* 2%	37 3%	4 6%	27 3%	14 5%
Fairly Dissatisfied	(-1) 122 7%	94 8%	4 6%	66 7%	27 10%	104 7%	1 4%	94 8%	4 6%	67 7%	26 10%
Neither Satisfied Nor Dissatisfied	(0) 277 15%	166 15%	13 20%	129 14%	39 15%	223 15%	7 24%	163 15%	16 20%	127 14%	41 16%
Fairly Satisfied	(1) 750 41%	469 42%	38 56%	390 44%	95 36%	626 42%	13 46%	469 42%	39 50%	389 43%	96 37%
Very Satisfied	(2) 618 33%	354 31%	8 12%	277 31%	86 33%	490 33%	7 24%	348 31%	14 18%	281 31%	82 32%
Don't Know (DO NOT READ OUT)	22 1%	7 1%	- -%	6 1%	2 1%	14 1%	- -%	7 1%	* *%	6 1%	2 1%
NET: Satisfied	1368 74%	823 73%	46 68%	667 74%	181 69%	1116 74%	20 70%	816 73%	53 68%	669 75%	179 68%
NET: Dissatisfied	183 10%	130 12%	9 12%	94 10%	40 15%	153 10%	2 6%	130 12%	9 11%	94 10%	40 15%
Answered	1828	1119	68	890	260	1492	28	1110	77	891	259
Mean Score	1.0	.9	.6	.9	.8	.9	.9	.9	.7	.9	.8
Standard error	.02	.03	.10	.03	.06	.03	.14	.03	.10	.03	.06
Standard deviation	1.03	1.04	1.00	1.01	1.15	1.02	.90	1.04	1.02	1.01	1.15

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 251 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	60 3%	28 4%	37 3%	9 5%	- -%	25 4%	27 3%	8 5%	1 13%	27 3%	22 3%	10 5%	- -%
Fairly Dissatisfied (-1)	122 7%	54 8%	92 7%	16 8%	- -%	46 8%	78 9%	15 9%	- -%	63 8%	56 9%	7 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	277 15%	85 13%	196 16%	32 17%	- -%	78 13%	131 15%	27 17%	- -%	114 14%	88 14%	32 18%	- -%
Fairly Satisfied (1)	750 41%	303 45%	505 41%	87 45%	2 100%	271 44%	363 42%	54 34%	4 87%	315 40%	268 42%	71 40%	2 41%
Very Satisfied (2)	618 33%	203 30%	399 32%	48 25%	- -%	189 31%	254 30%	55 35%	- -%	260 33%	195 31%	59 33%	2 59%
Don't Know (DO NOT READ OUT)	22 1%	3 *%	13 1%	1 *%	- -%	2 *%	6 1%	- -%	- -%	7 1%	2 *%	* *%	- -%
NET: Satisfied	1368 74%	506 75%	904 73%	135 70%	2 100%	459 75%	617 72%	110 69%	4 87%	575 73%	464 73%	130 72%	4 100%
NET: Dissatisfied	183 10%	82 12%	129 10%	26 13%	- -%	71 12%	105 12%	24 15%	1 13%	91 12%	78 12%	17 10%	- -%
Answered	1828	674	1229	193	2	608	852	160	4	780	630	179	4
Mean Score	1.0	.9	.9	.8	1.0	.9	.9	.8	.6	.9	.9	.9	1.6
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.58	.04	.04	.07	.40
Standard deviation	1.03	1.06	1.03	1.07	-	1.05	1.04	1.16	1.16	1.06	1.05	1.08	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 251 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base		2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base		986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base		1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very Dissatisfied	(-2)	60	46	28	23	43	31	-	16	14	10	7	6	12	13
		3%	3%	3%	3%	4%	3%	-%	3%	3%	2%	6%	7%	3%	3%
Fairly Dissatisfied	(-1)	122	102	94	66	74	76	*	48	40	24	13	10	21	26
		7%	7%	9%	8%	6%	8%	*%	8%	9%	6%	11%	11%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	277	218	160	129	162	159	3	85	52	54	21	10	67	67
		15%	15%	15%	15%	14%	16%	21%	14%	12%	13%	18%	12%	15%	17%
Fairly Satisfied	(1)	750	604	445	368	490	408	4	268	195	195	45	43	178	155
		41%	41%	42%	43%	42%	42%	30%	46%	45%	45%	39%	47%	40%	39%
Very Satisfied	(2)	618	475	329	271	376	288	6	168	134	143	31	21	158	135
		33%	33%	31%	31%	32%	30%	45%	29%	31%	33%	26%	24%	36%	34%
Don't Know (DO NOT READ OUT)		22	14	6	5	12	6	*	3	1	4	1	-	6	3
		1%	1%	1%	1%	1%	1%	3%	1%	*%	1%	1%	-%	1%	1%
NET: Satisfied		1368	1079	773	640	866	696	10	436	329	339	76	64	336	290
		74%	74%	73%	74%	75%	72%	75%	74%	75%	79%	65%	71%	76%	73%
NET: Dissatisfied		183	149	123	89	117	107	*	63	54	34	20	16	34	39
		10%	10%	12%	10%	10%	11%	*%	11%	12%	8%	17%	17%	8%	10%
Answered		1828	1446	1056	858	1145	962	13	585	435	427	117	90	436	397
Mean Score		1.0	.9	.9	.9	.9	.9	1.2	.9	.9	1.0	.7	.7	1.0	.9
Standard error		.02	.03	.03	.03	.03	.03	.12	.04	.05	.04	.11	.13	.05	.05
Standard deviation		1.03	1.02	1.03	1.01	1.03	1.03	.83	1.00	1.04	.95	1.15	1.15	.98	1.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied (-2)	60 3%	9 6%	- -%	10 15%	- -%	56 3%	38 4%	58 3%	41 4%	34 3%	32 5%	54 3%	15 7%	- -%	10 1%	45 36%
Fairly Dissatisfied (-1)	122 7%	10 6%	7 10%	11 16%	6 14%	110 7%	77 7%	115 7%	80 7%	71 7%	59 8%	106 7%	13 6%	- -%	42 3%	37 30%
Neither Satisfied Nor Dissatisfied (0)	277 15%	20 13%	14 21%	9 13%	* 1%	233 15%	170 16%	238 14%	161 14%	155 15%	88 12%	224 14%	18 8%	- -%	139 9%	21 17%
Fairly Satisfied (1)	750 41%	71 46%	26 37%	20 30%	13 32%	643 40%	394 37%	668 40%	430 39%	398 37%	298 42%	630 40%	91 43%	- -%	665 45%	9 7%
Very Satisfied (2)	618 33%	41 27%	20 30%	17 26%	20 50%	539 34%	363 34%	562 34%	393 35%	396 37%	235 33%	531 34%	72 35%	- -%	599 41%	9 7%
Don't Know (DO NOT READ OUT)	22 1%	3 2%	1 2%	* 1%	1 3%	15 1%	12 1%	17 1%	8 1%	10 1%	3 *%	15 1%	1 *%	- -%	13 1%	4 3%
NET: Satisfied	1368 74%	112 73%	46 67%	36 55%	33 82%	1183 74%	757 72%	1231 74%	823 74%	793 75%	533 75%	1161 74%	163 78%	- -%	1264 86%	18 15%
NET: Dissatisfied	183 10%	18 12%	7 10%	20 31%	6 14%	166 10%	115 11%	173 10%	121 11%	104 10%	91 13%	160 10%	28 13%	- -%	51 4%	82 66%
Answered Mean Score	1828 1.0	150 .8	68 .9	65 .4	39 1.2	1582 .9	1042 .9	1642 1.0	1105 1.0	1052 1.0	712 .9	1545 1.0	208 .9	- -	1455 1.2	121 -.8
Standard error	.02	.08	.10	.16	.18	.02	.03	.02	.03	.03	.04	.03	.07	-	.02	.12
Standard deviation	1.03	1.08	.96	1.41	1.04	1.04	1.06	1.04	1.06	1.04	1.09	1.04	1.15	-	.79	1.23

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	60 3%	52 8%	9 1%	13 3%	6 18%	9 5%	14 5%	11 7%	28 2%	19 5%	13 6%	14 5%	32 2%
Fairly Dissatisfied (-1)	122 7%	101 15%	21 2%	32 8%	1 2%	13 7%	34 11%	20 11%	63 5%	37 10%	18 8%	38 14%	64 5%
Neither Satisfied Nor Dissatisfied (0)	277 15%	144 21%	133 11%	43 11%	9 27%	30 16%	39 13%	24 14%	177 14%	66 18%	36 16%	44 16%	183 14%
Fairly Satisfied (1)	750 41%	261 38%	489 42%	178 45%	11 31%	89 47%	119 39%	59 35%	523 42%	149 40%	73 33%	124 45%	528 41%
Very Satisfied (2)	618 33%	126 18%	492 42%	124 32%	8 22%	48 25%	96 32%	57 33%	429 35%	100 26%	77 35%	53 19%	461 36%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	16 1%	2 *	- -%	2 1%	1 *	* *%	13 1%	6 1%	3 1%	2 1%	13 1%
NET: Satisfied	1368 74%	388 56%	981 85%	303 77%	18 53%	138 72%	215 71%	116 68%	952 77%	249 66%	151 68%	177 65%	989 77%
NET: Dissatisfied	183 10%	153 22%	30 3%	45 11%	7 20%	22 11%	49 16%	31 18%	92 7%	55 15%	31 14%	52 19%	96 7%
Answered	1828	685	1143	391	35	190	302	171	1221	371	218	273	1268
Mean Score	1.0	.5	1.3	.9	.4	.8	.8	.8	1.0	.7	.8	.6	1.0
Standard error	.02	.04	.02	.05	.29	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.03	1.17	.79	1.03	1.36	1.05	1.14	1.22	.96	1.11	1.17	1.10	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	60 3%	29 3%	31 3%
Fairly Dissatisfied	(-1)	122 7%	69 8%	53 5%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	130 15%	147 15%
Fairly Satisfied	(1)	750 41%	337 40%	413 41%
Very Satisfied	(2)	618 33%	271 32%	348 35%
Don't Know (DO NOT READ OUT)		22 1%	10 1%	12 1%
NET: Satisfied		1368 74%	608 72%	760 76%
NET: Dissatisfied		183 10%	98 12%	84 8%
Answered		1828	837	991
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		1.03	1.06	1.00

Columns Tested: a,b

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base		986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base		1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied	(-2)	60 3%	- -%	1 1%	4 1%	11 3%	- -%	7 4%	* *%	6 3%	12 6%	1 2%	10 3%	9 8%
Fairly Dissatisfied	(-1)	122 7%	- -%	3 4%	12 4%	10 3%	1 5%	17 10%	4 8%	19 10%	16 7%	2 3%	36 12%	3 3%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	- -%	5 8%	50 15%	42 13%	4 14%	39 24%	3 6%	38 19%	29 13%	9 16%	34 11%	23 22%
Fairly Satisfied	(1)	750 41%	- -%	27 42%	128 38%	117 36%	6 19%	59 36%	26 53%	85 44%	99 46%	28 47%	139 46%	36 34%
Very Satisfied	(2)	618 33%	- -%	28 45%	141 42%	134 41%	18 62%	43 26%	17 34%	48 25%	57 26%	18 31%	79 26%	35 33%
Don't Know (DO NOT READ OUT)		22 1%	- -%	* 1%	2 1%	13 4%	- -%	* *%	- -%	- -%	4 2%	1 1%	2 1%	1 1%
NET: Satisfied		1368 74%	- -%	55 87%	269 80%	251 77%	24 81%	102 61%	43 86%	134 68%	156 72%	46 77%	218 73%	70 66%
NET: Dissatisfied		183 10%	- -%	3 5%	16 5%	21 6%	1 5%	25 15%	4 8%	24 12%	28 13%	3 5%	45 15%	12 11%
Answered		1828	-	63	335	314	30	166	50	195	213	59	298	105
Mean Score		1.0	-	1.3	1.2	1.1	1.4	.7	1.1	.8	.8	1.0	.8	.8
Standard error		.02	-	.09	.05	.05	.15	.09	.08	.07	.08	.07	.07	.11
Standard deviation		1.03	-	.85	.89	1.00	.92	1.10	.85	1.02	1.09	.90	1.06	1.18

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 251 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very Dissatisfied	(-2) 60 3%	6 1%	17 4%	18 4%	19 4%	23 3%	37 4%
Fairly Dissatisfied	(-1) 122 7%	17 4%	26 6%	38 8%	41 9%	43 5%	79 9%
Neither Satisfied Nor Dissatisfied	(0) 277 15%	62 13%	78 17%	70 15%	67 14%	140 15%	137 15%
Fairly Satisfied	(1) 750 41%	172 37%	164 36%	210 46%	203 44%	337 36%	413 45%
Very Satisfied	(2) 618 33%	197 43%	167 36%	122 26%	132 28%	364 39%	254 27%
Don't Know (DO NOT READ OUT)	22 1%	6 1%	9 2%	4 1%	3 1%	15 2%	7 1%
NET: Satisfied	1368 74%	370 80%	331 72%	332 72%	335 72%	701 76%	667 72%
NET: Dissatisfied	183 10%	23 5%	43 9%	56 12%	60 13%	67 7%	116 13%
Answered	1828	455	453	458	462	908	920
Mean Score	1.0	1.2	1.0	.8	.8	1.1	.8
Standard error	.02	.04	.05	.04	.05	.03	.03
Standard deviation	1.03	.90	1.06	1.04	1.07	.99	1.05

Columns Tested:: a,b,c,d - a,b

Table 252

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied	(-2) 18 1%	2 *%	16 1%	18 1%	* *%	* 1%	- -%	* *%
Fairly Dissatisfied	(-1) 60 3%	7 1%	53 4%	58 3%	1 2%	* 2%	* 3%	1 2%
Neither Satisfied Nor Dissatisfied	(0) 271 15%	39 7%	232 18%	261 15%	9 13%	1 9%	* 7%	10 12%
Fairly Satisfied	(1) 596 32%	84 16%	512 39%	572 32%	20 29%	3 35%	2 36%	24 30%
Very Satisfied	(2) 501 27%	134 26%	366 28%	471 27%	24 35%	3 46%	2 38%	30 37%
Don't Know (DO NOT READ OUT)	404 22%	259 49%	145 11%	389 22%	14 21%	* 6%	1 15%	15 19%
NET: Satisfied	1097 59%	219 42%	878 66%	1043 59%	45 65%	6 81%	3 74%	54 67%
NET: Dissatisfied	78 4%	9 2%	69 5%	76 4%	1 2%	* 3%	* 3%	2 2%
Answered	1446	266	1180	1381	55	7	4	65
Mean Score	1.0	1.3	1.0	1.0	1.2	1.3	1.3	1.2
Standard error	.02	.04	.03	.03	.05	.10	.07	.04
Standard deviation	.90	.86	.90	.90	.82	.88	.90	.82

Columns Tested: a,b - a,b,c,d,e

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	18 1%	12 1%	5 1%	1 1%	* *%	* *%	- -%	18 1%	* *%	* 1%
Fairly Dissatisfied	(-1)	60 3%	36 3%	21 4%	1 1%	1 1%	1 2%	* 3%	58 3%	1 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	181 16%	68 13%	13 10%	6 12%	4 13%	* 7%	261 15%	9 13%	1 9%
Fairly Satisfied	(1)	596 32%	342 30%	184 36%	45 36%	13 27%	10 35%	2 36%	572 32%	20 29%	4 36%
Very Satisfied	(2)	501 27%	286 25%	147 29%	38 30%	18 36%	10 37%	2 38%	471 27%	24 35%	5 43%
Don't Know (DO NOT READ OUT)		404 22%	277 24%	85 17%	27 21%	11 23%	3 12%	1 15%	389 22%	14 21%	1 9%
NET: Satisfied		1097 59%	628 55%	331 65%	83 67%	31 63%	20 72%	3 74%	1043 59%	45 65%	9 79%
NET: Dissatisfied		78 4%	48 4%	26 5%	2 2%	1 2%	1 3%	* 3%	76 4%	1 2%	* 3%
Answered		1446	857	425	98	37	24	4	1381	55	11
Mean Score		1.0	1.0	1.1	1.2	1.3	1.2	1.3	1.0	1.2	1.3
Standard error		.02	.04	.05	.07	.07	.06	.07	.03	.05	.05
Standard deviation		.90	.91	.90	.80	.82	.83	.90	.90	.82	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied	(-2)	18	14	4	*	*	13	3	-	-	-
		1%	1%	1%	*%	1%	1%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	60	51	7	1	*	42	3	*	-	*
		3%	4%	2%	2%	2%	4%	1%	*%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	271	218	44	9	1	179	35	9	3	6
		15%	15%	14%	13%	9%	17%	15%	19%	8%	14%
Fairly Satisfied	(1)	596	473	99	20	3	379	92	16	9	10
		32%	33%	31%	29%	35%	35%	39%	36%	21%	22%
Very Satisfied	(2)	501	372	99	24	3	295	60	12	20	16
		27%	26%	31%	35%	46%	28%	26%	27%	49%	36%
Don't Know (DO NOT READ OUT)		404	324	65	14	*	161	38	9	9	12
		22%	22%	20%	21%	6%	15%	17%	19%	22%	27%
NET: Satisfied		1097	845	198	45	6	673	152	29	29	26
		59%	58%	62%	65%	81%	63%	65%	62%	70%	58%
NET: Dissatisfied		78	65	11	1	*	55	7	*	-	*
		4%	4%	3%	2%	3%	5%	3%	*%	-%	*%
Answered	1446	1128	252	55	7	4	907	194	38	32	32
Mean Score	1.0	1.0	1.1	1.2	1.3	1.3	1.0	1.0	1.1	1.5	1.3
Standard error	.02	.03	.05	.05	.10	.07	.04	.06	.08	.08	.06
Standard deviation	.90	.90	.90	.82	.88	.90	.92	.85	.76	.68	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	18 1%	4 3%	- -%	4 1%	- -%	2 2%	2 1%	3 1%	1 1%	- -%
Fairly Dissatisfied	(-1)	60 3%	7 4%	9 6%	6 2%	- -%	7 6%	14 6%	4 2%	4 3%	2 1%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	22 14%	20 15%	65 20%	13 15%	16 12%	27 11%	33 14%	27 17%	20 15%
Fairly Satisfied	(1)	596 32%	49 30%	48 35%	87 27%	28 33%	57 42%	83 33%	83 34%	48 31%	51 38%
Very Satisfied	(2)	501 27%	46 28%	42 30%	85 26%	23 26%	23 17%	74 30%	66 27%	44 28%	32 24%
Don't Know (DO NOT READ OUT)		404 22%	33 21%	19 14%	78 24%	22 25%	29 21%	49 20%	56 23%	31 20%	31 23%
NET: Satisfied		1097 59%	95 59%	90 65%	172 53%	51 59%	80 59%	157 63%	148 61%	92 59%	83 61%
NET: Dissatisfied		78 4%	11 7%	9 6%	10 3%	- -%	10 7%	16 7%	7 3%	6 4%	2 1%
Answered		1446	128	120	247	64	106	200	188	124	105
Mean Score		1.0	1.0	1.0	1.0	1.2	.9	1.1	1.1	1.0	1.1
Standard error		.02	.11	.10	.07	.10	.09	.09	.08	.09	.08
Standard deviation		.90	1.02	.91	.93	.74	.92	.94	.86	.89	.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	18 1%	2 1%	5 1%	9 1%	17 1%	1 1%	1 1%	* *%	- -%
Fairly Dissatisfied	(-1)	60 3%	9 3%	20 4%	24 3%	53 3%	7 3%	3 3%	3 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	49 14%	70 15%	125 15%	244 15%	27 12%	12 11%	9 12%	6 16%
Fairly Satisfied	(1)	596 32%	136 38%	146 32%	252 31%	534 33%	63 29%	37 34%	17 23%	9 23%
Very Satisfied	(2)	501 27%	78 22%	132 29%	225 27%	434 27%	66 30%	28 26%	27 36%	12 32%
Don't Know (DO NOT READ OUT)		404 22%	82 23%	83 18%	184 22%	349 21%	55 25%	27 25%	18 24%	11 29%
NET: Satisfied		1097 59%	214 60%	277 61%	477 58%	968 59%	129 59%	65 60%	44 59%	21 55%
NET: Dissatisfied		78 4%	11 3%	25 6%	33 4%	70 4%	8 4%	4 4%	3 4%	* 1%
Answered		1446	275	372	636	1282	164	81	56	27
Mean Score		1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.2	1.2
Standard error		.02	.05	.06	.05	.03	.03	.06	.06	.06
Standard deviation		.90	.82	.94	.91	.90	.89	.89	.93	.83

Columns Tested:: a,b,c,d,e,f,g,h

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Very Dissatisfied	(-2)	18	*	-	*	2	7	-	1	8
	1%	-%	*%	-%	*%	1%	2%	-%	2%	1%
Fairly Dissatisfied	(-1)	60	*	2	-	2	5	4	3	40
	3%	*%	2%	-%	2%	2%	1%	5%	6%	4%
										f
Neither Satisfied Nor Dissatisfied	(0)	271	6	18	5	23	37	62	4	130
	15%	6%	16%	15%	16%	19%	16%	12%	8%	14%
Fairly Satisfied	(1)	596	33	33	9	42	71	118	12	301
	32%	35%	29%	27%	29%	36%	31%	29%	21%	34%
Very Satisfied	(2)	501	25	38	11	48	48	112	21	224
	27%	26%	33%	34%	33%	24%	29%	29%	38%	25%
Don't Know (DO NOT READ OUT)		404	31	24	8	31	36	78	13	195
	22%	33%	20%	24%	21%	18%	20%	25%	25%	22%
NET: Satisfied		1097	58	71	19	90	119	230	32	525
	59%	61%	62%	61%	62%	60%	60%	58%	59%	58%
NET: Dissatisfied		78	*	3	-	3	7	4	5	48
	4%	*%	2%	-%	2%	3%	3%	5%	8%	5%
Answered	1446	64	92	24	116	164	303	50	41	704
Mean Score	1.0	1.3	1.2	1.2	1.2	1.0	1.1	1.1	1.2	1.0
		ei								
Standard error	.02	.08	.09	.19	.08	.07	.05	.11	.13	.03
Standard deviation	.90	.65	.84	.78	.83	.87	.92	.92	1.10	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	18 1%	2 *%	7 2%	9 1%	10 1%	8 2%	- -%	16 1%	2 1%	18 1%	- -%
Fairly Dissatisfied (-1)	60 3%	7 2%	5 1%	47 5% b	54 4%	6 2%	- -%	55 3%	5 3%	57 3%	3 4%
Neither Satisfied Nor Dissatisfied (0)	271 15%	66 15%	62 16%	143 14%	227 15%	44 14%	- -%	253 15%	18 12%	257 14%	14 21%
Fairly Satisfied (1)	596 32%	146 33%	118 31%	333 32%	489 32%	107 34%	- -%	558 33%	39 28%	588 33%	9 13%
Very Satisfied (2)	501 27%	121 28%	112 29%	267 26%	430 28%	71 23%	- -%	443 26%	58 41% a	478 27%	23 34%
Don't Know (DO NOT READ OUT)	404 22%	98 22%	78 20%	228 22%	327 21%	77 25%	- -%	384 22%	20 14%	385 22%	19 28%
NET: Satisfied	1097 59%	268 61%	230 60%	600 58%	919 60%	178 57%	- -%	1001 59%	96 69%	1065 60%	32 47%
NET: Dissatisfied	78 4%	10 2%	12 3%	56 5%	64 4%	14 4%	- -%	71 4%	7 5%	75 4%	3 4%
Answered	1446	343	303	799	1210	236	-	1325	121	1398	48
Mean Score	1.0	1.1	1.1	1.0	1.1	1.0	-	1.0	1.2	1.0	1.1
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.06	.02	.14
Standard deviation	.90	.83	.92	.92	.89	.94	-	.90	.94	.90	1.00

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	18 1%	8 1%	5 2%	5 1%
Fairly Dissatisfied	(-1)	60 3%	40 3%	10 4%	9 2%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	172 15%	44 17%	49 13%
Fairly Satisfied	(1)	596 32%	407 34%	75 28%	112 30%
Very Satisfied	(2)	501 27%	289 24%	87 33%	123 33%
				a	a
Don't Know (DO NOT READ OUT)		404 22%	267 23%	45 17%	78 21%
NET: Satisfied		1097 59%	696 59%	162 61%	235 62%
NET: Dissatisfied		78 4%	49 4%	15 6%	14 4%
Answered		1446	917	222	298
Mean Score		1.0	1.0	1.0	1.1
Standard error		.02	.03	.06	.05
Standard deviation		.90	.87	1.00	.91

Columns Tested: a,b,c

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Very Dissatisfied	(-2)	18 1%	13 1%	5 3% a	- -%	- -%	- -%	- -%	- -%	18 1%	- -%	- -%
Fairly Dissatisfied	(-1)	60 3%	56 3%	3 2%	- -%	- -%	* 1%	- -%	- -%	60 3%	* *%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	242 15%	21 13%	2 5%	- -%	6 34%	- -%	- -%	264 15%	7 13%	6 20%
Fairly Satisfied	(1)	596 32%	533 33%	48 29%	6 20%	2 33%	5 28%	2 85%	* 1%	* 94%	581 32%	15 27%
Very Satisfied	(2)	501 27%	407 25%	65 40% ai	19 63% ai	2 27%	6 37%	* 15%	1 99%	* 6%	472 26%	28 49% ai
Don't Know (DO NOT READ OUT)		404 22%	377 23% b	21 13%	3 12%	3 40%	- -%	- -%	- -%	398 22% b	6 11%	3 10%
NET: Satisfied		1097 59%	941 58%	113 69% ai	25 83% ai	4 60%	11 65%	3 100%	1 100%	* 100%	1053 59%	44 76% a
NET: Dissatisfied		78 4%	69 4%	8 5%	- -%	- -%	* 1%	- -%	- -%	- -%	78 4%	* *% 1%
Answered	1446	1252	142	26	4	16	3	1	*	1395	51	25
Mean Score	1.0	1.0	1.2	1.7 abi	1.5	1.0	1.2	2.0	1.1	1.0	1.4 ai	1.2
Standard error	.02	.03	.06	.07 abi	.16	.17	.16	.08	-	.02	.07 ai	.10
Standard deviation	.90	.89	1.00	.60	.57	.89	.46	.19	-	.90	.74	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	18 1%	1 *%	12 2%	5 2%	18 1%	14 1%	18 1%	16 1%	11 2%	7 2%	4 1%	12 1%	* *%	- -%	* *%	2 7%	- -%
Fairly Dissatisfied (-1)	60 3%	32 3%	24 4%	4 2%	51 3%	47 4%	54 3%	44 4%	27 4%	18 4%	9 2%	41 4%	- -%	* *%	- -%	1 4%	2 19%
Neither Satisfied Nor Dissatisfied (0)	271 15%	164 15%	79 14%	28 13%	244 16%	183 15%	253 16%	182 16%	114 18%	63 14%	72 15%	150 16%	5 13%	13 18%	7 20%	5 17%	1 7%
Fairly Satisfied (1)	596 32%	334 31%	199 36%	63 29%	533 35%	416 35%	556 34%	408 35%	252 40%	180 40%	155 33%	349 36%	8 22%	19 27%	14 36%	9 28%	3 22%
Very Satisfied (2)	501 27%	249 23%	158 28%	94 42%	418 27%	344 29%	448 28%	348 30%	173 28%	158 35%	122 26%	257 27%	16 44%	27 39%	11 28%	9 28%	7 52%
Don't Know (DO NOT READ OUT)	404 22%	290 27%	87 16%	27 12%	271 18%	191 16%	294 18%	160 14%	52 8%	30 7%	114 24%	151 16%	8 21%	11 16%	6 15%	6 17%	- -%
NET: Satisfied	1097 59%	583 55%	358 64%	157 71%	951 62%	760 64%	1004 62%	756 65%	424 68%	338 74%	277 58%	606 63%	24 66%	46 66%	24 64%	18 55%	10 74%
NET: Dissatisfied	78 4%	33 3%	37 7%	8 4%	69 5%	61 5%	72 4%	60 5%	38 6%	25 5%	13 3%	53 5%	* *%	* *%	* *%	3 10%	2 19%
Answered Mean Score	1446 1.0	779 1.0	473 1.0	194 1.2	1264 1.0	1004 1.0	1329 1.0	998 1.0	575 1.0	427 1.1	362 1.1	808 1.0	29 1.4	59 1.2	32 1.1	27 .8	13 1.1
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.09	.08	.10	.15	.22
Standard deviation	.90	.84	.97	.94	.90	.91	.90	.92	.92	.91	.86	.91	.78	.81	.79	1.21	1.20

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16	
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6	
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9	
Very Dissatisfied	(-2)	18 1%	15 1%	3 4%	* *%	- -%	- -%	- -%	- -%	12 1%	* *%	- -%	* *%	- -%	2 18%	- -%
Fairly Dissatisfied	(-1)	60 3%	45 3%	4 5%	- -%	- -%	- -%	2 34%	37 4%	6 5%	* *%	- -%	- -%	4 29%	- -%	
Neither Satisfied Nor Dissatisfied	(0)	271 15%	210 16%	13 17%	8 15%	4 13%	2 14%	5 39%	- -%	140 15%	24 20%	7 16%	8 19%	1 8%	1 7%	1 11%
Fairly Satisfied	(1)	596 32%	467 35%	33 43%	14 26%	9 28%	5 33%	2 11%	2 31%	336 35%	43 37%	9 20%	14 31%	9 51%	3 23%	3 32%
Very Satisfied	(2)	501 27%	348 26%	21 26%	25 46%	10 32%	4 24%	7 47%	3 36%	261 28%	36 31%	21 46%	16 37%	2 13%	2 20%	5 57%
Don't Know (DO NOT READ OUT)		404 22%	246 18%	5 6%	7 12%	9 27%	5 29%	* 3%	- -%	162 17%	9 8%	8 18%	6 13%	5 28%	* 2%	- -%
NET: Satisfied		1097 59%	815 61%	54 69%	39 72%	20 60%	9 57%	8 58%	5 66%	598 63%	79 67%	30 65%	30 68%	11 64%	5 43%	8 89%
NET: Dissatisfied		78 4%	60 5%	7 9%	* *%	- -%	- -%	- -%	2 34%	49 5%	6 5%	* *%	* *%	- -%	6 48%	- -%
Answered		1446	1086	74	48	24	12	14	7	786	109	38	38	13	12	9
Mean Score		1.0	1.0	.9	1.4 ab	1.3	1.1	1.1	.7	1.0	1.0	1.4	1.2	1.1	*	1.5
Standard error		.02	.03	.09	.09	.09	.13	.17	.32	.03	.07	.09	.11	.09	.34	.18
Standard deviation		.90	.90	1.01	.79	.76	.75	.97	1.37	.91	.88	.82	.81	.56	1.51	.72

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	18 1%	13 1%	1 1%	- -%	- -%	- -%	- -%	2 11% a	12 1%	1 *%	5 2%	* *%	- -%
Fairly Dissatisfied (-1)	60 3%	32 4%	6 6%	5 11% a	* 1%	- -%	- -%	- -%	21 3%	19 6% a	10 3%	1 1%	3 6%
Neither Satisfied Nor Dissatisfied (0)	271 15%	150 17%	9 8%	9 19% a	3 9%	8 28%	1 7%	2 9%	141 17%	50 16%	42 13%	10 9%	9 20%
Fairly Satisfied (1)	596 32%	320 35%	38 36%	22 45% a	14 37%	5 20%	4 31%	4 23%	266 32%	125 40% ad	122 39% d	25 24%	16 34%
Very Satisfied (2)	501 27%	246 27%	43 40%	13 25% a	17 46%	13 48%	6 43%	11 56% a	216 26%	78 25%	91 29%	48 45% abc	15 32%
Don't Know (DO NOT READ OUT)	404 22%	144 16% c	8 8%	* 1%	3 8%	1 4%	3 20%	- -%	184 22% bc	38 12%	42 14%	22 20%	3 7%
NET: Satisfied	1097 59%	566 63% a	81 76%	35 70% a	31 82%	18 68%	10 73%	15 79%	482 57%	203 65%	213 68% a	73 69%	31 66%
NET: Dissatisfied	78 4%	45 5%	8 7%	5 11%	* 1%	- -%	- -%	2 11%	33 4%	19 6%	15 5%	2 2%	3 6%
Answered	1446	761	97	50	34	26	11	19	656	272	269	85	43
Mean Score	1.0	1.0	1.2	.8 ac	1.4	1.2	1.4	1.1	1.0	1.0	1.1	1.4 abce	1.0
Standard error	.02	.03	.08	.10	.09	.14	.16	.24	.04	.05	.05	.06	.10
Standard deviation	.90	.92	.94	.93	.69	.88	.68	1.33	.92	.87	.90	.80	.92

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	18 1%	12 1%	1 *	5 2%	* 1%	- -%	9 1%	3 1%	2 1%	* *%	- -%
Fairly Dissatisfied (-1)	60 3%	27 3%	16 5%	9 4%	* *%	- -%	22 3%	15 7%	6 3%	1 2%	3 8%
Neither Satisfied Nor Dissatisfied (0)	271 15%	158 18%	45 16%	26 11%	8 10%	6 21%	112 17%	25 11%	28 14%	7 8%	9 24%
Fairly Satisfied (1)	596 32%	287 32%	127 45%	90 39%	18 23%	10 37%	217 34%	88 39%	77 38%	18 23%	13 35%
Very Satisfied (2)	501 27%	239 27%	60 21%	67 29%	37 47%	9 31%	170 27%	67 30%	60 30%	35 44%	10 28%
Don't Know (DO NOT READ OUT)	404 22%	176 20%	36 13%	36 15%	15 19%	3 12%	111 17%	27 12%	28 14%	18 23%	2 5%
NET: Satisfied	1097 59%	527 59%	187 66%	157 67%	55 70%	19 68%	387 60%	155 69%	137 68%	53 67%	23 63%
NET: Dissatisfied	78 4%	39 4%	16 6%	14 6%	1 1%	- -%	30 5%	18 8%	8 4%	2 2%	3 8%
Answered	1446	723	248	198	63	25	529	198	173	62	35
Mean Score	1.0	1.0	.9	1.0	1.4	1.1	1.0	1.0	1.1	1.4	.9
Standard error	.02	.04	.05	.06	.06	.10	.04	.06	.06	.07	.12
Standard deviation	.90	.92	.83	.94	.78	.77	.92	.95	.87	.80	.94

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base		986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base		1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied	(-2)	18	5	6	2	*	2	11	-	6	15	3	18	-
		1%	1%	3%	1%	*%	5%	2%	-%	1%	1%	3%	1%	-%
Fairly Dissatisfied	(-1)	60	27	10	5	*	*	15	1	25	57	3	49	2
		3%	4%	5%	3%	*%	*%	2%	2%	6%	3%	2%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	271	100	29	31	13	5	99	16	66	249	22	236	8
		15%	16%	16%	16%	12%	12%	15%	30%	15%	14%	20%	16%	27%
Fairly Satisfied	(1)	596	222	74	65	22	20	218	20	167	558	38	519	13
		32%	36%	40%	34%	21%	45%	33%	39%	38%	32%	34%	35%	45%
Very Satisfied	(2)	501	153	53	68	54	15	240	10	93	465	36	412	6
		27%	25%	28%	36%	53%	32%	37%	20%	21%	27%	31%	27%	19%
Don't Know (DO NOT READ OUT)		404	106	14	17	14	3	69	5	84	393	11	271	*
		22%	17%	8%	9%	13%	6%	11%	10%	19%	23%	10%	18%	*%
NET: Satisfied		1097	375	128	133	76	35	458	31	259	1023	74	932	19
		59%	61%	68%	70%	74%	77%	70%	58%	59%	59%	65%	62%	65%
NET: Dissatisfied		78	32	16	8	1	2	26	1	31	72	6	67	2
		4%	5%	9%	4%	1%	5%	4%	2%	7%	4%	5%	4%	8%
Answered		1446	508	173	171	89	43	583	47	356	1344	102	1234	29
Mean Score		1.0	1.0	.9	1.1	1.4	1.1	1.1	.8	.9	1.0	1.0	1.0	.8
Standard error		.02	.04	.07	.06	.07	.12	.04	.09	.05	.02	.09	.02	.14
Standard deviation		.90	.90	1.01	.91	.78	.98	.92	.78	.93	.89	.99	.90	.87

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Provider other than Royal Mail		Provider other than Royal Mail		Provider other than Royal Mail		Provider other than Royal Mail		Provider other than Royal Mail	
Total base		Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail	Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very Dissatisfied	(-2)	18 1%	- -%	8 1%	9 3%	18 1%	- -%	14 1%	- -%	7 1%	9 4%
Fairly Dissatisfied	(-1)	60 3%	3 4%	36 4%	8 3%	51 3%	* 1%	41 4%	5 7%	36 4%	8 3%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	20 30%	138 15%	44 17%	235 16%	9 32%	167 15%	16 21%	138 15%	44 17%
Fairly Satisfied	(1)	596 32%	21 30%	319 36%	88 34%	523 35%	10 35%	390 35%	26 34%	320 36%	88 34%
Very Satisfied	(2)	501 27%	20 30%	256 29%	92 35%	409 27%	9 32%	320 29%	24 31%	258 29%	90 35%
Don't Know (DO NOT READ OUT)		404 22%	4 6%	139 15%	21 8%	271 18%	* *%	185 17%	6 8%	138 15%	22 8%
NET: Satisfied		1097 59%	41 60%	575 64%	181 69%	932 62%	19 67%	710 64%	50 64%	578 64%	178 68%
NET: Dissatisfied		78 4%	3 4%	44 5%	17 6%	69 5%	* 1%	55 5%	5 7%	43 5%	17 7%
Answered		1446	64	757	241	1236	28	932	72	759	239
Mean Score		1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.02	.09	.03	.06	.02	.13	.03	.09	.03	.06
Standard deviation		.90	.90	.90	1.01	.90	.83	.91	.93	.89	1.02

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	18 1%	14 2%	14 1%	5 3%	- -%	11 2%	9 1%	3 2%	- -%	14 2%	5 1%	4 2%	- -%
Fairly Dissatisfied (-1)	60 3%	24 4%	47 4%	6 3%	- -%	25 4%	33 4%	5 3%	1 13%	29 4%	28 5%	2 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	271 15%	106 16%	190 15%	33 17%	- -%	90 15%	124 14%	26 16%	- -%	117 15%	92 15%	26 14%	- -%
Fairly Satisfied (1)	596 32%	253 37%	422 34%	60 31%	1 90%	213 35%	291 34%	44 28%	- -%	278 35%	215 34%	49 27%	2 41%
Very Satisfied (2)	501 27%	202 30%	322 26%	55 28%	- -%	208 34%	233 27%	62 39%	3 83%	264 34%	185 29%	70 39%	- -%
Don't Know (DO NOT READ OUT)	404 22%	77 11%	248 20%	35 18%	* 10%	64 10%	168 20%	20 12%	* 4%	84 11%	108 17%	28 15%	2 59%
NET: Satisfied	1097 59%	455 67%	744 60%	114 59%	1 90%	421 69%	524 61%	106 66%	3 83%	543 69%	399 63%	120 67%	2 41%
NET: Dissatisfied	78 4%	39 6%	61 5%	11 6%	- -%	36 6%	41 5%	8 5%	1 13%	43 5%	33 5%	7 4%	- -%
Answered	1446	600	994	159	1	547	690	140	4	703	524	152	2
Mean Score	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.1	1.6	1.1	1.0	1.2	1.0
Standard error	.02	.04	.03	.07	-	.04	.03	.07	.68	.03	.04	.07	-
Standard deviation	.90	.94	.91	1.01	-	.95	.91	.96	1.19	.94	.91	.96	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436			
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210			
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399			
Very Dissatisfied	(-2)	18	18	14	10	18	10	-	3	7	5	3	2	9	7		
		1%	1%	1%	1%	2%	1%	-%	*%	2%	1%	3%	2%	2%	2%		
Fairly Dissatisfied	(-1)	60	49	39	33	48	24	1	25	20	21	1	3	15	10		
		3%	3%	4%	4%	4%	2%	9%	4%	5%	5%	1%	3%	3%	3%		
Neither Satisfied Nor Dissatisfied	(0)	271	230	150	135	153	175	*	103	69	56	19	16	45	57		
		15%	16%	14%	16%	13%	18%	*%	18%	16%	13%	16%	17%	10%	14%		
							a										
Fairly Satisfied	(1)	596	508	356	301	406	326	6	208	152	142	32	27	130	119		
		32%	35%	34%	35%	35%	34%	43%	35%	35%	33%	27%	30%	29%	30%		
Very Satisfied	(2)	501	393	321	255	336	252	6	162	130	158	45	26	126	106		
		27%	27%	30%	30%	29%	26%	45%	28%	30%	37%	38%	29%	28%	27%		
							a										
Don't Know (DO NOT READ OUT)		404	261	182	128	197	181	*	87	57	48	18	16	117	100		
		22%	18%	17%	15%	17%	19%	3%	15%	13%	11%	15%	18%	27%	25%		
NET: Satisfied		1097	901	677	556	742	578	12	370	282	300	76	53	256	225		
		59%	62%	64%	64%	64%	60%	88%	63%	65%	70%	65%	59%	58%	56%		
								ab									
NET: Dissatisfied		78	67	53	43	65	34	1	28	27	26	4	5	24	17		
		4%	5%	5%	5%	6%	4%	9%	5%	6%	6%	4%	6%	5%	4%		
Answered		1446	1198	880	735	960	787	13	501	379	382	100	74	325	299		
Mean Score		1.0	1.0	1.1	1.0	1.0	1.0	1.3	1.0	1.0	1.1	1.1	1.0	1.1	1.0		
Standard error		.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.10	.12	.05	.05		
Standard deviation		.90	.91	.92	.91	.93	.88	.90	.88	.96	.94	.97	1.00	.98	.94		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied (-2)	18 1%	- -%	- -%	5 7%	- -%	16 1%	12 1%	16 1%	10 1%	10 1%	8 1%	16 1%	6 3%	- -%	3 *	15 12%
Fairly Dissatisfied (-1)	60 3%	7 5%	1 1%	3 5%	* *%	46 3%	25 2%	48 3%	33 3%	37 3%	23 3%	44 3%	2 1%	- -%	28 2%	15 12%
Neither Satisfied Nor Dissatisfied (0)	271 15%	19 12%	7 10%	14 21%	10 26%	231 14%	129 12%	237 14%	153 14%	125 12%	85 12%	213 14%	22 10%	- -%	159 11%	17 14%
Fairly Satisfied (1)	596 32%	70 46%	23 34%	24 37%	8 19%	527 33%	313 30%	547 33%	334 30%	281 26%	250 35%	503 32%	61 29%	- -%	500 34%	25 20%
Very Satisfied (2)	501 27%	39 26%	34 50%	7 11%	20 50%	431 27%	302 29%	453 27%	320 29%	309 29%	229 32%	423 27%	57 28%	- -%	468 32%	15 12%
Don't Know (DO NOT READ OUT)	404 22%	18 11%	4 5%	13 19%	2 5%	346 22%	273 26%	359 22%	262 24%	301 28%	120 17%	363 23%	60 29%	- -%	310 21%	39 31%
NET: Satisfied	1097 59%	109 71%	58 84%	31 48%	28 69%	957 60%	615 58%	1000 60%	655 59%	591 56%	479 67%	925 59%	119 57%	- -%	968 66%	40 32%
NET: Dissatisfied	78 4%	7 5%	1 1%	8 12%	* *%	62 4%	37 4%	64 4%	43 4%	46 4%	31 4%	59 4%	8 4%	- -%	32 2%	29 23%
Answered Mean Score	1446 1.0	136 1.0	65 1.4	53 .5	38 1.3	1251 1.0	780 1.1	1301 1.1	851 1.1	762 1.1	595 1.1	1197 1.1	149 1.1	- -	1159 1.2	86 .1
Standard error	.02	.06	.07	.13	.15	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.15
Standard deviation	.90	.81	.72	1.10	.87	.89	.90	.89	.90	.93	.89	.89	.98	-	.79	1.35

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	18 1%	14 2%	4 *%	6 1%	6 17%	8 4%	6 2%	5 3%	10 1%	4 1%	3 2%	5 2%	9 1%
Fairly Dissatisfied (-1)	60 3%	49 7%	11 1%	7 2%	* *%	5 3%	7 2%	12 7%	34 3%	14 4%	6 2%	10 4%	44 3%
Neither Satisfied Nor Dissatisfied (0)	271 15%	113 16%	158 14%	66 17%	4 11%	33 17%	55 18%	18 11%	165 13%	83 22%	27 12%	42 15%	193 15%
Fairly Satisfied (1)	596 32%	257 37%	340 29%	148 38%	13 38%	81 42%	99 33%	64 37%	424 34%	101 27%	73 33%	122 45%	379 30%
Very Satisfied (2)	501 27%	138 20%	363 31%	133 34%	7 21%	49 26%	102 34%	58 34%	356 29%	79 21%	61 27%	65 24%	369 29%
Don't Know (DO NOT READ OUT)	404 22%	120 17%	284 24%	34 9%	5 13%	15 8%	34 11%	14 8%	246 20%	95 25%	51 23%	29 10%	286 22%
NET: Satisfied	1097 59%	394 57%	703 61%	281 71%	21 59%	130 68%	201 66%	122 71%	780 63%	180 48%	134 61%	188 68%	748 58%
NET: Dissatisfied	78 4%	63 9%	15 1%	13 3%	6 17%	13 7%	13 4%	17 10%	43 4%	18 5%	9 4%	16 6%	53 4%
Answered	1446	571	875	359	30	176	269	157	988	281	170	246	995
Mean Score	1.0	.8	1.2	1.1	.5	.9	1.1	1.0	1.1	.8	1.1	.9	1.1
Standard error	.02	.04	.03	.04	.30	.07	.06	.08	.03	.05	.06	.05	.03
Standard deviation	.90	.98	.80	.88	1.40	.99	.94	1.03	.86	.94	.91	.90	.91

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	18 1%	5 1%	13 1%
Fairly Dissatisfied	(-1)	60 3%	27 3%	33 3%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	109 13%	162 16%
Fairly Satisfied	(1)	596 32%	260 31%	336 34%
Very Satisfied	(2)	501 27%	200 24%	301 30% a
Don't Know (DO NOT READ OUT)		404 22%	247 29% b	157 16%
NET: Satisfied		1097 59%	460 54%	637 64% a
NET: Dissatisfied		78 4%	32 4%	46 5%
Answered		1446	600	846
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.90	.88	.92

Columns Tested: a,b

Table 252 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1)

		Month												
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	
		*a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116	
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67	
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106	
Very Dissatisfied	(-2)	18 1%	- -%	- -%	6 2%	1 *%	- -%	3 2%	- -%	4 2%	2 1%	1 2%	* *%	- -%
Fairly Dissatisfied	(-1)	60 3%	- -%	1 1%	8 2%	3 1%	- -%	9 6%	- -%	9 5%	7 3%	2 3%	15 5%	6 6%
Neither Satisfied Nor Dissatisfied	(0)	271 15%	- -%	11 18%	34 10%	34 10%	2 5%	38 23%	8 16%	27 14%	46 21%	10 16%	46 15%	16 15%
Fairly Satisfied	(1)	596 32%	- -%	19 30%	104 31%	68 21%	9 29%	47 28%	13 26%	86 44%	64 29%	17 28%	141 47%	30 28%
Very Satisfied	(2)	501 27%	- -%	31 49%	113 34%	81 25%	15 50%	29 17%	17 35%	41 21%	61 28%	20 34%	63 21%	28 27%
Don't Know (DO NOT READ OUT)	404 22%	- -%	2 2%	71 21%	141 43%	5 17%	39 24%	12 24%	28 14%	36 17%	10 17%	34 11%	26 24%	
NET: Satisfied	1097 59%	- -%	50 79%	218 65%	149 46%	23 78%	76 46%	30 61%	127 65%	125 58%	37 62%	204 68%	58 55%	
NET: Dissatisfied	78 4%	- -%	1 1%	14 4%	3 1%	- -%	13 8%	- -%	14 7%	9 4%	3 5%	15 5%	6 6%	
Answered	1446	-	62	266	186	25	127	38	167	180	49	266	80	
Mean Score	1.0	-	1.3	1.2	1.2	1.5	.7	1.3	.9	1.0	1.1	.9	1.0	
Standard error	.02	-	.09	.06	.05	.11	.09	.08	.07	.08	.08	.06	.10	
Standard deviation	.90	-	.81	.92	.82	.62	.99	.78	.93	.93	.99	.80	.94	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 252 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending

Base: All using RM (QV4=1)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2030	444	539	544	503	983	1047	
Effective base	986	220	265	256	250	481	506	
Weighted Base	1850	461	462	462	465	923	927	
Very Dissatisfied	(-2)	18	6	4	7	1	10	8
		1%	1%	1%	1%	*%	1%	1%
Fairly Dissatisfied	(-1)	60	8	12	16	23	21	39
		3%	2%	3%	4%	5%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	271	45	73	80	72	119	152
		15%	10%	16%	17%	15%	13%	16%
Fairly Satisfied	(1)	596	135	111	162	188	246	350
		32%	29%	24%	35%	40%	27%	38%
				a	a			
				b	ab			a
Very Satisfied	(2)	501	155	114	120	112	269	232
		27%	34%	25%	26%	24%	29%	25%
			bd					
Don't Know (DO NOT READ OUT)		404	111	147	76	70	258	146
		22%	24%	32%	17%	15%	28%	16%
			cd	cd			b	
NET: Satisfied		1097	290	225	282	300	515	582
		59%	63%	49%	61%	64%	56%	63%
			b		b	b		a
NET: Dissatisfied		78	15	16	23	24	31	47
		4%	3%	3%	5%	5%	3%	5%
Answered	1446	350	315	385	396	665	781	
Mean Score	1.0	1.2	1.0	1.0	1.0	1.1	1.0	
		bcd				b		
Standard error	.02	.05	.05	.04	.04	.03	.03	
Standard deviation	.90	.89	.93	.92	.85	.91	.89	

Columns Tested:: a,b,c,d - a,b

Table 253

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied	(-2) 28 2%	5 1%	23 2%	28 2%	* *%	* 1%	* 1%	* *%
Fairly Dissatisfied	(-1) 53 3%	3 1%	50 4%	51 3%	2 3%	* *%	* 1%	2 2%
Neither Satisfied Nor Dissatisfied	(0) 234 13%	24 5%	210 16%	227 13%	6 9%	1 12%	* 9%	8 10%
Fairly Satisfied	(1) 587 32%	84 16%	503 38%	563 32%	21 30%	3 37%	1 33%	25 31%
Very Satisfied	(2) 536 29%	138 26%	398 30%	506 29%	26 37%	3 41%	2 40%	30 38%
Don't Know (DO NOT READ OUT)	410 22%	270 51%	140 11%	395 22%	14 21%	1 9%	1 15%	16 20%
NET: Satisfied	1124 61%	222 42%	901 68%	1069 60%	46 67%	6 77%	3 73%	55 68%
NET: Dissatisfied	81 4%	8 2%	73 6%	79 4%	2 3%	* 1%	* 3%	2 3%
Answered	1440	255	1184	1375	54	7	4	65
Mean Score	1.1	1.4	1.0	1.1	1.3	1.3	1.3	1.3
Standard error	.02	b	.03	.03	a	.09	a	a
Standard deviation	.92	.86	.93	.93	.81	.83	.99	.81

Columns Tested: a,b - a,b,c,d,e

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	28 2%	20 2%	5 1%	3 2%	- -%	* *%	* 1%	28 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	53 3%	26 2%	24 5%	2 1%	1 2%	1 3%	* 1%	51 3%	2 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	146 13%	67 13%	14 11%	4 8%	4 13%	* 9%	227 13%	6 9%	1 11%
Fairly Satisfied	(1)	587 32%	348 31%	179 35%	35 28%	15 32%	8 29%	1 33%	563 32%	21 30%	4 35%
Very Satisfied	(2)	536 29%	308 27%	151 30%	47 37%	17 35%	12 42%	2 40%	506 29%	26 37%	5 40%
Don't Know (DO NOT READ OUT)		410 22%	285 25%	84 17%	25 20%	11 24%	4 13%	1 15%	395 22%	14 21%	1 11%
NET: Satisfied		1124 61%	656 58%	331 65%	82 66%	32 67%	20 71%	3 73%	1069 60%	46 67%	9 76%
NET: Dissatisfied		81 4%	46 4%	29 6%	4 3%	1 2%	1 3%	* 3%	79 4%	2 3%	* 2%
Answered		1440	848	426	100	37	24	4	1375	54	11
Mean Score		1.1	1.1	1.0	1.2	1.3	1.3	1.3	1.1	1.3	1.3
Standard error		.02	.04	.05	.08	.06	.07	.08	.03	.05	.05
Standard deviation		.92	.93	.92	.93	.77	.87	.99	.93	.81	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189	
Effective base	986	680	294	174	54	105	521	132	42	29	34	
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44	
Very Dissatisfied	(-2)	28 2%	25 2%	3 1%	* *%	* 1%	* 1%	18 2%	3 1%	* *%	- -%	* *%
Fairly Dissatisfied	(-1)	53 3%	45 3%	6 2%	2 3%	* *%	* 1%	45 4%	1 *%	* 1%	- -%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	185 13%	41 13%	6 9%	1 12%	* 9%	149 14%	36 16%	9 19%	3 8%	5 11%
Fairly Satisfied	(1)	587 32%	469 32%	94 29%	21 30%	3 37%	1 33%	364 34%	99 43%	12 25%	11 27%	15 33%
Very Satisfied	(2)	536 29%	398 27%	108 34%	26 37%	3 41%	2 40%	334 31%	56 24%	17 37%	17 42%	12 28%
Don't Know (DO NOT READ OUT)		410 22%	329 23%	65 21%	14 21%	1 9%	1 15%	157 15%	37 16%	8 17%	9 23%	12 26%
NET: Satisfied		1124 61%	867 60%	201 63%	46 67%	6 77%	3 73%	699 65%	155 67%	29 62%	28 69%	27 61%
NET: Dissatisfied		81 4%	70 5%	9 3%	2 3%	* 1%	* 3%	63 6%	4 2%	1 1%	- -%	1 2%
Answered	1440	1123	252	54	7	4	911	195	38	32	33	
Mean Score	1.1	1.0	1.2	1.3	1.3	1.3	1.0	1.0	1.2	1.4	1.2	
Standard error	.02	.03	.05	.05	.09	.08	.04	.05	.09	.08	.06	
Standard deviation	.92	.94	.88	.81	.83	.99	.95	.80	.85	.68	.78	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	28 2%	- -%	1 1%	11 3%	- -%	2 2%	4 2%	3 1%	1 1%	3 2%
Fairly Dissatisfied	(-1)	53 3%	10 6%	5 3%	7 2%	2 2%	3 2%	13 5%	3 1%	3 2%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	23 14%	19 14%	44 14%	7 8%	16 12%	35 14%	24 10%	24 15%	21 16%
Fairly Satisfied	(1)	587 32%	43 27%	47 34%	106 33%	32 37%	58 43% afi	68 27%	76 31%	59 38%	37 27%
Very Satisfied	(2)	536 29%	49 30%	44 32%	86 26%	25 29%	30 22%	74 29%	83 34%	35 23%	40 30%
Don't Know (DO NOT READ OUT)		410 22%	36 23%	23 16%	71 22%	20 23%	25 18%	55 22%	55 23%	33 22%	32 24%
NET: Satisfied		1124 61%	92 57%	91 66%	192 59%	57 66%	88 65%	142 57%	159 65%	94 60%	77 57%
NET: Dissatisfied		81 4%	10 6%	6 4%	18 6%	2 2%	5 4%	18 7%	6 3%	4 3%	4 3%
Answered		1440	124	116	255	66	110	195	189	122	103
Mean Score		1.1	1.1	1.1	1.0	1.2	1.0	1.0	1.2 c	1.0	1.1
Standard error		.02	.10	.10	.08	.10	.09	.10	.08	.08	.10
Standard deviation		.92	.95	.89	1.01	.75	.86	1.02	.85	.82	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		2030	313	347	488	1148	882	310	292	280	
Effective base		986	221	245	347	793	411	154	169	153	
Weighted Base		1850	356	455	819	1631	219	108	74	38	
Very Dissatisfied	(-2)	28 2%	5 1%	2 1%	19 2%	26 2%	2 1%	2 2%	- -%	* *%	
Fairly Dissatisfied	(-1)	53 3%	6 2%	18 4%	24 3%	48 3%	5 2%	2 2%	2 3%	1 3%	
Neither Satisfied Nor Dissatisfied	(0)	234 13%	45 13%	66 14%	103 13%	214 13%	21 9%	11 11%	5 7%	5 12%	
Fairly Satisfied	(1)	587 32%	127 36%	149 33%	251 31%	527 32%	61 28%	35 32%	18 24%	9 23%	
Very Satisfied	(2)	536 29%	96 27%	128 28%	242 30%	466 29%	70 32%	28 26%	31 42%	12 32%	
Don't Know (DO NOT READ OUT)		410 22%	77 22%	92 20%	181 22%	350 21%	60 28%	30 28%	19 26%	11 30%	
NET: Satisfied		1124 61%	223 62%	277 61%	493 60%	993 61%	131 60%	63 58%	48 65%	20 54%	
NET: Dissatisfied		81 4%	12 3%	20 4%	43 5%	74 5%	7 3%	4 4%	2 3%	1 3%	
Answered		1440	279	363	638	1281	159	78	55	26	
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.4	1.2	
Standard error		.02	.06	.05	.05	.03	.03	.06	.05	.06	
Standard deviation		.92	.87	.89	.98	.93	.88	.91	.80	.91	

Columns Tested:: a,b,c,d,e,f,g,h

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Very Dissatisfied	(-2)	28	3	-	3	-	6	-	1	17
	2%	-%	3%	-%	2%	-%	2%	-%	2%	2%
Fairly Dissatisfied	(-1)	53	2	-	2	9	8	3	1	30
	3%	*%	1%	-%	1%	5%	2%	4%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	234	17	*	18	25	58	7	4	117
	13%	5%	15%	1%	12%	13%	15%	10%	8%	13%
Fairly Satisfied	(1)	587	29	13	42	72	112	21	13	292
	32%	36%	25%	42%	29%	36%	29%	32%	25%	33%
Very Satisfied	(2)	536	40	10	50	47	117	17	17	252
	29%	33%	35%	32%	34%	24%	31%	26%	31%	28%
Don't Know (DO NOT READ OUT)		410	24	8	31	45	79	18	18	190
	22%	26%	20%	25%	21%	23%	21%	28%	33%	21%
NET: Satisfied		1124	69	23	93	119	229	38	30	544
	61%	69%	60%	74%	63%	60%	60%	58%	56%	61%
NET: Dissatisfied		81	5	-	5	9	14	3	2	48
	4%	*%	4%	-%	4%	5%	4%	4%	3%	5%
Answered		1440	92	24	116	154	302	48	36	708
Mean Score		1.1	1.1	1.4	1.2	1.0	1.1	1.1	1.2	1.0
		ei								
Standard error		.02	.11	.13	.09	.07	.05	.10	.11	.03
Standard deviation		.92	1.02	.53	.95	.85	.94	.87	.95	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	28 2%	3 1%	6 2%	18 2%	24 2%	5 1%	- -%	24 1%	4 3%	28 2%	- -%
Fairly Dissatisfied (-1)	53 3%	11 3%	8 2%	34 3%	44 3%	9 3%	- -%	52 3%	2 1%	52 3%	2 2%
Neither Satisfied Nor Dissatisfied (0)	234 13%	48 11%	58 15%	128 12%	179 12%	55 18%	- -%	218 13%	16 12%	222 12%	12 18%
Fairly Satisfied (1)	587 32%	148 34%	112 29%	327 32%	499 32%	89 28%	- -%	538 31%	49 35%	573 32%	14 22%
Very Satisfied (2)	536 29%	129 29%	117 31%	290 28%	458 30%	79 25%	- -%	488 29%	49 35%	516 29%	20 30%
Don't Know (DO NOT READ OUT)	410 22%	101 23%	79 21%	230 22%	335 22%	76 24%	- -%	389 23%	21 15%	392 22%	18 28%
NET: Satisfied	1124 61%	277 63%	229 60%	617 60%	956 62%	168 54%	- -%	1026 60%	98 70%	1089 61%	35 52%
NET: Dissatisfied	81 4%	15 3%	14 4%	52 5%	67 4%	14 5%	- -%	76 4%	5 4%	80 4%	2 2%
Answered	1440	340	302	797	1203	237	-	1320	119	1391	48
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	-	1.1	1.1	1.1	1.1
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.13
Standard deviation	.92	.85	.94	.95	.92	.95	-	.92	.93	.93	.90

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	28 2%	18 2%	* *%	10 3%
Fairly Dissatisfied	(-1)	53 3%	26 2%	15 6%	12 3%
Neither Satisfied Nor Dissatisfied		234 13%	156 13%	28 11%	46 12%
Fairly Satisfied	(1)	587 32%	407 34%	89 33%	87 23%
Very Satisfied	(2)	536 29%	301 25%	87 33%	146 39%
Don't Know (DO NOT READ OUT)		410 22%	274 23%	48 18%	77 20%
NET: Satisfied		1124 61%	708 60%	176 66%	233 62%
NET: Dissatisfied		81 4%	44 4%	15 6%	22 6%
Answered		1440	909	219	300
Mean Score		1.1	1.0	1.1	1.2
Standard error		.02	.03	.05	.06
Standard deviation		.92	.89	.89	1.03

Columns Tested: a,b,c

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60	
Effective base	986	855	103	18	4	6	2	3	2	955	31	13	
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28	
Very Dissatisfied	(-2)	28 2%	21 1%	5 3%	- -%	3 40%	* 1%	- -%	- -%	- -%	25 1%	3 5%	3 10%
												ai	
Fairly Dissatisfied	(-1)	53 3%	49 3%	3 2%	1 2%	- -%	* 1%	- -%	- -%	- -%	52 3%	1 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	206 13%	23 14%	* 2%	- -%	2 11%	2 80%	* 12%	* 89%	229 13%	5 9%	4 16%
Fairly Satisfied	(1)	587 32%	519 32%	54 33%	3 11%	2 26%	9 56%	* 4%	- -%	* 4%	573 32%	14 25%	11 40%
Very Satisfied	(2)	536 29%	448 27%	58 35%	22 74%	2 34%	5 30%	* 16%	1 88%	* 7%	505 28%	31 54%	9 32%
				abik								ai	
Don't Know (DO NOT READ OUT)		410 22%	387 24%	20 12%	3 12%	- -%	- -%	- -%	- -%	- -%	407 23%	3 6%	- -%
			bjk								bjk		
NET: Satisfied		1124 61%	967 59%	112 68%	25 85%	4 60%	14 87%	1 20%	1 88%	* 11%	1078 60%	45 79%	20 73%
				ai							ai		
NET: Dissatisfied		81 4%	70 4%	8 5%	1 2%	3 40%	* 2%	- -%	- -%	- -%	78 4%	4 6%	3 11%
Answered	1440	1243	143	26	7	16	3	1	*	1386	54	28	
Mean Score	1.1	1.1	1.1	1.8	.2	1.1	.4	1.8	.2	1.1	1.3	.8	
				abik									
Standard error	.02	.03	.06	.07	.52	.14	.33	.50	-	.02	.09	.16	
Standard deviation	.92	.91	.98	.60	1.93	.74	.94	1.21	-	.92	1.07	1.21	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	28 2%	5 *%	15 3%	8 3%	24 2%	22 2%	28 2%	23 2%	15 2%	5 1%	7 1%	16 2%	- -%	- -%	- -%	5 15%	* 1%
Fairly Dissatisfied (-1)	53 3%	25 2%	25 4%	4 2%	43 3%	43 4%	44 3%	46 4%	30 5%	26 6%	3 1%	37 4%	- -%	5 7%	* 1%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	234 13%	138 13%	68 12%	28 13%	207 14%	162 14%	216 13%	164 14%	93 15%	40 9%	58 12%	131 14%	6 17%	8 11%	4 10%	7 22%	2 17%
Fairly Satisfied (1)	587 32%	330 31%	189 34%	68 31%	537 35%	412 34%	557 34%	389 34%	248 39%	198 43%	155 33%	340 35%	12 33%	24 35%	15 39%	5 15%	6 50%
Very Satisfied (2)	536 29%	278 26%	170 30%	88 40%	444 29%	357 30%	478 29%	375 32%	191 30%	163 36%	142 30%	275 29%	11 30%	20 29%	13 35%	13 39%	4 31%
Don't Know (DO NOT READ OUT)	410 22%	295 28%	92 16%	23 11%	280 18%	199 17%	300 18%	161 14%	51 8%	25 6%	112 23%	160 17%	7 20%	13 18%	6 15%	3 9%	* 1%
NET: Satisfied	1124 61%	607 57%	360 64%	157 71%	981 64%	769 64%	1035 64%	764 66%	438 70%	360 79%	296 62%	615 64%	23 63%	44 64%	28 74%	17 54%	10 80%
NET: Dissatisfied	81 4%	30 3%	40 7%	12 5%	66 4%	65 5%	72 4%	69 6%	44 7%	31 7%	9 2%	52 5%	- -%	5 7%	* 1%	5 15%	* 1%
Answered	1440	774	468	197	1255	996	1323	997	576	431	364	799	30	57	32	30	13
Mean Score	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.2	1.0	1.2	1.1	1.3	.7	1.1
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.09	.09	.09	.18	.15
Standard deviation	.92	.84	1.01	1.01	.91	.94	.92	.97	.97	.90	.85	.93	.77	.92	.70	1.47	.78

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	28 2%	19 1%	2 3%	- -%	3 8%	- -%	- -%	* 1%	14 1%	3 2%	* *%	- -%	3 16%	2 18%	- -%
Fairly Dissatisfied (-1)	53 3%	42 3%	* *%	- -%	- -%	- -%	- -%	* 1%	30 3%	8 7%	* *%	5 11%	* 1%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	234 13%	174 13%	18 23%	4 8%	3 8%	2 14%	5 35%	2 26%	128 13%	22 19%	4 9%	2 5%	3 14%	1 10%	2 26%
Fairly Satisfied (1)	587 32%	465 35%	30 39%	22 40%	11 33%	2 9%	3 24%	5 64%	325 34%	41 35%	16 35%	17 38%	6 34%	4 35%	3 37%
Very Satisfied (2)	536 29%	376 28%	23 29%	22 40%	9 27%	8 46%	5 38%	* 7%	277 29%	37 32%	17 38%	14 33%	4 23%	4 34%	3 34%
Don't Know (DO NOT READ OUT)	410 22%	256 19%	5 6%	6 11%	8 23%	5 30%	* 3%	- -%	176 19%	6 5%	9 19%	6 13%	2 12%	* 2%	* 2%
NET: Satisfied	1124 61%	841 63%	53 68%	44 81%	20 60%	9 56%	9 62%	5 71%	601 63%	79 67%	33 72%	31 71%	10 56%	8 69%	6 72%
NET: Dissatisfied	81 4%	61 5%	2 3%	- -%	3 8%	- -%	- -%	* 3%	44 5%	11 9%	* *%	5 11%	3 17%	2 18%	* 1%
Answered	1440	1076	73	48	25	12	14	7	773	112	37	38	15	12	8
Mean Score	1.1	1.1	1.0	1.4	.9	1.5	1.0	.7	1.1	.9	1.3	1.1	.5	.7	1.1
Standard error	.02	.03	.09	.07	.15	.15	.15	.17	.03	.08	.08	.13	.24	.33	.22
Standard deviation	.92	.91	.92	.65	1.23	.84	.90	.71	.91	1.03	.70	.97	1.42	1.50	.86

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	28 2%	14 2%	4 4%	* *%	- -%	- -%	3 20%	2 11%	15 2%	3 1%	9 3%	* *%	- -%
Fairly Dissatisfied (-1)	53 3%	35 4%	4 4%	4 8%	* *%	2 9%	- -%	* 2%	12 1%	16 5%	12 4%	2 2%	2 5%
Neither Satisfied Nor Dissatisfied (0)	234 13%	139 15%	5 5%	8 17%	3 9%	3 9%	1 11%	4 19%	122 15%	34 11%	40 13%	9 8%	10 22%
Fairly Satisfied (1)	587 32%	292 32%	45 42%	20 39%	16 43%	8 30%	6 46%	3 13%	271 32%	123 40%	118 38%	27 25%	17 38%
Very Satisfied (2)	536 29%	274 30%	42 40%	18 35%	15 39%	13 50%	3 23%	10 54%	233 28%	92 30%	90 29%	47 44%	13 28%
Don't Know (DO NOT READ OUT)	410 22%	151 17%	6 5%	* 1%	3 8%	1 2%	- -%	* 1%	187 22%	42 14%	42 13%	21 20%	3 7%
NET: Satisfied	1124 61%	565 62%	87 82%	37 75%	30 82%	21 80%	9 69%	13 67%	504 60%	215 69%	208 67%	74 70%	30 66%
NET: Dissatisfied	81 4%	49 5%	8 8%	4 8%	* *%	2 9%	3 20%	3 13%	27 3%	19 6%	22 7%	2 2%	2 5%
Answered	1440	754	100	50	34	26	14	19	653	268	270	85	43
Mean Score	1.1	1.0	1.2	1.0	1.3	1.2	.5	1.0	1.1	1.1	1.0	1.4	1.0
Standard error	.02	.03	.09	.10	.09	.15	.34	.26	.04	.05	.05	.06	.10
Standard deviation	.92	.95	.99	.93	.68	.97	1.44	1.39	.91	.89	.99	.78	.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	28 2%	13 1%	3 1%	8 3%	* *%	- -%	10 2%	5 2%	6 3%	- -%	- -%
Fairly Dissatisfied (-1)	53 3%	18 2%	11 4%	13 6%	* 1%	- -%	21 3%	11 5%	7 3%	2 2%	2 6%
Neither Satisfied Nor Dissatisfied (0)	234 13%	131 15%	36 13%	28 12%	5 6%	7 25%	97 15%	22 10%	24 12%	6 8%	10 27%
Fairly Satisfied (1)	587 32%	294 33%	123 43%	83 35%	22 29%	11 40%	218 34%	83 37%	79 39%	16 20%	15 40%
Very Satisfied (2)	536 29%	262 29%	72 25%	67 29%	35 45%	7 24%	175 27%	73 33%	58 29%	39 49%	8 22%
Don't Know (DO NOT READ OUT)	410 22%	182 20%	40 14%	34 15%	15 20%	3 12%	118 18%	30 13%	28 14%	17 21%	2 5%
NET: Satisfied	1124 61%	556 62%	195 69%	149 64%	58 73%	18 64%	394 62%	156 69%	136 68%	55 69%	23 62%
NET: Dissatisfied	81 4%	31 3%	14 5%	21 9%	1 1%	- -%	31 5%	16 7%	13 7%	2 2%	2 6%
Answered	1440	718	244	199	63	25	522	195	174	63	35
Mean Score	1.1	1.1	1.0	.9	1.5 abc	1.0	1.0	1.1	1.0	1.5 abce	.8
Standard error	.02	.04	.05	.06	.05	.10	.04	.06	.06	.07	.11
Standard deviation	.92	.89	.85	1.05	.70	.75	.93	.98	.98	.78	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied (-2)	28 2%	8 1%	4 2%	8 4%	* *%	3 6%	14 2%	- -%	6 1%	21 1%	7 6%	24 2%	* *%
Fairly Dissatisfied (-1)	53 3%	24 4%	15 8%	5 3%	2 2%	* 1%	23 3%	3 5%	21 5%	52 3%	2 1%	41 3%	1 4%
Neither Satisfied Nor Dissatisfied (0)	234 13%	100 16%	17 9%	26 14%	9 9%	6 12%	86 13%	14 27%	62 14%	218 13%	16 15%	197 13%	10 34%
Fairly Satisfied (1)	587 32%	205 33%	76 41%	63 33%	30 29%	12 25%	202 31%	20 39%	164 37%	558 32%	30 26%	525 35%	12 41%
Very Satisfied (2)	536 29%	168 27%	61 33%	70 37%	49 48%	23 49%	254 39%	10 20%	106 24%	488 28%	48 42%	438 29%	6 20%
Don't Know (DO NOT READ OUT)	410 22%	108 18%	15 8%	17 9%	13 12%	3 6%	73 11%	5 9%	81 18%	400 23%	11 9%	280 19%	* *%
NET: Satisfied	1124 61%	373 61%	137 73%	133 71%	79 77%	34 75%	456 70%	31 59%	270 61%	1046 60%	78 69%	963 64%	18 62%
NET: Dissatisfied	81 4%	33 5%	19 10%	13 7%	2 2%	3 7%	37 6%	3 5%	27 6%	73 4%	8 7%	65 4%	1 4%
Answered	1440	505	173	171	91	43	579	48	358	1337	103	1226	29
Mean Score	1.1	1.0	1.0	1.1	1.4 abc	1.2	1.1 bc	.8	1.0	1.1	1.1	1.1	.8
Standard error	.02	.04	.07	.07	.07	.14	.04	.10	.05	.02	.10	.02	.13
Standard deviation	.92	.93	1.00	1.04	.78	1.13	.97	.85	.93	.91	1.14	.91	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail		
Total base		a	b	a	b	a	b	a	b	a	b		
Significance Level: 95%													
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328		
Effective base	986	605	31	470	129	811	13	597	38	472	128		
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261		
Very Dissatisfied	(-2)	28 2%	19 4%	3 4%	16 3%	7 3%	*	24 2%	*%	19 2%	3 4%	13 1%	10 4%
Fairly Dissatisfied	(-1)	53 3%	40 4%	3 4%	36 4%	11 4%	1 4%	41 3%	1 4%	40 4%	3 4%	37 4%	9 4%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	152 13%	10 15%	127 14%	37 14%	10 35%	198 13%	10 16%	150 13%	13 16%	131 15%	33 13%
Fairly Satisfied	(1)	587 32%	383 34%	29 42%	308 34%	81 31%	12 43%	525 35%	12 45%	377 34%	35 45%	306 34%	83 32%
Very Satisfied	(2)	536 29%	335 30%	22 32%	268 30%	107 41%	a	439 29%	5 17%	334 30%	23 29%	269 30%	106 41%
Don't Know (DO NOT READ OUT)		410 22%	198 18%	1 2%	141 16%	20 8%	a	280 19%	*	198 18%	1 2%	140 16%	20 8%
NET: Satisfied		1124 61%	718 64%	51 75%	576 64%	188 72%	a	964 64%	17 60%	711 64%	58 74%	575 64%	189 72%
NET: Dissatisfied		81 4%	59 5%	6 8%	52 6%	18 7%	a	65 4%	1 4%	59 5%	6 7%	50 6%	19 7%
Answered		1440	929	67	755	242		1227	28	919	76	756	241
Mean Score		1.1	1.0	1.0	1.0	1.1		1.1	.7	1.1	.9	1.0	1.1
Standard error		.02	.03	.10	.03	.06		.02	.13	.03	.09	.03	.06
Standard deviation		.92	.94	1.02	.95	1.01		.91	.80	.94	.98	.94	1.04

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	28 2%	13 2%	16 1%	5 3%	- -%	11 2%	14 2%	2 1%	- -%	20 3%	7 1%	6 3%	- -%
Fairly Dissatisfied (-1)	53 3%	33 5%	39 3%	9 5%	- -%	31 5%	31 4%	8 5%	1 13%	35 4%	28 4%	5 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	234 13%	85 13%	169 14%	29 15%	- -%	73 12%	117 14%	30 19%	- -%	106 14%	82 13%	27 15%	- -%
Fairly Satisfied (1)	587 32%	258 38%	416 33%	54 28%	2 100%	215 35%	269 31%	37 23%	* 4%	261 33%	200 32%	50 28%	- -%
Very Satisfied (2)	536 29%	204 30%	352 28%	57 29%	- -%	210 34%	252 29%	62 39%	3 83%	283 36%	210 33%	67 37%	2 41%
Don't Know (DO NOT READ OUT)	410 22%	84 12%	251 20%	40 20%	- -%	70 12%	176 20%	21 13%	- -%	82 10%	105 17%	25 14%	2 59%
NET: Satisfied	1124 61%	462 68%	768 62%	111 57%	2 100%	425 70%	521 61%	99 62%	4 87%	545 69%	410 65%	117 65%	2 41%
NET: Dissatisfied	81 4%	45 7%	55 4%	15 8%	- -%	43 7%	45 5%	10 6%	1 13%	54 7%	36 6%	10 6%	- -%
Answered	1440	592	991	154	2	540	682	139	4	705	527	154	2
Mean Score	1.1	1.0	1.1	1.0	1.0	1.1	1.0	1.1	1.6	1.1	1.1	1.1	2.0
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.58	.04	.04	.07	-
Standard deviation	.92	.95	.91	1.05	-	.97	.95	1.02	1.16	1.00	.94	1.03	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
Very Dissatisfied	(-2)	28 2%	21 1%	13 1%	8 1%	15 1%	14 1%	- -%	2 *%	6 1%	5 1%	5 4%	2 2%	5 1%	6 1%
Fairly Dissatisfied	(-1)	53 3%	40 3%	41 4%	36 4%	42 4%	24 2%	1 4%	24 4%	23 5%	27 6%	5 4%	3 4%	8 2%	8 2%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	191 13%	145 14%	125 14%	134 12%	141 15%	2 13%	94 16%	63 14%	43 10%	17 15%	15 17%	46 10%	53 13%
Fairly Satisfied	(1)	587 32%	508 35%	351 33%	280 32%	400 35%	345 36%	4 32%	200 34%	141 32%	133 31%	29 25%	34 37%	129 29%	115 29%
Very Satisfied	(2)	536 29%	427 29%	322 30%	282 33%	357 31%	260 27%	7 51%	182 31%	143 33%	172 40%	42 35%	21 23%	128 29%	109 27%
Don't Know (DO NOT READ OUT)		410 22%	272 19%	189 18%	131 15%	210 18%	185 19%	- -%	85 15%	60 14%	51 12%	20 17%	15 17%	126 28%	108 27%
NET: Satisfied		1124 61%	935 64%	673 63%	563 65%	757 65%	605 62%	11 83%	382 65%	285 65%	305 71%	71 60%	55 60%	257 58%	224 56%
NET: Dissatisfied		81 4%	61 4%	54 5%	44 5%	57 5%	38 4%	1 4%	26 4%	28 7%	32 7%	9 8%	5 6%	14 3%	14 3%
Answered		1440	1187	873	732	947	784	14	502	376	380	97	75	316	291
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.3	1.1	1.0	1.2	1.0	.9	1.2	1.1
Standard error		.02	.02	.03	.03	.03	.03	.12	.04	.05	.05	.11	.11	.05	.05
Standard deviation		.92	.90	.93	.92	.91	.89	.88	.88	.96	.97	1.12	.94	.89	.92

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base		986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base		1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied	(-2)	28	3	2	5	*	23	13	23	14	15	13	23	8	-	7	18
		2%	2%	3%	8%	1%	1%	1%	1%	1%	1%	2%	1%	4%	-1%	1%	14%
																	a
Fairly Dissatisfied	(-1)	53	5	*	10	*	45	26	45	38	37	25	39	3	-	27	14
		3%	3%	1%	15%	1%	3%	3%	3%	3%	3%	3%	3%	1%	-1%	2%	12%
					ab												a
Neither Satisfied Nor Dissatisfied	(0)	234	11	11	11	7	192	110	197	119	98	72	179	17	-	125	16
		13%	7%	15%	17%	16%	12%	10%	12%	11%	9%	10%	11%	8%	-1%	8%	13%
Fairly Satisfied	(1)	587	67	30	18	16	502	296	523	320	286	250	478	55	-	485	25
		32%	44%	44%	27%	41%	31%	28%	32%	29%	27%	35%	31%	26%	-1%	33%	20%
																b	
Very Satisfied	(2)	536	47	22	11	15	474	324	497	347	322	231	469	63	-	513	12
		29%	31%	32%	17%	37%	30%	31%	30%	31%	30%	32%	30%	30%	-1%	35%	10%
																b	
Don't Know (DO NOT READ OUT)		410	20	4	10	2	361	284	374	275	304	124	374	62	-	313	39
		22%	13%	6%	15%	5%	23%	27%	23%	25%	29%	17%	24%	30%	-1%	21%	31%
													a	a			
NET: Satisfied		1124	114	52	29	31	976	620	1020	667	608	482	947	118	-	998	37
		61%	74%	76%	44%	78%	61%	59%	61%	60%	57%	67%	61%	57%	-1%	68%	30%
			c	c	c	c						bc				b	
NET: Dissatisfied		81	8	2	15	*	68	40	68	52	51	38	62	11	-	33	32
		4%	5%	3%	23%	1%	4%	4%	4%	5%	5%	5%	4%	5%	-1%	2%	26%
					abd												a
Answered		1440	133	65	56	38	1236	770	1285	838	758	591	1187	146	-	1156	86
Mean Score		1.1	1.1	1.1	.3	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	-	1.3	*
			c	c	c	c										b	
Standard error		.02	.07	.09	.15	.13	.02	.03	.02	.03	.03	.04	.03	.08	-	.02	.16
Standard deviation		.92	.90	.89	1.26	.77	.92	.91	.91	.93	.95	.93	.91	1.06	-	.79	1.37

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	28 2%	21 3%	8 1%	9 2%	8 23%	8 4%	9 3%	10 6%	12 1%	6 1%	7 3%	7 3%	14 1%
Fairly Dissatisfied (-1)	53 3%	48 7%	5 *%	12 3%	1 2%	8 4%	13 4%	14 8%	23 2%	16 4%	9 4%	11 4%	33 3%
Neither Satisfied Nor Dissatisfied (0)	234 13%	99 14%	135 12%	40 10%	1 3%	21 11%	41 13%	15 9%	157 13%	59 16%	22 10%	34 12%	168 13%
Fairly Satisfied (1)	587 32%	259 37%	329 28%	162 41%	2 4%	76 40%	102 34%	47 27%	406 33%	125 33%	55 25%	129 47%	383 30%
Very Satisfied (2)	536 29%	143 21%	394 34%	138 35%	15 43%	60 31%	106 35%	71 42%	384 31%	75 20%	73 33%	61 22%	397 31%
Don't Know (DO NOT READ OUT)	410 22%	122 18%	289 25%	33 8%	8 24%	19 10%	32 11%	14 8%	251 20%	96 26%	55 25%	31 11%	286 22%
NET: Satisfied	1124 61%	401 58%	722 62%	300 76%	16 47%	136 71%	208 69%	118 69%	791 64%	200 53%	128 58%	191 70%	780 61%
NET: Dissatisfied	81 4%	69 10%	13 1%	20 5%	9 26%	16 8%	22 7%	24 14%	35 3%	22 6%	16 7%	19 7%	46 4%
Answered	1440	569	870	360	26	173	271	157	983	280	165	243	995
Mean Score	1.1	.8	1.3	1.1	.5	1.0	1.0	1.0	1.1	.9	1.1	.9	1.1
Standard error	.02	.04	.03	.04	.42	.07	.06	.09	.03	.05	.08	.06	.03
Standard deviation	.92	1.03	.80	.91	1.85	1.04	1.02	1.23	.86	.94	1.09	.92	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	28 2%	14 2%	14 1%
Fairly Dissatisfied	(-1)	53 3%	24 3%	29 3%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	73 9%	161 16%
Fairly Satisfied	(1)	587 32%	273 32%	315 31%
Very Satisfied	(2)	536 29%	210 25%	327 33%
Don't Know (DO NOT READ OUT)		410 22%	253 30%	157 16%
NET: Satisfied		1124 61%	482 57%	642 64%
NET: Dissatisfied		81 4%	38 5%	43 4%
Answered		1440	594	846
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.92	.92	.93

Columns Tested:: a,b

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

		Month												
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	
		*a	b	c	d	e	f	g	h	i	j	k	l	
Significance Level: 95%														
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116	
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67	
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106	
Very Dissatisfied	(-2)	28 2%	- -%	1 2%	4 1%	2 1%	- -%	2 1%	- -%	4 2%	8 4%	1 2%	6 2%	- -%
Fairly Dissatisfied	(-1)	53 3%	- -%	1 1%	6 2%	2 1%	- -%	7 4%	5 10%	9 5%	3 2%	1 1%	13 4%	6 5%
Neither Satisfied Nor Dissatisfied	(0)	234 13%	- -%	6 9%	35 10%	28 9%	2 5%	29 17%	2 5%	32 16%	38 18%	10 17%	43 14%	10 9%
Fairly Satisfied	(1)	587 32%	- -%	20 31%	92 27%	66 20%	8 28%	51 31%	13 26%	83 42%	74 34%	15 25%	134 45%	33 31%
Very Satisfied	(2)	536 29%	- -%	31 49%	117 35%	85 26%	15 50%	38 23%	17 35%	46 24%	56 26%	24 40%	76 25%	32 30%
Don't Know (DO NOT READ OUT)		410 22%	- -%	5 8%	83 25%	144 44%	5 17%	39 24%	12 24%	21 11%	38 18%	9 16%	28 9%	26 25%
NET: Satisfied		1124 61%	- -%	51 80%	209 62%	151 46%	23 78%	88 53%	30 61%	129 66%	129 60%	38 64%	210 70%	64 60%
NET: Dissatisfied		81 4%	- -%	2 3%	10 3%	4 1%	- -%	9 6%	5 10%	14 7%	11 5%	2 3%	19 6%	6 5%
Answered		1440	-	58	254	183	25	127	38	175	178	50	272	80
Mean Score		1.1	-	1.4	1.2	1.3	1.5	.9	1.1	.9	.9	1.2	1.0	1.1
Standard error		.02	-	.10	.06	.05	.11	.09	.11	.07	.08	.08	.07	.09
Standard deviation		.92	-	.86	.89	.83	.63	.95	1.04	.94	1.00	.96	.90	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 253 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2030	444	539	544	503	983	1047	
Effective base	986	220	265	256	250	481	506	
Weighted Base	1850	461	462	462	465	923	927	
Very Dissatisfied	(-2)	28	5	4	12	7	9	19
		2%	1%	1%	3%	1%	1%	2%
Fairly Dissatisfied	(-1)	53	7	9	18	19	16	37
		3%	1%	2%	4%	4%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	234	40	59	72	63	99	135
		13%	9%	13%	16%	14%	11%	15%
Fairly Satisfied	(1)	587	124	112	169	182	236	351
		32%	27%	24%	37%	39%	26%	38%
Very Satisfied	(2)	536	158	128	119	131	286	250
		29%	34%	28%	26%	28%	31%	27%
Don't Know (DO NOT READ OUT)		410	126	150	71	63	276	134
		22%	27%	32%	15%	14%	30%	14%
NET: Satisfied		1124	282	240	288	313	522	601
		61%	61%	52%	62%	67%	57%	65%
NET: Dissatisfied		81	12	13	30	26	26	56
		4%	3%	3%	6%	6%	3%	6%
Answered	1440	335	312	391	402	647	793	
Mean Score	1.1	1.3	1.1	.9	1.0	1.2	1.0	
Standard error	.02	.05	.05	.05	.04	.03	.03	
Standard deviation	.92	.87	.90	.97	.91	.89	.94	

Columns Tested: a,b,c,d - a,b

Table 255

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	47 3%	6 1%	42 3%	47 3%	* *%	* *%	- -%	* *%
Fairly Dissatisfied (-1)	86 5%	10 2%	76 6% a	84 5%	2 3%	* 3%	* 3%	2 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	58 11%	221 17% a	269 15% d	8 12%	1 11%	* 6%	9 12%
Fairly Satisfied (1)	599 32%	63 12%	536 40% a	574 32%	20 30%	3 38%	2 42% b	25 31%
Very Satisfied (2)	471 25%	105 20%	366 28% a	443 25%	24 34% a	3 40% a	1 32%	28 35% a
Don't Know (DO NOT READ OUT)	367 20%	283 54% b	84 6%	351 20% c	15 21% c	1 8%	1 18%	16 20% c
NET: Satisfied	1070 58%	168 32%	902 68% a	1017 57%	44 64%	6 78% a	3 74% a	53 66% a
NET: Dissatisfied	134 7%	16 3%	118 9% a	132 7% be	2 3%	* 3%	* 3%	2 3%
Answered	1483	242	1241	1418	54	7	4	65
Mean Score	.9	1.0 b	.9	.9	1.2 a	1.2 a	1.2 a	1.2 a
Standard error	.03	.06	.03	.03	.05	.10	.07	.04
Standard deviation	1.01	1.03	1.00	1.02	.84	.87	.88	.83

Columns Tested:: a,b - a,b,c,d,e

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2) 47 3%	25 2%	20 4% dfhi	2 2%	* *% dfhi	* *% dfhi	- -% dfhi	47 3% h	* *% h	* *% h
Fairly Dissatisfied	(-1) 86 5%	53 5%	27 5%	5 4%	1 2%	1 3%	* 3%	84 5%	2 3%	* 3%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	181 16% fi	73 14% f	15 12%	5 11%	4 13%	* 6%	269 15% f	8 12%	1 9%
Fairly Satisfied	(1) 599 32%	356 31%	177 35%	41 32%	14 30%	9 32%	2 42% ah	574 32%	20 30%	5 39%
Very Satisfied	(2) 471 25%	264 23%	144 28%	36 28%	15 32%	11 40% abg	1 32% ah	443 25%	24 34% ag	4 37% ag
Don't Know (DO NOT READ OUT)	367 20%	255 22% bei	69 14%	27 22% bei	12 25% bei	3 11%	1 18%	351 20% bei	15 21% bei	1 12%
NET: Satisfied	1070 58%	620 55%	321 63% a	76 61%	30 61%	20 72% ag	3 74% acg	1017 57%	44 64% a	9 76% abcdgh
NET: Dissatisfied	134 7%	78 7% h	47 9% dhi	7 5%	1 2%	1 4%	* 3%	132 7% dh	2 3%	* 3%
Answered	1483	879	442	98	36	25	4	1418	54	10
Mean Score	.9	.9	.9	1.0	1.2	1.2	1.2	.9	1.2	1.2
Standard error	.03	.04	.05	.08	.07	.07	.07	.03	.05	.05
Standard deviation	1.01	1.00	1.07	.95	.82	.88	.88	1.02	.84	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189	
Effective base	986	680	294	174	54	105	521	132	42	29	34	
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44	
Very Dissatisfied	(-2)	47 3%	41 3%	6 2%	* *%	* *%	- -%	31 3%	7 3%	* *%	- -%	- -%
Fairly Dissatisfied	(-1)	86 5%	74 5%	11 3%	2 3%	* 3%	* 3%	59 6%	7 3%	1 2%	2 5%	* *%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	228 16%	42 13%	8 12%	1 11%	* 6%	176 16%	29 12%	9 20%	2 5%	10 23%
Fairly Satisfied	(1)	599 32%	476 33%	98 31%	20 30%	3 38%	2 42%	407 38%	91 39%	16 35%	12 29%	9 20%
Very Satisfied	(2)	471 25%	351 24%	93 29%	24 34%	3 40%	1 32%	272 25%	68 29%	13 27%	18 45%	13 29%
Don't Know (DO NOT READ OUT)		367 20%	283 20%	68 21%	15 21%	1 8%	1 18%	124 12%	31 13%	7 15%	6 15%	12 27%
NET: Satisfied		1070 58%	826 57%	191 60%	44 64%	6 78%	3 74%	679 64%	159 68%	29 62%	30 74%	22 49%
NET: Dissatisfied		134 7%	115 8%	17 5%	2 3%	* 3%	* 3%	90 8%	13 6%	1 3%	2 5%	* *%
Answered	1483	1169	249	54	7	4	944	201	39	35	32	
Mean Score	.9	.9	1.0	1.2	1.2	1.2	.9	1.0	1.0	1.3	1.1	
Standard error	.03	.04	.05	.05	.10	.07	.04	.06	.09	.10	.07	
Standard deviation	1.01	1.02	.96	.84	.87	.88	1.00	.96	.84	.86	.87	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	47 3%	6 4%	2 1%	19 6%	- -%	5 4%	8 3%	3 1%	1 1%	1 1%
Fairly Dissatisfied	(-1)	86 5%	4 3%	6 5%	11 4%	3 3%	11 8%	14 6%	9 3%	12 7%	8 6%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	30 19%	22 16%	59 18%	8 9%	20 15%	38 15%	34 14%	21 13%	21 15%
Fairly Satisfied	(1)	599 32%	48 30%	51 37%	93 29%	33 39%	52 38%	85 34%	80 33%	53 34%	43 32%
Very Satisfied	(2)	471 25%	39 24%	35 25%	78 24%	27 32%	27 20%	66 27%	67 27%	40 26%	28 21%
Don't Know (DO NOT READ OUT)		367 20%	34 21%	22 16%	65 20%	16 18%	20 15%	38 15%	52 21%	29 19%	34 25%
NET: Satisfied		1070 58%	86 54%	87 62%	171 53%	60 70%	79 58%	152 61%	147 60%	93 60%	71 52%
NET: Dissatisfied		134 7%	10 6%	9 6%	30 9%	3 3%	16 12%	22 9%	11 5%	13 8%	9 7%
Answered		1483	127	117	260	71	115	212	192	126	101
Mean Score		.9	.9	1.0	.8	1.2	.7	.9	1.0	.9	.9
Standard error		.03	.11	.10	.09	.10	.11	.10	.09	.09	.10
Standard deviation		1.01	1.05	.93	1.14	.78	1.06	1.04	.92	.96	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	47 3%	6 2%	9 2%	29 4%	45 3%	2 1%	1 1%	1 1%	* 1%
Fairly Dissatisfied	(-1)	86 5%	22 6%	22 5%	34 4%	78 5%	8 4%	5 5%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	49 14%	73 16%	131 16%	252 15%	26 12%	15 14%	6 8%	6 15%
Fairly Satisfied	(1)	599 32%	127 36%	152 33%	258 32%	538 33%	61 28%	32 29%	19 26%	10 26%
Very Satisfied	(2)	471 25%	83 23%	114 25%	212 26%	408 25%	63 29%	28 26%	25 35%	10 26%
Don't Know (DO NOT READ OUT)		367 20%	69 20%	85 19%	155 19%	309 19%	58 26%	27 25%	20 27%	11 29%
NET: Satisfied		1070 58%	210 59%	266 58%	470 57%	946 58%	124 57%	59 55%	45 61%	20 53%
NET: Dissatisfied		134 7%	28 8%	31 7%	64 8%	123 8%	11 5%	6 6%	3 4%	1 3%
Answered		1483	287	371	665	1322	161	81	54	27
Mean Score		.9	.9	.9	.9	.9	1.1 abcd	1.0	1.2 abcdf	1.1 d
Standard error		.03	.06	.06	.05	.03	.04	.06	.06	.06
Standard deviation		1.01	.97	.98	1.05	1.02	.95	.96	.94	.92

Columns Tested:: a,b,c,d,e,f,g,h

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	83	119	23	142	166	457	94	95	984	
Effective base	986	41	46	12	58	84	247	39	35	502	
Weighted Base	1850	95	115	31	147	199	381	67	54	898	
Very Dissatisfied	(-2)	47 3%	* *% 11%	12 - -% aefhi	- - -% ei	12 8%	2 1%	11 3%	1 2%	- -%	20 2%
Fairly Dissatisfied	(-1)	86 5%	1 1%	1 1%	4 13%	5 4%	6 3%	18 5%	7 11%	8 14%	42 5%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	14 14%	11 9%	5 14%	15 10%	36 18%	45 12%	5 7%	6 12%	158 18%
Fairly Satisfied	(1)	599 32%	32 34%	38 33%	4 14%	42 29%	54 27%	124 33%	21 31%	11 20%	314 35%
Very Satisfied	(2)	471 25%	24 25%	37 32%	11 34%	48 33%	58 29%	104 27%	20 30%	18 32%	196 22%
Don't Know (DO NOT READ OUT)		367 20%	24 26%	16 14%	8 25%	24 16%	43 22%	79 21%	13 19%	12 22%	168 19%
NET: Satisfied		1070 58%	56 59%	75 65%	15 48%	90 62%	112 56%	228 60%	41 61%	28 52%	510 57%
NET: Dissatisfied		134 7%	1 1%	13 11%	4 13%	17 12%	8 4%	29 8%	9 13%	8 14%	63 7%
Answered	1483	71	99	24	123	156	302	54	42	730	
Mean Score	.9	1.1	.9	.9	.9	1.0	1.0	.9	.9	.9	
Standard error	.03	.10	.13	.30	.12	.08	.05	.13	.13	.04	
Standard deviation	1.01	.77	1.28	1.18	1.25	.94	1.03	1.12	1.15	.97	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	47 3%	14 3%	11 3%	22 2%	37 2%	10 3%	- -%	45 3%	3 2%	46 3%	2 3%
Fairly Dissatisfied (-1)	86 5%	12 3%	18 5%	57 6%	76 5%	10 3%	- -%	83 5%	3 2%	85 5%	2 2%
Neither Satisfied Nor Dissatisfied (0)	279 15%	65 15%	45 12%	169 16%	222 14%	57 18%	- -%	260 15%	19 14%	263 15%	15 23%
Fairly Satisfied (1)	599 32%	128 29%	124 33%	347 34%	496 32%	103 33%	- -%	558 33%	41 29%	591 33%	8 12%
Very Satisfied (2)	471 25%	130 30%	104 27%	237 23%	407 26%	64 21%	- -%	419 25%	52 37%	450 25%	21 32%
Don't Know (DO NOT READ OUT)	367 20%	92 21%	79 21%	196 19%	299 19%	68 22%	- -%	344 20%	23 16%	348 20%	19 28%
NET: Satisfied	1070 58%	258 59%	228 60%	584 57%	903 59%	168 54%	- -%	977 57%	93 66%	1041 58%	29 43%
NET: Dissatisfied	134 7%	26 6%	29 8%	79 8%	113 7%	21 7%	- -%	128 7%	6 4%	131 7%	3 5%
Answered	1483	350	302	831	1238	245	-	1365	118	1435	48
Mean Score	.9	1.0	1.0	.9	.9	.8	-	.9	1.2 a	.9	.9
Standard error	.03	.06	.05	.03	.03	.06	-	.03	.06 a	.03	.16
Standard deviation	1.01	1.03	1.03	.99	1.01	1.01	-	1.01	.95	1.01	1.12

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	47 3%	27 2%	16 6%	5 1%
				ac	
Fairly Dissatisfied	(-1)	86 5%	55 5%	9 3%	22 6%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	180 15%	48 18%	46 12%
Fairly Satisfied	(1)	599 32%	419 35%	70 26%	105 28%
			bc		
Very Satisfied	(2)	471 25%	259 22%	86 32%	125 33%
				a	a
Don't Know (DO NOT READ OUT)		367 20%	244 21%	38 14%	73 19%
NET: Satisfied		1070 58%	678 57%	155 58%	230 61%
NET: Dissatisfied		134 7%	82 7%	25 9%	27 7%
Answered		1483	940	228	303
Mean Score		.9	.9	.9	1.1
					a
Standard error		.03	.03	.07	.06
Standard deviation		1.01	.97	1.17	1.00

Columns Tested:: a,b,c

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Very Dissatisfied	(-2)	47	41	5	-	-	2	-	-	45	2	2
		3%	3%	3%	-%	-%	80%	-%	-%	3%	4%	7%
Fairly Dissatisfied	(-1)	86	74	9	1	3	*	-	-	83	4	3
		5%	5%	5%	4%	40%	*%	-%	-%	5%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	279	259	15	1	-	5	-	*	274	5	5
		15%	16%	9%	3%	-%	27%	-%	1%	15%	9%	16%
Fairly Satisfied	(1)	599	539	53	4	*	1	*	*	592	7	3
		32%	33%	33%	14%	4%	9%	5%	30%	33%	12%	10%
Very Satisfied	(2)	471	376	60	21	4	10	*	1	435	36	16
		25%	23%	37%	69%	56%	63%	15%	69%	24%	63%	56%
Don't Know (DO NOT READ OUT)		367	342	22	3	-	*	-	-	364	3	*
		20%	21%	13%	10%	-%	*%	-%	10%	20%	5%	*%
NET: Satisfied		1070	914	113	25	4	12	1	1	1027	43	18
		58%	56%	69%	84%	60%	72%	20%	99%	57%	75%	66%
NET: Dissatisfied		134	114	13	1	3	*	2	-	128	6	5
		7%	7%	8%	4%	40%	*%	80%	-%	7%	10%	18%
Answered	1483	1288	141	27	7	16	3	1	*	1429	54	28
Mean Score	.9	.9	1.1	1.7	.8	1.4	-1.3	1.7	1.1	.9	1.3	1.0
Standard error	.03	.03	a	abi	.42	.18	.68	.38	-	.03	.10	.18
Standard deviation	1.01	1.00	1.03	.73	1.56	.92	1.93	.92	-	1.00	1.15	1.37

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	47 3%	18 2%	23 4%	7 3%	44 3%	41 3%	47 3%	42 4%	24 4%	14 3%	6 1%	39 4%	- -%	- -%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	86 5%	45 4%	29 5%	13 6%	75 5%	69 6%	80 5%	61 5%	38 6%	20 4%	15 3%	58 6%	* *%	* 1%	2 5%	4 12%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 15%	167 16%	91 16%	20 9%	232 15%	177 15%	246 15%	186 16%	103 16%	72 16%	77 16%	141 15%	3 7%	14 21%	2 6%	6 17%	2 18%
Fairly Satisfied (1)	599 32%	345 32%	194 35%	60 27%	544 35%	418 35%	563 35%	405 35%	244 39%	171 38%	154 32%	352 37%	14 37%	22 31%	13 34%	6 19%	2 19%
Very Satisfied (2)	471 25%	235 22%	141 25%	96 43%	404 26%	335 28%	430 26%	339 29%	182 29%	156 34%	109 23%	252 26%	12 34%	20 29%	16 44%	12 37%	8 63%
Don't Know (DO NOT READ OUT)	367 20%	259 24%	83 15%	25 11%	235 15%	155 13%	257 16%	125 11%	35 6%	23 5%	114 24%	116 12%	8 22%	13 18%	4 11%	3 8%	* *%
NET: Satisfied	1070 58%	580 54%	334 60%	156 71%	949 62%	753 63%	993 61%	743 64%	427 68%	327 72%	263 55%	604 63%	26 71%	42 60%	29 77%	18 56%	10 81%
NET: Dissatisfied	134 7%	62 6%	52 9%	19 9%	119 8%	110 9%	127 8%	103 9%	62 10%	35 8%	21 4%	97 10%	* *%	* 1%	2 5%	6 19%	- -%
Answered Mean Score	1483 .9	810 .9	478 .8	195 1.2	1300 .9	1040 .9	1366 .9	1033 .9	592 .9	434 1.0	361 1.0	843 .9	29 1.3	57 1.1	33 1.3	30 .7	13 1.4
Standard error	.03	.04	.05	.05	.03	.03	.03	.03	.04	.04	.05	.04	.08	.08	.10	.17	.15
Standard deviation	1.01	.95	1.07	1.07	1.01	1.05	1.02	1.05	1.05	1.01	.91	1.07	.66	.80	.86	1.33	.82

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16	
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6	
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9	
Very Dissatisfied	(-2)	47 3%	39 3%	5 7%	- -%	- -%	- -%	- -%	33 4%	6 5%	- -%	- -%	- -%	2 18%	- -%	
Fairly Dissatisfied	(-1)	86 5%	65 5%	5 7%	1 1%	3 9%	2 11%	- -%	58 6%	6 5%	* *%	* 1%	3 16%	1 10%	- -%	
Neither Satisfied Nor Dissatisfied	(0)	279 15%	202 15%	13 16%	6 11%	4 12%	* *%	4 31%	135 14%	24 20%	6 12%	9 21%	- -%	3 29%	- -%	
Fairly Satisfied	(1)	599 32%	484 36%	30 39%	12 23%	9 29%	5 29%	3 23%	340 36%	41 35%	14 31%	15 34%	6 35%	1 9%	2 21%	
Very Satisfied	(2)	471 25%	331 25%	20 25%	28 51%	8 23%	8 48%	6 42%	249 26%	37 32%	18 39%	13 30%	7 37%	4 34%	7 79%	
Don't Know (DO NOT READ OUT)		367 20%	211 16%	5 6%	8 14%	9 27%	2 13%	* 3%	* 1%	133 14%	4 4%	8 18%	7 16%	2 12%	- -%	- -%
NET: Satisfied		1070 58%	815 61%	50 64%	40 74%	17 52%	13 77%	9 65%	5 66%	589 62%	78 66%	32 70%	28 63%	13 72%	5 43%	9 100%
NET: Dissatisfied		134 7%	104 8%	11 14%	1 1%	3 9%	2 11%	- -%	- -%	92 10%	12 10%	* *%	* 1%	3 16%	3 28%	- -%
Answered		1483	1120	73	47	24	14	7	816	114	38	37	15	12	9	
Mean Score		.9	.9	.7	1.4	.9	1.3	1.1	1.2	.9	.9	1.3	1.1	1.1	.3	1.8
Standard error		.03	.03	.11	.09	.12	.17	.15	.24	.04	.09	.08	.11	.19	.34	.11
Standard deviation		1.01	1.00	1.15	.76	1.00	1.01	.90	1.00	1.05	1.09	.74	.79	1.10	1.55	.43

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	47 3%	31 3%	6 6%	1 2%	- -%	- -%	- -%	4 22%	30 4%	7 2%	9 3%	2 2%	- -%
Fairly Dissatisfied (-1)	86 5%	50 5%	7 6%	2 3%	- -%	* *%	3 23%	* *%	43 5%	10 3%	18 6%	6 6%	2 5%
Neither Satisfied Nor Dissatisfied (0)	279 15%	148 16%	17 16%	9 19%	5 12%	5 19%	1 7%	1 3%	111 13%	66 21%	47 15%	11 10%	11 23%
Fairly Satisfied (1)	599 32%	317 35%	39 37%	19 38%	16 43%	10 37%	* 2%	4 18%	301 36%	113 36%	109 35%	22 21%	16 34%
Very Satisfied (2)	471 25%	242 27%	33 31%	18 37%	14 37%	11 43%	9 68%	11 56%	201 24%	83 27%	90 29%	41 39%	14 30%
Don't Know (DO NOT READ OUT)	367 20%	117 13%	4 4%	1 2%	3 8%	* 1%	- -%	- -%	155 18%	32 10%	39 13%	24 23%	3 7%
NET: Satisfied	1070 58%	559 62%	72 68%	37 74%	29 79%	22 80%	10 70%	14 75%	502 60%	196 63%	199 64%	63 59%	30 64%
NET: Dissatisfied	134 7%	81 9%	13 12%	3 5%	- -%	* *%	3 23%	4 22%	73 9%	17 5%	27 9%	8 8%	2 5%
Answered	1483	788	102	49	34	27	14	19	686	279	272	82	43
Mean Score	.9	.9	.8	1.1	1.3	1.2	1.2	.9	.9	.9	.9	1.1	1.0
Standard error	.03	.04	.10	.10	.09	.12	.31	.30	.04	.05	.06	.08	.10
Standard deviation	1.01	1.04	1.13	.93	.69	.78	1.33	1.65	1.04	.95	1.03	1.07	.91

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	47 3%	30 3%	6 2%	8 4%	- -%	- -%	27 4%	6 3%	6 3%	2 3%	- -%
Fairly Dissatisfied (-1)	86 5%	43 5%	10 4%	15 6%	5 6%	2 6%	38 6%	13 6%	15 8%	1 2%	1 2%
Neither Satisfied Nor Dissatisfied (0)	279 15%	135 15%	53 19%	29 13%	7 9%	7 25%	86 14%	37 17%	30 15%	11 14%	10 26%
Fairly Satisfied (1)	599 32%	319 35%	118 42%	80 34%	17 21%	10 35%	243 38%	75 33%	69 34%	13 17%	14 37%
Very Satisfied (2)	471 25%	226 25%	66 23%	68 29%	32 41%	7 23%	163 25%	68 30%	58 29%	33 41%	11 30%
Don't Know (DO NOT READ OUT)	367 20%	146 16%	31 11%	32 14%	18 23%	3 11%	82 13%	24 11%	23 12%	19 24%	2 5%
NET: Satisfied	1070 58%	545 61%	184 65%	149 64%	49 62%	16 58%	406 63%	143 64%	127 63%	46 58%	25 67%
NET: Dissatisfied	134 7%	73 8%	16 6%	23 10%	5 6%	2 6%	65 10%	20 9%	21 10%	3 4%	1 2%
Answered	1483	753	254	201	60	25	558	201	178	61	36
Mean Score	.9	.9	.9	.9	1.2 abc	.8	.9	.9	.9	1.2 a	1.0
Standard error	.03	.04	.05	.06	.07	.12	.05	.07	.07	.09	.11
Standard deviation	1.01	1.03	.92	1.08	.96	.91	1.07	1.04	1.06	1.04	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied	(-2) 47 3%	25 4%	6 3%	7 3%	- -%	2 5%	22 3%	1 2%	17 4%	34 2%	14 12%	42 3%	2 7%
Fairly Dissatisfied	(-1) 86 5%	45 7%	4 2%	7 4%	4 3%	2 4%	28 4%	1 1%	32 7%	85 5%	1 1%	74 5%	1 3%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	97 16%	42 22%	22 12%	17 16%	5 10%	98 15%	12 23%	75 17%	263 15%	16 14%	224 15%	8 26%
Fairly Satisfied	(1) 599 32%	219 36%	72 39%	69 37%	20 19%	18 39%	207 32%	25 47%	170 39%	565 33%	34 30%	535 36%	9 31%
Very Satisfied	(2) 471 25%	147 24%	53 28%	67 36%	49 48%	17 36%	235 36%	10 19%	89 20%	426 25%	46 40%	395 26%	10 33%
Don't Know (DO NOT READ OUT)	367 20%	81 13%	10 5%	16 8%	14 14%	3 6%	62 9%	5 9%	56 13%	364 21%	3 2%	235 16%	* *%
NET: Satisfied	1070 58%	366 60%	125 67%	137 73%	69 67%	35 75%	442 68%	34 66%	259 59%	990 57%	80 71%	930 62%	19 63%
NET: Dissatisfied	134 7%	70 11%	10 5%	14 7%	4 3%	4 9%	50 8%	1 3%	49 11%	119 7%	15 13%	116 8%	3 10%
Answered	1483	533	177	173	89	43	591	48	383	1372	111	1270	29
Mean Score	.9	.8	.9	1.1	1.3	1.0	1.0	.9	.7	.9	.9	.9	.8
Standard error	.03	.05	.07	.07	.08	.13	.04	.09	.05	.03	.12	.03	.19
Standard deviation	1.01	1.08	.97	1.02	.91	1.07	1.05	.81	1.05	.98	1.31	1.01	1.17

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		2030		935	329	1695	39	1251	116	936	328	
Effective base		986		470	129	811	13	597	38	472	128	
Weighted Base		1850		896	262	1507	28	1117	78	896	261	
Very Dissatisfied	(-2)	47 3%	35 3%	6 8%	21 2%	22 8%	42 3%	2 7%	35 3%	6 7%	20 2%	22 9%
Fairly Dissatisfied	(-1)	86 5%	68 6%	1 2%	53 6%	9 3%	75 5%	* 2%	65 6%	4 6%	56 6%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	156 14%	21 31%	152 17%	34 13%	224 15%	8 27%	161 14%	16 21%	151 17%	35 14%
Fairly Satisfied	(1)	599 32%	402 36%	16 24%	315 35%	90 34%	533 35%	11 39%	392 35%	26 33%	316 35%	89 34%
Very Satisfied	(2)	471 25%	311 28%	24 36%	244 27%	95 36%	398 26%	7 24%	309 28%	26 33%	241 27%	98 37%
Don't Know (DO NOT READ OUT)		367 20%	155 14%	- -%	113 13%	12 5%	235 16%	* *%	155 14%	- -%	113 13%	12 4%
NET: Satisfied		1070 58%	713 63%	40 59%	558 62%	185 71%	931 62%	18 63%	702 63%	51 66%	557 62%	186 71%
NET: Dissatisfied		134 7%	103 9%	7 10%	73 8%	30 11%	117 8%	2 9%	100 9%	10 13%	75 8%	28 11%
Answered		1483	972	68	783	250	1272	28	962	78	783	250
Mean Score		.9	.9	.8	.9	.9	.9	.7	.9	.8	.9	.9
Standard error		.03	.03	.12	.04	.07	.03	.18	.03	.11	.04	.07
Standard deviation		1.01	1.04	1.20	1.00	1.20	1.01	1.10	1.04	1.18	1.00	1.20

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	47 3%	29 4%	38 3%	15 8%	* 10%	24 4%	28 3%	5 3%	* 4%	37 5%	14 2%	10 6%	- -%
Fairly Dissatisfied (-1)	86 5%	31 5%	71 6%	22 11%	- -%	35 6%	54 6%	15 10%	1 13%	45 6%	40 6%	11 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 15%	109 16%	185 15%	22 11%	- -%	93 15%	114 13%	25 16%	- -%	123 16%	100 16%	18 10%	- -%
Fairly Satisfied (1)	599 32%	247 37%	423 34%	50 26%	1 90%	216 35%	297 35%	37 23%	- -%	259 33%	225 36%	53 30%	2 41%
Very Satisfied (2)	471 25%	196 29%	316 25%	60 31%	- -%	197 32%	229 27%	61 38%	3 83%	260 33%	170 27%	69 39%	- -%
Don't Know (DO NOT READ OUT)	367 20%	65 10%	209 17%	24 12%	- -%	46 7%	137 16%	17 10%	- -%	61 8%	83 13%	17 10%	2 59%
NET: Satisfied	1070 58%	443 65%	739 59%	111 57%	1 90%	412 68%	526 61%	98 61%	3 83%	520 66%	395 62%	122 68%	2 41%
NET: Dissatisfied	134 7%	60 9%	109 9%	37 19%	* 10%	60 10%	82 10%	21 13%	1 17%	82 10%	54 9%	21 12%	- -%
Answered	1483	612	1033	170	2	565	722	143	4	725	549	162	2
Mean Score	.9	.9	.9	.7	.7	.9	.9	.9	1.5	.9	.9	1.0	1.0
Standard error	.03	.04	.03	.09	1.05	.04	.04	.09	.69	.04	.04	.08	-
Standard deviation	1.01	1.06	1.04	1.32	1.48	1.07	1.05	1.17	1.39	1.11	1.01	1.18	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very Dissatisfied (-2)	47 3%	44 3%	30 3%	21 2%	37 3%	35 4%	- -%	6 1%	13 3%	11 3%	8 7%	2 2%	11 2%	16 4%
Fairly Dissatisfied (-1)	86 5%	72 5%	60 6%	49 6%	66 6%	41 4%	1 11%	43 7%	36 8%	26 6%	12 10%	13 14%	22 5%	13 3%
Neither Satisfied Nor Dissatisfied (0)	279 15%	217 15%	156 15%	141 16%	170 15%	150 16%	* 1%	103 18%	70 16%	72 17%	19 16%	13 14%	63 14%	52 13%
Fairly Satisfied (1)	599 32%	519 36%	361 34%	303 35%	381 33%	361 37%	4 32%	220 37%	150 34%	140 33%	25 22%	29 32%	110 25%	129 32%
Very Satisfied (2)	471 25%	381 26%	305 29%	244 28%	324 28%	230 24%	8 57%	145 25%	130 30%	141 33%	41 35%	24 27%	115 26%	97 24%
Don't Know (DO NOT READ OUT)	367 20%	227 16%	149 14%	104 12%	179 15%	150 16%	- -%	72 12%	37 8%	40 9%	11 10%	10 11%	120 27%	92 23%
NET: Satisfied	1070 58%	901 62%	666 63%	547 63%	705 61%	591 61%	12 89%	365 62%	280 64%	281 65%	66 57%	53 59%	225 51%	226 57%
NET: Dissatisfied	134 7%	115 8%	90 8%	70 8%	103 9%	77 8%	1 11%	48 8%	49 11%	37 9%	21 18%	15 16%	33 8%	30 7%
Answered	1483	1232	913	759	978	818	14	516	399	390	106	80	322	308
Mean Score	.9	.9	.9	.9	.9	.9	1.4	.9	.9	1.0	.7	.7	.9	.9
Standard error	.03	.03	.03	.04	.03	.03	.14	.04	.05	.05	.12	.13	.05	.06
Standard deviation	1.01	1.01	1.03	1.00	1.05	1.02	.97	.95	1.07	1.04	1.30	1.13	1.06	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base		986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base		1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied	(-2)	47	4	-	11	2	42	33	42	27	32	20	42	12	-	22	22
		3%	2%	-%	16%	5%	3%	3%	3%	2%	3%	3%	3%	6%	-%	2%	18%
					ab												a
Fairly Dissatisfied	(-1)	86	10	1	1	*	79	41	80	46	53	31	76	13	-	51	17
		5%	7%	1%	2%	*%	5%	4%	5%	4%	5%	4%	5%	6%	-%	3%	14%
																	a
Neither Satisfied Nor Dissatisfied	(0)	279	16	12	15	10	221	146	235	153	139	101	213	18	-	157	14
		15%	10%	17%	23%	24%	14%	14%	14%	14%	13%	14%	14%	9%	-%	11%	11%
Fairly Satisfied	(1)	599	58	26	24	9	536	305	545	320	287	234	500	60	-	514	22
		32%	38%	37%	36%	21%	34%	29%	33%	29%	27%	33%	32%	29%	-%	35%	18%
							e		e								b
Very Satisfied	(2)	471	47	27	11	18	403	270	428	311	268	225	399	53	-	448	12
		25%	31%	39%	17%	44%	25%	26%	26%	28%	25%	32%	26%	25%	-%	30%	10%
												b					b
Don't Know (DO NOT READ OUT)		367	19	4	4	2	317	259	329	256	284	104	331	53	-	277	36
		20%	12%	5%	6%	5%	20%	25%	20%	23%	27%	15%	21%	25%	-%	19%	29%
								ac			ac		a				
NET: Satisfied		1070	105	53	35	26	938	575	973	631	555	460	898	113	-	962	35
		58%	68%	77%	53%	66%	59%	55%	59%	57%	52%	64%	58%	54%	-%	65%	28%
							e		e			bc					b
NET: Dissatisfied		134	14	1	12	2	121	74	123	72	85	51	118	25	-	73	40
		7%	9%	1%	18%	5%	8%	7%	7%	6%	8%	7%	8%	12%	-%	5%	32%
																	a
Answered		1483	134	65	62	38	1280	795	1330	856	779	611	1229	156	-	1191	89
Mean Score		.9	1.0	1.2	.4	1.0	.9	.9	.9	1.0	.9	1.0	.9	.8	-	1.1	-.2
			c	c													b
Standard error		.03	.08	.08	.15	.19	.03	.03	.03	.03	.04	.04	.03	.09	-	.03	.16
Standard deviation		1.01	1.01	.77	1.30	1.12	1.01	1.05	1.01	1.02	1.08	1.01	1.02	1.21	-	.91	1.42

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	47 3%	36 5%	11 1%	9 2%	14 41%	14 7%	16 5%	11 7%	28 2%	8 2%	19 9%	9 3%	19 1%
Fairly Dissatisfied (-1)	86 5%	54 8%	33 3%	13 3%	* *%	6 3%	12 4%	12 7%	48 4%	27 7%	14 6%	15 5%	58 5%
Neither Satisfied Nor Dissatisfied (0)	279 15%	118 17%	160 14%	61 16%	4 10%	42 22%	41 14%	18 11%	183 15%	74 20%	26 12%	47 17%	192 15%
Fairly Satisfied (1)	599 32%	244 35%	355 31%	150 38%	3 8%	55 29%	120 39%	54 32%	418 34%	118 31%	50 23%	105 38%	426 33%
Very Satisfied (2)	471 25%	148 21%	324 28%	130 33%	10 29%	57 30%	93 31%	65 38%	341 28%	60 16%	66 30%	75 27%	328 26%
Don't Know (DO NOT READ OUT)	367 20%	91 13%	276 24%	30 8%	4 11%	18 9%	22 7%	11 6%	215 17%	89 24%	47 21%	23 8%	258 20%
NET: Satisfied	1070 58%	392 57%	679 59%	280 71%	13 37%	112 59%	213 70%	120 70%	759 62%	179 47%	115 52%	180 66%	754 59%
NET: Dissatisfied	134 7%	90 13%	44 4%	22 5%	14 42%	19 10%	27 9%	23 13%	76 6%	35 9%	32 15%	24 9%	77 6%
Answered	1483	600	883	363	31	174	281	161	1019	287	174	251	1024
Mean Score	.9	.7	1.1	1.0	-.2	.8	.9	.9	1.0	.7	.7	.9	1.0
Standard error	.03	.05	.03	.05	.41	.08	.06	.09	.03	.06	.09	.06	.03
Standard deviation	1.01	1.12	.90	.94	1.82	1.17	1.07	1.20	.98	1.00	1.33	1.03	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	47 3%	15 2%	32 3%
Fairly Dissatisfied	(-1)	86 5%	34 4%	52 5%
Neither Satisfied Nor Dissatisfied	(0)	279 15%	121 14%	158 16%
Fairly Satisfied	(1)	599 32%	241 28%	358 36% a
Very Satisfied	(2)	471 25%	195 23%	276 28%
Don't Know (DO NOT READ OUT)		367 20%	240 28% b	127 13%
NET: Satisfied		1070 58%	436 52%	634 63% a
NET: Dissatisfied		134 7%	49 6%	84 8%
Answered		1483	607	876
Mean Score		.9	.9	.9
Standard error		.03	.04	.04
Standard deviation		1.01	.98	1.03

Columns Tested: a,b

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied	(-2) 47 3%	- -%	- -%	10 3%	3 1%	- -%	8 5%	- -%	6 3%	14 6%	* *%	6 2%	1 1%
Fairly Dissatisfied	(-1) 86 5%	- -%	3 5%	11 3%	7 2%	1 5%	5 3%	* 1%	16 8%	5 2%	2 4%	27 9%	7 7%
Neither Satisfied Nor Dissatisfied	(0) 279 15%	- -%	14 22%	43 13%	46 14%	3 9%	39 24%	5 11%	31 16%	31 14%	13 22%	43 14%	12 11%
Fairly Satisfied	(1) 599 32%	- -%	20 32%	94 28%	59 18%	7 22%	47 28%	18 36%	86 44%	79 36%	13 22%	145 48%	30 29%
Very Satisfied	(2) 471 25%	- -%	23 36%	108 32%	65 20%	14 48%	32 20%	17 35%	41 21%	64 30%	22 37%	60 20%	25 24%
Don't Know (DO NOT READ OUT)	367 20%	- -%	3 5%	71 21%	147 45%	5 16%	34 20%	9 18%	15 8%	24 11%	9 14%	19 6%	31 29%
NET: Satisfied	1070 58%	- -%	43 68%	202 60%	124 38%	21 70%	80 48%	35 70%	127 65%	143 66%	35 59%	205 68%	56 52%
NET: Dissatisfied	134 7%	- -%	3 5%	21 6%	9 3%	1 5%	13 8%	* 1%	22 11%	18 9%	2 4%	33 11%	8 8%
Answered	1483	-	60	266	179	25	132	40	180	192	51	281	76
Mean Score	.9	-	1.0	1.1	1.0	1.4	.7	1.3	.8	.9	1.1	.8	.9
Standard error	.03	-	.10	.06	.06	.15	.10	.08	.07	.09	.08	.07	.11
Standard deviation	1.01	-	.92	1.03	.95	.91	1.07	.72	1.01	1.11	.95	.95	1.01

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 255 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2030	444	539	544	503	983	1047	
Effective base	986	220	265	256	250	481	506	
Weighted Base	1850	461	462	462	465	923	927	
Very Dissatisfied	(-2)	47	10	11	20	7	20	27
		3%	2%	2%	4%	2%	2%	3%
Fairly Dissatisfied	(-1)	86	15	13	21	37	28	58
		5%	3%	3%	5%	8%	3%	6%
					ab			a
Neither Satisfied Nor Dissatisfied	(0)	279	67	78	67	67	145	134
		15%	14%	17%	15%	14%	16%	14%
Fairly Satisfied	(1)	599	115	112	183	189	227	372
		32%	25%	24%	40%	41%	25%	40%
				ab	ab			a
Very Satisfied	(2)	471	141	102	122	107	243	229
		25%	31%	22%	26%	23%	26%	25%
			b					
Don't Know (DO NOT READ OUT)		367	114	146	49	58	260	107
		20%	25%	32%	11%	13%	28%	12%
			cd	cd			b	
NET: Satisfied		1070	256	213	305	296	470	601
		58%	56%	46%	66%	64%	51%	65%
			b		ab	b		a
NET: Dissatisfied		134	25	24	41	44	49	85
		7%	5%	5%	9%	9%	5%	9%
								a
Answered	1483	348	315	413	407	663	820	
Mean Score	.9	1.0	.9	.9	.9	1.0	.9	
			d					
Standard error	.03	.05	.05	.05	.05	.04	.03	
Standard deviation	1.01	1.01	1.02	1.04	.97	1.01	1.00	

Columns Tested: a,b,c,d - a,b

Table 261

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied	(-2) 51 3%	19 4%	32 2%	51 3%	* 1%	* 4%	* 2%	1 1%
Fairly Dissatisfied	(-1) 89 5%	11 2%	79 6%	88 5%	1 2%	* *%	* 1%	1 2%
Neither Satisfied Nor Dissatisfied	(0) 280 15%	51 10%	230 17%	273 15%	6 9%	1 12%	* 11%	7 9%
Fairly Satisfied	(1) 602 33%	109 21%	493 37%	573 32%	24 35%	3 35%	1 33%	28 35%
Very Satisfied	(2) 713 39%	297 56%	416 31%	675 38%	33 47%	3 42%	2 46%	38 47%
Don't Know (DO NOT READ OUT)	114 6%	39 7%	75 6%	109 6%	4 6%	* 6%	* 7%	5 6%
NET: Satisfied	1315 71%	405 77%	909 69%	1249 71%	57 82%	6 78%	3 79%	66 82%
NET: Dissatisfied	141 8%	30 6%	111 8%	139 8%	2 2%	* 4%	* 3%	2 3%
Answered	1736	486	1250	1660	65	7	4	76
Mean Score	1.1	1.3	.9	1.0	1.4	1.2	1.3	1.3
Standard error	.02	b	.03	.03	a	.12	a	a
Standard deviation	1.02	1.02	1.00	1.03	.79	1.05	1.01	.81

Columns Tested: a,b - a,b,c,d,e

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2) 51 3%	36 3%	12 2%	3 2%	* 1%	* 1%	* 2%	51 3%	* 1%	* 3%
Fairly Dissatisfied	(-1) 89 5%	53 5%	32 6%	3 2%	1 1%	1 3%	* 1%	88 5%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 280 15%	172 15%	85 17%	16 13%	4 8%	3 11%	* 11%	273 15%	6 9%	1 12%
Fairly Satisfied	(1) 602 33%	371 33%	163 32%	39 31%	16 33%	11 39%	1 33%	573 32%	24 35%	4 34%
Very Satisfied	(2) 713 39%	435 38%	183 36%	57 46%	25 51%	11 39%	2 46%	675 38%	33 47%	5 44%
Don't Know (DO NOT READ OUT)	114 6%	66 6%	36 7%	7 6%	3 6%	2 7%	* 7%	109 6%	4 6%	1 6%
NET: Satisfied	1315 71%	807 71%	346 68%	96 77%	41 84%	22 78%	3 79%	1249 71%	57 82%	9 78%
NET: Dissatisfied	141 8%	88 8%	44 9%	6 5%	1 2%	1 4%	* 3%	139 8%	2 2%	* 4%
Answered	1736	1067	475	118	46	26	4	1660	65	11
Mean Score	1.1	1.0	1.0	1.2	1.4	1.2	1.3	1.0	1.4	1.2
Standard error	.02	.04	.05	b .07	abg .06	.06	abg .08	.03	abg .05	b .06
Standard deviation	1.02	1.03	1.03	.95	.78	.87	1.01	1.03	.79	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied (-2)	51 3%	44 3%	7 2%	* 1%	* 4%	* 2%	34 3%	2 1%	1 1%	1 2%	* 1%
Fairly Dissatisfied (-1)	89 5%	78 5%	10 3%	1 2%	* *%	* 1%	65 6%	11 5%	2 4%	- -%	* *%
Neither Satisfied Nor Dissatisfied (0)	280 15%	229 16%	43 14%	6 9%	1 12%	* 11%	189 18%	35 15%	4 9%	6 14%	3 6%
Fairly Satisfied (1)	602 33%	475 33%	98 31%	24 35%	3 35%	1 33%	369 35%	78 33%	14 29%	11 28%	18 41%
Very Satisfied (2)	713 39%	539 37%	136 43%	33 47%	3 42%	2 46%	346 32%	96 41%	22 47%	23 56%	19 43%
Don't Know (DO NOT READ OUT)	114 6%	86 6%	23 7%	4 6%	* 6%	* 7%	65 6%	12 5%	4 9%	* *%	4 9%
NET: Satisfied	1315 71%	1014 70%	234 74%	57 82%	6 78%	3 79%	715 67%	173 75%	35 77%	34 83%	37 84%
NET: Dissatisfied	141 8%	123 8%	16 5%	2 2%	* 4%	* 3%	99 9%	12 5%	2 5%	1 2%	* 1%
Answered	1736	1366	294	65	7	4	1003	220	42	41	40
Mean Score	1.1	1.0	1.2	1.4	1.2	1.3	.9	1.2	1.3	1.4	1.4
Standard error	.02	.03	a .04	a .05	a .12	a .08	.04	a .06	a .10	a .10	a .05
Standard deviation	1.02	1.04	.96	.79	1.05	1.01	1.05	.91	.93	.86	.69

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	51 3%	2 1%	1 1%	7 2%	1 1%	5 4%	8 3%	11 5%	9 6%	2 2%
Fairly Dissatisfied	(-1)	89 5%	9 6%	4 3%	23 7%	3 4%	4 3%	23 9%	12 5%	3 2%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	20 13%	23 17%	57 18%	13 15%	20 15%	29 12%	30 12%	27 18%	27 20%
Fairly Satisfied	(1)	602 33%	53 33%	57 41%	108 33%	28 32%	40 30%	79 31%	75 31%	63 41%	43 32%
Very Satisfied	(2)	713 39%	63 39%	40 29%	117 36%	40 46%	59 43%	100 40%	94 38%	45 29%	53 39%
Don't Know (DO NOT READ OUT)		114 6%	14 8%	14 10%	13 4%	1 1%	7 5%	11 4%	22 9%	7 5%	10 7%
NET: Satisfied		1315 71%	116 72%	96 69%	225 69%	68 79%	99 73%	179 72%	169 69%	109 70%	96 71%
NET: Dissatisfied		141 8%	11 7%	5 4%	30 9%	4 5%	9 6%	31 12%	23 10%	12 8%	3 2%
Answered		1736	147	125	312	85	128	239	222	148	126
Mean Score		1.1	1.1	1.0	1.0	1.2	1.1	1.0	1.0	.9	1.1
Standard error		.02	.09	.09	.07	.11	.10	.09	.10	.10	.09
Standard deviation		1.02	.97	.85	1.03	.93	1.04	1.11	1.11	1.06	.90

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		2030	313	347	488	1148	882	310	292	280	
Effective base		986	221	245	347	793	411	154	169	153	
Weighted Base		1850	356	455	819	1631	219	108	74	38	
Very Dissatisfied	(-2)	51 3%	8 2%	12 3%	27 3%	47 3%	4 2%	2 2%	2 2%	* 1%	
Fairly Dissatisfied	(-1)	89 5%	8 2%	16 4%	58 7%	82 5%	7 3%	2 1%	4 5%	2 5%	
Neither Satisfied Nor Dissatisfied	(0)	280 15%	60 17%	71 16%	116 14%	247 15%	33 15%	20 18%	8 11%	5 14%	
Fairly Satisfied	(1)	602 33%	111 31%	172 38%	261 32%	545 33%	57 26%	30 28%	17 23%	10 27%	
Very Satisfied	(2)	713 39%	151 42%	148 33%	311 38%	611 37%	102 47%	46 43%	40 54%	16 43%	
Don't Know (DO NOT READ OUT)		114 6%	b 18 5%	b 35 8%	aef 46 6%	f 99 6%	bcd 15 7%	b 8 8%	abcdfh 3 4%	b 4 11%	
NET: Satisfied		1315 71%	263 74%	321 70%	573 70%	1156 71%	159 73%	76 70%	57 77%	26 69%	
NET: Dissatisfied		141 8%	16 5%	29 6%	85 10%	130 8%	11 5%	4 3%	5 7%	2 6%	
Answered		1736	339	420	773	1532	204	100	71	33	
Mean Score		1.1	1.1	1.0	1.0	1.0	1.2	1.2	1.3	1.2	
Standard error		.02	.06	.05	.05	.03	.03	.06	.06	.06	
Standard deviation		1.02	.96	.97	1.08	1.03	.98	.95	1.03	.96	

Columns Tested:: a,b,c,d,e,f,g,h

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	83	119	23	142	166	457	94	95	984	
Effective base	986	41	46	12	58	84	247	39	35	502	
Weighted Base	1850	95	115	31	147	199	381	67	54	898	
Very Dissatisfied	(-2)	51 3%	- -%	4 3%	- -%	4 3%	* *% e	17 4% ei	6 9%	3 5%	22 2%
Fairly Dissatisfied	(-1)	89 5%	* *%	11 10%	* 1%	11 8%	7 3%	28 7%	1 1%	3 6%	39 4%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	7 8%	13 11%	12 39%	25 17%	30 15%	59 15%	13 20%	6 10%	141 16%
Fairly Satisfied	(1)	602 33%	41 43%	44 38%	5 18%	49 34%	73 36%	118 31%	14 20%	13 23%	292 33%
Very Satisfied	(2)	713 39%	44 46%	40 35%	11 36%	51 35%	82 41%	147 39%	30 44%	29 53%	325 36%
Don't Know (DO NOT READ OUT)		114 6%	3 3%	4 4%	2 6%	7 4%	8 4%	12 3%	3 5%	2 3%	79 9%
NET: Satisfied		1315 71%	85 89% dfgi	84 72%	17 54%	101 68%	154 77%	265 70%	43 65%	41 76%	618 69%
NET: Dissatisfied		141 8%	* *%	15 13% a	* 1%	15 10% a	7 4%	45 12% aei	7 10% a	6 11%	61 7%
Answered	1736	93	111	29	140	191	369	63	53	819	
Mean Score	1.1	1.4 bdfi	.9	.9	.9	1.2	.9	.9	1.2	1.1	
Standard error	.02	.07	.10	.20	.09	.07	.05	.14	.12	.03	
Standard deviation	1.02	.64	1.09	.94	1.06	.84	1.13	1.28	1.16	1.00	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	51 3%	4 1%	17 4%	31 3%	41 3%	11 4%	- -%	47 3%	4 3%	51 3%	* *%
Fairly Dissatisfied (-1)	89 5%	18 4%	28 7%	43 4%	76 5%	13 4%	- -%	85 5%	4 3%	88 5%	2 2%
Neither Satisfied Nor Dissatisfied (0)	280 15%	62 14%	59 15%	159 16%	212 14%	69 22%	- -%	260 15%	21 15%	268 15%	12 18%
Fairly Satisfied (1)	602 33%	163 37%	118 31%	321 31%	511 33%	90 29%	- -%	558 33%	44 31%	593 33%	9 13%
Very Satisfied (2)	713 39%	177 40%	147 39%	389 38%	609 40%	104 33%	- -%	654 38%	59 42%	674 38%	39 58%
Don't Know (DO NOT READ OUT)	114 6%	17 4%	12 3%	85 8%	89 6%	26 8%	- -%	106 6%	8 6%	109 6%	5 8%
NET: Satisfied	1315 71%	340 77%	265 70%	710 69%	1120 73%	194 62%	- -%	1211 71%	103 73%	1267 71%	47 71%
NET: Dissatisfied	141 8%	22 5%	45 12%	73 7%	116 8%	24 8%	- -%	132 8%	8 6%	139 8%	2 3%
Answered	1736	424	369	942	1449	287	-	1604	132	1674	61
Mean Score	1.1	1.2	.9	1.1	1.1	.9	-	1.1	1.1	1.0	1.4
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.11
Standard deviation	1.02	.89	1.13	1.03	1.01	1.06	-	1.02	1.01	1.02	.92

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	51 3%	29 2%	3 1%	18 5%
Fairly Dissatisfied	(-1)	89 5%	44 4%	15 6%	30 8%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	169 14%	30 11%	74 20%
Fairly Satisfied	(1)	602 33%	382 32%	103 39%	108 29%
Very Satisfied	(2)	713 39%	475 40%	100 37%	132 35%
Don't Know (DO NOT READ OUT)		114 6%	85 7%	14 5%	14 4%
NET: Satisfied		1315 71%	856 72%	203 76%	240 64%
NET: Dissatisfied		141 8%	73 6%	19 7%	48 13%
Answered		1736	1098	252	362
Mean Score		1.1	1.1	1.1	.8
Standard error		.02	.03	.05	.06
Standard deviation		1.02	.99	.93	1.15

Columns Tested:: a,b,c

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60	
Effective base	986	855	103	18	4	6	2	3	2	955	31	13	
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28	
Very Dissatisfied	(-2)	51 3%	37 2%	10 6%	4 15%	- -%	- -%	- -%	- -%	47 3%	4 8%	- -%	
			ai	ai									
Fairly Dissatisfied	(-1)	89 5%	81 5%	8 5%	* *%	- -%	- -%	- -%	- -%	89 5%	* *%	- -%	
Neither Satisfied Nor Dissatisfied	(0)	280 15%	249 15%	19 12%	6 21%	4 51%	* 1%	2 80%	* 1%	268 15%	12 21%	6 21%	
Fairly Satisfied	(1)	602 33%	530 33%	56 35%	7 23%	2 32%	6 35%	* 4%	* 11%	586 33%	15 27%	9 31%	
Very Satisfied	(2)	713 39%	625 38%	63 39%	11 39%	1 17%	11 64%	* 16%	1 88%	* 7%	688 38%	25 43%	13 48%
Don't Know (DO NOT READ OUT)		114 6%	108 7%	6 4%	1 2%	- -%	- -%	- -%	- -%	114 6%	1 1%	- -%	
NET: Satisfied		1315 71%	1155 71%	119 73%	18 62%	3 49%	16 99%	1 20%	1 99%	* 90%	1274 71%	40 70%	22 79%
NET: Dissatisfied		141 8%	118 7%	18 11%	4 15%	- -%	- -%	- -%	- -%	137 8%	4 8%	- -%	
Answered	1736	1522	157	29	7	16	3	1	*	1679	57	28	
Mean Score	1.1	1.1	1.0	.7	.7	1.6	.4	1.9	1.0	1.1	1.0	1.3	
Standard error	.02	.03	.07	.17	.22	.10	.33	.28	-	.02	.10	.10	
Standard deviation	1.02	1.00	1.15	1.40	.82	.52	.94	.69	-	1.02	1.17	.80	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	51 3%	23 2%	14 2%	15 7% ab	42 3%	31 3%	46 3%	35 3%	14 2%	9 2%	16 3%	19 2%	1 3%	* 1%	4 11%	2 7%	3 20%
Fairly Dissatisfied (-1)	89 5%	34 3%	47 8%	8 4%	75 5%	74 6%	80 5%	70 6%	30 5%	38 8%	7 2%	62 6%	1 1%	9 13%	* *%	1 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 15%	170 16%	79 14%	32 14%	235 15%	204 17%	263 16%	191 16%	109 17%	45 10%	76 16%	159 17%	9 25%	9 13%	* 1%	9 28%	* 3%
Fairly Satisfied (1)	602 33%	333 31%	197 35%	72 33%	512 33%	390 33%	536 33%	393 34%	240 38%	192 42% abcd	161 34%	320 33%	6 15%	22 32%	16 43%	6 19%	4 35%
Very Satisfied (2)	713 39%	432 40%	193 34%	88 40%	570 37%	430 36%	598 37%	412 36%	203 32%	163 36%	181 38%	336 35%	20 54%	25 35%	17 45%	13 42%	6 43%
Don't Know (DO NOT READ OUT)	114 6%	77 7%	31 6%	7 3%	101 7%	66 5%	101 6%	57 5%	31 5%	10 2%	34 7%	62 6%	* 1%	5 7%	* *%	* *%	- -%
NET: Satisfied	1315 71%	765 72%	390 70%	160 72%	1082 70%	820 69%	1134 70%	806 70%	443 71%	355 78% abcd	342 72%	657 68%	25 69%	47 67%	33 88%	20 61%	10 78%
NET: Dissatisfied	141 8%	57 5%	61 11%	23 10%	117 8%	105 9%	125 8%	104 9%	44 7%	46 10%	23 5%	81 8%	2 5%	9 13%	4 11%	3 11%	3 20%
Answered	1736	992	530	214	1434	1129	1522	1101	596	446	442	897	36	65	38	32	13
Mean Score	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.1	.9	.8
Standard error	.02	b .03	.04	.06	.03	.03	.02	.03	.04	.04	.05	.03	.12	.10	.15	.15	.28
Standard deviation	1.02	.97	1.05	1.15	1.02	1.04	1.02	1.04	.97	.99	.98	1.01	1.08	1.06	1.22	1.22	1.54

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	51 3%	31 2%	3 4%	2 4%	4 12%	- -%	- -%	2 26%	20 2%	2 2%	* 1%	3 7%	1 6%	2 19%	3 29%
Fairly Dissatisfied (-1)	89 5%	70 5%	2 2%	3 5%	* *%	* *%	- -%	- -%	52 5%	13 11%	2 4%	6 14%	- -%	1 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 15%	209 16%	15 19%	1 2%	5 15%	* *%	5 34%	* 5%	165 17%	20 17%	7 14%	8 18%	4 26%	* *%	* 1%
Fairly Satisfied (1)	602 33%	445 33%	27 35%	16 28%	7 22%	11 64%	3 22%	3 37%	300 32%	56 47%	14 31%	10 22%	4 26%	4 32%	2 23%
Very Satisfied (2)	713 39%	480 36%	31 39%	30 56%	15 45%	6 36%	6 43%	2 32%	352 37%	25 21%	21 45%	17 38%	7 42%	5 39%	4 46%
Don't Know (DO NOT READ OUT)	114 6%	95 7%	* 1%	3 5%	2 7%	- -%	* 1%	- -%	61 6%	2 2%	3 6%	* *%	- -%	- -%	- -%
NET: Satisfied	1315 71%	925 70%	58 74%	46 84%	22 67%	16 100%	9 66%	5 69%	652 69%	80 68%	35 75%	26 60%	12 68%	9 71%	6 70%
NET: Dissatisfied	141 8%	101 8%	5 7%	5 9%	4 12%	* *%	- -%	2 26%	72 8%	15 13%	2 5%	9 22%	1 6%	3 29%	3 29%
Answered	1736	1236	78	52	31	17	14	7	888	116	43	44	17	12	9
Mean Score	1.1	1.0	1.0	1.3	1.0	1.4	1.1	.5	1.0	.8	1.2	.7	1.0	.6	.6
Standard error	.02	.03	.09	.11	.16	.08	.15	.40	.03	.08	.10	.18	.18	.35	.46
Standard deviation	1.02	1.00	1.04	1.04	1.35	.50	.91	1.69	1.01	.97	.92	1.32	1.15	1.59	1.82

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	51 3%	22 2%	4 4%	* 1%	3 8%	2 8%	* 2%	3 15%	19 2%	7 2%	6 2%	14 13%	* *%
Fairly Dissatisfied (-1)	89 5%	55 6%	9 9%	3 5%	* 1%	2 9%	* 3%	* *%	33 4%	20 6%	21 7%	5 5%	* 1%
Neither Satisfied Nor Dissatisfied (0)	280 15%	156 17%	16 15%	8 16%	3 8%	* 2%	4 27%	4 21%	144 17%	40 13%	44 14%	18 16%	14 31%
Fairly Satisfied (1)	602 33%	292 32%	48 45%	20 40%	14 39%	12 46%	1 7%	5 27%	263 31%	121 39%	106 34%	28 27%	15 33%
Very Satisfied (2)	713 39%	324 36%	29 27%	18 36%	16 44%	10 35%	8 62%	7 37%	327 39%	100 32%	112 36%	39 37%	16 35%
Don't Know (DO NOT READ OUT)	114 6%	56 6%	* *%	1 1%	- -%	- -%	- -%	- -%	54 6%	22 7%	22 7%	2 2%	- -%
NET: Satisfied	1315 71%	616 68%	77 73%	38 76%	31 83%	22 81%	9 69%	12 64%	590 70%	221 71%	218 70%	68 64%	31 68%
NET: Dissatisfied	141 8%	76 8%	13 13%	3 6%	3 9%	5 17%	1 4%	3 15%	51 6%	27 9%	28 9%	19 17%	1 1%
Answered	1736	848	106	50	37	27	14	19	786	288	290	104	46
Mean Score	1.1	1.0	.8	1.1	1.1	.9	1.2	.7	1.1	1.0	1.0	.7	1.0
Standard error	.02	.04	.09	.10	.15	.18	.26	.25	d .04	.05	.05	.09	.09
Standard deviation	1.02	1.03	1.05	.91	1.15	1.23	1.08	1.39	.99	.99	1.02	1.36	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied	(-2) 51 3%	19 2%	8 3%	4 2%	10 13%	* 1%	8 1%	8 4%	6 3%	9 11%	* 1%
Fairly Dissatisfied	(-1) 89 5%	42 5%	12 4%	19 8%	1 2%	* 1%	36 6%	19 8%	14 7%	5 6%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 280 15%	150 17%	42 15%	25 11%	8 10%	8 28%	119 19%	30 13%	26 13%	14 17%	13 34%
Fairly Satisfied	(1) 602 33%	294 33%	104 37%	79 34%	22 28%	9 31%	200 31%	82 37%	72 36%	20 25%	12 33%
Very Satisfied	(2) 713 39%	340 38%	95 33%	86 37%	34 44%	11 40%	238 37%	74 33%	71 35%	31 38%	12 33%
Don't Know (DO NOT READ OUT)	114 6%	55 6%	23 8%	20 9%	2 3%	- -%	39 6%	12 5%	13 6%	2 2%	- -%
NET: Satisfied	1315 71%	634 70%	199 70%	165 71%	56 72%	20 71%	439 69%	156 70%	142 71%	51 64%	24 65%
NET: Dissatisfied	141 8%	62 7%	20 7%	23 10%	11 15%	* 1%	43 7%	27 12%	21 10%	14 17%	* 1%
Answered	1736	845	262	213	76	28	601	213	189	78	37
Mean Score	1.1	1.1	1.0	1.1	.9	1.1	1.0	.9	1.0	.7	1.0
Standard error	.02	.04	.06	.06	.10	.11	.04	.07	.07	.11	.11
Standard deviation	1.02	.99	1.00	1.02	1.36	.89	.97	1.08	1.06	1.35	.87

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM. (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base		986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base		1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied	(-2)	51 3%	9 1%	4 2%	8 4%	11 10%	2 5%	22 3%	1 3%	11 2%	44 3%	7 6%	42 3%	- -%
Fairly Dissatisfied	(-1)	89 5%	36 6%	14 8%	9 5%	9 8%	2 3%	48 7%	2 4%	20 4%	85 5%	5 4%	74 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	119 19%	22 12%	20 11%	16 16%	10 21%	94 14%	8 15%	87 20%	263 15%	17 15%	228 15%	7 23%
Fairly Satisfied	(1)	602 33%	197 32%	79 42%	72 38%	23 23%	16 35%	230 35%	20 38%	138 31%	563 32%	38 34%	503 33%	8 28%
Very Satisfied	(2)	713 39%	217 35%	61 33%	74 39%	41 40%	16 35%	238 36%	17 33%	155 35%	675 39%	38 34%	557 37%	13 46%
Don't Know (DO NOT READ OUT)		114 6%	35 6%	7 4%	5 3%	3 3%	- -%	22 3%	4 7%	29 7%	106 6%	8 7%	100 7%	* 2%
NET: Satisfied		1315 71%	414 68%	140 75%	146 77%	64 62%	32 70%	467 72%	37 71%	293 67%	1238 71%	76 67%	1060 70%	22 74%
NET: Dissatisfied		141 8%	45 7%	18 10%	17 9%	19 19%	4 9%	70 11%	4 7%	30 7%	129 7%	12 10%	116 8%	* 1%
Answered		1736	578	180	183	100	46	631	49	410	1631	105	1405	29
Mean Score		1.1	1.0	1.0	1.1	.8	.9	1.0	1.0	1.0	1.1	.9	1.0	1.2
Standard error		.02	.04	.07	.07	.11	.13	.04	.11	.05	.02	.10	.03	.14
Standard deviation		1.02	.99	1.00	1.06	1.36	1.09	1.07	1.00	1.01	1.01	1.15	1.02	.86

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very Dissatisfied	(-2) 51 3%	31 3%	* 1%	23 3%	12 4%	42 3%	- -%	28 3%	3 4%	25 3%	9 4%
Fairly Dissatisfied	(-1) 89 5%	71 6%	3 4%	55 6%	14 5%	75 5%	- -%	71 6%	3 4%	54 6%	15 6%
Neither Satisfied Nor Dissatisfied	(0) 280 15%	190 17%	14 21%	157 18%	34 13%	226 15%	9 32%	192 17%	12 16%	152 17%	39 15%
Fairly Satisfied	(1) 602 33%	356 32%	33 49%	305 34%	89 34%	501 33%	11 39%	364 33%	26 34%	301 34%	93 35%
Very Satisfied	(2) 713 39%	414 37%	16 24%	311 35%	102 39%	563 37%	7 25%	401 36%	29 37%	319 36%	93 36%
Don't Know (DO NOT READ OUT)	114 6%	64 6%	1 2%	45 5%	12 5%	100 7%	1 3%	62 6%	4 5%	45 5%	12 5%
NET: Satisfied	1315 71%	770 68%	50 73%	615 69%	190 73%	1064 71%	18 64%	765 68%	55 71%	620 69%	186 71%
NET: Dissatisfied	141 8%	102 9%	3 5%	78 9%	26 10%	117 8%	- -%	99 9%	7 9%	80 9%	25 9%
Answered	1736	1062	67	851	250	1407	27	1055	74	851	250
Mean Score	1.1	1.0	.9	1.0	1.0	1.0	.9	1.0	1.0	1.0	1.0
Standard error	.02	.03	.08	.03	.06	.03	.13	.03	.10	.03	.06
Standard deviation	1.02	1.05	.82	1.03	1.09	1.02	.78	1.03	1.08	1.04	1.06

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	51 3%	21 3%	31 2%	3 1%	- -%	23 4%	18 2%	4 2%	- -%	30 4%	13 2%	5 3%	- -%
Fairly Dissatisfied (-1)	89 5%	55 8%	67 5%	26 13%	- -%	46 7%	53 6%	15 9%	- -%	50 6%	39 6%	21 12%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 15%	96 14%	179 14%	31 16%	- -%	86 14%	152 18%	31 19%	1 13%	117 15%	110 17%	33 18%	- -%
Fairly Satisfied (1)	602 33%	236 35%	400 32%	64 33%	1 90%	199 33%	262 31%	46 28%	2 44%	265 34%	210 33%	57 32%	- -%
Very Satisfied (2)	713 39%	233 34%	479 39%	64 33%	* 10%	228 37%	320 37%	58 36%	* 4%	291 37%	224 35%	56 31%	2 41%
Don't Know (DO NOT READ OUT)	114 6%	36 5%	86 7%	6 3%	- -%	29 5%	53 6%	6 4%	2 39%	34 4%	37 6%	7 4%	2 59%
NET: Satisfied	1315 71%	469 69%	879 71%	128 66%	2 100%	427 70%	582 68%	104 65%	2 47%	556 71%	433 69%	113 63%	2 41%
NET: Dissatisfied	141 8%	76 11%	98 8%	29 15%	- -%	69 11%	71 8%	19 12%	- -%	80 10%	51 8%	27 15%	- -%
Answered	1736	640	1156	187	2	582	805	154	3	753	595	172	2
Mean Score	1.1	.9	1.1	.9	1.1	1.0	1.0	.9	.8	1.0	1.0	.8	2.0
Standard error	.02	.04	.03	.07	.35	.04	.03	.08	.37	.04	.04	.08	-
Standard deviation	1.02	1.07	1.02	1.08	.49	1.10	1.03	1.10	.64	1.08	1.01	1.12	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base		2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base		986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base		1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very Dissatisfied	(-2)	51	41	26	25	27	29	*	17	14	11	4	3	10	13
		3%	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	4%	2%	3%
Fairly Dissatisfied	(-1)	89	74	67	52	55	55	1	35	30	29	17	8	24	18
		5%	5%	6%	6%	5%	6%	9%	6%	7%	7%	14%	9%	5%	5%
											a				
Neither Satisfied Nor Dissatisfied	(0)	280	220	178	142	192	160	2	105	70	62	29	17	58	60
		15%	15%	17%	16%	17%	16%	15%	18%	16%	14%	24%	19%	13%	15%
Fairly Satisfied	(1)	602	482	336	279	373	313	5	201	145	143	29	28	120	123
		33%	33%	32%	32%	32%	32%	35%	34%	33%	33%	25%	31%	27%	31%
Very Satisfied	(2)	713	544	391	317	439	339	5	199	150	164	38	31	208	157
		39%	37%	37%	37%	38%	35%	39%	34%	34%	38%	32%	35%	47%	39%
Don't Know (DO NOT READ OUT)		114	98	63	48	70	73	-	31	26	20	1	2	22	28
		6%	7%	6%	6%	6%	8%	-%	5%	6%	5%	1%	2%	5%	7%
NET: Satisfied		1315	1026	727	597	812	652	10	400	295	308	67	59	328	280
		71%	70%	68%	69%	70%	67%	74%	68%	68%	71%	57%	65%	74%	70%
											d				
NET: Dissatisfied		141	115	94	77	83	83	2	52	45	40	21	12	34	31
		8%	8%	9%	9%	7%	9%	12%	9%	10%	9%	18%	13%	8%	8%
											a				
Answered		1736	1361	999	815	1087	895	14	557	410	410	116	88	420	371
Mean Score		1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.9	1.0	.7	.9	1.2	1.1
											d				
Standard error		.02	.03	.03	.04	.03	.03	.16	.04	.05	.05	.11	.13	.05	.05
Standard deviation		1.02	1.02	1.04	1.05	1.01	1.04	1.10	1.03	1.07	1.04	1.17	1.13	1.03	1.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Amount / level of sent post lost

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base		986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base		1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied	(-2)	51 3%	11 8%	1 1%	3 5%	* 1%	48 3%	36 3%	49 3%	36 3%	31 3%	26 4%	45 3%	7 3%	- -%	15 1%	29 23%
Fairly Dissatisfied	(-1)	89 5%	10 6%	2 3%	10 15%	3 7%	86 5%	63 6%	86 5%	64 6%	58 5%	49 7%	81 5%	15 7%	- -%	41 3%	32 26%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	22 14%	11 15%	12 19%	2 6%	237 15%	134 13%	245 15%	152 14%	144 14%	89 12%	232 15%	28 14%	- -%	147 10%	15 12%
Fairly Satisfied	(1)	602 33%	46 30%	32 47%	19 29%	13 32%	501 31%	301 29%	524 32%	335 30%	287 27%	244 34%	485 31%	68 32%	- -%	519 35%	25 20%
Very Satisfied	(2)	713 39%	59 38%	23 33%	16 24%	22 54%	621 39%	459 44%	651 39%	472 42%	481 45%	273 38%	618 40%	79 38%	- -%	659 45%	12 10%
Don't Know (DO NOT READ OUT)		114 6%	5 4%	1 1%	5 8%	- -%	104 7%	60 6%	105 6%	55 5%	61 6%	34 5%	99 6%	12 6%	- -%	88 6%	11 9%
NET: Satisfied		1315 71%	105 69%	55 80%	35 53%	35 86%	1122 70%	761 72%	1175 71%	806 72%	768 72%	517 72%	1103 71%	147 70%	- -%	1178 80%	37 30%
NET: Dissatisfied		141 8%	21 14%	2 3%	13 20%	3 8%	133 8%	100 9%	135 8%	100 9%	89 8%	75 11%	126 8%	21 10%	- -%	56 4%	61 49%
Answered		1736	148	68	60	40	1493	994	1555	1058	1002	681	1461	197	-	1381	114
Mean Score		1.1	.9	1.1	.6	1.3	1.0	1.1	1.1	1.1	1.1	1.0	1.1	1.0	-	1.3	-.4
Standard error		.02	.10	.08	.14	.16	.03	.03	.02	.03	.03	.04	.03	.07	-	.02	.13
Standard deviation		1.02	1.23	.82	1.20	.95	1.04	1.08	1.04	1.06	1.06	1.08	1.04	1.07	-	.85	1.36

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	51 3%	41 6%	11 1%	11 3%	3 10%	3 2%	13 4%	16 9%	18 1%	17 4%	6 3%	15 5%	29 2%
Fairly Dissatisfied (-1)	89 5%	84 12%	5 *%	34 9%	3 8%	17 9%	24 8%	9 5%	42 3%	38 10%	24 11%	19 7%	46 4%
Neither Satisfied Nor Dissatisfied (0)	280 15%	137 20%	143 12%	49 12%	* *%	24 12%	50 16%	18 10%	183 15%	72 19%	27 12%	51 18%	191 15%
Fairly Satisfied (1)	602 33%	230 33%	372 32%	146 37%	15 44%	73 38%	110 36%	59 35%	406 33%	113 30%	70 32%	123 45%	379 30%
Very Satisfied (2)	713 39%	165 24%	548 47%	141 36%	11 32%	69 36%	93 31%	65 38%	512 41%	107 28%	89 40%	60 22%	537 42%
Don't Know (DO NOT READ OUT)	114 6%	35 5%	79 7%	13 3%	2 5%	6 3%	13 4%	4 2%	73 6%	29 8%	4 2%	7 3%	99 8%
NET: Satisfied	1315 71%	394 57%	920 79%	287 73%	27 77%	142 74%	203 67%	124 73%	918 74%	220 59%	159 72%	183 67%	916 72%
NET: Dissatisfied	141 8%	125 18%	16 1%	44 11%	6 18%	20 10%	37 12%	25 15%	60 5%	54 14%	31 14%	34 12%	75 6%
Answered	1736	656	1079	380	33	186	290	168	1161	347	216	267	1182
Mean Score	1.1	.6	1.3	1.0	.9	1.0	.8	.9	1.2	.7	1.0	.7	1.1
Standard error	.02	.05	.02	.05	.28	.07	.06	.09	.03	.06	.07	.06	.03
Standard deviation	1.02	1.17	.80	1.05	1.29	1.01	1.10	1.26	.92	1.15	1.12	1.06	.99

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	51 3%	27 3%	24 2%
Fairly Dissatisfied	(-1)	89 5%	48 6%	42 4%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	122 14%	158 16%
Fairly Satisfied	(1)	602 33%	240 28%	362 36%
Very Satisfied	(2)	713 39%	354 42%	359 36%
Don't Know (DO NOT READ OUT)		114 6%	56 7%	58 6%
NET: Satisfied		1315 71%	593 70%	721 72%
NET: Dissatisfied		141 8%	75 9%	66 7%
Answered		1736	791	945
Mean Score		1.1	1.1	1.0
Standard error		.02	.03	.03
Standard deviation		1.02	1.07	.98

Columns Tested:: a,b

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base		986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base		1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied	(-2)	51 3%	- -%	2 3%	10 3%	7 2%	- -%	8 5%	* *%	5 3%	6 3%	* *%	6 2%	6 6%
Fairly Dissatisfied	(-1)	89 5%	- -%	5 8%	11 3%	11 3%	2 6%	13 8%	2 4%	6 3%	17 8%	2 3%	20 7%	2 2%
Neither Satisfied Nor Dissatisfied	(0)	280 15%	- -%	2 3%	44 13%	49 15%	2 7%	29 18%	5 11%	36 19%	27 13%	8 14%	60 20%	17 16%
Fairly Satisfied	(1)	602 33%	- -%	22 35%	106 32%	69 21%	6 20%	57 34%	20 41%	78 40%	68 31%	22 37%	118 40%	35 33%
Very Satisfied	(2)	713 39%	- -%	29 46%	149 44%	163 50%	20 67%	51 31%	17 34%	56 29%	81 38%	23 39%	85 28%	38 36%
Don't Know (DO NOT READ OUT)		114 6%	- -%	4 6%	17 5%	28 8%	- -%	7 4%	5 10%	14 7%	17 8%	5 8%	10 3%	8 7%
NET: Satisfied		1315 71%	- -%	51 81%	255 76%	232 71%	26 88%	108 65%	37 74%	134 69%	149 69%	45 75%	204 68%	73 69%
NET: Dissatisfied		141 8%	- -%	7 10%	21 6%	18 5%	2 6%	21 13%	2 5%	11 5%	24 11%	2 3%	26 9%	8 8%
Answered		1736	-	59	320	299	30	159	45	181	200	55	290	98
Mean Score		1.1	-	1.2	1.2	1.2	1.5	.8	1.1	1.0	1.0	1.2	.9	1.0
Standard error		.02	-	.12	fk	fhk	fhk	.09	.08	.06	.08	fk	.07	.11
Standard deviation		1.02	-	1.05	.99	1.01	.87	1.13	.85	.94	1.09	.81	.98	1.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 261 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2030	444	539	544	503	983	1047	
Effective base	986	220	265	256	250	481	506	
Weighted Base	1850	461	462	462	465	923	927	
Very Dissatisfied	(-2)	51	16	11	11	13	27	24
		3%	3%	2%	2%	3%	3%	3%
Fairly Dissatisfied	(-1)	89	16	25	25	23	41	48
		5%	3%	6%	5%	5%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	280	53	73	69	85	127	154
		15%	12%	16%	15%	18%	14%	17%
Fairly Satisfied	(1)	602	139	121	165	175	261	341
		33%	30%	26%	36%	38%	28%	37%
Very Satisfied	(2)	713	216	196	154	147	412	301
		39%	47%	42%	33%	32%	45%	32%
Don't Know (DO NOT READ OUT)		114	21	34	36	23	55	59
		6%	5%	7%	8%	5%	6%	6%
NET: Satisfied		1315	356	317	320	322	673	642
		71%	77%	69%	69%	69%	73%	69%
NET: Dissatisfied		141	31	37	37	36	68	73
		8%	7%	8%	8%	8%	7%	8%
Answered	1736	440	427	425	443	868	868	
Mean Score	1.1	1.2	1.1	1.0	.9	1.1	1.0	
		cd				b		
Standard error	.02	.05	.05	.04	.05	.03	.03	
Standard deviation	1.02	1.02	1.05	1.00	1.00	1.04	1.00	

Columns Tested: a,b,c,d - a,b

Table 262

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	138 7%	46 9%	92 7%	137 8%	1 2%	* 3%	* 4%	2 2%
Fairly Dissatisfied (-1)	332 18%	72 14%	260 20%	323 18%	8 11%	1 14%	* 6%	9 11%
Neither Satisfied Nor Dissatisfied (0)	422 23%	136 26%	286 22%	400 23%	19 28%	1 16%	1 22%	22 27%
Fairly Satisfied (1)	634 34%	126 24%	508 38%	608 34%	22 32%	3 39%	2 37%	27 33%
Very Satisfied (2)	294 16%	119 23%	175 13%	273 15%	18 26%	2 28%	1 27%	21 26%
Don't Know (DO NOT READ OUT)	29 2%	25 5%	4 *%	29 2%	* 1%	* *%	* 3%	1 1%
NET: Satisfied	928 50%	245 47%	683 52%	880 50%	40 58%	5 67%	3 64%	48 59%
NET: Dissatisfied	471 25%	118 23%	352 27%	460 26%	9 13%	1 17%	* 11%	11 13%
Answered	1821	500	1321	1741	68	8	4	80
Mean Score	.3	.4	.3	.3	.7	.8	.8	.7
Standard error	.03	.05	.03	.03	.06	.13	.09	.04
Standard deviation	1.17	1.25	1.14	1.17	1.04	1.18	1.21	1.04

Columns Tested: a,b - a,b,c,d,e

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	138 7%	79 7%	48 9%	10 8%	1 2%	1 2%	* 4%	137 8%	1 2%	* 3%
			dh	dehi	dh				deh		
Fairly Dissatisfied	(-1)	332 18%	223 20%	89 17%	12 9%	6 12%	3 10%	* 6%	323 18%	8 11%	1 11%
			cefhi	cf					cefh		
Neither Satisfied Nor Dissatisfied	(0)	422 23%	244 22%	127 25%	30 24%	13 26%	8 28%	1 22%	400 23%	19 28%	2 18%
									i		
Fairly Satisfied	(1)	634 34%	402 35%	160 31%	46 37%	15 31%	10 36%	2 37%	608 34%	22 32%	5 38%
Very Satisfied	(2)	294 16%	168 15%	80 16%	25 20%	13 27%	7 24%	1 27%	273 15%	18 26%	3 28%
					abg	ag	abg			abg	abg
Don't Know (DO NOT READ OUT)		29 2%	19 2%	8 1%	2 2%	* 1%	* **%	* 3%	29 2%	* 1%	* 1%
NET: Satisfied		928 50%	569 50%	240 47%	71 57%	28 59%	17 60%	3 64%	880 50%	40 58%	8 66%
					b	b	abg			bg	abg
NET: Dissatisfied		471 25%	302 27%	137 27%	22 17%	7 14%	3 12%	* 11%	460 26%	9 13%	2 14%
			cdefhi	cdefhi					cdefhi		
Answered		1821	1115	503	123	48	28	4	1741	68	12
Mean Score		.3	.3	.3	.5	.7	.7	.8	.3	.7	.8
					abg	abg	abg			abg	abg
Standard error		.03	.04	.05	.08	.08	.07	.09	.03	.06	.07
Standard deviation		1.17	1.16	1.20	1.16	1.07	1.02	1.21	1.17	1.04	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied (-2)	138 7%	115 8%	22 7%	1 2%	* 3%	* 4%	81 8%	9 4%	2 4%	3 8%	5 11%
Fairly Dissatisfied (-1)	332 18%	290 20%	33 11%	8 11%	1 14%	* 6%	227 21%	47 20%	2 5%	3 6%	3 7%
Neither Satisfied Nor Dissatisfied (0)	422 23%	319 22%	81 26%	19 28%	1 16%	1 22%	230 22%	43 19%	14 31%	8 19%	17 38%
Fairly Satisfied (1)	634 34%	493 34%	114 36%	22 32%	3 39%	2 37%	388 36%	96 41%	18 40%	11 27%	11 25%
Very Satisfied (2)	294 16%	216 15%	56 18%	18 26%	2 28%	1 27%	135 13%	35 15%	9 19%	16 39%	6 14%
Don't Know (DO NOT READ OUT)	29 2%	19 1%	10 3%	* 1%	* *%	* 3%	6 1%	3 1%	1 2%	* *%	2 6%
NET: Satisfied	928 50%	710 49%	170 54%	40 58%	5 67%	3 64%	523 49%	131 56%	27 59%	27 66%	17 39%
NET: Dissatisfied	471 25%	404 28%	56 18%	9 13%	1 17%	* 11%	308 29%	56 24%	4 9%	6 14%	8 18%
Answered	1821	1433	307	68	8	4	1062	229	45	41	42
Mean Score	.3	.3	.5	.7	.8	.8	.3	.4	.7	.8	.3
Standard error	.03	.04	.05	.06	.13	.09	.04	.07	.10	.14	.09
Standard deviation	1.17	1.18	1.13	1.04	1.18	1.21	1.15	1.09	.99	1.24	1.16

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	138 7%	10 6%	1 1%	30 9%	6 7%	15 11%	21 8%	23 9%	10 7%	7 5%
					b		b	b	b		
Fairly Dissatisfied	(-1)	332 18%	34 21%	26 18%	53 16%	7 8%	25 18%	48 19%	52 21%	31 20%	29 21%
			d						d		d
Neither Satisfied Nor Dissatisfied	(0)	422 23%	35 22%	36 26%	77 24%	17 20%	22 16%	53 21%	49 20%	47 30%	35 26%
										e	
Fairly Satisfied	(1)	634 34%	49 30%	60 43%	106 32%	37 43%	46 34%	96 39%	70 29%	50 32%	43 31%
Very Satisfied	(2)	294 16%	27 17%	16 12%	55 17%	19 22%	23 17%	26 10%	48 20%	17 11%	20 15%
						f					
Don't Know (DO NOT READ OUT)		29 2%	6 4%	- -%	6 2%	- -%	3 3%	6 2%	2 1%	1 1%	2 1%
NET: Satisfied		928 50%	76 47%	76 55%	161 49%	56 65%	69 52%	122 49%	118 48%	67 43%	63 46%
						acfg	hi				
NET: Dissatisfied		471 25%	44 27%	27 19%	82 25%	13 15%	40 30%	69 28%	75 31%	41 26%	36 26%
							d		d		
Answered		1821	155	139	320	86	131	244	242	155	134
Mean Score		.3	.3	.5	.3	.7	.3	.2	.3	.2	.3
						fh					
Standard error		.03	.11	.09	.08	.13	.12	.09	.11	.10	.10
Standard deviation		1.17	1.18	.96	1.21	1.11	1.28	1.14	1.26	1.09	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	138 7%	28 8%	21 5%	74 9%	123 8%	16 7%	9 8%	5 6%	2 5%
Fairly Dissatisfied	(-1)	332 18%	61 17%	91 20%	152 19%	304 19%	29 13%	13 12%	11 15%	4 11%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	74 21%	118 26%	179 22%	371 23%	51 23%	22 20%	17 24%	12 32%
Fairly Satisfied	(1)	634 34%	126 35%	159 35%	272 33%	557 34%	77 35%	42 39%	25 34%	9 25%
Very Satisfied	(2)	294 16%	62 18%	60 13%	129 16%	251 15%	42 19%	20 19%	14 19%	8 22%
Don't Know (DO NOT READ OUT)		29 2%	5 1%	7 1%	13 2%	25 2%	4 2%	2 1%	1 1%	2 5%
NET: Satisfied		928 50%	189 53%	219 48%	401 49%	809 50%	119 55%	63 58%	39 54%	18 47%
NET: Dissatisfied		471 25%	88 25%	112 25%	226 28%	426 26%	44 20%	22 21%	16 22%	6 16%
Answered		1821	351	449	806	1606	215	106	73	36
Mean Score		.3	.4	.3	.3	.3	.5	.5	.5	.5
Standard error		.03	.07	.06	.06	.03	.04	.07	.07	.07
Standard deviation		1.17	1.19	1.09	1.20	1.17	1.16	1.19	1.16	1.15

Columns Tested: a,b,c,d,e,f,g,h

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Very Dissatisfied	(-2) 138 7%	5 5%	12 11%	3 8%	15 10%	4 2%	32 8%	8 11%	5 10%	71 8%
Fairly Dissatisfied	(-1) 332 18%	2 2%	12 11%	4 12%	16 11%	30 15%	74 19%	18 26%	12 23%	180 20%
Neither Satisfied Nor Dissatisfied	(0) 422 23%	19 20%	20 17%	4 13%	24 16%	50 25%	89 23%	12 18%	14 26%	212 24%
Fairly Satisfied	(1) 634 34%	42 44%	49 43%	14 45%	64 43%	73 37%	124 33%	20 30%	13 24%	297 33%
Very Satisfied	(2) 294 16%	28 29%	21 18%	7 21%	27 19%	40 20%	61 16%	8 13%	8 15%	119 13%
Don't Know (DO NOT READ OUT)	29 2%	* *%	1 1%	- -%	1 1%	3 2%	2 1%	1 1%	1 2%	20 2%
NET: Satisfied	928 50%	70 73%	70 61%	21 66%	91 62%	113 57%	185 49%	29 43%	21 39%	415 46%
NET: Dissatisfied	471 25%	7 7%	24 21%	6 20%	31 21%	33 17%	105 28%	25 38%	18 33%	251 28%
Answered	1821	95	115	31	146	196	379	66	53	878
Mean Score	.3	.9	.5	.6	.5	.6	.3	.1	.1	.2
Standard error	.03	fg	ghi			ghi				
Standard deviation	1.17	.11	.11	.25	.10	.08	.06	.13	.13	.04
		1.02	1.21	1.20	1.21	1.03	1.19	1.25	1.23	1.16

Columns Tested: a,b,c,d,e,f,g,h,i

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	138 7%	23 5%	32 8%	83 8%	108 7%	30 10%	- -%	133 8%	5 3%	130 7%	9 13%
Fairly Dissatisfied (-1)	332 18%	48 11%	74 19%	211 21%	274 18%	58 19%	- -%	316 19%	16 11%	325 18%	7 11%
Neither Satisfied Nor Dissatisfied (0)	422 23%	93 21%	89 23%	240 23%	348 23%	74 24%	- -%	384 22%	38 27%	408 23%	14 21%
Fairly Satisfied (1)	634 34%	178 40%	124 33%	332 32%	520 34%	114 37%	- -%	594 35%	40 29%	619 35%	16 24%
Very Satisfied (2)	294 16%	95 22%	61 16%	138 13%	261 17%	32 10%	- -%	257 15%	36 26%	274 15%	20 30%
Don't Know (DO NOT READ OUT)	29 2%	4 1%	2 1%	23 2%	25 2%	4 1%	- -%	25 1%	5 3%	28 2%	1 2%
NET: Satisfied	928 50%	273 62%	185 49%	470 46%	781 51%	147 47%	- -%	852 50%	77 54%	892 50%	36 54%
NET: Dissatisfied	471 25%	71 16%	105 28%	294 29%	382 25%	88 28%	- -%	450 26%	21 15%	455 25%	16 24%
Answered	1821	437	379	1005	1512	309	-	1685	136	1755	65
Mean Score	.3	.6	.3	.2	.4	.2	-	.3	.6	.3	.5
Standard error	.03	.06	.06	.03	.03	.06	-	.03	.07	.03	.16
Standard deviation	1.17	1.10	1.19	1.17	1.17	1.16	-	1.17	1.11	1.16	1.38

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Role of mail services				
		Total base	Administrative	Critical for communications	Core to business operations	
			a	b	c	
Significance Level: 95%						
		Unweighted Base	2030	1215	371	409
		Effective base	986	633	140	199
		Weighted Base	1850	1183	267	377
		Very Dissatisfied	138	87	26	22
	(-2)		7%	7%	10%	6%
		Fairly Dissatisfied	332	219	40	70
	(-1)		18%	18%	15%	18%
		Neither Satisfied Nor Dissatisfied	422	271	63	80
	(0)		23%	23%	23%	21%
		Fairly Satisfied	634	399	94	137
	(1)		34%	34%	35%	36%
		Very Satisfied	294	192	40	60
	(2)		16%	16%	15%	16%
		Don't Know (DO NOT READ OUT)	29	15	4	8
			2%	1%	1%	2%
		NET: Satisfied	928	591	134	197
			50%	50%	50%	52%
		NET: Dissatisfied	471	306	66	91
			25%	26%	25%	24%
		Answered	1821	1168	263	369
		Mean Score	.3	.3	.3	.4
		Standard error	.03	.03	.06	.06
		Standard deviation	1.17	1.17	1.20	1.14

Columns Tested: a,b,c

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Very Dissatisfied	(-2)	138	119	19	*	-	*	-	-	138	*	*
		7%	7%	11%	1%	-%	*%	-%	-%	8%	1%	*%
Fairly Dissatisfied	(-1)	332	303	24	4	*	1	-	*	327	6	2
		18%	19%	14%	14%	2%	6%	-%	11%	79%	18%	10%
Neither Satisfied Nor Dissatisfied	(0)	422	381	34	7	1	*	*	*	415	7	1
		23%	23%	21%	22%	11%	*%	1%	1%	-%	23%	13%
Fairly Satisfied	(1)	634	545	57	14	4	12	2	-	602	33	18
		34%	33%	35%	48%	59%	74%	83%	-%	34%	57%	66%
											abi	abi
Very Satisfied	(2)	294	254	29	5	2	3	*	1	282	11	7
		16%	16%	18%	16%	29%	19%	16%	88%	7%	16%	20%
Don't Know (DO NOT READ OUT)		29	28	1	*	-	-	-	-	29	*	-
		2%	2%	1%	*%	-%	-%	-%	-%	2%	*%	-%
NET: Satisfied		928	798	86	19	6	15	3	1	884	44	25
		50%	49%	53%	63%	87%	93%	99%	88%	21%	49%	77%
											abi	abi
NET: Dissatisfied		471	422	42	4	*	1	-	*	465	6	2
		25%	26%	26%	15%	2%	6%	-%	11%	79%	26%	10%
			j									
Answered	1821	1601	162	30	7	16	3	1	*	1763	57	28
Mean Score	.3	.3	.3	.6	1.1	1.1	1.1	1.7	-5	.3	.9	1.1
											abi	abi
Standard error	.03	.03	.07	.11	.19	.14	.17	.73	-	.03	.08	.09
Standard deviation	1.17	1.17	1.25	.95	.72	.71	.49	1.78	-	1.17	.87	.73

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	138 7%	73 7%	46 8%	19 9%	120 8%	94 8%	127 8%	84 7%	35 6%	30 6%	32 7%	75 8%	3 9%	8 12%	4 11%	3 11%	- -%
Fairly Dissatisfied (-1)	332 18%	214 20%	89 16%	29 13%	289 19%	223 19%	311 19%	187 16%	101 16%	62 14%	101 21%	179 19%	7 18%	14 20%	3 8%	4 13%	3 22%
Neither Satisfied Nor Dissatisfied (0)	422 23%	248 23%	133 24%	41 19%	354 23%	279 23%	373 23%	267 23%	133 21%	84 18%	102 22%	234 24%	8 21%	13 19%	6 17%	7 20%	3 26%
Fairly Satisfied (1)	634 34%	344 32%	200 36%	90 41%	543 35%	422 35%	572 35%	443 38%	247 39%	182 40%	169 35%	341 36%	15 41%	18 27%	18 48%	9 27%	2 13%
Very Satisfied (2)	294 16%	169 16%	85 15%	40 18%	220 14%	172 14%	232 14%	172 15%	108 17%	96 21%	67 14%	127 13%	4 10%	14 21%	6 16%	10 30%	5 40%
Don't Know (DO NOT READ OUT)	29 2%	21 2%	7 1%	1 *%	9 1%	5 *%	9 1%	4 *%	2 *%	2 1%	4 1%	3 *%	* 1%	2 2%	- -%	- -%	- -%
NET: Satisfied	928 50%	513 48%	285 51%	130 59%	763 50%	593 50%	803 49%	616 53%	356 57%	278 61%	235 50%	467 49%	19 51%	33 47%	24 63%	18 57%	7 52%
NET: Dissatisfied	471 25%	287 27%	136 24%	48 22%	409 27%	318 27%	438 27%	271 23%	136 22%	91 20%	133 28%	255 27%	10 28%	22 32%	7 20%	7 23%	3 22%
Answered	1821	1048	554	219	1526	1190	1614	1153	625	454	471	956	36	68	38	32	13
Mean Score	.3	.3	.3	.5	.3	.3	.3	.4	.5	.6	.3	.3	.2	.3	.5	.5	.7
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.05	.04	.13	.13	.14	.16	.23
Standard deviation	1.17	1.17	1.17	1.19	1.16	1.16	1.16	1.14	1.12	1.16	1.15	1.15	1.16	1.33	1.20	1.34	1.25

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	138 7%	107 8%	2 3%	4 8%	6 18%	- -%	* *%	- -%	68 7%	11 10%	8 17%	3 8%	- -%	3 28%	- -%
Fairly Dissatisfied (-1)	332 18%	258 19%	13 16%	7 13%	3 9%	5 30%	1 11%	2 26%	190 20%	14 12%	7 16%	6 14%	2 11%	2 14%	3 32%
Neither Satisfied Nor Dissatisfied (0)	422 23%	309 23%	23 30%	5 10%	9 26%	1 3%	5 35%	2 34%	232 24%	25 21%	6 13%	10 23%	3 15%	2 21%	1 11%
Fairly Satisfied (1)	634 34%	471 35%	24 31%	25 45%	12 36%	8 47%	2 17%	1 7%	332 35%	50 42%	13 28%	14 31%	11 63%	1 12%	1 9%
Very Satisfied (2)	294 16%	179 13%	15 20%	12 23%	3 8%	3 20%	5 38%	2 33%	124 13%	17 14%	11 24%	11 25%	2 11%	3 26%	4 48%
Don't Know (DO NOT READ OUT)	29 2%	7 1%	* *%	1 2%	1 2%	- -%	- -%	- -%	3 *%	1 1%	1 2%	- -%	- -%	- -%	- -%
NET: Satisfied	928 50%	650 49%	40 51%	37 68%	15 44%	11 67%	8 55%	3 40%	456 48%	67 57%	24 51%	24 56%	13 74%	5 37%	5 57%
NET: Dissatisfied	471 25%	365 27%	15 19%	11 21%	9 27%	5 30%	2 11%	2 26%	258 27%	25 21%	15 33%	10 22%	2 11%	5 42%	3 32%
Answered	1821	1324	78	54	32	17	14	7	946	117	45	44	17	12	9
Mean Score	.3	.3	.5	.6	.1	.6	.8	.5	.3	.4	.3	.5	.8	-.1	.7
Standard error	.03	.03	.09	.13	.15	.18	.18	.30	.04	.09	.15	.16	.13	.35	.36
Standard deviation	1.17	1.16	1.08	1.21	1.26	1.15	1.10	1.29	1.14	1.16	1.45	1.23	.81	1.62	1.43

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	138 7%	64 7%	12 12%	6 12%	- -	- -	* 2%	2 11%	67 8%	18 6%	28 9%	9 8%	3 7%
Fairly Dissatisfied (-1)	332 18%	158 18%	17 16%	6 11%	2 6%	2 9%	* 1%	1 6%	176 21%	56 18%	45 14%	31 29%	3 6%
Neither Satisfied Nor Dissatisfied (0)	422 23%	224 25%	18 17%	10 20%	8 21%	4 14%	* 2%	3 14%	185 22%	81 26%	68 22%	17 16%	17 37%
Fairly Satisfied (1)	634 34%	333 37%	45 42%	19 38%	20 54%	11 41%	9 63%	8 41%	287 34%	99 32%	138 44%	33 31%	14 30%
Very Satisfied (2)	294 16%	122 14%	14 13%	9 18%	7 20%	9 34%	5 33%	5 28%	123 15%	56 18%	27 9%	16 15%	9 20%
Don't Know (DO NOT READ OUT)	29 2%	3 *	* *	* 1%	- -	1 2%	- -	- -	3 *%	1 *%	5 1%	* *%	* *%
NET: Satisfied	928 50%	455 50%	59 56%	28 56%	27 74%	20 75%	13 96%	13 69%	410 49%	155 50%	166 53%	49 46%	23 50%
NET: Dissatisfied	471 25%	222 25%	29 28%	12 23%	2 6%	2 9%	* 2%	3 17%	243 29%	73 24%	73 24%	40 37%	6 13%
Answered	1821	901	106	50	37	26	14	19	837	310	307	106	46
Mean Score	.3	.3	.3	.4	.9	1.0	1.3	.7	.3	.4	.3	.2	.5
Standard error	.03	.04	.11	.13	.11	.14	.16	.24	.04	.06	.06	.08	.12
Standard deviation	1.17	1.13	1.23	1.26	.80	.94	.70	1.29	1.18	1.14	1.11	1.24	1.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	138 7%	68 8%	15 5%	27 12%	7 9%	1 5%	44 7%	17 8%	21 10%	9 11%	2 5%
Fairly Dissatisfied (-1)	332 18%	181 20%	53 19%	34 15%	19 24%	1 3%	127 20%	42 19%	31 16%	20 25%	2 5%
Neither Satisfied Nor Dissatisfied (0)	422 23%	197 22%	80 28%	46 20%	14 18%	13 45%	153 24%	45 20%	44 22%	16 20%	15 40%
Fairly Satisfied (1)	634 34%	322 36%	95 33%	98 42%	22 28%	7 24%	222 35%	82 37%	81 40%	25 31%	12 31%
Very Satisfied (2)	294 16%	128 14%	41 15%	24 10%	16 21%	7 23%	93 15%	37 16%	23 12%	10 13%	7 18%
Don't Know (DO NOT READ OUT)	29 2%	3 *%	1 *%	4 2%	* *%	* *%	1 *%	2 1%	1 1%	* *%	* *%
NET: Satisfied	928 50%	450 50%	136 48%	122 52%	38 49%	13 47%	315 49%	119 53%	105 52%	35 44%	18 49%
NET: Dissatisfied	471 25%	250 28%	67 24%	61 26%	26 33%	2 8%	171 27%	59 26%	52 26%	29 36%	4 11%
Answered	1821	896	284	229	78	28	638	223	200	79	37
Mean Score	.3	.3	.3	.3	.3	.6	.3	.4	.3	.1	.5
Standard error	.03	.04	.06	.07	.09	.13	.05	.07	.07	.10	.13
Standard deviation	1.17	1.16	1.10	1.19	1.28	1.05	1.15	1.18	1.17	1.24	1.03

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied (-2)	138 7%	46 8%	14 8%	10 6%	5 5%	7 15%	48 7%	3 5%	34 8%	126 7%	12 11%	120 8%	- -%
Fairly Dissatisfied (-1)	332 18%	115 19%	19 10%	27 15%	23 23%	* *%	104 16%	5 10%	75 17%	318 18%	14 13%	286 19%	3 11%
Neither Satisfied Nor Dissatisfied (0)	422 23%	151 25%	33 17%	40 21%	26 25%	11 25%	130 20%	23 44%	108 25%	395 23%	27 24%	346 23%	8 25%
Fairly Satisfied (1)	634 34%	223 36%	80 43%	83 44%	28 27%	20 44%	246 38%	16 30%	179 41%	592 34%	42 37%	528 35%	15 49%
Very Satisfied (2)	294 16%	77 12%	40 21%	26 14%	21 20%	7 16%	123 19%	5 10%	42 9%	276 16%	18 15%	216 14%	4 14%
Don't Know (DO NOT READ OUT)	29 2%	2 *%	1 1%	1 1%	- -%	* *%	1 *%	1 1%	2 *%	29 2%	- -%	9 1%	- -%
NET: Satisfied	928 50%	300 49%	120 64%	110 58%	49 47%	28 60%	369 57%	21 40%	221 50%	869 50%	60 53%	745 49%	19 64%
NET: Dissatisfied	471 25%	161 26%	34 18%	38 20%	29 28%	7 15%	152 23%	8 15%	109 25%	444 26%	27 24%	405 27%	3 11%
Answered	1821	612	186	187	103	46	651	52	437	1707	113	1496	30
Mean Score	.3	.3	.6	.5	.3	.5	.5	.3	.3	.3	.3	.3	.7
Standard error	.03	.05	.08	.07	.10	.14	.04	.11	.05	.03	.10	.03	.14
Standard deviation	1.17	1.13	1.16	1.08	1.18	1.22	1.18	.97	1.10	1.17	1.21	1.17	.87

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very Dissatisfied	(-2) 138 7%	92 8%	3 4%	62 7%	22 9%	120 8%	- -%	91 8%	3 4%	61 7%	23 9%
Fairly Dissatisfied	(-1) 332 18%	218 19%	5 7%	143 16%	44 17%	285 19%	4 13%	217 19%	6 8%	146 16%	41 16%
Neither Satisfied Nor Dissatisfied	(0) 422 23%	265 24%	14 21%	212 24%	54 21%	344 23%	10 34%	261 23%	18 23%	207 23%	59 23%
Fairly Satisfied	(1) 634 34%	393 35%	29 42%	337 38%	106 40%	534 35%	9 31%	388 35%	34 44%	344 38%	99 38%
Very Satisfied	(2) 294 16%	154 14%	18 26%	137 15%	35 13%	214 14%	6 21%	156 14%	16 21%	133 15%	39 15%
Don't Know (DO NOT READ OUT)	29 2%	5 *%	- -%	4 *%	- -%	9 1%	- -%	5 *%	- -%	4 *%	- -%
NET: Satisfied	928 50%	547 49%	46 68%	474 53%	141 54%	749 50%	15 53%	543 49%	50 65%	477 53%	138 53%
NET: Dissatisfied	471 25%	310 28%	8 11%	205 23%	66 25%	405 27%	4 13%	308 28%	9 12%	207 23%	64 24%
Answered	1821	1122	68	891	262	1498	28	1112	78	892	261
Mean Score	.3	.3	.8	.4	.3	.3	.6	.3	.7	.4	.3
Standard error	.03	.03	a .10	.04	.06	.03	.16	.03	a .09	.04	.06
Standard deviation	1.17	1.16	1.04	1.13	1.16	1.16	.98	1.17	1.02	1.13	1.17

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	138 7%	56 8%	108 9%	27 14%	- -%	43 7%	79 9%	15 10%	- -%	59 8%	47 7%	16 9%	- -%
Fairly Dissatisfied (-1)	332 18%	116 17%	245 20%	45 23%	- -%	111 18%	174 20%	36 23%	1 13%	128 16%	119 19%	35 20%	- -%
Neither Satisfied Nor Dissatisfied (0)	422 23%	138 20%	292 23%	30 16%	* 10%	123 20%	200 23%	24 15%	* 4%	161 21%	140 22%	33 18%	4 100%
Fairly Satisfied (1)	634 34%	262 39%	435 35%	68 35%	1 90%	229 38%	295 34%	59 37%	2 39%	302 38%	237 37%	67 37%	- -%
Very Satisfied (2)	294 16%	102 15%	155 12%	24 12%	- -%	103 17%	106 12%	25 16%	2 44%	132 17%	89 14%	27 15%	- -%
Don't Know (DO NOT READ OUT)	29 2%	2 *%	6 *%	* *%	- -%	1 *%	4 *%	* *%	- -%	4 *%	1 *%	* *%	- -%
NET: Satisfied	928 50%	365 54%	591 48%	92 47%	1 90%	332 54%	401 47%	84 53%	3 83%	434 55%	326 52%	94 53%	- -%
NET: Dissatisfied	471 25%	172 25%	354 28%	72 37%	- -%	155 25%	253 29%	51 32%	1 13%	188 24%	166 26%	52 29%	- -%
Answered	1821	674	1236	194	2	610	854	160	4	783	631	179	4
Mean Score	.3	.4	.2	.1	.9	.4	.2	.3	1.1	.4	.3	.3	-
Standard error	.03	.04	.03	.08	.35	.04	.04	.09	.57	.04	.04	.08	-
Standard deviation	1.17	1.17	1.16	1.28	.49	1.17	1.17	1.24	1.13	1.17	1.15	1.21	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very Dissatisfied (-2)	138 7%	118 8%	86 8%	61 7%	87 8%	93 10%	1 9%	40 7%	31 7%	32 8%	18 15%	13 15%	39 9%	49 12%
Fairly Dissatisfied (-1)	332 18%	284 19%	209 20%	149 17%	204 18%	211 22%	1 7%	117 20%	91 21%	81 19%	30 26%	29 32%	94 21%	71 18%
Neither Satisfied Nor Dissatisfied (0)	422 23%	337 23%	251 24%	193 22%	261 23%	237 24%	2 11%	135 23%	85 20%	82 19%	19 16%	7 7%	92 21%	96 24%
Fairly Satisfied (1)	634 34%	508 35%	366 34%	332 38%	416 36%	319 33%	5 38%	220 37%	176 40%	157 36%	28 24%	25 28%	137 31%	130 33%
Very Satisfied (2)	294 16%	204 14%	145 14%	125 15%	182 16%	105 11%	5 35%	76 13%	53 12%	76 18%	22 19%	16 18%	78 18%	52 13%
Don't Know (DO NOT READ OUT)	29 2%	7 *	4 *	3 *	7 1%	3 *	- -%	1 *	* *	3 1%	* *	- -%	3 1%	1 *
NET: Satisfied	928 50%	713 49%	511 48%	457 53%	598 52%	424 44%	10 73%	295 50%	229 52%	232 54%	50 43%	41 46%	216 49%	183 46%
NET: Dissatisfied	471 25%	403 28%	296 28%	210 24%	291 25%	305 31%	2 16%	157 27%	122 28%	114 26%	49 41%	42 47%	132 30%	120 30%
Answered	1821	1452	1057	860	1150	966	14	587	436	428	117	90	439	398
Mean Score	.3	.3	.3	.4	.3	.1	.8	.3	.3	.4	*	*	.3	.2
Standard error	.03	.03	.03	.04	.03	.04	.18	.05	.05	.06	.13	.15	.06	.06
Standard deviation	1.17	1.17	1.16	1.14	1.16	1.16	1.27	1.13	1.14	1.19	1.38	1.39	1.23	1.22

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied (-2)	138 7%	13 9%	2 2%	15 22%	2 6%	132 8%	100 10%	136 8%	94 8%	101 9%	58 8%	130 8%	27 13%	- -%	69 5%	46 37%
Fairly Dissatisfied (-1)	332 18%	44 28%	6 8%	16 24%	3 7%	282 18%	181 17%	293 18%	198 18%	186 18%	124 17%	290 19%	32 15%	- -%	238 16%	26 21%
Neither Satisfied Nor Dissatisfied (0)	422 23%	17 11%	13 18%	15 23%	1 2%	379 24%	257 24%	384 23%	256 23%	269 25%	133 19%	363 23%	35 17%	- -%	292 20%	27 22%
Fairly Satisfied (1)	634 34%	56 37%	25 36%	13 20%	22 54%	533 33%	335 32%	559 34%	372 33%	323 30%	276 39%	513 33%	87 42%	- -%	565 38%	20 16%
Very Satisfied (2)	294 16%	21 14%	24 35%	6 10%	13 32%	249 16%	169 16%	265 16%	178 16%	164 15%	120 17%	242 15%	26 12%	- -%	283 19%	3 3%
Don't Know (DO NOT READ OUT)	29 2%	2 1%	* *%	1 1%	- -%	22 1%	12 1%	22 1%	15 1%	19 2%	4 1%	22 1%	2 1%	- -%	22 1%	4 3%
NET: Satisfied	928 50%	78 51%	49 71%	20 30%	34 85%	783 49%	504 48%	825 50%	550 49%	487 46%	397 55%	755 48%	113 54%	- -%	848 58%	23 18%
NET: Dissatisfied	471 25%	57 37%	7 11%	31 46%	5 12%	414 26%	281 27%	428 26%	292 26%	287 27%	181 25%	420 27%	58 28%	- -%	307 21%	71 57%
Answered	1821	151	69	65	40	1576	1042	1637	1098	1043	711	1538	207	-	1447	121
Mean Score	.3	.2	.9	-.3	1.0	.3	.3	.3	.3	.3	.4	.3	.3	-	.5	-.8
Standard error	.03	.10	.11	.15	.18	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.11
Standard deviation	1.17	1.25	1.04	1.30	1.07	1.18	1.20	1.18	1.19	1.20	1.19	1.19	1.24	-	1.12	1.20

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	138 7%	84 12%	54 5%	19 5%	11 31%	10 5%	26 9%	19 11%	75 6%	42 11%	25 11%	23 9%	88 7%
Fairly Dissatisfied (-1)	332 18%	179 26%	153 13%	66 17%	15 44%	41 21%	63 21%	25 15%	203 16%	95 25%	40 18%	60 22%	223 17%
Neither Satisfied Nor Dissatisfied (0)	422 23%	142 21%	280 24%	80 20%	2 5%	42 22%	54 18%	26 15%	284 23%	99 26%	40 18%	44 16%	322 25%
Fairly Satisfied (1)	634 34%	216 31%	418 36%	168 43%	2 6%	68 36%	119 39%	57 33%	448 36%	114 30%	75 34%	116 42%	418 33%
Very Satisfied (2)	294 16%	65 9%	228 20%	60 15%	5 15%	30 16%	41 13%	44 26%	213 17%	22 6%	40 18%	30 11%	209 16%
Don't Know (DO NOT READ OUT)	29 2%	5 1%	24 2%	* *%	- -%	* *%	1 *%	* *%	11 1%	4 1%	2 1%	1 *%	21 2%
NET: Satisfied	928 50%	281 41%	647 56%	228 58%	7 21%	98 51%	160 53%	101 59%	660 53%	136 36%	114 52%	146 53%	627 49%
NET: Dissatisfied	471 25%	263 38%	208 18%	85 22%	26 75%	51 27%	89 29%	44 26%	279 23%	137 36%	65 29%	83 30%	312 24%
Answered	1821	686	1135	393	35	192	303	171	1223	373	219	274	1260
Mean Score	.3	* .5 a	.5 a	.5 a	-.7 a	.4 a	.3 a	.5 c	.4 c	-.1 c	.3 c	.3 c	.3 c
Standard error	.03	.05	.03	.05	.29	.08	.07	.09	.03	.06	.08	.07	.03
Standard deviation	1.17	1.20	1.10	1.09	1.38	1.14	1.19	1.32	1.14	1.12	1.27	1.17	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	138 7%	74 9%	64 6%
Fairly Dissatisfied	(-1)	332 18%	149 18%	183 18%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	202 24%	220 22%
Fairly Satisfied	(1)	634 34%	259 31%	375 37% a
Very Satisfied	(2)	294 16%	140 17%	154 15%
Don't Know (DO NOT READ OUT)		29 2%	22 3% b	7 1%
NET: Satisfied		928 50%	399 47%	529 53%
NET: Dissatisfied		471 25%	224 26%	247 25%
Answered		1821	824	996
Mean Score		.3	.3	.4
Standard error		.03	.04	.04
Standard deviation		1.17	1.20	1.14

Columns Tested:: a,b

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied (-2)	138 7%	- -%	8 13%	21 6%	20 6%	3 10%	20 12%	1 3%	16 8%	17 8%	2 3%	22 7%	8 8%
Fairly Dissatisfied (-1)	332 18%	- -%	6 9%	55 16%	52 16%	5 16%	29 17%	7 14%	37 19%	57 26% bcdl	10 17%	66 22% l	9 9%
Neither Satisfied Nor Dissatisfied (0)	422 23%	- -%	12 19%	69 21%	84 26%	3 9%	37 22%	12 24%	39 20%	52 24%	16 27%	58 19%	40 37% cefhk
Fairly Satisfied (1)	634 34%	- -%	30 48% dil	122 36% d	85 26% d	9 29%	60 36%	18 37%	83 42% dil	61 28%	19 32%	122 41% dil	26 24%
Very Satisfied (2)	294 16%	- -%	8 12%	64 19% hk	72 22% hk	11 36% fhik	20 12%	11 22%	19 10%	28 13%	11 18%	32 11% hk	18 17%
Don't Know (DO NOT READ OUT)	29 2%	- -%	* *% k	6 2%	13 4% k	- -%	* *% k	* *% k	1 1%	2 1%	1 2%	* *% k	5 5% fhk
NET: Satisfied	928 50%	- -%	38 60%	187 55% il	157 48%	19 65%	80 48%	29 59%	102 52%	89 41%	30 50%	154 51%	43 41%
NET: Dissatisfied	471 25%	- -%	13 21%	75 22%	72 22%	8 26%	49 30%	8 17%	53 27%	74 34% cdgl	12 20%	88 29%	18 17%
Answered	1821	-	63	331	314	30	166	49	194	214	58	299	101
Mean Score	.3	-	.4	.5 i	.4 i	.7	.2	.6 i	.3	.1	.5	.3	.3
Standard error	.03	-	.13	.06 i	.06 i	.22	.10	.10 i	.07	.09	.08	.08	.11
Standard deviation	1.17	-	1.19	1.16	1.19	1.39	1.22	1.07	1.13	1.18	1.08	1.14	1.13

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 262 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very Dissatisfied	(-2) 138 7%	38 8%	34 7%	34 7%	32 7%	72 8%	67 7%
Fairly Dissatisfied	(-1) 332 18%	68 15%	78 17%	101 22%	85 18%	146 16%	186 20%
Neither Satisfied Nor Dissatisfied	(0) 422 23%	90 19%	115 25%	103 22%	114 24%	205 22%	217 23%
Fairly Satisfied	(1) 634 34%	165 36%	141 30%	162 35%	166 36%	306 33%	329 35%
Very Satisfied	(2) 294 16%	93 20%	83 18%	58 13%	60 13%	175 19%	118 13%
Don't Know (DO NOT READ OUT)	29 2%	8 2%	11 2%	3 1%	7 2%	19 2%	11 1%
NET: Satisfied	928 50%	258 56%	223 48%	220 48%	227 49%	481 52%	447 48%
NET: Dissatisfied	471 25%	106 23%	112 24%	135 29%	118 25%	218 24%	253 27%
Answered	1821	453	451	458	458	904	916
Mean Score	.3	.5	.4	.2	.3	.4	.3
Standard error	.03	.06	.05	.05	.05	.04	.04
Standard deviation	1.17	1.21	1.18	1.15	1.13	1.20	1.14

Columns Tested:: a,b,c,d - a,b

Table 263

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very Dissatisfied (-2)	15 1%	5 1%	11 1%	15 1%	* *%	* 1%	- -%	* *%
Fairly Dissatisfied (-1)	53 3%	9 2%	44 3%	52 3%	1 2%	* *%	* 2%	1 2%
Neither Satisfied Nor Dissatisfied (0)	223 12%	44 8%	178 13%	217 12%	4 6%	1 13%	* 7%	6 7%
Fairly Satisfied (1)	784 42%	169 32%	616 46%	751 42%	28 41%	3 40%	2 40%	33 41%
Very Satisfied (2)	754 41%	285 54%	469 35%	714 40%	35 50%	3 44%	2 50%	40 50%
Don't Know (DO NOT READ OUT)	21 1%	14 3%	7 1%	20 1%	* *%	* 2%	* 1%	* *%
NET: Satisfied	1538 83%	453 86%	1085 82%	1465 83%	63 91%	6 84%	4 91%	73 91%
NET: Dissatisfied	68 4%	14 3%	55 4%	67 4%	1 2%	* 1%	* 2%	2 2%
Answered	1829	511	1318	1749	69	7	4	80
Mean Score	1.2	1.4	1.1	1.2	1.4	1.3	1.4	1.4
Standard error	.02	.03	.02	.02	.04	.09	.06	.03
Standard deviation	.83	.79	.83	.83	.72	.80	.81	.72

Columns Tested:: a,b - a,b,c,d,e

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	777	497	192	189	201	174	1466	304	260
Effective base		986	542	280	110	121	89	105	909	174	114
Weighted Base		1850	1133	511	125	49	28	4	1769	69	12
Very Dissatisfied	(-2)	15 1%	10 1%	4 1%	1 *%	* *%	* 1%	- -%	15 1%	* *%	* *%
Fairly Dissatisfied	(-1)	53 3%	25 2%	25 5%	1 1%	1 2%	* 1%	* 2%	52 3%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	134 12%	71 14%	12 10%	3 6%	3 10%	* 7%	217 12%	4 6%	1 10%
Fairly Satisfied	(1)	784 42%	475 42%	222 43%	54 43%	21 42%	11 39%	2 40%	751 42%	28 41%	5 40%
Very Satisfied	(2)	754 41%	475 42%	182 36%	57 45%	24 49%	14 50%	2 50%	714 40%	35 50%	5 46%
Don't Know (DO NOT READ OUT)		21 1%	14 1%	6 1%	- -%	* *%	* 1%	* 1%	20 1%	* *%	* 2%
NET: Satisfied		1538 83%	950 84%	404 79%	111 89%	45 92%	25 88%	4 91%	1465 83%	63 91%	10 87%
NET: Dissatisfied		68 4%	35 3%	30 6%	2 2%	1 2%	* 1%	* 2%	67 4%	1 2%	* 1%
Answered		1829	1119	505	125	48	28	4	1749	69	12
Mean Score		1.2	1.2	1.1	1.3	1.4	1.4	1.4	1.2	1.4	1.3
Standard error		.02	b	b	b	abg	b	bg	.02	abg	b
Standard deviation		.83	.81	.88	.74	.71	.74	.81	.83	.72	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very Dissatisfied (-2)	15 1%	13 1%	3 1%	* *%	* 1%	- -%	12 1%	- -%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	53 3%	42 3%	10 3%	1 2%	* *%	* 2%	37 3%	2 1%	1 1%	1 2%	2 4%
Neither Satisfied Nor Dissatisfied (0)	223 12%	179 12%	38 12%	4 6%	1 13%	* 7%	137 13%	33 14%	4 9%	4 10%	2 5%
Fairly Satisfied (1)	784 42%	628 43%	123 39%	28 41%	3 40%	2 40%	473 44%	108 47%	18 40%	16 39%	21 48%
Very Satisfied (2)	754 41%	575 40%	139 44%	35 50%	3 44%	2 50%	401 38%	88 38%	23 49%	19 48%	18 42%
Don't Know (DO NOT READ OUT)	21 1%	15 1%	5 2%	* *%	* 2%	* 1%	9 1%	- -%	1 2%	* *%	1 2%
NET: Satisfied	1538 83%	1203 83%	262 83%	63 91%	6 84%	4 91%	874 82%	197 85%	41 88%	35 87%	40 90%
NET: Dissatisfied	68 4%	55 4%	12 4%	1 2%	* 1%	* 2%	49 5%	2 1%	1 1%	1 3%	2 4%
Answered	1829	1437	312	69	7	4	1059	232	45	41	44
Mean Score	1.2	1.2	1.2	1.4	1.3	1.4	1.1	1.2	1.4	1.3	1.3
Standard error	.02	.03	.04	.04	.09	.06	.03	.04	.07	.09	.05
Standard deviation	.83	.83	.84	.72	.80	.81	.85	.72	.70	.84	.74

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very Dissatisfied	(-2)	15 1%	3 2%	- -%	- -%	1 1%	3 2%	2 1%	3 1%	1 1%	1 1%
Fairly Dissatisfied	(-1)	53 3%	8 5%	4 3%	9 3%	3 3%	8 6%	4 2%	7 3%	4 2%	2 1%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	18 11%	9 6%	51 16%	1 1%	17 13%	28 11%	22 9%	31 20%	21 15%
Fairly Satisfied	(1)	784 42%	59 37%	75 54%	152 47%	32 37%	52 38%	112 45%	112 46%	66 43%	53 39%
Very Satisfied	(2)	754 41%	69 43%	51 37%	114 35%	50 58%	55 41%	100 40%	97 40%	51 33%	53 39%
Don't Know (DO NOT READ OUT)		21 1%	3 2%	- -%	* *%	- -%	- -%	3 1%	4 2%	2 1%	5 4%
NET: Satisfied		1538 83%	128 80%	127 91%	266 82%	82 95%	106 79%	212 85%	208 85%	117 75%	106 79%
NET: Dissatisfied		68 4%	11 7%	4 3%	9 3%	3 4%	11 8%	6 2%	10 4%	5 3%	3 2%
Answered		1829	157	139	325	86	135	246	240	153	131
Mean Score		1.2	1.2	1.3	1.1	1.5	1.1	1.2	1.2	1.1	1.2
Standard error		.02	.09	.07	.05	.08	.09	.06	.07	.08	.08
Standard deviation		.83	.96	.69	.77	.74	.98	.78	.82	.84	.84

Columns Tested: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very Dissatisfied	(-2)	15 1%	5 1%	4 1%	5 1%	14 1%	1 1%	* *%	1 1%	* *%
Fairly Dissatisfied	(-1)	53 3%	13 4%	16 3%	20 2%	48 3%	5 2%	1 1%	3 5%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	39 11%	58 13%	101 12%	198 12%	25 11%	15 14%	5 7%	4 11%
Fairly Satisfied	(1)	784 42%	137 38%	200 44%	376 46%	712 44%	72 33%	40 37%	19 26%	12 33%
Very Satisfied	(2)	754 41%	158 44%	172 38%	310 38%	640 39%	113 52%	49 46%	45 61%	19 52%
Don't Know (DO NOT READ OUT)		21 1%	5 1%	5 1%	8 1%	18 1%	3 1%	1 1%	1 1%	1 2%
NET: Satisfied		1538 83%	295 83%	372 82%	686 84%	1353 83%	185 85%	90 83%	64 87%	32 84%
NET: Dissatisfied		68 4%	17 5%	20 4%	25 3%	62 4%	7 3%	1 1%	4 6%	1 2%
Answered		1829	351	450	811	1613	216	107	73	37
Mean Score		1.2	1.2	1.2	1.2	1.2	1.3	1.3	1.4	1.4
Standard error		.02	.05	.05	.04	.02	.03	.04	.05	.05
Standard deviation		.83	.88	.84	.79	.83	.82	.78	.89	.80

Columns Tested:: a,b,c,d,e,f,g,h

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	83	119	23	142	166	457	94	95	984	
Effective base	986	41	46	12	58	84	247	39	35	502	
Weighted Base	1850	95	115	31	147	199	381	67	54	898	
Very Dissatisfied	(-2)	15 1%	- -%	- -%	- -%	- -%	6 2%	* *%	2 4%	7 1%	
Fairly Dissatisfied	(-1)	53 3%	1 1%	1 1%	- -%	1 1%	11 6%	14 4%	3 5%	- -%	23 3%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	7 7%	17 15%	7 21%	24 16%	32 16%	48 13%	7 10%	7 13%	99 11%
Fairly Satisfied	(1)	784 42%	32 34%	57 49%	16 51%	73 50%	74 37%	158 41%	29 43%	13 24%	403 45%
Very Satisfied	(2)	754 41%	55 58%	40 35%	9 28%	49 34%	83 41%	154 40%	25 37%	32 59%	351 39%
Don't Know (DO NOT READ OUT)		21 1%	* *%	- -%	- -%	- -%	- -%	1 *%	3 4%	- -%	15 2%
NET: Satisfied	1538 83%	88 92%	97 84%	25 79%	122 83%	156 78%	312 82%	54 80%	45 84%	754 84%	
NET: Dissatisfied	68 4%	1 1%	1 1%	- -%	1 1%	11 6%	20 5%	3 5%	2 4%	30 3%	
Answered	1829	95	115	31	147	199	380	64	54	883	
Mean Score	1.2	1.5	1.2	1.1	1.2	1.1	1.2	1.2	1.4	1.2	
Standard error	.02	.07	.06	.15	.06	.07	.04	.09	.10	.03	
Standard deviation	.83	.67	.71	.71	.71	.88	.90	.82	.97	.80	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very Dissatisfied (-2)	15 1%	- -%	6 2%	9 1%	12 1%	4 1%	- -%	14 1%	2 1%	13 1%	2 3%
Fairly Dissatisfied (-1)	53 3%	13 3%	14 4%	26 3%	49 3%	4 1%	- -%	48 3%	5 3%	52 3%	* 1%
Neither Satisfied Nor Dissatisfied (0)	223 12%	62 14%	48 13%	113 11%	173 11%	50 16%	- -%	209 12%	14 10%	213 12%	10 15%
Fairly Satisfied (1)	784 42%	179 40%	158 41%	448 44%	655 43%	130 41%	- -%	731 43%	53 38%	768 43%	16 24%
Very Satisfied (2)	754 41%	187 42%	154 40%	413 40%	631 41%	123 39%	- -%	688 40%	66 47%	718 40%	36 53%
Don't Know (DO NOT READ OUT)	21 1%	* *%	1 *%	19 2%	18 1%	3 1%	- -%	19 1%	2 1%	18 1%	2 4%
NET: Satisfied	1538 83%	366 83%	312 82%	860 84%	1286 84%	253 81%	- -%	1419 83%	119 84%	1486 83%	52 78%
NET: Dissatisfied	68 4%	13 3%	20 5%	35 3%	61 4%	8 2%	- -%	62 4%	6 5%	66 4%	3 4%
Answered	1829	441	380	1008	1520	310	-	1691	139	1765	64
Mean Score	1.2	1.2	1.2	1.2	1.2	1.2	-	1.2	1.3	1.2	1.3
Standard error	.02	.04	.04	.02	.02	.04	-	.02	.05	.02	.11
Standard deviation	.83	.80	.90	.81	.83	.83	-	.82	.86	.82	.99

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very Dissatisfied	(-2)	15 1%	8 1%	1 *%	7 2%
Fairly Dissatisfied	(-1)	53 3%	32 3%	12 4%	9 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	144 12%	29 11%	45 12%
Fairly Satisfied	(1)	784 42%	513 43%	116 43%	148 39%
Very Satisfied	(2)	754 41%	476 40%	102 38%	166 44%
Don't Know (DO NOT READ OUT)		21 1%	11 1%	7 3%	3 1%
NET: Satisfied		1538 83%	989 84%	218 82%	313 83%
NET: Dissatisfied		68 4%	39 3%	13 5%	16 4%
Answered		1829	1172	259	374
Mean Score		1.2	1.2	1.2	1.2
Standard error		.02	.02	.04	.04
Standard deviation		.83	.81	.83	.88

Columns Tested: a,b,c

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60	
Effective base	986	855	103	18	4	6	2	3	2	955	31	13	
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28	
Very Dissatisfied	(-2)	15 1%	10 1%	6 3% ai	* *% -	- -% -	- -% -	- -% -	- -% -	- -% -	15 1%	* *% -	- -% -
Fairly Dissatisfied	(-1)	53 3%	43 3%	7 4%	1 4%	- -%	1 6%	- -%	- -%	- -%	51 3%	2 4%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	200 12%	20 12%	1 2%	1 11%	2 12%	- -%	- -%	- -%	219 12%	3 6%	3 10%
Fairly Satisfied	(1)	784 42%	707 43%	62 38%	11 36%	* 2%	5 29%	* 5%	* 1%	* 83%	768 43%	16 28%	5 20%
Very Satisfied	(2)	754 41%	650 40%	68 42%	17 57%	6 87%	9 53%	2 95%	1 99%	* 17%	718 40%	36 62% ai	19 67% ai
Don't Know (DO NOT READ OUT)		21 1%	20 1%	* *% ai	* *% -	- -%	- -%	- -%	- -%	- -%	21 1%	* *% ai	- -%
NET: Satisfied		1538 83%	1356 83%	130 80%	28 93%	6 89%	14 82%	3 100%	1 100%	* 100%	1486 83%	52 90%	24 87%
NET: Dissatisfied		68 4%	53 3%	13 8% ai	1 4%	- -%	1 6%	- -%	- -%	- -%	66 4%	2 4%	1 4%
Answered		1829	1609	163	30	7	16	3	1	*	1772	57	28
Mean Score		1.2	1.2	1.1	1.5	1.8	1.3	2.0	2.0	1.2	1.2	1.5	1.5
Standard error		.02	.02	.06	.09	.18	.18	.10	.08	-	.02	.07	.11
Standard deviation		.83	.81	1.01	.76	.69	.93	.28	.19	-	.83	.79	.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Very Dissatisfied (-2)	15 1%	5 *%	5 1%	6 3% a	13 1%	8 1%	14 1%	12 1%	5 1%	4 1%	5 1%	4 *%	1 3%	1 1%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	53 3%	25 2%	18 3%	10 4%	43 3%	40 3%	44 3%	40 3%	22 3%	17 4%	5 1%	32 3%	* 1%	2 2%	4 9%	* *%	2 12% a
Neither Satisfied Nor Dissatisfied (0)	223 12%	134 13%	66 12%	23 10%	191 12%	151 13%	203 13%	152 13%	77 12%	51 11%	55 12%	131 14%	2 5%	6 9%	* *%	6 19%	2 16%
Fairly Satisfied (1)	784 42%	446 42%	260 46% c	78 35%	666 43%	540 45%	709 44%	516 45%	304 48%	218 48%	197 41%	442 46% f	14 37% f	31 45% f	17 46% f	5 15%	4 27%
Very Satisfied (2)	754 41%	445 42%	204 36%	104 47% b	609 40%	449 38%	640 39%	435 38%	219 35%	164 36%	206 43% b	346 36%	20 54%	28 41%	17 44%	17 54%	6 44%
Don't Know (DO NOT READ OUT)	21 1%	14 1%	7 1%	1 *%	13 1%	8 1%	13 1%	4 *%	1 *%	3 1%	6 1%	4 *%	- -%	1 2%	- -%	2 5% b	- -%
NET: Satisfied	1538 83%	892 83%	465 83%	182 82%	1275 83%	989 83%	1349 83%	951 82%	522 83%	382 84%	403 85%	787 82%	33 91%	60 86%	34 90%	22 69%	9 72%
NET: Dissatisfied	68 4%	30 3%	23 4%	15 7% a	56 4%	47 4%	58 4%	52 4%	27 4%	21 5%	11 2%	36 4%	1 4%	3 4%	4 9%	2 7%	2 12%
Answered	1829	1055	554	220	1522	1187	1610	1154	626	454	469	954	37	68	38	31	13
Mean Score	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.1	1.1	1.3	1.1	1.4	1.2	1.3	1.1	1.0
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.03	.04	.03	.10	.08	.10	.14	.20
Standard deviation	.83	.79	.82	.97	.82	.82	.82	.85	.82	.82	.79	.81	.87	.83	.88	1.20	1.09

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Very Dissatisfied (-2)	15 1%	11 1%	- -%	2 4%	* *%	- -%	- -%	- -%	4 *%	2 1%	- -%	- -%	- -%	2 18%	- -%
Fairly Dissatisfied (-1)	53 3%	37 3%	- -%	1 2%	1 2%	2 14%	1 7%	- -%	30 3%	5 4%	* 1%	2 4%	1 6%	* *%	2 18%
Neither Satisfied Nor Dissatisfied (0)	223 12%	174 13%	7 8%	3 5%	1 2%	* 1%	5 34%	2 27%	123 13%	19 16%	2 5%	3 7%	* 1%	1 10%	2 23%
Fairly Satisfied (1)	784 42%	579 43%	42 53%	23 42%	12 37%	5 33%	2 15%	3 37%	434 46%	63 53%	16 34%	18 41%	4 26%	5 38%	* 5%
Very Satisfied (2)	754 41%	520 39%	30 38%	25 45%	19 58%	7 41%	6 44%	3 36%	354 37%	28 24%	27 58%	21 48%	10 58%	4 34%	5 54%
Don't Know (DO NOT READ OUT)	21 1%	10 1%	* *%	1 2%	- -%	2 10%	- -%	- -%	4 *%	1 *%	1 2%	- -%	2 10%	- -%	- -%
NET: Satisfied	1538 83%	1099 83%	72 91%	48 87%	31 96%	12 75%	8 59%	5 73%	788 83%	91 77%	43 92%	39 89%	15 83%	9 71%	5 59%
NET: Dissatisfied	68 4%	49 4%	- -%	3 6%	1 2%	2 14%	1 7%	- -%	34 4%	7 6%	* 1%	2 4%	1 6%	2 19%	2 18%
Answered	1829	1321	78	54	33	15	14	7	945	117	45	44	16	12	9
Mean Score	1.2	1.2	1.3	1.2	1.5	1.1	1.0	1.1	1.2	.9	1.5	1.3	1.5	.7	.9
Standard error	.02	.02	.05	.10	.08	.17	.17	.20	.03	.07	ab	.10	.14	.32	.33
Standard deviation	.83	.83	.62	.95	.67	1.07	1.07	.85	.80	.85	.62	.78	.85	1.47	1.30

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very Dissatisfied (-2)	15 1%	8 1%	1 1%	1 2%	* *%	- -%	- -%	2 11%	9 1%	2 1%	2 1%	* *%	- -%
Fairly Dissatisfied (-1)	53 3%	33 4%	3 3%	3 5%	* 1%	- -%	* 1%	2 8%	19 2%	10 3%	11 3%	2 2%	2 3%
Neither Satisfied Nor Dissatisfied (0)	223 12%	127 14%	13 12%	6 11%	1 4%	4 16%	- -%	1 4%	109 13%	27 9%	48 15%	11 11%	5 11%
Fairly Satisfied (1)	784 42%	400 44%	56 53%	21 43%	21 57%	9 33%	2 16%	5 28%	367 44%	153 49%	116 37%	49 46%	22 48%
Very Satisfied (2)	754 41%	334 37%	33 31%	19 39%	14 39%	14 51%	11 83%	9 48%	329 39%	117 38%	130 42%	44 41%	17 38%
Don't Know (DO NOT READ OUT)	21 1%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	1 *%	4 1%	* *%	- -%
NET: Satisfied	1538 83%	734 81%	90 85%	41 82%	36 96%	23 84%	14 99%	15 77%	695 83%	270 87%	247 79%	92 87%	39 85%
NET: Dissatisfied	68 4%	41 4%	4 3%	4 7%	* 1%	- -%	* 1%	4 20%	28 3%	13 4%	13 4%	2 2%	2 3%
Answered	1829	901	106	50	37	27	14	19	832	310	308	106	46
Mean Score	1.2	1.1	1.1	1.1	1.3	1.3	1.8	.9	1.2	1.2	1.2	1.3	1.2
Standard error	.02	.03	.07	.10	.08	.11	.10	.26	.03	.04	.04	.05	.08
Standard deviation	.83	.85	.77	.94	.59	.76	.43	1.41	.82	.79	.87	.74	.77

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very Dissatisfied (-2)	15 1%	9 1%	2 1%	2 1%	* *%	- -%	6 1%	1 *%	1 *%	- -%	- -%
Fairly Dissatisfied (-1)	53 3%	20 2%	9 3%	11 5%	2 2%	- -%	17 3%	9 4%	10 5%	2 3%	2 4%
Neither Satisfied Nor Dissatisfied (0)	223 12%	116 13%	29 10%	31 13%	7 9%	5 18%	85 13%	16 7%	29 14%	11 14%	5 13%
Fairly Satisfied (1)	784 42%	383 43%	138 48%	87 37%	38 48%	14 49%	302 47%	113 50%	75 37%	30 38%	16 44%
Very Satisfied (2)	754 41%	364 40%	105 37%	99 42%	32 41%	9 33%	224 35%	86 38%	86 43%	36 45%	15 39%
Don't Know (DO NOT READ OUT)	21 1%	8 1%	1 *%	4 2%	* *%	- -%	6 1%	* *%	1 1%	- -%	- -%
NET: Satisfied	1538 83%	747 83%	243 85%	186 80%	69 89%	23 82%	526 82%	199 88%	160 79%	66 83%	31 83%
NET: Dissatisfied	68 4%	29 3%	12 4%	13 5%	2 3%	- -%	23 4%	10 4%	11 5%	2 3%	2 4%
Answered	1829	892	283	230	78	28	634	225	200	80	37
Mean Score	1.2	1.2	1.2	1.2	1.3	1.1	1.1	1.2	1.2	1.3	1.2
Standard error	.02	.03	.04	.05	.05	.09	.03	.05	.05	.07	.10
Standard deviation	.83	.82	.81	.89	.73	.71	.81	.78	.88	.80	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very Dissatisfied (-2)	15 1%	5 1%	- -%	4 2%	* *%	2 5%	6 1%	- -%	5 1%	13 1%	2 2%	13 1%	- -%
Fairly Dissatisfied (-1)	53 3%	22 4%	7 3%	5 3%	4 4%	2 3%	21 3%	3 5%	14 3%	50 3%	3 2%	43 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	223 12%	96 16%	17 9%	21 11%	17 17%	* *%	69 11%	9 16%	73 17%	200 12%	22 20%	185 12%	5 18%
Fairly Satisfied (1)	784 42%	278 45%	101 54%	66 35%	37 36%	23 49%	273 42%	23 44%	215 49%	751 43%	33 29%	659 44%	7 24%
Very Satisfied (2)	754 41%	210 34%	63 34%	91 48%	45 43%	19 42%	280 43%	18 35%	132 30%	701 40%	53 47%	592 39%	17 58%
Don't Know (DO NOT READ OUT)	21 1%	3 1%	- -%	* *%	- -%	- -%	3 *%	- -%	1 *%	21 1%	- -%	13 1%	- -%
NET: Satisfied	1538 83%	487 79%	164 87%	157 83%	82 79%	42 92%	553 85%	41 78%	346 79%	1452 84%	86 76%	1251 83%	24 82%
NET: Dissatisfied	68 4%	27 4%	7 3%	9 5%	4 4%	4 8%	27 4%	3 5%	20 4%	64 4%	5 4%	56 4%	- -%
Answered	1829	610	187	188	103	46	650	53	439	1716	113	1492	30
Mean Score	1.2	1.1	1.2	1.3	1.2	1.2	1.2	1.1	1.0	1.2	1.2	1.2	1.4
Standard error	.02	.04	.05	.06	.07	.11	.03	.09	.04	.02	.08	.02	.12
Standard deviation	.83	.85	.73	.92	.86	.99	.84	.86	.84	.82	.95	.82	.79

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328	
Effective base	986	605	31	470	129	811	13	597	38	472	128	
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261	
Very Dissatisfied	(-2)	15 1%	8 1%	* *%	9 1%	2 1%	13 1%	- -%	8 1%	* *%	9 1%	2 1%
Fairly Dissatisfied	(-1)	53 3%	39 3%	1 1%	32 4%	8 3%	42 3%	* 2%	39 3%	1 1%	34 4%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	138 12%	13 19%	108 12%	43 16%	185 12%	5 19%	136 12%	15 19%	106 12%	46 18%
Fairly Satisfied	(1)	784 42%	509 45%	31 45%	422 47%	94 36%	656 44%	10 36%	512 46%	28 36%	416 46%	100 38%
Very Satisfied	(2)	754 41%	425 38%	24 34%	320 36%	115 44%	597 40%	12 43%	415 37%	34 43%	327 36%	108 41%
Don't Know (DO NOT READ OUT)		21 1%	8 1%	- -%	4 *%	- -%	13 1%	- -%	8 1%	- -%	4 *%	- -%
NET: Satisfied		1538 83%	934 83%	55 80%	742 83%	209 80%	1253 83%	22 79%	927 83%	62 80%	743 83%	208 79%
NET: Dissatisfied		68 4%	47 4%	1 1%	42 5%	10 4%	55 4%	* 2%	47 4%	1 1%	44 5%	8 3%
Answered		1829	1119	68	892	262	1494	28	1109	78	892	261
Mean Score		1.2	1.2	1.1	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2
Standard error		.02	.02	.07	.03	.05	.02	.13	.02	.07	.03	.05
Standard deviation		.83	.82	.76	.84	.87	.82	.82	.82	.80	.85	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very Dissatisfied (-2)	15 1%	10 1%	10 1%	1 *%	- -%	7 1%	5 1%	1 1%	- -%	9 1%	6 1%	1 1%	- -%
Fairly Dissatisfied (-1)	53 3%	25 4%	31 2%	6 3%	- -%	25 4%	25 3%	8 5%	- -%	31 4%	19 3%	4 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	223 12%	73 11%	157 13%	26 13%	- -%	57 9%	112 13%	22 14%	2 39%	85 11%	86 14%	23 13%	- -%
Fairly Satisfied (1)	784 42%	315 47%	535 43%	90 47%	1 90%	278 45%	383 45%	62 38%	1 13%	344 44%	283 45%	80 45%	2 59%
Very Satisfied (2)	754 41%	250 37%	498 40%	69 36%	* 10%	241 39%	327 38%	66 41%	2 47%	317 40%	235 37%	69 38%	2 41%
Don't Know (DO NOT READ OUT)	21 1%	3 1%	11 1%	2 1%	- -%	3 1%	6 1%	2 1%	- -%	1 *%	3 1%	3 1%	- -%
NET: Satisfied	1538 83%	566 84%	1034 83%	159 82%	2 100%	518 85%	711 83%	128 80%	3 61%	660 84%	518 82%	149 83%	4 100%
NET: Dissatisfied	68 4%	35 5%	41 3%	7 4%	- -%	32 5%	30 3%	9 5%	- -%	41 5%	25 4%	5 3%	- -%
Answered	1829	673	1231	192	2	607	852	158	4	786	629	177	4
Mean Score	1.2	1.1	1.2	1.1	1.1	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.4
Standard error	.02	.03	.02	.05	.35	.03	.03	.06	.53	.03	.03	.05	.40
Standard deviation	.83	.86	.81	.80	.49	.85	.81	.88	1.07	.86	.83	.79	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very Dissatisfied (-2)	15 1%	13 1%	7 1%	9 1%	11 1%	6 1%	- -%	5 1%	7 2%	2 *%	1 1%	1 1%	3 1%	3 1%
Fairly Dissatisfied (-1)	53 3%	39 3%	38 4%	31 4%	29 3%	32 3%	* *%	16 3%	20 5%	12 3%	2 1%	4 4%	9 2%	13 3%
Neither Satisfied Nor Dissatisfied (0)	223 12%	181 12%	124 12%	107 12%	130 11%	138 14%	2 16%	74 13%	53 12%	39 9%	18 15%	15 17%	53 12%	55 14%
Fairly Satisfied (1)	784 42%	630 43%	481 45%	391 45%	509 44%	421 43%	4 29%	279 48%	207 47%	196 45%	51 43%	41 46%	166 37%	152 38%
Very Satisfied (2)	754 41%	584 40%	405 38%	322 37%	471 41%	364 38%	8 55%	210 36%	148 34%	180 42%	45 38%	27 30%	208 47%	173 43%
Don't Know (DO NOT READ OUT)	21 1%	12 1%	7 1%	3 *%	6 1%	8 1%	- -%	3 1%	- -%	2 *%	1 1%	2 2%	3 1%	4 1%
NET: Satisfied	1538 83%	1214 83%	886 83%	713 83%	981 85%	785 81%	12 84%	489 83%	355 82%	376 87%	96 82%	69 76%	374 85%	326 82%
NET: Dissatisfied	68 4%	52 4%	45 4%	40 5%	40 3%	38 4%	* *%	21 4%	27 6%	14 3%	3 2%	5 5%	12 3%	15 4%
Answered Mean Score	1829 1.2	1447 1.2	1055 1.2	860 1.1	1151 1.2	961 1.2	14 1.4	585 1.2	436 1.1	428 1.3	117 1.2	88 1.0	439 1.3	395 1.2
Standard error	.02	.02	.02	.03	.02	.03	.11	.03	.04	.04	.07	.10	.04	.04
Standard deviation	.83	.82	.82	.85	.81	.83	.78	.81	.89	.77	.80	.87	.81	.85

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very Dissatisfied (-2)	15 1%	2 1%	1 1%	3 4%	- -%	15 1%	12 1%	15 1%	13 1%	9 1%	11 2%	14 1%	- -%	- -%	* *%	13 10%
Fairly Dissatisfied (-1)	53 3%	5 4%	2 2%	9 14% a	* *%	49 3%	33 3%	52 3%	33 3%	25 2%	22 3%	47 3%	9 4%	- -%	24 2%	21 16% a
Neither Satisfied Nor Dissatisfied (0)	223 12%	18 12%	4 5%	10 15%	5 13%	197 12%	125 12%	201 12%	125 11%	107 10%	68 10%	193 12%	23 11%	- -%	87 6%	35 28% a
Fairly Satisfied (1)	784 42%	63 41%	33 49%	28 42%	14 34%	669 42%	426 40%	694 42%	459 41%	431 41%	336 47%	640 41%	99 48%	- -%	648 44% b	35 28%
Very Satisfied (2)	754 41%	65 43%	29 43%	16 25%	21 53% c	655 41%	451 43%	683 41%	479 43%	483 45%	276 39%	652 42%	77 37%	- -%	694 47% b	20 16%
Don't Know (DO NOT READ OUT)	21 1%	- -%	- -%	- -%	- -%	12 1%	8 1%	14 1%	4 *%	8 1%	3 *%	14 1%	- -%	- -%	15 1%	3 2%
NET: Satisfied	1538 83%	128 83% c	63 91% c	44 67%	35 87%	1324 83%	876 83%	1377 83%	938 84%	914 86%	611 85%	1292 83%	176 84%	- -%	1342 91% b	54 43%
NET: Dissatisfied	68 4%	7 5%	3 4%	12 18% ab	* *%	64 4%	45 4%	67 4%	46 4%	34 3%	33 5%	61 4%	9 4%	- -%	25 2% a	33 27%
Answered	1829	153	69	66	40	1585	1046	1645	1109	1054	712	1546	209	-	1454	122
Mean Score	1.2	1.2 c	1.3 c	.7 c	1.4 c	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.2	-	1.4 b	.2
Standard error	.02	.07	.08	.13	.12	.02	.02	.02	.02	.02	.03	.02	.05	-	.02	.11
Standard deviation	.83	.87	.79	1.12	.72	.84	.85	.84	.85	.81	.84	.84	.79	-	.68	1.21

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very Dissatisfied (-2)	15 1%	15 2%	- -%	5 1%	- -%	* *%	6 2%	7 4%	2 *%	5 1%	3 1%	3 1%	8 1%
Fairly Dissatisfied (-1)	53 3%	44 6%	9 1%	9 2%	1 2%	6 3%	8 3%	7 4%	21 2%	23 6%	11 5%	11 4%	30 2%
Neither Satisfied Nor Dissatisfied (0)	223 12%	120 17%	103 9%	28 7%	11 31%	26 13%	37 12%	18 10%	151 12%	49 13%	30 14%	43 16%	141 11%
Fairly Satisfied (1)	784 42%	316 46%	468 40%	185 47%	2 6%	80 42%	135 44%	58 34%	532 43%	172 46%	77 35%	133 49%	542 42%
Very Satisfied (2)	754 41%	194 28%	560 48%	167 42%	21 61%	80 42%	118 39%	81 47%	519 42%	124 33%	100 45%	82 30%	544 42%
Don't Know (DO NOT READ OUT)	21 1%	2 *%	18 2%	- -%	- -%	- -%	- -%	* *%	10 1%	3 1%	* *%	2 1%	16 1%
NET: Satisfied	1538 83%	510 74%	1029 89%	352 89%	23 67%	160 83%	253 83%	139 81%	1051 85%	296 79%	177 80%	215 79%	1086 85%
NET: Dissatisfied	68 4%	59 9%	9 1%	13 3%	1 2%	6 3%	14 5%	14 8%	23 2%	28 8%	14 6%	14 5%	38 3%
Answered	1829	689	1141	393	35	192	303	171	1224	374	221	272	1265
Mean Score	1.2	.9	1.4	1.3	1.3	1.2	1.2	1.2	1.3	1.0	1.2	1.0	1.3
Standard error	.02	.04	.02	.04	.21	.05	.05	.07	.02	.05	.06	.05	.02
Standard deviation	.83	.95	.68	.79	.99	.79	.87	1.04	.75	.91	.94	.85	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very Dissatisfied	(-2)	15 1%	8 1%	8 1%
Fairly Dissatisfied	(-1)	53 3%	26 3%	27 3%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	100 12%	123 12%
Fairly Satisfied	(1)	784 42%	356 42%	429 43%
Very Satisfied	(2)	754 41%	350 41%	404 40%
Don't Know (DO NOT READ OUT)		21 1%	8 1%	13 1%
NET: Satisfied		1538 83%	705 83%	833 83%
NET: Dissatisfied		68 4%	34 4%	35 3%
Answered		1829	839	990
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.83	.84	.82

Columns Tested: a,b

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base		986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base		1850	-	63	337	327	30	166	50	195	217	60	300	106
Very Dissatisfied	(-2)	15 1%	- -%	- -%	1 *%	1 *%	- -%	5 3%	- -%	2 1%	2 1%	* *%	* *%	3 3%
Fairly Dissatisfied	(-1)	53 3%	- -%	1 1%	7 2%	3 1%	1 5%	9 6%	4 7%	6 3%	6 3%	1 1%	11 4%	5 5%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	- -%	6 9%	43 13%	32 10%	3 9%	21 12%	3 6%	27 14%	23 11%	9 15%	46 15%	11 11%
Fairly Satisfied	(1)	784 42%	- -%	29 45%	133 40%	109 33%	5 16%	72 44%	24 49%	97 50%	101 47%	20 34%	151 50%	42 40%
Very Satisfied	(2)	754 41%	- -%	28 45%	151 45%	170 52%	21 70%	58 35%	18 37%	63 32%	82 38%	29 49%	89 30%	43 40%
Don't Know (DO NOT READ OUT)		21 1%	- -%	- -%	2 1%	13 4%	- -%	- -%	- -%	- -%	2 1%	* 1%	2 1%	1 1%
NET: Satisfied		1538 83%	- -%	57 90%	285 84%	279 85%	26 86%	131 79%	43 86%	160 82%	183 85%	49 83%	240 80%	85 80%
NET: Dissatisfied		68 4%	- -%	1 1%	7 2%	4 1%	1 5%	15 9%	4 7%	8 4%	8 4%	1 1%	11 4%	8 8%
Answered		1829	-	63	335	314	30	166	50	195	215	59	298	105
Mean Score		1.2	-	1.3	1.3	1.4	1.5	1.0	1.2	1.1	1.2	1.3	1.1	1.1
Standard error		.02	-	.07	.04	.04	.14	.08	.08	.05	.06	.06	.05	.09
Standard deviation		.83	-	.69	.78	.73	.86	1.00	.85	.83	.82	.79	.78	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 263 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very Dissatisfied (-2)	15 1%	1 *%	6 1%	5 1%	4 1%	7 1%	8 1%
Fairly Dissatisfied (-1)	53 3%	7 2%	13 3%	15 3%	17 4%	21 2%	32 3%
Neither Satisfied Nor Dissatisfied (0)	223 12%	50 11%	53 11%	53 12%	66 14%	103 11%	120 13%
Fairly Satisfied (1)	784 42%	181 39%	167 36%	223 48%	213 46%	348 38%	436 47%
Very Satisfied (2)	754 41%	218 47%	211 46%	163 35%	161 35%	429 46%	325 35%
Don't Know (DO NOT READ OUT)	21 1%	4 1%	11 2%	2 *%	4 1%	15 2%	6 1%
NET: Satisfied	1538 83%	399 86%	378 82%	386 84%	375 81%	777 84%	761 82%
NET: Dissatisfied	68 4%	8 2%	20 4%	20 4%	21 4%	28 3%	41 4%
Answered	1829	457	451	460	462	908	921
Mean Score	1.2	1.3 cd	1.2	1.1	1.1	1.3 b	1.1
Standard error	.02	.04	.04	.04	.04	.03	.03
Standard deviation	.83	.75	.88	.82	.84	.81	.83

Columns Tested:: a,b,c,d - a,b

Table 264

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

SUMMARY TABLE

Base: All using RM (QV4=1)

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		2030	2030	2030	2030	2030	2030	2030	2030
Effective base		986	986	986	986	986	986	986	986
Weighted Base		1850	1850	1850	1850	1850	1850	1850	1850
Very Dissatisfied	(-2)	40 2%	60 3%	18 1%	28 2%	47 3%	51 3%	138 7%	15 1%
		ch	cdh			ch	ch	abcdefh	
Fairly Dissatisfied	(-1)	132 7%	122 7%	60 3%	53 3%	86 5%	89 5%	332 18%	53 3%
		cdefh	cdh			dh	dh	abcdefh	
Neither Satisfied Nor Dissatisfied	(0)	289 16%	277 15%	271 15%	234 13%	279 15%	280 15%	422 23%	223 12%
		h				h	h	abcdefh	
Fairly Satisfied	(1)	736 40%	750 41%	596 32%	587 32%	599 32%	602 33%	634 34%	784 42%
		cdefg	cdefg						cdefg
Very Satisfied	(2)	630 34%	618 33%	501 27%	536 29%	471 25%	713 39%	294 16%	754 41%
		cdeg	cdeg	g	g	g	abcdeg		abcdeg
Don't Know (DO NOT READ OUT)		22 1%	22 1%	404 22%	410 22%	367 20%	114 6%	29 2%	21 1%
				abfgh	abfgh	abfgh	abgh		
NET: Satisfied		1366 74%	1368 74%	1097 59%	1124 61%	1070 58%	1315 71%	928 50%	1538 83%
		cdeg	cdeg	g	g	g	cdeg		abcdeg
NET: Dissatisfied		172 9%	183 10%	78 4%	81 4%	134 7%	141 8%	471 25%	68 4%
		cdh	cdeh			cdh	cdh	abcdefh	
Answered		1828	1828	1446	1440	1483	1736	1821	1829
Mean Score		1.0	1.0	1.0	1.1	.9	1.1	.3	1.2
		g	g	eg	abeg	g	beg		abcdefg
Standard error		.02	.02	.02	.02	.03	.02	.03	.02
Standard deviation		.99	1.03	.90	.92	1.01	1.02	1.17	.83

Columns Tested: a,b,c,d,e,f,g,h

Table 265

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2005	704	1301	1446	300	86	173	559
Effective base	974	316	666	898	173	54	104	228
Weighted Base	1828	511	1316	1748	67	8	4	79
Very Dissatisfied (-2)	40 2%	9 2%	31 2%	40 2%	1 1%	- %	* 2%	1 1%
Fairly Dissatisfied (-1)	132 7%	31 6%	101 8%	128 7%	3 5%	* 1%	* 6%	4 5%
Neither Satisfied Nor Dissatisfied (0)	289 16%	87 17%	202 15%	282 16%	7 10%	1 8%	* 7%	8 10%
Fairly Satisfied (1)	736 40%	158 31%	578 44%	704 40%	26 39%	4 48%	2 47%	32 40%
Very Satisfied (2)	630 34%	226 44%	404 31%	595 34%	30 45%	3 43%	2 38%	35 44%
NET: Satisfied	1366 75%	384 75%	982 75%	1299 74%	56 84%	7 91%	4 85%	67 85%
NET: Dissatisfied	172 9%	40 8%	132 10%	167 10%	4 6%	* 1%	* 8%	5 6%
Answered	1828	511	1316	1748	67	8	4	79
Mean Score	1.0	1.1	.9	1.0	1.2	1.3	1.1	1.2
Standard error	.02	.04	.03	.03	.05	.08	.08	.04
Standard deviation	.99	1.01	.99	1.00	.90	.72	1.04	.88

Columns Tested:: a,b - a,b,c,d,e

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2005	768	488	190	186	200	173	1446	300	259
Effective base		974	535	277	108	120	90	104	898	173	113
Weighted Base		1828	1117	508	124	48	27	4	1748	67	12
Very Dissatisfied	(-2)	40 2%	20 2%	15 3%	4 3%	* 1%	* 1%	* 2%	40 2%	1 1%	* 1%
Fairly Dissatisfied	(-1)	132 7%	67 6%	53 11%	8 6%	3 6%	1 2%	* 6%	128 7%	3 5%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	188 17%	76 15%	18 14%	4 8%	4 14%	* 7%	282 16%	7 10%	1 8%
Fairly Satisfied	(1)	736 40%	461 41%	192 38%	51 41%	20 41%	10 38%	2 47%	704 40%	26 39%	6 47%
Very Satisfied	(2)	630 34%	381 34%	172 34%	43 34%	21 44%	12 45%	2 38%	595 34%	30 45%	5 41%
NET: Satisfied		1366 75%	842 75%	363 72%	94 76%	41 85%	23 83%	4 85%	1299 74%	56 84%	10 89%
NET: Dissatisfied		172 9%	87 8%	69 13%	12 10%	3 7%	1 3%	* 8%	167 10%	4 6%	* 4%
Answered		1828	1117	508	124	48	27	4	1748	67	12
Mean Score		1.0	1.0	.9	1.0	1.2	1.2	1.1	1.0	1.2	1.3
Standard error		.02	.03	.05	.07	.07	.06	.08	.03	.05	.05
Standard deviation		.99	.96	1.08	1.02	.91	.84	1.04	1.00	.90	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	2005	961	485	300	86	173	771	271	93	85	187	
Effective base	974	673	288	173	54	104	516	132	42	29	33	
Weighted Base	1828	1436	313	67	8	4	1059	232	46	41	43	
Very Dissatisfied	(-2)	40 2%	28 2%	12 4%	1 1%	- -%	* 2%	27 3%	3 1%	- -%	- -%	* *%
Fairly Dissatisfied	(-1)	132 7%	105 7%	23 7%	3 5%	* 1%	* 6%	82 8%	13 6%	5 11%	3 8%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	236 16%	46 15%	7 10%	1 8%	* 7%	163 15%	43 19%	2 5%	4 9%	7 16%
Fairly Satisfied	(1)	736 40%	584 41%	120 38%	26 39%	4 48%	2 47%	458 43%	90 39%	18 39%	10 25%	22 52% d
Very Satisfied	(2)	630 34%	483 34%	112 36%	30 45%	3 43%	2 38%	330 31%	82 35%	20 44%	24 58%	12 27%
NET: Satisfied		1366 75%	1068 74%	231 74%	56 84%	7 91%	4 85%	788 74%	172 74%	39 84%	34 83%	34 79%
NET: Dissatisfied		172 9%	132 9%	35 11%	4 6%	* 1%	* 8%	109 10%	17 7%	5 11%	3 8%	2 5%
Answered	1828	1436	313	67	8	4	1059	232	46	41	43	
Mean Score	1.0	1.0	.9	1.2	1.3	1.1	.9	1.0	1.2	1.3	1.0	
Standard error	.02	.03	.05	.05	.08	.08	.04	.06	.10	.10	.06	
Standard deviation	.99	.98	1.07	.90	.72	1.04	1.00	.95	.96	.94	.82	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2005	112	101	203	76	119	148	132	126	117
Effective base		974	79	74	136	53	86	107	100	88	81
Weighted Base		1828	154	135	322	86	135	248	242	155	134
Very Dissatisfied	(-2)	40 2%	7 5%	1 *%	13 4%	- -%	6 4%	4 2%	1 *%	4 3%	- -%
Fairly Dissatisfied	(-1)	132 7%	17 11%	8 6%	27 9%	3 3%	10 7%	17 7%	18 7%	5 3%	15 11%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	16 10%	24 17%	52 16%	16 19%	26 19%	48 19%	32 13%	31 20%	18 13%
Fairly Satisfied	(1)	736 40%	60 39%	61 45%	121 37%	28 32%	47 35%	116 47%	96 40%	69 44%	59 44%
Very Satisfied	(2)	630 34%	55 35%	41 31%	109 34%	39 46%	46 34%	63 25%	95 39%	46 29%	43 32%
NET: Satisfied		1366 75%	114 74%	102 76%	230 71%	67 78%	93 69%	179 72%	191 79%	115 74%	102 76%
NET: Dissatisfied		172 9%	24 15%	9 7%	40 13%	3 3%	15 11%	21 8%	19 8%	9 6%	15 11%
Answered		1828	154	135	322	86	135	248	242	155	134
Mean Score		1.0	.9	1.0	.9	1.2	.9	.9	1.1	1.0	1.0
Standard error		.02	.11	.09	.08	.10	.10	.08	.08	.08	.09
Standard deviation		.99	1.14	.88	1.09	.86	1.10	.93	.92	.93	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2005	312	339	483	1134	871	306	288	277
Effective base		974	220	241	343	783	404	151	166	152
Weighted Base		1828	355	444	812	1611	216	106	72	37
Very Dissatisfied	(-2)	40 2%	6 2%	12 3%	19 2%	36 2%	4 2%	2 2%	1 2%	1 3%
Fairly Dissatisfied	(-1)	132 7%	27 8%	30 7%	62 8%	119 7%	13 6%	8 7%	4 5%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	60 17%	71 16%	131 16%	262 16%	27 13%	14 13%	7 9%	6 16%
Fairly Satisfied	(1)	736 40%	134 38%	190 43%	333 41%	657 41%	79 37%	39 36%	30 42%	10 27%
Very Satisfied	(2)	630 34%	129 36%	142 32%	267 33%	538 33%	92 43%	44 41%	30 42%	19 50%
NET: Satisfied		1366 75%	263 74%	332 75%	600 74%	1195 74%	172 79%	83 78%	60 83%	29 77%
NET: Dissatisfied		172 9%	33 9%	42 9%	81 10%	155 10%	17 8%	9 9%	5 7%	2 7%
Answered		1828	355	444	812	1611	216	106	72	37
Mean Score		1.0	1.0	.9	.9	1.0	1.1	1.1	1.2	1.2
Standard error		.02	.06	.05	.05	.03	bcd	.06	bcd	bcd
Standard deviation		.99	.99	.99	1.00	1.00	.98	1.00	.94	1.02

Columns Tested: a,b,c,d,e,f,g,h

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2005	83	117	23	140	163	453	93	94	971	
Effective base	974	41	46	12	58	82	245	39	35	494	
Weighted Base	1828	95	115	31	146	194	377	66	54	887	
Very Dissatisfied	(-2)	40 2%	* 3%	3 5%	2 3%	5 3%	2 1%	10 3%	* 6%	4 2%	19
Fairly Dissatisfied	(-1)	132 7%	4 4%	5 4%	- -	5 3%	18 9%	28 7%	5 7%	5 9%	67 8%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	5 5%	19 17%	7 22%	26 18%	35 18%	64 17%	7 10%	5 9%	147 17%
Fairly Satisfied	(1)	736 40%	47 49%	31 27%	13 42%	44 30%	77 40%	145 38%	28 42%	24 44%	370 42%
Very Satisfied	(2)	630 34%	40 42%	56 49%	10 32%	66 45%	62 32%	130 34%	27 41%	17 31%	284 32%
NET: Satisfied		1366 75%	86 91%	87 76%	23 74%	110 75%	139 72%	275 73%	55 82%	41 75%	654 74%
NET: Dissatisfied		172 9%	4 4%	8 7%	2 5%	10 7%	20 10%	38 10%	5 7%	8 16%	86 10%
Answered	1828	95	115	31	146	194	377	66	54	887	
Mean Score	1.0	1.3	1.1	1.0	1.1	.9	.9	1.2	.8	.9	
Standard error	.02	.08	.10	.21	.09	.08	.05	.09	.12	.03	
Standard deviation	.99	.75	1.04	1.00	1.03	.98	1.03	.89	1.16	.99	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2005	386	453	1166	1666	339	-	1713	292	1930	75
Effective base	974	181	245	573	812	162	-	881	99	935	40
Weighted Base	1828	436	377	1015	1515	313	-	1688	140	1763	65
Very Dissatisfied (-2)	40 2%	7 2%	10 3%	23 2%	32 2%	8 2%	- -%	34 2%	6 4%	40 2%	* 1%
Fairly Dissatisfied (-1)	132 7%	27 6%	28 7%	77 8%	111 7%	20 6%	- -%	124 7%	8 6%	126 7%	6 9%
Neither Satisfied Nor Dissatisfied (0)	289 16%	66 15%	64 17%	159 16%	243 16%	46 15%	- -%	274 16%	15 11%	279 16%	11 16%
Fairly Satisfied (1)	736 40%	168 39%	145 38%	423 42%	612 40%	124 40%	- -%	683 40%	53 38%	711 40%	25 39%
Very Satisfied (2)	630 34%	167 38%	130 34%	333 33%	516 34%	114 36%	- -%	572 34%	58 42%	607 34%	23 35%
NET: Satisfied	1366 75%	336 77%	275 73%	756 74%	1128 74%	238 76%	- -%	1255 74%	111 79%	1318 75%	48 74%
NET: Dissatisfied	172 9%	34 8%	38 10%	100 10%	144 9%	28 9%	- -%	158 9%	14 10%	166 9%	6 10%
Answered	1828	436	377	1015	1515	313	-	1688	140	1763	65
Mean Score	1.0	1.1	.9	1.0	1.0	1.0	-	1.0	1.1	1.0	1.0
Standard error	.02	.05	.05	.03	.02	.05	-	.02	.06	.02	.11
Standard deviation	.99	.96	1.03	.99	.99	1.00	-	.99	1.06	1.00	.97

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2005	1196	371	404
Effective base		974	623	140	196
Weighted Base		1828	1164	267	374
Very Dissatisfied	(-2)	40 2%	30 3%	3 1%	7 2%
Fairly Dissatisfied	(-1)	132 7%	76 7%	31 12%	24 7%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	186 16%	39 15%	57 15%
Fairly Satisfied	(1)	736 40%	499 43%	88 33%	144 39%
Very Satisfied	(2)	630 34%	373 32%	105 40%	140 38%
NET: Satisfied		1366 75%	872 75%	194 73%	285 76%
NET: Dissatisfied		172 9%	106 9%	34 13%	31 8%
Answered		1828	1164	267	374
Mean Score		1.0	1.0	1.0	1.0
Standard error		.02	.03	.05	.05
Standard deviation		.99	.99	1.05	.98

Columns Tested:: a,b,c

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2005	1584	290	71	14	27	8	6	5	1874	131	60
Effective base	974	843	102	18	4	6	2	3	2	943	31	13
Weighted Base	1828	1608	162	30	7	16	3	1	*	1770	57	28
Very Dissatisfied	(-2)	40	33	7	*	-	-	*	-	40	*	*
		2%	2%	4%	1%	-%	-%	3%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	132	117	7	4	4	*	-	*	124	8	4
		7%	7%	4%	12%	56%	1%	-%	-%	79%	7%	14%
Neither Satisfied Nor Dissatisfied	(0)	289	259	27	1	1	2	-	-	286	3	3
		16%	16%	17%	3%	11%	11%	-%	-%	16%	6%	9%
Fairly Satisfied	(1)	736	664	56	7	*	7	2	*	719	17	10
		40%	41%	34%	25%	2%	42%	94%	1%	14%	41%	29%
Very Satisfied	(2)	630	535	66	18	2	8	*	1	601	29	11
		34%	33%	41%	59%	31%	46%	4%	99%	7%	34%	50%
				ai								
NET: Satisfied	1366	1199	122	25	2	14	3	1	*	1321	46	21
	75%	75%	75%	84%	33%	88%	97%	100%	21%	75%	80%	75%
NET: Dissatisfied	172	150	14	4	4	*	*	-	*	164	8	4
	9%	9%	8%	13%	56%	1%	3%	-%	79%	9%	14%	16%
Answered	1828	1608	162	30	7	16	3	1	*	1770	57	28
Mean Score	1.0	1.0	1.0	1.3	.1	1.3	1.0	2.0	-.5	1.0	1.1	1.0
Standard error	.02	.02	.06	.13	.39	.14	.23	.08	-	.02	.09	.14
Standard deviation	.99	.98	1.06	1.07	1.46	.73	.65	.19	-	.99	1.08	1.09

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2005	935	649	421	1720	1358	1797	1256	712	611	465	969	83	109	71	70	30
Effective base	974	537	308	132	817	631	865	595	320	239	261	499	26	34	21	18	9
Weighted Base	1828	1057	551	220	1522	1189	1609	1152	624	455	465	956	37	69	38	32	13
Very Dissatisfied (-2)	40 2%	13 1%	20 4%	7 3%	35 2%	28 2%	38 2%	30 3%	24 4%	13 3%	9 2%	24 2%	2 5%	* *%	1 2%	2 7%	* 2%
Fairly Dissatisfied (-1)	132 7%	66 6%	51 9%	15 7%	119 8%	101 8%	122 8%	89 8%	49 8%	35 8%	17 4%	87 9%	* 1%	10 15%	* *%	4 13%	2 18%
Neither Satisfied Nor Dissatisfied (0)	289 16%	175 17%	84 15%	30 14%	234 15%	190 16%	247 15%	186 16%	94 15%	49 11%	67 14%	157 16%	3 8%	5 8%	7 19%	6 18%	2 14%
Fairly Satisfied (1)	736 40%	435 41%	229 42%	72 33%	624 41%	487 41%	667 41%	472 41%	259 42%	202 44%	210 45%	397 42%	12 31%	29 43%	10 27%	7 21%	2 15%
Very Satisfied (2)	630 34%	369 35%	167 30%	95 43%	509 33%	383 32%	535 33%	375 33%	198 32%	156 34%	161 35%	291 30%	20 55%	23 34%	19 52%	13 41%	6 50%
NET: Satisfied	1366 75%	803 76%	396 72%	167 76%	1133 74%	870 73%	1202 75%	847 74%	457 73%	358 79%	371 80%	688 72%	32 86%	53 77%	30 78%	20 62%	8 65%
NET: Dissatisfied	172 9%	79 7%	71 13%	22 10%	155 10%	129 11%	160 10%	119 10%	73 12%	48 11%	26 6%	111 12%	2 6%	11 15%	1 2%	7 20%	3 20%
Answered	1828	1057	551	220	1522	1189	1609	1152	624	455	465	956	37	69	38	32	13
Mean Score	1.0	1.0	.9	1.1	1.0	.9	1.0	.9	.9	1.0	1.1	.9	1.3	1.0	1.3	.8	.9
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.11	.10	.11	.16	.24
Standard deviation	.99	.93	1.07	1.06	1.00	1.01	1.00	1.01	1.06	1.01	.90	1.02	1.01	1.04	.92	1.32	1.29

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2005	1326	134	91	75	39	37	18	971	162	92	57	39	21	16
Effective base	974	698	52	27	21	12	7	4	506	56	23	23	10	8	6
Weighted Base	1828	1320	78	54	33	17	14	7	944	118	45	44	17	12	9
Very Dissatisfied (-2)	40 2%	30 2%	3 3%	2 3%	* *%	- -%	- -%	* 3%	19 2%	5 4%	1 1%	1 2%	* 1%	2 19%	- -%
Fairly Dissatisfied (-1)	132 7%	104 8%	8 10%	2 3%	3 9%	* *%	* 2%	2 33%	77 8%	8 7%	1 2%	8 19%	3 16%	4 30%	- -%
Neither Satisfied Nor Dissatisfied (0)	289 16%	201 15%	14 18%	5 10%	2 7%	5 32%	4 31%	2 26%	156 17%	23 20%	6 12%	- -%	1 8%	1 9%	2 22%
Fairly Satisfied (1)	736 40%	563 43%	23 29%	18 34%	10 30%	7 44%	3 24%	* 3%	410 43%	39 34%	16 35%	15 34%	5 31%	* 3%	2 22%
Very Satisfied (2)	630 34%	422 32%	30 39%	27 50%	18 55%	4 24%	6 43%	2 34%	282 30%	42 36%	22 49%	19 44%	8 44%	5 39%	5 57%
NET: Satisfied	1366 75%	984 75%	53 68%	45 83%	28 85%	11 68%	9 67%	3 37%	691 73%	82 69%	38 84%	34 79%	13 75%	5 42%	7 78%
NET: Dissatisfied	172 9%	135 10%	11 14%	4 7%	3 9%	* *%	* 2%	3 37%	96 10%	13 11%	2 3%	9 21%	3 17%	6 48%	- -%
Answered	1828	1320	78	54	33	17	14	7	944	118	45	44	17	12	9
Mean Score	1.0	.9	.9	1.2	1.3	.9	1.1	.3	.9	.9	1.3	1.0	1.0	.1	1.4
Standard error	.02	.03	.10	.11	.11	.12	.15	.34	.03	.09	.09	.16	.19	.37	.22
Standard deviation	.99	1.00	1.13	1.00	.95	.77	.93	1.43	.98	1.09	.87	1.20	1.17	1.69	.86

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2005	880	132	93	58	45	18	30	749	354	379	217	89
Effective base	974	460	52	32	22	14	7	10	432	166	171	67	27
Weighted Base	1828	900	105	50	37	27	14	19	835	306	308	105	46
Very Dissatisfied (-2)	40 2%	19 2%	5 5%	1 2%	* 1%	2 6%	- -%	3 14% a	21 2%	10 3%	6 2%	1 1%	1 2%
Fairly Dissatisfied (-1)	132 7%	72 8%	6 5%	7 14%	1 3%	* 1%	3 20%	* *% a	54 6%	24 8%	31 10%	9 9%	3 7%
Neither Satisfied Nor Dissatisfied (0)	289 16%	152 17%	15 15%	12 23%	2 7%	4 14%	1 7%	- -% a	133 16%	46 15%	42 14%	17 16%	6 13%
Fairly Satisfied (1)	736 40%	383 43%	50 48% c	13 25%	9 25%	11 40%	1 6%	5 25% ab	360 43%	139 45% d	116 38%	30 29%	20 44%
Very Satisfied (2)	630 34%	274 30%	28 27%	18 36%	24 65% abc	10 39%	9 67%	12 60% ab	268 32%	88 29% d	114 37%	47 45% ab	16 34%
NET: Satisfied	1366 75%	657 73%	78 75%	30 61%	33 90% c	21 79%	10 73%	16 85%	628 75%	227 74%	230 75%	77 74%	36 78%
NET: Dissatisfied	172 9%	91 10%	11 11%	8 16%	1 3%	2 7%	3 20%	3 15%	74 9%	33 11%	36 12%	10 10%	4 9%
Answered	1828	900	105	50	37	27	14	19	835	306	308	105	46
Mean Score	1.0	.9	.9	.8	1.5 abc	1.0	1.2	1.2	1.0	.9	1.0	1.1	1.0
Standard error	.02	.03	.09	.12	.11 abc	.16	.30	.26	.04	.05	.05	.07	.10
Standard deviation	.99	.99	1.04	1.15	.81	1.06	1.27	1.41	.98	1.01	1.03	1.03	.97

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2005	803	334	316	194	64	586	268	278	147	66
Effective base	974	455	158	136	52	16	326	116	114	49	20
Weighted Base	1828	895	281	231	77	28	639	223	199	78	37
Very Dissatisfied	(-2) 40 2%	20 2%	9 3%	6 2%	1 1%	- -%	17 3%	4 2%	6 3%	1 1%	1 2%
Fairly Dissatisfied	(-1) 132 7%	64 7%	21 7%	26 11%	6 8%	1 3%	50 8%	23 10%	18 9%	5 6%	2 6%
Neither Satisfied Nor Dissatisfied	(0) 289 16%	141 16%	45 16%	30 13%	10 13%	5 17%	102 16%	30 14%	31 15%	16 21%	6 16%
Fairly Satisfied	(1) 736 40%	386 43%	126 45%	80 34%	19 25%	14 49%	278 43%	96 43%	73 37%	24 30%	15 39%
Very Satisfied	(2) 630 34%	284 32%	80 29%	89 39%	41 54%	9 31%	193 30%	69 31%	72 36%	32 41%	14 37%
NET: Satisfied	1366 75%	670 75%	206 73%	169 73%	61 79%	22 80%	471 74%	165 74%	145 73%	56 72%	28 76%
NET: Dissatisfied	172 9%	84 9%	29 10%	32 14%	7 8%	1 3%	67 10%	27 12%	24 12%	6 8%	3 9%
Answered	1828	895	281	231	77	28	639	223	199	78	37
Mean Score	1.0	.9	.9	1.0	1.2	1.1	.9	.9	.9	1.0	1.0
Standard error	.02	.03	.06	.06	.07	.10	.04	.06	.06	.08	.12
Standard deviation	.99	.98	1.01	1.09	1.00	.78	1.00	1.01	1.07	1.00	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2005	552	203	254	150	73	707	84	452	1873	132	1680	40
Effective base		974	307	87	111	56	26	336	39	216	921	54	803	14
Weighted Base		1828	611	187	187	103	45	648	53	438	1716	112	1493	29
Very Dissatisfied	(-2)	40 2%	14 2%	4 2%	8 4%	1 1%	3 6%	16 2%	1 1%	11 2%	31 2%	9 8%	35 2%	* 1%
Fairly Dissatisfied	(-1)	132 7%	55 9%	13 7%	14 8%	4 4%	* *%	40 6%	7 12%	42 10%	123 7%	8 7%	117 8%	3 9%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	100 16%	24 13%	33 18%	24 23%	1 3%	87 13%	10 20%	88 20%	274 16%	15 14%	230 15%	4 15%
Fairly Satisfied	(1)	736 40%	270 44%	89 48%	58 31%	30 29%	20 44%	255 39%	20 39%	193 44%	700 41%	36 32%	615 41%	9 31%
Very Satisfied	(2)	630 34%	172 28%	56 30%	73 39%	44 42%	21 47%	250 39%	15 28%	104 24%	587 34%	43 38%	496 33%	13 43%
NET: Satisfied		1366 75%	443 72%	145 78%	131 70%	73 72%	41 91%	505 78%	35 67%	297 68%	1287 75%	79 71%	1111 74%	22 75%
NET: Dissatisfied		172 9%	69 11%	17 9%	22 12%	5 5%	3 7%	56 9%	7 14%	53 12%	155 9%	17 15%	152 10%	3 10%
Answered		1828	611	187	187	103	45	648	53	438	1716	112	1493	29
Mean Score		1.0	.9	1.0	.9	1.1	1.2	1.1	.8	.8	1.0	.9	1.0	1.1
Standard error		.02	.04	.07	.07	.08	.12	.04	.11	.05	.02	.11	.02	.17
Standard deviation		.99	1.00	.96	1.12	.96	1.02	1.00	1.03	1.00	.98	1.24	1.00	1.04

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		2005	1249	109	931	325	1682	38	1242	116	932	324
Effective base		974	601	31	468	127	805	13	593	38	470	125
Weighted Base		1828	1120	68	893	259	1494	28	1111	78	893	258
Very Dissatisfied	(-2)	40	22	6	15	15	35	*	22	6	17	13
		2%	2%	9%	2%	6%	2%	2%	2%	8%	2%	5%
				a		a				a		a
Fairly Dissatisfied	(-1)	132	97	4	67	22	119	1	93	8	65	24
		7%	9%	5%	7%	9%	8%	2%	8%	10%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	289	178	12	157	29	226	8	178	11	153	33
		16%	16%	17%	18%	11%	15%	28%	16%	14%	17%	13%
Fairly Satisfied	(1)	736	460	27	377	94	615	9	462	25	382	90
		40%	41%	40%	42%	36%	41%	33%	42%	32%	43%	35%
Very Satisfied	(2)	630	363	20	277	98	499	10	355	27	277	98
		34%	32%	29%	31%	38%	33%	35%	32%	35%	31%	38%
NET: Satisfied		1366	823	47	654	193	1114	19	818	53	659	188
		75%	73%	69%	73%	74%	75%	68%	74%	68%	74%	73%
NET: Dissatisfied		172	119	10	81	37	154	1	115	14	81	38
		9%	11%	14%	9%	14%	10%	4%	10%	18%	9%	15%
Answered		1828	1120	68	893	259	1494	28	1111	78	893	258
Mean Score		1.0	.9	.7	.9	.9	1.0	1.0	.9	.8	.9	.9
Standard error		.02	.03	.11	.03	.06	.02	.15	.03	.12	.03	.06
Standard deviation		.99	1.00	1.20	.96	1.17	1.01	.95	.99	1.25	.97	1.16

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2005	801	1366	246	2	719	982	201	4	867	701	220	2
Effective base	974	358	669	104	1	323	468	88	3	404	343	100	2
Weighted Base	1828	676	1230	194	2	610	852	160	4	781	630	179	4
Very Dissatisfied (-2)	40 2%	23 3%	25 2%	7 3%	- -%	18 3%	15 2%	5 3%	1 13%	24 3%	14 2%	5 3%	- -%
Fairly Dissatisfied (-1)	132 7%	61 9%	105 8%	24 12%	- -%	52 9%	80 9%	22 14%	- -%	60 8%	63 10%	16 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	289 16%	91 13%	192 16%	28 14%	- -%	84 14%	137 16%	26 16%	2 39%	105 13%	95 15%	32 18%	2 41%
Fairly Satisfied (1)	736 40%	267 39%	519 42%	78 40%	2 100%	241 40%	352 41%	56 35%	* 4%	314 40%	265 42%	69 39%	2 59%
Very Satisfied (2)	630 34%	234 35%	389 32%	57 29%	- -%	215 35%	268 31%	50 31%	2 44%	277 36%	193 31%	57 32%	- -%
NET: Satisfied	1366 75%	501 74%	909 74%	135 70%	2 100%	456 75%	621 73%	106 66%	2 47%	592 76%	458 73%	126 71%	2 59%
NET: Dissatisfied	172 9%	84 12%	129 11%	31 16%	- -%	70 11%	95 11%	27 17%	1 13%	84 11%	77 12%	21 12%	- -%
Answered	1828	676	1230	194	2	610	852	160	4	781	630	179	4
Mean Score	1.0	.9	.9	.8	1.0	1.0	.9	.8	.7	1.0	.9	.9	.6
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.79	.04	.04	.07	.40
Standard deviation	.99	1.07	.99	1.10	-	1.04	1.00	1.13	1.58	1.04	1.02	1.04	.57

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2005	1630	1212	919	1275	1048	50	600	466	450	117	81	467	432			
Effective base	974	779	570	455	606	511	18	307	227	217	61	45	227	208			
Weighted Base	1828	1447	1056	858	1146	961	14	585	436	427	117	90	438	397			
Very Dissatisfied (-2)	40 2%	34 2%	17 2%	13 2%	25 2%	17 2%	* 2%	8 1%	7 2%	7 2%	2 2%	4 5%	7 2%	9 2%			
Fairly Dissatisfied (-1)	132 7%	112 8%	92 9%	63 7%	99 9%	76 8%	2 16%	45 8%	39 9%	27 6%	16 14%	8 8%	38 9%	22 5%			
Neither Satisfied Nor Dissatisfied (0)	289 16%	218 15%	163 15%	140 16%	151 13%	154 16%	* 2%	89 15%	67 15%	47 11%	23 20%	16 18%	60 14%	60 15%			
Fairly Satisfied (1)	736 40%	592 41%	431 41%	355 41%	482 42%	416 43%	4 28%	263 45%	178 41%	187 44%	44 38%	34 38%	168 38%	179 45%			
Very Satisfied (2)	630 34%	491 34%	352 33%	287 33%	390 34%	297 31%	7 52%	180 31%	144 33%	159 37%	32 27%	28 31%	164 38%	127 32%			
NET: Satisfied	1366 75%	1083 75%	783 74%	642 75%	872 76%	713 74%	11 80%	443 76%	323 74%	346 81%	75 65%	62 69%	333 76%	306 77%			
NET: Dissatisfied	172 9%	147 10%	110 10%	76 9%	123 11%	93 10%	2 18%	53 9%	46 11%	34 8%	18 15%	12 13%	45 10%	31 8%			
Answered	1828	1447	1056	858	1146	961	14	585	436	427	117	90	438	397			
Mean Score	1.0	1.0	1.0	1.0	1.0	.9	1.1	1.0	1.0	1.1	.7	.8	1.0	1.0			
Standard error	.02	.02	.03	.03	.03	.03	.17	.04	.05	.04	.10	.12	.05	.05			
Standard deviation	.99	1.01	.99	.96	1.00	.97	1.20	.94	.99	.94	1.06	1.11	1.00	.95			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2005	168	98	79	35	1772	1263	1839	1291	1259	797	1692	240	-	1644	112
Effective base		974	80	41	37	18	846	577	880	595	581	370	826	114	-	777	64
Weighted Base		1828	150	69	66	39	1579	1041	1641	1100	1052	714	1541	209	-	1454	122
Very Dissatisfied	(-2)	40	7	2	9	-	35	22	36	24	23	17	34	8	-	9	28
		2%	4%	3%	14%	-%	2%	2%	2%	2%	2%	2%	2%	4%	-%	1%	23%
																a	
Fairly Dissatisfied	(-1)	132	16	3	12	3	111	86	117	93	81	66	104	19	-	36	44
		7%	11%	4%	18%	9%	7%	8%	7%	8%	8%	9%	7%	9%	-%	2%	36%
																a	
Neither Satisfied Nor Dissatisfied	(0)	289	13	14	8	6	252	172	263	151	152	83	244	32	-	134	26
		16%	9%	20%	12%	16%	16%	16%	16%	14%	14%	12%	16%	16%	-%	9%	22%
																a	
Fairly Satisfied	(1)	736	59	25	26	11	637	397	655	428	404	289	628	82	-	672	10
		40%	39%	36%	39%	29%	40%	38%	40%	39%	38%	40%	41%	39%	-%	46%	8%
																b	
Very Satisfied	(2)	630	55	25	11	18	544	364	571	404	391	260	532	67	-	602	14
		34%	37%	37%	17%	46%	34%	35%	35%	37%	37%	36%	35%	32%	-%	41%	11%
			c			c										b	
NET: Satisfied		1366	114	50	37	30	1181	761	1226	831	795	548	1159	150	-	1274	24
		75%	76%	73%	56%	76%	75%	73%	75%	76%	76%	77%	75%	72%	-%	88%	20%
			c													b	
NET: Dissatisfied		172	23	5	21	3	146	108	153	117	104	83	137	27	-	46	72
		9%	15%	7%	32%	9%	9%	10%	9%	11%	10%	12%	9%	13%	-%	3%	59%
					ab											a	
Answered		1828	150	69	66	39	1579	1041	1641	1100	1052	714	1541	209	-	1454	122
Mean Score		1.0	.9	1.0	.3	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.9	-	1.3	-.5
			c	c		c										b	
Standard error		.02	.09	.10	.15	.17	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		.99	1.14	1.01	1.33	.99	.99	1.02	1.00	1.02	1.01	1.03	.98	1.08	-	.78	1.25

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2005	710	1295	441	22	212	317	207	1315	409	250	296	1376
Effective base	974	353	621	194	14	92	149	95	645	197	119	137	683
Weighted Base	1828	687	1140	390	35	191	300	171	1222	370	219	274	1267
Very Dissatisfied (-2)	40 2%	35 5%	5 *%	15 4%	3 10%	8 4%	15 5%	12 7%	15 1%	12 3%	13 6%	8 3%	17 1%
Fairly Dissatisfied (-1)	132 7%	99 14%	33 3%	22 6%	4 11%	17 9%	24 8%	14 8%	76 6%	38 10%	20 9%	34 12%	75 6%
Neither Satisfied Nor Dissatisfied (0)	289 16%	126 18%	163 14%	40 10%	5 14%	23 12%	40 13%	16 10%	192 16%	69 19%	32 15%	46 17%	191 15%
Fairly Satisfied (1)	736 40%	277 40%	459 40%	168 43%	15 42%	84 44%	115 38%	61 36%	507 41%	155 42%	87 40%	118 43%	516 41%
Very Satisfied (2)	630 34%	150 22%	481 42%	144 37%	8 23%	59 31%	106 35%	68 40%	432 35%	95 26%	66 30%	68 25%	467 37%
NET: Satisfied	1366 75%	427 62%	939 82%	313 80%	23 66%	143 75%	221 74%	130 76%	938 77%	251 68%	154 70%	186 68%	983 78%
NET: Dissatisfied	172 9%	134 20%	38 3%	37 10%	7 21%	25 13%	39 13%	25 15%	91 7%	50 14%	33 15%	42 15%	93 7%
Answered	1828	687	1140	390	35	191	300	171	1222	370	219	274	1267
Mean Score	1.0	.6	1.2	1.0	.6	.9	.9	.9	1.0	.8	.8	.7	1.1
Standard error	.02	.04	.02	.05	.27	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	.99	1.13	.82	1.02	1.25	1.07	1.12	1.20	.93	1.05	1.15	1.05	.94

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2005	1033	972
Effective base		974	459	516
Weighted Base		1828	836	991
Very Dissatisfied	(-2)	40 2%	23 3%	17 2%
Fairly Dissatisfied	(-1)	132 7%	67 8%	64 6%
Neither Satisfied Nor Dissatisfied	(0)	289 16%	151 18%	138 14%
Fairly Satisfied	(1)	736 40%	317 38%	419 42%
Very Satisfied	(2)	630 34%	277 33%	353 36%
NET: Satisfied		1366 75%	594 71%	772 78%
				a
NET: Dissatisfied		172 9%	91 11%	81 8%
Answered		1828	836	991
Mean Score		1.0	.9	1.0
				a
Standard error		.02	.03	.03
Standard deviation		.99	1.04	.95

Columns Tested:: a,b

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery time

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2005	-	83	328	370	39	149	117	238	183	176	207	115
Effective base		974	-	35	161	181	14	86	35	111	109	57	140	66
Weighted Base		1828	-	63	334	317	30	166	49	193	214	59	298	105
Very Dissatisfied	(-2)	40 2%	- -%	4 6%	1 *% c	5 1%	* 1%	7 4%	- -%	7 4%	10 4%	3 4%	5 2%	* *% c
Fairly Dissatisfied	(-1)	132 7%	- -%	2 3%	27 8%	13 4%	* *% c	14 9%	3 6%	14 7%	9 4%	3 5%	32 11%	14 13% di
Neither Satisfied Nor Dissatisfied	(0)	289 16%	- -%	4 6%	43 13%	56 18%	6 19%	32 20%	9 18%	28 14%	37 18%	10 16%	41 14%	23 22% b
Fairly Satisfied	(1)	736 40%	- -%	24 38%	122 37%	109 34%	7 24%	72 43%	23 47%	84 43%	92 43%	24 41%	146 49%	32 30% cdl
Very Satisfied	(2)	630 34%	- -%	29 46%	140 42%	134 42%	17 57%	41 25%	14 29%	60 31%	65 31%	20 34%	73 24%	36 34%
NET: Satisfied		1366 75%	- -%	53 84%	263 79%	243 77%	24 80%	113 68%	38 76%	144 75%	158 74%	44 75%	219 74%	68 65%
NET: Dissatisfied		172 9%	- -%	6 9%	28 8%	17 6%	* 1%	21 13%	3 6%	21 11%	19 9%	5 9%	37 13%	14 13% d
Answered		1828	-	63	334	317	30	166	49	193	214	59	298	105
Mean Score		1.0	-	1.2	1.1	1.1	1.4	.8	1.0	.9	.9	.9	.8	.9
Standard error		.02	-	.12	.05	.05	.14	.09	.08	.07	.08	.08	.07	.10
Standard deviation		.99	-	1.10	.94	.94	.85	1.04	.85	1.04	1.03	1.05	.97	1.04

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 265 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery time**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2005	439	530	538	498	969	1036	
Effective base	974	217	260	253	247	474	500	
Weighted Base	1828	454	455	456	462	909	919	
Very Dissatisfied	(-2)	40	5	11	17	8	16	24
		2%	1%	2%	4%	2%	2%	3%
Fairly Dissatisfied	(-1)	132	33	24	27	49	56	76
		7%	7%	5%	6%	11%	6%	8%
Neither Satisfied Nor Dissatisfied	(0)	289	53	88	74	74	141	148
		16%	12%	19%	16%	16%	16%	16%
			a					
Fairly Satisfied	(1)	736	158	176	199	203	334	402
		40%	35%	39%	44%	44%	37%	44%
				a	a			a
Very Satisfied	(2)	630	205	156	140	129	361	269
		34%	45%	34%	31%	28%	40%	29%
			bcd				b	
NET: Satisfied		1366	363	333	339	331	696	671
		75%	80%	73%	74%	72%	77%	73%
			d					
NET: Dissatisfied		172	37	35	43	57	72	100
		9%	8%	8%	9%	12%	8%	11%
Answered		1828	454	455	456	462	909	919
Mean Score		1.0	1.2	1.0	.9	.9	1.1	.9
			bcd				b	
Standard error		.02	.05	.04	.04	.04	.03	.03
Standard deviation		.99	.96	.98	1.01	1.00	.98	1.00

Columns Tested:: a,b,c,d - a,b

Table 266

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2000	700	1300	1444	297	86	173	556
Effective base	972	314	666	897	170	54	104	225
Weighted Base	1828	510	1317	1748	67	8	4	79
Very Dissatisfied (-2)	60 3%	14 3%	47 4%	59 3%	1 1%	- %	* %	1 1%
Fairly Dissatisfied (-1)	122 7%	23 4%	99 8%	119 7%	3 5%	* %	* 2%	3 4%
Neither Satisfied Nor Dissatisfied (0)	277 15%	83 16%	194 15%	269 15%	6 9%	1 10%	* 9%	7 9%
Fairly Satisfied (1)	750 41%	157 31%	592 45% a	719 41%	26 38%	4 47%	2 40%	31 39%
Very Satisfied (2)	618 34%	233 46% b	385 29%	582 33%	31 46% a	3 43%	2 48% a	36 46% a
NET: Satisfied	1368 75%	391 77%	977 74%	1301 74%	57 84% a	7 90% a	4 88% a	67 85% a
NET: Dissatisfied	183 10%	36 7%	146 11%	178 10% cde	4 6%	* % a	* 3% a	4 6% a
Answered	1828	510	1317	1748	67	8	4	79
Mean Score	1.0	1.1	.9	.9	1.2	1.3	1.3	1.2
Standard error	.02	.04	.03	.03	.05	.08	.07	.04
Standard deviation	1.03	1.01	1.02	1.03	.92	.70	.87	.89

Columns Tested:: a,b - a,b,c,d,e

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2000	764	490	190	184	199	173	1444	297	259
Effective base		972	534	278	109	118	87	104	897	170	113
Weighted Base		1828	1116	508	124	48	27	4	1748	67	12
Very Dissatisfied	(-2)	60 3%	39 4% i	17 3%	3 3%	1 2%	* *% i	* *% i	59 3%	1 1%	* *% i
Fairly Dissatisfied	(-1)	122 7%	67 6% i	48 10% cefi	3 3%	3 5% i	1 3%	* 2% i	119 7% i	3 5% i	* 1% i
Neither Satisfied Nor Dissatisfied	(0)	277 15%	177 16% dh	78 15% d	15 12%	3 7%	4 13%	* 9%	269 15% dh	6 9%	1 10%
Fairly Satisfied	(1)	750 41%	451 40%	209 41%	59 48%	20 41%	10 35%	2 40%	719 41%	26 38%	5 44%
Very Satisfied	(2)	618 34%	382 34%	156 31%	44 35%	21 44% abg	13 48% abg	2 48% abg	582 33%	31 46% abg	5 45% abg
NET: Satisfied		1368 75%	833 75%	365 72%	103 83% b	41 86% abg	23 83% b	4 88% abg	1301 74%	57 84% abg	11 89% abg
NET: Dissatisfied		183 10%	107 10% efi	65 13% cefhi	7 5% i	3 7% i	1 3% i	* 3% efi	178 10% efi	4 6% i	* 1% i
Answered		1828	1116	508	124	48	27	4	1748	67	12
Mean Score		1.0	1.0	.9	1.1	1.2	1.3	1.3	.9	1.2	1.3
Standard error		.02	.04	.05	.07	.07	.06	.07	.03	.05	.05
Standard deviation		1.03	1.03	1.06	.91	.93	.84	.87	1.03	.92	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	2000	957	487	297	86	173	771	271	92	85	187	
Effective base	972	671	290	170	54	104	516	132	41	29	33	
Weighted Base	1828	1435	314	67	8	4	1060	232	46	41	43	
Very Dissatisfied	(-2)	60 3%	51 4%	8 3%	1 1%	- -%	* *%	39 4%	4 2%	3 6%	2 5%	* *%
Fairly Dissatisfied	(-1)	122 7%	103 7%	16 5%	3 5%	* *%	* 2%	87 8%	9 4%	3 7%	1 3%	3 7%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	222 16%	47 15%	6 9%	1 10%	* 9%	162 15%	34 14%	7 15%	4 11%	6 13%
Fairly Satisfied	(1)	750 41%	582 41%	137 44%	26 38%	4 47%	2 40%	445 42%	114 49%	13 29%	16 40%	22 52%
Very Satisfied	(2)	618 34%	477 33%	105 34%	31 46%	3 43%	2 48%	327 31%	72 31%	19 42%	17 41%	12 28%
NET: Satisfied		1368 75%	1059 74%	242 77%	57 84%	7 90%	4 88%	772 73%	186 80%	33 71%	33 82%	34 79%
NET: Dissatisfied		183 10%	154 11%	25 8%	4 6%	* *%	* 3%	126 12%	13 5%	6 13%	3 8%	3 7%
Answered	1828	1435	314	67	8	4	1060	232	46	41	43	
Mean Score	1.0	.9	1.0	1.2	1.3	1.3	.9	1.0	.9	1.1	1.0	
Standard error	.02	.03	.04	.05	.08	.07	.04	.05	.12	.11	.06	
Standard deviation	1.03	1.04	.97	.92	.70	.87	1.05	.87	1.19	1.04	.86	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2000	112	103	203	76	117	146	133	126	117
Effective base		972	79	76	136	53	85	106	101	88	81
Weighted Base		1828	154	138	322	86	133	246	244	155	134
Very Dissatisfied	(-2)	60 3%	10 6% i	2 1%	12 4%	- -%	6 5% i	15 6%	7 3%	6 4%	- -%
Fairly Dissatisfied	(-1)	122 7%	8 5%	4 3%	24 7%	5 6%	9 7%	29 12% b	14 6%	12 8%	9 7%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	21 13%	19 14%	66 20% f	16 18%	19 15%	25 10%	35 14%	21 14%	25 18%
Fairly Satisfied	(1)	750 41%	61 39%	58 42%	123 38%	29 33%	54 40%	105 43%	108 44%	76 49%	60 45%
Very Satisfied	(2)	618 34%	55 36%	55 40%	98 30%	37 43% h	44 33%	73 30%	80 33%	40 26%	41 30%
NET: Satisfied		1368 75%	116 75%	113 82% c	220 68%	66 76%	98 74%	178 72%	188 77%	116 75%	101 75%
NET: Dissatisfied		183 10%	18 11%	6 4%	36 11%	5 6%	16 12%	43 18% bdi	21 9%	18 12%	9 7%
Answered		1828	154	138	322	86	133	246	244	155	134
Mean Score		1.0	.9	1.2 cfh	.8	1.1	.9	.8	1.0	.9	1.0
Standard error		.02	.11	.09	.07	.10	.10	.10	.08	.09	.08
Standard deviation		1.03	1.13	.87	1.06	.91	1.09	1.16	.98	1.01	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2000	310	341	482	1133	867	303	287	277
Effective base		972	219	242	343	783	403	149	166	152
Weighted Base		1828	353	447	812	1613	215	105	73	37
Very Dissatisfied	(-2)	60 3%	6 2%	17 4%	33 4%	57 4%	4 2%	1 1%	2 2%	1 2%
Fairly Dissatisfied	(-1)	122 7%	23 7%	24 5%	67 8%	114 7%	8 4%	4 4%	2 3%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	60 17%	61 14%	125 15%	247 15%	30 14%	17 16%	9 12%	5 13%
Fairly Satisfied	(1)	750 41%	142 40%	195 44%	336 41%	673 42%	77 36%	38 37%	26 35%	13 34%
Very Satisfied	(2)	618 34%	122 34%	150 33%	251 31%	522 32%	96 45%	44 42%	35 48%	17 46%
NET: Satisfied		1368 75%	264 75%	344 77%	587 72%	1195 74%	173 81%	83 79%	61 83%	30 80%
NET: Dissatisfied		183 10%	29 8%	41 9%	100 12%	171 11%	12 6%	6 5%	4 5%	3 7%
Answered		1828	353	447	812	1613	215	105	73	37
Mean Score		1.0	1.0	1.0	.9	.9	1.2 abcd	1.1 cd	1.2 abcd	1.2 cd
Standard error		.02	.05	.06	.05	.03	.03	.05	.06	.06
Standard deviation		1.03	.97	1.02	1.07	1.03	.93	.91	.93	1.00

Columns Tested: a,b,c,d,e,f,g,h

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2000	82	117	22	139	164	453	90	95	969	
Effective base	972	40	45	12	57	83	244	37	35	494	
Weighted Base	1828	95	114	31	145	195	378	65	54	888	
Very Dissatisfied	(-2)	60 3%	- -%	3 3%	- -%	3 2%	5 2%	11 3%	3 4%	7 14%	31 4%
Fairly Dissatisfied	(-1)	122 7%	1 1%	8 7%	- -%	8 6%	21 11%	32 8%	* *%	* *%	61 7%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	12 13%	20 17%	4 13%	24 16%	36 18%	58 15%	7 11%	5 9%	135 15%
Fairly Satisfied	(1)	750 41%	44 46%	40 35%	18 57%	58 40%	72 37%	156 41%	34 51%	19 36%	367 41%
Very Satisfied	(2)	618 34%	38 40%	43 37%	9 30%	52 36%	62 32%	122 32%	22 34%	23 42%	294 33%
NET: Satisfied		1368 75%	82 86%	83 73%	27 87%	110 76%	134 69%	278 74%	55 85%	42 78%	661 74%
NET: Dissatisfied		183 10%	1 1%	12 10%	- -%	12 8%	25 13%	42 11%	3 4%	7 14%	92 10%
Answered	1828	95	114	31	145	195	378	65	54	888	
Mean Score	1.0	1.2	1.0	1.2	1.0	.9	.9	1.1	.9	.9	
Standard error	.02	.08	.10	.14	.08	.08	.05	.10	.14	.03	
Standard deviation	1.03	.72	1.06	.64	.98	1.06	1.03	.91	1.33	1.04	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2000	385	453	1162	1663	337	-	1707	293	1926	74
Effective base	972	180	244	572	811	161	-	880	99	934	39
Weighted Base	1828	435	378	1014	1515	312	-	1687	140	1763	65
Very Dissatisfied (-2)	60 3%	8 2%	11 3%	42 4%	52 3%	8 3%	- -%	54 3%	6 4%	59 3%	2 3%
Fairly Dissatisfied (-1)	122 7%	30 7%	32 8%	61 6%	106 7%	17 5%	- -%	116 7%	6 4%	121 7%	2 2%
Neither Satisfied Nor Dissatisfied (0)	277 15%	72 17%	58 15%	147 15%	226 15%	51 16%	- -%	262 16%	15 10%	264 15%	13 20%
Fairly Satisfied (1)	750 41%	173 40%	156 41%	421 41%	626 41%	124 40%	- -%	703 42%	46 33%	730 41%	20 31%
Very Satisfied (2)	618 34%	152 35%	122 32%	344 34%	506 33%	113 36%	- -%	551 33%	67 48%	590 33%	28 44%
NET: Satisfied	1368 75%	325 75%	278 74%	765 75%	1132 75%	236 76%	- -%	1254 74%	114 81%	1320 75%	49 75%
NET: Dissatisfied	183 10%	38 9%	42 11%	103 10%	158 10%	25 8%	- -%	171 10%	12 9%	179 10%	3 5%
Answered	1828	435	378	1014	1515	312	-	1687	140	1763	65
Mean Score	1.0	1.0	.9	1.0	.9	1.0	-	.9	1.2	.9	1.1
Standard error	.02	.05	.05	.03	.03	.05	-	.02	.06	.02	.11
Standard deviation	1.03	.98	1.03	1.05	1.03	.99	-	1.02	1.06	1.03	.99

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2000	1198	363	405
Effective base		972	624	138	196
Weighted Base		1828	1168	265	372
Very Dissatisfied	(-2)	60 3%	45 4%	6 2%	9 3%
Fairly Dissatisfied	(-1)	122 7%	62 5%	24 9%	35 10%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	164 14%	41 15%	63 17%
Fairly Satisfied	(1)	750 41%	504 43%	100 38%	140 38%
Very Satisfied	(2)	618 34%	392 34%	94 35%	124 33%
NET: Satisfied		1368 75%	896 77%	194 73%	264 71%
NET: Dissatisfied		183 10%	107 9%	30 11%	45 12%
Answered		1828	1168	265	372
Mean Score		1.0	1.0	.9	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.03	1.02	1.04	1.05

Columns Tested:: a,b,c

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2000	1578	292	71	14	27	8	6	4	1870	130	59	
Effective base	972	842	103	18	4	6	2	3	3	942	30	13	
Weighted Base	1828	1607	163	30	7	16	3	1	*	1770	57	27	
Very Dissatisfied	(-2)	60 3%	51 3%	9 5%	- -%	1 16%	- -%	- -%	- -%	59 3%	1 2%	1 4%	
Fairly Dissatisfied	(-1)	122 7%	107 7%	13 8%	1 3%	- -%	1 6%	* 3%	- -%	120 7%	2 3%	1 4%	
Neither Satisfied Nor Dissatisfied	(0)	277 15%	243 15%	26 16%	6 21%	1 11%	* 1%	- -%	- -%	270 15%	7 13%	1 3%	
Fairly Satisfied	(1)	750 41%	668 42%	59 36%	11 36%	1 16%	10 61%	* *%	1 41%	* 66%	727 41%	22 39%	12 43%
Very Satisfied	(2)	618 34%	538 33%	56 34%	12 39%	4 57%	5 33%	3 97%	1 59%	* 34%	594 34%	24 43%	13 46%
NET: Satisfied		1368 75%	1206 75%	115 71%	22 76%	5 73%	15 94%	3 97%	1 100%	* 100%	1321 75%	47 82%	24 89%
NET: Dissatisfied		183 10%	158 10%	22 13%	1 3%	1 16%	1 6%	* 3%	- -%	- -%	180 10%	3 5%	2 8%
Answered	1828	1607	163	30	7	16	3	1	*	1770	57	27	
Mean Score	1.0	1.0	.9	1.1	1.0	1.2	1.9	1.6	1.3	.9	1.2	1.2	
Standard error	.02	.03	.07	.10	.42	.14	.21	.38	-	.02	.08	.13	
Standard deviation	1.03	1.02	1.14	.86	1.59	.74	.60	.93	-	1.03	.92	1.00	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2000	931	647	422	1714	1356	1792	1255	711	607	464	967	81	108	71	71	30
Effective base	972	536	307	133	815	630	864	593	319	237	261	498	25	34	21	18	9
Weighted Base	1828	1057	551	220	1521	1187	1607	1150	622	452	465	955	36	68	38	32	13
Very Dissatisfied (-2)	60 3%	30 3%	21 4%	10 4%	49 3%	41 3%	54 3%	40 4%	23 4%	12 3%	11 2%	38 4%	1 3%	2 3%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	122 7%	55 5%	53 10%	15 7%	105 7%	98 8%	108 7%	93 8%	45 7%	40 9%	11 2%	84 9%	1 4%	8 11%	* *%	* *%	3 27%
Neither Satisfied Nor Dissatisfied (0)	277 15%	168 16%	75 14%	33 15%	230 15%	179 15%	248 15%	168 15%	83 13%	62 14%	77 16%	137 14%	8 21%	10 15%	7 19%	6 20%	3 20%
Fairly Satisfied (1)	750 41%	428 41%	240 44%	81 37%	639 42%	507 43%	675 42%	485 42%	284 46%	181 40%	197 42%	406 43%	12 32%	30 44%	18 48%	11 35%	1 7%
Very Satisfied (2)	618 34%	376 36%	162 29%	80 37%	497 33%	362 30%	522 32%	363 32%	187 30%	158 35%	169 36%	290 30%	14 39%	19 27%	12 32%	13 39%	6 46%
NET: Satisfied	1368 75%	804 76%	402 73%	162 74%	1136 75%	869 73%	1197 74%	848 74%	471 76%	338 75%	366 79%	696 73%	26 72%	48 71%	30 81%	24 73%	7 52%
NET: Dissatisfied	183 10%	84 8%	74 13%	25 11%	154 10%	139 12%	162 10%	134 12%	68 11%	53 12%	22 5%	122 13%	3 7%	10 14%	* *%	2 7%	3 27%
Answered	1828	1057	551	220	1521	1187	1607	1150	622	452	465	955	36	68	38	32	13
Mean Score	1.0	1.0	.9	.9	.9	.9	.9	.9	.9	1.0	1.1	.9	1.0	.8	1.1	1.0	.7
Standard error	.02	b	.04	.05	.02	.03	.02	.03	.04	.04	b	.03	.12	.10	.08	.13	.25
Standard deviation	1.03	.99	1.07	1.09	1.02	1.04	1.02	1.05	1.03	1.04	.91	1.07	1.04	1.04	.72	1.11	1.34

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2000	1324	132	88	75	39	38	18	971	160	92	57	39	21	16
Effective base	972	697	52	26	21	12	7	4	506	55	23	23	10	8	6
Weighted Base	1828	1319	78	53	33	17	14	7	944	116	45	44	17	12	9
Very Dissatisfied	(-2)	60	44	2	1	2	-	-	34	5	-	-	-	2	-
		3%	3%	3%	2%	5%	-%	-%	4%	4%	-%	-%	-%	18%	-%
Fairly Dissatisfied	(-1)	122	98	2	2	1	*	1	72	15	1	6	-	*	3
		7%	7%	3%	3%	2%	*%	7%	8%	13%	3%	14%	-%	*%	40%
Neither Satisfied Nor Dissatisfied	(0)	277	199	16	1	5	3	5	138	17	7	13	*	4	*
		15%	15%	20%	2%	15%	17%	34%	15%	15%	15%	29%	2%	29%	3%
Fairly Satisfied	(1)	750	555	34	27	10	11	1	409	53	14	17	11	3	*
		41%	42%	43%	52%	32%	65%	9%	43%	45%	32%	38%	65%	24%	1%
Very Satisfied	(2)	618	424	25	22	15	3	7	290	27	23	8	6	3	5
		34%	32%	32%	41%	46%	18%	50%	31%	23%	50%	19%	33%	28%	57%
NET: Satisfied		1368	979	58	49	25	14	8	699	80	37	25	17	6	5
		75%	74%	75%	93%	77%	83%	59%	74%	69%	82%	57%	98%	52%	57%
NET: Dissatisfied		183	142	4	3	2	*	1	106	19	1	6	-	2	3
		10%	11%	5%	5%	7%	*%	7%	11%	17%	3%	14%	-%	19%	40%
Answered		1828	1319	78	53	33	17	14	944	116	45	44	17	12	9
Mean Score		1.0	.9	1.0	1.3	1.1	1.0	1.0	.9	.7	1.3	.6	1.3	.4	.7
Standard error		.02	.03	.08	.09	.13	.10	.18	.03	.09	.09	.13	.08	.31	.39
Standard deviation		1.03	1.03	.94	.83	1.09	.61	1.09	1.04	1.08	.84	.95	.52	1.44	1.55

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2000	881	134	92	57	44	17	30	750	352	375	217	89
Effective base	972	460	53	31	22	13	6	10	433	165	169	68	27
Weighted Base	1828	899	106	49	37	27	13	19	838	304	305	106	46
Very Dissatisfied	(-2)	60	32	5	1	-	-	2	31	7	13	2	1
		3%	4%	4%	3%	-%	-%	11%	4%	2%	4%	2%	1%
Fairly Dissatisfied	(-1)	122	70	13	5	1	2	*	48	24	22	9	2
		7%	8%	12%	11%	2%	7%	*%	6%	8%	7%	9%	4%
Neither Satisfied Nor Dissatisfied	(0)	277	132	17	13	4	1	*	136	41	42	15	11
		15%	15%	16%	27%	11%	5%	7%	16%	14%	14%	14%	23%
Fairly Satisfied	(1)	750	386	45	10	20	14	3	349	144	113	45	21
		41%	43%	43%	20%	54%	53%	26%	42%	47%	37%	43%	47%
Very Satisfied	(2)	618	278	27	19	13	9	9	273	88	115	34	12
		34%	31%	25%	39%	34%	35%	67%	33%	29%	38%	32%	25%
NET: Satisfied		1368	665	72	29	32	23	15	622	232	228	79	33
		75%	74%	68%	59%	88%	88%	93%	74%	76%	75%	75%	72%
NET: Dissatisfied		183	102	17	7	1	2	*	79	31	35	12	3
		10%	11%	16%	14%	2%	7%	*%	9%	10%	12%	11%	6%
Answered		1828	899	106	49	37	27	13	838	304	305	106	46
Mean Score		1.0	.9	.7	.8	1.2	1.2	1.6	.9	.9	1.0	.9	.9
Standard error		.02	.04	.10	.12	.09	.12	.16	.04	.05	.06	.07	.09
Standard deviation		1.03	1.04	1.10	1.15	.70	.83	.66	1.03	.97	1.09	1.02	.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e	
Unweighted Base	2000	802	333	311	195	64	587	265	277	148	66	
Effective base	972	455	158	134	54	16	326	115	113	50	20	
Weighted Base	1828	896	280	228	78	28	640	221	199	79	37	
Very Dissatisfied	(-2)	60 3%	32 4%	6 2%	11 5%	* 1%	- -%	22 3%	6 3%	10 5%	2 3%	1 1%
Fairly Dissatisfied	(-1)	122 7%	56 6%	23 8%	17 7%	7 9%	* 2%	51 8%	20 9%	16 8%	8 9%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	147 16%	37 13%	28 12%	8 10%	8 27%	97 15%	24 11%	28 14%	14 18%	10 28% b
Fairly Satisfied	(1)	750 41%	364 41%	142 51% ac	79 35%	37 48%	12 43%	277 43%	109 49%	76 38%	28 35%	15 40%
Very Satisfied	(2)	618 34%	297 33%	72 26%	94 41% b	26 33%	8 28%	193 30%	61 28%	69 35%	28 35%	10 26%
NET: Satisfied		1368 75%	661 74%	214 76%	172 76%	63 81%	20 71%	470 73%	170 77%	145 73%	55 70%	25 66%
NET: Dissatisfied		183 10%	88 10%	29 10%	27 12%	8 10%	* 2%	73 11%	26 12%	26 13%	10 12%	2 6%
Answered		1828	896	280	228	78	28	640	221	199	79	37
Mean Score		1.0	.9	.9	1.0	1.0	1.0	.9	.9	.9	.9	.8
Standard error		.02	.04	.05	.06	.07	.10	.04	.06	.07	.09	.11
Standard deviation		1.03	1.03	.95	1.12	.92	.80	1.04	1.00	1.12	1.07	.93

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	2000	550	203	254	150	74	707	84	451	1865	135	1674	40	
Effective base	972	306	87	111	56	27	336	39	215	918	55	802	14	
Weighted Base	1828	609	187	186	103	46	647	53	437	1715	113	1491	29	
Very Dissatisfied	(-2)	60 3%	22 4%	6 3%	10 5%	* 5%	2 3%	17 3%	1 1%	21 5%	51 3%	9 8%	49 3%	- -%
Fairly Dissatisfied	(-1)	122 7%	44 7%	21 11%	9 5%	13 12%	2 4%	51 8%	5 10%	37 9%	110 6%	13 11%	104 7%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	91 15%	22 12%	29 16%	21 21%	4 10%	91 14%	9 17%	67 15%	257 15%	20 18%	223 15%	7 26%
Fairly Satisfied	(1)	750 41%	271 45%	87 46%	64 34%	38 37%	19 42%	259 40%	23 43%	200 46%	718 42%	32 28%	627 42%	12 41%
Very Satisfied	(2)	618 34%	181 30%	52 28%	75 40%	31 30%	18 40%	230 35%	15 29%	111 25%	579 34%	39 35%	489 33%	8 29%
NET: Satisfied		1368 75%	452 74%	138 74%	138 74%	68 67%	37 82%	489 75%	38 72%	312 71%	1297 76%	71 63%	1116 75%	21 70%
NET: Dissatisfied		183 10%	66 11%	27 14%	19 10%	13 13%	4 9%	67 10%	6 11%	58 13%	161 9%	22 19%	153 10%	1 4%
Answered		1828	609	187	186	103	46	647	53	437	1715	113	1491	29
Mean Score		1.0	.9	.8	1.0	.8	1.1	1.0	.9	.8	1.0	.7	.9	.9
Standard error		.02	.04	.07	.07	.08	.12	.04	.11	.05	.02	.11	.03	.14
Standard deviation		1.03	1.02	1.05	1.11	1.01	1.05	1.02	.99	1.06	1.01	1.27	1.02	.86

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2000	1247	109	929	326	1675	39	1241	115	930	325
Effective base	972	600	31	466	128	803	13	592	38	468	126
Weighted Base	1828	1119	68	890	260	1492	28	1110	77	891	259
Very Dissatisfied	(-2) 60 3%	37 3%	4 6%	28 3%	13 5%	49 3%	* 2%	37 3%	4 6%	27 3%	14 5%
Fairly Dissatisfied	(-1) 122 7%	94 8%	4 6%	66 7%	27 10%	104 7%	1 4%	94 8%	4 6%	67 8%	26 10%
Neither Satisfied Nor Dissatisfied	(0) 277 15%	166 15%	13 20%	129 15%	39 15%	223 15%	7 24%	163 15%	16 20%	127 14%	41 16%
Fairly Satisfied	(1) 750 41%	469 42%	38 56%	390 44%	95 37%	626 42%	13 46%	469 42%	39 50%	389 44%	96 37%
Very Satisfied	(2) 618 34%	354 32%	8 12%	277 31%	86 33%	490 33%	7 24%	348 31%	14 18%	281 32%	82 32%
NET: Satisfied	1368 75%	823 74%	46 68%	667 75%	181 70%	1116 75%	20 70%	816 74%	53 69%	669 75%	179 69%
NET: Dissatisfied	183 10%	130 12%	9 12%	94 11%	40 15%	153 10%	2 6%	130 12%	9 11%	94 11%	40 15%
Answered	1828	1119	68	890	260	1492	28	1110	77	891	259
Mean Score	1.0	.9	.6	.9	.8	.9	.9	.9	.7	.9	.8
Standard error	.02	.03	.10	.03	.06	.03	.14	.03	.10	.03	.06
Standard deviation	1.03	1.04	1.00	1.01	1.15	1.02	.90	1.04	1.02	1.01	1.15

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2000	796	1361	244	2	716	982	201	4	867	699	220	2
Effective base	972	356	667	103	1	322	468	88	3	404	343	100	2
Weighted Base	1828	674	1229	193	2	608	852	160	4	780	630	179	4
Very Dissatisfied (-2)	60 3%	28 4%	37 3%	9 5%	- -%	25 4%	27 3%	8 5%	1 13%	27 4%	22 3%	10 5%	- -%
Fairly Dissatisfied (-1)	122 7%	54 8%	92 7%	16 8%	- -%	46 8%	78 9%	15 9%	- -%	63 8%	56 9%	7 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	277 15%	85 13%	196 16%	32 17%	- -%	78 13%	131 15%	27 17%	- -%	114 15%	88 14%	32 18%	- -%
Fairly Satisfied (1)	750 41%	303 45%	505 41%	87 45%	2 100%	271 45%	363 43%	54 34%	4 87%	315 40%	268 43%	71 40%	2 41%
Very Satisfied (2)	618 34%	203 30%	399 32%	48 25%	- -%	189 31%	254 30%	55 35%	- -%	260 33%	195 31%	59 33%	2 59%
NET: Satisfied	1368 75%	506 75%	904 74%	135 70%	2 100%	459 76%	617 72%	110 69%	4 87%	575 74%	464 74%	130 73%	4 100%
NET: Dissatisfied	183 10%	82 12%	129 11%	26 13%	- -%	71 12%	105 12%	24 15%	1 13%	91 12%	78 12%	17 10%	- -%
Answered	1828	674	1229	193	2	608	852	160	4	780	630	179	4
Mean Score	1.0	.9	.9	.8	1.0	.9	.9	.8	.6	.9	.9	.9	1.6
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.58	.04	.04	.07	.40
Standard deviation	1.03	1.06	1.03	1.07	-	1.05	1.04	1.16	1.16	1.06	1.05	1.08	.57

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 266 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2000	1626	1210	918	1271	1047	48	599	464	449	116	81	465	431
Effective base	972	778	570	454	604	511	17	307	226	216	61	45	226	207
Weighted Base	1828	1446	1056	858	1145	962	13	585	435	427	117	90	436	397
Very Dissatisfied (-2)	60	46	28	23	43	31	-	16	14	10	7	6	12	13
	3%	3%	3%	3%	4%	3%	-%	3%	3%	2%	6%	7%	3%	3%
Fairly Dissatisfied (-1)	122	102	94	66	74	76	*	48	40	24	13	10	21	26
	7%	7%	9%	8%	6%	8%	*%	8%	9%	6%	11%	11%	5%	6%
Neither Satisfied Nor Dissatisfied (0)	277	218	160	129	162	159	3	85	52	54	21	10	67	67
	15%	15%	15%	15%	14%	17%	22%	15%	12%	13%	18%	12%	15%	17%
Fairly Satisfied (1)	750	604	445	368	490	408	4	268	195	195	45	43	178	155
	41%	42%	42%	43%	43%	42%	31%	46%	45%	46%	39%	47%	41%	39%
Very Satisfied (2)	618	475	329	271	376	288	6	168	134	143	31	21	158	135
	34%	33%	31%	32%	33%	30%	47%	29%	31%	34%	27%	24%	36%	34%
NET: Satisfied	1368	1079	773	640	866	696	10	436	329	339	76	64	336	290
	75%	75%	73%	75%	76%	72%	78%	75%	76%	79%	66%	71%	77%	73%
NET: Dissatisfied	183	149	123	89	117	107	*	63	54	34	20	16	34	39
	10%	10%	12%	10%	10%	11%	*%	11%	12%	8%	17%	17%	8%	10%
Answered	1828	1446	1056	858	1145	962	13	585	435	427	117	90	436	397
Mean Score	1.0	.9	.9	.9	.9	.9	1.2	.9	.9	1.0	.7	.7	1.0	.9
Standard error	.02	.03	.03	.03	.03	.03	.12	.04	.05	.04	.11	.13	.05	.05
Standard deviation	1.03	1.02	1.03	1.01	1.03	1.03	.83	1.00	1.04	.95	1.15	1.15	.98	1.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2000	168	96	78	35	1768	1260	1834	1291	1255	793	1692	238	-	1642	110
Effective base	972	80	39	37	18	846	576	879	597	581	368	828	114	-	778	63
Weighted Base	1828	150	68	65	39	1582	1042	1642	1105	1052	712	1545	208	-	1455	121
Very Dissatisfied (-2)	60 3%	9 6%	- -%	10 15%	- -%	56 4%	38 4%	58 4%	41 4%	34 3%	32 5%	54 3%	15 7%	- -%	10 1%	45 37%
Fairly Dissatisfied (-1)	122 7%	10 7%	7 10%	11 16%	6 14%	110 7%	77 7%	115 7%	80 7%	71 7%	59 8%	106 7%	13 6%	- -%	42 3%	37 31%
Neither Satisfied Nor Dissatisfied (0)	277 15%	20 13%	14 21%	9 13%	* 1%	233 15%	170 16%	238 15%	161 15%	155 15%	88 12%	224 14%	18 8%	- -%	139 10%	21 17%
Fairly Satisfied (1)	750 41%	71 47%	26 38%	20 30%	13 33%	643 41%	394 38%	668 41%	430 39%	398 38%	298 42%	630 41%	91 44%	- -%	665 46%	9 8%
Very Satisfied (2)	618 34%	41 27%	20 30%	17 26%	20 52%	539 34%	363 35%	562 34%	393 36%	396 38%	235 33%	531 34%	72 35%	- -%	599 41%	9 8%
NET: Satisfied	1368 75%	112 74%	46 68%	36 56%	33 85%	1183 75%	757 73%	1231 75%	823 74%	793 75%	533 75%	1161 75%	163 78%	- -%	1264 87%	18 15%
NET: Dissatisfied	183 10%	18 12%	7 10%	20 31%	6 14%	166 10%	115 11%	173 11%	121 11%	104 10%	91 13%	160 10%	28 13%	- -%	51 4%	82 68%
Answered Mean Score	1828 1.0	150 .8	68 .9	65 .4	39 1.2	1582 .9	1042 .9	1642 1.0	1105 1.0	1052 1.0	712 .9	1545 1.0	208 .9	- -	1455 1.2	121 -.8
Standard error	.02	.08	.10	.16	.18	.02	.03	.02	.03	.03	.04	.03	.07	-	.02	.12
Standard deviation	1.03	1.08	.96	1.41	1.04	1.04	1.06	1.04	1.06	1.04	1.09	1.04	1.15	-	.79	1.23

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2000	705	1295	443	22	209	321	206	1311	409	250	294	1371
Effective base	972	351	622	195	14	91	150	95	645	197	119	136	682
Weighted Base	1828	685	1143	391	35	190	302	171	1221	371	218	273	1268
Very Dissatisfied (-2)	60 3%	52 8%	9 1%	13 3%	6 18%	9 5%	14 5%	11 7%	28 2%	19 5%	13 6%	14 5%	32 3%
Fairly Dissatisfied (-1)	122 7%	101 15%	21 2%	32 8%	1 2%	13 7%	34 11%	20 11%	63 5%	37 10%	18 8%	38 14%	64 5%
Neither Satisfied Nor Dissatisfied (0)	277 15%	144 21%	133 12%	43 11%	9 27%	30 16%	39 13%	24 14%	177 15%	66 18%	36 17%	44 16%	183 14%
Fairly Satisfied (1)	750 41%	261 38%	489 43%	178 46%	11 31%	89 47%	119 39%	59 35%	523 43%	149 40%	73 34%	124 46%	528 42%
Very Satisfied (2)	618 34%	126 18%	492 43%	124 32%	8 22%	48 25%	96 32%	57 33%	429 35%	100 27%	77 36%	53 19%	461 36%
NET: Satisfied	1368 75%	388 57%	981 86%	303 77%	18 53%	138 72%	215 71%	116 68%	952 78%	249 67%	151 69%	177 65%	989 78%
NET: Dissatisfied	183 10%	153 22%	30 3%	45 12%	7 20%	22 12%	49 16%	31 18%	92 8%	55 15%	31 14%	52 19%	96 8%
Answered	1828	685	1143	391	35	190	302	171	1221	371	218	273	1268
Mean Score	1.0	.5	1.3	.9	.4	.8	.8	.8	1.0	.7	.8	.6	1.0
Standard error	.02	.04	.02	.05	.29	.07	.06	.08	.03	.05	.07	.06	.03
Standard deviation	1.03	1.17	.79	1.03	1.36	1.05	1.14	1.22	.96	1.11	1.17	1.10	.97

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2000	1030	970
Effective base		972	458	515
Weighted Base		1828	837	991
Very Dissatisfied	(-2)	60 3%	29 3%	31 3%
Fairly Dissatisfied	(-1)	122 7%	69 8%	53 5%
Neither Satisfied Nor Dissatisfied	(0)	277 15%	130 16%	147 15%
Fairly Satisfied	(1)	750 41%	337 40%	413 42%
Very Satisfied	(2)	618 34%	271 32%	348 35%
NET: Satisfied		1368 75%	608 73%	760 77%
NET: Dissatisfied		183 10%	98 12%	84 9%
Answered		1828	837	991
Mean Score		1.0	.9	1.0
Standard error		.02	.03	.03
Standard deviation		1.03	1.06	1.00

Columns Tested: a,b

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2000	-	83	328	368	39	149	118	239	181	175	205	115
Effective base	972	-	35	161	179	14	86	35	112	108	56	140	66
Weighted Base	1828	-	63	335	314	30	166	50	195	213	59	298	105
Very Dissatisfied (-2)	60 3%	- -%	1 1%	4 1%	11 4%	- -%	7 4%	* *%	6 3%	12 6%	1 2%	10 3%	9 8%
Fairly Dissatisfied (-1)	122 7%	- -%	3 4%	12 4%	10 3%	1 5%	17 10%	4 8%	19 10%	16 7%	2 3%	36 12%	3 3%
Neither Satisfied Nor Dissatisfied (0)	277 15%	- -%	5 8%	50 15%	42 13%	4 14%	39 24%	3 6%	38 19%	29 14%	9 16%	34 12%	23 22%
Fairly Satisfied (1)	750 41%	- -%	27 42%	128 38%	117 37%	6 19%	59 36%	26 53%	85 44%	99 46%	28 47%	139 47%	36 34%
Very Satisfied (2)	618 34%	- -%	28 45%	141 42%	134 43%	18 62%	43 26%	17 34%	48 25%	57 27%	18 31%	79 27%	35 33%
NET: Satisfied	1368 75%	- -%	55 87%	269 80%	251 80%	24 81%	102 61%	43 86%	134 68%	156 73%	46 78%	218 73%	70 67%
NET: Dissatisfied	183 10%	- -%	3 5%	16 5%	21 7%	1 5%	25 15%	4 8%	24 12%	28 13%	3 5%	45 15%	12 11%
Answered	1828	-	63	335	314	30	166	50	195	213	59	298	105
Mean Score	1.0	-	1.3	1.2	1.1	1.4	.7	1.1	.8	.8	1.0	.8	.8
Standard error	.02	-	.09	.05	.05	.15	.09	.08	.07	.08	.07	.07	.11
Standard deviation	1.03	-	.85	.89	1.00	.92	1.10	.85	1.02	1.09	.90	1.06	1.18

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 266 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Delivery consistency / reliability (e.g. arrives as promised consistently)**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2000	439	528	538	495	967	1033
Effective base	972	218	259	253	247	473	500
Weighted Base	1828	455	453	458	462	908	920
Very Dissatisfied (-2)	60 3%	6 1%	17 4%	18 4%	19 4%	23 3%	37 4%
Fairly Dissatisfied (-1)	122 7%	17 4%	26 6%	38 8%	41 9%	43 5%	79 9%
Neither Satisfied Nor Dissatisfied (0)	277 15%	62 14%	78 17%	70 15%	67 15%	140 15%	137 15%
Fairly Satisfied (1)	750 41%	172 38%	164 36%	210 46% b	203 44%	337 37%	413 45% a
Very Satisfied (2)	618 34%	197 43% cd	167 37% cd	122 27%	132 29%	364 40% b	254 28%
NET: Satisfied	1368 75%	370 81% bcd	331 73%	332 73%	335 72%	701 77%	667 73%
NET: Dissatisfied	183 10%	23 5%	43 10%	56 12% a	60 13% a	67 7%	116 13% a
Answered	1828	455	453	458	462	908	920
Mean Score	1.0	1.2 bcd	1.0	.8	.8	1.1 b	.8
Standard error	.02	.04	.05	.04	.05	.03	.03
Standard deviation	1.03	.90	1.06	1.04	1.07	.99	1.05

Columns Tested:: a,b,c,d - a,b

Table 267

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1589	388	1201	1107	242	81	159	482
Effective base	762	171	597	700	145	50	96	197
Weighted Base	1446	266	1180	1381	55	7	4	65
Very Dissatisfied (-2)	18 1%	2 1%	16 1%	18 1%	* *%	* 1%	- -%	* *%
Fairly Dissatisfied (-1)	60 4%	7 3%	53 4%	58 4%	1 2%	* 2%	* 3%	1 2%
Neither Satisfied Nor Dissatisfied (0)	271 19%	39 14%	232 20%	261 19%	9 16%	1 10%	* 9%	10 15%
Fairly Satisfied (1)	596 41%	84 32%	512 43%	572 41%	20 37%	3 38%	2 43%	24 37%
Very Satisfied (2)	501 35%	134 50%	366 31%	471 34%	24 45%	3 49%	2 45%	30 45%
NET: Satisfied	1097 76%	219 82%	878 74%	1043 76%	45 82%	6 87%	3 88%	54 83%
NET: Dissatisfied	78 5%	9 3%	69 6%	76 6%	1 2%	* 3%	* 3%	2 3%
Answered	1446	266	1180	1381	55	7	4	65
Mean Score	1.0	1.3	1.0	1.0	1.2	1.3	1.3	1.2
Standard error	.02	.04	.03	.03	.05	.10	.07	.04
Standard deviation	.90	.86	.90	.90	.82	.88	.90	.82

Columns Tested: a,b - a,b,c,d,e

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1589	574	383	150	145	178	159	1107	242	240
Effective base		762	402	228	94	98	80	96	700	145	101
Weighted Base		1446	857	425	98	37	24	4	1381	55	11
Very Dissatisfied	(-2)	18 1%	12 1%	5 1%	1 1%	* *%	* *%	- -%	18 1%	* *%	* 1%
Fairly Dissatisfied	(-1)	60 4%	36 4%	21 5%	1 1%	1 2%	1 3%	* 3%	58 4%	1 2%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	181 21%	68 16%	13 13%	6 15%	4 15%	* 9%	261 19%	9 16%	1 10%
Fairly Satisfied	(1)	596 41%	342 40%	184 43%	45 46%	13 35%	10 40%	2 43%	572 41%	20 37%	4 39%
Very Satisfied	(2)	501 35%	286 33%	147 35%	38 39%	18 47%	10 42%	2 45%	471 34%	24 45%	5 48%
NET: Satisfied		1097 76%	628 73%	331 78%	83 85%	31 82%	20 82%	3 88%	1043 76%	45 82%	9 87%
NET: Dissatisfied		78 5%	48 6%	26 6%	2 2%	1 2%	1 3%	* 3%	76 6%	1 2%	* 3%
Answered		1446	857	425	98	37	24	4	1381	55	11
Mean Score		1.0	1.0	1.1	1.2	1.3	1.2	1.3	1.0	1.2	1.3
Standard error		.02	.04	.05	.07	.07	.06	.07	.03	.05	.05
Standard deviation		.90	.91	.90	.80	.82	.83	.90	.90	.82	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1589	734	373	242	81	159	659	230	83	75	172
Effective base	762	519	237	145	50	96	435	114	34	24	30
Weighted Base	1446	1128	252	55	7	4	907	194	38	32	32
Very Dissatisfied	(-2)	18	14	4	*	*	13	3	-	-	-
	1%	1%	2%	*%	1%	-%	1%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	60	51	7	1	*	42	3	*	-	*
	4%	5%	3%	2%	2%	3%	5%	2%	*%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	271	218	44	9	1	179	35	9	3	6
	19%	19%	17%	16%	10%	9%	20%	18%	23%	10%	20%
		e	e								
Fairly Satisfied	(1)	596	473	99	20	3	379	92	16	9	10
	41%	42%	39%	37%	38%	43%	42%	47%	44%	27%	30%
Very Satisfied	(2)	501	372	99	24	3	295	60	12	20	16
	35%	33%	39%	45%	49%	45%	32%	31%	33%	63%	50%
		a	a	a	a	a				abc	
NET: Satisfied	1097	845	198	45	6	3	673	152	29	29	26
	76%	75%	78%	82%	87%	88%	74%	78%	77%	90%	80%
					ab						
NET: Dissatisfied	78	65	11	1	*	*	55	7	*	-	*
	5%	6%	4%	2%	3%	3%	6%	3%	*%	-%	*%
Answered	1446	1128	252	55	7	4	907	194	38	32	32
Mean Score	1.0	1.0	1.1	1.2	1.3	1.3	1.0	1.0	1.1	1.5	1.3
				a	a	a				abc	
Standard error	.02	.03	.05	.05	.10	.07	.04	.06	.08	.08	.06
Standard deviation	.90	.90	.90	.82	.88	.90	.92	.85	.76	.68	.80

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1589	91	89	167	56	96	114	105	101	96
Effective base		762	62	65	107	37	67	84	77	69	66
Weighted Base		1446	128	120	247	64	106	200	188	124	105
Very Dissatisfied	(-2)	18 1%	4 3%	- -%	4 2%	- -%	2 2%	2 1%	3 2%	1 1%	- -%
Fairly Dissatisfied	(-1)	60 4%	7 5%	9 7%	6 3%	- -%	7 7%	14 7%	4 2%	4 4%	2 2%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	22 18%	20 17%	65 26%	13 21%	16 15%	27 14%	33 18%	27 21%	20 19%
Fairly Satisfied	(1)	596 41%	49 38%	48 40%	87 35%	28 44%	57 54%	83 41%	83 44%	48 39%	51 49%
Very Satisfied	(2)	501 35%	46 36%	42 35%	85 34%	23 36%	23 22%	74 37%	66 35%	44 35%	32 31%
NET: Satisfied		1097 76%	95 74%	90 76%	172 70%	51 79%	80 75%	157 78%	148 79%	92 74%	83 79%
NET: Dissatisfied		78 5%	11 8%	9 7%	10 4%	- -%	10 9%	16 8%	7 4%	6 5%	2 2%
Answered		1446	128	120	247	64	106	200	188	124	105
Mean Score		1.0	1.0	1.0	1.0	1.2	.9	1.1	1.1	1.0	1.1
Standard error		.02	.11	.10	.07	.10	.09	.09	.08	.09	.08
Standard deviation		.90	1.02	.91	.93	.74	.92	.94	.86	.89	.75

Columns Tested: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1589	248	281	386	915	674	240	221	213
Effective base		762	170	196	269	620	296	112	123	110
Weighted Base		1446	275	372	636	1282	164	81	56	27
Very Dissatisfied	(-2)	18 1%	2 1%	5 1%	9 1%	17 1%	1 1%	1 2%	* *%	- -%
Fairly Dissatisfied	(-1)	60 4%	9 3%	20 5%	24 4%	53 4%	7 4%	3 4%	3 6%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	49 18%	70 19%	125 20%	244 19%	27 16%	12 14%	9 16%	6 22%
Fairly Satisfied	(1)	596 41%	136 50%	146 39%	252 40%	534 42%	63 38%	37 46%	17 30%	9 32%
Very Satisfied	(2)	501 35%	78 28%	132 35%	225 35%	434 34%	66 41%	28 34%	27 47%	12 45%
NET: Satisfied		1097 76%	214 78%	277 75%	477 75%	968 76%	129 79%	65 80%	44 78%	21 77%
NET: Dissatisfied		78 5%	11 4%	25 7%	33 5%	70 5%	8 5%	4 6%	3 6%	* 1%
Answered		1446	275	372	636	1282	164	81	56	27
Mean Score		1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.2	1.2
Standard error		.02	.05	.06	.05	.03	.03	.06	.06	.06
Standard deviation		.90	.82	.94	.91	.90	.89	.89	.93	.83

Columns Tested: a,b,c,d,e,f,g,h

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1589	60	92	17	109	137	377	72	75	753
Effective base	762	28	38	9	47	67	201	30	26	379
Weighted Base	1446	64	92	24	116	164	303	50	41	704
Very Dissatisfied	(-2)	18	*	-	*	2	7	-	1	8
	1%	-%	*%	-%	*%	1%	2%	-%	3%	1%
Fairly Dissatisfied	(-1)	60	*	2	-	2	5	4	3	40
	4%	*%	3%	-%	2%	3%	2%	7%	8%	6%
										f
Neither Satisfied Nor Dissatisfied	(0)	271	6	18	5	23	37	62	4	130
	19%	9%	20%	20%	20%	23%	20%	16%	10%	19%
Fairly Satisfied	(1)	596	33	33	9	42	71	118	12	301
	41%	52%	36%	36%	36%	43%	39%	38%	28%	43%
Very Satisfied	(2)	501	25	38	11	48	48	112	21	224
	35%	39%	41%	44%	42%	30%	37%	39%	50%	32%
NET: Satisfied		1097	58	71	19	90	119	230	32	525
	76%	90%	77%	80%	78%	73%	76%	77%	79%	75%
NET: Dissatisfied		78	*	3	-	3	7	4	5	48
	5%	*%	3%	-%	2%	4%	4%	7%	11%	7%
Answered	1446	64	92	24	116	164	303	50	41	704
Mean Score	1.0	1.3	1.2	1.2	1.2	1.0	1.1	1.1	1.2	1.0
Standard error	.02	.08	.09	.19	.08	.07	.05	.11	.13	.03
Standard deviation	.90	.65	.84	.78	.83	.87	.92	.92	1.10	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1589	306	377	906	1340	249	-	1348	241	1539	50
Effective base	762	142	201	438	646	116	-	685	81	735	27
Weighted Base	1446	343	303	799	1210	236	-	1325	121	1398	48
Very Dissatisfied (-2)	18 1%	2 1%	7 2%	9 1%	10 1%	8 3%	- -%	16 1%	2 1%	18 1%	- -%
Fairly Dissatisfied (-1)	60 4%	7 2%	5 2%	47 6% b	54 4%	6 3%	- -%	55 4%	5 4%	57 4%	3 5%
Neither Satisfied Nor Dissatisfied (0)	271 19%	66 19%	62 20%	143 18%	227 19%	44 19%	- -%	253 19%	18 15%	257 18%	14 29%
Fairly Satisfied (1)	596 41%	146 43%	118 39%	333 42%	489 40%	107 45%	- -%	558 42%	39 32%	588 42%	9 18%
Very Satisfied (2)	501 35%	121 35%	112 37%	267 33%	430 35%	71 30%	- -%	443 33%	58 48% a	478 34%	23 48%
NET: Satisfied	1097 76%	268 78%	230 76%	600 75%	919 76%	178 76%	- -%	1001 75%	96 80%	1065 76%	32 66%
NET: Dissatisfied	78 5%	10 3%	12 4%	56 7%	64 5%	14 6%	- -%	71 5%	7 5%	75 5%	3 5%
Answered	1446	343	303	799	1210	236	-	1325	121	1398	48
Mean Score	1.0	1.1	1.1	1.0	1.1	1.0	-	1.0	1.2	1.0	1.1
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.06	.02	.14
Standard deviation	.90	.83	.92	.92	.89	.94	-	.90	.94	.90	1.00

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1589	933	308	329
Effective base		762	485	117	154
Weighted Base		1446	917	222	298
Very Dissatisfied	(-2)	18 1%	8 1%	5 2%	5 2%
Fairly Dissatisfied	(-1)	60 4%	40 4%	10 5%	9 3%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	172 19%	44 20%	49 17%
Fairly Satisfied	(1)	596 41%	407 44%	75 34%	112 38%
Very Satisfied	(2)	501 35%	289 31%	87 39%	123 41%
NET: Satisfied		1097 76%	696 76%	162 73%	235 79%
NET: Dissatisfied		78 5%	49 5%	15 7%	14 5%
Answered		1446	917	222	298
Mean Score		1.0	1.0	1.0	1.1
Standard error		.02	.03	.06	.05
Standard deviation		.90	.87	1.00	.91

Columns Tested:: a,b,c

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1589	1209	254	67	13	27	8	6	5	1463	126	59
Effective base	762	649	86	17	5	6	2	3	2	733	29	12
Weighted Base	1446	1252	142	26	4	16	3	1	*	1395	51	25
Very Dissatisfied	(-2)	18	13	5	-	-	-	-	-	18	-	-
		1%	1%	3%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	60	56	3	-	-	*	-	-	60	*	*
		4%	4%	2%	-%	-%	1%	-%	-%	4%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	271	242	21	2	-	6	-	-	264	7	6
		19%	19%	15%	6%	-%	34%	-%	-%	19%	14%	23%
Fairly Satisfied	(1)	596	533	48	6	2	5	2	*	581	15	9
		41%	43%	33%	23%	55%	28%	85%	1%	42%	30%	38%
Very Satisfied	(2)	501	407	65	19	2	6	*	1	472	28	10
		35%	33%	46%	71%	45%	37%	15%	99%	34%	55%	39%
			ai	ai							ai	
NET: Satisfied	1097	941	113	25	4	11	3	1	*	1053	44	19
	76%	75%	79%	94%	100%	65%	100%	100%	100%	76%	86%	77%
NET: Dissatisfied	78	69	8	-	-	*	-	-	-	78	*	*
	5%	6%	6%	-%	-%	1%	-%	-%	-%	6%	*%	1%
Answered	1446	1252	142	26	4	16	3	1	*	1395	51	25
Mean Score	1.0	1.0	1.2	1.7	1.5	1.0	1.2	2.0	1.1	1.0	1.4	1.2
				abi							ai	
Standard error	.02	.03	.06	.07	.16	.17	.16	.08	-	.02	.07	.10
Standard deviation	.90	.89	1.00	.60	.57	.89	.46	.19	-	.90	.74	.80

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1589	666	543	380	1433	1172	1494	1118	674	579	348	823	68	96	67	62	30
Effective base	762	394	256	115	671	531	709	514	296	222	201	418	20	29	20	16	9
Weighted Base	1446	779	473	194	1264	1004	1329	998	575	427	362	808	29	59	32	27	13
Very Dissatisfied (-2)	18 1%	1 *%	12 3%	5 3%	18 1%	14 1%	18 1%	16 2%	11 2%	7 2%	4 1%	12 1%	*	-	*	2 8%	-
Fairly Dissatisfied (-1)	60 4%	32 4%	24 5%	4 2%	51 4%	47 5%	54 4%	44 4%	27 5%	18 4%	9 3%	41 5%	-	*	-	1 4%	2 19%
Neither Satisfied Nor Dissatisfied (0)	271 19%	164 21%	79 17%	28 15%	244 19%	183 18%	253 19%	182 18%	114 20%	63 15%	72 20%	150 19%	5 16%	13 22%	7 23%	5 20%	1 7%
Fairly Satisfied (1)	596 41%	334 43%	199 42%	63 33%	533 42%	416 41%	556 42%	408 41%	252 44%	180 42%	155 43%	349 43%	8 28%	19 32%	14 43%	9 34%	3 22%
Very Satisfied (2)	501 35%	249 32%	158 33%	94 48%	418 33%	344 34%	448 34%	348 35%	173 30%	158 37%	122 34%	257 32%	16 56%	27 46%	11 34%	9 33%	7 52%
NET: Satisfied	1097 76%	583 75%	358 76%	157 81%	951 75%	760 76%	1004 76%	756 76%	424 74%	338 79%	277 77%	606 75%	24 84%	46 78%	24 76%	18 67%	10 74%
NET: Dissatisfied	78 5%	33 4%	37 8%	8 4%	69 5%	61 6%	72 5%	60 6%	38 7%	25 6%	13 4%	53 7%	*	*	*	3 13%	2 19%
Answered	1446	779	473	194	1264	1004	1329	998	575	427	362	808	29	59	32	27	13
Mean Score	1.0	1.0	1.0	1.2	1.0	1.0	1.0	1.0	1.0	1.1	1.1	1.0	1.4	1.2	1.1	.8	1.1
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.09	.08	.10	.15	.22
Standard deviation	.90	.84	.97	.94	.90	.91	.90	.92	.92	.91	.86	.91	.78	.81	.79	1.21	1.20

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1589	1083	118	78	67	35	34	18	817	149	81	54	35	20	16
Effective base	762	567	47	22	19	11	6	4	419	51	18	22	8	8	6
Weighted Base	1446	1086	74	48	24	12	14	7	786	109	38	38	13	12	9
Very Dissatisfied	(-2)	18	15	3	*	-	-	-	12	*	-	*	-	2	-
		1%	1%	4%	*%	-%	-%	-%	1%	*%	-%	*%	-%	19%	-%
Fairly Dissatisfied	(-1)	60	45	4	-	-	-	2	37	6	*	-	-	4	-
		4%	4%	5%	-%	-%	-%	34%	5%	5%	1%	-%	-%	30%	-%
Neither Satisfied Nor Dissatisfied	(0)	271	210	13	8	4	2	5	140	24	7	8	1	1	1
		19%	19%	18%	17%	18%	19%	40%	18%	22%	20%	22%	12%	7%	11%
Fairly Satisfied	(1)	596	467	33	14	9	5	2	336	43	9	14	9	3	3
		41%	43%	45%	30%	38%	47%	11%	43%	40%	24%	36%	71%	23%	32%
Very Satisfied	(2)	501	348	21	25	10	4	7	261	36	21	16	2	2	5
		35%	32%	28%	53%	43%	34%	49%	33%	33%	56%	42%	17%	20%	57%
				ab							a				
NET: Satisfied		1097	815	54	39	20	9	8	598	79	30	30	11	5	8
		76%	75%	73%	83%	82%	81%	60%	76%	73%	80%	78%	88%	44%	89%
NET: Dissatisfied		78	60	7	*	-	-	2	49	6	*	*	-	6	-
		5%	6%	9%	*%	-%	-%	34%	6%	5%	1%	*%	-%	49%	-%
Answered		1446	1086	74	48	24	12	14	786	109	38	38	13	12	9
Mean Score		1.0	1.0	.9	1.4	1.3	1.1	1.1	1.0	1.0	1.4	1.2	1.1	*	1.5
				b											
Standard error		.02	.03	.09	.09	.09	.13	.17	.03	.07	.09	.11	.09	.34	.18
Standard deviation		.90	.90	1.01	.79	.76	.75	.97	.91	.88	.82	.81	.56	1.51	.72

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1589	754	128	91	56	42	17	30	578	305	336	187	81
Effective base	762	386	49	31	21	13	6	10	336	143	150	55	24
Weighted Base	1446	761	97	50	34	26	11	19	656	272	269	85	43
Very Dissatisfied (-2)	18 1%	13 2%	1 1%	- -%	- -%	- -%	- -%	2 11% a	12 2%	1 *%	5 2%	* 1%	- -%
Fairly Dissatisfied (-1)	60 4%	32 4%	6 7%	5 11%	* 1%	- -%	- -%	- -%	21 3%	19 7%	10 4%	1 2%	3 7%
Neither Satisfied Nor Dissatisfied (0)	271 19%	150 20%	9 9%	9 19%	3 10%	8 29%	1 8%	2 9%	141 21%	50 19%	42 15%	10 12%	9 22%
Fairly Satisfied (1)	596 41%	320 42%	38 39%	22 45%	14 40%	5 21%	4 38%	4 23%	266 41%	125 46%	122 45%	25 30%	16 37%
Very Satisfied (2)	501 35%	246 32%	43 44%	13 25%	17 50%	13 50%	6 53%	11 56%	216 33%	78 29%	91 34%	48 56%	15 35%
NET: Satisfied	1097 76%	566 74%	81 83%	35 70%	31 90%	18 71%	10 92%	15 79%	482 73%	203 74%	213 79%	73 86%	31 72%
NET: Dissatisfied	78 5%	45 6%	8 8%	5 11%	* 1%	- -%	- -%	2 11%	33 5%	19 7%	15 5%	2 2%	3 7%
Answered	1446	761	97	50	34	26	11	19	656	272	269	85	43
Mean Score	1.0	1.0	1.2	.8	1.4	1.2	1.4	1.1	1.0	1.0	1.1	1.4	1.0
Standard error	.02	.03	.08	.10	ac	.09	.14	.24	.04	.05	.05	abce	.10
Standard deviation	.90	.92	.94	.93	.69	.88	.68	1.33	.92	.87	.90	.80	.92

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1589	638	286	276	169	57	484	238	247	131	61
Effective base	762	362	135	118	45	14	269	101	98	41	19
Weighted Base	1446	723	248	198	63	25	529	198	173	62	35
Very Dissatisfied (-2)	18 1%	12 2%	1 *	5 3%	* 1%	- -%	9 2%	3 2%	2 1%	* *%	- -%
Fairly Dissatisfied (-1)	60 4%	27 4%	16 6%	9 5%	* *%	- -%	22 4%	15 7%	6 3%	1 2%	3 8%
Neither Satisfied Nor Dissatisfied (0)	271 19%	158 22%	45 18%	26 13%	8 12%	6 23%	112 21%	25 13%	28 16%	7 11%	9 26%
Fairly Satisfied (1)	596 41%	287 40%	127 51%	90 46%	18 28%	10 42%	217 41%	88 45%	77 44%	18 30%	13 37%
Very Satisfied (2)	501 35%	239 33%	60 24%	67 34%	37 59%	9 35%	170 32%	67 34%	60 35%	35 57%	10 30%
NET: Satisfied	1097 76%	527 73%	187 75%	157 80%	55 87%	19 77%	387 73%	155 78%	137 79%	53 87%	23 66%
NET: Dissatisfied	78 5%	39 5%	16 6%	14 7%	1 1%	- -%	30 6%	18 9%	8 5%	2 2%	3 8%
Answered	1446	723	248	198	63	25	529	198	173	62	35
Mean Score	1.0	1.0	.9	1.0	1.4	1.1	1.0	1.0	1.1	1.4	.9
Standard error	.02	.04	.05	.06	.06	.10	.04	.06	.06	.07	.12
Standard deviation	.90	.92	.83	.94	.78	.77	.92	.95	.87	.80	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1589	468	187	238	135	69	649	78	380	1462	127	1393	40
Effective base		762	256	79	102	49	24	303	35	173	711	51	657	14
Weighted Base		1446	508	173	171	89	43	583	47	356	1344	102	1234	29
Very Dissatisfied	(-2)	18	5	6	2	*	2	11	-	6	15	3	18	-
		1%	1%	4%	1%	*%	5%	2%	-%	2%	1%	3%	1%	-%
Fairly Dissatisfied	(-1)	60	27	10	5	*	*	15	1	25	57	3	49	2
		4%	5%	6%	3%	*%	*%	3%	2%	7%	4%	3%	4%	8%
Neither Satisfied Nor Dissatisfied	(0)	271	100	29	31	13	5	99	16	66	249	22	236	8
		19%	20%	17%	18%	14%	13%	17%	33%	18%	19%	22%	19%	27%
Fairly Satisfied	(1)	596	222	74	65	22	20	218	20	167	558	38	519	13
		41%	44%	43%	38%	24%	48%	37%	43%	47%	42%	38%	42%	45%
Very Satisfied	(2)	501	153	53	68	54	15	240	10	93	465	36	412	6
		35%	30%	31%	40%	61%	35%	41%	22%	26%	35%	35%	33%	20%
NET: Satisfied		1097	375	128	133	76	35	458	31	259	1023	74	932	19
		76%	74%	74%	77%	85%	82%	79%	65%	73%	76%	72%	75%	65%
NET: Dissatisfied		78	32	16	8	1	2	26	1	31	72	6	67	2
		5%	6%	9%	5%	1%	5%	5%	2%	9%	5%	6%	5%	8%
Answered		1446	508	173	171	89	43	583	47	356	1344	102	1234	29
Mean Score		1.0	1.0	.9	1.1	1.4	1.1	1.1	.8	.9	1.0	1.0	1.0	.8
Standard error		.02	.04	.07	.06	.07	.12	.04	.09	.05	.02	.09	.02	.14
Standard deviation		.90	.90	1.01	.91	.78	.98	.92	.78	.93	.89	.99	.90	.87

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1589	1065	107	807	311	1395	38	1059	113	810	308
Effective base	762	503	29	394	121	658	13	496	36	396	118
Weighted Base	1446	940	64	757	241	1236	28	932	72	759	239
Very Dissatisfied	(-2) 18 1%	14 1%	- -%	8 1%	9 4%	18 1%	- -%	14 1%	- -%	7 1%	9 4%
Fairly Dissatisfied	(-1) 60 4%	44 5%	3 4%	36 5%	8 3%	51 4%	* 1%	41 4%	5 7%	36 5%	8 3%
Neither Satisfied Nor Dissatisfied	(0) 271 19%	163 17%	20 32% a	138 18%	44 18%	235 19%	9 32%	167 18%	16 23%	138 18%	44 18%
Fairly Satisfied	(1) 596 41%	396 42%	21 32%	319 42%	88 37%	523 42%	10 35%	390 42%	26 37%	320 42%	88 37%
Very Satisfied	(2) 501 35%	324 34%	20 32%	256 34%	92 38%	409 33%	9 32%	320 34%	24 33%	258 34%	90 38%
NET: Satisfied	1097 76%	719 77%	41 64%	575 76%	181 75%	932 75%	19 68%	710 76%	50 70%	578 76%	178 74%
NET: Dissatisfied	78 5%	58 6%	3 4%	44 6%	17 7%	69 6%	* 1%	55 6%	5 7%	43 6%	17 7%
Answered	1446	940	64	757	241	1236	28	932	72	759	239
Mean Score	1.0	1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error	.02	.03	.09	.03	.06	.02	.13	.03	.09	.03	.06
Standard deviation	.90	.92	.90	.90	1.01	.90	.83	.91	.93	.89	1.02

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 267 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1589	721	1105	214	1	653	823	179	3	799	604	196	1
Effective base	762	314	537	88	1	286	384	75	3	365	283	85	1
Weighted Base	1446	600	994	159	1	547	690	140	4	703	524	152	2
Very Dissatisfied (-2)	18 1%	14 2%	14 1%	5 3%	- -%	11 2%	9 1%	3 2%	- -%	14 2%	5 1%	4 3%	- -%
Fairly Dissatisfied (-1)	60 4%	24 4%	47 5%	6 4%	- -%	25 5%	33 5%	5 4%	1 14%	29 4%	28 5%	2 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	271 19%	106 18%	190 19%	33 21%	- -%	90 17%	124 18%	26 19%	- -%	117 17%	92 17%	26 17%	- -%
Fairly Satisfied (1)	596 41%	253 42%	422 42%	60 38%	1 100%	213 39%	291 42%	44 32%	- -%	278 40%	215 41%	49 32%	2 100%
Very Satisfied (2)	501 35%	202 34%	322 32%	55 34%	- -%	208 38%	233 34%	62 44%	3 86%	264 38%	185 35%	70 46%	- -%
NET: Satisfied	1097 76%	455 76%	744 75%	114 72%	1 100%	421 77%	524 76%	106 76%	3 86%	543 77%	399 76%	120 79%	2 100%
NET: Dissatisfied	78 5%	39 6%	61 6%	11 7%	- -%	36 7%	41 6%	8 5%	1 14%	43 6%	33 6%	7 4%	- -%
Answered	1446	600	994	159	1	547	690	140	4	703	524	152	2
Mean Score	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.1	1.6	1.1	1.0	1.2	1.0
Standard error	.02	.04	.03	.07	-	.04	.03	.07	.68	.03	.04	.07	-
Standard deviation	.90	.94	.91	1.01	-	.95	.91	.96	1.19	.94	.91	.96	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	1589	1351	1033	808	1079	860	49	526	423	413	104	71	379	338	
Effective base	762	637	475	387	504	418	17	258	197	193	53	37	170	158	
Weighted Base	1446	1198	880	735	960	787	13	501	379	382	100	74	325	299	
Very Dissatisfied	(-2)	18	18	14	10	18	10	-	3	7	5	3	2	9	7
		1%	2%	2%	1%	2%	1%	-%	1%	2%	1%	3%	3%	3%	2%
Fairly Dissatisfied	(-1)	60	49	39	33	48	24	1	25	20	21	1	3	15	10
		4%	4%	4%	4%	5%	3%	9%	5%	5%	5%	1%	4%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	271	230	150	135	153	175	*	103	69	56	19	16	45	57
		19%	19%	17%	18%	16%	22%	*%	21%	18%	15%	19%	21%	14%	19%
							ac								
Fairly Satisfied	(1)	596	508	356	301	406	326	6	208	152	142	32	27	130	119
		41%	42%	41%	41%	42%	41%	44%	41%	40%	37%	32%	36%	40%	40%
Very Satisfied	(2)	501	393	321	255	336	252	6	162	130	158	45	26	126	106
		35%	33%	36%	35%	35%	32%	47%	32%	34%	41%	45%	36%	39%	35%
NET: Satisfied		1097	901	677	556	742	578	12	370	282	300	76	53	256	225
		76%	75%	77%	76%	77%	73%	91%	74%	74%	78%	77%	72%	79%	75%
NET: Dissatisfied		78	67	53	43	65	34	1	28	27	26	4	5	24	17
		5%	6%	6%	6%	7%	4%	9%	6%	7%	7%	4%	7%	7%	6%
Answered		1446	1198	880	735	960	787	13	501	379	382	100	74	325	299
Mean Score		1.0	1.0	1.1	1.0	1.0	1.0	1.3	1.0	1.0	1.1	1.1	1.0	1.1	1.0
Standard error		.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.10	.12	.05	.05
Standard deviation		.90	.91	.92	.91	.93	.88	.90	.88	.96	.94	.97	1.00	.98	.94

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1589	155	95	68	34	1399	967	1455	999	918	679	1310	192	-	1315	79
Effective base	762	72	38	30	17	663	433	689	451	421	306	635	84	-	614	44
Weighted Base	1446	136	65	53	38	1251	780	1301	851	762	595	1197	149	-	1159	86
Very Dissatisfied (-2)	18 1%	- -%	- -%	5 9%	- -%	16 1%	12 2%	16 1%	10 1%	10 1%	8 1%	16 1%	6 4%	- -%	3 *	15 17%
Fairly Dissatisfied (-1)	60 4%	7 5%	1 1%	3 6%	* *%	46 4%	25 3%	48 4%	33 4%	37 5%	23 4%	44 4%	2 1%	- -%	28 2%	15 17%
Neither Satisfied Nor Dissatisfied (0)	271 19%	19 14%	7 11%	14 26%	10 27%	231 18%	129 17%	237 18%	153 18%	125 16%	85 14%	213 18%	22 15%	- -%	159 14%	17 20%
Fairly Satisfied (1)	596 41%	70 51%	23 36%	24 45%	8 20%	527 42%	313 40%	547 42%	334 39%	281 37%	250 42%	503 42%	61 41%	- -%	500 43%	25 28%
Very Satisfied (2)	501 35%	39 29%	34 52%	7 14%	20 53%	431 34%	302 39%	453 35%	320 38%	309 41%	229 38%	423 35%	57 39%	- -%	468 40%	15 17%
NET: Satisfied	1097 76%	109 80%	58 88%	31 59%	28 73%	957 77%	615 79%	1000 77%	655 77%	591 78%	479 80%	925 77%	119 80%	- -%	968 84%	40 46%
NET: Dissatisfied	78 5%	7 5%	1 1%	8 15%	* *%	62 5%	37 5%	64 5%	43 5%	46 6%	31 5%	59 5%	8 6%	- -%	32 3%	29 34%
Answered	1446	136	65	53	38	1251	780	1301	851	762	595	1197	149	-	1159	86
Mean Score	1.0	1.0	1.4	.5	1.3	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1	-	1.2	.1
Standard error	.02	c	ac		c										b	
Standard deviation	.90	.06 .81	.07 .72	.13 1.10	.15 .87	.02 .89	.03 .90	.02 .89	.03 .90	.03 .93	.03 .89	.02 .89	.07 .98	-	.02 .79	.15 1.35

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1589	605	984	415	21	203	292	188	1069	311	206	278	1066
Effective base	762	293	469	178	13	85	133	85	522	146	100	122	526
Weighted Base	1446	571	875	359	30	176	269	157	988	281	170	246	995
Very Dissatisfied (-2)	18 1%	14 2%	4 *%	6 2%	6 19%	8 5%	6 2%	5 3%	10 1%	4 1%	3 2%	5 2%	9 1%
Fairly Dissatisfied (-1)	60 4%	49 9%	11 1%	7 2%	* *%	5 3%	7 3%	12 8%	34 3%	14 5%	6 3%	10 4%	44 4%
Neither Satisfied Nor Dissatisfied (0)	271 19%	113 20%	158 18%	66 18%	4 13%	33 19%	55 20%	18 12%	165 17%	83 30%	27 16%	42 17%	193 19%
Fairly Satisfied (1)	596 41%	257 45%	340 39%	148 41%	13 44%	81 46%	99 37%	64 41%	424 43%	101 36%	73 43%	122 50%	379 38%
Very Satisfied (2)	501 35%	138 24%	363 41%	133 37%	7 24%	49 28%	102 38%	58 37%	356 36%	79 28%	61 36%	65 27%	369 37%
NET: Satisfied	1097 76%	394 69%	703 80%	281 78%	21 68%	130 74%	201 75%	122 78%	780 79%	180 64%	134 79%	188 76%	748 75%
NET: Dissatisfied	78 5%	63 11%	15 2%	13 4%	6 19%	13 7%	13 5%	17 11%	43 4%	18 6%	9 5%	16 6%	53 5%
Answered	1446	571	875	359	30	176	269	157	988	281	170	246	995
Mean Score	1.0	.8	1.2	1.1	.5	.9	1.1	1.0	1.1	.8	1.1	.9	1.1
Standard error	.02	.04	.03	.04	.30	.07	.06	.08	.03	.05	.06	.05	.03
Standard deviation	.90	.98	.80	.88	1.40	.99	.94	1.03	.86	.94	.91	.90	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 267 (continuation)

**QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:
Collection time of items you are sending**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		1589	745	844
Effective base		762	321	441
Weighted Base		1446	600	846
Very Dissatisfied	(-2)	18 1%	5 1%	13 2%
Fairly Dissatisfied	(-1)	60 4%	27 4%	33 4%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	109 18%	162 19%
Fairly Satisfied	(1)	596 41%	260 43%	336 40%
Very Satisfied	(2)	501 35%	200 33%	301 36%
NET: Satisfied		1097 76%	460 77%	637 75%
NET: Dissatisfied		78 5%	32 5%	46 5%
Answered		1446	600	846
Mean Score		1.0	1.0	1.0
Standard error		.02	.03	.03
Standard deviation		.90	.88	.92

Columns Tested: a,b

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1589	-	77	261	260	35	121	90	188	144	149	175	89
Effective base		762	-	33	125	112	12	66	29	94	92	45	124	49
Weighted Base		1446	-	62	266	186	25	127	38	167	180	49	266	80
Very Dissatisfied	(-2)	18 1%	- -%	- -%	6 2%	1 *%	- -%	3 3%	- -%	4 3%	2 1%	1 2%	* *%	- -%
Fairly Dissatisfied	(-1)	60 4%	- -%	1 1%	8 3%	3 1%	- -%	9 7%	- -%	9 6%	7 4%	2 3%	15 6%	6 8%
Neither Satisfied Nor Dissatisfied	(0)	271 19%	- -%	11 18%	34 13%	34 18%	2 6%	38 30% chk	8 20%	27 16%	46 25% c	10 19%	46 17%	16 20%
Fairly Satisfied	(1)	596 41%	- -%	19 31%	104 39%	68 36%	9 34%	47 37%	13 34%	86 51% bdij	64 35%	17 34%	141 53% bcdij	30 37%
Very Satisfied	(2)	501 35%	- -%	31 50% fhk	113 43% fhk	81 44% fhk	15 59% fhk	29 23%	17 46% fhk	41 25%	61 34%	20 41% fhk	63 24%	28 35%
NET: Satisfied		1097 76%	- -%	50 81% f	218 82% fi	149 80% f	23 94% f	76 60%	30 80%	127 76% f	125 69%	37 75%	204 77% f	58 72%
NET: Dissatisfied		78 5%	- -%	1 1% f	14 5% fi	3 2% f	- -%	13 10% d	- -%	14 8% d	9 5%	3 6%	15 6%	6 8%
Answered		1446	-	62	266	186	25	127	38	167	180	49	266	80
Mean Score		1.0	-	1.3 fhk	1.2 fhk	1.2 fhik	1.5 fhik	.7	1.3 f	.9	1.0	1.1 f	.9	1.0
Standard error		.02	-	.09	.06	.05	.11	.09	.08	.07	.08	.08	.06	.10
Standard deviation		.90	-	.81	.92	.82	.62	.99	.78	.93	.93	.99	.80	.94

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 267 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1589	349	405	422	413	754	835
Effective base	762	166	182	212	207	344	418
Weighted Base	1446	350	315	385	396	665	781
Very Dissatisfied	(-2) 18 1%	6 2%	4 1%	7 2%	1 *%	10 2%	8 1%
Fairly Dissatisfied	(-1) 60 4%	8 2%	12 4%	16 4%	23 6%	21 3%	39 5%
Neither Satisfied Nor Dissatisfied	(0) 271 19%	45 13%	73 23%	80 21%	72 18%	119 18%	152 19%
Fairly Satisfied	(1) 596 41%	135 39%	111 35%	162 42%	188 47%	246 37%	350 45%
Very Satisfied	(2) 501 35%	155 44%	114 36%	120 31%	112 28%	269 40%	232 30%
NET: Satisfied	1097 76%	290 83%	225 72%	282 73%	300 76%	515 78%	582 74%
NET: Dissatisfied	78 5%	15 4%	16 5%	23 6%	24 6%	31 5%	47 6%
Answered	1446	350	315	385	396	665	781
Mean Score	1.0	1.2 bcd	1.0	1.0	1.0	1.1 b	1.0
Standard error	.02	.05	.05	.04	.04	.03	.03
Standard deviation	.90	.89	.93	.92	.85	.91	.89

Columns Tested: a,b,c,d - a,b

Table 268

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1575	370	1205	1099	240	78	158	476
Effective base	758	159	603	696	145	48	95	195
Weighted Base	1440	255	1184	1375	54	7	4	65
Very Dissatisfied (-2)	28 2%	5 2%	23 2%	28 2%	* *%	* 1%	* 2%	* *%
Fairly Dissatisfied (-1)	53 4%	3 1%	50 4%	51 4%	2 3%	* *%	* 2%	2 3%
Neither Satisfied Nor Dissatisfied (0)	234 16%	24 10%	210 18%	227 16%	6 12%	1 14%	* 11%	8 12%
Fairly Satisfied (1)	587 41%	84 33%	503 42%	563 41%	21 38%	3 40%	1 39%	25 38%
Very Satisfied (2)	536 37%	138 54%	398 34%	506 37%	26 47%	3 45%	2 47%	30 47%
NET: Satisfied	1124 78%	222 87%	901 76%	1069 78%	46 85%	6 85%	3 86%	55 85%
NET: Dissatisfied	81 6%	8 3%	73 6%	79 6%	2 3%	* 1%	* 3%	2 3%
Answered	1440	255	1184	1375	54	7	4	65
Mean Score	1.1	1.4	1.0	1.1	1.3	1.3	1.3	1.3
Standard error	.02	.04	.03	.03	.05	.09	.08	.04
Standard deviation	.92	.86	.93	.93	.81	.83	.99	.81

Columns Tested: a,b - a,b,c,d,e

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1575	565	381	153	143	175	158	1099	240	236
Effective base		758	397	228	96	98	78	95	696	145	99
Weighted Base		1440	848	426	100	37	24	4	1375	54	11
Very Dissatisfied	(-2)	28 2%	20 2%	5 1%	3 3%	- -%	* *%	* 2%	28 2%	* *%	* 1%
Fairly Dissatisfied	(-1)	53 4%	26 3%	24 6%	2 2%	1 3%	1 3%	* 2%	51 4%	2 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	146 17%	67 16%	14 14%	4 10%	4 15%	* 11%	227 16%	6 12%	1 13%
Fairly Satisfied	(1)	587 41%	348 41%	179 42%	35 35%	15 41%	8 33%	1 39%	563 41%	21 38%	4 40%
Very Satisfied	(2)	536 37%	308 36%	151 35%	47 47%	17 46%	12 48%	2 47%	506 37%	26 47%	5 46%
NET: Satisfied		1124 78%	656 77%	331 78%	82 82%	32 87%	20 81%	3 86%	1069 78%	46 85%	9 85%
NET: Dissatisfied		81 6%	46 5%	29 7%	4 4%	1 3%	1 3%	* 3%	79 6%	2 3%	* 2%
Answered		1440	848	426	100	37	24	4	1375	54	11
Mean Score		1.1	1.1	1.0	1.2	1.3	1.3	1.3	1.1	1.3	1.3
Standard error		.02	.04	.05	.08	.06	.07	.08	.03	.05	.05
Standard deviation		.92	.93	.92	.93	.77	.87	.99	.93	.81	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	1575	727	372	240	78	158	658	232	82	74	172	
Effective base	758	515	237	145	48	95	438	116	35	23	30	
Weighted Base	1440	1123	252	54	7	4	911	195	38	32	33	
Very Dissatisfied	(-2)	28 2%	25 2%	3 1%	* *%	* 1%	* 2%	18 2%	3 2%	* *%	- -%	* *%
Fairly Dissatisfied	(-1)	53 4%	45 4%	6 2%	2 3%	* *%	* 2%	45 5%	1 *%	* 1%	- -%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	185 17%	41 16%	6 12%	1 14%	* 11%	149 16%	36 19%	9 23%	3 10%	5 15%
Fairly Satisfied	(1)	587 41%	469 42%	94 37%	21 38%	3 40%	1 39%	364 40%	99 51%	12 30%	11 35%	15 45%
Very Satisfied	(2)	536 37%	398 35%	108 43%	26 47%	3 45%	2 47%	334 37%	56 29%	17 45%	17 55%	12 38%
NET: Satisfied		1124 78%	867 77%	201 80%	46 85%	6 85%	3 86%	699 77%	155 79%	29 75%	28 90%	27 83%
NET: Dissatisfied		81 6%	70 6%	9 4%	2 3%	* 1%	* 3%	63 7%	4 2%	1 1%	- -%	1 2%
Answered	1440	1123	252	54	7	4	911	195	38	32	33	
Mean Score	1.1	1.0	1.2	1.3	1.3	1.3	1.0	1.0	1.2	1.4	1.2	
Standard error	.02	.03	.05	.05	.09	.08	.04	.05	.09	.08	.06	
Standard deviation	.92	.94	.88	.81	.83	.99	.95	.80	.85	.68	.78	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1575	90	88	170	57	98	112	105	100	95
Effective base		758	63	63	110	38	69	82	77	68	66
Weighted Base		1440	124	116	255	66	110	195	189	122	103
Very Dissatisfied	(-2)	28 2%	- -%	1 1%	11 4%	- -%	2 2%	4 2%	3 2%	1 1%	3 3%
Fairly Dissatisfied	(-1)	53 4%	10 8%	5 4%	7 3%	2 3%	3 3%	13 7%	3 2%	3 3%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	23 18%	19 16%	44 17%	7 11%	16 15%	35 18%	24 12%	24 20%	21 21%
Fairly Satisfied	(1)	587 41%	43 35%	47 40%	106 42%	32 48%	58 53% af	68 35%	76 40%	59 48%	37 36%
Very Satisfied	(2)	536 37%	49 39%	44 38%	86 34%	25 38%	30 27%	74 38%	83 44% e	35 29%	40 39%
NET: Satisfied		1124 78%	92 74%	91 79%	192 75%	57 86%	88 80%	142 73%	159 84%	94 77%	77 75%
NET: Dissatisfied		81 6%	10 8%	6 5%	18 7%	2 3%	5 5%	18 9%	6 3%	4 4%	4 4%
Answered		1440	124	116	255	66	110	195	189	122	103
Mean Score		1.1	1.1	1.1	1.0	1.2	1.0	1.0	1.2	1.0	1.1
Standard error		.02	.10	.10	.08	.10	.09	.10	.08	.08	.10
Standard deviation		.92	.95	.89	1.01	.75	.86	1.02	.85	.82	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1575	250	278	387	915	660	235	217	208
Effective base		758	172	193	269	619	288	107	121	108
Weighted Base		1440	279	363	638	1281	159	78	55	26
Very Dissatisfied	(-2)	28 2%	5 2%	2 1%	19 3%	26 2%	2 1%	2 3%	- -%	* *%
Fairly Dissatisfied	(-1)	53 4%	6 2%	18 5%	24 4%	48 4%	5 3%	2 2%	2 3%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	45 16%	66 18%	103 16%	214 17%	21 13%	11 15%	5 9%	5 17%
Fairly Satisfied	(1)	587 41%	127 45%	149 41%	251 39%	527 41%	61 38%	35 45%	18 32%	9 32%
Very Satisfied	(2)	536 37%	96 34%	128 35%	242 38%	466 36%	70 44%	28 36%	31 56%	12 45%
NET: Satisfied		1124 78%	223 80%	277 76%	493 77%	993 78%	131 83%	63 81%	48 88%	20 78%
NET: Dissatisfied		81 6%	12 4%	20 6%	43 7%	74 6%	7 4%	4 5%	2 3%	1 5%
Answered		1440	279	363	638	1281	159	78	55	26
Mean Score		1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.4	1.2
Standard error		.02	.06	.05	.05	.03	.03	.06	.05	.06
Standard deviation		.92	.87	.89	.98	.93	.88	.91	.80	.91

Columns Tested:: a,b,c,d,e,f,g,h

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1575	65	91	16	107	132	374	69	70	752
Effective base	758	31	38	9	47	64	199	29	24	381
Weighted Base	1440	71	92	24	116	154	302	48	36	708
Very Dissatisfied	(-2)	28	3	-	3	-	6	-	1	17
	2%	-%	4%	-%	3%	-%	2%	-%	3%	2%
Fairly Dissatisfied	(-1)	53	2	-	2	9	8	3	1	30
	4%	*%	2%	-%	1%	6%	3%	6%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	234	17	*	18	25	58	7	4	117
	16%	7%	19%	2%	15%	17%	19%	14%	11%	17%
Fairly Satisfied	(1)	587	29	13	42	72	112	21	13	292
	41%	48%	32%	56%	37%	47%	37%	44%	37%	41%
Very Satisfied	(2)	536	40	10	50	47	117	17	17	252
	37%	45%	44%	42%	44%	30%	39%	36%	47%	36%
NET: Satisfied	1124	66	69	23	93	119	229	38	30	544
	78%	93%	76%	98%	80%	77%	76%	80%	84%	77%
NET: Dissatisfied	81	* fi	5	-	5	9	14	3	2	48
	6%	*%	6%	-%	4%	6%	5%	6%	5%	7%
Answered	1440	71	92	24	116	154	302	48	36	708
Mean Score	1.1	1.4	1.1	1.4	1.2	1.0	1.1	1.1	1.2	1.0
Standard error	.02	.08	.11	.13	.09	.07	.05	.10	.11	.03
Standard deviation	.92	.63	1.02	.53	.95	.85	.94	.87	.95	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	1575	304	374	897	1325	250	-	1334	241	1525	50
Effective base	758	141	199	436	641	117	-	681	81	730	27
Weighted Base	1440	340	302	797	1203	237	-	1320	119	1391	48
Very Dissatisfied (-2)	28 2%	3 1%	6 2%	18 2%	24 2%	5 2%	- -%	24 2%	4 3%	28 2%	- -%
Fairly Dissatisfied (-1)	53 4%	11 3%	8 3%	34 4%	44 4%	9 4%	- -%	52 4%	2 1%	52 4%	2 3%
Neither Satisfied Nor Dissatisfied (0)	234 16%	48 14%	58 19%	128 16%	179 15%	55 23%	- -%	218 17%	16 14%	222 16%	12 25%
Fairly Satisfied (1)	587 41%	148 44%	112 37%	327 41%	499 41%	89 38%	- -%	538 41%	49 41%	573 41%	14 30%
Very Satisfied (2)	536 37%	129 38%	117 39%	290 36%	458 38%	79 33%	- -%	488 37%	49 41%	516 37%	20 42%
NET: Satisfied	1124 78%	277 82%	229 76%	617 77%	956 80%	168 71%	- -%	1026 78%	98 82%	1089 78%	35 71%
NET: Dissatisfied	81 6%	15 4%	14 5%	52 7%	67 6%	14 6%	- -%	76 6%	5 5%	80 6%	2 3%
Answered	1440	340	302	797	1203	237	-	1320	119	1391	48
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	-	1.1	1.1	1.1	1.1
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.13
Standard deviation	.92	.85	.94	.95	.92	.95	-	.92	.93	.93	.90

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1575	921	304	331
Effective base		758	482	115	154
Weighted Base		1440	909	219	300
Very Dissatisfied	(-2)	28 2%	18 2%	* *%	10 3%
Fairly Dissatisfied	(-1)	53 4%	26 3%	15 7%	12 4%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	156 17%	28 13%	46 15%
Fairly Satisfied	(1)	587 41%	407 45%	89 40%	87 29%
Very Satisfied	(2)	536 37%	301 33%	87 40%	146 49%
NET: Satisfied		1124 78%	708 78%	176 80%	233 78%
NET: Dissatisfied		81 6%	44 5%	15 7%	22 7%
Answered		1440	909	219	300
Mean Score		1.1	1.0	1.1	1.2
Standard error		.02	.03	.05	.06
Standard deviation		.92	.89	.89	1.03

Columns Tested:: a,b,c

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1575	1192	256	67	14	27	8	6	5	1448	127	60	
Effective base	758	643	87	17	4	6	2	3	2	728	29	13	
Weighted Base	1440	1243	143	26	7	16	3	1	*	1386	54	28	
Very Dissatisfied	(-2)	28 2%	21 2%	5 3%	- -%	3 40%	* 1%	- -%	- -%	- -%	25 2%	3 5%	3 10%
												ai	
Fairly Dissatisfied	(-1)	53 4%	49 4%	3 2%	1 2%	- -%	* 1%	- -%	- -%	- -%	52 4%	1 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	206 17%	23 16%	* 2%	- -%	2 11%	2 80%	* 12%	* 89%	229 17%	5 9%	4 16%
Fairly Satisfied	(1)	587 41%	519 42%	54 38%	3 12%	2 26%	9 56%	* 4%	- -%	* 4%	573 41%	14 27%	11 40%
			c	c							c		
Very Satisfied	(2)	536 37%	448 36%	58 40%	22 84%	2 34%	5 30%	* 16%	1 88%	* 7%	505 36%	31 57%	9 32%
				abik								ai	
NET: Satisfied		1124 78%	967 78%	112 78%	25 96%	4 60%	14 87%	1 20%	1 88%	* 11%	1078 78%	45 84%	20 73%
NET: Dissatisfied		81 6%	70 6%	8 6%	1 2%	3 40%	* 2%	- -%	- -%	- -%	78 6%	4 7%	3 11%
Answered		1440	1243	143	26	7	16	3	1	*	1386	54	28
Mean Score		1.1	1.1	1.1	1.8 abik	.2	1.1	.4	1.8	.2	1.1	1.3	.8
Standard error		.02	.03	.06	.07 abik	.52	.14	.33	.50	-	.02	.09	.16
Standard deviation		.92	.91	.98	.60	1.93	.74	.94	1.21	-	.92	1.07	1.21

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1575	656	536	383	1424	1157	1485	1114	674	581	351	812	69	94	67	63	29
Effective base	758	391	253	116	669	528	708	515	297	224	202	416	21	27	20	16	9
Weighted Base	1440	774	468	197	1255	996	1323	997	576	431	364	799	30	57	32	30	13
Very Dissatisfied (-2)	28 2%	5 1%	15 3%	8 4%	24 2%	22 2%	28 2%	23 2%	15 3%	5 1%	7 2%	16 2%	- -%	- -%	- -%	5 17%	* 1%
Fairly Dissatisfied (-1)	53 4%	25 3%	25 5%	4 2%	43 3%	43 4%	44 3%	46 5%	30 5%	26 6%	3 1%	37 5%	- -%	5 8%	* 1%	- -%	* 1%
Neither Satisfied Nor Dissatisfied (0)	234 16%	138 18%	68 15%	28 14%	207 17%	162 16%	216 16%	164 16%	93 16%	40 9%	58 16%	131 16%	6 22%	8 13%	4 11%	7 24%	2 17%
Fairly Satisfied (1)	587 41%	330 43%	189 40%	68 35%	537 43%	412 41%	557 42%	389 39%	248 43%	198 46%	155 43%	340 43%	12 41%	24 42%	15 47%	5 16%	6 50%
Very Satisfied (2)	536 37%	278 36%	170 36%	88 45%	444 35%	357 36%	478 36%	375 38%	191 33%	163 38%	142 39%	275 34%	11 37%	20 36%	13 41%	13 43%	4 31%
NET: Satisfied	1124 78%	607 78%	360 77%	157 80%	981 78%	769 77%	1035 78%	764 77%	438 76%	360 84%	296 82%	615 77%	23 78%	44 78%	28 88%	17 59%	10 81%
NET: Dissatisfied	81 6%	30 4%	40 9%	12 6%	66 5%	65 7%	72 5%	69 7%	44 8%	31 7%	9 3%	52 7%	- -%	5 8%	* 1%	5 17%	* 1%
Answered	1440	774	468	197	1255	996	1323	997	576	431	364	799	30	57	32	30	13
Mean Score	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.1	1.0	1.1	1.2	1.0	1.2	1.1	1.3	.7	1.1
Standard error	.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.05	.03	.09	.09	.09	.18	.15
Standard deviation	.92	.84	1.01	1.01	.91	.94	.92	.97	.97	.90	.85	.93	.77	.92	.70	1.47	.78

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1575	1074	117	80	67	33	35	18	804	149	80	54	35	20	15	
Effective base	758	565	47	23	18	10	6	4	415	52	18	22	9	8	6	
Weighted Base	1440	1076	73	48	25	12	14	7	773	112	37	38	15	12	8	
Very Dissatisfied	(-2)	28	19	2	-	3	-	-	*	14	3	*	-	3	2	-
		2%	2%	3%	-%	11%	-%	-%	1%	2%	3%	*%	-%	18%	19%	-%
					a								a			
Fairly Dissatisfied	(-1)	53	42	*	-	-	-	*	30	8	*	5	*	-	*	
		4%	4%	*%	-%	-%	-%	1%	4%	7%	*%	12%	2%	-%	1%	
Neither Satisfied Nor Dissatisfied	(0)	234	174	18	4	3	2	5	2	128	22	4	2	3	1	2
		16%	16%	24%	9%	11%	20%	36%	26%	17%	20%	11%	6%	16%	10%	26%
Fairly Satisfied	(1)	587	465	30	22	11	2	3	5	325	41	16	17	6	4	3
		41%	43%	41%	46%	43%	14%	25%	64%	42%	37%	43%	44%	38%	36%	38%
Very Satisfied	(2)	536	376	23	22	9	8	5	*	277	37	17	14	4	4	3
		37%	35%	31%	46%	36%	67%	39%	7%	36%	33%	46%	38%	26%	35%	35%
						ab										
NET: Satisfied	1124	841	53	44	20	9	9	5	601	79	33	31	10	8	6	
	78%	78%	73%	91%	78%	80%	64%	71%	78%	70%	89%	82%	64%	71%	73%	
NET: Dissatisfied	81	61	2	-	3	-	-	*	44	11	*	5	3	2	*	
	6%	6%	3%	-%	11%	-%	-%	3%	6%	10%	1%	12%	19%	19%	1%	
Answered	1440	1076	73	48	25	12	14	7	773	112	37	38	15	12	8	
Mean Score	1.1	1.1	1.0	1.4	.9	1.5	1.0	.7	1.1	.9	1.3	1.1	.5	.7	1.1	
						e										
Standard error	.02	.03	.09	.07	.15	.15	.15	.17	.03	.08	.08	.13	.24	.33	.22	
Standard deviation	.92	.91	.92	.65	1.23	.84	.90	.71	.91	1.03	.70	.97	1.42	1.50	.86	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1575	749	129	91	56	42	18	29	570	302	337	188	81	
Effective base	758	385	50	31	21	13	7	10	336	141	151	56	24	
Weighted Base	1440	754	100	50	34	26	14	19	653	268	270	85	43	
Very Dissatisfied	(-2)	28 2%	14 2%	4 4%	* *%	- -%	- -%	3 20%	2 12%	15 2%	3 1%	9 3%	* *%	- -%
Fairly Dissatisfied	(-1)	53 4%	35 5%	4 4%	4 8%	* *%	2 9%	- -%	* 2%	12 2%	16 6%	12 5%	2 2%	2 6%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	139 18%	5 5%	8 17%	3 10%	3 10%	1 11%	4 19%	122 19%	34 13%	40 15%	9 11%	10 23%
Fairly Satisfied	(1)	587 41%	292 39%	45 45%	20 39%	16 47%	8 30%	6 46%	3 13%	271 41%	123 46%	118 44%	27 32%	17 40%
Very Satisfied	(2)	536 37%	274 36%	42 42%	18 36%	15 43%	13 51%	3 23%	10 54%	233 36%	92 34%	90 33%	47 55%	13 31%
NET: Satisfied		1124 78%	565 75%	87 87%	37 75%	30 89%	21 82%	9 69%	13 68%	504 77%	215 80%	208 77%	74 87%	30 71%
NET: Dissatisfied		81 6%	49 7%	8 8%	4 8%	* *%	2 9%	3 20%	3 13%	27 4%	19 7%	22 8%	2 2%	2 6%
Answered		1440	754	100	50	34	26	14	19	653	268	270	85	43
Mean Score		1.1	1.0	1.2	1.0	1.3	1.2	.5	1.0	1.1	1.1	1.0	1.4	1.0
Standard error		.02	.03	.09	.10	.09	.15	.34	.26	.04	.05	.05	.06	.10
Standard deviation		.92	.95	.99	.93	.68	.97	1.44	1.39	.91	.89	.99	.78	.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1575	630	283	278	169	57	472	234	247	132	61
Effective base	758	361	133	119	45	14	267	100	98	42	19
Weighted Base	1440	718	244	199	63	25	522	195	174	63	35
Very Dissatisfied	(-2) 28 2%	13 2%	3 1%	8 4%	* *%	- -%	10 2%	5 3%	6 4%	- -%	- -%
Fairly Dissatisfied	(-1) 53 4%	18 2%	11 5%	13 7%	* 1%	- -%	21 4%	11 6%	7 4%	2 3%	2 7%
Neither Satisfied Nor Dissatisfied	(0) 234 16%	131 18%	36 15%	28 14%	5 8%	7 28%	97 19%	22 12%	24 14%	6 10%	10 28%
Fairly Satisfied	(1) 587 41%	294 41%	123 50%	83 42%	22 36%	11 46%	218 42%	83 43%	79 45%	16 25%	15 42%
Very Satisfied	(2) 536 37%	262 36%	72 30%	67 33%	35 56%	7 27%	175 34%	73 38%	58 33%	39 63%	8 23%
NET: Satisfied	1124 78%	556 77%	195 80%	149 75%	58 91%	18 72%	394 75%	156 80%	136 79%	55 87%	23 65%
NET: Dissatisfied	81 6%	31 4%	14 6%	21 11%	1 1%	- -%	31 6%	16 8%	13 8%	2 3%	2 7%
Answered	1440	718	244	199	63	25	522	195	174	63	35
Mean Score	1.1	1.1	1.0	.9	1.5 abc	1.0	1.0	1.1	1.0	1.5 abce	.8
Standard error	.02	.04	.05	.06	.05	.10	.04	.06	.06	.07	.11
Standard deviation	.92	.89	.85	1.05	.70	.75	.93	.98	.98	.78	.88

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1575	462	187	238	137	69	646	79	378	1448	127	1384	40
Effective base		758	255	79	102	50	24	303	35	174	706	52	655	14
Weighted Base		1440	505	173	171	91	43	579	48	358	1337	103	1226	29
Very Dissatisfied	(-2)	28 2%	8 2%	4 2%	8 4%	* 7%	3	14 2%	- -%	6 2%	21 2%	7 7%	24 2%	* *%
Fairly Dissatisfied	(-1)	53 4%	24 5%	15 9%	5 3%	2 2%	* 1%	23 4%	3 6%	21 6%	52 4%	2 1%	41 3%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	100 20%	17 10%	26 15%	9 10%	6 13%	86 15%	14 30%	62 17%	218 16%	16 16%	197 16%	10 34%
Fairly Satisfied	(1)	587 41%	205 41%	76 44%	63 37%	30 33%	12 27%	202 35%	20 43%	164 46%	558 42%	30 29%	525 43%	12 42%
Very Satisfied	(2)	536 37%	168 33%	61 35%	70 41%	49 54%	23 53%	254 44%	10 22%	106 30%	488 37%	48 47%	438 36%	6 20%
NET: Satisfied		1124 78%	373 74%	137 79%	133 78%	79 87%	34 80%	456 79%	31 64%	270 75%	1046 78%	78 76%	963 79%	18 62%
NET: Dissatisfied		81 6%	33 6%	19 11%	13 7%	2 2%	3 7%	37 6%	3 6%	27 8%	73 5%	8 8%	65 5%	1 4%
Answered		1440	505	173	171	91	43	579	48	358	1337	103	1226	29
Mean Score		1.1	1.0	1.0	1.1	1.4 abc	1.2	1.1 c	.8	1.0	1.1	1.1	1.1	.8
Standard error		.02	.04	.07	.07	.07	.14	.04	.10	.05	.02	.10	.02	.13
Standard deviation		.92	.93	1.00	1.04	.78	1.13	.97	.85	.93	.91	1.14	.91	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1575	1050	107	804	310	1386	38	1043	114	806	308
Effective base	758	499	30	394	121	657	13	491	37	397	119
Weighted Base	1440	929	67	755	242	1227	28	919	76	756	241
Very Dissatisfied	(-2)	28 2%	19 4%	3 4%	16 3%	7 3%	*	24 2%	3 4%	19 2%	10 4%
Fairly Dissatisfied	(-1)	53 4%	40 4%	3 4%	36 5%	11 4%	1 4%	41 3%	3 4%	40 4%	9 4%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	152 16%	10 15%	127 17%	37 15%	10 35%	198 16%	13 17%	150 16%	33 14%
Fairly Satisfied	(1)	587 41%	383 41%	29 43%	308 41%	81 33%	12 43%	525 43%	35 46%	377 41%	83 34%
Very Satisfied	(2)	536 37%	335 36%	22 33%	268 36%	107 44%	5 17%	439 36%	23 30%	334 36%	106 44%
NET: Satisfied		1124 78%	718 77%	51 76%	576 76%	188 78%	17 61%	964 79%	58 76%	711 77%	189 78%
NET: Dissatisfied		81 6%	59 6%	6 8%	52 7%	18 7%	1 4%	65 5%	6 8%	59 6%	19 8%
Answered	1440	929	67	755	242	1227	28	919	76	756	241
Mean Score	1.1	1.0	1.0	1.0	1.1	1.1	.7	1.1	.9	1.0	1.1
Standard error	.02	.03	.10	.03	.06	.02	.13	.03	.09	.03	.06
Standard deviation	.92	.94	1.02	.95	1.01	.91	.80	.94	.98	.94	1.04

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1575	719	1100	214	2	649	811	179	4	800	603	199	1
Effective base	758	314	536	87	1	285	382	75	3	368	285	87	1
Weighted Base	1440	592	991	154	2	540	682	139	4	705	527	154	2
Very Dissatisfied (-2)	28 2%	13 2%	16 2%	5 3%	- -%	11 2%	14 2%	2 2%	- -%	20 3%	7 1%	6 4%	- -%
Fairly Dissatisfied (-1)	53 4%	33 6%	39 4%	9 6%	- -%	31 6%	31 5%	8 6%	1 13%	35 5%	28 5%	5 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	234 16%	85 14%	169 17%	29 19%	- -%	73 13%	117 17%	30 22%	- -%	106 15%	82 15%	27 17%	- -%
Fairly Satisfied (1)	587 41%	258 44%	416 42%	54 35%	2 100%	215 40%	269 39%	37 27%	* 4%	261 37%	200 38%	50 32%	- -%
Very Satisfied (2)	536 37%	204 34%	352 36%	57 37%	- -%	210 39%	252 37%	62 44%	3 83%	283 40%	210 40%	67 44%	2 100%
NET: Satisfied	1124 78%	462 78%	768 77%	111 72%	2 100%	425 79%	521 76%	99 71%	4 87%	545 77%	410 78%	117 76%	2 100%
NET: Dissatisfied	81 6%	45 8%	55 6%	15 9%	- -%	43 8%	45 7%	10 7%	1 13%	54 8%	36 7%	10 7%	- -%
Answered	1440	592	991	154	2	540	682	139	4	705	527	154	2
Mean Score	1.1	1.0	1.1	1.0	1.0	1.1	1.0	1.1	1.6	1.1	1.1	1.1	2.0
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.58	.04	.04	.07	-
Standard deviation	.92	.95	.91	1.05	-	.97	.95	1.02	1.16	1.00	.94	1.03	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		a	b	c	a	b	c	a	b	c	d	e	a	b	
Significance Level: 95%															
Unweighted Base		1575	1341	1022	807	1066	858	50	529	425	416	103	71	375	336
Effective base		758	635	473	388	500	418	18	260	199	194	52	38	167	156
Weighted Base		1440	1187	873	732	947	784	14	502	376	380	97	75	316	291
Very Dissatisfied	(-2)	28	21	13	8	15	14	-	2	6	5	5	2	5	6
		2%	2%	2%	1%	2%	2%	-%	*%	2%	1%	5%	2%	2%	2%
Fairly Dissatisfied	(-1)	53	40	41	36	42	24	1	24	23	27	5	3	8	8
		4%	3%	5%	5%	4%	3%	4%	5%	6%	7%	5%	4%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	234	191	145	125	134	141	2	94	63	43	17	15	46	53
		16%	16%	17%	17%	14%	18%	13%	19%	17%	11%	18%	21%	14%	18%
Fairly Satisfied	(1)	587	508	351	280	400	345	4	200	141	133	29	34	129	115
		41%	43%	40%	38%	42%	44%	32%	40%	38%	35%	30%	45%	41%	39%
Very Satisfied	(2)	536	427	322	282	357	260	7	182	143	172	42	21	128	109
		37%	36%	37%	39%	38%	33%	51%	36%	38%	45%	43%	28%	40%	38%
NET: Satisfied		1124	935	673	563	757	605	11	382	285	305	71	55	257	224
		78%	79%	77%	77%	80%	77%	83%	76%	76%	80%	73%	73%	81%	77%
NET: Dissatisfied		81	61	54	44	57	38	1	26	28	32	9	5	14	14
		6%	5%	6%	6%	6%	5%	4%	5%	8%	8%	10%	7%	4%	5%
Answered		1440	1187	873	732	947	784	14	502	376	380	97	75	316	291
Mean Score		1.1	1.1	1.1	1.1	1.1	1.0	1.3	1.1	1.0	1.2	1.0	.9	1.2	1.1
Standard error		.02	.02	.03	.03	.03	.03	.12	.04	.05	.05	.11	.11	.05	.05
Standard deviation		.92	.90	.93	.92	.91	.89	.88	.88	.96	.97	1.12	.94	.89	.92

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1575	154	94	67	34	1384	952	1439	986	906	680	1298	190	-	1309	76
Effective base	758	71	38	31	17	656	425	681	443	415	306	629	83	-	612	43
Weighted Base	1440	133	65	56	38	1236	770	1285	838	758	591	1187	146	-	1156	86
Very Dissatisfied (-2)	28 2%	3 3%	2 3%	5 10%	* **%	23 2%	13 2%	23 2%	14 2%	15 2%	13 2%	23 2%	8 5%	- -%	7 1%	18 21%
Fairly Dissatisfied (-1)	53 4%	5 4%	* 1%	10 18% ab	* 1%	45 4%	26 3%	45 4%	38 4%	37 5%	25 4%	39 3%	3 2%	- -%	27 2%	14 17% a
Neither Satisfied Nor Dissatisfied (0)	234 16%	11 8%	11 16%	11 21%	7 17%	192 16%	110 14%	197 15%	119 14%	98 13%	72 12%	179 15%	17 12%	- -%	125 11%	16 19%
Fairly Satisfied (1)	587 41%	67 50%	30 46%	18 32%	16 43%	502 41%	296 38%	523 41%	320 38%	286 38%	250 42%	478 40%	55 37%	- -%	485 42%	25 30%
Very Satisfied (2)	536 37%	47 35%	22 34%	11 20%	15 39%	474 38%	324 42%	497 39%	347 41%	322 43%	231 39%	469 39%	63 43%	- -%	513 44% b	12 14%
NET: Satisfied	1124 78%	114 85% c	52 80% c	29 52% c	31 82% c	976 79%	620 80%	1020 79%	667 80%	608 80%	482 81%	947 80%	118 81%	- -%	998 86% b	37 44%
NET: Dissatisfied	81 6%	8 6%	2 3%	15 28% abd	* 1%	68 5%	40 5%	68 5%	52 6%	51 7%	38 6%	62 5%	11 8%	- -%	33 3%	32 38% a
Answered	1440	133	65	56	38	1236	770	1285	838	758	591	1187	146	-	1156	86
Mean Score	1.1	1.1	1.1	.3	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	-	1.3	*
Standard error	.02	.07	.09	.15	.13	.02	.03	.02	.03	.03	.04	.03	.08	-	.02	.16
Standard deviation	.92	.90	.89	1.26	.77	.92	.91	.91	.93	.95	.93	.91	1.06	-	.79	1.37

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1575	604	971	416	19	201	293	186	1061	307	200	275	1061
Effective base	758	294	463	178	13	85	134	85	519	144	97	121	525
Weighted Base	1440	569	870	360	26	173	271	157	983	280	165	243	995
Very Dissatisfied (-2)	28 2%	21 4%	8 1%	9 2%	8 31%	8 5%	9 3%	10 7%	12 1%	6 2%	7 4%	7 3%	14 1%
Fairly Dissatisfied (-1)	53 4%	48 8%	5 1%	12 3%	1 3%	8 5%	13 5%	14 9%	23 2%	16 6%	9 5%	11 5%	33 3%
Neither Satisfied Nor Dissatisfied (0)	234 16%	99 17%	135 16%	40 11%	1 4%	21 12%	41 15%	15 9%	157 16%	59 21%	22 13%	34 14%	168 17%
Fairly Satisfied (1)	587 41%	259 45%	329 38%	162 45%	2 6%	76 44%	102 38%	47 30%	406 41%	125 44%	55 33%	129 53%	383 38%
Very Satisfied (2)	536 37%	143 25%	394 45%	138 38%	15 56%	60 35%	106 39%	71 45%	384 39%	75 27%	73 44%	61 25%	397 40%
NET: Satisfied	1124 78%	401 70%	722 83%	300 83%	16 62%	136 79%	208 77%	118 75%	791 80%	200 71%	128 77%	191 78%	780 78%
NET: Dissatisfied	81 6%	69 12%	13 1%	20 6%	9 34%	16 9%	22 8%	24 15%	35 4%	22 8%	16 10%	19 8%	46 5%
Answered	1440	569	870	360	26	173	271	157	983	280	165	243	995
Mean Score	1.1	.8	1.3	1.1	.5	1.0	1.0	1.0	1.1	.9	1.1	.9	1.1
Standard error	.02	.04	.03	.04	.42	.07	.06	.09	.03	.05	.08	.06	.03
Standard deviation	.92	1.03	.80	.91	1.85	1.04	1.02	1.23	.86	.94	1.09	.92	.90

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Collection reliability**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1575	730	845
Effective base		758	315	443
Weighted Base		1440	594	846
Very Dissatisfied	(-2)	28 2%	14 2%	14 2%
Fairly Dissatisfied	(-1)	53 4%	24 4%	29 3%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	73 12%	161 19% a
Fairly Satisfied	(1)	587 41%	273 46% b	315 37%
Very Satisfied	(2)	536 37%	210 35%	327 39%
NET: Satisfied		1124 78%	482 81%	642 76%
NET: Dissatisfied		81 6%	38 6%	43 5%
Answered		1440	594	846
Mean Score		1.1	1.1	1.1
Standard error		.02	.03	.03
Standard deviation		.92	.92	.93

Columns Tested:: a,b

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1575	-	78	252	257	35	121	90	190	142	148	174	88
Effective base		758	-	33	120	109	12	66	29	97	89	46	126	49
Weighted Base		1440	-	58	254	183	25	127	38	175	178	50	272	80
Very Dissatisfied	(-2)	28 2%	- -%	1 2%	4 2%	2 1%	- -%	2 2%	- -%	4 2%	8 4%	1 2%	6 2%	- -%
Fairly Dissatisfied	(-1)	53 4%	- -%	1 1%	6 2%	2 1%	- -%	7 6%	5 14%	9 5%	3 2%	1 1%	13 5%	6 7%
Neither Satisfied Nor Dissatisfied	(0)	234 16%	- -%	6 10%	35 14%	28 15%	2 6%	29 23%	2 6%	32 18%	38 21%	10 20%	43 16%	10 13%
Fairly Satisfied	(1)	587 41%	- -%	20 34%	92 36%	66 36%	8 34%	51 40%	13 34%	83 48%	74 41%	15 30%	134 49%	33 41%
Very Satisfied	(2)	536 37%	- -%	31 53%	117 46%	85 47%	15 60%	38 30%	17 46%	46 26%	56 31%	24 47%	76 28%	32 40%
NET: Satisfied		1124 78%	- -%	51 87%	209 82%	151 82%	23 94%	88 70%	30 80%	129 74%	129 72%	38 76%	210 77%	64 80%
NET: Dissatisfied		81 6%	- -%	2 3%	10 4%	4 2%	- -%	9 7%	5 14%	14 8%	11 6%	2 4%	19 7%	6 7%
Answered		1440	-	58	254	183	25	127	38	175	178	50	272	80
Mean Score		1.1	-	1.4	1.2	1.3	1.5	.9	1.1	.9	.9	1.2	1.0	1.1
Standard error		.02	-	.10	.06	.05	.11	.09	.11	.07	.08	.08	.07	.09
Standard deviation		.92	-	.86	.89	.83	.63	.95	1.04	.94	1.00	.96	.90	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 268 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Collection reliability

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1575	341	402	422	410	743	832
Effective base	758	160	180	212	210	336	422
Weighted Base	1440	335	312	391	402	647	793
Very Dissatisfied	(-2) 28 2%	5 2%	4 1%	12 3%	7 2%	9 1%	19 2%
Fairly Dissatisfied	(-1) 53 4%	7 2%	9 3%	18 5%	19 5%	16 3%	37 5%
Neither Satisfied Nor Dissatisfied	(0) 234 16%	40 12%	59 19%	72 19%	63 16%	99 15%	135 17%
Fairly Satisfied	(1) 587 41%	124 37%	112 36%	169 43%	182 45%	236 37%	351 44%
Very Satisfied	(2) 536 37%	158 47%	128 41%	119 31%	131 33%	286 44%	250 32%
NET: Satisfied	1124 78%	282 84%	240 77%	288 74%	313 78%	522 81%	601 76%
NET: Dissatisfied	81 6%	12 4%	13 4%	30 8%	26 6%	26 4%	56 7%
Answered	1440	335	312	391	402	647	793
Mean Score	1.1	1.3	1.1	.9	1.0	1.2	1.0
Standard error	.02	.05	.05	.05	.04	.03	.03
Standard deviation	.92	.87	.90	.97	.91	.89	.94

Columns Tested: a,b,c,d - a,b

Table 270

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1587	351	1236	1116	236	78	157	471
Effective base	770	149	626	710	143	48	94	193
Weighted Base	1483	242	1241	1418	54	7	4	65
Very Dissatisfied	(-2) 47 3%	6 2%	42 3%	47 3%	* *%	* *%	- -%	* *%
Fairly Dissatisfied	(-1) 86 6%	10 4%	76 6%	84 6%	2 3%	* 3%	* 4%	2 3%
Neither Satisfied Nor Dissatisfied	(0) 279 19%	58 24%	221 18%	269 19%	8 15%	1 12%	* 7%	9 14%
Fairly Satisfied	(1) 599 40%	63 26%	536 43%	574 40%	20 38%	3 41%	2 50%	25 39%
Very Satisfied	(2) 471 32%	105 44%	366 29%	443 31%	24 44%	3 44%	1 39%	28 43%
NET: Satisfied	1070 72%	168 70%	902 73%	1017 72%	44 81%	6 85%	3 89%	53 82%
NET: Dissatisfied	134 9%	16 7%	118 9%	132 9%	2 3%	* 3%	* 4%	2 3%
Answered	1483	242	1241	1418	54	7	4	65
Mean Score	.9	1.0	.9	.9	1.2	1.2	1.2	1.2
Standard error	.03	.06	.03	.03	.05	.10	.07	.04
Standard deviation	1.01	1.03	1.00	1.02	.84	.87	.88	.83

Columns Tested: a,b - a,b,c,d,e

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1587	579	388	149	141	173	157	1116	236	235
Effective base		770	410	231	93	96	78	94	710	143	98
Weighted Base		1483	879	442	98	36	25	4	1418	54	10
Very Dissatisfied	(-2)	47 3%	25 3%	20 5% dfhi	2 2%	* *%	* 1%	- -%	47 3%	* *% h	* *%
Fairly Dissatisfied	(-1)	86 6%	53 6%	27 6%	5 5%	1 3%	1 4%	* 4%	84 6%	2 3%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	181 21%	73 17% f	15 15%	5 15%	4 15%	* 7%	269 19%	8 15%	1 10%
Fairly Satisfied	(1)	599 40%	356 40%	177 40%	41 41%	14 40%	9 36%	2 50%	574 40%	20 38%	5 44%
Very Satisfied	(2)	471 32%	264 30%	144 33%	36 36%	15 42%	11 45%	1 39%	443 31%	24 44%	4 42%
NET: Satisfied		1070 72%	620 71%	321 73%	76 78%	30 82%	20 81%	3 89%	1017 72%	44 81%	9 87%
NET: Dissatisfied		134 9%	78 9%	47 11% h	7 7%	1 3%	1 4%	* 4%	132 9%	2 3%	* 4%
Answered		1483	879	442	98	36	25	4	1418	54	10
Mean Score		.9	.9	.9	1.0	1.2 abg	1.2 abg	1.2 abg	.9	1.2 abg	1.2 abg
Standard error		.03	.04	.05	.08	.07	.07	.07	.03	.05	.05
Standard deviation		1.01	1.00	1.07	.95	.82	.88	.88	1.02	.84	.82

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1587	746	370	236	78	157	679	235	83	75	170
Effective base	770	532	234	143	48	94	453	117	36	25	30
Weighted Base	1483	1169	249	54	7	4	944	201	39	35	32
Very Dissatisfied (-2)	47 3%	41 4%	6 2%	* *%	* *%	- -%	31 3%	7 3%	* *%	- -%	- -%
Fairly Dissatisfied (-1)	86 6%	74 6%	11 4%	2 3%	* 3%	* 4%	59 6%	7 3%	1 3%	2 6%	* *%
Neither Satisfied Nor Dissatisfied (0)	279 19%	228 19%	42 17%	8 15%	1 12%	* 7%	176 19%	29 14%	9 24%	2 6%	10 32%
Fairly Satisfied (1)	599 40%	476 41%	98 39%	20 38%	3 41%	2 50%	407 43%	91 45%	16 41%	12 35%	9 27%
Very Satisfied (2)	471 32%	351 30%	93 37%	24 44%	3 44%	1 39%	272 29%	68 34%	13 32%	18 53%	13 40%
NET: Satisfied	1070 72%	826 71%	191 77%	44 81%	6 85%	3 89%	679 72%	159 79%	29 73%	30 88%	22 67%
NET: Dissatisfied	134 9%	115 10%	17 7%	2 3%	* 3%	* 4%	90 9%	13 7%	1 3%	2 6%	* *%
Answered	1483	1169	249	54	7	4	944	201	39	35	32
Mean Score	.9	.9	1.0	1.2	1.2	1.2	.9	1.0	1.0	1.3	1.1
Standard error	.03	.04	.05	.05	.10	.07	.04	.06	.09	.10	.07
Standard deviation	1.01	1.02	.96	.84	.87	.88	1.00	.96	.84	.86	.87

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1587	90	87	164	61	101	120	107	105	93
Effective base		770	63	63	109	41	72	89	78	71	64
Weighted Base		1483	127	117	260	71	115	212	192	126	101
Very Dissatisfied	(-2)	47 3%	6 5%	2 2%	19 7%	- -%	5 4%	8 4%	3 1%	1 1%	1 1%
Fairly Dissatisfied	(-1)	86 6%	4 3%	6 6%	11 4%	3 4%	11 10%	14 7%	9 4%	12 9%	8 8%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	30 24%	22 19%	59 23%	8 11%	20 18%	38 18%	34 18%	21 16%	21 21%
Fairly Satisfied	(1)	599 40%	48 38%	51 44%	93 36%	33 47%	52 45%	85 40%	80 42%	53 42%	43 42%
Very Satisfied	(2)	471 32%	39 31%	35 30%	78 30%	27 39%	27 24%	66 31%	67 35%	40 31%	28 28%
NET: Satisfied		1070 72%	86 68%	87 74%	171 66%	60 86%	79 68%	152 71%	147 76%	93 74%	71 70%
NET: Dissatisfied		134 9%	10 8%	9 7%	30 12%	3 4%	16 14%	22 10%	11 6%	13 10%	9 9%
Answered		1483	127	117	260	71	115	212	192	126	101
Mean Score		.9	.9	1.0	.8	1.2 ce	.7	.9	1.0	.9	.9
Standard error		.03	.11	.10	.09	.10	.11	.10	.09	.09	.10
Standard deviation		1.01	1.05	.93	1.14	.78	1.06	1.04	.92	.96	.95

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1587	255	282	391	928	659	236	214	209
Effective base		770	177	197	276	632	285	108	119	110
Weighted Base		1483	287	371	665	1322	161	81	54	27
Very Dissatisfied	(-2)	47 3%	6 2%	9 3%	29 4%	45 3%	2 2%	1 1%	1 2%	* 1%
Fairly Dissatisfied	(-1)	86 6%	22 8%	22 6%	34 5%	78 6%	8 5%	5 6%	2 4%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	49 17%	73 20%	131 20%	252 19%	26 16%	15 19%	6 11%	6 21%
Fairly Satisfied	(1)	599 40%	127 44%	152 41%	258 39%	538 41%	61 38%	32 39%	19 36%	10 37%
Very Satisfied	(2)	471 32%	83 29%	114 31%	212 32%	408 31%	63 39%	28 34%	25 47%	10 38%
NET: Satisfied		1070 72%	210 73%	266 72%	470 71%	946 72%	124 77%	59 74%	45 83%	20 75%
NET: Dissatisfied		134 9%	28 10%	31 8%	64 10%	123 9%	11 7%	6 8%	3 6%	1 4%
Answered		1483	287	371	665	1322	161	81	54	27
Mean Score		.9	.9	.9	.9	.9	1.1	1.0	1.2	1.1
Standard error		.03	.06	.06	.05	.03	.04	.06	.06	.06
Standard deviation		1.01	.97	.98	1.05	1.02	.95	.96	.94	.92

Columns Tested: a,b,c,d,e,f,g,h

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1587	64	93	16	109	131	376	72	74	755	
Effective base	770	31	39	9	48	64	202	32	26	387	
Weighted Base	1483	71	99	24	123	156	302	54	42	730	
Very Dissatisfied	(-2)	47 3%	* *%	12 12% efi	- -%	12 10%	2 1%	11 4%	1 2%	- -%	20 3%
Fairly Dissatisfied	(-1)	86 6%	1 1%	1 1%	4 18%	5 4%	6 4%	18 6%	7 14%	8 18%	42 6%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	14 19%	11 11%	5 19%	15 13%	36 23%	45 15%	5 9%	6 15%	158 22% f
Fairly Satisfied	(1)	599 40%	32 45%	38 38%	4 18%	42 34%	54 34%	124 41%	21 38%	11 25%	314 43%
Very Satisfied	(2)	471 32%	24 34%	37 38%	11 45%	48 39%	58 37%	104 34%	20 37%	18 42%	196 27%
NET: Satisfied		1070 72%	56 79%	75 76%	15 63%	90 73%	112 72%	228 76%	41 75%	28 67%	510 70%
NET: Dissatisfied		134 9%	1 1%	13 13%	4 18%	17 14%	8 5%	29 10%	9 16%	8 18%	63 9%
Answered	1483	71	99	24	123	156	302	54	42	730	
Mean Score	.9	1.1	.9	.9	.9	1.0	1.0	.9	.9	.9	
Standard error	.03	.10	.13	.30	.12	.08	.05	.13	.13	.04	
Standard deviation	1.01	.77	1.28	1.18	1.25	.94	1.03	1.12	1.15	.97	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1587	304	376	907	1333	254	-	1353	234	1539	48
Effective base	770	142	202	448	650	121	-	696	78	744	26
Weighted Base	1483	350	302	831	1238	245	-	1365	118	1435	48
Very Dissatisfied (-2)	47 3%	14 4%	11 4%	22 3%	37 3%	10 4%	- -%	45 3%	3 2%	46 3%	2 4%
Fairly Dissatisfied (-1)	86 6%	12 3%	18 6%	57 7%	76 6%	10 4%	- -%	83 6%	3 3%	85 6%	2 3%
Neither Satisfied Nor Dissatisfied (0)	279 19%	65 19%	45 15%	169 20%	222 18%	57 23%	- -%	260 19%	19 16%	263 18%	15 32%
Fairly Satisfied (1)	599 40%	128 37%	124 41%	347 42%	496 40%	103 42%	- -%	558 41%	41 34%	591 41%	8 16%
Very Satisfied (2)	471 32%	130 37%	104 34%	237 29%	407 33%	64 26%	- -%	419 31%	52 45%	450 31%	21 44%
NET: Satisfied	1070 72%	258 74%	228 76%	584 70%	903 73%	168 68%	- -%	977 72%	93 79%	1041 73%	29 61%
NET: Dissatisfied	134 9%	26 7%	29 10%	79 9%	113 9%	21 8%	- -%	128 9%	6 5%	131 9%	3 7%
Answered	1483	350	302	831	1238	245	-	1365	118	1435	48
Mean Score	.9	1.0	1.0	.9	.9	.8	-	.9	1.2	.9	.9
Standard error	.03	.06	.05	.03	.03	.06	-	.03	a .06	.03	.16
Standard deviation	1.01	1.03	1.03	.99	1.01	1.01	-	1.01	.95	1.01	1.12

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1587	930	309	328
Effective base		770	493	116	155
Weighted Base		1483	940	228	303
Very Dissatisfied	(-2)	47 3%	27 3%	16 7%	5 2%
				ac	
Fairly Dissatisfied	(-1)	86 6%	55 6%	9 4%	22 7%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	180 19%	48 21%	46 15%
Fairly Satisfied	(1)	599 40%	419 45%	70 31%	105 35%
			bc		
Very Satisfied	(2)	471 32%	259 28%	86 38%	125 41%
				a	a
NET: Satisfied		1070 72%	678 72%	155 68%	230 76%
NET: Dissatisfied		134 9%	82 9%	25 11%	27 9%
Answered		1483	940	228	303
Mean Score		.9	.9	.9	1.1
					a
Standard error		.03	.03	.07	.06
Standard deviation		1.01	.97	1.17	1.00

Columns Tested:: a,b,c

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1587	1208	253	68	14	26	8	6	4	1461	126	58
Effective base	770	657	85	18	4	6	2	3	1	741	30	13
Weighted Base	1483	1288	141	27	7	16	3	1	*	1429	54	28
Very Dissatisfied	(-2)	47	41	5	-	-	2	-	-	45	2	2
		3%	3%	3%	-%	-%	80%	-%	-%	3%	4%	7%
Fairly Dissatisfied	(-1)	86	74	9	1	3	*	-	-	83	4	3
		6%	6%	6%	4%	40%	*%	-%	-%	6%	7%	10%
Neither Satisfied Nor Dissatisfied	(0)	279	259	15	1	-	5	-	*	274	5	5
		19%	20%	10%	3%	-%	27%	-%	1%	19%	10%	16%
			b							b		
Fairly Satisfied	(1)	599	539	53	4	*	1	*	*	592	7	3
		40%	42%	38%	16%	4%	9%	5%	30%	94%	41%	13%
			ai	jk						ai		
Very Satisfied	(2)	471	376	60	21	4	10	*	1	435	36	16
		32%	29%	42%	77%	56%	63%	15%	69%	30%	67%	57%
			ai	abi						abi		ai
NET: Satisfied		1070	914	113	25	4	12	1	1	1027	43	18
		72%	71%	80%	93%	60%	72%	20%	99%	72%	79%	66%
				ai								
NET: Dissatisfied		134	114	13	1	3	*	2	-	128	6	5
		9%	9%	10%	4%	40%	*%	80%	-%	9%	11%	18%
Answered		1483	1288	141	27	7	16	3	1	1429	54	28
Mean Score		.9	.9	1.1	1.7	.8	1.4	-1.3	1.7	.9	1.3	1.0
				abi						ai		
Standard error		.03	.03	.06	.09	.42	.18	.68	.38	.03	.10	.18
Standard deviation		1.01	1.00	1.03	.73	1.56	.92	1.93	.92	1.00	1.15	1.37

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1587	668	540	379	1440	1184	1499	1127	680	583	338	840	67	94	68	63	29
Effective base	770	401	257	115	683	545	721	526	302	227	198	433	20	27	20	17	9
Weighted Base	1483	810	478	195	1300	1040	1366	1033	592	434	361	843	29	57	33	30	13
Very Dissatisfied (-2)	47 3%	18 2%	23 5%	7 3%	44 3%	41 4%	47 3%	42 4%	24 4%	14 3%	6 2%	39 5%	- -%	- -%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	86 6%	45 6%	29 6%	13 7%	75 6%	69 7%	80 6%	61 6%	38 6%	20 5%	15 4%	58 7%	* *%	* 1%	2 6%	4 13%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 19%	167 21%	91 19%	20 10%	232 18%	177 17%	246 18%	186 18%	103 17%	72 17%	77 21%	141 17%	3 10%	14 25%	2 7%	6 19%	2 18%
Fairly Satisfied (1)	599 40%	345 43%	194 41%	60 31%	544 42%	418 40%	563 41%	405 39%	244 41%	171 39%	154 43%	352 42%	14 47%	22 38%	13 38%	6 20%	2 19%
Very Satisfied (2)	471 32%	235 29%	141 29%	96 49%	404 31%	335 32%	430 31%	339 33%	182 31%	156 36%	109 30%	252 30%	12 43%	20 35%	16 49%	12 40%	8 63%
NET: Satisfied	1070 72%	580 72%	334 70%	156 80%	949 73%	753 72%	993 73%	743 72%	427 72%	327 75%	263 73%	604 72%	26 90%	42 74%	29 87%	18 61%	10 82%
NET: Dissatisfied	134 9%	62 8%	52 11%	19 10%	119 9%	110 11%	127 9%	103 10%	62 10%	35 8%	21 6%	97 12%	* *%	* 1%	2 6%	6 21%	- -%
Answered	1483	810	478	195	1300	1040	1366	1033	592	434	361	843	29	57	33	30	13
Mean Score	.9	.9	.8	1.2	.9	.9	.9	.9	.9	1.0	1.0	.9	1.3	1.1	1.3	.7	1.4
Standard error	.03	.04	.05	.05	.03	.03	.03	.03	.04	.04	.05	.04	.08	.08	.10	.17	.15
Standard deviation	1.01	.95	1.07	1.07	1.01	1.05	1.02	1.05	1.05	1.01	.91	1.07	.66	.80	.86	1.33	.82

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1587	1093	116	77	68	35	34	17	831	147	80	54	35	21	16
Effective base	770	581	47	22	17	10	6	4	432	52	19	21	9	8	6
Weighted Base	1483	1120	73	47	24	14	14	7	816	114	38	37	15	12	9
Very Dissatisfied	(-2) 47 3%	39 3%	5 7%	- -%	- -%	- -%	- -%	- -%	33 4%	6 5%	- -%	- -%	- -%	2 18%	- -%
Fairly Dissatisfied	(-1) 86 6%	65 6%	5 7%	1 1%	3 12%	2 12%	- -%	- -%	58 7%	6 5%	* *%	* 1%	3 18%	1 10%	- -%
Neither Satisfied Nor Dissatisfied	(0) 279 19%	202 18%	13 17%	6 13%	4 17%	* *%	4 32%	2 33%	135 17%	24 21%	6 15%	9 24%	- -%	3 29%	- -%
Fairly Satisfied	(1) 599 40%	484 43%	30 41%	12 26%	9 39%	5 33%	3 24%	1 9%	340 42%	41 36%	14 37%	15 40%	6 39%	1 9%	2 21%
Very Satisfied	(2) 471 32%	331 30%	20 27%	28 60%	8 32%	8 55%	6 44%	4 58%	249 31%	37 33%	18 48%	13 35%	7 43%	4 34%	7 79%
NET: Satisfied	1070 72%	815 73%	50 68%	40 86%	17 71%	13 88%	9 68%	5 67%	589 72%	78 69%	32 85%	28 75%	13 82%	5 43%	9 100%
NET: Dissatisfied	134 9%	104 9%	11 14%	1 1%	3 12%	2 12%	- -%	- -%	92 11%	12 10%	* *%	* 1%	3 18%	3 28%	- -%
Answered	1483	1120	73	47	24	14	14	7	816	114	38	37	15	12	9
Mean Score	.9	.9	.7	1.4	.9	1.3	1.1	1.2	.9	.9	1.3	1.1	1.1	.3	1.8
Standard error	.03	.03	.11	.09	.12	.17	.15	.24	.04	.09	.08	.11	.19	.34	.11
Standard deviation	1.01	1.00	1.15	.76	1.00	1.01	.90	1.00	1.05	1.09	.74	.79	1.10	1.55	.43

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1587	764	127	89	56	43	18	30	585	305	335	186	82
Effective base	770	395	50	30	21	14	7	10	346	146	151	54	24
Weighted Base	1483	788	102	49	34	27	14	19	686	279	272	82	43
Very Dissatisfied	(-2)	47	31	6	1	-	-	4	30	7	9	2	-
		3%	4%	6%	2%	-%	-%	22%	4%	3%	3%	3%	-%
								acd					
Fairly Dissatisfied	(-1)	86	50	7	2	-	*	3	43	10	18	6	2
		6%	6%	6%	4%	-%	*%	23%	6%	3%	7%	7%	6%
Neither Satisfied Nor Dissatisfied	(0)	279	148	17	9	5	5	1	111	66	47	11	11
		19%	19%	17%	19%	13%	19%	7%	16%	24%	17%	13%	25%
Fairly Satisfied	(1)	599	317	39	19	16	10	*	301	113	109	22	16
		40%	40%	38%	38%	46%	38%	2%	44%	41%	40%	27%	37%
									d				
Very Satisfied	(2)	471	242	33	18	14	11	9	201	83	90	41	14
		32%	31%	32%	37%	40%	43%	68%	29%	30%	33%	50%	32%
												abc	
NET: Satisfied		1070	559	72	37	29	22	10	502	196	199	63	30
		72%	71%	71%	76%	87%	80%	70%	73%	70%	73%	77%	69%
NET: Dissatisfied		134	81	13	3	-	*	3	73	17	27	8	2
		9%	10%	12%	5%	-%	*%	23%	11%	6%	10%	10%	6%
									d				
Answered		1483	788	102	49	34	27	14	686	279	272	82	43
Mean Score		.9	.9	.8	1.1	1.3	1.2	1.2	.9	.9	.9	1.1	1.0
Standard error		.03	.04	.10	.10	.09	.12	.31	.04	.05	.06	.08	.10
Standard deviation		1.01	1.04	1.13	.93	.69	.78	1.33	1.04	.95	1.03	1.07	.91

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1587	645	287	277	167	58	497	235	249	130	62
Effective base	770	373	138	119	43	14	280	103	101	40	19
Weighted Base	1483	753	254	201	60	25	558	201	178	61	36
Very Dissatisfied (-2)	47 3%	30 4%	6 2%	8 4%	- -%	- -%	27 5%	6 3%	6 3%	2 3%	- -%
Fairly Dissatisfied (-1)	86 6%	43 6%	10 4%	15 7%	5 8%	2 7%	38 7%	13 7%	15 9%	1 2%	1 2%
Neither Satisfied Nor Dissatisfied (0)	279 19%	135 18%	53 21%	29 15%	7 11%	7 28%	86 16%	37 19%	30 17%	11 18%	10 28%
Fairly Satisfied (1)	599 40%	319 42%	118 47%	80 40%	17 28%	10 39%	243 44%	75 38%	69 39%	13 22%	14 39%
Very Satisfied (2)	471 32%	226 30%	66 26%	68 34%	32 53%	7 26%	163 29%	68 34%	58 33%	33 54%	11 32%
NET: Satisfied	1070 72%	545 72%	184 73%	149 74%	49 80%	16 65%	406 73%	143 71%	127 71%	46 76%	25 70%
NET: Dissatisfied	134 9%	73 10%	16 6%	23 12%	5 8%	2 7%	65 12%	20 10%	21 12%	3 6%	1 2%
Answered	1483	753	254	201	60	25	558	201	178	61	36
Mean Score	.9	.9	.9	.9	1.2 ab	.8	.9	.9	.9	1.2 a	1.0
Standard error	.03	.04	.05	.06	.07	.12	.05	.07	.07	.09	.11
Standard deviation	1.01	1.03	.92	1.08	.96	.91	1.07	1.04	1.06	1.04	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1587	477	186	236	136	69	646	78	392	1458	129	1401	39
Effective base		770	265	80	102	49	24	304	36	184	718	53	669	14
Weighted Base		1483	533	177	173	89	43	591	48	383	1372	111	1270	29
Very Dissatisfied	(-2)	47	25	6	7	-	2	22	1	17	34	14	42	2
		3%	5%	4%	4%	-%	5%	4%	2%	4%	2%	12%	3%	7%
Fairly Dissatisfied	(-1)	86	45	4	7	4	2	28	1	32	85	1	74	1
		6%	8%	2%	4%	4%	4%	5%	1%	8%	6%	1%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	279	97	42	22	17	5	98	12	75	263	16	224	8
		19%	18%	24%	13%	19%	11%	17%	25%	20%	19%	14%	18%	26%
Fairly Satisfied	(1)	599	219	72	69	20	18	207	25	170	565	34	535	9
		40%	41%	41%	40%	22%	42%	35%	51%	44%	41%	31%	42%	31%
Very Satisfied	(2)	471	147	53	67	49	17	235	10	89	426	46	395	10
		32%	28%	30%	39%	55%	39%	40%	21%	23%	31%	41%	31%	33%
NET: Satisfied		1070	366	125	137	69	35	442	34	259	990	80	930	19
		72%	69%	71%	79%	78%	80%	75%	72%	67%	72%	72%	73%	64%
NET: Dissatisfied		134	70	10	14	4	4	50	1	49	119	15	116	3
		9%	13%	6%	8%	4%	9%	9%	3%	13%	9%	13%	9%	10%
Answered		1483	533	177	173	89	43	591	48	383	1372	111	1270	29
Mean Score		.9	.8	.9	1.1	1.3	1.0	1.0	.9	.7	.9	.9	.9	.8
Standard error		.03	.05	.07	.07	.08	.13	.04	.09	.05	.03	.12	.03	.19
Standard deviation		1.01	1.08	.97	1.02	.91	1.07	1.05	.81	1.05	.98	1.31	1.01	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1587	1075	109	814	313	1403	37	1068	116	814	313
Effective base	770	514	31	404	122	671	13	507	38	405	121
Weighted Base	1483	972	68	783	250	1272	28	962	78	783	250
Very Dissatisfied	(-2) 47 3%	35 4%	6 8%	21 3%	22 9%	42 3%	2 7%	35 4%	6 7%	20 3%	22 9%
Fairly Dissatisfied	(-1) 86 6%	68 7%	1 2%	53 7%	9 3%	75 6%	* 2%	65 7%	4 6%	56 7%	6 2%
Neither Satisfied Nor Dissatisfied	(0) 279 19%	156 16%	21 31%	152 19%	34 14%	224 18%	8 28%	161 17%	16 21%	151 19%	35 14%
Fairly Satisfied	(1) 599 40%	402 41%	16 24%	315 40%	90 36%	533 42%	11 39%	392 41%	26 33%	316 40%	89 36%
Very Satisfied	(2) 471 32%	311 32%	24 36%	244 31%	95 38%	398 31%	7 24%	309 32%	26 33%	241 31%	98 39%
NET: Satisfied	1070 72%	713 73%	40 59%	558 71%	185 74%	931 73%	18 64%	702 73%	51 66%	557 71%	186 75%
NET: Dissatisfied	134 9%	103 11%	7 10%	73 9%	30 12%	117 9%	2 9%	100 10%	10 13%	75 10%	28 11%
Answered	1483	972	68	783	250	1272	28	962	78	783	250
Mean Score	.9	.9	.8	.9	.9	.9	.7	.9	.8	.9	.9
Standard error	.03	.03	.12	.04	.07	.03	.18	.03	.11	.04	.07
Standard deviation	1.01	1.04	1.20	1.00	1.20	1.01	1.10	1.04	1.18	1.00	1.20

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1587	726	1118	218	2	666	833	181	4	802	617	203	1
Effective base	770	321	550	90	1	296	394	76	3	372	295	90	1
Weighted Base	1483	612	1033	170	2	565	722	143	4	725	549	162	2
Very Dissatisfied (-2)	47 3%	29 5%	38 4%	15 9%	* 10%	24 4%	28 4%	5 4%	* 4%	37 5%	14 3%	10 6%	- -%
Fairly Dissatisfied (-1)	86 6%	31 5%	71 7%	22 13%	- -%	35 6%	54 7%	15 11%	1 13%	45 6%	40 7%	11 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	279 19%	109 18%	185 18%	22 13%	- -%	93 16%	114 16%	25 17%	- -%	123 17%	100 18%	18 11%	- -%
Fairly Satisfied (1)	599 40%	247 40%	423 41%	50 30%	1 90%	216 38%	297 41%	37 26%	- -%	259 36%	225 41%	53 33%	2 100%
Very Satisfied (2)	471 32%	196 32%	316 31%	60 36%	- -%	197 35%	229 32%	61 42%	3 83%	260 36%	170 31%	69 43%	- -%
NET: Satisfied	1070 72%	443 72%	739 71%	111 65%	1 90%	412 73%	526 73%	98 68%	3 83%	520 72%	395 72%	122 76%	2 100%
NET: Dissatisfied	134 9%	60 10%	109 11%	37 22%	* 10%	60 11%	82 11%	21 14%	1 17%	82 11%	54 10%	21 13%	- -%
Answered	1483	612	1033	170	2	565	722	143	4	725	549	162	2
Mean Score	.9	.9	.9	.7	.7	.9	.9	.9	1.5	.9	.9	1.0	1.0
Standard error	.03	.04	.03	.09	1.05	.04	.04	.09	.69	.04	.04	.08	-
Standard deviation	1.01	1.06	1.04	1.32	1.48	1.07	1.05	1.17	1.39	1.11	1.01	1.18	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1587	1360	1046	818	1078	872	50	538	439	418	108	74	377	341
Effective base	770	650	487	397	507	428	18	267	209	198	55	40	169	160
Weighted Base	1483	1232	913	759	978	818	14	516	399	390	106	80	322	308
Very Dissatisfied (-2)	47 3%	44 4%	30 3%	21 3%	37 4%	35 4%	- -%	6 1%	13 3%	11 3%	8 8%	2 3%	11 3%	16 5%
Fairly Dissatisfied (-1)	86 6%	72 6%	60 7%	49 6%	66 7%	41 5%	1 11%	43 8%	36 9%	26 7%	12 12%	13 16%	22 7%	13 4%
Neither Satisfied Nor Dissatisfied (0)	279 19%	217 18%	156 17%	141 19%	170 17%	150 18%	* 1%	103 20%	70 18%	72 18%	19 18%	13 16%	63 20%	52 17%
Fairly Satisfied (1)	599 40%	519 42%	361 40%	303 40%	381 39%	361 44%	4 32%	220 43%	150 38%	140 36%	25 24%	29 36%	110 34%	129 42%
Very Satisfied (2)	471 32%	381 31%	305 33%	244 32%	324 33%	230 28%	8 57%	145 28%	130 32%	141 36%	41 39%	24 30%	115 36%	97 31%
NET: Satisfied	1070 72%	901 73%	666 73%	547 72%	705 72%	591 72%	12 89%	365 71%	280 70%	281 72%	66 63%	53 66%	225 70%	226 73%
NET: Dissatisfied	134 9%	115 9%	90 10%	70 9%	103 11%	77 9%	1 11%	48 9%	49 12%	37 9%	21 19%	15 18%	33 10%	30 10%
Answered	1483	1232	913	759	978	818	14	516	399	390	106	80	322	308
Mean Score	.9	.9	.9	.9	.9	.9	1.4 b	.9	.9	1.0	.7	.7	.9	.9
Standard error	.03	.03	.03	.04	.03	.03	.14	.04	.05	.05	.12	.13	.05	.06
Standard deviation	1.01	1.01	1.03	1.00	1.05	1.02	.97	.95	1.07	1.04	1.30	1.13	1.06	1.06

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1587	152	95	72	33	1396	959	1451	985	908	688	1311	194	-	1318	78
Effective base		770	72	38	34	17	668	430	694	449	416	315	642	87	-	623	45
Weighted Base		1483	134	65	62	38	1280	795	1330	856	779	611	1229	156	-	1191	89
Very Dissatisfied	(-2)	47	4	-	11	2	42	33	42	27	32	20	42	12	-	22	22
		3%	3%	-%	17%	5%	3%	4%	3%	3%	4%	3%	3%	8%	-%	2%	25%
					ab									b			a
Fairly Dissatisfied	(-1)	86	10	1	1	*	79	41	80	46	53	31	76	13	-	51	17
		6%	8%	1%	2%	*%	6%	5%	6%	5%	7%	5%	6%	8%	-%	4%	19%
																	a
Neither Satisfied Nor Dissatisfied	(0)	279	16	12	15	10	221	146	235	153	139	101	213	18	-	157	14
		19%	12%	18%	24%	26%	17%	18%	18%	18%	18%	17%	17%	12%	-%	13%	16%
Fairly Satisfied	(1)	599	58	26	24	9	536	305	545	320	287	234	500	60	-	514	22
		40%	43%	39%	38%	22%	42%	38%	41%	37%	37%	38%	41%	39%	-%	43%	25%
																b	
Very Satisfied	(2)	471	47	27	11	18	403	270	428	311	268	225	399	53	-	448	12
		32%	35%	42%	18%	46%	31%	34%	32%	36%	34%	37%	32%	34%	-%	38%	14%
				c		c										b	
NET: Satisfied		1070	105	53	35	26	938	575	973	631	555	460	898	113	-	962	35
		72%	78%	81%	56%	69%	73%	72%	73%	74%	71%	75%	73%	72%	-%	81%	39%
			c	c												b	
NET: Dissatisfied		134	14	1	12	2	121	74	123	72	85	51	118	25	-	73	40
		9%	10%	1%	19%	6%	9%	9%	9%	8%	11%	8%	10%	16%	-%	6%	45%
					b									a			a
Answered		1483	134	65	62	38	1280	795	1330	856	779	611	1229	156	-	1191	89
Mean Score		.9	1.0	1.2	.4	1.0	.9	.9	.9	1.0	.9	1.0	.9	.8	-	1.1	-.2
			c	c												b	
Standard error		.03	.08	.08	.15	.19	.03	.03	.03	.03	.04	.04	.03	.09	-	.03	.16
Standard deviation		1.01	1.01	.77	1.30	1.12	1.01	1.05	1.01	1.02	1.08	1.01	1.02	1.21	-	.91	1.42

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1587	614	973	417	20	201	297	190	1067	312	200	279	1072
Effective base	770	305	466	180	13	86	137	87	527	149	97	125	535
Weighted Base	1483	600	883	363	31	174	281	161	1019	287	174	251	1024
Very Dissatisfied (-2)	47 3%	36 6%	11 1%	9 2%	14 47%	14 8%	16 6%	11 7%	28 3%	8 3%	19 11%	9 4%	19 2%
Fairly Dissatisfied (-1)	86 6%	54 9%	33 4%	13 4%	* *%	6 3%	12 4%	12 7%	48 5%	27 9%	14 8%	15 6%	58 6%
Neither Satisfied Nor Dissatisfied (0)	279 19%	118 20%	160 18%	61 17%	4 12%	42 24%	41 15%	18 11%	183 18%	74 26%	26 15%	47 19%	192 19%
Fairly Satisfied (1)	599 40%	244 41%	355 40%	150 41%	3 9%	55 32%	120 43%	54 34%	418 41%	118 41%	50 29%	105 42%	426 42%
Very Satisfied (2)	471 32%	148 25%	324 37%	130 36%	10 32%	57 33%	93 33%	65 41%	341 33%	60 21%	66 38%	75 30%	328 32%
NET: Satisfied	1070 72%	392 65%	679 77%	280 77%	13 41%	112 65%	213 76%	120 74%	759 75%	179 62%	115 66%	180 72%	754 74%
NET: Dissatisfied	134 9%	90 15%	44 5%	22 6%	14 47%	19 11%	27 10%	23 14%	76 7%	35 12%	32 19%	24 10%	77 8%
Answered	1483	600	883	363	31	174	281	161	1019	287	174	251	1024
Mean Score	.9	.7	1.1	1.0	-2	.8	.9	.9	1.0	.7	.7	.9	1.0
Standard error	.03	.05	.03	.05	.41	.08	.06	.09	.03	.06	.09	.06	.03
Standard deviation	1.01	1.12	.90	.94	1.82	1.17	1.07	1.20	.98	1.00	1.33	1.03	.95

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post	
		Total base	
			Yes No
			a b
Significance Level: 95%			
Unweighted Base		1587	731 856
Effective base		770	319 451
Weighted Base		1483	607 876
Very Dissatisfied	(-2)	47 3%	15 32 3% 4%
Fairly Dissatisfied	(-1)	86 6%	34 52 6% 6%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	121 158 20% 18%
Fairly Satisfied	(1)	599 40%	241 358 40% 41%
Very Satisfied	(2)	471 32%	195 276 32% 32%
NET: Satisfied		1070 72%	436 634 72% 72%
NET: Dissatisfied		134 9%	49 84 8% 10%
Answered		1483	607 876
Mean Score		.9	.9 .9
Standard error		.03	.04 .04
Standard deviation		1.01	.98 1.03

Columns Tested: a,b

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1587	-	78	257	253	36	122	92	195	148	148	177	81
Effective base		770	-	33	126	107	12	66	30	100	94	46	129	46
Weighted Base		1483	-	60	266	179	25	132	40	180	192	51	281	76
Very Dissatisfied	(-2)	47 3%	- -%	- -%	10 4%	3 2%	- -%	8 6%	- -%	6 3%	14 7%	* *%	6 2%	1 2%
Fairly Dissatisfied	(-1)	86 6%	- -%	3 6%	11 4%	7 4%	1 6%	5 4%	* 1%	16 9%	5 3%	2 5%	27 10%	7 10%
Neither Satisfied Nor Dissatisfied	(0)	279 19%	- -%	14 23%	43 16%	46 26%	3 10%	39 30%	5 13%	31 17%	31 16%	13 26%	43 15%	12 15%
Fairly Satisfied	(1)	599 40%	- -%	20 33%	94 35%	59 33%	7 26%	47 36%	18 44%	86 48%	79 41%	13 26%	145 52%	30 40%
Very Satisfied	(2)	471 32%	- -%	23 37%	108 41%	65 36%	14 57%	32 25%	17 43%	41 22%	64 33%	22 43%	60 21%	25 33%
NET: Satisfied		1070 72%	- -%	43 71%	202 76%	124 69%	21 84%	80 60%	35 86%	127 70%	143 74%	35 69%	205 73%	56 74%
NET: Dissatisfied		134 9%	- -%	3 6%	21 8%	9 5%	1 6%	13 10%	* 1%	22 12%	18 10%	2 5%	33 12%	8 11%
Answered		1483	-	60	266	179	25	132	40	180	192	51	281	76
Mean Score		.9	-	1.0	1.1	1.0	1.4	.7	1.3	.8	.9	1.1	.8	.9
Standard error		.03	-	.10	.06	.06	.15	.10	.08	.07	.09	.08	.07	.11
Standard deviation		1.01	-	.92	1.03	.95	.91	1.07	.72	1.01	1.11	.95	.95	1.01

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 270 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1587	345	401	435	406	746	841
Effective base	770	165	178	220	210	340	430
Weighted Base	1483	348	315	413	407	663	820
Very Dissatisfied (-2)	47 3%	10 3%	11 3%	20 5%	7 2%	20 3%	27 3%
Fairly Dissatisfied (-1)	86 6%	15 4%	13 4%	21 5%	37 9%	28 4%	58 7%
Neither Satisfied Nor Dissatisfied (0)	279 19%	67 19%	78 25%	67 16%	67 17%	145 22%	134 16%
Fairly Satisfied (1)	599 40%	115 33%	112 35%	183 44%	189 46%	227 34%	372 45%
Very Satisfied (2)	471 32%	141 40%	102 32%	122 29%	107 26%	243 37%	229 28%
NET: Satisfied	1070 72%	256 74%	213 68%	305 74%	296 73%	470 71%	601 73%
NET: Dissatisfied	134 9%	25 7%	24 8%	41 10%	44 11%	49 7%	85 10%
Answered	1483	348	315	413	407	663	820
Mean Score	.9	1.0	.9	.9	.9	1.0	.9
Standard error	.03	.05	.05	.05	.05	.04	.03
Standard deviation	1.01	1.01	1.02	1.04	.97	1.01	1.00

Columns Tested: a,b,c,d - a,b

Table 276

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1897	657	1240	1364	284	81	168	533
Effective base	917	293	631	846	164	50	104	215
Weighted Base	1736	486	1250	1660	65	7	4	76
Very Dissatisfied	(-2) 51 3%	19 4%	32 3%	51 3%	* 1%	* 4%	* 2%	1 1%
Fairly Dissatisfied	(-1) 89 5%	11 2%	79 6%	88 5%	1 2%	* *%	* 1%	1 2%
Neither Satisfied Nor Dissatisfied	(0) 280 16%	51 10%	230 18%	273 16%	6 9%	1 13%	* 12%	7 10%
Fairly Satisfied	(1) 602 35%	109 22%	493 39%	573 35%	24 38%	3 38%	1 35%	28 37%
Very Satisfied	(2) 713 41%	297 61%	416 33%	675 41%	33 50%	3 45%	2 49%	38 50%
NET: Satisfied	1315 76%	405 83%	909 73%	1249 75%	57 88%	6 82%	3 85%	66 87%
NET: Dissatisfied	141 8%	30 6%	111 9%	139 8%	2 3%	* 5%	* 3%	2 3%
Answered	1736	486	1250	1660	65	7	4	76
Mean Score	1.1	1.3	.9	1.0	1.4	1.2	1.3	1.3
Standard error	.02	b	.03	.03	a	.12	a	a
Standard deviation	1.02	1.02	1.00	1.03	.79	1.05	1.01	.81

Columns Tested: a,b - a,b,c,d,e

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1897	728	453	183	177	188	168	1364	284	249
Effective base		917	507	257	104	115	81	104	846	164	107
Weighted Base		1736	1067	475	118	46	26	4	1660	65	11
Very Dissatisfied	(-2)	51 3%	36 3%	12 3%	3 2%	* 1%	* 1%	* 2%	51 3%	* 1%	* 4%
Fairly Dissatisfied	(-1)	89 5%	53 5%	32 7%	3 3%	1 1%	1 3%	* 1%	88 5%	1 2%	* 1%
			i	dfhi					i		
Neither Satisfied Nor Dissatisfied	(0)	280 16%	172 16%	85 18%	16 14%	4 9%	3 12%	* 12%	273 16%	6 9%	1 13%
			dh	dh					dh		
Fairly Satisfied	(1)	602 35%	371 35%	163 34%	39 33%	16 35%	11 42%	1 35%	573 35%	24 38%	4 37%
Very Satisfied	(2)	713 41%	435 41%	183 38%	57 48%	25 54%	11 42%	2 49%	675 41%	33 50%	5 46%
NET: Satisfied		1315 76%	807 76%	346 73%	96 81%	41 89%	22 84%	3 85%	1249 75%	57 88%	9 83%
						abg	b	abg		abg	b
NET: Dissatisfied		141 8%	88 8%	44 9%	6 5%	1 2%	1 4%	* 3%	139 8%	2 3%	* 4%
			dh	dfh					dh		
Answered		1736	1067	475	118	46	26	4	1660	65	11
Mean Score		1.1	1.0	1.0	1.2	1.4	1.2	1.3	1.0	1.4	1.2
						abg		abg		abg	
Standard error		.02	.04	.05	.07	.06	.06	.08	.03	.05	.06
Standard deviation		1.02	1.03	1.03	.95	.78	.87	1.01	1.03	.79	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1897	908	456	284	81	168	729	258	86	82	181
Effective base	917	635	271	164	50	104	487	125	37	29	30
Weighted Base	1736	1366	294	65	7	4	1003	220	42	41	40
Very Dissatisfied	(-2) 51 3%	44 3%	7 2%	* 1%	* 4%	* 2%	34 3%	2 1%	1 1%	1 2%	* 1%
Fairly Dissatisfied	(-1) 89 5%	78 6%	10 3%	1 2%	* *%	* 1%	65 6%	11 5%	2 5%	- -%	* *%
Neither Satisfied Nor Dissatisfied	(0) 280 16%	229 17%	43 15%	6 9%	1 13%	* 12%	189 19%	35 16%	4 10%	6 14%	3 7%
Fairly Satisfied	(1) 602 35%	475 35%	98 33%	24 38%	3 38%	1 35%	369 37%	78 35%	14 32%	11 28%	18 45%
Very Satisfied	(2) 713 41%	539 39%	136 46%	33 50%	3 45%	2 49%	346 34%	96 43%	22 52%	23 56%	19 47%
NET: Satisfied	1315 76%	1014 74%	234 80%	57 88%	6 82%	3 85%	715 71%	173 79%	35 84%	34 84%	37 92%
NET: Dissatisfied	141 8%	123 9%	16 6%	2 3%	* 5%	* 3%	99 10%	12 6%	2 6%	1 2%	* 1%
Answered	1736	1366	294	65	7	4	1003	220	42	41	40
Mean Score	1.1	1.0	1.2	1.4	1.2	1.3	.9	1.2	1.3	1.4	1.4
Standard error	.02	.03	a .04	a .05	a .12	a .08	.04	a .06	a .10	a .10	a .05
Standard deviation	1.02	1.04	.96	.79	1.05	1.01	1.05	.91	.93	.86	.69

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1897	105	93	196	75	111	142	122	119	111
Effective base		917	73	68	131	52	80	103	91	84	76
Weighted Base		1736	147	125	312	85	128	239	222	148	126
Very Dissatisfied	(-2)	51 3%	2 1%	1 1%	7 2%	1 1%	5 4%	8 3%	11 5%	9 6%	2 2%
Fairly Dissatisfied	(-1)	89 5%	9 6%	4 3%	23 7%	3 4%	4 3%	23 9%	12 5%	3 2%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	20 14%	23 19%	57 18%	13 15%	20 16%	29 12%	30 13%	27 19%	27 21%
Fairly Satisfied	(1)	602 35%	53 36%	57 45%	108 34%	28 32%	40 32%	79 33%	75 34%	63 43%	43 34%
Very Satisfied	(2)	713 41%	63 43%	40 32%	117 38%	40 47%	59 46%	100 42%	94 42%	45 31%	53 42%
NET: Satisfied		1315 76%	116 79%	96 77%	225 72%	68 79%	99 78%	179 75%	169 76%	109 73%	96 76%
NET: Dissatisfied		141 8%	11 8%	5 4%	30 10%	4 5%	9 7%	31 13%	23 10%	12 8%	3 2%
Answered		1736	147	125	312	85	128	239	222	148	126
Mean Score		1.1	1.1	1.0	1.0	1.2	1.1	1.0	1.0	.9	1.1
Standard error		.02	.09	.09	.07	.11	.10	.09	.10	.10	.09
Standard deviation		1.02	.97	.85	1.03	.93	1.04	1.11	1.11	1.06	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		1897	297	317	460	1074	823	285	280	258
Effective base		917	208	224	325	740	378	140	161	145
Weighted Base		1736	339	420	773	1532	204	100	71	33
Very Dissatisfied	(-2)	51 3%	8 2%	12 3%	27 3%	47 3%	4 2%	2 2%	2 3%	* 1%
Fairly Dissatisfied	(-1)	89 5%	8 2%	16 4%	58 7%	82 5%	7 3%	2 2%	4 5%	2 6%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	60 18%	71 17%	116 15%	247 16%	33 16%	20 20%	8 12%	5 15%
Fairly Satisfied	(1)	602 35%	111 33%	172 41%	261 34%	545 36%	57 28%	30 30%	17 24%	10 30%
Very Satisfied	(2)	713 41%	151 45%	148 35%	311 40%	611 40%	102 50%	46 46%	40 56%	16 48%
NET: Satisfied		1315 76%	263 78%	321 76%	573 74%	1156 75%	159 78%	76 76%	57 80%	26 78%
NET: Dissatisfied		141 8%	16 5%	29 7%	85 11%	130 8%	11 6%	4 4%	5 8%	2 6%
Answered		1736	339	420	773	1532	204	100	71	33
Mean Score		1.1	1.1	1.0	1.0	1.0	1.2	1.2	1.3	1.2
Standard error		.02	.06	.05	.05	.03	.03	.06	.06	.06
Standard deviation		1.02	.96	.97	1.08	1.03	.98	.95	1.03	.96

Columns Tested: a,b,c,d,e,f,g,h

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	1897	76	112	22	134	157	438	86	90	908	
Effective base	917	38	43	11	55	80	238	37	34	457	
Weighted Base	1736	93	111	29	140	191	369	63	53	819	
Very Dissatisfied	(-2)	51 3%	- -%	4 3%	- -%	4 3%	* *%	17 5%	6 10%	3 5%	22 3%
Fairly Dissatisfied	(-1)	89 5%	* *%	11 10%	* 1%	11 8%	7 4%	28 8%	1 1%	3 6%	39 5%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	7 8%	13 11%	12 41%	25 18%	30 16%	59 16%	13 21%	6 11%	141 17%
Fairly Satisfied	(1)	602 35%	41 44%	44 39%	5 19%	49 35%	73 38%	118 32%	14 22%	13 24%	292 36%
Very Satisfied	(2)	713 41%	44 48%	40 36%	11 39%	51 37%	82 43%	147 40%	30 47%	29 55%	325 40%
NET: Satisfied		1315 76%	85 92%	84 75%	17 57%	101 72%	154 81%	265 72%	43 68%	41 78%	618 75%
NET: Dissatisfied		141 8%	* *%	15 13%	* 1%	15 11%	7 4%	45 12%	7 11%	6 11%	61 7%
Answered	1736	93	111	29	140	191	369	63	53	819	
Mean Score	1.1	1.4	.9	.9	.9	1.2	.9	.9	1.2	1.1	
Standard error	.02	.07	.10	.20	.09	.07	.05	.14	.12	.03	
Standard deviation	1.02	.64	1.09	.94	1.06	.84	1.13	1.28	1.16	1.00	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1897	367	438	1092	1585	312	-	1620	277	1826	71
Effective base	917	173	238	532	772	146	-	831	92	881	37
Weighted Base	1736	424	369	942	1449	287	-	1604	132	1674	61
Very Dissatisfied (-2)	51 3%	4 1%	17 5%	31 3%	41 3%	11 4%	- -%	47 3%	4 3%	51 3%	* *%
Fairly Dissatisfied (-1)	89 5%	18 4%	28 8%	43 5%	76 5%	13 5%	- -%	85 5%	4 3%	88 5%	2 3%
Neither Satisfied Nor Dissatisfied (0)	280 16%	62 15%	59 16%	159 17%	212 15%	69 24%	- -%	260 16%	21 16%	268 16%	12 20%
Fairly Satisfied (1)	602 35%	163 38%	118 32%	321 34%	511 35%	90 31%	- -%	558 35%	44 33%	593 35%	9 14%
Very Satisfied (2)	713 41%	177 42%	147 40%	389 41%	609 42%	104 36%	- -%	654 41%	59 45%	674 40%	39 63%
NET: Satisfied	1315 76%	340 80%	265 72%	710 75%	1120 77%	194 68%	- -%	1211 76%	103 78%	1267 76%	47 77%
NET: Dissatisfied	141 8%	22 5%	45 12%	73 8%	116 8%	24 9%	- -%	132 8%	8 6%	139 8%	2 3%
Answered	1736	424	369	942	1449	287	-	1604	132	1674	61
Mean Score	1.1	1.2	.9	1.1	1.1	.9	-	1.1	1.1	1.0	1.4
Standard error	.02	.05	.05	.03	.03	.06	-	.03	.06	.02	.11
Standard deviation	1.02	.89	1.13	1.03	1.01	1.06	-	1.02	1.01	1.02	.92

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1897	1125	344	394
Effective base		917	583	130	191
Weighted Base		1736	1098	252	362
Very Dissatisfied	(-2)	51 3%	29 3%	3 1%	18 5%
Fairly Dissatisfied	(-1)	89 5%	44 4%	15 6%	30 8%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	169 15%	30 12%	74 21%
Fairly Satisfied	(1)	602 35%	382 35%	103 41%	108 30%
Very Satisfied	(2)	713 41%	475 43%	100 40%	132 36%
NET: Satisfied		1315 76%	856 78%	203 81%	240 66%
NET: Dissatisfied		141 8%	73 7%	19 7%	48 13%
Answered		1736	1098	252	362
Mean Score		1.1	1.1	1.1	.8
Standard error		.02	.03	.05	.06
Standard deviation		1.02	.99	.93	1.15

Columns Tested: a,b,c

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1897	1489	279	69	14	27	8	6	5	1768	129	60	
Effective base	917	792	98	17	4	6	2	3	2	887	30	13	
Weighted Base	1736	1522	157	29	7	16	3	1	*	1679	57	28	
Very Dissatisfied	(-2)	51 3%	37 2%	10 7%	4 15%	- -%	- -%	- -%	- -%	47 3%	4 8%	- -%	
			ai	ai									
Fairly Dissatisfied	(-1)	89 5%	81 5%	8 5%	* *%	- -%	- -%	- -%	- -%	89 5%	* *%	- -%	
Neither Satisfied Nor Dissatisfied	(0)	280 16%	249 16%	19 12%	6 22%	4 51%	* 1%	2 80%	* 1%	268 16%	12 21%	6 21%	
Fairly Satisfied	(1)	602 35%	530 35%	56 36%	7 24%	2 32%	6 35%	* 4%	* 11%	586 35%	15 27%	9 31%	
Very Satisfied	(2)	713 41%	625 41%	63 40%	11 39%	1 17%	11 64%	* 16%	1 88%	* 7%	688 41%	25 44%	13 48%
NET: Satisfied		1315 76%	1155 76%	119 76%	18 63%	3 49%	16 99%	1 20%	1 99%	* 90%	1274 76%	40 71%	22 79%
NET: Dissatisfied		141 8%	118 8%	18 12%	4 15%	- -%	- -%	- -%	- -%	137 8%	4 8%	- -%	
Answered	1736	1522	157	29	7	16	3	1	*	1679	57	28	
Mean Score	1.1	1.1	1.0	.7	.7	1.6	.4	1.9	1.0	1.1	1.0	1.3	
Standard error	.02	.03	.07	.17	.22	.10	.33	.28	-	.02	.10	.10	
Standard deviation	1.02	1.00	1.15	1.40	.82	.52	.94	.69	-	1.02	1.17	.80	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1897	872	617	408	1623	1292	1703	1205	684	595	441	908	80	104	70	70	30
Effective base	917	501	292	128	764	597	814	566	306	233	245	465	25	32	21	18	9
Weighted Base	1736	992	530	214	1434	1129	1522	1101	596	446	442	897	36	65	38	32	13
Very Dissatisfied (-2)	51 3%	23 2%	14 3%	15 7% ab	42 3%	31 3%	46 3%	35 3%	14 2%	9 2%	16 4%	19 2%	1 3%	* 1%	4 11%	2 7%	3 20%
Fairly Dissatisfied (-1)	89 5%	34 3%	47 9%	8 4%	75 5%	74 7%	80 5%	70 6%	30 5%	38 8%	7 2%	62 7%	1 1%	9 13%	* *%	1 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 16%	170 17%	79 15%	32 15%	235 16%	204 18%	263 17%	191 17%	109 18%	45 10%	76 17%	159 18%	9 25%	9 14%	* 1%	9 28%	* 3%
Fairly Satisfied (1)	602 35%	333 34%	197 37%	72 34%	512 36%	390 35%	536 35%	393 36%	240 40%	192 43%	161 36%	320 36%	6 15%	22 34%	16 43%	6 19%	4 35%
Very Satisfied (2)	713 41%	432 44%	193 36%	88 41%	570 40%	430 38%	598 39%	412 37%	203 34%	163 37%	181 41%	336 37%	20 54%	25 38%	17 45%	13 42%	6 43%
NET: Satisfied	1315 76%	765 77%	390 74%	160 75%	1082 75%	820 73%	1134 74%	806 73%	443 74%	355 80%	342 77%	657 73%	25 70%	47 72%	33 88%	20 61%	10 78%
NET: Dissatisfied	141 8%	57 6%	61 12%	23 11%	117 8%	105 9%	125 8%	104 9%	44 7%	46 10%	23 5%	81 9%	2 5%	9 14%	4 11%	3 11%	3 20%
Answered	1736	992	530	214	1434	1129	1522	1101	596	446	442	897	36	65	38	32	13
Mean Score	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.2	1.0	1.1	.9	.8
Standard error	.02	.03	.04	.06	.03	.03	.02	.03	.04	.04	.05	.03	.12	.10	.15	.15	.28
Standard deviation	1.02	.97	1.05	1.15	1.02	1.04	1.02	1.04	.97	.99	.98	1.01	1.08	1.06	1.22	1.22	1.54

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1897	1239	130	88	72	39	37	18	916	154	90	56	39	21	16
Effective base	917	648	52	25	20	12	7	4	475	54	22	23	10	8	6
Weighted Base	1736	1236	78	52	31	17	14	7	888	116	43	44	17	12	9
Very Dissatisfied (-2)	51 3%	31 2%	3 4%	2 4%	4 12%	- -%	- -%	2 26%	20 2%	2 2%	* 1%	3 7%	1 6%	2 19%	3 29%
Fairly Dissatisfied (-1)	89 5%	70 6%	2 2%	3 5%	* *%	* *%	- -%	- -%	52 6%	13 11%	2 4%	6 14%	- -%	1 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 16%	209 17%	15 19%	1 2%	5 16%	* *%	5 34%	* 5%	165 19%	20 18%	7 15%	8 18%	4 26%	* *%	* 1%
Fairly Satisfied (1)	602 35%	445 36%	27 35%	16 30%	7 23%	11 64%	3 23%	3 37%	300 34%	56 48%	14 33%	10 23%	4 26%	4 32%	2 23%
Very Satisfied (2)	713 41%	480 39%	31 40%	30 59%	15 48%	6 36%	6 43%	2 32%	352 40%	25 21%	21 48%	17 38%	7 42%	5 39%	4 46%
NET: Satisfied	1315 76%	925 75%	58 75%	46 89%	22 72%	16 100%	9 66%	5 69%	652 73%	80 70%	35 80%	26 61%	12 68%	9 71%	6 70%
NET: Dissatisfied	141 8%	101 8%	5 7%	5 9%	4 12%	* *%	- -%	2 26%	72 8%	15 13%	2 5%	9 22%	1 6%	3 29%	3 29%
Answered	1736	1236	78	52	31	17	14	7	888	116	43	44	17	12	9
Mean Score	1.1	1.0	1.0	1.3	1.0	1.4	1.1	.5	1.0	.8	1.2	.7	1.0	.6	.6
Standard error	.02	.03	.09	.11	.16	.08	.15	.40	.03	.08	.10	.18	.18	.35	.46
Standard deviation	1.02	1.00	1.04	1.04	1.35	.50	.91	1.69	1.01	.97	.92	1.32	1.15	1.59	1.82

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1897	831	133	90	58	45	18	30	703	337	357	209	89
Effective base	917	431	53	31	22	14	7	10	404	155	160	66	27
Weighted Base	1736	848	106	50	37	27	14	19	786	288	290	104	46
Very Dissatisfied (-2)	51 3%	22 3%	4 4%	* 1%	3 8%	2 8%	* 2%	3 15%	19 2%	7 2%	6 2%	14 13%	* *%
Fairly Dissatisfied (-1)	89 5%	55 6%	9 9%	3 6%	* 1%	2 9%	* 3%	* *%	33 4%	20 7%	21 7%	5 5%	* 1%
Neither Satisfied Nor Dissatisfied (0)	280 16%	156 18%	16 15%	8 17%	3 8%	* 2%	4 27%	4 21%	144 18%	40 14%	44 15%	18 17%	14 31% b
Fairly Satisfied (1)	602 35%	292 34%	48 45%	20 41%	14 39%	12 46%	1 7%	5 27%	263 34%	121 42%	106 37%	28 27%	15 33%
Very Satisfied (2)	713 41%	324 38%	29 27%	18 37%	16 44%	10 35%	8 62%	7 37%	327 42%	100 35%	112 39%	39 38%	16 35%
NET: Satisfied	1315 76%	616 73%	77 73%	38 77%	31 83%	22 81%	9 69%	12 64%	590 75%	221 77%	218 75%	68 65%	31 68%
NET: Dissatisfied	141 8%	76 9%	13 13%	3 6%	3 9%	5 17%	1 4%	3 15%	51 7%	27 9%	28 10%	19 18%	1 1%
Answered	1736	848	106	50	37	27	14	19	786	288	290	104	46
Mean Score	1.1	1.0	.8	1.1	1.1	.9	1.2	.7	1.1 d	1.0	1.0	.7	1.0
Standard error	.02	.04	.09	.10	.15	.18	.26	.25	.04	.05	.05	.09	.09
Standard deviation	1.02	1.03	1.05	.91	1.15	1.23	1.08	1.39	.99	.99	1.02	1.36	.87

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1897	754	315	296	186	64	552	258	262	143	66
Effective base	917	427	146	125	51	16	305	111	107	49	20
Weighted Base	1736	845	262	213	76	28	601	213	189	78	37
Very Dissatisfied	(-2) 51 3%	19 2%	8 3%	4 2%	10 13%	* 1%	8 1%	8 4%	6 3%	9 12%	* 1%
Fairly Dissatisfied	(-1) 89 5%	42 5%	12 5%	19 9%	1 2%	* 1%	36 6%	19 9%	14 8%	5 6%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 280 16%	150 18%	42 16%	25 12%	8 11%	8 28%	119 20%	30 14%	26 14%	14 17%	13 34%
Fairly Satisfied	(1) 602 35%	294 35%	104 40%	79 37%	22 29%	9 31%	200 33%	82 39%	72 38%	20 26%	12 33%
Very Satisfied	(2) 713 41%	340 40%	95 36%	86 41%	34 45%	11 40%	238 40%	74 35%	71 37%	31 39%	12 33%
NET: Satisfied	1315 76%	634 75%	199 76%	165 78%	56 74%	20 71%	439 73%	156 73%	142 75%	51 65%	24 65%
NET: Dissatisfied	141 8%	62 7%	20 8%	23 11%	11 15%	* 1%	43 7%	27 13%	21 11%	14 18%	* 1%
Answered	1736	845	262	213	76	28	601	213	189	78	37
Mean Score	1.1	1.1	1.0	1.1	.9	1.1	1.0	.9	1.0	.7	1.0
Standard error	.02	.04	.06	.06	.10	.11	.04	.07	.07	.11	.11
Standard deviation	1.02	.99	1.00	1.02	1.36	.89	.97	1.08	1.06	1.35	.87

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1897	523	198	248	143	74	687	80	427	1770	127	1584	39
Effective base		917	288	84	109	54	27	327	39	200	867	50	750	14
Weighted Base		1736	578	180	183	100	46	631	49	410	1631	105	1405	29
Very Dissatisfied	(-2)	51	9	4	8	11	2	22	1	11	44	7	42	-
		3%	2%	2%	5%	11%	5%	4%	3%	3%	3%	7%	3%	-%
Fairly Dissatisfied	(-1)	89	36	14	9	9	2	48	2	20	85	5	74	*
		5%	6%	8%	5%	9%	3%	8%	5%	5%	5%	4%	5%	1%
Neither Satisfied Nor Dissatisfied	(0)	280	119	22	20	16	10	94	8	87	263	17	228	7
		16%	21%	12%	11%	16%	21%	15%	16%	21%	16%	16%	16%	24%
Fairly Satisfied	(1)	602	197	79	72	23	16	230	20	138	563	38	503	8
		35%	34%	44%	39%	23%	35%	36%	41%	34%	35%	36%	36%	29%
Very Satisfied	(2)	713	217	61	74	41	16	238	17	155	675	38	557	13
		41%	38%	34%	40%	41%	35%	38%	36%	38%	41%	36%	40%	46%
NET: Satisfied		1315	414	140	146	64	32	467	37	293	1238	76	1060	22
		76%	72%	78%	79%	64%	70%	74%	76%	71%	76%	73%	75%	75%
NET: Dissatisfied		141	45	18	17	19	4	70	4	30	129	12	116	*
		8%	8%	10%	9%	19%	9%	11%	8%	7%	8%	11%	8%	1%
Answered		1736	578	180	183	100	46	631	49	410	1631	105	1405	29
Mean Score		1.1	1.0	1.0	1.1	.8	.9	1.0	1.0	1.0	1.1	.9	1.0	1.2
Standard error		.02	.04	.07	.07	.11	.13	.04	.11	.05	.02	.10	.03	.14
Standard deviation		1.02	.99	1.00	1.06	1.36	1.09	1.07	1.00	1.01	1.01	1.15	1.02	.86

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1897	1187	105	889	316	1588	35	1183	109	891	314
Effective base	917	568	30	445	122	752	12	561	36	446	121
Weighted Base	1736	1062	67	851	250	1407	27	1055	74	851	250
Very Dissatisfied	(-2) 51 3%	31 3%	* 1%	23 3%	12 5%	42 3%	- -%	28 3%	3 5%	25 3%	9 4%
Fairly Dissatisfied	(-1) 89 5%	71 7%	3 4%	55 7%	14 6%	75 5%	- -%	71 7%	3 4%	54 6%	15 6%
Neither Satisfied Nor Dissatisfied	(0) 280 16%	190 18%	14 21%	157 18%	34 13%	226 16%	9 34%	192 18%	12 16%	152 18%	39 16%
Fairly Satisfied	(1) 602 35%	356 34%	33 50%	305 36%	89 36%	501 36%	11 41%	364 34%	26 35%	301 35%	93 37%
Very Satisfied	(2) 713 41%	414 39%	16 24%	311 37%	102 41%	563 40%	7 26%	401 38%	29 39%	319 37%	93 37%
NET: Satisfied	1315 76%	770 73%	50 74%	615 72%	190 76%	1064 76%	18 66%	765 72%	55 75%	620 73%	186 74%
NET: Dissatisfied	141 8%	102 10%	3 5%	78 9%	26 10%	117 8%	- -%	99 9%	7 9%	80 9%	25 10%
Answered	1736	1062	67	851	250	1407	27	1055	74	851	250
Mean Score	1.1	1.0	.9	1.0	1.0	1.0	.9	1.0	1.0	1.0	1.0
Standard error	.02	.03	.08	.03	.06	.03	.13	.03	.10	.03	.06
Standard deviation	1.02	1.05	.82	1.03	1.09	1.02	.78	1.03	1.08	1.04	1.06

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1897	761	1288	233	2	686	934	190	3	836	670	210	1
Effective base	917	336	625	99	1	306	443	83	2	388	325	95	1
Weighted Base	1736	640	1156	187	2	582	805	154	3	753	595	172	2
Very Dissatisfied (-2)	51 3%	21 3%	31 3%	3 1%	- -%	23 4%	18 2%	4 3%	- -%	30 4%	13 2%	5 3%	- -%
Fairly Dissatisfied (-1)	89 5%	55 9%	67 6%	26 14%	- -%	46 8%	53 7%	15 10%	- -%	50 7%	39 6%	21 12%	- -%
Neither Satisfied Nor Dissatisfied (0)	280 16%	96 15%	179 15%	31 17%	- -%	86 15%	152 19%	31 20%	1 22%	117 16%	110 19%	33 19%	- -%
Fairly Satisfied (1)	602 35%	236 37%	400 35%	64 34%	1 90%	199 34%	262 33%	46 30%	2 72%	265 35%	210 35%	57 33%	- -%
Very Satisfied (2)	713 41%	233 36%	479 41%	64 34%	* 10%	228 39%	320 40%	58 38%	* 6%	291 39%	224 38%	56 33%	2 100%
NET: Satisfied	1315 76%	469 73%	879 76%	128 68%	2 100%	427 73%	582 72%	104 67%	2 78%	556 74%	433 73%	113 65%	2 100%
NET: Dissatisfied	141 8%	76 12%	98 8%	29 15%	- -%	69 12%	71 9%	19 12%	- -%	80 11%	51 9%	27 15%	- -%
Answered	1736	640	1156	187	2	582	805	154	3	753	595	172	2
Mean Score	1.1	.9	1.1	.9	1.1	1.0	1.0	.9	.8	1.0	1.0	.8	2.0
Standard error	.02	.04	.03	.07	.35	.04	.03	.08	.37	.04	.04	.08	-
Standard deviation	1.02	1.07	1.02	1.08	.49	1.10	1.03	1.10	.64	1.08	1.01	1.12	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1897	1539	1150	878	1207	987	50	574	441	435	114	79	444	404
Effective base	917	728	538	432	569	475	18	291	214	208	60	44	214	192
Weighted Base	1736	1361	999	815	1087	895	14	557	410	410	116	88	420	371
Very Dissatisfied (-2)	51 3%	41 3%	26 3%	25 3%	27 3%	29 3%	* 3%	17 3%	14 4%	11 3%	4 3%	3 4%	10 2%	13 3%
Fairly Dissatisfied (-1)	89 5%	74 5%	67 7%	52 6%	55 5%	55 6%	1 9%	35 6%	30 7%	29 7%	17 15%	8 9%	24 6%	18 5%
Neither Satisfied Nor Dissatisfied (0)	280 16%	220 16%	178 18%	142 17%	192 18%	160 18%	2 15%	105 19%	70 17%	62 15%	29 25%	17 20%	58 14%	60 16%
Fairly Satisfied (1)	602 35%	482 35%	336 34%	279 34%	373 34%	313 35%	5 35%	201 36%	145 35%	143 35%	29 25%	28 31%	120 29%	123 33%
Very Satisfied (2)	713 41%	544 40%	391 39%	317 39%	439 40%	339 38%	5 39%	199 36%	150 37%	164 40%	38 33%	31 36%	208 49%	157 42%
NET: Satisfied	1315 76%	1026 75%	727 73%	597 73%	812 75%	652 73%	10 74%	400 72%	295 72%	308 75%	67 57%	59 67%	328 78%	280 76%
NET: Dissatisfied	141 8%	115 8%	94 9%	77 9%	83 8%	83 9%	2 12%	52 9%	45 11%	40 10%	21 18%	12 13%	34 8%	31 8%
Answered	1736	1361	999	815	1087	895	14	557	410	410	116	88	420	371
Mean Score	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.9	1.0	.7	.9	1.2	1.1
Standard error	.02	.03	.03	.04	.03	.03	.16	.04	.05	.05	.11	.13	.05	.05
Standard deviation	1.02	1.02	1.04	1.05	1.01	1.04	1.10	1.03	1.07	1.04	1.17	1.13	1.03	1.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1897	163	95	74	36	1671	1200	1737	1225	1188	759	1597	222	-	1560	102
Effective base		917	78	40	34	19	794	546	827	565	549	348	777	105	-	733	58
Weighted Base		1736	148	68	60	40	1493	994	1555	1058	1002	681	1461	197	-	1381	114
Very Dissatisfied	(-2)	51	11	1	3	*	48	36	49	36	31	26	45	7	-	15	29
		3%	8%	1%	5%	1%	3%	4%	3%	3%	3%	4%	3%	3%	-%	1%	26%
																	a
Fairly Dissatisfied	(-1)	89	10	2	10	3	86	63	86	64	58	49	81	15	-	41	32
		5%	6%	3%	16%	7%	6%	6%	6%	6%	6%	7%	6%	7%	-%	3%	28%
					b												a
Neither Satisfied Nor Dissatisfied	(0)	280	22	11	12	2	237	134	245	152	144	89	232	28	-	147	15
		16%	15%	16%	21%	6%	16%	13%	16%	14%	14%	13%	16%	14%	-%	11%	13%
Fairly Satisfied	(1)	602	46	32	19	13	501	301	524	335	287	244	485	68	-	519	25
		35%	31%	47%	31%	32%	34%	30%	34%	32%	29%	36%	33%	34%	-%	38%	22%
																b	
Very Satisfied	(2)	713	59	23	16	22	621	459	651	472	481	273	618	79	-	659	12
		41%	40%	33%	27%	54%	42%	46%	42%	45%	48%	40%	42%	40%	-%	48%	11%
																b	
NET: Satisfied		1315	105	55	35	35	1122	761	1175	806	768	517	1103	147	-	1178	37
		76%	71%	81%	58%	86%	75%	77%	76%	76%	77%	76%	75%	75%	-%	85%	33%
				c		c										b	
NET: Dissatisfied		141	21	2	13	3	133	100	135	100	89	75	126	21	-	56	61
		8%	14%	4%	21%	8%	9%	10%	9%	9%	9%	11%	9%	11%	-%	4%	54%
					b											a	
Answered		1736	148	68	60	40	1493	994	1555	1058	1002	681	1461	197	-	1381	114
Mean Score		1.1	.9	1.1	.6	1.3	1.0	1.1	1.1	1.1	1.1	1.0	1.1	1.0	-	1.3	-.4
				c		c										b	
Standard error		.02	.10	.08	.14	.16	.03	.03	.02	.03	.03	.04	.03	.07	-	.02	.13
Standard deviation		1.02	1.23	.82	1.20	.95	1.04	1.08	1.04	1.06	1.06	1.08	1.04	1.07	-	.85	1.36

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1897	677	1220	427	21	205	305	202	1250	379	244	289	1287
Effective base	917	336	582	189	13	89	143	92	611	182	117	133	634
Weighted Base	1736	656	1079	380	33	186	290	168	1161	347	216	267	1182
Very Dissatisfied (-2)	51 3%	41 6%	11 1%	11 3%	3 10%	3 2%	13 5%	16 10%	18 2%	17 5%	6 3%	15 6%	29 2%
Fairly Dissatisfied (-1)	89 5%	84 13%	5 *%	34 9%	3 9%	17 9%	24 8%	9 6%	42 4%	38 11%	24 11%	19 7%	46 4%
Neither Satisfied Nor Dissatisfied (0)	280 16%	137 21%	143 13%	49 13%	* *%	24 13%	50 17%	18 11%	183 16%	72 21%	27 12%	51 19%	191 16%
Fairly Satisfied (1)	602 35%	230 35%	372 34%	146 38%	15 47%	73 39%	110 38%	59 35%	406 35%	113 33%	70 32%	123 46%	379 32%
Very Satisfied (2)	713 41%	165 25%	548 51%	141 37%	11 34%	69 37%	93 32%	65 39%	512 44%	107 31%	89 41%	60 23%	537 45%
NET: Satisfied	1315 76%	394 60%	920 85%	287 75%	27 81%	142 76%	203 70%	124 74%	918 79%	220 63%	159 73%	183 68%	916 78%
NET: Dissatisfied	141 8%	125 19%	16 1%	44 12%	6 19%	20 11%	37 13%	25 15%	60 5%	54 16%	31 14%	34 13%	75 6%
Answered	1736	656	1079	380	33	186	290	168	1161	347	216	267	1182
Mean Score	1.1	.6	1.3	1.0	.9	1.0	.8	.9	1.2	.7	1.0	.7	1.1
Standard error	.02	.05	.02	.05	.28	.07	.06	.09	.03	.06	.07	.06	.03
Standard deviation	1.02	1.17	.80	1.05	1.29	1.01	1.10	1.26	.92	1.15	1.12	1.06	.99

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:**Amount / level of sent post lost**

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1897	978	919
Effective base		917	432	486
Weighted Base		1736	791	945
Very Dissatisfied	(-2)	51 3%	27 3%	24 3%
Fairly Dissatisfied	(-1)	89 5%	48 6%	42 4%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	122 15%	158 17%
Fairly Satisfied	(1)	602 35%	240 30%	362 38%
Very Satisfied	(2)	713 41%	354 45%	359 38%
NET: Satisfied		1315 76%	593 75%	721 76%
NET: Dissatisfied		141 8%	75 9%	66 7%
Answered		1736	791	945
Mean Score		1.1	1.1	1.0
Standard error		.02	.03	.03
Standard deviation		1.02	1.07	.98

Columns Tested:: a,b

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1897	-	78	316	344	39	143	109	223	173	159	203	110
Effective base		917	-	33	154	165	14	82	33	103	103	51	136	62
Weighted Base		1736	-	59	320	299	30	159	45	181	200	55	290	98
Very Dissatisfied	(-2)	51 3%	- -%	2 3%	10 3%	7 2%	- -%	8 5%	* *%	5 3%	6 3%	* *%	6 2%	6 7%
Fairly Dissatisfied	(-1)	89 5%	- -%	5 8%	11 3%	11 4%	2 6%	13 8%	2 5%	6 3%	17 9%	2 3%	20 7%	2 2%
Neither Satisfied Nor Dissatisfied	(0)	280 16%	- -%	2 3%	44 14%	49 16%	2 7%	29 18%	5 12%	36 20%	27 14%	8 15%	60 21%	17 17%
Fairly Satisfied	(1)	602 35%	- -%	22 37%	106 33%	69 23%	6 20%	57 36%	20 45%	78 43%	68 34%	22 40%	118 41%	35 36%
Very Satisfied	(2)	713 41%	- -%	29 49%	149 47%	163 54%	20 67%	51 32%	17 38%	56 31%	81 41%	23 42%	85 29%	38 39%
NET: Satisfied		1315 76%	- -%	51 86%	255 80%	232 78%	26 88%	108 68%	37 83%	134 74%	149 75%	45 82%	204 70%	73 74%
NET: Dissatisfied		141 8%	- -%	7 11%	21 6%	18 6%	2 6%	21 13%	2 5%	11 6%	24 12%	2 3%	26 9%	8 9%
Answered		1736	-	59	320	299	30	159	45	181	200	55	290	98
Mean Score		1.1	-	1.2	1.2	1.2	1.5	.8	1.1	1.0	1.0	1.2	.9	1.0
Standard error		.02	-	.12	.06	.05	.14	.09	.08	.06	.08	.06	.07	.11
Standard deviation		1.02	-	1.05	.99	1.01	.87	1.13	.85	.94	1.09	.81	.98	1.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 276 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?:

Amount / level of sent post lost

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1897	423	497	505	472	920	977
Effective base	917	209	240	235	236	446	472
Weighted Base	1736	440	427	425	443	868	868
Very Dissatisfied	(-2) 51 3%	16 4%	11 3%	11 3%	13 3%	27 3%	24 3%
Fairly Dissatisfied	(-1) 89 5%	16 4%	25 6%	25 6%	23 5%	41 5%	48 6%
Neither Satisfied Nor Dissatisfied	(0) 280 16%	53 12%	73 17%	69 16%	85 19%	127 15%	154 18%
Fairly Satisfied	(1) 602 35%	139 32%	121 28%	165 39%	175 40%	261 30%	341 39%
Very Satisfied	(2) 713 41%	216 49%	196 46%	154 36%	147 33%	412 47%	301 35%
NET: Satisfied	1315 76%	356 81%	317 74%	320 75%	322 73%	673 78%	642 74%
NET: Dissatisfied	141 8%	31 7%	37 9%	37 9%	36 8%	68 8%	73 8%
Answered	1736	440	427	425	443	868	868
Mean Score	1.1	1.2	1.1	1.0	.9	1.1	1.0
Standard error	.02	.05	.05	.04	.05	.03	.03
Standard deviation	1.02	1.02	1.05	1.00	1.00	1.04	1.00

Columns Tested: a,b,c,d - a,b

Table 277

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1987	683	1304	1432	299	85	171	555
Effective base	966	304	668	890	173	54	103	227
Weighted Base	1821	500	1321	1741	68	8	4	80
Very Dissatisfied (-2)	138 8%	46 9%	92 7%	137 8%	1 2%	* 3%	* 4%	2 2%
Fairly Dissatisfied (-1)	332 18%	72 14%	260 20%	323 19%	8 11%	1 14%	* 7%	9 11%
Neither Satisfied Nor Dissatisfied (0)	422 23%	136 27%	286 22%	400 23%	19 28%	1 16%	1 23%	22 27%
Fairly Satisfied (1)	634 35%	126 25%	508 38%	608 35%	22 33%	3 39%	2 38%	27 34%
Very Satisfied (2)	294 16%	119 24%	175 13%	273 16%	18 26%	2 28%	1 28%	21 26%
NET: Satisfied	928 51%	245 49%	683 52%	880 51%	40 59%	5 67%	3 66%	48 60%
NET: Dissatisfied	471 26%	118 24%	352 27%	460 26%	9 13%	1 17%	* 11%	11 13%
Answered	1821	500	1321	1741	68	8	4	80
Mean Score	.3	.4	.3	.3	.7	.8	.8	.7
Standard error	.03	.05	.03	.03	.06	.13	.09	.04
Standard deviation	1.17	1.25	1.14	1.17	1.04	1.18	1.21	1.04

Columns Tested: a,b - a,b,c,d,e

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1987	760	485	187	186	198	171	1432	299	256
Effective base		966	531	274	107	120	88	103	890	173	112
Weighted Base		1821	1115	503	123	48	28	4	1741	68	12
Very Dissatisfied	(-2)	138 8%	79 7%	48 10%	10 8%	1 2%	1 2%	* 4%	137 8%	1 2%	* 3%
			dh	dehi	dh				deh		
Fairly Dissatisfied	(-1)	332 18%	223 20%	89 18%	12 9%	6 13%	3 10%	* 7%	323 19%	8 11%	1 11%
			cefhi	cf					cefh		
Neither Satisfied Nor Dissatisfied	(0)	422 23%	244 22%	127 25%	30 24%	13 27%	8 28%	1 23%	400 23%	19 28%	2 18%
Fairly Satisfied	(1)	634 35%	402 36%	160 32%	46 38%	15 32%	10 36%	2 38%	608 35%	22 33%	5 39%
Very Satisfied	(2)	294 16%	168 15%	80 16%	25 21%	13 28%	7 24%	1 28%	273 16%	18 26%	3 28%
NET: Satisfied		928 51%	569 51%	240 48%	71 58%	28 59%	17 60%	3 66%	880 51%	40 59%	8 67%
						abg	a	abg		abg	abg
NET: Dissatisfied		471 26%	302 27%	137 27%	22 18%	7 14%	3 12%	* 11%	460 26%	9 13%	2 15%
			cdefhi	defhi					cdefhi		
Answered		1821	1115	503	123	48	28	4	1741	68	12
Mean Score		.3	.3	.3	.5	.7	.7	.8	.3	.7	.8
Standard error		.03	.04	.05	.08	.08	.07	.09	.03	.06	.07
Standard deviation		1.17	1.16	1.20	1.16	1.07	1.02	1.21	1.17	1.04	1.13

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1987	953	479	299	85	171	773	267	92	83	186
Effective base	966	669	284	173	54	103	517	130	41	29	32
Weighted Base	1821	1433	307	68	8	4	1062	229	45	41	42
Very Dissatisfied (-2)	138 8%	115 8%	22 7%	1 2%	* 3%	* 4%	81 8%	9 4%	2 4%	3 8%	5 11%
Fairly Dissatisfied (-1)	332 18%	290 20%	33 11%	8 11%	1 14%	* 7%	227 21%	47 20%	2 5%	3 6%	3 8%
Neither Satisfied Nor Dissatisfied (0)	422 23%	319 22%	81 26%	19 28%	1 16%	1 23%	230 22%	43 19%	14 31%	8 19%	17 40%
Fairly Satisfied (1)	634 35%	493 34%	114 37%	22 33%	3 39%	2 38%	388 37%	96 42%	18 40%	11 27%	11 26%
Very Satisfied (2)	294 16%	216 15%	56 18%	18 26%	2 28%	1 28%	135 13%	35 15%	9 20%	16 39%	6 15%
NET: Satisfied	928 51%	710 50%	170 55%	40 59%	5 67%	3 66%	523 49%	131 57%	27 60%	27 67%	17 41%
NET: Dissatisfied	471 26%	404 28%	56 18%	9 13%	1 17%	* 11%	308 29%	56 24%	4 9%	6 14%	8 19%
Answered	1821	1433	307	68	8	4	1062	229	45	41	42
Mean Score	.3	.3	.5	.7	.8	.8	.3	.4	.7	.8	.3
Standard error	.03	.04	.05	.06	.13	.09	.04	.07	.10	.14	.09
Standard deviation	1.17	1.18	1.13	1.04	1.18	1.21	1.15	1.09	.99	1.24	1.16

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1987	111	104	202	76	116	145	132	125	116
Effective base		966	77	77	135	53	84	105	100	87	81
Weighted Base		1821	155	139	320	86	131	244	242	155	134
Very Dissatisfied	(-2)	138 8%	10 6%	1 1%	30 9%	6 7%	15 12%	21 9%	23 9%	10 7%	7 5%
					b		b	b	b		
Fairly Dissatisfied	(-1)	332 18%	34 22%	26 18%	53 16%	7 8%	25 19%	48 20%	52 21%	31 20%	29 21%
			d						d		d
Neither Satisfied Nor Dissatisfied	(0)	422 23%	35 22%	36 26%	77 24%	17 20%	22 17%	53 22%	49 20%	47 30%	35 26%
										e	
Fairly Satisfied	(1)	634 35%	49 31%	60 43%	106 33%	37 43%	46 35%	96 40%	70 29%	50 33%	43 32%
Very Satisfied	(2)	294 16%	27 18%	16 12%	55 17%	19 22%	23 18%	26 10%	48 20%	17 11%	20 15%
NET: Satisfied		928 51%	76 49%	76 55%	161 50%	56 65%	69 53%	122 50%	118 49%	67 43%	63 47%
						ghi					
NET: Dissatisfied		471 26%	44 29%	27 19%	82 26%	13 15%	40 30%	69 28%	75 31%	41 26%	36 27%
							d		d		
Answered		1821	155	139	320	86	131	244	242	155	134
Mean Score		.3	.3	.5	.3	.7	.3	.2	.3	.2	.3
						fh					
Standard error		.03	.11	.09	.08	.13	.12	.09	.11	.10	.10
Standard deviation		1.17	1.18	.96	1.21	1.11	1.28	1.14	1.26	1.09	1.12

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1987	308	340	479	1127	860	302	286	272
Effective base		966	217	241	340	778	399	151	165	152
Weighted Base		1821	351	449	806	1606	215	106	73	36
Very Dissatisfied	(-2)	138 8%	28 8%	21 5%	74 9%	123 8%	16 7%	9 9%	5 6%	2 6%
Fairly Dissatisfied	(-1)	332 18%	61 17%	91 20%	152 19%	304 19%	29 13%	13 12%	11 16%	4 12%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	74 21%	118 26%	179 22%	371 23%	51 24%	22 20%	17 24%	12 34%
Fairly Satisfied	(1)	634 35%	126 36%	159 35%	272 34%	557 35%	77 36%	42 40%	25 35%	9 26%
Very Satisfied	(2)	294 16%	62 18%	60 13%	129 16%	251 16%	42 20%	20 19%	14 19%	8 23%
NET: Satisfied		928 51%	189 54%	219 49%	401 50%	809 50%	119 56%	63 59%	39 54%	18 49%
NET: Dissatisfied		471 26%	88 25%	112 25%	226 28%	426 27%	44 21%	22 21%	16 22%	6 17%
Answered		1821	351	449	806	1606	215	106	73	36
Mean Score		.3	.4	.3	.3	.3	.5	.5	.5	.5
Standard error		.03	.07	.06	.06	.03	.04	.07	.07	.07
Standard deviation		1.17	1.19	1.09	1.20	1.17	1.16	1.19	1.16	1.15

Columns Tested: a,b,c,d,e,f,g,h

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		a	b	*c	d	e	f	g	h	i	
Unweighted Base	1987	82	117	23	140	163	453	90	93	958	
Effective base	966	40	45	12	58	82	246	38	34	488	
Weighted Base	1821	95	115	31	146	196	379	66	53	878	
Very Dissatisfied	(-2)	138 8%	5 5%	12 11%	3 8%	15 10%	4 2%	32 8%	8 11%	5 10%	71 8%
Fairly Dissatisfied	(-1)	332 18%	2 2%	12 11%	4 12%	16 11%	30 15%	74 19%	18 27%	12 23%	180 21%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	19 20%	20 17%	4 13%	24 17%	50 25%	89 23%	12 18%	14 27%	212 24%
Fairly Satisfied	(1)	634 35%	42 44%	49 43%	14 45%	64 44%	73 37%	124 33%	20 31%	13 24%	297 34%
Very Satisfied	(2)	294 16%	28 29%	21 18%	7 21%	27 19%	40 20%	61 16%	8 13%	8 15%	119 14%
NET: Satisfied		928 51%	70 73%	70 61%	21 66%	91 62%	113 58%	185 49%	29 44%	21 40%	415 47%
NET: Dissatisfied		471 26%	7 7%	24 21%	6 20%	31 21%	33 17%	105 28%	25 38%	18 34%	251 29%
Answered	1821	95	115	31	146	196	379	66	53	878	
Mean Score	.3	.9	.5	.6	.5	.6	.3	.1	.1	.2	
Standard error	.03	fg	ghi	hi	ghi	ghi	ae	ae	a	ae	
Standard deviation	1.17	.11	.11	.25	.10	.08	.06	.13	.13	.04	
		1.02	1.21	1.20	1.21	1.03	1.19	1.25	1.23	1.16	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1987	385	453	1149	1655	332	-	1701	286	1912	75
Effective base	966	180	246	565	807	159	-	877	95	927	40
Weighted Base	1821	437	379	1005	1512	309	-	1685	136	1755	65
Very Dissatisfied (-2)	138 8%	23 5%	32 8%	83 8%	108 7%	30 10%	- -%	133 8%	5 4%	130 7%	9 13%
Fairly Dissatisfied (-1)	332 18%	48 11%	74 19%	211 21%	274 18%	58 19%	- -%	316 19%	16 12%	325 19%	7 11%
Neither Satisfied Nor Dissatisfied (0)	422 23%	93 21%	89 23%	240 24%	348 23%	74 24%	- -%	384 23%	38 28%	408 23%	14 21%
Fairly Satisfied (1)	634 35%	178 41%	124 33%	332 33%	520 34%	114 37%	- -%	594 35%	40 30%	619 35%	16 24%
Very Satisfied (2)	294 16%	95 22%	61 16%	138 14%	261 17%	32 11%	- -%	257 15%	36 27%	274 16%	20 31%
NET: Satisfied	928 51%	273 63%	185 49%	470 47%	781 52%	147 48%	- -%	852 51%	77 56%	892 51%	36 55%
NET: Dissatisfied	471 26%	71 16%	105 28%	294 29%	382 25%	88 29%	- -%	450 27%	21 15%	455 26%	16 24%
Answered	1821	437	379	1005	1512	309	-	1685	136	1755	65
Mean Score	.3	.6	.3	.2	.4	.2	-	.3	.6	.3	.5
Standard error	.03	.06	.06	.03	.03	.06	-	.03	.07	.03	.16
Standard deviation	1.17	1.10	1.19	1.17	1.17	1.16	-	1.17	1.11	1.16	1.38

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1987	1193	364	399
Effective base		966	622	137	194
Weighted Base		1821	1168	263	369
Very Dissatisfied	(-2)	138 8%	87 7%	26 10%	22 6%
Fairly Dissatisfied	(-1)	332 18%	219 19%	40 15%	70 19%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	271 23%	63 24%	80 22%
Fairly Satisfied	(1)	634 35%	399 34%	94 36%	137 37%
Very Satisfied	(2)	294 16%	192 16%	40 15%	60 16%
NET: Satisfied		928 51%	591 51%	134 51%	197 54%
NET: Dissatisfied		471 26%	306 26%	66 25%	91 25%
Answered		1821	1168	263	369
Mean Score		.3	.3	.3	.4
Standard error		.03	.03	.06	.06
Standard deviation		1.17	1.17	1.20	1.14

Columns Tested: a,b,c

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1987	1569	288	70	14	27	8	6	5	1857	130	60
Effective base	966	836	102	18	4	6	2	3	2	935	31	13
Weighted Base	1821	1601	162	30	7	16	3	1	*	1763	57	28
Very Dissatisfied (-2)	138 8%	119 7%	19 11%	* 1%	- -%	* *%	- -%	- -%	- -%	138 8%	* 1%	* *%
Fairly Dissatisfied (-1)	332 18%	303 19%	24 15%	4 14%	* 2%	1 6%	- -%	* 11%	* 79%	327 19%	6 10%	2 6%
Neither Satisfied Nor Dissatisfied (0)	422 23%	381 24%	34 21%	7 22%	1 11%	* *%	* 1%	* 1%	- -%	415 24%	7 13%	1 3%
Fairly Satisfied (1)	634 35%	545 34%	57 35%	14 48%	4 59%	12 74%	2 83%	- 83%	* -%	602 34%	33 57%	18 66%
Very Satisfied (2)	294 16%	254 16%	29 18%	5 16%	2 29%	3 19%	* 16%	1 88%	* 7%	282 16%	11 20%	7 25%
NET: Satisfied	928 51%	798 50%	86 53%	19 63%	6 87%	15 93%	3 99%	1 88%	* 21%	884 50%	44 77%	25 91%
NET: Dissatisfied	471 26%	422 26%	42 26%	4 15%	* 2%	1 6%	- -%	* 11%	* 79%	465 26%	6 10%	2 6%
Answered	1821	j 1601	j 162	j 30	j 7	j 16	j 3	j 1	j *	j 1763	j 57	j 28
Mean Score	.3	.3	.3	.6	1.1	1.1	1.1	1.7	-5	.3	.9	1.1
Standard error	.03	.03	.07	.11	.19	.14	.17	.73	-	.03	.08	.09
Standard deviation	1.17	1.17	1.25	.95	.72	.71	.49	1.78	-	1.17	.87	.73

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1987	920	649	418	1717	1357	1797	1255	712	610	468	969	81	107	71	71	30
Effective base	966	531	307	132	816	632	866	596	321	238	262	499	26	34	21	18	9
Weighted Base	1821	1048	554	219	1526	1190	1614	1153	625	454	471	956	36	68	38	32	13
Very Dissatisfied (-2)	138 8%	73 7%	46 8%	19 9%	120 8%	94 8%	127 8%	84 7%	35 6%	30 7%	32 7%	75 8%	3 10%	8 12%	4 11%	3 11%	- -
Fairly Dissatisfied (-1)	332 18%	214 20%	89 16%	29 13%	289 19%	223 19%	311 19%	187 16%	101 16%	62 14%	101 21%	179 19%	7 19%	14 20%	3 8%	4 13%	3 22%
Neither Satisfied Nor Dissatisfied (0)	422 23%	248 24%	133 24%	41 19%	354 23%	279 23%	373 23%	267 23%	133 21%	84 19%	102 22%	234 24%	8 21%	13 19%	6 17%	7 20%	3 26%
Fairly Satisfied (1)	634 35%	344 33%	200 36%	90 41%	543 36%	422 35%	572 35%	443 38%	247 40%	182 40%	169 36%	341 36%	15 42%	18 27%	18 48%	9 27%	2 13%
Very Satisfied (2)	294 16%	169 16%	85 15%	40 18%	220 14%	172 14%	232 14%	172 15%	108 17%	96 21%	67 14%	127 13%	4 10%	14 21%	6 16%	10 30%	5 40%
NET: Satisfied	928 51%	513 49%	285 51%	130 59%	763 50%	593 50%	803 50%	616 53%	356 57%	278 61%	235 50%	467 49%	19 51%	33 48%	24 63%	18 57%	7 52%
NET: Dissatisfied	471 26%	287 27%	136 25%	48 22%	409 27%	318 27%	438 27%	271 24%	136 22%	91 20%	133 28%	255 27%	10 28%	22 32%	7 20%	7 23%	3 22%
Answered	1821	1048	554	219	1526	1190	1614	1153	625	454	471	956	36	68	38	32	13
Mean Score	.3	.3	.3	.5	.3	.3	.3	.4	.5	.6	.3	.3	.2	.3	.5	.5	.7
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.05	.04	.13	.13	.14	.16	.23
Standard deviation	1.17	1.17	1.17	1.19	1.16	1.16	1.16	1.14	1.12	1.16	1.15	1.15	1.16	1.33	1.20	1.34	1.25

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	1987	1326	132	90	74	39	38	18	975	158	91	57	39	21	16	
Effective base	966	698	52	27	21	12	7	4	508	55	23	23	10	8	6	
Weighted Base	1821	1324	78	54	32	17	14	7	946	117	45	44	17	12	9	
Very Dissatisfied	(-2)	138	107	2	4	6	-	*	-	68	11	8	3	-	3	-
		8%	8%	3%	8%	19%	-%	*%	-%	7%	10%	17%	8%	-%	28%	-%
					b											
Fairly Dissatisfied	(-1)	332	258	13	7	3	5	1	2	190	14	7	6	2	2	3
		18%	19%	16%	13%	9%	30%	11%	26%	20%	12%	16%	14%	11%	14%	32%
Neither Satisfied Nor Dissatisfied	(0)	422	309	23	5	9	1	5	2	232	25	6	10	3	2	1
		23%	23%	30%	10%	27%	3%	35%	34%	24%	22%	14%	23%	15%	21%	11%
				c												
Fairly Satisfied	(1)	634	471	24	25	12	8	2	1	332	50	13	14	11	1	1
		35%	36%	31%	46%	37%	47%	17%	7%	35%	43%	28%	31%	63%	12%	9%
Very Satisfied	(2)	294	179	15	12	3	3	5	2	124	17	11	11	2	3	4
		16%	14%	20%	23%	8%	20%	38%	33%	13%	14%	24%	25%	11%	26%	48%
NET: Satisfied		928	650	40	37	15	11	8	3	456	67	24	24	13	5	5
		51%	49%	51%	69%	45%	67%	55%	40%	48%	57%	53%	56%	74%	37%	57%
				a												
NET: Dissatisfied		471	365	15	11	9	5	2	2	258	25	15	10	2	5	3
		26%	28%	19%	21%	28%	30%	11%	26%	27%	21%	34%	22%	11%	42%	32%
Answered		1821	1324	78	54	32	17	14	7	946	117	45	44	17	12	9
Mean Score		.3	.3	.5	.6	.1	.6	.8	.5	.3	.4	.3	.5	.8	-.1	.7
Standard error		.03	.03	.09	.13	.15	.18	.18	.30	.04	.09	.15	.16	.13	.35	.36
Standard deviation		1.17	1.16	1.08	1.21	1.26	1.15	1.10	1.29	1.14	1.16	1.45	1.23	.81	1.62	1.43

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1987	881	133	91	58	44	18	30	751	355	377	217	88
Effective base	966	461	53	31	22	13	7	10	432	166	171	68	27
Weighted Base	1821	901	106	50	37	26	14	19	837	310	307	106	46
Very Dissatisfied (-2)	138 8%	64 7%	12 12%	6 12%	- -	- -	* 2%	2 11%	67 8%	18 6%	28 9%	9 9%	3 7%
Fairly Dissatisfied (-1)	332 18%	158 18%	17 16%	6 11%	2 6%	2 9%	* 1%	1 6%	176 21%	56 18%	45 15%	31 29%	3 6%
Neither Satisfied Nor Dissatisfied (0)	422 23%	224 25%	18 17%	10 20%	8 21%	4 14%	* 2%	3 14%	185 22%	81 26%	68 22%	17 16%	17 37%
Fairly Satisfied (1)	634 35%	333 37%	45 42%	19 38%	20 54%	11 42%	9 63%	8 41%	287 34%	99 32%	138 45%	33 31%	14 30%
Very Satisfied (2)	294 16%	122 14%	14 13%	9 18%	7 20%	9 34%	5 33%	5 28%	123 15%	56 18%	27 9%	16 15%	9 20%
NET: Satisfied	928 51%	455 50%	59 56%	28 56%	27 74%	20 77%	13 96%	13 69%	410 49%	155 50%	166 54%	49 47%	23 50%
NET: Dissatisfied	471 26%	222 25%	29 28%	12 24%	2 6%	2 9%	* 2%	3 17%	243 29%	73 24%	73 24%	40 37%	6 13%
Answered	1821	901	106	50	37	26	14	19	837	310	307	106	46
Mean Score	.3	.3	.3	.4	.9	1.0	1.3	.7	.3	.4	.3	.2	.5
Standard error	.03	.04	.11	.13	.11	.14	.16	.24	.04	.06	.06	.08	.12
Standard deviation	1.17	1.13	1.23	1.26	.80	.94	.70	1.29	1.18	1.14	1.11	1.24	1.09

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1987	803	334	314	194	63	585	269	277	148	65
Effective base	966	455	157	135	53	16	325	117	114	50	20
Weighted Base	1821	896	284	229	78	28	638	223	200	79	37
Very Dissatisfied (-2)	138 8%	68 8%	15 5%	27 12%	7 9%	1 5%	44 7%	17 8%	21 10%	9 11%	2 5%
Fairly Dissatisfied (-1)	332 18%	181 20%	53 19%	34 15%	19 24%	1 3%	127 20%	42 19%	31 16%	20 25%	2 5%
Neither Satisfied Nor Dissatisfied (0)	422 23%	197 22%	80 28%	46 20%	14 18%	13 45%	153 24%	45 20%	44 22%	16 20%	15 40%
Fairly Satisfied (1)	634 35%	322 36%	95 33%	98 43%	22 28%	7 24%	222 35%	82 37%	81 41%	25 31%	12 31%
Very Satisfied (2)	294 16%	128 14%	41 15%	24 10%	16 21%	7 24%	93 15%	37 17%	23 12%	10 13%	7 18%
NET: Satisfied	928 51%	450 50%	136 48%	122 53%	38 49%	13 47%	315 49%	119 53%	105 52%	35 44%	18 49%
NET: Dissatisfied	471 26%	250 28%	67 24%	61 27%	26 33%	2 8%	171 27%	59 27%	52 26%	29 36%	4 11%
Answered	1821	896	284	229	78	28	638	223	200	79	37
Mean Score	.3	.3	.3	.3	.3	.6	.3	.4	.3	.1	.5
Standard error	.03	.04	.06	.07	.09	.13	.05	.07	.07	.10	.13
Standard deviation	1.17	1.16	1.10	1.19	1.28	1.05	1.15	1.18	1.17	1.24	1.03

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1987	553	202	252	151	73	710	83	450	1851	136	1676	41
Effective base		966	308	87	111	56	27	339	38	215	911	55	802	14
Weighted Base		1821	612	186	187	103	46	651	52	437	1707	113	1496	30
Very Dissatisfied	(-2)	138	46	14	10	5	7	48	3	34	126	12	120	-
		8%	8%	8%	6%	5%	15%	7%	5%	8%	7%	11%	8%	-%
Fairly Dissatisfied	(-1)	332	115	19	27	23	*	104	5	75	318	14	286	3
		18%	19%	10%	15%	23%	*%	16%	10%	17%	19%	13%	19%	11%
Neither Satisfied Nor Dissatisfied	(0)	422	151	33	40	26	11	130	23	108	395	27	346	8
		23%	25%	18%	21%	25%	25%	20%	45%	25%	23%	24%	23%	25%
Fairly Satisfied	(1)	634	223	80	83	28	20	246	16	179	592	42	528	15
		35%	36%	43%	45%	27%	44%	38%	30%	41%	35%	37%	35%	49%
Very Satisfied	(2)	294	77	40	26	21	7	123	5	42	276	18	216	4
		16%	13%	21%	14%	20%	16%	19%	10%	10%	16%	15%	14%	14%
NET: Satisfied		928	300	120	110	49	28	369	21	221	869	60	745	19
		51%	49%	64%	59%	47%	60%	57%	40%	50%	51%	53%	50%	64%
NET: Dissatisfied		471	161	34	38	29	7	152	8	109	444	27	405	3
		26%	26%	18%	20%	28%	15%	23%	15%	25%	26%	24%	27%	11%
Answered		1821	612	186	187	103	46	651	52	437	1707	113	1496	30
Mean Score		.3	.3	.6	.5	.3	.5	.5	.3	.3	.3	.3	.3	.7
Standard error		.03	.05	.08	.07	.10	.14	.04	.11	.05	.03	.10	.03	.14
Standard deviation		1.17	1.13	1.16	1.08	1.18	1.22	1.18	.97	1.10	1.17	1.21	1.17	.87

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1987	1248	109	926	329	1678	39	1241	116	927	328	
Effective base	966	602	31	467	129	804	13	594	38	469	128	
Weighted Base	1821	1122	68	891	262	1498	28	1112	78	892	261	
Very Dissatisfied	(-2)	138 8%	92 8%	3 4%	62 7%	22 9%	120 8%	- -%	91 8%	3 4%	61 7%	23 9%
Fairly Dissatisfied	(-1)	332 18%	218 19%	5 7%	143 16%	44 17%	285 19%	4 13%	217 19%	6 8%	146 16%	41 16%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	265 24%	14 21%	212 24%	54 21%	344 23%	10 34%	261 23%	18 23%	207 23%	59 23%
Fairly Satisfied	(1)	634 35%	393 35%	29 42%	337 38%	106 40%	534 36%	9 31%	388 35%	34 44%	344 39%	99 38%
Very Satisfied	(2)	294 16%	154 14%	18 26%	137 15%	35 13%	214 14%	6 21%	156 14%	16 21%	133 15%	39 15%
NET: Satisfied		928 51%	547 49%	46 68%	474 53%	141 54%	749 50%	15 53%	543 49%	50 65%	477 54%	138 53%
NET: Dissatisfied		471 26%	310 28%	8 11%	205 23%	66 25%	405 27%	4 13%	308 28%	9 12%	207 23%	64 24%
Answered		1821	1122	68	891	262	1498	28	1112	78	892	261
Mean Score		.3	.3	.8	.4	.3	.3	.6	.3	.7	.4	.3
Standard error		.03	.03	.10	.04	.06	.03	.16	.03	.09	.04	.06
Standard deviation		1.17	1.16	1.04	1.13	1.16	1.16	.98	1.17	1.02	1.13	1.17

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1987	798	1366	244	2	718	983	199	4	867	701	219	2
Effective base	966	356	670	104	1	323	470	88	3	406	344	100	2
Weighted Base	1821	674	1236	194	2	610	854	160	4	783	631	179	4
Very Dissatisfied (-2)	138 8%	56 8%	108 9%	27 14%	- -%	43 7%	79 9%	15 10%	- -%	59 8%	47 7%	16 9%	- -%
Fairly Dissatisfied (-1)	332 18%	116 17%	245 20%	45 23%	- -%	111 18%	174 20%	36 23%	1 13%	128 16%	119 19%	35 20%	- -%
Neither Satisfied Nor Dissatisfied (0)	422 23%	138 21%	292 24%	30 16%	* 10%	123 20%	200 23%	24 15%	* 4%	161 21%	140 22%	33 18%	4 100%
Fairly Satisfied (1)	634 35%	262 39%	435 35%	68 35%	1 90%	229 38%	295 35%	59 37%	2 39%	302 39%	237 38%	67 37%	- -%
Very Satisfied (2)	294 16%	102 15%	155 13%	24 12%	- -%	103 17%	106 12%	25 16%	2 44%	132 17%	89 14%	27 15%	- -%
NET: Satisfied	928 51%	365 54%	591 48%	92 47%	1 90%	332 55%	401 47%	84 53%	3 83%	434 55%	326 52%	94 53%	- -%
NET: Dissatisfied	471 26%	172 25%	354 29%	72 37%	- -%	155 25%	253 30%	51 32%	1 13%	188 24%	166 26%	52 29%	- -%
Answered	1821	674	1236	194	2	610	854	160	4	783	631	179	4
Mean Score	.3	.4	.2	.1	.9	.4	.2	.3	1.1	.4	.3	.3	-
Standard error	.03	.04	.03	.08	.35	.04	.04	.09	.57	.04	.04	.08	-
Standard deviation	1.17	1.17	1.16	1.28	.49	1.17	1.17	1.24	1.13	1.17	1.15	1.21	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1987	1631	1211	917	1276	1051	50	600	464	451	117	81	465	432
Effective base	966	780	571	456	606	514	18	308	227	217	62	45	226	209
Weighted Base	1821	1452	1057	860	1150	966	14	587	436	428	117	90	439	398
Very Dissatisfied (-2)	138 8%	118 8%	86 8%	61 7%	87 8%	93 10%	1 9%	40 7%	31 7%	32 8%	18 15%	13 15%	39 9%	49 12%
Fairly Dissatisfied (-1)	332 18%	284 20%	209 20%	149 17%	204 18%	211 22%	1 7%	117 20%	91 21%	81 19%	30 26%	29 32%	94 21%	71 18%
Neither Satisfied Nor Dissatisfied (0)	422 23%	337 23%	251 24%	193 22%	261 23%	237 25%	2 11%	135 23%	85 20%	82 19%	19 16%	7 7%	92 21%	96 24%
Fairly Satisfied (1)	634 35%	508 35%	366 35%	332 39%	416 36%	319 33%	5 38%	220 37%	176 40%	157 37%	28 24%	25 28%	137 31%	130 33%
Very Satisfied (2)	294 16%	204 14%	145 14%	125 15%	182 16%	105 11%	5 35%	76 13%	53 12%	76 18%	22 19%	16 18%	78 18%	52 13%
NET: Satisfied	928 51%	713 49%	511 48%	457 53%	598 52%	424 44%	10 73%	295 50%	229 53%	232 54%	50 43%	41 46%	216 49%	183 46%
NET: Dissatisfied	471 26%	403 28%	296 28%	210 24%	291 25%	305 32%	2 16%	157 27%	122 28%	114 27%	49 41%	42 47%	132 30%	120 30%
Answered Mean Score	1821 .3	1452 .3	1057 .3	860 .4	1150 .3	966 .1	14 .8	587 .3	436 .3	428 .4	117 *	90 *	439 .3	398 .2
Standard error	.03	.03	.03	.04	.03	.04	.18	.05	.05	.06	.13	.15	.06	.06
Standard deviation	1.17	1.17	1.16	1.14	1.16	1.16	1.27	1.13	1.14	1.19	1.38	1.39	1.23	1.22

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1987	168	96	78	36	1756	1253	1821	1278	1240	793	1677	238	-	1624	112
Effective base	966	80	40	37	19	841	574	873	590	572	367	821	113	-	770	63
Weighted Base	1821	151	69	65	40	1576	1042	1637	1098	1043	711	1538	207	-	1447	121
Very Dissatisfied (-2)	138 8%	13 9%	2 2%	15 22%	2 6%	132 8%	100 10%	136 8%	94 9%	101 10%	58 8%	130 8%	27 13%	- -%	69 5%	46 38%
Fairly Dissatisfied (-1)	332 18%	44 29%	6 8%	16 25%	3 7%	282 18%	181 17%	293 18%	198 18%	186 18%	124 17%	290 19%	32 15%	- -%	238 16%	26 21%
Neither Satisfied Nor Dissatisfied (0)	422 23%	17 11%	13 18%	15 23%	1 2%	379 24%	257 25%	384 23%	256 23%	269 26%	133 19%	363 24%	35 17%	- -%	292 20%	27 22%
Fairly Satisfied (1)	634 35%	56 37%	25 36%	13 20%	22 54%	533 34%	335 32%	559 34%	372 34%	323 31%	276 39%	513 33%	87 42%	- -%	565 39%	20 16%
Very Satisfied (2)	294 16%	21 14%	24 35%	6 10%	13 32%	249 16%	169 16%	265 16%	178 16%	164 16%	120 17%	242 16%	26 13%	- -%	283 20%	3 3%
NET: Satisfied	928 51%	78 51%	49 71%	20 30%	34 85%	783 50%	504 48%	825 50%	550 50%	487 47%	397 56%	755 49%	113 55%	- -%	848 59%	23 19%
NET: Dissatisfied	471 26%	57 38%	7 11%	31 47%	5 12%	414 26%	281 27%	428 26%	292 27%	287 28%	181 26%	420 27%	58 28%	- -%	307 21%	71 59%
Answered	1821	151	69	65	40	1576	1042	1637	1098	1043	711	1538	207	-	1447	121
Mean Score	.3	.2	.9	-.3	1.0	.3	.3	.3	.3	.3	.4	.3	.3	-	.5	-.8
Standard error	.03	.10	.11	.15	.18	.03	.03	.03	.03	.03	.04	.03	.08	-	.03	.11
Standard deviation	1.17	1.25	1.04	1.30	1.07	1.18	1.20	1.18	1.19	1.20	1.19	1.19	1.24	-	1.12	1.20

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1987	708	1279	445	22	212	321	206	1309	409	247	295	1364
Effective base	966	352	614	197	14	93	151	94	644	198	119	136	678
Weighted Base	1821	686	1135	393	35	192	303	171	1223	373	219	274	1260
Very Dissatisfied (-2)	138 8%	84 12%	54 5%	19 5%	11 31%	10 5%	26 9%	19 11%	75 6%	42 11%	25 11%	23 9%	88 7%
Fairly Dissatisfied (-1)	332 18%	179 26%	153 14%	66 17%	15 44%	41 21%	63 21%	25 15%	203 17%	95 26%	40 18%	60 22%	223 18%
Neither Satisfied Nor Dissatisfied (0)	422 23%	142 21%	280 25%	80 20%	2 5%	42 22%	54 18%	26 15%	284 23%	99 27%	40 18%	44 16%	322 26%
Fairly Satisfied (1)	634 35%	216 31%	418 37%	168 43%	2 6%	68 36%	119 39%	57 33%	448 37%	114 31%	75 34%	116 42%	418 33%
Very Satisfied (2)	294 16%	65 10%	228 20%	60 15%	5 15%	30 16%	41 14%	44 26%	213 17%	22 6%	40 18%	30 11%	209 17%
NET: Satisfied	928 51%	281 41%	647 57%	228 58%	7 21%	98 51%	160 53%	101 59%	660 54%	136 37%	114 52%	146 53%	627 50%
NET: Dissatisfied	471 26%	263 38%	208 18%	85 22%	26 75%	51 27%	89 29%	44 26%	279 23%	137 37%	65 29%	83 31%	312 25%
Answered	1821	686	1135	393	35	192	303	171	1223	373	219	274	1260
Mean Score	.3	* .5	.5	.5	-7	.4	.3	.5	.4	-.1	.3	.3	.3
Standard error	.03	.05	.03	.05	.29	.08	.07	.09	.03	.06	.08	.07	.03
Standard deviation	1.17	1.20	1.10	1.09	1.38	1.14	1.19	1.32	1.14	1.12	1.27	1.17	1.16

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1987	1018	969
Effective base		966	451	516
Weighted Base		1821	824	996
Very Dissatisfied	(-2)	138 8%	74 9%	64 6%
Fairly Dissatisfied	(-1)	332 18%	149 18%	183 18%
Neither Satisfied Nor Dissatisfied	(0)	422 23%	202 24%	220 22%
Fairly Satisfied	(1)	634 35%	259 31%	375 38%
Very Satisfied	(2)	294 16%	140 17%	154 15%
NET: Satisfied		928 51%	399 48%	529 53%
NET: Dissatisfied		471 26%	224 27%	247 25%
Answered		1821	824	996
Mean Score		.3	.3	.4
Standard error		.03	.04	.04
Standard deviation		1.17	1.20	1.14

Columns Tested:: a,b

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1987	-	83	322	367	39	149	116	235	184	174	207	111
Effective base	966	-	35	159	176	14	86	35	111	110	56	141	64
Weighted Base	1821	-	63	331	314	30	166	49	194	214	58	299	101
Very Dissatisfied (-2)	138 8%	- -%	8 13%	21 6%	20 6%	3 10%	20 12%	1 3%	16 8%	17 8%	2 3%	22 7%	8 8%
Fairly Dissatisfied (-1)	332 18%	- -%	6 9%	55 17%	52 17%	5 16%	29 17%	7 14%	37 19%	57 26%	10 18%	66 22%	9 9%
Neither Satisfied Nor Dissatisfied (0)	422 23%	- -%	12 19%	69 21%	84 27%	3 9%	37 22%	12 24%	39 20%	52 24%	16 28%	58 19%	40 39%
Fairly Satisfied (1)	634 35%	- -%	30 48%	122 37%	85 27%	9 29%	60 36%	18 37%	83 43%	61 28%	19 33%	122 41%	26 26%
Very Satisfied (2)	294 16%	- -%	8 12%	64 19%	72 23%	11 36%	20 12%	11 22%	19 10%	28 13%	11 19%	32 11%	18 17%
NET: Satisfied	928 51%	- -%	38 60%	187 56%	157 50%	19 65%	80 48%	29 59%	102 52%	89 42%	30 51%	154 51%	43 43%
NET: Dissatisfied	471 26%	- -%	13 21%	75 23%	72 23%	8 26%	49 30%	8 17%	53 27%	74 34%	12 21%	88 29%	18 18%
Answered	1821	-	63	331	314	30	166	49	194	214	58	299	101
Mean Score	.3	-	.4	.5	.4	.7	.2	.6	.3	.1	.5	.3	.3
Standard error	.03	-	.13	.06	.06	.22	.10	.10	.07	.09	.08	.08	.11
Standard deviation	1.17	-	1.19	1.16	1.19	1.39	1.22	1.07	1.13	1.18	1.08	1.14	1.13

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 277 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1987	432	528	535	492	960	1027
Effective base	966	215	258	253	245	468	498
Weighted Base	1821	453	451	458	458	904	916
Very Dissatisfied	(-2) 138 8%	38 8%	34 7%	34 7%	32 7%	72 8%	67 7%
Fairly Dissatisfied	(-1) 332 18%	68 15%	78 17%	101 22%	85 19%	146 16%	186 20%
Neither Satisfied Nor Dissatisfied	(0) 422 23%	90 20%	115 26%	103 22%	114 25%	205 23%	217 24%
Fairly Satisfied	(1) 634 35%	165 36%	141 31%	162 35%	166 36%	306 34%	329 36%
Very Satisfied	(2) 294 16%	93 20%	83 18%	58 13%	60 13%	175 19%	118 13%
NET: Satisfied		cd				b	
	928 51%	258 57%	223 50%	220 48%	227 49%	481 53%	447 49%
NET: Dissatisfied							
	471 26%	106 23%	112 25%	135 29%	118 26%	218 24%	253 28%
Answered	1821	453	451	458	458	904	916
Mean Score	.3	.5	.4	.2	.3	.4	.3
Standard error	.03	c					
Standard deviation	1.17	.06	.05	.05	.05	.04	.04
		1.21	1.18	1.15	1.13	1.20	1.14

Columns Tested: a,b,c,d - a,b

Table 278

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	2004	702	1302	1444	302	85	173	560	
Effective base	971	312	666	895	174	53	104	228	
Weighted Base	1829	511	1318	1749	69	7	4	80	
Very Dissatisfied	(-2)	15	5	11	15	*	*	-	*
		1%	1%	1%	1%	*%	1%	-%	*%
Fairly Dissatisfied	(-1)	53	9	44	52	1	*	*	1
		3%	2%	3%	3%	2%	*%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	223	44	178	217	4	1	*	6
		12%	9%	14%	12%	6%	13%	7%	7%
Fairly Satisfied	(1)	784	169	616	751	28	3	2	33
		43%	33%	47%	43%	41%	41%	41%	41%
Very Satisfied	(2)	754	285	469	714	35	3	2	40
		41%	56%	36%	41%	50%	45%	50%	50%
NET: Satisfied		1538	453	1085	1465	63	6	4	73
		84%	89%	82%	84%	91%	86%	91%	91%
NET: Dissatisfied		68	14	55	67	1	*	*	2
		4%	3%	4%	4%	2%	1%	2%	2%
Answered	1829	511	1318	1749	69	7	4	80	
Mean Score	1.2	1.4	1.1	1.2	1.4	1.3	1.4	1.4	
		b	a	a	a	a	a	a	
Standard error	.02	.03	.02	.02	.04	.09	.06	.03	
Standard deviation	.83	.79	.83	.83	.72	.80	.81	.72	

Columns Tested: a,b - a,b,c,d,e

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2004	766	486	192	188	199	173	1444	302	258
Effective base		971	534	275	110	121	87	104	895	174	113
Weighted Base		1829	1119	505	125	48	28	4	1749	69	12
Very Dissatisfied	(-2)	15 1%	10 1%	4 1%	1 *%	* *%	* 1%	- -%	15 1%	* *%	* *%
Fairly Dissatisfied	(-1)	53 3%	25 2%	25 5%	1 1%	1 2%	* 1%	* 2%	52 3%	1 2%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	134 12%	71 14%	12 10%	3 6%	3 10%	* 7%	217 12%	4 6%	1 11%
Fairly Satisfied	(1)	784 43%	475 42%	222 44%	54 43%	21 42%	11 39%	2 41%	751 43%	28 41%	5 41%
Very Satisfied	(2)	754 41%	475 42%	182 36%	57 45%	24 50%	14 50%	2 50%	714 41%	35 50%	5 47%
NET: Satisfied		1538 84%	950 85%	404 80%	111 89%	45 92%	25 89%	4 91%	1465 84%	63 91%	10 88%
NET: Dissatisfied		68 4%	35 3%	30 6%	2 2%	1 2%	* 1%	* 2%	67 4%	1 2%	* 1%
Answered		1829	1119	505	125	48	28	4	1749	69	12
Mean Score		1.2	1.2	1.1	1.3	1.4	1.4	1.4	1.2	1.4	1.3
Standard error		.02	b	b	b	abg	b	bg	.02	abg	b
Standard deviation		.83	.81	.88	.74	.71	.74	.81	.83	.72	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2004	957	487	302	85	173	771	271	93	84	188
Effective base	971	671	288	174	53	104	516	132	41	29	33
Weighted Base	1829	1437	312	69	7	4	1059	232	45	41	44
Very Dissatisfied (-2)	15 1%	13 1%	3 1%	* *%	* 1%	- -%	12 1%	- -%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	53 3%	42 3%	10 3%	1 2%	* *%	* 2%	37 4%	2 1%	1 1%	1 2%	2 4%
Neither Satisfied Nor Dissatisfied (0)	223 12%	179 12%	38 12%	4 6%	1 13%	* 7%	137 13%	33 14%	4 9%	4 10%	2 5%
Fairly Satisfied (1)	784 43%	628 44%	123 39%	28 41%	3 41%	2 41%	473 45%	108 47%	18 40%	16 39%	21 49%
Very Satisfied (2)	754 41%	575 40%	139 44%	35 50%	3 45%	2 50%	401 38%	88 38%	23 50%	19 48%	18 42%
NET: Satisfied	1538 84%	1203 84%	262 84%	63 91%	6 86%	4 91%	874 82%	197 85%	41 90%	35 87%	40 91%
NET: Dissatisfied	68 4%	55 4%	12 4%	1 2%	* 1%	* 2%	49 5%	2 1%	1 1%	1 3%	2 4%
Answered	1829	1437	312	69	7	4	1059	232	45	41	44
Mean Score	1.2	1.2	1.2	1.4	1.3	1.4	1.1	1.2	1.4	1.3	1.3
Standard error	.02	.03	.04	.04	.09	.06	.03	.04	.07	.09	.05
Standard deviation	.83	.83	.84	.72	.80	.81	.85	.72	.70	.84	.74

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2004	113	104	205	76	119	146	130	124	114
Effective base		971	78	77	138	53	86	106	98	87	78
Weighted Base		1829	157	139	325	86	135	246	240	153	131
Very Dissatisfied	(-2)	15 1%	3 2%	- -%	- -%	1 1%	3 2%	2 1%	3 1%	1 1%	1 1%
Fairly Dissatisfied	(-1)	53 3%	8 5%	4 3%	9 3%	3 3%	8 6%	4 2%	7 3%	4 2%	2 1%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	18 11%	9 6%	51 16%	1 1%	17 13%	28 11%	22 9%	31 20%	21 16%
Fairly Satisfied	(1)	784 43%	59 37%	75 54% ae	152 47%	32 37%	52 38%	112 46%	112 47%	66 43%	53 41%
Very Satisfied	(2)	754 41%	69 44%	51 37%	114 35%	50 58%	55 41%	100 40%	97 40%	51 33%	53 41%
NET: Satisfied		1538 84%	128 81%	127 91%	266 82%	82 95%	106 79%	212 86%	208 87%	117 76%	106 81%
NET: Dissatisfied		68 4%	11 7%	4 3%	9 3%	3 4%	11 8%	6 3%	10 4%	5 3%	3 3%
Answered		1829	157	139	325	86	135	246	240	153	131
Mean Score		1.2	1.2	1.3	1.1	1.5	1.1	1.2	1.2	1.1	1.2
Standard error		.02	.09	.07	.05	.08	.09	.06	.07	.08	.08
Standard deviation		.83	.96	.69	.77	.74	.98	.78	.82	.84	.84

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		2004	309	341	481	1131	873	307	290	276
Effective base		971	217	241	343	781	405	152	167	151
Weighted Base		1829	351	450	811	1613	216	107	73	37
Very Dissatisfied	(-2)	15 1%	5 1%	4 1%	5 1%	14 1%	1 1%	* *%	1 1%	* *%
Fairly Dissatisfied	(-1)	53 3%	13 4%	16 3%	20 2%	48 3%	5 2%	1 1%	3 5%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	39 11%	58 13%	101 12%	198 12%	25 11%	15 14%	5 7%	4 11%
Fairly Satisfied	(1)	784 43%	137 39%	200 44%	376 46%	712 44%	72 33%	40 38%	19 26%	12 33%
Very Satisfied	(2)	754 41%	158 45%	172 38%	310 38%	640 40%	113 52%	49 46%	45 61%	19 53%
NET: Satisfied		1538 84%	295 84%	372 83%	686 85%	1353 84%	185 86%	90 84%	64 87%	32 86%
NET: Dissatisfied		68 4%	17 5%	20 4%	25 3%	62 4%	7 3%	1 1%	4 6%	1 2%
Answered		1829	351	450	811	1613	216	107	73	37
Mean Score		1.2	1.2	1.2	1.2	1.2	1.3	1.3	1.4	1.4
Standard error		.02	.05	.05	.04	.02	.03	.04	.05	.05
Standard deviation		.83	.88	.84	.79	.83	.82	.78	.89	.80

Columns Tested:: a,b,c,d,e,f,g,h

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2004	82	119	23	142	166	455	91	95	965
Effective base	971	40	46	12	58	84	246	37	35	491
Weighted Base	1829	95	115	31	147	199	380	64	54	883
Very Dissatisfied	(-2)	15	-	-	-	-	6	*	2	7
	1%	-%	-%	-%	-%	-%	2%	*%	4%	1%
Fairly Dissatisfied	(-1)	53	1	1	-	1	11	3	-	23
	3%	1%	1%	-%	1%	6%	4%	5%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	223	7	17	7	24	32	48	7	99
	12%	7%	15%	21%	16%	16%	13%	11%	13%	11%
Fairly Satisfied	(1)	784	32	57	16	73	74	158	29	13
	43%	34%	49%	51%	50%	37%	42%	45%	24%	46%
			h		h		h			h
Very Satisfied	(2)	754	55	40	9	49	83	154	25	32
	41%	58%	35%	28%	34%	41%	41%	39%	59%	40%
		bdfi							bdfi	
NET: Satisfied	1538	88	97	25	122	156	312	54	45	754
	84%	92%	84%	79%	83%	78%	82%	84%	84%	85%
NET: Dissatisfied	68	1	1	-	1	11	20	3	2	30
	4%	1%	1%	-%	1%	6%	5%	5%	4%	3%
Answered	1829	95	115	31	147	199	380	64	54	883
Mean Score	1.2	1.5	1.2	1.1	1.2	1.1	1.2	1.2	1.4	1.2
		bdefi								
Standard error	.02	.07	.06	.15	.06	.07	.04	.09	.10	.03
Standard deviation	.83	.67	.71	.71	.71	.88	.90	.82	.97	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2004	390	455	1159	1667	337	-	1714	290	1928	76
Effective base	971	182	246	568	812	160	-	880	98	932	40
Weighted Base	1829	441	380	1008	1520	310	-	1691	139	1765	64
Very Dissatisfied (-2)	15 1%	- -%	6 2%	9 1%	12 1%	4 1%	- -%	14 1%	2 1%	13 1%	2 3%
Fairly Dissatisfied (-1)	53 3%	13 3%	14 4%	26 3%	49 3%	4 1%	- -%	48 3%	5 3%	52 3%	* 1%
Neither Satisfied Nor Dissatisfied (0)	223 12%	62 14%	48 13%	113 11%	173 11%	50 16%	- -%	209 12%	14 10%	213 12%	10 15%
Fairly Satisfied (1)	784 43%	179 40%	158 42%	448 44%	655 43%	130 42%	- -%	731 43%	53 38%	768 44%	16 25%
Very Satisfied (2)	754 41%	187 42%	154 41%	413 41%	631 42%	123 40%	- -%	688 41%	66 47%	718 41%	36 55%
NET: Satisfied	1538 84%	366 83%	312 82%	860 85%	1286 85%	253 82%	- -%	1419 84%	119 86%	1486 84%	52 81%
NET: Dissatisfied	68 4%	13 3%	20 5%	35 3%	61 4%	8 2%	- -%	62 4%	6 5%	66 4%	3 4%
Answered	1829	441	380	1008	1520	310	-	1691	139	1765	64
Mean Score	1.2	1.2	1.2	1.2	1.2	1.2	-	1.2	1.3	1.2	1.3
Standard error	.02	.04	.04	.02	.02	.04	-	.02	.05	.02	.11
Standard deviation	.83	.80	.90	.81	.83	.83	-	.82	.86	.82	.99

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2004	1202	361	406
Effective base		971	625	135	197
Weighted Base		1829	1172	259	374
Very Dissatisfied	(-2)	15 1%	8 1%	1 *%	7 2%
Fairly Dissatisfied	(-1)	53 3%	32 3%	12 5%	9 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	144 12%	29 11%	45 12%
Fairly Satisfied	(1)	784 43%	513 44%	116 45%	148 40%
Very Satisfied	(2)	754 41%	476 41%	102 39%	166 44%
NET: Satisfied		1538 84%	989 84%	218 84%	313 84%
NET: Dissatisfied		68 4%	39 3%	13 5%	16 4%
Answered		1829	1172	259	374
Mean Score		1.2	1.2	1.2	1.2
Standard error		.02	.02	.04	.04
Standard deviation		.83	.81	.83	.88

Columns Tested: a,b,c

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	2004	1583	291	70	14	27	8	6	5	1874	130	60	
Effective base	971	841	102	18	4	6	2	3	2	941	31	13	
Weighted Base	1829	1609	163	30	7	16	3	1	*	1772	57	28	
Very Dissatisfied	(-2)	15 1%	10 1%	6 3% ai	* *% -	- -% -	- -% -	- -% -	- -% -	- -% -	15 1%	* *% -	- -% -
Fairly Dissatisfied	(-1)	53 3%	43 3%	7 4%	1 4%	- -%	1 6%	- -%	- -%	- -%	51 3%	2 4%	1 4%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	200 12%	20 12%	1 2%	1 11%	2 12%	- -%	- -%	- -%	219 12%	3 6%	3 10%
Fairly Satisfied	(1)	784 43%	707 44%	62 38%	11 36%	* 2%	5 29%	* 5%	* 1%	* 83%	768 43%	16 28%	5 20%
Very Satisfied	(2)	754 41%	650 40%	68 42%	17 57%	6 87%	9 53%	2 95%	1 99%	* 17%	718 41%	36 62% ai	19 67%
NET: Satisfied		1538 84%	1356 84%	130 80%	28 94%	6 89%	14 82%	3 100%	1 100%	* 100%	1486 84%	52 90%	24 87%
NET: Dissatisfied		68 4%	53 3%	13 8% ai	1 4%	- -%	1 6%	- -%	- -%	- -%	66 4%	2 4%	1 4%
Answered	1829	1609	163	30	7	16	3	1	*	1772	57	28	
Mean Score	1.2	1.2	1.1	1.5	1.8	1.3	2.0	2.0	1.2	1.2	1.5	1.5	
Standard error	.02	.02	.06	.09	.18	.18	.10	.08	-	.02	.07	.11	
Standard deviation	.83	.81	1.01	.76	.69	.93	.28	.19	-	.83	.79	.83	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2004	933	650	421	1718	1357	1797	1259	714	611	467	968	83	108	71	70	30
Effective base	971	535	307	132	814	630	863	596	322	238	260	498	26	34	21	17	9
Weighted Base	1829	1055	554	220	1522	1187	1610	1154	626	454	469	954	37	68	38	31	13
Very Dissatisfied (-2)	15 1%	5 *%	5 1%	6 3%	13 1%	8 1%	14 1%	12 1%	5 1%	4 1%	5 1%	4 *%	1 3%	1 1%	- -%	2 7%	- -%
Fairly Dissatisfied (-1)	53 3%	25 2%	18 3%	10 4%	43 3%	40 3%	44 3%	40 3%	22 3%	17 4%	5 1%	32 3%	* 1%	2 2%	4 9%	* *%	2 12%
Neither Satisfied Nor Dissatisfied (0)	223 12%	134 13%	66 12%	23 10%	191 13%	151 13%	203 13%	152 13%	77 12%	51 11%	55 12%	131 14%	2 5%	6 9%	* *%	6 20%	2 16%
Fairly Satisfied (1)	784 43%	446 42%	260 47%	78 35%	666 44%	540 45%	709 44%	516 45%	304 48%	218 48%	197 42%	442 46%	14 37%	31 46%	17 46%	5 16%	4 27%
Very Satisfied (2)	754 41%	445 42%	204 37%	104 47%	609 40%	449 38%	640 40%	435 38%	219 35%	164 36%	206 44%	346 36%	20 54%	28 41%	17 44%	17 57%	6 44%
NET: Satisfied	1538 84%	892 84%	465 84%	182 83%	1275 84%	989 83%	1349 84%	951 82%	522 83%	382 84%	403 86%	787 82%	33 91%	60 87%	34 90%	22 73%	9 72%
NET: Dissatisfied	68 4%	30 3%	23 4%	15 7%	56 4%	47 4%	58 4%	52 4%	27 4%	21 5%	11 2%	36 4%	1 4%	3 4%	4 9%	2 8%	2 12%
Answered	1829	1055	554	220	1522	1187	1610	1154	626	454	469	954	37	68	38	31	13
Mean Score	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.1	1.1	1.3 b	1.1	1.4	1.2	1.3	1.1	1.0
Standard error	.02	.03	.03	.05	.02	.02	.02	.02	.03	.03	.04	.03	.10	.08	.10	.14	.20
Standard deviation	.83	.79	.82	.97	.82	.82	.82	.85	.82	.82	.79	.81	.87	.83	.88	1.20	1.09

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2004	1326	132	91	75	38	38	18	973	161	91	57	38	21	16
Effective base	971	696	52	27	21	11	7	4	507	55	23	23	9	8	6
Weighted Base	1829	1321	78	54	33	15	14	7	945	117	45	44	16	12	9
Very Dissatisfied (-2)	15 1%	11 1%	- -%	2 4%	* *%	- -%	- -%	- -%	4 *%	2 1%	- -%	- -%	- -%	2 18%	- -%
Fairly Dissatisfied (-1)	53 3%	37 3%	- -%	1 2%	1 2%	2 15%	1 7%	- -%	30 3%	5 5%	* 1%	2 4%	1 7%	* *%	2 18%
Neither Satisfied Nor Dissatisfied (0)	223 12%	174 13%	7 8%	3 5%	1 2%	* 1%	5 34%	2 27%	123 13%	19 16%	2 5%	3 7%	* 1%	1 10%	2 23%
Fairly Satisfied (1)	784 43%	579 44%	42 53%	23 43%	12 37%	5 37%	2 15%	3 37%	434 46%	63 54%	16 35%	18 41%	4 28%	5 38%	* 5%
Very Satisfied (2)	754 41%	520 39%	30 38%	25 46%	19 58%	7 46%	6 44%	3 36%	354 37%	28 24%	27 60%	21 48%	10 64%	4 34%	5 54%
NET: Satisfied	1538 84%	1099 83%	72 92%	48 89%	31 96%	12 83%	8 59%	5 73%	788 83%	91 78%	43 95%	39 89%	15 92%	9 71%	5 59%
NET: Dissatisfied	68 4%	49 4%	- -%	3 6%	1 2%	2 15%	1 7%	- -%	34 4%	7 6%	* 1%	2 4%	1 7%	2 19%	2 18%
Answered	1829	1321	78	54	33	15	14	7	945	117	45	44	16	12	9
Mean Score	1.2	1.2	1.3	1.2	1.5	1.1	1.0	1.1	1.2	.9	1.5	1.3	1.5	.7	.9
Standard error	.02	.02	.05	.10	.08	.17	.17	.20	.03	.07	.07	.10	.14	.32	.33
Standard deviation	.83	.83	.62	.95	.67	1.07	1.07	.85	.80	.85	.62	.78	.85	1.47	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	More than once a week and not daily		Daily	Multiple times daily	
		a	b	c	d	e	*f	g		a	b			c
Significance Level: 95%														
Unweighted Base	2004	881	134	93	58	45	18	30	748	355	378	218	89	
Effective base	971	461	53	32	22	14	7	10	429	166	171	68	27	
Weighted Base	1829	901	106	50	37	27	14	19	832	310	308	106	46	
Very Dissatisfied (-2)	15 1%	8 1%	1 1%	1 2%	* *%	- -%	- -%	2 11% a	9 1%	2 1%	2 1%	* *%	- -%	
Fairly Dissatisfied (-1)	53 3%	33 4%	3 3%	3 5%	* 1%	- -%	* 1%	2 8%	19 2%	10 3%	11 3%	2 2%	2 3%	
Neither Satisfied Nor Dissatisfied (0)	223 12%	127 14%	13 12%	6 11%	1 4%	4 16%	- -%	1 4%	109 13%	27 9%	48 16%	11 11%	5 11%	
Fairly Satisfied (1)	784 43%	400 44%	56 53%	21 43%	21 57%	9 33%	2 16%	5 28%	367 44%	153 49%	116 38%	49 46%	22 48%	
Very Satisfied (2)	754 41%	334 37%	33 31%	19 39%	14 39%	14 51%	11 83%	9 48%	329 39%	117 38%	130 42%	44 41%	17 38%	
NET: Satisfied	1538 84%	734 81%	90 85%	41 82%	36 96%	23 84%	14 99%	15 77%	695 84%	270 87%	247 80%	92 87%	39 85%	
NET: Dissatisfied	68 4%	41 4%	4 3%	4 7%	* 1%	- -%	* 1%	4 20% a	28 3%	13 4%	13 4%	2 2%	2 3%	
Answered	1829	901	106	50	37	27	14	19	832	310	308	106	46	
Mean Score	1.2	1.1	1.1	1.1	1.3	1.3	1.8	.9	1.2	1.2	1.2	1.3	1.2	
Standard error	.02	.03	.07	.10	.08	.11	.10	.26	.03	.04	.04	.05	.08	
Standard deviation	.83	.85	.77	.94	.59	.76	.43	1.41	.82	.79	.87	.74	.77	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	2004	801	334	315	195	64	581	269	279	149	66	
Effective base	971	453	157	136	54	16	323	118	114	51	20	
Weighted Base	1829	892	283	230	78	28	634	225	200	80	37	
Very Dissatisfied (-2)	15 1%	9 1%	2 1%	2 1%	* *%	- -%	6 1%	1 *%	1 *%	- -%	- -%	
Fairly Dissatisfied (-1)	53 3%	20 2%	9 3%	11 5%	2 2%	- -%	17 3%	9 4%	10 5%	2 3%	2 4%	
Neither Satisfied Nor Dissatisfied (0)	223 12%	116 13%	29 10%	31 14%	7 9%	5 18%	85 13%	16 7%	29 15%	11 14%	5 13%	
Fairly Satisfied (1)	784 43%	383 43%	138 49%	87 38%	38 48%	14 49%	302 48%	113 50%	75 37%	30 38%	16 44%	
Very Satisfied (2)	754 41%	364 41%	105 37%	99 43%	32 41%	9 33%	224 35%	86 38%	86 43%	36 45%	15 39%	
NET: Satisfied	1538 84%	747 84%	243 86%	186 81%	69 89%	23 82%	526 83%	199 89%	160 80%	66 83%	31 83%	
NET: Dissatisfied	68 4%	29 3%	12 4%	13 6%	2 3%	- -%	23 4%	10 4%	11 5%	2 3%	2 4%	
Answered	1829	892	283	230	78	28	634	225	200	80	37	
Mean Score	1.2	1.2	1.2	1.2	1.3	1.1	1.1	1.2	1.2	1.3	1.2	
Standard error	.02	.03	.04	.05	.05	.09	.03	.05	.05	.07	.10	
Standard deviation	.83	.82	.81	.89	.73	.71	.81	.78	.88	.80	.82	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2004	551	204	255	151	74	711	84	452	1868	136	1677	41
Effective base		971	307	88	112	56	27	338	39	216	917	55	800	14
Weighted Base		1829	610	187	188	103	46	650	53	439	1716	113	1492	30
Very Dissatisfied	(-2)	15	5	-	4	*	2	6	-	5	13	2	13	-
		1%	1%	-%	2%	-%	5%	1%	-%	1%	1%	2%	1%	-%
Fairly Dissatisfied	(-1)	53	22	7	5	4	2	21	3	14	50	3	43	-
		3%	4%	3%	3%	4%	3%	3%	5%	3%	3%	2%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	223	96	17	21	17	*	69	9	73	200	22	185	5
		12%	16%	9%	11%	17%	-%	11%	16%	17%	12%	20%	12%	18%
Fairly Satisfied	(1)	784	278	101	66	37	23	273	23	215	751	33	659	7
		43%	45%	54%	35%	36%	49%	42%	44%	49%	44%	29%	44%	24%
Very Satisfied	(2)	754	210	63	91	45	19	280	18	132	701	53	592	17
		41%	34%	34%	48%	43%	42%	43%	35%	30%	41%	47%	40%	58%
NET: Satisfied		1538	487	164	157	82	42	553	41	346	1452	86	1251	24
		84%	80%	87%	84%	79%	92%	85%	78%	79%	85%	76%	84%	82%
NET: Dissatisfied		68	27	7	9	4	4	27	3	20	64	5	56	-
		4%	4%	3%	5%	4%	8%	4%	5%	4%	4%	4%	4%	-%
Answered		1829	610	187	188	103	46	650	53	439	1716	113	1492	30
Mean Score		1.2	1.1	1.2	1.3	1.2	1.2	1.2	1.1	1.0	1.2	1.2	1.2	1.4
Standard error		.02	.04	.05	.06	.07	.11	.03	.09	.04	.02	.08	.02	.12
Standard deviation		.83	.85	.73	.92	.86	.99	.84	.86	.84	.82	.95	.82	.79

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2004	1248	109	930	329	1679	39	1241	116	931	328
Effective base	971	600	31	468	129	802	13	592	38	469	128
Weighted Base	1829	1119	68	892	262	1494	28	1109	78	892	261
Very Dissatisfied	(-2)	15 1%	8 1%	* *%	9 1%	2 1%	- -%	8 1%	* *%	9 1%	2 1%
Fairly Dissatisfied	(-1)	53 3%	39 3%	1 1%	32 4%	8 3%	* 2%	39 4%	1 1%	34 4%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	138 12%	13 19%	108 12%	43 16%	5 19%	136 12%	15 19%	106 12%	46 18%
Fairly Satisfied	(1)	784 43%	509 45%	31 45%	422 47%	94 36%	10 36%	656 46%	28 36%	512 47%	100 38%
Very Satisfied	(2)	754 41%	425 38%	24 34%	320 36%	115 44%	12 43%	597 40%	12 43%	415 37%	34 43%
NET: Satisfied		1538 84%	934 83%	55 80%	742 83%	209 80%	22 79%	1253 84%	62 80%	927 84%	208 79%
NET: Dissatisfied		68 4%	47 4%	1 1%	42 5%	10 4%	* 2%	55 4%	1 1%	47 4%	8 3%
Answered	1829	1119	68	892	262	1494	28	1109	78	892	261
Mean Score	1.2	1.2	1.1	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2
Standard error	.02	.02	.07	.03	.05	.02	.13	.02	.07	.03	.05
Standard deviation	.83	.82	.76	.84	.87	.82	.82	.82	.80	.85	.85

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2004	800	1365	245	2	718	983	200	4	872	700	219	2
Effective base	971	356	667	103	1	322	469	87	3	408	342	99	2
Weighted Base	1829	673	1231	192	2	607	852	158	4	786	629	177	4
Very Dissatisfied (-2)	15 1%	10 1%	10 1%	1 *%	- -%	7 1%	5 1%	1 1%	- -%	9 1%	6 1%	1 1%	- -%
Fairly Dissatisfied (-1)	53 3%	25 4%	31 2%	6 3%	- -%	25 4%	25 3%	8 5%	- -%	31 4%	19 3%	4 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	223 12%	73 11%	157 13%	26 13%	- -%	57 9%	112 13%	22 14%	2 39%	85 11%	86 14%	23 13%	- -%
Fairly Satisfied (1)	784 43%	315 47%	535 43%	90 47%	1 90%	278 46%	383 45%	62 39%	1 13%	344 44%	283 45%	80 45%	2 59%
Very Satisfied (2)	754 41%	250 37%	498 40%	69 36%	* 10%	241 40%	327 38%	66 42%	2 47%	317 40%	235 37%	69 39%	2 41%
NET: Satisfied	1538 84%	566 84%	1034 84%	159 83%	2 100%	518 85%	711 83%	128 81%	3 61%	660 84%	518 82%	149 84%	4 100%
NET: Dissatisfied	68 4%	35 5%	41 3%	7 4%	- -%	32 5%	30 3%	9 5%	- -%	41 5%	25 4%	5 3%	- -%
Answered	1829	673	1231	192	2	607	852	158	4	786	629	177	4
Mean Score	1.2	1.1	1.2	1.1	1.1	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.4
Standard error	.02	.03	.02	.05	.35	.03	.03	.06	.53	.03	.03	.05	.40
Standard deviation	.83	.86	.81	.80	.49	.85	.81	.88	1.07	.86	.83	.79	.57

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	2004	1630	1212	921	1277	1049	50	600	466	452	117	80	467	433			
Effective base	971	777	570	456	606	511	18	307	227	218	61	44	226	207			
Weighted Base	1829	1447	1055	860	1151	961	14	585	436	428	117	88	439	395			
Very Dissatisfied (-2)	15 1%	13 1%	7 1%	9 1%	11 1%	6 1%	- -%	5 1%	7 2%	2 *%	1 1%	1 1%	3 1%	3 1%			
Fairly Dissatisfied (-1)	53 3%	39 3%	38 4%	31 4%	29 3%	32 3%	* *%	16 3%	20 5%	12 3%	2 1%	4 4%	9 2%	13 3%			
Neither Satisfied Nor Dissatisfied (0)	223 12%	181 12%	124 12%	107 12%	130 11%	138 14%	2 16%	74 13%	53 12%	39 9%	18 16%	15 17%	53 12%	55 14%			
Fairly Satisfied (1)	784 43%	630 44%	481 46%	391 45%	509 44%	421 44%	4 29%	279 48%	207 47%	196 46%	51 44%	41 47%	166 38%	152 39%			
Very Satisfied (2)	754 41%	584 40%	405 38%	322 37%	471 41%	364 38%	8 55%	210 36%	148 34%	180 42%	45 39%	27 31%	208 47%	173 44%			
NET: Satisfied	1538 84%	1214 84%	886 84%	713 83%	981 85%	785 82%	12 84%	489 84%	355 82%	376 88%	96 82%	69 78%	374 85%	326 82%			
NET: Dissatisfied	68 4%	52 4%	45 4%	40 5%	40 3%	38 4%	* *%	21 4%	27 6%	14 3%	3 2%	5 5%	12 3%	15 4%			
Answered	1829	1447	1055	860	1151	961	14	585	436	428	117	88	439	395			
Mean Score	1.2	1.2	1.2	1.1	1.2	1.2	1.4	1.2	1.1	1.3	1.2	1.0	1.3	1.2			
Standard error	.02	.02	.02	.03	.02	.03	.11	.03	.04	b .04	.07	.10	.04	.04			
Standard deviation	.83	.82	.82	.85	.81	.83	.78	.81	.89	.77	.80	.87	.81	.85			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2004	170	98	79	36	1772	1265	1838	1298	1260	798	1693	241	-	1641	112
Effective base	971	81	41	37	19	846	577	879	598	580	369	826	114	-	774	64
Weighted Base	1829	153	69	66	40	1585	1046	1645	1109	1054	712	1546	209	-	1454	122
Very Dissatisfied (-2)	15 1%	2 1%	1 1%	3 4%	- -%	15 1%	12 1%	15 1%	13 1%	9 1%	11 2%	14 1%	- -%	- -%	* *%	13 10%
Fairly Dissatisfied (-1)	53 3%	5 4%	2 2%	9 14% a	* *%	49 3%	33 3%	52 3%	33 3%	25 2%	22 3%	47 3%	9 4%	- -%	24 2%	21 17% a
Neither Satisfied Nor Dissatisfied (0)	223 12%	18 12%	4 5%	10 15%	5 13%	197 12%	125 12%	201 12%	125 11%	107 10%	68 10%	193 12%	23 11%	- -%	87 6%	35 28% a
Fairly Satisfied (1)	784 43%	63 41%	33 49%	28 42%	14 34%	669 42%	426 41%	694 42%	459 41%	431 41%	336 47%	640 41%	99 48%	- -%	648 45% b	35 28%
Very Satisfied (2)	754 41%	65 43%	29 43%	16 25%	21 53% c	655 41%	451 43%	683 42%	479 43%	483 46%	276 39%	652 42%	77 37%	- -%	694 48% b	20 16%
NET: Satisfied	1538 84%	128 83% c	63 91% c	44 67%	35 87%	1324 84%	876 84%	1377 84%	938 85%	914 87%	611 86%	1292 84%	176 84%	- -%	1342 92% b	54 44%
NET: Dissatisfied	68 4%	7 5%	3 4%	12 18% ab	* *%	64 4%	45 4%	67 4%	46 4%	34 3%	33 5%	61 4%	9 4%	- -%	25 2% a	33 27%
Answered	1829	153	69	66	40	1585	1046	1645	1109	1054	712	1546	209	-	1454	122
Mean Score	1.2	1.2	1.3	.7	1.4	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.2	-	1.4	.2
Standard error	.02	c .07	c .08	.13	c .12	.02	.02	.02	.02	.02	.03	.02	.05	-	b .02	.11
Standard deviation	.83	.87	.79	1.12	.72	.84	.85	.84	.85	.81	.84	.84	.79	-	.68	1.21

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2004	713	1291	446	22	213	322	206	1317	412	251	295	1374
Effective base	971	354	617	197	14	93	151	94	645	200	121	136	680
Weighted Base	1829	689	1141	393	35	192	303	171	1224	374	221	272	1265
Very Dissatisfied (-2)	15 1%	15 2%	- -%	5 1%	- -%	* *%	6 2%	7 4%	2 *%	5 1%	3 1%	3 1%	8 1%
Fairly Dissatisfied (-1)	53 3%	44 6%	9 1%	9 2%	1 2%	6 3%	8 3%	7 4%	21 2%	23 6%	11 5%	11 4%	30 2%
Neither Satisfied Nor Dissatisfied (0)	223 12%	120 17%	103 9%	28 7%	11 31%	26 13%	37 12%	18 10%	151 12%	49 13%	30 14%	43 16%	141 11%
Fairly Satisfied (1)	784 43%	316 46%	468 41%	185 47%	2 6%	80 42%	135 44%	58 34%	532 43%	172 46%	77 35%	133 49%	542 43%
Very Satisfied (2)	754 41%	194 28%	560 49%	167 42%	21 61%	80 42%	118 39%	81 48%	519 42%	124 33%	100 45%	82 30%	544 43%
NET: Satisfied	1538 84%	510 74%	1029 90%	352 89%	23 67%	160 83%	253 83%	139 82%	1051 86%	296 79%	177 80%	215 79%	1086 86%
NET: Dissatisfied	68 4%	59 9%	9 1%	13 3%	1 2%	6 3%	14 5%	14 8%	23 2%	28 8%	14 6%	14 5%	38 3%
Answered	1829	689	1141	393	35	192	303	171	1224	374	221	272	1265
Mean Score	1.2	.9	1.4	1.3	1.3	1.2	1.2	1.2	1.3	1.0	1.2	1.0	1.3
Standard error	.02	.04	.02	.04	.21	.05	.05	.07	.02	.05	.06	.05	.02
Standard deviation	.83	.95	.68	.79	.99	.79	.87	1.04	.75	.91	.94	.85	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		2004	1035	969
Effective base		971	460	512
Weighted Base		1829	839	990
Very Dissatisfied	(-2)	15 1%	8 1%	8 1%
Fairly Dissatisfied	(-1)	53 3%	26 3%	27 3%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	100 12%	123 12%
Fairly Satisfied	(1)	784 43%	356 42%	429 43%
Very Satisfied	(2)	754 41%	350 42%	404 41%
NET: Satisfied		1538 84%	705 84%	833 84%
NET: Dissatisfied		68 4%	34 4%	35 3%
Answered		1829	839	990
Mean Score		1.2	1.2	1.2
Standard error		.02	.03	.03
Standard deviation		.83	.84	.82

Columns Tested: a,b

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2004	-	84	326	367	39	150	118	239	184	175	208	114
Effective base		971	-	35	161	176	14	86	35	112	110	57	140	65
Weighted Base		1829	-	63	335	314	30	166	50	195	215	59	298	105
Very Dissatisfied	(-2)	15 1%	- -%	- -%	1 *%	1 *%	- -%	5 3%	- -%	2 1%	2 1%	* *%	* *%	3 3%
Fairly Dissatisfied	(-1)	53 3%	- -%	1 1%	7 2%	3 1%	1 5%	9 6%	4 7%	6 3%	6 3%	1 1%	11 4%	5 5%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	- -%	6 9%	43 13%	32 10%	3 9%	21 12%	3 6%	27 14%	23 11%	9 15%	46 15%	11 11%
Fairly Satisfied	(1)	784 43%	- -%	29 45%	133 40%	109 35%	5 16%	72 44%	24 49%	97 50%	101 47%	20 34%	151 51%	42 41%
Very Satisfied	(2)	754 41%	- -%	28 45%	151 45%	170 54%	21 70%	58 35%	18 37%	63 32%	82 38%	29 50%	89 30%	43 41%
NET: Satisfied		1538 84%	- -%	57 90%	285 85%	279 89%	26 86%	131 79%	43 86%	160 82%	183 85%	49 83%	240 81%	85 81%
NET: Dissatisfied		68 4%	- -%	1 1%	7 2%	4 1%	1 5%	15 9%	4 7%	8 4%	8 4%	1 1%	11 4%	8 8%
Answered		1829	-	63	335	314	30	166	50	195	215	59	298	105
Mean Score		1.2	-	1.3	1.3	1.4	1.5	1.0	1.2	1.1	1.2	1.3	1.1	1.1
Standard error		.02	-	.07	.04	.04	.14	.08	.08	.05	.06	.06	.05	.09
Standard deviation		.83	-	.69	.78	.73	.86	1.00	.85	.83	.82	.79	.78	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 278 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2004	438	528	541	497	966	1038	
Effective base	971	217	257	254	247	470	501	
Weighted Base	1829	457	451	460	462	908	921	
Very Dissatisfied	(-2)	15 1%	1 *%	6 1%	5 1%	4 1%	7 1%	8 1%
Fairly Dissatisfied	(-1)	53 3%	7 2%	13 3%	15 3%	17 4%	21 2%	32 4%
Neither Satisfied Nor Dissatisfied	(0)	223 12%	50 11%	53 12%	53 12%	66 14%	103 11%	120 13%
Fairly Satisfied	(1)	784 43%	181 40%	167 37%	223 48%	213 46%	348 38%	436 47%
Very Satisfied	(2)	754 41%	218 48%	211 47%	163 36%	161 35%	429 47%	325 35%
NET: Satisfied		1538 84%	399 87%	378 84%	386 84%	375 81%	777 86%	761 83%
NET: Dissatisfied		68 4%	8 2%	20 4%	20 4%	21 4%	28 3%	41 4%
Answered	1829	457	451	460	462	908	921	
Mean Score	1.2	1.3 cd	1.2	1.1	1.1	1.3 b	1.1	
Standard error	.02	.04	.04	.04	.04	.03	.03	
Standard deviation	.83	.75	.88	.82	.84	.81	.83	

Columns Tested:: a,b,c,d - a,b

Table 279

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE

Base: All using RM (QV4=1) excluding Don't know

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of sent post lost	Price of postage	Items being delivered intact/ undamaged
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base		2005	2000	1589	1575	1587	1897	1987	2004
Effective base		974	972	762	758	770	917	966	971
Weighted Base		1828	1828	1446	1440	1483	1736	1821	1829
Very Dissatisfied	(-2)	40	60	18	28	47	51	138	15
		2%	3%	1%	2%	3%	3%	8%	1%
		h	ch		h	ch	ch	abcdefh	
Fairly Dissatisfied	(-1)	132	122	60	53	86	89	332	53
		7%	7%	4%	4%	6%	5%	18%	3%
		cdh	cdh			dh	h	abcdefh	
Neither Satisfied Nor Dissatisfied	(0)	289	277	271	234	279	280	422	223
		16%	15%	19%	16%	19%	16%	23%	12%
		h		bh	h	bh	h	abcdefh	
Fairly Satisfied	(1)	736	750	596	587	599	602	634	784
		40%	41%	41%	41%	40%	35%	35%	43%
		fg	fg	fg	fg	fg			fg
Very Satisfied	(2)	630	618	501	536	471	713	294	754
		34%	34%	35%	37%	32%	41%	16%	41%
		g	g	g	eg	g	abceg		abceg
NET: Satisfied		1366	1368	1097	1124	1070	1315	928	1538
		75%	75%	76%	78%	72%	76%	51%	84%
		g	g	g	eg	g	g		abcdefg
NET: Dissatisfied		172	183	78	81	134	141	471	68
		9%	10%	5%	6%	9%	8%	26%	4%
		cdh	cdh			cdh	cdh	abcdefh	
Answered		1828	1828	1446	1440	1483	1736	1821	1829
Mean Score		1.0	1.0	1.0	1.1	.9	1.1	.3	1.2
		g	g	eg	abeg	g	beg		abcdefg
Standard error		.02	.02	.02	.02	.03	.02	.03	.02
Standard deviation		.99	1.03	.90	.92	1.01	1.02	1.17	.83

Columns Tested:: a,b,c,d,e,f,g,h

Table 280

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	43 8%	254 19% a	285 16%	9 13%	1 15%	1 20%	11 14%
Delivery time (when you receive your post delivery)	232 13%	24 5%	208 16% a	223 13%	7 9%	2 26% abe	1 21% abe	9 12%
Price of postage	199 11%	4 1%	195 15% a	189 11%	8 12%	1 19%	* 9%	10 12%
Items being delivered intact/undamaged	122 7%	13 2%	109 8% a	119 7%	2 4%	1 9%	* 3%	3 4%
Amount / level of sent post lost	118 6%	18 3%	100 8% a	115 7% be	1 2%	1 10% be	* 9% be	3 3%
Collection reliability	105 6%	14 3%	91 7% a	98 6%	5 7%	1 17% ab	* 11% a	7 8%
Collection time of items you are sending	69 4%	6 1%	63 5% a	65 4%	2 4%	1 9%	1 16% abe	4 5%
Latest collection time	62 3%	3 1%	58 4% a	58 3%	3 5%	1 9% a	* 10% a	4 5%
Other (PLEASE SPECIFY)	67 4%	22 4%	45 3%	65 4%	2 3%	* 2%	* 3%	2 3%
No Problems	1159 63%	433 82% b	726 55%	1107 63%	46 67% d	4 53%	2 53%	52 65% d

Columns Tested:: a,b - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

Significance Level: 95%

Unweighted Base

Effective base

Weighted Base

NET: Any problem

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
	2030	719	1311	1466	304	86	174	564
	986	322	671	909	174	54	105	229
	1850	525	1325	1769	69	8	4	81
	691	92	599	663	23	4	2	29
	37%	18%	45%	37%	33%	47%	47%	35%
			a				be	

Columns Tested:: a,b - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	199 18%	71 14%	16 12%	6 13%	4 14%	1 20%	285 16%	9 13%	2 17%
Delivery time (when you receive your post delivery)	232 13%	147 13%	66 13%	10 8%	3 5%	6 22%	1 21%	223 13%	7 9%	3 24%
		d	d			abcdgh	abcdgh	d		abcdgh
Price of postage	199 11%	121 11%	56 11%	12 9%	5 11%	4 14%	* 9%	189 11%	8 12%	2 15%
Items being delivered intact/undamaged	122 7%	89 8%	27 5%	2 2%	2 3%	2 6%	* 3%	119 7%	2 4%	1 7%
		ch						c		
Amount / level of sent post lost	118 6%	81 7%	29 6%	5 4%	1 3%	1 3%	* 9%	115 7%	1 2%	1 10%
		h					dh	h		dh
Collection reliability	105 6%	71 6%	22 4%	5 4%	3 6%	3 11%	* 11%	98 6%	5 7%	2 15%
						bg	bg			abcdgh
Collection time of items you are sending	69 4%	43 4%	16 3%	7 5%	1 2%	2 8%	1 16%	65 4%	2 4%	1 11%
						bdg	abcdgh			abdgh
Latest collection time	62 3%	30 3%	23 4%	5 4%	3 5%	1 5%	* 10%	58 3%	3 5%	1 9%
							ag			ag
Other (PLEASE SPECIFY)	67 4%	49 4%	14 3%	2 1%	1 2%	1 4%	* 3%	65 4%	2 3%	* 2%
No Problems	1159 63%	685 60%	337 66%	85 68%	34 69%	16 58%	2 53%	1107 63%	46 67%	6 53%
			fi	fi	fi				fi	
NET: Any problem	691 37%	448 40%	174 34%	40 32%	15 31%	12 42%	2 47%	663 37%	23 33%	6 47%
							bcdh			bcdh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	243 17%	42 13%	9 13%	1 15%	1 20%	199 19%	44 19%	10 22%	5 13%	6 13%
Delivery time (when you receive your post delivery)	232 13%	189 13%	34 11%	7 9%	2 26%	1 21%	159 15%	30 13%	8 17%	9 21%	5 11%
					abc	abc					
Price of postage	199 11%	156 11%	33 10%	8 12%	1 19%	* 9%	149 14%	19 8%	9 20%	7 18%	4 9%
									b		
Items being delivered intact/undamaged	122 7%	109 8%	10 3%	2 4%	1 9%	* 3%	92 9%	10 4%	1 3%	2 5%	4 10%
		b			b						
Amount / level of sent post lost	118 6%	99 7%	16 5%	1 2%	1 10%	* 9%	69 6%	31 13%	2 4%	5 11%	1 3%
		c			c	c		a			
Collection reliability	105 6%	82 6%	16 5%	5 7%	1 17%	* 11%	58 5%	25 11%	2 4%	2 5%	1 3%
					abc	ab		a			
Collection time of items you are sending	69 4%	52 4%	14 4%	2 4%	1 9%	1 16%	40 4%	18 8%	* 1%	4 9%	2 4%
					a	abc		a			
Latest collection time	62 3%	40 3%	18 6%	3 5%	1 9%	* 10%	31 3%	14 6%	4 8%	3 8%	2 4%
			a		a	a					
Other (PLEASE SPECIFY)	67 4%	59 4%	6 2%	2 3%	* 2%	* 3%	46 4%	3 1%	1 2%	2 5%	1 2%
No Problems	1159 63%	889 61%	218 69%	46 67%	4 53%	2 53%	611 57%	138 59%	25 55%	26 62%	29 65%
			ade	e							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
NET: Any problem	691	563	99	23	4	2	457	95	21	15	15
	37%	39%	31%	33%	47%	47%	43%	41%	45%	38%	35%
		b			b	bc					

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	117	104	206	76	119	149	133	126	118
Effective base	986	81	77	138	53	86	108	101	88	82
Weighted Base	1850	161	139	325	86	135	250	244	155	135
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	22 14%	16 12%	66 20%	20 23%	30 22%	46 18%	28 11%	32 21%	17 12%
Delivery time (when you receive your post delivery)	232 13%	27 17%	22 16%	45 14%	12 14%	20 15%	21 8%	25 10%	24 15%	16 12%
Price of postage	199 11%	21 13%	11 8%	32 10%	12 14%	23 17%	24 9%	29 12%	14 9%	14 10%
Items being delivered intact/undamaged	122 7%	22 14%	12 9%	20 6%	5 5%	11 8%	16 6%	10 4%	8 5%	11 8%
Amount / level of sent post lost	118 6%	14 8%	8 6%	21 7%	6 7%	6 5%	25 10%	10 4%	18 12%	2 2%
Collection reliability	105 6%	8 5%	4 3%	22 7%	4 5%	8 6%	20 8%	8 3%	12 7%	9 6%
Collection time of items you are sending	69 4%	5 3%	4 3%	14 4%	6 7%	7 5%	7 3%	7 3%	12 8%	3 2%
Latest collection time	62 3%	8 5%	3 2%	17 5%	4 5%	4 3%	6 2%	5 2%	3 2%	4 3%
Other (PLEASE SPECIFY)	67 4%	5 3%	1 1%	9 3%	1 1%	6 5%	17 7%	5 2%	8 5%	6 4%
No Problems	1159 63%	101 63%	87 63%	197 61%	53 61%	81 60%	149 59%	166 68%	87 56%	86 64%
NET: Any problem	691 37%	60 37%	52 37%	128 39%	33 39%	54 40%	101 41%	78 32%	69 44%	49 36%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	313	347	488	1148	882	310	292	280
Effective base	986	221	245	347	793	411	154	169	153
Weighted Base	1850	356	455	819	1631	219	108	74	38
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	66 19%	71 16%	140 17%	277 17%	19 9%	8 7%	7 10%	4 10%
		efgh	ef	efgh	efgh				
Delivery time (when you receive your post delivery)	232 13%	48 13%	73 16%	91 11%	212 13%	21 9%	12 11%	6 8%	3 8%
			efgh						
Price of postage	199 11%	49 14%	46 10%	85 10%	180 11%	19 9%	9 9%	7 10%	2 6%
		eh			h				
Items being delivered intact/undamaged	122 7%	26 7%	42 9%	46 6%	114 7%	8 4%	2 2%	4 6%	2 4%
		ef	ef		ef				
Amount / level of sent post lost	118 6%	15 4%	40 9%	56 7%	111 7%	7 3%	3 3%	2 2%	2 6%
			aefg	eg	efg				
Collection reliability	105 6%	20 6%	23 5%	50 6%	94 6%	11 5%	6 6%	3 5%	2 4%
Collection time of items you are sending	69 4%	15 4%	21 5%	27 3%	63 4%	6 3%	2 2%	3 4%	1 2%
Latest collection time	62 3%	13 4%	15 3%	28 3%	55 3%	7 3%	3 2%	2 3%	2 5%
Other (PLEASE SPECIFY)	67 4%	12 3%	14 3%	31 4%	58 4%	9 4%	3 2%	5 6%	2 5%
No Problems	1159 63%	219 62%	275 60%	512 62%	1006 62%	153 70%	76 71%	50 68%	27 73%
						abcd	bd		abcd

Columns Tested:: a,b,c,d,e,f,g,h

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2030	313	347	488	1148	882	310	292	280
Effective base	986	221	245	347	793	411	154	169	153
Weighted Base	1850	356	455	819	1631	219	108	74	38
NET: Any problem	691	137	181	308	625	66	32	24	10
	37%	38%	40%	38%	38%	30%	29%	32%	27%
		eh	efh	eh	efh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	5 5%	13 11%	2 5%	15 10%	28 14%	92 24% adegi	3 5%	6 10%	149 17% ag
Delivery time (when you receive your post delivery)	232 13%	7 8%	18 16%	1 2%	19 13%	23 11%	63 16%	6 9%	11 20%	103 12%
Price of postage	199 11%	4 4%	15 13%	1 2%	15 10%	21 11%	44 12%	9 13%	5 10%	100 11%
Items being delivered intact/undamaged	122 7%	3 3%	7 6%	* 1%	7 5%	9 4%	42 11% gi	1 1%	1 1%	59 7%
Amount / level of sent post lost	118 6%	1 1%	8 7%	1 2%	9 6%	12 6%	41 11% ai	4 6%	4 8%	47 5%
Collection reliability	105 6%	4 5%	10 8%	6 18%	15 10% i	23 12% fi	16 4%	6 8%	2 4%	37 4%
Collection time of items you are sending	69 4%	1 1%	10 8% i	2 5%	11 8% i	14 7% i	19 5%	1 1%	3 5%	21 2%
Latest collection time	62 3%	4 5%	9 8% i	- -%	9 6%	11 6%	15 4%	* *%	2 4%	20 2%
Other (PLEASE SPECIFY)	67 4%	1 1%	1 1%	- -%	1 1%	5 2%	21 6%	* *%	5 9% d	34 4%
No Problems	1159 63%	76 79% bfi	67 58%	23 73%	90 61%	131 65% f	200 53%	52 78% bf	38 70%	566 63% f

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Industry									
	Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2030	83	119	23	142	166	457	94	95	984
Effective base	986	41	46	12	58	84	247	39	35	502
Weighted Base	1850	95	115	31	147	199	381	67	54	898
NET: Any problem	691	20	49	8	57	69	181	15	17	333
	37%	21%	42%	27%	39%	35%	47%	22%	30%	37%
			ag				aegi			a

Columns Tested: a,b,c,d,e,f,g,h,i

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	47 11%	92 24% ac	157 15%	251 16%	45 15%	- -%	285 17% b	11 8%	293 16%	3 5%
Delivery time (when you receive your post delivery)	232 13%	49 11%	63 16% ac	121 12%	191 12%	41 13%	- -%	216 13%	16 11%	228 13%	4 7%
Price of postage	199 11%	41 9%	44 12% ac	114 11%	177 12%	22 7%	- -%	190 11%	9 6%	196 11%	3 5%
Items being delivered intact/undamaged	122 7%	19 4%	42 11% ac	60 6%	108 7%	14 5%	- -%	119 7%	3 2%	118 7%	4 6%
Amount / level of sent post lost	118 6%	22 5%	41 11% ac	55 5%	97 6%	21 7%	- -%	114 7%	4 3%	115 6%	3 4%
Collection reliability	105 6%	43 10% bc	16 4%	46 4%	87 6%	18 6%	- -%	99 6%	5 4%	104 6%	1 2%
Collection time of items you are sending	69 4%	26 6% c	19 5%	24 2%	58 4%	11 4%	- -%	66 4%	3 2%	69 4%	1 1%
Latest collection time	62 3%	25 6% c	15 4%	22 2%	49 3%	13 4%	- -%	60 3%	2 2%	61 3%	1 1%
Other (PLEASE SPECIFY)	67 4%	7 2%	21 6% a	39 4%	49 3%	18 6%	- -%	66 4%	1 1%	66 4%	1 2%
No Problems	1159 63%	296 67% b	200 53%	663 65% b	948 62%	211 67%	- -%	1055 62%	104 74% a	1106 62%	53 80% a

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
NET: Any problem	691	146	181	365	589	102	-	654	37	678	13
	37%	33%	47%	35%	38%	33%	-%	38%	26%	38%	20%
			ac					b		b	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1215	371	409
Effective base	986	633	140	199
Weighted Base	1850	1183	267	377
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	164 14%	38 14%	95 25% ab
Delivery time (when you receive your post delivery)	232 13%	130 11%	25 9%	75 20% ab
Price of postage	199 11%	101 9%	34 13%	61 16% a
Items being delivered intact/undamaged	122 7%	63 5%	19 7%	39 10% a
Amount / level of sent post lost	118 6%	45 4%	25 9% a	48 13% a
Collection reliability	105 6%	39 3%	41 15% ac	24 6%
Collection time of items you are sending	69 4%	38 3%	20 7% a	12 3%
Latest collection time	62 3%	28 2%	20 7% a	15 4%
Other (PLEASE SPECIFY)	67 4%	34 3%	9 3%	24 6% a
No Problems	1159 63%	813 69% bc	139 52%	188 50%

Columns Tested: a,b,c

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2030	1215	371	409
Effective base	986	633	140	199
Weighted Base	1850	1183	267	377
NET: Any problem	691 37%	370 31%	127 48%	188 50%
			a	a

Columns Tested: a,b,c

Table 280 (continuation)

QR4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	232 14%	42 26% ai	8 28%	3 46%	7 45%	2 94%	* 15%	* 89%	274 15%	22 38% ai	14 49% ai
Delivery time (when you receive your post delivery)	232 13%	194 12%	22 13%	5 17%	3 46%	5 28%	2 84%	* 29%	* 10%	216 12%	16 27% ai	10 38% abi
Price of postage	199 11%	160 10%	29 18% ai	6 19%	2 26%	2 11%	* 2%	1 41%	- -%	189 11%	10 17%	4 15%
Items being delivered intact/undamaged	122 7%	99 6%	21 13% ai	1 2%	* *%	1 5%	* 5%	- -%	- -%	120 7%	2 3%	1 4%
Amount / level of sent post lost	118 6%	82 5%	25 15% ai	6 22% ai	2 22%	* 2%	2 80%	* 4%	* 10%	107 6%	10 18% ai	4 15%
Collection reliability	105 6%	70 4%	17 11% ai	3 11%	2 30%	11 69%	* 4%	* 11%	* 6%	88 5%	17 30% abi	14 50% abci
Collection time of items you are sending	69 4%	55 3%	12 7%	1 5%	* 1%	1 6%	* 3%	* 33%	- -%	66 4%	3 5%	2 6%
Latest collection time	62 3%	44 3%	10 6%	2 8%	2 24%	1 7%	2 82%	* 29%	- -%	54 3%	8 13% ai	5 19% ai
Other (PLEASE SPECIFY)	67 4%	54 3%	12 7% a	1 2%	- -%	- -%	- -%	- -%	- -%	66 4%	1 1%	- -%
No Problems	1159 63%	1069 66% bjk	70 43%	14 49%	3 42%	1 9%	* 1%	1 55%	* 11%	1139 64% bjk	20 34%	5 19%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
NET: Any problem	691	560	93	15	4	15	3	1	*	653	38	23
	37%	34%	57%	51%	58%	91%	99%	45%	89%	36%	66%	81%
			ai								ai	ai

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	117 11%	115 21%	64 29%	257 17%	241 20%	277 17%	232 20%	125 20%	100 22%	47 10%	181 19%	4 12%	20 29%	12 31%	11 35%	1 11%
			a	a								a		a	a	a	
Delivery time (when you receive your post delivery)	232 13%	94 9%	101 18%	38 17%	211 14%	196 16%	219 14%	175 15%	121 19%	96 21%	26 6%	155 16%	3 8%	12 17%	10 25%	10 31%	4 30%
			a	a					ac	acd		a		a	a	a	a
Price of postage	199 11%	82 8%	78 14%	39 18%	174 11%	167 14%	187 11%	156 13%	97 15%	80 17%	30 6%	120 13%	4 11%	10 14%	7 18%	11 35%	5 42%
			a	a						ac		a				ab	abc
Items being delivered intact/undamaged	122 7%	48 5%	50 9%	23 10%	107 7%	104 9%	116 7%	106 9%	64 10%	31 7%	16 3%	81 8%	1 2%	12 18%	4 11%	3 8%	* 1%
			a	a								a					
Amount / level of sent post lost	118 6%	43 4%	39 7%	36 16%	98 6%	93 8%	106 7%	91 8%	43 7%	49 11%	21 4%	63 7%	4 10%	9 13%	3 8%	6 18%	1 7%
				ab						ac				a		a	
Collection reliability	105 6%	28 3%	42 8%	34 16%	94 6%	96 8%	96 6%	92 8%	74 12%	68 15%	3 1%	59 6%	6 16%	11 15%	4 10%	13 40%	2 15%
			a	ab					ac	abcd		a	a	ab	a	abe	a
Collection time of items you are sending	69 4%	25 2%	29 5%	15 7%	63 4%	60 5%	65 4%	57 5%	48 8%	47 10%	6 1%	35 4%	1 2%	7 10%	4 11%	9 27%	3 25%
			a	a					ac	abcd				a	a	abc	abc
Latest collection time	62 3%	22 2%	22 4%	18 8%	61 4%	55 5%	62 4%	54 5%	32 5%	33 7%	6 1%	37 4%	2 6%	2 2%	1 3%	13 40%	1 6%
				a					ac			a				abcde	
Other (PLEASE SPECIFY)	67 4%	35 3%	19 3%	13 6%	52 3%	38 3%	56 3%	41 4%	17 3%	5 1%	22 5%	29 3%	* 1%	3 4%	* 1%	2 7%	- -%
				f	f	f	f	f									
No Problems	1159 63%	758 71%	311 56%	90 41%	938 61%	650 54%	984 61%	633 55%	311 50%	207 45%	357 75%	551 57%	22 61%	27 39%	15 40%	11 33%	2 15%
		bc	c		bdef	f	bdef	f			bdefg	dfg	g				

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
	a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g	
Significance Level: 95%																	
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13
NET: Any problem	691	311	249	131	597	544	639	525	316	250	119	408	14	43	22	22	11
	37%	29%	44%	59%	39%	46%	39%	45%	50%	55%	25%	43%	39%	61%	60%	67%	85%
		a	ab			ac	ac	ac	abcd		a	ab	a	ab	ab	abc	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	209 16%	20 25%	10 19%	6 19%	5 33%	6 45%	* 1%	173 18%	35 29% a	5 12%	18 42% ac	4 24%	4 32%	1 16%
Delivery time (when you receive your post delivery)	232 13%	174 13%	15 19%	4 8%	5 14%	7 41% ac	6 39%	1 9%	137 14%	32 27% ac	3 6%	18 40% ac	1 8%	2 18%	3 39%
Price of postage	199 11%	139 10%	9 12%	6 12%	3 9%	7 42% abcd	5 32%	4 63%	124 13%	15 12%	7 14%	10 24%	2 12%	6 53%	3 31%
Items being delivered intact/undamaged	122 7%	97 7%	3 4%	4 7%	* 1%	3 17%	* 2%	* 2%	75 8%	14 12%	3 6%	10 23% a	* 1%	2 18%	- -%
Amount / level of sent post lost	118 6%	86 6%	2 3%	* *%	1 2%	4 24% abcd	4 31% abcd	* 4%	61 6%	17 14% a	4 8%	10 24% a	1 4%	* 3%	1 8%
Collection reliability	105 6%	58 4%	9 12% a	13 25% ad	* 1%	3 19% ad	7 51% abd	2 27%	51 5%	19 16% a	13 28% a	3 6% a	5 27% a	3 21%	2 22%
Collection time of items you are sending	69 4%	42 3%	7 9% a	3 6%	1 2%	2 12%	5 36% ad	3 44%	27 3%	16 13% a	1 2%	9 20% ac	3 16% a	5 41%	* 1%
Latest collection time	62 3%	42 3%	5 7%	1 1%	1 2%	3 21% ac	8 60% abcd	1 11%	31 3%	13 11% a	4 8%	4 9%	2 9%	2 15%	* 1%
Other (PLEASE SPECIFY)	67 4%	45 3%	4 5%	3 5%	* 1%	- -%	- -%	- -%	31 3%	2 1%	3 7%	* *%	- -%	2 18%	- -%
No Problems	1159 63%	840 63%	40 51%	26 48%	22 67%	6 37%	4 26%	* 3%	559 59% bd	48 41% d	24 51% d	7 17%	9 53% d	2 13%	1 10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9
NET: Any problem	691	491	38	29	11	10	10	7	390	69	22	36	8	10	8
	37%	37%	49%	52%	33%	63%	74%	97%	41%	59%	49%	83%	47%	87%	90%
									a			abce			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	160 18%	35 33%	15 29%	7 19%	6 21%	6 44%	5 25%	120 14%	53 17%	58 19%	27 25%	17 36%
			a									a	abc
Delivery time (when you receive your post delivery)	232 13%	107 12%	29 28%	16 33%	7 19%	7 25%	3 19%	7 36%	85 10%	58 19%	42 14%	22 21%	11 23%
			a	a				a		a		a	a
Price of postage	199 11%	107 12%	21 20%	13 25%	7 18%	2 9%	2 15%	4 22%	66 8%	34 11%	55 18%	24 23%	8 17%
			a								a	ab	
Items being delivered intact/undamaged	122 7%	84 9%	8 8%	4 7%	1 3%	8 28%	1 9%	* 2%	46 5%	26 8%	28 9%	9 8%	8 17%
						abd							a
Amount / level of sent post lost	118 6%	56 6%	14 13%	7 14%	10 26%	2 7%	* 3%	3 16%	33 4%	23 7%	28 9%	13 12%	10 22%
					a						a	a	ab
Collection reliability	105 6%	34 4%	15 14%	14 28%	10 28%	9 33%	6 41%	4 18%	31 4%	16 5%	31 10%	11 11%	6 14%
			a	a	a	a		a			a	a	a
Collection time of items you are sending	69 4%	29 3%	1 1%	14 28%	7 20%	2 9%	2 15%	1 4%	23 3%	14 5%	15 5%	6 6%	7 15%
				ab	ab								abc
Latest collection time	62 3%	30 3%	3 3%	9 18%	5 13%	1 4%	* 2%	5 27%	23 3%	6 2%	17 5%	9 9%	7 14%
				ab	a			ab				ab	ab
Other (PLEASE SPECIFY)	67 4%	31 3%	2 1%	* 1%	5 14%	* *%	- -%	2 11%	34 4%	6 2%	15 5%	1 1%	* *%
					abc								

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
No Problems	1159	551	42	14	8	8	5	5	571	177	161	53	17
	63%	61%	40%	27%	22%	28%	36%	28%	68%	57%	52%	50%	36%
		bcdeg						bcde					e
NET: Any problem	691	354	64	36	29	19	9	14	269	134	151	53	30
	37%	39%	60%	73%	78%	72%	64%	72%	32%	43%	48%	50%	64%
			a	a	a	a		a		a	a	a	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	140 16%	53 19%	38 16%	11 14%	12 45%	110 17%	41 18%	45 22%	25 31%	15 41%
						abcd				a	ab
Delivery time (when you receive your post delivery)	232 13%	110 12%	43 15%	36 16%	13 17%	8 28%	86 13%	57 25%	28 14%	16 20%	10 26%
								ac			
Price of postage	199 11%	82 9%	32 11%	42 18%	16 20%	3 11%	64 10%	34 15%	44 22%	17 22%	7 18%
				a	a				a	a	
Items being delivered intact/undamaged	122 7%	64 7%	22 8%	15 7%	4 5%	2 8%	43 7%	21 9%	26 13%	8 10%	6 16%
									a		
Amount / level of sent post lost	118 6%	41 5%	24 8%	21 9%	3 4%	6 22%	33 5%	18 8%	21 10%	12 15%	8 22%
						ad				a	a
Collection reliability	105 6%	39 4%	17 6%	17 7%	11 14%	5 18%	35 5%	21 9%	28 14%	5 7%	6 17%
					a	a			a		a
Collection time of items you are sending	69 4%	28 3%	13 4%	11 5%	3 4%	5 16%	29 5%	9 4%	9 5%	6 8%	7 18%
						a					abc
Latest collection time	62 3%	32 4%	4 1%	14 6%	7 9%	5 18%	22 3%	9 4%	12 6%	7 9%	6 16%
				b	b	ab					ab
Other (PLEASE SPECIFY)	67 4%	36 4%	4 1%	11 5%	1 1%	* *%	20 3%	6 3%	11 5%	1 1%	* *%
No Problems	1159 63%	575 64%	168 59%	134 58%	46 59%	11 40%	398 62%	111 49%	88 44%	36 45%	11 29%
							bcde				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
NET: Any problem	691	325	117	99	32	17	242	114	114	44	27
	37%	36%	41%	42%	41%	60%	38%	51%	56%	55%	71%
								a	a	a	a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	106 17%	37 20%	40 21%	28 27%	17 37%	155 24%	6 11%	71 16%	262 15%	34 30%	239 16%	17 59%
						a	c				a		a
Delivery time (when you receive your post delivery)	232 13%	68 11%	41 22%	30 16%	21 21%	11 25%	115 18%	7 13%	53 12%	200 12%	32 28%	201 13%	10 32%
			a		a	a					a		a
Price of postage	199 11%	70 11%	20 11%	35 18%	27 26%	5 10%	99 15%	8 15%	49 11%	179 10%	20 18%	168 11%	6 21%
					ab								
Items being delivered intact/undamaged	122 7%	58 10%	10 5%	22 11%	13 13%	3 6%	70 11%	1 2%	33 7%	113 7%	9 8%	105 7%	2 8%
Amount / level of sent post lost	118 6%	33 5%	12 6%	17 9%	22 22%	4 10%	58 9%	6 12%	27 6%	108 6%	10 9%	87 6%	11 36%
					abc								a
Collection reliability	105 6%	29 5%	13 7%	24 13%	24 23%	1 3%	62 10%	4 8%	25 6%	91 5%	14 13%	78 5%	16 53%
				a	abe						a		a
Collection time of items you are sending	69 4%	27 4%	6 3%	6 3%	12 12%	5 11%	32 5%	5 9%	20 5%	59 3%	10 9%	54 4%	10 33%
					ac						a		a
Latest collection time	62 3%	22 4%	9 5%	7 4%	11 10%	3 7%	31 5%	2 4%	21 5%	45 3%	17 15%	49 3%	12 40%
					a						a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base	986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base	1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Other (PLEASE SPECIFY)	67	18	7	8	5	3	29	3	9	63	4	52	-
	4%	3%	4%	4%	5%	6%	4%	6%	2%	4%	4%	3%	-%
No Problems	1159	374	104	92	31	18	314	28	280	1107	52	933	5
	63%	61%	56%	49%	30%	40%	48%	53%	64%	64%	46%	62%	16%
		cde	d	d					a	b		b	
NET: Any problem	691	240	83	96	72	28	338	25	160	630	61	572	25
	37%	39%	44%	51%	70%	60%	52%	47%	36%	36%	54%	38%	84%
				a	abc	a	c				a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	215 19%	26 38% a	158 18%	74 28% a	245 16%	11 41% a	209 19%	32 41% a	157 17%	76 29% a
Delivery time (when you receive your post delivery)	232 13%	177 16%	20 29% a	107 12%	68 26% a	200 13%	11 38% a	169 15%	28 35% a	113 13%	62 24% a
Price of postage	199 11%	148 13%	18 27% a	106 12%	50 19% a	171 11%	3 10% a	141 13%	25 32% a	107 12%	49 19% a
Items being delivered intact/undamaged	122 7%	99 9%	5 8% a	86 10%	20 8% a	106 7%	1 3% a	98 9%	6 8% a	89 10%	17 7% a
Amount / level of sent post lost	118 6%	77 7%	16 24% a	65 7%	26 10% a	84 6%	14 50% a	77 7%	15 20% a	65 7%	26 10% a
Collection reliability	105 6%	73 7%	22 33% a	55 6%	36 14% a	79 5%	14 50% a	66 6%	30 38% a	59 7%	33 13% a
Collection time of items you are sending	69 4%	45 4%	15 23% a	36 4%	21 8% a	54 4%	10 35% a	42 4%	18 24% a	34 4%	23 9% a
Latest collection time	62 3%	41 4%	14 21% a	32 4%	21 8% a	51 3%	10 34% a	40 4%	16 20% a	31 4%	22 9% a
Other (PLEASE SPECIFY)	67 4%	38 3%	* *% a	32 4%	9 3% a	52 3%	- -% a	38 3%	* *% a	30 3%	10 4% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
No Problems	1159	630	20	510	123	932	6	631	19	510	123
	63%	56%	29%	57%	47%	62%	21%	57%	24%	57%	47%
		b		b		b		b		b	
NET: Any problem	691	496	48	385	139	574	22	486	59	386	138
	37%	44%	71%	43%	53%	38%	79%	43%	76%	43%	53%
			a		a		a		a		a

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	154 23%	210 17%	54 28%	- -%	145 24%	174 20%	50 31%	2 53%	183 23%	125 20%	63 35%	- -%
		b		b				b				ab	
Delivery time (when you receive your post delivery)	232 13%	125 19%	162 13%	46 24%	- -%	117 19%	130 15%	37 23%	4 96%	145 18%	77 12%	45 25%	- -%
		b		b						b		b	
Price of postage	199 11%	106 16%	143 11%	41 21%	- -%	99 16%	127 15%	33 21%	1 13%	117 15%	92 15%	37 21%	- -%
				b									
Items being delivered intact/undamaged	122 7%	64 9%	77 6%	21 11%	- -%	57 9%	72 8%	19 12%	2 57%	85 11%	57 9%	25 14%	- -%
Amount / level of sent post lost	118 6%	66 10%	84 7%	31 16%	- -%	62 10%	71 8%	25 16%	1 13%	73 9%	64 10%	45 25%	- -%
				b				b				ab	
Collection reliability	105 6%	63 9%	71 6%	16 8%	- -%	62 10%	51 6%	14 9%	- -%	73 9%	43 7%	19 11%	- -%
		b				b							
Collection time of items you are sending	69 4%	40 6%	47 4%	12 6%	- -%	42 7%	41 5%	8 5%	- -%	41 5%	34 5%	9 5%	- -%
Latest collection time	62 3%	42 6%	50 4%	29 15%	- -%	39 6%	42 5%	13 8%	- -%	47 6%	31 5%	17 10%	- -%
				ab									
Other (PLEASE SPECIFY)	67 4%	20 3%	43 3%	8 4%	- -%	22 4%	32 4%	3 2%	- -%	32 4%	21 3%	3 2%	- -%
No Problems	1159 63%	341 50%	775 62%	80 41%	2 100%	284 47%	489 57%	69 43%	* 4%	385 49%	358 57%	68 38%	4 100%
			ac				ac			c	ac		

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
NET: Any problem	691	335	467	114	-	326	369	90	4	402	274	112	-
	37%	50%	38%	59%	-%	53%	43%	57%	96%	51%	43%	62%	-%
		b		b		b		b		b		ab	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	245 17%	216 20%	177 20%	204 18%	175 18%	5 39% ab	121 21%	98 23%	100 23%	51 43% abc	31 35% a	65 15%	53 13%
Delivery time (when you receive your post delivery)	232 13%	198 14%	176 17%	126 15%	171 15%	126 13%	7 50% ab	93 16%	77 18%	83 19%	34 29% ab	17 19%	67 15%	44 11%
Price of postage	199 11%	162 11%	137 13%	117 14%	124 11%	126 13%	6 45% ab	85 14%	68 16%	74 17%	33 28% ab	28 31% abc	49 11%	32 8%
Items being delivered intact/ undamaged	122 7%	105 7%	95 9%	83 10%	75 7%	68 7%	* *%	48 8%	52 12%	44 10%	14 12%	12 14%	23 5%	27 7%
Amount / level of sent post lost	118 6%	89 6%	90 8%	81 9% a	70 6%	85 9%	1 8%	60 10%	46 10%	54 13%	30 25% abc	16 18%	32 7%	28 7%
Collection reliability	105 6%	72 5%	76 7%	53 6%	53 5%	69 7%	5 34% ab	36 6%	23 5%	29 7%	12 10%	8 9%	16 4%	23 6%
Collection time of items you are sending	69 4%	49 3%	53 5%	46 5%	50 4%	38 4%	2 16% ab	27 5%	20 5%	30 7%	11 9%	4 4%	21 5%	15 4%
Latest collection time	62 3%	58 4%	45 4%	39 5%	55 5%	48 5%	4 26% ab	24 4%	27 6%	30 7%	17 14% ab	10 11% a	19 4%	20 5%
Other (PLEASE SPECIFY)	67 4%	49 3%	38 4%	34 4%	37 3%	40 4%	* 1%	20 3%	16 4%	14 3%	4 3%	3 3%	14 3%	15 4%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
No Problems	1159	920	584	479	720	562	4	329	231	213	34	34	296	259
	63%	63%	55%	56%	62%	58%	27%	56%	53%	49%	29%	37%	67%	65%
		bc			c	c		de	d	d				
NET: Any problem	691	540	478	384	437	407	10	259	205	218	83	56	147	140
	37%	37%	45%	44%	38%	42%	73%	44%	47%	51%	71%	63%	33%	35%
			a	a			ab				abc	a		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	47 31% b	10 14%	24 37% b	7 18%	257 16%	190 18%	269 16%	208 19%	185 17%	180 25% b	255 16%	56 27% b	- -%	167 11%	60 48% a
Delivery time (when you receive your post delivery)	232 13%	46 30%	12 18%	19 30%	9 23%	204 13%	145 14%	215 13%	170 15%	133 13%	140 20% b	199 13%	47 22% b	- -%	136 9%	43 35% a
Price of postage	199 11%	44 29% b	7 9%	21 32% b	7 17%	168 11%	114 11%	176 11%	134 12%	122 11%	113 16% b	166 11%	37 18% b	- -%	120 8%	44 36% a
Items being delivered intact/undamaged	122 7%	17 11%	9 13%	14 21% d	* *% *	108 7%	80 8%	113 7%	88 8%	69 6%	67 9%	110 7%	27 13% b	- -%	90 6%	21 17% a
Amount / level of sent post lost	118 6%	11 7%	11 16%	10 15%	7 18%	97 6%	77 7%	100 6%	88 8%	94 9% ac	65 9% b	86 6%	19 9%	- -%	66 5%	28 22% a
Collection reliability	105 6%	26 17%	18 26%	9 13%	8 19%	70 4%	55 5%	78 5%	59 5%	47 4%	50 7% b	64 4%	13 6%	- -%	74 5%	17 13% a
Collection time of items you are sending	69 4%	10 6%	13 19% a	11 16%	6 16%	48 3%	44 4%	59 4%	45 4%	35 3%	45 6% b	40 3%	7 3%	- -%	46 3%	8 6%
Latest collection time	62 3%	11 7%	3 5%	5 8%	3 8%	50 3%	47 4%	55 3%	42 4%	41 4%	41 6% b	43 3%	17 8% b	- -%	39 3%	11 9% a
Other (PLEASE SPECIFY)	67 4%	6 4%	- -%	5 8%	1 3%	56 4%	51 5%	59 4%	52 5%	50 5%	27 4%	60 4%	11 5%	- -%	45 3%	12 10% a

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base	986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base	1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
No Problems	1159	57	21	10	14	1035	643	1059	670	679	354	1007	104	-	1002	26
	63%	37%	30%	15%	35%	65%	61%	64%	60%	64%	50%	65%	50%	-%	68%	21%
		c										ac			b	
NET: Any problem	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
	37%	63%	70%	85%	65%	35%	39%	36%	40%	36%	50%	35%	50%	-%	32%	79%
				a							b		b		a	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	296 43%	- -%	101 26%	12 34%	74 39%	68 22%	61 36%	154 12%	76 20%	66 30%	86 31%	140 11%
		b				b		bc		b	c	c	
Delivery time (when you receive your post delivery)	232 13%	232 34%	- -%	83 21%	13 36%	62 32%	55 18%	37 21%	116 9%	78 21%	57 26%	58 21%	112 9%
		b				b		b		b	c	c	
Price of postage	199 11%	199 29%	- -%	59 15%	10 28%	47 24%	36 12%	33 19%	108 9%	58 15%	36 16%	67 25%	94 7%
		b				b		b		b	c	c	
Items being delivered intact/undamaged	122 7%	122 18%	- -%	53 14%	6 16%	30 15%	39 13%	15 9%	64 5%	40 11%	33 15%	27 10%	57 4%
		b				b		b		b	c	c	
Amount / level of sent post lost	118 6%	118 17%	- -%	37 9%	4 11%	31 16%	22 7%	21 12%	67 5%	30 8%	26 12%	29 11%	59 5%
		b				b		b		b	c	c	
Collection reliability	105 6%	105 15%	- -%	43 11%	6 18%	40 21%	16 5%	29 17%	53 4%	21 5%	17 8%	41 15%	40 3%
		b				b		bc		b	c	c	
Collection time of items you are sending	69 4%	69 10%	- -%	30 8%	* *%	28 15%	9 3%	13 8%	37 3%	19 5%	10 4%	28 10%	31 2%
		b				b		b		b	c	c	
Latest collection time	62 3%	62 9%	- -%	17 4%	8 23%	23 12%	11 4%	8 5%	37 3%	16 4%	29 13%	6 2%	25 2%
		b				b		b		b	bc		
Other (PLEASE SPECIFY)	67 4%	67 10%	- -%	18 4%	- -%	4 2%	15 5%	12 7%	37 3%	15 4%	10 4%	12 4%	41 3%
		b											

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
No Problems	1159	-	1159	177	12	47	162	58	849	198	97	92	919
	63%	-%	100%	45%	35%	25%	53%	34%	69%	52%	44%	34%	72%
		a	a	a	a	a	a	ac	a	a	ab	ab	ab
NET: Any problem	691	691	-	216	23	144	141	113	385	179	124	182	362
	37%	100%	-%	55%	65%	75%	47%	66%	31%	48%	56%	66%	28%
		b	b	b	b	b	b	bc	b	b	c	c	c

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2030	1046	984
Effective base	986	465	521
Weighted Base	1850	847	1003
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	153 18%	143 14%
Delivery time (when you receive your post delivery)	232 13%	137 16%	96 10%
		b	
Price of postage	199 11%	77 9%	121 12%
Items being delivered intact/undamaged	122 7%	45 5%	77 8%
Amount / level of sent post lost	118 6%	52 6%	66 7%
Collection reliability	105 6%	60 7%	45 5%
Collection time of items you are sending	69 4%	47 6%	23 2%
		b	
Latest collection time	62 3%	33 4%	29 3%
Other (PLEASE SPECIFY)	67 4%	33 4%	34 3%
No Problems	1159 63%	511 60%	648 65%
NET: Any problem	691 37%	336 40%	355 35%

Columns Tested:: a,b

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	- -%	6 9%	41 12%	34 10%	2 7%	34 20% dj	9 18%	40 21% djl	50 23% cdjl	4 6%	67 22% cdjl	9 9%
Delivery time (when you receive your post delivery)	232 13%	- -%	10 16% jl	48 14% djl	24 7%	2 7%	21 12% l	12 23% djl	25 13% l	44 20% djl	2 4%	42 14% djl	3 3%
Price of postage	199 11%	- -%	2 3%	35 10%	19 6%	2 7%	19 11%	1 2%	32 16% bdg	32 15% bdg	8 13%	42 14% dg	8 7%
Items being delivered intact/undamaged	122 7%	- -%	9 14% dij	17 5%	12 4%	* 1%	15 9%	3 6%	16 8%	9 4%	2 3%	28 9% d	11 10% d
Amount / level of sent post lost	118 6%	- -%	3 5%	29 9%	13 4%	2 7%	9 5%	2 5%	16 8%	20 9%	4 7%	16 5%	4 4%
Collection reliability	105 6%	- -%	* 1%	19 6%	7 2%	* **%	10 6%	2 3%	18 9% d	25 11% bdj	2 3%	16 5%	6 6%
Collection time of items you are sending	69 4%	- -%	4 7% d	16 5% d	2 1%	* 1%	7 4% d	1 2%	13 7% d	10 4% d	3 4%	11 4% d	2 2%
Latest collection time	62 3%	- -%	3 5%	9 3%	6 2%	2 6%	7 4%	- -%	7 4%	19 9% cdgk	1 2%	4 1%	2 2%
Other (PLEASE SPECIFY)	67 4%	- -%	* **%	7 2%	7 2%	3 10%	10 6%	3 7%	9 5%	10 5%	3 5%	9 3%	5 5%
No Problems	1159 63%	- -%	45 71% fh	223 66% fh	257 79% cfghik	24 81% fh	76 46%	30 60%	99 51%	120 55%	41 68% fh	173 58%	72 67% fh
NET: Any problem	691 37%	- -%	18 29%	115 34% d	70 21%	6 19%	90 54% bcdejil	20 40% d	96 49% bcdejil	97 45% d	19 32%	127 42% d	35 33%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 280 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 16%	50 11%	67 14%	99 22% ab	81 17% a	117 13%	180 19% a
Delivery time (when you receive your post delivery)	232 13%	58 13%	46 10%	80 17% bd	48 10%	104 11%	128 14%
Price of postage	199 11%	37 8%	40 9%	65 14% ab	57 12%	76 8%	122 13% a
Items being delivered intact/undamaged	122 7%	26 6%	27 6%	27 6%	41 9%	53 6%	69 7%
Amount / level of sent post lost	118 6%	32 7%	23 5%	39 8%	24 5%	55 6%	63 7%
Collection reliability	105 6%	20 4%	17 4%	45 10% ab	24 5%	36 4%	69 7% a
Collection time of items you are sending	69 4%	21 4%	9 2%	24 5% b	16 3%	30 3%	40 4%
Latest collection time	62 3%	13 3%	15 3%	27 6% d	8 2%	27 3%	35 4%
Other (PLEASE SPECIFY)	67 4%	7 1%	20 4%	23 5% a	17 4%	27 3%	40 4%
No Problems	1159 63%	325 71% cd	299 65% c	249 54%	285 61%	625 68% b	534 58%
NET: Any problem	691 37%	136 29%	163 35%	213 46% ab	180 39% a	298 32%	393 42% a

Columns Tested:: a,b,c,d - a,b

Table 281

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	715	128	587	496	103	39	77	219
Effective base	356	60	299	329	60	26	47	87
Weighted Base	691	92	599	663	23	4	2	29
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	43 46%	254 42%	285 43%	9 39%	1 33%	1 42%	11 39%
Delivery time (when you receive your mail delivery)	232 34%	24 26%	208 35%	223 34%	7 28%	2 57%	1 44%	9 33%
						abe		
Price of postage	199 29%	4 4%	195 33%	189 29%	8 35%	1 41%	* 19%	10 35%
			a			d		
Damaged mail / goods	122 18%	13 14%	109 18%	119 18%	2 11%	1 20%	* 6%	3 11%
				d				
Amount / level of sent post lost	118 17%	18 20%	100 17%	115 17%	1 6%	1 22%	* 19%	3 9%
				be		b	b	
Collection reliability	105 15%	14 15%	91 15%	98 15%	5 22%	1 37%	* 23%	7 24%
						a		
Collection time of items you are sending	69 10%	6 6%	63 11%	65 10%	2 11%	1 19%	1 33%	4 13%
							abe	
Other	67 10%	22 24%	45 7%	65 10%	2 8%	* 5%	* 6%	2 8%
		b						
Latest collection time	62 9%	3 4%	58 10%	58 9%	3 14%	1 20%	* 21%	4 15%
							a	
NET: Any problem	691 100%	92 100%	599 100%	663 100%	23 100%	4 100%	2 100%	29 100%

Columns Tested: a,b - a,b,c,d,e

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	715	279	155	62	56	86	77	496	103	116
Effective base	356	207	93	42	37	40	47	329	60	55
Weighted Base	691	448	174	40	15	12	2	663	23	6
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	199 44%	71 41%	16 39%	6 41%	4 35%	1 42%	285 43%	9 39%	2 36%
Delivery time (when you receive your mail delivery)	232 34%	147 33%	66 38%	10 26%	3 17%	6 52%	1 44%	223 34%	7 28%	3 52%
Price of postage	199 29%	121 27%	56 32%	12 29%	5 37%	4 34%	* 19%	189 29%	8 35%	2 33%
Damaged mail / goods	122 18%	89 20%	27 16%	2 5%	2 10%	2 14%	* 6%	119 18%	2 11%	1 15%
Amount / level of sent post lost	118 17%	81 18%	29 17%	5 13%	1 8%	1 7%	* 19%	115 17%	1 6%	1 21%
Collection reliability	105 15%	71 16%	22 13%	5 13%	3 21%	3 27%	* 23%	98 15%	5 22%	2 32%
Collection time of items you are sending	69 10%	43 10%	16 9%	7 17%	1 6%	2 20%	1 33%	65 10%	2 11%	1 24%
Other	67 10%	49 11%	14 8%	2 4%	1 7%	1 9%	* 6%	65 10%	2 8%	* 5%
Latest collection time	62 9%	30 7%	23 13%	5 12%	3 17%	1 12%	* 21%	58 9%	3 14%	1 20%
NET: Any problem	691 100%	448 100%	174 100%	40 100%	15 100%	12 100%	2 100%	663 100%	23 100%	6 100%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	715	346	150	103	39	77	323	101	50	35	79
Effective base	356	257	101	60	26	47	222	48	19	12	15
Weighted Base	691	563	99	23	4	2	457	95	21	15	15
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	243 43%	42 42%	9 39%	1 33%	1 42%	199 44%	44 47%	10 48%	5 36%	6 38%
Delivery time (when you receive your mail delivery)	232 34%	189 34%	34 34%	7 28%	2 57%	1 44%	159 35%	30 32%	8 37%	9 55%	5 32%
					abc						
Price of postage	199 29%	156 28%	33 33%	8 35%	1 41%	* 19%	149 33%	19 20%	9 44%	7 47%	4 26%
					e						
Damaged mail / goods	122 18%	109 19%	10 10%	2 11%	1 20%	* 6%	92 20%	10 10%	1 6%	2 13%	4 29%
		be									
Amount / level of sent post lost	118 17%	99 18%	16 16%	1 6%	1 22%	* 19%	69 15%	31 33%	2 9%	5 30%	1 8%
		c			c	c		ace			
Collection reliability	105 15%	82 15%	16 16%	5 22%	1 37%	* 23%	58 13%	25 27%	2 9%	2 14%	1 8%
					ab			a			
Collection time of items you are sending	69 10%	52 9%	14 14%	2 11%	1 19%	1 33%	40 9%	18 20%	* 2%	4 25%	2 12%
					abc			a		c	
Other	67 10%	59 10%	6 6%	2 8%	* 5%	* 6%	46 10%	3 3%	1 5%	2 13%	1 4%
Latest collection time	62 9%	40 7%	18 18%	3 14%	1 20%	* 21%	31 7%	14 15%	4 18%	3 21%	2 13%
			a		a	a					
NET: Any problem	691 100%	563 100%	99 100%	23 100%	4 100%	2 100%	457 100%	95 100%	21 100%	15 100%	15 100%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	715	44	40	86	28	51	52	45	53	42
Effective base	356	32	29	54	20	34	39	35	37	29
Weighted Base	691	60	52	128	33	54	101	78	69	49
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	22 37%	16 31%	66 52%	20 59%	30 55%	46 46%	28 35%	32 47%	17 34%
Delivery time (when you receive your mail delivery)	232 34%	27 45%	22 43%	45 35%	12 35%	20 38%	21 21%	25 31%	24 34%	16 32%
Price of postage	199 29%	21 34%	11 22%	32 25%	12 36%	23 43%	24 23%	29 37%	14 20%	14 29%
Damaged mail / goods	122 18%	22 36%	12 24%	20 15%	5 13%	11 20%	16 16%	10 13%	8 11%	11 22%
Amount / level of sent post lost	118 17%	14 23%	8 16%	21 17%	6 18%	6 12%	25 24%	10 13%	18 26%	2 5%
Collection reliability	105 15%	8 13%	4 7%	22 18%	4 13%	8 14%	20 20%	8 10%	12 17%	9 17%
Collection time of items you are sending	69 10%	5 8%	4 8%	14 11%	6 17%	7 12%	7 7%	7 9%	12 18%	3 6%
Other	67 10%	5 8%	1 3%	9 7%	1 2%	6 11%	17 17%	5 6%	8 12%	6 11%
Latest collection time	62 9%	8 13%	3 7%	17 13%	4 13%	4 7%	6 5%	5 6%	3 5%	4 8%
NET: Any problem	691 100%	60 100%	52 100%	128 100%	33 100%	54 100%	101 100%	78 100%	69 100%	49 100%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	715	121	137	183	441	274	96	92	86
Effective base	356	83	97	127	299	120	45	51	45
Weighted Base	691	137	181	308	625	66	32	24	10
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	66 48%	71 39%	140 46%	277 44%	19 29%	8 25%	7 31%	4 38%
		efg		ef	ef				
Delivery time (when you receive your mail delivery)	232 34%	48 35%	73 40%	91 29%	212 34%	21 31%	12 36%	6 26%	3 29%
Price of postage	199 29%	49 36%	46 25%	85 28%	180 29%	19 29%	9 30%	7 31%	2 21%
Damaged mail / goods	122 18%	26 19%	42 23%	46 15%	114 18%	8 12%	2 6%	4 18%	2 16%
		f	ef		f				
Amount / level of sent post lost	118 17%	15 11%	40 22%	56 18%	111 18%	7 10%	3 9%	2 8%	2 20%
			aeg						
Collection reliability	105 15%	20 15%	23 13%	50 16%	94 15%	11 17%	6 19%	3 14%	2 16%
Collection time of items you are sending	69 10%	15 11%	21 12%	27 9%	63 10%	6 9%	2 8%	3 12%	1 7%
Other	67 10%	12 9%	14 8%	31 10%	58 9%	9 14%	3 9%	5 20%	2 19%
							bd		
Latest collection time	62 9%	13 9%	15 8%	28 9%	55 9%	7 10%	3 8%	2 9%	2 19%
								d	
NET: Any problem	691 100%	137 100%	181 100%	308 100%	625 100%	66 100%	32 100%	24 100%	10 100%

Columns Tested: a,b,c,d,e,f,g,h

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	715	24	43	9	52	53	190	24	32	339
Effective base	356	14	18	3	21	28	109	9	12	172
Weighted Base	691	20	49	8	57	69	181	15	17	333
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	5 24%	13 27%	2 18%	15 26%	28 40%	92 51% d	3 21%	6 34%	149 45%
Delivery time (when you receive your mail delivery)	232 34%	7 36%	18 38%	1 9%	19 33%	23 33%	63 35%	6 42%	11 67% fi	103 31%
Price of postage	199 29%	4 21%	15 30%	1 7%	15 27%	21 31%	44 24%	9 62%	5 31%	100 30%
Damaged mail / goods	122 18%	3 16%	7 14%	* 5%	7 13%	9 12%	42 23%	1 6%	1 3%	59 18%
Amount / level of sent post lost	118 17%	1 5%	8 17%	1 8%	9 16%	12 17%	41 23%	4 26%	4 26%	47 14%
Collection reliability	105 15%	4 22%	10 20%	6 68%	15 27% fi	23 33% fi	16 9%	6 38%	2 14%	37 11%
Collection time of items you are sending	69 10%	1 6%	10 20% i	2 18%	11 20% i	14 20% i	19 10%	1 5%	3 17%	21 6%
Other	67 10%	1 6%	1 2%	- -%	1 2%	5 7%	21 12%	* *%	5 31% bdi	34 10%
Latest collection time	62 9%	4 23%	9 19% i	- -%	9 17%	11 16%	15 8%	* *%	2 13%	20 6%
NET: Any problem	691 100%	20 100%	49 100%	8 100%	57 100%	69 100%	181 100%	15 100%	17 100%	333 100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	715	129	190	396	621	94	-	631	84	696	19
Effective base	356	61	109	192	309	47	-	331	27	347	9
Weighted Base	691	146	181	365	589	102	-	654	37	678	13
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	47 32%	92 51%	157 43%	251 43%	45 45%	- -%	285 44%	11 30%	293 43%	3 23%
Delivery time (when you receive your mail delivery)	232 34%	49 34%	63 35%	121 33%	191 32%	41 40%	- -%	216 33%	16 43%	228 34%	4 34%
Price of postage	199 29%	41 28%	44 24%	114 31%	177 30%	22 21%	- -%	190 29%	9 24%	196 29%	3 24%
Damaged mail / goods	122 18%	19 13%	42 23%	60 17%	108 18%	14 14%	- -%	119 18%	3 9%	118 17%	4 29%
Amount / level of sent post lost	118 17%	22 15%	41 23%	55 15%	97 16%	21 21%	- -%	114 17%	4 11%	115 17%	3 22%
Collection reliability	105 15%	43 29%	16 9%	46 13%	87 15%	18 17%	- -%	99 15%	5 15%	104 15%	1 9%
Collection time of items you are sending	69 10%	26 18%	19 10%	24 7%	58 10%	11 11%	- -%	66 10%	3 8%	69 10%	1 4%
Other	67 10%	7 5%	21 12%	39 11%	49 8%	18 18%	- -%	66 10%	1 3%	66 10%	1 10%
Latest collection time	62 9%	25 17%	15 8%	22 6%	49 8%	13 13%	- -%	60 9%	2 6%	61 9%	1 4%
NET: Any problem	691 100%	146 100%	181 100%	365 100%	589 100%	102 100%	- -%	654 100%	37 100%	678 100%	13 100%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	715	357	161	189
Effective base	356	194	63	95
Weighted Base	691	370	127	188
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	164 44%	38 29%	95 50%
Delivery time (when you receive your mail delivery)	232 34%	130 35%	25 20%	75 40%
Price of postage	199 29%	101 27%	34 27%	61 33%
Damaged mail / goods	122 18%	63 17%	19 15%	39 21%
Amount / level of sent post lost	118 17%	45 12%	25 19%	48 25%
Collection reliability	105 15%	39 11%	41 32%	24 13%
Collection time of items you are sending	69 10%	38 10%	20 16%	12 6%
Other	67 10%	34 9%	9 7%	24 13%
Latest collection time	62 9%	28 7%	20 15%	15 8%
NET: Any problem	691 100%	370 100%	127 100%	188 100%

Columns Tested: a,b,c

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	715	496	141	32	10	22	7	4	3	637	78	46
Effective base	356	284	53	9	5	5	1	2	1	337	19	10
Weighted Base	691	560	93	15	4	15	3	1	*	653	38	23
Delivery consistency / reliability (e.g. arrives as promised consistently)	296	232	42	8	3	7	2	*	*	274	22	14
	43%	41%	45%	55%	79%	49%	95%	33%	100%	42%	58%	60%
Delivery time (when you receive your mail delivery)	232	194	22	5	3	5	2	*	*	216	16	10
	34%	35%	24%	34%	78%	31%	86%	65%	11%	33%	41%	47%
Price of postage	199	160	29	6	2	2	*	1	-	189	10	4
	29%	29%	31%	38%	44%	12%	2%	91%	-%	29%	26%	19%
Damaged mail / goods	122	99	21	1	*	1	*	-	-	120	2	1
	18%	18%	23%	5%	*%	6%	5%	-%	-%	18%	5%	4%
Amount / level of sent post lost	118	82	25	6	2	*	2	*	*	107	10	4
	17%	15%	27%	42%	38%	2%	81%	9%	11%	16%	28%	18%
Collection reliability	105	70	17	3	2	11	*	*	*	88	17	14
	15%	13%	19%	21%	52%	76%	4%	24%	7%	13%	45%	61%
			a	ai							abi	abi
Collection time of items you are sending	69	55	12	1	*	1	*	*	-	66	3	2
	10%	10%	13%	9%	1%	7%	3%	74%	-%	10%	8%	7%
Other	67	54	12	1	-	-	-	-	-	66	1	-
	10%	10%	13%	4%	-%	-%	-%	-%	-%	10%	1%	-%
Latest collection time	62	44	10	2	2	1	2	*	-	54	8	5
	9%	8%	11%	16%	41%	7%	83%	65%	-%	8%	21%	24%
NET: Any problem	691	560	93	15	4	15	3	1	*	653	38	23
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	715	246	250	219	642	579	673	553	363	323	106	370	38	62	36	44	17
Effective base	356	153	131	72	307	277	330	266	161	127	67	204	14	20	11	11	7
Weighted Base	691	311	249	131	597	544	639	525	316	250	119	408	14	43	22	22	11
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	117 38%	115 46%	64 49%	257 43%	241 44%	277 43%	232 44%	125 40%	100 40%	47 39%	181 44%	4 31%	20 47%	12 51%	11 52%	1 13%
Delivery time (when you receive your mail delivery)	232 34%	94 30%	101 40%	38 29%	211 35%	196 36%	219 34%	175 33%	121 38%	96 38%	26 22%	155 38%	3 21%	12 27%	10 42%	10 46%	4 36%
Price of postage	199 29%	82 26%	78 31%	39 30%	174 29%	167 31%	187 29%	156 30%	97 31%	80 32%	30 25%	120 29%	4 27%	10 23%	7 29%	11 51%	5 50%
Damaged mail / goods	122 18%	48 16%	50 20%	23 18%	107 18%	104 19%	116 18%	106 20%	64 20%	31 12%	16 13%	81 20%	1 5%	12 29%	4 18%	3 12%	* 1%
Amount / level of sent post lost	118 17%	43 14%	39 16%	36 27% a	98 16%	93 17%	106 17%	91 17%	43 14%	49 19%	21 17%	63 15%	4 27%	9 22%	3 14%	6 26%	1 9%
Collection reliability	105 15%	28 9%	42 17% a	34 26% a	94 16%	96 18%	96 15%	92 17%	74 23% ac	68 27% abcd	3 2%	59 14% a	6 41% ab	11 25% a	4 16%	13 59% abe	2 17%
Collection time of items you are sending	69 10%	25 8%	29 12%	15 11%	63 11%	60 11%	65 10%	57 11%	48 15%	47 19% abcd	6 5%	35 9%	1 5%	7 17%	4 18%	9 40% abc	3 29%
Other	67 10%	35 11%	19 8%	13 10%	52 9% f	38 7% f	56 9% f	41 8% f	17 5%	5 2%	22 18% b	29 7% b	* 2%	3 7%	* 1%	2 10%	- -%
Latest collection time	62 9%	22 7%	22 9%	18 14%	61 10%	55 10%	62 10%	54 10%	32 10%	33 13%	6 5%	37 9%	2 16%	2 4%	1 5%	13 59% abcde	1 7%
NET: Any problem	691 100%	311 100%	249 100%	131 100%	597 100%	544 100%	639 100%	525 100%	316 100%	250 100%	119 100%	408 100%	14 100%	43 100%	22 100%	22 100%	11 100%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	715	447	59	49	34	22	19	12	354	90	50	37	25	13	10
Effective base	356	248	25	15	7	7	4	4	201	32	11	17	4	7	5
Weighted Base	691	491	38	29	11	10	10	7	390	69	22	36	8	10	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	209 43%	20 52%	10 35%	6 56%	5 52%	6 61%	* 2%	173 44%	35 50%	5 24%	18 50%	4 50%	4 37%	1 18%
Delivery time (when you receive your mail delivery)	232 34%	174 35%	15 40%	4 15%	5 42%	7 64%	6 53%	1 10%	137 35%	32 46%	3 13%	18 48%	1 17%	2 21%	3 44%
Price of postage	199 29%	139 28%	9 24%	6 22%	3 28%	7 67%	5 43%	4 65%	124 32%	15 21%	7 30%	10 29%	2 26%	6 60%	3 34%
Damaged mail / goods	122 18%	97 20%	3 7%	4 14%	* 4%	3 26%	* 3%	* 2%	75 19%	14 20%	3 13%	10 28%	* 3%	2 21%	- -%
Amount / level of sent post lost	118 17%	86 18%	2 6%	* 1%	1 7%	4 38%	4 42%	* 4%	61 16%	17 24%	4 17%	10 28%	1 8%	* 3%	1 9%
Collection reliability	105 15%	58 12%	9 25%	13 47%	* 2%	3 30%	7 70%	2 27%	51 13%	19 28%	13 59%	3 8%	5 57%	3 25%	2 24%
Collection time of items you are sending	69 10%	42 9%	7 19%	3 11%	1 5%	2 19%	5 49%	3 46%	27 7%	16 22%	1 5%	9 24%	3 34%	5 47%	* 1%
Other	67 10%	45 9%	4 10%	3 10%	* 2%	- -%	- -%	- -%	31 8%	2 2%	3 14%	* *%	- -%	2 21%	- -%
Latest collection time	62 9%	42 9%	5 14%	1 3%	1 7%	3 32%	8 81%	1 11%	31 8%	13 19%	4 17%	4 11%	2 18%	2 18%	* 1%
NET: Any problem	691 100%	491 100%	38 100%	29 100%	11 100%	10 100%	10 100%	7 100%	390 100%	69 100%	22 100%	36 100%	8 100%	10 100%	8 100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	715	320	70	62	42	26	11	22	220	142	165	96	46
Effective base	356	178	32	20	15	8	4	8	132	72	78	33	15
Weighted Base	691	354	64	36	29	19	9	14	269	134	151	53	30
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	160 45%	35 54%	15 40%	7 24%	6 29%	6 68%	5 35%	120 45%	53 40%	58 39%	27 50%	17 56%
Delivery time (when you receive your mail delivery)	232 34%	107 30%	29 46%	16 45%	7 24%	7 35%	3 30%	7 50%	85 32%	58 44%	42 28%	22 41%	11 36%
Price of postage	199 29%	107 30%	21 34%	13 35%	7 24%	2 13%	2 24%	4 31%	66 24%	34 25%	55 36%	24 45%	8 26%
Damaged mail / goods	122 18%	84 24%	8 13%	4 10%	1 4%	8 40%	1 14%	* 3%	46 17%	26 19%	28 19%	9 17%	8 26%
Amount / level of sent post lost	118 17%	56 16%	14 21%	7 19%	10 33%	2 10%	* 4%	3 22%	33 12%	23 17%	28 18%	13 24%	10 34%
Collection reliability	105 15%	34 10%	15 23%	14 38%	10 36%	9 47%	6 65%	4 26%	31 12%	16 12%	31 21%	11 22%	6 21%
Collection time of items you are sending	69 10%	29 8%	1 2%	14 39%	7 25%	2 12%	2 24%	1 6%	23 9%	14 11%	15 10%	6 12%	7 24%
Other	67 10%	31 9%	2 2%	* 1%	5 18%	* 1%	- -%	2 16%	34 13%	6 5%	15 10%	1 2%	* *%
Latest collection time	62 9%	30 8%	3 5%	9 25%	5 16%	1 5%	* 4%	5 38%	23 9%	6 4%	17 11%	9 17%	7 22%
NET: Any problem	691 100%	354 100%	64 100%	36 100%	29 100%	19 100%	9 100%	14 100%	269 100%	134 100%	151 100%	53 100%	30 100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	715	281	124	123	80	29	206	126	134	72	35
Effective base	356	158	63	56	24	7	118	58	59	27	12
Weighted Base	691	325	117	99	32	17	242	114	114	44	27
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	140 43%	53 46%	38 38%	11 33%	12 74%	110 45%	41 36%	45 40%	25 56%	15 58%
Delivery time (when you receive your mail delivery)	232 34%	110 34%	43 37%	36 37%	13 42%	8 46%	86 35%	57 50%	28 24%	16 37%	10 37%
Price of postage	199 29%	82 25%	32 27%	42 42%	16 49%	3 19%	64 26%	34 30%	44 39%	17 40%	7 25%
Damaged mail / goods	122 18%	64 20%	22 19%	15 16%	4 12%	2 13%	43 18%	21 18%	26 23%	8 19%	6 23%
Amount / level of sent post lost	118 17%	41 13%	24 20%	21 21%	3 9%	6 37%	33 14%	18 16%	21 19%	12 27%	8 31%
Collection reliability	105 15%	39 12%	17 15%	17 18%	11 34%	5 29%	35 14%	21 19%	28 24%	5 12%	6 24%
Collection time of items you are sending	69 10%	28 8%	13 11%	11 11%	3 10%	5 27%	29 12%	9 8%	9 8%	6 14%	7 26%
Other	67 10%	36 11%	4 3%	11 11%	1 3%	* *%	20 8%	6 6%	11 10%	1 2%	* *%
Latest collection time	62 9%	32 10%	4 3%	14 14%	7 21%	5 31%	22 9%	9 8%	12 10%	7 16%	6 22%
NET: Any problem	691 100%	325 100%	117 100%	99 100%	32 100%	17 100%	242 100%	114 100%	114 100%	44 100%	27 100%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base	356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base	691	240	83	96	72	28	338	25	160	630	61	572	25
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	106 44%	37 44%	40 42%	28 38%	17 62%	155 46%	6 24%	71 44%	262 42%	34 56%	239 42%	17 70%
Delivery time (when you receive your mail delivery)	232 34%	68 28%	41 50% a	30 31%	21 30%	11 41%	115 34%	7 28%	53 33%	200 32%	32 52% a	201 35%	10 39%
Price of postage	199 29%	70 29%	20 24%	35 36%	27 37%	5 17%	99 29%	8 31%	49 31%	179 28%	20 33%	168 29%	6 25%
Damaged mail / goods	122 18%	58 24%	10 12%	22 22%	13 19%	3 10%	70 21%	1 5%	33 20%	113 18%	9 15%	105 18%	2 9%
Amount / level of sent post lost	118 17%	33 14%	12 14%	17 18%	22 31% a	4 16%	58 17%	6 26%	27 17%	108 17%	10 16%	87 15%	11 42% a
Collection reliability	105 15%	29 12%	13 16%	24 25% a	24 33% ae	1 5%	62 18%	4 17%	25 16%	91 14%	14 23%	78 14%	16 63% a
Collection time of items you are sending	69 10%	27 11%	6 8%	6 6%	12 17%	5 18%	32 9%	5 20%	20 12%	59 9%	10 17%	54 9%	10 39% a
Other	67 10%	18 7%	7 9%	8 8%	5 7%	3 10%	29 8%	3 14%	9 6%	63 10%	4 7%	52 9%	- -%
Latest collection time	62 9%	22 9%	9 11%	7 7%	11 15%	3 11%	31 9%	2 9%	21 13%	45 7%	17 28% a	49 9%	12 47% a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base	356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base	691	240	83	96	72	28	338	25	160	630	61	572	25
NET: Any problem	691	240	83	96	72	28	338	25	160	630	61	572	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	715	502	77	379	174	612	30	496	83	376	177
Effective base	356	254	22	196	70	298	9	249	28	197	69
Weighted Base	691	496	48	385	139	574	22	486	59	386	138
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	215 43%	26 53%	158 41%	74 53%	245 43%	11 51%	209 43%	32 54%	157 41%	76 55% a
Delivery time (when you receive your mail delivery)	232 34%	177 36%	20 40%	107 28%	68 49% a	200 35%	11 48%	169 35%	28 47%	113 29%	62 45% a
Price of postage	199 29%	148 30%	18 38%	106 28%	50 36%	171 30%	3 13%	141 29%	25 43%	107 28%	49 35%
Damaged mail / goods	122 18%	99 20%	5 11%	86 22%	20 14%	106 19%	1 4%	98 20%	6 10%	89 23%	17 12%
Amount / level of sent post lost	118 17%	77 15%	16 34% a	65 17%	26 19%	84 15%	14 62% a	77 16%	15 26%	65 17%	26 19%
Collection reliability	105 15%	73 15%	22 46% a	55 14%	36 26% a	79 14%	14 63% a	66 14%	30 51% a	59 15%	33 24%
Collection time of items you are sending	69 10%	45 9%	15 32% a	36 9%	21 15%	54 9%	10 44% a	42 9%	18 31% a	34 9%	23 17%
Other	67 10%	38 8%	* *% a	32 8%	9 6%	52 9%	- -% a	38 8%	* *% a	30 8%	10 7%
Latest collection time	62 9%	41 8%	14 30% a	32 8%	21 15%	51 9%	10 43% a	40 8%	16 27% a	31 8%	22 16%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	715	502	77	379	174	612	30	496	83	376	177
Effective base	356	254	22	196	70	298	9	249	28	197	69
Weighted Base	691	496	48	385	139	574	22	486	59	386	138
NET: Any problem	691	496	48	385	139	574	22	486	59	386	138
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	715	395	468	131	-	367	379	112	3	428	291	120	-
Effective base	356	174	240	58	-	166	193	50	3	204	146	60	-
Weighted Base	691	335	467	114	-	326	369	90	4	402	274	112	-
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	154 46%	210 45%	54 47%	- -%	145 45%	174 47%	50 56%	2 54%	183 45%	125 46%	63 57%	- -%
Delivery time (when you receive your mail delivery)	232 34%	125 37%	162 35%	46 40%	- -%	117 36%	130 35%	37 41%	4 100%	145 36%	77 28%	45 41%	- -%
Price of postage	199 29%	106 32%	143 31%	41 36%	- -%	99 30%	127 34%	33 36%	1 14%	117 29%	92 34%	37 33%	- -%
Damaged mail / goods	122 18%	64 19%	77 17%	21 19%	- -%	57 18%	72 19%	19 21%	2 59%	85 21%	57 21%	25 23%	- -%
Amount / level of sent post lost	118 17%	66 20%	84 18%	31 27%	- -%	62 19%	71 19%	25 28%	1 14%	73 18%	64 23%	45 40%	- -%
												ab	
Collection reliability	105 15%	63 19%	71 15%	16 14%	- -%	62 19%	51 14%	14 16%	- -%	73 18%	43 16%	19 17%	- -%
Collection time of items you are sending	69 10%	40 12%	47 10%	12 11%	- -%	42 13%	41 11%	8 9%	- -%	41 10%	34 12%	9 8%	- -%
Other	67 10%	20 6%	43 9%	8 7%	- -%	22 7%	32 9%	3 3%	- -%	32 8%	21 8%	3 3%	- -%
Latest collection time	62 9%	42 13%	50 11%	29 26%	- -%	39 12%	42 11%	13 14%	- -%	47 12%	31 11%	17 16%	- -%
				ab									
NET: Any problem	691 100%	335 100%	467 100%	114 100%	- -%	326 100%	369 100%	90 100%	4 100%	402 100%	274 100%	112 100%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	715	573	497	385	476	396	31	249	212	221	77	46	146	140	
Effective base	356	278	241	197	224	208	11	131	104	112	42	29	72	66	
Weighted Base	691	540	478	384	437	407	10	259	205	218	83	56	147	140	
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	245 45%	216 45%	177 46%	204 47%	175 43%	5 54%	121 47%	98 48%	100 46%	51 61%	31 56%	65 44%	53 38%	
Delivery time (when you receive your mail delivery)	232 34%	198 37%	176 37%	126 33%	171 39%	126 31%	7 68%	93 36%	77 37%	83 38%	34 41%	17 30%	67 46%	44 31%	
Price of postage	199 29%	162 30%	137 29%	117 30%	124 28%	126 31%	6 62%	85 33%	68 33%	74 34%	33 40%	28 50%	49 34%	32 22%	
Damaged mail / goods	122 18%	105 19%	95 20%	83 22%	75 17%	68 17%	* *%	48 19%	52 25%	44 20%	14 17%	12 22%	23 16%	27 19%	
Amount / level of sent post lost	118 17%	89 16%	90 19%	81 21%	70 16%	85 21%	1 12%	60 23%	46 22%	54 25%	30 36%	16 29%	32 22%	28 20%	
Collection reliability	105 15%	72 13%	76 16%	53 14%	53 12%	69 17%	5 47%	36 14%	23 11%	29 13%	12 14%	8 15%	16 11%	23 17%	
Collection time of items you are sending	69 10%	49 9%	53 11%	46 12%	50 11%	38 9%	2 22%	27 11%	20 10%	30 14%	11 13%	4 7%	21 14%	15 10%	
Other	67 10%	49 9%	38 8%	34 9%	37 9%	40 10%	* 1%	20 8%	16 8%	14 6%	4 5%	3 5%	14 10%	15 10%	
Latest collection time	62 9%	58 11%	45 9%	39 10%	55 13%	48 12%	4 35%	24 9%	27 13%	30 14%	17 20%	10 18%	19 13%	20 14%	
NET: Any problem	691 100%	540 100%	478 100%	384 100%	437 100%	407 100%	10 100%	259 100%	205 100%	218 100%	83 100%	56 100%	147 100%	140 100%	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	715	111	75	62	25	587	465	635	462	422	386	554	117	-	496	91
Effective base	356	54	29	31	12	287	217	309	229	204	180	286	58	-	235	51
Weighted Base	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	47 49% b	10 20%	24 43%	7 28%	257 46%	190 46%	269 45%	208 47%	185 48%	180 50%	255 46%	56 54%	- -%	167 36%	60 61% a
Delivery time (when you receive your mail delivery)	232 34%	46 48% b	12 25%	19 35%	9 36%	204 36%	145 35%	215 36%	170 38%	133 35%	140 39%	199 36%	47 45%	- -%	136 29%	43 44% a
Price of postage	199 29%	44 46% b	7 13%	21 37% b	7 26%	168 30%	114 28%	176 29%	134 30%	122 32%	113 31%	166 30%	37 35%	- -%	120 26%	44 45% a
Damaged mail / goods	122 18%	17 17%	9 18%	14 25%	* 1%	108 19%	80 19%	113 19%	88 20%	69 18%	67 18%	110 20%	27 25%	- -%	90 19%	21 22%
Amount / level of sent post lost	118 17%	11 11%	11 23%	10 17%	7 28%	97 17%	77 19%	100 17%	88 20%	94 25% ac	65 18%	86 16%	19 18%	- -%	66 14%	28 28% a
Collection reliability	105 15%	26 27%	18 38%	9 15%	8 29%	70 13%	55 13%	78 13%	59 13%	47 12%	50 14%	64 12%	13 12%	- -%	74 16%	17 17%
Collection time of items you are sending	69 10%	10 10%	13 27%	11 19%	6 24%	48 9%	44 11%	59 10%	45 10%	35 9%	45 13%	40 7%	7 6%	- -%	46 10%	8 8%
Other	67 10%	6 6%	- -%	5 9%	1 5%	56 10%	51 12%	59 10%	52 12%	50 13%	27 8%	60 11%	11 10%	- -%	45 10%	12 12%
Latest collection time	62 9%	11 12%	3 7%	5 10%	3 12%	50 9%	47 11%	55 9%	42 9%	41 11%	41 11%	43 8%	17 17% b	- -%	39 8%	11 11%
NET: Any problem	691 100%	96 100%	48 100%	56 100%	26 100%	562 100%	411 100%	601 100%	442 100%	384 100%	361 100%	553 100%	105 100%	- -%	466 100%	98 100%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	715	715	-	238	12	165	129	130	397	172	140	195	354
Effective base	356	356	-	105	8	70	66	60	199	88	67	90	189
Weighted Base	691	691	-	216	23	144	141	113	385	179	124	182	362
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	296 43%	- -%	101 47%	12 52%	74 51%	68 48%	61 54%	154 40%	76 43%	66 54%	86 47%	140 39%
											c		
Delivery time (when you receive your mail delivery)	232 34%	232 34%	- -%	83 39%	13 56%	62 43%	55 39%	37 32%	116 30%	78 43%	57 46%	58 32%	112 31%
										b	c		
Price of postage	199 29%	199 29%	- -%	59 27%	10 43%	47 32%	36 25%	33 29%	108 28%	58 33%	36 29%	67 37%	94 26%
Damaged mail / goods	122 18%	122 18%	- -%	53 25%	6 25%	30 20%	39 28%	15 14%	64 17%	40 23%	33 27%	27 15%	57 16%
											c		
Amount / level of sent post lost	118 17%	118 17%	- -%	37 17%	4 16%	31 21%	22 16%	21 18%	67 17%	30 17%	26 21%	29 16%	59 16%
Collection reliability	105 15%	105 15%	- -%	43 20%	6 27%	40 28%	16 11%	29 26%	53 14%	21 11%	17 14%	41 23%	40 11%
						b		bc				c	
Collection time of items you are sending	69 10%	69 10%	- -%	30 14%	* *%	28 19%	9 6%	13 12%	37 10%	19 10%	10 8%	28 15%	31 9%
						b							
Other	67 10%	67 10%	- -%	18 8%	- -%	4 3%	15 11%	12 10%	37 10%	15 9%	10 8%	12 7%	41 11%
Latest collection time	62 9%	62 9%	- -%	17 8%	8 36%	23 16%	11 8%	8 7%	37 10%	16 9%	29 23%	6 3%	25 7%
											bc		
NET: Any problem	691 100%	691 100%	- -%	216 100%	23 100%	144 100%	141 100%	113 100%	385 100%	179 100%	124 100%	182 100%	362 100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	715	385	330
Effective base	356	170	186
Weighted Base	691	336	355
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	153 45%	143 40%
Delivery time (when you receive your mail delivery)	232 34%	137 41%	96 27%
		b	
Price of postage	199 29%	77 23%	121 34%
			a
Damaged mail / goods	122 18%	45 13%	77 22%
			a
Amount / level of sent post lost	118 17%	52 15%	66 19%
Collection reliability	105 15%	60 18%	45 13%
Collection time of items you are sending	69 10%	47 14%	23 6%
		b	
Other	67 10%	33 10%	34 10%
Latest collection time	62 9%	33 10%	29 8%
NET: Any problem	691 100%	336 100%	355 100%

Columns Tested: a,b

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	715	-	28	98	90	14	77	45	102	75	68	83	35
Effective base	356	-	10	51	42	5	43	14	54	48	24	60	20
Weighted Base	691	-	18	115	70	6	90	20	96	97	19	127	35
Delivery consistency / reliability (e.g. arrives as promised consistently)	296	-	6	41	34	2	34	9	40	50	4	67	9
	43%	-%	31%	36%	48%	38%	38%	45%	42%	52%	20%	53%	27%
				j						j		jl	
Delivery time (when you receive your mail delivery)	232	-	10	48	24	2	21	12	25	44	2	42	3
	34%	-%	54%	42%	34%	34%	23%	59%	26%	45%	11%	33%	10%
				jl	j			fhjl		fhjl		jl	
Price of postage	199	-	2	35	19	2	19	1	32	32	8	42	8
	29%	-%	9%	31%	27%	35%	21%	5%	34%	33%	40%	33%	22%
									g	g	g	g	
Damaged mail / goods	122	-	9	17	12	*	15	3	16	9	2	28	11
	18%	-%	49%	15%	17%	4%	17%	14%	16%	9%	11%	22%	32%
													i
Amount / level of sent post lost	118	-	3	29	13	2	9	2	16	20	4	16	4
	17%	-%	16%	25%	18%	38%	10%	12%	17%	21%	22%	13%	11%
Collection reliability	105	-	*	19	7	*	10	2	18	25	2	16	6
	15%	-%	2%	17%	10%	2%	11%	8%	19%	26%	9%	12%	19%
										d			
Collection time of items you are sending	69	-	4	16	2	*	7	1	13	10	3	11	2
	10%	-%	24%	14%	3%	7%	8%	5%	13%	10%	14%	9%	7%
				d									
Other	67	-	*	7	7	3	10	3	9	10	3	9	5
	10%	-%	2%	6%	9%	49%	11%	17%	10%	11%	15%	7%	16%
Latest collection time	62	-	3	9	6	2	7	-	7	19	1	4	2
	9%	-%	19%	8%	8%	32%	8%	-%	8%	20%	8%	3%	7%
										k			
NET: Any problem	691	-	18	115	70	6	90	20	96	97	19	127	35
	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 281 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	715	127	180	222	186	307	408
Effective base	356	61	88	114	94	148	208
Weighted Base	691	136	163	213	180	298	393
Delivery consistency / reliability (e.g. arrives as promised consistently)	296 43%	50 37%	67 41%	99 47%	81 45%	117 39%	180 46%
Delivery time (when you receive your mail delivery)	232 34%	58 43%	46 28%	80 38%	48 27%	104 35%	128 33%
Price of postage	199 29%	37 27%	40 24%	65 31%	57 32%	76 26%	122 31%
Damaged mail / goods	122 18%	26 19%	27 17%	27 13%	41 23%	53 18%	69 17%
Amount / level of sent post lost	118 17%	32 23%	23 14%	39 18%	24 13%	55 19%	63 16%
Collection reliability	105 15%	20 14%	17 10%	45 21%	24 13%	36 12%	69 17%
Collection time of items you are sending	69 10%	21 15%	9 6%	24 11%	16 9%	30 10%	40 10%
Other	67 10%	7 5%	20 12%	23 11%	17 10%	27 9%	40 10%
Latest collection time	62 9%	13 9%	15 9%	27 13%	8 4%	27 9%	35 9%
NET: Any problem	691 100%	136 100%	163 100%	213 100%	180 100%	298 100%	393 100%

Columns Tested:: a,b,c,d - a,b

Table 282

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	715	128	587	496	103	39	77	219
Effective base	356	60	299	329	60	26	47	87
Weighted Base	691	92	599	663	23	4	2	29
Very Dissatisfied (-2)	43 6%	6 7%	36 6%	42 6%	1 3%	* 3%	* 11%	1 3%
Fairly Dissatisfied (-1)	43 6%	3 3%	40 7%	41 6%	2 8%	* 2%	* 2%	2 7%
Neither Satisfied Nor Dissatisfied (0)	123 18%	16 17%	107 18%	118 18%	5 20%	* 5%	* 21%	5 18%
Fairly Satisfied (1)	134 19%	19 20%	116 19%	126 19%	6 28%	2 46%	* 19%	8 30%
Very Satisfied (2)	106 15%	10 11%	96 16%	100 15%	4 20%	1 27%	1 33%	6 21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	35 38%	192 32%	222 34%	4 18%	1 16%	* 8%	5 17%
Don't Know (DO NOT READ OUT)	15 2%	3 4%	11 2%	14 2%	1 3%	* 2%	* 6%	1 3%
NET: Satisfied	241 35%	29 31%	212 35%	226 34%	11 48%	3 73%	1 52%	15 51%
NET: Dissatisfied	86 12%	9 10%	76 13%	83 13%	2 11%	* 5%	* 13%	3 10%
Answered	450	54	395	427	18	3	2	23
Mean Score	.5	.4	.5	.5	.7	1.1	.7	.7
Standard error	.05	.13	.06	.07	.12	a	.25	.08
Standard deviation	1.22	1.21	1.22	1.23	1.09	1.11	2.03	1.10

Columns Tested:: a,b - a,b,c,d,e

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		715	279	155	62	56	86	77	496	103	116
Effective base		356	207	93	42	37	40	47	329	60	55
Weighted Base		691	448	174	40	15	12	2	663	23	6
Very Dissatisfied	(-2)	43 6%	31 7%	9 5%	2 4%	* 2%	* 4%	* 11%	42 6%	1 3%	* 6%
Fairly Dissatisfied	(-1)	43 6%	24 5%	15 9%	2 5%	2 10%	* 4%	* 2%	41 6%	2 8%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	81 18%	28 16%	9 23%	3 18%	2 19%	* 21%	118 18%	5 20%	1 11%
Fairly Satisfied	(1)	134 19%	105 23%	15 9%	6 14%	5 30%	4 31%	* 19%	126 19%	6 28%	2 36%
Very Satisfied	(2)	106 15%	59 13%	34 20%	7 17%	3 19%	3 22%	1 33%	100 15%	4 20%	2 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	142 32%	66 38%	13 33%	2 16%	2 20%	* 8%	222 34%	4 18%	1 13%
Don't Know (DO NOT READ OUT)		15 2%	6 1%	6 4%	1 4%	1 4%	* 1%	* 6%	14 2%	1 3%	* 4%
NET: Satisfied		241 35%	164 37%	50 28%	12 31%	7 50%	6 53%	1 52%	226 34%	11 48%	4 65%
NET: Dissatisfied		86 12%	55 12%	24 14%	4 9%	2 12%	1 7%	* 13%	83 13%	2 11%	* 8%
Answered		450	300	101	25	12	9	2	427	18	5
Mean Score		.5	.5	.5	.5	.7	.8	.7	.5	.7	1.0
Standard error		.05	.09	.13	.19	.16	.13	.25	.07	.12	.12
Standard deviation		1.22	1.20	1.33	1.19	1.10	1.10	2.03	1.23	1.09	1.24

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	715	346	150	103	39	77	323	101	50	35	79
Effective base	356	257	101	60	26	47	222	48	19	12	15
Weighted Base	691	563	99	23	4	2	457	95	21	15	15
Very Dissatisfied (-2)	43 6%	36 6%	6 6%	1 3%	* 3%	* 11%	32 7%	5 5%	* 2%	1 4%	1 6%
Fairly Dissatisfied (-1)	43 6%	33 6%	8 8%	2 8%	* 2%	* 2%	27 6%	9 10%	1 4%	- -%	1 4%
Neither Satisfied Nor Dissatisfied (0)	123 18%	97 17%	21 21%	5 20%	* 5%	* 21%	77 17%	10 10%	4 17%	2 12%	5 33%
Fairly Satisfied (1)	134 19%	113 20%	13 13%	6 28%	2 46%	* 19%	85 19%	25 26%	8 39%	3 16%	4 26%
Very Satisfied (2)	106 15%	78 14%	22 22%	4 20%	1 27%	1 33%	67 15%	24 25%	1 7%	7 47%	2 11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	198 35%	24 24%	4 18%	1 16%	* 8%	160 35%	22 23%	5 25%	3 20%	1 6%
Don't Know (DO NOT READ OUT)	15 2%	8 1%	5 5%	1 3%	* 2%	* 6%	9 2%	1 1%	1 7%	* 1%	2 14%
NET: Satisfied	241 35%	191 34%	35 35%	11 48%	3 73%	1 52%	152 33%	49 51%	9 45%	10 63%	6 37%
NET: Dissatisfied	86 12%	69 12%	14 14%	2 11%	* 5%	* 13%	60 13%	14 15%	1 6%	1 4%	1 10%
Answered	450	357	70	18	3	2	288	72	14	12	12
Mean Score	.5	.5	.5	.7	1.1	.7	.4	.8	.7	1.3	.4
Standard error	.05	.08	.13	.12	.19	.25	.09	.14	.14	.21	.13
Standard deviation	1.22	1.22	1.29	1.09	1.11	2.03	1.26	1.23	.87	1.08	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		715	44	40	86	28	51	52	45	53	42
Effective base		356	32	29	54	20	34	39	35	37	29
Weighted Base		691	60	52	128	33	54	101	78	69	49
Very Dissatisfied	(-2)	43 6%	8 14% ci	1 2%	3 2%	2 7%	2 4%	7 7%	5 6%	8 11%	- -%
Fairly Dissatisfied	(-1)	43 6%	- -%	4 8%	10 8%	2 6%	5 9%	13 13% a	2 3%	2 4%	2 3%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	7 12%	14 27%	31 24%	4 11%	8 15%	15 15%	17 21%	10 15%	8 16%
Fairly Satisfied	(1)	134 19%	9 16%	12 23% i	23 18%	10 30%	12 22%	22 22% i	13 17%	17 24% i	2 5%
Very Satisfied	(2)	106 15%	9 14%	10 19%	15 11%	7 22%	6 11%	4 4%	10 13%	19 28% cf	14 27% f
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	25 42% h	10 19%	44 34% h	7 22%	18 33%	38 38% h	31 40% h	11 15%	23 47% bh
Don't Know (DO NOT READ OUT)		15 2%	2 3%	2 3%	3 2%	1 2%	3 5%	1 1%	- -%	2 3%	1 1%
NET: Satisfied		241 35%	18 30%	22 42%	38 29%	17 51%	18 33%	27 27%	23 30%	36 53% cf	16 32%
NET: Dissatisfied		86 12%	8 14%	5 9%	13 10%	5 14%	7 14%	20 20% i	7 9%	10 15%	2 3%
Answered		450	33	40	82	26	33	62	47	56	26
Mean Score		.5	.3	.6 f	.4	.7	.4	.1	.5	.7 f	1.1 acefg
Standard error		.05	.29	.18	.14	.28	.19	.21	.22	.21	.23
Standard deviation		1.22	1.51	1.02	1.04	1.26	1.16	1.15	1.18	1.36	1.06

Columns Tested: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		715	121	137	183	441	274	96	92	86
Effective base		356	83	97	127	299	120	45	51	45
Weighted Base		691	137	181	308	625	66	32	24	10
Very Dissatisfied	(-2)	43 6%	5 4%	17 9%	15 5%	36 6%	7 10%	4 13%	2 6%	1 11%
Fairly Dissatisfied	(-1)	43 6%	9 6%	6 4%	26 8%	40 6%	3 4%	1 2%	1 4%	1 10%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	20 15%	31 17%	63 20%	114 18%	8 13%	3 8%	5 21%	1 8%
Fairly Satisfied	(1)	134 19%	24 18%	38 21%	59 19%	121 19%	13 20%	5 16%	6 25%	2 24%
Very Satisfied	(2)	106 15%	27 19%	37 21%	29 10%	93 15%	13 20%	7 21%	4 18%	2 21%
			c	c			c	c		
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	48 35%	45 25%	113 37%	207 33%	20 30%	12 37%	6 23%	2 24%
Don't Know (DO NOT READ OUT)		15 2%	4 3%	5 3%	3 1%	13 2%	2 3%	1 3%	1 2%	* 3%
NET: Satisfied		241 35%	51 37%	76 42%	88 29%	214 34%	27 40%	12 37%	10 43%	5 44%
				c						
NET: Dissatisfied		86 12%	13 10%	23 13%	40 13%	77 12%	9 14%	5 15%	2 10%	2 20%
Answered		450	84	130	191	405	44	19	18	8
Mean Score		.5	.7	.6	.3	.5	.5	.5	.6	.5
			c							
Standard error		.05	.13	.13	.10	.07	.10	.18	.14	.19
Standard deviation		1.22	1.18	1.30	1.12	1.20	1.38	1.56	1.19	1.50

Columns Tested: a,b,c,d,e,f,g,h

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			*a	b	*c	d	e	f	*g	h	i
Significance Level: 95%											
Unweighted Base		715	24	43	9	52	53	190	24	32	339
Effective base		356	14	18	3	21	28	109	9	12	172
Weighted Base		691	20	49	8	57	69	181	15	17	333
Very Dissatisfied	(-2)	43 6%	* *%	1 2%	1 8%	2 3%	5 7%	10 6%	1 6%	3 19%	22 7%
Fairly Dissatisfied	(-1)	43 6%	2 9%	8 15%	- -%	8 13%	1 1%	19 11%	1 4%	1 4%	13 4%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	1 6%	11 22%	* 5%	11 19%	21 30%	32 18%	1 5%	2 12%	55 17%
Fairly Satisfied	(1)	134 19%	4 22%	15 30%	6 68%	20 36%	14 21%	33 18%	1 7%	3 17%	59 18%
Very Satisfied	(2)	106 15%	6 31%	1 2%	2 19%	2 4%	19 28%	30 17%	4 30%	* 2%	43 13%
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	6 31%	14 28%	- -%	14 24%	10 14%	54 30%	7 47%	8 47%	129 39%
Don't Know (DO NOT READ OUT)		15 2%	- -%	* 1%	- -%	* 1%	- -%	2 1%	- -%	- -%	12 4%
NET: Satisfied		241 35%	11 53%	15 32%	7 87%	23 40%	33 49%	63 35%	5 37%	3 18%	102 31%
NET: Dissatisfied		86 12%	2 10%	9 18%	1 8%	9 16%	5 8%	30 16%	2 10%	4 22%	35 10%
Answered		450	14	35	8	43	59	125	8	9	192
Mean Score		.5	1.1	.2	.9	.3	.7	.4	1.0	-.4	.5
Standard error		.05	.26	.17	.35	.16	.17	.10	.35	.29	.08
Standard deviation		1.22	1.10	.93	1.05	.98	1.17	1.24	1.53	1.41	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	715	129	190	396	621	94	-	631	84	696	19
Effective base	356	61	109	192	309	47	-	331	27	347	9
Weighted Base	691	146	181	365	589	102	-	654	37	678	13
Very Dissatisfied (-2)	43 6%	7 5%	10 6%	26 7%	36 6%	7 7%	- -%	42 6%	1 3%	41 6%	2 15%
Fairly Dissatisfied (-1)	43 6%	10 7%	19 11%	14 4%	33 6%	10 10%	- -%	42 6%	1 4%	43 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 18%	33 23%	32 18%	58 16%	108 18%	15 14%	- -%	115 18%	8 22%	121 18%	2 13%
Fairly Satisfied (1)	134 19%	39 27%	33 18%	62 17%	119 20%	15 15%	- -%	127 19%	7 19%	134 20%	1 6%
Very Satisfied (2)	106 15%	28 19%	30 17%	49 13%	94 16%	12 12%	- -%	95 14%	12 32%	103 15%	3 22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	29 20%	54 30%	144 39% a	188 32%	39 38%	- -%	221 34%	6 18%	222 33%	5 38%
Don't Know (DO NOT READ OUT)	15 2%	* *%	2 1%	12 3%	11 2%	3 3%	- -%	14 2%	1 2%	14 2%	1 5%
NET: Satisfied	241 35%	67 46%	63 35%	111 30%	213 36%	28 27%	- -%	222 34%	19 51%	237 35%	4 29%
NET: Dissatisfied	86 12%	17 11%	30 16%	40 11%	69 12%	17 17%	- -%	83 13%	2 7%	84 12%	2 15%
Answered	450	116	125	209	390	59	-	420	29	442	8
Mean Score	.5	.6	.4	.4	.5	.3	-	.5	.9	.5	.4
Standard error	.05	.11	.10	.08	.06	.18	-	.06	.13	.05	.46
Standard deviation	1.22	1.11	1.24	1.26	1.21	1.30	-	1.22	1.11	1.21	1.73

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		715	357	161	189
Effective base		356	194	63	95
Weighted Base		691	370	127	188
Very Dissatisfied	(-2)	43 6%	24 6%	3 2%	16 8%
Fairly Dissatisfied	(-1)	43 6%	14 4%	7 5%	23 12%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	65 18%	21 16%	37 20%
Fairly Satisfied	(1)	134 19%	72 19%	33 26%	29 15%
Very Satisfied	(2)	106 15%	43 12%	28 22%	35 19%
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	144 39%	32 25%	48 25%
Don't Know (DO NOT READ OUT)		15 2%	9 2%	4 3%	2 1%
NET: Satisfied		241 35%	115 31%	61 48%	64 34%
NET: Dissatisfied		86 12%	38 10%	10 8%	38 20%
Answered		450	218	91	139
Mean Score		.5	.4	.8	.3
Standard error		.05	.08	.09	.11
Standard deviation		1.22	1.20	1.05	1.32

Columns Tested:: a,b,c

Table 282 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	715	496	141	32	10	22	7	4	3	637	78	46	
Effective base	356	284	53	9	5	5	1	2	1	337	19	10	
Weighted Base	691	560	93	15	4	15	3	1	*	653	38	23	
Very Dissatisfied	(-2)	43	32	10	*	1	*	-	*	-	42	1	1
		6%	6%	10%	2%	17%	*%	-%	9%	-%	6%	3%	4%
Fairly Dissatisfied	(-1)	43	25	12	2	-	2	2	-	-	37	6	4
		6%	4%	13%	15%	-%	13%	84%	-%	-%	6%	17%	18%
				a							a		
Neither Satisfied Nor Dissatisfied	(0)	123	105	17	1	-	*	-	-	*	122	1	*
		18%	19%	18%	5%	-%	1%	-%	-%	89%	19%	3%	2%
Fairly Satisfied	(1)	134	98	22	8	1	6	*	-	*	119	15	7
		19%	17%	23%	54%	28%	38%	*%	-%	4%	18%	40%	30%
				ai							ai		
Very Satisfied	(2)	106	81	13	2	2	7	*	1	*	94	12	10
		15%	14%	14%	14%	53%	48%	16%	91%	7%	14%	33%	46%
											ai	abi	
Have not Contacted / Not Applicable (DO NOT READ OUT)		227	205	20	2	*	*	-	-	-	225	2	*
		33%	37%	22%	11%	1%	*%	-%	-%	-%	34%	5%	*%
			bjk								jk		
Don't Know (DO NOT READ OUT)		15	14	*	-	-	-	-	-	-	15	-	-
		2%	3%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%
NET: Satisfied		241	179	34	10	3	13	*	1	*	213	27	17
		35%	32%	37%	68%	81%	85%	16%	91%	11%	33%	73%	76%
				ai							abi	abi	
NET: Dissatisfied		86	57	22	2	1	2	2	*	-	78	7	5
		12%	10%	23%	16%	17%	14%	84%	9%	-%	12%	20%	22%
				ai									
Answered		450	341	73	14	4	15	3	1	*	414	36	22
Mean Score		.5	.5	.2	.7	1.0	1.2	-.5	1.6	.2	.5	.9	1.0
Standard error		.05	.07	.12	.19	.56	.23	.54	-	-	.06	.14	.19
Standard deviation		1.22	1.20	1.29	1.02	1.68	1.04	1.42	-	-	1.22	1.17	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 282 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	715	246	250	219	642	579	673	553	363	323	106	370	38	62	36	44	17
Effective base	356	153	131	72	307	277	330	266	161	127	67	204	14	20	11	11	7
Weighted Base	691	311	249	131	597	544	639	525	316	250	119	408	14	43	22	22	11
Very Dissatisfied (-2)	43 6%	14 4%	19 7%	11 8%	36 6%	33 6%	41 6%	36 7%	16 5%	12 5%	9 7%	27 7%	* 2%	* 1%	* *%	2 10%	2 17%
Fairly Dissatisfied (-1)	43 6%	5 2%	19 8%	18 14%	37 6%	41 8%	42 7%	42 8%	23 7%	18 7%	4 4%	28 7%	1 6%	8 19%	* 1%	* *%	* 2%
Neither Satisfied Nor Dissatisfied (0)	123 18%	59 19%	46 18%	18 14%	102 17%	86 16%	105 16%	95 18%	73 23%	46 18%	16 14%	69 17%	3 23%	7 17%	* 1%	6 26%	3 28%
Fairly Satisfied (1)	134 19%	60 19%	38 15%	37 28% b	122 20%	110 20%	124 19%	106 20%	73 23%	67 27%	15 13%	82 20%	3 18%	12 28%	10 43%	2 7%	1 9%
Very Satisfied (2)	106 15%	24 8%	57 23% a	25 19% a	94 16%	97 18%	105 16%	86 16%	65 21%	60 24% a	16 14%	57 14%	3 21%	7 16%	8 37%	11 49%	3 28% ab
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	143 46% bc	63 25%	22 17%	194 33% ef	167 31% ef	211 33% ef	153 29% ef	63 20%	44 18%	56 47% bdf	135 33%	4 30%	8 19%	4 18%	2 7%	2 16%
Don't Know (DO NOT READ OUT)	15 2%	7 2%	7 3%	* *%	11 2%	9 2%	11 2%	6 1%	2 1%	3 1%	2 2%	9 2%	- -%	- -%	* 1%	* *%	- -%
NET: Satisfied	241 35%	84 27%	95 38% a	62 47% a	216 36%	207 38%	229 36%	192 37%	138 44%	127 51% abcd	32 27%	139 34%	6 40%	19 44%	18 80% abc	12 56%	4 37%
NET: Dissatisfied	86 12%	19 6%	38 15% a	29 22% a	73 12%	75 14%	83 13%	78 15%	39 12%	30 12%	13 11%	56 14%	1 7%	8 20%	* 1%	2 10%	2 19%
Answered Mean Score	450 .5	162 .5	179 .5	109 .4	391 .5	368 .5	416 .5	365 .4	250 .6	203 .7 d	61 .4	263 .4	10 .7	34 .5	18 1.4 abd	20 .9	9 .3
Standard error	.05	.09	.10	.09	.06	.06	.06	.06	.07	.07 d	.17	.08	.19	.15	.11	.23	.39
Standard deviation	1.22	1.06	1.32	1.28	1.22	1.24	1.24	1.24	1.16	1.15	1.34	1.23	1.11	1.11	.60	1.38	1.56

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	715	447	59	49	34	22	19	12	354	90	50	37	25	13	10
Effective base	356	248	25	15	7	7	4	4	201	32	11	17	4	7	5
Weighted Base	691	491	38	29	11	10	10	7	390	69	22	36	8	10	8
Very Dissatisfied (-2)	43 6%	34 7%	* *%	* 1%	* 1%	- -%	- -%	2 27%	22 6%	7 10%	1 3%	- -%	- -%	2 21%	2 24%
Fairly Dissatisfied (-1)	43 6%	31 6%	2 6%	3 11%	1 6%	- -%	* 1%	* 3%	22 6%	13 19%	2 10%	3 9%	* 3%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 18%	79 16%	10 27%	4 14%	1 11%	* 1%	4 43%	2 35%	61 16%	16 23%	2 8%	4 10%	* *%	4 34%	1 9%
Fairly Satisfied (1)	134 19%	98 20%	5 13%	8 30%	5 45%	3 31%	2 18%	* *%	73 19%	15 22%	6 25%	12 33%	3 35%	* 3%	1 12%
Very Satisfied (2)	106 15%	63 13%	13 33%	8 27%	1 6%	6 56%	4 36%	1 9%	59 15%	13 19%	4 20%	9 24%	5 59%	4 41%	3 33%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	175 36%	8 20%	5 16%	3 29%	1 12%	* 2%	2 25%	144 37%	6 8%	8 34%	8 23%	* 4%	* *%	2 22%
Don't Know (DO NOT READ OUT)	15 2%	11 2%	- -%	- -%	* 2%	- -%	- -%	- -%	9 2%	- -%	* *%	* *%	- -%	* 1%	- -%
NET: Satisfied	241 35%	161 33%	17 46%	16 57%	6 51%	9 87%	6 54%	1 10%	133 34%	28 40%	10 45%	21 57%	8 93%	5 44%	3 45%
NET: Dissatisfied	86 12%	64 13%	2 7%	4 13%	1 7%	- -%	* 1%	2 30%	44 11%	20 29%	3 13%	3 9%	* 3%	2 21%	2 24%
Answered	450	305	30	24	7	9	10	5	237	64	15	28	8	10	6
Mean Score	.5	.4	.9	.8	.7	1.6	.9	-.5	.5	.2	.7	.9	1.5	.4	.4
Standard error	.05	.07	.15	.17	.16	.13	.23	.44	.08	.14	.19	.18	.15	.49	.63
Standard deviation	1.22	1.23	1.07	1.10	.86	.53	.96	1.46	1.22	1.29	1.21	.98	.70	1.61	1.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	715	320	70	62	42	26	11	22	220	142	165	96	46
Effective base	356	178	32	20	15	8	4	8	132	72	78	33	15
Weighted Base	691	354	64	36	29	19	9	14	269	134	151	53	30
Very Dissatisfied (-2)	43 6%	20 6%	9 14%	3 7%	1 4%	2 10%	- -%	2 16%	18 7%	8 6%	10 7%	3 7%	1 3%
Fairly Dissatisfied (-1)	43 6%	28 8%	6 9%	4 11%	2 6%	1 3%	* 1%	2 15%	10 4%	9 7%	13 9%	7 13%	2 8%
Neither Satisfied Nor Dissatisfied (0)	123 18%	63 18%	16 25%	11 29%	1 2%	4 18%	* 4%	1 9%	39 14%	23 17%	27 18%	6 10%	10 35%
Fairly Satisfied (1)	134 19%	66 19%	13 20%	7 19%	10 34%	8 40%	1 10%	2 16%	48 18%	29 21%	22 14%	17 33%	7 24%
Very Satisfied (2)	106 15%	45 13%	12 18%	9 25%	6 19%	4 19%	6 65%	6 41%	31 12%	28 21%	35 23%	8 14%	3 9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	127 36%	8 13%	3 9%	10 35%	2 10%	2 20%	1 4%	118 44%	32 24%	41 27%	12 23%	6 21%
Don't Know (DO NOT READ OUT)	15 2%	6 2%	- -%	* *%	* 1%	- -%	- -%	- -%	4 1%	5 4%	3 2%	* *%	- -%
NET: Satisfied	241 35%	111 31%	24 38%	16 44%	15 53%	11 59%	7 75%	8 56%	80 30%	57 42%	57 38%	25 47%	10 33%
NET: Dissatisfied	86 12%	47 13%	15 23%	6 18%	3 10%	2 13%	* 1%	4 31%	29 11%	17 13%	23 15%	10 20%	3 11%
Answered	450	220	55	33	19	17	7	13	147	97	107	41	23
Mean Score	.5	.4	.2	.5	.9	.6	1.7	.5	.4	.6	.6	.5	.4
Standard error	.05	.08	.17	.17	.19	.25	.21	.35	.11	.12	.12	.14	.15
Standard deviation	1.22	1.20	1.34	1.25	1.13	1.21	.65	1.61	1.25	1.23	1.31	1.23	.96

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	715	281	124	123	80	29	206	126	134	72	35
Effective base	356	158	63	56	24	7	118	58	59	27	12
Weighted Base	691	325	117	99	32	17	242	114	114	44	27
Very Dissatisfied (-2)	43 6%	19 6%	8 6%	6 6%	3 10%	* 2%	15 6%	7 6%	7 6%	3 8%	1 2%
Fairly Dissatisfied (-1)	43 6%	21 6%	5 4%	11 11%	1 2%	- -%	10 4%	10 9%	11 10%	7 16%	2 9%
Neither Satisfied Nor Dissatisfied (0)	123 18%	49 15%	23 19%	22 22%	4 11%	5 29%	32 13%	22 19%	18 16%	4 9%	10 39%
Fairly Satisfied (1)	134 19%	64 20%	22 19%	15 15%	10 32%	7 41%	54 22%	18 16%	15 13%	16 37%	7 25%
Very Satisfied (2)	106 15%	45 14%	23 20%	19 20%	5 16%	1 3%	34 14%	26 23%	29 25%	5 10%	3 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	122 38%	34 29%	23 23%	9 28%	4 26%	90 37%	29 25%	32 28%	9 21%	4 14%
Don't Know (DO NOT READ OUT)	15 2%	6 2%	3 3%	3 3%	* *%	- -%	6 2%	3 2%	1 1%	- -%	- -%
NET: Satisfied	241 35%	109 33%	45 39%	34 35%	16 48%	7 44%	88 36%	44 39%	44 39%	21 47%	9 36%
NET: Dissatisfied	86 12%	40 12%	12 10%	17 17%	4 12%	* 2%	26 11%	17 15%	19 16%	10 23%	3 11%
Answered	450	197	80	74	23	12	146	82	81	35	23
Mean Score	.5	.5	.6	.4	.6	.6	.6	.6	.6	.3	.4
Standard error	.05	.09	.13	.13	.16	.15	.10	.13	.13	.16	.17
Standard deviation	1.22	1.23	1.23	1.26	1.29	.71	1.22	1.28	1.34	1.23	.94

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 282 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base	356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base	691	240	83	96	72	28	338	25	160	630	61	572	25
Very Dissatisfied (-2)	43 6%	12 5%	11 13%	8 8%	3 5%	2 9%	19 6%	* 1%	17 11%	37 6%	5 9%	36 6%	* **%
Fairly Dissatisfied (-1)	43 6%	11 5%	6 7%	11 12%	8 11%	4 13%	34 10%	2 8%	6 4%	36 6%	7 12%	35 6%	3 10%
Neither Satisfied Nor Dissatisfied (0)	123 18%	50 21%	14 17%	12 12%	13 18%	6 21%	44 13%	11 44%	40 25%	112 18%	11 18%	94 17%	8 30%
Fairly Satisfied (1)	134 19%	43 18%	16 19%	16 16%	20 28%	10 36%	75 22%	5 21%	24 15%	122 19%	12 19%	120 21%	2 7%
Very Satisfied (2)	106 15%	23 9%	20 25%	26 27%	13 18%	4 13%	73 22%	2 8%	11 7%	96 15%	10 17%	84 15%	10 41%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	99 41%	14 17%	23 24%	14 20%	2 8%	91 27%	4 16%	59 37%	212 34%	15 25%	191 33%	3 11%
Don't Know (DO NOT READ OUT)	15 2%	3 1%	2 2%	1 1%	- -%	- -%	3 1%	* 2%	2 1%	14 2%	* **%	11 2%	- -%
NET: Satisfied	241 35%	66 28%	36 43%	41 43%	33 46%	14 49%	148 44%	7 29%	35 22%	219 35%	22 36%	204 36%	12 48%
NET: Dissatisfied	86 12%	23 9%	17 20%	19 20%	11 16%	6 22%	53 16%	2 9%	24 15%	73 12%	13 21%	71 12%	3 11%
Answered Mean Score	450 .5	138 .4	67 .4	72 .6	58 .5	26 .3	245 .6	20 .3	99 .1	404 .5	46 .3	369 .5	22 .9

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base	356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base	691	240	83	96	72	28	338	25	160	630	61	572	25
Standard error	.05	.10	.17	.14	.14	.20	.08	.14	.12	.06	.18	.06	.21
Standard deviation	1.22	1.11	1.43	1.39	1.16	1.19	1.26	.85	1.21	1.21	1.31	1.22	1.16

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	715	502	77	379	174	612	30	496	83	376	177
Effective base	356	254	22	196	70	298	9	249	28	197	69
Weighted Base	691	496	48	385	139	574	22	486	59	386	138
Very Dissatisfied (-2)	43 6%	30 6%	4 8%	24 6%	12 9%	36 6%	- -%	30 6%	4 7%	23 6%	13 9%
Fairly Dissatisfied (-1)	43 6%	37 7%	4 8%	29 7%	13 10%	34 6%	3 13%	37 8%	4 7%	27 7%	15 11%
Neither Satisfied Nor Dissatisfied (0)	123 18%	79 16%	7 14%	72 19%	23 17%	97 17%	5 21%	77 16%	10 16%	71 19%	24 17%
Fairly Satisfied (1)	134 19%	88 18%	22 45%	69 18%	37 26%	115 20%	7 32%	96 20%	14 24%	65 17%	41 30%
Very Satisfied (2)	106 15%	87 18%	10 21%	69 18%	17 12%	91 16%	3 15%	78 16%	19 33%	72 19%	14 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	166 33%	2 4%	116 30%	37 27%	190 33%	4 18%	159 33%	8 13%	122 32%	31 22%
Don't Know (DO NOT READ OUT)	15 2%	9 2%	- -%	6 2%	* *%	11 2%	- -%	9 2%	- -%	6 1%	* *%
NET: Satisfied	241 35%	175 35%	32 66%	139 36%	53 38%	205 36%	11 47%	174 36%	33 57%	136 35%	56 40%
NET: Dissatisfied	86 12%	67 13%	8 16%	53 14%	25 18%	70 12%	3 13%	67 14%	8 13%	51 13%	28 20%
Answered	450	321	47	264	102	373	18	317	51	258	107
Mean Score	.5	.5	.6	.5	.3	.5	.6	.5	.8	.5	.3
Standard error	.05	.07	.14	.07	.11	.06	.20	.07	.15	.08	.10
Standard deviation	1.22	1.26	1.16	1.25	1.24	1.23	1.00	1.24	1.25	1.25	1.22

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	715	395	468	131	-	367	379	112	3	428	291	120	-
Effective base	356	174	240	58	-	166	193	50	3	204	146	60	-
Weighted Base	691	335	467	114	-	326	369	90	4	402	274	112	-
Very Dissatisfied (-2)	43 6%	24 7%	26 5%	8 7%	- -%	21 7%	26 7%	5 6%	1 14%	29 7%	17 6%	5 5%	- -%
Fairly Dissatisfied (-1)	43 6%	26 8%	27 6%	9 8%	- -%	25 8%	25 7%	10 11%	- -%	36 9%	21 8%	15 13%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 18%	49 15%	85 18%	19 16%	- -%	42 13%	58 16%	14 16%	- -%	68 17%	55 20%	11 10%	- -%
Fairly Satisfied (1)	134 19%	72 22%	94 20%	25 22%	- -%	78 24%	66 18%	21 23%	- -%	90 22%	44 16%	32 29%	- -%
Very Satisfied (2)	106 15%	65 19%	63 14%	22 19%	- -%	68 21%	58 16%	18 20%	2 41%	67 17%	46 17%	15 14%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	95 28%	160 34%	29 25%	- -%	87 27%	129 35%	20 22%	2 46%	111 28%	85 31%	31 27%	- -%
Don't Know (DO NOT READ OUT)	15 2%	4 1%	11 2%	2 2%	- -%	5 2%	7 2%	2 3%	- -%	2 1%	6 2%	2 2%	- -%
NET: Satisfied	241 35%	138 41%	157 34%	47 41%	- -%	146 45%	124 34%	39 43%	2 41%	156 39%	90 33%	47 42%	- -%
NET: Dissatisfied	86 12%	50 15%	52 11%	17 15%	- -%	46 14%	51 14%	15 16%	1 14%	65 16%	38 14%	20 18%	- -%
Answered	450	237	295	83	-	234	233	68	2	289	183	79	-
Mean Score	.5	.5	.5	.5	-	.6	.4	.5	1.0	.4	.4	.5	-
Standard error	.05	.07	.07	.13	-	.07	.08	.13	1.66	.07	.09	.13	-
Standard deviation	1.22	1.28	1.18	1.26	-	1.26	1.28	1.24	2.35	1.25	1.24	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 282 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	715	573	497	385	476	396	31	249	212	221	77	46	146	140	
Effective base	356	278	241	197	224	208	11	131	104	112	42	29	72	66	
Weighted Base	691	540	478	384	437	407	10	259	205	218	83	56	147	140	
Very Dissatisfied	(-2)	43	36	27	24	25	26	-	10	16	13	5	4	9	11
		6%	7%	6%	6%	6%	6%	-%	4%	8%	6%	6%	7%	6%	8%
Fairly Dissatisfied	(-1)	43	31	33	23	24	32	*	14	9	16	10	5	13	10
		6%	6%	7%	6%	6%	8%	2%	5%	5%	7%	12%	8%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	123	96	77	72	74	55	1	54	39	37	13	10	23	25
		18%	18%	16%	19%	17%	14%	15%	21%	19%	17%	16%	18%	15%	18%
Fairly Satisfied	(1)	134	106	88	71	79	72	1	42	40	47	18	12	23	25
		19%	20%	18%	19%	18%	18%	8%	16%	20%	22%	22%	21%	15%	18%
Very Satisfied	(2)	106	77	83	62	82	58	6	40	30	30	16	10	27	17
		15%	14%	17%	16%	19%	14%	62%	15%	15%	14%	20%	17%	18%	12%
								ab							
Have not Contacted / Not Applicable (DO NOT READ OUT)		227	183	163	126	145	156	1	93	69	72	21	16	52	51
		33%	34%	34%	33%	33%	38%	13%	36%	34%	33%	25%	28%	35%	36%
Don't Know (DO NOT READ OUT)		15	11	8	6	8	7	-	6	2	2	1	*	1	1
		2%	2%	2%	2%	2%	2%	-%	2%	1%	1%	1%	*%	1%	1%
NET: Satisfied		241	182	171	133	160	130	7	82	70	78	34	21	49	42
		35%	34%	36%	35%	37%	32%	70%	31%	34%	36%	41%	38%	34%	30%
								ab							
NET: Dissatisfied		86	67	60	47	49	58	*	25	25	30	15	9	22	22
		12%	12%	13%	12%	11%	14%	2%	9%	12%	14%	18%	16%	15%	15%
Answered		450	346	308	252	284	244	9	160	134	144	62	40	94	88
Mean Score		.5	.5	.5	.5	.6	.4	1.5	.5	.4	.5	.5	.4	.5	.3
								ab							
Standard error		.05	.06	.07	.07	.07	.08	.18	.09	.10	.10	.16	.22	.13	.14
Standard deviation		1.22	1.22	1.24	1.22	1.23	1.28	.92	1.15	1.25	1.21	1.26	1.27	1.30	1.27

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	715	111	75	62	25	587	465	635	462	422	386	554	117	-	496	91
Effective base	356	54	29	31	12	287	217	309	229	204	180	286	58	-	235	51
Weighted Base	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
Very Dissatisfied (-2)	43 6%	4 5%	2 3%	8 15%	* 2%	36 6%	26 6%	37 6%	29 6%	25 6%	25 7%	35 6%	8 8%	- -%	12 3%	25 26%
Fairly Dissatisfied (-1)	43 6%	6 6%	5 11%	3 6%	4 15%	34 6%	23 6%	36 6%	26 6%	28 7%	28 8%	34 6%	5 5%	- -%	21 5%	13 14%
Neither Satisfied Nor Dissatisfied (0)	123 18%	17 18%	7 14%	14 25%	3 11%	103 18%	76 19%	108 18%	82 18%	65 17%	50 14%	102 18%	15 14%	- -%	60 13%	21 21%
Fairly Satisfied (1)	134 19%	11 12%	14 29%	14 25%	8 32%	113 20%	83 20%	120 20%	86 19%	68 18%	79 22%	105 19%	24 23%	- -%	107 23%	9 10%
Very Satisfied (2)	106 15%	27 28%	15 32%	10 18%	5 21%	78 14%	56 14%	92 15%	68 15%	46 12%	69 19%	68 12%	13 12%	- -%	98 21%	* *%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	29 30%	6 12%	7 12%	5 20%	185 33%	141 34%	194 32%	143 32%	145 38%	102 28%	195 35%	36 34%	- -%	160 34%	29 29%
Don't Know (DO NOT READ OUT)	15 2%	2 2%	- -%	- -%	- -%	13 2%	6 2%	14 2%	10 2%	8 2%	8 2%	14 3%	3 3%	- -%	7 2%	1 1%
NET: Satisfied	241 35%	38 40%	29 60%	24 43%	14 52%	191 34%	139 34%	212 35%	154 35%	114 30%	148 41%	173 31%	37 36%	- -%	205 44%	10 10%
NET: Dissatisfied	86 12%	10 11%	7 14%	11 20%	4 17%	70 12%	49 12%	73 12%	55 12%	52 14%	53 15%	68 12%	14 13%	- -%	34 7%	38 39%
Answered Mean Score	450 .5	65 .8	43 .8	49 .3	21 .7	364 .4	263 .5	393 .5	290 .5	231 .4	251 .6	343 .4	66 .4	- -	299 .9	69 -.8
Standard error	.05	.14	.14	.18	.24	.06	.07	.06	.07	.07	.08	.06	.14	-	.06	.13

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	715	111	75	62	25	587	465	635	462	422	386	554	117	-	496	91
Effective base	356	54	29	31	12	287	217	309	229	204	180	286	58	-	235	51
Weighted Base	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
Standard deviation	1.22	1.27	1.16	1.34	1.14	1.21	1.20	1.21	1.22	1.23	1.27	1.20	1.26	-	1.08	1.09

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 282 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	715	715	-	238	12	165	129	130	397	172	140	195	354
Effective base	356	356	-	105	8	70	66	60	199	88	67	90	189
Weighted Base	691	691	-	216	23	144	141	113	385	179	124	182	362
Very Dissatisfied (-2)	43 6%	43 6%	- -%	14 6%	3 13%	9 6%	12 9%	9 8%	18 5%	14 8%	11 9%	13 7%	17 5%
Fairly Dissatisfied (-1)	43 6%	43 6%	- -%	18 8%	4 19%	7 5%	19 14%	14 12%	17 4%	12 7%	12 10%	23 13%	8 2%
Neither Satisfied Nor Dissatisfied (0)	123 18%	123 18%	- -%	25 12%	2 8%	23 16%	19 13%	22 19%	62 16%	38 22%	12 10%	22 12%	84 23% ab
Fairly Satisfied (1)	134 19%	134 19%	- -%	67 31%	- -%	42 29%	31 22%	27 24%	65 17%	41 23%	22 18%	49 27% c	54 15%
Very Satisfied (2)	106 15%	106 15%	- -%	46 21%	2 9%	31 22%	22 15%	31 28% bc	57 15%	16 9%	34 28% c	29 16%	42 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	227 33%	- -%	45 21%	12 52%	33 23%	38 27%	10 9%	158 41% a	53 29% a	31 25%	43 24%	146 40% ab
Don't Know (DO NOT READ OUT)	15 2%	15 2%	- -%	* *%	- -%	* *%	* *%	- -%	8 2%	5 3%	1 1%	2 1%	11 3%
NET: Satisfied	241 35%	241 35%	- -%	113 52%	2 9%	73 50%	53 37%	58 52% bc	122 32%	57 32%	56 46% c	78 43% c	96 27%
NET: Dissatisfied	86 12%	86 12%	- -%	32 15%	7 32%	16 11%	32 22%	23 20% b	36 9%	26 14%	24 19% c	36 20% c	25 7%
Answered	450	450	-	171	11	112	103	103	219	121	92	136	205
Mean Score	.5	.5	-	.7	-.6	.7	.3	.6	.6	.3	.6	.4	.5
Standard error	.05	.05	-	.09	.54	.10	.14	.12	.07	.11	.13	.10	.08
Standard deviation	1.22	1.22	-	1.21	1.42	1.18	1.31	1.29	1.20	1.16	1.42	1.26	1.11

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		715	385	330
Effective base		356	170	186
Weighted Base		691	336	355
Very Dissatisfied	(-2)	43 6%	12 4%	30 9%
Fairly Dissatisfied	(-1)	43 6%	22 6%	21 6%
Neither Satisfied Nor Dissatisfied	(0)	123 18%	65 19%	58 16%
Fairly Satisfied	(1)	134 19%	68 20%	67 19%
Very Satisfied	(2)	106 15%	59 17%	48 13%
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33%	99 30%	128 36%
Don't Know (DO NOT READ OUT)		15 2%	12 3%	3 1%
NET: Satisfied		241 35%	126 38%	114 32%
NET: Dissatisfied		86 12%	34 10%	52 15%
Answered		450	225	224
Mean Score		.5	.6	.4
Standard error		.05	.07	.09
Standard deviation		1.22	1.13	1.29

Columns Tested:: a,b

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	715	-	28	98	90	14	77	45	102	75	68	83	35
Effective base	356	-	10	51	42	5	43	14	54	48	24	60	20
Weighted Base	691	-	18	115	70	6	90	20	96	97	19	127	35
Very Dissatisfied	(-2) 43 6%	- -%	- -%	7 6%	3 4%	* 1%	7 8%	* 1%	5 5%	6 6%	1 3%	11 9%	3 9%
Fairly Dissatisfied	(-1) 43 6%	- -%	* 2%	5 4%	4 6%	2 33%	6 6%	- -%	4 4%	9 9%	* 2%	14 11%	- -%
Neither Satisfied Nor Dissatisfied	(0) 123 18%	- -%	6 35%	20 17%	7 10%	3 55%	21 23%	5 27%	19 20%	14 15%	1 8%	20 16%	5 15%
Fairly Satisfied	(1) 134 19%	- -%	4 23%	25 22%	12 18%	* 3%	12 13%	5 24%	15 16%	23 24%	3 17%	28 22%	7 19%
Very Satisfied	(2) 106 15%	- -%	5 28%	21 19%	11 16%	- -%	9 10%	5 24%	8 9%	14 14%	5 26%	22 17%	7 20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	- -%	1 4%	35 31%	32 46% k	* 8%	36 40%	5 24%	37 38%	28 29%	8 43%	33 26%	13 37%
Don't Know (DO NOT READ OUT)	15 2%	- -%	2 9%	2 2%	- -%	- -%	* *%	* *%	8 8% k	2 3%	* 2%	- -%	* 1%
NET: Satisfied	241 35%	- -%	9 51%	46 40%	23 33%	* 3%	20 22%	9 48%	24 25%	38 39%	8 43%	50 39%	14 39%
NET: Dissatisfied	86 12%	- -%	* 2%	12 10%	7 10%	2 34%	13 14%	* 1%	8 9%	15 15%	1 5%	24 19%	3 9%
Answered Mean Score	450 .5	- -	16 .9	78 .6	38 .6	5 -.4	54 .2	15 .9	51 .4	67 .5	10 1.1	94 .4	22 .6
Standard error	.05	-	.21	.14	.16	.18	.18	.15	.14	.17	.17	.17	.27
Standard deviation	1.22	-	.92	1.22	1.25	.63	1.22	.90	1.13	1.22	1.18	1.30	1.35

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 282 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	715	127	180	222	186	307	408
Effective base	356	61	88	114	94	148	208
Weighted Base	691	136	163	213	180	298	393
Very Dissatisfied (-2)	43 6%	7 5%	10 6%	11 5%	15 8%	17 6%	26 6%
Fairly Dissatisfied (-1)	43 6%	5 4%	12 7%	12 6%	14 8%	17 6%	26 7%
Neither Satisfied Nor Dissatisfied (0)	123 18%	26 19%	31 19%	39 18%	26 15%	57 19%	66 17%
Fairly Satisfied (1)	134 19%	32 23%	21 13%	43 20%	38 21%	53 18%	81 21%
Very Satisfied (2)	106 15%	26 19%	20 12%	27 13%	33 18%	46 15%	60 15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	227 33%	36 26%	69 42% a	69 32%	54 30%	104 35%	123 31%
Don't Know (DO NOT READ OUT)	15 2%	3 3%	* *% a	10 5% bd	* *% b	4 1%	11 3%
NET: Satisfied	241 35%	58 43% b	41 25%	71 33%	71 39% b	99 33%	142 36%
NET: Dissatisfied	86 12%	12 9%	22 13%	23 11%	29 16%	34 11%	52 13%
Answered	450	97	94	133	126	190	259
Mean Score	.5	.7	.3	.5	.5	.5	.5
Standard error	.05	.12	.11	.09	.11	.08	.07
Standard deviation	1.22	1.16	1.24	1.16	1.31	1.21	1.23

Columns Tested: a,b,c,d - a,b

Table 284

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	715	128	587	496	103	39	77	219
Effective base	356	60	299	329	60	26	47	87
Weighted Base	691	92	599	663	23	4	2	29
Very Dissatisfied (-2)	15 2%	3 3%	12 2%	14 2%	1 3%	* 1%	* 2%	1 2%
Fairly Dissatisfied (-1)	17 2%	2 2%	15 2%	16 2%	1 3%	* 4%	* 2%	1 3%
Neither Satisfied Nor Dissatisfied (0)	65 9%	6 6%	59 10%	61 9%	3 14%	* 13%	* 3%	4 13%
Fairly Satisfied (1)	200 29%	10 10%	191 32%	193 29%	6 24%	1 26%	1 34%	7 25%
Very Satisfied (2)	224 32%	39 42%	185 31%	211 32%	10 46%	2 55%	1 43%	13 47%
			a		a	a		a
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	32 35%	130 22%	160 24%	2 9%	* 1%	* 16%	2 9%
		b		bce				
Don't Know (DO NOT READ OUT)	8 1%	* *%	8 1%	8 1%	* 1%	- -%	* 1%	* 1%
NET: Satisfied	425 61%	49 53%	376 63%	404 61%	16 70%	3 81%	2 77%	21 72%
						a	a	
NET: Dissatisfied	32 5%	5 5%	27 4%	30 5%	1 6%	* 6%	* 4%	2 6%
Answered	521	60	461	495	21	3	2	26
Mean Score	1.2	1.3	1.1	1.2	1.2	1.3	1.4	1.2
Standard error	.04	.12	.04	.05	.11	.18	.16	.07
Standard deviation	.96	1.12	.93	.96	1.04	1.11	1.31	1.02

Columns Tested:: a,b - a,b,c,d,e

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	715	279	155	62	56	86	77	496	103	116
Effective base	356	207	93	42	37	40	47	329	60	55
Weighted Base	691	448	174	40	15	12	2	663	23	6
Very Dissatisfied	(-2) 15 2%	11 2%	3 2%	* 1%	1 4%	* *%	* 2%	14 2%	1 3%	* 2%
Fairly Dissatisfied	(-1) 17 2%	12 3%	1 1%	2 4%	1 3%	* 4%	* 2%	16 2%	1 3%	* 3%
Neither Satisfied Nor Dissatisfied	(0) 65 9%	37 8%	16 9%	8 20% afg	2 13%	2 16%	* 3%	61 9%	3 14%	1 9%
Fairly Satisfied	(1) 200 29%	127 28%	59 34% c	7 17%	4 27%	3 22%	1 34%	193 29%	6 24%	2 29%
Very Satisfied	(2) 224 32%	154 34%	46 26%	11 27%	6 42%	6 53% abcg	1 43% b	211 32%	10 46% bg	3 51% abcg
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	103 23% ehi	45 26% dehi	12 29% dehi	1 10%	1 6%	* 16%	160 24% dehi	2 9%	* 6%
Don't Know (DO NOT READ OUT)	8 1%	4 1%	3 2%	1 2%	* 1%	- -%	* 1%	8 1%	* 1%	* *%
NET: Satisfied	425 61%	281 63% c	105 60%	18 44%	10 69% c	9 75% c	2 77% cg	404 61% c	16 70% c	4 79% abcg
NET: Dissatisfied	32 5%	23 5%	5 3%	2 5%	1 7%	* 4%	* 4%	30 5%	1 6%	* 5%
Answered	521	341	126	28	13	11	2	495	21	5
Mean Score	1.2	1.2	1.1	.9	1.1	1.3	1.4	1.2	1.2	1.3
Standard error	.04	.07	.08	.16	.16	.11	.16	.05	.11	.10
Standard deviation	.96	.98	.88	1.03	1.11	.96	1.31	.96	1.04	1.01

Columns Tested: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	715	346	150	103	39	77	323	101	50	35	79
Effective base	356	257	101	60	26	47	222	48	19	12	15
Weighted Base	691	563	99	23	4	2	457	95	21	15	15
Very Dissatisfied	(-2) 15 2%	13 2%	1 1%	1 3%	* 1%	* 2%	11 2%	1 1%	* 2%	- -%	- -%
Fairly Dissatisfied	(-1) 17 2%	12 2%	3 3%	1 3%	* 4%	* 2%	9 2%	5 5%	* *%	- -%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 65 9%	48 9%	13 13%	3 14%	* 13%	* 3%	40 9%	8 9%	2 10%	1 10%	2 10%
Fairly Satisfied	(1) 200 29%	163 29%	30 31%	6 24%	1 26%	1 34%	138 30%	30 32%	6 28%	8 51%	6 37%
Very Satisfied	(2) 224 32%	182 32%	29 29%	10 46%	2 55%	1 43%	147 32%	37 39%	7 35%	4 24%	5 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	138 25%	21 22%	2 9%	* 1%	* 16%	105 23%	13 14%	4 21%	3 16%	3 21%
Don't Know (DO NOT READ OUT)	8 1%	6 1%	1 1%	* 1%	- -%	* 1%	7 2%	- -%	1 4%	* *%	* 1%
NET: Satisfied	425 61%	345 61%	59 59%	16 70%	3 81%	2 77%	285 62%	67 71%	13 63%	11 74%	10 67%
NET: Dissatisfied	32 5%	25 5%	5 5%	1 6%	* 6%	* 4%	20 4%	6 6%	1 2%	- -%	* 1%
Answered	521	418	76	21	3	2	345	82	16	13	12
Mean Score	1.2	1.2	1.1	1.2	1.3	1.4	1.2	1.2	1.2	1.2	1.2
Standard error	.04	.06	.09	.11	.18	.16	.06	.10	.15	.11	.09
Standard deviation	.96	.96	.93	1.04	1.11	1.31	.96	.95	.94	.63	.74

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	715	44	40	86	28	51	52	45	53	42
Effective base	356	32	29	54	20	34	39	35	37	29
Weighted Base	691	60	52	128	33	54	101	78	69	49
Very Dissatisfied (-2)	15 2%	2 3%	1 1%	- -%	- -%	4 8%	2 2%	2 2%	3 5%	- -%
Fairly Dissatisfied (-1)	17 2%	2 3%	- -%	1 1%	1 3%	1 1%	3 3%	3 4%	2 3%	1 2%
Neither Satisfied Nor Dissatisfied (0)	65 9%	6 10%	4 7%	20 16%	4 11%	6 11%	5 5%	2 3%	7 10%	3 7%
Fairly Satisfied (1)	200 29%	10 17%	18 35%	38 30%	7 22%	15 27%	42 41%	29 36%	15 22%	15 29%
Very Satisfied (2)	224 32%	25 41%	23 43%	30 23%	15 45%	16 30%	28 27%	24 31%	24 35%	15 30%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	13 22%	7 14%	38 30%	6 19%	12 22%	20 20%	19 24%	13 19%	16 32%
Don't Know (DO NOT READ OUT)	8 1%	2 3%	- -%	1 1%	- -%	- -%	1 1%	- -%	4 6%	- -%
NET: Satisfied	425 61%	35 58%	40 78%	68 53%	22 66%	31 58%	69 68%	53 68%	39 57%	29 60%
NET: Dissatisfied	32 5%	4 7%	1 1%	1 1%	1 3%	5 9%	6 6%	5 6%	6 8%	1 2%
Answered	521	45	45	89	27	42	80	60	51	34
Mean Score	1.2	1.2	1.4	1.1	1.3	.9	1.1	1.2	1.1	1.3
Standard error	.04	.19	.13	.10	.19	.19	.15	.16	.18	.14
Standard deviation	.96	1.13	.75	.78	.88	1.24	.91	.94	1.17	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		715	121	137	183	441	274	96	92	86
Effective base		356	83	97	127	299	120	45	51	45
Weighted Base		691	137	181	308	625	66	32	24	10
Very Dissatisfied	(-2)	15 2%	4 3%	6 3%	4 1%	14 2%	1 1%	* 1%	- -%	* 4%
Fairly Dissatisfied	(-1)	17 2%	3 2%	4 2%	7 2%	14 2%	2 3%	1 3%	1 5%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	65 9%	13 10%	16 9%	28 9%	58 9%	7 11%	3 9%	4 15%	1 8%
Fairly Satisfied	(1)	200 29%	37 27%	43 24%	108 efg 27%	188 e 30%	12 18%	5 17%	4 18%	2 23%
Very Satisfied	(2)	224 32%	46 34%	71 39%	82 27%	199 32%	25 38%	11 33%	10 43%	4 42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		162 23%	34 25%	34 19%	77 25%	145 23%	17 26%	11 34%	4 19%	2 22%
Don't Know (DO NOT READ OUT)		8 1%	- -%	6 3%	1 *%	7 1%	1 2%	1 3%	* 1%	- -%
NET: Satisfied		425 61%	83 61%	114 63%	190 62%	387 62%	37 57%	16 50%	15 61%	7 65%
NET: Dissatisfied		32 5%	7 5%	10 6%	11 4%	29 5%	3 5%	1 5%	1 5%	* 5%
Answered		521	103	141	229	473	47	20	19	8
Mean Score		1.2	1.1	1.2	1.1	1.1	1.2	1.2	1.2	1.3
Standard error		.04	.11	.10	.07	.05	.07	.12	.11	.13
Standard deviation		.96	1.02	1.04	.87	.95	.99	1.02	.97	1.11

Columns Tested:: a,b,c,d,e,f,g,h

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	715	24	43	9	52	53	190	24	32	339
Effective base	356	14	18	3	21	28	109	9	12	172
Weighted Base	691	20	49	8	57	69	181	15	17	333
Very Dissatisfied (-2)	15 2%	* 2%	- -%	- -%	- -%	- -%	8 4%	* 1%	1 3%	6 2%
Fairly Dissatisfied (-1)	17 2%	- -%	- -%	- -%	- -%	1 1%	3 2%	1 6%	3 16%	10 3%
Neither Satisfied Nor Dissatisfied (0)	65 9%	1 6%	6 13%	- -%	6 11%	13 19%	19 11%	1 5%	* *%	24 7%
Fairly Satisfied (1)	200 29%	8 42%	8 16%	5 63%	13 23%	26 37%	52 29%	2 13%	3 20%	96 29%
Very Satisfied (2)	224 32%	4 18%	23 48%	2 28%	26 45%	22 31%	63 35%	4 28%	4 24%	102 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	6 31%	11 23%	1 8%	12 21%	8 11%	34 19%	7 47%	6 36%	90 27%
Don't Know (DO NOT READ OUT)	8 1%	- -%	* *%	- -%	* *%	- -%	3 1%	- -%	- -%	5 2%
NET: Satisfied	425 61%	12 61%	31 64%	8 92%	39 68%	47 69%	114 63%	6 41%	7 45%	198 60%
NET: Dissatisfied	32 5%	* 2%	- -%	- -%	- -%	1 1%	11 6%	1 7%	3 19%	16 5%
Answered	521	14	37	8	45	61	145	8	11	237
Mean Score	1.2	1.1	1.5	1.3	1.4	1.1	1.1	1.1	.7	1.2
Standard error	.04	.19	.13	.18	.11	.11	.09	.28	.26	.06
Standard deviation	.96	.82	.78	.50	.73	.77	1.07	1.21	1.39	.94

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	715	129	190	396	621	94	-	631	84	696	19
Effective base	356	61	109	192	309	47	-	331	27	347	9
Weighted Base	691	146	181	365	589	102	-	654	37	678	13
Very Dissatisfied (-2)	15 2%	* *%	8 4%	6 2%	13 2%	2 2%	- -%	14 2%	1 3%	13 2%	2 13%
Fairly Dissatisfied (-1)	17 2%	1 *%	3 2%	13 4%	16 3%	* *%	- -%	16 2%	1 2%	17 2%	* *%
Neither Satisfied Nor Dissatisfied (0)	65 9%	21 14%	19 11%	25 7%	55 9%	10 9%	- -%	61 9%	3 9%	63 9%	2 13%
Fairly Satisfied (1)	200 29%	47 32%	52 29%	102 28%	165 28%	36 35%	- -%	186 28%	14 38%	199 29%	1 7%
Very Satisfied (2)	224 32%	51 35%	63 35%	111 30%	197 33%	27 27%	- -%	211 32%	13 37%	219 32%	5 39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	26 18%	34 19%	103 28%	140 24%	22 22%	- -%	158 24%	4 12%	159 23%	4 28%
Don't Know (DO NOT READ OUT)	8 1%	* *%	3 1%	5 1%	4 1%	4 4%	- -%	8 1%	- -%	8 1%	- -%
NET: Satisfied	425 61%	98 67%	114 63%	212 58%	361 61%	63 62%	- -%	397 61%	27 75%	418 62%	6 46%
NET: Dissatisfied	32 5%	1 1%	11 6%	20 5%	29 5%	3 2%	- -%	30 5%	2 4%	30 4%	2 13%
Answered	521	120	145	257	445	75	-	489	32	511	10
Mean Score	1.2	1.2	1.1	1.2	1.2	1.1	-	1.2	1.2	1.2	.8
Standard error	.04	.08	.09	.06	.04	.11	-	.04	.11	.04	.41
Standard deviation	.96	.77	1.07	.97	.97	.88	-	.96	.92	.94	1.60

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		715	357	161	189
Effective base		356	194	63	95
Weighted Base		691	370	127	188
Very Dissatisfied	(-2)	15 2%	5 1%	* *%	9 5%
Fairly Dissatisfied	(-1)	17 2%	11 3%	2 1%	4 2%
Neither Satisfied Nor Dissatisfied	(0)	65 9%	37 10%	16 12%	12 6%
Fairly Satisfied	(1)	200 29%	97 26%	49 38%	54 29%
Very Satisfied	(2)	224 32%	118 32%	36 28%	68 36%
Have not Contacted / Not Applicable (DO NOT READ OUT)		162 23%	99 27%	23 18%	39 21%
Don't Know (DO NOT READ OUT)		8 1%	4 1%	2 2%	2 1%
NET: Satisfied		425 61%	215 58%	85 67%	122 65%
NET: Dissatisfied		32 5%	16 4%	2 2%	13 7%
Answered		521	267	102	147
Mean Score		1.2	1.2	1.2	1.1
Standard error		.04	.06	.06	.09
Standard deviation		.96	.94	.76	1.10

Columns Tested:: a,b,c

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	715	496	141	32	10	22	7	4	3	637	78	46
Effective base	356	284	53	9	5	5	1	2	1	337	19	10
Weighted Base	691	560	93	15	4	15	3	1	*	653	38	23
Very Dissatisfied (-2)	15 2%	9 2%	6 6%	- -%	- -%	* *%	- -%	- -%	- -%	15 2%	* *%	* *%
Fairly Dissatisfied (-1)	17 2%	14 3%	2 2%	* *%	- -%	- -%	- -%	* 24%	- -%	16 3%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied (0)	65 9%	56 10%	8 9%	* *%	- -%	* *%	- -%	- -%	- -%	64 10%	* *%	* *%
Fairly Satisfied (1)	200 29%	155 28%	25 27%	7 47%	2 42%	11 72%	* 5%	* 2%	* 4%	181 28%	20 52%	13 56%
Very Satisfied (2)	224 32%	170 30%	38 41%	8 50%	2 39%	4 26%	2 95%	* 65%	* 7%	208 32%	16 42%	8 37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	147 26%	13 14%	* 2%	1 19%	* 2%	- -%	* 9%	* 89%	160 25%	2 5%	1 6%
Don't Know (DO NOT READ OUT)	8 1%	7 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
NET: Satisfied	425 61%	326 58%	63 68%	15 97%	3 81%	15 97%	3 100%	* 67%	* 11%	389 60%	36 94%	21 93%
NET: Dissatisfied	32 5%	23 4%	8 9%	* *%	- -%	* *%	- -%	* 24%	- -%	31 5%	* 1%	* 1%
Answered	521	405	79	15	3	15	3	1	*	485	36	21
Mean Score	1.2	1.1	1.1	1.5	1.5	1.2	2.0	1.2	1.6	1.1	1.4	1.4
Standard error	.04	.05	.10	.10	.21	.11	.10	-	-	.04	.07	.09
Standard deviation	.96	.94	1.16	.55	.60	.50	.27	-	-	.98	.56	.57

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	715	246	250	219	642	579	673	553	363	323	106	370	38	62	36	44	17
Effective base	356	153	131	72	307	277	330	266	161	127	67	204	14	20	11	11	7
Weighted Base	691	311	249	131	597	544	639	525	316	250	119	408	14	43	22	22	11
Very Dissatisfied (-2)	15 2%	3 1%	6 2%	6 4%	13 2%	9 2%	13 2%	12 2%	3 1%	5 2%	4 3%	7 2%	- -%	* *%	- -%	2 10%	* *%
Fairly Dissatisfied (-1)	17 2%	7 2%	7 3%	2 2%	15 2%	15 3%	16 3%	13 2%	4 1%	4 2%	2 2%	12 3%	- -%	1 3%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	65 9%	27 9%	29 12%	8 6%	56 9%	53 10%	59 9%	57 11%	43 14%	31 13%	7 6%	40 10%	1 7%	4 9%	3 13%	4 20%	- -%
Fairly Satisfied (1)	200 29%	83 27%	72 29%	45 34%	179 30%	170 31%	188 29%	164 31%	112 36%	103 41%	22 19%	116 28%	7 48%	23 53%	12 51%	6 28%	3 25%
Very Satisfied (2)	224 32%	86 28%	85 34%	54 41% a	198 33%	173 32%	211 33%	168 32%	112 36%	86 35%	45 38%	128 31%	5 38%	10 24%	5 24%	9 39%	8 75%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	103 33% bc	45 18%	15 11%	129 22% ef	116 21% ef	143 22% ef	106 20% ef	40 13%	20 8%	37 31% f	98 24%	1 7%	5 11%	2 11%	* 2%	- -%
Don't Know (DO NOT READ OUT)	8 1%	2 1%	5 2%	1 1%	6 1%	8 1%	8 1%	5 1%	1 *%	1 *%	2 2%	6 1%	- -%	- -%	* 1%	- -%	- -%
NET: Satisfied	425 61%	169 54%	157 63%	99 76% a	378 63%	343 63%	399 62%	332 63%	225 71%	189 76% abcd	67 56%	245 60%	12 86% a	33 77%	17 76%	15 67%	11 100%
NET: Dissatisfied	32 5%	10 3%	13 5%	8 6%	28 5%	24 4%	30 5%	25 5%	8 2%	8 3%	6 5%	19 5%	- -%	1 3%	- -%	2 11%	* *%
Answered	521	206	199	115	461	421	487	414	275	229	80	304	13	38	20	21	11
Mean Score	1.2	1.2	1.1	1.2	1.2	1.1	1.2	1.1	1.2	1.1	1.3	1.1	1.3	1.1	1.1	.9	1.7
Standard error	.04	.07	.07	.07	.04	.04	.04	.04	.05	.05	.12	.06	.11	.10	.12	.20	.13
Standard deviation	.96	.90	.99	1.02	.96	.93	.95	.96	.84	.86	1.07	.95	.63	.73	.65	1.28	.52

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	715	447	59	49	34	22	19	12	354	90	50	37	25	13	10
Effective base	356	248	25	15	7	7	4	4	201	32	11	17	4	7	5
Weighted Base	691	491	38	29	11	10	10	7	390	69	22	36	8	10	8
Very Dissatisfied (-2)	15 2%	13 3%	- -%	* *%	- -%	- -%	- -%	* 1%	6 1%	1 2%	* *%	- -%	- -%	2 21%	- -%
Fairly Dissatisfied (-1)	17 2%	11 2%	2 6%	1 5%	- -%	- -%	* 1%	- -%	13 3%	2 3%	* 2%	- -%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	65 9%	44 9%	4 11%	4 12%	* 1%	* *%	4 43%	- -%	35 9%	10 15%	1 6%	5 13%	1 14%	- -%	- -%
Fairly Satisfied (1)	200 29%	137 28%	11 30%	16 56%	5 50%	5 48%	1 10%	3 39%	106 27%	24 35%	11 50%	18 49%	6 73%	4 43%	* *%
Very Satisfied (2)	224 32%	161 33%	15 40%	7 23%	2 19%	5 51%	5 43%	4 60%	118 30%	26 38%	9 39%	9 23%	1 8%	4 36%	8 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	120 24%	5 14%	1 3%	3 29%	* 1%	* 3%	- -%	105 27%	5 7%	1 3%	5 14%	* 5%	- -%	- -%
Don't Know (DO NOT READ OUT)	8 1%	6 1%	- -%	- -%	* 1%	- -%	- -%	- -%	7 2%	1 1%	* *%	* *%	- -%	- -%	- -%
NET: Satisfied	425 61%	298 61%	26 70%	23 80%	7 69%	10 99%	6 53%	7 99%	224 57%	50 73%	20 89%	26 73%	7 81%	8 79%	8 100%
NET: Dissatisfied	32 5%	24 5%	2 6%	1 5%	- -%	- -%	* 1%	* 1%	18 5%	3 5%	* 2%	- -%	- -%	2 21%	- -%
Answered	521	366	33	28	8	10	10	7	278	64	22	31	8	10	8
Mean Score	1.2	1.2	1.2	1.0	1.3	1.5	1.0	1.6	1.1	1.1	1.3	1.1	.9	.7	2.0
Standard error	.04	.05	.13	.11	.10	.12	.25	.18	.06	.10	.10	.11	.11	.43	.01
Standard deviation	.96	.99	.92	.78	.50	.53	1.02	.61	.95	.94	.70	.65	.51	1.55	.05

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	715	320	70	62	42	26	11	22	220	142	165	96	46
Effective base	356	178	32	20	15	8	4	8	132	72	78	33	15
Weighted Base	691	354	64	36	29	19	9	14	269	134	151	53	30
Very Dissatisfied (-2)	15 2%	10 3%	- -%	- -%	- -%	- -%	- -%	2 16%	6 2%	3 2%	4 2%	1 1%	1 2%
Fairly Dissatisfied (-1)	17 2%	10 3%	1 2%	1 3%	* 1%	- -%	- -%	* 1%	6 2%	2 1%	8 5%	* *%	* *%
Neither Satisfied Nor Dissatisfied (0)	65 9%	44 12%	4 6%	6 16%	1 2%	2 9%	- -%	1 4%	25 9%	8 6%	17 11%	4 7%	6 21%
Fairly Satisfied (1)	200 29%	99 28%	27 43%	12 34%	13 46%	8 40%	4 45%	* 2%	67 25%	39 29%	54 36%	15 28%	13 44%
Very Satisfied (2)	224 32%	97 28%	23 35%	17 46%	7 25%	9 48%	5 55%	10 75%	82 30%	60 45%	39 26%	23 43%	7 23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	88 25%	9 13%	1 2%	8 26%	* 2%	- -%	* 2%	83 31%	18 13%	27 18%	11 21%	3 9%
Don't Know (DO NOT READ OUT)	8 1%	5 1%	- -%	- -%	* 1%	- -%	- -%	- -%	1 *%	4 3%	3 2%	- -%	- -%
NET: Satisfied	425 61%	196 55%	50 78%	29 80%	21 71%	17 89%	9 100%	11 77%	148 55%	99 74%	93 62%	38 71%	20 67%
NET: Dissatisfied	32 5%	20 6%	1 2%	1 3%	* 1%	- -%	- -%	2 17%	12 4%	4 3%	12 8%	1 2%	1 2%
Answered	521	261	55	36	21	19	9	14	185	111	121	42	27
Mean Score	1.2	1.0	1.3	1.3	1.3	1.4	1.5	1.2	1.1	1.4	1.0	1.4	1.0
Standard error	.04	.07	.09	.11	.10	.14	.16	.35	.08	.08	.09	.09	.14
Standard deviation	.96	1.03	.69	.83	.57	.68	.53	1.57	.99	.87	1.00	.80	.85

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	e
Unweighted Base	715	281	124	123	80	29	206	126	134	72	35
Effective base	356	158	63	56	24	7	118	58	59	27	12
Weighted Base	691	325	117	99	32	17	242	114	114	44	27
Very Dissatisfied (-2)	15 2%	9 3%	3 3%	* *	1 2%	* *	4 2%	* *	4 3%	* 1%	1 2%
Fairly Dissatisfied (-1)	17 2%	6 2%	2 2%	6 7%	* 1%	- -%	6 2%	5 4%	4 4%	* *	* *
Neither Satisfied Nor Dissatisfied (0)	65 9%	25 8%	5 4%	16 17%	5 17%	5 27%	25 11%	9 8%	10 9%	2 4%	6 23%
Fairly Satisfied (1)	200 29%	84 26%	43 37%	38 38%	9 28%	5 32%	66 27%	36 31%	43 37%	12 28%	13 49%
Very Satisfied (2)	224 32%	110 34%	45 39%	24 24%	10 32%	5 27%	72 30%	44 39%	31 27%	21 47%	5 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	89 27%	17 14%	13 13%	7 21%	2 14%	64 27%	18 16%	20 17%	9 20%	2 8%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	3 2%	1 1%	- -%	- -%	4 2%	2 1%	3 2%	- -%	- -%
NET: Satisfied	425 61%	194 60%	88 75%	62 63%	19 59%	10 59%	139 57%	80 70%	73 65%	33 76%	18 67%
NET: Dissatisfied	32 5%	15 5%	5 4%	7 7%	1 3%	* *	10 4%	6 5%	8 7%	* 1%	1 2%
Answered	521	234	98	85	25	14	174	94	91	35	25
Mean Score	1.2	1.2	1.3	.9	1.1	1.0	1.1	1.2	1.0	1.5	.9
Standard error	.04	.07	.09	.09	.11	.16	.08	.08	.09	.09	.15
Standard deviation	.96	1.00	.89	.91	.95	.84	.95	.88	.99	.71	.83

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base		356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base		691	240	83	96	72	28	338	25	160	630	61	572	25
Very Dissatisfied	(-2)	15 2%	5 2%	- -%	4 5%	1 2%	2 8%	9 3%	- -%	4 2%	12 2%	3 5%	13 2%	* *%
Fairly Dissatisfied	(-1)	17 2%	6 2%	3 3%	4 4%	* *%	* *%	6 2%	1 2%	6 4%	17 3%	- -%	15 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	65 9%	30 12%	13 16%	6 6%	6 9%	2 8%	31 9%	8 34%	17 11%	54 9%	11 17%	51 9%	5 20%
Fairly Satisfied	(1)	200 29%	68 28%	32 39%	28 29%	19 26%	16 56%	106 31%	6 26%	50 31%	183 29%	17 28%	166 29%	13 51%
Very Satisfied	(2)	224 32%	62 26%	25 30%	38 39%	35 49%	6 21%	116 34%	8 34%	44 28%	204 32%	20 33%	192 34%	6 26%
Have not Contacted / Not Applicable (DO NOT READ OUT)		162 23%	69 29%	6 7%	16 16%	11 15%	2 7%	66 20%	1 4%	38 24%	153 24%	9 15%	129 22%	1 2%
Don't Know (DO NOT READ OUT)		8 1%	* *%	4 5%	1 1%	- -%	- -%	5 1%	* 1%	* *%	7 1%	1 1%	6 1%	- -%
NET: Satisfied		425 61%	130 54%	57 69%	66 68%	54 75%	21 77%	222 66%	15 59%	94 59%	387 61%	37 61%	359 63%	19 77%
NET: Dissatisfied		32 5%	10 4%	3 3%	8 9%	1 2%	2 8%	14 4%	1 2%	10 6%	28 5%	3 5%	28 5%	* 1%
Answered		521	170	73	80	62	26	267	23	121	470	51	437	24

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	715	202	90	131	83	39	357	43	151	643	72	609	33
Effective base	356	117	40	56	36	15	174	20	74	327	29	296	11
Weighted Base	691	240	83	96	72	28	338	25	160	630	61	572	25
Mean Score	1.2	1.0	1.1	1.1	1.4	.9	1.2	1.0	1.0	1.2	1.0	1.2	1.0
Standard error	.04	.08	.09	.11	.10	.18	.05	.15	.09	.04	.14	.04	.13
Standard deviation	.96	.96	.82	1.11	.83	1.06	.95	.91	1.00	.94	1.09	.97	.73

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	715	502	77	379	174	612	30	496	83	376	177
Effective base	356	254	22	196	70	298	9	249	28	197	69
Weighted Base	691	496	48	385	139	574	22	486	59	386	138
Very Dissatisfied	(-2) 15 2%	9 2%	1 1%	8 2%	5 3%	13 2%	* *%	9 2%	1 1%	8 2%	5 3%
Fairly Dissatisfied	(-1) 17 2%	15 3%	* *%	11 3%	1 1%	15 3%	* 1%	15 3%	- -%	8 2%	4 3%
Neither Satisfied Nor Dissatisfied	(0) 65 9%	43 9%	9 19%	40 10%	17 12%	51 9%	5 23%	43 9%	10 16%	42 11%	15 11%
Fairly Satisfied	(1) 200 29%	155 31%	15 31%	115 30%	49 35%	171 30%	8 37%	145 30%	25 43%	118 30%	46 33%
Very Satisfied	(2) 224 32%	151 30%	22 46%	121 31%	47 34%	190 33%	8 38%	154 32%	19 33%	118 31%	50 36%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	115 23%	1 1%	86 22%	20 14%	129 22%	* 2%	112 23%	3 6%	87 23%	18 13%
Don't Know (DO NOT READ OUT)	8 1%	7 1%	1 1%	5 1%	* *%	6 1%	- -%	7 2%	1 1%	5 1%	* *%
NET: Satisfied	425 61%	306 62%	37 77%	236 61%	96 69%	361 63%	17 74%	299 62%	45 76%	236 61%	96 69%
NET: Dissatisfied	32 5%	24 5%	1 1%	19 5%	6 4%	28 5%	* 1%	24 5%	1 1%	16 4%	9 6%
Answered	521	373	47	295	119	439	22	366	55	294	120
Mean Score	1.2	1.1	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1
Standard error	.04	.05	.10	.06	.08	.04	.16	.05	.09	.05	.08
Standard deviation	.96	.94	.86	.96	.96	.96	.82	.95	.78	.94	1.02

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	715	395	468	131	-	367	379	112	3	428	291	120	-
Effective base	356	174	240	58	-	166	193	50	3	204	146	60	-
Weighted Base	691	335	467	114	-	326	369	90	4	402	274	112	-
Very Dissatisfied (-2)	15 2%	8 2%	8 2%	3 2%	- -%	6 2%	6 2%	2 2%	1 14%	9 2%	6 2%	3 2%	- -%
Fairly Dissatisfied (-1)	17 2%	8 2%	14 3%	4 3%	- -%	9 3%	14 4%	1 1%	- -%	10 2%	7 3%	4 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	65 9%	37 11%	42 9%	12 11%	- -%	30 9%	29 8%	7 7%	2 46%	45 11%	26 10%	6 6%	- -%
Fairly Satisfied (1)	200 29%	108 32%	143 31%	37 32%	- -%	108 33%	106 29%	36 39%	- -%	129 32%	85 31%	39 35%	- -%
Very Satisfied (2)	224 32%	110 33%	146 31%	33 29%	- -%	109 33%	112 30%	28 31%	2 41%	132 33%	88 32%	36 32%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	62 19%	107 23%	23 20%	- -%	61 19%	94 26%	15 16%	- -%	76 19%	56 21%	21 19%	- -%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	6 1%	2 2%	- -%	3 1%	7 2%	2 3%	- -%	2 *%	5 2%	2 2%	- -%
NET: Satisfied	425 61%	218 65%	289 62%	70 61%	- -%	217 67%	218 59%	64 70%	2 41%	261 65%	173 63%	75 67%	- -%
NET: Dissatisfied	32 5%	15 5%	23 5%	6 6%	- -%	15 5%	20 5%	3 3%	1 14%	19 5%	13 5%	7 6%	- -%
Answered	521	270	354	88	-	262	267	73	4	325	212	88	-
Mean Score	1.2	1.1	1.1	1.1	-	1.2	1.1	1.2	.5	1.1	1.1	1.2	-
Standard error	.04	.05	.05	.09	-	.05	.06	.09	.91	.05	.06	.10	-
Standard deviation	.96	.95	.94	.97	-	.93	.96	.87	1.58	.95	.95	.95	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	715	573	497	385	476	396	31	249	212	221	77	46	146	140
Effective base	356	278	241	197	224	208	11	131	104	112	42	29	72	66
Weighted Base	691	540	478	384	437	407	10	259	205	218	83	56	147	140
Very Dissatisfied (-2)	15 2%	13 2%	9 2%	8 2%	10 2%	6 1%	- -%	2 1%	7 3%	3 1%	2 2%	2 4%	* *%	2 1%
Fairly Dissatisfied (-1)	17 2%	12 2%	15 3%	10 3%	9 2%	12 3%	- -%	7 3%	8 4%	4 2%	4 5%	1 2%	6 4%	8 5%
Neither Satisfied Nor Dissatisfied (0)	65 9%	53 10%	38 8%	36 9%	42 10%	39 10%	* 1%	25 10%	24 12%	18 8%	8 9%	4 7%	10 7%	10 7%
Fairly Satisfied (1)	200 29%	152 28%	151 32%	114 30%	119 27%	121 30%	4 43%	86 33%	64 31%	69 32%	25 30%	22 40%	36 25%	40 28%
Very Satisfied (2)	224 32%	184 34%	146 31%	122 32%	154 35%	110 27%	4 38%	72 28%	55 27%	71 33%	26 32%	13 23%	58 40%	34 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	121 22%	112 23%	89 23%	99 23%	111 27%	2 18%	63 24%	47 23%	50 23%	17 21%	14 25%	36 25%	48 34%
Don't Know (DO NOT READ OUT)	8 1%	6 1%	8 2%	5 1%	4 1%	7 2%	- -%	5 2%	* *%	2 1%	1 1%	* *%	* *%	* *%
NET: Satisfied	425 61%	335 62%	297 62%	236 62%	273 63%	231 57%	8 81%	158 61%	119 58%	140 64%	51 62%	36 63%	95 65%	73 52%
NET: Dissatisfied	32 5%	25 5%	24 5%	19 5%	19 4%	18 5%	- -%	9 3%	15 7%	7 3%	6 7%	3 5%	6 4%	9 7%
Answered	521	413	358	291	334	288	8	192	158	166	65	43	110	92
Mean Score	1.2	1.2	1.1	1.1	1.2	1.1	1.4	1.1	1.0	1.2	1.1	1.0	1.3	1.0
Standard error	.04	.05	.05	.05	.05	.05	.11	.06	.08	.06	.13	.16	.08	.10
Standard deviation	.96	.97	.94	.96	.96	.93	.56	.85	1.04	.87	1.02	.97	.85	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	715	111	75	62	25	587	465	635	462	422	386	554	117	-	496	91
Effective base	356	54	29	31	12	287	217	309	229	204	180	286	58	-	235	51
Weighted Base	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
Very Dissatisfied (-2)	15 2%	1 2%	- -%	3 6%	- -%	15 3%	12 3%	15 2%	13 3%	10 3%	13 4%	15 3%	* *%	- -%	3 1%	8 8%
Fairly Dissatisfied (-1)	17 2%	3 3%	2 3%	* *%	* 2%	16 3%	10 3%	16 3%	10 2%	6 2%	8 2%	14 3%	3 3%	- -%	5 1%	10 10%
Neither Satisfied Nor Dissatisfied (0)	65 9%	9 9%	1 3%	10 18%	1 3%	62 11%	36 9%	62 10%	45 10%	38 10%	31 9%	53 10%	10 9%	- -%	24 5%	18 18%
Fairly Satisfied (1)	200 29%	28 29%	17 35%	22 39%	12 47%	159 28%	110 27%	171 29%	119 27%	92 24%	110 31%	152 27%	30 29%	- -%	144 31%	14 15%
Very Satisfied (2)	224 32%	35 36%	26 54%	19 33%	10 37%	172 31%	130 32%	188 31%	146 33%	126 33%	115 32%	168 30%	32 30%	- -%	176 38%	21 22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	18 19%	1 2%	2 4%	3 12%	134 24%	110 27%	143 24%	106 24%	110 29%	81 23%	144 26%	28 27%	- -%	108 23%	26 27%
Don't Know (DO NOT READ OUT)	8 1%	2 2%	1 1%	- -%	- -%	5 1%	3 1%	5 1%	3 1%	2 *%	2 1%	6 1%	2 2%	- -%	6 1%	1 1%
NET: Satisfied	425 61%	63 65%	43 90%	41 72%	22 84%	330 59%	240 58%	360 60%	265 60%	218 57%	225 62%	320 58%	62 59%	- -%	320 69%	36 36%
NET: Dissatisfied	32 5%	4 4%	2 3%	3 6%	* 2%	31 5%	22 5%	31 5%	23 5%	16 4%	21 6%	29 5%	4 4%	- -%	8 2%	18 18%
Answered	521	76	46	54	23	423	298	453	334	272	277	402	75	-	352	71

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	715	111	75	62	25	587	465	635	462	422	386	554	117	-	496	91
Effective base	356	54	29	31	12	287	217	309	229	204	180	286	58	-	235	51
Weighted Base	691	96	48	56	26	562	411	601	442	384	361	553	105	-	466	98
Mean Score	1.2	1.2	1.5	1.0	1.3	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.2	-	1.4	.4
Standard error	.04	.10	.09	.14	.13	.05	.05	.04	.05	.06	.06	.05	.09	-	.04	.16
Standard deviation	.96	.93	.73	1.05	.64	1.01	1.02	.99	1.01	1.00	1.03	1.01	.87	-	.74	1.35

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	715	715	-	238	12	165	129	130	397	172	140	195	354
Effective base	356	356	-	105	8	70	66	60	199	88	67	90	189
Weighted Base	691	691	-	216	23	144	141	113	385	179	124	182	362
Very Dissatisfied (-2)	15 2%	15 2%	- -%	8 3%	- -%	1 *%	7 5%	6 6%	5 1%	2 1%	2 1%	5 3%	6 2%
Fairly Dissatisfied (-1)	17 2%	17 2%	- -%	1 1%	3 13%	4 3%	- -%	1 1%	11 3%	4 2%	2 2%	4 2%	11 3%
Neither Satisfied Nor Dissatisfied (0)	65 9%	65 9%	- -%	17 8%	6 27%	17 12%	16 11%	11 10%	31 8%	22 12%	16 13%	9 5%	39 11%
Fairly Satisfied (1)	200 29%	200 29%	- -%	80 37%	2 8%	62 43%	41 29%	46 40%	105 27%	48 27%	33 27%	68 37%	89 25%
Very Satisfied (2)	224 32%	224 32%	- -%	78 36%	3 12%	43 30%	48 34%	41 36%	125 32%	55 31%	45 36%	69 38%	108 30%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	162 23%	- -%	32 15%	9 40%	17 12%	30 21%	8 7%	104 27%	43 24%	26 21%	25 14%	105 29%
Don't Know (DO NOT READ OUT)	8 1%	8 1%	- -%	1 *%	- -%	1 *%	* *%	- -%	4 1%	4 2%	* *%	2 1%	5 1%
NET: Satisfied	425 61%	425 61%	- -%	158 73%	5 20%	105 72%	89 63%	87 77%	231 60%	103 58%	79 63%	137 75%	197 54%
NET: Dissatisfied	32 5%	32 5%	- -%	9 4%	3 13%	5 3%	7 5%	8 7%	16 4%	6 4%	4 3%	9 5%	17 5%
Answered	521	521	-	184	14	127	111	105	277	132	98	155	252
Mean Score	1.2	1.2	-	1.2	.3	1.1	1.1	1.1	1.2	1.1	1.2	1.2	1.1
Standard error	.04	.04	-	.07	.35	.07	.11	.10	.05	.08	.08	.07	.06
Standard deviation	.96	.96	-	.94	1.06	.80	1.07	1.04	.92	.92	.91	.92	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		715	385	330
Effective base		356	170	186
Weighted Base		691	336	355
Very Dissatisfied	(-2)	15 2%	3 1%	12 3%
Fairly Dissatisfied	(-1)	17 2%	7 2%	10 3%
Neither Satisfied Nor Dissatisfied	(0)	65 9%	38 11%	26 7%
Fairly Satisfied	(1)	200 29%	84 25%	117 33%
Very Satisfied	(2)	224 32%	118 35%	106 30%
Have not Contacted / Not Applicable (DO NOT READ OUT)		162 23%	81 24%	81 23%
Don't Know (DO NOT READ OUT)		8 1%	5 1%	3 1%
NET: Satisfied		425 61%	202 60%	222 63%
NET: Dissatisfied		32 5%	10 3%	22 6%
Answered		521	250	271
Mean Score		1.2	1.2	1.1
Standard error		.04	.05	.06
Standard deviation		.96	.89	1.01

Columns Tested:: a,b

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	715	-	28	98	90	14	77	45	102	75	68	83	35
Effective base	356	-	10	51	42	5	43	14	54	48	24	60	20
Weighted Base	691	-	18	115	70	6	90	20	96	97	19	127	35
Very Dissatisfied (-2)	15 2%	- -%	- -%	* *%	2 2%	- -%	2 2%	- -%	4 5%	3 3%	* 1%	3 2%	1 3%
Fairly Dissatisfied (-1)	17 2%	- -%	1 6%	6 6%	1 2%	- -%	1 2%	- -%	1 1%	1 1%	* 1%	2 2%	2 6%
Neither Satisfied Nor Dissatisfied (0)	65 9%	- -%	1 4%	4 3%	6 9%	1 19%	7 8%	4 18%	8 8%	16 16%	1 4%	12 10%	5 13%
Fairly Satisfied (1)	200 29%	- -%	4 21%	29 25%	13 19%	2 31%	26 29%	7 36%	33 34%	34 35%	2 12%	47 37%	4 12%
Very Satisfied (2)	224 32%	- -%	11 60%	46 40%	22 31%	2 41%	23 26%	5 23%	28 29%	25 26%	9 45%	38 30%	16 46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	- -%	1 7%	29 26%	26 37%	* 8%	30 34%	4 23%	17 18%	17 17%	7 35%	23 18%	7 19%
Don't Know (DO NOT READ OUT)	8 1%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	4 5%	1 2%	- -%	2 1%	- -%
NET: Satisfied	425 61%	- -%	15 81%	74 65%	35 50%	4 72%	49 54%	12 59%	61 64%	59 61%	11 58%	85 67%	20 58%
NET: Dissatisfied	32 5%	- -%	1 6%	7 6%	3 4%	- -%	3 4%	- -%	5 5%	4 4%	* 3%	5 4%	3 9%
Answered	521	-	17	85	44	5	59	15	74	79	12	102	28
Mean Score	1.2	-	1.5	1.3	1.2	1.2	1.1	1.1	1.1	1.0	1.5	1.1	1.1
Standard error	.04	-	.19	.10	.13	.25	.13	.12	.11	.12	i	.11	.21
Standard deviation	.96	-	.90	.91	1.05	.86	.93	.75	1.04	.95	.88	.89	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 284 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	715	127	180	222	186	307	408
Effective base	356	61	88	114	94	148	208
Weighted Base	691	136	163	213	180	298	393
Very Dissatisfied (-2)	15 2%	* *%	3 2%	7 3%	4 2%	4 1%	11 3%
Fairly Dissatisfied (-1)	17 2%	8 6%	3 2%	2 1%	4 2%	10 3%	6 2%
Neither Satisfied Nor Dissatisfied (0)	65 9%	5 3%	15 9%	27 13%	18 10%	19 6%	45 12%
Fairly Satisfied (1)	200 29%	35 26%	38 23%	74 35%	53 30%	73 24%	127 32%
Very Satisfied (2)	224 32%	57 42%	47 29%	58 27%	63 35%	104 35%	120 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	162 23%	31 23%	57 35%	38 18%	36 20%	88 29%	75 19%
Don't Know (DO NOT READ OUT)	8 1%	* *%	- -%	6 3%	2 1%	* *%	8 2%
NET: Satisfied	425 61%	92 68%	85 52%	132 62%	116 64%	177 59%	248 63%
NET: Dissatisfied	32 5%	8 6%	6 4%	9 4%	8 5%	14 5%	17 4%
Answered	521	105	106	168	142	210	310
Mean Score	1.2	1.3	1.2	1.0	1.2	1.2	1.1
Standard error	.04	.09	.09	.07	.08	.06	.05
Standard deviation	.96	.90	.98	.97	.95	.94	.96

Columns Tested: a,b,c,d - a,b

Table 285

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	661	110	551	467	88	36	70	194
Effective base	335	52	285	312	49	24	42	73
Weighted Base	651	82	569	626	20	3	2	25
Very Dissatisfied (-2)	39 6%	8 9%	31 5%	39 6%	* 2%	* 1%	* 2%	* 2%
Fairly Dissatisfied (-1)	32 5%	3 4%	29 5%	31 5%	1 5%	- -%	* 6%	1 4%
Neither Satisfied Nor Dissatisfied (0)	106 16%	11 14%	95 17%	103 16%	3 15%	* 1%	* 14%	3 13%
Fairly Satisfied (1)	116 18%	13 16%	103 18%	107 17%	7 36%	2 47%	1 37%	9 38%
Very Satisfied (2)	123 19%	11 14%	112 20%	117 19%	5 23%	1 27%	1 31%	6 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	35 43%	191 33%	221 35%	3 17%	1 21%	* 7%	4 17%
Don't Know (DO NOT READ OUT)	9 1%	1 1%	8 1%	9 1%	* 2%	* 2%	* 2%	1 2%
NET: Satisfied	239 37%	24 30%	215 38%	224 36%	12 59%	2 75%	1 68%	15 62%
NET: Dissatisfied	71 11%	11 13%	60 11%	69 11%	1 6%	* 1%	* 9%	1 6%
Answered	416	46	370	396	16	3	2	20
Mean Score	.6	.4	.6	.6	.9	1.3	1.0	1.0
Standard error	.06	.17	.06	.07	.12	.15	.20	.07
Standard deviation	1.24	1.37	1.23	1.26	.97	.78	1.55	.95

Columns Tested:: a,b - a,b,c,d,e

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	661	266	145	56	47	77	70	467	88	106
Effective base	335	198	87	40	31	34	42	312	49	50
Weighted Base	651	425	166	35	13	10	2	626	20	5
Very Dissatisfied	(-2) 39 6%	28 7%	8 5%	2 6%	* 2%	* *%	* 2%	39 6%	* 2%	* 1%
Fairly Dissatisfied	(-1) 32 5%	25 6%	6 3%	1 2%	1 5%	* 3%	* 6%	31 5%	1 5%	* 2%
Neither Satisfied Nor Dissatisfied	(0) 106 16%	64 15%	29 18%	10 27%	2 14%	1 12%	* 14%	103 16%	3 15%	* 5%
Fairly Satisfied	(1) 116 18%	82 19%	20 12%	5 13%	5 35%	4 42%	1 37%	107 17%	7 36%	2 44%
Very Satisfied	(2) 123 19%	81 19%	32 19%	4 12%	3 26%	2 21%	1 31%	117 19%	5 23%	1 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	139 33%	69 42%	13 36%	2 15%	2 20%	* 7%	221 35%	3 17%	1 16%
Don't Know (DO NOT READ OUT)	9 1%	6 1%	1 1%	1 4%	* 3%	* 1%	* 2%	9 1%	* 2%	* 2%
NET: Satisfied	239 37%	163 38%	52 31%	9 25%	8 60%	6 63%	1 68%	224 36%	12 59%	4 72%
NET: Dissatisfied	71 11%	53 12%	14 8%	3 7%	1 7%	* 4%	* 9%	69 11%	1 6%	* 4%
Answered	416	280	95	21	11	8	2	396	16	4
Mean Score	.6	.6	.7	.4	.9	1.0	1.0	.6	.9	1.2
Standard error	.06	.10	.13	.19	.17	.11	.20	.07	.12	.10
Standard deviation	1.24	1.27	1.24	1.15	1.04	.85	1.55	1.26	.97	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	661	330	137	88	36	70	306	92	45	29	70
Effective base	335	247	93	49	24	42	212	45	18	11	20
Weighted Base	651	539	87	20	3	2	434	90	20	14	10
Very Dissatisfied	(-2)	39	33	6	*	*	29	4	*	1	-
		6%	6%	7%	2%	1%	7%	5%	1%	4%	-%
Fairly Dissatisfied	(-1)	32	28	3	1	-	23	4	1	*	1
		5%	5%	3%	5%	-%	5%	4%	5%	*%	6%
Neither Satisfied Nor Dissatisfied	(0)	106	86	17	3	*	69	10	2	5	1
		16%	16%	20%	15%	1%	16%	11%	7%	34%	13%
			d	d							
Fairly Satisfied	(1)	116	92	15	7	2	79	20	8	2	3
		18%	17%	17%	36%	47%	18%	22%	40%	17%	32%
				ab	ab	ab			a		
Very Satisfied	(2)	123	98	19	5	1	80	26	2	4	2
		19%	18%	22%	23%	27%	18%	28%	11%	26%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)		225	197	24	3	1	151	28	6	3	2
		35%	37%	28%	17%	21%	35%	30%	28%	19%	21%
			ce	e							
Don't Know (DO NOT READ OUT)		9	6	3	*	*	4	-	1	-	*
		1%	1%	3%	2%	2%	1%	-%	7%	-%	3%
NET: Satisfied		239	190	34	12	2	158	45	10	6	5
		37%	35%	39%	59%	75%	37%	50%	52%	43%	57%
				ab	ab	ab					
NET: Dissatisfied		71	61	8	1	*	52	8	1	1	1
		11%	11%	9%	6%	1%	12%	9%	6%	4%	6%
Answered		416	337	60	16	3	279	63	13	11	7
Mean Score		.6	.6	.7	.9	1.3	.6	.9	.9	.7	1.0
					ab						
Standard error		.06	.09	.13	.12	.15	.09	.14	.15	.22	.13
Standard deviation		1.24	1.26	1.24	.97	.78	1.27	1.19	.87	1.12	.98

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	661	42	38	79	27	47	46	41	52	39
Effective base	335	30	28	51	19	32	36	31	36	27
Weighted Base	651	57	49	124	32	52	91	71	67	45
Very Dissatisfied	(-2) 39 6%	8 14%	2 4%	3 2%	4 13%	3 6%	7 8%	5 6%	3 4%	- -%
		ci								
Fairly Dissatisfied	(-1) 32 5%	5 8%	2 3%	8 6%	2 6%	3 6%	3 3%	2 3%	6 9%	- -%
Neither Satisfied Nor Dissatisfied	(0) 106 16%	5 9%	7 15%	24 19%	5 15%	7 13%	25 27%	10 14%	8 12%	9 19%
Fairly Satisfied	(1) 116 18%	7 12%	15 30%	26 21%	5 15%	13 25%	14 15%	12 17%	13 19%	* 1%
Very Satisfied	(2) 123 19%	12 21%	14 28%	16 13%	9 27%	9 18%	5 6%	15 21%	21 31%	10 21%
			f						cf	
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	20 35%	10 20%	47 38%	7 23%	17 32%	36 40%	26 36%	17 25%	24 52%
										bh
Don't Know (DO NOT READ OUT)	9 1%	1 1%	- -%	1 1%	1 2%	- -%	1 1%	2 3%	- -%	3 6%
NET: Satisfied	239 37%	19 33%	28 58%	42 34%	13 41%	22 42%	19 21%	27 37%	34 51%	10 22%
			cfi						fi	
NET: Dissatisfied	71 11%	13 23%	3 7%	11 8%	6 19%	6 12%	10 11%	7 10%	9 13%	- -%
		i								
Answered	416	37	39	76	24	35	54	43	51	19
Mean Score	.6	.3	.9	.6	.5	.6	.1	.7	.9	1.1
			f						f	af
Standard error	.06	.29	.19	.14	.33	.21	.21	.25	.20	.24
Standard deviation	1.24	1.58	1.07	1.04	1.49	1.23	1.11	1.29	1.24	1.01

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		661	113	132	166	411	250	86	81	83
Effective base		335	78	94	118	282	111	41	46	43
Weighted Base		651	130	173	286	589	62	30	22	10
Very Dissatisfied	(-2)	39 6%	7 6%	13 7%	14 5%	34 6%	4 7%	3 9%	1 5%	* 5%
Fairly Dissatisfied	(-1)	32 5%	5 4%	12 7%	13 4%	30 5%	2 3%	1 3%	* 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	106 16%	20 16%	20 12%	58 20%	98 17%	8 13%	2 8%	5 22%	* 4%
Fairly Satisfied	(1)	116 18%	18 14%	35 20%	52 18%	105 18%	11 18%	4 14%	6 25%	2 18%
Very Satisfied	(2)	123 19%	27 21%	46 27%	36 12%	109 19%	14 22%	6 19%	4 20%	3 34%
Have not Contacted / Not Applicable (DO NOT READ OUT)		225 35%	48 37%	46 27%	109 38%	203 35%	22 36%	13 43%	6 26%	3 35%
Don't Know (DO NOT READ OUT)		9 1%	3 3%	1 *%	4 1%	8 1%	1 2%	1 3%	* *%	* 1%
NET: Satisfied		239 37%	45 35%	81 47%	88 31%	214 36%	25 40%	10 33%	10 44%	5 53%
NET: Dissatisfied		71 11%	12 10%	25 14%	27 10%	65 11%	6 10%	4 13%	2 7%	1 7%
Answered		416	78	126	173	377	39	16	17	6
Mean Score		.6	.7	.7	.5	.6	.7	.6	.7	1.2
Standard error		.06	.15	.13	.11	.07	.10	.20	.14	.17
Standard deviation		1.24	1.27	1.33	1.15	1.24	1.31	1.51	1.14	1.28

Columns Tested: a,b,c,d,e,f,g,h

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	i
Unweighted Base	661	23	39	8	47	52	172	23	30	313
Effective base	335	13	17	3	20	27	101	8	11	161
Weighted Base	651	18	44	8	52	67	172	14	16	310
Very Dissatisfied (-2)	39 6%	- -%	1 2%	- -%	1 2%	5 8%	9 5%	1 7%	3 16%	20 6%
Fairly Dissatisfied (-1)	32 5%	* 1%	4 9%	- -%	4 8%	- -%	16 9%	- -%	2 15%	10 3%
Neither Satisfied Nor Dissatisfied (0)	106 16%	1 6%	9 20%	- -%	9 17%	18 26%	25 15%	1 7%	* 2%	52 17%
Fairly Satisfied (1)	116 18%	3 18%	11 24%	* 6%	11 21%	9 13%	39 23%	2 11%	1 5%	52 17%
Very Satisfied (2)	123 19%	9 50%	6 13%	7 86%	13 24%	21 31%	33 19%	7 47%	2 11%	38 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	4 25%	14 32%	1 9%	15 28%	15 22%	48 28%	4 27%	8 50%	131 42%
Don't Know (DO NOT READ OUT)	9 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	8 3%
NET: Satisfied	239 37%	12 68%	16 37%	7 91%	24 45%	30 44%	72 42%	8 58%	3 16%	90 29%
NET: Dissatisfied	71 11%	* 1%	5 11%	- -%	5 9%	5 8%	25 14%	1 7%	5 32%	30 10%
Answered	416	13	30	7	37	53	122	11	8	171
Mean Score	.6	1.6	.6	1.9	.8	.7	.6	1.2	-.4	.5
Standard error	.06	.17	.19	.10	.18	.20	.11	.30	.37	.09
Standard deviation	1.24	.70	1.05	.26	1.10	1.28	1.22	1.32	1.67	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	661	122	172	367	579	82	-	586	75	643	18
Effective base	335	57	101	181	292	44	-	313	24	326	9
Weighted Base	651	137	172	342	554	96	-	617	33	638	13
Very Dissatisfied (-2)	39 6%	6 5%	9 5%	24 7%	33 6%	5 6%	- -%	38 6%	1 3%	37 6%	2 13%
Fairly Dissatisfied (-1)	32 5%	4 3%	16 9%	12 4%	29 5%	3 3%	- -%	30 5%	2 6%	32 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 16%	28 20%	25 15%	53 16%	89 16%	18 18%	- -%	99 16%	8 23%	104 16%	2 18%
Fairly Satisfied (1)	116 18%	23 17%	39 23%	54 16%	96 17%	20 21%	- -%	109 18%	7 22%	114 18%	2 19%
Very Satisfied (2)	123 19%	42 31%	33 19%	47 14%	111 20%	12 12%	- -%	114 18%	9 26%	123 19%	* 3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	34 25%	48 28%	143 42% ab	187 34%	38 39%	- -%	219 35%	7 20%	220 34%	6 42%
Don't Know (DO NOT READ OUT)	9 1%	- -%	1 1%	8 2%	9 2%	- -%	- -%	9 1%	* *%	8 1%	1 5%
NET: Satisfied	239 37%	65 48%	72 42%	102 30%	207 37%	32 33%	- -%	223 36%	16 48%	236 37%	3 22%
NET: Dissatisfied	71 11%	10 8%	25 14%	36 10%	62 11%	9 9%	- -%	68 11%	3 9%	69 11%	2 13%
Answered	416	103	122	191	358	58	-	390	27	409	7
Mean Score	.6	.9	.6	.5	.6	.5	-	.6	.8	.6	*
Standard error	.06	.12	.11	.08	.06	.16	-	.06	.14	.06	.37
Standard deviation	1.24	1.17	1.22	1.27	1.26	1.16	-	1.25	1.12	1.24	1.35

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		661	333	144	176
Effective base		335	183	59	89
Weighted Base		651	349	122	175
Very Dissatisfied	(-2)	39 6%	22 6%	3 3%	14 8%
Fairly Dissatisfied	(-1)	32 5%	14 4%	3 2%	15 9%
Neither Satisfied Nor Dissatisfied	(0)	106 16%	54 16%	21 17%	30 17%
Fairly Satisfied	(1)	116 18%	57 16%	30 24%	29 16%
Very Satisfied	(2)	123 19%	46 13%	36 29%	41 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)		225 35%	150 43%	28 23%	43 25%
Don't Know (DO NOT READ OUT)		9 1%	6 2%	1 1%	3 1%
NET: Satisfied		239 37%	103 30%	65 54%	70 40%
NET: Dissatisfied		71 11%	36 10%	6 5%	29 16%
Answered		416	193	93	129
Mean Score		.6	.5	1.0	.5
Standard error		.06	.09	ac	.12
Standard deviation		1.24	1.25	1.04	1.33

Columns Tested: a,b,c

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	661	461	129	29	9	22	5	3	3	590	71	42
Effective base	335	269	49	8	5	5	1	2	1	317	18	10
Weighted Base	651	529	86	14	4	15	2	*	*	615	36	22
Very Dissatisfied	(-2)	39	30	9	-	-	-	-	-	39	-	-
		6%	6%	10%	-%	-%	-%	-%	-%	6%	-%	-%
Fairly Dissatisfied	(-1)	32	25	5	1	-	*	-	-	31	1	*
		5%	5%	6%	8%	-%	*%	-%	-%	5%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	90	15	1	-	1	-	-	104	2	1
		16%	17%	17%	8%	-%	6%	-%	-%	17%	6%	4%
Fairly Satisfied	(1)	116	89	20	5	1	*	*	*	109	7	2
		18%	17%	23%	39%	30%	1%	3%	73%	18%	19%	7%
Very Satisfied	(2)	123	80	19	6	2	13	2	*	99	24	18
		19%	15%	23%	41%	51%	90%	97%	27%	16%	67%	83%
										abi	abi	abi
Have not Contacted / Not Applicable (DO NOT READ OUT)	225	206	18	1	1	*	-	-	-	224	2	1
	35%	39%	21%	4%	19%	2%	-%	-%	-%	36%	4%	5%
		bjk								bjk		
Don't Know (DO NOT READ OUT)	9	9	*	-	-	*	-	-	-	9	*	*
	1%	2%	*%	-%	-%	*%	-%	-%	-%	1%	*%	*%
NET: Satisfied	239	169	40	11	3	14	2	*	*	208	31	20
	37%	32%	46%	80%	81%	91%	100%	100%	100%	34%	86%	90%
										abi	abi	abi
NET: Dissatisfied	71	55	14	1	-	*	-	-	-	70	1	*
	11%	10%	16%	8%	-%	*%	-%	-%	-%	11%	3%	*%
Answered	416	314	68	13	3	15	2	*	*	382	34	21
Mean Score	.6	.5	.5	1.2	1.6	1.8	2.0	1.3	2.0	.5	1.6	1.8
										abi	abi	abi
Standard error	.06	.07	.13	.18	.22	.13	.10	-	-	.06	.10	.08
Standard deviation	1.24	1.22	1.33	.94	.58	.55	.22	-	-	1.24	.77	.51

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	661	227	234	200	590	540	621	514	336	300	93	348	31	58	31	44	16
Effective base	335	144	125	66	288	265	311	253	154	119	59	196	12	19	10	11	6
Weighted Base	651	292	237	122	559	521	601	499	300	238	104	388	13	42	22	22	10
Very Dissatisfied (-2)	39 6%	14 5%	16 7%	9 7%	30 5%	27 5%	35 6%	32 6%	14 5%	10 4%	9 8%	24 6%	- -%	* *%	- -%	2 10%	- -%
Fairly Dissatisfied (-1)	32 5%	7 2%	19 8%	6 5%	26 5%	28 5%	29 5%	27 5%	16 5%	6 3%	2 2%	20 5%	1 8%	5 13%	* 1%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 16%	46 16%	44 18%	17 14%	92 17%	89 17%	97 16%	91 18%	63 21%	54 23%	10 10%	70 18%	2 16%	5 13%	2 10%	6 26%	2 15%
Fairly Satisfied (1)	116 18%	47 16%	42 18%	27 22%	102 18%	94 18%	106 18%	89 18%	61 20%	59 25%	15 14%	67 17%	3 25%	12 29%	5 23%	2 10%	2 19%
Very Satisfied (2)	123 19%	26 9%	54 23%	43 36%	109 20%	114 22%	120 20%	110 22%	87 29%	75 32%	14 13%	63 16%	3 22%	11 27%	12 54%	11 51%	7 65%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	149 51%	57 24%	19 16%	190 34%	161 31%	205 34%	142 28%	56 19%	34 14%	54 52%	137 35%	4 29%	8 18%	3 12%	1 2%	* *%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	5 2%	* *%	9 2%	8 2%	9 2%	8 2%	3 1%	* *%	1 1%	8 2%	- -%	- -%	* *%	* 1%	- -%
NET: Satisfied	239 37%	73 25%	96 40%	70 58%	211 38%	208 40%	226 38%	199 40%	148 49%	134 56%	29 27%	129 33%	6 47%	23 56%	17 77%	13 61%	9 84%
NET: Dissatisfied	71 11%	20 7%	35 15%	15 13%	56 10%	55 11%	63 11%	59 12%	30 10%	16 7%	11 10%	44 11%	1 8%	5 13%	* 1%	2 10%	- -%
Answered Mean Score	416 .6	139 .5	175 .6	102 .9	360 .6	352 .7	387 .6	350 .6	240 .8	204 .9	49 .5	243 .5	9 .9	34 .9	19 1.5	21 .9	10 1.5
Standard error	.06	.10	.10	.10	.06	.06	.06	.06	.07	.07	.20	.08	.19	.15	.15	.22	.20
Standard deviation	1.24	1.15	1.28	1.27	1.22	1.22	1.24	1.26	1.17	1.09	1.41	1.23	1.03	1.07	.74	1.35	.78

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 285 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	661	413	50	46	29	22	19	11	334	79	48	33	23	13	10
Effective base	335	233	22	15	6	7	4	3	194	29	11	17	4	7	5
Weighted Base	651	458	35	28	10	10	10	6	374	63	22	36	8	10	8
Very Dissatisfied (-2)	39 6%	30 7%	- -%	* *%	- -%	- -%	- -%	- -%	20 5%	4 7%	* *%	- -%	- -%	2 21%	- -%
Fairly Dissatisfied (-1)	32 5%	24 5%	1 4%	1 2%	- -%	* *%	- -%	- -%	22 6%	* *%	1 6%	5 14%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 16%	71 15%	10 28%	5 18%	1 7%	* 4%	5 51%	- -%	65 17%	15 24%	2 7%	5 14%	- -%	1 11%	2 21%
Fairly Satisfied (1)	116 18%	85 18%	5 15%	4 13%	2 20%	4 37%	1 5%	2 31%	61 16%	14 21%	1 6%	14 38%	1 18%	* 3%	2 26%
Very Satisfied (2)	123 19%	62 13%	13 37%	16 57%	4 41%	6 57%	4 41%	4 68%	55 15%	25 39%	11 49%	7 19%	6 74%	7 64%	4 53%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	177 39%	6 17%	3 10%	3 31%	* 2%	* 2%	* 1%	144 38%	5 8%	7 32%	5 13%	1 9%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 1%	9 2%	- -%	- -%	* 1%	- -%	* 1%	- -%	7 2%	1 1%	- -%	* *%	- -%	* 1%	- -%
NET: Satisfied	239 37%	146 32%	18 52%	19 69%	6 61%	10 94%	5 46%	6 99%	116 31%	38 60%	12 55%	21 58%	7 91%	7 67%	6 79%
NET: Dissatisfied	71 11%	55 12%	1 4%	1 2%	- -%	* *%	- -%	- -%	42 11%	5 7%	1 6%	5 14%	- -%	2 21%	- -%
Answered	416	272	29	25	7	10	10	6	223	58	15	31	7	10	8
Mean Score	.6	.5	1.0	1.4	1.5	1.5	.9	1.7	.5	.9	1.4	.7	1.8	.9	1.3
Standard error	.06	.08	.15	.14	.15	.14	.25	.16	.09	.14	.17	.19	.10	.50	.27
Standard deviation	1.24	1.25	.99	.91	.72	.61	1.02	.51	1.22	1.19	1.05	1.01	.43	1.72	.85

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	661	302	64	56	37	23	10	22	204	131	154	88	40
Effective base	335	172	29	18	14	7	4	8	126	65	75	32	13
Weighted Base	651	340	60	34	27	16	8	14	258	117	144	52	28
Very Dissatisfied (-2)	39 6%	21 6%	6 9%	3 8%	* 1%	- -	- -	2 16%	15 6%	7 6%	11 7%	1 1%	1 3%
Fairly Dissatisfied (-1)	32 5%	19 6%	7 11%	* *%	1 4%	* 1%	- -	- -	9 4%	4 3%	9 6%	4 7%	2 9%
Neither Satisfied Nor Dissatisfied (0)	106 16%	65 19%	13 22%	6 18%	* 1%	4 25%	- -	2 16%	31 12%	26 22%	23 16%	7 13%	10 35%
Fairly Satisfied (1)	116 18%	58 17%	13 21%	11 32%	3 12%	2 15%	1 10%	1 4%	42 16%	19 16%	22 15%	16 32%	7 26%
Very Satisfied (2)	123 19%	45 13%	16 27%	12 35%	12 43%	9 58%	7 90%	9 63%	33 13%	28 24%	37 26%	15 29%	7 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	124 36%	5 9%	2 6%	11 39%	* 1%	- -	* 2%	122 47%	31 27%	39 27%	9 17%	1 4%
Don't Know (DO NOT READ OUT)	9 1%	7 2%	- -	* *%	- -	- -	* 1%	- -	5 2%	1 1%	3 2%	* 1%	- -
NET: Satisfied	239 37%	103 30%	29 48%	23 67%	15 55%	12 73%	8 99%	9 67%	75 29%	47 40%	59 41%	31 61%	14 50%
NET: Dissatisfied	71 11%	40 12%	12 21%	3 8%	1 4%	* 1%	- -	2 16%	25 10%	11 10%	20 14%	4 8%	3 12%
Answered	416	209	55	32	16	16	8	14	131	84	102	42	27
Mean Score	.6	.4	.5	.9	1.5	1.3	1.9	1.0	.5	.7	.6	1.0	.6
Standard error	.06	.09	.17	.16	.17	.20	.10	.34	.12	.13	.13	.12	.17
Standard deviation	1.24	1.22	1.32	1.17	.92	.91	.31	1.56	1.27	1.24	1.33	1.00	1.06

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	
Unweighted Base	661	261	113	115	72	24	196	117	123	69	29	
Effective base	335	150	58	53	22	6	115	54	57	26	11	
Weighted Base	651	306	105	96	31	15	237	102	109	43	25	
Very Dissatisfied	(-2)	39 6%	15 5%	7 7%	7 7%	1 2%	*	12 5%	6 6%	8 7%	*	1 2%
Fairly Dissatisfied	(-1)	32 5%	13 4%	2 2%	11 11%	*	*	10 4%	5 5%	7 6%	4 8%	2 10%
Neither Satisfied Nor Dissatisfied	(0)	106 16%	37 12%	24 23%	20 21%	6 21%	5 32%	36 15%	24 24%	14 13%	5 12%	9 38%
Fairly Satisfied	(1)	116 18%	53 17%	17 16%	16 17%	9 29%	7 47%	45 19%	13 13%	16 14%	14 32%	6 23%
Very Satisfied	(2)	123 19%	57 19%	20 19%	15 16%	10 33%	2 15%	35 15%	30 30%	31 28%	11 25%	6 26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	126 41%	34 32%	23 24%	4 14%	1 5%	94 40%	23 23%	31 28%	9 22%	*	1%
Don't Know (DO NOT READ OUT)	9 1%	5 1%	1 1%	3 3%	*	-	5 2%	*	3 2%	*	-	-
NET: Satisfied	239 37%	110 36%	37 35%	31 33%	19 62%	9 62%	80 34%	43 42%	47 43%	25 57%	12 49%	
NET: Dissatisfied	71 11%	28 9%	9 9%	18 19%	1 2%	*	22 9%	12 11%	14 13%	4 9%	3 12%	
Answered	416	175	71	69	26	14	138	79	75	34	24	
Mean Score	.6	.7	.6	.3	1.1	.8	.6	.7	.7	.9	.6	
Standard error	.06	.10	.14	.14	.12	.17	.11	.13	.14	.14	.21	
Standard deviation	1.24	1.24	1.23	1.27	.95	.78	1.20	1.26	1.35	1.01	1.07	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	*e	a	b	c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base		661	190	86	121	80	29	330	39	143	593	68	561	29
Effective base		335	112	39	53	36	11	165	20	72	308	27	278	10
Weighted Base		651	227	82	90	72	23	321	21	155	595	56	536	23
Very Dissatisfied	(-2)	39	12	7	8	1	4	15	1	17	36	2	30	-
		6%	5%	9%	9%	1%	16%	5%	4%	11%	6%	4%	6%	-%
Fairly Dissatisfied	(-1)	32	10	5	5	5	1	23	2	2	25	7	26	1
		5%	4%	7%	6%	7%	5%	7%	8%	1%	4%	13%	5%	2%
Neither Satisfied Nor Dissatisfied	(0)	106	45	16	5	18	8	43	7	41	99	7	87	5
		16%	20%	19%	6%	26%	33%	13%	33%	27%	17%	13%	16%	21%
Fairly Satisfied	(1)	116	35	13	18	14	8	60	2	24	107	9	100	2
		18%	15%	16%	20%	19%	36%	19%	11%	16%	18%	17%	19%	7%
Very Satisfied	(2)	123	28	25	29	24	2	93	7	10	110	13	96	13
		19%	12%	30%	32%	33%	8%	29%	32%	7%	18%	24%	18%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)		225	95	13	22	10	*	81	2	58	211	14	187	3
		35%	42%	16%	25%	14%	2%	25%	11%	38%	35%	26%	35%	13%
Don't Know (DO NOT READ OUT)		9	2	3	3	-	-	6	*	2	7	2	9	-
		1%	1%	3%	3%	-%	-%	2%	2%	1%	1%	4%	2%	-%
NET: Satisfied		239	63	38	47	38	10	153	9	35	217	22	196	15
		37%	28%	46%	52%	52%	44%	48%	43%	22%	36%	40%	37%	64%
NET: Dissatisfied		71	22	13	14	6	5	38	2	19	61	9	56	1
		11%	10%	16%	15%	8%	21%	12%	12%	12%	10%	17%	10%	2%
Answered Mean Score		416	130	66	65	62	22	234	19	95	377	39	340	20
		.6	.4	.6	.8	.9	.1	.8	.7	.1	.6	.6	.6	1.4
						a		c						

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
	a	b	c	d	*e	a	b	c	a	b	a	*b	
Significance Level: 95%													
Unweighted Base	661	190	86	121	80	29	330	39	143	593	68	561	29
Effective base	335	112	39	53	36	11	165	20	72	308	27	278	10
Weighted Base	651	227	82	90	72	23	321	21	155	595	56	536	23
Standard error	.06	.11	.16	.15	.13	.24	.08	.21	.13	.06	.19	.06	.19
Standard deviation	1.24	1.19	1.36	1.41	1.06	1.20	1.23	1.21	1.19	1.24	1.30	1.22	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	661	469	71	355	159	562	28	465	75	353	161
Effective base	335	244	21	187	66	280	9	240	25	189	64
Weighted Base	651	474	47	369	130	537	22	465	56	371	128
Very Dissatisfied (-2)	39 6%	23 5%	4 9%	25 7%	7 6%	30 6%	- -%	23 5%	4 7%	24 6%	8 6%
Fairly Dissatisfied (-1)	32 5%	28 6%	1 1%	19 5%	8 6%	26 5%	1 2%	28 6%	1 1%	19 5%	8 6%
Neither Satisfied Nor Dissatisfied (0)	106 16%	77 16%	12 25%	71 19%	20 16%	86 16%	7 31%	80 17%	9 17%	68 18%	23 18%
Fairly Satisfied (1)	116 18%	88 19%	6 12%	56 15%	33 25%	100 19%	2 7%	89 19%	5 9%	58 16%	31 24%
Very Satisfied (2)	123 19%	91 19%	24 50%	83 23%	27 21%	100 19%	9 44%	82 18%	32 58%	85 23%	26 20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	160 34%	1 2%	111 30%	32 24%	186 35%	3 15%	157 34%	4 6%	113 30%	30 23%
Don't Know (DO NOT READ OUT)	9 1%	7 2%	1 2%	4 1%	3 2%	9 2%	- -%	7 2%	1 2%	4 1%	3 3%
NET: Satisfied	239 37%	179 38%	29 62%	139 38%	60 46%	200 37%	11 51%	170 37%	37 67%	143 38%	56 44%
NET: Dissatisfied	71 11%	51 11%	5 10%	44 12%	15 12%	56 10%	1 2%	51 11%	5 8%	43 12%	16 13%
Answered	416	307	45	254	96	342	18	301	51	254	95
Mean Score	.6	.6	1.0	.6	.7	.6	1.1	.6	1.2	.6	.6
Standard error	.06	.07	.16	.08	.11	.06	.20	.07	.15	.08	.11
Standard deviation	1.24	1.21	1.29	1.28	1.20	1.23	1.02	1.20	1.25	1.27	1.21

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	661	366	431	116	-	340	358	101	3	401	266	108	-
Effective base	335	164	226	54	-	158	187	48	3	195	138	55	-
Weighted Base	651	313	443	105	-	307	360	84	4	383	261	102	-
Very Dissatisfied (-2)	39 6%	21 7%	23 5%	9 8%	- -%	18 6%	23 6%	7 8%	1 14%	25 7%	18 7%	8 8%	- -%
Fairly Dissatisfied (-1)	32 5%	15 5%	22 5%	7 7%	- -%	13 4%	22 6%	3 3%	- -%	23 6%	15 6%	6 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 16%	52 17%	75 17%	19 18%	- -%	49 16%	59 16%	12 15%	2 46%	64 17%	55 21%	13 13%	- -%
Fairly Satisfied (1)	116 18%	60 19%	79 18%	20 19%	- -%	60 20%	66 18%	17 21%	- -%	71 19%	41 16%	19 19%	- -%
Very Satisfied (2)	123 19%	76 24%	76 17%	18 18%	- -%	85 28%	52 14%	23 27%	2 41%	92 24%	44 17%	23 23%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	84 27%	159 36%	28 27%	- -%	79 26%	131 36%	19 23%	- -%	100 26%	82 31%	30 29%	- -%
Don't Know (DO NOT READ OUT)	9 1%	4 1%	8 2%	3 3%	- -%	2 1%	7 2%	3 3%	- -%	6 1%	6 2%	3 3%	- -%
NET: Satisfied	239 37%	136 44%	155 35%	39 37%	- -%	146 47%	117 33%	40 48%	2 41%	164 43%	85 33%	42 41%	- -%
NET: Dissatisfied	71 11%	36 12%	45 10%	16 15%	- -%	31 10%	45 13%	10 11%	1 14%	49 13%	33 13%	14 14%	- -%
Answered Mean Score	416 .6	225 .7	275 .6	74 .4	- -	226 .8	221 .5	62 .7	4 .5	277 .7	173 .5	70 .6	- -
Standard error	.06	.08	.07	.14	-	.08	.08	.15	.91	.07	.09	.15	-
Standard deviation	1.24	1.26	1.21	1.30	-	1.23	1.24	1.30	1.58	1.27	1.25	1.35	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	e	a	b
Unweighted Base	661	527	461	356	440	367	27	230	197	201	71	42	120	117
Effective base	335	262	231	187	211	199	11	125	99	104	40	28	62	59
Weighted Base	651	506	456	366	408	392	10	248	194	202	81	54	128	131
Very Dissatisfied (-2)	39 6%	29 6%	23 5%	25 7%	24 6%	23 6%	- -%	12 5%	17 9%	15 7%	8 9%	6 10%	9 7%	8 6%
Fairly Dissatisfied (-1)	32 5%	25 5%	25 5%	19 5%	12 3%	27 7%	* *%	15 6%	10 5%	10 5%	7 8%	2 4%	8 6%	9 7%
Neither Satisfied Nor Dissatisfied (0)	106 16%	84 17%	80 17%	69 19%	78 19%	57 15%	2 17%	55 22%	38 20%	32 16%	9 11%	10 19%	24 18%	22 17%
Fairly Satisfied (1)	116 18%	97 19%	78 17%	62 17%	61 15%	63 16%	* 4%	37 15%	31 16%	40 20%	15 19%	6 11%	15 12%	22 17%
Very Satisfied (2)	123 19%	82 16%	87 19%	71 19%	86 21%	63 16%	6 66%	43 17%	36 19%	38 19%	20 24%	12 23%	25 19%	20 16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	180 36%	156 34%	116 32%	141 35%	152 39%	1 13%	82 33%	61 32%	65 32%	20 25%	16 30%	47 36%	49 38%
Don't Know (DO NOT READ OUT)	9 1%	9 2%	6 1%	4 1%	4 1%	6 2%	- -%	3 1%	* *%	2 1%	3 3%	2 4%	1 1%	- -%
NET: Satisfied	239 37%	179 35%	166 36%	133 36%	147 36%	126 32%	7 70%	80 32%	67 35%	78 38%	35 43%	18 34%	41 32%	43 32%
NET: Dissatisfied	71 11%	54 11%	48 11%	44 12%	37 9%	50 13%	* *%	28 11%	27 14%	25 12%	14 18%	8 15%	17 13%	17 13%
Answered	416	317	293	246	262	234	9	162	132	135	58	36	81	82
Mean Score	.6	.6	.6	.5	.7	.5	1.6	.5	.4	.6	.6	.5	.5	.5
Standard error	.06	.06	.07	.08	.07	.08	.18	.09	.11	.11	.19	.27	.14	.14
Standard deviation	1.24	1.22	1.22	1.26	1.24	1.28	.86	1.20	1.31	1.28	1.41	1.43	1.31	1.25

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	661	105	71	60	23	540	425	584	420	392	354	512	106	-	453	90
Effective base	335	52	28	30	11	269	202	289	211	192	169	268	55	-	218	50
Weighted Base	651	92	47	55	26	528	382	561	409	361	337	517	94	-	430	98
Very Dissatisfied (-2)	39 6%	2 2%	* *%	9 15%	- -%	32 6%	27 7%	32 6%	28 7%	25 7%	22 6%	32 6%	9 10%	- -%	9 2%	26 26%
				ab											a	
Fairly Dissatisfied (-1)	32 5%	7 8%	* *%	2 3%	* 2%	30 6%	18 5%	30 5%	22 5%	23 6%	17 5%	30 6%	5 5%	- -%	22 5%	7 7%
Neither Satisfied Nor Dissatisfied (0)	106 16%	13 14%	6 12%	13 24%	6 24%	100 19%	64 17%	103 18%	71 17%	57 16%	57 17%	92 18%	14 15%	- -%	45 11%	17 17%
Fairly Satisfied (1)	116 18%	22 23%	13 28%	14 26%	2 6%	99 19%	69 18%	105 19%	69 17%	50 14%	58 17%	90 17%	17 18%	- -%	89 21%	10 11%
Very Satisfied (2)	123 19%	25 27%	22 47%	11 20%	15 57%	77 15%	63 17%	93 16%	78 19%	57 16%	90 27%	70 13%	15 16%	- -%	106 25%	7 7%
			c								b			b		
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	23 25%	4 8%	4 8%	3 11%	183 35%	135 35%	191 34%	136 33%	145 40%	90 27%	196 38%	34 36%	- -%	158 37%	28 29%
											a					
Don't Know (DO NOT READ OUT)	9 1%	* *%	2 4%	2 4%	- -%	6 1%	5 1%	6 1%	6 1%	3 1%	5 1%	7 1%	- -%	- -%	2 *%	3 3%
NET: Satisfied	239 37%	47 51%	36 76%	25 46%	16 63%	176 33%	133 35%	198 35%	147 36%	107 30%	147 44%	160 31%	32 34%	- -%	194 45%	18 18%
			ac								b			b		
NET: Dissatisfied	71 11%	9 10%	* 1%	10 19%	* 2%	63 12%	45 12%	63 11%	50 12%	48 13%	38 11%	62 12%	14 15%	- -%	31 7%	33 33%
			b											a		
Answered	416	69	41	49	23	339	242	363	268	212	242	314	60	-	271	67
Mean Score	.6	.9	1.4 ac	.4	1.3	.5	.5	.5	.6	.4	.7 b	.4	.4	-	1.0 b	-5 -5
Standard error	.06	.12	.09	.18	.20	.06	.07	.06	.08	.08	.08	.07	.16	-	.06	.17
Standard deviation	1.24	1.11	.77	1.36	.96	1.21	1.27	1.21	1.27	1.31	1.27	1.22	1.36	-	1.09	1.41

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	661	661	-	215	12	152	118	120	366	161	130	185	322
Effective base	335	335	-	97	8	66	61	58	187	83	63	86	176
Weighted Base	651	651	-	200	23	140	130	110	365	165	119	173	336
Very Dissatisfied (-2)	39 6%	39 6%	- -%	8 4%	4 16%	9 6%	7 6%	9 8%	14 4%	14 9%	9 7%	10 6%	18 5%
Fairly Dissatisfied (-1)	32 5%	32 5%	- -%	13 7%	3 15%	6 4%	12 9%	9 8%	15 4%	8 5%	9 7%	8 4%	15 5%
Neither Satisfied Nor Dissatisfied (0)	106 16%	106 16%	- -%	27 13%	2 8%	23 16%	22 17%	20 18%	60 16%	27 16%	18 15%	26 15%	58 17%
Fairly Satisfied (1)	116 18%	116 18%	- -%	52 26%	* *%	24 17%	31 24%	20 19%	66 18%	29 17%	21 17%	38 22%	51 15%
Very Satisfied (2)	123 19%	123 19%	- -%	58 29%	2 9%	47 34%	21 16%	41 37%	54 15%	25 15%	33 28%	51 30%	37 11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	225 35%	- -%	39 20%	10 44%	28 20%	34 26%	9 8%	152 42%	59 36%	29 24%	38 22%	152 45%
Don't Know (DO NOT READ OUT)	9 1%	9 1%	- -%	3 2%	2 8%	2 1%	3 2%	2 2%	3 1%	3 2%	1 1%	3 2%	5 1%
NET: Satisfied	239 37%	239 37%	- -%	110 55%	2 9%	72 51%	52 40%	61 56%	120 33%	54 33%	54 45%	89 51%	88 26%
NET: Dissatisfied	71 11%	71 11%	- -%	21 11%	7 31%	15 11%	19 15%	18 16%	29 8%	22 13%	18 15%	18 10%	33 10%
Answered Mean Score	416 .6	416 .6	- -	158 .9	11 -6	109 .9	93 .5	99 .8	209 .6	103 .4	90 .7	133 .9	180 .4
Standard error	.06	.06	-	.09	.56	.11	.13	.13	.07	.14	.13	.10	.09
Standard deviation	1.24	1.24	-	1.15	1.48	1.25	1.20	1.32	1.14	1.32	1.33	1.22	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		661	356	305
Effective base		335	158	177
Weighted Base		651	316	334
Very Dissatisfied	(-2)	39 6%	16 5%	23 7%
Fairly Dissatisfied	(-1)	32 5%	19 6%	13 4%
Neither Satisfied Nor Dissatisfied	(0)	106 16%	55 17%	51 15%
Fairly Satisfied	(1)	116 18%	54 17%	62 19%
Very Satisfied	(2)	123 19%	66 21%	57 17%
Have not Contacted / Not Applicable (DO NOT READ OUT)		225 35%	102 32%	123 37%
Don't Know (DO NOT READ OUT)		9 1%	4 1%	5 1%
NET: Satisfied		239 37%	120 38%	119 36%
NET: Dissatisfied		71 11%	34 11%	36 11%
Answered		416	210	206
Mean Score		.6	.6	.6
Standard error		.06	.08	.09
Standard deviation		1.24	1.22	1.27

Columns Tested:: a,b

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	661	-	-	72	90	14	77	45	102	75	68	83	35
Effective base	335	-	-	40	42	5	43	14	54	48	24	60	20
Weighted Base	651	-	-	92	70	6	90	20	96	97	19	127	35
Very Dissatisfied (-2)	39 6%	- -%	- -%	4 5%	3 4%	1 26%	4 5%	* 1%	4 5%	6 6%	* 2%	12 9%	4 11%
Fairly Dissatisfied (-1)	32 5%	- -%	- -%	6 7%	5 7%	- -%	2 2%	- -%	4 4%	7 7%	* 1%	6 5%	2 6%
Neither Satisfied Nor Dissatisfied (0)	106 16%	- -%	- -%	23 25%	5 8%	1 24%	15 16%	7 34%	19 20%	11 11%	1 3%	21 17%	4 11%
Fairly Satisfied (1)	116 18%	- -%	- -%	11 12%	9 12%	* 4%	16 18%	2 11%	21 22%	26 27%	4 22%	24 19%	4 11%
Very Satisfied (2)	123 19%	- -%	- -%	24 26%	16 23%	* 8%	12 13%	5 27%	8 9%	17 17%	5 28%	27 21%	8 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	- -%	- -%	24 26%	32 46%	2 38%	41 46%	5 27%	37 38%	25 26%	8 45%	38 30%	13 37%
Don't Know (DO NOT READ OUT)	9 1%	- -%	- -%	* *%	1 1%	- -%	- -%	* *%	2 3%	5 6%	* *%	- -%	- -%
NET: Satisfied	239 37%	- -%	- -%	35 38%	25 35%	1 11%	28 31%	8 38%	29 30%	42 44%	9 49%	51 40%	12 35%
NET: Dissatisfied	71 11%	- -%	- -%	11 12%	7 10%	1 26%	6 7%	* 1%	9 9%	13 13%	1 3%	17 14%	6 17%
Answered Mean Score	416 .6	- -	- -	69 .6	37 .8	4 -.5	48 .6	14 .9	57 .4	66 .6	10 1.3	89 .5	22 .5
Standard error	.06	-	-	.17	.17	.50	.17	.17	.13	.17	.14	.17	.30
Standard deviation	1.24	-	-	1.23	1.31	1.66	1.17	.99	1.09	1.22	.94	1.33	1.54

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 285 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	661	73	180	222	186	253	408
Effective base	335	41	88	114	94	127	208
Weighted Base	651	95	163	213	180	258	393
Very Dissatisfied (-2)	39 6%	4 5%	9 5%	10 5%	16 9%	13 5%	26 7%
Fairly Dissatisfied (-1)	32 5%	6 7%	6 4%	11 5%	8 4%	12 5%	19 5%
Neither Satisfied Nor Dissatisfied (0)	106 16%	23 24%	21 13%	36 17%	26 14%	44 17%	62 16%
Fairly Satisfied (1)	116 18%	11 12%	25 15%	49 23%	32 18%	36 14%	81 21%
Very Satisfied (2)	123 19%	27 28%	25 16%	30 14%	40 22%	52 20%	71 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	225 35%	24 25%	75 46%	67 32%	59 33%	99 38%	126 32%
Don't Know (DO NOT READ OUT)	9 1%	* *%	1 1%	8 4%	* *%	1 *%	8 2%
NET: Satisfied	239 37%	38 40%	50 31%	79 37%	72 40%	88 34%	151 38%
NET: Dissatisfied	71 11%	11 11%	15 9%	22 10%	24 13%	25 10%	45 12%
Answered	416	71	86	137	121	158	259
Mean Score	.6	.7	.6	.6	.6	.6	.6
Standard error	.06	.17	.12	.09	.12	.10	.07
Standard deviation	1.24	1.24	1.26	1.15	1.35	1.25	1.24

Columns Tested:: a,b,c,d - a,b

Table 286

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:

SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint in Q3-Q4
Significance Level: 95%		a	b	c
Unweighted Base		715	715	661
Effective base		356	356	335
Weighted Base		691	691	651
Very Dissatisfied	(-2)	43 6% b	15 2%	39 6% b
Fairly Dissatisfied	(-1)	43 6% b	17 2%	32 5%
Neither Satisfied Nor Dissatisfied	(0)	123 18% b	65 9%	106 16% b
Fairly Satisfied	(1)	134 19%	200 29% ac	116 18%
Very Satisfied	(2)	106 15%	224 32% ac	123 19%
Have not Contacted / Not Applicable (DO NOT READ OUT)		227 33% b	162 23%	225 35% b
Don't Know (DO NOT READ OUT)		15 2%	8 1%	9 1%
NET: Satisfied		241 35%	425 61% ac	239 37%
NET: Dissatisfied		86 12% b	32 5%	71 11% b
Answered		450	521	416
Mean Score		.5	1.2 ac	.6
Standard error		.05	.04	.06
Standard deviation		1.22	.96	1.24

Columns Tested: a,b,c

Table 287

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	505	82	423	324	82	33	66	181
Effective base	229	36	195	208	50	21	40	74
Weighted Base	450	54	395	427	18	3	2	23
Very Dissatisfied	(-2)	43	36	42	1	*	*	1
		10%	9%	10%	3%	4%	13%	4%
Fairly Dissatisfied	(-1)	43	40	41	2	*	*	2
		10%	10%	10%	10%	2%	2%	9%
Neither Satisfied Nor Dissatisfied	(0)	123	107	118	5	*	*	5
		27%	27%	28%	26%	6%	24%	23%
Fairly Satisfied	(1)	134	116	126	6	2	*	8
		30%	29%	29%	36%	56%	22%	37%
Very Satisfied	(2)	106	96	100	4	1	1	6
		24%	24%	24%	25%	33%	39%	27%
NET: Satisfied		241	212	226	11	3	1	15
		54%	54%	53%	60%	89%	61%	64%
NET: Dissatisfied		86	76	83	2	*	*	3
		19%	19%	19%	14%	6%	15%	13%
Answered		450	395	427	18	3	2	23
Mean Score		.5	.5	.5	.7	1.1	.7	.7
Standard error		.05	.06	.07	.12	.19	.25	.08
Standard deviation		1.22	1.22	1.23	1.09	1.11	2.03	1.10

Columns Tested: a,b - a,b,c,d,e

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		505	186	98	40	45	70	66	324	82	99
Effective base		229	134	57	28	29	39	40	208	50	46
Weighted Base		450	300	101	25	12	9	2	427	18	5
Very Dissatisfied	(-2)	43	31	9	2	*	*	*	42	1	*
		10%	10%	9%	7%	3%	5%	13%	10%	3%	7%
Fairly Dissatisfied	(-1)	43	24	15	2	2	*	*	41	2	*
		10%	8%	15%	8%	13%	5%	2%	10%	10%	2%
				fi		i					
Neither Satisfied Nor Dissatisfied	(0)	123	81	28	9	3	2	*	118	5	1
		27%	27%	27%	36%	22%	24%	24%	28%	26%	13%
			i		i				i		
Fairly Satisfied	(1)	134	105	15	6	5	4	*	126	6	2
		30%	35%	15%	22%	38%	39%	22%	29%	36%	43%
			b			b	b		b	b	bf
Very Satisfied	(2)	106	59	34	7	3	3	1	100	4	2
		24%	20%	34%	27%	24%	28%	39%	24%	25%	35%
				a				ag			a
NET: Satisfied		241	164	50	12	7	6	1	226	11	4
		54%	55%	49%	49%	62%	67%	61%	53%	60%	78%
											abcg
NET: Dissatisfied		86	55	24	4	2	1	*	83	2	*
		19%	18%	24%	15%	15%	9%	15%	19%	14%	9%
Answered		450	300	101	25	12	9	2	427	18	5
Mean Score		.5	.5	.5	.5	.7	.8	.7	.5	.7	1.0
											ag
Standard error		.05	.09	.13	.19	.16	.13	.25	.07	.12	.12
Standard deviation		1.22	1.20	1.33	1.19	1.10	1.10	2.03	1.23	1.09	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	505	219	105	82	33	66	211	80	38	27	65
Effective base	229	158	71	50	21	40	137	35	13	10	12
Weighted Base	450	357	70	18	3	2	288	72	14	12	12
Very Dissatisfied	(-2)	43	36	6	1	*	32	5	*	1	1
		10%	10%	9%	3%	4%	11%	6%	3%	5%	7%
Fairly Dissatisfied	(-1)	43	33	8	2	*	27	9	1	-	1
		10%	9%	11%	10%	2%	9%	13%	5%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	123	97	21	5	*	77	10	4	2	5
		27%	27%	30%	26%	6%	27%	13%	25%	15%	42%
			d	d							
Fairly Satisfied	(1)	134	113	13	6	2	85	25	8	3	4
		30%	32%	19%	36%	56%	29%	34%	57%	21%	33%
				b		abe			a		
Very Satisfied	(2)	106	78	22	4	1	67	24	1	7	2
		24%	22%	31%	25%	33%	23%	33%	10%	60%	14%
						a					
NET: Satisfied		241	191	35	11	3	152	49	9	10	6
		54%	54%	50%	60%	89%	53%	68%	67%	80%	46%
						abce					
NET: Dissatisfied		86	69	14	2	*	60	14	1	1	1
		19%	19%	20%	14%	6%	21%	19%	8%	5%	12%
Answered		450	357	70	18	3	288	72	14	12	12
Mean Score		.5	.5	.5	.7	1.1	.4	.8	.7	1.3	.4
						a					
Standard error		.05	.08	.13	.12	.19	.09	.14	.14	.21	.13
Standard deviation		1.22	1.22	1.29	1.09	1.11	1.26	1.23	.87	1.08	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	b	c	*d	e	f	g	h	*i
Significance Level: 95%											
Unweighted Base		505	27	31	58	21	37	30	30	43	22
Effective base		229	19	21	33	14	21	23	21	29	15
Weighted Base		450	33	40	82	26	33	62	47	56	26
Very Dissatisfied	(-2)	43	8	1	3	2	2	7	5	8	-
		10%	25%	2%	4%	10%	7%	11%	10%	13%	-%
Fairly Dissatisfied	(-1)	43	-	4	10	2	5	13	2	2	2
		10%	-%	10%	12%	8%	15%	21%	5%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	123	7	14	31	4	8	15	17	10	8
		27%	22%	35%	38%	15%	25%	24%	35%	18%	32%
Fairly Satisfied	(1)	134	9	12	23	10	12	22	13	17	2
		30%	28%	30%	28%	39%	36%	36%	29%	30%	9%
Very Satisfied	(2)	106	9	10	15	7	6	4	10	19	14
		24%	26%	24%	18%	28%	17%	7%	22%	34%	53%
										f	
NET: Satisfied		241	18	22	38	17	18	27	23	36	16
		54%	54%	54%	46%	67%	53%	43%	50%	64%	62%
NET: Dissatisfied		86	8	5	13	5	7	20	7	10	2
		19%	25%	12%	16%	18%	22%	33%	15%	18%	6%
Answered		450	33	40	82	26	33	62	47	56	26
Mean Score		.5	.3	.6	.4	.7	.4	.1	.5	.7	1.1
Standard error		.05	.29	.18	.14	.28	.19	.21	.22	.21	.23
Standard deviation		1.22	1.51	1.02	1.04	1.26	1.16	1.15	1.18	1.36	1.06

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		505	80	101	118	299	206	72	70	64
Effective base		229	50	69	76	190	97	38	36	31
Weighted Base		450	84	130	191	405	44	19	18	8
Very Dissatisfied	(-2)	43 10%	5 6%	17 13%	15 8%	36 9%	7 15%	4 21%	2 9%	1 15%
Fairly Dissatisfied	(-1)	43 10%	9 10%	6 5%	26 13%	40 10%	3 6%	1 4%	1 5%	1 13%
Neither Satisfied Nor Dissatisfied	(0)	123 27%	20 24%	31 24%	63 33%	114 28%	8 19%	3 13%	5 28%	1 12%
Fairly Satisfied	(1)	134 30%	24 29%	38 29%	59 31%	121 30%	13 30%	5 26%	6 34%	2 32%
Very Satisfied	(2)	106 24%	27 31%	37 29%	29 15%	93 23%	13 30%	7 35%	4 24%	2 28%
NET: Satisfied		241 54%	51 60%	76 58%	88 46%	214 53%	27 60%	12 61%	10 58%	5 61%
NET: Dissatisfied		86 19%	13 16%	23 18%	40 21%	77 19%	9 21%	5 25%	2 14%	2 28%
Answered		450	84	130	191	405	44	19	18	8
Mean Score		.5	.7	.6	.3	.5	.5	.5	.6	.5
Standard error		.05	.13	.13	.10	.07	.10	.18	.14	.19
Standard deviation		1.22	1.18	1.30	1.12	1.20	1.38	1.56	1.19	1.50

Columns Tested:: a,b,c,d,e,f,g,h

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		*a	*b	*c	d	e	f	*g	*h	i	
Significance Level: 95%											
Unweighted Base	505	18	29	9	38	45	141	19	23	220	
Effective base	229	12	13	3	16	24	76	7	8	96	
Weighted Base	450	14	35	8	43	59	125	8	9	192	
Very Dissatisfied	(-2)	43	*	1	1	2	5	10	1	3	22
		10%	*%	3%	8%	4%	8%	8%	11%	36%	11%
Fairly Dissatisfied	(-1)	43	2	8	-	8	1	19	1	1	13
		10%	14%	22%	-%	17%	1%	15%	8%	7%	7%
Neither Satisfied Nor Dissatisfied	(0)	123	1	11	*	11	21	32	1	2	55
		27%	9%	31%	5%	26%	35%	26%	10%	23%	29%
Fairly Satisfied	(1)	134	4	15	6	20	14	33	1	3	59
		30%	32%	42%	68%	47%	24%	26%	13%	32%	31%
Very Satisfied	(2)	106	6	1	2	2	19	30	4	*	43
		24%	45%	2%	19%	5%	32%	24%	57%	3%	22%
					d						
NET: Satisfied	241	11	15	7	23	33	63	5	3	102	
	54%	77%	44%	87%	53%	56%	51%	71%	35%	53%	
NET: Dissatisfied	86	2	9	1	9	5	30	2	4	35	
	19%	14%	25%	8%	22%	9%	24%	20%	43%	18%	
Answered	450	14	35	8	43	59	125	8	9	192	
Mean Score	.5	1.1	.2	.9	.3	.7	.4	1.0	-.4	.5	
Standard error	.05	.26	.17	.35	.16	.17	.10	.35	.29	.08	
Standard deviation	1.22	1.10	.93	1.05	.98	1.17	1.24	1.53	1.41	1.23	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	505	101	141	263	450	55	-	435	70	491	14
Effective base	229	49	76	109	205	25	-	209	21	224	5
Weighted Base	450	116	125	209	390	59	-	420	29	442	8
Very Dissatisfied (-2)	43 10%	7 6%	10 8%	26 12%	36 9%	7 12%	- -%	42 10%	1 4%	41 9%	2 26%
Fairly Dissatisfied (-1)	43 10%	10 9%	19 15%	14 7%	33 9%	10 17%	- -%	42 10%	1 5%	43 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 27%	33 28%	32 26%	58 28%	108 28%	15 24%	- -%	115 27%	8 28%	121 27%	2 24%
Fairly Satisfied (1)	134 30%	39 34%	33 26%	62 30%	119 30%	15 26%	- -%	127 30%	7 24%	134 30%	1 11%
Very Satisfied (2)	106 24%	28 24%	30 24%	49 23%	94 24%	12 21%	- -%	95 23%	12 40%	103 23%	3 39%
NET: Satisfied	241 54%	67 57%	63 51%	111 53%	213 55%	28 47%	- -%	222 53%	19 64%	237 54%	4 50%
NET: Dissatisfied	86 19%	17 14%	30 24%	40 19%	69 18%	17 29%	- -%	83 20%	2 8%	84 19%	2 26%
Answered	450	116	125	209	390	59	-	420	29	442	8
Mean Score	.5	.6	.4	.4	.5	.3	-	.5	.9	.5	.4
Standard error	.05	.11	.10	.08	.06	.18	-	.06	.13	.05	.46
Standard deviation	1.22	1.11	1.24	1.26	1.21	1.30	-	1.22	1.11	1.21	1.73

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		505	231	127	142
Effective base		229	113	47	67
Weighted Base		450	218	91	139
Very Dissatisfied	(-2)	43	24	3	16
		10%	11%	3%	11%
Fairly Dissatisfied	(-1)	43	14	7	23
		10%	6%	7%	16%
					a
Neither Satisfied Nor Dissatisfied	(0)	123	65	21	37
		27%	30%	23%	27%
Fairly Satisfied	(1)	134	72	33	29
		30%	33%	36%	21%
Very Satisfied	(2)	106	43	28	35
		24%	20%	31%	25%
NET: Satisfied		241	115	61	64
		54%	53%	67%	46%
				c	
NET: Dissatisfied		86	38	10	38
		19%	17%	11%	28%
					b
Answered		450	218	91	139
Mean Score		.5	.4	.8	.3
				c	
Standard error		.05	.08	.09	.11
Standard deviation		1.22	1.20	1.05	1.32

Columns Tested:: a,b,c

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend											
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	*c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	505	319	114	28	9	21	7	4	3	433	72	44	
Effective base	229	171	40	8	5	5	1	2	1	211	18	10	
Weighted Base	450	341	73	14	4	15	3	1	*	414	36	22	
Very Dissatisfied	(-2)	43	32	10	*	1	*	-	*	-	42	1	1
		10%	9%	13%	2%	18%	*%	-%	9%	-%	10%	3%	4%
Fairly Dissatisfied	(-1)	43	25	12	2	-	2	2	-	-	37	6	4
		10%	7%	17%	17%	-%	13%	84%	-%	-%	9%	18%	18%
Neither Satisfied Nor Dissatisfied	(0)	123	105	17	1	-	*	-	-	*	122	1	*
		27%	31%	23%	6%	-%	1%	-%	-%	89%	29%	3%	2%
			jk							j			
Fairly Satisfied	(1)	134	98	22	8	1	6	*	-	*	119	15	7
		30%	29%	30%	60%	29%	38%	*%	-%	4%	29%	42%	30%
Very Satisfied	(2)	106	81	13	2	2	7	*	1	*	94	12	10
		24%	24%	18%	16%	54%	48%	16%	91%	7%	23%	35%	46%
NET: Satisfied		241	179	34	10	3	13	*	1	*	213	27	17
		54%	52%	47%	76%	82%	86%	16%	91%	11%	52%	76%	76%
											bi		
NET: Dissatisfied		86	57	22	2	1	2	2	*	-	78	7	5
		19%	17%	30%	18%	18%	14%	84%	9%	-%	19%	21%	22%
Answered		450	341	73	14	4	15	3	1	*	414	36	22
Mean Score		.5	.5	.2	.7	1.0	1.2	-.5	1.6	.2	.5	.9	1.0
Standard error		.05	.07	.12	.19	.56	.23	.54	-	-	.06	.14	.19
Standard deviation		1.22	1.20	1.29	1.02	1.68	1.04	1.42	-	-	1.22	1.17	1.27

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 287 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	505	140	179	186	456	421	476	415	300	275	61	245	33	54	31	36	16
Effective base	229	82	88	58	199	185	213	184	126	102	35	130	17	16	9	10	6
Weighted Base	450	162	179	109	391	368	416	365	250	203	61	263	10	34	18	20	9
Very Dissatisfied (-2)	43 10%	14 8%	19 10%	11 10%	36 9%	33 9%	41 10%	36 10%	16 6%	12 6%	9 14%	27 10%	* 2%	* 1%	* *%	2 11%	2 20%
Fairly Dissatisfied (-1)	43 10%	5 3%	19 11%	18 17%	37 9%	41 11%	42 10%	42 12%	23 9%	18 9%	4 7%	28 11%	1 8%	8 23%	* 1%	* *%	* 3%
Neither Satisfied Nor Dissatisfied (0)	123 27%	59 36%	46 26%	18 16%	102 26%	86 23%	105 25%	95 26%	73 29%	46 23%	16 26%	69 26%	3 32%	7 21%	* 1%	6 28%	3 34%
Fairly Satisfied (1)	134 30%	60 37%	38 21%	37 34%	122 31%	110 30%	124 30%	106 29%	73 29%	67 33%	15 25%	82 31%	3 26%	12 34%	10 53%	2 8%	1 10%
Very Satisfied (2)	106 24%	24 15%	57 32%	25 23%	94 24%	97 26%	105 25%	86 24%	65 26%	60 30%	16 27%	57 22%	3 31%	7 20%	8 45%	11 53%	3 33%
NET: Satisfied	241 54%	84 52%	95 53%	62 57%	216 55%	207 56%	229 55%	192 53%	138 55%	127 63%	32 52%	139 53%	6 57%	19 55%	18 98%	12 60%	4 43%
NET: Dissatisfied	86 19%	19 12%	38 21%	29 27%	73 19%	75 20%	83 20%	78 21%	39 16%	30 15%	13 21%	56 21%	1 11%	8 24%	* 1%	2 11%	2 23%
Answered Mean Score	450 .5	162 .5	179 .5	109 .4	391 .5	368 .5	416 .5	365 .4	250 .6	203 .7	61 .4	263 .4	10 .7	34 .5	18 1.4	20 .9	9 .3
Standard error	.05	.09	.10	.09	.06	.06	.06	.06	.07	.07	.17	.08	.19	.15	.11	.23	.39
Standard deviation	1.22	1.06	1.32	1.28	1.22	1.24	1.24	1.24	1.16	1.15	1.34	1.23	1.11	1.11	.60	1.38	1.56

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	505	289	50	43	27	18	18	11	226	83	40	31	21	11	9	
Effective base	229	152	20	12	5	5	4	3	122	29	7	13	4	6	4	
Weighted Base	450	305	30	24	7	9	10	5	237	64	15	28	8	10	6	
Very Dissatisfied	(-2)	43	34	*	*	*	-	-	2	22	7	1	-	-	2	2
		10%	11%	*%	2%	2%	-%	-%	36%	9%	11%	4%	-%	-%	21%	31%
Fairly Dissatisfied	(-1)	43	31	2	3	1	-	*	*	22	13	2	3	*	-	-
		10%	10%	8%	13%	8%	-%	1%	5%	9%	21%	15%	12%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	123	79	10	4	1	*	4	2	61	16	2	4	*	4	1
		27%	26%	34%	17%	16%	1%	44%	46%	26%	25%	12%	14%	*%	35%	11%
Fairly Satisfied	(1)	134	98	5	8	5	3	2	*	73	15	6	12	3	*	1
		30%	32%	16%	35%	65%	35%	18%	1%	31%	24%	38%	42%	36%	3%	16%
Very Satisfied	(2)	106	63	13	8	1	6	4	1	59	13	4	9	5	4	3
		24%	21%	41%	32%	9%	64%	37%	12%	25%	20%	30%	32%	61%	41%	42%
NET: Satisfied		241	161	17	16	6	9	6	1	133	28	10	21	8	5	3
		54%	53%	57%	68%	74%	99%	56%	13%	56%	44%	68%	74%	97%	44%	58%
NET: Dissatisfied		86	64	2	4	1	-	*	2	44	20	3	3	*	2	2
		19%	21%	8%	15%	10%	-%	1%	41%	19%	32%	19%	12%	3%	21%	31%
Answered		450	305	30	24	7	9	10	5	237	64	15	28	8	10	6
Mean Score		.5	.4	.9	.8	.7	1.6	.9	-.5	.5	.2	.7	.9	1.5	.4	.4
Standard error		.05	.07	.15	.17	.16	.13	.23	.44	.08	.14	.19	.18	.15	.49	.63
Standard deviation		1.22	1.23	1.07	1.10	.86	.53	.96	1.46	1.22	1.29	1.21	.98	.70	1.61	1.88

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	505	210	61	55	34	24	10	21	130	108	121	75	39	
Effective base	229	110	28	18	11	7	3	8	72	51	53	26	11	
Weighted Base	450	220	55	33	19	17	7	13	147	97	107	41	23	
Very Dissatisfied	(-2)	43	20	9	3	1	2	-	2	18	8	10	3	1
		10%	9%	16%	8%	5%	11%	-%	16%	13%	8%	9%	8%	4%
Fairly Dissatisfied	(-1)	43	28	6	4	2	1	*	2	10	9	13	7	2
		10%	13%	11%	12%	10%	4%	1%	15%	7%	10%	12%	17%	10%
Neither Satisfied Nor Dissatisfied	(0)	123	63	16	11	1	4	*	1	39	23	27	6	10
		27%	28%	29%	32%	3%	20%	6%	10%	26%	24%	25%	13%	44%
Fairly Satisfied	(1)	134	66	13	7	10	8	1	2	48	29	22	17	7
		30%	30%	23%	21%	52%	44%	12%	16%	33%	30%	20%	42%	30%
Very Satisfied	(2)	106	45	12	9	6	4	6	6	31	28	35	8	3
		24%	20%	21%	28%	30%	21%	81%	42%	21%	29%	33%	19%	12%
NET: Satisfied		241	111	24	16	15	11	7	8	80	57	57	25	10
		54%	50%	44%	48%	81%	65%	93%	58%	54%	58%	53%	61%	42%
NET: Dissatisfied		86	47	15	6	3	2	*	4	29	17	23	10	3
		19%	21%	27%	20%	15%	14%	1%	32%	19%	18%	21%	25%	14%
Answered		450	220	55	33	19	17	7	13	147	97	107	41	23
Mean Score		.5	.4	.2	.5	.9	.6	1.7	.5	.4	.6	.6	.5	.4
Standard error		.05	.08	.17	.17	.19	.25	.21	.35	.11	.12	.12	.14	.15
Standard deviation		1.22	1.20	1.34	1.25	1.13	1.21	.65	1.61	1.25	1.23	1.31	1.23	.96

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	505	183	92	92	62	23	136	95	99	57	30
Effective base	229	95	43	40	20	5	72	41	40	21	10
Weighted Base	450	197	80	74	23	12	146	82	81	35	23
Very Dissatisfied	43	19	8	6	3	*	15	7	7	3	1
	10%	10%	9%	8%	14%	2%	11%	8%	9%	10%	3%
Fairly Dissatisfied	43	21	5	11	1	-	10	10	11	7	2
	10%	10%	6%	15%	3%	-%	7%	12%	14%	20%	10%
Neither Satisfied Nor Dissatisfied	123	49	23	22	4	5	32	22	18	4	10
	27%	25%	28%	30%	16%	39%	22%	26%	22%	11%	45%
Fairly Satisfied	134	64	22	15	10	7	54	18	15	16	7
	30%	32%	28%	20%	44%	55%	37%	22%	19%	46%	30%
Very Satisfied	106	45	23	19	5	1	34	26	29	5	3
	24%	23%	29%	26%	23%	4%	23%	32%	36%	13%	12%
NET: Satisfied	241	109	45	34	16	7	88	44	44	21	9
	54%	55%	56%	47%	67%	59%	60%	53%	55%	59%	42%
NET: Dissatisfied	86	40	12	17	4	*	26	17	19	10	3
	19%	20%	15%	23%	17%	2%	18%	20%	23%	29%	13%
Answered	450	197	80	74	23	12	146	82	81	35	23
Mean Score	.5	.5	.6	.4	.6	.6	.6	.6	.6	.3	.4
Standard error	.05	.09	.13	.13	.16	.15	.10	.13	.13	.16	.17
Standard deviation	1.22	1.23	1.23	1.26	1.29	.71	1.22	1.28	1.34	1.23	.94

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	505	131	73	102	67	35	280	38	96	451	54	426	30
Effective base	229	69	31	41	28	13	127	19	42	207	22	189	10
Weighted Base	450	138	67	72	58	26	245	20	99	404	46	369	22
Very Dissatisfied (-2)	43 10%	12 8%	11 16%	8 11%	3 6%	2 10%	19 8%	* 1%	17 17%	37 9%	5 12%	36 10%	* **%
Fairly Dissatisfied (-1)	43 10%	11 8%	6 9%	11 16%	8 14%	4 14%	34 14%	2 10%	6 6%	36 9%	7 16%	35 9%	3 12%
Neither Satisfied Nor Dissatisfied (0)	123 27%	50 36%	14 21%	12 16%	13 23%	6 23%	44 18%	11 53%	40 41%	112 28%	11 24%	94 26%	8 34%
Fairly Satisfied (1)	134 30%	43 31%	16 23%	16 22%	20 35%	10 39%	75 31%	5 26%	24 24%	122 30%	12 26%	120 33%	2 7%
Very Satisfied (2)	106 24%	23 16%	20 30%	26 35%	13 22%	4 14%	73 30%	2 10%	11 11%	96 24%	10 22%	84 23%	10 46%
NET: Satisfied	241 54%	66 48%	36 54%	41 57%	33 57%	14 54%	148 60%	7 36%	35 36%	219 54%	22 48%	204 55%	12 54%
NET: Dissatisfied	86 19%	23 16%	17 25%	19 26%	11 20%	6 23%	53 21%	2 11%	24 24%	73 18%	13 28%	71 19%	3 12%
Answered	450	138	67	72	58	26	245	20	99	404	46	369	22
Mean Score	.5	.4	.4	.6	.5	.3	.6	.3	.1	.5	.3	.5	.9
Standard error	.05	.10	.17	.14	.14	.20	.08	.14	.12	.06	.18	.06	.21
Standard deviation	1.22	1.11	1.43	1.39	1.16	1.19	1.26	.85	1.21	1.21	1.31	1.22	1.16

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	505	350	71	280	135	431	25	347	74	273	142
Effective base	229	164	21	134	50	192	7	161	24	133	52
Weighted Base	450	321	47	264	102	373	18	317	51	258	107
Very Dissatisfied	(-2) 43 10%	30 9%	4 8%	24 9%	12 12%	36 10%	- -%	30 9%	4 8%	23 9%	13 12%
Fairly Dissatisfied	(-1) 43 10%	37 12%	4 9%	29 11%	13 13%	34 9%	3 16%	37 12%	4 8%	27 11%	15 14%
Neither Satisfied Nor Dissatisfied	(0) 123 27%	79 25%	7 15%	72 27%	23 23%	97 26%	5 26%	77 24%	10 19%	71 28%	24 22%
Fairly Satisfied	(1) 134 30%	88 27%	22 47%	69 26%	37 36%	115 31%	7 39%	96 30%	14 28%	65 25%	41 39%
Very Satisfied	(2) 106 24%	87 27%	10 21%	69 26%	17 16%	91 24%	3 18%	78 25%	19 38%	72 28%	14 13%
NET: Satisfied	241 54%	175 55%	32 69%	139 53%	53 52%	205 55%	11 58%	174 55%	33 66%	136 53%	56 52%
NET: Dissatisfied	86 19%	67 21%	8 17%	53 20%	25 25%	70 19%	3 16%	67 21%	8 16%	51 20%	28 26%
Answered	450	321	47	264	102	373	18	317	51	258	107
Mean Score	.5	.5	.6	.5	.3	.5	.6	.5	.8	.5	.3
Standard error	.05	.07	.14	.07	.11	.06	.20	.07	.15	.08	.10
Standard deviation	1.22	1.26	1.16	1.25	1.24	1.23	1.00	1.24	1.25	1.25	1.22

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	505	296	315	99	-	283	257	85	2	333	206	89	-
Effective base	229	120	150	43	-	117	124	36	2	147	96	42	-
Weighted Base	450	237	295	83	-	234	233	68	2	289	183	79	-
Very Dissatisfied (-2)	43	24	26	8	-	21	26	5	1	29	17	5	-
	10%	10%	9%	9%	-%	9%	11%	8%	25%	10%	9%	7%	-%
Fairly Dissatisfied (-1)	43	26	27	9	-	25	25	10	-	36	21	15	-
	10%	11%	9%	11%	-%	11%	11%	14%	-%	12%	12%	19%	-%
Neither Satisfied Nor Dissatisfied (0)	123	49	85	19	-	42	58	14	-	68	55	11	-
	27%	21%	29%	23%	-%	18%	25%	21%	-%	23%	30%	14%	-%
Fairly Satisfied (1)	134	72	94	25	-	78	66	21	-	90	44	32	-
	30%	31%	32%	30%	-%	33%	28%	31%	-%	31%	24%	40%	-%
Very Satisfied (2)	106	65	63	22	-	68	58	18	2	67	46	15	-
	24%	28%	21%	26%	-%	29%	25%	27%	75%	23%	25%	19%	-%
NET: Satisfied	241	138	157	47	-	146	124	39	2	156	90	47	-
	54%	58%	53%	56%	-%	62%	53%	57%	75%	54%	49%	60%	-%
NET: Dissatisfied	86	50	52	17	-	46	51	15	1	65	38	20	-
	19%	21%	18%	21%	-%	20%	22%	22%	25%	22%	21%	26%	-%
Answered	450	237	295	83	-	234	233	68	2	289	183	79	-
Mean Score	.5	.5	.5	.5	-	.6	.4	.5	1.0	.4	.4	.5	-
Standard error	.05	.07	.07	.13	-	.07	.08	.13	1.66	.07	.09	.13	-
Standard deviation	1.22	1.28	1.18	1.26	-	1.26	1.28	1.24	2.35	1.25	1.24	1.20	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	505	394	345	275	338	259	27	165	152	162	60	34	103	88			
Effective base	229	176	154	129	144	124	10	79	68	74	31	21	46	40			
Weighted Base	450	346	308	252	284	244	9	160	134	144	62	40	94	88			
Very Dissatisfied	(-2)	43	36	27	24	25	26	-	10	16	13	5	4	9	11		
		10%	10%	9%	9%	9%	11%	-%	7%	12%	9%	8%	10%	10%	13%		
Fairly Dissatisfied	(-1)	43	31	33	23	24	32	*	14	9	16	10	5	13	10		
		10%	9%	11%	9%	9%	13%	3%	9%	7%	11%	16%	12%	14%	12%		
Neither Satisfied Nor Dissatisfied	(0)	123	96	77	72	74	55	1	54	39	37	13	10	23	25		
		27%	28%	25%	29%	26%	23%	17%	34%	29%	25%	21%	26%	24%	28%		
Fairly Satisfied	(1)	134	106	88	71	79	72	1	42	40	47	18	12	23	25		
		30%	31%	29%	28%	28%	30%	9%	26%	30%	33%	29%	29%	24%	28%		
Very Satisfied	(2)	106	77	83	62	82	58	6	40	30	30	16	10	27	17		
		24%	22%	27%	24%	29%	24%	71%	25%	22%	21%	26%	24%	28%	19%		
NET: Satisfied		241	182	171	133	160	130	7	82	70	78	34	21	49	42		
		54%	53%	56%	53%	56%	53%	81%	51%	52%	54%	55%	52%	52%	47%		
NET: Dissatisfied		86	67	60	47	49	58	*	25	25	30	15	9	22	22		
		19%	19%	19%	19%	17%	24%	3%	15%	19%	21%	24%	22%	24%	24%		
Answered		450	346	308	252	284	244	9	160	134	144	62	40	94	88		
Mean Score		.5	.5	.5	.5	.6	.4	1.5	.5	.4	.5	.5	.4	.5	.3		
Standard error		.05	.06	.07	.07	.07	.08	.18	.09	.10	.10	.16	.22	.13	.14		
Standard deviation		1.22	1.22	1.24	1.22	1.23	1.28	.92	1.15	1.25	1.21	1.26	1.27	1.30	1.27		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 287 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	505	87	69	56	22	408	324	450	316	278	279	373	81	-	353	68
Effective base	229	38	27	27	9	185	141	202	146	121	122	177	35	-	151	34
Weighted Base	450	65	43	49	21	364	263	393	290	231	251	343	66	-	299	69
Very Dissatisfied (-2)	43 10%	4 7%	2 4%	8 17%	* 2%	36 10%	26 10%	37 9%	29 10%	25 11%	25 10%	35 10%	8 13%	- -%	12 4%	25 36%
Fairly Dissatisfied (-1)	43 10%	6 9%	5 12%	3 6%	4 18%	34 9%	23 9%	36 9%	26 9%	28 12%	28 11%	34 10%	5 8%	- -%	21 7%	13 19%
Neither Satisfied Nor Dissatisfied (0)	123 27%	17 26%	7 16%	14 28%	3 14%	103 28%	76 29%	108 28%	82 28%	65 28%	50 20%	102 30%	15 22%	- -%	60 20%	21 30%
Fairly Satisfied (1)	134 30%	11 17%	14 32%	14 28%	8 39%	113 31%	83 31%	120 30%	86 30%	68 30%	79 31%	105 31%	24 37%	- -%	107 36%	9 14%
Very Satisfied (2)	106 24%	27 41%	15 36%	10 21%	5 26%	78 21%	56 21%	92 23%	68 23%	46 20%	69 27%	68 20%	13 20%	- -%	98 33%	* *%
NET: Satisfied	241 54%	38 58%	29 68%	24 49%	14 65%	191 52%	139 53%	212 54%	154 53%	114 49%	148 59%	173 50%	37 57%	- -%	205 69%	10 14%
NET: Dissatisfied	86 19%	10 16%	7 16%	11 23%	4 21%	70 19%	49 18%	73 19%	55 19%	52 23%	53 21%	68 20%	14 21%	- -%	34 11%	38 56%
Answered Mean Score	450 .5	65 .8	43 .8	49 .3	21 .7	364 .4	263 .5	393 .5	290 .5	231 .4	251 .6	343 .4	66 .4	- -	299 .9	69 -.8
Standard error	.05	.14	.14	.18	.24	.06	.07	.06	.07	.07	.08	.06	.14	-	.06	.13
Standard deviation	1.22	1.27	1.16	1.34	1.14	1.21	1.20	1.21	1.22	1.23	1.27	1.20	1.26	-	1.08	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	505	505	-	187	7	136	92	117	266	111	117	161	209
Effective base	229	229	-	79	4	53	45	54	118	54	56	66	101
Weighted Base	450	450	-	171	11	112	103	103	219	121	92	136	205
Very Dissatisfied (-2)	43	43	-	14	3	9	12	9	18	14	11	13	17
	10%	10%	-%	8%	26%	8%	12%	9%	8%	11%	12%	9%	8%
Fairly Dissatisfied (-1)	43	43	-	18	4	7	19	14	17	12	12	23	8
	10%	10%	-%	11%	39%	7%	19%	13%	8%	10%	13%	17%	4%
											c	c	
Neither Satisfied Nor Dissatisfied (0)	123	123	-	25	2	23	19	22	62	38	12	22	84
	27%	27%	-%	15%	17%	20%	18%	21%	28%	32%	13%	16%	41%
													ab
Fairly Satisfied (1)	134	134	-	67	-	42	31	27	65	41	22	49	54
	30%	30%	-%	39%	-%	37%	30%	26%	30%	34%	24%	36%	26%
Very Satisfied (2)	106	106	-	46	2	31	22	31	57	16	34	29	42
	24%	24%	-%	27%	18%	28%	21%	31%	26%	13%	37%	21%	20%
								c			c		
NET: Satisfied	241	241	-	113	2	73	53	58	122	57	56	78	96
	54%	54%	-%	66%	18%	65%	51%	57%	56%	47%	61%	57%	47%
NET: Dissatisfied	86	86	-	32	7	16	32	23	36	26	24	36	25
	19%	19%	-%	19%	65%	14%	31%	22%	16%	21%	26%	26%	12%
											c	c	
Answered	450	450	-	171	11	112	103	103	219	121	92	136	205
Mean Score	.5	.5	-	.7	-.6	.7	.3	.6	.6	.3	.6	.4	.5
Standard error	.05	.05	-	.09	.54	.10	.14	.12	.07	.11	.13	.10	.08
Standard deviation	1.22	1.22	-	1.21	1.42	1.18	1.31	1.29	1.20	1.16	1.42	1.26	1.11

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		505	278	227
Effective base		229	109	120
Weighted Base		450	225	224
Very Dissatisfied	(-2)	43 10%	12 5%	30 14%
				a
Fairly Dissatisfied	(-1)	43 10%	22 10%	21 10%
Neither Satisfied Nor Dissatisfied	(0)	123 27%	65 29%	58 26%
Fairly Satisfied	(1)	134 30%	68 30%	67 30%
Very Satisfied	(2)	106 24%	59 26%	48 21%
NET: Satisfied		241 54%	126 56%	114 51%
NET: Dissatisfied		86 19%	34 15%	52 23%
Answered		450	225	224
Mean Score		.5	.6	.4
Standard error		.05	.07	.09
Standard deviation		1.22	1.13	1.29

Columns Tested:: a,b

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	*l
Unweighted Base	505	-	20	71	61	12	48	36	69	53	47	62	26
Effective base	229	-	8	35	22	4	25	12	30	33	14	43	14
Weighted Base	450	-	16	78	38	5	54	15	51	67	10	94	22
Very Dissatisfied (-2)	43 10%	- -%	- -%	7 9%	3 8%	* 1%	7 13%	* 1%	5 9%	6 9%	1 6%	11 12%	3 15%
Fairly Dissatisfied (-1)	43 10%	- -%	* 2%	5 6%	4 11%	2 36%	6 11%	- -%	4 7%	9 13%	* 3%	14 14%	- -%
Neither Satisfied Nor Dissatisfied (0)	123 27%	- -%	6 40%	20 25%	7 19%	3 60%	21 39%	5 36%	19 38%	14 22%	1 14%	20 21%	5 23%
Fairly Satisfied (1)	134 30%	- -%	4 26%	25 32%	12 33%	* 3%	12 22%	5 32%	15 30%	23 35%	3 31%	28 30%	7 30%
Very Satisfied (2)	106 24%	- -%	5 32%	21 27%	11 29%	- -%	9 16%	5 32%	8 16%	14 21%	5 46%	22 23%	7 32%
NET: Satisfied	241 54%	- -%	9 58%	46 59%	23 62%	* 3%	20 38%	9 64%	24 46%	38 56%	8 77%	50 53%	14 62%
NET: Dissatisfied	86 19%	- -%	* 2%	12 15%	7 19%	2 37%	13 24%	* 1%	8 16%	15 22%	1 9%	24 26%	3 15%
Answered	450	-	16	78	38	5	54	15	51	67	10	94	22
Mean Score	.5	-	.9	.6	.6	-.4	.2	.9	.4	.5	1.1	.4	.6
Standard error	.05	-	.21	.14	.16	.18	.18	.15	.14	.17	.17	.17	.27
Standard deviation	1.22	-	.92	1.22	1.25	.63	1.22	.90	1.13	1.22	1.18	1.30	1.35

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 287 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
		a	b	c	d	a	b	
Significance Level: 95%								
Unweighted Base	505	92	120	158	135	212	293	
Effective base	229	44	49	73	65	92	137	
Weighted Base	450	97	94	133	126	190	259	
Very Dissatisfied	(-2)	43	7	10	11	15	17	26
		10%	8%	11%	8%	12%	9%	10%
Fairly Dissatisfied	(-1)	43	5	12	12	14	17	26
		10%	5%	13%	9%	11%	9%	10%
Neither Satisfied Nor Dissatisfied	(0)	123	26	31	39	26	57	66
		27%	27%	33%	29%	21%	30%	25%
Fairly Satisfied	(1)	134	32	21	43	38	53	81
		30%	33%	23%	33%	30%	28%	31%
Very Satisfied	(2)	106	26	20	27	33	46	60
		24%	27%	21%	20%	26%	24%	23%
NET: Satisfied		241	58	41	71	71	99	142
		54%	60%	44%	53%	56%	52%	55%
NET: Dissatisfied		86	12	22	23	29	34	52
		19%	13%	23%	18%	23%	18%	20%
Answered		450	97	94	133	126	190	259
Mean Score		.5	.7	.3	.5	.5	.5	.5
Standard error		.05	.12	.11	.09	.11	.08	.07
Standard deviation		1.22	1.16	1.24	1.16	1.31	1.21	1.23

Columns Tested:: a,b,c,d - a,b

Table 289

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	567	91	476	372	89	38	68	195
Effective base	268	40	231	244	52	26	41	77
Weighted Base	521	60	461	495	21	3	2	26
Very Dissatisfied	(-2) 15 3%	3 5%	12 3%	14 3%	1 3%	* 1%	* 2%	1 3%
Fairly Dissatisfied	(-1) 17 3%	2 3%	15 3%	16 3%	1 4%	* 4%	* 2%	1 4%
Neither Satisfied Nor Dissatisfied	(0) 65 12%	6 10%	59 13%	61 12%	3 16%	* 13%	* 4%	4 15%
Fairly Satisfied	(1) 200 38%	10 16%	191 41%	193 39%	6 27%	1 26%	1 40%	7 28%
Very Satisfied	(2) 224 43%	39 65%	185 40%	211 43%	10 51%	2 56%	1 51%	13 51%
NET: Satisfied	425 82%	49 82%	376 82%	404 82%	16 78%	3 82%	2 92%	21 79%
NET: Dissatisfied	32 6%	5 8%	27 6%	30 6%	1 7%	* 6%	* 4%	2 6%
Answered	521	60	461	495	21	3	2	26
Mean Score	1.2	1.3	1.1	1.2	1.2	1.3	1.4	1.2
Standard error	.04	.12	.04	.05	.11	.18	.16	.07
Standard deviation	.96	1.12	.93	.96	1.04	1.11	1.31	1.02

Columns Tested: a,b - a,b,c,d,e

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		567	213	117	42	49	78	68	372	89	106
Effective base		268	155	71	30	33	36	41	244	52	50
Weighted Base		521	341	126	28	13	11	2	495	21	5
Very Dissatisfied	(-2)	15 3%	11 3%	3 3%	* 1%	1 4%	* *%	* 2%	14 3%	1 3%	* 2%
Fairly Dissatisfied	(-1)	17 3%	12 4%	1 1%	2 6%	1 4%	* 4%	* 2%	16 3%	1 4%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	65 12%	37 11%	16 13%	8 30%	2 14%	2 17%	* 4%	61 12%	3 16%	1 10%
Fairly Satisfied	(1)	200 38%	127 37%	59 47%	7 25%	4 30%	3 23%	1 40%	193 39%	6 27%	2 31%
Very Satisfied	(2)	224 43%	154 45%	46 37%	11 39%	6 47%	6 56%	1 51%	211 43%	10 51%	3 54%
NET: Satisfied		425 82%	281 83%	105 83%	18 63%	10 78%	9 79%	2 92%	404 82%	16 78%	4 85%
NET: Dissatisfied		32 6%	23 7%	5 4%	2 7%	1 8%	* 4%	* 4%	30 6%	1 7%	* 5%
Answered		521	341	126	28	13	11	2	495	21	5
Mean Score		1.2	1.2	1.1	.9	1.1	1.3	1.4	1.2	1.2	1.3
Standard error		.04	.07	.08	.16	.16	.11	.16	.05	.11	.10
Standard deviation		.96	.98	.88	1.03	1.11	.96	1.31	.96	1.04	1.01

Columns Tested: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	567	257	115	89	38	68	247	87	41	32	66
Effective base	268	189	79	52	26	41	167	41	15	11	11
Weighted Base	521	418	76	21	3	2	345	82	16	13	12
Very Dissatisfied	(-2)	15	13	1	1	*	11	1	*	-	-
		3%	3%	2%	3%	1%	3%	1%	3%	-%	-%
Fairly Dissatisfied	(-1)	17	12	3	1	*	9	5	*	-	*
		3%	3%	4%	4%	4%	3%	6%	*%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	65	48	13	3	*	40	8	2	1	2
		12%	11%	17%	16%	13%	12%	10%	14%	11%	13%
			e								
Fairly Satisfied	(1)	200	163	30	6	1	138	30	6	8	6
		38%	39%	40%	27%	26%	40%	37%	37%	60%	47%
Very Satisfied	(2)	224	182	29	10	2	147	37	7	4	5
		43%	44%	37%	51%	56%	42%	46%	46%	28%	39%
NET: Satisfied		425	345	59	16	3	285	67	13	11	10
		82%	82%	77%	78%	82%	82%	82%	83%	89%	86%
NET: Dissatisfied		32	25	5	1	*	20	6	1	-	*
		6%	6%	6%	7%	6%	6%	7%	3%	-%	1%
Answered		521	418	76	21	3	345	82	16	13	12
Mean Score		1.2	1.2	1.1	1.2	1.3	1.2	1.2	1.2	1.2	1.2
Standard error		.04	.06	.09	.11	.18	.06	.10	.15	.11	.09
Standard deviation		.96	.96	.93	1.04	1.11	.96	.95	.94	.63	.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		567	34	35	65	22	42	38	36	43	30
Effective base		268	25	24	37	15	26	30	27	28	21
Weighted Base		521	45	45	89	27	42	80	60	51	34
Very Dissatisfied	(-2)	15 3%	2 5%	1 1%	- -%	- -%	4 10%	2 3%	2 3%	3 6%	- -%
							c				
Fairly Dissatisfied	(-1)	17 3%	2 5%	- -%	1 1%	1 4%	1 2%	3 4%	3 5%	2 5%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	65 12%	6 14%	4 8%	20 23%	4 14%	6 14%	5 7%	2 4%	7 13%	3 10%
					g						
Fairly Satisfied	(1)	200 38%	10 22%	18 40%	38 43%	7 27%	15 35%	42 52%	29 48%	15 30%	15 43%
								a			
Very Satisfied	(2)	224 43%	25 55%	23 50%	30 33%	15 55%	16 39%	28 34%	24 41%	24 46%	15 44%
NET: Satisfied		425 82%	35 77%	40 91%	68 76%	22 82%	31 74%	69 86%	53 89%	39 76%	29 87%
NET: Dissatisfied		32 6%	4 9%	1 1%	1 1%	1 4%	5 12%	6 7%	5 8%	6 11%	1 3%
Answered		521	45	45	89	27	42	80	60	51	34
Mean Score		1.2	1.2	1.4	1.1	1.3	.9	1.1	1.2	1.1	1.3
Standard error		.04	.19	.13	.10	.19	.19	.15	.16	.18	.14
Standard deviation		.96	1.13	.75	.78	.88	1.24	.91	.94	1.17	.77

Columns Tested: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		567	94	112	139	345	222	78	75	69
Effective base		268	62	77	94	226	106	40	40	33
Weighted Base		521	103	141	229	473	47	20	19	8
Very Dissatisfied	(-2)	15 3%	4 4%	6 4%	4 2%	14 3%	1 2%	* 2%	- -%	* 5%
Fairly Dissatisfied	(-1)	17 3%	3 3%	4 3%	7 3%	14 3%	2 5%	1 5%	1 6%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	65 12%	13 13%	16 12%	28 12%	58 12%	7 15%	3 13%	4 18%	1 11%
Fairly Satisfied	(1)	200 38%	37 36%	43 31%	108 47%	188 40%	12 26%	5 27%	4 22%	2 30%
Very Satisfied	(2)	224 43%	46 45%	71 50%	82 36%	199 42%	25 53%	11 53%	10 54%	4 53%
NET: Satisfied		425 82%	83 80%	114 81%	190 83%	387 82%	37 79%	16 79%	15 76%	7 83%
NET: Dissatisfied		32 6%	7 7%	10 7%	11 5%	29 6%	3 6%	1 7%	1 6%	* 6%
Answered		521	103	141	229	473	47	20	19	8
Mean Score		1.2	1.1	1.2	1.1	1.1	1.2	1.2	1.2	1.3
Standard error		.04	.11	.10	.07	.05	.07	.12	.11	.13
Standard deviation		.96	1.02	1.04	.87	.95	.99	1.02	.97	1.11

Columns Tested:: a,b,c,d,e,f,g,h

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	567	18	33	8	41	47	157	19	28	256
Effective base	268	12	15	3	17	25	88	7	9	120
Weighted Base	521	14	37	8	45	61	145	8	11	237
Very Dissatisfied	(-2) 15 3%	* 3%	- -%	- -%	- -%	- -%	8 6%	* 3%	1 5%	6 2%
Fairly Dissatisfied	(-1) 17 3%	- -%	- -%	- -%	- -%	1 1%	3 2%	1 11%	3 25%	10 4%
Neither Satisfied Nor Dissatisfied	(0) 65 12%	1 9%	6 17%	- -%	6 14%	13 22%	19 13%	1 9%	* *%	24 10%
Fairly Satisfied	(1) 200 38%	8 61%	8 21%	5 69%	13 29%	26 42%	52 36%	2 24%	3 32%	96 41%
Very Satisfied	(2) 224 43%	4 27%	23 62%	2 31%	26 57%	22 36%	63 43%	4 53%	4 37%	102 43%
NET: Satisfied	425 82%	12 88%	31 83%	8 100%	39 86%	47 77%	114 79%	6 77%	7 69%	198 83%
NET: Dissatisfied	32 6%	* 3%	- -%	- -%	- -%	1 1%	11 8%	1 14%	3 30%	16 7%
Answered	521	14	37	8	45	61	145	8	11	237
Mean Score	1.2	1.1	1.5	1.3	1.4	1.1	1.1	1.1	.7	1.2
Standard error	.04	.19	.13	.18	.11	.11	.09	.28	.26	.06
Standard deviation	.96	.82	.78	.50	.73	.77	1.07	1.21	1.39	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	567	106	157	304	499	68	-	491	76	552	15
Effective base	268	51	88	134	236	33	-	247	24	262	6
Weighted Base	521	120	145	257	445	75	-	489	32	511	10
Very Dissatisfied (-2)	15 3%	* *%	8 6%	6 3%	13 3%	2 3%	- -%	14 3%	1 3%	13 3%	2 18%
Fairly Dissatisfied (-1)	17 3%	1 *%	3 2%	13 5%	16 4%	* *%	- -%	16 3%	1 2%	17 3%	* *%
Neither Satisfied Nor Dissatisfied (0)	65 12%	21 17%	19 13%	25 10%	55 12%	10 13%	- -%	61 13%	3 10%	63 12%	2 18%
Fairly Satisfied (1)	200 38%	47 39%	52 36%	102 40%	165 37%	36 47%	- -%	186 38%	14 44%	199 39%	1 10%
Very Satisfied (2)	224 43%	51 43%	63 43%	111 43%	197 44%	27 36%	- -%	211 43%	13 42%	219 43%	5 54%
NET: Satisfied	425 82%	98 82%	114 79%	212 83%	361 81%	63 84%	- -%	397 81%	27 85%	418 82%	6 63%
NET: Dissatisfied	32 6%	1 1%	11 8%	20 8%	29 7%	3 3%	- -%	30 6%	2 5%	30 6%	2 18%
Answered	521	120	145	257	445	75	-	489	32	511	10
Mean Score	1.2	1.2	1.1	1.2	1.2	1.1	-	1.2	1.2	1.2	.8
Standard error	.04	.08	.09	.06	.04	.11	-	.04	.11	.04	.41
Standard deviation	.96	.77	1.07	.97	.97	.88	-	.96	.92	.94	1.60

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		567	268	138	155
Effective base		268	140	53	73
Weighted Base		521	267	102	147
Very Dissatisfied	(-2)	15 3%	5 2%	* *%	9 6%
Fairly Dissatisfied	(-1)	17 3%	11 4%	2 2%	4 3%
Neither Satisfied Nor Dissatisfied	(0)	65 12%	37 14%	16 15%	12 8%
Fairly Satisfied	(1)	200 38%	97 36%	49 48%	54 37%
Very Satisfied	(2)	224 43%	118 44%	36 35%	68 46%
NET: Satisfied		425 82%	215 80%	85 83%	122 83%
NET: Dissatisfied		32 6%	16 6%	2 2%	13 9%
Answered		521	267	102	147
Mean Score		1.2	1.2	1.2	1.1
Standard error		.04	.06	.06	.09
Standard deviation		.96	.94	.76	1.10

Columns Tested: a,b,c

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	567	369	127	31	8	20	7	3	2	496	71	40
Effective base	268	206	45	9	4	5	1	2	2	251	18	9
Weighted Base	521	405	79	15	3	15	3	1	*	485	36	21
Very Dissatisfied	(-2)	15	9	6	-	*	-	-	-	15	*	*
		3%	2%	7%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly Dissatisfied	(-1)	17	14	2	*	-	-	*	-	16	*	*
		3%	4%	3%	-%	-%	-%	26%	-%	3%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	65	56	8	*	-	*	-	-	64	*	*
		12%	14%	10%	-%	-%	-%	-%	-%	13%	-%	-%
Fairly Satisfied	(1)	200	155	25	7	2	11	*	*	181	20	13
		38%	38%	32%	48%	52%	73%	5%	3%	37%	55%	60%
Very Satisfied	(2)	224	170	38	8	2	4	2	*	208	16	8
		43%	42%	48%	51%	48%	26%	95%	71%	43%	44%	39%
NET: Satisfied		425	326	63	15	3	15	3	*	389	36	21
		82%	80%	80%	99%	100%	99%	100%	74%	80%	99%	99%
											abi	
NET: Dissatisfied		32	23	8	*	-	*	-	*	31	*	*
		6%	6%	10%	-%	-%	-%	-%	26%	6%	1%	1%
Answered	521	405	79	15	3	15	3	1	*	485	36	21
Mean Score	1.2	1.1	1.1	1.5	1.5	1.2	2.0	1.2	1.6	1.1	1.4	1.4
Standard error	.04	.05	.10	.10	.21	.11	.10	-	-	.04	.07	.09
Standard deviation	.96	.94	1.16	.55	.60	.50	.27	-	-	.98	.56	.57

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	567	168	201	198	516	467	538	457	318	290	78	281	35	57	30	40	17
Effective base	268	104	102	62	237	214	252	211	139	114	46	153	13	18	9	11	7
Weighted Base	521	206	199	115	461	421	487	414	275	229	80	304	13	38	20	21	11
Very Dissatisfied (-2)	15 3%	3 2%	6 3%	6 5%	13 3%	9 2%	13 3%	12 3%	3 1%	5 2%	4 5%	7 2%	- -%	* *%	- -%	2 10%	* *%
Fairly Dissatisfied (-1)	17 3%	7 3%	7 4%	2 2%	15 3%	15 4%	16 3%	13 3%	4 2%	4 2%	2 3%	12 4%	- -%	1 4%	- -%	* 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	65 12%	27 13%	29 15%	8 7%	56 12%	53 13%	59 12%	57 14%	43 16%	31 14%	7 8%	40 13%	1 8%	4 10%	3 15%	4 21%	- -%
Fairly Satisfied (1)	200 38%	83 40%	72 36%	45 39%	179 39%	170 40%	188 39%	164 40%	112 41%	103 45%	22 28%	116 38%	7 52%	23 60%	12 58%	6 28%	3 25%
Very Satisfied (2)	224 43%	86 41%	85 43%	54 47%	198 43%	173 41%	211 43%	168 41%	112 41%	86 38%	45 56%	128 42%	5 41%	10 27%	5 27%	9 40%	8 75%
NET: Satisfied	425 82%	169 82%	157 79%	99 86%	378 82%	343 82%	399 82%	332 80%	225 82%	189 83%	67 84%	245 80%	12 92%	33 86%	17 85%	15 68%	11 100%
NET: Dissatisfied	32 6%	10 5%	13 7%	8 7%	28 6%	24 6%	30 6%	25 6%	8 3%	8 4%	6 8%	19 6%	- -%	1 4%	- -%	2 11%	* *%
Answered	521	206	199	115	461	421	487	414	275	229	80	304	13	38	20	21	11
Mean Score	1.2	1.2	1.1	1.2	1.2	1.1	1.2	1.1	1.2	1.1	1.3	1.1	1.3	1.1	1.1	.9	1.7
Standard error	.04	.07	.07	.07	.04	.04	.04	.04	.05	.05	.12	.06	.11	.10	.12	.20	.13
Standard deviation	.96	.90	.99	1.02	.96	.93	.95	.96	.84	.86	1.07	.95	.63	.73	.65	1.28	.52

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	567	341	50	48	28	20	17	12	262	83	46	32	21	13	10
Effective base	268	184	22	15	5	7	4	4	145	29	10	15	4	7	5
Weighted Base	521	366	33	28	8	10	10	7	278	64	22	31	8	10	8
Very Dissatisfied	(-2)	15	13	-	*	-	-	*	6	1	*	-	-	2	-
		3%	4%	-%	*%	-%	-%	1%	2%	2%	*%	-%	-%	21%	-%
Fairly Dissatisfied	(-1)	17	11	2	1	-	-	*	13	2	*	-	-	*	-
		3%	3%	7%	5%	-%	-%	1%	5%	3%	2%	-%	-%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	65	44	4	4	*	*	4	35	10	1	5	1	-	-
		12%	12%	12%	13%	1%	*%	44%	13%	16%	7%	15%	15%	-%	-%
Fairly Satisfied	(1)	200	137	11	16	5	5	1	106	24	11	18	6	4	*
		38%	38%	35%	58%	72%	48%	10%	38%	38%	52%	58%	77%	43%	*%
Very Satisfied	(2)	224	161	15	7	2	5	5	118	26	9	9	1	4	8
		43%	44%	46%	24%	27%	52%	44%	42%	41%	40%	27%	9%	36%	100%
NET: Satisfied		425	298	26	23	7	10	6	224	50	20	26	7	8	8
		82%	82%	81%	82%	99%	100%	55%	81%	79%	92%	85%	85%	79%	100%
NET: Dissatisfied		32	24	2	1	-	-	*	18	3	*	-	-	2	-
		6%	7%	7%	5%	-%	-%	1%	7%	5%	2%	-%	-%	21%	-%
Answered		521	366	33	28	8	10	10	278	64	22	31	8	10	8
Mean Score		1.2	1.2	1.2	1.0	1.3	1.5	1.0	1.1	1.1	1.3	1.1	.9	.7	2.0
Standard error		.04	.05	.13	.11	.10	.12	.25	.06	.10	.10	.11	.11	.43	.01
Standard deviation		.96	.99	.92	.78	.50	.53	1.02	.95	.94	.70	.65	.51	1.55	.05

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	567	246	63	59	34	24	11	20	157	123	132	84	39
Effective base	268	132	29	19	11	8	4	8	93	59	61	28	13
Weighted Base	521	261	55	36	21	19	9	14	185	111	121	42	27
Very Dissatisfied	(-2)	15	10	-	-	-	-	2	6	3	4	1	1
		3%	4%	-%	-%	-%	-%	16%	3%	2%	3%	1%	2%
Fairly Dissatisfied	(-1)	17	10	1	1	*	-	*	6	2	8	*	*
		3%	4%	2%	3%	1%	-%	1%	3%	2%	7%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	65	44	4	6	1	2	-	25	8	17	4	6
		12%	17%	7%	16%	2%	10%	-%	13%	7%	14%	8%	24%
Fairly Satisfied	(1)	200	99	27	12	13	8	4	67	39	54	15	13
		38%	38%	50%	35%	62%	41%	45%	36%	35%	44%	35%	48%
Very Satisfied	(2)	224	97	23	17	7	9	5	82	60	39	23	7
		43%	37%	41%	47%	34%	49%	55%	44%	54%	32%	54%	26%
NET: Satisfied		425	196	50	29	21	17	9	148	99	93	38	20
		82%	75%	91%	82%	97%	90%	100%	80%	89%	76%	90%	74%
NET: Dissatisfied		32	20	1	1	*	-	2	12	4	12	1	1
		6%	8%	2%	3%	1%	-%	18%	6%	4%	10%	2%	2%
Answered		521	261	55	36	21	19	9	185	111	121	42	27
Mean Score		1.2	1.0	1.3	1.3	1.3	1.4	1.5	1.1	1.4	1.0	1.4	1.0
										c		c	
Standard error		.04	.07	.09	.11	.10	.14	.16	.08	.08	.09	.09	.14
Standard deviation		.96	1.03	.69	.83	.57	.68	.53	.99	.87	1.00	.80	.85

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	567	209	106	102	69	26	154	108	110	62	29
Effective base	268	114	52	47	22	6	87	48	46	21	11
Weighted Base	521	234	98	85	25	14	174	94	91	35	25
Very Dissatisfied	(-2) 15	9	3	*	1	*	4	*	4	*	1
	3%	4%	3%	*%	2%	*%	2%	1%	4%	1%	2%
Fairly Dissatisfied	(-1) 17	6	2	6	*	-	6	5	4	*	*
	3%	3%	2%	8%	1%	-%	3%	5%	4%	*%	*%
Neither Satisfied Nor Dissatisfied	(0) 65	25	5	16	5	5	25	9	10	2	6
	12%	11%	5%	19%	21%	31%	15%	10%	11%	4%	25%
Fairly Satisfied	(1) 200	84	43	38	9	5	66	36	43	12	13
	38%	36%	44%	45%	35%	37%	38%	38%	47%	35%	53%
Very Satisfied	(2) 224	110	45	24	10	5	72	44	31	21	5
	43%	47%	46%	28%	40%	31%	42%	46%	34%	59%	19%
NET: Satisfied	425	194	88	62	19	10	139	80	73	33	18
	82%	83%	90%	73%	76%	69%	80%	84%	80%	94%	72%
NET: Dissatisfied	32	15	5	7	1	*	10	6	8	*	1
	6%	6%	5%	8%	3%	*%	6%	6%	8%	1%	3%
Answered	521	234	98	85	25	14	174	94	91	35	25
Mean Score	1.2	1.2	1.3	.9	1.1	1.0	1.1	1.2	1.0	1.5	.9
Standard error	.04	.07	.09	.09	.11	.16	.08	.08	.09	.09	.15
Standard deviation	.96	1.00	.89	.91	.95	.84	.95	.88	.99	.71	.83

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	567	151	80	112	73	35	303	39	114	506	61	486	30
Effective base	268	85	35	46	31	13	142	18	54	242	26	227	11
Weighted Base	521	170	73	80	62	26	267	23	121	470	51	437	24
Very Dissatisfied (-2)	15 3%	5 3%	- -%	4 6%	1 2%	2 9%	9 3%	- -%	4 3%	12 2%	3 6%	13 3%	* *%
Fairly Dissatisfied (-1)	17 3%	6 3%	3 4%	4 5%	* *%	* *%	6 2%	1 2%	6 5%	17 4%	- -%	15 3%	* 1%
Neither Satisfied Nor Dissatisfied (0)	65 12%	30 17%	13 18%	6 7%	6 10%	2 8%	31 12%	8 36%	17 14%	54 11%	11 21%	51 12%	5 20%
Fairly Satisfied (1)	200 38%	68 40%	32 44%	28 35%	19 31%	16 61%	106 40%	6 27%	50 41%	183 39%	17 34%	166 38%	13 53%
Very Satisfied (2)	224 43%	62 37%	25 34%	38 47%	35 57%	6 22%	116 43%	8 35%	44 36%	204 43%	20 39%	192 44%	6 26%
NET: Satisfied	425 82%	130 77%	57 78%	66 82%	54 88%	21 83%	222 83%	15 62%	94 77%	387 82%	37 73%	359 82%	19 79%
NET: Dissatisfied	32 6%	10 6%	3 4%	8 11%	1 2%	2 9%	14 5%	1 2%	10 8%	28 6%	3 6%	28 6%	* 1%
Answered	521	170	73	80	62	26	267	23	121	470	51	437	24
Mean Score	1.2	1.0	1.1	1.1	1.4	.9	1.2	1.0	1.0	1.2	1.0	1.2	1.0
Standard error	.04	.08	.09	.11	.10	.18	.05	.15	.09	.04	.14	.04	.13
Standard deviation	.96	.96	.82	1.11	.83	1.06	.95	.91	1.00	.94	1.09	.97	.73

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	567	396	71	305	152	488	28	391	76	300	157
Effective base	268	193	21	149	62	229	9	189	26	150	61
Weighted Base	521	373	47	295	119	439	22	366	55	294	120
Very Dissatisfied	(-2) 15 3%	9 2%	1 1%	8 3%	5 4%	13 3%	* *%	9 2%	1 1%	8 3%	5 4%
Fairly Dissatisfied	(-1) 17 3%	15 4%	* *%	11 4%	1 1%	15 3%	* 1%	15 4%	- -%	8 3%	4 4%
Neither Satisfied Nor Dissatisfied	(0) 65 12%	43 12%	9 20%	40 13%	17 14%	51 12%	5 23%	43 12%	10 17%	42 14%	15 12%
Fairly Satisfied	(1) 200 38%	155 42%	15 32%	115 39%	49 41%	171 39%	8 37%	145 40%	25 46%	118 40%	46 38%
Very Satisfied	(2) 224 43%	151 40%	22 47%	121 41%	47 40%	190 43%	8 39%	154 42%	19 35%	118 40%	50 42%
NET: Satisfied	425 82%	306 82%	37 79%	236 80%	96 81%	361 82%	17 76%	299 82%	45 82%	236 80%	96 80%
NET: Dissatisfied	32 6%	24 6%	1 1%	19 6%	6 5%	28 6%	* 1%	24 7%	1 1%	16 5%	9 7%
Answered	521	373	47	295	119	439	22	366	55	294	120
Mean Score	1.2	1.1	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1
Standard error	.04	.05	.10	.06	.08	.04	.16	.05	.09	.05	.08
Standard deviation	.96	.94	.86	.96	.96	.96	.82	.95	.78	.94	1.02

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	567	325	367	106	-	304	292	94	3	362	232	100	-
Effective base	268	138	183	48	-	131	144	40	3	166	112	47	-
Weighted Base	521	270	354	88	-	262	267	73	4	325	212	88	-
Very Dissatisfied (-2)	15 3%	8 3%	8 2%	3 3%	- -%	6 2%	6 2%	2 3%	1 14%	9 3%	6 3%	3 3%	- -%
Fairly Dissatisfied (-1)	17 3%	8 3%	14 4%	4 4%	- -%	9 4%	14 5%	1 1%	- -%	10 3%	7 3%	4 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	65 12%	37 14%	42 12%	12 14%	- -%	30 11%	29 11%	7 9%	2 46%	45 14%	26 12%	6 7%	- -%
Fairly Satisfied (1)	200 38%	108 40%	143 40%	37 42%	- -%	108 41%	106 40%	36 49%	- -%	129 40%	85 40%	39 45%	- -%
Very Satisfied (2)	224 43%	110 41%	146 41%	33 37%	- -%	109 42%	112 42%	28 38%	2 41%	132 41%	88 42%	36 41%	- -%
NET: Satisfied	425 82%	218 81%	289 82%	70 79%	- -%	217 83%	218 82%	64 87%	2 41%	261 80%	173 82%	75 85%	- -%
NET: Dissatisfied	32 6%	15 6%	23 6%	6 7%	- -%	15 6%	20 8%	3 4%	1 14%	19 6%	13 6%	7 8%	- -%
Answered	521	270	354	88	-	262	267	73	4	325	212	88	-
Mean Score	1.2	1.1	1.1	1.1	-	1.2	1.1	1.2	.5	1.1	1.1	1.2	-
Standard error	.04	.05	.05	.09	-	.05	.06	.09	.91	.05	.06	.10	-
Standard deviation	.96	.95	.94	.97	-	.93	.96	.87	1.58	.95	.95	.95	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	567	457	391	308	381	301	25	192	176	178	62	35	114	99			
Effective base	268	214	181	149	172	148	9	95	82	84	33	22	55	44			
Weighted Base	521	413	358	291	334	288	8	192	158	166	65	43	110	92			
Very Dissatisfied (-2)	15 3%	13 3%	9 2%	8 3%	10 3%	6 2%	- -%	2 1%	7 4%	3 2%	2 3%	2 5%	* *%	2 2%			
Fairly Dissatisfied (-1)	17 3%	12 3%	15 4%	10 4%	9 3%	12 4%	- -%	7 4%	8 5%	4 3%	4 6%	1 2%	6 5%	8 8%			
Neither Satisfied Nor Dissatisfied (0)	65 12%	53 13%	38 11%	36 12%	42 13%	39 14%	* 1%	25 13%	24 15%	18 11%	8 12%	4 10%	10 9%	10 10%			
Fairly Satisfied (1)	200 38%	152 37%	151 42%	114 39%	119 36%	121 42%	4 53%	86 45%	64 40%	69 42%	25 38%	22 53%	36 33%	40 43%			
Very Satisfied (2)	224 43%	184 44%	146 41%	122 42%	154 46%	110 38%	4 46%	72 37%	55 35%	71 43%	26 41%	13 31%	58 53%	34 36%			
NET: Satisfied	425 82%	335 81%	297 83%	236 81%	273 82%	231 80%	8 99%	158 82%	119 75%	140 85%	51 79%	36 84%	95 86%	73 79%			
NET: Dissatisfied	32 6%	25 6%	24 7%	19 6%	19 6%	18 6%	- -%	9 5%	15 9%	7 4%	6 9%	3 7%	6 5%	9 10%			
Answered	521	413	358	291	334	288	8	192	158	166	65	43	110	92			
Mean Score	1.2	1.2	1.1	1.1	1.2	1.1	1.4	1.1	1.0	1.2	1.1	1.0	1.3	1.0			
Standard error	.04	.05	.05	.05	.05	.05	.11	.06	.08	.06	.13	.16	.08	.10			
Standard deviation	.96	.97	.94	.96	.96	.93	.56	.85	1.04	.87	1.02	.97	.85	.99			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	567	95	68	57	23	466	367	507	364	322	309	430	89	-	401	67
Effective base	268	44	27	30	10	219	161	236	172	146	137	210	41	-	180	36
Weighted Base	521	76	46	54	23	423	298	453	334	272	277	402	75	-	352	71
Very Dissatisfied (-2)	15 3%	1 2%	- -%	3 6%	- -%	15 4%	12 4%	15 3%	13 4%	10 4%	13 5%	15 4%	* 1%	- -%	3 1%	8 11%
Fairly Dissatisfied (-1)	17 3%	3 4%	2 4%	* *%	* 2%	16 4%	10 3%	16 4%	10 3%	6 2%	8 3%	14 4%	3 4%	- -%	5 1%	10 14%
Neither Satisfied Nor Dissatisfied (0)	65 12%	9 12%	1 3%	10 18%	1 3%	62 15%	36 12%	62 14%	45 14%	38 14%	31 11%	53 13%	10 13%	- -%	24 7%	18 25%
Fairly Satisfied (1)	200 38%	28 37%	17 37%	22 41%	12 54%	159 37%	110 37%	171 38%	119 36%	92 34%	110 40%	152 38%	30 40%	- -%	144 41%	14 20%
Very Satisfied (2)	224 43%	35 46%	26 57%	19 35%	10 42%	172 41%	130 44%	188 42%	146 44%	126 46%	115 41%	168 42%	32 42%	- -%	176 50%	21 30%
NET: Satisfied	425 82%	63 83%	43 93%	41 75%	22 95%	330 78%	240 81%	360 79%	265 80%	218 80%	225 81%	320 80%	62 82%	- -%	320 91%	36 50%
NET: Dissatisfied	32 6%	4 6%	2 4%	3 6%	* 2%	31 7%	22 7%	31 7%	23 7%	16 6%	21 8%	29 7%	4 5%	- -%	8 2%	18 25%
Answered Mean Score	521 1.2	76 1.2	46 1.5	54 1.0	23 1.3	423 1.1	298 1.1	453 1.1	334 1.1	272 1.2	277 1.1	402 1.1	75 1.2	- -	352 1.4	71 .4
Standard error	.04	.10	.09	.14	.13	.05	.05	.04	.05	.06	.06	.05	.09	-	.04	.16
Standard deviation	.96	.93	.73	1.05	.64	1.01	1.02	.99	1.01	1.00	1.03	1.01	.87	-	.74	1.35

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	567	567	-	204	9	146	103	118	312	126	123	172	253
Effective base	268	268	-	87	6	62	51	56	148	61	61	75	126
Weighted Base	521	521	-	184	14	127	111	105	277	132	98	155	252
Very Dissatisfied (-2)	15 3%	15 3%	- -%	8 4%	- -%	1 *%	7 6%	6 6%	5 2%	2 1%	2 2%	5 3%	6 2%
Fairly Dissatisfied (-1)	17 3%	17 3%	- -%	1 1%	3 21%	4 3%	- -%	1 1%	11 4%	4 3%	2 2%	4 3%	11 4%
Neither Satisfied Nor Dissatisfied (0)	65 12%	65 12%	- -%	17 9%	6 45%	17 14%	16 14%	11 10%	31 11%	22 17%	16 16%	9 6%	39 15% b
Fairly Satisfied (1)	200 38%	200 38%	- -%	80 43%	2 14%	62 49%	41 37%	46 43%	105 38%	48 37%	33 34%	68 44%	89 35%
Very Satisfied (2)	224 43%	224 43%	- -%	78 43%	3 20%	43 34%	48 43%	41 39%	125 45%	55 42%	45 46%	69 45%	108 43%
NET: Satisfied	425 82%	425 82%	- -%	158 86%	5 34%	105 83%	89 80%	87 82%	231 83%	103 78%	79 80%	137 88%	197 78%
NET: Dissatisfied	32 6%	32 6%	- -%	9 5%	3 21%	5 4%	7 6%	8 7%	16 6%	6 5%	4 4%	9 6%	17 7%
Answered	521	521	-	184	14	127	111	105	277	132	98	155	252
Mean Score	1.2	1.2	-	1.2	.3	1.1	1.1	1.1	1.2	1.1	1.2	1.2	1.1
Standard error	.04	.04	-	.07	.35	.07	.11	.10	.05	.08	.08	.07	.06
Standard deviation	.96	.96	-	.94	1.06	.80	1.07	1.04	.92	.92	.91	.92	.98

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level:	95%			
Unweighted Base		567	300	267
Effective base		268	123	146
Weighted Base		521	250	271
Very Dissatisfied	(-2)	15 3%	3 1%	12 4%
Fairly Dissatisfied	(-1)	17 3%	7 3%	10 4%
Neither Satisfied Nor Dissatisfied	(0)	65 12%	38 15%	26 10%
Fairly Satisfied	(1)	200 38%	84 34%	117 43%
Very Satisfied	(2)	224 43%	118 47%	106 39%
NET: Satisfied		425 82%	202 81%	222 82%
NET: Dissatisfied		32 6%	10 4%	22 8%
Answered		521	250	271
Mean Score		1.2	1.2	1.1
Standard error		.04	.05	.06
Standard deviation		.96	.89	1.01

Columns Tested: a,b

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	567	-	22	79	64	12	54	39	83	61	54	68	31
Effective base	268	-	8	38	26	4	28	12	42	38	17	47	18
Weighted Base	521	-	17	85	44	5	59	15	74	79	12	102	28
Very Dissatisfied (-2)	15 3%	- -%	- -%	* *%	2 4%	- -%	2 3%	- -%	4 6%	3 3%	* 2%	3 2%	1 4%
Fairly Dissatisfied (-1)	17 3%	- -%	1 7%	6 8%	1 3%	- -%	1 2%	- -%	1 1%	1 2%	* 2%	2 2%	2 7%
Neither Satisfied Nor Dissatisfied (0)	65 12%	- -%	1 5%	4 4%	6 14%	1 21%	7 12%	4 24%	8 11%	16 20%	1 7%	12 12%	5 17%
Fairly Satisfied (1)	200 38%	- -%	4 23%	29 34%	13 29%	2 34%	26 43%	7 47%	33 44%	34 43%	2 19%	47 46%	4 15%
Very Satisfied (2)	224 43%	- -%	11 66%	46 54%	22 49%	2 45%	23 39%	5 30%	28 38%	25 32%	9 70%	38 37%	16 57%
NET: Satisfied	425 82%	- -%	15 88%	74 88%	35 79%	4 79%	49 82%	12 76%	61 82%	59 75%	11 89%	85 83%	20 72%
NET: Dissatisfied	32 6%	- -%	1 7%	7 8%	3 7%	- -%	3 5%	- -%	5 7%	4 5%	* 4%	5 4%	3 11%
Answered	521	-	17	85	44	5	59	15	74	79	12	102	28
Mean Score	1.2	-	1.5	1.3	1.2	1.2	1.1	1.1	1.1	1.0	1.5	1.1	1.1
Standard error	.04	-	.19	.10	.13	.25	.13	.12	.11	.12	.12	.11	.21
Standard deviation	.96	-	.90	.91	1.05	.86	.93	.75	1.04	.95	.88	.89	1.20

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 289 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The staff being polite and courteous**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	567	102	129	183	153	231	336
Effective base	268	48	56	91	74	103	165
Weighted Base	521	105	106	168	142	210	310
Very Dissatisfied (-2)	15 3%	* *%	3 3%	7 4%	4 3%	4 2%	11 4%
Fairly Dissatisfied (-1)	17 3%	8 7%	3 3%	2 1%	4 3%	10 5%	6 2%
Neither Satisfied Nor Dissatisfied (0)	65 12%	5 4%	15 14%	27 16%	18 13%	19 9%	45 15%
Fairly Satisfied (1)	200 38%	35 34%	38 35%	74 44%	53 38%	73 35%	127 41%
Very Satisfied (2)	224 43%	57 54%	47 45%	58 34%	63 44%	104 49%	120 39%
NET: Satisfied	425 82%	92 88%	85 80%	132 78%	116 82%	177 84%	248 80%
NET: Dissatisfied	32 6%	8 8%	6 6%	9 5%	8 6%	14 7%	17 6%
Answered	521	105	106	168	142	210	310
Mean Score	1.2	1.3	1.2	1.0	1.2	1.2	1.1
Standard error	.04	.09	.09	.07	.08	.06	.05
Standard deviation	.96	.90	.98	.97	.95	.94	.96

Columns Tested: a,b,c,d - a,b

Table 290

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	455	67	388	296	69	27	63	159
Effective base	212	29	184	194	39	17	39	58
Weighted Base	416	46	370	396	16	3	2	20
Very Dissatisfied (-2)	39 9%	8 17%	31 8%	39 10%	* 2%	* 1%	* 2%	* 2%
Fairly Dissatisfied (-1)	32 8%	3 7%	29 8%	31 8%	1 6%	- %	* 7%	1 5%
Neither Satisfied Nor Dissatisfied (0)	106 26%	11 24%	95 26%	103 26%	3 19%	* 1%	* 15%	3 16%
Fairly Satisfied (1)	116 28%	13 28%	103 28%	107 27%	7 44%	2 62%	1 41%	9 46%
Very Satisfied (2)	123 30%	11 24%	112 30%	117 30%	5 29%	1 36%	1 34%	6 30%
NET: Satisfied	239 57%	24 52%	215 58%	224 57%	12 73%	2 98%	1 75%	15 76%
NET: Dissatisfied	71 17%	11 23%	60 16%	69 17%	1 8%	* 1%	* 10%	1 7%
Answered	416	46	370	396	16	3	2	20
Mean Score	.6	.4	.6	.6	.9	1.3	1.0	1.0
Standard error	.06	.17	.06	.07	.12	.15	.20	.07
Standard deviation	1.24	1.37	1.23	1.26	.97	.78	1.55	.95

Columns Tested: a,b - a,b,c,d,e

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		455	174	86	36	38	58	63	296	69	90
Effective base		212	127	52	25	26	25	39	194	39	40
Weighted Base		416	280	95	21	11	8	2	396	16	4
Very Dissatisfied	(-2)	39	28	8	2	*	*	*	39	*	*
		9%	10%	9%	9%	3%	*%	2%	10%	2%	2%
Fairly Dissatisfied	(-1)	32	25	6	1	1	*	*	31	1	*
		8%	9%	6%	3%	6%	4%	7%	8%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	106	64	29	10	2	1	*	103	3	*
		26%	23%	31%	46%	17%	16%	15%	26%	19%	7%
			i	i	defghi				i		
Fairly Satisfied	(1)	116	82	20	5	5	4	1	107	7	2
		28%	29%	21%	22%	42%	53%	41%	27%	44%	54%
							abcg	b		bg	abcg
Very Satisfied	(2)	123	81	32	4	3	2	1	117	5	1
		30%	29%	34%	19%	32%	27%	34%	30%	29%	35%
NET: Satisfied		239	163	52	9	8	6	1	224	12	4
		57%	58%	55%	42%	74%	80%	75%	57%	73%	89%
						c	abcg	bcg		c	abcg
NET: Dissatisfied		71	53	14	3	1	*	*	69	1	*
		17%	19%	14%	12%	9%	5%	10%	17%	8%	5%
			i						i		
Answered		416	280	95	21	11	8	2	396	16	4
Mean Score		.6	.6	.7	.4	.9	1.0	1.0	.6	.9	1.2
							c				abcg
Standard error		.06	.10	.13	.19	.17	.11	.20	.07	.12	.10
Standard deviation		1.24	1.27	1.24	1.15	1.04	.85	1.55	1.26	.97	.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	*d	e	a	b	c	*d	e	
Significance Level: 95%												
Unweighted Base	455	204	92	69	27	63	201	68	32	25	58	
Effective base	212	150	63	39	17	39	134	31	12	9	15	
Weighted Base	416	337	60	16	3	2	279	63	13	11	7	
Very Dissatisfied	(-2)	39	33	6	*	*	29	4	*	1	-	
		9%	10%	10%	2%	1%	2%	10%	7%	2%	5%	-%
Fairly Dissatisfied	(-1)	32	28	3	1	-	*	23	4	1	*	1
		8%	8%	4%	6%	-%	7%	8%	6%	7%	*%	8%
Neither Satisfied Nor Dissatisfied	(0)	106	86	17	3	*	*	69	10	2	5	1
		26%	25%	29%	19%	1%	15%	25%	15%	12%	42%	17%
Fairly Satisfied	(1)	116	92	15	7	2	1	79	20	8	2	3
		28%	27%	25%	44%	62%	41%	28%	31%	62%	21%	42%
				ab					a			
Very Satisfied	(2)	123	98	19	5	1	1	80	26	2	4	2
		30%	29%	32%	29%	36%	34%	29%	41%	17%	32%	33%
NET: Satisfied		239	190	34	12	2	1	158	45	10	6	5
		57%	56%	57%	73%	98%	75%	57%	72%	80%	53%	74%
				a								
NET: Dissatisfied		71	61	8	1	*	*	52	8	1	1	1
		17%	18%	14%	8%	1%	10%	19%	13%	9%	5%	8%
Answered		416	337	60	16	3	2	279	63	13	11	7
Mean Score		.6	.6	.7	.9	1.3	1.0	.6	.9	.9	.7	1.0
Standard error		.06	.09	.13	.12	.15	.20	.09	.14	.15	.22	.13
Standard deviation		1.24	1.26	1.24	.97	.78	1.55	1.27	1.19	.87	1.12	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	b	c	*d	e	*f	*g	h	*i
Significance Level: 95%											
Unweighted Base		455	29	31	53	20	35	27	27	39	18
Effective base		212	21	22	31	13	22	20	19	25	11
Weighted Base		416	37	39	76	24	35	54	43	51	19
Very Dissatisfied	(-2)	39	8	2	3	4	3	7	5	3	-
		9%	22%	5%	4%	17%	9%	13%	11%	6%	-%
Fairly Dissatisfied	(-1)	32	5	2	8	2	3	3	2	6	-
		8%	13%	4%	10%	8%	9%	5%	5%	12%	-%
Neither Satisfied Nor Dissatisfied	(0)	106	5	7	24	5	7	25	10	8	9
		26%	14%	18%	31%	20%	19%	46%	22%	15%	46%
Fairly Satisfied	(1)	116	7	15	26	5	13	14	12	13	*
		28%	19%	38%	35%	19%	36%	26%	28%	26%	2%
Very Satisfied	(2)	123	12	14	16	9	9	5	15	21	10
		30%	32%	35%	21%	36%	26%	10%	34%	42%	52%
NET: Satisfied		239	19	28	42	13	22	19	27	34	10
		57%	51%	73%	55%	55%	62%	35%	62%	67%	54%
NET: Dissatisfied		71	13	3	11	6	6	10	7	9	-
		17%	35%	9%	14%	25%	18%	18%	16%	17%	-%
Answered		416	37	39	76	24	35	54	43	51	19
Mean Score		.6	.3	.9	.6	.5	.6	.1	.7	.9	1.1
Standard error		.06	.29	.19	.14	.33	.21	.21	.25	.20	.24
Standard deviation		1.24	1.58	1.07	1.04	1.49	1.23	1.11	1.29	1.24	1.01

Columns Tested: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			a	b	c	d	e	f	g	h	
Significance Level: 95%											
Unweighted Base		455	73	99	107	279	176	59	62	55	
Effective base		212	46	68	69	178	83	31	32	26	
Weighted Base		416	78	126	173	377	39	16	17	6	
Very Dissatisfied	(-2)	39 9%	7 9%	13 10%	14 8%	34 9%	4 11%	3 17%	1 7%	* 7%	
Fairly Dissatisfied	(-1)	32 8%	5 7%	12 10%	13 7%	30 8%	2 4%	1 6%	* 3%	* 3%	
Neither Satisfied Nor Dissatisfied	(0)	106 26%	20 26%	20 16%	58 34%	98 26%	8 20%	2 15%	5 30%	* 6%	
Fairly Satisfied	(1)	116 28%	18 23%	35 28%	52 30%	105 28%	11 29%	4 25%	6 33%	2 29%	
Very Satisfied	(2)	123 30%	27 35%	46 37%	36 21%	109 29%	14 35%	6 36%	4 27%	3 54%	
NET: Satisfied		239 57%	45 58%	81 64%	88 51%	214 57%	25 64%	10 61%	10 60%	5 83%	
NET: Dissatisfied		71 17%	12 16%	25 20%	27 16%	65 17%	6 16%	4 24%	2 10%	1 11%	
Answered		416	78	126	173	377	39	16	17	6	
Mean Score		.6	.7	.7	.5	.6	.7	.6	.7	1.2	
Standard error		.06	.15	.13	.11	.07	.10	.20	.14	.17	
Standard deviation		1.24	1.27	1.33	1.15	1.24	1.31	1.51	1.14	1.28	

Columns Tested:: a,b,c,d,e,f,g,h

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i	
Unweighted Base	455	17	30	7	37	40	126	19	20	195	
Effective base	212	11	12	2	14	21	72	7	7	87	
Weighted Base	416	13	30	7	37	53	122	11	8	171	
Very Dissatisfied	(-2)	39	-	1	-	1	5	9	1	3	20
	9%	-%	3%	-%	2%	10%	7%	10%	32%	12%	
Fairly Dissatisfied	(-1)	32	*	4	-	4	-	16	-	2	10
	8%	1%	13%	-%	11%	-%	13%	-%	31%	6%	
Neither Satisfied Nor Dissatisfied	(0)	106	1	9	-	9	18	25	1	*	52
	26%	8%	30%	-%	24%	33%	21%	10%	4%	30%	
Fairly Satisfied	(1)	116	3	11	*	11	9	39	2	1	52
	28%	24%	35%	6%	29%	17%	32%	15%	10%	30%	
Very Satisfied	(2)	123	9	6	7	13	21	33	7	2	38
	30%	67%	19%	94%	34%	39%	27%	65%	22%	22%	
NET: Satisfied	239	12	16	7	24	30	72	8	3	90	
	57%	91%	54%	100%	63%	56%	59%	80%	32%	52%	
NET: Dissatisfied	71	*	5	-	5	5	25	1	5	30	
	17%	1%	16%	-%	13%	10%	20%	10%	63%	17%	
Answered	416	13	30	7	37	53	122	11	8	171	
Mean Score	.6	1.6	.6	1.9	.8	.7	.6	1.2	-.4	.5	
Standard error	.06	.17	.19	.10	.18	.20	.11	.30	.37	.09	
Standard deviation	1.24	.70	1.05	.26	1.10	1.28	1.22	1.32	1.67	1.23	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	455	94	126	235	405	50	-	393	62	442	13
Effective base	212	43	72	100	189	24	-	195	18	207	6
Weighted Base	416	103	122	191	358	58	-	390	27	409	7
Very Dissatisfied (-2)	39 9%	6 6%	9 7%	24 12%	33 9%	5 9%	- -%	38 10%	1 4%	37 9%	2 25%
Fairly Dissatisfied (-1)	32 8%	4 4%	16 13%	12 6%	29 8%	3 6%	- -%	30 8%	2 8%	32 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 26%	28 27%	25 21%	53 28%	89 25%	18 30%	- -%	99 25%	8 29%	104 25%	2 34%
Fairly Satisfied (1)	116 28%	23 22%	39 32%	54 28%	96 27%	20 35%	- -%	109 28%	7 27%	114 28%	2 36%
Very Satisfied (2)	123 30%	42 41%	33 27%	47 25%	111 31%	12 20%	- -%	114 29%	9 33%	123 30%	* 5%
NET: Satisfied	239 57%	65 63%	72 59%	102 53%	207 58%	32 55%	- -%	223 57%	16 60%	236 58%	3 41%
NET: Dissatisfied	71 17%	10 10%	25 20%	36 19%	62 17%	9 15%	- -%	68 17%	3 11%	69 17%	2 25%
Answered	416	103	122	191	358	58	-	390	27	409	7
Mean Score	.6	.9	.6	.5	.6	.5	-	.6	.8	.6	*
Standard error	.06	.12	.11	.08	.06	.16	-	.06	.14	.06	.37
Standard deviation	1.24	1.17	1.22	1.27	1.26	1.16	-	1.25	1.12	1.24	1.35

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		455	206	115	130
Effective base		212	102	47	62
Weighted Base		416	193	93	129
Very Dissatisfied	(-2)	39 9%	22 11%	3 4%	14 10%
Fairly Dissatisfied	(-1)	32 8%	14 7%	3 3%	15 12%
Neither Satisfied Nor Dissatisfied	(0)	106 26%	54 28%	21 23%	30 24%
Fairly Satisfied	(1)	116 28%	57 30%	30 32%	29 22%
Very Satisfied	(2)	123 30%	46 24%	36 38%	41 32%
NET: Satisfied		239 57%	103 53%	65 71%	70 54%
NET: Dissatisfied		71 17%	36 18%	6 7%	29 22%
Answered		416	193	93	129
Mean Score		.6	.5	1.0	.5
Standard error		.06	.09	.10	.12
Standard deviation		1.24	1.25	1.04	1.33

Columns Tested: a,b,c

Table 290 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	455	286	105	27	7	19	5	3	3	391	64	37
Effective base	212	158	38	8	4	5	1	2	1	196	16	9
Weighted Base	416	314	68	13	3	15	2	*	*	382	34	21
Very Dissatisfied	(-2)	39	30	9	-	-	-	-	-	39	-	-
		9%	10%	13%	-%	-%	-%	-%	-%	10%	-%	-%
Fairly Dissatisfied	(-1)	32	25	5	1	-	*	-	-	31	1	*
		8%	8%	8%	9%	-%	*%	-%	-%	8%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	106	90	15	1	-	1	-	-	104	2	1
		26%	29%	21%	8%	-%	6%	-%	-%	27%	6%	5%
		j										
Fairly Satisfied	(1)	116	89	20	5	1	*	*	*	109	7	2
		28%	28%	30%	40%	37%	1%	3%	73%	29%	20%	8%
Very Satisfied	(2)	123	80	19	6	2	13	2	*	99	24	18
		30%	25%	29%	43%	63%	92%	97%	27%	26%	70%	88%
											abi	abi
NET: Satisfied		239	169	40	11	3	14	2	*	208	31	20
		57%	54%	58%	83%	100%	93%	100%	100%	55%	91%	95%
											abi	abi
NET: Dissatisfied		71	55	14	1	-	*	-	-	70	1	*
		17%	18%	21%	9%	-%	*%	-%	-%	18%	3%	*%
Answered		416	314	68	13	3	15	2	*	382	34	21
Mean Score		.6	.5	.5	1.2	1.6	1.8	2.0	1.3	.5	1.6	1.8
											abi	abi
Standard error		.06	.07	.13	.18	.22	.13	.10	-	.06	.10	.08
Standard deviation		1.24	1.22	1.33	.94	.58	.55	.22	-	1.24	.77	.51

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	455	120	166	169	408	385	428	384	278	257	50	222	28	50	25	38	15
Effective base	212	72	86	54	183	177	198	176	121	101	29	121	15	15	9	11	6
Weighted Base	416	139	175	102	360	352	387	350	240	204	49	243	9	34	19	21	10
Very Dissatisfied (-2)	39 9%	14 10%	16 9%	9 9%	30 8%	27 8%	35 9%	32 9%	14 6%	10 5%	9 18%	24 10%	- -%	* *%	- -%	2 10%	- -%
Fairly Dissatisfied (-1)	32 8%	7 5%	19 11%	6 6%	26 7%	28 8%	29 7%	27 8%	16 7%	6 3%	2 4%	20 8%	1 11%	5 16%	* 1%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 26%	46 33%	44 25%	17 16%	92 26%	89 25%	97 25%	91 26%	63 26%	54 26%	10 21%	70 29%	2 23%	5 16%	2 11%	6 27%	2 15%
Fairly Satisfied (1)	116 28%	47 34%	42 24%	27 26%	102 28%	94 27%	106 27%	89 25%	61 25%	59 29%	15 30%	67 27%	3 36%	12 35%	5 27%	2 10%	2 20%
Very Satisfied (2)	123 30%	26 18%	54 31%	43 42%	109 30%	114 32%	120 31%	110 32%	87 36%	75 37%	14 27%	63 26%	3 31%	11 33%	12 61%	11 53%	7 65%
NET: Satisfied	239 57%	73 52%	96 55%	70 69%	211 59%	208 59%	226 59%	199 57%	148 61%	134 66%	29 58%	129 53%	6 66%	23 68%	17 88%	13 63%	9 85%
NET: Dissatisfied	71 17%	20 15%	35 20%	15 15%	56 16%	55 16%	63 16%	59 17%	30 12%	16 8%	11 22%	44 18%	1 11%	5 16%	* 1%	2 11%	- -%
Answered	416	139	175	102	360	352	387	350	240	204	49	243	9	34	19	21	10
Mean Score	.6	.5	.6	.9	.6	.7	.6	.6	.8	.9	.5	.5	.9	.9	1.5	.9	1.5
Standard error	.06	.10	.10	.10	.06	.06	.06	.06	.07	.07	.20	.08	.19	.15	.15	.22	.20
Standard deviation	1.24	1.15	1.28	1.27	1.22	1.22	1.24	1.26	1.17	1.09	1.41	1.23	1.03	1.07	.74	1.35	.78

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	455	256	43	40	22	20	17	10	204	73	40	28	18	12	10
Effective base	212	137	18	13	4	6	4	3	114	26	7	15	4	6	5
Weighted Base	416	272	29	25	7	10	10	6	223	58	15	31	7	10	8
Very Dissatisfied	(-2) 39 9%	30 11%	- -%	* *%	- -%	- -%	- -%	- -%	20 9%	4 8%	* *%	- -%	- -%	2 21%	- -%
Fairly Dissatisfied	(-1) 32 8%	24 9%	1 4%	1 2%	- -%	* *%	- -%	- -%	22 10%	* *%	1 9%	5 17%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied	(0) 106 26%	71 26%	10 33%	5 20%	1 10%	* 4%	5 53%	- -%	65 29%	15 26%	2 10%	5 17%	- -%	1 11%	2 21%
Fairly Satisfied	(1) 116 28%	85 31%	5 18%	4 14%	2 29%	4 38%	1 5%	2 32%	61 27%	14 23%	1 9%	14 44%	1 19%	* 3%	2 26%
Very Satisfied	(2) 123 30%	62 23%	13 44%	16 63%	4 61%	6 58%	4 42%	4 68%	55 25%	25 43%	11 71%	7 22%	6 81%	7 64%	4 53%
NET: Satisfied	239 57%	146 54%	18 62%	19 77%	6 90%	10 96%	5 47%	6 100%	116 52%	38 66%	12 80%	21 67%	7 100%	7 67%	6 79%
NET: Dissatisfied	71 17%	55 20%	1 4%	1 2%	- -%	* *%	- -%	- -%	42 19%	5 8%	1 9%	5 17%	- -%	2 22%	- -%
Answered	416	272	29	25	7	10	10	6	223	58	15	31	7	10	8
Mean Score	.6	.5	1.0	1.4	1.5	1.5	.9	1.7	.5	.9	1.4	.7	1.8	.9	1.3
Standard error	.06	.08	.15	.14	.15	.14	.25	.16	.09	.14	.17	.19	.10	.50	.27
Standard deviation	1.24	1.25	.99	.91	.72	.61	1.02	.51	1.22	1.19	1.05	1.01	.43	1.72	.85

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	455	194	58	51	30	21	9	21	110	95	113	71	37	
Effective base	212	106	26	17	9	7	4	8	64	46	50	25	12	
Weighted Base	416	209	55	32	16	16	8	14	131	84	102	42	27	
Very Dissatisfied	(-2)	39 9%	21 10%	6 10%	3 8%	* 1%	- -%	- -%	2 16%	15 12%	7 9%	11 10%	1 1%	1 3%
Fairly Dissatisfied	(-1)	32 8%	19 9%	7 12%	* *%	1 6%	* 1%	- -%	- -%	9 7%	4 5%	9 9%	4 8%	2 9%
Neither Satisfied Nor Dissatisfied	(0)	106 26%	65 31%	13 24%	6 20%	* 2%	4 25%	- -%	2 16%	31 24%	26 31%	23 23%	7 16%	10 36%
Fairly Satisfied	(1)	116 28%	58 28%	13 23%	11 34%	3 19%	2 15%	1 10%	1 4%	42 32%	19 22%	22 21%	16 39%	7 27%
Very Satisfied	(2)	123 30%	45 22%	16 29%	12 37%	12 71%	9 59%	7 90%	9 64%	33 25%	28 33%	37 36%	15 35%	7 25%
NET: Satisfied		239 57%	103 49%	29 53%	23 72%	15 91%	12 74%	8 100%	9 68%	75 57%	47 55%	59 58%	31 74%	14 52%
NET: Dissatisfied		71 17%	40 19%	12 23%	3 9%	1 7%	* 1%	- -%	2 16%	25 19%	11 14%	20 19%	4 10%	3 12%
Answered		416	209	55	32	16	16	8	14	131	84	102	42	27
Mean Score		.6	.4	.5	.9	1.5	1.3	1.9	1.0	.5	.7	.6	1.0	.6
Standard error		.06	.09	.17	.16	.17	.20	.10	.34	.12	.13	.13	.12	.17
Standard deviation		1.24	1.22	1.32	1.17	.92	.91	.31	1.56	1.27	1.24	1.33	1.00	1.06

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e
Unweighted Base	455	161	79	85	58	22	121	88	90	55	27
Effective base	212	85	38	37	19	6	68	40	37	20	11
Weighted Base	416	175	71	69	26	14	138	79	75	34	24
Very Dissatisfied	(-2)	39	15	7	7	1	12	6	8	*	1
	9%	9%	10%	10%	2%	1%	9%	8%	10%	1%	2%
Fairly Dissatisfied	(-1)	32	13	2	11	*	10	5	7	4	2
	8%	7%	3%	16%	*%	*%	7%	7%	9%	11%	10%
Neither Satisfied Nor Dissatisfied	(0)	106	37	24	20	6	36	24	14	5	9
	26%	21%	35%	29%	24%	33%	26%	31%	19%	15%	38%
Fairly Satisfied	(1)	116	53	17	16	9	45	13	16	14	6
	28%	30%	24%	23%	34%	49%	32%	16%	21%	41%	23%
Very Satisfied	(2)	123	57	20	15	10	35	30	31	11	6
	30%	33%	29%	22%	39%	16%	25%	38%	41%	32%	26%
NET: Satisfied		239	110	37	31	19	80	43	47	25	12
	57%	63%	52%	45%	73%	65%	58%	55%	62%	73%	49%
NET: Dissatisfied		71	28	9	18	1	22	12	14	4	3
	17%	16%	13%	26%	3%	1%	16%	15%	19%	12%	13%
Answered		416	175	71	69	26	138	79	75	34	24
Mean Score		.6	.7	.6	.3	1.1	.6	.7	.7	.9	.6
Standard error		.06	.10	.14	.14	.12	.11	.13	.14	.14	.21
Standard deviation		1.24	1.24	1.23	1.27	.95	1.20	1.26	1.35	1.01	1.07

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	455	121	70	93	68	26	260	35	88	406	49	382	26
Effective base	212	66	31	38	29	11	122	19	41	192	20	175	9
Weighted Base	416	130	66	65	62	22	234	19	95	377	39	340	20
Very Dissatisfied (-2)	39 9%	12 9%	7 11%	8 12%	1 1%	4 17%	15 6%	1 4%	17 18%	36 10%	2 6%	30 9%	- -%
Fairly Dissatisfied (-1)	32 8%	10 8%	5 8%	5 8%	5 8%	1 5%	23 10%	2 9%	2 2%	25 7%	7 18%	26 8%	1 3%
Neither Satisfied Nor Dissatisfied (0)	106 26%	45 34%	16 24%	5 8%	18 30%	8 34%	43 18%	7 38%	41 44%	99 26%	7 19%	87 26%	5 24%
Fairly Satisfied (1)	116 28%	35 27%	13 20%	18 27%	14 22%	8 36%	60 26%	2 12%	24 26%	107 28%	9 24%	100 29%	2 9%
Very Satisfied (2)	123 30%	28 22%	25 37%	29 44%	24 38%	2 8%	93 40%	7 37%	10 11%	110 29%	13 34%	96 28%	13 65%
NET: Satisfied	239 57%	63 49%	38 57%	47 72%	38 61%	10 44%	153 65%	9 49%	35 37%	217 58%	22 57%	196 58%	15 74%
NET: Dissatisfied	71 17%	22 17%	13 19%	14 21%	6 9%	5 22%	38 16%	2 13%	19 20%	61 16%	9 24%	56 16%	1 3%
Answered	416	130	66	65	62	22	234	19	95	377	39	340	20
Mean Score	.6	.4	.6	.8	.9	.1	.8	.7	.1	.6	.6	.6	1.4
Standard error	.06	.11	.16	.15	.13	.24	.08	.21	.13	.06	.19	.06	.19
Standard deviation	1.24	1.19	1.36	1.41	1.06	1.20	1.23	1.21	1.19	1.24	1.30	1.22	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	*b	a	b	a	b
Unweighted Base	455	317	68	262	122	383	25	314	71	259	125
Effective base	212	157	20	129	47	177	7	154	23	131	46
Weighted Base	416	307	45	254	96	342	18	301	51	254	95
Very Dissatisfied (-2)	39 9%	23 7%	4 9%	25 10%	7 8%	30 9%	- -%	23 8%	4 8%	24 9%	8 9%
Fairly Dissatisfied (-1)	32 8%	28 9%	1 1%	19 7%	8 8%	26 8%	1 3%	28 9%	1 1%	19 7%	8 8%
Neither Satisfied Nor Dissatisfied (0)	106 26%	77 25%	12 26%	71 28%	20 21%	86 25%	7 37%	80 27%	9 18%	68 27%	23 24%
Fairly Satisfied (1)	116 28%	88 29%	6 12%	56 22%	33 34%	100 29%	2 9%	89 29%	5 10%	58 23%	31 32%
Very Satisfied (2)	123 30%	91 30%	24 52% a	83 33%	27 28%	100 29%	9 52%	82 27%	32 63% a	85 33%	26 27%
NET: Satisfied	239 57%	179 58%	29 64%	139 55%	60 63%	200 59%	11 60%	170 57%	37 73%	143 56%	56 59%
NET: Dissatisfied	71 17%	51 17%	5 10%	44 17%	15 16%	56 16%	1 3%	51 17%	5 9%	43 17%	16 17%
Answered	416	307	45	254	96	342	18	301	51	254	95
Mean Score	.6	.6	1.0	.6	.7	.6	1.1	.6	1.2	.6	.6
Standard error	.06	.07	.16	.08	.11	.06	.20	.07	.15	.08	.11
Standard deviation	1.24	1.21	1.29	1.28	1.20	1.23	1.02	1.20	1.25	1.27	1.21

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	455	272	285	88	-	262	236	80	3	307	191	81	-
Effective base	212	115	139	40	-	114	117	35	3	140	90	38	-
Weighted Base	416	225	275	74	-	226	221	62	4	277	173	70	-
Very Dissatisfied (-2)	39 9%	21 9%	23 8%	9 12%	- -%	18 8%	23 11%	7 11%	1 14%	25 9%	18 10%	8 12%	- -%
Fairly Dissatisfied (-1)	32 8%	15 7%	22 8%	7 10%	- -%	13 6%	22 10%	3 4%	- -%	23 8%	15 9%	6 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	106 26%	52 23%	75 27%	19 26%	- -%	49 22%	59 27%	12 20%	2 46%	64 23%	55 32%	13 19%	- -%
Fairly Satisfied (1)	116 28%	60 27%	79 29%	20 28%	- -%	60 27%	66 30%	17 28%	- -%	71 26%	41 23%	19 27%	- -%
Very Satisfied (2)	123 30%	76 34%	76 27%	18 25%	- -%	85 38%	52 23%	23 37%	2 41%	92 33%	44 26%	23 33%	- -%
NET: Satisfied	239 57%	136 61%	155 56%	39 53%	- -%	146 65%	117 53%	40 65%	2 41%	164 59%	85 49%	42 60%	- -%
NET: Dissatisfied	71 17%	36 16%	45 16%	16 22%	- -%	31 14%	45 20%	10 15%	1 14%	49 18%	33 19%	14 21%	- -%
Answered	416	225	275	74	-	226	221	62	4	277	173	70	-
Mean Score	.6	.7	.6	.4	-	.8	.5	.7	.5	.7	.5	.6	-
Standard error	.06	.08	.07	.14	-	.08	.08	.15	.91	.07	.09	.15	-
Standard deviation	1.24	1.26	1.21	1.30	-	1.23	1.24	1.30	1.58	1.27	1.25	1.35	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	455	352	313	256	303	237	24	162	142	145	55	29	83	76			
Effective base	212	163	146	125	134	117	9	80	68	69	29	18	38	36			
Weighted Base	416	317	293	246	262	234	9	162	132	135	58	36	81	82			
Very Dissatisfied (-2)	39	29	23	25	24	23	-	12	17	15	8	6	9	8			
	9%	9%	8%	10%	9%	10%	-%	8%	13%	11%	13%	15%	11%	10%			
Fairly Dissatisfied (-1)	32	25	25	19	12	27	*	15	10	10	7	2	8	9			
	8%	8%	8%	8%	5%	12%	*%	9%	8%	7%	12%	6%	10%	11%			
Neither Satisfied Nor Dissatisfied (0)	106	84	80	69	78	57	2	55	38	32	9	10	24	22			
	26%	26%	27%	28%	30%	24%	19%	34%	29%	24%	15%	28%	29%	27%			
Fairly Satisfied (1)	116	97	78	62	61	63	*	37	31	40	15	6	15	22			
	28%	31%	27%	25%	23%	27%	5%	23%	24%	29%	26%	16%	19%	27%			
Very Satisfied (2)	123	82	87	71	86	63	6	43	36	38	20	12	25	20			
	30%	26%	30%	29%	33%	27%	76%	26%	27%	28%	34%	34%	31%	25%			
NET: Satisfied	239	179	166	133	147	126	7	80	67	78	35	18	41	43			
	57%	57%	57%	54%	56%	54%	80%	49%	51%	57%	60%	50%	50%	52%			
NET: Dissatisfied	71	54	48	44	37	50	*	28	27	25	14	8	17	17			
	17%	17%	16%	18%	14%	22%	*%	17%	20%	19%	25%	22%	21%	21%			
Answered	416	317	293	246	262	234	9	162	132	135	58	36	81	82			
Mean Score	.6	.6	.6	.5	.7	.5	1.6	.5	.4	.6	.6	.5	.5	.5			
Standard error	.06	.06	.07	.08	.07	.08	.18	.09	.11	.11	.19	.27	.14	.14			
Standard deviation	1.24	1.22	1.22	1.26	1.24	1.28	.86	1.20	1.31	1.28	1.41	1.43	1.31	1.25			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	455	82	66	54	22	367	291	405	283	253	259	333	75	-	313	66
Effective base	212	39	26	27	10	172	128	186	134	112	118	162	35	-	138	34
Weighted Base	416	69	41	49	23	339	242	363	268	212	242	314	60	-	271	67
Very Dissatisfied (-2)	39 9%	2 3%	* *%	9 18%	- -%	32 10%	27 11%	32 9%	28 10%	25 12%	22 9%	32 10%	9 15%	- -%	9 3%	26 38%
Fairly Dissatisfied (-1)	32 8%	7 10%	* *%	2 4%	* 2%	30 9%	18 7%	30 8%	22 8%	23 11%	17 7%	30 10%	5 8%	- -%	22 8%	7 10%
Neither Satisfied Nor Dissatisfied (0)	106 26%	13 19%	6 14%	13 27%	6 27%	100 29%	64 26%	103 28%	71 27%	57 27%	57 23%	92 29%	14 23%	- -%	45 17%	17 25%
Fairly Satisfied (1)	116 28%	22 31%	13 32%	14 29%	2 7%	99 29%	69 29%	105 29%	69 26%	50 24%	58 24%	90 29%	17 29%	- -%	89 33%	10 16%
Very Satisfied (2)	123 30%	25 36%	22 54%	11 23%	15 64%	77 23%	63 26%	93 25%	78 29%	57 27%	90 37%	70 22%	15 25%	- -%	106 39%	7 11%
NET: Satisfied	239 57%	47 68%	36 86%	25 52%	16 71%	176 52%	133 55%	198 54%	147 55%	107 50%	147 61%	160 51%	32 54%	- -%	194 72%	18 26%
NET: Dissatisfied	71 17%	9 13%	* 1%	10 21%	* 2%	63 19%	45 19%	63 17%	50 19%	48 23%	38 16%	62 20%	14 24%	- -%	31 12%	33 49%
Answered	416	69	41	49	23	339	242	363	268	212	242	314	60	-	271	67
Mean Score	.6	.9	1.4	.4	1.3	.5	.5	.5	.6	.4	.7	.4	.4	-	1.0	-.5
Standard error	.06	.12	.09	.18	.20	.06	.07	.06	.08	.08	.08	.07	.16	-	.06	.17
Standard deviation	1.24	1.11	.77	1.36	.96	1.21	1.27	1.21	1.27	1.31	1.27	1.22	1.36	-	1.09	1.41

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	455	455	-	168	7	125	81	110	242	94	111	151	180
Effective base	212	212	-	72	4	51	41	51	112	46	54	64	89
Weighted Base	416	416	-	158	11	109	93	99	209	103	90	133	180
Very Dissatisfied (-2)	39	39	-	8	4	9	7	9	14	14	9	10	18
	9%	9%	-%	5%	34%	8%	8%	9%	7%	14%	10%	8%	10%
Fairly Dissatisfied (-1)	32	32	-	13	3	6	12	9	15	8	9	8	15
	8%	8%	-%	8%	31%	6%	13%	9%	7%	8%	10%	6%	9%
Neither Satisfied Nor Dissatisfied (0)	106	106	-	27	2	23	22	20	60	27	18	26	58
	26%	26%	-%	17%	17%	21%	24%	20%	29%	26%	20%	19%	32%
Fairly Satisfied (1)	116	116	-	52	*	24	31	20	66	29	21	38	51
	28%	28%	-%	33%	*%	22%	33%	21%	32%	28%	23%	29%	28%
Very Satisfied (2)	123	123	-	58	2	47	21	41	54	25	33	51	37
	30%	30%	-%	37%	18%	43%	22%	41%	26%	25%	37%	39%	21%
NET: Satisfied	239	239	-	110	2	72	52	61	120	54	54	89	88
	57%	57%	-%	69%	18%	66%	56%	62%	58%	53%	60%	67%	49%
NET: Dissatisfied	71	71	-	21	7	15	19	18	29	22	18	18	33
	17%	17%	-%	13%	65%	13%	20%	18%	14%	22%	20%	13%	19%
Answered	416	416	-	158	11	109	93	99	209	103	90	133	180
Mean Score	.6	.6	-	.9	-.6	.9	.5	.8	.6	.4	.7	.9	.4
Standard error	.06	.06	-	.09	.56	.11	.13	.13	.07	.14	.13	.10	.09
Standard deviation	1.24	1.24	-	1.15	1.48	1.25	1.20	1.32	1.14	1.32	1.33	1.22	1.20

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		455	248	207
Effective base		212	100	113
Weighted Base		416	210	206
Very Dissatisfied	(-2)	39	16	23
		9%	8%	11%
Fairly Dissatisfied	(-1)	32	19	13
		8%	9%	6%
Neither Satisfied Nor Dissatisfied	(0)	106	55	51
		26%	26%	25%
Fairly Satisfied	(1)	116	54	62
		28%	26%	30%
Very Satisfied	(2)	123	66	57
		30%	32%	28%
NET: Satisfied		239	120	119
		57%	57%	58%
NET: Dissatisfied		71	34	36
		17%	16%	18%
Answered		416	210	206
Mean Score		.6	.6	.6
Standard error		.06	.08	.09
Standard deviation		1.24	1.22	1.27

Columns Tested: a,b

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	*l
Unweighted Base	455	-	-	55	57	11	46	33	72	50	44	60	27
Effective base	212	-	-	30	21	3	22	11	33	32	14	41	15
Weighted Base	416	-	-	69	37	4	48	14	57	66	10	89	22
Very Dissatisfied (-2)	39 9%	- -%	- -%	4 6%	3 7%	1 42%	4 9%	* 1%	4 8%	6 9%	* 3%	12 13%	4 18%
Fairly Dissatisfied (-1)	32 8%	- -%	- -%	6 9%	5 12%	- -%	2 3%	- -%	4 8%	7 11%	* 2%	6 6%	2 9%
Neither Satisfied Nor Dissatisfied (0)	106 26%	- -%	- -%	23 33%	5 14%	1 39%	15 30%	7 46%	19 33%	11 17%	1 5%	21 24%	4 17%
Fairly Satisfied (1)	116 28%	- -%	- -%	11 16%	9 23%	* 6%	16 33%	2 15%	21 37%	26 39%	4 39%	24 26%	4 18%
Very Satisfied (2)	123 30%	- -%	- -%	24 35%	16 43%	* 13%	12 25%	5 38%	8 14%	17 25%	5 50%	27 30%	8 38%
NET: Satisfied	239 57%	- -%	- -%	35 51%	25 66%	1 19%	28 57%	8 53%	29 51%	42 64%	9 90%	51 57%	12 56%
NET: Dissatisfied	71 17%	- -%	- -%	11 16%	7 19%	1 42%	6 12%	* 1%	9 15%	13 19%	1 5%	17 19%	6 27%
Answered	416	-	-	69	37	4	48	14	57	66	10	89	22
Mean Score	.6	-	-	.6	.8	-.5	.6	.9	.4	.6	1.3	.5	.5
Standard error	.06	-	-	.17	.17	.50	.17	.17	.13	.17	.14	.17	.30
Standard deviation	1.24	-	-	1.23	1.31	1.66	1.17	.99	1.09	1.22	.94	1.33	1.54

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 290 (continuation)

**QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects:
The outcome of any complaint**

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	455	56	113	155	131	169	286	
Effective base	212	31	45	75	63	75	137	
Weighted Base	416	71	86	137	121	158	259	
Very Dissatisfied	(-2)	39	4	9	10	16	13	26
		9%	6%	10%	7%	13%	8%	10%
Fairly Dissatisfied	(-1)	32	6	6	11	8	12	19
		8%	9%	7%	8%	7%	8%	7%
Neither Satisfied Nor Dissatisfied	(0)	106	23	21	36	26	44	62
		26%	32%	25%	27%	21%	28%	24%
Fairly Satisfied	(1)	116	11	25	49	32	36	81
		28%	15%	29%	36%	26%	23%	31%
Very Satisfied	(2)	123	27	25	30	40	52	71
		30%	38%	30%	22%	33%	33%	27%
NET: Satisfied		239	38	50	79	72	88	151
		57%	53%	58%	58%	59%	56%	58%
NET: Dissatisfied		71	11	15	22	24	25	45
		17%	15%	17%	16%	19%	16%	18%
Answered		416	71	86	137	121	158	259
Mean Score		.6	.7	.6	.6	.6	.6	.6
Standard error		.06	.17	.12	.09	.12	.10	.07
Standard deviation		1.24	1.24	1.26	1.15	1.35	1.25	1.24

Columns Tested:: a,b,c,d - a,b

Table 291

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) and providing a rating 1-5

		Aspects		
		Professionalism and handling of any query / complaint	The staff being polite and courteous	The outcome of any complaint in Q3-Q4
Significance Level: 95%		a	b	c
Unweighted Base		505	567	455
Effective base		229	268	212
Weighted Base		450	521	416
Very Dissatisfied	(-2)	43	15	39
		10%	3%	9%
		b		b
Fairly Dissatisfied	(-1)	43	17	32
		10%	3%	8%
		b		b
Neither Satisfied Nor Dissatisfied	(0)	123	65	106
		27%	12%	26%
		b		b
Fairly Satisfied	(1)	134	200	116
		30%	38%	28%
			ac	
Very Satisfied	(2)	106	224	123
		24%	43%	30%
			ac	
NET: Satisfied		241	425	239
		54%	82%	57%
			ac	
NET: Dissatisfied		86	32	71
		19%	6%	17%
		b		b
Answered		450	521	416
Mean Score		.5	1.2	.6
Standard error		.05	.04	.06
Standard deviation		1.22	.96	1.24

Columns Tested.: a,b,c

Table 292

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2030	719	1311	1466	304	86	174	564
Effective base	986	322	671	909	174	54	105	229
Weighted Base	1850	525	1325	1769	69	8	4	81
Very low	(-2) 51 3%	4 1%	47 4%	50 3%	* 1%	* *%	* 2%	* 1%
Quite low	(-1) 121 7%	7 1%	113 9%	116 7%	4 5%	* 4%	* 6%	4 5%
Neither low nor high	(0) 353 19%	78 15%	275 21%	340 19%	11 15%	1 19%	1 15%	13 16%
Quite high	(1) 754 41%	178 34%	576 43%	721 41%	28 41%	3 40%	2 40%	33 41%
Very high	(2) 563 30%	254 48%	309 23%	533 30%	26 37%	3 37%	2 36%	30 37%
Don't Know (DO NOT READ OUT)	9 *%	5 1%	4 *%	9 *%	* *%	- -%	* 1%	* *%
NET: High	1317 71%	432 82%	884 67%	1254 71%	54 78%	6 77%	3 76%	63 78%
NET: Low	171 9%	11 2%	161 12%	167 9%	4 6%	* 4%	* 8%	5 6%
Answered	1841	521	1320	1760	69	8	4	81
Mean Score	.9	1.3	.7	.9	1.1	1.1	1.0	1.1
Standard error	.02	.03	.03	.03	.05	.10	.08	.04
Standard deviation	1.00	.82	1.02	1.00	.89	.92	1.10	.89

Columns Tested: a,b - a,b,c,d,e

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2030	777	497	192	189	201	174	1466	304	260
Effective base	986	542	280	110	121	89	105	909	174	114
Weighted Base	1850	1133	511	125	49	28	4	1769	69	12
Very low	(-2) 51 3%	30 3%	20 4% cdh	* *% cdh	* *% cdh	* 1%	* 2%	50 3%	* 1%	* 1%
Quite low	(-1) 121 7%	72 6%	37 7%	7 5%	3 7%	1 3%	* 6%	116 7%	4 5%	1 5%
Neither low nor high	(0) 353 19%	205 18%	115 23% d	20 16%	7 14%	5 19%	1 15%	340 19%	11 15%	2 18%
Quite high	(1) 754 41%	467 41%	200 39%	54 43%	21 43%	11 38%	2 40%	721 41%	28 41%	5 40%
Very high	(2) 563 30%	357 31%	132 26%	44 35%	18 36%	11 39%	2 36%	533 30%	26 37%	4 37%
Don't Know (DO NOT READ OUT)	9 *%	2 *%	7 1%	* *%	* *%	- -%	* 1%	9 *%	* *%	* *%
NET: High	1317 71%	824 73% b	332 65%	98 79% b	38 79% b	21 77% b	3 76% b	1254 71%	54 78% bg	9 76% b
NET: Low	171 9%	102 9%	58 11% e	7 5%	3 7%	1 4%	* 8%	167 9%	4 6%	1 6%
Answered	1841	1131	504	125	48	28	4	1760	69	12
Mean Score	.9	.9	.8	1.1	1.1	1.1	1.0	.9	1.1	1.1
Standard error	.02	.04 b	.05 b	.06 b	.07 bg	.06 bg	.08 b	.03	.05 abg	.06 b
Standard deviation	1.00	.99	1.05	.86	.90	.89	1.10	1.00	.89	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2030	971	495	304	86	174	780	271	94	85	189
Effective base	986	680	294	174	54	105	521	132	42	29	34
Weighted Base	1850	1452	317	69	8	4	1068	232	46	41	44
Very low	(-2)	51	46	5	*	*	43	4	-	-	*
		3%	3%	1%	1%	*%	4%	2%	-%	-%	*%
		c									
Quite low	(-1)	121	99	18	4	*	76	15	3	3	4
		7%	7%	6%	5%	4%	7%	7%	7%	6%	8%
Neither low nor high	(0)	353	275	65	11	1	202	52	8	8	4
		19%	19%	20%	15%	19%	19%	23%	18%	20%	9%
Quite high	(1)	754	596	125	28	3	474	94	19	17	28
		41%	41%	39%	41%	40%	44%	41%	42%	40%	62%
											ab
Very high	(2)	563	429	103	26	3	269	66	16	14	8
		30%	30%	33%	37%	37%	25%	29%	34%	33%	18%
Don't Know (DO NOT READ OUT)		9	7	2	*	-	3	-	-	-	1
		*%	*%	1%	*%	-%	*%	-%	-%	-%	2%
NET: High		1317	1026	228	54	6	743	161	35	30	36
		71%	71%	72%	78%	77%	70%	69%	75%	74%	81%
					a						
NET: Low		171	144	22	4	*	120	19	3	3	4
		9%	10%	7%	6%	4%	11%	8%	7%	6%	9%
Answered		1841	1445	315	69	8	1065	232	46	41	44
Mean Score		.9	.9	1.0	1.1	1.1	.8	.9	1.0	1.0	.9
					a						
Standard error		.02	.03	.04	.05	.10	.04	.06	.09	.10	.06
Standard deviation		1.00	1.02	.94	.89	.92	1.03	.96	.90	.90	.81

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2030	117	104	206	76	119	149	133	126	118
Effective base		986	81	77	138	53	86	108	101	88	82
Weighted Base		1850	161	139	325	86	135	250	244	155	135
Very low	(-2)	51 3%	14 8%	1 *	8 3%	3 3%	5 4%	4 2%	6 2%	7 4%	2 1%
			bcfi								
Quite low	(-1)	121 7%	10 6%	6 4%	31 10%	5 6%	20 15%	20 8%	9 4%	10 7%	2 1%
					i		bgi	i			
Neither low nor high	(0)	353 19%	25 15%	21 15%	72 22%	17 19%	21 15%	49 20%	41 17%	41 26%	30 22%
Quite high	(1)	754 41%	65 40%	73 53%	119 37%	31 36%	51 38%	94 38%	114 47%	60 38%	57 42%
				cf							
Very high	(2)	563 30%	46 29%	38 27%	94 29%	31 36%	38 28%	78 31%	74 30%	38 25%	42 31%
Don't Know (DO NOT READ OUT)		9 *%	1 1%	- -%	- -%	- -%	- -%	4 2%	- -%	- -%	3 2%
NET: High		1317 71%	111 69%	112 80%	214 66%	62 72%	90 66%	172 69%	188 77%	98 63%	99 73%
				ceh					h		
NET: Low		171 9%	23 15%	6 5%	40 12%	8 9%	24 18%	24 10%	15 6%	17 11%	3 3%
			bi		i		bgi		i		
Answered		1841	159	139	325	86	135	246	244	155	133
Mean Score		.9	.8	1.0	.8	1.0	.7	.9	1.0	.7	1.0
				h							h
Standard error		.02	.11	.08	.07	.12	.10	.08	.08	.09	.08
Standard deviation		1.00	1.19	.80	1.04	1.03	1.13	1.00	.91	1.04	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2030	313	347	488	1148	882	310	292	280
Effective base		986	221	245	347	793	411	154	169	153
Weighted Base		1850	356	455	819	1631	219	108	74	38
Very low	(-2)	51 3%	9 3%	21 5%	18 2%	48 3%	2 1%	1 1%	1 2%	* *%
Quite low	(-1)	121 7%	h 7%	efh 6%	eh 7%	eh 7%	eh 4%	eh 3%	eh 6%	eh 2%
Neither low nor high	(0)	353 19%	eh 19%	h 19%	efh 20%	eh 19%	eh 17%	eh 21%	eh 9%	eh 20%
Quite high	(1)	754 41%	g 39%	g 43%	g 40%	g 41%	g 41%	g 40%	g 43%	g 39%
Very high	(2)	563 30%	112 31%	123 27%	247 30%	481 29%	82 37%	38 35%	30 40%	15 39%
Don't Know (DO NOT READ OUT)		9 *%	3 1%	1 *%	4 *%	8 *%	1 *%	* *%	* 1%	* *%
NET: High		1317 71%	251 70%	321 70%	574 70%	1146 70%	171 78%	81 75%	61 83%	29 78%
NET: Low		171 9%	36 10%	47 10%	79 10%	161 10%	10 5%	4 4%	6 8%	1 2%
Answered		1841	354	454	815	1623	218	108	73	37
Mean Score		.9	.9	.8	.9	.9	1.1 abcd	1.1 bd	1.1 abcd	1.2 abcd
Standard error		.02	.06	.06	.05	.03	.03	.05	.06	.05
Standard deviation		1.00	1.02	1.04	.99	1.01	.89	.88	.94	.80

Columns Tested: a,b,c,d,e,f,g,h

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2030	83	119	23	142	166	457	94	95	984	
Effective base	986	41	46	12	58	84	247	39	35	502	
Weighted Base	1850	95	115	31	147	199	381	67	54	898	
Very low	(-2)	51 3%	- -%	* *%	- -%	* *%	5 2%	13 3%	3 4%	6 11%	24 3%
									abdfi		
Quite low	(-1)	121 7%	* *%	9 8%	- -%	9 6%	6 3%	33 9%	1 2%	3 5%	69 8%
Neither low nor high	(0)	353 19%	10 11%	26 22%	6 20%	32 22%	51 25%	79 21%	9 13%	6 12%	165 18%
Quite high	(1)	754 41%	39 41%	46 40%	17 53%	63 43%	74 37%	148 39%	32 49%	22 40%	374 42%
Very high	(2)	563 30%	46 48%	35 30%	6 18%	41 28%	63 32%	108 28%	21 31%	17 32%	261 29%
			dfi								
Don't Know (DO NOT READ OUT)	9 *%	- -%	* *%	3 9%	3 2%	* *%	1 *%	* *%	- -%	5 1%	
NET: High	1317 71%	85 89%	81 70%	22 71%	103 70%	138 69%	257 67%	53 80%	39 72%	635 71%	
		bdefi									
NET: Low	171 9%	* *%	9 8%	- -%	9 6%	11 5%	45 12%	4 6%	9 16%	93 10%	
		a					a		a	a	
Answered	1841	95	115	29	144	199	380	66	54	894	
Mean Score	.9	1.4	.9	1.0	.9	.9	.8	1.0	.8	.9	
		bdefhi									
Standard error	.02	.07	.08	.14	.07	.07	.05	.10	.13	.03	
Standard deviation	1.00	.68	.92	.66	.87	.95	1.05	.97	1.28	1.01	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	2030	391	457	1182	1690	340	-	1736	294	1952	78
Effective base	986	183	247	581	825	162	-	893	100	946	41
Weighted Base	1850	441	381	1028	1537	313	-	1710	140	1783	67
Very low (-2)	51 3%	5 1%	13 3%	34 3%	40 3%	11 4%	- -%	50 3%	1 1%	51 3%	- -%
Quite low (-1)	121 7%	15 3%	33 9%	73 7%	101 7%	19 6%	- -%	115 7%	5 4%	119 7%	2 3%
Neither low nor high (0)	353 19%	93 21%	79 21%	181 18%	294 19%	59 19%	- -%	330 19%	23 16%	340 19%	13 19%
Quite high (1)	754 41%	176 40%	148 39%	430 42%	631 41%	123 39%	- -%	696 41%	58 41%	727 41%	26 39%
Very high (2)	563 30%	150 34%	108 28%	304 30%	463 30%	100 32%	- -%	509 30%	54 38%	538 30%	25 38%
Don't Know (DO NOT READ OUT)	9 *%	3 1%	1 *%	6 1%	9 1%	* *%	- -%	9 1%	* *%	8 *%	1 1%
NET: High	1317 71%	326 74%	257 67%	734 71%	1094 71%	223 71%	- -%	1205 70%	112 79%	1265 71%	51 77%
NET: Low	171 9%	20 4%	45 12%	106 10%	141 9%	31 10%	- -%	165 10%	6 4%	170 10%	2 3%
Answered	1841	439	380	1022	1529	312	-	1701	140	1775	66
Mean Score	.9	1.0	.8	.9	.9	.9	-	.9	1.1	.9	1.1
Standard error	.02	.05	.05	.03	.02	.06	-	.02	.05	.02	.09
Standard deviation	1.00	.89	1.05	1.02	.99	1.04	-	1.01	.86	1.00	.82

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2030	1215	371	409
Effective base		986	633	140	199
Weighted Base		1850	1183	267	377
Very low	(-2)	51 3%	36 3%	2 1%	13 3%
Quite low	(-1)	121 7%	65 6%	21 8%	34 9%
Neither low nor high	(0)	353 19%	224 19%	60 22%	58 15%
Quite high	(1)	754 41%	509 43%	86 32%	154 41%
Very high	(2)	563 30%	341 29%	97 36%	118 31%
Don't Know (DO NOT READ OUT)		9 *%	8 1%	* *%	* *0%
NET: High		1317 71%	849 72%	183 69%	272 72%
NET: Low		171 9%	101 9%	23 9%	46 12%
Answered		1841	1175	266	377
Mean Score		.9	.9	1.0	.9
Standard error		.02	.03	.05	.05
Standard deviation		1.00	.98	.99	1.06

Columns Tested: a,b,c

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2030	1607	292	71	14	27	8	6	5	1899	131	60
Effective base	986	855	103	18	4	6	2	3	2	955	31	13
Weighted Base	1850	1630	163	30	7	16	3	1	*	1793	57	28
Very low	(-2)	51	43	8	*	-	*	-	-	51	*	*
		3%	3%	5%	*%	-%	*%	-%	-%	3%	*%	*%
Quite low	(-1)	121	94	19	5	-	1	2	*	113	8	3
		7%	6%	11%	16%	-%	6%	80%	11%	6%	14%	12%
			a									
Neither low nor high	(0)	353	318	26	7	*	2	*	*	343	10	2
		19%	19%	16%	24%	1%	13%	3%	4%	19%	17%	8%
Quite high	(1)	754	675	62	11	1	5	*	*	737	17	6
		41%	41%	38%	37%	14%	29%	1%	2%	41%	30%	22%
Very high	(2)	563	491	49	7	6	9	*	1	540	23	16
		30%	30%	30%	23%	85%	52%	16%	83%	30%	40%	58%
												abci
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-	-	-	9	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: High		1317	1166	111	18	7	13	*	1	1277	40	22
		71%	72%	68%	59%	99%	81%	17%	85%	90%	71%	80%
NET: Low		171	137	26	5	-	1	2	*	163	8	3
		9%	8%	16%	16%	-%	6%	80%	11%	9%	14%	12%
			ai									
Answered		1841	1621	163	30	7	16	3	1	1784	57	28
Mean Score		.9	.9	.8	.7	1.8	1.3	-.5	1.6	.9	1.0	1.3
Standard error		.02	.02	.07	.12	.11	.18	.50	.76	-.02	.09	.14
Standard deviation		1.00	.98	1.14	1.02	.41	.94	1.42	1.86	1.00	1.07	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
Total base		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g	
Significance Level: 95%																		
Unweighted Base	2030	950	657	423	1734	1367	1814	1264	716	614	475	974	83	110	71	71	30	
Effective base	986	545	312	133	823	635	873	599	322	240	265	501	26	35	21	18	9	
Weighted Base	1850	1069	560	220	1535	1195	1623	1158	627	457	475	959	37	70	38	32	13	
Very low	(-2)	51 3%	23 2%	20 4%	8 4%	42 3%	42 4%	46 3%	42 4%	25 4%	11 3%	5 1%	38 4%	* 1%	* *%	* *%	2 7%	- -%
Quite low	(-1)	121 7%	63 6%	31 5%	27 12%	111 7%	97 8%	116 7%	91 8%	50 8%	39 9%	19 4%	78 8%	4 10%	9 13%	* 1%	2 7%	3 22%
Neither low nor high	(0)	353 19%	201 19%	116 21%	35 16%	308 20%	218 18%	320 20%	208 18%	103 16%	91 20%	108 23%	172 18%	6 16%	11 16%	13 34%	7 21%	3 24%
Quite high	(1)	754 41%	421 39%	254 45%	79 36%	629 41%	516 43%	676 42%	497 43%	277 44%	183 40%	192 40%	419 44%	13 35%	29 42%	15 39%	6 18%	2 12%
Very high	(2)	563 30%	355 33%	136 24%	72 33%	438 29%	315 26%	459 28%	314 27%	166 27%	132 29%	150 32%	245 26%	14 38%	19 27%	10 26%	15 48%	5 42%
Don't Know (DO NOT READ OUT)		9 *%	5 1%	4 1%	- -%	7 *%	7 1%	7 *%	6 *%	6 1%	* *%	* *%	6 1%	- -%	1 1%	- -%	- -%	* 1%
NET: High		1317 71%	776 73%	389 69%	151 68%	1067 70%	831 70%	1134 70%	811 70%	443 71%	315 69%	342 72%	664 69%	27 73%	48 69%	25 65%	21 66%	7 54%
NET: Low		171 9%	86 8%	51 9%	34 16%	153 10%	139 12%	162 10%	133 11%	75 12%	51 11%	25 5%	117 12%	4 11%	9 13%	* 1%	4 13%	3 22%
Answered		1841	1064	557	220	1528	1188	1616	1152	621	456	475	953	37	69	38	32	13
Mean Score		.9	1.0 b	.8	.8	.9	.8	.9	.8	.8	.8	1.0 b	.8	1.0	.8	.9	.9	.7
Standard error		.02	.03	.04	.05	.02	.03	.02	.03	.04	.04	.04	.03	.11	.09	.09	.15	.23
Standard deviation		1.00	.98	.98	1.12	1.00	1.03	1.00	1.03	1.04	1.02	.90	1.04	1.03	.99	.80	1.27	1.26

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	2030	1338	134	92	75	39	38	18	979	162	93	57	39	21	16	
Effective base	986	703	52	27	21	12	7	4	510	56	24	23	10	8	6	
Weighted Base	1850	1331	78	55	33	17	14	7	949	118	46	44	17	12	9	
Very low	(-2)	51 3%	40 3%	1 2%	* 1%	* *%	* *%	- -%	- -%	36 4%	3 3%	* *%	- -%	- -%	2 18%	- -%
Quite low	(-1)	121 7%	99 7%	7 8%	2 3%	* *%	- -%	2 13%	2 26%	67 7%	15 12%	3 6%	9 21%	- -%	1 10%	3 32%
Neither low nor high	(0)	353 19%	262 20%	18 23%	7 12%	9 27%	5 31%	5 36%	2 33%	172 18%	26 22%	8 18%	6 14%	1 8%	4 33%	1 8%
Quite high	(1)	754 41%	555 42%	31 39%	27 49%	8 26%	4 26%	3 23%	* 5%	427 45%	47 40%	14 31%	20 45%	3 19%	3 24%	1 10%
Very high	(2)	563 30%	370 28%	21 27%	18 33%	15 47%	7 42%	4 28%	3 35%	241 25%	26 22%	20 43%	9 20%	13 72%	2 15%	4 49%
Don't Know (DO NOT READ OUT)		9 *%	5 *%	* 1%	1 2%	- -%	* 1%	- -%	- -%	6 1%	- -%	1 2%	- -%	- -%	- -%	* 2%
NET: High	1317 71%	926 70%	52 66%	45 82%	24 73%	11 68%	7 51%	3 41%	669 70%	73 62%	34 74%	28 65%	16 92%	5 39%	5 59%	
NET: Low	171 9%	139 10%	8 10%	2 4%	* *%	* *%	2 13%	2 26%	103 11%	18 15%	3 6%	9 21%	- -%	3 28%	3 32%	
Answered	1841	1326	78	54	33	16	14	7	943	118	45	44	17	12	8	
Mean Score	.9	.8	.8	1.1	1.2	1.1	.7	.5	.8	.7	1.1	.6	1.6	.1	.8	
Standard error	.02	.03	.09	.09	.10	.14	.17	.31	.03	.08	.10	.14	.10	.29	.37	
Standard deviation	1.00	1.01	.99	.82	.86	.88	1.05	1.31	1.02	1.05	.93	1.03	.65	1.34	1.44	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2030	886	134	93	58	45	18	30	757	357	383	219	89
Effective base	986	463	53	32	22	14	7	10	435	167	174	68	27
Weighted Base	1850	905	106	50	37	27	14	19	840	311	312	106	46
Very low (-2)	51 3%	33 4%	5 4%	1 3%	- -	- -	- -	2 11%	22 3%	11 4%	12 4%	* *	1 2%
Quite low (-1)	121 7%	70 8%	10 10%	4 9%	1 2%	3 10%	- -	3 16%	57 7%	22 7%	14 5%	20 19%	2 5%
Neither low nor high (0)	353 19%	165 18%	17 16%	17 33%	4 11%	3 9%	1 7%	1 8%	177 21%	45 14%	68 22%	16 15%	9 19%
Quite high (1)	754 41%	397 44%	53 50%	15 29%	13 34%	14 54%	2 13%	4 21%	355 42%	125 40%	124 40%	43 41%	27 58%
Very high (2)	563 30%	234 26%	21 20%	13 26%	19 52%	7 27%	11 80%	8 43%	227 27%	108 35%	91 29%	24 23%	7 16%
Don't Know (DO NOT READ OUT)	9 *%	6 1%	* *%	- -%	- -%	- -%	- -%	* 1%	2 *%	* *%	1 *%	3 3%	- -
NET: High	1317 71%	631 70%	74 70%	28 55%	32 87%	22 81%	13 93%	12 64%	582 69%	233 75%	215 69%	67 64%	34 74%
NET: Low	171 9%	103 11%	15 14%	6 12%	1 2%	3 10%	- -	5 28%	79 9%	33 11%	27 9%	20 19%	3 7%
Answered	1841	899	106	50	37	27	14	19	838	310	310	103	46
Mean Score	.9	.8	.7	.7	1.4 abc	1.0	1.7	.7	.8	1.0	.9	.7	.8
Standard error	.02	.03	.09	.11	.10	.13	.14	.28	.04	.06	.05	.07	.09
Standard deviation	1.00	1.03	1.04	1.06	.77	.88	.60	1.49	.98	1.05	1.02	1.04	.83

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2030	810	336	319	196	64	588	270	281	149	66
Effective base	986	458	158	138	54	16	327	118	116	51	20
Weighted Base	1850	900	285	233	78	28	640	225	202	80	37
Very low (-2)	51 3%	19 2%	12 4%	11 5%	* *%	* 1%	26 4%	9 4%	7 3%	* *%	1 2%
Quite low (-1)	121 7%	74 8%	19 7%	12 5%	6 8%	1 3%	44 7%	17 8%	13 7%	19 24%	2 4%
Neither low nor high (0)	353 19%	190 21%	41 14%	52 22%	13 17%	6 20%	121 19%	24 11%	47 23%	13 16%	8 21%
Quite high (1)	754 41%	371 41%	121 42%	85 36%	36 46%	15 54%	276 43%	109 49%	79 39%	26 32%	21 57%
Very high (2)	563 30%	243 27%	92 32%	72 31%	20 26%	6 22%	170 27%	65 29%	54 27%	19 24%	6 16%
Don't Know (DO NOT READ OUT)	9 *%	2 *%	* *%	1 1%	3 3%	- -%	2 *%	1 *%	1 *%	3 3%	- -%
NET: High	1317 71%	614 68%	213 75%	157 67%	56 72%	21 76%	446 70%	174 77%	133 66%	45 57%	27 73%
NET: Low	171 9%	93 10%	30 11%	22 10%	6 8%	1 3%	70 11%	26 12%	20 10%	19 24%	2 6%
Answered	1841	898	284	232	76	28	638	224	201	77	37
Mean Score	.9	.8	.9	.8	.9	.9	.8	.9	.8	.6	.8
Standard error	.02	.03	.06	.06	.06	.10	.04	.06	.06	.09	.10
Standard deviation	1.00	.99	1.05	1.07	.88	.79	1.03	1.02	1.02	1.12	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2030	555	204	256	151	74	713	84	454	1894	136	1693	41
Effective base		986	309	88	113	56	27	340	39	217	931	55	809	14
Weighted Base		1850	614	187	188	103	46	652	53	440	1737	113	1505	30
Very low	(-2)	51 3%	28 4%	6 3%	4 2%	* 8%	4 d	17 3%	- -%	25 6%	48 3%	3 3%	42 3%	- -%
Quite low	(-1)	121 7%	44 7%	15 8%	14 7%	16 16%	* 1%	52 8%	6 11%	34 8%	107 6%	13 12%	108 7%	3 11%
Neither low nor high	(0)	353 19%	117 19%	26 14%	34 18%	21 20%	4 9%	107 16%	12 23%	87 20%	334 19%	19 17%	299 20%	9 31%
Quite high	(1)	754 41%	267 44%	89 48%	72 38%	36 35%	25 55%	282 43%	20 38%	192 44%	707 41%	47 41%	625 42%	4 14%
Very high	(2)	563 30%	155 25%	51 27%	64 34%	28 27%	12 27%	193 30%	15 28%	98 22%	532 31%	31 27%	425 28%	13 44%
Don't Know (DO NOT READ OUT)		9 *%	2 *%	* *%	* *%	3 3%	- -%	3 *%	- -%	3 1%	9 1%	* *%	7 *%	- -%
NET: High		1317 71%	422 69%	140 75%	136 72%	64 62%	38 82%	474 73%	35 66%	290 66%	1239 71%	78 68%	1050 70%	17 58%
NET: Low		171 9%	72 12%	21 11%	18 9%	16 16%	4 9%	68 10%	6 11%	59 13%	155 9%	16 15%	150 10%	3 11%
Answered		1841	611	187	188	100	46	649	53	437	1728	113	1498	30
Mean Score		.9	.8	.9	.9	.8	.9	.9	.8	.7	.9	.8	.9	.9
Standard error		.02	.04	.07	.06	.08	.12	.04	.11	.05	.02	.09	.02	.17
Standard deviation		1.00	1.05	1.01	1.01	1.04	1.07	1.00	.96	1.08	.99	1.07	1.00	1.10

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2030	1258	109	935	329	1695	39	1251	116	936	328
Effective base	986	605	31	470	129	811	13	597	38	472	128
Weighted Base	1850	1126	68	896	262	1507	28	1117	78	896	261
Very low	(-2) 51 3%	39 3%	3 5%	32 4%	9 4%	42 3%	- -%	39 3%	3 4%	31 4%	10 4%
Quite low	(-1) 121 7%	92 8%	5 7%	58 7%	33 13%	107 7%	4 13%	92 8%	5 6%	58 6%	33 13%
Neither low nor high	(0) 353 19%	206 18%	12 18%	166 19%	42 16%	302 20%	6 20%	202 18%	16 21%	166 19%	42 16%
Quite high	(1) 754 41%	485 43%	31 45%	392 44%	105 40%	622 41%	7 25%	483 43%	32 42%	388 43%	109 42%
Very high	(2) 563 30%	298 26%	17 24%	242 27%	72 28%	427 28%	12 42%	294 26%	21 26%	247 28%	67 26%
Don't Know (DO NOT READ OUT)	9 *%	6 1%	* *%	6 1%	* *%	7 *%	- -%	6 1%	* *%	6 1%	* *%
NET: High	1317 71%	783 70%	48 70%	634 71%	178 68%	1048 70%	19 67%	778 70%	53 68%	635 71%	177 68%
NET: Low	171 9%	131 12%	8 12%	90 10%	42 16%	149 10%	4 13%	131 12%	8 10%	90 10%	43 17%
Answered	1841	1120	68	890	262	1500	28	1111	77	891	261
Mean Score	.9	.8	.8	.8	.8	.9	1.0	.8	.8	.9	.7
Standard error	.02	.03	.10	.03	.06	.02	.17	.03	.10	.03	.06
Standard deviation	1.00	1.03	1.05	1.01	1.10	1.00	1.08	1.03	1.04	1.01	1.10

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2030	803	1378	246	2	721	990	201	4	874	704	221	2
Effective base	986	358	674	104	1	324	473	88	3	408	345	101	2
Weighted Base	1850	677	1242	194	2	610	858	160	4	787	632	179	4
Very low (-2)	51 3%	25 4%	37 3%	7 4%	- -%	20 3%	33 4%	4 3%	1 13%	24 3%	26 4%	6 3%	- -%
Quite low (-1)	121 7%	48 7%	100 8%	19 10%	- -%	42 7%	74 9%	19 12%	- -%	64 8%	60 10%	21 12%	- -%
Neither low nor high (0)	353 19%	130 19%	248 20%	47 24%	- -%	98 16%	164 19%	33 21%	- -%	133 17%	110 17%	33 18%	- -%
Quite high (1)	754 41%	293 43%	493 40%	74 38%	2 100%	270 44%	365 43%	56 35%	4 87%	335 43%	257 41%	65 36%	2 41%
Very high (2)	563 30%	177 26%	360 29%	48 25%	- -%	177 29%	219 26%	47 30%	- -%	228 29%	176 28%	55 31%	2 59%
Don't Know (DO NOT READ OUT)	9 *%	3 *%	4 *%	- -%	- -%	3 *%	4 *%	- -%	- -%	3 *%	3 *%	* *%	- -%
NET: High	1317 71%	470 69%	853 69%	121 63%	2 100%	447 73%	584 68%	104 65%	4 87%	563 72%	433 69%	120 67%	4 100%
NET: Low	171 9%	74 11%	137 11%	25 13%	- -%	62 10%	106 12%	23 14%	1 13%	88 11%	86 14%	27 15%	- -%
Answered	1841	674	1238	194	2	608	854	160	4	784	629	179	4
Mean Score	.9	.8	.8	.7	1.0	.9	.8	.8	.6	.9	.8	.8	1.6
Standard error	.02	.04	.03	.07	-	.04	.03	.08	.58	.03	.04	.07	.40
Standard deviation	1.00	1.02	1.03	1.05	-	1.01	1.04	1.08	1.16	1.02	1.08	1.10	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2030	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	986	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	1850	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Very low (-2)	51 3%	42 3%	37 4%	31 4%	32 3%	32 3%	- -%	23 4%	16 4%	12 3%	4 4%	4 4%	13 3%	12 3%
Quite low (-1)	121 7%	104 7%	86 8%	59 7%	75 6%	79 8%	1 9%	44 8%	33 8%	26 6%	18 15%	10 11%	17 4%	19 5%
Neither low nor high (0)	353 19%	295 20%	194 18%	157 18%	233 20%	206 21%	1 5%	109 19%	79 18%	63 15%	26 22%	21 23%	79 18%	71 18%
Quite high (1)	754 41%	593 41%	456 43%	370 43%	473 41%	397 41%	6 42%	258 44%	202 46%	196 46%	39 33%	31 35%	160 36%	163 41%
Very high (2)	563 30%	422 29%	285 27%	242 28%	343 30%	252 26%	6 44%	153 26%	105 24%	133 31%	30 26%	24 27%	174 39%	134 34%
Don't Know (DO NOT READ OUT)	9 *%	4 *%	4 *%	3 *%	2 *%	2 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
NET: High	1317 71%	1014 70%	741 70%	612 71%	817 71%	650 67%	12 86%	411 70%	307 70%	329 77%	69 59%	56 62%	334 75%	297 74%
NET: Low	171 9%	146 10%	123 12%	91 10%	106 9%	111 11%	1 9%	68 11%	49 11%	38 9%	22 19%	13 15%	29 7%	32 8%
Answered Mean Score	1841 .9	1455 .9	1058 .8	860 .9	1156 .9	967 .8	14 1.2	588 .8	435 .8	430 1.0	117 .6	90 .7	442 1.1	399 1.0
Standard error	.02	.02	.03	.03	.03	.03	.13	.04	.05	.05	.10	.12	.05	.05
Standard deviation	1.00	1.01	1.03	1.02	1.00	1.03	.93	1.03	1.01	.97	1.13	1.10	.99	.99

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2030	170	98	79	36	1792	1277	1859	1305	1273	801	1714	241	-	1659	115
Effective base		986	81	41	37	19	855	583	889	600	586	371	837	114	-	784	66
Weighted Base		1850	153	69	66	40	1597	1054	1659	1113	1063	715	1560	209	-	1468	125
Very low	(-2)	51 3%	4 3%	* *%	12 18%	2 6%	45 3%	39 4%	46 3%	40 4%	33 3%	25 4%	43 3%	10 5%	- -%	7 *%	38 31%
Quite low	(-1)	121 7%	14 9%	7 11%	10 15%	2 5%	103 6%	60 6%	106 6%	66 6%	63 6%	55 8%	101 6%	12 6%	- -%	48 3%	29 23%
Neither low nor high	(0)	353 19%	37 24%	7 10%	12 19%	6 15%	303 19%	188 18%	309 19%	176 16%	167 16%	122 17%	295 19%	44 21%	- -%	188 13%	35 28%
Quite high	(1)	754 41%	54 35%	29 42%	27 41%	16 39%	653 41%	434 41%	691 42%	456 41%	423 40%	310 43%	641 41%	80 38%	- -%	681 46%	11 9%
Very high	(2)	563 30%	44 29%	25 37%	4 7%	14 35%	489 31%	330 31%	503 30%	372 33%	375 35%	203 28%	479 31%	62 30%	- -%	541 37%	9 8%
Don't Know (DO NOT READ OUT)		9 *%	- -%	* *%	- -%	- -%	4 *%	3 *%	4 *%	2 *%	3 *%	* *%	2 *%	- -%	- -%	4 *%	3 2%
NET: High		1317 71%	98 64%	54 79%	31 47%	30 74%	1142 71%	764 72%	1194 72%	828 74%	798 75%	513 72%	1120 72%	143 68%	- -%	1222 83%	21 17%
NET: Low		171 9%	18 12%	7 11%	22 34%	4 11%	148 9%	98 9%	152 9%	106 10%	95 9%	80 11%	144 9%	22 11%	- -%	55 4%	67 54%
Answered Mean Score		1841 .9	153 .8	69 1.1	66 *	40 .9	1593 .9	1050 .9	1655 .9	1110 .9	1060 1.0	715 .9	1558 .9	209 .8	- -	1465 1.2	122 -6
Standard error		.02	.08	.10	.14	.19	.02	.03	.02	.03	.03	.04	.02	.07	-	.02	.12
Standard deviation		1.00	1.04	.95	1.26	1.11	1.00	1.02	1.00	1.03	1.01	1.03	1.00	1.08	-	.80	1.23

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	2030	715	1315	446	22	213	322	207	1330	415	252	296	1393
Effective base	986	356	631	197	14	93	151	95	652	201	121	137	692
Weighted Base	1850	691	1159	393	35	192	303	171	1234	376	221	274	1281
Very low (-2)	51 3%	51 7%	* *%	11 3%	3 8%	8 4%	11 4%	7 4%	15 1%	27 7%	10 5%	8 3%	32 2%
Quite low (-1)	121 7%	108 16%	13 1%	34 9%	6 17%	13 7%	36 12%	11 6%	71 6%	37 10%	21 10%	42 15%	57 4%
Neither low nor high (0)	353 19%	161 23%	192 17%	52 13%	9 25%	31 16%	50 17%	37 22%	232 19%	72 19%	29 13%	68 25%	241 19%
Quite high (1)	754 41%	278 40%	476 41%	185 47%	12 34%	96 50%	124 41%	55 32%	523 42%	158 42%	89 40%	101 37%	534 42%
Very high (2)	563 30%	94 14%	469 40%	111 28%	5 15%	43 23%	82 27%	61 36%	390 32%	79 21%	71 32%	55 20%	409 32%
Don't Know (DO NOT READ OUT)	9 *%	- -%	9 1%	* *%	- -%	* *%	* *%	- -%	3 *%	3 1%	- -%	* *%	8 1%
NET: High	1317 71%	372 54%	945 82%	296 75%	17 50%	139 73%	206 68%	116 68%	914 74%	237 63%	161 73%	156 57%	943 74%
NET: Low	171 9%	158 23%	13 1%	45 11%	9 26%	21 11%	47 15%	18 11%	86 7%	64 17%	31 14%	49 18%	89 7%
Answered	1841	691	1150	393	35	191	303	171	1231	373	221	274	1273
Mean Score	.9	.4	1.2	.9	.3	.8	.8	.9	1.0	.6	.9	.6	1.0
Standard error	.02	.04	.02	.05	.25	.07	.06	.08	.03	.06	.07	.06	.03
Standard deviation	1.00	1.12	.76	1.00	1.18	1.00	1.09	1.09	.92	1.14	1.11	1.06	.96

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2030	1046	984
Effective base		986	465	521
Weighted Base		1850	847	1003
Very low	(-2)	51 3%	23 3%	27 3%
Quite low	(-1)	121 7%	53 6%	67 7%
Neither low nor high	(0)	353 19%	166 20%	187 19%
Quite high	(1)	754 41%	335 40%	419 42%
Very high	(2)	563 30%	265 31%	298 30%
Don't Know (DO NOT READ OUT)		9 *%	5 1%	4 *%
NET: High		1317 71%	600 71%	717 71%
NET: Low		171 9%	77 9%	95 9%
Answered		1841	842	999
Mean Score		.9	.9	.9
Standard error		.02	.03	.03
Standard deviation		1.00	1.00	1.00

Columns Tested: a,b

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2030	-	84	331	379	39	150	118	239	187	177	210	116
Effective base	986	-	35	163	185	14	86	35	112	111	57	141	67
Weighted Base	1850	-	63	337	327	30	166	50	195	217	60	300	106
Very low (-2)	51 3%	- -%	- -%	4 1%	6 2%	2 5%	4 3%	3 5%	13 7%	7 3%	* *%	7 2%	6 6%
Quite low (-1)	121 7%	- -%	- -%	4 1%	11 3%	- -%	23 14%	1 3%	21 11%	20 9%	4 6%	34 11%	3 3%
Neither low nor high (0)	353 19%	- -%	6 9%	55 16%	54 17%	2 6%	28 17%	7 14%	45 23%	42 20%	14 23%	78 26%	22 21%
Quite high (1)	754 41%	- -%	32 51%	145 43%	102 31%	12 39%	68 41%	30 60%	77 40%	96 44%	26 44%	120 40%	45 42%
Very high (2)	563 30%	- -%	25 40%	129 38%	149 46%	15 50%	42 26%	9 18%	37 19%	51 23%	16 26%	61 20%	30 28%
Don't Know (DO NOT READ OUT)	9 *%	- -%	- -%	* *%	5 2%	- -%	- -%	* *%	2 1%	1 *%	* *%	- -%	1 1%
NET: High	1317 71%	- -%	58 91%	274 81%	251 77%	27 89%	111 67%	39 78%	114 58%	147 68%	42 70%	181 61%	74 70%
NET: Low	171 9%	- -%	- -%	8 2%	17 5%	2 5%	27 16%	4 8%	34 17%	27 12%	4 7%	40 14%	9 9%
Answered	1841	-	63	337	322	30	166	49	193	216	59	300	105
Mean Score	.9	-	1.3	1.2	1.2	1.3	.7	.8	.5	.8	.9	.7	.8
Standard error	.02	-	.07	.05	.05	.16	.09	.09	.07	.07	.07	.07	.10
Standard deviation	1.00	-	.63	.82	.95	.98	1.07	.95	1.12	1.01	.88	1.00	1.05

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 292 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2030	444	539	544	503	983	1047
Effective base	986	220	265	256	250	481	506
Weighted Base	1850	461	462	462	465	923	927
Very low (-2)	51 3%	4 1%	11 2%	22 5%	13 3%	15 2%	35 4%
Quite low (-1)	121 7%	4 1%	34 7%	42 9%	41 9%	38 4%	83 9%
Neither low nor high (0)	353 19%	71 15%	74 16%	94 20%	114 24%	145 16%	208 22%
Quite high (1)	754 41%	190 41%	170 37%	203 44%	191 41%	359 39%	394 43%
Very high (2)	563 30%	193 42%	168 36%	96 21%	106 23%	360 39%	203 22%
Don't Know (DO NOT READ OUT)	9 *%	* *%	5 1%	3 1%	1 *%	5 1%	4 *%
NET: High	1317 71%	382 83%	338 73%	300 65%	297 64%	720 78%	597 64%
NET: Low	171 9%	8 2%	45 10%	65 14%	54 11%	53 6%	118 13%
Answered	1841	461	457	458	464	918	923
Mean Score	.9	1.2	1.0	.7	.7	1.1	.7
Standard error	.02	.04	.04	.05	.04	.03	.03
Standard deviation	1.00	.80	1.03	1.06	1.00	.93	1.03

Columns Tested: a,b,c,d - a,b

Table 294

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied	(-2) 14 2%	4 3%	11 2%	14 2%	- -%	* 1%	- -%	* *%
Fairly Dissatisfied	(-1) 26 4%	* *%	25 5%	25 4%	* *%	* 3%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0) 74 12%	10 9%	64 12%	70 12%	3 10%	* 10%	* 15%	4 10%
Fairly Satisfied	(1) 269 42%	35 29%	234 45%	252 41%	15 48%	2 35%	1 37%	17 46%
Very Satisfied	(2) 254 39%	63 53%	191 36%	239 39%	12 39%	2 51%	1 47%	16 41%
Don't Know (DO NOT READ OUT)	8 1%	7 6%	1 *%	7 1%	1 2%	- -%	- -%	1 1%
NET: Satisfied	523 81%	98 82%	425 81%	491 81%	27 88%	4 86%	2 84%	33 87%
NET: Dissatisfied	40 6%	4 3%	36 7%	39 6%	* *%	* 4%	* 1%	* 1%
Answered	637	112	525	600	30	5	3	37
Mean Score	1.1	1.4 b	1.1	1.1	1.3	1.3	1.3	1.3
Standard error	.03	.07	.04	.04	.06	.14	.10	.04
Standard deviation	.93	.91	.92	.94	.67	.97	.98	.70

Columns Tested: a,b - a,b,c,d,e

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	14 2%	5 1%	7 4%	2 6%	- -%	* *%	- -%	14 2%	- -%	* 1%
Fairly Dissatisfied	(-1)	26 4%	19 5%	4 2%	3 7%	* 1%	* 1%	* 1%	25 4%	* *%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	74 12%	45 12%	23 12%	3 8%	2 14%	1 6%	* 15%	70 12%	3 10%	1 12%
Fairly Satisfied	(1)	269 42%	171 44%	70 37%	12 34%	7 40%	10 53%	1 37%	252 41%	15 48%	3 36%
Very Satisfied	(2)	254 39%	138 36%	84 45%	16 45%	8 46%	7 37%	1 47%	239 39%	12 39%	4 49%
Don't Know (DO NOT READ OUT)		8 1%	6 2%	1 1%	- -%	- -%	1 3%	- -%	7 1%	1 2%	- -%
NET: Satisfied		523 81%	309 81%	154 82%	28 79%	15 86%	16 89%	2 84%	491 81%	27 88%	6 85%
NET: Dissatisfied		40 6%	24 6%	11 6%	4 13%	* 1%	* 1%	* 1%	39 6%	* *%	* 3%
Answered		637	377	188	35	17	18	3	600	30	7
Mean Score		1.1	1.1	1.2	1.1	1.3	1.3	1.3	1.1	1.3	1.3
Standard error		.03	.06	.08	.16	.09	.07	.10	.04	.06	.07
Standard deviation		.93	.89	.98	1.16	.75	.67	.98	.94	.67	.89

Columns Tested: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied (-2)	14 2%	12 2%	2 2%	- -%	* 1%	- -%	5 1%	- -%	2 9%	- -%	- -%
Fairly Dissatisfied (-1)	26 4%	20 4%	5 5%	* *%	* 3%	* 1%	19 5%	6 5%	- -%	- -%	1 8%
Neither Satisfied Nor Dissatisfied (0)	74 12%	60 12%	10 10%	3 10%	* 10%	* 15%	48 13%	10 10%	2 8%	4 21%	1 5%
Fairly Satisfied (1)	269 42%	206 41%	46 44%	15 48%	2 35%	1 37%	162 43%	47 43%	10 49%	4 19%	8 52%
Very Satisfied (2)	254 39%	198 39%	41 39%	12 39%	2 51%	1 47%	138 37%	45 41%	7 34%	12 60%	5 34%
Don't Know (DO NOT READ OUT)	8 1%	7 1%	- -%	1 2%	- -%	- -%	3 1%	1 1%	- -%	- -%	- -%
NET: Satisfied	523 81%	404 80%	87 83%	27 88%	4 86%	2 84%	300 80%	92 85%	18 83%	16 79%	13 86%
NET: Dissatisfied	40 6%	32 6%	7 7%	* *%	* 4%	* 1%	24 6%	6 5%	2 9%	- -%	1 8%
Answered	637	c 496	c 104	c 30	c 5	c 3	371	108	21	20	15
Mean Score	1.1	1.1	1.1	1.3	1.3	1.3	1.1	1.2	1.0	1.4	1.1
Standard error	.03	.05	.08	.06	.14	.10	.05	.08	.16	.13	.08
Standard deviation	.93	.94	.92	.67	.97	.98	.91	.83	1.14	.83	.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	14 2%	- -%	- -%	9 6%	- -%	- -%	1 1%	2 3%	- -%	2 4%
Fairly Dissatisfied	(-1)	26 4%	6 13%	* *%	3 3%	- -%	2 3%	- -%	5 7%	- -%	6 13%
			fh								fh
Neither Satisfied Nor Dissatisfied	(0)	74 12%	12 26%	5 11%	22 17%	4 12%	8 13%	4 5%	4 5%	4 7%	3 7%
			fgh								
Fairly Satisfied	(1)	269 42%	13 27%	21 46%	61 45%	9 31%	22 36%	33 38%	38 58%	29 47%	14 30%
									ai		
Very Satisfied	(2)	254 39%	16 34%	19 43%	35 26%	18 58%	30 48%	48 56%	17 26%	28 45%	21 44%
							c	cg			
Don't Know (DO NOT READ OUT)		8 1%	- -%	- -%	5 4%	- -%	- -%	- -%	- -%	1 1%	1 2%
NET: Satisfied		523 81%	29 61%	40 89%	96 71%	27 88%	52 84%	81 94%	55 84%	57 92%	35 75%
				a				aci		ac	
NET: Dissatisfied		40 6%	6 13%	* *%	12 9%	- -%	2 3%	1 1%	7 10%	- -%	8 17%
			h								bfh
Answered		637	48	45	131	30	61	86	66	62	46
Mean Score		1.1	.8	1.3	.9	1.5	1.3	1.5	1.0	1.4	1.0
							c	acgi		acg	
Standard error		.03	.17	.11	.11	.14	.11	.10	.15	.09	.19
Standard deviation		.93	1.05	.67	1.06	.70	.81	.67	.96	.62	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	14 2%	2 1%	- -%	11 4%	13 2%	1 1%	1 2%	- -%	* 1%
Fairly Dissatisfied	(-1)	26 4%	8 6%	6 4%	8 3%	22 4%	4 6%	3 8%	1 4%	* *%
Neither Satisfied Nor Dissatisfied	(0)	74 12%	15 11%	22 14%	30 10%	67 11%	8 12%	4 11%	3 15%	1 13%
Fairly Satisfied	(1)	269 42%	45 33%	63 41%	132 46%	240 41%	29 46%	17 48%	9 47%	3 33%
Very Satisfied	(2)	254 39%	68 49%	64 41%	101 35%	233 40%	21 34%	11 31%	7 34%	4 46%
Don't Know (DO NOT READ OUT)		8 1%	1 1%	1 *%	5 2%	7 1%	1 1%	- -%	- -%	1 7%
NET: Satisfied		523 81%	114 82%	127 82%	233 81%	473 81%	50 80%	27 79%	16 81%	7 79%
NET: Dissatisfied		40 6%	10 7%	6 4%	20 7%	35 6%	4 7%	3 10%	1 4%	* 1%
Answered		637	138	154	283	575	62	34	19	8
Mean Score		1.1	1.2	1.2	1.1	1.1	1.1	1.0	1.1	1.3
Standard error		.03	.09	.07	.07	.04	.05	.09	.08	.09
Standard deviation		.93	.95	.82	.97	.93	.91	.97	.82	.85

Columns Tested:: a,b,c,d,e,f,g,h

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 14 2%	- -%	5 7%	- -%	5 5%	- -%	6 3%	- -%	- -%	4 2%
Fairly Dissatisfied	(-1) 26 4%	1 4%	7 10%	1 6%	8 10%	5 5%	1 1%	- -%	- -%	10 4%
Neither Satisfied Nor Dissatisfied	(0) 74 12%	2 11%	5 7%	- -%	5 5%	13 14%	27 15%	2 13%	* 1%	25 10%
Fairly Satisfied	(1) 269 42%	9 46%	19 29%	8 52%	27 33%	36 39%	69 39%	8 46%	4 55%	112 46%
Very Satisfied	(2) 254 39%	4 21%	32 48%	7 42%	39 47%	38 41%	73 41%	7 41%	3 44%	89 37%
Don't Know (DO NOT READ OUT)	8 1%	4 18%	- -%	- -%	- -%	1 1%	1 1%	- -%	- -%	2 1%
NET: Satisfied	523 81%	14 67%	51 76%	15 94%	66 80%	74 79%	142 80%	16 87%	7 99%	202 83%
NET: Dissatisfied	40 6%	1 4%	11 17%	1 6%	12 15%	5 5%	7 4%	- -%	- -%	14 6%
Answered	637	17	67	16	83	93	177	18	7	241
Mean Score	1.1	1.0	1.0	1.3	1.1	1.2	1.1	1.3	1.4	1.1
Standard error	.03	.16	.14	.22	.13	.11	.06	.13	.13	.05
Standard deviation	.93	.79	1.26	.78	1.18	.87	.94	.70	.56	.88

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	14 2%	5 2%	6 3%	4 1%	14 3%	- -%	- -%	14 2%	- -%	14 2%	- -%
Fairly Dissatisfied (-1)	26 4%	14 7%	1 1%	10 4%	24 4%	2 2%	- -%	26 4%	* *%	26 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	74 12%	20 10%	27 15%	28 10%	56 10%	19 20%	- -%	71 12%	3 7%	74 12%	* *%
Fairly Satisfied (1)	269 42%	73 37%	69 39%	127 47%	234 43%	35 37%	- -%	247 41%	22 53%	268 42%	1 10%
Very Satisfied (2)	254 39%	81 41%	73 41%	100 37%	216 39%	39 40%	- -%	238 39%	17 40%	244 39%	10 90%
Don't Know (DO NOT READ OUT)	8 1%	5 3%	1 1%	2 1%	7 1%	1 1%	- -%	8 1%	- -%	8 1%	- -%
NET: Satisfied	523 81%	154 78%	142 80%	227 84%	449 82%	74 78%	- -%	485 80%	39 93%	512 81%	11 100%
NET: Dissatisfied	40 6%	18 9%	7 4%	14 5%	38 7%	2 2%	- -%	40 7%	* *%	40 6%	- -%
Answered	637	193	177	268	543	94	-	595	42	626	11
Mean Score	1.1	1.1	1.1	1.2	1.1	1.2	-	1.1	1.3	1.1	1.9
Standard error	.03	.08	.06	.05	.04	.09	-	.04	.06	.03	.11
Standard deviation	.93	1.01	.94	.86	.95	.81	-	.94	.62	.93	.34

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	14 2%	2 1%	10 7%	3 1%
				a	
Fairly Dissatisfied	(-1)	26 4%	15 5%	4 3%	7 3%
Neither Satisfied Nor Dissatisfied	(0)	74 12%	30 10%	14 10%	30 14%
Fairly Satisfied	(1)	269 42%	125 43%	62 44%	81 39%
Very Satisfied	(2)	254 39%	114 39%	48 35%	84 41%
Don't Know (DO NOT READ OUT)		8 1%	4 2%	2 2%	1 *0%
NET: Satisfied		523 81%	238 82%	110 79%	165 81%
NET: Dissatisfied		40 6%	17 6%	13 9%	9 5%
Answered		637	285	137	204
Mean Score		1.1	1.2	1.0	1.2
Standard error		.03	.05	.08	.06
Standard deviation		.93	.86	1.09	.89

Columns Tested: a,b,c

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2) 14 2%	14 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	14 2%	- -%	- -%
Fairly Dissatisfied	(-1) 26 4%	21 4%	3 3%	* *%	- -%	* *%	1 21%	1 36%	- -%	24 4%	2 4%	2 8%
Neither Satisfied Nor Dissatisfied	(0) 74 12%	57 11%	9 9%	6 24%	* *%	* *%	2 47%	* 3%	* 92%	66 11%	9 18%	3 11%
Fairly Satisfied	(1) 269 42%	209 42%	44 45%	10 40%	* 4%	5 43%	* 10%	* 8%	- -%	253 42%	16 34%	6 27%
Very Satisfied	(2) 254 39%	194 39%	38 39%	9 36%	4 95%	7 56%	1 22%	1 54%	* 8%	232 39%	22 45%	13 55%
Don't Know (DO NOT READ OUT)	8 1%	4 1%	4 4%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
NET: Satisfied	523 81%	403 81%	83 84%	19 76%	4 100%	13 99%	1 32%	1 61%	* 8%	485 81%	38 79%	19 82%
NET: Dissatisfied	40 6%	35 7%	3 3%	* *%	- -%	* *%	1 21%	1 36%	- -%	38 6%	2 4%	2 8%
Answered	637	494	94	25	4	13	5	2	*	589	48	23
Mean Score	1.1	1.1	1.2	1.1	2.0	1.5	.3	.8	.2	1.1	1.2	1.3
Standard error	.03	.04	.06	.11	.07	.14	.29	.78	-	.04	.08	.13
Standard deviation	.93	.96	.76	.78	.27	.55	1.17	1.92	-	.93	.87	.96

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	14 2%	5 2%	10 3%	- -%	11 2%	11 2%	12 2%	13 2%	6 2%	6 3%	2 3%	8 2%	- -%	- -%	2 11%	- -%	- -%
Fairly Dissatisfied (-1)	26 4%	6 3%	14 5%	5 3%	24 5%	21 4%	24 4%	25 4%	11 3%	5 2%	2 3%	20 6%	1 3%	* *%	- -%	* *%	1 7%
Neither Satisfied Nor Dissatisfied (0)	74 12%	27 12%	30 11%	17 12%	61 12%	60 12%	64 12%	70 12%	47 14%	24 10%	8 10%	41 12%	2 6%	3 7%	3 18%	8 40%	* 2%
Fairly Satisfied (1)	269 42%	111 50%	97 35%	61 41%	220 43%	201 42%	231 43%	238 41%	151 44%	110 48%	33 43%	146 42%	15 56%	23 53%	7 38%	3 18%	5 45%
Very Satisfied (2)	254 39%	72 32%	122 44%	60 41%	195 38%	187 39%	208 38%	234 40%	126 37%	84 37%	31 41%	132 38%	9 34%	18 40%	5 29%	8 42%	5 46%
Don't Know (DO NOT READ OUT)	8 1%	1 *%	3 1%	4 3%	3 1%	3 1%	3 1%	3 1%	- -%	2 1%	- -%	3 1%	- -%	- -%	1 3%	- -%	- -%
NET: Satisfied	523 81%	183 83%	220 79%	121 82%	415 81%	387 80%	439 81%	472 81%	278 81%	194 84%	64 84%	278 80%	24 90%	41 93%	12 68%	11 60%	10 91%
NET: Dissatisfied	40 6%	11 5%	24 9%	5 3%	35 7%	32 7%	35 7%	38 6%	17 5%	11 5%	4 5%	28 8%	1 3%	* *%	2 11%	* *%	1 7%
Answered	637	221	274	143	510	479	539	580	342	228	76	347	26	44	16	19	11
Mean Score	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.2	1.3	.8	1.0	1.3
Standard error	.03	.06	.06	.05	.04	.04	.04	.04	.04	.05	.11	.05	.10	.08	.19	.14	.16
Standard deviation	.93	.86	1.03	.79	.94	.94	.93	.94	.89	.88	.91	.97	.72	.61	1.24	.93	.85

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied	(-2)	14	7	3	2	-	-	-	9	-	-	2	-	-	-
		2%	2%	7%	5%	-%	-%	-%	3%	-%	-%	6%	-%	-%	-%
Fairly Dissatisfied	(-1)	26	22	*	1	-	-	*	17	3	*	*	1	-	-
		4%	5%	*%	2%	-%	-%	*%	5%	4%	*%	*%	8%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	74	48	3	1	2	3	4	37	16	4	*	2	1	*
		12%	12%	7%	2%	26%	30%	73%	11%	21%	13%	1%	21%	11%	6%
Fairly Satisfied	(1)	269	173	14	20	5	2	1	136	28	17	10	1	5	2
		42%	43%	35%	52%	57%	22%	9%	42%	36%	63%	36%	10%	51%	67%
Very Satisfied	(2)	254	149	21	14	1	5	1	124	30	7	16	6	4	1
		39%	37%	51%	38%	10%	47%	18%	38%	39%	24%	55%	62%	38%	27%
				d											
Don't Know (DO NOT READ OUT)		8	3	-	-	1	-	-	3	-	-	1	-	-	-
		1%	1%	-%	-%	6%	-%	-%	1%	-%	-%	2%	-%	-%	-%
NET: Satisfied		523	323	35	34	6	7	2	260	58	24	26	7	9	3
		81%	80%	86%	91%	67%	70%	27%	80%	75%	87%	90%	72%	89%	94%
NET: Dissatisfied		40	28	3	3	-	-	*	26	3	*	2	1	-	-
		6%	7%	7%	7%	-%	-%	*%	8%	4%	*%	6%	8%	-%	-%
Answered		637	398	41	38	8	10	6	322	77	27	28	10	10	4
Mean Score		1.1	1.1	1.2	1.2	.8	1.2	.4	1.1	1.1	1.1	1.3	1.3	1.3	1.2
Standard error		.03	.05	.13	.13	.11	.19	.20	.05	.09	.08	.18	.20	.16	.18
Standard deviation		.93	.92	1.09	.96	.64	.91	.86	.98	.88	.62	1.03	1.09	.68	.63

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	14 2%	11 3%	- -%	- -%	- -%	2 6%	- -%	- -%	7 4%	- -%	2 1%	- -%	3 7%
Fairly Dissatisfied (-1)	26 4%	20 5%	1 1%	4 11%	* *%	- -%	- -%	- -%	6 3%	6 6%	12 8%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	74 12%	47 12%	6 8%	7 17%	2 8%	1 2%	* 6%	6 47%	13 7%	16 15%	18 12%	6 14%	9 24%
Fairly Satisfied (1)	269 42%	140 36%	53 68%	12 32%	17 57%	14 49%	2 19%	1 5%	104 50%	39 38%	50 34%	23 53%	14 40%
Very Satisfied (2)	254 39%	166 43%	18 23%	15 40%	10 33%	12 42%	6 75%	6 47%	76 37%	42 41%	65 45%	14 31%	10 28%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%
NET: Satisfied	523 81%	306 79%	71 91%	28 72%	27 90%	26 92%	8 94%	7 53%	180 87%	82 78%	115 78%	37 85%	24 68%
NET: Dissatisfied	40 6%	31 8%	1 1%	4 11%	* *%	2 6%	- -%	- -%	13 6%	6 6%	13 9%	* *%	3 7%
Answered	637	385	78	38	29	29	8	13	206	103	146	43	35
Mean Score	1.1	1.1	1.1	1.0	1.3	1.2	1.7	1.0	1.1	1.1	1.1	1.2	.8
Standard error	.03	.05	.06	.12	.09	.15	.16	.23	.07	.08	.08	.07	.14
Standard deviation	.93	1.00	.58	1.01	.61	1.00	.62	1.01	.93	.88	.99	.67	1.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	14 2%	7 3%	- -%	1 1%	2 7%	1 4%	7 3%	- -%	1 1%	1 2%	2 6%
Fairly Dissatisfied (-1)	26 4%	9 3%	7 7%	8 8%	* *%	- -%	5 2%	8 8%	9 9%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	74 12%	19 7%	19 21%	15 14%	2 6%	5 26%	20 9%	13 14%	11 11%	5 14%	9 27%
Fairly Satisfied (1)	269 42%	124 47%	30 33%	40 37%	15 53%	8 44%	101 46%	37 39%	33 33%	15 46%	13 40%
Very Satisfied (2)	254 39%	102 39%	35 38%	43 40%	9 32%	5 25%	84 39%	36 37%	45 46%	12 36%	9 27%
Don't Know (DO NOT READ OUT)	8 1%	- -%	1 1%	- -%	1 2%	- -%	- -%	1 1%	- -%	1 2%	- -%
NET: Satisfied	523 81%	226 87%	64 71%	83 77%	24 85%	12 70%	184 85%	73 77%	78 79%	27 82%	22 68%
NET: Dissatisfied	40 6%	16 6%	7 7%	9 9%	2 7%	1 4%	12 6%	8 8%	9 9%	1 2%	2 6%
Answered	637	260	90	108	27	18	216	94	99	33	32
Mean Score	1.1	1.2	1.0	1.1	1.1	.9	1.1	1.1	1.1	1.2	.8
Standard error	.03	.06	.09	.08	.12	.15	.07	.08	.08	.10	.16
Standard deviation	.93	.91	.95	.97	1.02	.96	.93	.92	.99	.85	1.03

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied (-2)	14 2%	7 3%	2 2%	1 *%	1 1%	2 5%	12 3%	- -%	1 1%	9 2%	5 2%	11 3%	* *%
Fairly Dissatisfied (-1)	26 4%	6 3%	3 3%	13 9%	3 4%	- -%	19 5%	2 5%	5 4%	15 4%	11 4%	21 5%	3 3%
Neither Satisfied Nor Dissatisfied (0)	74 12%	23 10%	17 18%	7 5%	14 18%	4 13%	41 10%	4 11%	23 17%	49 13%	26 10%	45 11%	16 14%
Fairly Satisfied (1)	269 42%	102 44%	43 43%	43 32%	36 47%	15 45%	168 41%	13 38%	58 43%	177 47%	92 35%	182 45%	38 34%
Very Satisfied (2)	254 39%	91 39%	33 34%	71 53%	23 30%	13 37%	169 41%	16 46%	50 37%	127 33%	127 48%	141 35%	54 49%
Don't Know (DO NOT READ OUT)	8 1%	1 *%	- -%	1 *%	- -%	- -%	3 1%	- -%	- -%	4 1%	4 1%	3 1%	- -%
NET: Satisfied	523 81%	192 84%	75 77%	114 85%	59 77%	28 82%	336 82%	28 84%	108 79%	305 80%	219 83%	323 80%	92 83%
NET: Dissatisfied	40 6%	13 6%	6 6%	13 10%	4 5%	2 5%	31 7%	2 5%	6 4%	24 6%	15 6%	32 8%	3 3%
Answered	637	228	98	134	77	34	408	34	136	378	260	400	110
Mean Score	1.1	1.1	1.0	1.3	1.0	1.1	1.1	1.3	1.1	1.1	1.3	1.1	1.3
Standard error	.03	.07	.09	.07	.09	.13	.05	.11	.07	.05	.05	.05	.06
Standard deviation	.93	.93	.93	.96	.87	1.00	.97	.86	.85	.92	.92	.96	.82

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 14 2%	11 3%	- -%	5 2%	8 2%	11 3%	* *%	11 3%	- -%	5 2%	8 2%
Fairly Dissatisfied	(-1) 26 4%	17 5%	4 3%	11 6%	14 4%	21 5%	3 3%	17 5%	4 3%	10 5%	15 4%
Neither Satisfied Nor Dissatisfied	(0) 74 12%	40 12%	20 14%	28 14%	42 11%	44 11%	17 16%	40 12%	19 13%	26 13%	44 11%
Fairly Satisfied	(1) 269 42%	139 41%	62 44%	97 49%	141 37%	180 45%	39 36%	141 42%	59 40%	92 46%	147 38%
Very Satisfied	(2) 254 39%	133 39%	54 39%	56 28%	178 46%	146 36%	49 45%	120 36%	67 44%	65 33%	169 44%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	- -%	3 1%	1 *%	3 1%	- -%	3 1%	- -%	3 1%	1 *%
NET: Satisfied	523 81%	271 79%	116 83%	153 77%	319 83%	326 81%	89 81%	261 79%	126 84%	157 78%	316 82%
NET: Dissatisfied	40 6%	28 8%	4 3%	16 8%	22 6%	32 8%	3 3%	28 8%	4 3%	15 7%	23 6%
Answered	637	339	140	197	383	401	109	329	150	197	382
Mean Score	1.1	1.1	1.2	1.0	1.2	1.1	1.2	1.0	1.3	1.0	1.2
Standard error	.03	.05	.05	.07	.04	.05	.06	.05	.05	.07	.04
Standard deviation	.93	.99	.79	.93	.93	.96	.82	.99	.79	.94	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	14 2%	7 2%	10 3%	5 4%	- -%	3 1%	5 2%	- -%	2 77%	13 3%	3 1%	- -%	- -%
Fairly Dissatisfied (-1)	26 4%	20 6%	12 3%	9 8%	- -%	18 6%	15 5%	6 7%	- -%	23 5%	10 4%	10 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	74 12%	42 13%	42 11%	19 16%	1 50%	43 13%	38 12%	20 23%	- -%	51 11%	40 15%	22 18%	- -%
Fairly Satisfied (1)	269 42%	144 43%	173 45%	43 38%	1 50%	142 44%	129 41%	25 30%	1 23%	203 42%	114 43%	48 39%	2 41%
Very Satisfied (2)	254 39%	118 35%	143 37%	37 33%	- -%	115 36%	121 39%	32 38%	- -%	193 40%	97 36%	42 34%	2 59%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	2 *%	2 1%	- -%	2 *%	3 1%	2 2%	- -%	2 *%	3 1%	2 1%	- -%
NET: Satisfied	523 81%	262 78%	316 83%	80 70%	1 50%	258 80%	250 80%	58 68%	1 23%	396 82%	211 79%	90 73%	4 100%
NET: Dissatisfied	40 6%	27 8%	22 6%	13 12%	- -%	22 7%	21 7%	6 7%	2 77%	36 7%	13 5%	10 8%	- -%
Answered	637	331	379	112	3	322	309	84	2	483	265	123	4
Mean Score	1.1	1.0	1.1	.9	.5	1.1	1.1	1.0	-1.3	1.1	1.1	1.0	1.6
Standard error	.03	.05	.04	.09	.44	.05	.05	.09	1.17	.04	.05	.07	.40
Standard deviation	.93	.95	.91	1.08	.62	.90	.92	.96	1.66	.96	.87	.93	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107			
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48			
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106			
Very Dissatisfied (-2)	14	11	11	5	12	10	-	3	2	2	-	-	3	5			
	2%	3%	3%	2%	4%	3%	-%	2%	1%	1%	-%	-%	3%	4%			
Fairly Dissatisfied (-1)	26	20	14	13	10	15	-	6	11	13	7	5	8	9			
	4%	5%	4%	5%	3%	5%	-%	3%	6%	7%	10%	12%	9%	8%			
Neither Satisfied Nor Dissatisfied (0)	74	51	49	45	35	40	1	29	33	29	16	11	9	7			
	12%	13%	14%	16%	11%	13%	6%	15%	19%	15%	23%	24%	10%	7%			
Fairly Satisfied (1)	269	178	150	131	138	135	4	93	82	85	29	16	43	47			
	42%	44%	42%	46%	44%	44%	35%	48%	47%	44%	43%	36%	45%	45%			
Very Satisfied (2)	254	142	133	86	119	104	6	61	43	62	16	12	30	38			
	39%	35%	37%	30%	38%	34%	59%	32%	25%	32%	23%	28%	32%	36%			
Don't Know (DO NOT READ OUT)	8	3	3	3	3	2	-	1	3	2	1	-	2	1			
	1%	1%	1%	1%	1%	1%	-%	1%	2%	1%	1%	-%	2%	1%			
NET: Satisfied	523	320	283	217	257	238	10	153	125	147	45	28	74	86			
	81%	79%	79%	77%	81%	78%	94%	80%	72%	76%	66%	64%	77%	80%			
NET: Dissatisfied	40	31	25	18	22	25	-	9	13	15	7	5	11	13			
	6%	8%	7%	6%	7%	8%	-%	5%	7%	8%	10%	12%	12%	12%			
Answered	637	402	357	280	313	303	10	191	171	191	68	44	94	106			
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.5	1.1	.9	1.0	.8	.8	1.0	1.0			
Standard error	.03	.05	.05	.05	.05	.06	.10	.06	.07	.07	.11	.16	.09	.10			
Standard deviation	.93	.96	.97	.91	.97	.98	.63	.86	.90	.93	.91	.99	1.03	1.07			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base		325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base		645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied	(-2)	14	2	-	-	-	13	10	13	5	9	3	13	1	-	14	-
		2%	3%	-%	-%	-%	3%	3%	2%	1%	2%	1%	3%	1%	-%	3%	-%
Fairly Dissatisfied	(-1)	26	7	2	1	*	17	9	18	14	9	12	16	3	-	12	7
		4%	10%	5%	2%	2%	3%	2%	3%	3%	2%	3%	3%	3%	-%	3%	15%
Neither Satisfied Nor Dissatisfied		74	3	5	3	4	60	49	65	53	39	41	54	16	-	37	9
	(0)	12%	5%	14%	6%	16%	12%	13%	12%	12%	10%	11%	10%	14%	-%	9%	19%
Fairly Satisfied	(1)	269	31	16	23	12	228	159	238	201	159	162	224	53	*	186	15
		42%	45%	43%	56%	49%	44%	42%	43%	44%	41%	45%	43%	48%	35%	47%	31%
Very Satisfied	(2)	254	25	14	15	8	196	151	222	185	166	139	207	36	*	149	15
		39%	37%	38%	36%	34%	38%	40%	40%	40%	43%	39%	40%	32%	65%	37%	32%
Don't Know (DO NOT READ OUT)		8	-	-	-	-	4	2	4	3	4	3	4	2	-	1	2
		1%	-%	-%	-%	-%	1%	*%	1%	1%	1%	1%	1%	2%	-%	*%	4%
NET: Satisfied		523	55	29	37	20	423	310	460	386	325	301	430	88	*	335	30
		81%	82%	81%	91%	82%	82%	82%	82%	84%	84%	84%	83%	80%	100%	84%	63%
NET: Dissatisfied		40	9	2	1	*	30	19	31	19	18	15	30	4	-	26	7
		6%	13%	5%	2%	2%	6%	5%	6%	4%	5%	4%	6%	3%	-%	6%	15%
Answered		637	68	36	41	24	513	378	556	458	381	357	515	108	*	398	46
Mean Score		1.1	1.0	1.1	1.3	1.1	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.1	1.6	1.1	.8
Standard error		.03	.12	.12	.09	.16	.04	.04	.04	.04	.04	.04	.04	.07	-	.04	.18
Standard deviation		.93	1.04	.85	.68	.75	.92	.92	.92	.84	.89	.82	.92	.80	-	.94	1.07

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	14 2%	7 2%	7 3%	- -%	14 35% a	9 4%	5 1%	2 2%	12 3%	- -%	9 5%	3 2%	2 1%
Fairly Dissatisfied (-1)	26 4%	16 5%	5 3%	- -%	26 65% a	22 9% b	3 1%	9 7%	14 4%	3 2%	6 4%	10 6%	9 3%
Neither Satisfied Nor Dissatisfied (0)	74 12%	44 16%	19 9%	- -%	- -%	42 17% b	32 8%	11 9%	43 11%	20 15%	25 15%	14 8%	33 12%
Fairly Satisfied (1)	269 42%	127 44%	95 46%	269 51% b	- -%	105 43%	164 41%	41 34%	163 43%	63 47%	56 33%	81 48%	121 43%
Very Satisfied (2)	254 39%	89 31%	82 39%	254 49% b	- -%	64 26%	190 47% a	56 47%	144 38%	48 36%	72 43%	59 35%	114 40%
Don't Know (DO NOT READ OUT)	8 1%	3 1%	1 1%	- -%	- -%	1 *%	7 2%	1 1%	2 1%	- -%	- -%	1 1%	3 1%
NET: Satisfied	523 81%	216 76%	177 85%	523 100% b	- -%	169 69%	354 88% a	97 81%	307 81%	111 83%	128 76%	140 83%	235 83%
NET: Dissatisfied	40 6%	23 8%	12 6%	- -%	40 100% a	32 13% b	8 2%	10 9%	27 7%	3 2%	16 9%	13 8%	11 4%
Answered	637	283	208	523	40	243	395	118	377	134	169	167	279
Mean Score	1.1	1.0	1.2	1.5 b	-1.4	.8	1.3 a	1.2	1.1	1.2	1.0	1.1	1.2
Standard error	.03	.06	.06	.02 b	.08	.06	.04 a	.08	.05	.06	.08	.07	.05
Standard deviation	.93	.96	.93	.50	.48	1.06	.76	.98	.97	.75	1.11	.92	.82

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	14 2%	3 1%	11 3%
Fairly Dissatisfied	(-1)	26 4%	11 4%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	74 12%	28 9%	46 13%
Fairly Satisfied	(1)	269 42%	145 49%	124 36%
Very Satisfied	(2)	254 39%	106 35%	148 43%
Don't Know (DO NOT READ OUT)		8 1%	6 2%	2 *%
NET: Satisfied		523 81%	251 84%	272 79%
NET: Dissatisfied		40 6%	14 5%	26 7%
Answered		637	293	344
Mean Score		1.1	1.2	1.1
Standard error		.03	.04	.05
Standard deviation		.93	.82	1.01

Columns Tested:: a,b

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base	325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base	645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied (-2)	14 2%	- -%	- -%	4 4%	1 1%	- -%	5 6%	- -%	2 4%	3 3%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	26 4%	- -%	- -%	7 7%	4 5%	- -%	2 2%	1 2%	3 5%	3 4%	- -%	6 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	74 12%	- -%	2 10%	4 4%	10 14%	1 8%	10 14%	* 1%	7 13%	12 13%	3 16%	16 13%	8 19%
Fairly Satisfied (1)	269 42%	- -%	4 19%	52 46%	27 38%	5 36%	34 48%	14 60%	18 33%	32 35%	13 62%	53 43%	17 40%
Very Satisfied (2)	254 39%	- -%	16 70% cdfj	42 38%	26 37%	8 56%	18 26%	9 38%	25 45%	41 45%	5 22%	47 38%	18 41%
Don't Know (DO NOT READ OUT)	8 1%	- -%	- -%	2 2%	4 5%	- -%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	523 81%	- -%	20 90%	94 84%	52 75%	13 92%	52 74%	22 97%	43 78%	73 80%	18 84%	100 82%	35 81%
NET: Dissatisfied	40 6%	- -%	- -%	12 10%	4 6%	- -%	6 9%	1 2%	5 9%	6 7%	- -%	6 5%	- -%
Answered	637	-	22	110	66	14	68	23	55	92	21	122	43
Mean Score	1.1	-	1.6 fj	1.1	1.1	1.5	.9	1.3	1.1	1.2	1.1	1.1	1.2
Standard error	.03	-	.12	.10	.09	.16	.14	.09	.12	.12	.08	.09	.11
Standard deviation	.93	-	.69	1.01	.91	.66	1.05	.62	1.06	1.00	.63	.84	.75

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 294 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied	(-2) 14 2%	4 3%	5 4%	5 3%	- -%	9 3%	5 1%
Fairly Dissatisfied	(-1) 26 4%	7 5%	5 4%	7 4%	6 3%	13 4%	13 4%
Neither Satisfied Nor Dissatisfied	(0) 74 12%	8 6%	19 14%	19 11%	28 15%	27 10%	47 13%
Fairly Satisfied	(1) 269 42%	60 41%	62 44%	64 38%	84 45%	122 42%	148 41%
Very Satisfied	(2) 254 39%	61 42%	48 34%	75 44%	69 37%	110 38%	145 41%
Don't Know (DO NOT READ OUT)	8 1%	6 4%	2 1%	- -%	- -%	8 3%	- -%
NET: Satisfied	523 81%	121 82%	110 78%	139 82%	153 82%	231 80%	292 82%
NET: Dissatisfied	40 6%	12 8%	10 7%	12 7%	6 3%	22 8%	18 5%
Answered	637	141	140	170	187	281	357
Mean Score	1.1	1.2	1.0	1.2	1.2	1.1	1.2
Standard error	.03	.08	.07	.07	.06	.05	.04
Standard deviation	.93	.97	.98	.98	.80	.98	.89

Columns Tested:: a,b,c,d - a,b

Table 295

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	6 1%	1 1%	4 1%	5 1%	1 2%	* 5%	* 1%	1 2%
Fairly Dissatisfied (-1)	25 4%	4 3%	21 4%	24 4%	1 3%	* 7%	* 3%	1 4%
Neither Satisfied Nor Dissatisfied (0)	86 13%	9 7%	77 15%	81 13%	4 15%	* 3%	* 6%	5 13%
Fairly Satisfied (1)	263 41%	38 32%	226 43%	249 41%	12 38%	2 34%	1 47%	14 38%
Very Satisfied (2)	245 38%	60 50%	185 35%	229 38%	13 42%	2 45%	1 43%	16 42%
Don't Know (DO NOT READ OUT)	20 3%	8 7%	12 2%	19 3%	* *%	* 6%	- -%	* 1%
NET: Satisfied	508 79%	97 82%	411 78%	478 79%	24 80%	4 79%	2 90%	30 80%
NET: Dissatisfied	31 5%	5 4%	26 5%	29 5%	2 5%	1 12%	* 4%	2 6%
Answered	625	111	514	588	30	4	3	37
Mean Score	1.1	1.4 b	1.1	1.1	1.1	1.1	1.3	1.1
Standard error	.03	.07	.04	.04	.09	.19	.10	.06
Standard deviation	.87	.86	.86	.86	.95	1.27	1.04	.96

Columns Tested:: a,b - a,b,c,d,e

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	728	239	162	56	66	106	99	457	124	147
Effective base	325	168	99	38	42	48	62	291	71	64
Weighted Base	645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2) 6 1%	3 1%	1 *%	1 3%	- -%	1 5%	* 1%	5 1%	1 2%	* 3%
Fairly Dissatisfied	(-1) 25 4%	12 3%	7 4%	5 15%	1 3%	1 4%	* 3%	24 4%	1 3%	* 6%
Neither Satisfied Nor Dissatisfied	(0) 86 13%	43 11%	36 19%	2 6%	3 16%	2 10%	* 6%	81 13%	4 15%	* 4%
Fairly Satisfied	(1) 263 41%	169 44%	63 33%	17 48%	6 33%	8 42%	1 47%	249 41%	12 38%	3 39%
Very Satisfied	(2) 245 38%	145 38%	75 40%	9 25%	8 47%	7 37%	1 43%	229 38%	13 42%	3 44%
Don't Know (DO NOT READ OUT)	20 3%	11 3%	7 4%	1 2%	* 1%	* 2%	- -%	19 3%	* *%	* 4%
NET: Satisfied	508 79%	315 82%	138 73%	26 73%	14 80%	14 79%	2 90%	478 79%	24 80%	6 83%
NET: Dissatisfied	31 5%	15 4%	7 4%	7 19%	1 3%	2 9%	* 4%	29 5%	2 5%	1 9%
Answered	625	373	181	34	17	18	3	588	30	7
Mean Score	1.1	1.2	1.1	.8	1.2	1.0	1.3	1.1	1.1	1.2
Standard error	.03	.05	.07	.15	.11	.11	.10	.04	.09	.09
Standard deviation	.87	.82	.88	1.11	.87	1.08	1.04	.86	.95	1.10

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied (-2)	6 1%	3 1%	1 1%	1 2%	* 5%	* 1%	4 1%	- -%	2 9%	- -%	- -%
Fairly Dissatisfied (-1)	25 4%	15 3%	9 9%	1 3%	* 7%	* 3%	18 5%	1 1%	1 4%	2 8%	2 12%
Neither Satisfied Nor Dissatisfied (0)	86 13%	67 13%	14 14%	4 15%	* 3%	* 6%	51 14%	19 18%	2 7%	- -%	1 4%
Fairly Satisfied (1)	263 41%	204 41%	45 43%	12 38%	2 34%	1 47%	151 40%	55 51%	11 52%	8 37%	8 54%
Very Satisfied (2)	245 38%	196 39%	33 32%	13 42%	2 45%	1 43%	142 38%	33 30%	6 28%	11 55%	4 29%
Don't Know (DO NOT READ OUT)	20 3%	18 4%	2 2%	* *%	* 6%	- -%	9 2%	1 1%	- -%	- -%	- -%
NET: Satisfied	508 79%	400 80%	78 75%	24 80%	4 79%	2 90%	293 78%	88 81%	17 79%	19 92%	12 84%
NET: Dissatisfied	31 5%	18 4%	10 10%	2 5%	1 12%	* 4%	21 6%	1 1%	3 13%	2 8%	2 12%
Answered	625	486	102	30	4	3	365	108	21	20	15
Mean Score	1.1	1.2	1.0	1.1	1.1	1.3	1.1	1.1	.8	1.4	1.0
Standard error	.03	.05	.08	.09	.19	.10	.05	.07	.17	.13	.09
Standard deviation	.87	.83	.97	.95	1.27	1.04	.89	.71	1.18	.86	.94

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	6 1%	* *%	- -%	5 3%	- -%	- -%	- -%	* 1%	- -%	- -%
Fairly Dissatisfied	(-1)	25 4%	1 2%	4 8%	5 4%	2 6%	2 4%	2 2%	- -%	1 2%	4 9%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	9 19%	2 4%	19 14%	3 10%	14 23% bfh	4 5%	11 17%	3 6%	13 27% bfh
Fairly Satisfied	(1)	263 41%	25 53% ei	15 32%	62 46% e	10 32%	13 22%	40 47% e	30 46% e	28 45% e	12 25%
Very Satisfied	(2)	245 38%	13 26%	24 52% c	33 25%	16 53%	31 50% c	35 41%	24 37%	28 46% c	18 39%
Don't Know (DO NOT READ OUT)		20 3%	- -%	1 3%	12 8%	- -%	1 1%	4 4%	- -%	1 2%	- -%
NET: Satisfied		508 79%	38 79%	38 85%	96 70%	26 85%	44 72%	76 88% i	54 83%	57 91% cei	30 64%
NET: Dissatisfied		31 5%	1 2%	4 8%	10 7%	2 6%	2 4%	2 2%	* 1%	1 2%	4 9%
Answered		625	48	44	125	30	61	82	66	61	47
Mean Score		1.1	1.0	1.3	.9	1.3	1.2	1.3	1.2	1.4	.9
Standard error		.03	.12	.15	.10	.17	.13	.10	.12	.10	.16
Standard deviation		.87	.74	.92	.96	.88	.93	.69	.75	.68	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	6 1%	- -%	* *%	5 2%	5 1%	1 1%	1 2%	- -%	* *%
Fairly Dissatisfied	(-1)	25 4%	8 6%	6 4%	7 2%	21 4%	4 7%	3 9%	* 2%	1 7%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	30 22%	15 9%	35 12%	79 14%	7 10%	4 13%	1 7%	1 9%
Fairly Satisfied	(1)	263 41%	beg 35 25%	68 44%	133 46%	236 40%	28 44%	15 44%	10 50%	3 30%
Very Satisfied	(2)	245 38%	65 47%	65 42%	93 32%	223 38%	22 35%	11 32%	7 37%	4 45%
Don't Know (DO NOT READ OUT)		20 3%	c 1 *%	2 1%	15 5%	18 3%	1 2%	- -%	1 3%	1 9%
NET: Satisfied		508 79%	100 72%	132 85%	226 78%	458 79%	50 79%	26 76%	17 87%	7 75%
NET: Dissatisfied		31 5%	8 6%	6 4%	12 4%	26 4%	5 8%	4 11%	* 2%	1 7%
Answered		625	139	153	273	564	61	34	19	8
Mean Score		1.1	1.1	1.3	1.1	1.2	1.1	1.0	1.3	1.2
Standard error		.03	.09	.07	.06	.04	.05	.10	.07	.11
Standard deviation		.87	.96	.78	.85	.86	.92	1.01	.72	.99

Columns Tested:: a,b,c,d,e,f,g,h

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 6 1%	- -%	- -%	- -%	- -%	* *%	2 1%	- -%	- -%	3 1%
Fairly Dissatisfied	(-1) 25 4%	1 4%	7 11%	- -%	7 9%	4 4%	7 4%	- -%	* *%	6 3%
Neither Satisfied Nor Dissatisfied	(0) 86 13%	* 2%	4 6%	2 14%	6 7%	8 8%	24 14%	* 1%	* 5%	47 19%
Fairly Satisfied	(1) 263 41%	7 32%	24 36%	7 47%	31 38%	44 47%	71 40%	8 47%	3 47%	96 40%
Very Satisfied	(2) 245 38%	9 44%	27 40%	6 39%	33 40%	36 38%	68 38%	9 52%	3 48%	85 35%
Don't Know (DO NOT READ OUT)	20 3%	4 18%	5 7%	- -%	5 6%	1 2%	5 3%	- -%	- -%	5 2%
NET: Satisfied	508 79%	16 76%	51 76%	14 86%	65 78%	80 86%	140 79%	18 99%	6 95%	181 75%
NET: Dissatisfied	31 5%	1 4%	7 11%	- -%	7 9%	4 4%	9 5%	- -%	* *%	10 4%
Answered	625	17	63	16	78	92	173	18	7	237
Mean Score	1.1	1.4	1.1	1.3	1.2	1.2	1.1	1.5	1.4	1.1
Standard error	.03	.16	.11	.19	.10	.10	.06	.10	.15	.06
Standard deviation	.87	.79	.99	.70	.93	.79	.89	.54	.64	.89

Columns Tested: a,b,c,d,e,f,g,h,i

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	6 1%	* *%	2 1%	3 1%	6 1%	* *%	- -%	6 1%	* *%	6 1%	- -%
Fairly Dissatisfied (-1)	25 4%	12 6%	7 4%	6 2%	23 4%	3 3%	- -%	23 4%	2 5%	25 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	14 7%	24 14%	47 17%	69 13%	17 18%	- -%	81 13%	5 13%	86 14%	* *%
Fairly Satisfied (1)	263 41%	82 42%	71 40%	110 41%	221 40%	42 44%	- -%	248 41%	15 37%	263 41%	1 8%
Very Satisfied (2)	245 38%	79 40%	68 38%	98 36%	211 38%	33 35%	- -%	226 37%	19 45%	235 37%	10 92%
Don't Know (DO NOT READ OUT)	20 3%	10 5%	5 3%	5 2%	20 4%	- -%	- -%	19 3%	* 1%	20 3%	- -%
NET: Satisfied	508 79%	161 81%	140 79%	208 77%	433 79%	76 79%	- -%	474 79%	34 82%	497 78%	11 100%
NET: Dissatisfied	31 5%	12 6%	9 5%	10 4%	28 5%	3 3%	- -%	29 5%	2 5%	31 5%	- -%
Answered	625	188	173	265	530	95	-	584	42	614	11
Mean Score	1.1	1.2	1.1	1.1	1.2	1.1	-	1.1	1.2	1.1	1.9
Standard error	.03	.06	.06	.05	.04	.09	-	.04	.09	.03	.10
Standard deviation	.87	.85	.89	.86	.88	.80	-	.87	.87	.87	.29

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	6 1%	2 1%	3 2%	1 *%
Fairly Dissatisfied	(-1)	25 4%	11 4%	5 4%	9 4%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	41 14%	16 12%	28 14%
Fairly Satisfied	(1)	263 41%	136 47%	51 36%	75 36%
Very Satisfied	(2)	245 38%	93 32%	56 40%	87 43%
Don't Know (DO NOT READ OUT)		20 3%	5 2%	8 6%	6 3%
NET: Satisfied		508 79%	230 79%	107 77%	162 79%
NET: Dissatisfied		31 5%	13 5%	8 6%	10 5%
Answered		625	284	131	200
Mean Score		1.1	1.1	1.2	1.2
Standard error		.03	.05	.07	.06
Standard deviation		.87	.83	.94	.87

Columns Tested: a,b,c

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54	
Effective base	325	246	54	14	5	4	4	3	1	299	25	12	
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23	
Very Dissatisfied	(-2)	6	5	-	-	*	-	*	-	-	5	1	1
		1%	1%	-%	-%	4%	-%	8%	-%	-%	1%	1%	2%
Fairly Dissatisfied	(-1)	25	22	3	*	*	*	-	-	25	1	1	
		4%	4%	3%	*%	3%	3%	1%	-%	-%	4%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	86	67	15	*	-	2	1	1	-	82	4	4
		13%	13%	15%	2%	-%	14%	21%	36%	-%	14%	8%	15%
Fairly Satisfied	(1)	263	213	26	13	2	8	1	*	*	239	24	11
		41%	43%	27%	53%	41%	63%	20%	7%	99%	40%	50%	47%
			b								b		
Very Satisfied	(2)	245	179	47	11	2	2	2	1	*	226	19	8
		38%	36%	47%	45%	52%	19%	49%	57%	1%	38%	39%	34%
Don't Know (DO NOT READ OUT)		20	12	8	-	-	-	-	-	20	-	-	
		3%	2%	8%	-%	-%	-%	-%	-%	3%	-%	-%	
NET: Satisfied		508	392	73	25	3	10	3	1	*	465	43	19
		79%	79%	74%	98%	93%	83%	69%	64%	100%	78%	90%	80%
			b										
NET: Dissatisfied		31	27	3	*	*	*	*	-	-	30	1	1
		5%	5%	3%	*%	7%	3%	10%	-%	-%	5%	2%	4%
Answered	625	486	91	25	4	13	5	2	*	577	48	23	
Mean Score	1.1	1.1	1.3	1.4	1.3	1.0	1.0	1.2	1.0	1.1	1.3	1.1	
Standard error	.03	.04	.07	.07	.30	.17	.35	.53	-	.04	.07	.12	
Standard deviation	.87	.88	.86	.55	1.08	.70	1.39	1.29	-	.88	.75	.90	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	6 1%	* *%	5 2%	1 *%	5 1%	4 1%	6 1%	4 1%	5 1%	5 2%	2 2%	3 1%	- -%	* 1%	* 1%	- -%	- -%
Fairly Dissatisfied (-1)	25 4%	6 3%	16 6%	4 2%	22 4%	22 5%	22 4%	23 4%	14 4%	11 5%	- -%	16 5%	1 3%	3 6%	* 2%	- -%	2 21%
Neither Satisfied Nor Dissatisfied (0)	86 13%	29 13%	38 14%	19 13%	74 14%	72 15%	78 14%	82 14%	53 16%	27 12%	7 9%	45 13%	6 22%	9 21%	* *%	8 40%	4 32%
Fairly Satisfied (1)	263 41%	109 49%	104 38%	50 34%	226 44%	195 40%	234 43%	232 40%	146 43%	98 43%	40 52%	140 40%	12 44%	23 52%	15 89%	3 18%	2 15%
Very Satisfied (2)	245 38%	72 32%	108 39%	66 45%	173 34%	174 36%	187 35%	226 39%	118 35%	84 36%	26 35%	137 39%	6 23%	8 18%	1 8%	8 42%	1 12%
Don't Know (DO NOT READ OUT)	20 3%	6 3%	6 2%	8 5%	14 3%	15 3%	15 3%	15 3%	6 2%	6 3%	1 2%	8 2%	2 8%	1 2%	- -%	* *%	2 20%
NET: Satisfied	508 79%	180 81%	212 76%	116 79%	399 78%	368 76%	421 78%	458 79%	264 77%	182 79%	66 87%	276 79%	18 67%	31 70%	16 97%	11 60%	3 26%
NET: Dissatisfied	31 5%	6 3%	21 8%	4 3%	27 5%	27 6%	28 5%	28 5%	19 6%	16 7%	2 2%	19 6%	1 3%	3 7%	1 3%	- -%	2 21%
Answered	625	215	271	139	500	467	527	568	336	225	75	341	24	43	17	19	9
Mean Score	1.1	1.1	1.1	1.3	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	.9	.8	1.0	1.0	.2
Standard error	.03	.06	.06	.05	.04	.04	.03	.03	.04	.05	.09	.05	.12	.11	.08	.14	.20
Standard deviation	.87	.75	.97	.82	.87	.89	.87	.87	.90	.94	.80	.89	.80	.84	.52	.93	1.06

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied (-2)	6 1%	2 *%	3 8%	- -%	* 2%	- -%	- -%	- -%	4 1%	* *%	* 2%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	25 4%	16 4%	* 1%	3 7%	1 8%	- -%	- -%	2 27%	14 4%	5 6%	* 1%	* 1%	* 2%	2 23%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	55 14%	5 13%	3 9%	2 23%	* 1%	4 73%	3 38%	42 13%	13 16%	5 18%	7 23%	3 28%	1 11%	2 58%
Fairly Satisfied (1)	263 41%	175 44%	14 34%	25 68%	5 57%	5 52%	1 9%	* 4%	131 40%	27 35%	15 54%	13 45%	5 46%	3 27%	1 35%
Very Satisfied (2)	245 38%	142 35%	18 44%	5 14%	1 10%	5 47%	1 16%	1 6%	121 37%	32 42%	4 15%	9 31%	2 24%	4 40%	* 7%
Don't Know (DO NOT READ OUT)	20 3%	11 3%	- -%	1 2%	- -%	- -%	* 2%	2 25%	12 4%	- -%	3 11%	- -%	- -%	- -%	- -%
NET: Satisfied	508 79%	317 79%	32 79%	31 82%	6 67%	10 99%	2 26%	1 10%	253 78%	59 77%	19 69%	22 76%	7 70%	7 66%	2 42%
NET: Dissatisfied	31 5%	18 4%	4 9%	3 7%	1 10%	- -%	- -%	2 27%	18 5%	5 7%	1 3%	* 1%	* 2%	2 23%	- -%
Answered	625	391	41	37	9	10	6	7	313	77	24	29	10	10	4
Mean Score	1.1	1.1	1.1	.9	.7	1.5	.4	-1	1.1	1.1	.9	1.1	.9	.8	.5
Standard error	.03	.04	.14	.10	.15	.12	.20	.22	.05	.10	.11	.13	.15	.29	.21
Standard deviation	.87	.83	1.16	.72	.89	.55	.83	.93	.89	.93	.77	.78	.82	1.24	.74

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	6 1%	4 1%	- -%	* 1%	* 2%	- -%	- -%	- -%	3 1%	1 1%	2 1%	- -%	- -%
Fairly Dissatisfied (-1)	25 4%	14 4%	2 3%	6 16% a	1 4%	* *% a	- -%	* 2%	4 2%	5 5%	8 5%	* *% a	5 15% a
Neither Satisfied Nor Dissatisfied (0)	86 13%	55 14%	11 14%	11 28%	2 6%	3 11%	* 5%	* 1%	22 11%	17 16%	20 14%	6 15%	11 31% a
Fairly Satisfied (1)	263 41%	147 38%	37 48%	11 29%	16 53%	9 31%	4 54%	7 53%	91 44%	45 43%	63 43%	20 46%	14 40%
Very Satisfied (2)	245 38%	158 41%	24 31%	10 26%	11 36%	14 50%	3 41%	5 40%	80 39%	36 35%	50 34%	15 34%	5 15%
Don't Know (DO NOT READ OUT)	20 3%	9 2%	3 4%	- -%	- -%	2 8%	- -%	1 4%	6 3%	1 1%	4 3%	2 5%	- -%
NET: Satisfied	508 79%	306 79%	62 79%	21 55%	26 89%	23 81%	8 95%	12 93%	171 83%	81 78%	112 77%	34 80%	19 54%
NET: Dissatisfied	31 5%	17 4%	2 3%	6 17% a	2 6%	* *% a	- -%	* 2%	7 3%	6 5%	10 7%	* *% a	5 15%
Answered	625	378	75	38	30	26	8	13	200	104	142	41	35
Mean Score	1.1	1.2	1.1	.6	1.2	1.4	1.4	1.4	1.2	1.1	1.1	1.2	.5
Standard error	.03	.05	.08	.13	.12	.11	.16	.15	.06	.08	.07	.08	.12
Standard deviation	.87	.88	.76	1.08	.84	.72	.61	.63	.83	.88	.91	.71	.93

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	6 1%	4 1%	* *%	1 1%	- -%	- -%	3 1%	1 1%	1 1%	- -%	- -%
Fairly Dissatisfied (-1)	25 4%	9 4%	6 6%	4 4%	* 2%	2 14%	4 2%	6 6%	7 7%	1 3%	5 14%
Neither Satisfied Nor Dissatisfied (0)	86 13%	27 10%	16 17%	21 20%	3 11%	5 28%	31 14%	14 15%	9 9%	6 18%	11 33%
Fairly Satisfied (1)	263 41%	109 42%	47 51%	48 45%	14 52%	7 37%	90 42%	41 43%	38 39%	12 36%	12 39%
Very Satisfied (2)	245 38%	103 40%	22 24%	30 28%	10 34%	4 21%	82 38%	34 35%	40 40%	13 38%	4 13%
Don't Know (DO NOT READ OUT)	20 3%	8 3%	1 1%	2 2%	1 2%	- -%	7 3%	* *%	4 4%	2 6%	- -%
NET: Satisfied	508 79%	212 82%	68 75%	78 73%	24 86%	10 58%	172 79%	74 78%	78 79%	24 74%	17 52%
NET: Dissatisfied	31 5%	13 5%	6 7%	6 5%	* 2%	2 14%	7 3%	6 7%	8 8%	1 3%	5 14%
Answered	625	252	90	105	27	18	210	95	95	31	32
Mean Score	1.1	1.2	.9	1.0	1.2	.6	1.2	1.1	1.2	1.2	.5
Standard error	.03	.06	.08	.07	.08	.15	e	e	e	e	e
Standard deviation	.87	.87	.83	.87	.70	.99	.85	.90	.93	.84	.91

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base		325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base		645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied	(-2)	6	3	*	1	-	*	4	-	-	5	1	4	1
		1%	1%	*%	1%	-%	*%	1%	-%	-%	1%	*%	1%	1%
Fairly Dissatisfied	(-1)	25	1	3	14	4	1	17	2	4	13	13	15	7
		4%	1%	3%	10%	6%	3%	4%	5%	3%	3%	5%	4%	7%
Neither Satisfied Nor Dissatisfied	(0)	86	34	17	10	14	5	45	6	29	58	28	58	16
		13%	15%	17%	8%	19%	14%	11%	19%	21%	15%	11%	14%	15%
Fairly Satisfied	(1)	263	97	44	49	27	15	159	18	54	170	94	174	52
		41%	42%	44%	36%	35%	43%	39%	54%	40%	45%	36%	43%	47%
Very Satisfied	(2)	245	89	34	57	28	14	174	4	47	130	115	141	31
		38%	39%	34%	42%	37%	40%	42%	13%	35%	34%	44%	35%	28%
Don't Know (DO NOT READ OUT)		20	5	2	3	3	-	11	3	1	6	13	11	3
		3%	2%	2%	3%	4%	-%	3%	8%	1%	2%	5%	3%	2%
NET: Satisfied		508	186	77	106	55	28	334	23	102	300	208	315	83
		79%	81%	79%	78%	72%	83%	81%	67%	75%	79%	79%	78%	75%
NET: Dissatisfied		31	4	3	15	4	1	21	2	4	17	14	19	8
		5%	2%	3%	11%	6%	3%	5%	5%	3%	5%	5%	5%	8%
Answered		625	224	97	131	74	34	400	31	135	375	250	392	108
Mean Score		1.1	1.2	1.1	1.1	1.1	1.2	1.2	.8	1.1	1.1	1.2	1.1	1.0
Standard error		.03	.06	.07	.08	.09	.10	.04	.10	.07	.04	.05	.04	.07
Standard deviation		.87	.81	.80	1.01	.91	.79	.88	.75	.84	.86	.87	.86	.89

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 6 1%	3 1%	1 1%	1 *%	4 1%	4 1%	1 1%	3 1%	1 1%	1 *%	4 1%
Fairly Dissatisfied	(-1) 25 4%	15 4%	7 5%	3 1%	21 5%	18 4%	4 4%	13 4%	9 6%	4 2%	19 5%
Neither Satisfied Nor Dissatisfied	(0) 86 13%	51 15%	22 15%	42 21%	40 10%	57 14%	17 16%	51 15%	21 14%	38 19%	45 12%
Fairly Satisfied	(1) 263 41%	139 41%	56 40%	86 43%	146 38%	176 44%	49 45%	128 39%	67 44%	87 44%	144 38%
Very Satisfied	(2) 245 38%	122 36%	51 37%	65 32%	162 42%	138 34%	35 32%	125 38%	49 32%	67 34%	159 42%
Don't Know (DO NOT READ OUT)	20 3%	12 3%	3 2%	3 2%	12 3%	11 3%	3 2%	12 4%	3 2%	3 2%	12 3%
NET: Satisfied	508 79%	261 76%	108 77%	151 75%	308 80%	315 78%	84 77%	253 76%	115 77%	155 77%	303 79%
NET: Dissatisfied	31 5%	18 5%	8 6%	3 2%	24 6%	22 5%	5 5%	16 5%	10 7%	5 2%	23 6%
Answered	625	330	137	196	372	393	106	321	147	197	371
Mean Score	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.0	1.1	1.2
Standard error	.03	.05	.06	.06	.04	.04	.07	.05	.06	.06	.04
Standard deviation	.87	.89	.89	.79	.91	.88	.85	.89	.89	.80	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	6 1%	5 1%	3 1%	- -%	- -%	4 1%	* *%	- -%	- -%	4 1%	* *%	* *%	- -%
Fairly Dissatisfied (-1)	25 4%	16 5%	16 4%	6 5%	- -%	15 5%	13 4%	7 8%	- -%	18 4%	11 4%	6 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	60 18%	56 15%	23 20%	- -%	50 15%	54 17%	20 23%	- -%	71 15%	47 17%	22 18%	- -%
Fairly Satisfied (1)	263 41%	142 42%	173 45%	46 41%	3 100%	140 43%	123 39%	30 35%	2 77%	189 39%	114 42%	45 36%	2 41%
Very Satisfied (2)	245 38%	104 31%	126 33%	30 27%	- -%	108 33%	111 35%	25 30%	1 23%	190 39%	91 34%	50 40%	2 59%
Don't Know (DO NOT READ OUT)	20 3%	8 2%	7 2%	8 7%	- -%	6 2%	10 3%	4 4%	- -%	13 3%	5 2%	2 1%	- -%
NET: Satisfied	508 79%	246 73%	298 78%	77 67%	3 100%	249 77%	234 75%	55 64%	2 100%	379 78%	204 76%	95 76%	4 100%
NET: Dissatisfied	31 5%	21 6%	19 5%	6 5%	- -%	19 6%	14 4%	7 8%	- -%	23 5%	12 4%	6 5%	- -%
Answered	625	327	374	106	3	318	302	82	2	472	263	123	4
Mean Score	1.1	1.0	1.1	1.0	1.0	1.1	1.1	.9	1.2	1.1	1.1	1.1	1.6
Standard error	.03	.04	.04	.07	-	.05	.04	.09	.39	.04	.05	.07	.40
Standard deviation	.87	.91	.86	.86	-	.90	.86	.95	.55	.88	.84	.89	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107			
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48			
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106			
Very Dissatisfied (-2)	6 1%	4 1%	3 1%	1 *%	5 1%	3 1%	- -%	1 *%	1 *%	1 *%	- -%	- -%	3 3%	- -%			
Fairly Dissatisfied (-1)	25 4%	14 3%	13 4%	7 3%	10 3%	12 4%	* 2%	7 3%	6 4%	6 3%	3 5%	4 8%	6 6%	5 4%			
Neither Satisfied Nor Dissatisfied (0)	86 13%	61 15%	59 16%	50 18%	45 14%	57 19%	* 4%	40 21%	34 19%	38 20%	17 25%	12 27%	14 15%	15 15%			
Fairly Satisfied (1)	263 41%	175 43%	142 39%	120 42%	124 39%	122 40%	3 26%	80 42%	86 49%	73 38%	25 37%	10 23%	37 39%	37 34%			
Very Satisfied (2)	245 38%	140 34%	130 36%	100 35%	123 39%	101 33%	7 69% ab	62 32%	44 25%	70 37%	21 31%	17 38%	36 38%	45 42%			
Don't Know (DO NOT READ OUT)	20 3%	11 3%	12 3%	4 2%	10 3%	10 3%	- -%	3 1%	3 2%	4 2%	2 2%	2 4%	- -%	5 4%			
NET: Satisfied	508 79%	315 78%	272 75%	221 78%	247 78%	223 73%	10 94%	142 74%	131 75%	144 75%	46 68%	27 62%	73 76%	82 77%			
NET: Dissatisfied	31 5%	18 4%	17 5%	8 3%	14 5%	15 5%	* 2%	7 4%	7 4%	7 4%	3 5%	4 8%	9 9%	5 4%			
Answered	625	394	348	279	307	295	10	189	171	188	67	42	96	102			
Mean Score	1.1	1.1	1.1	1.1	1.1	1.0	1.6 b	1.0	1.0	1.1	1.0	1.0	1.0	1.2			
Standard error	.03	.04	.04	.05	.05	.05	.11	.06	.06	.06	.10	.16	.09	.08			
Standard deviation	.87	.86	.88	.81	.89	.89	.68	.84	.80	.85	.88	1.02	1.02	.86			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	6 1%	- -%	- -%	- -%	- -%	5 1%	3 1%	5 1%	* *%	2 1%	1 *%	4 1%	* *%	- -%	5 1%	- -%
Fairly Dissatisfied (-1)	25 4%	9 13%	1 2%	4 10%	- -%	17 3%	9 2%	19 3%	13 3%	14 4%	11 3%	17 3%	3 3%	- -%	11 3%	7 15%
Neither Satisfied Nor Dissatisfied (0)	86 13%	14 21%	6 17%	12 29%	3 13%	69 13%	65 17%	74 13%	62 14%	53 14%	56 16%	62 12%	18 16%	* 35%	28 7%	18 38%
Fairly Satisfied (1)	263 41%	28 41%	13 36%	11 26%	11 48%	225 44%	160 42%	240 43%	197 43%	151 39%	166 46%	221 43%	53 48%	- -%	186 47%	5 11%
Very Satisfied (2)	245 38%	17 25%	14 39%	14 35%	8 34%	192 37%	134 35%	211 38%	184 40%	154 40%	122 34%	205 39%	32 29%	- -%	158 40%	16 33%
Don't Know (DO NOT READ OUT)	20 3%	- -%	2 6%	- -%	1 5%	9 2%	9 2%	12 2%	3 1%	11 3%	5 1%	9 2%	4 4%	* 65%	11 3%	2 4%
NET: Satisfied	508 79%	44 66%	27 75%	25 61%	20 82%	417 81%	294 77%	451 81%	381 83%	305 79%	288 80%	426 82%	85 77%	- -%	344 86%	21 44%
NET: Dissatisfied	31 5%	9 13%	1 2%	4 10%	- -%	22 4%	12 3%	23 4%	14 3%	16 4%	11 3%	21 4%	4 3%	- -%	16 4%	7 15%
Answered	625	68	34	41	23	508	371	548	458	374	355	509	106	* -	388	46
Mean Score	1.1	.8	1.2	.9	1.2	1.1	1.1	1.2	1.2	1.2	1.1	1.2	1.1	-	1.2	.6
Standard error	.03	.11	.12	.14	.15	.03	.04	.03	.03	.04	.04	.04	.07	-	.04	.19
Standard deviation	.87	.98	.82	1.02	.68	.84	.83	.84	.79	.85	.79	.83	.79	-	.80	1.12

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	6 1%	- -%	5 2%	* *%	5 12% a	6 2% b	- -%	1 *%	5 1%	- -%	1 *%	4 2%	1 *%
Fairly Dissatisfied (-1)	25 4%	14 5%	6 3%	11 2% a	12 30% a	17 7% b	9 2%	8 7%	13 4%	4 3%	4 3%	10 6%	11 4%
Neither Satisfied Nor Dissatisfied (0)	86 13%	56 20% b	14 7%	43 8% b	7 18%	46 19% b	40 10%	14 12%	44 12%	28 21%	25 15%	18 11%	40 14%
Fairly Satisfied (1)	263 41%	114 40%	94 45%	224 43% b	8 20%	101 42% a	162 40%	39 33%	166 44%	56 42%	59 35%	78 46%	119 42%
Very Satisfied (2)	245 38%	93 32%	87 41%	238 45% b	4 9%	69 28% a	176 44%	55 47%	139 37%	45 33%	72 43%	55 32%	108 38%
Don't Know (DO NOT READ OUT)	20 3%	9 3%	4 2%	7 1% a	5 11% a	5 2% a	15 4%	1 1%	12 3%	1 1%	8 5%	4 2%	4 1%
NET: Satisfied	508 79%	206 72% a	181 86% a	462 88% b	11 29%	170 70% a	338 84% a	95 80%	305 80%	100 75%	131 77%	132 79%	226 80%
NET: Dissatisfied	31 5%	14 5%	10 5%	12 2% a	16 41% a	22 9% b	9 2%	8 7%	18 5%	4 3%	5 3%	13 8%	12 4%
Answered	625	277	205	517	35	239	386	117	367	132	161	164	279
Mean Score	1.1	1.0	1.2	1.3 b	-2	.9 a	1.3 a	1.2	1.1	1.1	1.2	1.0	1.2
Standard error	.03	.05	.06	.03 b	.22	.06 a	.04 a	.08	.04	.07	.06	.07	.05
Standard deviation	.87	.86	.87	.73	1.23	.98	.74	.93	.87	.82	.84	.94	.84

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	6 1%	1 *%	5 1%
Fairly Dissatisfied	(-1)	25 4%	11 4%	14 4%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	42 14%	44 13%
Fairly Satisfied	(1)	263 41%	136 46%	127 37%
Very Satisfied	(2)	245 38%	101 34%	144 42%
Don't Know (DO NOT READ OUT)		20 3%	7 2%	12 4%
NET: Satisfied		508 79%	238 79%	271 78%
NET: Dissatisfied		31 5%	12 4%	19 5%
Answered		625	292	334
Mean Score		1.1	1.1	1.2
Standard error		.03	.04	.05
Standard deviation		.87	.81	.91

Columns Tested: a,b

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	6 1%	- -%	* 1%	4 4%	1 1%	- -%	- -%	- -%	* %	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	25 4%	- -%	1 3%	4 3%	3 5%	2 12%	4 6%	* 2%	* %	5 5%	1 7%	4 4%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	- -%	3 13%	11 10%	5 6%	- -%	12 17%	1 4%	10 19%	14 16%	1 5%	21 17%	9 21%
Fairly Satisfied	(1)	263 41%	- -%	4 18%	47 42%	26 37%	6 42%	27 39%	11 48%	22 40%	27 30%	14 67%	59 48%	20 46%
Very Satisfied	(2)	245 38%	- -%	14 65%	45 40%	31 44%	6 46%	21 30%	11 46%	23 41%	42 46%	4 18%	34 28%	13 31%
Don't Know (DO NOT READ OUT)		20 3%	- -%	- -%	1 1%	4 6%	- -%	7 10%	- -%	- -%	3 3%	1 2%	4 3%	- -%
NET: Satisfied		508 79%	- -%	19 83%	92 83%	57 81%	13 88%	48 68%	22 94%	45 81%	70 76%	18 85%	93 76%	33 77%
NET: Dissatisfied		31 5%	- -%	1 4%	8 7%	4 6%	2 12%	4 6%	* 2%	* %	5 5%	1 7%	4 4%	1 3%
Answered		625	-	22	111	66	14	63	23	55	89	21	118	43
Mean Score		1.1	-	1.4	1.1	1.3	1.2	1.0	1.4	1.2	1.2	1.0	1.0	1.0
Standard error		.03	-	.16	.09	.09	.24	.12	.10	.08	.10	.09	.09	.12
Standard deviation		.87	-	.90	.99	.91	.98	.88	.67	.76	.90	.74	.79	.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 295 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied (-2)	6 1%	5 3%	1 1%	* *%	- -%	6 2%	* *%
Fairly Dissatisfied (-1)	25 4%	4 3%	9 6%	5 3%	7 4%	13 5%	12 3%
Neither Satisfied Nor Dissatisfied (0)	86 13%	14 9%	16 11%	26 15%	31 16%	30 10%	56 16%
Fairly Satisfied (1)	263 41%	60 41%	51 36%	60 35%	93 50%	110 38%	153 43%
Very Satisfied (2)	245 38%	60 41%	57 41%	76 45%	52 28%	118 41%	127 36%
Don't Know (DO NOT READ OUT)	20 3%	5 3%	7 5%	3 2%	5 3%	12 4%	8 2%
NET: Satisfied	508 79%	120 82%	108 76%	136 80%	144 77%	228 79%	280 79%
NET: Dissatisfied	31 5%	9 6%	10 7%	5 3%	7 4%	19 7%	12 3%
Answered	625	142	134	167	182	276	349
Mean Score	1.1	1.2	1.2	1.2	1.0	1.2	1.1
Standard error	.03	.08	.07	.06	.06	.05	.04
Standard deviation	.87	.95	.93	.82	.78	.94	.81

Columns Tested:: a,b,c,d - a,b

Table 296

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	11 2%	1 1%	9 2%	10 2%	* *%	* 5%	* 1%	* 1%
Fairly Dissatisfied (-1)	18 3%	3 2%	15 3%	16 3%	1 2%	* 6%	* 5%	1 3%
Neither Satisfied Nor Dissatisfied (0)	86 13%	9 7%	77 15%	81 13%	5 16%	* 3%	* 5%	5 14%
Fairly Satisfied (1)	286 44%	41 34%	245 47%	271 45%	12 39%	2 38%	1 44%	15 39%
Very Satisfied (2)	231 36%	58 49%	173 33%	215 35%	13 42%	2 48%	1 42%	16 42%
Don't Know (DO NOT READ OUT)	13 2%	7 6%	6 1%	13 2%	* 1%	- -%	* 2%	* 1%
NET: Satisfied	517 80%	99 83%	418 80%	487 80%	25 81%	4 86%	2 87%	31 82%
NET: Dissatisfied	28 4%	4 3%	24 5%	27 4%	1 2%	1 11%	* 6%	1 4%
Answered	632	112	520	594	30	5	2	37
Mean Score	1.1	1.4 b	1.1	1.1	1.2	1.2	1.2	1.2
Standard error	.03	.07 b	.04	.04	.07	.18	.11	.05
Standard deviation	.87	.83	.87	.87	.82	1.23	1.13	.86

Columns Tested: a,b - a,b,c,d,e

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	11 2%	6 2%	3 1%	1 3%	* *%	* 1%	* 1%	10 2%	* *%	* 4%
Fairly Dissatisfied	(-1)	18 3%	11 3%	3 1%	3 8%	* 1%	1 4%	* 5%	16 3%	1 2%	* 6%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	48 13%	27 15%	5 14%	2 12%	3 17%	* 5%	81 13%	5 16%	* 4%
Fairly Satisfied	(1)	286 44%	180 47%	77 41%	14 40%	7 43%	6 35%	1 44%	271 45%	12 39%	3 40%
Very Satisfied	(2)	231 36%	129 34%	74 39%	12 34%	7 43%	8 42%	1 42%	215 35%	13 42%	3 46%
Don't Know (DO NOT READ OUT)		13 2%	9 2%	4 2%	- -%	* 1%	* *%	* 2%	13 2%	* 1%	* 1%
NET: Satisfied		517 80%	309 81%	151 80%	26 74%	15 86%	14 77%	2 87%	487 80%	25 81%	6 86%
NET: Dissatisfied		28 4%	17 5%	5 3%	4 11%	* 1%	1 6%	* 6%	27 4%	1 2%	1 10%
Answered		632	375	184	35	17	18	2	594	30	7
Mean Score		1.1	1.1	1.2	.9	1.3	1.1	1.2	1.1	1.2	1.2
Standard error		.03	.06	.07	.14	.10	.09	.11	.04	.07	.09
Standard deviation		.87	.86	.84	1.07	.77	.96	1.13	.87	.82	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107	
Effective base	325	219	97	71	31	62	171	56	19	13	25	
Weighted Base	645	504	104	30	5	3	374	108	21	20	15	
Very Dissatisfied	(-2)	11	7	3	*	*	9	-	1	-	-	
		2%	1%	3%	*%	5%	1%	2%	-%	6%	-%	-%
Fairly Dissatisfied	(-1)	18	14	3	1	*	*	12	*	1	1	1
		3%	3%	3%	2%	6%	5%	3%	*%	5%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	86	67	14	5	*	*	55	15	3	1	1
		13%	13%	14%	16%	3%	5%	15%	14%	16%	5%	7%
Fairly Satisfied	(1)	286	223	48	12	2	1	156	56	8	13	7
		44%	44%	46%	39%	38%	44%	42%	52%	36%	62%	44%
Very Satisfied	(2)	231	181	34	13	2	1	133	37	8	5	6
		36%	36%	33%	42%	48%	42%	36%	34%	36%	27%	39%
Don't Know (DO NOT READ OUT)		13	12	2	*	-	*	8	1	-	-	*
		2%	2%	1%	1%	-%	2%	2%	1%	-%	-%	*%
NET: Satisfied		517	405	82	25	4	2	290	93	15	18	12
		80%	80%	79%	81%	86%	87%	77%	86%	72%	88%	84%
NET: Dissatisfied		28	21	6	1	1	*	21	*	2	1	1
		4%	4%	6%	2%	11%	6%	6%	*%	12%	7%	9%
Answered		632	492	102	30	5	2	366	108	21	20	15
Mean Score		1.1	1.1	1.0	1.2	1.2	1.2	1.1	1.2	.9	1.1	1.1
Standard error		.03	.05	.08	.07	.18	.11	.06	.06	.17	.12	.09
Standard deviation		.87	.85	.94	.82	1.23	1.13	.93	.67	1.17	.79	.93

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	728	40	39	93	26	51	50	41	49	42
Effective base	325	25	24	52	18	36	35	27	35	28
Weighted Base	645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	11	2	8	-	-	-	-	-	-
		2%	4%	6%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	18	2	*	*	2	2	*	-	8
		3%	4%	*%	*%	2%	2%	1%	-%	17%
										bcefg
Neither Satisfied Nor Dissatisfied	(0)	86	12	2	22	-	13	12	9	3
		13%	24%	5%	16%	-%	22%	14%	14%	5%
			h				h			
Fairly Satisfied	(1)	286	23	22	59	16	24	40	33	30
		44%	48%	49%	43%	52%	39%	47%	51%	48%
Very Satisfied	(2)	231	9	20	42	15	23	31	20	29
		36%	18%	44%	31%	48%	37%	36%	30%	46%
										a
Don't Know (DO NOT READ OUT)		13	1	1	5	-	-	2	3	1
		2%	2%	3%	4%	-%	-%	2%	4%	1%
										-
NET: Satisfied		517	31	41	101	30	46	71	53	59
		80%	66%	92%	74%	100%	76%	82%	81%	94%
				ai					acei	
NET: Dissatisfied		28	4	*	8	-	2	2	*	-
		4%	8%	*%	6%	-%	2%	2%	1%	-%
										8
										17%
										befgh
Answered	632	47	44	131	30	61	84	63	61	47
Mean Score	1.1	.7	1.4	1.0	1.5	1.1	1.2	1.2	1.4	1.0
			a				a		aci	
Standard error	.03	.16	.10	.11	.10	.12	.11	.11	.08	.18
Standard deviation	.87	.97	.60	1.01	.51	.83	.76	.69	.59	1.13

Columns Tested: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level:	95%									
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	11 2%	- -%	2 1%	8 3%	10 2%	1 1%	1 2%	- -%	* 1%
Fairly Dissatisfied	(-1)	18 3%	10 7%	2 1%	3 1%	14 2%	4 6%	3 9%	1 3%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	20 15%	17 11%	43 15%	80 14%	6 10%	4 11%	1 6%	1 13%
Fairly Satisfied	(1)	286 44%	51 37%	75 48%	133 46%	259 44%	28 44%	14 42%	10 52%	3 35%
Very Satisfied	(2)	231 36%	58 42%	57 37%	92 32%	207 36%	24 38%	12 36%	8 39%	4 43%
Don't Know (DO NOT READ OUT)		13 2%	- -%	3 2%	10 3%	13 2%	1 1%	- -%	* *%	1 8%
NET: Satisfied		517 80%	109 79%	131 85%	225 78%	466 80%	51 82%	27 78%	18 91%	7 78%
NET: Dissatisfied		28 4%	10 7%	4 3%	10 4%	24 4%	4 7%	4 11%	1 3%	* 2%
Answered		632	139	152	278	569	62	34	19	8
Mean Score		1.1	1.1	1.2	1.1	1.1	1.1	1.0	1.3	1.3
Standard error		.03	.08	.07	.07	.04	.05	.10	.07	.10
Standard deviation		.87	.91	.79	.88	.86	.91	1.01	.72	.88

Columns Tested:: a,b,c,d,e,f,g,h

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 11 2%	- -%	3 5%	- -%	3 4%	2 2%	2 1%	* *%	- -%	3 1%
Fairly Dissatisfied	(-1) 18 3%	- -%	1 1%	- -%	1 1%	2 3%	5 3%	* 1%	- -%	9 4%
Neither Satisfied Nor Dissatisfied	(0) 86 13%	1 5%	4 7%	2 11%	6 7%	16 17%	32 18%	5 26%	* 5%	26 11%
Fairly Satisfied	(1) 286 44%	13 62%	30 44%	7 47%	37 45%	34 37%	71 40%	7 41%	3 48%	117 48%
Very Satisfied	(2) 231 36%	3 14%	29 43%	7 42%	35 43%	37 40%	65 37%	5 31%	3 47%	82 34%
Don't Know (DO NOT READ OUT)	13 2%	4 18%	- -%	- -%	- -%	1 2%	3 2%	* *%	- -%	5 2%
NET: Satisfied	517 80%	16 77%	59 87%	14 89%	73 87%	72 77%	136 77%	13 72%	6 95%	199 82%
NET: Dissatisfied	28 4%	- -%	4 6%	- -%	4 5%	5 5%	7 4%	* 1%	- -%	12 5%
Answered	632	17	67	16	83	92	175	18	7	237
Mean Score	1.1	1.1	1.2	1.3	1.2	1.1	1.1	1.0	1.4	1.1
Standard error	.03	.10	.11	.19	.10	.12	.06	.16	.14	.05
Standard deviation	.87	.49	.99	.68	.94	.94	.88	.83	.63	.84

Columns Tested: a,b,c,d,e,f,g,h,i

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	11 2%	6 3%	2 1%	3 1%	8 2%	2 2%	- -%	10 2%	* *%	11 2%	- -%
Fairly Dissatisfied (-1)	18 3%	3 2%	5 3%	9 3%	14 3%	3 3%	- -%	17 3%	* *%	18 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	23 12%	32 18%	31 12%	73 13%	13 14%	- -%	82 14%	4 10%	86 14%	- -%
Fairly Satisfied (1)	286 44%	85 43%	71 40%	131 48%	243 44%	43 45%	- -%	269 45%	17 41%	285 45%	1 8%
Very Satisfied (2)	231 36%	76 38%	65 37%	90 33%	201 37%	30 32%	- -%	211 35%	20 48%	221 35%	10 92%
Don't Know (DO NOT READ OUT)	13 2%	5 3%	3 2%	5 2%	10 2%	4 4%	- -%	13 2%	* *%	13 2%	- -%
NET: Satisfied	517 80%	160 81%	136 77%	221 82%	444 81%	73 77%	- -%	480 80%	37 89%	506 80%	11 100%
NET: Dissatisfied	28 4%	9 5%	7 4%	12 5%	23 4%	5 5%	- -%	28 5%	* 1%	28 4%	- -%
Answered	632	192	175	264	540	92	-	590	42	620	11
Mean Score	1.1	1.2	1.1	1.1	1.1	1.0	-	1.1	1.4	1.1	1.9
Standard error	.03	.07	.06	.05	.03	.10	-	.04	.07	.03	.09
Standard deviation	.87	.91	.88	.83	.86	.91	-	.87	.70	.87	.28

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	11 2%	5 2%	5 4%	1 *%
Fairly Dissatisfied	(-1)	18 3%	8 3%	* *%	9 4%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	43 15%	10 7%	33 16%
Fairly Satisfied	(1)	286 44%	133 46%	67 48%	82 40%
Very Satisfied	(2)	231 36%	93 32%	55 40%	77 37%
Don't Know (DO NOT READ OUT)		13 2%	7 3%	2 2%	4 2%
NET: Satisfied		517 80%	226 78%	122 87%	159 78%
NET: Dissatisfied		28 4%	13 5%	5 4%	9 4%
Answered		632	282	137	202
Mean Score		1.1	1.1	1.2	1.1
Standard error		.03	.05	.06	.06
Standard deviation		.87	.87	.88	.86

Columns Tested: a,b,c

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2)	11	10	-	-	*	*	-	-	10	*	*
		2%	2%	-%	-%	4%	*%	-%	-%	2%	*%	1%
Fairly Dissatisfied	(-1)	18	16	1	*	-	*	*	-	17	*	*
		3%	3%	1%	*%	-%	*%	8%	-%	3%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	86	69	14	1	-	*	1	*	84	2	1
		13%	14%	14%	5%	-%	2%	22%	1%	14%	5%	5%
Fairly Satisfied	(1)	286	225	36	14	3	7	1	*	260	26	12
		44%	45%	36%	54%	79%	58%	17%	65%	44%	54%	53%
Very Satisfied	(2)	231	170	42	10	1	5	2	1	212	19	9
		36%	34%	42%	40%	17%	40%	53%	35%	36%	40%	39%
Don't Know (DO NOT READ OUT)		13	8	6	*	-	-	-	-	13	*	-
		2%	2%	6%	*%	-%	-%	-%	-%	2%	*%	-%
NET: Satisfied		517	395	77	24	4	12	3	2	472	45	22
		80%	79%	79%	95%	96%	97%	71%	99%	79%	94%	92%
NET: Dissatisfied		28	26	1	*	*	*	*	-	27	1	1
		4%	5%	1%	*%	4%	1%	8%	-%	5%	1%	2%
Answered	632	490	93	25	4	13	5	2	*	583	48	23
Mean Score	1.1	1.1	1.3	1.4	1.1	1.4	1.2	1.3	1.9	1.1	1.3	1.3
Standard error	.03	.04	.06	.08	.23	.15	.29	.27	-	.04	.06	.10
Standard deviation	.87	.90	.77	.60	.83	.60	1.15	.67	-	.88	.66	.73

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	11 2%	* %	10 4%	* %	10 2%	9 2%	10 2%	9 2%	10 3%	6 3%	2 2%	8 2%	- %	- %	* 1%	- %	* 1%
Fairly Dissatisfied (-1)	18 3%	5 2%	11 4%	2 1%	15 3%	15 3%	15 3%	16 3%	8 2%	5 2%	- %	13 4%	* %	2 5%	* 2%	* %	* %
Neither Satisfied Nor Dissatisfied (0)	86 13%	28 13%	41 15%	17 11%	74 14%	75 16%	79 15%	83 14%	52 15%	29 12%	6 8%	54 16%	5 18%	2 5%	5 28%	6 30%	1 9%
Fairly Satisfied (1)	286 44%	115 52%	110 40%	62 42%	241 47%	209 43%	248 46%	256 44%	154 45%	116 50%	41 54%	147 42%	13 49%	29 66%	7 39%	5 26%	6 58%
Very Satisfied (2)	231 36%	70 32%	100 36%	61 41%	166 32%	165 34%	181 33%	211 36%	113 33%	72 31%	26 34%	121 35%	7 27%	10 22%	5 30%	8 43%	4 32%
Don't Know (DO NOT READ OUT)	13 2%	4 2%	4 2%	6 4%	8 2%	9 2%	9 2%	8 1%	6 2%	3 1%	1 2%	5 2%	2 6%	1 2%	- %	* %	- %
NET: Satisfied	517 80%	185 84%	210 76%	122 83%	407 79%	374 78%	429 79%	467 80%	267 78%	188 81%	67 88%	268 77%	20 76%	39 88%	12 69%	13 69%	10 90%
NET: Dissatisfied	28 4%	5 2%	21 8%	2 1%	25 5%	25 5%	26 5%	25 4%	17 5%	12 5%	2 2%	21 6%	* %	2 5%	* 3%	* %	* 1%
Answered	632	218	272	141	506	473	533	575	337	228	75	344	25	43	17	19	11
Mean Score	1.1	1.1	1.0	1.3	1.1	1.1	1.1	1.1	1.0	1.1	1.2	1.0	1.1	1.1	1.0	1.1	1.2
Standard error	.03	.05	.06	.05	.04	.04	.04	.03	.05	.05	.09	.05	.10	.09	.14	.14	.14
Standard deviation	.87	.72	1.01	.73	.88	.90	.88	.87	.92	.89	.79	.94	.71	.69	.88	.88	.72

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied	(-2)	11	7	3	-	*	-	*	9	-	*	-	-	-	*
		2%	2%	7%	-%	2%	-%	1%	3%	-%	1%	-%	-%	-%	2%
Fairly Dissatisfied	(-1)	18	15	*	*	*	-	*	11	2	*	2	-	-	*
		3%	4%	1%	*%	2%	-%	*%	3%	3%	1%	7%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	86	55	7	3	*	3	4	50	16	6	2	*	1	*
		13%	14%	17%	9%	1%	30%	73%	15%	20%	20%	6%	4%	12%	5%
Fairly Satisfied	(1)	286	189	15	20	7	4	1	136	29	14	20	4	3	3
		44%	47%	36%	53%	82%	40%	9%	42%	38%	52%	70%	40%	25%	80%
Very Satisfied	(2)	231	130	15	13	1	3	1	113	30	5	5	6	7	*
		36%	32%	37%	35%	14%	30%	16%	35%	39%	17%	17%	56%	63%	13%
Don't Know (DO NOT READ OUT)		13	6	1	1	-	-	*	7	*	2	-	-	-	-
		2%	2%	2%	2%	-%	-%	2%	2%	*%	9%	-%	-%	-%	-%
NET: Satisfied		517	318	30	33	9	7	2	249	59	19	25	10	9	3
		80%	79%	74%	88%	96%	70%	25%	76%	77%	69%	87%	96%	88%	92%
NET: Dissatisfied		28	21	3	*	*	-	*	20	2	1	2	-	-	*
		4%	5%	8%	*%	4%	-%	*%	6%	3%	2%	7%	-%	-%	2%
Answered		632	395	40	37	9	10	6	318	77	25	29	10	10	4
Mean Score		1.1	1.1	1.0	1.3	1.0	1.0	.4	1.0	1.1	.9	1.0	1.5	1.5	1.0
Standard error		.03	.04	.14	.09	.11	.17	.20	.05	.09	.10	.12	.11	.17	.20
Standard deviation		.87	.88	1.12	.64	.64	.82	.84	.95	.83	.73	.72	.61	.74	.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	11 2%	9 2%	- -%	* *%	* *%	- -%	- -%	- -%	3 1%	* *%	7 5%	- -%	- -%
Fairly Dissatisfied (-1)	18 3%	10 3%	3 4%	2 5%	* *%	- -%	- -%	* *%	2 1%	2 2%	7 5%	2 5%	1 2%
Neither Satisfied Nor Dissatisfied (0)	86 13%	54 14%	13 17%	10 25%	2 8%	3 9%	1 6%	1 8%	27 13%	18 17%	15 10%	6 14%	14 40%
Fairly Satisfied (1)	286 44%	156 40%	46 59%	12 32%	16 54%	19 65%	* 2%	7 54%	101 49%	46 44%	68 46%	16 37%	13 37%
Very Satisfied (2)	231 36%	152 39%	14 18%	14 37%	11 37%	7 26%	7 92%	5 37%	70 34%	39 37%	46 32%	17 40%	7 21%
Don't Know (DO NOT READ OUT)	13 2%	7 2%	2 2%	* *%	- -%	- -%	- -%	- -%	3 1%	- -%	3 2%	2 4%	* *%
NET: Satisfied	517 80%	308 79%	60 77%	26 69%	27 91%	26 91%	8 94%	12 91%	171 83%	84 81%	114 78%	33 77%	20 58%
NET: Dissatisfied	28 4%	19 5%	3 4%	2 6%	* 1%	- -%	- -%	* *%	5 3%	3 2%	15 10%	2 5%	1 2%
Answered	632	381	76	38	30	29	8	13	203	104	144	42	35
Mean Score	1.1	1.1	.9	1.0	1.3	1.2	1.9	1.3	1.1	1.2	1.0	1.2	.8
Standard error	.03	.05	.08	.11	.10	.09	.14	.14	.06	.07	.08	.09	.11
Standard deviation	.87	.92	.73	.94	.66	.58	.53	.64	.80	.79	1.05	.88	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	11 2%	3 1%	* *%	7 6%	- -%	- -%	3 1%	- -%	6 6%	- -%	- -%
Fairly Dissatisfied (-1)	18 3%	5 2%	5 6%	4 4%	* 1%	1 4%	4 2%	2 3%	6 6%	3 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	28 11%	21 23%	13 12%	6 22%	6 35%	32 15%	16 17%	10 10%	3 8%	14 43%
Fairly Satisfied (1)	286 44%	136 52%	37 40%	48 44%	11 40%	6 35%	105 48%	39 41%	39 39%	10 30%	12 37%
Very Satisfied (2)	231 36%	86 33%	27 30%	33 31%	10 37%	5 26%	70 32%	37 39%	36 36%	16 48%	6 20%
Don't Know (DO NOT READ OUT)	13 2%	3 1%	- -%	3 3%	- -%	* *%	3 1%	- -%	3 3%	2 5%	* *%
NET: Satisfied	517 80%	222 85%	64 71%	81 75%	21 77%	11 60%	174 81%	76 80%	75 75%	26 78%	18 57%
NET: Dissatisfied	28 4%	8 3%	6 6%	11 10%	* 1%	1 4%	7 3%	2 3%	12 12%	3 9%	- -%
Answered	632	257	91	105	28	18	214	95	96	31	32
Mean Score	1.1	1.2	.9	.9	1.1	.8	1.1	1.2	1.0	1.2	.8
Standard error	.03	.05	.08	.09	.09	.14	.06	.07	.10	.12	.12
Standard deviation	.87	.77	.89	1.08	.81	.89	.82	.80	1.14	.97	.77

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		728	196	114	172	103	451	58	139	399	329	446	163	
Effective base		325	106	46	77	40	202	24	64	188	136	198	58	
Weighted Base		645	229	98	135	77	411	34	136	382	263	403	110	
Very Dissatisfied	(-2)	11 2%	3 1%	2 2%	4 3%	- -%	* *%	9 2%	* *%	- -%	7 2%	4 1%	10 2%	* *%
Fairly Dissatisfied	(-1)	18 3%	1 1%	2 2%	7 5%	6 7%	* *%	11 3%	* *%	4 3%	14 4%	4 1%	13 3%	2 2%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	35 15%	14 14%	12 9%	12 15%	10 29%	46 11%	6 19%	31 23%	61 16%	25 10%	59 15%	15 13%
Fairly Satisfied	(1)	286 44%	107 47%	46 47%	55 41%	26 34%	16 46%	177 43%	19 58%	57 42%	172 45%	115 43%	193 48%	48 44%
Very Satisfied	(2)	231 36%	79 35%	34 35%	56 41%	31 41%	8 24%	160 39%	8 23%	43 32%	120 31%	111 42%	122 30%	44 40%
Don't Know (DO NOT READ OUT)		13 2%	4 2%	- -%	1 1%	2 2%	* *%	7 2%	- -%	1 1%	9 2%	5 2%	7 2%	1 1%
NET: Satisfied		517 80%	187 81%	80 82%	111 82%	58 75%	24 70%	337 82%	27 80%	100 74%	291 76%	226 86%	314 78%	92 84%
NET: Dissatisfied		28 4%	4 2%	4 4%	11 8%	6 7%	* *%	21 5%	* *%	4 3%	21 5%	8 3%	23 6%	3 2%
Answered		632	226	98	134	75	34	404	34	135	373	259	396	110
Mean Score		1.1	1.1	1.1	1.1	1.1	.9	1.2	1.0	1.0	1.0	1.3	1.0	1.2
Standard error		.03	.06	.08	.08	.09	.10	.04	.09	.07	.05	.04	.04	.06
Standard deviation		.87	.79	.87	.99	.94	.75	.90	.68	.82	.89	.81	.90	.77

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 11 2%	9 3%	* *%	1 *%	9 2%	10 2%	* *%	9 3%	* *%	3 1%	7 2%
Fairly Dissatisfied	(-1) 18 3%	10 3%	5 4%	8 4%	7 2%	11 3%	4 4%	12 4%	3 2%	8 4%	8 2%
Neither Satisfied Nor Dissatisfied	(0) 86 13%	56 16%	19 13%	46 23%	37 10%	59 15%	14 13%	53 16%	21 14%	43 22%	40 10%
Fairly Satisfied	(1) 286 44%	140 41%	68 49%	79 40%	177 46%	194 48%	47 43%	137 41%	72 48%	80 40%	176 46%
Very Satisfied	(2) 231 36%	118 35%	47 33%	60 30%	151 39%	124 31%	42 39%	113 34%	53 35%	60 30%	151 39%
Don't Know (DO NOT READ OUT)	13 2%	8 2%	1 1%	6 3%	2 1%	7 2%	1 1%	8 2%	1 *%	6 3%	2 1%
NET: Satisfied	517 80%	259 76%	115 82%	139 69%	328 86%	317 78%	89 82%	250 75%	124 83%	140 70%	327 85%
NET: Dissatisfied	28 4%	19 6%	5 4%	9 5%	16 4%	21 5%	4 4%	21 6%	3 2%	11 5%	14 4%
Answered	632	334	140	194	381	398	108	324	149	194	381
Mean Score	1.1	1.0	1.1	1.0	1.2	1.0	1.2	1.0	1.2	1.0	1.2
Standard error	.03	.05	.05	.07	.04	.04	.07	.05	.05	.07	.04
Standard deviation	.87	.94	.79	.87	.86	.89	.82	.96	.75	.91	.83

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	11 2%	10 3%	5 1%	2 2%	- -%	9 3%	2 1%	2 2%	- -%	9 2%	2 1%	- -%	- -%
Fairly Dissatisfied (-1)	18 3%	11 3%	12 3%	9 8%	- -%	10 3%	12 4%	8 9%	- -%	13 3%	11 4%	7 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	86 13%	60 18%	54 14%	21 19%	- -%	54 17%	52 17%	18 21%	2 77%	71 15%	39 14%	25 20%	- -%
Fairly Satisfied (1)	286 44%	149 44%	175 46%	47 41%	3 100%	139 43%	136 44%	26 31%	- -%	209 43%	124 46%	37 30%	2 41%
Very Satisfied (2)	231 36%	101 30%	129 34%	32 28%	- -%	107 33%	102 33%	30 35%	1 23%	176 36%	88 33%	54 43%	2 59%
Don't Know (DO NOT READ OUT)	13 2%	4 1%	6 2%	2 2%	- -%	5 2%	8 3%	2 2%	- -%	6 1%	4 2%	2 1%	- -%
NET: Satisfied	517 80%	249 75%	304 80%	79 70%	3 100%	246 76%	238 76%	56 65%	1 23%	385 79%	212 79%	91 73%	4 100%
NET: Dissatisfied	28 4%	21 6%	17 4%	11 10%	- -%	19 6%	14 5%	10 11%	- -%	23 5%	13 5%	7 5%	- -%
Answered	632	330	375	112	3	319	304	84	2	478	264	123	4
Mean Score	1.1	1.0	1.1	.9	1.0	1.0	1.1	.9	.5	1.1	1.1	1.1	1.6
Standard error	.03	.05	.04	.08	-	.05	.04	.10	.78	.04	.05	.07	.40
Standard deviation	.87	.94	.85	.98	-	.94	.85	1.08	1.11	.89	.85	.92	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107			
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48			
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106			
Very Dissatisfied (-2)	11 2%	10 2%	6 2%	3 1%	7 2%	8 3%	- -%	3 1%	3 2%	3 1%	- -%	2 5%	5 5%	2 2%			
Fairly Dissatisfied (-1)	18 3%	12 3%	12 3%	9 3%	6 2%	10 3%	* 2%	8 4%	5 3%	8 4%	6 9%	5 13% b	2 2%	2 2%			
Neither Satisfied Nor Dissatisfied (0)	86 13%	62 15%	62 17%	57 20%	51 16%	49 16%	* 4%	39 20%	46 26%	39 20%	17 25%	12 28%	19 20%	18 17%			
Fairly Satisfied (1)	286 44%	186 46%	157 44%	124 44%	146 46%	137 45%	5 53%	85 45% e	77 44% e	85 44% e	20 29%	7 17%	42 44%	47 44%			
Very Satisfied (2)	231 36%	129 32%	115 32%	83 29%	100 32%	94 31%	4 41%	51 26%	38 22%	54 28%	23 34%	15 35%	28 30%	37 35%			
Don't Know (DO NOT READ OUT)	13 2%	7 2%	8 2%	7 3%	7 2%	7 2%	* *%	6 3%	6 4%	4 2%	2 2%	2 4%	* *%	* *%			
NET: Satisfied	517 80%	315 78%	272 76%	207 73%	246 78%	230 75%	10 94%	136 71%	115 66%	139 72%	43 63%	23 52%	71 74%	84 79%			
NET: Dissatisfied	28 4%	21 5%	18 5%	12 4%	13 4%	19 6%	* 2%	11 6%	7 4%	11 6%	6 9%	8 17% b	6 7%	4 4%			
Answered	632	398	352	276	310	298	10	186	168	188	67	42	96	106			
Mean Score	1.1	1.0	1.0	1.0	1.1	1.0	1.3	.9	.9	1.0	.9	.7	.9	1.1			
Standard error	.03	.04	.04	.05	.05	.05	.11	.06	.06	.06	.12	.20	.09	.09			
Standard deviation	.87	.90	.89	.85	.87	.94	.67	.89	.86	.89	.99	1.24	1.01	.88			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base		325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base		645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)		11 2%	3 5%	- -%	2 5%	- -%	10 2%	5 1%	10 2%	2 *%	3 1%	* *%	10 2%	2 2%	- -%	5 1%	6 12%
Fairly Dissatisfied (-1)		18 3%	5 8%	4 10%	1 2%	* 2%	10 2%	9 2%	12 2%	9 2%	10 3%	8 2%	9 2%	2 2%	- -%	13 3%	* 1%
Neither Satisfied Nor Dissatisfied (0)		86 13%	13 19%	1 3%	9 22%	3 14%	74 14%	62 16%	76 14%	76 16%	54 14%	60 17%	73 14%	24 22%	- -%	42 10%	15 31%
Fairly Satisfied (1)		286 44%	28 42%	13 36%	14 34%	11 44%	240 46%	177 47%	260 46%	203 44%	176 46%	165 46%	228 44%	45 41%	* 100%	199 50%	8 17%
Very Satisfied (2)		231 36%	15 22%	17 46%	15 37%	8 35%	177 34%	121 32%	195 35%	165 36%	139 36%	122 34%	193 37%	35 31%	- -%	136 34%	17 36%
Don't Know (DO NOT READ OUT)		13 2%	3 4%	2 4%	- -%	1 5%	7 1%	5 1%	7 1%	6 1%	3 1%	5 1%	6 1%	2 2%	- -%	4 1%	2 4%
NET: Satisfied		517 80%	43 64%	30 82%	29 71%	19 79%	416 81%	298 79%	455 81%	368 80%	315 82%	287 80%	421 81%	79 72%	* 100%	335 84%	25 53%
NET: Dissatisfied		28 4%	9 13%	4 10%	3 8%	* 2%	20 4%	14 4%	22 4%	12 3%	13 3%	8 2%	19 4%	4 4%	- -%	18 4%	6 12%
Answered Mean Score		632 1.1	65 .7	35 1.2	41 1.0	23 1.2	510 1.1	375 1.1	553 1.1	455 1.1	382 1.1	355 1.1	512 1.1	108 1.0	* 1.0	395 1.1	46 .7
Standard error Standard deviation		.03 .87	.12 1.08	.14 .96	.15 1.09	.17 .76	.04 .86	.04 .84	.03 .85	.03 .80	.04 .82	.04 .77	.04 .86	.08 .90	- -	.04 .82	.23 1.32

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	11 2%	6 2%	5 2%	* *% a	8 21% a	7 3%	3 1%	4 3%	5 1%	2 2%	3 2%	6 4%	1 *%
Fairly Dissatisfied (-1)	18 3%	11 4%	5 2%	4 1% a	9 23% a	16 6% b	2 *% b	7 6%	10 3%	1 1%	6 3%	3 2%	8 3%
Neither Satisfied Nor Dissatisfied (0)	86 13%	60 21% b	13 6%	36 7% a	11 29% a	55 23% b	31 8% b	14 11%	49 13%	23 17%	29 17%	23 13%	33 12%
Fairly Satisfied (1)	286 44%	119 42%	107 51%	255 49%	10 25%	114 47%	172 43%	35 30%	184 49% a	63 47% a	67 39%	83 49%	125 44%
Very Satisfied (2)	231 36%	89 31%	73 35%	221 42% b	1 3%	50 21%	181 45% a	59 50% bc	127 34%	40 30%	62 37%	51 30%	109 39%
Don't Know (DO NOT READ OUT)	13 2%	2 1%	7 3%	7 1%	- -%	1 *%	13 3%	1 1%	4 1%	4 3%	3 2%	2 1%	5 2%
NET: Satisfied	517 80%	208 73% a	179 86% a	475 91% b	11 28% b	164 67% a	353 88% a	94 79%	311 82%	103 77%	128 76%	134 80%	234 83%
NET: Dissatisfied	28 4%	16 6%	9 5%	5 1% a	17 43% a	23 9% b	5 1%	10 9%	15 4%	3 2%	9 5%	10 6%	10 3%
Answered	632	284	202	516	40	243	389	118	375	130	166	166	277
Mean Score	1.1	1.0	1.2	1.3 b	-.3	.8	1.4 a	1.2	1.1	1.1	1.1	1.0	1.2
Standard error	.03	.05	.05	.03 b	.20	.06	.04 a	.09	.04	.07	.06	.07	.05
Standard deviation	.87	.92	.84	.65	1.17	.95	.72	1.04	.82	.82	.92	.93	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	11 2%	4 1%	7 2%
Fairly Dissatisfied	(-1)	18 3%	7 2%	11 3%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	39 13%	47 14%
Fairly Satisfied	(1)	286 44%	136 45%	150 43%
Very Satisfied	(2)	231 36%	104 35%	128 37%
Don't Know (DO NOT READ OUT)		13 2%	10 3%	3 1%
NET: Satisfied		517 80%	240 80%	278 80%
NET: Dissatisfied		28 4%	10 3%	18 5%
Answered		632	289	342
Mean Score		1.1	1.1	1.1
Standard error		.03	.04	.05
Standard deviation		.87	.83	.90

Columns Tested: a,b

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	11 2%	- -%	* 1%	4 4%	1 1%	- -%	2 3%	- -%	* *%	3 4%	* 1%	- -%	- -%
Fairly Dissatisfied	(-1)	18 3%	- -%	* 1%	1 1%	4 6%	- -%	2 2%	* 2%	2 3%	1 1%	1 4%	5 4%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	86 13%	- -%	1 5%	20 18%	4 6%	- -%	7 10%	* 1%	11 21%	7 8%	1 7%	24 20%	9 21%
Fairly Satisfied	(1)	286 44%	- -%	12 55%	44 39%	30 43%	6 41%	46 65%	13 54%	22 39%	30 32%	13 63%	53 43%	19 43%
Very Satisfied	(2)	231 36%	- -%	9 39%	42 37%	28 40%	8 59%	11 16%	10 43%	20 36%	47 51%	5 26%	37 31%	14 32%
Don't Know (DO NOT READ OUT)		13 2%	- -%	- -%	1 1%	4 6%	* *%	2 3%	- -%	* *%	4 4%	- -%	3 2%	- -%
NET: Satisfied		517 80%	- -%	21 94%	86 77%	58 82%	14 100%	57 81%	22 97%	42 76%	76 83%	19 89%	91 74%	32 75%
NET: Dissatisfied		28 4%	- -%	* 1%	5 5%	5 6%	- -%	4 5%	* 2%	2 4%	4 5%	1 5%	5 4%	2 4%
Answered		632	-	22	111	66	14	67	23	55	88	21	120	43
Mean Score		1.1	-	1.3	1.1	1.2	1.6	.9	1.4	1.1	1.3	1.1	1.0	1.0
Standard error		.03	-	.12	.09	.09	.13	.11	.09	.09	.11	.09	.09	.13
Standard deviation		.87	-	.68	.97	.88	.51	.80	.62	.85	.96	.75	.82	.85

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 296 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied (-2)	11 2%	4 3%	3 2%	3 2%	* *%	7 2%	4 1%
Fairly Dissatisfied (-1)	18 3%	1 1%	6 4%	3 2%	8 4%	7 2%	11 3%
Neither Satisfied Nor Dissatisfied (0)	86 13%	21 14%	11 8%	19 11%	35 19%	32 11%	54 15%
Fairly Satisfied (1)	286 44%	63 43%	74 53%	64 37%	85 45%	138 48%	149 42%
Very Satisfied (2)	231 36%	53 36%	45 32%	77 45%	57 30%	98 34%	134 37%
Don't Know (DO NOT READ OUT)	13 2%	4 3%	3 2%	4 2%	3 1%	7 2%	6 2%
NET: Satisfied	517 80%	116 79%	119 84%	141 83%	142 76%	235 82%	282 79%
NET: Dissatisfied	28 4%	6 4%	8 6%	7 4%	8 4%	14 5%	14 4%
Answered	632	142	139	166	184	281	350
Mean Score	1.1	1.1	1.1	1.2	1.0	1.1	1.1
Standard error	.03	.07	.07	.06	.06	.05	.04
Standard deviation	.87	.90	.86	.89	.82	.88	.86

Columns Tested:: a,b,c,d - a,b

Table 297

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	2 *%	1 1%	1 *%	1 *%	- -%	* 3%	* 1%	* *%
Fairly Dissatisfied (-1)	13 2%	2 1%	11 2%	12 2%	1 2%	* 6%	* *%	1 2%
Neither Satisfied Nor Dissatisfied (0)	97 15%	12 10%	85 16%	92 15%	4 15%	1 11%	* 5%	5 14%
Fairly Satisfied (1)	256 40%	22 18%	234 45%	241 40%	13 41%	1 31%	1 44%	15 40%
Very Satisfied (2)	211 33%	52 43%	159 30%	197 32%	11 35%	2 44%	1 47%	14 37%
Don't Know (DO NOT READ OUT)	67 10%	31 26%	36 7%	64 11%	2 8%	* 4%	* 3%	3 7%
NET: Satisfied	467 72%	74 62%	393 75%	438 72%	23 76%	4 75%	2 91%	29 77%
NET: Dissatisfied	14 2%	2 2%	12 2%	13 2%	1 2%	* 9%	* 2%	1 3%
Answered	578	88	490	543	28	4	2	35
Mean Score	1.1	1.4	1.1	1.1	1.2	1.1	1.4	1.2
Standard error	.03	.08	.03	.04	.07	.18	.10	.05
Standard deviation	.79	.85	.77	.79	.77	1.20	.94	.81

Columns Tested: a,b - a,b,c,d,e

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	2 *%	- -%	1 1%	- -%	- -%	* 1%	* 1%	1 *%	- -%	* 2%
Fairly Dissatisfied	(-1)	13 2%	7 2%	3 2%	2 6%	* 1%	1 4%	* *%	12 2%	1 2%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	97 15%	58 15%	28 15%	6 18%	3 15%	2 13%	* 5%	92 15%	4 15%	1 9%
Fairly Satisfied	(1)	256 40%	160 42%	69 37%	12 34%	8 45%	6 35%	1 44%	241 40%	13 41%	3 36%
Very Satisfied	(2)	211 33%	111 29%	74 39%	11 33%	5 30%	7 41%	1 47%	197 32%	11 35%	3 45%
Don't Know (DO NOT READ OUT)		67 10%	48 12%	14 7%	3 9%	2 9%	1 5%	* 3%	64 11%	2 8%	* 4%
NET: Satisfied		467 72%	271 71%	143 76%	23 67%	13 75%	14 77%	2 91%	438 72%	23 76%	6 81%
NET: Dissatisfied		14 2%	7 2%	4 2%	2 6%	* 1%	1 5%	* 2%	13 2%	1 2%	* 7%
Answered		578	336	175	32	15	17	2	543	28	7
Mean Score		1.1	1.1	1.2	1.0	1.2	1.2	1.4	1.1	1.2	1.2
Standard error		.03	.05	.07	.13	.09	.09	.10	.04	.07	.09
Standard deviation		.79	.76	.83	.93	.74	.91	.94	.79	.77	1.04

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied (-2)	2 *%	1 *%	- -%	- -%	* 3%	* 1%	1 *%	- -%	* 1%	- -%	- -%
Fairly Dissatisfied (-1)	13 2%	10 2%	2 2%	1 2%	* 6%	* *%	4 1%	6 5%	* *%	1 7%	1 8%
Neither Satisfied Nor Dissatisfied (0)	97 15%	76 15%	16 15%	4 15%	1 11%	* 5%	68 18%	13 12%	2 11%	* *%	1 6%
Fairly Satisfied (1)	256 40%	205 41%	36 35%	13 41%	1 31%	1 44%	149 40%	57 52%	8 39%	10 48%	6 43%
Very Satisfied (2)	211 33%	158 31%	39 38%	11 35%	2 44%	1 47%	123 33%	23 21%	8 40%	9 42%	6 41%
Don't Know (DO NOT READ OUT)	67 10%	53 11%	11 11%	2 8%	* 4%	* 3%	29 8%	10 9%	2 9%	1 3%	* 3%
NET: Satisfied	467 72%	363 72%	75 72%	23 76%	4 75%	2 91%	272 73%	80 74%	17 79%	18 90%	12 84%
NET: Dissatisfied	14 2%	11 2%	2 2%	1 2%	* 9%	* 2%	5 1%	6 5%	* 1%	1 7%	1 8%
Answered	578	450	93	28	4	2	345	99	19	20	14
Mean Score	1.1	1.1	1.2	1.2	1.1	1.4	1.1	1.0	1.3	1.3	1.2
Standard error	.03	.05	.07	.07	.18	.10	.05	.08	.11	.13	.09
Standard deviation	.79	.79	.81	.77	1.20	.94	.78	.78	.77	.83	.90

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	2 *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	13 2%	- -%	- -%	* *%	- -%	2 3%	1 1%	3 4%	2 3%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	97 15%	6 13%	11 25% fh	26 19%	5 15%	5 9%	5 6%	13 19%	3 5%	13 27% fh
Fairly Satisfied	(1)	256 40%	18 38%	15 34%	62 46%	14 45%	28 46%	37 43%	30 46%	25 40%	7 14%
Very Satisfied	(2)	211 33%	10 21%	12 27%	37 27%	11 36%	21 34%	35 40%	19 28%	27 43%	20 42%
Don't Know (DO NOT READ OUT)		67 10%	14 28%	6 13%	10 8%	1 4%	5 8%	8 9%	1 2%	5 8%	6 14%
NET: Satisfied		467 72%	28 59%	28 61%	99 73%	25 82%	49 80%	72 83%	49 74%	52 83%	26 55%
NET: Dissatisfied		14 2%	* *%	- -%	* *%	- -%	2 3%	1 1%	3 4%	2 3%	2 4%
Answered		578	34	39	126	29	57	78	64	57	41
Mean Score		1.1	1.1	1.0	1.1	1.2	1.2	1.3	1.0	1.3	1.1
Standard error		.03	.12	.13	.08	.14	.11	.10	.13	.11	.16
Standard deviation		.79	.69	.79	.72	.71	.76	.68	.82	.74	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	2 *%	- -%	* *%	* *%	* *%	1 2%	1 4%	- -%	- -%
Fairly Dissatisfied	(-1)	13 2%	4 3%	2 1%	4 2%	10 2%	3 4%	2 5%	1 4%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	97 15%	22 16%	21 13%	44 15%	87 15%	10 16%	6 19%	2 12%	1 13%
Fairly Satisfied	(1)	256 40%	49 35%	59 38%	130 45%	237 41%	19 31%	10 28%	7 36%	2 27%
Very Satisfied	(2)	211 33%	52 37%	49 31%	90 31%	191 33%	20 31%	10 29%	6 33%	3 35%
Don't Know (DO NOT READ OUT)		67 10%	12 9%	25 16%	20 7%	57 10%	10 16%	5 15%	3 15%	2 24%
NET: Satisfied		467 72%	100 72%	108 69%	220 76%	428 73%	39 62%	20 58%	13 70%	6 62%
NET: Dissatisfied		14 2%	4 3%	2 1%	4 2%	10 2%	4 6%	3 9%	1 4%	* 1%
Answered		578	127	130	268	525	53	29	17	7
Mean Score		1.1	1.2	1.2	1.1	1.2	1.0	.9	1.2	1.3
Standard error		.03	.08	.07	.06	.04	.06	.11	.09	.09
Standard deviation		.79	.83	.75	.74	.77	1.00	1.11	.86	.83

Columns Tested:: a,b,c,d,e,f,g,h

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 2 *%	- -%	- -%	- -%	- -%	1 1%	1 *%	- -%	- -%	- -%
Fairly Dissatisfied	(-1) 13 2%	- -%	2 3%	1 7%	3 4%	2 3%	1 1%	* 1%	- -%	6 2%
Neither Satisfied Nor Dissatisfied	(0) 97 15%	2 8%	11 17%	* 2%	12 14%	7 7%	33 19%	3 16%	* 1%	41 17%
Fairly Satisfied	(1) 256 40%	10 51%	23 34%	5 29%	28 33%	47 50%	57 32%	8 43%	1 12%	106 44%
Very Satisfied	(2) 211 33%	3 16%	30 44%	9 57%	39 47%	25 26%	66 37%	5 30%	4 56%	69 28%
Don't Know (DO NOT READ OUT)	67 10%	5 25%	1 2%	1 5%	2 2%	12 13%	20 11%	2 10%	2 32%	21 9%
NET: Satisfied	467 72%	14 67%	53 78%	14 86%	66 80%	72 77%	122 69%	13 73%	4 67%	175 72%
NET: Dissatisfied	14 2%	- -%	2 3%	1 7%	3 4%	3 3%	2 1%	* 1%	- -%	6 2%
Answered	578	15	66	15	81	82	157	16	5	221
Mean Score	1.1	1.1	1.2	1.4	1.3	1.1	1.2	1.1	1.8	1.1
Standard error	.03	.12	.10	.25	.09	.10	.06	.17	.12	.05
Standard deviation	.79	.57	.85	.88	.85	.76	.82	.76	.49	.77

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	2 *%	1 *%	1 *%	- -%	1 *%	* *%	- -%	2 *%	- -%	2 *%	- -%
Fairly Dissatisfied (-1)	13 2%	6 3%	1 1%	6 2%	12 2%	1 1%	- -%	13 2%	* *%	13 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 15%	20 10%	33 19%	43 16%	81 15%	16 17%	- -%	90 15%	7 17%	94 15%	3 23%
Fairly Satisfied (1)	256 40%	85 43%	57 32%	114 42%	210 38%	47 49%	- -%	241 40%	16 37%	255 40%	1 8%
Very Satisfied (2)	211 33%	67 34%	66 37%	78 29%	194 35%	16 17%	- -%	194 32%	17 40%	203 32%	8 70%
Don't Know (DO NOT READ OUT)	67 10%	19 10%	20 11%	28 10%	52 9%	15 16%	- -%	65 11%	2 5%	67 11%	- -%
NET: Satisfied	467 72%	152 77%	122 69%	193 71%	404 73%	63 66%	- -%	434 72%	33 78%	458 72%	9 77%
NET: Dissatisfied	14 2%	6 3%	2 1%	6 2%	13 2%	1 1%	- -%	14 2%	* *%	14 2%	- -%
Answered	578	179	157	242	497	81	-	538	40	567	11
Mean Score	1.1	1.2	1.2	1.1	1.2	1.0	-	1.1	1.2	1.1	1.5
Standard error	.03	.06	.06	.05	.03	.08	-	.03	.08	.03	.29
Standard deviation	.79	.79	.82	.77	.80	.69	-	.79	.76	.79	.88

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	2 *%	1 *%	- -%	1 *%
Fairly Dissatisfied	(-1)	13 2%	10 3%	1 1%	1 1%
Neither Satisfied Nor Dissatisfied	(0)	97 15%	40 14%	13 10%	42 21%
Fairly Satisfied	(1)	256 40%	115 40%	75 54%	62 30%
Very Satisfied	(2)	211 33%	91 31%	39 28%	78 38%
Don't Know (DO NOT READ OUT)		67 10%	32 11%	10 7%	21 10%
NET: Satisfied		467 72%	206 71%	115 82%	140 68%
NET: Dissatisfied		14 2%	11 4%	1 1%	2 1%
Answered		578	257	129	185
Mean Score		1.1	1.1	1.2	1.2
Standard error		.03	.05	.05	.06
Standard deviation		.79	.83	.64	.83

Columns Tested:: a,b,c

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2)	2	1	1	-	*	-	-	-	1	*	*
		*%	*%	1%	-%	4%	-%	-%	-%	*%	*%	1%
Fairly Dissatisfied	(-1)	13	11	1	*	-	-	1	-	12	1	1
		2%	2%	1%	*%	-%	-%	21%	-%	2%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	97	78	11	4	-	2	*	1	90	7	3
		15%	16%	12%	17%	-%	15%	1%	36%	15%	15%	11%
Fairly Satisfied	(1)	256	193	36	12	2	10	3	*	230	27	15
		40%	39%	37%	46%	56%	76%	65%	3%	38%	55%	65%
Very Satisfied	(2)	211	160	38	9	1	1	*	1	198	13	4
		33%	32%	39%	34%	40%	8%	4%	61%	33%	26%	17%
Don't Know (DO NOT READ OUT)		67	55	10	1	-	*	*	-	66	1	*
		10%	11%	11%	3%	-%	*%	9%	-%	11%	2%	2%
NET: Satisfied		467	353	75	20	4	11	3	1	428	39	19
		72%	71%	76%	80%	96%	85%	69%	64%	72%	81%	82%
NET: Dissatisfied		14	11	2	*	*	-	1	-	13	1	1
		2%	2%	2%	*%	4%	-%	21%	-%	2%	2%	5%
Answered	578	443	88	24	4	13	4	2	*	531	47	23
Mean Score	1.1	1.1	1.3	1.2	1.3	.9	.6	1.3	1.1	1.2	1.1	1.0
Standard error	.03	.04	.07	.10	.26	.13	.26	.53	-	.03	.07	.10
Standard deviation	.79	.80	.80	.72	.94	.50	1.02	1.30	-	.80	.73	.73

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g	
Significance Level: 95%																		
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28	
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8	
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11	
Very Dissatisfied (-2)	2 *% 2%	* *% 1%	1 *% 3%	1 1% 1%	1 *% 2%	1 *% 3%	1 *% 2%	2 *% 2%	* *% 2%	* *% 2%	1 2% *%	- -% 3%	- -% *%	- -% *%	* 1% 1%	- -% 6%	- -% 1%	- -% 1%
Fairly Dissatisfied (-1)	13 2%	3 1%	8 3%	2 1%	12 2%	12 3%	12 2%	12 2%	8 2%	5 2%	* *%	11 3%	* *%	* *%	* 1%	1 6%	* 1%	
Neither Satisfied Nor Dissatisfied (0)	97 15%	26 12%	52 19%	18 13%	77 15%	79 16%	88 16%	93 16%	50 15%	32 14%	15 20%	59 17%	4 14%	3 7%	2 11%	5 24%	1 12%	
Fairly Satisfied (1)	256 40%	96 43%	98 35%	63 43%	229 45%	201 42%	233 43%	237 41%	161 47%	111 48%	29 38%	154 44%	9 34%	23 53%	8 47%	3 18%	7 62%	
Very Satisfied (2)	211 33%	67 30%	93 33%	51 35%	155 30%	152 31%	166 31%	195 33%	108 32%	72 31%	24 32%	102 29%	11 41%	14 33%	3 20%	10 52%	2 14%	
Don't Know (DO NOT READ OUT)	67 10%	29 13%	26 9%	12 8%	38 7%	37 8%	41 8%	45 8%	15 4%	10 4%	6 9%	24 7%	3 10%	3 7%	3 20%	* *%	1 11%	
NET: Satisfied	467 72%	163 74%	190 69%	114 78%	385 75%	353 73%	399 74%	432 74%	269 79%	183 80%	53 70%	256 73%	20 75%	38 86%	11 67%	13 70%	9 76%	
NET: Dissatisfied	14 2%	3 1%	9 3%	3 2%	13 3%	13 3%	14 3%	14 2%	8 2%	5 2%	2 2%	11 3%	* *%	* *%	* 2%	1 6%	* 1%	
Answered	578	192	251	135	475	445	501	538	327	221	69	325	24	41	14	19	10	
Mean Score	1.1	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.3	1.3	1.1	1.2	1.0	
Standard error	.03	.06	.05	.05	.03	.03	.03	.03	.04	.04	.10	.04	.11	.09	.12	.16	.12	
Standard deviation	.79	.72	.85	.77	.77	.80	.79	.80	.75	.74	.87	.79	.75	.62	.76	1.01	.60	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied (-2)	2	1	-	-	*	-	-	-	1	-	*	-	-	-	-
	*%	*%	-%	-%	2%	-%	-%	-%	*%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	13	10	2	*	*	-	-	-	10	1	*	-	-	1	*
	2%	2%	5%	*%	2%	-%	-%	-%	3%	1%	1%	-%	-%	11%	3%
Neither Satisfied Nor Dissatisfied (0)	97	54	13	5	*	*	4	1	60	12	3	2	1	*	*
	15%	13%	31%	14%	1%	2%	73%	12%	19%	16%	12%	6%	11%	*%	8%
Fairly Satisfied (1)	256	181	15	18	5	3	1	6	127	38	10	16	5	3	2
	40%	45%	36%	48%	55%	31%	8%	72%	39%	49%	38%	57%	46%	27%	64%
Very Satisfied (2)	211	124	11	11	3	4	1	1	100	21	10	8	4	6	*
	33%	31%	28%	31%	33%	38%	18%	7%	31%	28%	38%	29%	43%	62%	14%
Don't Know (DO NOT READ OUT)	67	31	-	3	1	3	*	1	27	4	3	2	-	-	*
	10%	8%	-%	7%	7%	28%	2%	9%	8%	5%	11%	8%	-%	-%	12%
NET: Satisfied	467	306	26	30	8	7	2	7	227	59	21	25	9	9	3
	72%	76%	64%	79%	88%	70%	26%	78%	70%	77%	76%	86%	89%	89%	77%
NET: Dissatisfied	14	11	2	*	*	-	-	-	10	1	*	-	-	1	*
	2%	3%	5%	*%	4%	-%	-%	-%	3%	1%	2%	-%	-%	11%	3%
Answered	578	370	41	35	8	7	6	8	298	73	25	27	10	10	3
Mean Score	1.1	1.1	.9	1.2	1.3	1.5	.4	.9	1.1	1.1	1.2	1.2	1.3	1.4	1.0
Standard error	.03	.04	.11	.10	.13	.13	.20	.12	.05	.07	.11	.10	.13	.23	.21
Standard deviation	.79	.77	.89	.69	.78	.61	.85	.48	.83	.72	.79	.58	.70	.99	.74

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	2 *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	1 *%	* *%	1 *%	- -%	- -%
Fairly Dissatisfied (-1)	13 2%	9 2%	1 2%	1 3%	1 4%	* *%	- -%	- -%	2 1%	4 4%	5 3%	* 1%	1 3%
Neither Satisfied Nor Dissatisfied (0)	97 15%	61 16%	15 19%	11 29%	1 4%	3 11%	* 5%	1 7%	38 18%	19 18%	16 11%	8 18%	8 22%
Fairly Satisfied (1)	256 40%	148 38%	37 48%	13 34%	15 51%	13 47%	5 64%	6 43%	88 43%	51 49%	61 42%	15 36%	15 43%
Very Satisfied (2)	211 33%	133 34%	19 25%	11 28%	12 39%	11 37%	3 31%	7 50%	62 30%	27 26%	49 33%	14 32%	11 32%
Don't Know (DO NOT READ OUT)	67 10%	35 9%	5 7%	2 6%	1 2%	1 5%	- -%	- -%	16 8%	3 3%	14 10%	6 14%	* *%
NET: Satisfied	467 72%	281 73%	56 72%	24 62%	26 89%	24 84%	8 95%	12 93%	150 73%	78 75%	110 75%	29 68%	26 75%
NET: Dissatisfied	14 2%	10 3%	1 2%	1 3%	1 4%	* *%	- -%	- -%	2 1%	4 4%	6 4%	* 1%	1 3%
Answered	578	352	73	36	29	27	8	13	190	101	132	37	35
Mean Score	1.1	1.1	1.0	.9	1.3	1.3	1.3	1.4	1.1	1.0	1.2	1.2	1.0
Standard error	.03	.04	.08	.10	.11	.11	.15	.15	.06	.07	.06	.09	.11
Standard deviation	.79	.82	.74	.86	.76	.67	.57	.65	.77	.80	.82	.77	.83

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied	(-2) 2	1	*	-	-	-	*	-	1	-	-
	%	%	%	%	%	%	%	%	%	%	%
Fairly Dissatisfied	(-1) 13	4	3	5	*	*	6	5	*	*	1
	2%	1%	4%	5%	1%	1%	3%	5%	%	1%	3%
Neither Satisfied Nor Dissatisfied	(0) 97	40	15	10	7	6	38	17	13	4	7
	15%	15%	17%	9%	24%	32%	18%	18%	13%	12%	21%
Fairly Satisfied	(1) 256	121	48	43	6	7	95	38	39	13	14
	40%	46%	53%	40%	22%	41%	44%	41%	39%	40%	45%
Very Satisfied	(2) 211	78	20	36	14	5	61	32	35	10	10
	33%	30%	22%	33%	49%	26%	28%	33%	36%	31%	30%
Don't Know (DO NOT READ OUT)	67	17	4	14	1	*	16	3	11	5	*
	10%	7%	5%	13%	4%	%	7%	3%	11%	16%	%
NET: Satisfied	467	199	68	79	20	12	156	70	74	23	24
	72%	76%	75%	73%	70%	67%	72%	74%	75%	71%	75%
NET: Dissatisfied	14	4	3	5	*	*	6	5	1	*	1
	2%	2%	4%	5%	1%	1%	3%	5%	1%	1%	3%
Answered	578	243	87	94	27	18	200	92	88	28	32
Mean Score	1.1	1.1	1.0	1.2	1.2	.9	1.1	1.1	1.2	1.2	1.0
Standard error	.03	.05	.07	.07	.10	.12	.06	.08	.07	.09	.13
Standard deviation	.79	.75	.76	.82	.88	.80	.79	.87	.76	.73	.82

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied	(-2)	2	1	*	1	-	2	-	-	1	1	-	1
		*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%	1%
Fairly Dissatisfied	(-1)	13	*	6	2	3	5	2	5	10	3	9	3
		2%	*%	6%	2%	4%	1%	6%	4%	3%	1%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	97	a	10	22	18	65	6	22	61	36	59	18
		15%	16%	10%	16%	23%	16%	19%	16%	16%	14%	15%	16%
Fairly Satisfied	(1)	256	97	50	48	24	168	12	57	165	91	183	46
		40%	42%	51%	35%	32%	41%	36%	42%	43%	35%	45%	42%
Very Satisfied	(2)	211	73	25	52	28	140	11	41	111	100	122	33
		33%	32%	25%	38%	36%	34%	34%	30%	29%	38%	30%	30%
Don't Know (DO NOT READ OUT)		67	21	7	11	4	32	2	11	35	32	29	9
		10%	9%	7%	8%	5%	8%	6%	8%	9%	12%	7%	8%
NET: Satisfied		467	170	75	99	52	308	23	98	275	192	305	80
		72%	74%	77%	73%	67%	75%	70%	72%	72%	73%	76%	72%
NET: Dissatisfied		14	1	6	3	3	6	2	5	10	4	9	4
		2%	*%	7%	2%	4%	2%	6%	4%	3%	2%	2%	4%
Answered		578	209	91	124	73	379	32	125	346	232	374	101
Mean Score		1.1	1.2	1.0	1.2	1.0	1.2	1.0	1.1	1.1	1.2	1.1	1.1
Standard error		.03	.06	.08	.07	.09	.04	.12	.07	.04	.05	.04	.07
Standard deviation		.79	.74	.82	.83	.90	.78	.91	.82	.79	.79	.76	.84

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%											
	Total base	a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2)	2	*	1	1	-	1	1	*	1	1
	*%	*%	*%	*%	*%	-%	1%	*%	*%	*%	*%
Fairly Dissatisfied	(-1)	13	5	6	6	7	5	9	3	2	11
	2%	2%	3%	3%	2%	2%	5%	3%	2%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	97	21	43	49	60	18	56	24	47	45
	15%	17%	15%	22%	13%	15%	16%	17%	16%	24%	12%
Fairly Satisfied	(1)	256	63	78	160	186	43	136	65	75	162
	40%	40%	45%	39%	42%	46%	40%	41%	44%	38%	42%
Very Satisfied	(2)	211	43	51	144	122	33	102	49	53	142
	33%	32%	31%	25%	37%	30%	30%	31%	33%	26%	37%
Don't Know (DO NOT READ OUT)		67	8	21	24	29	9	29	8	23	22
	10%	8%	6%	11%	6%	7%	8%	9%	6%	11%	6%
NET: Satisfied		467	106	128	303	308	76	238	115	128	304
	72%	72%	76%	64%	79%	76%	70%	72%	77%	64%	79%
NET: Dissatisfied		14	5	7	7	7	6	10	3	2	12
	2%	2%	4%	3%	2%	2%	5%	3%	2%	1%	3%
Answered		578	132	179	360	375	100	304	141	178	361
Mean Score		1.1	1.1	1.0	1.2	1.1	1.0	1.1	1.1	1.0	1.2
Standard error		.03	.06	.07	.04	.04	.07	.04	.05	.06	.04
Standard deviation		.79	.80	.84	.76	.74	.89	.81	.77	.80	.79

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	2 *%	- -%	1 *%	- -%	- -%	1 *%	* *%	- -%	- -%	1 *%	* *%	- -%	- -%
Fairly Dissatisfied (-1)	13 2%	9 3%	9 2%	4 3%	- -%	10 3%	9 3%	* 1%	- -%	10 2%	3 1%	3 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	97 15%	63 19%	50 13%	17 15%	1 50%	56 17%	43 14%	9 10%	2 77%	83 17%	42 16%	21 17%	- -%
Fairly Satisfied (1)	256 40%	150 45%	183 48%	40 35%	1 50%	142 44%	134 43%	37 44%	- -%	193 40%	119 45%	40 32%	- -%
Very Satisfied (2)	211 33%	91 27%	107 28%	40 35%	- -%	97 30%	92 29%	25 29%	1 23%	162 33%	79 29%	48 39%	4 100%
Don't Know (DO NOT READ OUT)	67 10%	21 6%	31 8%	13 11%	- -%	19 6%	34 11%	14 16%	- -%	35 7%	25 9%	12 10%	- -%
NET: Satisfied	467 72%	241 72%	290 76%	80 71%	1 50%	239 74%	226 72%	62 73%	1 23%	355 73%	198 74%	88 71%	4 100%
NET: Dissatisfied	14 2%	9 3%	10 3%	4 3%	- -%	10 3%	9 3%	* 1%	- -%	11 2%	3 1%	3 3%	- -%
Answered	578	313	350	101	3	305	278	71	2	449	243	112	4
Mean Score	1.1	1.0	1.1	1.2	.5	1.1	1.1	1.2	.5	1.1	1.1	1.2	2.0
Standard error	.03	.04	.04	.07	.44	.04	.04	.06	.78	.04	.04	.07	-
Standard deviation	.79	.78	.75	.83	.62	.80	.78	.68	1.11	.80	.73	.84	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	2	-	1	1	1	-	-	1	1	1	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fairly Dissatisfied (-1)	13	8	9	7	7	8	*	3	7	6	3	*	4	3
	2%	2%	3%	2%	2%	3%	2%	2%	4%	3%	5%	%	4%	3%
Neither Satisfied Nor Dissatisfied (0)	97	64	62	59	49	59	*	44	45	40	12	11	10	12
	15%	16%	17%	21%	15%	19%	3%	23%	26%	21%	17%	24%	11%	11%
Fairly Satisfied (1)	256	187	147	118	140	139	4	86	66	78	26	14	42	48
	40%	46%	41%	42%	44%	46%	43%	45%	38%	40%	38%	32%	44%	45%
Very Satisfied (2)	211	116	113	70	106	79	5	40	38	47	18	9	29	35
	33%	29%	31%	25%	33%	26%	53%	21%	22%	24%	26%	20%	30%	33%
Don't Know (DO NOT READ OUT)	67	29	29	28	15	20	-	18	19	21	10	10	10	9
	10%	7%	8%	10%	5%	6%	%	9%	11%	11%	15%	23%	10%	8%
NET: Satisfied	467	303	260	188	246	218	10	126	104	125	43	23	72	83
	72%	75%	72%	66%	78%	71%	96%	66%	59%	65%	63%	52%	75%	78%
NET: Dissatisfied	14	8	10	7	7	8	*	4	7	7	3	*	4	3
	2%	2%	3%	3%	2%	3%	2%	2%	4%	4%	5%	%	4%	3%
Answered	578	376	331	255	302	285	10	174	156	172	59	34	86	97
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	1.5	.9	.9	1.0	1.0	.9	1.1	1.2
Standard error	.03	.04	.04	.05	.04	.05	.11	.06	.06	.06	.11	.13	.07	.08
Standard deviation	.79	.75	.81	.80	.78	.78	.67	.77	.85	.83	.87	.78	.80	.76

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	2	-	-	-	-	1	1	1	1	1	*	1	-	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
Fairly Dissatisfied (-1)	13	*	2	*	-	9	10	12	9	10	9	9	3	-	6	3
	2%	*%	5%	1%	-%	2%	3%	2%	2%	3%	2%	2%	3%	-%	2%	7%
Neither Satisfied Nor Dissatisfied (0)	97	17	6	11	4	83	62	87	78	60	63	77	19	*	53	13
	15%	25%	16%	26%	18%	16%	16%	16%	17%	16%	18%	15%	17%	65%	13%	26%
Fairly Satisfied (1)	256	33	12	15	9	216	151	229	175	148	153	206	46	*	174	11
	40%	48%	33%	37%	38%	42%	40%	41%	38%	39%	42%	40%	41%	35%	44%	23%
Very Satisfied (2)	211	16	13	10	9	162	119	182	149	127	108	174	32	-	137	16
	33%	23%	36%	26%	37%	31%	31%	33%	32%	33%	30%	34%	29%	-%	34%	34%
Don't Know (DO NOT READ OUT)	67	2	3	4	2	47	37	49	49	39	28	51	10	-	29	4
	10%	3%	9%	10%	8%	9%	10%	9%	11%	10%	8%	10%	9%	-%	7%	9%
NET: Satisfied	467	48	25	25	18	378	270	412	324	275	261	380	78	*	310	27
	72%	72%	69%	62%	75%	73%	71%	73%	70%	71%	72%	73%	71%	35%	78%	57%
															b	
NET: Dissatisfied	14	*	2	*	-	10	11	13	10	11	9	10	3	-	7	3
	2%	*%	5%	1%	-%	2%	3%	2%	2%	3%	2%	2%	3%	-%	2%	7%
Answered	578	66	33	36	22	470	343	511	412	346	333	467	100	*	370	43
Mean Score	1.1	1.0	1.1	1.0	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	.4	1.2	.9
Standard error	.03	.08	.13	.11	.17	.03	.04	.03	.04	.04	.04	.03	.07	-	.04	.17
Standard deviation	.79	.72	.91	.79	.76	.77	.81	.79	.80	.81	.79	.78	.81	-	.75	.99

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	2 *%	- -%	1 *%	* *%	1 2%	2 1%	- -%	* *%	1 *%	- -%	1 *%	- -%	1 *%
Fairly Dissatisfied (-1)	13 2%	8 3%	1 1%	4 1%	5 14% a	11 5% b	2 *%	1 1%	9 2%	2 2%	* *%	5 3%	7 3%
Neither Satisfied Nor Dissatisfied (0)	97 15%	59 21% b	21 10%	61 12%	11 27%	47 19%	50 12%	20 17%	46 12%	31 23% b	37 22%	20 12%	40 14%
Fairly Satisfied (1)	256 40%	112 39%	97 47%	222 42% b	5 13%	101 41%	155 39%	40 34%	159 42%	57 42%	55 32%	84 50% a	112 40%
Very Satisfied (2)	211 33%	87 30%	70 34%	194 37%	9 22% a	62 25%	149 37%	49 41%	125 33%	37 27%	58 34%	45 27%	101 36%
Don't Know (DO NOT READ OUT)	67 10%	20 7%	18 9%	42 8%	9 23% a	22 9%	45 11%	9 7%	39 10%	7 5%	19 11%	14 8%	22 8%
NET: Satisfied	467 72%	199 69%	168 80%	416 79% b	14 35%	162 67%	304 76%	89 75%	284 75%	93 70%	112 66%	129 77%	213 75%
NET: Dissatisfied	14 2%	8 3%	2 1%	4 1% a	6 15% a	13 5% b	2 *%	1 1%	11 3%	2 2%	1 1%	5 3%	8 3%
Answered	578	266	191	481	31	222	356	110	340	127	150	154	261
Mean Score	1.1	1.0	1.2	1.3 b	.5	.9	1.3 a	1.2	1.2	1.0	1.1	1.1	1.2
Standard error	.03	.05	.05	.03	.22	.05	.04	.07	.04	.07	.06	.06	.05
Standard deviation	.79	.82	.70	.70	1.16	.87	.71	.79	.79	.78	.82	.74	.81

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	2 *%	1 *%	1 *%
Fairly Dissatisfied	(-1)	13 2%	7 2%	6 2%
Neither Satisfied Nor Dissatisfied	(0)	97 15%	54 18%	43 12%
Fairly Satisfied	(1)	256 40%	120 40%	137 40%
Very Satisfied	(2)	211 33%	82 27%	129 37%
Don't Know (DO NOT READ OUT)		67 10%	36 12%	31 9%
NET: Satisfied		467 72%	201 67%	266 77%
NET: Dissatisfied		14 2%	8 3%	6 2%
Answered		578	263	315
Mean Score		1.1	1.0	1.2
Standard error		.03	.04	.04
Standard deviation		.79	.81	.76

Columns Tested:: a,b

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	2	-	*	*	1	-	-	-	-	-	1	-	-
		*%	-%	1%	*%	1%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly Dissatisfied	(-1)	13	-	*	4	2	-	*	*	1	-	*	3	2
		2%	-%	1%	4%	2%	-%	*%	2%	2%	-%	2%	3%	4%
Neither Satisfied Nor Dissatisfied	(0)	97	-	1	17	11	*	6	1	9	22	4	17	8
		15%	-%	3%	15%	16%	2%	9%	4%	17%	24%	18%	14%	18%
Fairly Satisfied	(1)	256	-	6	39	19	3	44	9	18	31	10	61	16
		40%	-%	26%	35%	27%	24%	63%	38%	33%	33%	49%	50%	36%
								bcdhi					d	
Very Satisfied	(2)	211	-	15	40	21	9	13	10	22	32	5	30	14
		33%	-%	66%	35%	30%	67%	18%	45%	41%	34%	22%	25%	32%
				dfjk										
Don't Know (DO NOT READ OUT)		67	-	1	12	16	1	6	3	4	8	1	11	4
		10%	-%	3%	11%	23%	8%	9%	11%	8%	8%	5%	9%	10%
NET: Satisfied		467	-	21	79	40	13	57	19	41	62	15	91	30
		72%	-%	92%	70%	57%	90%	82%	83%	74%	68%	72%	74%	68%
				d				d						
NET: Dissatisfied		14	-	*	4	2	-	*	*	1	-	1	3	2
		2%	-%	1%	4%	3%	-%	*%	2%	2%	-%	5%	3%	4%
Answered		578	-	22	100	54	13	63	20	51	84	20	111	39
Mean Score		1.1	-	1.6	1.1	1.1	1.7	1.1	1.4	1.2	1.1	.9	1.1	1.1
				fjk										
Standard error		.03	-	.12	.09	.10	.13	.07	.10	.09	.10	.12	.09	.14
Standard deviation		.79	-	.67	.85	.92	.51	.55	.70	.81	.79	.92	.73	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 297 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied	(-2) 2 *%	*	1 *%	- -%	1 *%	1 *%	1 *%
Fairly Dissatisfied	(-1) 13 2%	4 3%	2 1%	1 1%	5 3%	6 2%	7 2%
Neither Satisfied Nor Dissatisfied	(0) 97 15%	18 12%	18 13%	32 19%	29 15%	36 12%	61 17%
Fairly Satisfied	(1) 256 40%	50 34%	61 43%	58 34%	87 47%	111 39%	145 41%
Very Satisfied	(2) 211 33%	56 38%	42 29%	64 38%	49 26%	98 34%	113 32%
Don't Know (DO NOT READ OUT)	67 10%	18 12%	18 13%	14 8%	16 9%	36 13%	31 9%
NET: Satisfied	467 72%	106 72%	103 73%	122 72%	136 73%	209 73%	258 72%
NET: Dissatisfied	14 2%	4 3%	2 2%	1 1%	6 3%	7 2%	7 2%
Answered	578	129	123	156	171	252	326
Mean Score	1.1	1.2	1.1	1.2	1.0	1.2	1.1
Standard error	.03	.07	.06	.06	.06	.05	.04
Standard deviation	.79	.82	.75	.79	.79	.79	.79

Columns Tested:: a,b,c,d - a,b

Table 298

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	728	158	570	457	124	48	99	271	
Effective base	325	73	255	291	71	31	62	103	
Weighted Base	645	119	526	607	30	5	3	38	
Very Dissatisfied	(-2)	5	3	2	5	-	*	*	*
		1%	3%	*%	1%	-%	5%	1%	1%
Fairly Dissatisfied	(-1)	21	2	19	19	1	*	*	2
		3%	1%	4%	3%	5%	5%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	93	8	85	90	2	1	*	3
		14%	7%	16%	15%	7%	13%	4%	8%
Fairly Satisfied	(1)	225	27	199	212	12	1	1	13
		35%	22%	38%	35%	38%	17%	42%	36%
Very Satisfied	(2)	235	49	186	217	14	3	1	18
		36%	41%	35%	36%	46%	57%	46%	47%
Don't Know (DO NOT READ OUT)		66	31	36	65	1	*	*	2
		10%	26%	7%	11%	4%	3%	3%	4%
NET: Satisfied		460	76	385	429	25	3	2	31
		71%	64%	73%	71%	84%	74%	88%	83%
NET: Dissatisfied		26	5	21	24	1	*	*	2
		4%	4%	4%	4%	5%	9%	5%	5%
Answered	579	88	490	543	29	5	2	36	
Mean Score	1.1	1.3	1.1	1.1	1.3	1.2	1.3	1.3	
Standard error	.03	.09	.04	.04	.08	.19	.11	.05	
Standard deviation	.87	.97	.85	.87	.83	1.30	1.08	.88	

Columns Tested: a,b - a,b,c,d,e

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	5 1%	2 1%	2 1%	- -%	- -%	* 1%	* 1%	5 1%	- -%	* 3%
Fairly Dissatisfied	(-1)	21 3%	13 3%	4 2%	2 6%	1 3%	1 7%	* 3%	19 3%	1 5%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	93 14%	53 14%	31 17%	6 16%	1 8%	1 8%	* 4%	90 15%	2 7%	1 10%
Fairly Satisfied	(1)	225 35%	143 37%	56 30%	13 36%	6 35%	6 36%	1 42%	212 35%	12 38%	2 26%
Very Satisfied	(2)	235 36%	125 33%	81 43%	12 33%	9 51%	8 44%	1 46%	217 36%	14 46%	4 53%
Don't Know (DO NOT READ OUT)		66 10%	48 13%	14 7%	3 9%	1 4%	1 4%	* 3%	65 11%	1 4%	* 3%
NET: Satisfied		460 71%	268 70%	137 73%	24 69%	14 85%	14 80%	2 88%	429 71%	25 84%	6 79%
NET: Dissatisfied		26 4%	15 4%	7 4%	2 6%	1 3%	1 8%	* 5%	24 4%	1 5%	1 8%
Answered		579	335	175	32	16	17	2	543	29	7
Mean Score		1.1	1.1	1.2	1.1	1.4	1.2	1.3	1.1	1.3	1.2
Standard error		.03	.06	.08	.13	.10	.10	.11	.04	.08	.09
Standard deviation		.87	.85	.91	.91	.79	.97	1.08	.87	.83	1.13

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied (-2)	5 1%	5 1%	- -%	- -%	* 5%	* 1%	1 *%	- -%	* 1%	- -%	1 8%
Fairly Dissatisfied (-1)	21 3%	14 3%	5 4%	1 5%	* 5%	* 3%	13 3%	5 5%	1 4%	1 7%	* 1%
Neither Satisfied Nor Dissatisfied (0)	93 14%	75 15%	15 14%	2 7%	1 13%	* 4%	65 17%	14 13%	2 12%	1 3%	* 2%
Fairly Satisfied (1)	225 35%	175 35%	37 35%	12 38%	1 17%	1 42%	129 34%	48 44%	10 49%	8 40%	6 39%
Very Satisfied (2)	235 36%	181 36%	36 35%	14 46%	3 57%	1 46%	138 37%	32 30%	6 28%	10 47%	7 50%
Don't Know (DO NOT READ OUT)	66 10%	54 11%	11 11%	1 4%	* 3%	* 3%	29 8%	10 9%	2 8%	1 3%	* *%
NET: Satisfied	460 71%	356 71%	73 70%	25 84%	3 74%	2 88%	267 71%	80 74%	16 76%	18 88%	13 89%
NET: Dissatisfied	26 4%	19 4%	5 4%	1 5%	* 9%	* 5%	14 4%	5 5%	1 4%	1 7%	1 8%
Answered	579	450	93	29	5	2	345	99	20	20	15
Mean Score	1.1	1.1	1.1	1.3	1.2	1.3	1.1	1.1	1.1	1.3	1.2
Standard error	.03	.05	.07	.08	.19	.11	.05	.08	.12	.13	.11
Standard deviation	.87	.88	.86	.83	1.30	1.08	.86	.82	.82	.85	1.13

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	5 1%	* *%	- -%	* *%	- -%	- -%	- -%	2 3%	- -%	- -%
Fairly Dissatisfied	(-1)	21 3%	- -%	5 10%	3 2%	- -%	2 4%	1 1%	6 9%	1 1%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	93 14%	6 13%	6 12%	26 19%	5 15%	10 16%	11 13%	4 6%	9 15%	9 18%
Fairly Satisfied	(1)	225 35%	18 39%	11 24%	52 38%	12 40%	18 29%	29 34%	30 46%	23 37%	11 24%
Very Satisfied	(2)	235 36%	10 21%	18 40%	45 33%	12 40%	26 43%	37 43%	22 34%	26 42%	18 38%
Don't Know (DO NOT READ OUT)		66 10%	13 27%	6 13%	10 7%	2 5%	5 8%	7 8%	1 2%	3 6%	8 17%
			cegh								
NET: Satisfied		460 71%	28 60%	29 64%	97 71%	24 80%	44 72%	67 77%	53 80%	49 79%	29 61%
NET: Dissatisfied		26 4%	* *%	5 10%	3 2%	- -%	2 4%	1 1%	8 12%	1 1%	2 4%
Answered		579	35	39	126	29	57	79	64	59	39
Mean Score		1.1	1.1	1.1	1.1	1.3	1.2	1.3	1.0	1.3	1.1
Standard error		.03	.12	.18	.09	.15	.13	.11	.16	.11	.15
Standard deviation		.87	.69	1.05	.81	.73	.88	.77	1.04	.76	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	5 1%	- -%	* *%	2 1%	2 *%	3 4%	2 7%	* *%	- -%
Fairly Dissatisfied	(-1)	21 3%	4 3%	5 3%	10 3%	19 3%	2 2%	1 2%	1 3%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	93 14%	23 16%	21 13%	41 14%	85 15%	8 13%	5 15%	2 12%	1 7%
Fairly Satisfied	(1)	225 35%	41 30%	52 34%	112 39%	205 35%	20 32%	11 32%	6 32%	3 31%
Very Satisfied	(2)	235 36%	56 41%	54 35%	104 36%	215 37%	20 32%	10 28%	7 37%	3 36%
Don't Know (DO NOT READ OUT)		66 10%	14 10%	23 15%	19 7%	56 10%	11 17%	6 16%	3 15%	2 24%
NET: Satisfied		460 71%	98 70%	106 69%	216 75%	420 72%	40 64%	21 60%	13 69%	6 67%
NET: Dissatisfied		26 4%	4 3%	5 3%	12 4%	22 4%	4 6%	3 9%	1 4%	* 2%
Answered		579	125	132	269	526	52	29	17	7
Mean Score		1.1	1.2	1.2	1.1	1.2	1.0	.9	1.2	1.3
Standard error		.03	f		f					f
Standard deviation		.87	.08	.08	.07	.04	.06	.12	.09	.09
			.86	.84	.87	.86	1.06	1.19	.89	.82

Columns Tested:: a,b,c,d,e,f,g,h

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 5 1%	- -%	* *%	- -%	* *%	2 2%	3 2%	- -%	- -%	- -%
Fairly Dissatisfied	(-1) 21 3%	- -%	4 6%	* 2%	4 5%	1 1%	5 3%	3 17%	* 4%	7 3%
Neither Satisfied Nor Dissatisfied	(0) 93 14%	2 8%	5 8%	1 6%	6 8%	15 16%	23 13%	* 1%	* 1%	47 19%
Fairly Satisfied	(1) 225 35%	6 28%	24 35%	* 1%	24 29%	35 38%	61 34%	8 44%	1 16%	90 37%
Very Satisfied	(2) 235 36%	8 39%	34 50%	14 86%	47 57%	28 30%	64 36%	5 28%	3 48%	79 33%
Don't Know (DO NOT READ OUT)	66 10%	5 25%	1 1%	1 5%	2 2%	12 13%	21 12%	2 9%	2 32%	20 8%
NET: Satisfied	460 71%	14 67%	58 85%	14 86%	71 85%	63 68%	125 70%	13 73%	4 64%	169 70%
NET: Dissatisfied	26 4%	- -%	4 6%	* 2%	4 5%	3 3%	8 5%	3 17%	* 4%	7 3%
Answered	579	15	67	15	82	82	156	16	5	223
Mean Score	1.1	1.4	1.3	1.8	1.4	1.1	1.1	.9	1.6	1.1
Standard error	.03	.15	.10	.20	.09	.11	.06	.23	.21	.05
Standard deviation	.87	.69	.86	.69	.85	.90	.92	1.07	.87	.83

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	5 1%	2 1%	3 2%	- -%	5 1%	* *%	- -%	5 1%	- -%	5 1%	- -%
Fairly Dissatisfied (-1)	21 3%	5 3%	5 3%	10 4%	17 3%	3 4%	- -%	21 3%	* 1%	21 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	93 14%	23 12%	23 13%	47 17%	80 15%	13 13%	- -%	83 14%	10 23%	93 15%	* *%
Fairly Satisfied (1)	225 35%	65 33%	61 34%	99 37%	188 34%	37 39%	- -%	214 35%	12 28%	224 35%	1 10%
Very Satisfied (2)	235 36%	83 42%	64 36%	88 32%	208 38%	27 29%	- -%	216 36%	19 45%	225 35%	10 90%
Don't Know (DO NOT READ OUT)	66 10%	19 9%	21 12%	26 10%	52 9%	15 16%	- -%	65 11%	2 4%	66 10%	- -%
NET: Satisfied	460 71%	148 75%	125 70%	187 69%	396 72%	65 68%	- -%	430 71%	30 72%	449 71%	11 100%
NET: Dissatisfied	26 4%	7 4%	8 5%	10 4%	22 4%	3 4%	- -%	25 4%	* 1%	26 4%	- -%
Answered	579	179	156	244	498	81	-	538	40	567	11
Mean Score	1.1	1.2	1.1	1.1	1.2	1.1	-	1.1	1.2	1.1	1.9
Standard error	.03	.07	.06	.05	.04	.10	-	.04	.08	.03	.11
Standard deviation	.87	.87	.92	.84	.88	.82	-	.88	.84	.88	.33

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	5 1%	2 1%	2 2%	1 *%
Fairly Dissatisfied	(-1)	21 3%	5 2%	10 7%	6 3%
Neither Satisfied Nor Dissatisfied	(0)	93 14%	45 16%	20 14%	27 13%
Fairly Satisfied	(1)	225 35%	116 40%	47 34%	62 30%
Very Satisfied	(2)	235 36%	87 30%	53 38%	89 43%
Don't Know (DO NOT READ OUT)		66 10%	34 12%	7 5%	21 10%
NET: Satisfied		460 71%	203 70%	101 72%	151 73%
NET: Dissatisfied		26 4%	7 2%	12 8%	7 3%
Answered		579	255	132	184
Mean Score		1.1	1.1	1.1	1.3
Standard error		.03	.05	.07	.06
Standard deviation		.87	.81	1.00	.85

Columns Tested:: a,b,c

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2)	5	4	1	-	*	-	-	-	5	*	*
		1%	1%	1%	-%	4%	-%	-%	-%	1%	*%	1%
Fairly Dissatisfied	(-1)	21	17	1	*	*	2	*	-	18	3	2
		3%	3%	1%	2%	*%	46%	8%	-%	3%	5%	10%
Neither Satisfied Nor Dissatisfied	(0)	93	74	14	2	*	1	1	-	88	4	2
		14%	15%	15%	9%	*%	30%	36%	-%	15%	9%	9%
Fairly Satisfied	(1)	225	169	37	12	2	4	*	*	207	18	7
		35%	34%	38%	47%	57%	29%	9%	3%	99%	35%	28%
Very Satisfied	(2)	235	178	34	11	1	9	1	1	212	23	12
		36%	36%	34%	43%	38%	70%	16%	54%	1%	36%	47%
Don't Know (DO NOT READ OUT)		66	56	11	-	-	-	-	-	66	-	-
		10%	11%	11%	-%	-%	-%	-%	-%	11%	-%	-%
NET: Satisfied		460	348	71	23	4	13	1	1	419	41	19
		71%	70%	72%	90%	96%	100%	24%	57%	100%	70%	85%
NET: Dissatisfied		26	21	2	*	*	2	*	-	23	3	2
		4%	4%	2%	2%	4%	*%	46%	8%	4%	6%	10%
Answered		579	443	88	25	4	13	5	2	530	48	23
Mean Score		1.1	1.1	1.2	1.3	1.3	1.7	-1	1.0	1.1	1.3	1.2
Standard error		.03	.04	.07	.09	.26	.13	.31	.61	.04	.08	.14
Standard deviation		.87	.89	.82	.70	.95	.51	1.22	1.50	.88	.87	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	5 1%	* *%	4 1%	1 1%	2 *%	2 *%	3 *%	5 1%	1 *%	1 1%	1 2%	1 *%	* *%	- -%	* 1%	- -%	- -%
Fairly Dissatisfied (-1)	21 3%	2 1%	15 5%	4 3%	20 4%	20 4%	20 4%	20 3%	16 5%	15 6%	* *%	14 4%	* 1%	1 2%	2 11%	1 7%	2 21%
Neither Satisfied Nor Dissatisfied (0)	93 14%	36 16%	38 14%	19 13%	81 16%	76 16%	88 16%	89 15%	47 14%	36 15%	15 20%	59 17%	2 7%	3 7%	* 1%	7 34%	3 27%
Fairly Satisfied (1)	225 35%	84 38%	86 31%	56 38%	190 37%	171 35%	194 36%	205 35%	142 41%	83 36%	20 26%	128 37%	12 46%	19 44%	9 54%	3 17%	3 25%
Very Satisfied (2)	235 36%	71 32%	108 39%	56 38%	183 36%	177 37%	197 36%	219 37%	119 35%	86 37%	33 43%	124 35%	10 38%	18 40%	2 13%	8 42%	2 20%
Don't Know (DO NOT READ OUT)	66 10%	29 13%	27 10%	11 7%	38 7%	37 8%	40 7%	45 8%	17 5%	10 4%	6 9%	24 7%	2 8%	3 7%	3 20%	* *%	1 7%
NET: Satisfied	460 71%	155 70%	193 70%	112 77%	373 73%	348 72%	391 72%	424 73%	261 76%	169 73%	53 70%	252 72%	22 84%	37 84%	11 67%	11 58%	5 45%
NET: Dissatisfied	26 4%	2 1%	19 7%	5 3%	22 4%	22 5%	23 4%	25 4%	17 5%	16 7%	2 2%	15 4%	* 1%	1 2%	2 12%	1 7%	2 21%
Answered	579	193	250	136	476	446	502	538	325	221	69	325	24	41	14	19	10
Mean Score	1.1	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.3	1.3	.8	.9	.5
Standard error	.03	.06	.06	.05	.04	.04	.04	.04	.04	.05	.11	.05	.10	.10	.15	.16	.21
Standard deviation	.87	.75	.98	.83	.87	.88	.88	.89	.85	.93	.92	.87	.68	.72	.92	1.04	1.12

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied	(-2) 5 1%	2 *%	* *%	- -%	* 2%	- -%	- -%	- -%	2 1%	* *%	* 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1) 21 3%	9 2%	6 15%	2 6%	* *%	- -%	* 3%	2 26%	11 3%	4 5%	* 1%	2 8%	* *%	3 34%	- -%
Neither Satisfied Nor Dissatisfied	(0) 93 14%	59 15%	10 24%	2 5%	2 27%	* *%	4 73%	3 33%	54 17%	15 20%	4 13%	* *%	3 28%	* 1%	- -%
Fairly Satisfied	(1) 225 35%	153 38%	10 23%	17 45%	4 48%	3 30%	1 9%	2 25%	114 35%	26 33%	9 32%	15 51%	5 46%	1 10%	2 69%
Very Satisfied	(2) 235 36%	145 36%	15 37%	15 40%	1 16%	4 41%	1 14%	1 7%	120 37%	26 34%	12 43%	10 33%	3 26%	6 56%	1 31%
Don't Know (DO NOT READ OUT)	66 10%	32 8%	- -%	2 4%	1 7%	3 28%	* 2%	1 9%	25 8%	6 8%	3 11%	2 8%	- -%	- -%	- -%
NET: Satisfied	460 71%	299 74%	25 61%	32 86%	6 64%	7 72%	1 23%	3 32%	233 72%	52 67%	20 75%	24 84%	7 72%	7 65%	4 100%
NET: Dissatisfied	26 4%	11 3%	6 15%	2 6%	* 2%	- -%	* 3%	2 26%	12 4%	4 5%	* 1%	2 8%	* *%	3 34%	- -%
Answered	579	369	41	36	8	7	6	8	300	70	25	27	10	10	4
Mean Score	1.1	1.2	.8	1.2	.8	1.6	.4	.1	1.1	1.0	1.3	1.2	1.0	.9	1.3
Standard error	.03	.04	.13	.11	.14	.12	.19	.24	.05	.09	.11	.15	.14	.34	.15
Standard deviation	.87	.82	1.11	.82	.82	.54	.82	.98	.87	.90	.81	.82	.77	1.45	.55

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	5 1%	5 1%	- -%	- -%	* *%	- -%	- -%	- -%	1 *%	1 1%	1 *%	* *%	- -%
Fairly Dissatisfied (-1)	21 3%	6 2%	4 6%	3 9%	1 4%	2 8%	* 5%	2 17%	5 2%	2 2%	3 2%	5 12%	5 15%
Neither Satisfied Nor Dissatisfied (0)	93 14%	62 16%	11 14%	9 24%	4 14%	2 8%	- -%	1 4%	43 21%	22 21%	14 9%	2 4%	6 16%
Fairly Satisfied (1)	225 35%	129 33%	35 46%	11 28%	12 41%	10 35%	4 49%	4 30%	72 35%	34 33%	56 38%	16 38%	13 38%
Very Satisfied (2)	235 36%	149 38%	23 29%	13 35%	11 38%	13 44%	4 46%	6 49%	72 35%	41 39%	58 40%	14 33%	11 31%
Don't Know (DO NOT READ OUT)	66 10%	37 9%	5 6%	1 4%	1 2%	1 5%	- -%	- -%	14 7%	4 4%	15 10%	5 13%	* *%
NET: Satisfied	460 71%	278 72%	58 75%	24 63%	23 79%	23 79%	8 95%	10 79%	144 70%	75 72%	114 78%	31 71%	24 69%
NET: Dissatisfied	26 4%	11 3%	4 6%	3 9%	1 5%	2 8%	* 5%	2 17%	5 3%	3 3%	4 2%	5 13%	5 15%
Answered	579	351	73	37	29	27	8	13	192	101	131	38	35
Mean Score	1.1	1.2	1.0	.9	1.1	1.2	1.4	1.1	1.1	1.1	1.3	1.0	.9
Standard error	.03	.05	.09	.12	.13	.15	.20	.25	.07	.08	.06	.11	.14
Standard deviation	.87	.88	.84	1.01	.87	.93	.77	1.14	.85	.91	.78	1.02	1.04

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	5 1%	1 *%	1 1%	- -%	* *%	- -%	* *%	1 1%	1 1%	* *%	- -%
Fairly Dissatisfied (-1)	21 3%	11 4%	1 1%	3 3%	5 18% abc	- -%	5 2%	7 8% c	* *%	2 7%	5 17% ac
Neither Satisfied Nor Dissatisfied (0)	93 14%	40 15%	19 21%	9 8%	2 6%	5 31%	46 21% cd	14 15%	8 8%	1 2%	5 15%
Fairly Satisfied (1)	225 35%	91 35%	37 41%	44 41%	9 33%	8 44%	79 36%	32 33%	35 35%	12 37%	12 38%
Very Satisfied (2)	235 36%	102 39%	26 28%	39 36%	11 40%	4 25%	71 33%	38 40%	44 44%	12 37%	10 31%
Don't Know (DO NOT READ OUT)	66 10%	15 6%	7 8%	13 12%	1 2%	* *%	15 7%	2 2%	12 12%	5 16% b	* *%
NET: Satisfied	460 71%	193 74%	63 69%	83 77%	20 73%	12 69%	150 69%	70 74%	78 79%	24 74%	22 69%
NET: Dissatisfied	26 4%	12 5%	2 2%	3 3%	5 19% abc	- -%	5 2%	9 9% c	1 1%	2 7%	5 17% ac
Answered	579	245	84	94	27	18	201	93	87	28	32
Mean Score	1.1	1.2	1.0	1.3	1.0	.9	1.1	1.1	1.4 ae	1.2	.8
Standard error	.03	.06	.08	.07	.13	.12	.06	.09	.06	.11	.16
Standard deviation	.87	.88	.85	.75	1.14	.77	.82	1.00	.72	.90	1.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base		325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base		645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied	(-2)	5	1	2	2	-	-	4	-	1	4	1	1	1
		1%	*%	2%	1%	-%	-%	1%	-%	1%	1%	*%	*%	1%
Fairly Dissatisfied	(-1)	21	4	4	4	4	2	13	1	6	14	7	13	7
		3%	2%	4%	3%	6%	5%	3%	4%	5%	4%	3%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	93	42	13	15	17	1	53	8	26	59	34	62	18
		14%	18%	13%	11%	22%	3%	13%	25%	19%	15%	13%	15%	17%
Fairly Satisfied	(1)	225	79	36	47	24	19	151	10	45	144	82	153	37
		35%	34%	36%	35%	31%	56%	37%	29%	33%	38%	31%	38%	34%
Very Satisfied	(2)	235	84	36	55	28	12	159	12	48	125	110	145	38
		36%	37%	37%	41%	37%	36%	39%	35%	35%	33%	42%	36%	34%
Don't Know (DO NOT READ OUT)		66	21	6	12	4	-	32	2	10	36	30	29	9
		10%	9%	6%	9%	5%	-%	8%	6%	8%	10%	11%	7%	8%
NET: Satisfied		460	162	72	103	52	32	310	22	92	269	192	298	75
		71%	71%	73%	76%	67%	92%	75%	65%	68%	70%	73%	74%	68%
NET: Dissatisfied		26	4	7	6	4	2	16	1	7	18	8	14	8
		4%	2%	7%	4%	6%	5%	4%	4%	5%	5%	3%	4%	7%
Answered		579	209	92	123	73	34	379	32	126	345	233	374	102
Mean Score		1.1	1.2	1.1	1.2	1.0	1.2	1.2	1.0	1.0	1.1	1.3	1.1	1.0
Standard error		.03	.06	.09	.07	.09	.10	.04	.12	.08	.05	.05	.04	.08
Standard deviation		.87	.83	.98	.88	.93	.75	.87	.92	.93	.89	.84	.84	.96

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 5 1%	2 1%	* *%	3 1%	2 1%	1 *%	1 1%	2 1%	* *%	3 1%	2 1%
Fairly Dissatisfied	(-1) 21 3%	14 4%	6 4%	7 4%	13 3%	16 4%	5 4%	9 3%	11 8%	6 3%	14 4%
Neither Satisfied Nor Dissatisfied	(0) 93 14%	51 15%	25 18%	45 23%	44 12%	56 14%	24 22%	56 17%	20 14%	38 19%	52 14%
Fairly Satisfied	(1) 225 35%	130 38%	41 29%	65 33%	140 36%	157 39%	33 31%	121 36%	50 33%	74 37%	131 34%
Very Satisfied	(2) 235 36%	117 34%	60 43%	58 29%	160 42%	146 36%	37 34%	118 35%	59 39%	55 28%	163 43%
Don't Know (DO NOT READ OUT)	66 10%	28 8%	9 6%	21 11%	23 6%	29 7%	9 8%	28 8%	9 6%	24 12%	20 5%
NET: Satisfied	460 71%	247 72%	101 72%	123 62%	300 78%	303 75%	70 65%	239 72%	109 73%	129 64%	295 77%
NET: Dissatisfied	26 4%	16 5%	6 4%	10 5%	15 4%	17 4%	5 5%	11 3%	11 8%	9 5%	16 4%
Answered	579	314	131	178	360	376	100	305	141	176	363
Mean Score	1.1	1.1	1.2	.9	1.2	1.1	1.0	1.1	1.1	1.0	1.2
Standard error	.03	.05	.06	.07	.04	.04	.08	.05	.06	.07	.04
Standard deviation	.87	.87	.90	.94	.85	.85	.94	.85	.94	.90	.87

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	5 1%	1 *%	2 1%	- -%	- -%	2 1%	1 *%	- -%	- -%	5 1%	2 1%	- -%	- -%
Fairly Dissatisfied (-1)	21 3%	16 5%	20 5%	5 5%	- -%	13 4%	7 2%	5 6%	2 77%	18 4%	6 2%	6 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	93 14%	56 17%	53 14%	12 10%	1 50%	50 16%	45 14%	6 8%	- -%	79 16%	44 16%	22 18%	- -%
Fairly Satisfied (1)	225 35%	126 38%	145 38%	41 36%	1 50%	125 39%	116 37%	33 39%	- -%	165 34%	108 40%	38 31%	- -%
Very Satisfied (2)	235 36%	112 33%	131 34%	42 37%	- -%	113 35%	110 35%	26 30%	1 23%	183 38%	81 30%	44 36%	4 100%
Don't Know (DO NOT READ OUT)	66 10%	23 7%	30 8%	14 12%	- -%	20 6%	33 11%	15 17%	- -%	35 7%	27 10%	13 11%	- -%
NET: Satisfied	460 71%	238 71%	276 73%	83 73%	1 50%	238 74%	226 72%	59 69%	1 23%	348 72%	189 71%	83 66%	4 100%
NET: Dissatisfied	26 4%	17 5%	22 6%	5 5%	- -%	15 5%	8 3%	5 6%	2 77%	22 5%	8 3%	6 5%	- -%
Answered	579	311	351	100	3	304	279	71	2	450	241	111	4
Mean Score	1.1	1.1	1.1	1.2	.5	1.1	1.2	1.1	-3	1.1	1.1	1.1	2.0
Standard error	.03	.04	.04	.07	.44	.04	.04	.08	1.17	.04	.05	.07	-
Standard deviation	.87	.88	.89	.85	.62	.87	.82	.87	1.66	.91	.84	.91	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	5 1%	1 *%	2 *%	3 1%	2 1%	* *%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	21 3%	15 4%	16 4%	12 4%	17 5%	16 5%	* 4%	6 3%	10 6%	12 6%	6 8%	- -%	11 12%	3 3%
Neither Satisfied Nor Dissatisfied (0)	93 14%	65 16%	61 17%	49 17%	51 16%	60 20%	1 6%	35 18%	33 19%	32 16%	11 15%	10 23%	15 15%	13 12%
Fairly Satisfied (1)	225 35%	158 39%	128 36%	106 38%	115 36%	115 38%	3 32%	76 40%	68 39%	71 37%	23 34%	14 31%	27 29%	36 34%
Very Satisfied (2)	235 36%	138 34%	126 35%	83 29%	117 37%	95 31%	6 59% b	54 28%	43 25%	55 29%	19 28%	8 19%	32 33%	44 41%
Don't Know (DO NOT READ OUT)	66 10%	28 7%	28 8%	30 10%	15 5%	19 6%	- -%	19 10%	20 11%	22 11%	10 14%	12 27% a	9 10%	10 10%
NET: Satisfied	460 71%	296 73%	254 70%	190 67%	232 73%	210 69%	9 90%	131 68%	111 64%	126 66%	43 62%	22 50%	59 62%	80 75%
NET: Dissatisfied	26 4%	16 4%	17 5%	15 5%	19 6%	16 5%	* 4%	7 4%	10 6%	12 6%	6 8%	- -%	13 13%	3 3%
Answered	579	377	332	254	302	286	10	173	155	171	59	32	87	96
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	1.5	1.0	.9	1.0	1.0	.9	.9	1.2
Standard error	.03	.04	.05	.05	.05	.05	.13	.06	.07	.07	.12	.13	.10	.08
Standard deviation	.87	.85	.89	.90	.91	.87	.80	.84	.88	.91	.95	.77	1.09	.82

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base		325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base		645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied	(-2)	5	-	-	*	-	4	3	4	4	4	1	4	-	-	4	-
		1%	-%	-%	*%	-%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%
Fairly Dissatisfied	(-1)	21	5	*	4	2	13	12	15	16	15	14	17	3	-	11	7
		3%	7%	*%	10%	10%	3%	3%	3%	3%	4%	4%	3%	3%	-%	3%	14%
																a	
Neither Satisfied Nor Dissatisfied	(0)	93	9	10	8	3	73	63	78	69	60	59	65	19	*	50	9
		14%	13%	27%	20%	14%	14%	17%	14%	15%	16%	16%	12%	17%	65%	12%	18%
Fairly Satisfied	(1)	225	30	10	14	4	199	130	210	159	125	135	193	47	*	150	12
		35%	45%	26%	34%	16%	38%	34%	37%	34%	32%	37%	37%	42%	35%	38%	25%
Very Satisfied	(2)	235	20	13	12	13	181	136	205	165	141	125	189	33	-	156	16
		36%	30%	35%	29%	55%	35%	36%	37%	36%	37%	35%	36%	30%	-%	39%	33%
Don't Know (DO NOT READ OUT)		66	3	4	3	1	46	37	48	49	39	27	51	9	-	29	4
		10%	5%	11%	6%	5%	9%	10%	9%	11%	10%	7%	10%	8%	-%	7%	9%
NET: Satisfied		460	50	22	26	17	380	265	415	323	266	260	382	79	*	306	28
		71%	74%	62%	64%	71%	73%	70%	74%	70%	69%	72%	74%	72%	35%	77%	59%
NET: Dissatisfied		26	5	*	4	2	18	15	19	20	20	15	21	3	-	15	7
		4%	7%	*%	10%	10%	3%	4%	3%	4%	5%	4%	4%	3%	-%	4%	14%
																a	
Answered		579	64	32	38	23	471	343	512	412	346	334	467	101	*	371	43
Mean Score		1.1	1.0	1.1	.9	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.2	1.1	.4	1.2	.9
Standard error		.03	.10	.12	.14	.23	.04	.04	.03	.04	.04	.04	.04	.07	-	.04	.19
Standard deviation		.87	.88	.85	.98	1.08	.85	.88	.85	.89	.93	.86	.86	.80	-	.86	1.09

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	5 1%	- -%	4 2%	* *%	4 10%	5 2%	- -%	* *%	5 1%	- -%	3 2%	- -%	2 1%
Fairly Dissatisfied (-1)	21 3%	16 6%	3 1%	8 1%	9 23%	19 8%	2 *%	6 5%	11 3%	4 3%	5 3%	10 6%	6 2%
Neither Satisfied Nor Dissatisfied (0)	93 14%	54 19%	22 10%	56 11%	4 10%	51 21%	42 10%	16 14%	52 14%	25 18%	30 18%	18 11%	41 15%
Fairly Satisfied (1)	225 35%	109 38%	75 36%	197 38%	6 16%	86 35%	140 35%	43 36%	129 34%	52 39%	52 31%	58 35%	107 38%
Very Satisfied (2)	235 36%	87 30%	89 42%	222 42%	6 15%	60 25%	175 44%	44 37%	145 38%	45 34%	63 37%	67 40%	103 37%
Don't Know (DO NOT READ OUT)	66 10%	20 7%	17 8%	41 8%	10 26%	23 9%	44 11%	9 7%	38 10%	8 6%	17 10%	14 8%	22 8%
NET: Satisfied	460 71%	196 68%	163 78%	419 80%	12 31%	146 60%	314 78%	88 74%	274 72%	98 73%	114 68%	125 75%	210 75%
NET: Dissatisfied	26 4%	16 6%	7 3%	8 1%	13 33%	24 10%	2 *%	6 5%	15 4%	4 3%	8 4%	10 6%	8 3%
Answered	579	266	192	483	29	221	358	110	341	126	152	154	260
Mean Score	1.1	1.0	1.3	1.3	*	.8	1.4	1.1	1.2	1.1	1.1	1.2	1.2
Standard error	.03	.05	.06	.03	.27	.06	.04	.08	.05	.07	.07	.07	.05
Standard deviation	.87	.88	.87	.74	1.39	1.01	.70	.88	.89	.82	.95	.89	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	5 1%	4 1%	1 *%
Fairly Dissatisfied	(-1)	21 3%	10 3%	11 3%
Neither Satisfied Nor Dissatisfied	(0)	93 14%	48 16%	44 13%
Fairly Satisfied	(1)	225 35%	109 36%	116 34%
Very Satisfied	(2)	235 36%	93 31%	142 41%
Don't Know (DO NOT READ OUT)		66 10%	35 12%	31 9%
NET: Satisfied		460 71%	202 68%	258 75%
NET: Dissatisfied		26 4%	14 5%	12 3%
Answered		579	264	315
Mean Score		1.1	1.0	1.2
Standard error		.03	.05	.05
Standard deviation		.87	.91	.84

Columns Tested: a,b

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base	325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base	645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied (-2)	5 1%	- -%	* 1%	* *%	2 3%	- -%	- -%	- -%	- -%	2 2%	1 3%	* *%	- -%
Fairly Dissatisfied (-1)	21 3%	- -%	* 2%	10 9%	1 1%	- -%	3 4%	1 2%	3 5%	2 2%	* 1%	2 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	93 14%	- -%	2 10%	17 15%	10 15%	- -%	5 7%	* *%	7 12%	18 19%	2 11%	22 18%	10 23%
Fairly Satisfied (1)	225 35%	- -%	12 53%	31 28%	18 26%	2 13%	28 40%	8 36%	18 33%	30 32%	11 51%	52 43%	15 35%
Very Satisfied (2)	235 36%	- -%	7 32%	43 38%	23 33%	11 79%	26 38%	11 50%	24 44%	33 36%	6 29%	35 28%	15 35%
Don't Know (DO NOT READ OUT)	66 10%	- -%	1 3%	11 10%	16 23%	1 8%	8 11%	3 11%	3 6%	8 8%	1 5%	11 9%	3 7%
NET: Satisfied	460 71%	- -%	19 85%	74 66%	41 59%	13 92%	54 78%	20 86%	43 77%	62 68%	17 80%	87 71%	30 70%
NET: Dissatisfied	26 4%	- -%	1 2%	10 9%	3 4%	- -%	3 4%	1 2%	3 5%	4 5%	1 4%	2 2%	- -%
Answered	579	-	22	100	54	13	62	20	52	84	20	111	40
Mean Score	1.1	-	1.2	1.1	1.1	1.9	1.3	1.5	1.2	1.1	1.1	1.1	1.1
Standard error	.03	-	.14	.10	.10	.09	.11	.10	.10	.12	.11	.09	.12
Standard deviation	.87	-	.75	1.00	.99	.36	.79	.66	.86	.97	.90	.76	.79

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 298 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied (-2)	5 1%	* *%	2 1%	2 1%	1 *%	2 1%	3 1%
Fairly Dissatisfied (-1)	21 3%	10 7%	3 2%	5 3%	2 1%	14 5%	7 2%
Neither Satisfied Nor Dissatisfied (0)	93 14%	19 13%	15 11%	24 14%	34 18%	34 12%	58 16%
Fairly Satisfied (1)	225 35%	50 34%	41 29%	56 33%	78 42%	91 32%	135 38%
Very Satisfied (2)	235 36%	50 34%	60 43%	68 40%	56 30%	110 38%	125 35%
Don't Know (DO NOT READ OUT)	66 10%	18 12%	19 14%	14 8%	16 8%	37 13%	29 8%
NET: Satisfied	460 71%	100 68%	101 72%	125 73%	135 72%	201 70%	259 73%
NET: Dissatisfied	26 4%	10 7%	5 4%	7 4%	3 2%	16 5%	10 3%
Answered	579	129	122	156	171	251	328
Mean Score	1.1	1.1	1.3	1.2	1.1	1.2	1.1
Standard error	.03	.08	.07	.07	.06	.05	.04
Standard deviation	.87	.93	.89	.91	.78	.92	.84

Columns Tested:: a,b,c,d - a,b

Table 299

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied	(-2) 6 1%	* *% 1%	5 1%	5 1%	* 1%	- -%	* 1%	* 1%
Fairly Dissatisfied	(-1) 12 2%	1 1%	11 2%	12 2%	1 2%	* 3%	- -%	1 2%
Neither Satisfied Nor Dissatisfied	(0) 96 15%	20 17%	77 15%	92 15%	3 10%	1 23%	* 14%	4 12%
Fairly Satisfied	(1) 242 38%	23 19%	220 42%	227 37%	13 41%	2 39%	1 43%	15 41%
Very Satisfied	(2) 216 33%	41 35%	174 33%	201 33%	12 39%	1 32%	1 39%	14 38%
Don't Know (DO NOT READ OUT)	73 11%	34 29%	39 7%	71 12%	2 6%	* 3%	* 4%	2 6%
NET: Satisfied	458 71%	64 53%	394 75%	428 70%	25 81%	3 71%	2 81%	30 79%
NET: Dissatisfied	18 3%	2 1%	16 3%	17 3%	1 3%	* 3%	* 1%	1 3%
Answered	572	85	487	536	29	5	2	35
Mean Score	1.1	1.2	1.1	1.1	1.2	1.0	1.2	1.2
Standard error	.03	.08	.04	.04	.08	.14	.11	.05
Standard deviation	.84	.87	.83	.84	.84	.94	1.03	.84

Columns Tested:: a,b - a,b,c,d,e

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	6 1%	2 1%	2 1%	1 2%	* *%	* 2%	* 1%	5 1%	* 1%	* *%
Fairly Dissatisfied	(-1)	12 2%	5 1%	6 3%	1 3%	* 1%	1 3%	- -%	12 2%	1 2%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	96 15%	54 14%	33 18%	5 13%	1 7%	3 16%	* 14%	92 15%	3 10%	1 20%
Fairly Satisfied	(1)	242 38%	149 39%	66 35%	11 32%	7 43%	7 39%	1 43%	227 37%	13 41%	3 40%
Very Satisfied	(2)	216 33%	120 31%	67 35%	14 41%	7 43%	6 34%	1 39%	201 33%	12 39%	2 34%
Don't Know (DO NOT READ OUT)		73 11%	53 14%	15 8%	3 9%	1 6%	1 5%	* 4%	71 12%	2 6%	* 4%
NET: Satisfied		458 71%	269 70%	133 70%	26 73%	15 86%	13 73%	2 81%	428 70%	25 81%	5 74%
NET: Dissatisfied		18 3%	7 2%	7 4%	2 5%	* 1%	1 5%	* 1%	17 3%	1 3%	* 2%
Answered		572	331	174	32	16	17	2	536	29	7
Mean Score		1.1	1.1	1.1	1.2	1.4	1.1	1.2	1.1	1.2	1.1
Standard error		.03	.06	.07	.14	.09	.09	.11	.04	.08	.07
Standard deviation		.84	.80	.89	.97	.69	.96	1.03	.84	.84	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied (-2)	6 1%	4 1%	1 1%	* 1%	- -%	* 1%	2 1%	2 2%	* 2%	- -%	1 8% a
Fairly Dissatisfied (-1)	12 2%	9 2%	3 3%	1 2%	* 3%	- -%	6 2%	5 4%	* 1%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 15%	71 14%	21 20%	3 10%	1 23%	* 14%	59 16%	18 16%	3 13%	1 7%	1 9%
Fairly Satisfied (1)	242 38%	195 39%	31 30%	13 41%	2 39%	1 43%	146 39%	37 34%	12 55%	9 43%	7 51%
Very Satisfied (2)	216 33%	165 33%	36 35%	12 39%	1 32%	1 39%	128 34%	37 34%	5 24%	10 47%	5 32%
Don't Know (DO NOT READ OUT)	73 11%	59 12%	12 11%	2 6%	* 3%	* 4%	32 9%	10 9%	1 6%	1 3%	* *%
NET: Satisfied	458 71%	360 72%	68 65%	25 81%	3 71%	2 81%	275 73%	74 68%	17 79%	18 90%	12 83%
NET: Dissatisfied	18 3%	13 3%	4 4%	1 3%	* 3%	* 1%	8 2%	7 6%	1 2%	- -%	1 8%
Answered	572	444	92	29	5	2	341	99	20	20	15
Mean Score	1.1	1.1	1.1	1.2	1.0	1.2	1.2	1.0	1.0	1.4	1.0
Standard error	.03	.05	.08	.08	.14	.11	.05	.09	.11	.10	.11
Standard deviation	.84	.82	.91	.84	.94	1.03	.80	.97	.79	.64	1.10

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	6 1%	* *%	2 5%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	12 2%	- -%	- -%	* *%	- -%	1 2%	- -%	2 3%	1 2%	6 12% cf
Neither Satisfied Nor Dissatisfied	(0)	96 15%	8 17%	9 20%	21 16%	3 10%	10 16%	10 12%	12 18%	7 12%	10 22%
Fairly Satisfied	(1)	242 38%	15 31%	15 33%	59 43%	12 40%	22 36%	31 37%	32 49%	27 44%	8 17%
Very Satisfied	(2)	216 33%	12 25%	15 33%	39 29%	14 46%	23 38%	34 40%	18 28%	23 37%	17 36%
Don't Know (DO NOT READ OUT)		73 11%	13 27%	4 9%	17 12%	1 4%	4 7%	10 12%	1 2%	3 6%	6 13%
NET: Satisfied		458 71%	27 56%	30 66%	98 72%	26 86%	45 74%	66 76%	51 77%	50 81%	25 53%
NET: Dissatisfied		18 3%	* *%	2 5%	* *%	- -%	2 3%	- -%	2 3%	1 2%	6 12% cf
Answered		572	35	41	120	29	57	76	64	59	41
Mean Score		1.1	1.1	1.0	1.1	1.4	1.1	1.3	1.0	1.2	.9
Standard error		.03	.13	.17	.08	.14	.13	.11	.12	.11	.18
Standard deviation		.84	.77	1.03	.70	.68	.91	.70	.77	.74	1.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	6 1%	1 1%	2 1%	- -%	3 1%	2 4%	2 5%	* 2%	* *%
Fairly Dissatisfied	(-1)	12 2%	7 5%	1 1%	2 1%	10 2%	3 4%	2 7%	* 1%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	96 15%	23 17%	24 16%	44 15%	91 16%	5 9%	2 5%	2 13%	1 13%
Fairly Satisfied	(1)	242 38%	42 31%	57 37%	123 43%	222 38%	20 32%	11 31%	6 31%	3 33%
Very Satisfied	(2)	216 33%	54 39%	50 32%	92 32%	196 34%	20 32%	10 30%	7 36%	3 29%
Don't Know (DO NOT READ OUT)		73 11%	11 8%	20 13%	28 10%	60 10%	13 21%	8 22%	3 17%	2 24%
NET: Satisfied		458 71%	97 70%	107 69%	214 74%	418 72%	40 63%	21 61%	13 68%	6 61%
NET: Dissatisfied		18 3%	8 6%	3 2%	2 1%	13 2%	5 8%	4 12%	1 3%	* 2%
Answered		572	128	134	260	522	50	27	16	7
Mean Score		1.1	1.1	1.1	1.2	1.1	1.1	.9	1.2	1.2
Standard error		.03	.09	.08	.06	.04	.07	.13	.10	.10
Standard deviation		.84	.94	.85	.72	.81	1.06	1.20	.94	.87

Columns Tested: a,b,c,d,e,f,g,h

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2)	6	1	*	1	1	3	*	-	*
	1%	-%	1%	2%	1%	1%	2%	*%	-%	*%
Fairly Dissatisfied	(-1)	12	2	1	3	-	5	*	-	4
	2%	-%	3%	6%	4%	-%	3%	1%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	96	10	1	11	13	29	1	*	42
	15%	8%	15%	6%	13%	14%	17%	3%	1%	17%
Fairly Satisfied	(1)	242	28	7	35	27	58	5	4	104
	38%	41%	42%	46%	43%	28%	33%	29%	62%	43%
Very Satisfied	(2)	216	26	6	32	41	60	10	2	65
	33%	26%	38%	39%	38%	43%	34%	55%	37%	27%
Don't Know (DO NOT READ OUT)	73	5	1	-	1	13	23	2	-	27
	11%	26%	1%	-%	1%	13%	13%	12%	-%	11%
					d		d			
NET: Satisfied	458	14	54	14	67	67	118	15	7	170
	71%	66%	80%	86%	81%	72%	66%	85%	99%	70%
NET: Dissatisfied	18	-	3	1	4	1	8	*	-	4
	3%	-%	4%	8%	5%	1%	5%	1%	-%	2%
Answered	572	15	67	16	82	81	155	16	7	216
Mean Score	1.1	1.2	1.1	1.1	1.1	1.3	1.1	1.6	1.4	1.1
Standard error	.03	.14	.10	.27	.10	.11	.06	.14	.12	.05
Standard deviation	.84	.65	.87	.98	.88	.84	.93	.65	.54	.76

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	6 1%	2 1%	3 2%	* *%	3 1%	2 2%	- -%	6 1%	- -%	6 1%	- -%
Fairly Dissatisfied (-1)	12 2%	3 1%	5 3%	4 1%	10 2%	2 2%	- -%	12 2%	* 1%	12 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 15%	25 13%	29 17%	42 16%	84 15%	12 13%	- -%	91 15%	5 13%	94 15%	3 23%
Fairly Satisfied (1)	242 38%	70 36%	58 33%	114 42%	206 38%	36 38%	- -%	225 37%	17 41%	241 38%	1 8%
Very Satisfied (2)	216 33%	78 39%	60 34%	78 29%	185 34%	30 32%	- -%	198 33%	17 41%	208 33%	8 70%
Don't Know (DO NOT READ OUT)	73 11%	19 10%	23 13%	32 12%	60 11%	13 13%	- -%	71 12%	2 5%	73 12%	- -%
NET: Satisfied	458 71%	148 75%	118 66%	192 71%	391 71%	66 69%	- -%	423 70%	34 82%	449 71%	9 77%
NET: Dissatisfied	18 3%	5 3%	8 5%	4 2%	14 3%	4 4%	- -%	17 3%	* 1%	18 3%	- -%
Answered	572	179	155	238	489	83	-	532	40	561	11
Mean Score	1.1	1.2	1.1	1.1	1.1	1.1	-	1.1	1.3	1.1	1.5
Standard error	.03	.07	.06	.05	.03	.11	-	.04	.07	.03	.29
Standard deviation	.84	.85	.93	.76	.82	.91	-	.84	.73	.84	.88

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	6 1%	1 *%	3 2%	1 *%
Fairly Dissatisfied	(-1)	12 2%	6 2%	4 3%	3 1%
Neither Satisfied Nor Dissatisfied	(0)	96 15%	43 15%	13 9%	40 19%
Fairly Satisfied	(1)	242 38%	113 39%	63 45%	66 32%
Very Satisfied	(2)	216 33%	90 31%	46 33%	74 36%
Don't Know (DO NOT READ OUT)		73 11%	36 12%	11 8%	22 11%
NET: Satisfied		458 71%	203 70%	110 78%	139 68%
NET: Dissatisfied		18 3%	7 2%	7 5%	4 2%
Answered		572	253	129	183
Mean Score		1.1	1.1	1.1	1.1
Standard error		.03	.05	.07	.06
Standard deviation		.84	.80	.89	.84

Columns Tested: a,b,c

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54	
Effective base	325	246	54	14	5	4	4	3	1	299	25	12	
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23	
Very Dissatisfied	(-2)	6 1%	3 1%	- -%	- -%	- -%	2 46%	- -%	- -%	3 1%	2 4%	2 9% ai	
Fairly Dissatisfied	(-1)	12 2%	6 1%	2 2%	* *% 4%	* *% 14%	2 21%	1 36%	1 36%	- -%	8 1%	4 8% ai 16% ai	
Neither Satisfied Nor Dissatisfied	(0)	96 15%	75 15%	13 13%	7 29%	* *% 3%	* *% 17%	* *% 22%	- -%	88 15%	8 16%	1 2%	
Fairly Satisfied	(1)	242 38%	189 38%	35 35%	11 44%	1 35%	5 36%	1 17%	* 22%	224 37%	19 38%	7 32%	
Very Satisfied	(2)	216 33%	165 33%	34 35%	7 26%	2 61%	6 47%	1 16%	1 35%	* 7%	199 33%	16 33%	10 41%
Don't Know (DO NOT READ OUT)		73 11%	59 12%	14 15%	- -%	- -%	- -%	- -%	- -%	73 12%	- -%	- -%	
NET: Satisfied		458 71%	354 71%	69 70%	18 70%	4 96%	10 83%	1 33%	1 57%	* 100%	423 71%	35 72%	17 73%
NET: Dissatisfied		18 3%	10 2%	2 2%	* *% 4%	* *% 14%	2 14%	3 67%	1 36%	- -%	12 2%	6 12% ai 25% abi	
Answered		572	440	84	25	4	13	5	2	*	523	48	23
Mean Score		1.1	1.2	1.2	1.0	1.5	1.2	-.6	.6	1.1	1.2	.9	.8
Standard error		.03	.04	.07	.10	.22	.27	.44	.72	-	.03	.11	.19
Standard deviation		.84	.81	.79	.77	.81	1.07	1.78	1.77	-	.81	1.10	1.38

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	6 1%	1 1%	2 1%	2 1%	4 1%	5 1%	5 1%	5 1%	4 1%	4 2%	1 1%	4 1%	- -%	* 1%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	12 2%	3 2%	3 1%	6 4%	11 2%	7 1%	11 2%	12 2%	8 2%	7 3%	4 5%	2 1%	2 8%	* %	2 12%	- -%	1 7%
Neither Satisfied Nor Dissatisfied (0)	96 15%	23 10%	53 19%	21 14%	76 15%	71 15%	81 15%	91 16%	48 14%	25 11%	13 17%	51 15%	2 8%	5 11%	1 3%	6 30%	3 29%
Fairly Satisfied (1)	242 38%	96 43%	93 34%	53 36%	212 41%	192 40%	216 40%	220 38%	141 41%	95 41%	23 30%	144 41%	12 46%	25 58%	5 27%	4 19%	3 28%
Very Satisfied (2)	216 33%	68 31%	97 35%	50 34%	170 33%	166 34%	183 34%	201 35%	120 35%	81 35%	28 37%	120 34%	5 19%	10 22%	6 37%	10 50%	4 36%
Don't Know (DO NOT READ OUT)	73 11%	30 13%	29 11%	14 10%	41 8%	41 9%	46 9%	53 9%	22 6%	17 7%	7 10%	27 8%	5 19%	3 7%	3 20%	* %	- -%
NET: Satisfied	458 71%	164 74%	190 69%	103 70%	382 74%	357 74%	399 74%	421 72%	261 76%	177 77%	51 68%	265 76%	17 65%	35 80%	11 64%	13 69%	7 64%
NET: Dissatisfied	18 3%	5 2%	5 2%	8 5%	16 3%	12 3%	16 3%	17 3%	12 4%	11 5%	5 6%	6 2%	2 8%	1 1%	2 12%	- -%	1 7%
Answered	572	192	248	132	473	441	496	530	321	213	68	322	21	41	14	19	11
Mean Score	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.0	1.1	1.1	1.2	.9
Standard error	.03	.06	.05	.06	.03	.04	.03	.03	.04	.05	.12	.05	.13	.09	.18	.14	.19
Standard deviation	.84	.76	.85	.92	.83	.83	.84	.85	.85	.90	.96	.81	.86	.68	1.10	.90	1.00

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13	
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3	
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4	
Very Dissatisfied	(-2)	6	4	-	*	-	-	-	2	3	-	-	-	-	-	
		1%	1%	-%	1%	-%	-%	-%	1%	4%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	12	6	*	4	*	-	1	3	1	*	2	1	-	-	
		2%	2%	1%	10%	2%	-%	8%	1%	2%	1%	7%	8%	-%	-%	
				a												
Neither Satisfied Nor Dissatisfied	(0)	96	56	10	2	*	*	5	3	52	9	4	3	*	4	*
		15%	14%	24%	5%	5%	*%	75%	35%	16%	11%	15%	9%	3%	34%	3%
Fairly Satisfied	(1)	242	171	14	16	6	2	*	3	127	29	13	17	3	1	3
		38%	43%	34%	43%	72%	16%	8%	28%	39%	38%	47%	59%	25%	6%	71%
Very Satisfied	(2)	216	129	16	14	1	5	1	3	115	27	5	5	6	6	1
		33%	32%	40%	37%	13%	56%	16%	29%	35%	35%	19%	18%	64%	60%	26%
Don't Know (DO NOT READ OUT)		73	35	*	2	1	3	*	-	26	8	5	2	-	-	-
		11%	9%	1%	4%	8%	28%	2%	-%	8%	10%	18%	8%	-%	-%	-%
NET: Satisfied		458	300	30	30	8	7	1	5	242	56	18	22	9	7	4
		71%	75%	74%	80%	86%	72%	24%	57%	74%	73%	66%	76%	89%	66%	97%
NET: Dissatisfied		18	10	*	4	*	-	-	1	5	4	*	2	1	-	-
		3%	3%	1%	11%	2%	-%	-%	8%	1%	6%	1%	7%	8%	-%	-%
Answered		572	366	41	36	8	7	6	9	299	69	23	27	10	10	4
Mean Score		1.1	1.1	1.1	1.1	1.1	1.8	.4	.8	1.2	1.1	1.0	.9	1.5	1.3	1.2
Standard error		.03	.04	.10	.14	.10	.10	.19	.24	.05	.11	.10	.14	.17	.23	.16
Standard deviation		.84	.81	.82	.99	.55	.46	.82	1.02	.79	1.01	.70	.77	.92	.98	.57

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	6 1%	2 *%	- -%	1 2%	- -%	- -%	* 5%	2 16%	- -%	2 2%	1 *%	2 5%	- -%
Fairly Dissatisfied (-1)	12 2%	5 1%	* *%	4 9%	1 4%	2 7%	- -%	- -%	4 2%	4 4%	1 1%	* 1%	2 5%
Neither Satisfied Nor Dissatisfied (0)	96 15%	59 15%	18 23%	11 29%	1 4%	1 3%	* *%	1 7%	27 13%	22 21%	17 11%	6 13%	10 27%
Fairly Satisfied (1)	242 38%	143 37%	36 46%	12 31%	7 24%	18 61%	1 12%	4 32%	76 37%	47 45%	61 42%	16 37%	13 37%
Very Satisfied (2)	216 33%	137 35%	17 21%	11 28%	16 56%	8 27%	7 83%	6 44%	78 38%	27 26%	53 36%	13 31%	11 31%
Don't Know (DO NOT READ OUT)	73 11%	42 11%	7 10%	* *%	3 12%	1 2%	- -%	- -%	22 10%	3 3%	14 10%	6 13%	* *%
NET: Satisfied	458 71%	280 72%	52 67%	23 59%	24 80%	25 88%	8 95%	10 77%	154 74%	74 70%	114 78%	29 68%	24 67%
NET: Dissatisfied	18 3%	7 2%	* *%	4 11%	1 4%	2 7%	* 5%	2 16%	4 2%	6 6%	1 1%	2 6%	2 5%
Answered	572	346	70	38	26	28	8	13	185	102	132	38	35
Mean Score	1.1	1.2	1.0	.7	1.5	1.1	1.7	.9	1.2	.9	1.3	1.0	.9
Standard error	.03	c	.04	.08	.12	.12	.24	.32	b	.06	.06	.11	.12
Standard deviation	.84	.80	.72	1.05	.82	.77	.95	1.44	.78	.92	.73	1.04	.90

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	6 1%	3 1%	2 2%	- -%	- -%	- -%	- -%	2 2%	1 1%	2 6%	- -%
Fairly Dissatisfied (-1)	12 2%	7 3%	1 1%	1 1%	2 8%	- -%	1 1%	4 4%	- -%	* 1%	2 6%
Neither Satisfied Nor Dissatisfied (0)	96 15%	34 13%	23 26%	11 10%	2 6%	6 32%	35 16%	12 13%	10 10%	6 17%	9 27%
Fairly Satisfied (1)	242 38%	107 41%	40 44%	45 42%	10 37%	7 42%	80 37%	48 51%	39 39%	9 28%	12 37%
Very Satisfied (2)	216 33%	90 35%	22 24%	35 33%	13 46%	5 26%	79 37%	24 25%	41 42%	10 31%	10 31%
Don't Know (DO NOT READ OUT)	73 11%	19 7%	3 3%	16 15%	1 3%	* *%	21 10%	4 5%	9 9%	5 16%	* *%
NET: Satisfied	458 71%	197 76%	62 68%	80 75%	23 83%	12 68%	159 74%	72 76%	80 81%	19 59%	21 67%
NET: Dissatisfied	18 3%	10 4%	3 3%	1 1%	2 8%	- -%	1 1%	6 6%	1 1%	2 8%	2 6%
Answered	572	241	88	92	27	18	195	90	90	28	32
Mean Score	1.1	1.1	.9	1.3	1.2	.9	1.2	1.0	1.3	.9	.9
Standard error	.03	.06	.08	.06	.11	.12	.06	.08	.06	.15	.14
Standard deviation	.84	.85	.85	.69	.91	.78	.75	.90	.73	1.16	.91

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied (-2)	6 1%	* *%	- -%	3 2%	- -%	* *%	1 *%	1 2%	3 2%	3 1%	3 1%	2 *%	2 2%
Fairly Dissatisfied (-1)	12 2%	2 1%	1 1%	3 2%	4 5%	2 6%	10 2%	2 5%	1 1%	5 1%	7 3%	7 2%	4 4%
Neither Satisfied Nor Dissatisfied (0)	96 15%	27 12%	18 18%	23 17%	19 25%	5 16%	62 15%	8 23%	21 16%	65 17%	31 12%	61 15%	14 13%
Fairly Satisfied (1)	242 38%	85 37%	55 56%	40 30%	23 29%	15 42%	161 39%	10 29%	48 35%	155 41%	87 33%	177 44%	35 32%
Very Satisfied (2)	216 33%	84 36%	19 19%	57 42%	26 34%	12 36%	141 34%	12 37%	48 35%	111 29%	105 40%	126 31%	44 40%
Don't Know (DO NOT READ OUT)	73 11%	32 14%	6 6%	10 7%	4 6%	- -%	37 9%	1 3%	15 11%	43 11%	30 11%	30 7%	11 10%
NET: Satisfied	458 71%	169 73%	74 75%	97 72%	49 64%	27 79%	302 73%	22 66%	96 70%	265 70%	192 73%	303 75%	79 71%
NET: Dissatisfied	18 3%	3 1%	1 1%	5 4%	4 5%	2 6%	11 3%	3 8%	4 3%	8 2%	10 4%	9 2%	7 6%
Answered	572	198	92	125	72	34	374	32	121	339	233	373	100
Mean Score	1.1	1.3	1.0	1.2	1.0	1.1	1.2	1.0	1.1	1.1	1.2	1.1	1.1
Standard error	.03	b .06	.06	.07	.10	.11	.04	.14	.08	.04	.05	.04	.08
Standard deviation	.84	b .75	.67	.94	.93	.87	.81	1.05	.91	.81	.87	.78	.98

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied (-2)	6 1%	2 1%	3 2%	1 *%	4 1%	2 1%	2 2%	2 1%	3 2%	1 *%	4 1%
Fairly Dissatisfied (-1)	12 2%	3 1%	4 3%	4 2%	8 2%	7 2%	5 4%	3 1%	4 3%	4 2%	8 2%
Neither Satisfied Nor Dissatisfied (0)	96 15%	55 16%	16 12%	47 23%	45 12%	61 15%	15 13%	56 17%	16 11%	41 20%	50 13%
Fairly Satisfied (1)	242 38%	131 38%	61 43%	64 32%	156 41%	178 44%	34 32%	130 39%	62 41%	73 36%	147 38%
Very Satisfied (2)	216 33%	119 35%	47 33%	59 30%	142 37%	127 31%	43 39%	114 34%	52 35%	52 26%	149 39%
Don't Know (DO NOT READ OUT)	73 11%	32 9%	10 7%	25 12%	28 7%	30 7%	11 10%	29 9%	12 8%	30 15%	24 6%
NET: Satisfied	458 71%	250 73%	107 76%	124 62%	298 78%	305 75%	77 71%	244 73%	114 76%	125 62%	296 77%
NET: Dissatisfied	18 3%	5 1%	7 5%	5 2%	13 3%	9 2%	7 6%	4 1%	8 5%	5 2%	13 3%
Answered	572	310	131	175	355	375	98	304	137	171	359
Mean Score	1.1	1.2	1.1	1.0	1.2	1.1	1.1	1.2	1.1	1.0	1.2
Standard error	.03	.04	.06	.07	.04	.04	.08	.04	.06	.07	.04
Standard deviation	.84	.80	.90	.86	.83	.78	.97	.79	.91	.82	.85

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	6 1%	4 1%	4 1%	2 2%	- -%	5 2%	2 1%	3 3%	- -%	5 1%	3 1%	3 2%	- -%
Fairly Dissatisfied (-1)	12 2%	9 3%	5 1%	2 1%	- -%	3 1%	1 *%	2 3%	2 77%	10 2%	7 3%	2 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	96 15%	61 18%	54 14%	21 18%	- -%	51 16%	44 14%	12 15%	- -%	85 17%	39 14%	22 17%	- -%
Fairly Satisfied (1)	242 38%	133 40%	161 42%	47 41%	1 50%	135 42%	119 38%	29 34%	1 23%	177 37%	108 40%	44 35%	- -%
Very Satisfied (2)	216 33%	99 30%	124 33%	30 27%	1 50%	108 33%	115 37%	25 30%	- -%	165 34%	82 31%	38 31%	4 100%
Don't Know (DO NOT READ OUT)	73 11%	28 8%	32 8%	13 11%	- -%	23 7%	31 10%	13 15%	- -%	42 9%	28 11%	16 12%	- -%
NET: Satisfied	458 71%	232 70%	285 75%	77 67%	3 100%	242 75%	233 75%	55 64%	1 23%	343 71%	191 71%	82 66%	4 100%
NET: Dissatisfied	18 3%	13 4%	10 3%	4 3%	- -%	8 3%	3 1%	5 6%	2 77%	15 3%	10 4%	5 4%	- -%
Answered	572	306	349	101	3	301	281	72	2	442	240	109	4
Mean Score	1.1	1.0	1.1	1.0	1.5	1.1	1.2	1.0	-5	1.1	1.1	1.0	2.0
Standard error	.03	.04	.04	.07	.44	.04	.04	.09	.78	.04	.05	.08	-
Standard deviation	.84	.88	.82	.87	.62	.84	.78	1.01	1.11	.87	.86	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	6 1%	3 1%	3 1%	3 1%	5 2%	3 1%	- -%	1 *%	1 1%	3 2%	2 3%	- -%	2 2%	* *%
Fairly Dissatisfied (-1)	12 2%	7 2%	3 1%	5 2%	5 1%	7 2%	- -%	5 2%	3 2%	5 2%	1 2%	2 4%	* *%	1 1%
Neither Satisfied Nor Dissatisfied (0)	96 15%	63 16%	63 17%	57 20%	50 16%	59 19%	* 2%	39 21%	38 22%	42 22%	11 16%	9 20%	13 13%	17 16%
Fairly Satisfied (1)	242 38%	173 43%	138 38%	102 36%	134 42%	118 39%	2 17%	72 38%	67 39%	70 36%	23 33%	13 29%	36 38%	36 34%
Very Satisfied (2)	216 33%	129 32%	121 34%	86 30%	105 33%	95 31%	8 81% ab	55 29%	46 27%	54 28%	21 30%	12 27%	33 35%	43 41%
Don't Know (DO NOT READ OUT)	73 11%	30 7%	32 9%	31 11%	18 6%	24 8%	- -%	20 11%	19 11%	18 10%	10 15%	8 19%	12 13%	9 9%
NET: Satisfied	458 71%	302 75%	259 72%	188 66%	239 76%	213 70%	10 98% b	127 66%	114 65%	124 64%	44 64%	25 57%	69 72%	79 75%
NET: Dissatisfied	18 3%	10 3%	6 2%	8 3%	10 3%	10 3%	- -%	5 3%	4 2%	8 4%	3 5%	2 4%	2 2%	1 1%
Answered	572	376	328	253	299	281	10	172	156	174	58	35	83	97
Mean Score	1.1	1.1	1.1	1.0	1.1	1.0	1.8 ab	1.0	1.0	1.0	1.0	1.0	1.2	1.2
Standard error	.03	.04	.04	.05	.05	.05	.08	.06	.06	.07	.12	.15	.08	.08
Standard deviation	.84	.81	.81	.87	.85	.86	.48	.83	.83	.91	.99	.91	.83	.80

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	6 1%	- -%	- -%	1 3%	2 9%	2 *% %	* *% %	2 *% %	4 1% %	4 1% %	4 1% %	2 *% %	- -% %	- -% %	4 1% %	1 2% %
Fairly Dissatisfied (-1)	12 2%	2 3%	* *% %	* *% %	- -% %	9 2% %	5 1% %	9 2% %	9 2% %	10 2% %	8 2% %	8 2% %	1 1% %	- -% %	6 2% %	* 1% %
Neither Satisfied Nor Dissatisfied (0)	96 15%	19 28%	6 17%	10 25%	4 18%	79 15%	66 17%	84 15%	76 17%	58 15%	60 17%	73 14%	17 15%	* 65%	51 13%	15 30% a
Fairly Satisfied (1)	242 38%	23 34%	10 27%	15 36%	10 43%	209 40%	144 38%	221 39%	164 36%	137 35%	138 38%	200 39%	44 40%	- -% %	162 41%	10 22% %
Very Satisfied (2)	216 33%	22 32%	14 38%	9 22%	6 26%	165 32%	123 32%	188 34%	151 33%	125 32%	117 33%	175 34%	36 33%	- -% %	145 36%	13 26% %
Don't Know (DO NOT READ OUT)	73 11%	2 4%	7 19%	5 13%	1 5%	53 10%	43 11%	57 10%	57 12%	51 13%	34 9%	59 11%	12 11%	* 35%	31 8%	9 19% %
NET: Satisfied	458 71%	45 66%	23 64%	24 59%	17 69%	374 72%	266 70%	409 73%	315 68%	262 68%	255 71%	376 72%	80 72%	- -% %	308 77% b	23 48% %
NET: Dissatisfied	18 3%	2 3%	* *% %	1 3%	2 9%	10 2%	5 1%	10 2%	13 3%	14 4%	12 3%	10 2%	1 1%	- -% %	10 3% %	1 3% %
Answered	572	65	30	35	23	464	337	503	404	334	327	459	98	*	368	39
Mean Score	1.1	1.0	1.3	.9	.8	1.1	1.1	1.2	1.1	1.1	1.1	1.2	1.2	-	1.2	.9
Standard error	.03	.10	.12	.13	.25	.03	.04	.03	.04	.04	.04	.04	.07	-	.04	.17
Standard deviation	.84	.86	.80	.94	1.14	.78	.77	.78	.85	.88	.86	.79	.76	-	.81	.97

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	6 1%	3 1%	2 1%	* *%	3 8% a	6 2%	- -%	3 2%	2 1%	* *%	3 2%	1 1%	2 1%
Fairly Dissatisfied (-1)	12 2%	5 2%	3 1%	6 1%	5 13% a	6 3%	6 2%	3 3%	3 1%	6 4%	4 2%	6 3%	2 1%
Neither Satisfied Nor Dissatisfied (0)	96 15%	59 21% b	21 10%	63 12%	11 27%	55 23%	41 10%	19 16%	59 15%	19 14%	33 20%	18 11%	44 16%
Fairly Satisfied (1)	242 38%	119 42%	81 39%	200 38%	9 23%	77 32%	165 41%	36 30%	144 38%	62 46%	45 27%	77 46% a	112 40% a
Very Satisfied (2)	216 33%	72 25%	88 42% a	204 39% b	4 11%	71 29%	145 36%	51 43% c	129 34%	34 26%	62 37%	50 30%	100 35%
Don't Know (DO NOT READ OUT)	73 11%	29 10%	15 7%	50 9%	7 18%	28 12%	45 11%	6 5%	41 11%	13 10%	22 13%	16 9%	22 8%
NET: Satisfied	458 71%	190 67% a	169 81%	404 77% b	13 34%	148 61%	310 77% a	87 74%	274 72%	96 72%	107 63%	127 76%	212 75% a
NET: Dissatisfied	18 3%	8 3%	4 2%	7 1%	8 21% a	12 5%	6 2%	6 5%	6 1%	6 4%	7 4%	7 4%	4 1%
Answered	572	257	194	474	33	215	357	113	338	120	147	152	260
Mean Score	1.1	1.0	1.3 a	1.3 b	.2	.9	1.3 a	1.2	1.2	1.0	1.1	1.1	1.2
Standard error	.03	.05	.05 a	.03 b	.21	.06	.04 a	.08	.04	.07	.07	.06	.05
Standard deviation	.84	.83	.78	.74	1.16	.97	.72	.98	.79	.81	.96	.81	.79

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	6 1%	4 1%	1 *%
Fairly Dissatisfied	(-1)	12 2%	4 1%	8 2%
Neither Satisfied Nor Dissatisfied	(0)	96 15%	49 16%	47 14%
Fairly Satisfied	(1)	242 38%	112 37%	130 38%
Very Satisfied	(2)	216 33%	87 29%	129 37%
Don't Know (DO NOT READ OUT)		73 11%	43 15%	30 9%
NET: Satisfied		458 71%	199 66%	259 75%
NET: Dissatisfied		18 3%	8 3%	10 3%
Answered		572	256	316
Mean Score		1.1	1.1	1.2
Standard error		.03	.05	.04
Standard deviation		.84	.86	.82

Columns Tested: a,b

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base	325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base	645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied (-2)	6 1%	- -%	* 2%	* *%	2 3%	- -%	* *%	* 2%	- -%	2 2%	- -%	1 1%	- -%
Fairly Dissatisfied (-1)	12 2%	- -%	* 1%	2 1%	1 1%	- -%	- -%	- -%	5 8%	- -%	* 1%	4 3%	1 3%
Neither Satisfied Nor Dissatisfied (0)	96 15%	- -%	2 10%	16 14%	11 16%	- -%	11 16%	1 4%	6 10%	23 25%	* 2%	16 13%	10 24%
Fairly Satisfied (1)	242 38%	- -%	7 33%	36 33%	20 28%	4 31%	34 49%	11 49%	27 49%	20 22%	11 51%	55 45%	16 36%
Very Satisfied (2)	216 33%	- -%	12 52%	47 42%	17 25%	9 61%	17 25%	10 43%	13 23%	38 42%	8 36%	32 26%	13 30%
Don't Know (DO NOT READ OUT)	73 11%	- -%	1 3%	11 10%	19 27%	1 8%	7 10%	1 3%	5 10%	8 9%	2 9%	15 12%	3 8%
NET: Satisfied	458 71%	- -%	19 85%	83 75%	37 53%	13 92%	52 74%	21 91%	40 72%	59 64%	18 88%	87 71%	28 66%
NET: Dissatisfied	18 3%	- -%	1 2%	2 1%	3 4%	- -%	* *%	* 2%	5 8%	2 2%	* 1%	5 4%	1 3%
Answered	572	-	22	101	51	13	63	22	50	83	19	108	40
Mean Score	1.1	-	1.4	1.3	1.0	1.7	1.1	1.3	1.0	1.1	1.3	1.1	1.0
Standard error	.03	-	.16	.08	.10	.12	.09	.11	.10	.12	.08	.10	.13
Standard deviation	.84	-	.85	.78	.98	.49	.68	.75	.86	.98	.61	.81	.84

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 299 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied	(-2)	6	*	2	2	2	3
		1%	*%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	12	2	1	5	3	10
		2%	1%	1%	3%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	96	18	23	29	41	56
		15%	12%	16%	17%	14%	16%
Fairly Satisfied	(1)	242	49	53	59	102	140
		38%	33%	38%	34%	35%	39%
Very Satisfied	(2)	216	60	42	61	102	114
		33%	41%	29%	36%	35%	32%
Don't Know (DO NOT READ OUT)		73	17	21	14	39	34
		11%	12%	15%	8%	13%	10%
NET: Satisfied		458	109	95	119	204	254
		71%	74%	67%	70%	71%	71%
NET: Dissatisfied		18	2	3	7	5	13
		3%	1%	2%	4%	2%	4%
Answered	572	129	120	156	167	249	322
Mean Score	1.1	1.3	1.1	1.1	1.1	1.2	1.1
Standard error	.03	.07	.07	.07	.06	.05	.04
Standard deviation	.84	.78	.83	.91	.80	.81	.86

Columns Tested:: a,b,c,d - a,b

Table 300

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	12 2%	4 3%	8 2%	11 2%	* 2%	* 4%	- -%	1 2%
Fairly Dissatisfied (-1)	17 3%	* *%	17 3%	17 3%	* *%	* 5%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied (0)	92 14%	10 8%	82 16%	86 14%	5 17%	* 10%	* 7%	6 16%
Fairly Satisfied (1)	199 31%	25 21%	174 33%	188 31%	9 29%	2 34%	1 47%	11 30%
Very Satisfied (2)	293 45%	67 56%	226 43%	276 45%	13 44%	2 47%	1 43%	17 44%
Don't Know (DO NOT READ OUT)	32 5%	13 11%	19 4%	29 5%	2 8%	- -%	* 2%	3 7%
NET: Satisfied	492 76%	92 78%	400 76%	464 76%	22 73%	4 81%	2 90%	28 75%
NET: Dissatisfied	29 5%	4 3%	26 5%	28 5%	1 2%	* 9%	* 1%	1 3%
Answered	613	106	507	578	28	5	2	35
Mean Score	1.2	1.4	1.2	1.2	1.2	1.1	1.3	1.2
Standard error	.04	.08	.04	.04	.08	.17	.08	.06
Standard deviation	.93	.93	.93	.94	.90	1.19	.84	.91

Columns Tested:: a,b - a,b,c,d,e

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	12 2%	7 2%	3 2%	1 4%	* 2%	* 1%	- -%	11 2%	* 2%	* 3%
Fairly Dissatisfied	(-1)	17 3%	7 2%	10 5%	* 1%	- -%	* 2%	* 1%	17 3%	* *%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	55 14%	24 13%	7 20%	3 18%	3 14%	* 7%	86 14%	5 17%	1 9%
Fairly Satisfied	(1)	199 31%	129 34%	49 26%	9 25%	4 23%	6 35%	1 47%	188 31%	9 29%	3 39%
Very Satisfied	(2)	293 45%	170 44%	89 47%	17 50%	8 45%	8 44%	1 43%	276 45%	13 44%	3 45%
Don't Know (DO NOT READ OUT)		32 5%	16 4%	14 7%	- -%	2 11%	1 3%	* 2%	29 5%	2 8%	* 1%
NET: Satisfied		492 76%	299 78%	138 73%	26 75%	12 68%	14 79%	2 90%	464 76%	22 73%	6 84%
NET: Dissatisfied		29 5%	14 4%	13 7%	2 5%	* 2%	1 3%	* 1%	28 5%	1 2%	* 6%
Answered		613	368	175	35	15	18	2	578	28	7
Mean Score		1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.2
Standard error		.04	.06	.08	.14	.13	.09	.08	.04	.08	.08
Standard deviation		.93	.90	.99	1.05	.99	.89	.84	.94	.90	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107	
Effective base	325	219	97	71	31	62	171	56	19	13	25	
Weighted Base	645	504	104	30	5	3	374	108	21	20	15	
Very Dissatisfied	(-2)	12 2%	10 2%	1 1%	* 2%	* 4%	- -%	7 2%	- -%	1 2%	- -%	1 8%
Fairly Dissatisfied	(-1)	17 3%	10 2%	7 7%	* *%	* 5%	* 1%	12 3%	4 4%	* 2%	- -%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	71 14%	14 14%	5 17%	* 10%	* 7%	59 16%	12 11%	6 27%	1 3%	3 18%
Fairly Satisfied	(1)	199 31%	152 30%	35 34%	9 29%	2 34%	1 47%	119 32%	47 43%	3 16%	8 37%	3 18%
Very Satisfied	(2)	293 45%	234 46%	43 41%	13 44%	2 47%	1 43%	160 43%	43 40%	11 51%	12 57%	7 51%
Don't Know (DO NOT READ OUT)		32 5%	26 5%	3 3%	2 8%	- -%	* 2%	16 4%	2 2%	* 2%	1 3%	1 4%
NET: Satisfied		492 76%	386 77%	78 75%	22 73%	4 81%	2 90%	279 75%	90 83%	14 67%	19 95%	10 69%
NET: Dissatisfied		29 5%	20 4%	8 8%	1 2%	* 9%	* 1%	19 5%	4 4%	1 4%	- -%	1 9%
Answered	613	477	101	28	5	2	358	106	21	20	14	
Mean Score	1.2	1.2	1.1	1.2	1.1	1.3	1.2	1.2	1.1	1.6	1.1	
Standard error	.04	.05	.08	.08	.17	.08	.06	.08	.15	.09	.12	
Standard deviation	.93	.93	.98	.90	1.19	.84	.95	.81	1.06	.56	1.27	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	12 2%	- -%	1 3%	* *%	- -%	- -%	- -%	5 8%	* 1%	2 4%
Fairly Dissatisfied	(-1)	17 3%	2 4%	3 6%	2 2%	- -%	3 4%	- -%	5 8%	- -%	1 3%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	12 24%	6 13%	20 15%	5 15%	7 11%	12 14%	8 13%	2 3%	11 24%
Fairly Satisfied	(1)	199 31%	19 40%	14 31%	44 32%	12 40%	19 30%	24 28%	19 29%	22 35%	11 24%
Very Satisfied	(2)	293 45%	15 32%	20 45%	61 44%	13 42%	30 48%	50 58%	22 34%	35 57%	16 33%
Don't Know (DO NOT READ OUT)		32 5%	- -%	1 3%	9 7%	1 3%	4 6%	- -%	5 8%	4 6%	6 12%
NET: Satisfied		492 76%	34 72%	34 75%	105 77%	25 82%	48 78%	74 86%	42 64%	57 91%	27 57%
NET: Dissatisfied		29 5%	2 4%	4 9%	2 2%	- -%	3 4%	- -%	10 16%	* 1%	3 7%
Answered		613	48	44	127	30	58	86	61	59	41
Mean Score		1.2	1.0	1.1	1.3	1.3	1.3	1.4	.8	1.6	.9
Standard error		.04	.14	.17	.09	.15	.13	.10	.20	.09	.18
Standard deviation		.93	.86	1.06	.80	.73	.86	.73	1.27	.62	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	12 2%	2 1%	2 1%	5 2%	9 2%	3 5%	2 5%	2 8%	* 1%
Fairly Dissatisfied	(-1)	17 3%	4 3%	4 3%	8 3%	16 3%	1 2%	1 3%	* 2%	* **%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	23 16%	19 12%	41 14%	83 14%	9 14%	7 20%	1 5%	1 10%
Fairly Satisfied	(1)	199 31%	42 30%	54 35%	87 30%	184 32%	15 25%	7 20%	6 31%	3 28%
Very Satisfied	(2)	293 45%	58 42%	71 46%	133 46%	261 45%	32 51%	17 50%	10 50%	5 55%
Don't Know (DO NOT READ OUT)		32 5%	11 8%	5 3%	14 5%	29 5%	3 4%	1 4%	1 4%	1 7%
NET: Satisfied		492 76%	100 72%	125 81%	220 76%	445 76%	47 75%	24 70%	16 81%	7 82%
NET: Dissatisfied		29 5%	6 4%	6 4%	13 4%	25 4%	4 7%	2 7%	2 10%	* 1%
Answered		613	129	150	274	553	60	33	19	8
Mean Score		1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.4
Standard error		.04	.09	.08	.07	.05	.07	.11	.12	.09
Standard deviation		.93	.93	.87	.93	.92	1.10	1.13	1.20	.82

Columns Tested:: a,b,c,d,e,f,g,h

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2)	12	*	-	*	1	4	3	-	2
	2%	5%	1%	-%	*%	1%	2%	16%	-%	1%
Fairly Dissatisfied	(-1)	17	*	1	7	*	6	-	-	4
	3%	1%	9%	5%	8%	*%	4%	-%	-%	2%
			i							
Neither Satisfied Nor Dissatisfied	(0)	92	1	4	-	4	18	25	2	41
	14%	5%	6%	-%	5%	19%	14%	12%	1%	17%
Fairly Satisfied	(1)	199	7	19	1	20	26	55	7	78
	31%	33%	28%	9%	24%	28%	31%	36%	52%	32%
Very Satisfied	(2)	293	7	36	14	50	46	80	4	103
	45%	35%	54%	86%	60%	49%	45%	22%	47%	42%
Don't Know (DO NOT READ OUT)		32	4	2	-	2	3	7	2	14
	5%	20%	2%	-%	2%	3%	4%	13%	-%	6%
NET: Satisfied		492	14	55	15	70	72	135	10	181
	76%	68%	82%	95%	84%	77%	76%	59%	99%	75%
NET: Dissatisfied		29	1	6	1	7	1	11	3	6
	5%	6%	10%	5%	9%	1%	6%	16%	-%	3%
Answered	613	16	66	16	82	91	171	15	7	228
Mean Score	1.2	1.2	1.3	1.8	1.4	1.3	1.2	.6	1.5	1.2
Standard error	.04	.23	.11	.20	.10	.11	.06	.27	.13	.05
Standard deviation	.93	1.10	.99	.73	.96	.87	.98	1.42	.56	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	12 2%	3 1%	4 2%	5 2%	9 2%	3 3%	- -%	12 2%	* *%	12 2%	- -%
Fairly Dissatisfied (-1)	17 3%	7 4%	6 4%	4 1%	14 2%	4 4%	- -%	17 3%	* *%	17 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	92 14%	23 12%	25 14%	44 16%	79 14%	13 13%	- -%	88 15%	3 8%	92 14%	* *%
Fairly Satisfied (1)	199 31%	53 27%	55 31%	91 34%	165 30%	34 36%	- -%	180 30%	18 44%	198 31%	1 7%
Very Satisfied (2)	293 45%	103 52%	80 45%	110 41%	261 47%	32 34%	- -%	274 45%	19 44%	283 45%	10 92%
Don't Know (DO NOT READ OUT)	32 5%	8 4%	7 4%	17 6%	22 4%	10 10%	- -%	31 5%	1 3%	32 5%	- -%
NET: Satisfied	492 76%	156 79%	135 76%	201 74%	425 77%	67 70%	- -%	455 75%	37 89%	481 76%	11 100%
NET: Dissatisfied	29 5%	10 5%	11 6%	9 3%	23 4%	6 7%	- -%	29 5%	* *%	29 5%	- -%
Answered	613	189	171	253	527	86	-	572	41	602	11
Mean Score	1.2	1.3	1.2	1.2	1.2	1.0	-	1.2	1.4	1.2	1.9
Standard error	.04	.07	.06	.05	.04	.11	-	.04	.07	.04	.10
Standard deviation	.93	.92	.98	.91	.92	.99	-	.95	.66	.94	.29

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	12 2%	1 *%	4 3%	7 3%
Fairly Dissatisfied	(-1)	17 3%	4 1%	3 2%	11 5%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	49 17%	16 12%	26 13%
Fairly Satisfied	(1)	199 31%	94 32%	36 26%	64 31%
Very Satisfied	(2)	293 45%	118 41%	76 54%	95 46%
Don't Know (DO NOT READ OUT)		32 5%	23 8%	5 3%	3 2%
			c		
NET: Satisfied		492 76%	212 73%	112 80%	159 77%
NET: Dissatisfied		29 5%	5 2%	7 5%	17 8%
			a		
Answered		613	266	135	202
Mean Score		1.2	1.2	1.3	1.1
Standard error		.04	.05	.07	.07
Standard deviation		.93	.83	.97	1.04

Columns Tested:: a,b,c

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	*e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54	
Effective base	325	246	54	14	5	4	4	3	1	299	25	12	
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23	
Very Dissatisfied	(-2)	12	10	*	2	*	-	-	-	10	2	*	
		2%	2%	*%	7%	4%	-%	-%	-%	2%	4%	1%	
Fairly Dissatisfied	(-1)	17	14	4	*	-	-	*	-	17	*	*	
		3%	3%	4%	*%	-%	-%	-%	1%	3%	*%	*%	
Neither Satisfied Nor Dissatisfied	(0)	92	72	13	3	*	*	2	1	-	86	6	3
		14%	15%	14%	10%	*%	1%	55%	36%	-%	14%	12%	14%
Fairly Satisfied	(1)	199	158	25	10	2	3	1	*	*	183	16	6
		31%	32%	25%	38%	45%	22%	28%	10%	99%	31%	33%	27%
Very Satisfied	(2)	293	218	50	11	2	10	1	1	*	268	25	14
		45%	44%	51%	44%	51%	77%	17%	54%	1%	45%	51%	58%
Don't Know (DO NOT READ OUT)		32	26	6	-	-	-	-	-	32	-	-	
		5%	5%	6%	-%	-%	-%	-%	-%	5%	-%	-%	
NET: Satisfied		492	376	75	21	4	13	2	1	*	451	41	20
		76%	76%	76%	82%	96%	99%	45%	64%	100%	76%	84%	85%
NET: Dissatisfied		29	23	4	2	*	-	-	*	-	27	2	*
		5%	5%	4%	7%	4%	-%	-%	1%	-%	5%	4%	1%
Answered		613	472	93	25	4	13	5	2	*	565	48	23
Mean Score		1.2	1.2	1.3	1.1	1.4	1.8	.6	1.2	1.0	1.2	1.3	1.4
Standard error		.04	.04	.07	.15	.27	.11	.21	.53	-	.04	.09	.11
Standard deviation		.93	.94	.90	1.11	.98	.46	.86	1.29	-	.93	.97	.79

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	12 2%	* *%	9 3%	2 2%	9 2%	8 2%	9 2%	12 2%	7 2%	6 3%	1 2%	5 1%	- -%	* 1%	2 12%	- -%	- -%
Fairly Dissatisfied (-1)	17 3%	1 *%	13 5%	4 3%	14 3%	13 3%	15 3%	17 3%	15 4%	10 5%	2 2%	5 1%	2 8%	3 7%	- -%	* *%	3 28%
Neither Satisfied Nor Dissatisfied (0)	92 14%	35 16%	38 14%	19 13%	80 16%	74 15%	84 16%	83 14%	49 14%	28 12%	13 17%	52 15%	5 19%	3 7%	3 18%	8 40%	1 9%
Fairly Satisfied (1)	199 31%	76 34%	83 30%	41 28%	171 33%	154 32%	176 32%	180 31%	111 33%	64 28%	20 27%	126 36%	7 27%	11 25%	6 35%	3 17%	3 24%
Very Satisfied (2)	293 45%	96 43%	122 44%	75 51%	223 43%	215 45%	237 44%	268 46%	147 43%	116 50%	34 44%	147 42%	12 47%	26 60%	5 32%	8 43%	4 39%
Don't Know (DO NOT READ OUT)	32 5%	14 6%	12 4%	6 4%	16 3%	18 4%	22 4%	24 4%	13 4%	6 3%	6 8%	15 4%	- -%	- -%	1 3%	* *%	- -%
NET: Satisfied	492 76%	172 78%	205 74%	116 79%	394 77%	369 77%	413 76%	448 77%	258 75%	179 78%	54 71%	273 78%	19 73%	37 85%	11 67%	11 60%	7 63%
NET: Dissatisfied	29 5%	1 1%	22 8%	6 4%	23 5%	20 4%	24 4%	29 5%	23 7%	17 7%	3 4%	10 3%	2 8%	3 8%	2 12%	* *%	3 28%
Answered	613	208	264	141	498	464	521	559	330	225	70	335	26	44	16	19	11
Mean Score	1.2	1.3	1.1	1.3	1.2	1.2	1.2	1.2	1.1	1.2	1.2	1.2	1.1	1.4	.8	1.0	.7
Standard error	.04	.06	.06	.06	.04	.04	.04	.04	.05	.06	.12	.05	.14	.13	.20	.14	.25
Standard deviation	.93	.77	1.05	.92	.93	.92	.92	.94	.98	1.02	.96	.86	1.00	.95	1.28	.94	1.30

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied (-2)	12 2%	4 1%	3 7%	2 5%	* 2%	- -%	- -%	- -%	5 2%	* *%	* 1%	2 8%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	17 3%	10 2%	1 2%	1 1%	- -%	* *%	* *%	3 35%	3 1%	2 3%	3 11%	3 9%	* *%	2 23%	- -%
Neither Satisfied Nor Dissatisfied (0)	92 14%	61 15%	4 11%	5 12%	2 26%	3 28%	4 73%	1 10%	51 16%	17 22%	2 8%	* *%	3 28%	1 11%	* 5%
Fairly Satisfied (1)	199 31%	132 33%	16 40%	11 30%	5 51%	4 40%	1 10%	2 24%	115 35%	21 27%	7 26%	7 24%	2 16%	* 3%	2 67%
Very Satisfied (2)	293 45%	179 45%	17 40%	20 52%	1 15%	3 31%	1 16%	3 31%	136 42%	34 45%	15 54%	17 57%	6 55%	7 63%	1 28%
Don't Know (DO NOT READ OUT)	32 5%	15 4%	- -%	- -%	1 6%	- -%	* 2%	- -%	15 5%	3 4%	- -%	1 2%	- -%	- -%	- -%
NET: Satisfied	492 76%	311 78%	33 80%	31 82%	6 66%	7 72%	2 25%	5 55%	251 77%	55 72%	22 80%	24 82%	7 72%	7 66%	3 95%
NET: Dissatisfied	29 5%	14 3%	4 9%	2 6%	* 2%	* *%	* *%	3 35%	8 2%	2 3%	3 12%	5 16%	* *%	2 23%	- -%
Answered	613	386	41	38	8	10	6	9	310	74	27	28	10	10	4
Mean Score	1.2	1.2	1.0	1.2	.8	1.0	.4	.5	1.2	1.2	1.2	1.2	1.3	1.1	1.2
Standard error	.04	.05	.14	.14	.13	.17	.20	.31	.05	.09	.14	.23	.17	.32	.17
Standard deviation	.93	.88	1.12	1.06	.80	.81	.83	1.33	.87	.88	1.05	1.29	.92	1.35	.61

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	12 2%	5 1%	4 5%	* *%	* *%	2 8%	- -%	- -%	- -%	2 2%	1 1%	4 10%	2 5%
Fairly Dissatisfied (-1)	17 3%	4 1%	8 11%	4 10%	* *%	1 3%	* *%	- -%	4 2%	1 1%	3 2%	2 4%	4 12%
Neither Satisfied Nor Dissatisfied (0)	92 14%	58 15%	8 11%	8 22%	3 11%	2 6%	* 6%	3 21%	27 13%	18 18%	22 15%	8 19%	7 21%
Fairly Satisfied (1)	199 31%	125 32%	23 30%	10 26%	11 36%	7 25%	1 7%	4 29%	69 34%	33 31%	52 35%	11 24%	10 28%
Very Satisfied (2)	293 45%	178 46%	29 38%	16 42%	14 46%	17 58%	7 87%	7 50%	92 45%	50 48%	64 44%	18 41%	12 33%
Don't Know (DO NOT READ OUT)	32 5%	18 5%	4 5%	- -%	2 6%	- -%	- -%	- -%	13 7%	1 1%	5 3%	1 1%	- -%
NET: Satisfied	492 76%	303 78%	53 68%	26 68%	24 83%	24 83%	8 94%	10 79%	162 78%	83 79%	116 79%	28 65%	22 62%
NET: Dissatisfied	29 5%	9 2%	12 16%	4 10%	* *%	3 11%	* *%	- -%	4 2%	3 3%	4 3%	6 14%	6 17%
Answered	613	369	74	38	28	29	8	13	193	104	141	43	35
Mean Score	1.2	1.3	.9	1.0	1.4	1.2	1.8	1.3	1.3	1.2	1.2	.8	.7
Standard error	.04	b	.13	.12	.11	.19	.15	.18	de	e		.14	.16
Standard deviation	.93	.86	1.21	1.04	.74	1.21	.57	.82	.79	.90	.84	1.30	1.21

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	12 2%	* *%	1 1%	1 1%	6 22%	- -%	* *%	4 5%	1 1%	- -%	2 6%
Fairly Dissatisfied (-1)	17 3%	9 3%	3 3%	3 3%	* *%	* *%	3 2%	* *%	3 3%	2 6%	4 13%
Neither Satisfied Nor Dissatisfied (0)	92 14%	32 12%	18 20%	19 18%	4 15%	5 30%	36 17%	14 14%	11 11%	5 16%	6 20%
Fairly Satisfied (1)	199 31%	91 35%	31 34%	37 34%	5 19%	7 38%	69 32%	28 30%	37 37%	9 28%	9 27%
Very Satisfied (2)	293 45%	119 46%	37 41%	44 41%	12 42%	6 32%	95 44%	47 49%	45 46%	16 48%	11 34%
Don't Know (DO NOT READ OUT)	32 5%	9 4%	1 1%	3 3%	1 2%	- -%	12 6%	1 1%	2 2%	1 2%	- -%
NET: Satisfied	492 76%	210 81%	68 75%	81 76%	17 61%	13 70%	164 76%	75 79%	82 83%	25 76%	19 61%
NET: Dissatisfied	29 5%	9 3%	4 4%	4 4%	6 22%	* *%	4 2%	5 5%	4 4%	2 6%	6 19%
Answered	613	251	90	104	27	18	204	94	97	33	32
Mean Score	1.2	1.3	1.1	1.2	.6	1.0	1.3	1.2	1.3	1.2	.7
Standard error	.04	d	.09	.08	.18	.12	e	.09	.07	.12	.19
Standard deviation	.93	.83	.92	.89	1.59	.81	.81	1.03	.86	.94	1.24

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163	
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58	
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110	
Very Dissatisfied	(-2)	12 2%	- -%	4 4%	2 1%	4 5%	2 5%	9 2%	* 1%	3 2%	10 3%	2 1%	7 2%	2 1%
Fairly Dissatisfied	(-1)	17 3%	2 1%	2 2%	5 3%	4 5%	5 14%	5 14%	* *%	8 2%	9 3%	10 3%	4 4%	
Neither Satisfied Nor Dissatisfied	(0)	92 14%	34 15%	15 15%	13 10%	15 19%	2 6%	46 11%	6 19%	27 20%	64 17%	28 11%	60 15%	20 18%
Fairly Satisfied	(1)	199 31%	75 33%	34 35%	39 29%	22 29%	9 27%	122 30%	10 30%	48 35%	123 32%	76 29%	137 34%	35 31%
Very Satisfied	(2)	293 45%	105 46%	41 42%	72 53%	31 40%	16 47%	202 49%	15 46%	50 37%	160 42%	133 50%	175 43%	48 43%
Don't Know (DO NOT READ OUT)		32 5%	14 6%	2 2%	5 3%	1 2%	- -%	16 4%	- -%	7 5%	17 5%	15 6%	13 3%	2 2%
NET: Satisfied		492 76%	180 79%	75 77%	111 82%	53 69%	25 74%	324 79%	25 75%	98 72%	283 74%	209 79%	312 77%	83 75%
NET: Dissatisfied		29 5%	2 1%	6 6%	6 5%	8 10%	7 20%	24 6%	2 6%	3 2%	18 5%	12 4%	18 4%	6 5%
Answered		613	216	96	130	75	34	395	34	128	364	249	390	108
Mean Score		1.2	1.3	1.1	1.3	.9	1.0	1.2	1.1	1.1	1.1	1.3	1.2	1.1
Standard error		.04	.06	.10	.07	.11	.17	.05	.13	.08	.05	.05	.04	.07
Standard deviation		.93	.76	1.01	.89	1.15	1.28	.96	.97	.88	.96	.88	.92	.95

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 12 2%	7 2%	1 *%	6 3%	6 1%	7 2%	2 1%	4 1%	3 2%	8 4%	3 1%
Fairly Dissatisfied	(-1) 17 3%	10 3%	3 2%	5 3%	12 3%	12 3%	2 2%	8 2%	5 3%	7 4%	10 3%
Neither Satisfied Nor Dissatisfied	(0) 92 14%	48 14%	26 19%	39 19%	44 11%	59 15%	21 19%	51 15%	24 16%	34 17%	48 13%
Fairly Satisfied	(1) 199 31%	116 34%	39 27%	59 29%	122 32%	137 34%	34 31%	111 33%	43 29%	62 31%	118 31%
Very Satisfied	(2) 293 45%	145 43%	70 50%	83 42%	184 48%	176 43%	47 43%	144 43%	71 48%	80 40%	188 49%
Don't Know (DO NOT READ OUT)	32 5%	16 5%	3 2%	8 4%	16 4%	13 3%	3 2%	15 5%	3 2%	8 4%	16 4%
NET: Satisfied	492 76%	261 76%	108 77%	142 71%	306 80%	313 77%	81 75%	255 77%	114 76%	142 71%	306 80%
NET: Dissatisfied	29 5%	17 5%	3 2%	11 5%	18 5%	19 5%	4 4%	12 4%	9 6%	16 8%	13 3%
Answered	613	326	138	192	367	391	106	317	147	192	367
Mean Score	1.2	1.2	1.3	1.1	1.3	1.2	1.2	1.2	1.2	1.0	1.3
Standard error	.04	.05	.06	.08	.04	.04	.07	.05	.07	.08	.04
Standard deviation	.93	.94	.87	1.01	.90	.93	.92	.89	.99	1.07	.86

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	12 2%	7 2%	6 2%	* *%	1 50%	6 2%	2 1%	* *%	2 77%	11 2%	3 1%	* *%	- -%
Fairly Dissatisfied (-1)	17 3%	11 3%	9 2%	6 5%	- -%	8 3%	7 2%	9 11% ab	- -%	17 4%	11 4%	4 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	92 14%	62 19%	53 14%	20 17%	- -%	57 18%	49 16%	12 14%	- -%	70 14%	40 15%	20 16%	- -%
Fairly Satisfied (1)	199 31%	109 33%	132 35%	40 35%	- -%	98 30%	110 35%	26 30%	- -%	147 30%	90 34%	42 34%	- -%
Very Satisfied (2)	293 45%	134 40%	169 44%	46 41%	1 50%	146 45%	129 41%	35 41%	1 23%	219 45%	111 41%	52 42%	4 100%
Don't Know (DO NOT READ OUT)	32 5%	9 3%	11 3%	2 2%	- -%	9 3%	16 5%	4 5%	- -%	21 4%	13 5%	5 4%	- -%
NET: Satisfied	492 76%	244 73%	301 79%	86 76%	1 50%	244 75%	238 76%	61 71%	1 23%	366 76%	201 75%	94 76%	4 100%
NET: Dissatisfied	29 5%	19 6%	15 4%	6 5%	1 50%	14 4%	8 3%	9 11% b	2 77%	28 6%	14 5%	5 4%	- -%
Answered	613	325	369	112	3	315	296	82	2	464	255	120	4
Mean Score	1.2	1.1	1.2	1.1	*	1.2	1.2	1.1	-1.1	1.2	1.2	1.2	2.0
Standard error	.04	.05	.04	.07	1.76	.05	.04	.09	1.56	.04	.05	.07	-
Standard deviation	.93	.97	.90	.89	2.50	.94	.84	1.02	2.21	.98	.91	.87	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	12 2%	7 2%	7 2%	9 3%	6 2%	5 2%	* 4%	5 3%	6 4%	5 3%	* 1%	- -%	4 4%	- -%
Fairly Dissatisfied (-1)	17 3%	11 3%	10 3%	7 2%	7 2%	8 3%	- -%	6 3%	2 1%	6 3%	2 3%	1 3%	2 2%	2 2%
Neither Satisfied Nor Dissatisfied (0)	92 14%	66 16%	58 16%	52 18%	52 17%	43 14%	1 6%	33 17%	36 21%	38 20%	15 22%	10 22%	11 12%	11 11%
Fairly Satisfied (1)	199 31%	135 33%	117 32%	97 34%	101 32%	106 35%	4 36%	74 39%	67 39%	60 31%	28 41%	16 37%	29 30%	35 33%
Very Satisfied (2)	293 45%	173 43%	153 42%	107 38%	142 45%	128 42%	6 54%	64 34%	54 31%	79 41%	21 31%	15 35%	48 50%	57 54%
Don't Know (DO NOT READ OUT)	32 5%	13 3%	15 4%	12 4%	8 3%	14 5%	- -%	9 5%	9 5%	3 2%	1 1%	1 2%	2 2%	2 2%
NET: Satisfied	492 76%	308 76%	270 75%	204 72%	242 76%	235 77%	9 90%	139 72%	122 70%	140 72%	50 72%	32 72%	77 80%	92 86%
NET: Dissatisfied	29 5%	18 4%	17 5%	15 5%	14 4%	13 4%	* 4%	11 6%	8 5%	12 6%	3 4%	1 3%	6 7%	2 2%
Answered	613	392	345	271	308	291	10	183	166	190	68	43	94	105
Mean Score	1.2	1.2	1.2	1.1	1.2	1.2	1.4	1.0	1.0	1.1	1.0	1.1	1.2	1.4
Standard error	.04	.04	.05	.06	.05	.05	.15	.07	.07	.07	.10	.14	.09	.07
Standard deviation	.93	.93	.94	.99	.94	.91	.94	.96	.96	1.01	.86	.86	1.04	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	12 2%	5 7%	- -%	* *%	1 3%	12 2%	8 2%	12 2%	11 2%	8 2%	9 3%	11 2%	1 1%	- -%	10 2%	* 1%
Fairly Dissatisfied (-1)	17 3%	3 5%	* *%	7 18%	1 3%	11 2%	4 1%	11 2%	12 3%	10 3%	13 4%	12 2%	1 1%	- -%	12 3%	3 7%
Neither Satisfied Nor Dissatisfied (0)	92 14%	6 9%	8 22%	3 7%	7 29%	72 14%	57 15%	77 14%	70 15%	55 14%	66 18%	70 13%	17 15%	- -%	50 12%	8 17%
Fairly Satisfied (1)	199 31%	26 38%	8 22%	9 23%	2 7%	173 34%	122 32%	180 32%	138 30%	109 28%	104 29%	169 33%	35 32%	* 65%	128 32%	13 27%
Very Satisfied (2)	293 45%	23 34%	20 55%	16 40%	13 53%	224 43%	169 45%	252 45%	207 45%	184 48%	151 42%	230 44%	46 41%	* 35%	188 47%	14 29%
Don't Know (DO NOT READ OUT)	32 5%	5 8%	- -%	5 12%	1 5%	25 5%	19 5%	27 5%	24 5%	19 5%	18 5%	27 5%	10 9%	- -%	12 3%	9 19% a
NET: Satisfied	492 76%	48 72%	28 77%	26 63%	14 60%	397 77%	292 77%	432 77%	344 75%	293 76%	255 71%	399 77%	81 73%	* 100%	316 79%	27 55% b
NET: Dissatisfied	29 5%	8 12%	* *%	7 18%	1 6%	23 4%	12 3%	23 4%	23 5%	19 5%	22 6%	23 4%	3 2%	- -%	22 5%	4 8%
Answered	613	62	36	36	23	492	361	533	437	366	343	492	100	*	387	39
Mean Score	1.2	.9	1.3	1.0	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.2	1.4	1.2	.9
Standard error	.04	.13	.12	.17	.25	.04	.04	.04	.04	.05	.05	.04	.07	-	.05	.18
Standard deviation	.93	1.17	.84	1.18	1.16	.94	.90	.93	.97	.96	1.01	.93	.87	-	.96	1.02

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	12 2%	6 2%	4 2%	3 1%	6 15% a	12 5% b	- -%	3 2%	5 1%	4 3%	6 4%	3 2%	3 1%
Fairly Dissatisfied (-1)	17 3%	11 4%	5 3%	12 2%	3 8% a	16 7% b	1 *%	7 6%	8 2%	3 2%	7 4%	7 4%	4 1%
Neither Satisfied Nor Dissatisfied (0)	92 14%	50 17%	27 13%	40 8%	11 28% a	54 22% b	38 9%	19 16%	56 15%	17 13%	28 17%	23 14%	38 13%
Fairly Satisfied (1)	199 31%	87 30%	67 32%	169 32%	10 26% a	73 30% b	126 31%	29 25%	123 33%	45 34%	41 24%	56 33%	95 34%
Very Satisfied (2)	293 45%	120 42%	94 45%	277 53% b	9 22% a	81 33% a	212 53%	59 50%	177 47%	49 36%	77 46%	74 44%	130 46%
Don't Know (DO NOT READ OUT)	32 5%	13 5%	12 6%	22 4%	- -%	7 3%	25 6%	2 2%	10 3%	15 12% ab	10 6%	5 3%	13 5%
NET: Satisfied	492 76%	207 72%	161 77%	447 85% b	19 48% a	154 63% a	338 84%	89 75%	301 79%	94 70%	118 70%	130 77%	225 80%
NET: Dissatisfied	29 5%	17 6%	9 4%	15 3% a	9 24% a	28 12% b	1 *% a	9 8%	13 3%	7 5%	13 8% c	10 6%	6 2%
Answered	613	273	197	502	40	236	377	117	369	118	159	163	269
Mean Score	1.2	1.1	1.2	1.4 b	.3 a	.8 a	1.5 a	1.2	1.2	1.1	1.1	1.2	1.3
Standard error	.04	.06	.06	.03 b	.23 a	.07	.03 a	.09	.04	.09	.08	.07	.05
Standard deviation	.93	.99	.92	.78	1.33	1.13	.69	1.04	.89	.98	1.09	.95	.83

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	12 2%	9 3%	3 1%
Fairly Dissatisfied	(-1)	17 3%	9 3%	9 3%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	36 12%	56 16%
Fairly Satisfied	(1)	199 31%	90 30%	109 32%
Very Satisfied	(2)	293 45%	132 44%	161 47%
Don't Know (DO NOT READ OUT)		32 5%	24 8%	8 2%
NET: Satisfied		492 76%	222 74%	270 78%
NET: Dissatisfied		29 5%	18 6%	12 3%
Answered		613	275	338
Mean Score		1.2	1.2	1.2
Standard error		.04	.05	.05
Standard deviation		.93	1.00	.88

Columns Tested:: a,b

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

		Total base	Month											
			Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	12 2%	- -%	* 1%	3 3%	2 2%	1 8%	* *%	* 2%	2 4%	2 2%	1 7%	- -%	- -%
Fairly Dissatisfied	(-1)	17 3%	- -%	* 1%	3 3%	1 1%	- -%	4 6%	1 3%	1 1%	- -%	* *%	7 6%	1 2%
Neither Satisfied Nor Dissatisfied	(0)	92 14%	- -%	3 11%	21 19%	8 11%	* 1%	5 8%	* 1%	9 16%	11 12%	2 8%	20 16%	13 31%
Fairly Satisfied	(1)	199 31%	- -%	6 28%	29 26%	19 27%	3 24%	23 32%	9 38%	21 37%	25 28%	11 52%	42 34%	11 27%
Very Satisfied	(2)	293 45%	- -%	13 59%	53 48%	34 48%	10 67%	36 52%	10 44%	19 34%	48 53%	6 27%	48 39%	16 37%
Don't Know (DO NOT READ OUT)		32 5%	- -%	* 1%	3 2%	7 10%	- -%	2 2%	2 10%	4 7%	5 6%	1 6%	6 5%	2 4%
NET: Satisfied		492 76%	- -%	19 87%	82 74%	53 76%	13 91%	59 84%	19 83%	39 71%	74 80%	17 79%	89 73%	27 63%
NET: Dissatisfied		29 5%	- -%	* 1%	6 5%	2 3%	1 8%	4 6%	1 5%	3 5%	2 2%	1 7%	7 6%	1 2%
Answered		613	-	22	109	63	14	68	21	51	87	20	117	42
Mean Score		1.2	-	1.4	1.2	1.3	1.4	1.3	1.3	1.0	1.4	1.0	1.1	1.0
Standard error		.04	-	.14	.10	.09	.28	.11	.13	.11	.10	.13	.10	.14
Standard deviation		.93	-	.79	1.00	.91	1.14	.86	.89	1.01	.89	1.04	.91	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 300 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of sent post lost

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied (-2)	12 2%	3 2%	3 2%	5 3%	1 1%	6 2%	6 2%
Fairly Dissatisfied (-1)	17 3%	3 2%	5 3%	2 1%	8 4%	8 3%	10 3%
Neither Satisfied Nor Dissatisfied (0)	92 14%	25 17%	11 8%	20 12%	35 19%	37 13%	55 15%
Fairly Satisfied (1)	199 31%	40 27%	40 28%	55 32%	64 34%	80 28%	119 33%
Very Satisfied (2)	293 45%	69 47%	78 55%	77 46%	69 37%	146 51%	147 41%
Don't Know (DO NOT READ OUT)	32 5%	7 4%	5 4%	11 7%	9 5%	12 4%	20 6%
NET: Satisfied	492 76%	109 74%	118 83%	132 78%	133 71%	227 79%	265 74%
NET: Dissatisfied	29 5%	6 4%	7 5%	6 4%	10 5%	13 5%	16 5%
Answered	613	140	136	159	178	276	337
Mean Score	1.2	1.2	1.4	1.2	1.1	1.3	1.2
Standard error	.04	.08	.07	.07	.07	.05	.05
Standard deviation	.93	.96	.92	.93	.92	.94	.93

Columns Tested:: a,b,c,d - a,b

Table 301

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	10 2%	2 2%	8 2%	10 2%	- -%	* 3%	- -%	* *%
Fairly Dissatisfied (-1)	46 7%	9 7%	37 7%	43 7%	2 8%	* 7%	* 5%	3 7%
Neither Satisfied Nor Dissatisfied (0)	110 17%	17 14%	93 18%	104 17%	5 16%	1 11%	* 11%	6 15%
Fairly Satisfied (1)	275 43%	36 30%	239 45%	259 43%	13 43%	2 47%	1 44%	16 44%
Very Satisfied (2)	188 29%	39 33%	149 28%	176 29%	9 31%	1 30%	1 36%	12 31%
Don't Know (DO NOT READ OUT)	17 3%	17 14%	- -%	16 3%	1 3%	* 2%	* 4%	1 3%
NET: Satisfied	463 72%	75 63%	388 74%	435 72%	22 74%	4 77%	2 80%	28 74%
NET: Dissatisfied	56 9%	10 9%	46 9%	53 9%	2 8%	* 10%	* 5%	3 8%
Answered	628	102	526	592	30	5	2	37
Mean Score	.9	1.0	.9	.9	1.0	1.0	1.1	1.0
Standard error	.04	.09	.04	.05	.08	.17	.11	.06
Standard deviation	.95	1.03	.94	.96	.90	1.12	1.08	.91

Columns Tested:: a,b - a,b,c,d,e

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	10 2%	5 1%	5 3%	* 1%	- -%	* 1%	- -%	10 2%	- -%	* 2%
Fairly Dissatisfied	(-1)	46 7%	19 5%	20 10%	4 13%	1 7%	1 7%	* 5%	43 7%	2 8%	* 6%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	59 15%	39 21%	5 15%	3 20%	2 11%	* 11%	104 17%	5 16%	1 11%
Fairly Satisfied	(1)	275 43%	181 47%	63 33%	14 41%	8 50%	7 37%	1 44%	259 43%	13 43%	3 46%
Very Satisfied	(2)	188 29%	104 27%	61 32%	11 30%	4 21%	7 39%	1 36%	176 29%	9 31%	2 32%
Don't Know (DO NOT READ OUT)		17 3%	15 4%	* *%	* *%	* 1%	1 4%	* 4%	16 3%	1 3%	* 2%
NET: Satisfied		463 72%	286 74%	124 66%	25 71%	12 71%	14 77%	2 80%	435 72%	22 74%	6 78%
NET: Dissatisfied		56 9%	23 6%	25 13%	5 14%	1 7%	1 8%	* 5%	53 9%	2 8%	1 8%
Answered		628	368	188	35	17	17	2	592	30	7
Mean Score		.9	1.0	.8	.9	.9	1.1	1.1	.9	1.0	1.0
Standard error		.04	.06	.09	.14	.11	.10	.11	.05	.08	.09
Standard deviation		.95	.87	1.08	1.04	.86	.97	1.08	.96	.90	1.02

Columns Tested: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	d	e	a	b	c	d	e	
Significance Level: 95%												
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107	
Effective base	325	219	97	71	31	62	171	56	19	13	25	
Weighted Base	645	504	104	30	5	3	374	108	21	20	15	
Very Dissatisfied	(-2)	10 2%	5 1%	5 5%	- -%	* 3%	- -%	6 2%	3 3%	* 1%	- -%	- -%
			ac									
Fairly Dissatisfied	(-1)	46 7%	30 6%	13 13%	2 8%	* 7%	* 5%	29 8%	5 4%	1 6%	3 12%	2 14%
			a									
Neither Satisfied Nor Dissatisfied	(0)	110 17%	85 17%	19 18%	5 16%	1 11%	* 11%	65 17%	20 19%	3 15%	1 6%	4 24%
Fairly Satisfied	(1)	275 43%	222 44%	36 35%	13 43%	2 47%	1 44%	168 45%	45 41%	12 56%	9 45%	6 38%
Very Satisfied	(2)	188 29%	146 29%	30 28%	9 31%	1 30%	1 36%	103 28%	35 33%	5 22%	7 36%	3 24%
Don't Know (DO NOT READ OUT)		17 3%	15 3%	* *%	1 3%	* 2%	* 4%	3 1%	1 1%	- -%	* *%	- -%
NET: Satisfied		463 72%	369 73%	66 64%	22 74%	4 77%	2 80%	272 73%	80 74%	17 78%	17 81%	9 62%
						b						
NET: Dissatisfied		56 9%	34 7%	19 18%	2 8%	* 10%	* 5%	34 9%	8 7%	2 7%	3 12%	2 14%
			ace									
Answered	628	488	104	30	5	2	371	108	21	20	15	
Mean Score	.9	1.0	.7	1.0	1.0	1.1	.9	1.0	.9	1.1	.7	
			b			b						
Standard error	.04	.05	.10	.08	.17	.11	.06	.09	.12	.15	.10	
Standard deviation	.95	.90	1.17	.90	1.12	1.08	.95	.97	.84	.98	1.01	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	10 2%	2 4%	- -%	3 2%	- -%	- -%	1 1%	2 3%	- -%	- -%
Fairly Dissatisfied	(-1)	46 7%	* *%	3 6%	6 4%	1 2%	9 15%	4 4%	8 13%	3 4%	8 18%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	13 27%	6 14%	26 19%	5 18%	8 13%	10 12%	9 14%	14 22%	9 19%
Fairly Satisfied	(1)	275 43%	19 40%	20 44%	62 45%	13 44%	23 38%	40 47%	28 43%	28 45%	18 37%
Very Satisfied	(2)	188 29%	13 28%	14 31%	33 24%	11 36%	20 32%	29 34%	19 28%	17 27%	12 26%
Don't Know (DO NOT READ OUT)		17 3%	- -%	2 4%	7 5%	- -%	1 2%	2 2%	- -%	1 1%	- -%
NET: Satisfied		463 72%	32 68%	34 75%	95 70%	24 80%	43 70%	70 81%	47 71%	45 73%	30 64%
NET: Dissatisfied		56 9%	2 4%	3 6%	8 6%	1 2%	9 15%	5 5%	10 15%	3 4%	8 18%
Answered		628	48	43	129	30	60	84	66	62	47
Mean Score		.9	.9	1.0	.9	1.1	.9	1.1	.8	1.0	.7
Standard error		.04	.15	.14	.10	.15	.15	.13	.17	.12	.16
Standard deviation		.95	.98	.87	.91	.79	1.04	.87	1.07	.82	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	10 2%	- %	2 1%	6 2%	8 1%	2 4%	2 4%	1 3%	* 2%
Fairly Dissatisfied	(-1)	46 7%	18 13%	6 4%	17 6%	41 7%	4 7%	2 6%	2 10%	* 3%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	22 16%	33 21%	45 15%	100 17%	10 15%	7 19%	1 6%	2 18%
Fairly Satisfied	(1)	275 43%	55 39%	67 43%	130 45%	252 43%	23 37%	12 35%	9 44%	3 31%
Very Satisfied	(2)	188 29%	43 31%	44 29%	81 28%	169 29%	19 30%	11 32%	5 28%	3 31%
Don't Know (DO NOT READ OUT)		17 3%	1 1%	2 2%	9 3%	12 2%	4 7%	1 4%	2 9%	1 15%
NET: Satisfied		463 72%	97 70%	112 72%	211 73%	420 72%	42 67%	23 66%	14 72%	6 62%
NET: Dissatisfied		56 9%	18 13%	8 5%	23 8%	49 8%	7 11%	4 11%	2 13%	1 6%
Answered		628	138	152	279	570	59	33	18	8
Mean Score		.9	.9	1.0	.9	.9	.9	.9	.9	1.0
Standard error		.04	.09	.08	.07	.05	.06	.11	.11	.12
Standard deviation		.95	1.00	.88	.94	.94	1.07	1.10	1.08	1.05

Columns Tested:: a,b,c,d,e,f,g,h

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 10 2%	- -%	2 3%	- -%	2 2%	2 2%	3 1%	- -%	- -%	4 2%
Fairly Dissatisfied	(-1) 46 7%	1 3%	3 5%	1 7%	4 5%	6 6%	9 5%	8 43%	1 11%	18 7%
Neither Satisfied Nor Dissatisfied	(0) 110 17%	3 13%	8 13%	- -%	8 10%	8 9%	38 21%	2 8%	* 6%	49 20%
Fairly Satisfied	(1) 275 43%	10 48%	33 48%	8 50%	40 49%	35 37%	71 40%	3 18%	5 77%	109 45%
Very Satisfied	(2) 188 29%	3 17%	21 31%	7 43%	28 34%	42 45%	53 30%	5 26%	* 6%	56 23%
Don't Know (DO NOT READ OUT)	17 3%	4 18%	* *%	- -%	* *%	1 1%	3 2%	1 5%	- -%	7 3%
NET: Satisfied	463 72%	13 65%	54 80%	15 93%	68 82%	76 82%	125 70%	8 44%	5 83%	165 68%
NET: Dissatisfied	56 9%	1 3%	5 7%	1 7%	6 7%	8 8%	12 7%	8 43%	1 11%	21 9%
Answered	628	17	67	16	83	93	174	17	7	235
Mean Score	.9	1.0	1.0	1.3	1.1	1.2	.9	.3	.8	.8
Standard error	.04	.16	.11	.22	.10	.12	.06	.26	.18	.06
Standard deviation	.95	.75	.94	.81	.92	.98	.93	1.32	.78	.93

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	10 2%	4 2%	3 1%	4 1%	6 1%	4 4%	- -%	10 2%	- -%	10 2%	- -%
Fairly Dissatisfied (-1)	46 7%	10 5%	9 5%	26 10%	37 7%	9 9%	- -%	44 7%	1 4%	46 7%	- -%
Neither Satisfied Nor Dissatisfied (0)	110 17%	20 10%	38 21%	52 19%	84 15%	26 27%	- -%	101 17%	9 21%	110 17%	- -%
Fairly Satisfied (1)	275 43%	85 43%	71 40%	119 44%	235 43%	40 42%	- -%	259 43%	16 39%	275 43%	* 3%
Very Satisfied (2)	188 29%	73 37%	53 30%	61 23%	174 32%	14 14%	- -%	173 29%	15 36%	177 28%	11 97%
Don't Know (DO NOT READ OUT)	17 3%	5 3%	3 2%	8 3%	14 2%	3 3%	- -%	16 3%	* 1%	17 3%	- -%
NET: Satisfied	463 72%	158 80%	125 70%	180 67%	409 74%	54 56%	- -%	431 72%	31 75%	452 71%	11 100%
NET: Dissatisfied	56 9%	14 7%	12 7%	30 11%	43 8%	13 13%	- -%	54 9%	1 4%	56 9%	- -%
Answered	628	192	174	262	536	92	-	587	42	617	11
Mean Score	.9	1.1	.9	.8	1.0	.6	-	.9	1.1	.9	2.0
Standard error	.04	.07	.06	.06	.04	.11	-	.04	.09	.04	.06
Standard deviation	.95	.94	.93	.96	.93	1.00	-	.96	.85	.95	.18

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	10 2%	8 3%	2 2%	* *%
Fairly Dissatisfied	(-1)	46 7%	17 6%	9 6%	19 9%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	48 16%	18 13%	42 21%
Fairly Satisfied	(1)	275 43%	137 47%	56 40%	77 37%
Very Satisfied	(2)	188 29%	71 25%	52 37%	64 31%
Don't Know (DO NOT READ OUT)		17 3%	8 3%	3 2%	3 2%
NET: Satisfied		463 72%	208 72%	108 78%	141 68%
NET: Dissatisfied		56 9%	25 9%	11 8%	19 9%
Answered		628	281	137	202
Mean Score		.9	.9	1.1	.9
Standard error		.04	.05	.07	.07
Standard deviation		.95	.95	.95	.95

Columns Tested: a,b,c

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2)	10	7	3	-	*	-	-	-	10	*	*
		2%	1%	3%	-%	4%	-%	-%	-%	2%	*%	1%
Fairly Dissatisfied	(-1)	46	38	6	*	-	*	1	-	44	2	1
		7%	8%	6%	*%	-%	*%	30%	-%	7%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	110	87	13	8	*	2	*	-	100	10	2
		17%	18%	13%	30%	*%	15%	1%	-%	17%	20%	8%
Fairly Satisfied	(1)	275	219	36	10	1	5	3	1	*	254	21
		43%	44%	36%	41%	34%	38%	65%	39%	93%	43%	42%
Very Satisfied	(2)	188	134	37	7	2	6	*	1	*	171	17
		29%	27%	37%	28%	62%	47%	4%	61%	7%	29%	34%
Don't Know (DO NOT READ OUT)		17	12	4	-	-	-	-	-	17	-	-
		3%	3%	4%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied		463	353	73	17	4	11	3	2	*	425	37
		72%	71%	74%	69%	96%	85%	69%	100%	100%	71%	77%
NET: Dissatisfied		56	46	9	*	*	*	1	-	54	2	2
		9%	9%	9%	*%	4%	*%	30%	-%	9%	3%	7%
Answered	628	486	94	25	4	13	5	2	*	580	48	23
Mean Score	.9	.9	1.0	1.0	1.5	1.3	.4	1.6	1.1	.9	1.1	1.2
Standard error	.04	.04	.08	.11	.27	.19	.27	.27	-	.04	.08	.12
Standard deviation	.95	.95	1.03	.79	.98	.76	1.09	.67	-	.96	.84	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	10 2%	2 1%	5 2%	3 2%	6 1%	7 1%	9 2%	9 2%	8 2%	7 3%	2 3%	6 2%	- -%	- -%	1 8%	- -%	- -%
Fairly Dissatisfied (-1)	46 7%	15 7%	24 9%	7 5%	36 7%	35 7%	38 7%	43 7%	23 7%	15 7%	4 5%	28 8%	* 2%	2 4%	* 3%	* 1%	3 26%
Neither Satisfied Nor Dissatisfied (0)	110 17%	38 17%	50 18%	22 15%	95 18%	88 18%	97 18%	105 18%	53 16%	37 16%	10 13%	65 19%	5 19%	9 21%	* 1%	6 29%	2 17%
Fairly Satisfied (1)	275 43%	97 44%	122 44%	56 38%	232 45%	213 44%	245 45%	246 42%	152 44%	90 39%	38 50%	160 46%	12 45%	21 49%	7 41%	4 22%	4 31%
Very Satisfied (2)	188 29%	60 27%	74 27%	53 36%	143 28%	137 28%	151 28%	174 30%	106 31%	80 35%	22 29%	89 25%	9 34%	12 27%	7 44%	9 48%	3 26%
Don't Know (DO NOT READ OUT)	17 3%	10 4%	3 1%	4 3%	3 1%	3 1%	3 1%	5 1%	* *%	2 1%	* *%	2 1%	* *%	* *%	1 3%	- -%	- -%
NET: Satisfied	463 72%	157 71%	196 71%	110 75%	374 73%	350 73%	396 73%	421 72%	258 75%	170 74%	60 79%	249 71%	21 79%	33 76%	14 85%	13 70%	6 57%
NET: Dissatisfied	56 9%	17 8%	29 10%	10 7%	42 8%	42 9%	46 9%	52 9%	31 9%	22 10%	6 8%	33 10%	* 2%	2 4%	2 10%	* 1%	3 26%
Answered	628	212	274	142	511	479	539	578	342	228	76	347	26	44	16	19	11
Mean Score	.9	.9	.9	1.1	.9	.9	.9	.9	1.0	1.0	1.0	.9	1.1	1.0	1.1	1.2	.6
Standard error	.04	.07	.06	.06	.04	.04	.04	.04	.05	.06	.11	.05	.11	.11	.18	.14	.22
Standard deviation	.95	.91	.97	.97	.92	.94	.94	.96	.97	1.02	.95	.94	.78	.80	1.17	.90	1.19

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied	(-2)	10	5	-	-	1	-	-	2	3	1	-	-	-	-
		2%	1%	-%	-%	15%	-%	-%	1%	4%	5%	-%	-%	-%	-%
					a										
Fairly Dissatisfied	(-1)	46	28	4	1	*	-	*	2	28	2	1	1	-	2
		7%	7%	10%	3%	3%	-%	2%	27%	9%	2%	5%	3%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	110	72	11	4	1	*	4	2	61	14	3	6	*	1
		17%	18%	28%	10%	7%	1%	73%	21%	19%	19%	12%	22%	1%	11%
Fairly Satisfied	(1)	275	189	11	19	6	3	*	3	146	40	12	9	4	2
		43%	47%	26%	51%	66%	35%	3%	38%	45%	52%	44%	32%	42%	16%
Very Satisfied	(2)	188	105	15	13	*	6	1	1	86	18	9	12	6	5
		29%	26%	36%	36%	3%	64%	22%	15%	26%	23%	34%	41%	57%	51%
Don't Know (DO NOT READ OUT)		17	2	*	*	1	-	-	-	2	*	*	1	-	-
		3%	1%	*%	*%	6%	-%	-%	-%	1%	*%	*%	2%	-%	-%
NET: Satisfied		463	294	25	32	6	10	2	5	232	58	22	21	10	7
		72%	73%	62%	86%	69%	99%	26%	53%	71%	75%	78%	73%	99%	66%
NET: Dissatisfied		56	32	4	1	2	-	*	2	30	5	3	1	-	2
		9%	8%	10%	3%	18%	-%	2%	27%	9%	6%	10%	3%	-%	23%
Answered		628	399	41	38	8	10	6	9	323	77	27	28	10	10
Mean Score		.9	.9	.9	1.2	.4	1.6	.5	.4	.9	.9	1.0	1.1	1.6	.9
Standard error		.04	.05	.13	.10	.20	.11	.21	.26	.05	.10	.14	.15	.10	.31
Standard deviation		.95	.91	1.03	.75	1.23	.53	.93	1.09	.93	.93	1.07	.89	.54	1.30

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	10 2%	5 1%	3 4%	1 3%	* *%	- -%	- -%	- -%	5 2%	* *%	4 2%	- -%	- -%
Fairly Dissatisfied (-1)	46 7%	30 8%	8 10%	5 12%	* 1%	* *%	- -%	- -%	12 6%	10 9%	9 6%	4 10%	3 9%
Neither Satisfied Nor Dissatisfied (0)	110 17%	72 19%	16 21%	12 31%	2 6%	2 8%	- -%	1 5%	33 16%	24 23%	19 13%	10 23%	9 25%
Fairly Satisfied (1)	275 43%	164 42%	35 45%	9 25%	12 40%	16 55%	1 13%	9 66%	86 42%	55 52%	74 51%	13 31%	15 42%
Very Satisfied (2)	188 29%	112 29%	16 20%	11 29%	15 50%	10 36%	7 87%	4 29%	71 34%	15 15%	41 28%	15 34%	9 24%
Don't Know (DO NOT READ OUT)	17 3%	4 1%	- -%	- -%	1 2%	- -%	- -%	- -%	* *%	- -%	* *%	1 2%	* *%
NET: Satisfied	463 72%	276 71%	51 66%	21 54%	26 90%	26 91%	8 100%	13 95%	156 76%	70 67%	115 79%	28 65%	23 66%
NET: Dissatisfied	56 9%	35 9%	11 14%	6 15%	1 2%	* *%	- -%	- -%	17 8%	10 10%	12 8%	4 10%	3 9%
Answered	628	383	78	38	29	29	8	13	206	104	146	42	35
Mean Score	.9	.9	.7	.6	1.4	1.3	1.9	1.2	1.0	.7	1.0	.9	.8
Standard error	.04	.05	.11	.13	.11	.10	.09	.12	.08	.07	.07	.11	.12
Standard deviation	.95	.95	1.02	1.13	.73	.63	.36	.55	.98	.84	.93	1.00	.92

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	10 2%	2 1%	* *%	3 3%	- -%	- -%	3 1%	* *%	4 4%	- -%	- -%
Fairly Dissatisfied (-1)	46 7%	16 6%	8 9%	6 6%	4 15%	1 5%	12 6%	11 12%	8 8%	1 4%	2 8%
Neither Satisfied Nor Dissatisfied (0)	110 17%	49 19%	18 20%	15 14%	5 16%	7 42%	42 20%	20 21%	7 7%	8 24%	9 27%
Fairly Satisfied (1)	275 43%	116 45%	50 55%	53 49%	6 23%	5 28%	89 41%	47 49%	52 53%	9 28%	14 43%
Very Satisfied (2)	188 29%	77 29%	15 16%	30 28%	12 43%	5 25%	70 32%	16 17%	29 29%	14 42%	7 23%
Don't Know (DO NOT READ OUT)	17 3%	* *%	- -%	* *%	1 3%	* *%	* *%	* *%	* *%	1 2%	* *%
NET: Satisfied	463 72%	193 74%	65 71%	83 77%	18 66%	10 53%	159 73%	63 66%	81 81%	23 71%	21 65%
NET: Dissatisfied	56 9%	18 7%	9 9%	10 9%	4 15%	1 5%	15 7%	11 12%	11 12%	1 4%	2 8%
Answered	628	260	91	108	27	18	216	94	99	33	32
Mean Score	.9	1.0	.8	.9	1.0	.7	1.0	.7	1.0	1.1	.8
Standard error	.04	.06	.08	.08	.13	.14	.07	.08	.08	.11	.14
Standard deviation	.95	.90	.84	.97	1.13	.92	.93	.90	1.00	.92	.89

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied (-2)	10 2%	4 2%	2 2%	1 1%	2 2%	- -%	6 2%	- -%	3 2%	6 2%	4 2%	5 1%	1 1%
Fairly Dissatisfied (-1)	46 7%	17 7%	3 3%	15 11%	7 9%	* *%	27 7%	2 7%	13 9%	27 7%	19 7%	29 7%	7 6%
Neither Satisfied Nor Dissatisfied (0)	110 17%	43 19%	17 17%	17 13%	19 25%	9 26%	63 15%	14 41%	29 21%	82 22%	28 10%	78 19%	17 15%
Fairly Satisfied (1)	275 43%	100 44%	49 50%	59 44%	22 29%	12 34%	171 42%	13 39%	60 44%	160 42%	115 44%	178 44%	54 49%
Very Satisfied (2)	188 29%	64 28%	26 26%	42 31%	27 35%	14 40%	139 34%	4 13%	31 23%	103 27%	85 32%	110 27%	32 29%
Don't Know (DO NOT READ OUT)	17 3%	2 1%	* *%	1 *%	* *%	- -%	5 1%	- -%	* *%	3 1%	13 5%	3 1%	* *%
NET: Satisfied	463 72%	164 71%	75 77%	101 75%	49 64%	25 74%	310 75%	18 52%	91 67%	263 69%	200 76%	288 72%	86 78%
NET: Dissatisfied	56 9%	21 9%	6 6%	16 12%	9 11%	* *%	34 8%	2 7%	16 11%	33 9%	23 9%	34 8%	8 7%
Answered	628	227	98	134	77	34	407	34	136	378	250	400	110
Mean Score	.9	.9	1.0	.9	.9	1.1	1.0	.6	.8	.9	1.0	.9	1.0
Standard error	.04	.07	.08	.08	.11	.11	.05	.11	.08	.05	.05	.04	.07
Standard deviation	.95	.96	.89	.99	1.07	.82	.95	.82	.98	.95	.95	.93	.87

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied	(-2) 10 2%	3 1%	3 2%	4 2%	5 1%	5 1%	1 1%	3 1%	3 2%	6 3%	3 1%
Fairly Dissatisfied	(-1) 46 7%	27 8%	8 6%	13 7%	30 8%	30 7%	6 5%	23 7%	12 8%	17 9%	25 7%
Neither Satisfied Nor Dissatisfied	(0) 110 17%	69 20%	19 14%	40 20%	65 17%	74 18%	20 18%	67 20%	21 14%	31 16%	74 19%
Fairly Satisfied	(1) 275 43%	141 41%	71 51%	87 43%	160 42%	179 44%	53 48%	145 44%	68 45%	90 45%	156 41%
Very Satisfied	(2) 188 29%	99 29%	38 27%	54 27%	121 31%	112 28%	30 28%	91 28%	45 30%	53 27%	121 32%
Don't Know (DO NOT READ OUT)	17 3%	3 1%	- -%	2 1%	3 1%	3 1%	* *%	3 1%	- -%	2 1%	3 1%
NET: Satisfied	463 72%	240 70%	110 78%	140 70%	281 73%	292 72%	83 76%	237 71%	113 75%	143 72%	277 72%
NET: Dissatisfied	56 9%	30 9%	12 8%	17 9%	35 9%	36 9%	6 6%	26 8%	16 10%	24 12%	28 7%
Answered	628	339	140	198	381	402	109	330	150	198	380
Mean Score	.9	.9	.9	.9	.9	.9	1.0	.9	.9	.8	1.0
Standard error	.04	.05	.06	.07	.04	.04	.07	.05	.07	.08	.04
Standard deviation	.95	.95	.93	.95	.96	.94	.85	.92	.99	1.02	.92

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	10 2%	5 1%	4 1%	2 2%	- -%	3 1%	6 2%	2 2%	- -%	7 1%	6 2%	- -%	- -%
Fairly Dissatisfied (-1)	46 7%	23 7%	33 9%	14 12%	- -%	25 8%	25 8%	13 15%	- -%	37 8%	25 9%	12 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	110 17%	69 21%	74 19%	15 14%	3 100%	66 20%	57 18%	10 12%	- -%	88 18%	47 18%	26 21%	2 41%
Fairly Satisfied (1)	275 43%	145 43%	158 41%	61 53%	- -%	141 44%	132 42%	41 48%	1 23%	200 41%	107 40%	51 41%	2 59%
Very Satisfied (2)	188 29%	91 27%	112 29%	21 18%	- -%	89 27%	88 28%	19 22%	2 77%	151 31%	78 29%	34 28%	- -%
Don't Know (DO NOT READ OUT)	17 3%	2 1%	1 *%	1 1%	- -%	1 *%	3 1%	1 1%	- -%	1 *%	5 2%	1 1%	- -%
NET: Satisfied	463 72%	236 71%	269 71%	81 71%	- -%	230 71%	220 71%	60 70%	2 100%	352 73%	184 69%	86 69%	2 59%
NET: Dissatisfied	56 9%	27 8%	36 10%	16 14%	- -%	28 9%	32 10%	15 17%	- -%	45 9%	31 12%	12 10%	- -%
Answered	628	332	380	113	3	323	309	85	2	484	263	123	4
Mean Score	.9	.9	.9	.7	-	.9	.9	.7	1.8	.9	.9	.9	.6
Standard error	.04	.05	.05	.08	-	.05	.05	.10	.39	.04	.06	.07	.40
Standard deviation	.95	.93	.95	.96	-	.92	.99	1.05	.55	.97	1.02	.94	.57

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	10 2%	5 1%	3 1%	3 1%	3 1%	5 2%	- -%	3 2%	2 1%	2 1%	- -%	2 5%	3 3%	3 3%
Fairly Dissatisfied (-1)	46 7%	28 7%	30 8%	24 9%	23 7%	20 6%	* 2%	23 12%	21 12%	14 7%	9 13%	6 15%	9 9%	4 4%
Neither Satisfied Nor Dissatisfied (0)	110 17%	83 20%	78 22%	63 22%	62 20%	61 20%	1 12%	42 22%	51 29%	48 25%	17 25%	6 15%	21 22%	19 18%
Fairly Satisfied (1)	275 43%	174 43%	146 40%	112 39%	127 40%	130 43%	2 22%	68 36%	63 36%	77 40%	23 34%	18 41%	28 29%	44 41%
Very Satisfied (2)	188 29%	112 28%	101 28%	77 27%	98 31%	87 28%	7 64% ab	55 29%	33 19%	50 26%	19 27%	11 25%	34 36%	35 33%
Don't Know (DO NOT READ OUT)	17 3%	3 1%	3 1%	4 2%	3 1%	2 1%	- -%	* *%	4 3%	2 1%	* *%	- -%	1 1%	1 1%
NET: Satisfied	463 72%	286 71%	247 68%	189 67%	225 71%	217 71%	9 86%	123 64%	96 55%	126 66%	42 61%	29 66%	62 64%	79 74%
NET: Dissatisfied	56 9%	33 8%	33 9%	28 10%	27 8%	25 8%	* 2%	26 14%	24 13%	16 9%	9 13%	9 20%	12 13%	7 7%
Answered Mean Score	628 .9	402 .9	358 .9	279 .8	314 .9	303 .9	10 1.5	191 .8	170 .6	191 .8	68 .8	44 .7	95 .8	105 1.0
Standard error	.04	.04	.05	.06	.05	.05	.14	.08	.07	.07	.12	.18	.10	.10
Standard deviation	.95	.93	.95	.97	.95	.95	.83	1.05	.98	.94	1.01	1.16	1.12	.98

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	10 2%	- -%	- -%	5 12%	- -%	10 2%	7 2%	10 2%	10 2%	9 2%	5 1%	10 2%	5 4%	- -%	2 *%	5 10%
Fairly Dissatisfied (-1)	46 7%	10 15%	3 9%	5 13%	1 3%	37 7%	29 8%	37 7%	33 7%	25 7%	23 6%	36 7%	7 6%	- -%	18 4%	5 11%
Neither Satisfied Nor Dissatisfied (0)	110 17%	16 23%	3 8%	4 10%	5 21%	99 19%	75 20%	103 18%	89 19%	74 19%	70 19%	96 19%	13 12%	- -%	66 17%	11 24%
Fairly Satisfied (1)	275 43%	19 28%	13 37%	14 34%	15 63%	221 43%	157 41%	240 43%	188 41%	159 41%	158 44%	222 43%	56 51%	* 100%	186 47%	10 21%
Very Satisfied (2)	188 29%	23 33%	17 46%	13 31%	3 13%	142 27%	105 28%	159 28%	130 28%	106 28%	99 27%	144 28%	26 24%	- -%	124 31%	15 31%
Don't Know (DO NOT READ OUT)	17 3%	* *%	- -%	- -%	- -%	9 2%	7 2%	11 2%	12 3%	12 3%	5 1%	11 2%	3 2%	- -%	3 1%	2 4%
NET: Satisfied	463 72%	42 62%	30 83%	26 65%	18 76%	362 70%	262 69%	399 71%	318 69%	266 69%	257 71%	366 71%	82 75%	* 100%	310 78%	25 51%
NET: Dissatisfied	56 9%	10 15%	3 9%	10 25%	1 3%	47 9%	36 10%	47 8%	43 9%	34 9%	29 8%	45 9%	12 11%	- -%	20 5%	10 21%
Answered	628	67	36	41	24	508	373	549	449	374	356	508	108	*	396	46
Mean Score	.9	.8	1.2	.6	.9	.9	.9	.9	.9	.9	.9	.9	.8	1.0	1.0	.5
Standard error	.04	.12	.13	.19	.14	.04	.05	.04	.04	.05	.05	.04	.09	-	.04	.23
Standard deviation	.95	1.07	.93	1.38	.68	.96	.98	.95	.98	.97	.93	.96	1.01	-	.84	1.34

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	10 2%	5 2%	3 2%	5 1%	2 5%	8 3%	2 1%	1 1%	2 1%	7 5%	6 3%	2 1%	2 1%
Fairly Dissatisfied (-1)	46 7%	24 8%	10 5%	29 6%	6 15%	32 13%	14 4%	9 8%	27 7%	10 7%	15 9%	16 10%	15 5%
Neither Satisfied Nor Dissatisfied (0)	110 17%	67 24%	29 14%	72 14%	7 17%	50 20%	60 15%	18 15%	56 15%	36 27%	20 12%	32 19%	53 19%
Fairly Satisfied (1)	275 43%	120 42%	87 42%	231 44%	16 40%	96 40%	179 44%	39 33%	185 49%	51 38%	65 39%	73 44%	129 46%
Very Satisfied (2)	188 29%	67 24%	77 37%	177 34%	8 21%	57 23%	130 32%	51 43%	103 27%	30 22%	63 37%	45 27%	79 28%
Don't Know (DO NOT READ OUT)	17 3%	2 1%	3 2%	10 2%	* *%	* *%	16 4%	* *%	7 2%	* *%	* *%	- -%	6 2%
NET: Satisfied	463 72%	188 66%	164 78%	407 78%	24 62%	154 63%	309 77%	90 76%	288 76%	81 61%	128 76%	118 70%	207 73%
NET: Dissatisfied	56 9%	29 10%	13 6%	34 7%	8 21%	40 16%	16 4%	10 9%	29 8%	17 12%	20 12%	18 11%	16 6%
Answered	628	284	206	514	40	243	385	118	373	134	169	168	276
Mean Score	.9	.8	1.1	1.1	.6	.7	1.1	1.1	1.0	.7	1.0	.9	1.0
Standard error	.04	.06	.06	.04	.21	.06	.04	.08	.04	.09	.08	.07	.05
Standard deviation	.95	.96	.92	.90	1.15	1.07	.83	.99	.87	1.06	1.07	.97	.86

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	10 2%	6 2%	4 1%
Fairly Dissatisfied	(-1)	46 7%	19 6%	26 8%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	57 19%	53 15%
Fairly Satisfied	(1)	275 43%	110 37%	165 48% a
Very Satisfied	(2)	188 29%	91 31%	96 28%
Don't Know (DO NOT READ OUT)		17 3%	16 5% b	1 *%
NET: Satisfied		463 72%	201 67%	262 76%
NET: Dissatisfied		56 9%	26 9%	30 9%
Answered		628	283	345
Mean Score		.9	.9	.9
Standard error		.04	.05	.05
Standard deviation		.95	1.00	.92

Columns Tested:: a,b

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	10 2%	- -%	1 6%	* *%	* *%	- -%	2 3%	- -%	- -%	1 1%	* 1%	5 4%	- -%
Fairly Dissatisfied	(-1)	46 7%	- -%	1 2%	7 6%	4 6%	1 10%	6 8%	4 16%	7 12%	8 8%	1 6%	8 6%	* *%
Neither Satisfied Nor Dissatisfied	(0)	110 17%	- -%	4 20%	19 17%	12 17%	1 9%	13 18%	1 5%	8 14%	8 9%	2 9%	30 24%	12 27%
Fairly Satisfied	(1)	275 43%	- -%	13 59%	47 42%	25 36%	5 33%	33 48%	9 38%	24 43%	37 40%	11 52%	51 42%	21 47%
Very Satisfied	(2)	188 29%	- -%	3 13%	37 33%	19 27%	7 48%	14 19%	9 40%	16 29%	37 41%	6 28%	28 23%	11 26%
Don't Know (DO NOT READ OUT)		17 3%	- -%	* 1%	2 2%	10 14%	- -%	3 4%	* 1%	1 1%	* *%	1 3%	* *%	- -%
NET: Satisfied		463 72%	- -%	16 71%	84 75%	44 63%	11 80%	47 67%	18 78%	40 72%	74 81%	17 81%	79 65%	32 73%
NET: Dissatisfied		56 9%	- -%	2 8%	7 6%	4 6%	1 10%	8 11%	4 16%	7 12%	9 10%	2 7%	13 10%	* *%
Answered		628	-	22	110	60	14	67	23	54	91	20	122	43
Mean Score		.9	-	.7	1.0	1.0	1.2	.8	1.0	.9	1.1	1.0	.7	1.0
Standard error		.04	-	.17	.08	.09	.25	.13	.16	.11	.11	.11	.11	.11
Standard deviation		.95	-	.95	.88	.91	1.01	.98	1.07	.97	.99	.87	1.02	.73

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 301 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied (-2)	10 2%	2 1%	2 2%	1 1%	5 3%	4 1%	6 2%
Fairly Dissatisfied (-1)	46 7%	9 6%	9 6%	18 11%	9 5%	18 6%	27 8%
Neither Satisfied Nor Dissatisfied (0)	110 17%	23 16%	26 18%	17 10%	44 23%	49 17%	61 17%
Fairly Satisfied (1)	275 43%	65 44%	58 41%	69 41%	83 44%	123 43%	152 43%
Very Satisfied (2)	188 29%	41 28%	38 27%	63 37%	45 24%	80 28%	108 30%
Don't Know (DO NOT READ OUT)	17 3%	6 4%	8 6%	1 1%	1 1%	14 5%	2 1%
NET: Satisfied	463 72%	107 73%	96 68%	132 78%	128 69%	203 70%	260 73%
NET: Dissatisfied	56 9%	11 7%	12 8%	20 11%	14 8%	22 8%	34 9%
Answered	628	141	133	169	186	274	354
Mean Score	.9	1.0	.9	1.0	.8	.9	.9
Standard error	.04	.08	.07	.07	.07	.05	.05
Standard deviation	.95	.91	.96	.99	.95	.93	.97

Columns Tested:: a,b,c,d - a,b

Table 302

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Very Dissatisfied (-2)	10 2%	6 5%	4 1%	10 2%	* *%	* 5%	* 2%	* 1%
Fairly Dissatisfied (-1)	22 3%	1 1%	21 4%	22 4%	* 1%	* 1%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied (0)	63 10%	6 5%	57 11%	60 10%	3 10%	* 10%	* 7%	4 10%
Fairly Satisfied (1)	238 37%	30 25%	208 40%	223 37%	11 37%	2 40%	1 53%	14 38%
Very Satisfied (2)	300 47%	69 58%	231 44%	282 46%	15 51%	2 44%	1 37%	18 49%
Don't Know (DO NOT READ OUT)	12 2%	7 6%	5 1%	11 2%	1 2%	- -%	- -%	1 1%
NET: Satisfied	538 83%	99 83%	439 83%	505 83%	27 88%	4 84%	2 90%	33 87%
NET: Dissatisfied	32 5%	7 6%	25 5%	32 5%	* 1%	* 6%	* 3%	1 2%
Answered	633	112	521	596	30	5	3	37
Mean Score	1.3	1.4	1.2	1.3	1.4	1.2	1.2	1.4
Standard error	.03	.08	.04	.04	.07	.16	.10	.05
Standard deviation	.89	1.04	.85	.90	.73	1.13	.98	.78

Columns Tested: a,b - a,b,c,d,e

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	239	162	56	66	106	99	457	124	147
Effective base		325	168	99	38	42	48	62	291	71	64
Weighted Base		645	384	189	35	17	18	3	607	30	7
Very Dissatisfied	(-2)	10 2%	4 1%	5 2%	1 3%	* 1%	* 1%	* 2%	10 2%	* *%	* 4%
Fairly Dissatisfied	(-1)	22 3%	16 4%	4 2%	2 4%	* 1%	* *%	* 1%	22 4%	* 1%	* 1%
Neither Satisfied Nor Dissatisfied	(0)	63 10%	30 8%	28 15%	1 4%	2 10%	2 10%	* 7%	60 10%	3 10%	1 9%
Fairly Satisfied	(1)	238 37%	143 37%	63 33%	17 48%	6 33%	8 42%	1 53%	223 37%	11 37%	3 44%
Very Satisfied	(2)	300 47%	182 47%	86 46%	14 39%	10 56%	8 44%	1 37%	282 46%	15 51%	3 42%
Don't Know (DO NOT READ OUT)		12 2%	9 2%	2 1%	1 2%	- -%	1 3%	- -%	11 2%	1 2%	- -%
NET: Satisfied		538 83%	325 85%	149 79%	31 87%	15 89%	15 86%	2 90%	505 83%	27 88%	6 86%
NET: Dissatisfied		32 5%	20 5%	9 5%	3 8%	* 2%	* 2%	* 3%	32 5%	* 1%	* 5%
Answered		633	375	187	35	17	18	3	596	30	7
Mean Score		1.3	1.3	1.2	1.2	1.4	1.3	1.2	1.3	1.4	1.2
Standard error		.03	.06	.07	.13	.10	.08	.10	.04	.07	.08
Standard deviation		.89	.87	.95	.96	.78	.79	.98	.90	.73	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Very Dissatisfied	(-2)	10	5	4	*	*	4	-	1	-	-
		2%	1%	4%	*%	5%	2%	1%	-%	6%	-%
Fairly Dissatisfied	(-1)	22	18	4	*	*	16	4	1	-	*
		3%	4%	4%	1%	1%	1%	4%	3%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	63	50	9	3	*	39	17	*	*	2
		10%	10%	9%	10%	10%	7%	10%	16%	2%	*%
Fairly Satisfied	(1)	238	179	44	11	2	124	54	10	8	6
		37%	36%	43%	37%	40%	53%	33%	50%	46%	38%
Very Satisfied	(2)	300	240	41	15	2	185	33	8	13	7
		47%	48%	40%	51%	44%	37%	49%	30%	39%	62%
Don't Know (DO NOT READ OUT)		12	11	1	1	-	7	1	-	-	-
		2%	2%	1%	2%	-%	-%	2%	1%	-%	-%
NET: Satisfied		538	419	86	27	4	309	87	18	20	13
		83%	83%	82%	88%	84%	90%	83%	80%	85%	100%
NET: Dissatisfied		32	23	8	*	*	19	4	3	-	*
		5%	5%	8%	1%	6%	3%	5%	3%	13%	-%
Answered	633	493	103	30	5	3	367	108	21	20	15
Mean Score	1.3	1.3	1.1	1.4	1.2	1.2	1.3	1.1	1.1	1.6	1.3
Standard error	.03	.05	.08	.07	.16	.10	.05	.07	.16	.08	.07
Standard deviation	.89	.87	1.01	.73	1.13	.98	.89	.77	1.15	.50	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		728	40	39	93	26	51	50	41	49	42
Effective base		325	25	24	52	18	36	35	27	35	28
Weighted Base		645	48	45	136	30	61	86	66	62	47
Very Dissatisfied	(-2)	10 2%	- -%	2 5%	2 2%	- -%	1 2%	* *%	2 3%	1 2%	- -%
Fairly Dissatisfied	(-1)	22 3%	8 18%	- -%	- -%	- -%	1 2%	1 2%	5 7%	2 3%	3 6%
			bcef						c		
Neither Satisfied Nor Dissatisfied	(0)	63 10%	8 17%	* 1%	13 10%	2 6%	7 11%	7 8%	8 12%	6 10%	6 13%
Fairly Satisfied	(1)	238 37%	12 26%	22 48%	61 45%	15 49%	24 40%	23 26%	20 30%	17 28%	19 40%
Very Satisfied	(2)	300 47%	19 39%	20 46%	55 40%	14 45%	27 44%	52 61%	32 48%	33 53%	20 42%
Don't Know (DO NOT READ OUT)		12 2%	- -%	- -%	5 4%	- -%	1 1%	3 3%	- -%	2 4%	- -%
NET: Satisfied		538 83%	31 65%	42 94%	116 85%	28 94%	52 84%	75 87%	51 78%	50 81%	39 82%
NET: Dissatisfied		32 5%	8 18%	2 5%	2 2%	- -%	3 4%	1 2%	7 10%	3 5%	3 6%
			cf								
Answered		633	48	45	131	30	61	83	66	60	47
Mean Score		1.3	.9	1.3	1.3	1.4	1.2	1.5	1.1	1.3	1.2
Standard error		.03	.18	.15	.08	.12	.13	.10	.17	.14	.13
Standard deviation		.89	1.13	.93	.77	.61	.90	.73	1.09	.95	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		728	119	128	184	431	297	111	100	86
Effective base		325	82	85	113	271	133	58	52	39
Weighted Base		645	139	155	288	582	63	34	19	9
Very Dissatisfied	(-2)	10 2%	1 1%	4 2%	4 1%	9 2%	1 1%	* *%	1 3%	* 1%
Fairly Dissatisfied	(-1)	22 3%	4 3%	11 7%	6 2%	20 3%	2 3%	2 5%	- -%	* *%
Neither Satisfied Nor Dissatisfied	(0)	63 10%	15 10%	15 10%	28 10%	57 10%	6 10%	4 13%	2 8%	* 4%
Fairly Satisfied	(1)	238 37%	58 42%	51 33%	103 36%	212 36%	25 40%	13 37%	9 45%	4 39%
Very Satisfied	(2)	300 47%	61 44%	72 47%	139 48%	272 47%	28 45%	15 45%	9 44%	4 46%
Don't Know (DO NOT READ OUT)		12 2%	1 *%	2 2%	8 3%	11 2%	1 1%	- -%	- -%	1 10%
										adefg
NET: Satisfied		538 83%	119 85%	124 80%	242 84%	484 83%	53 85%	28 82%	17 89%	8 85%
NET: Dissatisfied		32 5%	5 4%	14 9%	10 4%	30 5%	2 4%	2 5%	1 3%	* 1%
Answered		633	139	152	280	571	62	34	19	8
Mean Score		1.3	1.2	1.2	1.3	1.3	1.3	1.2	1.3	1.4
Standard error		.03	.08	.09	.06	.04	.05	.08	.09	.08
Standard deviation		.89	.83	1.02	.85	.90	.84	.87	.85	.70

Columns Tested: a,b,c,d,e,f,g,h

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Very Dissatisfied	(-2) 10 2%	- -%	2 3%	* 1%	2 3%	- -%	6 3%	* *%	- -%	2 1%
Fairly Dissatisfied	(-1) 22 3%	- -%	3 4%	- -%	3 3%	4 4%	9 5%	3 16%	- -%	4 2%
Neither Satisfied Nor Dissatisfied	(0) 63 10%	1 5%	5 7%	1 6%	6 7%	9 10%	12 7%	2 11%	* 1%	33 13%
Fairly Satisfied	(1) 238 37%	9 46%	21 31%	5 29%	26 31%	36 38%	65 37%	6 35%	2 36%	91 38%
Very Satisfied	(2) 300 47%	6 31%	36 54%	10 64%	47 56%	41 44%	83 47%	7 37%	4 63%	110 46%
Don't Know (DO NOT READ OUT)	12 2%	4 18%	- -%	- -%	- -%	4 4%	2 1%	- -%	- -%	2 1%
NET: Satisfied	538 83%	16 77%	58 85%	15 93%	72 87%	77 82%	149 84%	13 72%	7 99%	202 83%
NET: Dissatisfied	32 5%	- -%	5 7%	* 1%	5 6%	4 4%	15 8%	3 16%	- -%	6 2%
Answered	633	17	67	16	83	90	175	18	7	240
Mean Score	1.3	1.3	1.3	1.6	1.3	1.3	1.2	.9	1.6	1.3
Standard error	.03	.13	.12	.19	.10	.10	.07	.21	.13	.05
Standard deviation	.89	.60	1.01	.69	.96	.82	1.00	1.10	.55	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Very Dissatisfied (-2)	10 2%	2 1%	6 3%	2 1%	10 2%	- -%	- -%	10 2%	- -%	10 2%	- -%
Fairly Dissatisfied (-1)	22 3%	6 3%	9 5%	7 3%	18 3%	4 4%	- -%	22 4%	* *%	22 3%	* *%
Neither Satisfied Nor Dissatisfied (0)	63 10%	16 8%	12 7%	35 13%	47 9%	16 17%	- -%	59 10%	4 9%	63 10%	- -%
Fairly Satisfied (1)	238 37%	71 36%	65 37%	101 38%	203 37%	34 36%	- -%	218 36%	20 47%	237 37%	1 7%
Very Satisfied (2)	300 47%	94 48%	83 47%	123 45%	261 47%	40 41%	- -%	282 47%	18 44%	290 46%	10 93%
Don't Know (DO NOT READ OUT)	12 2%	8 4%	2 1%	2 1%	10 2%	2 2%	- -%	12 2%	- -%	12 2%	- -%
NET: Satisfied	538 83%	165 83%	149 84%	224 83%	464 84%	74 78%	- -%	500 83%	38 91%	527 83%	11 100%
NET: Dissatisfied	32 5%	9 5%	15 8%	9 3%	29 5%	4 4%	- -%	32 5%	* *%	32 5%	* *%
Answered	633	190	175	268	539	94	-	591	42	622	11
Mean Score	1.3	1.3	1.2	1.3	1.3	1.2	-	1.3	1.3	1.2	1.9
Standard error	.03	.06	.07	.05	.04	.09	-	.04	.07	.03	.10
Standard deviation	.89	.86	1.00	.83	.90	.85	-	.90	.66	.89	.30

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		728	314	186	217
Effective base		325	150	66	104
Weighted Base		645	289	140	205
Very Dissatisfied	(-2)	10 2%	4 1%	5 3%	1 1%
Fairly Dissatisfied	(-1)	22 3%	12 4%	* *%	10 5%
Neither Satisfied Nor Dissatisfied	(0)	63 10%	29 10%	10 7%	24 12%
Fairly Satisfied	(1)	238 37%	114 40%	57 41%	64 31%
Very Satisfied	(2)	300 47%	121 42%	66 47%	106 52%
Don't Know (DO NOT READ OUT)		12 2%	9 3%	2 2%	* *%
NET: Satisfied		538 83%	235 81%	123 88%	170 83%
NET: Dissatisfied		32 5%	16 6%	5 3%	11 5%
Answered		633	280	137	205
Mean Score		1.3	1.2	1.3	1.3
Standard error		.03	.05	.06	.06
Standard deviation		.89	.89	.87	.90

Columns Tested: a,b,c

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Very Dissatisfied	(-2)	10	9	1	-	*	*	-	-	10	*	*
		2%	2%	1%	-%	4%	*%	-%	-%	2%	*%	1%
Fairly Dissatisfied	(-1)	22	17	4	1	-	-	*	-	21	1	*
		3%	3%	4%	3%	-%	-%	-%	1%	4%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	63	52	10	1	*	*	1	-	61	2	1
		10%	10%	10%	4%	*%	*%	21%	-%	10%	4%	4%
Fairly Satisfied	(1)	238	175	37	11	2	9	3	1	212	26	15
		37%	35%	38%	43%	57%	71%	62%	39%	35%	54%	64%
Very Satisfied	(2)	300	238	42	13	1	3	1	*	281	20	7
		47%	48%	43%	50%	39%	27%	17%	61%	47%	40%	29%
Don't Know (DO NOT READ OUT)		12	8	4	-	-	*	-	-	12	*	*
		2%	2%	4%	-%	-%	2%	-%	-%	2%	*%	1%
NET: Satisfied		538	413	79	24	4	12	4	2	492	45	22
		83%	83%	81%	94%	96%	97%	79%	99%	83%	94%	94%
NET: Dissatisfied		32	26	6	1	*	*	-	*	31	1	*
		5%	5%	6%	3%	4%	*%	-%	1%	5%	2%	1%
Answered	633	490	94	25	4	12	5	2	*	585	48	23
Mean Score	1.3	1.3	1.2	1.4	1.3	1.3	1.0	1.6	1.0	1.3	1.3	1.2
Standard error	.03	.04	.07	.09	.26	.13	.17	.29	-	.04	.06	.08
Standard deviation	.89	.91	.91	.70	.95	.51	.69	.72	-	.91	.66	.62

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Very Dissatisfied (-2)	10 2%	2 1%	7 2%	2 1%	5 1%	3 1%	5 1%	7 1%	5 1%	5 2%	1 2%	- -%	- -%	1 2%	* 1%	- -%	3 22%
Fairly Dissatisfied (-1)	22 3%	10 4%	7 3%	5 3%	21 4%	19 4%	21 4%	22 4%	12 4%	8 3%	2 2%	14 4%	- -%	2 4%	2 12%	1 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	63 10%	20 9%	32 12%	12 8%	60 12%	53 11%	60 11%	57 10%	30 9%	19 8%	7 10%	39 11%	4 14%	* 1%	3 18%	4 23%	2 20%
Fairly Satisfied (1)	238 37%	91 41%	84 30%	63 43%	207 40%	186 39%	214 40%	217 37%	143 42%	95 41%	29 39%	140 40%	11 41%	19 43%	9 54%	5 28%	1 9%
Very Satisfied (2)	300 47%	98 44%	141 51%	62 42%	217 42%	216 45%	235 43%	276 47%	149 44%	101 44%	31 42%	155 44%	11 43%	22 50%	2 11%	8 43%	6 49%
Don't Know (DO NOT READ OUT)	12 2%	1 1%	7 2%	4 3%	6 1%	5 1%	8 1%	5 1%	3 1%	3 1%	4 6%	2 *%	1 2%	- -%	1 5%	- -%	- -%
NET: Satisfied	538 83%	189 85%	224 81%	125 85%	423 82%	402 83%	450 83%	493 84%	292 85%	196 85%	61 80%	295 84%	22 84%	41 93%	11 65%	14 71%	7 58%
NET: Dissatisfied	32 5%	12 5%	14 5%	7 4%	25 5%	22 5%	25 5%	29 5%	17 5%	12 5%	3 4%	14 4%	- -%	3 6%	2 12%	1 6%	3 22%
Answered	633	220	270	143	508	477	535	578	339	228	71	348	26	44	16	19	11
Mean Score	1.3	1.2	1.3	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.2	1.3	1.3	1.4	.7	1.1	.6
Standard error	.03	.06	.06	.05	.04	.04	.03	.03	.04	.05	.10	.04	.10	.12	.14	.15	.32
Standard deviation	.89	.86	.95	.83	.87	.85	.86	.87	.86	.89	.87	.81	.72	.85	.89	.97	1.67

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Very Dissatisfied (-2)	10 2%	1 *%	1 2%	* *%	* 2%	- -%	- -%	2 27%	- -%	- -%	* 1%	1 3%	- -%	2 23%	* 3%
Fairly Dissatisfied (-1)	22 3%	16 4%	3 7%	2 5%	* 1%	- -%	* *%	- -%	14 4%	- -%	- -%	4 13%	* 1%	1 11%	- -%
Neither Satisfied Nor Dissatisfied (0)	63 10%	45 11%	3 8%	1 3%	* 1%	3 32%	5 78%	2 21%	35 11%	14 18%	2 8%	* *%	- -%	- -%	2 62%
Fairly Satisfied (1)	238 37%	161 40%	14 34%	20 53%	7 77%	4 41%	* 5%	1 10%	132 41%	23 29%	15 56%	9 30%	8 75%	* 2%	* 4%
Very Satisfied (2)	300 47%	173 43%	20 49%	15 39%	1 14%	3 28%	1 17%	4 43%	141 43%	41 53%	9 33%	15 53%	2 22%	7 64%	1 31%
Don't Know (DO NOT READ OUT)	12 2%	5 1%	- -%	- -%	1 6%	- -%	- -%	- -%	4 1%	- -%	1 2%	1 2%	* 2%	- -%	- -%
NET: Satisfied	538 83%	334 83%	34 83%	34 92%	8 91%	7 68%	1 22%	5 53%	272 84%	63 82%	24 89%	24 82%	10 97%	7 66%	1 35%
NET: Dissatisfied	32 5%	17 4%	4 9%	2 6%	* 2%	- -%	* *%	2 27%	14 4%	- -%	* 1%	5 16%	* 1%	3 34%	* 3%
Answered	633	396	41	38	8	10	6	9	321	77	27	28	10	10	4
Mean Score	1.3	1.2	1.2	1.2	1.1	1.0	.4	.4	1.2	1.4	1.2	1.2	1.2	.7	.6
Standard error	.03	.04	.12	.11	.10	.17	.19	.41	.05	.08	.09	.20	.09	.43	.33
Standard deviation	.89	.83	.99	.78	.61	.81	.84	1.74	.81	.77	.67	1.14	.48	1.84	1.19

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Very Dissatisfied (-2)	10 2%	4 1%	* *%	2 6%	* *%	- -%	- -%	- -%	- -%	* *%	2 1%	- -%	3 7%
Fairly Dissatisfied (-1)	22 3%	14 4%	5 6%	1 2%	1 4%	2 7%	* *%	- -%	8 4%	3 3%	1 *%	5 11%	4 10%
Neither Satisfied Nor Dissatisfied (0)	63 10%	41 11%	6 8%	6 16%	1 3%	2 7%	- -%	* *%	15 7%	16 15%	18 12%	4 10%	7 19%
Fairly Satisfied (1)	238 37%	136 35%	31 40%	16 42%	13 43%	12 40%	4 49%	6 45%	89 43%	34 33%	64 44%	11 26%	12 33%
Very Satisfied (2)	300 47%	189 49%	36 46%	13 34%	14 48%	13 46%	4 50%	6 49%	92 45%	47 45%	62 42%	22 52%	10 29%
Don't Know (DO NOT READ OUT)	12 2%	4 1%	- -%	- -%	1 2%	- -%	- -%	1 6%	2 1%	3 3%	- -%	1 1%	* 1%
NET: Satisfied	538 83%	325 84%	67 86%	29 76%	27 91%	25 87%	8 100%	12 94%	181 88%	82 78%	126 86%	34 78%	22 63%
NET: Dissatisfied	32 5%	18 5%	5 6%	3 8%	1 4%	2 7%	* *%	- -%	8 4%	3 3%	3 2%	5 11%	6 17%
Answered	633	384	78	38	29	29	8	12	205	101	146	43	35
Mean Score	1.3	1.3	1.2	1.0	1.4	1.3	1.5	1.5	1.3	1.2	1.3	1.2	.7
Standard error	.03	.05	.09	.13	.11	.13	.14	.12	.06	.07	.06	.11	.16
Standard deviation	.89	.87	.86	1.08	.78	.87	.54	.53	.77	.85	.79	1.03	1.22

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Very Dissatisfied (-2)	10 2%	2 1%	* *%	2 2%	- -%	* 1%	* *%	- -%	1 1%	- -%	2 7%
Fairly Dissatisfied (-1)	22 3%	11 4%	3 4%	1 1%	5 17%	1 4%	7 3%	6 6%	1 1%	3 8%	3 9%
Neither Satisfied Nor Dissatisfied (0)	63 10%	19 7%	17 19%	17 16%	2 7%	5 27%	20 9%	12 13%	10 10%	4 13%	6 20%
Fairly Satisfied (1)	238 37%	108 41%	41 45%	41 38%	7 26%	8 46%	90 41%	31 33%	43 44%	7 21%	12 36%
Very Satisfied (2)	300 47%	121 46%	26 29%	48 44%	13 46%	4 22%	97 45%	45 48%	44 44%	19 56%	8 26%
Don't Know (DO NOT READ OUT)	12 2%	- -%	3 4%	- -%	1 3%	- -%	2 1%	- -%	- -%	1 2%	* 1%
NET: Satisfied	538 83%	228 88%	67 74%	88 82%	20 73%	12 68%	187 87%	76 81%	87 88%	26 78%	20 63%
NET: Dissatisfied	32 5%	13 5%	3 4%	3 2%	5 17%	1 5%	7 3%	6 6%	2 2%	3 8%	5 17%
Answered	633	260	88	108	27	18	214	95	99	33	32
Mean Score	1.3	1.3	1.0	1.2	1.1	.8	1.3 e	1.2	1.3 e	1.3	.7
Standard error	.03	.06	.08	.07	.13	.13	.06	.08	.06	.12	.18
Standard deviation	.89	.84	.82	.86	1.14	.87	.77	.90	.75	.99	1.20

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Very Dissatisfied (-2)	10 2%	1 *%	2 2%	4 3%	* *%	- -%	6 1%	1 2%	- -%	6 1%	4 2%	2 *%	3 2%
Fairly Dissatisfied (-1)	22 3%	10 4%	* *%	* *%	9 12%	3 7%	17 4%	2 6%	3 2%	18 5%	4 2%	20 5%	* *%
Neither Satisfied Nor Dissatisfied (0)	63 10%	17 8%	15 15%	13 9%	9 12%	2 6%	34 8%	3 10%	19 14%	45 12%	18 7%	46 11%	14 12%
Fairly Satisfied (1)	238 37%	92 40%	41 42%	46 34%	21 28%	13 39%	147 36%	12 36%	56 41%	155 40%	83 32%	154 38%	52 47%
Very Satisfied (2)	300 47%	108 47%	40 41%	72 53%	36 47%	16 47%	203 49%	15 44%	58 43%	152 40%	148 56%	175 43%	42 38%
Don't Know (DO NOT READ OUT)	12 2%	2 1%	- -%	1 *%	1 1%	* 1%	4 1%	1 2%	- -%	6 2%	6 2%	5 1%	* *%
NET: Satisfied	538 83%	200 87%	81 82%	118 87%	57 75%	29 86%	350 85%	27 79%	114 84%	307 80%	231 88%	329 82%	94 85%
NET: Dissatisfied	32 5%	11 5%	3 3%	4 3%	9 12%	3 7%	23 6%	3 9%	3 2%	24 6%	9 3%	22 6%	3 2%
Answered	633	228	98	134	76	34	407	33	136	375	258	398	110
Mean Score	1.3	1.3	1.2	1.4	1.1	1.3	1.3	1.1	1.2	1.1	1.4 a	1.2	1.2
Standard error	.03	.06	.08	.07	.10	.12	.04	.13	.07	.05	.05	.04	.07
Standard deviation	.89	.81	.87	.87	1.05	.89	.90	1.01	.78	.91	.83	.87	.83

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Very Dissatisfied (-2)	10 2%	2 1%	1 1%	2 1%	5 1%	4 1%	1 1%	* *%	3 2%	3 1%	4 1%
Fairly Dissatisfied (-1)	22 3%	18 5%	1 1%	11 5%	12 3%	20 5%	* *%	15 5%	4 2%	13 7%	9 2%
Neither Satisfied Nor Dissatisfied (0)	63 10%	43 13%	10 7%	27 14%	29 8%	46 11%	14 13%	42 13%	11 7%	27 13%	30 8%
Fairly Satisfied (1)	238 37%	127 37%	60 42%	83 41%	134 35%	157 39%	49 45%	122 37%	64 43%	82 41%	135 35%
Very Satisfied (2)	300 47%	147 43%	69 49%	75 37%	201 52%	172 42%	45 41%	149 45%	67 45%	73 36%	203 53%
Don't Know (DO NOT READ OUT)	12 2%	4 1%	1 *%	2 1%	3 1%	6 1%	- -%	4 1%	1 *%	2 1%	3 1%
NET: Satisfied	538 83%	274 80%	128 91%	158 79%	335 87%	329 81%	94 86%	271 81%	131 88%	155 78%	337 88%
NET: Dissatisfied	32 5%	20 6%	2 1%	13 6%	16 4%	24 6%	1 1%	15 5%	7 5%	16 8%	13 3%
Answered	633	337	140	198	381	399	109	328	149	198	380
Mean Score	1.3	1.2	1.4	1.1	1.4	1.2	1.3	1.2	1.3	1.1	1.4
Standard error	.03	.05	.05	.07	.04	.04	.06	.05	.06	.07	.04
Standard deviation	.89	.90	.71	.91	.84	.89	.75	.85	.87	.95	.81

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Very Dissatisfied (-2)	10 2%	2 1%	3 1%	* *%	- -%	1 *%	* *%	2 3%	- -%	7 1%	4 1%	1 1%	- -%
Fairly Dissatisfied (-1)	22 3%	17 5%	14 4%	3 2%	- -%	12 4%	13 4%	2 2%	2 77%	16 3%	11 4%	1 1%	- -%
Neither Satisfied Nor Dissatisfied (0)	63 10%	45 13%	48 13%	21 18%	- -%	46 14%	41 13%	16 18%	- -%	52 11%	29 11%	22 18%	- -%
Fairly Satisfied (1)	238 37%	136 41%	165 43%	42 37%	3 100%	125 38%	118 38%	29 34%	- -%	177 37%	100 37%	47 37%	- -%
Very Satisfied (2)	300 47%	129 39%	148 39%	45 39%	- -%	138 43%	135 43%	34 40%	1 23%	229 47%	120 45%	51 41%	4 100%
Don't Know (DO NOT READ OUT)	12 2%	5 2%	3 1%	3 3%	- -%	3 1%	4 1%	2 3%	- -%	3 1%	4 2%	2 2%	- -%
NET: Satisfied	538 83%	266 79%	313 82%	87 76%	3 100%	263 81%	253 81%	63 74%	1 23%	406 84%	220 82%	98 79%	4 100%
NET: Dissatisfied	32 5%	19 6%	17 4%	3 2%	- -%	12 4%	14 4%	4 5%	2 77%	23 5%	14 5%	2 1%	- -%
Answered	633	329	377	111	3	321	307	83	2	482	264	122	4
Mean Score	1.3	1.1	1.2	1.2	1.0	1.2	1.2	1.1	-3	1.3	1.2	1.2	2.0
Standard error	.03	.04	.04	.07	-	.04	.04	.09	1.17	.04	.05	.06	-
Standard deviation	.89	.88	.84	.82	-	.84	.84	.98	1.66	.88	.90	.81	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Very Dissatisfied (-2)	10 2%	2 *%	2 1%	2 1%	4 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	* *%
Fairly Dissatisfied (-1)	22 3%	20 5%	18 5%	14 5%	16 5%	15 5%	- -%	9 5%	10 6%	12 6%	2 3%	- -%	9 10%	4 4%
Neither Satisfied Nor Dissatisfied (0)	63 10%	53 13%	49 14%	40 14%	39 12%	42 14%	1 8%	32 17%	32 18%	26 13%	17 24%	13 29%	13 14%	10 9%
Fairly Satisfied (1)	238 37%	155 38%	135 37%	115 40%	103 32%	126 41%	4 38%	79 41%	75 43%	71 37%	23 34%	14 33%	28 29%	43 40%
Very Satisfied (2)	300 47%	169 42%	152 42%	110 39%	149 47%	116 38%	6 54%	73 38%	56 32%	81 42%	27 39%	16 38%	43 45%	48 45%
Don't Know (DO NOT READ OUT)	12 2%	6 1%	5 1%	3 1%	5 2%	6 2%	- -%	- -%	2 1%	2 1%	- -%	- -%	1 1%	1 1%
NET: Satisfied	538 83%	324 80%	287 79%	225 79%	252 79%	242 79%	10 92%	151 79%	130 74%	152 79%	50 73%	31 71%	71 74%	91 86%
NET: Dissatisfied	32 5%	22 6%	20 6%	16 6%	20 6%	15 5%	- -%	9 5%	10 6%	12 6%	2 3%	- -%	12 12%	4 4%
Answered	633	399	356	281	311	299	10	192	172	191	69	44	95	105
Mean Score	1.3	1.2	1.2	1.1	1.2	1.1	1.5	1.1	1.0	1.2	1.1	1.1	1.0	1.3
Standard error	.03	.04	.04	.05	.05	.05	.11	.06	.06	.06	.10	.13	.10	.08
Standard deviation	.89	.88	.89	.89	.95	.84	.67	.85	.87	.89	.87	.82	1.10	.81

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Very Dissatisfied (-2)	10 2%	- -%	- -%	2 6%	1 3%	8 1%	5 1%	8 1%	8 2%	10 2%	3 1%	8 2%	1 1%	- -%	6 1%	2 5%
Fairly Dissatisfied (-1)	22 3%	7 10%	- -%	1 2%	1 4%	21 4%	17 4%	22 4%	20 4%	13 3%	17 5%	22 4%	1 1%	- -%	22 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	63 10%	11 16%	2 5%	6 15%	5 20%	51 10%	47 12%	54 10%	46 10%	38 10%	38 11%	49 9%	15 14%	* 65%	24 6%	13 26%
Fairly Satisfied (1)	238 37%	22 32%	14 40%	9 22%	10 41%	199 38%	141 37%	207 37%	169 37%	131 34%	141 39%	191 37%	38 35%	* 35%	165 41%	6 13%
Very Satisfied (2)	300 47%	26 39%	19 53%	22 55%	8 32%	231 45%	167 44%	261 47%	211 46%	189 49%	156 43%	240 46%	47 43%	- -%	180 45%	22 47%
Don't Know (DO NOT READ OUT)	12 2%	3 4%	1 2%	- -%	- -%	8 2%	3 1%	8 1%	7 2%	5 1%	6 2%	8 2%	7 6%	- -%	3 1%	4 9%
NET: Satisfied	538 83%	48 71%	34 92%	31 77%	18 73%	430 83%	308 81%	468 84%	379 82%	320 83%	296 82%	431 83%	86 78%	* 35%	345 86%	29 60%
NET: Dissatisfied	32 5%	7 10%	- -%	3 8%	2 7%	29 6%	22 6%	30 5%	29 6%	23 6%	20 6%	30 6%	2 2%	- -%	28 7%	2 5%
Answered	633	65	36	41	24	509	377	552	454	380	355	510	103	*	396	43
Mean Score	1.3	1.0	1.5	1.2	.9	1.2	1.2	1.3	1.2	1.3	1.2	1.2	1.3	.4	1.2	1.1
Standard error	.03	.11	.09	.16	.21	.04	.04	.04	.04	.04	.04	.04	.07	-	.04	.19
Standard deviation	.89	.99	.61	1.14	1.00	.90	.91	.89	.93	.95	.88	.91	.82	-	.90	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Very Dissatisfied (-2)	10 2%	3 1%	5 2%	5 1%	4 10%	10 4%	- -%	1 1%	8 2%	1 1%	5 3%	3 2%	2 1%
Fairly Dissatisfied (-1)	22 3%	17 6%	5 3%	6 1%	10 25%	19 8%	3 1%	5 4%	10 3%	7 5%	9 5%	6 4%	7 3%
Neither Satisfied Nor Dissatisfied (0)	63 10%	39 14%	16 8%	22 4%	10 25%	38 15%	26 6%	11 9%	34 9%	18 13%	20 12%	12 7%	30 11%
Fairly Satisfied (1)	238 37%	107 37%	78 37%	207 39%	4 10%	95 39%	142 35%	32 27%	154 41%	50 38%	57 34%	58 35%	110 39%
Very Satisfied (2)	300 47%	116 41%	101 48%	281 54%	12 31%	78 32%	222 55%	68 57%	169 44%	55 41%	77 45%	85 51%	129 46%
Don't Know (DO NOT READ OUT)	12 2%	4 2%	4 2%	3 1%	- -%	3 1%	9 2%	1 *%	5 1%	2 2%	2 1%	3 2%	3 1%
NET: Satisfied	538 83%	223 78%	179 86%	487 93%	16 40%	174 71%	364 91%	101 85%	322 85%	106 79%	133 79%	144 86%	240 85%
NET: Dissatisfied	32 5%	20 7%	10 5%	11 2%	14 34%	29 12%	3 1%	7 6%	17 5%	8 6%	14 8%	9 5%	9 3%
Answered	633	282	205	520	40	240	393	118	374	132	167	165	279
Mean Score	1.3	1.1	1.3	1.4	.3	.9	1.5	1.4	1.2	1.2	1.1	1.3	1.3
Standard error	.03	.05	.06	.03	.24	.06	.03	.07	.04	.08	.07	.07	.05
Standard deviation	.89	.94	.90	.72	1.39	1.08	.66	.91	.88	.90	1.03	.90	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		728	371	357
Effective base		325	149	176
Weighted Base		645	299	346
Very Dissatisfied	(-2)	10 2%	5 2%	5 2%
Fairly Dissatisfied	(-1)	22 3%	11 4%	11 3%
Neither Satisfied Nor Dissatisfied	(0)	63 10%	29 10%	34 10%
Fairly Satisfied	(1)	238 37%	112 37%	126 36%
Very Satisfied	(2)	300 47%	131 44%	169 49%
Don't Know (DO NOT READ OUT)		12 2%	11 4%	1 *%
NET: Satisfied		538 83%	243 81%	294 85%
NET: Dissatisfied		32 5%	16 5%	17 5%
Answered		633	288	345
Mean Score		1.3	1.2	1.3
Standard error		.03	.05	.05
Standard deviation		.89	.90	.88

Columns Tested:: a,b

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base		325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base		645	-	22	112	70	14	70	23	55	92	21	122	43
Very Dissatisfied	(-2)	10 2%	- -%	* 1%	1 1%	3 4%	- -%	2 3%	* 2%	1 1%	2 2%	* 1%	- -%	- -%
Fairly Dissatisfied	(-1)	22 3%	- -%	- -%	7 6%	3 4%	- -%	- -%	* *%	3 6%	1 1%	1 3%	6 5%	2 4%
Neither Satisfied Nor Dissatisfied	(0)	63 10%	- -%	2 9%	5 5%	6 8%	* 2%	7 11%	* *%	8 14%	10 11%	1 5%	19 15%	5 11%
Fairly Satisfied	(1)	238 37%	- -%	5 22%	38 34%	22 32%	6 40%	24 34%	11 48%	18 32%	34 37%	15 70%	48 39%	18 41%
Very Satisfied	(2)	300 47%	- -%	15 68%	60 53%	32 46%	8 58%	34 49%	12 50%	25 46%	45 49%	4 21%	49 40%	16 37%
Don't Know (DO NOT READ OUT)		12 2%	- -%	- -%	1 1%	4 6%	- -%	2 3%	- -%	- -%	- -%	- -%	2 1%	3 6%
NET: Satisfied		538 83%	- -%	20 90%	98 87%	54 78%	14 98%	58 83%	23 98%	43 78%	79 86%	19 91%	96 79%	34 78%
NET: Dissatisfied		32 5%	- -%	* 1%	8 7%	6 8%	- -%	2 3%	* 2%	4 8%	3 3%	1 4%	6 5%	2 4%
Answered		633	-	22	111	66	14	68	23	55	92	21	121	41
Mean Score		1.3	-	1.6	1.3	1.2	1.6	1.3	1.4	1.1	1.3	1.1	1.2	1.2
Standard error		.03	-	.13	.09	.10	.13	.12	.10	.11	.10	.08	.10	.12
Standard deviation		.89	-	.73	.91	1.06	.56	.93	.71	.99	.88	.69	.85	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 302 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Very Dissatisfied	(-2) 10 2%	1 1%	5 4%	3 2%	* *%	7 2%	4 1%
Fairly Dissatisfied	(-1) 22 3%	7 5%	3 2%	4 3%	8 4%	10 3%	12 3%
Neither Satisfied Nor Dissatisfied	(0) 63 10%	9 6%	12 8%	18 10%	25 13%	21 7%	43 12%
Fairly Satisfied	(1) 238 37%	47 32%	48 34%	63 37%	80 43%	94 33%	143 40%
Very Satisfied	(2) 300 47%	78 53%	71 50%	82 48%	69 37%	149 52%	151 42%
Don't Know (DO NOT READ OUT)	12 2%	5 3%	3 2%	- -%	4 2%	7 3%	4 1%
NET: Satisfied	538 83%	125 85%	119 84%	144 85%	149 80%	244 85%	294 82%
NET: Dissatisfied	32 5%	8 5%	8 6%	8 5%	8 4%	16 6%	16 4%
Answered	633	142	139	170	182	281	352
Mean Score	1.3	1.4	1.3	1.3	1.2	1.3	1.2
Standard error	.03	.07	.07	.06	.06	.05	.04
Standard deviation	.89	.87	.97	.89	.82	.92	.86

Columns Tested:: a,b,c,d - a,b

Table 303

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	728	158	570	457	124	48	99	271
Effective base	325	73	255	291	71	31	62	103
Weighted Base	645	119	526	607	30	5	3	38
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	3 3%	107 20% a	105 17%	4 13%	1 22%	1 22%	6 15%
Damaged mail / goods	72 11%	11 10%	61 12%	69 11%	1 4%	1 24% abe	* 14% b	3 7%
Delivery time (when you receive your mail delivery)	65 10%	7 6%	58 11%	61 10%	2 8%	2 33% abe	1 22% ab	4 12%
Price of postage	60 9%	1 1%	59 11% a	56 9%	2 7%	2 33% abde	* 13%	4 11%
Collection time of items you are sending	49 8%	5 4%	44 8%	45 7%	2 7%	1 30% abe	* 14%	4 11%
Collection reliability	38 6%	8 7%	30 6%	36 6%	1 4%	1 23% abe	* 9%	3 7%
Amount / level of sent post lost	30 5%	8 7%	22 4%	28 5%	1 5%	1 21% abe	* 17% ab	3 8%
Latest collection time	21 3%	3 2%	18 3%	20 3%	- -%	1 11% abe	* 2%	1 2%
Other	8 1%	- -%	8 1%	7 1%	1 3%	- -%	- -%	1 2%
No Problems	401 62%	97 81% b	305 58% cd	377 62% cd	21 69% cd	2 38%	1 48%	24 64% cd
NET: Any problems	244 38%	22 19%	221 42% a	230 38%	9 31%	3 62% abe	1 52% abe	14 36%

Columns Tested: a,b - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	728	239	162	56	66	106	99	457	124	147
Effective base	325	168	99	38	42	48	62	291	71	64
Weighted Base	645	384	189	35	17	18	3	607	30	7
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	76 20%	21 11%	8 22%	1 6%	4 22%	1 22%	105 17%	4 13%	2 22%
		d		d		d				d
Damaged mail / goods	72 11%	45 12%	19 10%	6 18%	1 5%	2 9%	* 14%	69 11%	1 4%	1 20%
				h			h			dh
Delivery time (when you receive your mail delivery)	65 10%	39 10%	17 9%	5 15%	1 6%	3 15%	1 22%	61 10%	2 8%	2 29%
							abdgh			abdgh
Price of postage	60 9%	37 10%	15 8%	4 11%	1 7%	3 14%	* 13%	56 9%	2 7%	2 26%
										abdgh
Collection time of items you are sending	49 8%	28 7%	12 6%	5 14%	1 5%	3 15%	* 14%	45 7%	2 7%	2 24%
										abdgh
Collection reliability	38 6%	23 6%	8 4%	5 13%	1 5%	2 9%	* 9%	36 6%	1 4%	1 18%
										abdgh
Amount / level of sent post lost	30 5%	16 4%	8 4%	3 10%	* 1%	2 12%	* 17%	28 5%	1 5%	1 20%
						ag	abdgh			abdgh
Latest collection time	21 3%	16 4%	1 *%	4 10%	- -%	1 3%	* 2%	20 3%	- -%	1 8%
				bdgh						bh
Other	8 1%	3 1%	3 2%	- -%	1 3%	* 2%	- -%	7 1%	1 3%	- -%
No Problems	401 62%	229 60%	134 71%	15 41%	13 75%	10 55%	1 48%	377 62%	21 69%	3 41%
		ci	cfi		cfi			cfi	cfi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	728	239	162	56	66	106	99	457	124	147
Effective base	325	168	99	38	42	48	62	291	71	64
Weighted Base	645	384	189	35	17	18	3	607	30	7
NET: Any problems	244	155	55	21	4	8	1	230	9	4
	38%	40%	29%	59%	25%	45%	52%	38%	31%	59%
				abdgh			bdgh			abdgh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	308	149	124	48	99	274	114	50	43	107
Effective base	325	219	97	71	31	62	171	56	19	13	25
Weighted Base	645	504	104	30	5	3	374	108	21	20	15
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	87 17%	18 18%	4 13%	1 22%	1 22%	68 18%	24 22%	8 37%	6 31%	2 15%
Damaged mail / goods	72 11%	57 11%	13 12%	1 4%	1 24%	* 14%	29 8%	24 22%	5 24%	4 22%	2 12%
Delivery time (when you receive your mail delivery)	65 10%	44 9%	17 16%	2 8%	2 33%	1 22%	35 9%	18 17%	4 19%	2 10%	2 15%
Price of postage	60 9%	39 8%	17 16%	2 7%	2 33%	* 13%	33 9%	16 14%	2 9%	5 27%	2 16%
Collection time of items you are sending	49 8%	31 6%	14 13%	2 7%	1 30%	* 14%	16 4%	20 18%	3 16%	5 24%	1 5%
Collection reliability	38 6%	27 5%	9 8%	1 4%	1 23%	* 9%	10 3%	17 16%	4 19%	1 3%	1 5%
Amount / level of sent post lost	30 5%	21 4%	6 6%	1 5%	1 21%	* 17%	12 3%	11 10%	1 7%	* 1%	2 15%
Latest collection time	21 3%	17 3%	4 3%	- -%	1 11%	* 2%	10 3%	4 4%	1 6%	3 14%	* 3%
Other	8 1%	6 1%	* *%	1 3%	- -%	- -%	6 2%	* *%	- -%	- -%	* 3%
No Problems	401 62%	322 64%	55 53%	21 69%	2 38%	1 48%	241 65%	44 41%	7 34%	10 51%	10 67%
NET: Any problems	244 38%	181 36%	49 47%	9 31%	3 62%	1 52%	133 35%	64 59%	14 66%	10 49%	5 33%

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	*d	e	f	g	h	i
Unweighted Base	728	40	39	93	26	51	50	41	49	42
Effective base	325	25	24	52	18	36	35	27	35	28
Weighted Base	645	48	45	136	30	61	86	66	62	47
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	13 27%	6 14%	33 24%	6 20%	7 11%	5 6%	16 25%	8 13%	8 17%
Damaged mail / goods	72 11%	f 25%	f 18%	f 5%	f 16%	f 10%	f 4%	f 13%	f 15%	f 15%
Delivery time (when you receive your mail delivery)	65 10%	6 13%	1 2%	23 17%	4 12%	6 10%	3 3%	8 12%	1 1%	5 11%
Price of postage	60 9%	7 14%	4 9%	12 9%	8 26%	5 9%	2 3%	6 9%	5 9%	5 10%
Collection time of items you are sending	49 8%	5 10%	2 5%	9 6%	2 6%	6 9%	7 8%	3 5%	6 9%	6 12%
Collection reliability	38 6%	2 4%	5 12%	11 8%	1 3%	8 12%	4 5%	- -%	1 2%	2 4%
Amount / level of sent post lost	30 5%	1 3%	1 3%	5 3%	4 14%	2 3%	5 6%	5 8%	- -%	3 6%
Latest collection time	21 3%	- -%	- -%	7 5%	5 17%	1 1%	4 4%	- -%	3 5%	* *%
Other	8 1%	- -%	- -%	1 1%	- -%	- -%	2 3%	- -%	1 2%	2 5%
No Problems	401 62%	19 41%	31 69%	86 63%	15 49%	40 65%	62 72%	35 53%	46 73%	28 60%
NET: Any problems	244 38%	28 59%	14 31%	51 37%	15 51%	22 35%	24 28%	31 47%	17 27%	19 40%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	728	119	128	184	431	297	111	100	86
Effective base	325	82	85	113	271	133	58	52	39
Weighted Base	645	139	155	288	582	63	34	19	9
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	21 15%	27 18%	54 19%	103 18%	8 13%	6 17%	1 7%	1 9%
Damaged mail / goods	72 11%	18 13%	29 19%	19 7%	66 11%	6 9%	3 9%	2 8%	1 11%
Delivery time (when you receive your mail delivery)	65 10%	15 11%	8 5%	34 12%	57 10%	8 13%	4 12%	3 14%	1 14%
Price of postage	60 9%	18 13%	16 11%	21 7%	55 9%	5 7%	2 5%	2 11%	1 6%
Collection time of items you are sending	49 8%	13 9%	12 8%	18 6%	44 7%	5 8%	3 10%	1 6%	1 8%
Collection reliability	38 6%	10 8%	8 5%	15 5%	34 6%	4 7%	3 9%	1 5%	* 1%
Amount / level of sent post lost	30 5%	9 7%	3 2%	15 5%	27 5%	4 6%	3 9%	* 1%	* 5%
Latest collection time	21 3%	6 4%	3 2%	11 4%	20 3%	1 2%	1 3%	* *%	* 2%
Other	8 1%	2 2%	1 1%	3 1%	7 1%	1 1%	* 1%	* 2%	- -%
No Problems	401 62%	83 60%	96 62%	182 63%	362 62%	40 63%	22 63%	12 62%	6 65%
NET: Any problems	244 38%	56 40%	59 38%	106 37%	220 38%	23 37%	13 37%	7 38%	3 35%

Columns Tested: a,b,c,d,e,f,g,h

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	728	24	76	13	89	68	237	28	19	260
Effective base	325	9	29	6	35	35	120	11	5	122
Weighted Base	645	21	67	16	83	94	178	18	7	243
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	7 34%	6 9%	8 49%	14 17%	24 25%	29 16%	5 30%	* 4%	31 13%
Damaged mail / goods	72 11%	1 4%	8 11%	2 12%	9 11%	12 13%	29 17%	2 12%	* 3%	16 7%
Delivery time (when you receive your mail delivery)	65 10%	3 14%	2 3%	3 17%	4 5%	20 21%	19 11%	2 10%	* 7%	17 7%
Price of postage	60 9%	6 27%	5 8%	7 46%	12 15%	13 13%	14 8%	* 2%	* 4%	15 6%
Collection time of items you are sending	49 8%	2 12%	4 6%	2 12%	6 7%	15 16%	18 10%	* 1%	* 5%	7 3%
Collection reliability	38 6%	- -%	2 3%	1 5%	3 3%	14 15%	11 6%	* 2%	* 1%	10 4%
Amount / level of sent post lost	30 5%	- -%	2 3%	* *%	2 3%	6 6%	10 5%	4 22%	* 1%	9 4%
Latest collection time	21 3%	- -%	* *%	- -%	* *%	9 9%	3 2%	* 1%	- -%	9 4%
Other	8 1%	- -%	- -%	- -%	- -%	1 1%	4 2%	2 13%	- -%	* *%
No Problems	401 62%	10 47%	52 77%	5 34%	57 69%	46 49%	111 62%	7 41%	6 87%	164 67%
NET: Any problems	244 38%	11 53%	16 23%	10 66%	26 31%	48 51%	67 38%	11 59%	1 13%	79 33%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	728	181	237	310	640	88	-	625	103	719	9
Effective base	325	79	120	139	282	44	-	297	30	320	4
Weighted Base	645	198	178	270	550	95	-	603	42	634	11
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	45 23%	29 16%	37 14%	99 18%	12 13%	- -%	107 18%	3 8%	110 17%	* 3%
Damaged mail / goods	72 11%	23 12%	29 17%	20 7%	56 10%	16 17%	- -%	70 12%	2 5%	72 11%	1 5%
Delivery time (when you receive your mail delivery)	65 10%	27 14%	19 11%	19 7%	52 10%	13 13%	- -%	61 10%	4 10%	65 10%	* *%
Price of postage	60 9%	30 15%	14 8%	15 6%	52 9%	8 8%	- -%	57 9%	3 6%	60 9%	* 3%
Collection time of items you are sending	49 8%	23 12%	18 10%	8 3%	39 7%	10 11%	- -%	48 8%	1 3%	49 8%	- -%
Collection reliability	38 6%	16 8%	11 6%	11 4%	26 5%	12 13%	- -%	36 6%	2 5%	38 6%	- -%
Amount / level of sent post lost	30 5%	8 4%	10 5%	13 5%	22 4%	9 9%	- -%	30 5%	1 2%	30 5%	* *%
Latest collection time	21 3%	9 5%	3 2%	9 3%	16 3%	5 5%	- -%	19 3%	2 4%	21 3%	- -%
Other	8 1%	1 *%	4 2%	3 1%	5 1%	2 3%	- -%	8 1%	- -%	8 1%	- -%
No Problems	401 62%	112 57%	111 62%	178 66%	340 62%	62 65%	- -%	369 61%	33 78%	391 62%	10 92%
NET: Any problems	244 38%	85 43%	67 38%	92 34%	210 38%	34 35%	- -%	234 39%	9 22%	243 38%	1 8%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	728	314	186	217
Effective base	325	150	66	104
Weighted Base	645	289	140	205
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	35 12%	32 23%	42 21%
			a	
Damaged mail / goods	72 11%	30 10%	14 10%	26 13%
Delivery time (when you receive your mail delivery)	65 10%	20 7%	16 11%	28 14%
Price of postage	60 9%	25 9%	20 14%	14 7%
Collection time of items you are sending	49 8%	14 5%	16 11%	19 9%
Collection reliability	38 6%	10 4%	13 9%	14 7%
Amount / level of sent post lost	30 5%	8 3%	8 6%	14 7%
Latest collection time	21 3%	7 2%	5 4%	8 4%
Other	8 1%	3 1%	- -%	4 2%
No Problems	401 62%	202 70%	68 48%	124 61%
		b		
NET: Any problems	244 38%	88 30%	72 52%	81 39%
			a	

Columns Tested: a,b,c

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	728	466	153	55	13	16	16	6	3	619	109	54
Effective base	325	246	54	14	5	4	4	3	1	299	25	12
Weighted Base	645	498	98	25	4	13	5	2	*	597	48	23
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	83 17%	17 17%	3 10%	2 54%	6 44%	1 15%	*	*	100 17%	11 23%	9 37%
Damaged mail / goods	72 11%	52 10%	13 13%	2 9%	1 23%	* 1%	3 73%	*	*	65 11%	7 14%	5 20%
Delivery time (when you receive your mail delivery)	65 10%	45 9%	9 10%	2 7%	2 66%	5 42%	1 13%	1 26%	- -%	55 9%	11 22%	9 38%
Price of postage	60 9%	40 8%	11 11%	* 1%	2 52%	6 48%	* 9%	*	*	51 8%	9 19%	9 38%
Collection time of items you are sending	49 8%	19 4%	19 19% ai	3 11%	3 79%	1 7%	3 72%	1 62%	- -%	38 6%	11 23% ai	8 36% ai
Collection reliability	38 6%	19 4%	14 14% ai	1 4%	1 31%	1 6%	2 52%	- -%	- -%	33 6%	5 11%	4 18% a
Amount / level of sent post lost	30 5%	14 3%	12 12% ai	4 14% a	* 4%	* 1%	* 4%	* 19%	* 7%	26 4%	4 9%	1 4%
Latest collection time	21 3%	13 3%	8 8%	- -%	* *%	* *%	* 5%	- -%	- -%	21 3%	* 1%	* 1%
Other	8 1%	6 1%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	8 1%	- -%	- -%
No Problems	401 62%	329 66% jk	51 52% k	17 69% k	* 8%	2 15%	* 10%	1 35%	- -%	381 64% jk	21 43%	3 15%
NET: Any problems	244 38%	169 34%	47 48%	8 31%	3 92%	11 85%	4 90%	1 65%	* 100%	216 36%	28 57% ai	20 85% abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	22 10%	61 22%	28 19%	99 19%	99 21%	101 19%	106 18%	85 25%	79 34%	4 6%	57 16%	5 18%	22 50%	2 11%	8 44%	3 27%
Damaged mail / goods	72 11%	12 6%	40 14%	20 14%	60 12%	53 11%	62 11%	61 10%	43 13%	38 16%	12 16%	35 10%	3 10%	6 14%	2 12%	3 16%	1 8%
Delivery time (when you receive your mail delivery)	65 10%	11 5%	34 12%	20 14%	54 11%	54 11%	58 11%	60 10%	50 14%	46 20%	4 5%	29 8%	4 15%	5 12%	7 43%	8 40%	1 12%
Price of postage	60 9%	7 3%	33 12%	20 14%	54 11%	52 11%	57 11%	60 10%	44 13%	46 20%	8 11%	28 8%	5 19%	7 16%	2 13%	4 20%	3 26%
Collection time of items you are sending	49 8%	5 2%	14 5%	30 21%	42 8%	40 8%	45 8%	45 8%	41 12%	36 15%	7 9%	21 6%	2 7%	1 1%	3 16%	9 45%	4 33%
Collection reliability	38 6%	4 2%	15 6%	19 13%	28 5%	29 6%	32 6%	36 6%	27 8%	27 12%	2 2%	16 4%	4 14%	* *%	3 18%	7 36%	1 7%
Amount / level of sent post lost	30 5%	4 2%	10 4%	16 11%	22 4%	20 4%	23 4%	29 5%	18 5%	19 8%	3 4%	8 2%	1 3%	* *%	2 12%	6 31%	3 25%
Latest collection time	21 3%	4 2%	9 3%	8 5%	17 3%	15 3%	18 3%	15 3%	15 4%	12 5%	3 4%	3 1%	1 2%	5 11%	* *%	7 35%	* 2%
Other	8 1%	5 2%	1 *%	2 1%	4 1%	5 1%	5 1%	7 1%	3 1%	* *%	2 3%	2 1%	- -%	1 2%	- -%	- -%	- -%
No Problems	401 62%	169 76%	160 58%	72 49%	310 60%	286 59%	329 61%	356 61%	182 53%	85 37%	54 71%	228 65%	13 49%	20 45%	7 41%	5 27%	3 24%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
	a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g	
Significance Level: 95%																	
Unweighted Base	728	188	278	262	609	569	633	652	414	336	75	340	50	55	42	43	28
Effective base	325	102	144	79	256	240	272	290	168	110	43	170	14	19	10	10	8
Weighted Base	645	222	277	147	514	482	542	583	342	230	76	349	26	44	17	19	11
NET: Any problems	244	53	116	74	203	196	214	227	161	145	22	122	14	24	10	14	8
	38%	24%	42%	51%	40%	41%	39%	39%	47%	63%	29%	35%	51%	55%	59%	73%	76%
		a	a	a						abcde						ab	

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	728	390	68	54	37	23	19	18	324	95	56	34	29	18	13
Effective base	325	197	24	16	8	8	2	5	168	31	14	14	6	7	3
Weighted Base	645	401	41	38	9	10	6	9	325	77	27	29	10	10	4
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	62 15%	15 37% ad	11 30%	* 1%	4 39%	4 73%	2 27%	44 14%	24 31% a	11 41% a	16 54% a	1 11%	3 26%	1 15%
Damaged mail / goods	72 11%	47 12%	7 18%	3 9%	* 2%	1 9%	1 13%	* 3%	31 10%	8 10%	2 8%	9 29% a	1 6%	2 24%	* 5%
Delivery time (when you receive your mail delivery)	65 10%	30 8%	7 16%	9 23% a	* 6%	3 27%	5 78%	1 9%	19 6%	17 22% a	4 15%	6 22% a	5 45%	2 20%	1 15%
Price of postage	60 9%	36 9%	3 7%	7 20%	2 21%	3 29%	* 1%	3 32%	24 8%	10 13%	8 30% a	4 13%	1 13%	4 35%	* 3%
Collection time of items you are sending	49 8%	24 6%	3 7%	3 7%	* 2%	5 46%	5 77%	4 41%	11 3%	19 25% a	1 5%	5 19% a	2 20%	1 6%	- -%
Collection reliability	38 6%	14 3%	5 12%	2 5%	* 3%	1 14%	4 73%	1 9%	10 3%	10 14% a	5 18% a	2 7%	* 1%	2 22%	- -%
Amount / level of sent post lost	30 5%	8 2%	3 7%	2 5%	* 2%	1 14%	5 75%	3 30%	8 2%	7 9%	1 4%	3 11%	* 1%	* 4%	- -%
Latest collection time	21 3%	9 2%	- -%	2 5%	2 22% ab	* 4%	4 72%	* 1%	3 1%	6 8% a	1 2%	3 10% a	2 20%	* 3%	* 4%
Other	8 1%	3 1%	- -%	* 1%	* 5%	- -%	- -%	- -%	4 1%	- -%	* 1%	- -%	- -%	- -%	- -%
No Problems	401 62%	265 66% b	16 39%	19 51%	4 44%	4 39%	1 11%	2 22%	224 69% bcd	36 47%	8 28%	10 36% a	1 14%	4 39%	3 75%
NET: Any problems	244 38%	136 34%	25 61% a	18 49%	5 56%	6 61%	5 89%	7 78%	101 31%	41 53% a	20 72% a	19 64% a	9 86%	6 61%	1 25%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	48 12%	18 24%	16 41%	11 38%	8 27%	1 15%	4 33%	28 13%	15 14%	34 23%	6 13%	19 53%
				a	a								abcd
Damaged mail / goods	72 11%	36 9%	9 12%	3 7%	4 15%	6 20%	1 7%	2 18%	20 10%	8 8%	21 15%	5 12%	6 18%
Delivery time (when you receive your mail delivery)	65 10%	20 5%	14 18%	9 25%	7 23%	5 16%	4 55%	1 8%	14 7%	10 10%	22 15%	4 9%	8 21%
			a	a	a								
Price of postage	60 9%	27 7%	5 7%	6 15%	13 44%	8 30%	* 4%	* 1%	16 8%	10 10%	24 16%	1 3%	6 17%
				abc	ab	ab							
Collection time of items you are sending	49 8%	9 2%	4 5%	12 31%	9 31%	8 27%	* 4%	3 21%	12 6%	11 11%	9 6%	4 10%	9 27%
				ab	ab	ab							ac
Collection reliability	38 6%	10 3%	8 11%	6 16%	6 19%	3 12%	* 4%	2 17%	5 3%	5 5%	10 7%	3 6%	9 25%
			a	a	a								abc
Amount / level of sent post lost	30 5%	12 3%	2 3%	6 15%	3 10%	6 21%	* 4%	* *%	4 2%	4 4%	6 4%	2 5%	7 20%
				a	ab	ab							abc
Latest collection time	21 3%	6 2%	3 4%	4 12%	* 1%	* *%	* 4%	1 5%	3 1%	3 3%	4 3%	- -%	6 17%
				a									acd
Other	8 1%	6 2%	* *%	* 1%	- -%	- -%	- -%	- -%	3 1%	2 2%	* *%	- -%	- -%
No Problems	401 62%	276 71%	39 50%	13 34%	9 30%	11 37%	2 27%	6 44%	144 70%	65 62%	79 54%	30 70%	6 18%
		bcde							ce	e	e	e	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	728	368	88	72	47	42	15	20	168	134	175	89	60
Effective base	325	189	38	23	16	14	4	6	97	57	74	24	17
Weighted Base	645	387	78	38	30	29	8	13	206	104	146	43	35
NET: Any problems	244	112	39	25	21	18	6	7	62	39	67	13	29
	38%	29%	50%	66%	70%	63%	73%	56%	30%	38%	46%	30%	82%
			a	a	a	a					a		abcd

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	41 16%	15 17%	24 22%	6 21%	9 53% ab	33 15%	21 22%	24 24%	2 6%	19 58% abcd
Damaged mail / goods	72 11%	29 11%	7 8%	20 18%	3 10%	1 8%	23 11%	8 8%	10 10%	5 15%	5 17%
Delivery time (when you receive your mail delivery)	65 10%	21 8%	10 11%	15 13%	4 13%	5 29%	15 7%	13 14%	14 14%	4 11%	7 23% a
Price of postage	60 9%	20 8%	10 11%	16 15%	1 5%	4 20%	22 10%	10 11%	13 14%	* 1%	6 17%
Collection time of items you are sending	49 8%	17 7%	6 7%	7 6%	3 12%	4 25%	12 6%	6 6%	9 9%	3 10%	9 30% abc
Collection reliability	38 6%	8 3%	3 4%	9 9%	2 8%	5 29% ab	12 5%	5 6%	1 2%	3 8%	8 27% abc
Amount / level of sent post lost	30 5%	9 3%	3 3%	2 2%	4 13%	4 25% abc	3 1%	4 4%	6 6%	1 2%	7 22% abd
Latest collection time	21 3%	3 1%	6 7% a	* *% a	- -%	6 34% abcd	3 2%	* *% abcd	4 4%	- -%	6 19% abd
Other	8 1%	3 1%	* *% e	* *% e	- -% e	- -% e	2 1%	2 2% e	* *% e	- -% e	- -% e
No Problems	401 62%	174 67% e	54 59% e	59 55% e	18 63% e	3 15% e	140 65% e	56 59% e	56 57% e	26 78% e	5 15% e

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	728	225	116	141	77	43	186	122	142	67	44
Effective base	325	118	52	59	18	9	104	47	52	19	15
Weighted Base	645	260	91	108	28	18	216	95	99	33	32
NET: Any problems	244	86	37	48	10	15	76	38	43	7	27
	38%	33%	41%	45%	37%	85%	35%	41%	43%	22%	85%
						abcd					abcd

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	26 11%	20 21%	23 17%	21 28%	15 43%	77 19%	8 24%	21 16%	72 19%	39 15%	71 18%	28 26%
Damaged mail / goods	72 11%	18 8%	12 12%	10 8%	11 14%	8 24%	41 10%	5 15%	15 11%	39 10%	33 13%	45 11%	15 13%
Delivery time (when you receive your mail delivery)	65 10%	15 6%	6 7%	14 11%	16 21%	9 25%	44 11%	2 6%	14 11%	42 11%	23 9%	32 8%	22 20%
Price of postage	60 9%	15 6%	10 10%	13 9%	16 21%	7 19%	50 12%	3 8%	7 5%	38 10%	22 8%	42 10%	12 11%
Collection time of items you are sending	49 8%	4 2%	5 5%	9 7%	17 22%	8 23%	32 8%	5 14%	8 6%	20 5%	29 11%	24 6%	18 17%
Collection reliability	38 6%	11 5%	1 1%	7 6%	12 16%	3 10%	22 5%	1 3%	14 10%	17 4%	21 8%	13 3%	15 13%
Amount / level of sent post lost	30 5%	2 1%	4 4%	7 6%	11 15%	3 10%	19 5%	3 8%	7 5%	15 4%	16 6%	11 3%	11 10%
Latest collection time	21 3%	3 1%	* *%	2 2%	8 10%	* 1%	8 2%	1 2%	5 3%	10 3%	11 4%	9 2%	8 7%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	728	196	114	172	103	58	451	58	139	399	329	446	163
Effective base	325	106	46	77	40	21	202	24	64	188	136	198	58
Weighted Base	645	229	98	135	77	34	411	34	136	382	263	403	110
Other	8	5	1	*	1	-	4	-	3	2	6	4	-
	1%	2%	1%	*%	1%	-%	1%	-%	2%	1%	2%	1%	-%
No Problems	401	163	61	86	30	11	247	18	91	235	166	259	51
	62%	71%	62%	63%	40%	32%	60%	53%	67%	62%	63%	64%	46%
		de	de	de								b	
NET: Any problems	244	67	37	49	46	23	164	16	45	146	97	144	59
	38%	29%	38%	37%	60%	68%	40%	47%	33%	38%	37%	36%	54%
					abc	abc							a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	54 16%	45 32% a	40 20%	67 17%	69 17%	30 27%	54 16%	45 30% a	40 20%	66 17%
Damaged mail / goods	72 11%	33 10%	20 14%	16 8%	45 12%	44 11%	16 15%	29 9%	23 16%	17 9%	44 12%
Delivery time (when you receive your mail delivery)	65 10%	30 9%	23 17%	27 13%	33 9%	35 9%	19 18%	24 7%	30 20% a	31 16% b	29 8%
Price of postage	60 9%	24 7%	28 20% a	26 13%	34 9%	40 10%	14 13%	26 8%	26 17% a	21 10%	39 10%
Collection time of items you are sending	49 8%	12 3%	28 20% a	8 4%	37 10%	19 5%	23 21% a	12 4%	28 19% a	7 3%	38 10%
Collection reliability	38 6%	14 4%	16 11% a	9 5%	27 7%	13 3%	15 13% a	10 3%	19 13% a	12 6%	24 6%
Amount / level of sent post lost	30 5%	10 3%	10 7%	11 5%	18 5%	11 3%	11 10% a	9 3%	10 7%	10 5%	19 5%
Latest collection time	21 3%	3 1%	12 9% a	1 *%	15 4%	9 2%	8 7%	3 1%	12 8% a	1 *%	15 4%
Other	8 1%	5 1%	- -%	1 1%	6 2%	3 1%	* *%	5 1%	- -%	1 1%	6 2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	728	354	215	172	480	448	161	347	222	173	479
Effective base	325	171	70	97	193	199	57	163	78	98	192
Weighted Base	645	342	140	200	383	405	109	332	150	200	383
No Problems	401	226	60	117	239	260	50	221	65	119	237
	62%	66%	43%	59%	62%	64%	46%	66%	43%	60%	62%
		b				b		b			
NET: Any problems	244	116	80	83	145	145	59	111	85	81	146
	38%	34%	57%	41%	38%	36%	54%	34%	57%	40%	38%
			a				a		a		

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	728	418	430	155	2	393	373	124	2	544	315	161	2
Effective base	325	166	194	59	2	158	165	46	2	238	144	68	2
Weighted Base	645	334	381	114	3	324	312	85	2	485	268	124	4
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111	82	57	27	-	76	49	18	2	98	38	25	-
	17%	25%	15%	24%	-%	23%	16%	21%	77%	20%	14%	20%	-%
		b											
Damaged mail / goods	72	47	38	13	-	40	35	9	2	55	26	10	-
	11%	14%	10%	12%	-%	12%	11%	10%	77%	11%	10%	8%	-%
				b									
Delivery time (when you receive your mail delivery)	65	49	37	22	-	43	28	15	2	57	25	16	-
	10%	15%	10%	20%	-%	13%	9%	17%	77%	12%	9%	12%	-%
				b									
Price of postage	60	45	39	17	-	48	27	13	-	56	25	18	-
	9%	14%	10%	15%	-%	15%	9%	15%	-%	11%	9%	14%	-%
Collection time of items you are sending	49	42	22	15	-	36	18	11	2	43	19	13	-
	8%	13%	6%	13%	-%	11%	6%	13%	77%	9%	7%	10%	-%
		b											
Collection reliability	38	25	16	4	-	17	15	8	2	32	12	10	-
	6%	7%	4%	4%	-%	5%	5%	9%	77%	7%	4%	8%	-%
Amount / level of sent post lost	30	18	9	6	1	17	6	3	2	27	8	7	-
	5%	5%	2%	5%	50%	5%	2%	4%	77%	5%	3%	5%	-%
Latest collection time	21	10	7	6	-	8	5	*	-	11	3	3	-
	3%	3%	2%	5%	-%	3%	2%	*%	-%	2%	1%	3%	-%
Other	8	1	3	*	-	2	4	1	-	7	3	2	-
	1%	*%	1%	*%	-%	*%	1%	1%	-%	1%	1%	2%	-%
No Problems	401	174	249	59	1	172	211	44	1	280	180	63	4
	62%	52%	66%	51%	50%	53%	68%	51%	23%	58%	67%	51%	100%
		a					ac				c		
NET: Any problems	244	160	131	55	1	152	101	42	2	205	87	61	-
	38%	48%	34%	49%	50%	47%	32%	49%	77%	42%	33%	49%	-%
		b				b		b				b	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	728	452	401	290	371	305	37	195	192	203	72	40	125	107
Effective base	325	200	181	142	153	149	13	97	90	92	35	22	48	48
Weighted Base	645	405	360	283	317	305	10	192	175	193	69	44	96	106
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111	67	73	64	61	64	3	42	39	50	18	11	30	24
	17%	17%	20%	22%	19%	21%	29%	22%	22%	26%	26%	26%	32%	23%
Damaged mail / goods	72	43	39	31	33	35	2	16	19	24	8	3	9	3
	11%	11%	11%	11%	11%	12%	15%	9%	11%	13%	11%	6%	10%	2%
Delivery time (when you receive your mail delivery)	65	40	34	39	40	30	2	35	25	24	10	7	8	5
	10%	10%	9%	14%	13%	10%	21%	18%	14%	12%	15%	15%	9%	5%
Price of postage	60	34	42	30	27	36	3	15	21	25	14	12	11	11
	9%	8%	12%	11%	9%	12%	28%	8%	12%	13%	20%	29%	12%	10%
							a				a	ab		
Collection time of items you are sending	49	29	24	21	29	25	4	13	12	21	9	6	7	7
	8%	7%	7%	7%	9%	8%	35%	7%	7%	11%	13%	13%	8%	6%
							ab							
Collection reliability	38	21	18	15	19	19	1	12	11	12	4	1	1	3
	6%	5%	5%	5%	6%	6%	8%	6%	6%	6%	5%	1%	1%	3%
Amount / level of sent post lost	30	14	16	18	13	14	*	12	11	13	3	*	3	2
	5%	3%	4%	6%	4%	5%	1%	6%	6%	7%	5%	*%	3%	2%
Latest collection time	21	11	12	5	12	13	*	5	5	5	*	-	3	*
	3%	3%	3%	2%	4%	4%	*%	3%	3%	3%	*%	-%	3%	*%
Other	8	4	5	4	1	4	-	3	3	2	1	-	*	3
	1%	1%	1%	1%	*%	1%	-%	1%	2%	1%	2%	-%	*%	3%
No Problems	401	266	220	165	201	177	6	116	100	109	32	24	56	70
	62%	66%	61%	58%	63%	58%	54%	60%	57%	56%	47%	55%	58%	66%
NET: Any problems	244	140	141	118	116	128	5	76	75	84	36	20	40	36
	38%	34%	39%	42%	37%	42%	46%	40%	43%	44%	53%	45%	42%	34%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111	18	10	10	8	73	56	87	78	61	80	61	16	*	67	9
	17%	27%	29%	25%	34%	14%	15%	15%	17%	16%	22%	12%	14%	65%	17%	18%
Damaged mail / goods	72	8	4	3	10	55	49	63	58	53	53	54	5	*	53	3
	11%	11%	10%	7%	40%	11%	13%	11%	13%	14%	15%	10%	4%	65%	13%	7%
Delivery time (when you receive your mail delivery)	65	16	4	8	5	52	38	60	47	33	53	43	15	*	35	6
	10%	24%	11%	21%	22%	10%	10%	11%	10%	9%	15%	8%	13%	65%	9%	12%
Price of postage	60	9	12	11	5	32	40	47	46	32	51	32	10	-	45	3
	9%	13%	32%	28%	21%	6%	10%	8%	10%	8%	14%	6%	9%	-%	11%	6%
Collection time of items you are sending	49	14	6	2	3	30	25	36	36	30	40	25	11	*	27	3
	8%	20%	16%	4%	13%	6%	7%	6%	8%	8%	11%	5%	10%	65%	7%	6%
Collection reliability	38	5	3	4	2	30	25	31	29	27	22	26	5	*	21	3
	6%	7%	8%	10%	9%	6%	7%	5%	6%	7%	6%	5%	4%	65%	5%	6%
Amount / level of sent post lost	30	6	1	2	1	25	22	28	23	24	21	19	5	-	16	*
	5%	9%	2%	5%	4%	5%	6%	5%	5%	6%	6%	4%	5%	-%	4%	-%
Latest collection time	21	3	1	*	3	18	10	18	13	9	13	9	3	-	7	3
	3%	4%	2%	-%	12%	4%	3%	3%	3%	2%	4%	2%	3%	-%	2%	6%
Other	8	1	-	-	*	7	2	7	5	5	5	7	2	-	7	*
	1%	2%	-%	-%	2%	1%	1%	1%	1%	1%	1%	1%	2%	-%	2%	1%
No Problems	401	34	15	15	6	341	236	359	295	250	193	362	71	*	243	30
	62%	50%	41%	37%	25%	66%	62%	64%	64%	65%	54%	70%	64%	35%	61%	63%
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	728	80	50	52	22	591	467	639	528	473	437	559	144	2	449	37
Effective base	325	36	19	23	11	263	201	284	237	204	184	263	60	2	196	23
Weighted Base	645	68	36	41	24	517	380	560	461	385	361	519	110	*	399	48
NET: Any problems	244	34	21	25	18	176	144	201	166	135	167	157	39	*	156	17
	38%	50%	59%	63%	75%	34%	38%	36%	36%	35%	46%	30%	36%	65%	39%	37%
											b					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	75 26%	14 7%	69 13%	21 53%	111 45%	- -%	32 27%	58 15%	21 16%	29 17%	57 34%	24 8%
Damaged mail / goods	72 11%	37 13%	21 10%	45 9%	12 29%	72 30%	- -%	18 15%	44 12%	10 7%	27 16%	27 16%	17 6%
Delivery time (when you receive your mail delivery)	65 10%	45 16%	5 2%	44 8%	7 17%	65 27%	- -%	25 21%	23 6%	17 13%	35 21%	14 8%	16 6%
Price of postage	60 9%	44 15%	7 3%	50 10%	5 12%	60 25%	- -%	18 15%	30 8%	12 9%	17 10%	34 20%	9 3%
Collection time of items you are sending	49 8%	28 10%	6 3%	36 7%	6 15%	49 20%	- -%	18 15%	22 6%	9 7%	21 12%	19 12%	8 3%
Collection reliability	38 6%	22 8%	6 3%	26 5%	4 9%	38 16%	- -%	10 9%	17 4%	11 8%	19 11%	5 3%	14 5%
Amount / level of sent post lost	30 5%	17 6%	5 3%	15 3%	6 16%	30 13%	- -%	11 9%	12 3%	8 6%	16 10%	5 3%	9 3%
Latest collection time	21 3%	11 4%	4 2%	13 2%	1 2%	21 9%	- -%	3 3%	13 3%	5 4%	3 2%	3 2%	10 3%
Other	8 1%	2 1%	6 3%	7 1%	- -%	8 3%	- -%	- -%	7 2%	* *%	1 1%	2 1%	4 1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	728	294	241	601	33	297	431	150	422	136	207	179	306
Effective base	325	135	109	266	17	124	201	69	189	61	95	75	143
Weighted Base	645	286	209	523	40	244	401	119	379	134	169	168	282
No Problems	401	141	162	354	8	-	401	54	243	92	86	73	223
	62%	49%	77%	68%	20%	-%	100%	45%	64%	68%	51%	44%	79%
		a	a	b	a	a	a	a	a	a	a	a	ab
NET: Any problems	244	144	47	169	32	244	-	65	136	42	83	94	59
	38%	51%	23%	32%	80%	100%	-%	55%	36%	32%	49%	56%	21%
		b	a	a	a	b	b	bc	bc	bc	c	c	c

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	728	371	357
Effective base	325	149	176
Weighted Base	645	299	346
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	51 17%	60 17%
Damaged mail / goods	72 11%	32 11%	41 12%
Delivery time (when you receive your mail delivery)	65 10%	47 16%	18 5%
Price of postage	60 9%	37 12%	23 7%
Collection time of items you are sending	49 8%	30 10%	19 6%
Collection reliability	38 6%	21 7%	17 5%
Amount / level of sent post lost	30 5%	15 5%	15 4%
Latest collection time	21 3%	11 4%	10 3%
Other	8 1%	* *%	7 2%
No Problems	401 62%	179 60%	223 64%
NET: Any problems	244 38%	120 40%	123 36%

Columns Tested.: a,b

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Base	728	-	32	115	106	17	58	48	84	76	66	81	45
Effective base	325	-	11	53	42	6	28	13	35	45	24	56	24
Weighted Base	645	-	22	112	70	14	70	23	55	92	21	122	43
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	- -%	2 10%	27 24% k	10 14%	4 31%	27 39% dgjik	1 3%	11 21%	10 11%	3 12%	10 8%	6 14%
Damaged mail / goods	72 11%	- -%	2 7%	10 9%	10 14%	1 5%	7 9%	2 9%	12 21%	10 11%	2 9%	15 12%	3 6%
Delivery time (when you receive your mail delivery)	65 10%	- -%	2 8%	9 8%	8 11%	3 21%	6 9%	1 6%	6 10%	19 21% l	1 7%	10 8%	* *%
Price of postage	60 9%	- -%	2 11%	10 9%	* *%	4 27%	11 15% d	2 8%	4 7%	9 10% d	1 6%	14 11% d	3 6%
Collection time of items you are sending	49 8%	- -%	2 8%	9 8%	2 3%	* 2%	3 4%	* *%	6 12%	19 21% dfgk	2 8%	3 2%	3 7%
Collection reliability	38 6%	- -%	2 9%	5 5%	1 2%	- -%	4 5%	* *%	2 4%	12 13% d	1 4%	9 8%	2 4%
Amount / level of sent post lost	30 5%	- -%	* 1%	5 4%	6 9%	- -%	* *%	2 9%	3 6%	9 10%	3 16% fk	2 1%	* *%
Latest collection time	21 3%	- -%	2 9%	4 4%	1 1%	2 12%	1 1%	- -%	- -%	4 5%	* 2%	3 2%	4 9%
Other	8 1%	- -%	* 2%	2 2%	* 1%	- -%	* 1%	2 10%	- -%	1 1%	- -%	1 1%	- -%
No Problems	401 62%	- -%	15 67%	68 61%	50 71%	8 57%	38 54%	16 68%	35 63%	54 59%	12 55%	80 65%	26 61%
NET: Any problems	244 38%	- -%	7 33%	43 39%	20 29%	6 43%	32 46%	7 32%	20 37%	37 41%	9 45%	43 35%	17 39%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 303 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	728	153	175	208	192	328	400
Effective base	325	69	69	92	97	137	188
Weighted Base	645	147	141	170	187	288	357
Delivery consistency / reliability (e.g. not consistently arriving as promised)	111 17%	29 20%	41 29% cd	22 13%	19 10%	70 24% b	40 11%
Damaged mail / goods	72 11%	13 9%	15 11%	24 14%	20 11%	28 10%	44 12%
Delivery time (when you receive your mail delivery)	65 10%	12 8%	15 11%	26 15% d	12 6%	28 10%	38 11%
Price of postage	60 9%	13 9%	15 10%	15 9%	18 10%	27 10%	32 9%
Collection time of items you are sending	49 8%	11 7%	5 4%	26 15% bd	7 4%	16 6%	33 9%
Collection reliability	38 6%	7 5%	5 4%	14 8%	12 6%	12 4%	26 7%
Amount / level of sent post lost	30 5%	7 5%	4 3%	14 8%	5 3%	11 4%	19 5%
Latest collection time	21 3%	6 4%	3 2%	4 3%	7 4%	9 3%	11 3%
Other	8 1%	3 2%	1 1%	3 2%	1 1%	4 1%	4 1%
No Problems	401 62%	94 64%	85 60%	105 62%	118 63%	179 62%	222 62%
NET: Any problems	244 38%	52 36%	57 40%	65 38%	69 37%	109 38%	135 38%

Columns Tested:: a,b,c,d - a,b

Table 304

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	55	5	50	25	13	7	10	30
Effective base	21	3	19	18	6	4	7	10
Weighted Base	50	2	47	45	3	1	*	4
Very Dissatisfied (-2)	3 7%	- -%	3 7%	3 7%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	- -%	3 6%	3 6%	* 1%	- -%	* 19%	* 2%
Neither Satisfied Nor Dissatisfied (0)	13 26%	1 34%	12 26%	11 25%	2 46%	* 16%	* 17%	2 38%
Fairly Satisfied (1)	3 6%	* 1%	3 6%	1 3%	1 38%	* 22%	* 27%	2 35%
Very Satisfied (2)	22 44%	* 12%	22 46%	21 46%	* 15%	* 61%	* 37%	1 25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	2 5%	2 5%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	1 53%	2 4%	3 7%	- -%	- -%	- -%	- -%
NET: Satisfied	25 50%	* 13%	25 52%	22 49%	2 53%	1 84%	* 64%	3 60%
NET: Dissatisfied	6 13%	- -%	6 13%	6 14%	* 1%	- -%	* 19%	* 2%
Answered	44	1	43	40	3	1	*	4
Mean Score	.8	.5	.8	.8	.7	1.5	.8	.8
Standard error	.18	1.90	.19	.29	.24	-	-	.17
Standard deviation	1.32	3.81	1.33	1.37	.88	-	-	.94

Columns Tested: a,b - a,b,c,d,e

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		55	16	6	3	7	13	10	25	13	17
Effective base		21	12	4	2	3	5	7	18	6	8
Weighted Base		50	35	7	3	1	3	*	45	3	1
Very Dissatisfied	(-2)	3 7%	1 4%	2 29%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%
Fairly Dissatisfied	(-1)	3 6%	3 8%	- -%	- -%	* 3%	- -%	* 19%	3 6%	* 1%	* 6%
Neither Satisfied Nor Dissatisfied	(0)	13 26%	6 16%	4 55%	2 60%	1 57%	1 34%	* 17%	11 25%	2 46%	* 16%
Fairly Satisfied	(1)	3 6%	1 2%	1 10%	- -%	* 9%	1 45%	* 27%	1 3%	1 38%	* 24%
Very Satisfied	(2)	22 44%	20 58%	* 7%	- -%	* 30%	1 22%	* 37%	21 46%	* 15%	1 54%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 5%	2 6%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%
Don't Know (DO NOT READ OUT)		3 6%	2 5%	- -%	1 40%	- -%	- -%	- -%	3 7%	- -%	- -%
NET: Satisfied		25 50%	21 60%	1 17%	- -%	* 40%	2 66%	* 64%	22 49%	2 53%	1 78%
NET: Dissatisfied		6 13%	4 12%	2 29%	- -%	* 3%	- -%	* 19%	6 14%	* 1%	* 6%
Answered		44	31	7	2	1	3	*	40	3	1
Mean Score		.8	1.2	-.3	-	.7	.9	.8	.8	.7	1.3
Standard error		.18	.34	.52	-	1.32	.25	-	.29	.24	.71
Standard deviation		1.32	1.27	1.27	-	3.49	.90	-	1.37	.88	2.92

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	18	7	13	7	10	21	14	2	6	7
Effective base	21	14	5	6	4	7	12	6	2	5	6
Weighted Base	50	38	7	3	1	*	29	17	2	1	*
Very Dissatisfied (-2)	3 7%	3 9%	- -%	- -%	- -%	- -%	3 12%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	3 8%	- -%	* 1%	- -%	* 19%	3 10%	- -%	- -%	- -%	* 25%
Neither Satisfied Nor Dissatisfied (0)	13 26%	6 17%	5 68%	2 46%	* 16%	* 17%	11 37%	1 3%	* 22%	- -%	* 21%
Fairly Satisfied (1)	3 6%	1 2%	1 10%	1 38%	* 22%	* 27%	2 6%	1 7%	- -%	* 24%	* 16%
Very Satisfied (2)	22 44%	20 54%	* 6%	* 15%	* 61%	* 37%	6 21%	15 90%	- -%	* 76%	* 38%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	2 6%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	2 5%	1 16%	- -%	- -%	- -%	2 7%	- -%	1 78%	- -%	- -%
NET: Satisfied	25 50%	21 56%	1 16%	2 53%	1 84%	* 64%	8 26%	16 97%	- -%	1 100%	* 54%
NET: Dissatisfied	6 13%	6 16%	- -%	* 1%	- -%	* 19%	6 22%	- -%	- -%	- -%	* 25%
Answered	44	34	6	3	1	*	25	17	*	1	*
Mean Score	.8	.9	.3	.7	1.5	.8	.2	1.9	-	1.8	.7
Standard error	.18	.36	.26	.24	-	-	.30	.12	-	-	-
Standard deviation	1.32	1.44	.64	.88	-	-	1.32	.44	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		55	5	2	11	1	2	3	4	3	2
Effective base		21	4	2	5	1	1	2	2	1	2
Weighted Base		50	7	6	10	2	3	6	8	4	*
Very Dissatisfied	(-2)	3	3	-	-	-	-	-	-	-	-
		7%	49%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	3	-	-	3	-	-	-	-	-	-
		6%	-%	-%	28%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	13	1	2	1	2	-	1	5	-	-
		26%	12%	41%	9%	100%	-%	10%	55%	-%	-%
Fairly Satisfied	(1)	3	1	-	-	-	-	-	1	*	*
		6%	11%	-%	-%	-%	-%	-%	13%	3%	50%
Very Satisfied	(2)	22	-	3	5	-	3	3	3	4	*
		44%	-%	59%	51%	-%	100%	50%	32%	97%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	-	-	2	-	-	-
		5%	-%	-%	-%	-%	-%	40%	-%	-%	-%
Don't Know (DO NOT READ OUT)		3	2	-	1	-	-	-	-	-	-
		6%	28%	-%	12%	-%	-%	-%	-%	-%	-%
NET: Satisfied		25	1	3	5	-	3	3	4	4	*
		50%	11%	59%	51%	-%	100%	50%	45%	100%	100%
NET: Dissatisfied		6	3	-	3	-	-	-	-	-	-
		13%	49%	-%	28%	-%	-%	-%	-%	-%	-%
Answered		44	5	6	9	2	3	3	8	4	*
Mean Score		.8	-1.2	1.2	.8	-	2.0	1.7	.8	2.0	1.5
Standard error		.18	.66	.77	.47	-	-	.63	.48	.12	-
Standard deviation		1.32	1.32	1.08	1.47	-	-	.90	.97	.21	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		55	5	10	18	33	22	9	7	6
Effective base		21	2	7	9	18	8	4	3	3
Weighted Base		50	5	17	24	46	4	3	1	1
Very Dissatisfied	(-2)	3 7%	- -%	3 20%	- -%	3 7%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	3 6%	- -%	- -%	3 12%	3 6%	* 1%	- -%	- -%	* 5%
Neither Satisfied Nor Dissatisfied	(0)	13 26%	2 34%	3 19%	6 25%	11 24%	2 58%	1 53%	* 61%	1 78%
Fairly Satisfied	(1)	3 6%	* *%	1 5%	1 4%	2 4%	1 27%	1 34%	* 24%	* 4%
Very Satisfied	(2)	22 44%	3 65%	8 45%	11 44%	21 47%	1 13%	* 13%	* 15%	* 14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 5%	- -%	- -%	2 9%	2 5%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)		3 6%	- -%	2 11%	1 5%	3 7%	- -%	- -%	- -%	- -%
NET: Satisfied		25 50%	3 66%	8 50%	12 49%	23 51%	2 41%	1 47%	* 39%	* 18%
NET: Dissatisfied		6 13%	- -%	3 20%	3 12%	6 14%	* 1%	- -%	- -%	* 5%
Answered		44	5	15	21	40	4	3	1	1
Mean Score		.8	1.3	.6	.9	.9	.5	.6	.5	.3
Standard error		.18	.47	.55	.30	.25	.18	.30	-	-
Standard deviation		1.32	1.06	1.66	1.20	1.36	.85	.90	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	2	7	2	9	6	14	3	2	19
Effective base	21	1	3	1	4	4	5	3	1	9
Weighted Base	50	5	5	3	8	12	6	*	*	18
Very Dissatisfied (-2)	3 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 18%
Fairly Dissatisfied (-1)	3 6%	- -%	- -%	- -%	- -%	- -%	* 1%	* 24%	- -%	3 16%
Neither Satisfied Nor Dissatisfied (0)	13 26%	5 100%	3 71%	* 2%	4 46%	2 19%	1 25%	* 51%	- -%	* 2%
Fairly Satisfied (1)	3 6%	- -%	1 21%	- -%	1 13%	* 1%	* 3%	- -%	* 100%	2 9%
Very Satisfied (2)	22 44%	- -%	* 9%	3 98%	3 41%	10 80%	3 50%	* 25%	- -%	6 33%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 12%
Don't Know (DO NOT READ OUT)	3 6%	- -%	- -%	- -%	- -%	- -%	1 21%	- -%	- -%	2 10%
NET: Satisfied	25 50%	- -%	1 29%	3 98%	4 54%	10 81%	3 53%	* 25%	* 100%	8 42%
NET: Dissatisfied	6 13%	- -%	- -%	- -%	- -%	- -%	* 1%	* 24%	- -%	6 34%
Answered	44	5	5	3	8	12	4	*	*	14
Mean Score	.8	-	.4	2.0	1.0	1.6	1.3	.3	1.0	.3
Standard error	.18	-	.27	.25	.33	.34	.30	-	-	.43
Standard deviation	1.32	-	.71	.35	1.00	.82	1.09	-	-	1.75

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	55	17	14	24	50	5	-	43	12	55	-
Effective base	21	9	5	9	18	2	-	19	2	21	-
Weighted Base	50	25	6	18	43	6	-	47	3	50	-
Very Dissatisfied (-2)	3 7%	- -%	- -%	3 18%	3 8%	- -%	- -%	3 7%	- -%	3 7%	- -%
Fairly Dissatisfied (-1)	3 6%	- -%	* 1%	3 16%	3 7%	- -%	- -%	3 6%	- -%	3 6%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	11 44%	1 25%	* 2%	13 30%	* 2%	- -%	11 24%	2 69%	13 26%	- -%
Fairly Satisfied (1)	3 6%	1 5%	* 3%	2 9%	2 5%	1 12%	- -%	3 6%	* 10%	3 6%	- -%
Very Satisfied (2)	22 44%	13 51%	3 50%	6 33%	18 43%	3 55%	- -%	21 45%	1 21%	22 44%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	2 12%	2 5%	- -%	- -%	2 5%	- -%	2 5%	- -%
Don't Know (DO NOT READ OUT)	3 6%	- -%	1 21%	2 10%	1 3%	2 30%	- -%	3 7%	- -%	3 6%	- -%
NET: Satisfied	25 50%	14 56%	3 53%	8 42%	21 48%	4 67%	- -%	24 51%	1 31%	25 50%	- -%
NET: Dissatisfied	6 13%	- -%	* 1%	6 34%	6 14%	- -%	- -%	6 13%	- -%	6 13%	- -%
Answered	44	25	4	14	40	4	-	42	3	44	-
Mean Score	.8	1.1	1.3	.3	.7	1.8	-	.9	.5	.8	-
Standard error	.18	.24	.30	.37	.19	.28	-	.21	.30	.18	-
Standard deviation	1.32	.99	1.09	1.75	1.34	.56	-	1.35	1.04	1.32	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		55	21	25	8
Effective base		21	7	11	4
Weighted Base		50	12	30	8
Very Dissatisfied	(-2)	3 7%	1 11%	2 7%	- -%
Fairly Dissatisfied	(-1)	3 6%	- -%	3 10%	- -%
Neither Satisfied Nor Dissatisfied	(0)	13 26%	2 17%	9 29%	2 31%
Fairly Satisfied	(1)	3 6%	1 9%	2 6%	* *%
Very Satisfied	(2)	22 44%	6 54%	10 34%	5 69%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 5%	- -%	2 8%	- -%
Don't Know (DO NOT READ OUT)		3 6%	1 10%	2 6%	- -%
NET: Satisfied		25 50%	8 63%	12 40%	5 69%
NET: Dissatisfied		6 13%	1 11%	5 17%	- -%
Answered		44	11	26	8
Mean Score		.8	1.1	.6	1.4
Standard error		.18	.32	.28	.35
Standard deviation		1.32	1.43	1.34	.99

Columns Tested:: a,b,c

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	55	26	15	4	1	1	4	2	2	41	14	10
Effective base	21	14	5	1	1	1	3	1	1	19	4	3
Weighted Base	50	34	12	1	*	*	*	1	*	47	3	1
Very Dissatisfied	(-2)	3	3	-	-	-	-	-	-	3	-	-
		7%	10%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Fairly Dissatisfied	(-1)	3	3	*	-	-	-	-	-	3	-	-
		6%	8%	*%	-%	-%	-%	-%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	13	10	3	*	-	-	-	*	13	*	*
		26%	28%	25%	5%	-%	-%	-%	93%	27%	14%	21%
Fairly Satisfied	(1)	3	1	*	1	-	-	*	1	-	1	2
		6%	2%	1%	90%	-%	-%	100%	100%	-%	2%	77%
Very Satisfied	(2)	22	15	7	*	*	*	-	-	*	22	*
		44%	43%	56%	5%	100%	100%	-%	-%	7%	46%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	2	-	-	-	-	-	2	-	-
		5%	-%	18%	-%	-%	-%	-%	-%	5%	-%	-%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	-	3	-	-
		6%	9%	-%	-%	-%	-%	-%	-%	7%	-%	-%
NET: Satisfied		25	16	7	1	*	*	*	1	*	23	2
		50%	45%	56%	95%	100%	100%	100%	100%	7%	48%	86%
NET: Dissatisfied		6	6	*	-	-	-	-	-	6	-	-
		13%	18%	*%	-%	-%	-%	-%	-%	13%	-%	-%
Answered		44	31	10	1	*	*	*	1	*	42	3
Mean Score		.8	.7	1.4	1.0	2.0	2.0	1.0	1.0	.1	.8	1.0
Standard error		.18	.29	.26	.43	-	-	-	-	.22	.16	.31
Standard deviation		1.32	1.43	.99	.86	-	-	-	-	1.36	.60	.98

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	55	7	19	29	51	47	53	50	39	43	5	19	5	4	2	10	8
Effective base	21	2	12	7	19	17	20	19	16	17	3	10	3	2	1	2	3
Weighted Base	50	6	28	15	45	45	48	47	41	43	3	29	7	2	*	2	6
Very Dissatisfied (-2)	3 7%	- -%	3 12%	- -%	2 5%	2 5%	2 4%	3 7%	- -%	- -%	- -%	2 7%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	* *%	3 10%	* *%	3 7%	3 7%	3 6%	3 6%	3 7%	3 7%	- -%	3 10%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	6 94%	4 14%	4 23%	13 29%	11 25%	13 27%	13 27%	11 27%	11 26%	2 55%	5 19%	1 21%	2 93%	- -%	* 8%	3 44%
Fairly Satisfied (1)	3 6%	- -%	1 3%	2 14%	3 7%	3 7%	3 6%	2 5%	2 5%	3 7%	- -%	1 3%	* *%	- -%	* 5%	1 90%	1 13%
Very Satisfied (2)	22 44%	* 5%	14 51%	7 47%	19 42%	22 48%	22 45%	22 47%	22 53%	21 48%	* 3%	16 54%	5 79%	* 7%	* 95%	* 2%	* 3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	2 15%	2 5%	2 5%	2 5%	2 5%	2 5%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	2 39%
Don't Know (DO NOT READ OUT)	3 6%	- -%	3 11%	- -%	3 7%	2 4%	3 6%	2 4%	1 3%	3 7%	1 42%	2 7%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	25 50%	* 5%	15 54%	9 62%	22 49%	25 55%	25 51%	24 51%	24 58%	24 55%	* 3%	16 57%	5 79%	* 7%	* 100%	1 92%	1 16%
NET: Dissatisfied	6 13%	* *%	6 22%	* *%	5 11%	5 11%	5 10%	6 13%	3 7%	3 7%	- -%	5 17%	- -%	- -%	- -%	- -%	- -%
Answered	44	6	25	13	40	41	43	43	38	38	2	27	7	2	*	2	3
Mean Score	.8	.1	.8	1.3	.8	1.0	.9	.8	1.1	1.1	.1	.9	1.6	.1	2.0	.9	.3
Standard error	.18	.19	.38	.17	.18	.19	.18	.19	.18	.17	.36	.33	.39	.35	-	.16	.25
Standard deviation	1.32	.50	1.55	.91	1.25	1.26	1.24	1.34	1.09	1.08	.71	1.41	.88	.69	-	.52	.67

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	
Unweighted Base	55	23	8	4	4	3	5	4	14	11	6	2	5	5	4	
Effective base	21	10	3	3	3	1	3	3	7	6	2	1	1	1	4	
Weighted Base	50	27	8	3	*	1	*	5	16	18	6	1	1	3	*	
Very Dissatisfied	(-2)	3	2	-	-	-	-	-	-	2	-	-	-	-	-	
		7%	8%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	3	*	3	-	-	-	-	3	*	-	-	-	-	-	
		6%	*%	36%	-%	-%	-%	-%	18%	*%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	(0)	13	6	1	3	*	*	-	2	6	*	-	*	2	*	
		26%	23%	11%	96%	52%	11%	-%	44%	9%	37%	6%	-%	6%	92%	55%
Fairly Satisfied	(1)	3	*	1	-	*	1	*	1	*	*	1	1	*	-	
		6%	1%	9%	-%	3%	89%	58%	14%	6%	*%	*%	89%	88%	8%	-%
Very Satisfied	(2)	22	15	3	*	*	-	*	*	7	9	6	*	*	-	*
		44%	56%	44%	4%	46%	-%	42%	*%	41%	52%	94%	11%	6%	-%	45%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	-	-	2	2	-	-	-	-	-	-	
		5%	-%	-%	-%	-%	-%	42%	14%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	2	-	-	-	-	-	-	
		6%	11%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		25	15	4	*	*	1	*	1	8	9	6	1	1	*	*
		50%	57%	53%	4%	48%	89%	100%	15%	47%	52%	94%	100%	94%	8%	45%
NET: Dissatisfied		6	2	3	-	-	-	-	3	2	-	-	-	-	-	
		13%	8%	36%	-%	-%	-%	-%	18%	12%	-%	-%	-%	-%	-%	-%
Answered		44	24	8	3	*	1	*	3	12	18	6	1	1	3	*
Mean Score		.8	1.1	.6	.1	.9	.9	1.4	.3	.9	.8	1.9	1.1	1.0	.1	.9
Standard error		.18	.29	.51	.23	-	.45	-	.32	.39	.43	.21	.61	-	.15	-
Standard deviation		1.32	1.33	1.45	.46	-	.77	-	.55	1.34	1.41	.51	.86	-	.34	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	55	13	6	13	7	5	1	5	8	13	16	10	6
Effective base	21	8	3	5	3	1	1	4	6	3	7	4	3
Weighted Base	50	17	9	7	10	2	*	*	15	9	16	1	6
Very Dissatisfied (-2)	3 7%	3 19%	- -%	- -%	- -%	- -%	- -%	- -%	2 13%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	3 17%	- -%	* *%	- -%	- -%	- -%	- -%	3 18%	* *%	- -%	* 5%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	2 14%	6 67%	3 41%	1 9%	* 2%	- -%	* 28%	1 8%	6 64%	1 8%	1 58%	4 63%
Fairly Satisfied (1)	3 6%	- -%	* *%	2 26%	* *%	* 2%	- -%	* 32%	- -%	1 10%	2 11%	* 14%	* 3%
Very Satisfied (2)	22 44%	7 39%	3 33%	2 33%	9 91%	* 5%	* 100%	* 41%	9 60%	* 4%	9 59%	* 23%	2 34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	- -%	- -%	2 92%	- -%	- -%	- -%	- -%	2 14%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	2 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 21%	1 7%	- -%	- -%
NET: Satisfied	25 50%	7 39%	3 33%	4 59%	9 91%	* 6%	* 100%	* 72%	9 60%	1 14%	11 70%	* 37%	2 37%
NET: Dissatisfied	6 13%	6 36%	- -%	* *%	- -%	- -%	- -%	- -%	5 32%	* *%	- -%	* 5%	- -%
Answered	44	16	9	7	10	*	*	*	15	7	12	1	6
Mean Score	.8	.3	.7	.9	1.8	1.3	2.0	1.1	.8	.2	1.6	.6	.7
Standard error	.18	.49	.41	.26	.22	-	-	-	.58	.17	.19	.60	.42
Standard deviation	1.32	1.71	.99	.93	.59	-	-	-	1.65	.58	.70	1.88	1.03

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	16	7	14	9	4	12	15	9	6	4
Effective base	21	7	2	7	4	1	7	4	4	3	3
Weighted Base	50	20	3	15	1	2	21	12	5	*	6
Very Dissatisfied (-2)	3 7%	2 10%	- -%	- -%	- -%	- -%	2 10%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	3 15%	- -%	- -%	* 5%	- -%	3 14%	* *%	- -%	* 22%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	9 48%	* 2%	1 6%	1 59%	2 90%	- -%	6 49%	1 19%	* 19%	4 64%
Fairly Satisfied (1)	3 6%	* 1%	1 27%	2 11%	* 13%	* 10%	1 5%	* 1%	2 34%	* 15%	* 1%
Very Satisfied (2)	22 44%	3 15%	* 8%	12 75%	* 23%	- -%	13 63%	6 50%	* 3%	* 44%	2 35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	2 44%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	- -%	2 63%	1 8%	- -%	- -%	2 9%	- -%	- -%	- -%	- -%
NET: Satisfied	25 50%	3 15%	1 35%	13 86%	* 37%	* 10%	14 67%	6 51%	2 37%	* 59%	2 36%
NET: Dissatisfied	6 13%	5 25%	- -%	- -%	* 5%	- -%	5 24%	* *%	- -%	* 22%	- -%
Answered	44	17	1	14	1	2	19	12	3	*	6
Mean Score	.8	-.1	1.2	1.7	.5	.1	1.1	1.0	.7	.8	.7
Standard error	.18	.30	.70	.17	.63	.22	.47	.27	.25	-	.52
Standard deviation	1.32	1.18	1.71	.60	1.90	.44	1.55	1.04	.70	-	1.04

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b	
Significance Level: 95%														
Unweighted Base		55	9	11	14	10	6	35	7	8	23	32	25	26
Effective base		21	7	2	6	4	1	14	2	3	10	11	8	10
Weighted Base		50	18	6	11	10	2	35	4	8	28	22	23	22
Very Dissatisfied	(-2)	3	3	-	-	-	-	3	-	-	2	1	2	-
		7%	19%	-%	-%	-%	-%	9%	-%	-%	7%	6%	9%	-%
Fairly Dissatisfied	(-1)	3	3	-	-	*	*	3	-	*	3	-	3	-
		6%	16%	-%	-%	1%	1%	8%	-%	*%	11%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	(0)	13	1	6	4	2	*	11	1	1	6	7	6	7
		26%	4%	91%	37%	19%	5%	30%	25%	10%	22%	32%	27%	30%
Fairly Satisfied	(1)	3	-	*	1	1	*	1	*	1	1	2	1	2
		6%	-%	1%	12%	8%	2%	4%	1%	10%	4%	8%	5%	9%
Very Satisfied	(2)	22	9	1	3	7	2	15	1	6	12	10	7	11
		44%	50%	9%	31%	72%	92%	43%	14%	80%	45%	43%	33%	51%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	2	-	-	-	2	-	-	2	-	2
		5%	-%	-%	20%	-%	-%	-%	60%	-%	-%	10%	-%	10%
Don't Know (DO NOT READ OUT)		3	2	-	-	-	-	2	-	-	3	-	3	-
		6%	11%	-%	-%	-%	-%	5%	-%	-%	11%	-%	13%	-%
NET: Satisfied		25	9	1	5	8	2	17	1	7	14	11	8	13
		50%	50%	9%	43%	80%	94%	47%	15%	90%	49%	52%	37%	60%
NET: Dissatisfied		6	6	-	-	*	*	6	-	*	5	1	5	-
		13%	35%	-%	-%	1%	1%	18%	-%	*%	18%	6%	22%	-%
Answered		44	16	6	9	10	2	34	2	8	25	20	20	20
Mean Score		.8	.5	.2	.9	1.5	1.8	.7	.7	1.7	.8	.9	.5	1.2
Standard error		.18	.63	.19	.27	.29	.29	.24	.67	.25	.31	.22	.30	.19
Standard deviation		1.32	1.79	.62	.98	.87	.72	1.40	1.63	.71	1.41	1.23	1.42	.94

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	*a	*b	*a	b	*a	b
Unweighted Base	55	16	31	12	38	24	27	17	30	9	41
Effective base	21	7	10	6	13	9	10	7	11	5	14
Weighted Base	50	17	28	15	32	21	24	20	24	12	35
Very Dissatisfied	(-2) 3 7%	2 12%	- -%	2 14%	1 4%	2 10%	- -%	2 10%	- -%	2 17%	1 4%
Fairly Dissatisfied	(-1) 3 6%	3 18%	* *%	* *%	3 9%	3 14%	- -%	3 14%	* *%	* 1%	3 8%
Neither Satisfied Nor Dissatisfied	(0) 13 26%	3 19%	8 28%	1 9%	11 35%	9 40%	4 18%	5 26%	6 24%	- -%	13 36%
Fairly Satisfied	(1) 3 6%	1 6%	2 7%	* 1%	2 6%	1 5%	2 8%	1 6%	2 8%	* *%	2 6%
Very Satisfied	(2) 22 44%	6 34%	16 57%	9 63%	13 39%	4 17%	15 64%	7 35%	14 59%	8 67%	14 39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	2 8%	- -%	2 7%	- -%	2 9%	- -%	2 9%	- -%	2 6%
Don't Know (DO NOT READ OUT)	3 6%	2 11%	- -%	2 13%	- -%	3 14%	- -%	2 9%	- -%	2 15%	- -%
NET: Satisfied	25 50%	7 40%	18 64%	10 65%	15 45%	5 22%	17 73%	8 41%	16 67%	8 68%	16 45%
NET: Dissatisfied	6 13%	5 30%	* *%	2 14%	4 13%	5 23%	- -%	5 24%	* *%	2 17%	4 12%
Answered	44	15	26	13	30	18	21	19	22	10	32
Mean Score	.8	.4	1.3	1.1	.7	.1	1.5	.5	1.4	1.2	.7
Standard error	.18	.40	.17	.47	.20	.26	.16	.36	.17	.59	.19
Standard deviation	1.32	1.54	.93	1.56	1.24	1.24	.82	1.45	.90	1.68	1.22

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	55	42	25	14	-	40	18	10	-	43	15	13	-
Effective base	21	14	10	5	-	13	7	4	-	15	6	5	-
Weighted Base	50	35	23	9	-	32	18	10	-	40	15	12	-
Very Dissatisfied (-2)	3 7%	2 6%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	3 8%	- -%	1 11%	- -%
Fairly Dissatisfied (-1)	3 6%	3 8%	3 13%	- -%	- -%	3 9%	* *%	- -%	- -%	3 7%	- -%	* *%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	8 23%	6 28%	1 13%	- -%	7 21%	3 15%	2 25%	- -%	11 27%	3 20%	1 12%	- -%
Fairly Satisfied (1)	3 6%	3 8%	2 9%	1 9%	- -%	3 9%	1 7%	* 1%	- -%	1 4%	1 5%	* 1%	- -%
Very Satisfied (2)	22 44%	16 45%	9 42%	5 55%	- -%	15 47%	12 68%	5 52%	- -%	19 48%	9 62%	9 76%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	2 6%	- -%	2 24%	- -%	2 7%	- -%	2 23%	- -%	2 6%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	1 3%	2 8%	- -%	- -%	- -%	2 10%	- -%	- -%	- -%	2 13%	- -%	- -%
NET: Satisfied	25 50%	19 54%	12 51%	6 63%	- -%	18 56%	14 75%	5 52%	- -%	20 51%	10 67%	9 77%	- -%
NET: Dissatisfied	6 13%	5 14%	3 13%	- -%	- -%	5 15%	* *%	- -%	- -%	6 16%	- -%	1 11%	- -%
Answered	44	32	21	7	-	30	16	8	-	37	13	12	-
Mean Score	.8	.9	.9	1.6	-	.9	1.6	1.4	-	.8	1.5	1.3	-
Standard error	.18	.21	.24	.23	-	.21	.19	.33	-	.21	.23	.39	-
Standard deviation	1.32	1.32	1.17	.82	-	1.33	.80	1.00	-	1.38	.88	1.40	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	55	24	23	17	26	20	1	9	10	15	6	1	10	7		
Effective base	21	7	9	5	9	8	1	3	3	4	1	1	4	3		
Weighted Base	50	20	21	15	24	21	*	8	4	13	5	4	11	8		
Very Dissatisfied (-2)	3 7%	2 10%	2 10%	2 14%	2 8%	2 10%	- -%	- -%	2 51%	2 16%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	3 6%	3 15%	3 14%	* *%	3 12%	3 13%	- -%	- -%	* 2%	* *%	- -%	- -%	3 26%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	6 31%	3 15%	6 39%	9 36%	6 29%	- -%	5 63%	1 19%	6 44%	1 12%	- -%	3 27%	1 8%		
Fairly Satisfied (1)	3 6%	1 5%	1 6%	1 8%	* *%	1 6%	* 100%	1 13%	1 26%	1 9%	* *%	- -%	1 11%	1 15%		
Very Satisfied (2)	22 44%	5 23%	10 47%	4 27%	7 31%	7 34%	- -%	* 2%	* 3%	4 31%	4 88%	4 100%	4 36%	4 52%		
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 6%	3 15%	2 9%	2 12%	3 13%	2 9%	- -%	2 23%	- -%	- -%	- -%	- -%	- -%	- -%	2 24%	
NET: Satisfied	25 50%	6 29%	11 53%	5 35%	7 31%	8 39%	* 100%	1 15%	1 29%	5 40%	4 88%	4 100%	5 47%	5 68%		
NET: Dissatisfied	6 13%	5 25%	5 23%	2 14%	5 21%	5 23%	- -%	- -%	2 52%	2 16%	- -%	- -%	3 26%	- -%	- -%	- -%
Answered	44	17	20	13	21	20	*	6	4	13	5	4	11	6		
Mean Score	.8	.2	.7	.4	.4	.4	1.0	.2	-.7	.4	1.8	2.0	.6	1.6		
Standard error	.18	.29	.32	.35	.28	.33	-	.18	.51	.36	.30	-	.41	.30		
Standard deviation	1.32	1.38	1.51	1.39	1.38	1.42	-	.50	1.60	1.40	.74	-	1.28	.74		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	55	4	7	6	-	37	37	48	33	30	45	27	12	1	26	4
Effective base	21	1	2	3	-	13	14	17	12	10	15	11	4	1	8	3
Weighted Base	50	1	7	8	-	30	29	39	26	28	33	24	8	*	23	7
Very Dissatisfied (-2)	3	-	-	-	-	3	2	3	3	-	2	3	-	-	-	2
	7%	-%	-%	-%	-%	11%	7%	8%	13%	-%	6%	14%	-%	-%	-%	27%
Fairly Dissatisfied (-1)	3	-	-	*	-	3	3	3	*	*	*	3	-	-	3	-
	6%	-%	-%	*%	-%	10%	10%	7%	*%	*%	*%	12%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied (0)	13	*	*	2	-	10	3	10	5	9	8	4	1	-	6	3
	26%	5%	6%	30%	-%	32%	9%	26%	19%	33%	24%	18%	12%	-%	25%	36%
Fairly Satisfied (1)	3	1	*	*	-	2	2	2	2	1	3	1	2	-	1	-
	6%	93%	*%	2%	-%	6%	7%	5%	8%	5%	9%	6%	23%	-%	5%	-%
Very Satisfied (2)	22	*	7	5	-	9	15	15	14	14	16	9	3	*	10	3
	44%	2%	94%	68%	-%	31%	52%	39%	53%	50%	49%	38%	36%	100%	44%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	2	2	-	2	2	-	2	-	-	-
	5%	-%	-%	-%	-%	-%	8%	6%	-%	8%	7%	-%	29%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	3	2	3	2	1	2	3	-	-	3	-
	6%	-%	-%	-%	-%	10%	6%	8%	7%	4%	6%	12%	-%	-%	13%	-%
NET: Satisfied	25	1	7	6	-	11	17	17	16	15	19	11	5	*	11	3
	50%	95%	94%	70%	-%	37%	59%	44%	61%	55%	58%	44%	59%	100%	49%	37%
NET: Dissatisfied	6	-	-	*	-	6	5	6	3	*	2	6	-	-	3	2
	13%	-%	-%	*%	-%	21%	17%	16%	13%	*%	6%	25%	-%	-%	13%	27%
Answered	44	1	7	8	-	27	25	34	24	25	29	21	6	*	20	7
Mean Score	.8	1.0	1.9	1.4	-	.4	1.0	.7	.9	1.2	1.1	.5	1.3	2.0	.9	.2
Standard error	.18	.42	.20	.40	-	.24	.24	.21	.26	.18	.19	.31	.25	-	.25	.86
Standard deviation	1.32	.84	.52	.99	-	1.40	1.41	1.39	1.45	.98	1.23	1.56	.83	-	1.20	1.71

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 304 (continuation)

QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	55	21	9	40	6	55	-	12	35	8	12	28	14
Effective base	21	7	5	15	4	21	-	3	16	3	4	11	7
Weighted Base	50	18	13	39	7	50	-	8	37	5	7	32	11
Very Dissatisfied (-2)	3	-	2	-	1	3	-	-	3	-	2	1	-
	7%	-%	15%	-%	18%	7%	-%	-%	9%	-%	29%	4%	-%
Fairly Dissatisfied (-1)	3	*	3	*	3	3	-	-	3	-	*	3	-
	6%	*%	22%	*%	41%	6%	-%	-%	8%	-%	*%	9%	-%
Neither Satisfied Nor Dissatisfied (0)	13	3	5	11	1	13	-	1	12	1	1	9	3
	26%	20%	39%	28%	12%	26%	-%	8%	32%	13%	18%	27%	30%
Fairly Satisfied (1)	3	1	-	2	1	3	-	*	2	1	1	1	1
	6%	7%	-%	5%	12%	6%	-%	1%	5%	21%	11%	4%	8%
Very Satisfied (2)	22	13	*	22	-	22	-	7	12	3	3	15	4
	44%	73%	1%	56%	-%	44%	-%	91%	32%	65%	42%	49%	33%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	2	-	-	2	-	-	2	-
	5%	-%	-%	6%	-%	5%	-%	-%	6%	-%	-%	7%	-%
Don't Know (DO NOT READ OUT)	3	-	3	2	1	3	-	-	3	-	-	-	3
	6%	-%	23%	5%	17%	6%	-%	-%	8%	-%	-%	-%	28%
NET: Satisfied	25	14	*	24	1	25	-	7	14	4	4	17	4
	50%	80%	1%	62%	12%	50%	-%	92%	37%	87%	53%	53%	41%
NET: Dissatisfied	6	*	5	*	4	6	-	-	6	-	2	4	-
	13%	*%	37%	*%	59%	13%	-%	-%	17%	-%	29%	13%	-%
Answered	44	18	10	35	6	44	-	8	32	5	7	29	8
Mean Score	.8	1.5	-.7	1.3	-.8	.8	-	1.8	.5	1.5	.4	.9	1.0
Standard error	.18	.18	.33	.15	.47	.18	-	.17	.24	.29	.52	.25	.29
Standard deviation	1.32	.83	.86	.93	1.05	1.32	-	.59	1.36	.81	1.80	1.28	1.01

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Total base	Have moved to communication methods other than post	
			Yes	No
Significance Level: 95%			a	*b
Unweighted Base		55	31	24
Effective base		21	8	13
Weighted Base		50	18	32
Very Dissatisfied	(-2)	3 7%	- -%	3 10%
Fairly Dissatisfied	(-1)	3 6%	* *%	3 9%
Neither Satisfied Nor Dissatisfied	(0)	13 26%	3 18%	10 31%
Fairly Satisfied	(1)	3 6%	2 12%	1 3%
Very Satisfied	(2)	22 44%	12 70%	9 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 5%	- -%	2 7%
Don't Know (DO NOT READ OUT)		3 6%	- -%	3 10%
NET: Satisfied		25 50%	15 82%	10 32%
NET: Dissatisfied		6 13%	* *%	6 20%
Answered		44	18	27
Mean Score		.8	1.5	.4
Standard error		.18	.14	.31
Standard deviation		1.32	.81	1.41

Columns Tested:: a,b

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	55	-	3	9	6	3	10	4	2	2	7	6	3
Effective base	21	-	1	4	4	2	3	4	2	2	3	4	2
Weighted Base	50	-	2	10	3	4	11	*	*	4	1	10	3
Very Dissatisfied	(-2)	3	-	-	1	-	-	-	-	-	-	-	2
	7%	-%	-%	-%	38%	-%	-%	-%	-%	-%	-%	-%	78%
Fairly Dissatisfied	(-1)	3	-	3	-	-	*	-	-	-	-	-	-
	6%	-%	-%	29%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	13	-	1	1	2	7	*	-	-	1	1	1
	26%	-%	-%	10%	18%	38%	61%	16%	-%	-%	98%	12%	21%
Fairly Satisfied	(1)	3	-	1	1	-	1	*	*	-	*	-	-
	6%	-%	6%	8%	30%	-%	8%	32%	46%	-%	2%	-%	-%
Very Satisfied	(2)	22	-	4	*	3	3	*	*	2	-	9	*
	44%	-%	5%	41%	13%	62%	30%	51%	54%	49%	-%	88%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	2	1	-	-	-	-	-	-	-	-	-
	6%	-%	88%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	25	-	*	5	1	3	4	*	*	2	*	9	*
	50%	-%	12%	49%	44%	62%	38%	84%	100%	49%	2%	88%	1%
NET: Dissatisfied	6	-	-	3	1	-	*	-	-	-	-	-	2
	13%	-%	-%	29%	38%	-%	1%	-%	-%	-%	-%	-%	78%
Answered	44	-	*	9	3	4	11	*	*	2	1	10	3
Mean Score	.8	-	1.5	.7	-.2	1.2	.7	1.4	1.5	2.0	*	1.8	-1.5
Standard error	.18	-	-	.51	.74	.63	.30	-	-	-	.10	.28	.65
Standard deviation	1.32	-	-	1.43	1.82	1.10	.96	-	-	-	.26	.68	1.12

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 304 (continuation)

**QOP3A.2.1. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	55	12	19	8	16	31	24
Effective base	21	5	7	2	7	12	9
Weighted Base	50	12	19	5	14	31	18
Very Dissatisfied (-2)	3 7%	- -%	1 7%	- -%	2 15%	1 4%	2 11%
Fairly Dissatisfied (-1)	3 6%	3 24%	* *%	- -%	- -%	3 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	13 26%	1 8%	9 48%	* 1%	3 22%	10 32%	3 16%
Fairly Satisfied (1)	3 6%	1 8%	2 10%	* 3%	* *%	3 9%	* 1%
Very Satisfied (2)	22 44%	4 35%	7 35%	2 50%	9 63%	11 35%	11 60%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 5%	- -%	- -%	2 47%	- -%	- -%	2 12%
Don't Know (DO NOT READ OUT)	3 6%	3 26%	- -%	- -%	- -%	3 10%	- -%
NET: Satisfied	25 50%	5 42%	9 45%	3 52%	9 63%	14 44%	11 60%
NET: Dissatisfied	6 13%	3 24%	1 7%	- -%	2 15%	4 14%	2 11%
Answered	44	9	19	3	14	28	16
Mean Score	.8	.7	.7	1.9	1.0	.7	1.1
Standard error	.18	.45	.27	.17	.38	.23	.30
Standard deviation	1.32	1.42	1.19	.44	1.54	1.24	1.45

Columns Tested: a,b,c,d - a,b

Table 305

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	35	1	34	18	4	3	10	17
Effective base	12	1	12	11	3	3	8	8
Weighted Base	28	1	27	26	1	*	*	2
Very Dissatisfied	(-2)	*	*	-	*	-	-	*
	1%	-%	1%	-%	22%	-%	-%	14%
Fairly Dissatisfied	(-1)	6	6	6	-	*	*	*
	21%	-%	22%	22%	-%	43%	17%	11%
Neither Satisfied Nor Dissatisfied	(0)	1	1	1	1	-	-	1
	5%	-%	5%	2%	68%	-%	-%	42%
Fairly Satisfied	(1)	9	9	8	-	*	*	*
	31%	-%	32%	32%	-%	14%	23%	7%
Very Satisfied	(2)	9	9	8	*	*	*	*
	32%	-%	33%	32%	9%	43%	60%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	2	3	-	-	-	-
	11%	100%	7%	12%	-%	-%	-%	-%
NET: Satisfied	17	-	17	17	*	*	*	1
	62%	-%	65%	64%	9%	57%	83%	33%
NET: Dissatisfied	6	-	6	6	*	*	*	*
	22%	-%	23%	22%	22%	43%	17%	25%
Answered	25	-	25	23	1	*	*	2
Mean Score	.8	-	.8	.8	-.3	.6	1.3	.2
Standard error	.21	-	.21	.31	2.05	-	-	.49
Standard deviation	1.21	-	1.21	1.19	4.11	-	-	2.00

Columns Tested: a,b - a,b,c,d,e

Table 305 (continuation)

QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		35	7	7	4	1	6	10	18	4	13
Effective base		12	5	6	2	1	4	8	11	3	8
Weighted Base		28	16	8	2	*	1	*	26	1	1
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	*	-
		1%	-%	-%	-%	100%	-%	-%	-%	22%	-%
Fairly Dissatisfied	(-1)	6	5	1	-	-	*	*	6	-	*
		21%	30%	10%	-%	-%	12%	17%	22%	-%	30%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	-	1	-	1	1	-
		5%	-%	-%	28%	-%	63%	-%	2%	68%	-%
Fairly Satisfied	(1)	9	6	2	-	-	*	*	8	-	*
		31%	38%	30%	-%	-%	4%	23%	32%	-%	18%
Very Satisfied	(2)	9	5	4	*	-	*	*	8	*	*
		32%	28%	46%	15%	-%	21%	60%	32%	9%	52%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	1	1	1	-	-	-	3	-	-
		11%	4%	15%	57%	-%	-%	-%	12%	-%	-%
NET: Satisfied		17	11	6	*	-	*	*	17	*	*
		62%	66%	75%	15%	-%	25%	83%	64%	9%	70%
NET: Dissatisfied		6	5	1	-	*	*	*	6	*	*
		22%	30%	10%	-%	100%	12%	17%	22%	22%	30%
Answered		25	15	7	1	*	1	*	23	1	1
Mean Score		.8	.7	1.3	.7	-2.0	.3	1.3	.8	-.3	.9
Standard error		.21	.51	.43	-	-	1.02	-	.31	2.05	-
Standard deviation		1.21	1.24	1.05	-	-	2.51	-	1.19	4.11	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	8	10	4	3	10	10	7	7	2	8
Effective base	12	6	8	3	3	8	3	5	4	1	2
Weighted Base	28	18	8	1	*	*	9	11	3	3	2
Very Dissatisfied	(-2)	*	-	-	*	-	*	-	-	-	-
	1%	-%	-%	22%	-%	-%	3%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	5	1	-	*	*	2	1	-	3
	21%	27%	10%	-%	43%	17%	23%	8%	-%	100%	4%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	1	-	1	-	1	-	-
	5%	-%	7%	68%	-%	-%	6%	-%	23%	-%	-%
Fairly Satisfied	(1)	9	6	2	-	*	*	9	6	1	*
	31%	34%	29%	-%	14%	23%	5%	54%	35%	*%	81%
Very Satisfied	(2)	9	7	2	*	*	*	5	3	*	-
	32%	36%	24%	9%	43%	60%	57%	28%	6%	-%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	2	-	-	-	1	1	1	-	-
	11%	4%	29%	-%	-%	-%	7%	11%	37%	-%	-%
NET: Satisfied	17	13	4	*	*	*	6	9	1	*	1
	62%	69%	53%	9%	57%	83%	61%	82%	41%	*%	96%
NET: Dissatisfied	6	5	1	*	*	*	2	1	-	3	*
	22%	27%	10%	22%	43%	17%	25%	8%	-%	100%	4%
Answered	25	17	6	1	*	*	9	9	2	3	2
Mean Score	.8	.8	.9	-.3	.6	1.3	1.0	1.1	.7	-1.0	1.1
Standard error	.21	.47	.39	2.05	-	-	.49	.34	.35	.08	.32
Standard deviation	1.21	1.24	1.11	4.11	-	-	1.47	.84	.86	.12	.92

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		35	2	1	9	1	4	3	3	1	1
Effective base		12	1	1	3	1	3	2	1	1	1
Weighted Base		28	1	*	9	2	2	3	4	3	2
Very Dissatisfied	(-2)	*	-	*	-	-	-	-	-	-	-
		1%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	*	-	*	-	1	-	-	3	2
		21%	15%	-%	1%	-%	45%	-%	-%	100%	100%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	*	-	-
		5%	-%	-%	-%	-%	53%	-%	9%	-%	-%
Fairly Satisfied	(1)	9	-	-	2	-	-	2	3	-	-
		31%	-%	-%	26%	-%	-%	66%	89%	-%	-%
Very Satisfied	(2)	9	1	-	5	2	*	-	*	-	-
		32%	85%	-%	61%	100%	2%	-%	1%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	1	-	-	1	-	-	-
		11%	-%	-%	13%	-%	-%	34%	-%	-%	-%
NET: Satisfied		17	1	-	8	2	*	2	3	-	-
		62%	85%	-%	87%	100%	2%	66%	91%	-%	-%
NET: Dissatisfied		6	*	*	*	-	1	-	-	3	2
		22%	15%	100%	1%	-%	45%	-%	-%	100%	100%
Answered		25	1	*	8	2	2	2	4	3	2
Mean Score		.8	1.6	-2.0	1.7	2.0	-4	1.0	.9	-1.0	-1.0
Standard error		.21	-	-	.19	-	.44	-	.21	-	-
Standard deviation		1.21	-	-	.55	-	.89	-	.37	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	
Unweighted Base		35	6	4	15	25	10	7	-	3	
Effective base		12	4	2	6	11	4	3	-	2	
Weighted Base		28	6	4	16	26	2	1	-	*	
Very Dissatisfied	(-2)	* 1%	- -%	* 6%	- -%	* 1%	- -%	- -%	- -%	- -%	
Fairly Dissatisfied	(-1)	6 21%	3 48%	3 74%	* *%	6 22%	- -%	- -%	- -%	- -%	
Neither Satisfied Nor Dissatisfied	(0)	1 5%	1 17%	- -%	* 2%	1 5%	- -%	- -%	- -%	- -%	
Fairly Satisfied	(1)	9 31%	- -%	- -%	8 49%	8 31%	* 29%	* 29%	- -%	* 28%	
Very Satisfied	(2)	9 32%	2 35%	1 20%	6 34%	8 32%	* 28%	* 22%	- -%	* 72%	
Have not Contacted / Not Applicable (DO NOT READ OUT)		3 11%	- -%	- -%	2 14%	2 9%	1 43%	1 49%	- -%	- -%	
NET: Satisfied		17 62%	2 35%	1 20%	14 83%	16 63%	1 57%	1 51%	- -%	* 100%	
NET: Dissatisfied		6 22%	3 48%	3 80%	* *%	6 23%	- -%	- -%	- -%	- -%	
Answered		25	6	4	14	24	1	1	-	*	
Mean Score		.8	.2	-.5	1.4	.8	1.5	1.4	-	1.7	
Standard error		.21	.61	.72	.16	.25	-	-	-	-	
Standard deviation		1.21	1.49	1.44	.57	1.22	-	-	-	-	

Columns Tested: a,b,c,d,e,f,g,h

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	35	2	2	4	6	5	6	1	-	15
Effective base	12	2	2	2	2	2	2	1	-	6
Weighted Base	28	2	*	6	6	5	2	2	-	11
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	13%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	-	*	1	1	*	-	-	5
	21%	-%	52%	14%	15%	-%	7%	-%	-%	43%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	*	-	-	-	1
	5%	-%	-%	7%	7%	-%	-%	-%	-%	8%
Fairly Satisfied	(1)	9	1	*	-	*	3	-	-	4
	31%	58%	48%	-%	1%	73%	-%	-%	-%	34%
Very Satisfied	(2)	9	1	-	5	5	*	*	2	1
	32%	42%	-%	79%	78%	2%	18%	100%	-%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	1	1	-	-	1
	11%	-%	-%	-%	-%	24%	62%	-%	-%	6%
NET: Satisfied	17	2	*	5	5	4	*	2	-	5
	62%	100%	48%	79%	78%	76%	18%	100%	-%	43%
NET: Dissatisfied	6	-	*	1	1	-	*	-	-	5
	22%	-%	52%	14%	15%	-%	20%	-%	-%	43%
Answered	25	2	*	6	6	4	1	2	-	11
Mean Score	.8	1.4	*	1.4	1.4	1.0	.1	2.0	-	.1
Standard error	.21	.50	-	.61	.51	.10	-	-	-	.31
Standard deviation	1.21	.70	-	1.22	1.24	.20	-	-	-	1.15

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	35	13	6	16	35	-	-	32	3	34	1
Effective base	12	4	2	7	12	-	-	12	2	12	1
Weighted Base	28	12	2	13	28	-	-	27	*	28	*
Very Dissatisfied (-2)	* 1%	- -%	* 13%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
Fairly Dissatisfied (-1)	6 21%	1 7%	* 7%	5 36%	6 21%	- -%	- -%	6 21%	* 39%	6 21%	- -%
Neither Satisfied Nor Dissatisfied (0)	1 5%	* 3%	- -%	1 7%	1 5%	- -%	- -%	1 5%	- -%	1 5%	- -%
Fairly Satisfied (1)	9 31%	5 37%	- -%	4 29%	9 31%	- -%	- -%	8 31%	* 12%	9 31%	- -%
Very Satisfied (2)	9 32%	5 44%	* 18%	3 23%	9 32%	- -%	- -%	9 32%	* 49%	9 32%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 11%	1 9%	1 62%	1 5%	3 11%	- -%	- -%	3 11%	- -%	3 11%	- -%
NET: Satisfied	17 62%	10 81%	* 18%	7 52%	17 62%	- -%	- -%	17 63%	* 61%	17 62%	* 100%
NET: Dissatisfied	6 22%	1 7%	* 20%	5 36%	6 22%	- -%	- -%	6 22%	* 39%	6 22%	- -%
Answered	25	11	1	13	25	-	-	24	*	25	*
Mean Score	.8	1.3	.1	.4	.8	-	-	.8	.7	.8	2.0
Standard error	.21	.26	-	.33	.21	-	-	.22	-	.22	-
Standard deviation	1.21	.90	-	1.27	1.21	-	-	1.21	-	1.21	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		35	19	11	4
Effective base		12	8	4	2
Weighted Base		28	15	12	1
Very Dissatisfied	(-2)	*	*	-	-
		1%	2%	-%	-%
Fairly Dissatisfied	(-1)	6	5	-	1
		21%	34%	-%	90%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	-
		5%	2%	3%	-%
Fairly Satisfied	(1)	9	4	5	*
		31%	26%	40%	5%
Very Satisfied	(2)	9	3	5	*
		32%	23%	47%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	1	-
		11%	13%	10%	-%
NET: Satisfied		17	7	10	*
		62%	50%	87%	10%
NET: Dissatisfied		6	5	-	1
		22%	35%	-%	90%
Answered		25	13	10	1
Mean Score		.8	.4	1.5	-.7
Standard error		.21	.33	.19	1.66
Standard deviation		1.21	1.34	.60	3.32

Columns Tested:: a,b,c

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	35	17	6	2	2	6	2	-	-	23	12	10
Effective base	12	9	3	1	1	2	1	-	-	11	3	3
Weighted Base	28	16	3	*	*	9	*	-	-	18	9	9
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	6	-	-	-	*	-	-	-	6	*	*
	21%	37%	-%	-%	-%	1%	-%	-%	-%	32%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	*	-	-	1	*	*
	5%	6%	-%	-%	-%	-%	86%	-%	-%	5%	4%	4%
Fairly Satisfied	(1)	9	*	*	-	3	-	-	-	5	4	3
	31%	32%	*%	15%	-%	40%	-%	-%	-%	27%	37%	37%
Very Satisfied	(2)	9	1	*	*	5	*	-	-	3	6	5
	32%	15%	33%	85%	100%	60%	14%	-%	-%	18%	59%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	2	-	-	-	-	-	-	3	-	-
	11%	7%	67%	-%	-%	-%	-%	-%	-%	16%	-%	-%
NET: Satisfied	17	7	1	*	*	9	*	-	-	8	9	9
	62%	47%	33%	100%	100%	99%	14%	-%	-%	45%	96%	96%
NET: Dissatisfied	6	6	-	-	-	*	-	-	-	6	*	*
	22%	39%	-%	-%	-%	1%	-%	-%	-%	33%	1%	1%
Answered	25	14	1	*	*	9	*	-	-	15	9	9
Mean Score	.8	.2	2.0	1.8	2.0	1.6	.3	-	-	.3	1.5	1.5
Standard error	.21	.31	-	-	-	.23	-	-	-	.28	.18	.20
Standard deviation	1.21	1.23	-	-	-	.57	-	-	-	1.27	.63	.64

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	35	6	11	18	34	34	34	33	30	31	-	14	2	6	5	4	3
Effective base	12	3	7	4	12	12	12	11	10	11	-	8	1	2	2	1	1
Weighted Base	28	3	12	12	27	27	27	25	23	26	-	12	1	8	4	1	1
Very Dissatisfied (-2)	* 1%	* 7%	- -%	- -%	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	6 21%	2 59%	4 32%	* *%	6 22%	6 22%	6 22%	3 12%	3 13%	6 23%	- -%	2 19%	- -%	3 36%	- -%	- -%	1 84%
Neither Satisfied Nor Dissatisfied (0)	1 5%	1 17%	* 3%	* 3%	1 5%	1 5%	1 5%	1 5%	1 6%	1 3%	- -%	* 3%	1 97%	* 5%	- -%	- -%	- -%
Fairly Satisfied (1)	9 31%	* 13%	5 38%	4 29%	9 32%	9 32%	9 32%	8 34%	8 36%	8 32%	- -%	5 43%	- -%	* *%	3 78%	* 6%	- -%
Very Satisfied (2)	9 32%	* 4%	2 18%	6 53%	9 33%	9 33%	9 33%	9 36%	9 37%	9 35%	- -%	2 19%	* 3%	5 57%	1 22%	1 94%	* 16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 11%	- -%	1 9%	2 15%	2 7%	2 7%	2 7%	3 12%	2 8%	2 7%	- -%	2 16%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	17 62%	1 17%	7 56%	10 81%	17 65%	17 65%	17 65%	17 70%	17 73%	17 66%	- -%	7 63%	* 3%	5 57%	4 100%	1 100%	* 16%
NET: Dissatisfied	6 22%	2 66%	4 32%	* *%	6 23%	6 23%	6 23%	3 13%	3 14%	6 24%	- -%	2 19%	- -%	3 38%	- -%	- -%	1 84%
Answered	25	3	11	10	25	25	25	22	22	24	-	10	1	8	4	1	1
Mean Score	.8	-.5	.5	1.6	.8	.8	.8	1.0	1.0	.8	-	.8	.1	.7	1.2	1.9	-.5
Standard error	.21	.46	.39	.15	.21	.21	.21	.20	.20	.23	-	.32	-	.65	.21	-	-
Standard deviation	1.21	1.13	1.22	.62	1.21	1.21	1.21	1.08	1.08	1.23	-	1.10	-	1.59	.47	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	35	15	5	4	3	3	1	3	9	7	9	2	5	1	1
Effective base	12	7	2	2	2	1	1	1	5	4	2	1	1	1	1
Weighted Base	28	13	4	8	*	1	*	1	9	3	7	3	4	1	*
Very Dissatisfied	(-2)	*	-	*	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	7%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	5	*	-	-	-	1	2	*	1	3	-	-	-
		21%	39%	4%	-%	-%	-%	84%	23%	2%	11%	96%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	*	-	-	-	-	1	1	-	-	-	-
		5%	7%	-%	5%	-%	-%	-%	-%	27%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	5	*	3	*	-	-	4	1	*	-	3	-	-
		31%	39%	1%	41%	34%	-%	-%	42%	42%	*%	-%	97%	-%	-%
Very Satisfied	(2)	9	1	2	5	*	1	*	2	*	5	*	*	1	*
		32%	9%	56%	54%	66%	100%	100%	23%	3%	77%	4%	3%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	1	1	-	-	-	-	1	1	-	-	-	-	-
		11%	5%	32%	-%	-%	-%	-%	12%	25%	-%	-%	-%	-%	-%
NET: Satisfied		17	6	2	8	*	1	*	6	1	6	*	4	1	*
		62%	48%	57%	95%	100%	100%	100%	65%	45%	77%	4%	100%	100%	100%
NET: Dissatisfied		6	5	*	-	-	-	1	2	*	1	3	-	-	-
		22%	39%	11%	-%	-%	-%	84%	23%	2%	15%	96%	-%	-%	-%
Answered		25	12	2	8	*	1	*	8	2	7	3	4	1	*
Mean Score		.8	.2	1.4	1.5	1.7	2.0	2.0	.8	.6	1.4	-.9	1.0	2.0	2.0
Standard error		.21	.30	.87	.31	-	-	-	.42	.35	.44	.53	.09	-	-
Standard deviation		1.21	1.13	1.74	.62	-	-	-	1.19	.86	1.31	.75	.21	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	35	10	5	3	3	6	2	4	3	14	11	3	2
Effective base	12	5	2	2	1	2	1	2	1	8	6	1	2
Weighted Base	28	9	3	1	1	7	4	1	2	5	18	1	*
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	*	-	-	-
	1%	-%	-%	37%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	2	-	*	-	1	-	-	1	5	-	-
	21%	24%	-%	9%	-%	12%	-%	-%	-%	19%	28%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	-	-	1	-	1	-	-	-
	5%	-%	-%	54%	-%	-%	10%	67%	-%	24%	-%	-%	-%
Fairly Satisfied	(1)	9	4	*	-	1	-	3	-	1	7	*	-
	31%	44%	3%	-%	88%	-%	90%	-%	-%	23%	39%	8%	-%
Very Satisfied	(2)	9	2	*	-	*	6	-	*	2	1	5	*
	32%	24%	7%	-%	12%	88%	-%	33%	100%	17%	27%	92%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	2	-	-	-	-	-	-	1	1	-	-
	11%	8%	90%	-%	-%	-%	-%	-%	-%	13%	6%	-%	-%
NET: Satisfied	17	6	*	-	1	6	3	*	2	2	12	1	*
	62%	68%	10%	-%	100%	88%	90%	33%	100%	40%	66%	100%	100%
NET: Dissatisfied	6	2	-	*	-	1	-	-	-	1	5	-	-
	22%	24%	-%	46%	-%	12%	-%	-%	-%	23%	28%	-%	-%
Answered	25	8	*	1	1	7	4	1	2	5	16	1	*
Mean Score	.8	.7	1.7	-.8	1.1	1.7	.9	.7	2.0	.3	.7	1.9	2.0
Standard error	.21	.40	-	-	.39	.42	.25	-	-	.36	.38	-	-
Standard deviation	1.21	1.19	-	-	.68	1.04	.35	-	-	1.31	1.21	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	12	11	5	3	2	9	10	9	3	2
Effective base	12	3	5	4	1	2	5	5	4	1	2
Weighted Base	28	8	10	6	1	*	8	3	15	1	*
Very Dissatisfied (-2)	* 1%	* 3%	- -%	- -%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	6 21%	* 2%	4 36%	2 30%	- -%	- -%	3 37%	* 6%	3 20%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	1 5%	* 4%	1 9%	- -%	- -%	- -%	1 8%	1 23%	- -%	- -%	- -%
Fairly Satisfied (1)	9 31%	- -%	5 45%	3 52%	* 8%	- -%	1 16%	* 1%	7 47%	* 8%	- -%
Very Satisfied (2)	9 32%	8 91%	* 3%	- -%	1 92%	* 100%	2 31%	1 25%	5 33%	1 92%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 11%	- -%	1 7%	1 18%	- -%	- -%	1 9%	1 36%	- -%	- -%	- -%
NET: Satisfied	17 62%	8 91%	5 48%	3 52%	1 100%	* 100%	4 47%	1 27%	12 80%	1 100%	* 100%
NET: Dissatisfied	6 22%	* 5%	4 36%	2 30%	- -%	- -%	3 37%	* 14%	3 20%	- -%	- -%
Answered	25	8	10	5	1	*	7	2	15	1	*
Mean Score	.8	1.7	.2	.3	1.9	2.0	.5	.5	.9	1.9	2.0
Standard error	.21	.27	.33	.53	-	-	.50	.66	.37	-	-
Standard deviation	1.21	.93	1.04	1.07	-	-	1.42	1.97	1.10	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	35	5	6	10	9	2	26	3	4	25	10	22	12
Effective base	12	3	2	3	5	2	9	2	2	9	6	8	4
Weighted Base	28	4	7	7	7	*	22	1	2	23	5	19	8
Very Dissatisfied (-2)	* 1%	- -%	- -%	* 3%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
Fairly Dissatisfied (-1)	6 21%	- -%	- -%	1 14%	2 30%	- -%	2 9%	1 57%	* 8%	5 22%	1 15%	5 27%	1 10%
Neither Satisfied Nor Dissatisfied (0)	1 5%	* 10%	- -%	* 5%	1 9%	- -%	1 3%	1 41%	- -%	1 4%	* 7%	1 3%	1 9%
Fairly Satisfied (1)	9 31%	1 31%	* *%	6 77%	1 18%	- -%	7 32%	- -%	2 91%	8 37%	* 2%	5 27%	3 43%
Very Satisfied (2)	9 32%	2 58%	5 72%	* 1%	2 26%	* 100%	9 41%	* 2%	* 1%	8 35%	1 19%	7 37%	2 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 11%	- -%	2 28%	- -%	1 18%	- -%	3 14%	- -%	- -%	- -%	3 57%	1 4%	1 14%
NET: Satisfied	17 62%	3 90%	5 72%	6 78%	3 44%	* 100%	16 72%	* 2%	2 92%	16 72%	1 21%	12 65%	5 67%
NET: Dissatisfied	6 22%	- -%	- -%	1 17%	2 30%	- -%	2 10%	1 57%	* 8%	5 24%	1 15%	5 29%	1 10%
Answered	25	4	5	7	5	*	19	1	2	23	2	18	7
Mean Score	.8	1.5	2.0	.6	.5	2.0	1.2	-.5	.8	.8	.6	.7	.9
Standard error	.21	.35	.02	.29	.49	-	.22	.66	.43	.24	.69	.29	.30
Standard deviation	1.21	.79	.04	.92	1.40	-	1.04	1.15	.86	1.19	1.82	1.31	.99

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	35	11	23	14	19	23	11	13	21	9	24
Effective base	12	4	8	6	10	8	5	5	7	5	10
Weighted Base	28	9	17	17	8	21	6	8	18	15	10
Very Dissatisfied	(-2)	*	*	-	*	-	*	-	*	-	*
	1%	-%	1%	-%	3%	-%	4%	-%	1%	-%	2%
Fairly Dissatisfied	(-1)	6	6	2	1	3	3	2	4	*	3
	21%	1%	34%	13%	10%	15%	48%	26%	20%	1%	27%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	1	1	*	-	1	-	1
	5%	4%	5%	-%	16%	5%	6%	-%	7%	-%	13%
Fairly Satisfied	(1)	9	2	7	1	8	*	4	5	7	1
	31%	65%	14%	43%	16%	41%	1%	46%	26%	49%	12%
Very Satisfied	(2)	9	6	7	2	8	1	2	7	7	2
	32%	30%	35%	40%	26%	37%	21%	28%	36%	45%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	2	1	1	-	2	1	2
	11%	-%	11%	4%	29%	3%	20%	-%	10%	5%	23%
NET: Satisfied	17	9	8	14	3	16	1	6	11	14	4
	62%	95%	49%	83%	41%	77%	22%	74%	61%	94%	35%
NET: Dissatisfied	6	*	6	2	1	3	3	2	4	*	3
	22%	1%	35%	13%	13%	15%	52%	26%	22%	1%	29%
Answered	25	9	15	16	6	20	5	8	16	14	8
Mean Score	.8	1.2	.5	1.2	.7	1.0	-.2	.8	.8	1.4	.3
Standard error	.21	.18	.31	.28	.32	.22	.48	.33	.29	.21	.30
Standard deviation	1.21	.59	1.42	1.00	1.33	1.05	1.53	1.19	1.25	.60	1.39

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	35	29	22	7	-	27	18	8	-	29	19	8	-
Effective base	12	11	7	3	-	10	6	3	-	10	8	5	-
Weighted Base	28	25	18	6	-	24	10	2	-	24	9	5	-
Very Dissatisfied (-2)	*	*	*	-	-	*	*	-	-	*	-	*	-
	1%	1%	1%	-%	-%	1%	2%	-%	-%	1%	-%	5%	-%
Fairly Dissatisfied (-1)	6	6	*	3	-	5	3	1	-	3	*	*	-
	21%	23%	*%	47%	-%	20%	30%	39%	-%	12%	2%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	*	-	-	1	-	-	-	1	*	-	-
	5%	3%	2%	-%	-%	3%	-%	-%	-%	6%	4%	-%	-%
Fairly Satisfied (1)	9	8	8	2	-	8	4	*	-	8	4	1	-
	31%	32%	48%	38%	-%	33%	38%	*%	-%	34%	41%	25%	-%
Very Satisfied (2)	9	9	7	1	-	9	2	*	-	9	2	1	-
	32%	34%	38%	15%	-%	35%	19%	11%	-%	37%	21%	16%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	2	-	-	2	1	1	-	2	3	2	-
	11%	7%	10%	-%	-%	7%	11%	51%	-%	10%	32%	50%	-%
NET: Satisfied	17	17	15	3	-	17	6	*	-	17	6	2	-
	62%	66%	86%	53%	-%	68%	57%	11%	-%	71%	62%	41%	-%
NET: Dissatisfied	6	6	*	3	-	5	3	1	-	3	*	*	-
	22%	24%	2%	47%	-%	21%	32%	39%	-%	13%	2%	8%	-%
Answered	25	23	16	6	-	23	9	1	-	21	6	2	-
Mean Score	.8	.8	1.3	.2	-	.9	.5	-.3	-	1.0	1.2	.9	-
Standard error	.21	.24	.16	.49	-	.24	.31	1.47	-	.21	.18	.67	-
Standard deviation	1.21	1.23	.72	1.29	-	1.20	1.30	3.89	-	1.08	.74	1.64	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	35	19	22	16	20	17	3	11	9	8	5	1	5	4
Effective base	12	6	8	5	6	8	2	5	3	2	2	1	2	1
Weighted Base	28	12	18	11	13	21	*	10	4	2	2	1	4	5
Very Dissatisfied (-2)	*	-	*	-	*	-	-	-	-	-	-	-	-	-
	1%	-%	1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	6	-	5	*	3	5	-	-	-	-	*	-	3	-
	21%	-%	26%	1%	22%	24%	-%	-%	-%	-%	3%	-%	80%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	*	1	*	-	-	*	*	-	-	*	*
	5%	5%	5%	4%	7%	2%	-%	-%	9%	20%	-%	-%	10%	7%
Fairly Satisfied (1)	9	8	4	7	6	7	*	7	3	1	1	1	*	*
	31%	69%	21%	66%	46%	35%	29%	71%	81%	60%	57%	100%	10%	7%
Very Satisfied (2)	9	3	8	3	2	7	*	3	*	*	1	-	-	5
	32%	26%	42%	30%	18%	36%	71%	29%	10%	20%	40%	-%	-%	85%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	1	1	-	-	-	-	-	-	-	-
	11%	-%	4%	-%	5%	3%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	12	12	11	9	15	*	10	4	2	2	1	*	5
	62%	95%	63%	96%	65%	71%	100%	100%	91%	80%	97%	100%	10%	93%
NET: Dissatisfied	6	-	5	*	3	5	-	-	-	-	*	-	3	-
	22%	-%	28%	1%	23%	24%	-%	-%	-%	-%	3%	-%	80%	-%
Answered	25	12	18	11	13	20	*	10	4	2	2	1	4	5
Mean Score	.8	1.2	.8	1.3	.6	.9	1.7	1.3	1.0	1.0	1.3	1.0	-.7	1.8
Standard error	.21	.12	.29	.14	.26	.30	-	.14	.17	.33	.40	-	.34	.31
Standard deviation	1.21	.54	1.33	.57	1.14	1.19	-	.48	.51	.92	.90	-	.75	.63

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	35	10	6	2	4	25	22	29	20	16	29	21	8	-	23	1
Effective base	12	3	4	1	2	9	8	10	6	7	10	8	3	-	8	1
Weighted Base	28	7	6	*	8	18	12	20	14	12	25	10	2	-	22	*
Very Dissatisfied (-2)	*	*	-	-	-	-	*	*	-	*	*	-	-	-	*	-
	1%	3%	-%	-%	-%	-%	2%	1%	-%	2%	1%	-%	-%	-%	1%	-%
Fairly Dissatisfied (-1)	6	-	2	-	3	3	2	5	*	4	5	*	*	-	5	-
	21%	-%	37%	-%	39%	17%	18%	25%	1%	33%	21%	1%	6%	-%	23%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	1	*	-	1	-	1	*	1	1	1	-	-	-	-
	5%	-%	10%	98%	-%	5%	-%	5%	3%	6%	5%	6%	-%	-%	-%	-%
Fairly Satisfied (1)	9	4	2	*	-	8	5	9	3	3	8	5	1	-	8	-
	31%	53%	41%	2%	-%	48%	42%	42%	25%	29%	33%	52%	51%	-%	37%	-%
Very Satisfied (2)	9	3	-	-	5	4	3	4	7	1	9	2	1	-	8	*
	32%	43%	-%	-%	61%	24%	28%	21%	49%	10%	35%	22%	43%	-%	36%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	-	1	1	1	3	2	1	2	-	-	1	-
	11%	-%	12%	-%	-%	7%	10%	6%	22%	20%	5%	19%	-%	-%	3%	-%
NET: Satisfied	17	7	2	*	5	13	8	13	10	5	17	7	2	-	16	*
	62%	97%	41%	2%	61%	71%	70%	63%	74%	39%	68%	74%	94%	-%	73%	100%
NET: Dissatisfied	6	*	2	-	3	3	2	5	*	4	5	*	*	-	5	-
	22%	3%	37%	-%	39%	17%	20%	26%	1%	35%	22%	1%	6%	-%	24%	-%
Answered	25	7	5	*	8	17	11	19	11	9	23	8	2	-	21	*
Mean Score	.8	1.3	*	*	.8	.8	.8	.6	1.6	.2	.9	1.2	1.3	-	.9	2.0
Standard error	.21	.27	.47	-	.79	.21	.26	.22	.16	.33	.23	.15	.36	-	.26	-
Standard deviation	1.21	.85	1.05	-	1.57	1.04	1.19	1.17	.66	1.23	1.19	.67	1.03	-	1.21	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	35	26	2	30	-	35	-	14	16	5	9	17	8
Effective base	12	9	1	11	-	12	-	6	7	1	4	6	3
Weighted Base	28	23	*	25	-	28	-	11	12	5	8	14	5
Very Dissatisfied (-2)	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* 2%	- -%	- -%	* 3%	- -%	- -%
Fairly Dissatisfied (-1)	6 21%	5 21%	* 89%	4 16%	- -%	6 21%	- -%	- -%	6 49%	* 1%	- -%	2 16%	4 75%
Neither Satisfied Nor Dissatisfied (0)	1 5%	1 4%	- -%	1 3%	- -%	1 5%	- -%	1 9%	- -%	* 8%	- -%	1 5%	1 12%
Fairly Satisfied (1)	9 31%	8 37%	* 11%	8 33%	- -%	9 31%	- -%	5 43%	4 33%	* *%	3 41%	5 33%	1 10%
Very Satisfied (2)	9 32%	8 34%	- -%	9 35%	- -%	9 32%	- -%	4 35%	* 3%	5 91%	2 28%	6 46%	* 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 11%	1 3%	- -%	3 12%	- -%	3 11%	- -%	1 11%	2 15%	- -%	2 28%	- -%	- -%
NET: Satisfied	17 62%	16 71%	* 11%	17 68%	- -%	17 62%	- -%	8 78%	4 36%	5 91%	6 69%	11 79%	1 14%
NET: Dissatisfied	6 22%	5 22%	* 89%	4 17%	- -%	6 22%	- -%	* 2%	6 49%	* 1%	* 3%	2 16%	4 75%
Answered	25	22	*	22	-	25	-	10	10	5	6	14	5
Mean Score	.8	.8	-.8	1.0	-	.8	-	1.2	-.1	1.8	1.3	1.1	-.6
Standard error	.21	.24	-	.22	-	.21	-	.24	.29	.30	.34	.27	.32
Standard deviation	1.21	1.18	-	1.15	-	1.21	-	.86	1.10	.68	.90	1.10	.91

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		35	27	8
Effective base		12	8	5
Weighted Base		28	18	9
Very Dissatisfied	(-2)	*	*	-
		1%	1%	-%
Fairly Dissatisfied	(-1)	6	1	5
		21%	5%	52%
Neither Satisfied Nor Dissatisfied	(0)	1	1	*
		5%	5%	4%
Fairly Satisfied	(1)	9	5	3
		31%	27%	37%
Very Satisfied	(2)	9	9	*
		32%	48%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	1
		11%	13%	7%
NET: Satisfied		17	14	3
		62%	76%	37%
NET: Dissatisfied		6	1	5
		22%	7%	52%
Answered		25	16	9
Mean Score		.8	1.3	-.2
Standard error		.21	.19	.39
Standard deviation		1.21	.97	1.03

Columns Tested:: a,b

Table 305 (continuation)

**QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		35	-	3	5	2	-	2	1	7	6	3	2	4
Effective base		12	-	2	3	2	-	1	1	2	4	2	1	2
Weighted Base		28	-	1	6	1	-	5	*	3	8	*	1	3
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Fairly Dissatisfied	(-1)	6	-	-	3	-	-	-	-	*	-	-	-	3
		21%	-%	-%	49%	-%	-%	-%	-%	2%	-%	-%	-%	96%
Neither Satisfied Nor Dissatisfied	(0)	1	-	*	-	*	-	1	-	-	-	-	-	-
		5%	-%	68%	-%	47%	-%	11%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	-	-	*	*	-	-	-	2	5	*	1	*
		31%	-%	-%	*%	53%	-%	-%	-%	72%	61%	13%	96%	2%
Very Satisfied	(2)	9	-	*	2	-	-	5	*	*	2	*	*	*
		32%	-%	32%	32%	-%	-%	89%	100%	5%	21%	87%	4%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	1	-	-	-	-	1	1	-	-	-
		11%	-%	-%	19%	-%	-%	-%	-%	22%	15%	-%	-%	-%
NET: Satisfied		17	-	*	2	*	-	5	*	2	6	*	1	*
		62%	-%	32%	32%	53%	-%	89%	100%	77%	82%	100%	100%	4%
NET: Dissatisfied		6	-	-	3	-	-	-	-	*	*	-	-	3
		22%	-%	-%	49%	-%	-%	-%	-%	2%	3%	-%	-%	96%
Answered		25	-	1	5	1	-	5	*	2	6	*	1	3
Mean Score		.8	-	.6	.2	.5	-	1.8	2.0	1.0	1.1	1.9	1.0	-.9
Standard error		.21	-	-	.82	-	-	.50	-	.21	.37	-	.33	.30
Standard deviation		1.21	-	-	1.64	-	-	.71	-	.51	.82	-	.47	.60

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 305 (continuation)

QOP3A.4.1. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	35	8	4	14	9	12	23
Effective base	12	3	2	5	3	5	8
Weighted Base	28	7	6	11	4	13	15
Very Dissatisfied	(-2)	*	-	*	-	-	*
	1%	-%	-%	2%	-%	-%	2%
Fairly Dissatisfied	(-1)	6	3	-	*	3	3
	21%	45%	-%	1%	62%	24%	19%
Neither Satisfied Nor Dissatisfied	(0)	1	*	1	-	1	-
	5%	6%	16%	-%	-%	10%	-%
Fairly Satisfied	(1)	9	*	*	7	1	8
	31%	*%	7%	64%	29%	3%	54%
Very Satisfied	(2)	9	2	5	2	*	7
	32%	32%	77%	16%	9%	53%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	2	-	1	2
	11%	17%	-%	17%	-%	9%	12%
NET: Satisfied	17	2	5	9	2	7	10
	62%	32%	84%	80%	38%	56%	68%
NET: Dissatisfied	6	3	-	*	3	3	3
	22%	45%	-%	3%	62%	24%	20%
Answered	25	6	6	9	4	11	13
Mean Score	.8	.2	1.6	1.1	-.1	.9	.7
Standard error	.21	.60	.41	.21	.43	.42	.23
Standard deviation	1.21	1.58	.82	.72	1.28	1.39	1.08

Columns Tested: a,b,c,d - a,b

Table 306

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	24	4	20	13	6	1	4	11
Effective base	11	2	9	10	4	1	3	5
Weighted Base	19	2	17	18	1	*	*	2
Very Dissatisfied	(-2) 1	-	1	1	-	-	-	-
	5%	-%	6%	5%	-%	-%	-%	-%
Fairly Dissatisfied	(-1) 2	1	*	1	*	-	*	*
	8%	61%	1%	8%	12%	-%	33%	12%
Neither Satisfied Nor Dissatisfied	(0) 2	1	1	2	*	-	-	*
	10%	39%	6%	9%	19%	-%	-%	14%
Fairly Satisfied	(1) 12	-	12	11	-	*	-	*
	61%	-%	69%	65%	-%	100%	-%	18%
Very Satisfied	(2) 3	-	3	2	1	-	*	1
	16%	-%	19%	13%	68%	-%	60%	56%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	7%	*%
NET: Satisfied	15	-	15	14	1	*	*	1
	77%	-%	88%	77%	68%	100%	60%	73%
NET: Dissatisfied	3	1	1	2	*	-	*	*
	13%	61%	6%	13%	12%	-%	33%	12%
Answered	19	2	17	18	1	*	*	2
Mean Score	.8	-.6	.9	.7	1.2	1.0	.9	1.2
Standard error	.21	.32	.21	.28	1.07	-	-	.54
Standard deviation	1.01	.64	.91	1.00	2.62	-	-	1.72

Columns Tested: a,b - a,b,c,d,e

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		24	4	3	6	2	5	4	13	6	5
Effective base		11	4	3	6	1	3	3	10	4	2
Weighted Base		19	10	2	6	1	1	*	18	1	*
Very Dissatisfied	(-2)	1	-	-	1	-	-	-	1	-	-
		5%	-%	-%	17%	-%	-%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	1	-	*	*	1	*	*
		8%	-%	-%	25%	-%	16%	33%	8%	12%	9%
Neither Satisfied Nor Dissatisfied	(0)	2	-	1	1	*	*	-	2	*	-
		10%	-%	34%	14%	20%	13%	-%	9%	19%	-%
Fairly Satisfied	(1)	12	10	-	2	-	*	-	11	-	*
		61%	100%	-%	34%	-%	29%	-%	65%	-%	73%
Very Satisfied	(2)	3	-	2	1	*	*	*	2	1	*
		16%	-%	66%	11%	80%	42%	60%	13%	68%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	7%	-%	-%	2%
NET: Satisfied		15	10	2	3	*	1	*	14	1	*
		77%	100%	66%	44%	80%	71%	60%	77%	68%	89%
NET: Dissatisfied		3	-	-	2	-	*	*	2	*	*
		13%	-%	-%	41%	-%	16%	33%	13%	12%	9%
Answered		19	10	2	6	1	1	*	18	1	*
Mean Score		.8	1.0	1.3	*	1.6	1.0	.9	.7	1.2	1.0
Standard error		.21	-	.71	.58	-	-	-	.28	1.07	-
Standard deviation		1.01	-	1.23	1.43	-	-	-	1.00	2.62	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	24	4	9	6	1	4	9	5	3	1	3
Effective base	11	4	9	4	1	3	5	5	2	1	2
Weighted Base	19	10	8	1	*	*	12	4	*	1	1
Very Dissatisfied	(-2)	1	-	1	-	-	-	1	-	-	-
	5%	-%	12%	-%	-%	-%	-%	22%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	1	*	*	-	-	-	-	-
	8%	-%	17%	12%	-%	33%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	-	2	*	-	1	1	*	-	*
	10%	-%	20%	19%	-%	-%	7%	20%	63%	-%	12%
Fairly Satisfied	(1)	12	10	2	-	*	10	1	-	-	*
	61%	100%	23%	-%	100%	-%	89%	25%	-%	-%	36%
Very Satisfied	(2)	3	-	2	1	-	*	1	*	1	*
	16%	-%	28%	68%	-%	60%	4%	33%	33%	100%	52%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	7%	-%	-%	5%	-%	-%
NET: Satisfied	15	10	4	1	*	*	11	2	*	1	1
	77%	100%	51%	68%	100%	60%	93%	58%	33%	100%	88%
NET: Dissatisfied	3	-	2	*	-	*	-	1	-	-	-
	13%	-%	29%	12%	-%	33%	-%	22%	-%	-%	-%
Answered	19	10	8	1	*	*	12	4	*	1	1
Mean Score	.8	1.0	.4	1.2	1.0	.9	1.0	.5	.7	2.0	1.4
Standard error	.21	-	.48	1.07	-	-	.12	.77	-	-	-
Standard deviation	1.01	-	1.44	2.62	-	-	.35	1.71	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		24	4	1	2	2	4	1	2	1	1
Effective base		11	3	1	1	2	4	1	1	1	1
Weighted Base		19	2	1	3	1	3	3	3	1	1
Very Dissatisfied	(-2)	1	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	*	1	-	-	-	-	-	-	-
		8%	2%	100%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	-	-	-	-	2	-	-	-	-
		10%	-%	-%	-%	-%	49%	-%	-%	-%	-%
Fairly Satisfied	(1)	12	1	-	3	1	-	3	3	1	-
		61%	39%	-%	87%	100%	-%	100%	98%	100%	-%
Very Satisfied	(2)	3	1	-	*	-	1	-	*	-	1
		16%	59%	-%	13%	-%	23%	-%	2%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		15	2	-	3	1	1	3	3	1	1
		77%	98%	-%	100%	100%	23%	100%	100%	100%	100%
NET: Dissatisfied		3	*	1	-	-	1	-	-	-	-
		13%	2%	100%	-%	-%	28%	-%	-%	-%	-%
Answered		19	2	1	3	1	3	3	3	1	1
Mean Score		.8	1.6	-1.0	1.1	1.0	-1	1.0	1.0	1.0	2.0
Standard error		.21	.41	-	.29	-	.85	-	.12	-	-
Standard deviation		1.01	.81	-	.41	-	1.70	-	.17	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		24	7	6	5	18	6	1	3	2
Effective base		11	6	5	3	11	4	1	1	2
Weighted Base		19	5	5	9	19	*	*	*	*
Very Dissatisfied	(-2)	1 5%	1 18%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	2 8%	- -%	1 31%	- -%	1 8%	* 38%	* 100%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	2 10%	2 31%	- -%	- -%	2 9%	* 58%	- -%	* 85%	* 100%
Fairly Satisfied	(1)	12 61%	1 25%	2 42%	8 95%	12 62%	- -%	- -%	- -%	- -%
Very Satisfied	(2)	3 16%	1 26%	1 27%	* 5%	3 17%	* 3%	- -%	* 9%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* *%	- -%	- -%	- -%	- -%	* 2%	- -%	* 6%	- -%
NET: Satisfied		15 77%	3 52%	3 69%	9 100%	15 79%	* 3%	- -%	* 9%	- -%
NET: Dissatisfied		3 13%	1 18%	1 31%	- -%	2 13%	* 38%	* 100%	- -%	- -%
Answered		19	5	5	9	19	*	*	*	*
Mean Score		.8	.4	.7	1.1	.8	-.3	-1.0	.2	-
Standard error		.21	.57	.54	.11	.24	-	-	-	-
Standard deviation		1.01	1.50	1.32	.24	1.01	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	24	1	3	3	6	1	6	2	-	8
Effective base	11	1	2	2	4	1	3	2	-	5
Weighted Base	19	1	1	2	3	*	6	1	-	9
Very Dissatisfied	(-2)	1	-	-	1	1	-	-	-	-
	5%	-	-	52%	33%	-	-	-	-	-
Fairly Dissatisfied	(-1)	2	-	-	-	*	-	*	-	1
	8%	-	-	-	-	100%	-	26%	-	15%
Neither Satisfied Nor Dissatisfied	(0)	2	-	1	-	1	-	1	-	*
	10%	-	100%	-	35%	-	15%	-	-	*%
Fairly Satisfied	(1)	12	-	-	1	1	-	4	-	7
	61%	-	-	45%	29%	-	71%	-	-	74%
Very Satisfied	(2)	3	1	-	*	*	-	1	*	-
	16%	100%	-	3%	2%	-	14%	74%	-	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-
	*%	-	-	-	-	-	*%	-	-	-
NET: Satisfied	15	1	-	1	1	-	5	*	-	8
	77%	100%	-	48%	31%	-	85%	74%	-	85%
NET: Dissatisfied	3	-	-	1	1	*	-	*	-	1
	13%	-	-	52%	33%	100%	-	26%	-	15%
Answered	19	1	1	2	3	*	6	1	-	9
Mean Score	.8	2.0	-	-.5	-.3	-1.0	1.0	1.2	-	.8
Standard error	.21	-	-	1.32	.64	-	.27	-	-	.31
Standard deviation	1.01	-	-	2.29	1.57	-	.60	-	-	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	24	8	6	10	20	4	-	22	2	24	-
Effective base	11	5	3	5	9	2	-	10	1	11	-
Weighted Base	19	4	6	10	17	2	-	18	1	19	-
Very Dissatisfied (-2)	1 5%	1 25%	- -%	- -%	1 6%	- -%	- -%	1 5%	- -%	1 5%	- -%
Fairly Dissatisfied (-1)	2 8%	* 1%	- -%	2 15%	* 1%	1 62%	- -%	2 9%	- -%	2 8%	- -%
Neither Satisfied Nor Dissatisfied (0)	2 10%	1 27%	1 15%	* *%	2 11%	* 4%	- -%	2 10%	- -%	2 10%	- -%
Fairly Satisfied (1)	12 61%	1 22%	4 71%	7 70%	12 69%	- -%	- -%	11 59%	1 95%	12 61%	- -%
Very Satisfied (2)	3 16%	1 24%	1 14%	1 15%	2 14%	1 34%	- -%	3 17%	* 5%	3 16%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	15 77%	2 46%	5 85%	8 84%	14 83%	1 34%	- -%	14 76%	1 100%	15 77%	- -%
NET: Dissatisfied	3 13%	1 26%	- -%	2 15%	1 6%	1 62%	- -%	3 14%	- -%	3 13%	- -%
Answered	19	4	6	10	17	2	-	18	1	19	-
Mean Score	.8	.2	1.0	.8	.8	.1	-	.7	1.0	.8	-
Standard error	.21	.61	.27	.29	.21	.93	-	.23	.47	.21	-
Standard deviation	1.01	1.73	.60	.91	.90	1.87	-	1.04	.67	1.01	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		24	5	11	8
Effective base		11	2	6	5
Weighted Base		19	5	4	10
Very Dissatisfied	(-2)	1 5%	- -%	1 23%	- -%
Fairly Dissatisfied	(-1)	2 8%	* 3%	- -%	1 14%
Neither Satisfied Nor Dissatisfied	(0)	2 10%	* 1%	1 24%	1 8%
Fairly Satisfied	(1)	12 61%	5 96%	* 7%	7 66%
Very Satisfied	(2)	3 16%	- -%	2 46%	1 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* *%	- -%	* *%	- -%
NET: Satisfied		15 77%	5 96%	2 53%	8 78%
NET: Dissatisfied		3 13%	* 3%	1 23%	1 14%
Answered		19	5	4	10
Mean Score		.8	.9	.5	.8
Standard error		.21	.18	.58	.31
Standard deviation		1.01	.41	1.82	.88

Columns Tested:: a,b,c

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	24	15	5	2	1	-	1	-	-	20	4	2
Effective base	11	6	3	2	1	-	1	-	-	8	4	2
Weighted Base	19	13	2	2	1	-	1	-	-	15	4	2
Very Dissatisfied	(-2)	1	-	-	-	-	1	-	-	-	1	1
		5%	-%	-%	-%	-%	100%	-%	-%	-%	24%	53%
Fairly Dissatisfied	(-1)	2	*	-	1	-	-	-	-	*	1	-
		8%	1%	-%	63%	-%	-%	-%	-%	1%	35%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	1	*	1	-	-	-	-	1	1	-
		10%	7%	5%	37%	-%	-%	-%	-%	7%	21%	-%
Fairly Satisfied	(1)	12	10	1	-	-	-	-	-	12	-	-
		61%	77%	72%	-%	-%	-%	-%	-%	77%	-%	-%
Very Satisfied	(2)	3	2	*	-	1	-	-	-	2	1	1
		16%	14%	24%	-%	100%	-%	-%	-%	15%	21%	47%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		15	12	2	-	1	-	-	-	14	1	1
		77%	91%	95%	-%	100%	-%	-%	-%	92%	21%	47%
NET: Dissatisfied		3	*	-	1	-	1	-	-	*	2	1
		13%	1%	-%	63%	-%	100%	-%	-%	1%	58%	53%
Answered	19	13	2	2	1	-	1	-	-	15	4	2
Mean Score	.8	1.0	1.2	-6	2.0	-	-2.0	-	-	1.1	-4	-1
Standard error	.21	.14	.31	.46	-	-	-	-	-	.12	.81	2.14
Standard deviation	1.01	.54	.70	.65	-	-	-	-	-	.53	1.62	3.02

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	24	6	9	9	20	21	22	24	17	17	2	8	5	3	1	3	-
Effective base	11	3	3	6	9	10	11	11	8	8	2	5	3	1	1	2	-
Weighted Base	19	6	7	6	14	15	16	19	13	15	3	7	2	3	*	1	-
Very Dissatisfied (-2)	1 5%	- -%	- -%	1 16%	1 7%	1 6%	1 6%	1 5%	1 7%	1 6%	- -%	1 13%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	2 8%	* 1%	* 2%	1 23%	2 11%	* 1%	2 9%	2 8%	* 1%	* 1%	1 55%	- -%	- -%	* 5%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	2 10%	1 14%	* 2%	1 15%	1 7%	2 13%	2 11%	2 10%	1 7%	1 6%	- -%	1 13%	1 43%	- -%	- -%	* 9%	- -%
Fairly Satisfied (1)	12 61%	5 79%	6 77%	1 24%	8 54%	9 59%	9 54%	12 61%	8 60%	11 69%	1 45%	5 64%	- -%	3 83%	- -%	* 23%	- -%
Very Satisfied (2)	3 16%	* 7%	1 19%	1 22%	3 22%	3 21%	3 19%	3 16%	3 24%	3 18%	- -%	1 11%	1 57%	* 13%	* 100%	1 68%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%
NET: Satisfied	15 77%	5 86%	7 96%	3 46%	11 75%	12 80%	12 73%	15 77%	11 85%	13 87%	1 45%	5 74%	1 57%	3 95%	* 100%	1 91%	- -%
NET: Dissatisfied	3 13%	* 1%	* 2%	2 39%	2 17%	1 7%	2 15%	3 13%	1 9%	1 7%	1 55%	1 13%	- -%	* 5%	- -%	- -%	- -%
Answered	19	6	7	6	14	15	16	19	13	15	3	7	2	3	*	1	-
Mean Score	.8	.9	1.1	.1	.7	.9	.7	.8	.9	.9	-.1	.6	1.1	1.0	2.0	1.6	-
Standard error	.21	.21	.20	.51	.27	.22	.24	.21	.26	.23	.90	.42	.71	.38	-	.87	-
Standard deviation	1.01	.52	.57	1.53	1.16	1.00	1.09	1.01	1.05	.94	1.28	1.19	1.43	.67	-	1.50	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	24	9	5	2	1	3	-	-	7	6	3	3	1	1	-
Effective base	11	5	3	1	1	2	-	-	4	4	2	2	1	1	-
Weighted Base	19	10	3	*	*	1	-	-	7	3	1	4	*	*	-
Very Dissatisfied	(-2)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		5%	10%	-%	-%	-%	-%	-%	-%	29%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	1	*	-	-	-	-	-	-	*	-	-	-	-
		8%	14%	6%	-%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	1	-	-	*	-	-	*	1	1	-	*	-	-
		10%	10%	-%	-%	9%	-%	-%	1%	26%	80%	-%	100%	-%	-%
Fairly Satisfied	(1)	12	6	1	-	*	-	-	5	1	-	3	-	*	-
		61%	66%	41%	-%	23%	-%	-%	74%	26%	-%	77%	-%	100%	-%
Very Satisfied	(2)	3	*	1	*	1	-	-	2	1	*	1	-	-	-
		16%	1%	53%	100%	68%	-%	-%	24%	19%	5%	23%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	-	-	*	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: Satisfied		15	6	2	*	1	-	-	7	1	*	4	-	*	-
		77%	66%	94%	100%	91%	-%	-%	99%	45%	5%	100%	-%	100%	-%
NET: Dissatisfied		3	2	*	-	-	-	-	-	1	*	-	-	-	-
		13%	24%	6%	-%	-%	-%	-%	-%	29%	15%	-%	-%	-%	-%
Answered		19	10	3	*	1	-	-	7	3	1	4	*	*	-
Mean Score		.8	.3	1.4	2.0	1.6	-	-	1.2	.1	*	1.2	-	1.0	-
Standard error		.21	.37	.49	-	.87	-	-	.19	.79	1.75	.29	-	-	-
Standard deviation		1.01	1.11	.98	-	1.50	-	-	.49	1.78	3.04	.50	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	24	7	5	4	3	1	2	2	3	10	4	3	2
Effective base	11	4	2	3	2	1	1	1	2	7	2	1	2
Weighted Base	19	7	5	2	2	1	*	3	5	5	1	2	4
Very Dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	-	-
	5%	-%	-%	43%	-%	-%	-%	-%	-%	18%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	-	-	-	-	-	-	2	-
	8%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	97%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	*	-	1	-	-	*	-	1	*	-	1
	10%	1%	-%	38%	48%	-%	-%	4%	-%	18%	8%	-%	23%
Fairly Satisfied	(1)	12	5	3	-	-	1	*	3	5	1	*	3
	61%	75%	61%	-%	-%	100%	96%	96%	100%	22%	23%	-%	77%
Very Satisfied	(2)	3	-	2	*	1	-	*	-	2	1	*	-
	16%	-%	39%	19%	52%	-%	4%	-%	-%	43%	68%	3%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	15	5	5	*	1	1	*	3	5	3	1	*	3
	77%	75%	100%	19%	52%	100%	100%	96%	100%	64%	91%	3%	77%
NET: Dissatisfied	3	2	-	1	-	-	-	-	-	1	-	2	-
	13%	24%	-%	43%	-%	-%	-%	-%	-%	18%	-%	97%	-%
Answered	19	7	5	2	2	1	*	3	5	5	1	2	4
Mean Score	.8	.5	1.4	-.5	1.0	1.0	1.0	1.0	1.0	.7	1.6	-.9	.8
Standard error	.21	.35	.27	1.01	.89	-	-	.16	-	.51	.87	.51	.35
Standard deviation	1.01	.92	.55	2.02	1.55	-	-	.23	-	1.62	1.50	.89	.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	24	9	6	3	2	-	4	10	3	2	2
Effective base	11	5	3	2	1	-	3	6	2	2	2
Weighted Base	19	8	5	*	2	-	5	5	1	*	4
Very Dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	-
	5%	12%	-%	-%	-%	-%	-%	20%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	-	-	*	-
	8%	-%	-%	-%	100%	-%	-%	-%	-%	74%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	1	*	-	-	-	1	-	-	1
	10%	11%	2%	26%	-%	-%	-%	22%	-%	-%	23%
Fairly Satisfied	(1)	12	5	3	*	-	5	1	*	-	3
	61%	61%	58%	72%	-%	-%	88%	24%	25%	-%	77%
Very Satisfied	(2)	3	1	2	-	-	1	2	1	*	-
	16%	16%	40%	-%	-%	-%	12%	34%	74%	26%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	15	6	5	*	-	-	5	3	1	*	3
	77%	77%	98%	72%	-%	-%	100%	58%	99%	26%	77%
NET: Dissatisfied	3	1	-	-	2	-	-	1	-	*	-
	13%	12%	-%	-%	100%	-%	-%	20%	-%	74%	-%
Answered	19	8	5	*	2	-	5	5	1	*	4
Mean Score	.8	.7	1.4	.7	-1.0	-	1.1	.5	1.7	-2	.8
Standard error	.21	.40	.24	-	-	-	.18	.52	.95	-	.35
Standard deviation	1.01	1.21	.59	-	-	-	.36	1.64	1.34	-	.50

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	24	5	2	11	3	3	17	4	3	14	10	11	9
Effective base	11	3	2	4	2	2	8	2	2	7	4	4	5
Weighted Base	19	5	1	6	3	4	13	4	2	13	7	7	8
Very Dissatisfied (-2)	1 5%	- -%	- -%	1 15%	- -%	- -%	1 7%	- -%	- -%	- -%	1 14%	- -%	1 12%
Fairly Dissatisfied (-1)	2 8%	* 1%	- -%	- -%	2 57%	- -%	* 1%	- -%	1 62%	- -%	2 24%	* 2%	1 18%
Neither Satisfied Nor Dissatisfied (0)	2 10%	- -%	- -%	1 17%	- -%	1 22%	1 7%	1 25%	- -%	2 14%	* 1%	1 16%	- -%
Fairly Satisfied (1)	12 61%	5 88%	- -%	3 48%	1 43%	3 76%	9 67%	3 75%	- -%	9 71%	3 41%	5 75%	3 35%
Very Satisfied (2)	3 16%	1 12%	1 100%	1 20%	- -%	* 1%	2 17%	* %	1 38%	2 14%	1 20%	* 6%	3 35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	15 77%	5 99%	1 100%	4 68%	1 43%	3 78%	11 84%	3 75%	1 38%	11 86%	4 61%	5 82%	5 70%
NET: Dissatisfied	3 13%	* 1%	- -%	1 15%	2 57%	- -%	1 8%	- -%	1 62%	- -%	3 38%	* 2%	2 30%
Answered	19	5	1	6	3	4	13	4	2	13	7	7	8
Mean Score	.8	1.1	2.0	.6	-.1	.8	.9	.8	.1	1.0	.3	.9	.6
Standard error	.21	.18	-	.43	.72	.30	.25	.26	1.13	.15	.48	.19	.51
Standard deviation	1.01	.40	-	1.36	1.25	.51	1.00	.51	1.96	.56	1.50	.59	1.52

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	24	10	11	7	17	11	9	9	12	9	15
Effective base	11	5	5	4	8	5	5	4	6	5	6
Weighted Base	19	7	8	9	11	7	7	7	8	10	9
Very Dissatisfied	(-2) 1 5%	- -%	1 12%	- -%	1 9%	- -%	1 13%	- -%	1 12%	- -%	1 10%
Fairly Dissatisfied	(-1) 2 8%	* 2%	- -%	- -%	2 15%	- -%	2 21%	- -%	* 2%	- -%	2 17%
Neither Satisfied Nor Dissatisfied	(0) 2 10%	1 14%	1 11%	* 1%	2 17%	1 15%	- -%	1 15%	1 11%	* 1%	2 20%
Fairly Satisfied	(1) 12 61%	5 68%	4 51%	8 91%	4 36%	5 70%	3 37%	5 71%	4 49%	8 77%	4 43%
Very Satisfied	(2) 3 16%	1 16%	2 26%	1 7%	3 24%	1 15%	2 29%	1 15%	2 27%	2 22%	1 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	15 77%	6 84%	6 76%	8 99%	6 60%	6 85%	5 66%	6 85%	6 75%	10 99%	5 53%
NET: Dissatisfied	3 13%	* 2%	1 12%	- -%	3 24%	- -%	2 34%	- -%	1 14%	- -%	3 28%
Answered	19	7	8	9	11	7	7	7	8	10	9
Mean Score	.8	1.0	.8	1.1	.5	1.0	.5	1.0	.8	1.2	.2
Standard error	.21	.22	.39	.12	.32	.19	.51	.21	.37	.16	.32
Standard deviation	1.01	.67	1.28	.30	1.31	.59	1.53	.58	1.30	.45	1.24

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	24	17	12	11	1	18	12	8	-	24	9	8	-
Effective base	11	8	6	4	1	9	8	4	-	11	4	4	-
Weighted Base	19	12	8	6	1	12	6	3	-	19	9	6	-
Very Dissatisfied (-2)	1 5%	1 8%	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	2 8%	* 1%	* 2%	* 3%	1 100%	* 1%	* 3%	* 5%	- -%	2 8%	* *%	* 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	2 10%	1 8%	1 11%	* 2%	- -%	2 15%	2 31%	1 28%	- -%	2 10%	2 18%	1 13%	- -%
Fairly Satisfied (1)	12 61%	8 62%	4 48%	3 52%	- -%	6 52%	1 20%	1 43%	- -%	12 61%	6 65%	4 65%	- -%
Very Satisfied (2)	3 16%	3 22%	3 38%	2 42%	- -%	3 23%	3 47%	1 25%	- -%	3 16%	1 16%	1 19%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%
NET: Satisfied	15 77%	10 83%	7 87%	6 95%	- -%	9 75%	4 67%	2 67%	- -%	15 77%	7 81%	5 85%	- -%
NET: Dissatisfied	3 13%	1 9%	* 2%	* 3%	1 100%	1 9%	* 3%	* 5%	- -%	3 13%	* *%	* 2%	- -%
Answered	19	12	8	6	1	12	6	3	-	19	9	6	-
Mean Score	.8	.9	1.2	1.3	-1.0	.8	1.1	.9	-	.8	1.0	1.0	-
Standard error	.21	.26	.23	.23	-	.27	.31	.38	-	.21	.22	.27	-
Standard deviation	1.01	1.05	.77	.72	-	1.11	1.03	.99	-	1.01	.63	.70	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	24	12	15	9	12	12	1	6	6	6	4	1	3	4
Effective base	11	6	7	5	6	5	1	4	3	4	3	1	1	2
Weighted Base	19	8	10	9	9	8	1	8	5	7	5	1	3	1
Very Dissatisfied (-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	*	*	-	*	*	-	-	-	-	-	-	-	-
	8%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	*	2	1	1	1	-	1	1	1	-	-	-	1
	10%	2%	19%	10%	11%	12%	-%	11%	19%	13%	-%	-%	-%	68%
Fairly Satisfied (1)	12	5	5	7	5	4	-	6	3	4	4	-	3	-
	61%	62%	53%	75%	57%	52%	-%	71%	63%	65%	83%	-%	87%	-%
Very Satisfied (2)	3	3	3	1	3	3	1	1	1	1	1	1	*	*
	16%	33%	27%	15%	31%	34%	100%	18%	17%	22%	17%	100%	13%	31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	-	-	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	1%
NET: Satisfied	15	8	8	9	8	7	1	7	4	6	5	1	3	*
	77%	95%	80%	90%	88%	86%	100%	89%	80%	87%	100%	100%	100%	31%
NET: Dissatisfied	3	*	*	-	*	*	-	-	-	-	-	-	-	-
	13%	2%	2%	-%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	8	10	9	9	8	1	8	5	7	5	1	3	1
Mean Score	.8	1.3	1.0	1.1	1.2	1.2	2.0	1.1	1.0	1.1	1.2	2.0	1.1	.6
Standard error	.21	.19	.20	.19	.22	.23	-	.25	.30	.26	.21	-	.29	1.06
Standard deviation	1.01	.64	.76	.53	.72	.76	-	.57	.68	.63	.42	-	.41	1.83

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	24	4	5	4	-	15	17	20	14	14	17	13	6	-	15	1
Effective base	11	3	2	2	-	8	8	9	6	8	8	6	3	-	7	1
Weighted Base	19	3	2	5	-	13	11	17	11	11	15	12	6	-	13	1
Very Dissatisfied (-2)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	-	*	-	2	2	2	2	2	2	2	2	-	-	-
	8%	-%	-%	3%	-%	12%	15%	9%	14%	15%	10%	14%	25%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	-	*	1	-	1	1	1	1	2	*	1	-	-	1	1
	10%	-%	8%	17%	-%	7%	9%	6%	9%	16%	1%	7%	-%	-%	8%	100%
Fairly Satisfied (1)	12	1	1	4	-	8	6	12	7	4	11	8	4	-	9	-
	61%	47%	58%	79%	-%	61%	58%	69%	65%	39%	71%	69%	68%	-%	71%	-%
Very Satisfied (2)	3	2	1	-	-	3	2	3	1	2	3	1	*	-	3	-
	16%	53%	34%	-%	-%	20%	18%	16%	12%	21%	18%	10%	7%	-%	21%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	*	*	*	*	-	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Satisfied	15	3	2	4	-	11	8	14	8	6	14	9	5	-	12	-
	77%	100%	92%	79%	-%	81%	76%	85%	77%	60%	89%	79%	75%	-%	92%	-%
NET: Dissatisfied	3	-	-	*	-	2	2	2	2	3	2	2	2	-	-	-
	13%	-%	-%	3%	-%	12%	15%	9%	14%	24%	10%	14%	25%	-%	-%	-%
Answered	19	3	2	5	-	13	11	17	11	11	15	12	6	-	13	1
Mean Score	.8	1.5	1.3	.8	-	.9	.8	.9	.7	.5	1.0	.8	.6	-	1.1	-
Standard error	.21	.30	.44	.28	-	.24	.24	.18	.25	.34	.19	.25	.42	-	.15	-
Standard deviation	1.01	.61	.88	.56	-	.89	.96	.79	.89	1.28	.80	.86	1.03	-	.55	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	24	15	2	19	2	24	-	5	14	5	12	6	6
Effective base	11	7	1	8	2	11	-	3	6	2	6	3	3
Weighted Base	19	12	1	16	2	19	-	5	10	4	11	6	3
Very Dissatisfied (-2)	1 5%	- -%	- -%	- -%	1 54%	1 5%	- -%	- -%	1 10%	- -%	- -%	1 16%	- -%
Fairly Dissatisfied (-1)	2 8%	* 1%	- -%	* 1%	- -%	2 8%	- -%	- -%	2 17%	- -%	1 13%	* 3%	* 1%
Neither Satisfied Nor Dissatisfied (0)	2 10%	2 14%	* 7%	1 7%	1 46%	2 10%	- -%	1 15%	1 10%	* 2%	1 9%	1 16%	- -%
Fairly Satisfied (1)	12 61%	8 63%	1 93%	12 75%	- -%	12 61%	- -%	4 69%	5 52%	3 70%	7 63%	4 65%	1 43%
Very Satisfied (2)	3 16%	3 21%	- -%	3 17%	- -%	3 16%	- -%	1 16%	1 11%	1 28%	2 16%	- -%	1 55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	* *%
NET: Satisfied	15 77%	10 84%	1 93%	14 92%	- -%	15 77%	- -%	5 85%	6 63%	4 98%	8 78%	4 65%	3 98%
NET: Dissatisfied	3 13%	* 1%	- -%	* 1%	1 54%	3 13%	- -%	- -%	3 26%	- -%	1 13%	1 19%	* 1%
Answered	19	12	1	16	2	19	-	5	10	4	11	6	3
Mean Score	.8	1.0	.9	1.1	-1.1	.8	-	1.0	.4	1.3	.8	.3	1.5
Standard error	.21	.18	.42	.13	1.08	.21	-	.28	.35	.25	.26	.50	.33
Standard deviation	1.01	.66	.60	.54	1.52	1.01	-	.62	1.25	.55	.89	1.22	.73

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		24	14	10
Effective base		11	7	4
Weighted Base		19	12	7
Very Dissatisfied	(-2)	1	1	-
		5%	8%	-%
Fairly Dissatisfied	(-1)	2	1	*
		8%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	2	1	1
		10%	7%	15%
Fairly Satisfied	(1)	12	8	4
		61%	62%	58%
Very Satisfied	(2)	3	1	2
		16%	12%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*
		*%	-%	*%
NET: Satisfied		15	9	6
		77%	74%	82%
NET: Dissatisfied		3	2	*
		13%	19%	2%
Answered		19	12	7
Mean Score		.8	.6	1.0
Standard error		.21	.30	.25
Standard deviation		1.01	1.12	.76

Columns Tested:: a,b

Table 306 (continuation)

**QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	24	-	2	4	3	-	-	-	4	2	4	2	3
Effective base	11	-	1	2	1	-	-	-	3	2	2	2	1
Weighted Base	19	-	*	5	3	-	-	-	2	2	2	2	3
Very Dissatisfied	(-2)	1	-	-	-	-	-	-	1	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	40%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	*	-	-	-	-	-	-	2	-	-
	8%	-%	-%	1%	-%	-%	-%	-%	-%	-%	80%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	-	1	*	-	-	-	*	-	*	1	-
	10%	-%	-%	17%	3%	-%	-%	-%	2%	-%	5%	41%	-%
Fairly Satisfied	(1)	12	-	4	3	-	-	-	-	1	*	1	3
	61%	-%	-%	82%	96%	-%	-%	-%	-%	50%	15%	59%	85%
Very Satisfied	(2)	3	-	*	-	*	-	-	1	1	-	-	*
	16%	-%	98%	-%	*%	-%	-%	-%	59%	50%	-%	-%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	15	-	*	4	3	-	-	-	1	2	*	1	3
	77%	-%	98%	82%	97%	-%	-%	-%	59%	100%	15%	59%	100%
NET: Dissatisfied	3	-	-	*	-	-	-	-	1	-	2	-	-
	13%	-%	-%	1%	-%	-%	-%	-%	40%	-%	80%	-%	-%
Answered	19	-	*	5	3	-	-	-	2	2	2	2	3
Mean Score	.8	-	2.0	.8	1.0	-	-	-	.4	1.5	-.6	.6	1.1
Standard error	.21	-	-	.23	.13	-	-	-	1.28	.56	.52	.50	.25
Standard deviation	1.01	-	-	.46	.23	-	-	-	2.56	.79	1.04	.70	.43

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 306 (continuation)

QOP3A.5.1. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	24	6	3	6	9	9	15
Effective base	11	3	1	5	4	4	8
Weighted Base	19	5	3	4	7	8	11
Very Dissatisfied	(-2) 1 5%	- -%	- -%	1 23%	- -%	- -%	1 8%
Fairly Dissatisfied	(-1) 2 8%	* 1%	- -%	- -%	2 22%	* *%	2 14%
Neither Satisfied Nor Dissatisfied	(0) 2 10%	1 16%	* 3%	* 1%	1 13%	1 11%	1 9%
Fairly Satisfied	(1) 12 61%	4 75%	3 96%	1 21%	4 59%	7 83%	5 45%
Very Satisfied	(2) 3 16%	* 8%	* *%	2 55%	* 7%	* 5%	3 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	* *%	- -%
NET: Satisfied	15 77%	4 83%	3 97%	3 76%	5 66%	7 88%	8 69%
NET: Dissatisfied	3 13%	* 1%	- -%	1 23%	2 22%	* *%	2 22%
Answered	19	5	3	4	7	8	11
Mean Score	.8	.9	1.0	.8	.5	.9	.6
Standard error	.21	.25	.13	.76	.33	.16	.33
Standard deviation	1.01	.57	.23	1.87	.98	.45	1.28

Columns Tested: a,b,c,d - a,b

Table 307

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	17	-	17	9	4	1	3	8
Effective base	7	-	7	6	3	1	3	5
Weighted Base	10	-	10	9	1	*	*	1
Very Dissatisfied	(-2)	2	2	2	*	-	-	*
	18%	-%	18%	17%	40%	-%	-%	26%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	*
	1%	-%	1%	-%	23%	-%	-%	15%
Fairly Satisfied	(1)	*	*	*	-	-	*	*
	3%	-%	3%	3%	-%	-%	51%	4%
Very Satisfied	(2)	5	5	5	*	*	*	*
	51%	-%	51%	51%	37%	100%	49%	54%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	26%	-%	26%	29%	-%	-%	-%	-%
NET: Satisfied	6	-	6	5	*	*	*	1
	54%	-%	54%	54%	37%	100%	100%	58%
NET: Dissatisfied	2	-	2	2	*	-	-	*
	18%	-%	18%	17%	40%	-%	-%	26%
Answered	8	-	8	7	1	*	*	1
Mean Score	.9	-	.9	1.0	*	2.0	1.5	.6
Standard error	.46	-	.46	.65	-	-	-	-
Standard deviation	1.83	-	1.83	1.85	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		17	7	1	1	2	3	3	9	4	4
Effective base		7	5	1	1	2	2	3	6	3	2
Weighted Base		10	8	*	1	*	1	*	9	1	*
Very Dissatisfied	(-2)	2	2	-	-	-	*	-	2	*	-
		18%	20%	-%	-%	-%	48%	-%	17%	40%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	*	-	-	*	-
		1%	-%	-%	-%	31%	8%	-%	-%	23%	-%
Fairly Satisfied	(1)	*	*	-	-	-	-	*	*	-	*
		3%	3%	-%	-%	-%	-%	51%	3%	-%	13%
Very Satisfied	(2)	5	4	*	1	*	*	*	5	*	*
		51%	44%	100%	100%	69%	45%	49%	51%	37%	87%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-
		26%	33%	-%	-%	-%	-%	-%	29%	-%	-%
NET: Satisfied		6	4	*	1	*	*	*	5	*	*
		54%	47%	100%	100%	69%	45%	100%	54%	37%	100%
NET: Dissatisfied		2	2	-	-	-	*	-	2	*	-
		18%	20%	-%	-%	-%	48%	-%	17%	40%	-%
Answered		8	6	*	1	*	1	*	7	1	*
Mean Score		.9	.8	2.0	2.0	1.4	-1	1.5	1.0	*	1.9
Standard error		.46	.81	-	-	-	-	-	.65	-	-
Standard deviation		1.83	1.99	-	-	-	-	-	1.85	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	17	7	2	4	1	3	9	3	1	1	3
Effective base	7	5	2	3	1	3	4	1	1	1	1
Weighted Base	10	8	1	1	*	*	7	1	2	*	*
Very Dissatisfied	(-2)	2	-	*	-	-	2	-	-	-	-
	18%	20%	-%	40%	-%	-%	26%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	*	-	-	-	*
	1%	-%	-%	23%	-%	-%	1%	-%	-%	-%	14%
Fairly Satisfied	(1)	*	-	-	-	*	*	*	-	-	*
	3%	3%	-%	-%	-%	51%	4%	4%	-%	-%	4%
Very Satisfied	(2)	5	4	1	*	*	2	1	2	*	*
	51%	44%	100%	37%	100%	49%	31%	96%	100%	100%	82%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	26%	33%	-%	-%	-%	-%	38%	-%	-%	-%	-%
NET: Satisfied	6	4	1	*	*	*	3	1	2	*	*
	54%	47%	100%	37%	100%	100%	35%	100%	100%	100%	86%
NET: Dissatisfied	2	2	-	*	-	-	2	-	-	-	-
	18%	20%	-%	40%	-%	-%	26%	-%	-%	-%	-%
Answered	8	6	1	1	*	*	5	1	2	*	*
Mean Score	.9	.8	2.0	*	2.0	1.5	.2	2.0	2.0	2.0	1.7
Standard error	.46	.81	-	-	-	-	.77	-	-	-	-
Standard deviation	1.83	1.99	-	-	-	-	2.17	-	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		17	-	2	3	1	2	1	-	-	1
Effective base		7	-	1	2	1	1	1	-	-	1
Weighted Base		10	-	*	1	2	1	3	-	-	2
Very Dissatisfied	(-2)	2	-	*	-	-	1	-	-	-	-
		18%	-%	89%	-%	-%	83%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	-	-	-	-	-	-	-
		3%	-%	11%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	5	-	-	1	2	*	-	-	-	2
		51%	-%	-%	100%	100%	17%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	3	-	-	-
		26%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Satisfied		6	-	*	1	2	*	-	-	-	2
		54%	-%	11%	100%	100%	17%	-%	-%	-%	100%
NET: Dissatisfied		2	-	*	-	-	1	-	-	-	-
		18%	-%	89%	-%	-%	83%	-%	-%	-%	-%
Answered		8	-	*	1	2	1	-	-	-	2
Mean Score		.9	-	-1.7	2.0	2.0	-1.3	-	-	-	2.0
Standard error		.46	-	-	-	-	2.15	-	-	-	-
Standard deviation		1.83	-	-	-	-	3.04	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	
Unweighted Base		17	4	2	4	10	7	2	3	2	
Effective base		7	3	1	2	5	4	1	2	1	
Weighted Base		10	5	*	4	9	2	*	1	*	
Very Dissatisfied	(-2)	2	1	*	-	1	1	-	1	-	
		18%	23%	89%	-%	15%	33%	-%	58%	-%	
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	-	*	*	
		1%	-%	-%	-%	-%	9%	-%	11%	13%	
Fairly Satisfied	(1)	*	-	*	-	*	*	*	*	-	
		3%	-%	11%	-%	*%	18%	3%	31%	-%	
Very Satisfied	(2)	5	4	-	1	5	1	*	-	*	
		51%	77%	-%	27%	53%	40%	97%	-%	87%	
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	3	-	-	-	-	
		26%	-%	-%	73%	31%	-%	-%	-%	-%	
NET: Satisfied		6	4	*	1	5	1	*	*	*	
		54%	77%	11%	27%	53%	59%	100%	31%	87%	
NET: Dissatisfied		2	1	*	-	1	1	-	1	-	
		18%	23%	89%	-%	15%	33%	-%	58%	-%	
Answered		8	5	*	1	6	2	*	1	*	
Mean Score		.9	1.1	-1.7	2.0	1.1	.3	2.0	-8	1.7	
Standard error		.46	.95	-	-	.61	1.04	-	-	-	
Standard deviation		1.83	1.90	-	-	1.82	2.74	-	-	-	

Columns Tested: a,b,c,d,e,f,g,h

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	17	-	-	1	1	-	8	-	3	5
Effective base	7	-	-	1	1	-	4	-	2	2
Weighted Base	10	-	-	*	*	-	6	-	1	4
Very Dissatisfied	(-2) 2	-	-	-	-	-	2	-	*	-
	18%	-%	-%	-%	-%	-%	30%	-%	45%	-%
Fairly Dissatisfied	(-1) -	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0) *	-	-	*	*	-	*	-	-	-
	1%	-%	-%	100%	100%	-%	1%	-%	-%	-%
Fairly Satisfied	(1) *	-	-	-	-	-	*	-	-	*
	3%	-%	-%	-%	-%	-%	*%	-%	-%	8%
Very Satisfied	(2) 5	-	-	-	-	-	4	-	*	1
	51%	-%	-%	-%	-%	-%	69%	-%	55%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	26%	-%	-%	-%	-%	-%	-%	-%	-%	65%
NET: Satisfied	6	-	-	-	-	-	4	-	*	1
	54%	-%	-%	-%	-%	-%	70%	-%	55%	35%
NET: Dissatisfied	2	-	-	-	-	-	2	-	*	-
	18%	-%	-%	-%	-%	-%	30%	-%	45%	-%
Answered	8	-	-	*	*	-	6	-	1	1
Mean Score	.9	-	-	-	-	-	.8	-	.2	1.8
Standard error	.46	-	-	-	-	-	.71	-	-	.36
Standard deviation	1.83	-	-	-	-	-	2.02	-	-	.73

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	17	1	8	8	17	-	-	15	2	17	-
Effective base	7	1	4	3	7	-	-	6	2	7	-
Weighted Base	10	*	6	5	10	-	-	9	1	10	-
Very Dissatisfied (-2)	2	-	2	*	2	-	-	2	-	2	-
	18%	-%	30%	5%	18%	-%	-%	20%	-%	18%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	*	-	*	-	-	*	-	*	-
	1%	100%	1%	-%	1%	-%	-%	2%	-%	1%	-%
Fairly Satisfied (1)	*	-	*	*	*	-	-	*	-	*	-
	3%	-%	*%	7%	3%	-%	-%	4%	-%	3%	-%
Very Satisfied (2)	5	-	4	1	5	-	-	4	1	5	-
	51%	-%	69%	30%	51%	-%	-%	45%	100%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	3	-	-	3	-	3	-
	26%	-%	-%	58%	26%	-%	-%	30%	-%	26%	-%
NET: Satisfied	6	-	4	2	6	-	-	4	1	6	-
	54%	-%	70%	37%	54%	-%	-%	48%	100%	54%	-%
NET: Dissatisfied	2	-	2	*	2	-	-	2	-	2	-
	18%	-%	30%	5%	18%	-%	-%	20%	-%	18%	-%
Answered	8	*	6	2	8	-	-	7	1	8	-
Mean Score	.9	-	.8	1.4	.9	-	-	.7	2.0	.9	-
Standard error	.46	-	.71	.69	.46	-	-	.52	-	.46	-
Standard deviation	1.83	-	2.02	1.83	1.83	-	-	1.95	-	1.83	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		17	7	5	5
Effective base		7	4	3	2
Weighted Base		10	7	1	2
Very Dissatisfied	(-2)	2 18%	1 7%	* 17%	1 73%
Fairly Dissatisfied	(-1)	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	* 1%	- -%	- -%	* 9%
Fairly Satisfied	(1)	* 3%	* 4%	* 3%	- -%
Very Satisfied	(2)	5 51%	4 52%	1 80%	* 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3 26%	3 37%	- -%	- -%
NET: Satisfied		6 54%	4 56%	1 83%	* 18%
NET: Dissatisfied		2 18%	1 7%	* 17%	1 73%
Answered		8	5	1	2
Mean Score		.9	1.5	1.3	-1.1
Standard error		.46	.59	1.22	1.20
Standard deviation		1.83	1.44	2.72	2.67

Columns Tested:: a,b,c

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	17	9	3	2	-	1	-	2	-	12	5	3
Effective base	7	4	1	2	-	1	-	1	-	6	2	2
Weighted Base	10	8	1	*	-	1	-	*	-	9	1	1
Very Dissatisfied	(-2)	2	1	1	-	-	-	-	-	2	-	-
		18%	10%	80%	-%	-%	-%	-%	-%	21%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	-	-	-	-	*	-	-
		1%	1%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Satisfied	(1)	*	*	-	*	-	-	*	-	*	*	*
		3%	4%	-%	43%	-%	-%	3%	-%	3%	3%	1%
Very Satisfied	(2)	5	4	*	*	-	1	-	*	4	1	1
		51%	50%	17%	57%	-%	100%	-%	97%	45%	97%	99%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	3	-	-
		26%	35%	-%	-%	-%	-%	-%	-%	30%	-%	-%
NET: Satisfied	6	4	*	*	-	1	-	*	-	4	1	1
		54%	53%	17%	100%	-%	100%	-%	100%	48%	100%	100%
NET: Dissatisfied	2	1	1	-	-	-	-	-	-	2	-	-
		18%	10%	80%	-%	-%	-%	-%	-%	21%	-%	-%
Answered	8	5	1	*	-	1	-	*	-	6	1	1
Mean Score	.9	1.3	-1.3	1.6	-	2.0	-	2.0	-	.7	2.0	2.0
Standard error	.46	.57	1.68	-	-	-	-	-	-	.59	.18	.15
Standard deviation	1.83	1.62	2.91	-	-	-	-	-	-	1.96	.41	.26

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	17	4	5	8	17	16	17	16	14	15	-	9	-	-	2	4	2
Effective base	7	3	2	3	7	6	7	6	6	6	-	4	-	-	2	1	1
Weighted Base	10	5	2	3	10	10	10	10	7	7	-	8	-	-	1	1	1
Very Dissatisfied (-2)	2 18%	1 10%	* 10%	1 42%	2 18%	1 14%	2 18%	1 14%	1 20%	1 12%	- -%	* 3%	- -%	- -%	1 71%	1 93%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	* 1%	- -%	* 4%	* 1%	* 1%	* 1%	* 1%	* 1%	* 2%	* 2%	- -%	* *%	- -%	- -%	- -%	- -%	* 20%
Fairly Satisfied (1)	* 3%	* 5%	- -%	* 2%	* 3%	* 3%	* 3%	* 3%	* 1%	* 5%	- -%	* 4%	- -%	- -%	- -%	* 3%	- -%
Very Satisfied (2)	5 51%	2 34%	2 85%	1 55%	5 51%	5 54%	5 51%	5 54%	5 78%	5 81%	- -%	5 58%	- -%	- -%	* 29%	* 3%	* 80%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 26%	3 51%	- -%	- -%	3 26%	3 28%	3 26%	3 28%	- -%	- -%	- -%	3 35%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	6 54%	2 39%	2 85%	1 56%	6 54%	6 57%	6 54%	6 57%	5 78%	6 86%	- -%	5 62%	- -%	- -%	* 29%	* 7%	* 80%
NET: Dissatisfied	2 18%	1 10%	* 10%	1 42%	2 18%	1 14%	2 18%	1 14%	1 20%	1 12%	- -%	* 3%	- -%	- -%	1 71%	1 93%	- -%
Answered	8	3	2	3	8	7	8	7	7	7	-	5	-	-	1	1	1
Mean Score	.9	1.1	1.5	.3	.9	1.2	.9	1.2	1.2	1.4	-	1.7	-	-	-8	-1.8	1.6
Standard error	.46	1.16	.73	.88	.46	.43	.46	.43	.46	.37	-	.35	-	-	-	1.14	-
Standard deviation	1.83	2.01	1.63	2.49	1.83	1.68	1.83	1.68	1.73	1.43	-	.98	-	-	-	2.28	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g	
Unweighted Base	17	10	1	1	-	1	3	1	4	5	-	2	3	1	1	
Effective base	7	5	1	1	-	1	3	1	2	3	-	1	1	1	1	
Weighted Base	10	9	*	*	-	1	*	*	5	3	-	*	*	1	*	
Very Dissatisfied	(-2)	2	1	-	-	-	1	-	-	*	-	-	-	1	-	
		18%	15%	-%	-%	-%	100%	-%	-%	-%	8%	-%	-%	-%	100%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	-	*	-	-	-	-	-	-	*
		1%	*%	-%	100%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	100%
Fairly Satisfied	(1)	*	*	-	-	-	-	*	*	-	-	*	*	-	-	-
		3%	3%	-%	-%	-%	-%	51%	-%	6%	-%	-%	7%	4%	-%	-%
Very Satisfied	(2)	5	5	*	-	-	-	*	*	2	3	-	*	*	-	-
		51%	51%	100%	-%	-%	-%	49%	100%	37%	92%	-%	93%	96%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-
		26%	30%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	5	*	-	-	-	*	*	2	3	-	*	*	-	-	-
		54%	54%	100%	-%	-%	-%	100%	100%	43%	92%	-%	100%	100%	-%	-%
NET: Dissatisfied	2	1	-	-	-	1	-	-	-	*	-	-	-	-	1	-
		18%	15%	-%	-%	-%	100%	-%	-%	-%	8%	-%	-%	-%	100%	-%
Answered	8	6	*	*	-	1	*	*	2	3	-	*	*	1	*	-
Mean Score	.9	1.1	2.0	-	-	-2.0	1.5	2.0	1.8	1.7	-	1.9	2.0	-2.0	-	-
Standard error	.46	.59	-	-	-	-	-	-	.33	.59	-	-	-	-	-	-
Standard deviation	1.83	1.77	-	-	-	-	-	-	.58	1.33	-	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	17	3	4	4	3	-	2	-	3	3	6	2	3
Effective base	7	2	3	3	2	-	1	-	2	2	4	2	2
Weighted Base	10	5	1	1	3	-	1	-	5	2	2	*	1
Very Dissatisfied (-2)	2 18%	- -%	- -%	* 32%	1 41%	- -%	- -%	- -%	- -%	* 12%	1 27%	- -%	1 77%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	* 1%	- -%	* 16%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	* 7%
Fairly Satisfied (1)	* 3%	- -%	* 49%	- -%	- -%	- -%	* 2%	- -%	* 6%	- -%	* 1%	* 23%	- -%
Very Satisfied (2)	5 51%	2 45%	* 35%	* 63%	2 59%	- -%	1 98%	- -%	2 38%	2 88%	1 70%	* 77%	* 16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 26%	3 55%	- -%	- -%	- -%	- -%	- -%	- -%	3 56%	- -%	- -%	- -%	- -%
NET: Satisfied	6 54%	2 45%	1 84%	* 63%	2 59%	- -%	1 100%	- -%	2 44%	2 88%	1 71%	* 100%	* 16%
NET: Dissatisfied	2 18%	- -%	- -%	* 32%	1 41%	- -%	- -%	- -%	- -%	* 12%	1 27%	- -%	1 77%
Answered	8	2	1	1	3	-	1	-	2	2	2	*	1
Mean Score	.9	2.0	1.2	.6	.4	-	2.0	-	1.9	1.5	.9	1.8	-1.2
Standard error	.46	-	-	-	1.43	-	-	-	.34	1.05	1.01	-	1.57
Standard deviation	1.83	-	-	-	2.48	-	-	-	.47	1.82	2.48	-	2.72

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	17	9	1	3	2	2	3	2	8	1	1
Effective base	7	5	1	2	2	2	2	1	4	1	1
Weighted Base	10	9	*	1	*	*	5	2	2	*	1
Very Dissatisfied (-2)	2 18%	1 12%	* 100%	1 55%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	* 1%	- -%	- -%	* 4%	- -%	* 31%	- -%	- -%	* 8%	- -%	- -%
Fairly Satisfied (1)	* 3%	* 4%	- -%	- -%	* 23%	- -%	* 6%	- -%	* 2%	- -%	- -%
Very Satisfied (2)	5 51%	5 53%	- -%	* 41%	* 77%	* 69%	2 38%	2 100%	2 90%	* 100%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 26%	3 31%	- -%	- -%	- -%	- -%	3 56%	- -%	- -%	- -%	- -%
NET: Satisfied	6 54%	5 56%	- -%	* 41%	* 100%	* 69%	2 44%	2 100%	2 92%	* 100%	- -%
NET: Dissatisfied	2 18%	1 12%	* 100%	1 55%	- -%	- -%	- -%	- -%	- -%	- -%	1 100%
Answered	8	6	*	1	*	*	2	2	2	*	1
Mean Score	.9	1.2	-2.0	-3	1.8	1.4	1.9	2.0	1.8	2.0	-2.0
Standard error	.46	.59	-	-	-	-	.34	-	.29	-	-
Standard deviation	1.83	1.68	-	-	-	-	.47	-	.82	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	17	3	4	1	3	4	10	5	1	10	7	10	7
Effective base	7	1	2	1	1	2	4	2	1	4	3	4	3
Weighted Base	10	3	3	*	1	2	4	3	3	7	3	7	3
Very Dissatisfied (-2)	2	-	-	-	1	-	1	*	-	2	-	2	-
	18%	-%	-%	-%	88%	-%	27%	8%	-%	26%	-%	26%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	*	*	*	-	-	*	*	*	*
	1%	-%	-%	-%	8%	2%	4%	-%	-%	1%	3%	1%	3%
Fairly Satisfied (1)	*	*	-	*	-	*	*	*	-	-	*	-	*
	3%	1%	-%	100%	-%	1%	7%	1%	-%	-%	10%	-%	10%
Very Satisfied (2)	5	*	3	-	*	2	3	3	-	3	3	3	3
	51%	8%	100%	-%	3%	98%	62%	91%	-%	35%	87%	35%	87%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	3	-	3	-
	26%	91%	-%	-%	-%	-%	-%	-%	100%	38%	-%	38%	-%
NET: Satisfied	6	*	3	*	*	2	3	3	-	3	3	3	3
	54%	9%	100%	100%	3%	98%	69%	92%	-%	35%	97%	35%	97%
NET: Dissatisfied	2	-	-	-	1	-	1	*	-	2	-	2	-
	18%	-%	-%	-%	88%	-%	27%	8%	-%	26%	-%	26%	-%
Answered	8	*	3	*	1	2	4	3	-	4	3	4	3
Mean Score	.9	1.9	2.0	1.0	-1.7	2.0	.8	1.7	-	.3	1.8	.3	1.8
Standard error	.46	-	-	-	1.13	.20	.64	.59	-	.75	.21	.75	.21
Standard deviation	1.83	-	-	-	1.96	.40	2.01	1.32	-	2.24	.54	2.24	.54

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	17	7	9	4	12	9	8	4	12	3	13
Effective base	7	3	3	2	5	4	3	2	5	2	5
Weighted Base	10	6	4	4	6	7	4	4	6	4	6
Very Dissatisfied	(-2) 2 18%	1 18%	* 7%	1 33%	- -%	1 20%	1 14%	1 28%	* 4%	1 28%	* 4%
Fairly Dissatisfied	(-1) - -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0) * 1%	* 1%	* 3%	- -%	* 2%	* 1%	* 3%	* 1%	* 2%	- -%	* 2%
Fairly Satisfied	(1) * 3%	- -%	* 9%	- -%	* 6%	- -%	* 9%	- -%	* 6%	- -%	* 6%
Very Satisfied	(2) 5 51%	2 37%	3 82%	* 1%	5 92%	3 38%	3 74%	* 1%	5 89%	* 1%	5 88%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 26%	3 45%	- -%	3 67%	- -%	3 41%	- -%	3 70%	- -%	3 71%	- -%
NET: Satisfied	6 54%	2 37%	3 91%	* 1%	6 98%	3 38%	3 83%	* 1%	6 94%	* 1%	6 94%
NET: Dissatisfied	2 18%	1 18%	* 7%	1 33%	- -%	1 20%	1 14%	1 28%	* 4%	1 28%	* 4%
Answered	8	3	4	1	6	4	4	1	6	1	6
Mean Score	.9	.7	1.6	-1.9	1.9	.6	1.3	-1.8	1.7	-1.9	1.7
Standard error	.46	.91	.41	.73	.12	.78	.58	1.18	.27	1.48	.26
Standard deviation	1.83	2.23	1.22	1.26	.42	2.20	1.64	2.04	.93	2.09	.94

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	17	17	7	4	-	14	7	6	-	15	6	3	-
Effective base	7	7	2	2	-	5	2	3	-	5	2	2	-
Weighted Base	10	10	5	*	-	9	4	1	-	9	2	1	-
Very Dissatisfied (-2)	2	2	1	-	-	*	1	-	-	*	1	-	-
	18%	18%	24%	-%	-%	3%	25%	-%	-%	3%	59%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	*	*	-	*	*	*	-	*	*	-	-
	1%	1%	1%	12%	-%	2%	3%	12%	-%	2%	2%	-%	-%
Fairly Satisfied (1)	*	*	*	*	-	*	*	*	-	*	*	*	-
	3%	3%	1%	13%	-%	3%	1%	5%	-%	4%	1%	3%	-%
Very Satisfied (2)	5	5	1	*	-	5	*	1	-	5	1	1	-
	51%	51%	15%	74%	-%	61%	10%	83%	-%	60%	38%	97%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	-	-	3	3	-	-	3	-	-	-
	26%	26%	60%	-%	-%	31%	62%	-%	-%	31%	-%	-%	-%
NET: Satisfied	6	6	1	*	-	6	*	1	-	6	1	1	-
	54%	54%	15%	88%	-%	64%	11%	88%	-%	64%	39%	100%	-%
NET: Dissatisfied	2	2	1	-	-	*	1	-	-	*	1	-	-
	18%	18%	24%	-%	-%	3%	25%	-%	-%	3%	59%	-%	-%
Answered	8	8	2	*	-	6	2	1	-	6	2	1	-
Mean Score	.9	.9	-.4	1.6	-	1.7	-.7	1.7	-	1.7	-.4	2.0	-
Standard error	.46	.46	1.16	-	-	.26	1.11	-	-	.25	1.16	1.94	-
Standard deviation	1.83	1.83	2.83	-	-	.94	2.71	-	-	.94	2.84	3.36	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	17	8	8	7	9	4	1	4	4	6	-	-	1	1
Effective base	7	3	4	3	3	2	1	2	2	3	-	-	1	1
Weighted Base	10	6	6	6	6	4	*	4	4	3	-	-	*	*
Very Dissatisfied (-2)	2	2	1	1	1	1	-	1	1	1	-	-	-	-
	18%	34%	21%	22%	13%	26%	-%	26%	33%	41%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	*	*	*	*	*	*	*	*	-	-	-	-
	1%	1%	1%	1%	1%	1%	100%	1%	1%	1%	-%	-%	-%	-%
Fairly Satisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied (2)	5	1	2	2	3	*	-	*	-	2	-	-	*	*
	51%	16%	35%	31%	41%	9%	-%	6%	-%	57%	-%	-%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	3	3	3	-	3	3	-	-	-	-	-
	26%	49%	43%	46%	45%	64%	-%	66%	67%	-%	-%	-%	-%	-%
NET: Satisfied	6	1	2	2	3	*	-	*	-	2	-	-	*	*
	54%	16%	35%	31%	41%	9%	-%	6%	-%	57%	-%	-%	100%	100%
NET: Dissatisfied	2	2	1	1	1	1	-	1	1	1	-	-	-	-
	18%	34%	21%	22%	13%	26%	-%	26%	33%	41%	-%	-%	-%	-%
Answered	8	3	4	3	3	2	*	1	1	3	-	-	*	*
Mean Score	.9	-.7	.5	.3	1.0	-.9	-	-1.2	-1.9	.3	-	-	2.0	2.0
Standard error	.46	.87	.86	.96	.72	1.71	-	1.70	.36	.96	-	-	-	-
Standard deviation	1.83	2.31	2.26	2.36	2.03	2.96	-	2.94	.63	2.36	-	-	-	-

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	17	4	1	2	2	7	9	11	9	11	12	10	2	-	9	1
Effective base	7	2	1	1	1	3	4	5	4	4	5	4	2	-	4	1
Weighted Base	10	2	*	1	3	5	7	8	6	4	9	7	1	-	7	*
Very Dissatisfied (-2)	2	*	-	1	-	1	2	2	1	1	1	2	1	-	2	-
	18%	12%	-%	93%	-%	11%	24%	21%	19%	32%	6%	23%	67%	-%	26%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	-	-	-	*	*	*	*	*	*	*	-	-	-	*
	1%	2%	-%	-%	-%	3%	2%	2%	1%	3%	2%	2%	-%	-%	-%	100%
Fairly Satisfied (1)	*	-	-	-	-	-	-	-	*	*	*	*	-	-	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	5%	1%	*%	*%	-%	-%	-%	-%
Very Satisfied (2)	5	2	*	*	*	1	2	3	4	3	5	3	*	-	3	-
	51%	87%	100%	7%	13%	29%	34%	43%	75%	64%	60%	37%	33%	-%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	3	3	3	-	-	3	3	-	-	3	-
	26%	-%	-%	-%	87%	57%	40%	34%	-%	-%	32%	38%	-%	-%	38%	-%
NET: Satisfied	6	2	*	*	*	1	2	3	5	3	5	3	*	-	3	-
	54%	87%	100%	7%	13%	29%	34%	43%	80%	65%	61%	38%	33%	-%	35%	-%
NET: Dissatisfied	2	*	-	1	-	1	2	2	1	1	1	2	1	-	2	-
	18%	12%	-%	93%	-%	11%	24%	21%	19%	32%	6%	23%	67%	-%	26%	-%
Answered	8	2	*	1	*	2	4	5	6	4	6	5	1	-	4	*
Mean Score	.9	1.5	2.0	-1.7	2.0	.8	.3	.7	1.2	.7	1.6	.5	-7	-	.3	-
Standard error	.46	.89	-	-	-	.98	.79	.65	.57	.64	.39	.72	-	-	.80	-
Standard deviation	1.83	1.79	-	-	-	2.41	2.23	2.06	1.72	2.11	1.29	2.16	-	-	2.25	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	17	10	-	14	1	17	-	5	7	4	7	8	2
Effective base	7	4	-	6	1	7	-	4	2	2	4	2	2
Weighted Base	10	7	-	9	*	10	-	4	5	1	4	3	4
Very Dissatisfied (-2)	2	2	-	1	-	2	-	1	-	1	1	*	1
	18%	26%	-%	9%	-%	18%	-%	27%	-%	85%	14%	9%	29%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	-	*	-	*	-	-	-	*	*	*	-
	1%	1%	-%	1%	-%	1%	-%	-%	-%	15%	1%	4%	-%
Fairly Satisfied (1)	*	-	-	*	*	*	-	-	*	-	*	*	-
	3%	-%	-%	3%	100%	3%	-%	-%	6%	-%	8%	1%	-%
Very Satisfied (2)	5	3	-	5	-	5	-	3	2	-	3	2	-
	51%	35%	-%	57%	-%	51%	-%	73%	40%	-%	77%	86%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	3	-	-	3	-	-	-	3
	26%	38%	-%	30%	-%	26%	-%	-%	53%	-%	-%	-%	71%
NET: Satisfied	6	3	-	6	*	6	-	3	2	-	3	2	-
	54%	35%	-%	61%	100%	54%	-%	73%	47%	-%	85%	87%	-%
NET: Dissatisfied	2	2	-	1	-	2	-	1	-	1	1	*	1
	18%	26%	-%	9%	-%	18%	-%	27%	-%	85%	14%	9%	29%
Answered	8	4	-	7	*	8	-	4	2	1	4	3	1
Mean Score	.9	.3	-	1.4	1.0	.9	-	.9	1.9	-1.7	1.3	1.6	-2.0
Standard error	.46	.75	-	.40	-	.46	-	.92	.18	-	.62	.52	-
Standard deviation	1.83	2.24	-	1.43	-	1.83	-	2.05	.45	-	1.63	1.48	-

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		17	12	5
Effective base		7	5	2
Weighted Base		10	7	3
Very Dissatisfied	(-2)	2	1	1
		18%	11%	34%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-
		1%	2%	-%
Fairly Satisfied	(1)	*	*	*
		3%	*%	9%
Very Satisfied	(2)	5	3	2
		51%	48%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-
		26%	38%	-%
NET: Satisfied		6	3	2
		54%	48%	66%
NET: Dissatisfied		2	1	1
		18%	11%	34%
Answered		8	4	3
Mean Score		.9	1.2	.6
Standard error		.46	.53	.99
Standard deviation		1.83	1.76	2.22

Columns Tested:: a,b

Table 307 (continuation)

**QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	17	-	1	2	-	1	1	2	3	2	2	2	1
Effective base	7	-	1	2	-	1	1	2	1	2	2	2	1
Weighted Base	10	-	2	1	-	*	*	*	2	1	*	4	*
Very Dissatisfied	(-2)	2	-	-	1	-	-	-	*	-	-	1	-
	18%	-%	-%	57%	-%	-%	-%	-%	12%	-%	-%	29%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	*	-	*	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	31%	-%	-%
Fairly Satisfied	(1)	*	-	-	-	*	*	*	-	-	-	-	-
	3%	-%	-%	-%	-%	100%	100%	23%	-%	-%	-%	-%	-%
Very Satisfied	(2)	5	-	2	*	-	-	*	2	1	*	-	*
	51%	-%	100%	43%	-%	-%	-%	77%	87%	100%	69%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	3	-
	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	71%	-%
NET: Satisfied	6	-	2	*	-	*	*	*	2	1	*	-	*
	54%	-%	100%	43%	-%	100%	100%	100%	87%	100%	69%	-%	100%
NET: Dissatisfied	2	-	-	1	-	-	-	-	*	-	-	1	-
	18%	-%	-%	57%	-%	-%	-%	-%	12%	-%	-%	29%	-%
Answered	8	-	2	1	-	*	*	*	2	1	*	1	*
Mean Score	.9	-	2.0	-3	-	1.0	1.0	1.8	1.5	2.0	1.4	-2.0	2.0
Standard error	.46	-	-	-	-	-	-	-	1.03	-	-	-	-
Standard deviation	1.83	-	-	-	-	-	-	-	1.79	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 307 (continuation)

QOP3A.6.1. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects:

Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	17	3	2	7	5	5	12
Effective base	7	2	1	2	2	3	4
Weighted Base	10	3	*	3	4	3	8
Very Dissatisfied	(-2) 2	1	-	*	1	1	1
	18%	22%	-%	8%	25%	19%	18%
Fairly Dissatisfied	(-1) -	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0) *	-	-	*	*	-	*
	1%	-%	-%	1%	2%	-%	2%
Fairly Satisfied	(1) *	-	*	*	-	*	*
	3%	-%	100%	*%	-%	11%	*%
Very Satisfied	(2) 5	2	-	3	*	2	3
	51%	78%	-%	91%	10%	69%	44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	-	3
	26%	-%	-%	-%	62%	-%	36%
NET: Satisfied	6	2	*	3	*	2	3
	54%	78%	100%	91%	10%	81%	44%
NET: Dissatisfied	2	1	-	*	1	1	1
	18%	22%	-%	8%	25%	19%	18%
Answered	8	3	*	3	2	3	5
Mean Score	.9	1.1	1.0	1.7	-.8	1.1	.8
Standard error	.46	1.23	-	.50	1.41	.86	.60
Standard deviation	1.83	2.12	-	1.31	2.81	1.93	2.01

Columns Tested: a,b,c,d - a,b

Table 308

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	40	1	39	20	6	4	10	20
Effective base	13	1	13	12	4	2	7	8
Weighted Base	31	*	31	29	1	*	*	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	*	*	-	-	-	*	*
	*%	100%	*%	-%	-%	-%	38%	6%
Neither Satisfied Nor Dissatisfied (0)	9	-	9	9	-	-	*	*
	28%	-%	28%	30%	-%	-%	4%	1%
Fairly Satisfied (1)	6	-	6	5	*	*	*	*
	19%	-%	19%	18%	10%	55%	20%	24%
Very Satisfied (2)	7	-	7	6	1	*	*	1
	23%	-%	23%	20%	90%	45%	37%	70%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	9	9	-	-	-	-
	30%	-%	30%	32%	-%	-%	-%	-%
NET: Satisfied	13	-	13	11	1	*	*	2
	41%	-%	41%	38%	100%	100%	57%	93%
NET: Dissatisfied	*	*	*	-	-	-	*	*
	*%	100%	*%	-%	-%	-%	38%	6%
Answered	22	*	22	20	1	*	*	2
Mean Score	.9	-1.0	.9	.9	1.9	1.5	.6	1.6
Standard error	.16	-	.16	.25	-	-	-	.28
Standard deviation	.88	-	.88	.87	-	-	-	1.26

Columns Tested: a,b - a,b,c,d,e

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		40	10	7	3	2	8	10	20	6	14
Effective base		13	6	5	3	2	5	7	12	4	5
Weighted Base		31	18	9	2	*	1	*	29	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	38%	-%	-%	14%
Neither Satisfied Nor Dissatisfied	(0)	9	7	2	-	-	-	*	9	-	*
		28%	39%	19%	-%	-%	-%	4%	30%	-%	2%
Fairly Satisfied	(1)	6	3	1	2	*	*	*	5	*	*
		19%	17%	7%	77%	42%	22%	20%	18%	10%	42%
Very Satisfied	(2)	7	3	3	-	*	1	*	6	1	*
		23%	15%	34%	-%	58%	78%	37%	20%	90%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	5	4	*	-	-	-	9	-	-
		30%	28%	40%	23%	-%	-%	-%	32%	-%	-%
NET: Satisfied		13	6	4	2	*	1	*	11	1	1
		41%	32%	41%	77%	100%	100%	57%	38%	100%	84%
NET: Dissatisfied		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	38%	-%	-%	14%
Answered		22	13	5	2	*	1	*	20	1	1
Mean Score		.9	.7	1.3	1.0	1.6	1.8	.6	.9	1.9	1.1
Standard error		.16	.34	.50	-	-	.34	-	.25	-	-
Standard deviation		.88	.84	1.00	-	-	.97	-	.87	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	40	15	5	6	4	10	19	5	3	2	10
Effective base	13	9	4	4	2	7	9	3	2	2	6
Weighted Base	31	25	4	1	*	*	20	9	1	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	38%	-%	-%	-%	-%	33%
Neither Satisfied Nor Dissatisfied (0)	9	7	2	-	-	*	4	4	-	-	*
	28%	28%	38%	-%	-%	4%	22%	49%	-%	-%	4%
Fairly Satisfied (1)	6	3	2	*	*	*	4	1	*	1	*
	19%	12%	51%	10%	55%	20%	18%	13%	29%	65%	17%
Very Satisfied (2)	7	6	-	1	*	*	6	*	*	*	*
	23%	24%	-%	90%	45%	37%	31%	5%	6%	35%	46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	*	-	-	-	6	3	*	-	-
	30%	35%	11%	-%	-%	-%	29%	34%	66%	-%	-%
NET: Satisfied	13	9	2	1	*	*	10	2	*	1	*
	41%	36%	51%	100%	100%	57%	49%	17%	34%	100%	63%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	38%	-%	-%	-%	-%	33%
Answered	22	16	4	1	*	*	14	6	*	1	*
Mean Score	.9	.9	.6	1.9	1.5	.6	1.1	.3	1.2	1.4	.8
Standard error	.16	.33	.29	-	-	-	.25	.33	-	-	-
Standard deviation	.88	.93	.57	-	-	-	.88	.67	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		40	3	1	10	2	2	-	2	-	3
Effective base		13	2	1	5	1	2	-	2	-	2
Weighted Base		31	4	*	15	3	*	-	3	-	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	*	-	-	-	-
		*%	-%	-%	*%	-%	53%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	9	-	-	-	-	-	-
		28%	-%	-%	58%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	1	-	-	3	*	-	1	-	*
		19%	13%	-%	-%	100%	47%	-%	44%	-%	6%
Very Satisfied	(2)	7	-	*	6	-	-	-	-	-	-
		23%	-%	100%	42%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	4	-	-	-	-	-	1	-	3
		30%	87%	-%	-%	-%	-%	-%	56%	-%	94%
NET: Satisfied		13	1	*	6	3	*	-	1	-	*
		41%	13%	100%	42%	100%	47%	-%	44%	-%	6%
NET: Dissatisfied		*	-	-	*	-	*	-	-	-	-
		*%	-%	-%	*%	-%	53%	-%	-%	-%	-%
Answered		22	1	*	15	3	*	-	1	-	*
Mean Score		.9	1.0	2.0	.8	1.0	-1	-	1.0	-	1.0
Standard error		.16	-	-	.32	-	-	-	-	-	-
Standard deviation		.88	-	-	1.03	-	-	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base								
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		40	7	4	12	23	17	3	7	7
Effective base		13	3	2	7	12	8	1	4	3
Weighted Base		31	7	4	18	29	2	*	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	*	-	-	-	-
		*%	1%	-%	*%	*%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	9	9	*	*	-	-
		28%	-%	-%	49%	30%	1%	3%	-%	-%
Fairly Satisfied	(1)	6	4	1	1	5	1	*	*	*
		19%	50%	13%	6%	18%	27%	3%	12%	77%
Very Satisfied	(2)	7	-	*	6	6	1	*	*	*
		23%	-%	1%	36%	22%	30%	95%	8%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	3	4	1	8	1	-	1	-
		30%	49%	86%	8%	29%	43%	-%	80%	-%
NET: Satisfied		13	4	1	8	12	1	*	*	1
		41%	50%	14%	42%	40%	57%	97%	20%	100%
NET: Dissatisfied		*	*	-	*	*	-	-	-	-
		*%	1%	-%	*%	*%	-%	-%	-%	-%
Answered		22	4	1	16	20	1	*	*	1
Mean Score		.9	1.0	1.1	.8	.9	1.5	1.9	1.4	1.2
Standard error		.16	.11	-	.30	.21	.36	-	-	-
Standard deviation		.88	.24	-	.99	.89	1.33	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	40	1	2	-	2	7	14	2	-	14
Effective base	13	1	1	-	1	4	7	1	-	3
Weighted Base	31	*	*	-	*	14	7	3	-	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	-	-	-	-
		*%	100%	15%	15%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	-	7	2	-	-	-
		28%	-%	-%	-%	50%	25%	-%	-%	-%
Fairly Satisfied	(1)	6	-	*	-	4	1	-	-	1
		19%	-%	85%	-%	85%	11%	-%	-%	14%
Very Satisfied	(2)	7	-	-	-	*	1	-	-	6
		23%	-%	-%	-%	1%	12%	-%	-%	86%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	-	-	-	3	4	3	-	-
		30%	-%	-%	-%	22%	51%	100%	-%	-%
NET: Satisfied	13	-	*	-	*	4	2	-	-	7
		41%	-%	85%	-%	85%	24%	-%	-%	100%
NET: Dissatisfied	*	*	*	-	*	-	-	-	-	-
		*%	100%	15%	15%	-%	-%	-%	-%	-%
Answered	22	*	*	-	*	11	3	-	-	7
Mean Score	.9	-1.0	.7	-	.7	.4	.7	-	-	1.9
Standard error	.16	-	-	-	-	.21	.33	-	-	.10
Standard deviation	.88	-	-	-	-	.52	1.00	-	-	.37

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	40	10	14	16	31	9	-	34	6	39	1
Effective base	13	5	7	4	9	4	-	12	2	13	1
Weighted Base	31	14	7	10	18	13	-	30	1	30	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	*	-	-	*	-	-	*	-	*	-
	*%	1%	-%	-%	1%	-%	-%	*%	-%	*%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	2	-	4	4	-	9	-	9	-
	28%	49%	25%	-%	24%	34%	-%	29%	-%	29%	-%
Fairly Satisfied (1)	6	4	1	1	5	*	-	5	1	5	1
	19%	28%	11%	10%	29%	3%	-%	17%	59%	17%	100%
Very Satisfied (2)	7	*	1	6	7	*	-	7	*	7	-
	23%	1%	12%	63%	39%	*%	-%	22%	41%	23%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	3	4	3	1	8	-	9	-	9	-
	30%	22%	51%	28%	8%	62%	-%	31%	-%	31%	-%
NET: Satisfied	13	4	2	7	12	*	-	12	1	12	1
	41%	29%	24%	72%	68%	3%	-%	39%	100%	40%	100%
NET: Dissatisfied	*	*	-	-	*	-	-	*	-	*	-
	*%	1%	-%	-%	1%	-%	-%	*%	-%	*%	-%
Answered	22	11	3	7	17	5	-	21	1	21	1
Mean Score	.9	.4	.7	1.9	1.1	.1	-	.9	1.4	.9	1.0
Standard error	.16	.18	.33	.10	.16	.16	-	.17	1.90	.16	-
Standard deviation	.88	.54	1.00	.37	.85	.36	-	.89	4.65	.89	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		40	15	10	15
Effective base		13	5	3	5
Weighted Base		31	12	7	11
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-
		*%	1%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	3	*	6
		28%	21%	*%	55%
Fairly Satisfied	(1)	6	3	2	1
		19%	26%	25%	6%
Very Satisfied	(2)	7	1	6	1
		23%	5%	75%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	6	-	4
		30%	47%	-%	31%
NET: Satisfied		13	4	7	2
		41%	31%	100%	14%
NET: Dissatisfied		*	*	-	-
		*%	1%	-%	-%
Answered		22	7	7	8
Mean Score		.9	.7	1.7	.3
Standard error		.16	.21	.15	.23
Standard deviation		.88	.73	.47	.72

Columns Tested:: a,b,c

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	40	18	9	6	2	1	3	1	-	27	13	7
Effective base	13	9	3	2	1	1	3	1	-	12	5	2
Weighted Base	31	21	8	1	*	*	*	*	-	30	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	*	-	*	*	*
		*%	*%	-%	-%	-%	-%	100%	-%	*%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4	*	-	-	-	-	9	*	-
		28%	20%	53%	1%	-%	-%	-%	-%	30%	1%	-%
Fairly Satisfied	(1)	6	4	2	*	*	-	*	-	5	*	*
		19%	17%	21%	31%	2%	-%	49%	-%	18%	24%	13%
Very Satisfied	(2)	7	6	*	*	*	*	*	-	7	*	*
		23%	30%	2%	9%	98%	100%	51%	-%	22%	35%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	7	2	*	-	-	-	-	9	*	-
		30%	32%	24%	58%	-%	-%	-%	-%	30%	36%	-%
NET: Satisfied		13	10	2	*	*	*	*	-	12	1	*
		41%	48%	22%	40%	100%	100%	100%	-%	40%	59%	89%
NET: Dissatisfied		*	*	-	-	-	-	*	-	*	*	*
		*%	*%	-%	-%	-%	-%	100%	-%	*%	4%	11%
Answered	22	15	6	*	*	*	*	*	-	21	1	1
Mean Score	.9	1.1	.3	1.2	2.0	2.0	1.5	-1.0	-	.9	1.4	1.5
Standard error	.16	.24	.23	-	-	-	-	-	-	.20	-	-
Standard deviation	.88	.89	.55	-	-	-	-	-	-	.88	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	40	7	11	22	37	35	37	39	29	26	2	20	4	2	4	2	3
Effective base	13	4	6	4	11	10	11	12	6	6	1	8	2	2	2	1	2
Weighted Base	31	9	13	10	27	24	27	30	17	17	3	17	1	*	1	4	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	*	*	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	11%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	2	4	7	7	7	9	7	4	-	3	-	-	-	4	*
	28%	31%	13%	46%	26%	30%	26%	29%	42%	27%	-%	16%	-%	-%	-%	100%	1%
Fairly Satisfied (1)	6	*	3	2	6	6	6	5	2	5	-	5	*	*	*	-	1
	19%	4%	26%	21%	21%	24%	21%	15%	10%	29%	-%	30%	4%	30%	25%	-%	62%
Very Satisfied (2)	7	3	4	1	7	7	7	7	7	4	*	6	*	*	*	*	*
	23%	34%	28%	6%	26%	29%	26%	24%	42%	23%	3%	34%	58%	70%	64%	*%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	3	4	3	7	4	7	9	1	3	3	4	*	-	-	-	-
	30%	31%	32%	26%	26%	16%	26%	31%	5%	20%	97%	21%	37%	-%	-%	-%	-%
NET: Satisfied	13	3	7	3	13	13	13	12	9	9	*	11	*	*	*	*	1
	41%	38%	54%	28%	48%	54%	48%	39%	52%	53%	3%	64%	63%	100%	89%	*%	99%
NET: Dissatisfied	*	-	*	*	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	11%	-%	-%
Answered	22	6	9	7	20	20	20	21	16	13	*	13	*	*	1	4	1
Mean Score	.9	1.0	1.2	.5	1.0	1.0	1.0	.9	1.0	1.0	2.0	1.2	1.9	1.7	1.4	*	1.4
Standard error	.16	.48	.27	.17	.16	.16	.16	.16	.19	.17	-	.20	-	-	-	.06	-
Standard deviation	.88	1.07	.81	.71	.87	.87	.87	.91	.98	.84	-	.79	-	-	-	.08	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	40	22	2	6	2	2	2	1	20	7	2	2	1	2	1
Effective base	13	9	1	2	2	1	1	1	9	1	1	2	1	1	1
Weighted Base	31	20	*	1	*	*	5	*	18	5	*	*	*	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	69%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	-	-	-	-	4	*	3	4	-	-	-	*	-
	28%	13%	-%	-%	-%	-%	89%	100%	15%	93%	-%	-%	-%	2%	-%
Fairly Satisfied (1)	6	5	*	*	-	-	1	-	5	*	-	*	*	1	-
	19%	24%	95%	6%	-%	-%	11%	-%	28%	3%	-%	54%	100%	98%	-%
Very Satisfied (2)	7	6	*	1	*	*	-	-	6	*	-	*	-	-	*
	23%	29%	5%	94%	31%	100%	-%	-%	37%	5%	-%	46%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	7	-	-	-	-	-	-	4	-	*	-	-	-	-
	30%	34%	-%	-%	-%	-%	-%	-%	20%	-%	83%	-%	-%	-%	-%
NET: Satisfied	13	11	*	1	*	*	1	-	11	*	-	*	*	1	*
	41%	53%	100%	100%	31%	100%	11%	-%	65%	7%	-%	100%	100%	98%	100%
NET: Dissatisfied	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	69%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Answered	22	14	*	1	*	*	5	*	14	5	*	*	*	1	*
Mean Score	.9	1.2	1.1	1.9	-.1	2.0	.1	-	1.3	.1	-1.0	1.5	1.0	1.0	2.0
Standard error	.16	.20	-	-	-	-	.25	-	.20	.19	-	-	-	-	-
Standard deviation	.88	.79	-	-	-	-	.35	-	.79	.49	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	40	20	-	10	3	3	2	1	9	4	12	4	8
Effective base	13	10	-	1	2	1	2	1	4	2	4	2	2
Weighted Base	31	23	-	5	*	*	1	*	9	2	9	1	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	*	-	-	*	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	39%	-%	-%	-%	-%	-%	1%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	-	4	-	*	-	-	3	-	-	-	4
	28%	19%	-%	85%	-%	3%	-%	-%	30%	-%	-%	-%	62%
Fairly Satisfied (1)	6	4	-	*	-	*	1	-	*	*	5	*	1
	19%	17%	-%	5%	-%	2%	52%	-%	4%	2%	54%	2%	8%
Very Satisfied (2)	7	6	-	*	*	*	-	*	6	*	*	1	1
	23%	26%	-%	5%	61%	96%	-%	100%	63%	*%	3%	98%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	-	*	-	-	*	-	*	1	4	-	1
	30%	38%	-%	6%	-%	-%	48%	-%	3%	97%	42%	-%	20%
NET: Satisfied	13	10	-	*	*	*	1	*	6	*	5	1	1
	41%	43%	-%	9%	61%	97%	52%	100%	67%	3%	57%	100%	18%
NET: Dissatisfied	*	*	-	-	*	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	39%	-%	-%	-%	-%	-%	1%	-%	-%
Answered	22	14	-	5	*	*	1	*	9	*	5	1	6
Mean Score	.9	1.1	-	.2	.8	1.9	1.0	2.0	1.3	1.2	1.0	2.0	.3
Standard error	.16	.24	-	.18	-	-	-	-	.34	-	.11	-	.28
Standard deviation	.88	.89	-	.54	-	-	-	-	.97	-	.34	-	.75

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	40	12	8	6	3	8	10	4	11	5	5
Effective base	13	4	3	4	2	2	5	2	5	2	2
Weighted Base	31	9	2	8	*	7	12	2	3	1	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	*	-	-	-	-	-	*	-	-
	*%	-%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	-	-	-	4	3	-	-	*	4
	28%	28%	-%	-%	-%	62%	22%	-%	-%	2%	66%
Fairly Satisfied (1)	6	1	*	5	*	1	3	1	1	*	1
	19%	5%	2%	57%	8%	8%	25%	39%	54%	8%	8%
Very Satisfied (2)	7	6	*	*	*	1	6	*	1	*	*
	23%	60%	11%	5%	92%	10%	46%	*%	23%	90%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	1	2	3	-	1	1	1	1	-	1
	30%	6%	84%	38%	-%	20%	7%	61%	21%	-%	21%
NET: Satisfied	13	6	*	5	*	1	9	1	2	1	1
	41%	65%	13%	62%	100%	18%	71%	39%	77%	98%	13%
NET: Dissatisfied	*	-	*	-	-	-	-	-	*	-	-
	*%	-%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Answered	22	9	*	5	*	6	11	1	2	1	5
Mean Score	.9	1.3	1.4	1.1	1.9	.3	1.3	1.0	1.2	1.9	.2
Standard error	.16	.31	-	.14	-	.28	.30	-	.27	-	.31
Standard deviation	.88	.97	-	.31	-	.75	.85	-	.80	-	.61

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	40	14	4	8	6	7	28	1	10	28	12	29	8
Effective base	13	7	1	3	1	3	8	1	5	10	3	10	2
Weighted Base	31	18	*	3	5	3	13	*	16	22	9	21	6
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	*	*	-	-	*	-	-	*	*	-	*
	*%	-%	9%	2%	-%	-%	1%	-%	-%	*%	*%	-%	1%
Neither Satisfied Nor Dissatisfied (0)	9	3	-	2	4	-	2	-	7	4	4	3	4
	28%	15%	-%	51%	88%	-%	13%	-%	43%	20%	49%	13%	74%
Fairly Satisfied (1)	6	3	*	1	*	1	4	-	1	4	1	5	1
	19%	17%	8%	28%	*%	18%	29%	-%	5%	20%	16%	22%	20%
Very Satisfied (2)	7	6	*	*	1	1	4	-	3	7	*	7	*
	23%	31%	83%	1%	12%	18%	33%	-%	17%	31%	3%	32%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	7	-	1	-	2	3	*	6	6	3	7	-
	30%	38%	-%	17%	-%	64%	25%	100%	35%	29%	32%	33%	-%
NET: Satisfied	13	9	*	1	1	1	8	-	4	11	2	11	1
	41%	48%	91%	30%	12%	36%	61%	-%	22%	51%	19%	54%	25%
NET: Dissatisfied	*	-	*	*	-	-	*	-	-	*	*	-	*
	*%	-%	9%	2%	-%	-%	1%	-%	-%	*%	*%	-%	1%
Answered	22	11	*	3	5	1	10	-	11	15	6	14	6
Mean Score	.9	1.3	1.7	.4	.2	1.5	1.2	-	.6	1.1	.3	1.3	.3
Standard error	.16	.27	-	.28	.29	.84	.17	-	.35	.19	.20	.17	.22
Standard deviation	.88	.85	-	.69	.72	1.87	.81	-	.92	.87	.62	.80	.62

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		*a	*b	*a	b	a	*b	*a	*b	*a	*b	
Unweighted Base	40	20	15	9	30	31	6	21	14	11	28	
Effective base	13	8	3	5	8	10	2	8	3	6	8	
Weighted Base	31	14	9	9	21	21	6	15	9	9	21	
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	*	*	-	*	*	-	-	*	*	*	
		*%	-%	1%	-%	*%	-%	-%	1%	1%	*%	
Neither Satisfied Nor Dissatisfied	(0)	9	3	4	2	7	3	4	3	4	2	7
		28%	19%	48%	19%	34%	13%	77%	18%	49%	19%	34%
Fairly Satisfied	(1)	6	1	4	1	3	5	1	1	4	1	3
		19%	10%	47%	14%	16%	21%	21%	10%	47%	14%	16%
Very Satisfied	(2)	7	7	*	3	4	7	*	7	*	3	4
		23%	45%	5%	39%	17%	33%	2%	46%	3%	39%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	4	-	2	7	7	-	4	-	2	7
		30%	27%	-%	28%	33%	33%	-%	26%	-%	27%	33%
NET: Satisfied		13	8	5	5	7	11	1	8	5	5	7
		41%	55%	52%	53%	33%	54%	23%	56%	50%	53%	33%
NET: Dissatisfied		*	-	*	-	*	-	-	*	*	*	*
		*%	-%	1%	-%	*%	-%	-%	1%	1%	1%	*%
Answered		22	11	9	6	14	14	6	11	9	7	14
Mean Score		.9	1.4	.6	1.3	.7	1.3	.3	1.4	.5	1.3	.7
Standard error		.16	.24	.16	.35	.18	.16	.21	.23	.16	.32	.19
Standard deviation		.88	.90	.63	.93	.88	.81	.53	.89	.61	.95	.87

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	40	30	23	14	-	30	20	12	-	34	21	17	-
Effective base	13	7	9	7	-	8	8	6	-	10	8	9	-
Weighted Base	31	17	19	6	-	17	12	5	-	24	13	8	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	*	-	*	-	*	-	*	-	*	*	-	-
	*%	*%	-%	1%	-%	*%	-%	1%	-%	*%	*%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	3	-	-	4	3	-	-	6	4	2	-
	28%	26%	14%	-%	-%	25%	21%	-%	-%	26%	34%	21%	-%
Fairly Satisfied (1)	6	5	6	1	-	5	6	1	-	4	2	1	-
	19%	31%	30%	21%	-%	30%	45%	23%	-%	18%	13%	15%	-%
Very Satisfied (2)	7	4	4	1	-	4	1	1	-	4	1	1	-
	23%	25%	21%	17%	-%	24%	9%	10%	-%	18%	10%	17%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	3	7	3	-	4	3	3	-	9	5	4	-
	30%	18%	35%	60%	-%	20%	24%	65%	-%	38%	43%	47%	-%
NET: Satisfied	13	10	9	2	-	9	7	2	-	9	3	3	-
	41%	56%	51%	39%	-%	54%	54%	33%	-%	36%	22%	31%	-%
NET: Dissatisfied	*	*	-	*	-	*	-	*	-	*	*	-	-
	*%	*%	-%	1%	-%	*%	-%	1%	-%	*%	*%	-%	-%
Answered	22	14	12	2	-	14	9	2	-	15	7	4	-
Mean Score	.9	1.0	1.1	1.4	-	1.0	.8	1.2	-	.9	.6	.9	-
Standard error	.16	.16	.18	.29	-	.17	.16	.35	-	.17	.21	.29	-
Standard deviation	.88	.82	.76	.86	-	.83	.65	.94	-	.87	.83	.97	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	40	30	29	21	26	22	4	14	18	16	8	5	8	5
Effective base	13	10	9	10	8	7	2	6	9	6	5	3	3	2
Weighted Base	31	25	22	25	19	18	1	15	24	17	6	3	6	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	*	-	*	*	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	7	9	7	4	-	7	9	4	2	-	-	-
	28%	28%	32%	35%	38%	25%	-%	48%	36%	26%	29%	-%	-%	-%
Fairly Satisfied (1)	6	5	4	4	4	2	*	1	4	4	1	1	3	*
	19%	18%	20%	16%	22%	10%	23%	9%	16%	23%	9%	36%	50%	20%
Very Satisfied (2)	7	7	7	4	4	7	*	*	3	4	*	-	*	-
	23%	27%	31%	14%	23%	38%	77%	3%	14%	21%	7%	-%	7%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	7	4	9	3	5	-	6	8	5	3	2	2	2
	30%	27%	17%	36%	16%	27%	-%	40%	34%	30%	55%	64%	43%	80%
NET: Satisfied	13	11	11	8	8	9	1	2	7	8	1	1	3	*
	41%	45%	51%	30%	45%	48%	100%	12%	30%	44%	16%	36%	57%	20%
NET: Dissatisfied	*	-	*	-	*	*	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	22	18	18	16	16	13	1	9	16	12	3	1	3	*
Mean Score	.9	1.0	1.0	.7	.8	1.2	1.8	.2	.7	.9	.5	1.0	1.1	1.0
Standard error	.16	.19	.19	.22	.19	.22	-	.20	.23	.25	.47	-	.16	-
Standard deviation	.88	.89	.90	.84	.87	.95	-	.56	.83	.85	.94	-	.40	-

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	*b	c	d	*e	a	*b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	40	5	3	5	1	34	27	37	32	24	31	29	12	-	30	1
Effective base	13	2	2	2	1	12	8	12	12	6	8	13	7	-	10	1
Weighted Base	31	1	*	1	*	29	20	29	28	16	20	26	3	-	21	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	-	*	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	20%	-%	-%	*%	*%	*%	*%	1%	*%	*%	2%	-%	*%	-%
Neither Satisfied Nor Dissatisfied (0)	9	*	-	-	-	7	4	7	9	4	4	4	-	-	2	-
	28%	1%	-%	-%	-%	24%	22%	24%	31%	28%	22%	17%	-%	-%	8%	-%
Fairly Satisfied (1)	6	1	*	*	*	6	5	6	6	4	6	6	1	-	4	1
	19%	94%	22%	2%	100%	20%	27%	20%	20%	25%	27%	22%	37%	-%	19%	100%
Very Satisfied (2)	7	*	*	*	-	7	4	7	7	1	4	6	1	-	7	-
	23%	5%	58%	41%	-%	24%	18%	24%	24%	6%	21%	25%	28%	-%	34%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	-	*	-	9	6	9	7	6	6	9	1	-	8	-
	30%	-%	-%	56%	-%	32%	32%	32%	25%	39%	30%	36%	34%	-%	39%	-%
NET: Satisfied	13	1	*	*	*	13	9	13	12	5	10	12	2	-	11	1
	41%	99%	80%	44%	100%	43%	45%	43%	44%	32%	48%	47%	65%	-%	53%	100%
NET: Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	*	*	-	*	-
	*%	-%	20%	-%	-%	*%	*%	*%	*%	1%	*%	*%	2%	-%	*%	-%
Answered	22	1	*	*	*	20	13	20	21	9	14	17	2	-	13	1
Mean Score	.9	1.0	1.2	1.9	1.0	1.0	.9	1.0	.9	.6	1.0	1.1	1.4	-	1.4	1.0
Standard error	.16	-	-	-	-	.17	.18	.16	.18	.17	.16	.18	.29	-	.16	-
Standard deviation	.88	-	-	-	-	.87	.81	.87	.88	.72	.82	.84	.87	-	.77	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	40	29	6	31	-	40	-	17	20	3	17	10	12
Effective base	13	10	3	9	-	13	-	6	8	2	6	5	5
Weighted Base	31	23	7	20	-	31	-	6	19	6	4	13	12
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	*	*	-	*	-	*	-	-	*	-	*	-	-
	*%	*%	-%	*%	-%	*%	-%	-%	1%	-%	3%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	9	-	*	-	9	-	2	3	4	-	3	6
	28%	38%	-%	*%	-%	28%	-%	30%	14%	72%	-%	21%	51%
Fairly Satisfied (1)	6	4	1	5	-	6	-	2	4	-	2	3	1
	19%	16%	13%	26%	-%	19%	-%	27%	22%	-%	58%	25%	5%
Very Satisfied (2)	7	7	-	7	-	7	-	1	6	-	1	3	1
	23%	30%	-%	35%	-%	23%	-%	17%	32%	-%	17%	22%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	4	6	8	-	9	-	1	6	2	1	4	4
	30%	15%	87%	39%	-%	30%	-%	26%	32%	28%	22%	32%	37%
NET: Satisfied	13	11	1	12	-	13	-	3	10	-	3	6	1
	41%	46%	13%	61%	-%	41%	-%	45%	54%	-%	75%	47%	12%
NET: Dissatisfied	*	*	-	*	-	*	-	-	*	-	*	-	-
	*%	*%	-%	*%	-%	*%	-%	-%	1%	-%	3%	-%	-%
Answered	22	20	1	12	-	22	-	4	13	4	3	9	8
Mean Score	.9	.9	1.0	1.6	-	.9	-	.8	1.2	-	1.1	1.0	.3
Standard error	.16	.19	-	.11	-	.16	-	.23	.21	-	.19	.30	.25
Standard deviation	.88	.92	-	.54	-	.88	-	.89	.83	-	.73	.85	.71

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		40	20	20
Effective base		13	5	9
Weighted Base		31	15	16
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-
		*%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4
		28%	29%	28%
Fairly Satisfied	(1)	6	4	2
		19%	25%	12%
Very Satisfied	(2)	7	4	3
		23%	24%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	3	6
		30%	21%	39%
NET: Satisfied		13	7	5
		41%	50%	33%
NET: Dissatisfied		*	*	-
		*%	1%	-%
Answered		22	12	10
Mean Score		.9	.9	.9
Standard error		.16	.20	.26
Standard deviation		.88	.87	.94

Columns Tested:: a,b

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	40	-	2	8	3	1	3	5	4	3	5	5	1
Effective base	13	-	2	3	2	1	1	1	2	1	3	3	1
Weighted Base	31	-	*	6	*	*	2	3	1	5	2	9	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	-	-	2	*	-	4	-	3	-
	28%	-%	-%	-%	-%	-%	83%	*%	-%	88%	-%	29%	-%
Fairly Satisfied	(1)	6	-	*	3	*	*	-	1	1	1	*	-
	19%	-%	75%	53%	8%	100%	*%	-%	97%	11%	52%	1%	-%
Very Satisfied	(2)	7	-	*	*	*	*	1	*	-	*	3	3
	23%	-%	25%	2%	21%	-%	17%	17%	3%	-%	21%	30%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	-	2	*	-	-	2	-	-	1	4	-
	30%	-%	-%	44%	70%	-%	-%	82%	-%	-%	27%	40%	-%
NET: Satisfied	13	-	*	3	*	*	*	1	1	1	2	3	3
	41%	-%	100%	55%	30%	100%	17%	17%	100%	11%	73%	31%	100%
NET: Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Answered	22	-	*	3	*	*	2	1	1	5	2	5	3
Mean Score	.9	-	1.2	1.0	1.7	1.0	.3	2.0	1.0	.1	1.3	1.0	2.0
Standard error	.16	-	-	.14	-	-	.60	-	-	.22	.43	.63	-
Standard deviation	.88	-	-	.34	-	-	1.04	-	-	.37	.74	1.10	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 308 (continuation)

QOP3A.7.1. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	40	10	7	12	11	17	23
Effective base	13	3	2	3	6	5	9
Weighted Base	31	6	3	9	14	8	23
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	*	*
		*%	-%	1%	-%	*%	*%
Neither Satisfied Nor Dissatisfied	(0)	9	2	4	3	2	7
		28%	68%	50%	19%	21%	31%
Fairly Satisfied	(1)	6	*	1	1	3	3
		19%	54%	3%	16%	9%	38%
Very Satisfied	(2)	7	*	1	6	1	6
		23%	2%	17%	6%	43%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)		9	*	2	4	3	7
		30%	43%	12%	27%	30%	29%
NET: Satisfied		13	1	2	7	4	9
		41%	56%	20%	22%	51%	40%
NET: Dissatisfied		*	-	*	-	*	*
		*%	-%	1%	-%	*%	*%
Answered	22	3	2	6	10	5	16
Mean Score	.9	1.0	.4	.4	1.3	.8	1.0
Standard error	.16	.13	.44	.21	.35	.19	.22
Standard deviation	.88	.35	1.08	.71	.92	.70	.95

Columns Tested: a,b,c,d - a,b

Table 309

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	41	3	38	37	3	1	-	4
Effective base	28	1	26	26	3	1	-	3
Weighted Base	48	3	46	47	1	*	-	1
Very Dissatisfied (-2)	20	2	18	20	-	*	-	*
	42%	88%	40%	43%	-%	100%	-%	6%
Fairly Dissatisfied (-1)	6	-	6	6	-	-	-	-
	12%	-%	12%	12%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	3	2	1	-	-	1
	6%	-%	7%	5%	56%	-%	-%	53%
Fairly Satisfied (1)	9	-	9	9	-	-	-	-
	19%	-%	20%	19%	-%	-%	-%	-%
Very Satisfied (2)	2	*	2	2	-	-	-	-
	5%	12%	4%	5%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	-	6	6	-	-	-	-
	13%	-%	14%	14%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	1	1	-	-	1
	3%	-%	3%	2%	44%	-%	-%	41%
NET: Satisfied	11	*	11	11	-	-	-	-
	24%	12%	24%	24%	-%	-%	-%	-%
NET: Dissatisfied	26	2	24	26	-	*	-	*
	54%	88%	52%	55%	-%	100%	-%	6%
Answered	40	3	38	40	1	*	-	1
Mean Score	-.8	-1.5	-.8	-.8	-	-2.0	-	-2
Standard error	.25	.96	.26	.26	-	-	-	-
Standard deviation	1.42	1.67	1.41	1.42	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		41	24	10	3	3	1	-	37	3	1
Effective base		28	18	7	3	3	1	-	26	3	1
Weighted Base		48	34	11	2	1	*	-	47	1	*
Very Dissatisfied	(-2)	20	17	4	-	-	*	-	20	-	*
		42%	48%	34%	-%	-%	100%	-%	43%	-%	100%
Fairly Dissatisfied	(-1)	6	2	3	-	-	-	-	6	-	-
		12%	6%	32%	-%	-%	-%	-%	12%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*	-	1	-	-	2	1	-
		6%	6%	4%	-%	56%	-%	-%	5%	56%	-%
Fairly Satisfied	(1)	9	7	2	-	-	-	-	9	-	-
		19%	20%	19%	-%	-%	-%	-%	19%	-%	-%
Very Satisfied	(2)	2	1	1	-	-	-	-	2	-	-
		5%	3%	11%	-%	-%	-%	-%	5%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		6	5	-	1	-	-	-	6	-	-
		13%	16%	-%	56%	-%	-%	-%	14%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	1	-	-	1	1	-
		3%	-%	-%	44%	44%	-%	-%	2%	44%	-%
NET: Satisfied		11	8	3	-	-	-	-	11	-	-
		24%	24%	30%	-%	-%	-%	-%	24%	-%	-%
NET: Dissatisfied		26	19	7	-	-	*	-	26	-	*
		54%	55%	66%	-%	-%	100%	-%	55%	-%	100%
Answered		40	29	11	-	1	*	-	40	1	*
Mean Score		-8	-9	-6	-	-	-2.0	-	-8	-	-2.0
Standard error		.25	.32	.46	-	-	-	-	.26	-	-
Standard deviation		1.42	1.42	1.47	-	-	-	-	1.42	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	41	30	7	3	1	-	29	5	2	-	1
Effective base	28	23	6	3	1	-	20	4	2	-	1
Weighted Base	48	43	4	1	*	-	37	6	1	-	1
Very Dissatisfied	(-2)	20	20	-	-	*	15	2	-	-	1
		42%	47%	-%	-%	100%	42%	27%	-%	-%	100%
Fairly Dissatisfied	(-1)	6	6	-	-	-	4	2	-	-	-
		12%	13%	-%	-%	-%	10%	35%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*	1	-	2	*	*	-	-
		6%	5%	11%	56%	-%	6%	6%	30%	-%	-%
Fairly Satisfied	(1)	9	9	*	-	-	7	2	-	-	-
		19%	21%	5%	-%	-%	20%	31%	-%	-%	-%
Very Satisfied	(2)	2	1	1	-	-	2	-	-	-	-
		5%	3%	32%	-%	-%	5%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	5	1	-	-	-	6	-	1	-	-
	13%	12%	29%	-%	-%	-%	15%	-%	70%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	1	-	-	1	-	-	-	-
	3%	-%	23%	44%	-%	-%	2%	-%	-%	-%	-%
NET: Satisfied	11	10	1	-	-	-	9	2	-	-	-
	24%	23%	37%	-%	-%	-%	25%	31%	-%	-%	-%
NET: Dissatisfied	26	26	-	-	*	-	19	4	-	-	1
	54%	60%	-%	-%	100%	-%	51%	62%	-%	-%	100%
Answered	40	38	2	1	*	-	30	6	*	-	1
Mean Score	-.8	-.9	1.4	-	-2.0	-	-.8	-.6	-	-	-2.0
Standard error	.25	.27	.65	-	-	-	.30	.58	-	-	-
Standard deviation	1.42	1.36	1.29	-	-	-	1.46	1.30	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	41	5	2	5	-	2	4	1	1	6
Effective base	28	4	2	3	-	2	3	1	1	6
Weighted Base	48	10	2	5	-	4	7	2	1	10
Very Dissatisfied	(-2)	20	5	-	2	-	-	2	-	7
		42%	55%	-%	45%	-%	-%	100%	-%	75%
Fairly Dissatisfied	(-1)	6	-	-	2	-	2	-	-	2
		12%	-%	-%	31%	-%	50%	-%	-%	16%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	1	-	-	-	-	-
		6%	18%	-%	13%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	3	-	-	-	2	4	-	-
		19%	26%	-%	-%	-%	50%	53%	-%	-%
Very Satisfied	(2)	2	-	1	-	-	-	-	1	-
		5%	-%	34%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		6	-	2	-	-	3	-	-	-
		13%	-%	66%	-%	-%	47%	-%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	1
		3%	-%	-%	10%	-%	-%	-%	-%	9%
NET: Satisfied		11	3	1	-	-	2	4	-	1
		24%	26%	34%	-%	-%	50%	53%	-%	100%
NET: Dissatisfied		26	5	-	4	-	2	-	2	-
		54%	55%	-%	76%	-%	50%	-%	100%	-%
Answered		40	10	1	4	-	4	4	2	1
Mean Score		-8	-8	2.0	-1.3	-	-	1.0	-2.0	2.0
Standard error		.25	.63	-	.41	-	.83	-	-	.18
Standard deviation		1.42	1.40	-	.83	-	1.17	-	-	.41

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		41	8	8	10	26	15	8	5	2
Effective base		28	8	6	7	21	10	7	3	2
Weighted Base		48	13	13	14	41	7	5	2	*
Very Dissatisfied	(-2)	20	7	5	4	17	3	2	1	-
		42%	54%	41%	31%	41%	47%	46%	57%	-%
Fairly Dissatisfied	(-1)	6	3	-	2	5	1	*	-	*
		12%	26%	-%	11%	12%	9%	8%	-%	62%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	1	2	1	*	-	*
		6%	-%	13%	5%	6%	8%	8%	-%	38%
Fairly Satisfied	(1)	9	2	3	4	8	1	1	*	-
		19%	14%	19%	26%	20%	12%	14%	9%	-%
Very Satisfied	(2)	2	-	2	-	2	*	*	-	-
		5%	-%	15%	-%	5%	4%	7%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		6	-	2	3	5	1	1	1	-
		13%	-%	12%	24%	12%	20%	16%	34%	-%
Don't Know (DO NOT READ OUT)		1	1	-	1	1	-	-	-	-
		3%	6%	-%	4%	3%	-%	-%	-%	-%
NET: Satisfied		11	2	5	4	10	1	1	*	-
		24%	14%	34%	26%	25%	16%	21%	9%	-%
NET: Dissatisfied		26	11	5	6	22	4	3	1	*
		54%	80%	41%	42%	54%	56%	55%	57%	62%
Answered		40	12	12	10	35	6	4	1	*
Mean Score		-.8	-1.3	-.4	-.6	-.8	-1.0	-.9	-1.6	-.6
Standard error		.25	.41	.64	.53	.31	.42	.63	1.13	-
Standard deviation		1.42	1.09	1.68	1.41	1.43	1.47	1.66	1.96	-

Columns Tested: a,b,c,d,e,f,g,h

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		*a	*b	*c	*d	*e	*f	*g	*h	*i	
Significance Level: 95%											
Unweighted Base	41	1	3	-	3	6	17	-	1	13	
Effective base	28	1	2	-	2	4	13	-	1	9	
Weighted Base	48	1	3	-	3	11	22	-	*	12	
Very Dissatisfied	(-2)	20	1	*	-	*	5	8	-	-	6
		42%	100%	3%	-%	3%	46%	38%	-%	-%	51%
Fairly Dissatisfied	(-1)	6	-	2	-	2	-	3	-	-	*
		12%	-%	68%	-%	68%	-%	15%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	-	3	-	-	*
		6%	-%	-%	-%	-%	-%	12%	-%	-%	4%
Fairly Satisfied	(1)	9	-	-	-	2	4	-	*	3	
		19%	-%	-%	-%	17%	20%	-%	100%	22%	
Very Satisfied	(2)	2	-	-	-	1	1	-	-	*	
		5%	-%	-%	-%	8%	5%	-%	-%	3%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	-	-	-	-	3	2	-	-	2	
	13%	-%	-%	-%	-%	24%	9%	-%	-%	16%	
Don't Know (DO NOT READ OUT)	1	-	1	-	1	1	-	-	-	-	
	3%	-%	29%	-%	29%	5%	-%	-%	-%	-%	
NET: Satisfied	11	-	-	-	-	3	6	-	*	3	
	24%	-%	-%	-%	-%	25%	26%	-%	100%	25%	
NET: Dissatisfied	26	1	2	-	2	5	12	-	-	6	
	54%	100%	71%	-%	71%	46%	54%	-%	-%	54%	
Answered	40	1	2	-	2	8	20	-	*	10	
Mean Score	-.8	-2.0	-1.0	-	-1.0	-.8	-.7	-	1.0	-.9	
Standard error	.25	-	.19	-	.19	.86	.36	-	-	.48	
Standard deviation	1.42	-	.27	-	.27	1.72	1.40	-	-	1.50	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	41	10	17	14	39	2	-	38	3	40	1
Effective base	28	7	13	9	26	2	-	26	2	27	1
Weighted Base	48	15	22	12	45	3	-	47	1	48	*
Very Dissatisfied (-2)	20 42%	6 42%	8 38%	6 50%	19 43%	1 38%	- -%	20 44%	- -%	20 43%	- -%
Fairly Dissatisfied (-1)	6 12%	2 13%	3 15%	* 3%	6 12%	- -%	- -%	6 12%	- -%	6 12%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	- -%	3 12%	* 4%	1 3%	2 62%	- -%	3 6%	* 23%	3 6%	- -%
Fairly Satisfied (1)	9 19%	2 13%	4 20%	3 24%	9 20%	- -%	- -%	9 19%	- -%	9 19%	- -%
Very Satisfied (2)	2 5%	1 6%	1 5%	* 3%	2 5%	- -%	- -%	1 3%	1 57%	2 5%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	3 18%	2 9%	2 16%	6 14%	- -%	- -%	6 13%	* 20%	6 13%	* 100%
Don't Know (DO NOT READ OUT)	1 3%	1 9%	- -%	- -%	1 3%	- -%	- -%	1 3%	- -%	1 3%	- -%
NET: Satisfied	11 24%	3 18%	6 26%	3 26%	11 25%	- -%	- -%	11 23%	1 57%	11 24%	- -%
NET: Dissatisfied	26 54%	8 55%	12 54%	6 53%	25 55%	1 38%	- -%	26 56%	- -%	26 54%	- -%
Answered	40	11	20	10	37	3	-	39	1	40	-
Mean Score	-.8	-1.0	-.7	-.9	-.8	-.8	-	-.9	1.4	-.8	-
Standard error	.25	.56	.36	.46	.26	.85	-	.25	1.69	.25	-
Standard deviation	1.42	1.47	1.40	1.51	1.45	1.20	-	1.37	2.39	1.42	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		41	15	5	21
Effective base		28	8	3	16
Weighted Base		48	17	5	27
Very Dissatisfied	(-2)	20 42%	7 42%	3 69%	10 38%
Fairly Dissatisfied	(-1)	6 12%	* 1%	- -%	5 20%
Neither Satisfied Nor Dissatisfied	(0)	3 6%	* 3%	* 7%	2 8%
Fairly Satisfied	(1)	9 19%	4 23%	- -%	5 20%
Very Satisfied	(2)	2 5%	- -%	1 24%	1 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)		6 13%	5 27%	- -%	2 7%
Don't Know (DO NOT READ OUT)		1 3%	1 3%	- -%	1 3%
NET: Satisfied		11 24%	4 23%	1 24%	6 24%
NET: Dissatisfied		26 54%	7 44%	3 69%	15 58%
Answered		40	12	5	24
Mean Score		-.8	-.9	-.9	-.7
Standard error		.25	.46	.86	.32
Standard deviation		1.42	1.47	1.92	1.35

Columns Tested:: a,b,c

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	41	32	7	2	-	-	-	-	-	39	2	-
Effective base	28	21	6	2	-	-	-	-	-	27	2	-
Weighted Base	48	40	7	1	-	-	-	-	-	47	1	-
Very Dissatisfied	(-2)	20	-	-	-	-	-	-	-	20	-	-
		42%	51%	-%	-%	-%	-%	-%	-%	43%	-%	-%
Fairly Dissatisfied	(-1)	6	2	4	*	-	-	-	-	5	*	-
		12%	4%	51%	22%	-%	-%	-%	-%	11%	22%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	*	-	-	-	-	-	3	-	-
		6%	7%	5%	-%	-%	-%	-%	-%	6%	-%	-%
Fairly Satisfied	(1)	9	8	1	-	-	-	-	-	9	-	-
		19%	20%	17%	-%	-%	-%	-%	-%	19%	-%	-%
Very Satisfied	(2)	2	*	1	1	-	-	-	-	1	1	-
		5%	1%	15%	78%	-%	-%	-%	-%	3%	78%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	6	-	-	-	-	-	-	-	6	-	-
		13%	16%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	1	-	-	-	-	-	-	1	-	-
		3%	1%	11%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied	11	8	2	1	-	-	-	-	-	11	1	-
		24%	20%	33%	78%	-%	-%	-%	-%	22%	78%	-%
NET: Dissatisfied	26	22	4	*	-	-	-	-	-	26	*	-
		54%	55%	51%	22%	-%	-%	-%	-%	55%	22%	-%
Answered	40	33	7	1	-	-	-	-	-	39	1	-
Mean Score	-8	-1.0	*	1.3	-	-	-	-	-	-9	1.3	-
Standard error	.25	.27	.53	3.44	-	-	-	-	-	.25	3.44	-
Standard deviation	1.42	1.34	1.31	4.87	-	-	-	-	-	1.37	4.87	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	41	8	24	9	33	35	37	39	21	14	6	21	3	3	2	1	1
Effective base	28	5	17	7	22	24	25	26	16	10	4	16	1	2	1	1	1
Weighted Base	48	12	28	9	40	41	44	45	27	11	7	29	2	3	2	1	*
Very Dissatisfied (-2)	20 42%	6 51%	14 52%	- -%	18 43%	18 45%	18 41%	20 45%	8 29%	3 27%	1 9%	16 54%	* 3%	- -%	2 91%	- -%	- -%
Fairly Dissatisfied (-1)	6 12%	- -%	2 6%	4 48%	5 13%	5 13%	5 12%	6 13%	4 14%	2 16%	- -%	3 11%	2 84%	- -%	- -%	- -%	* 100%
Neither Satisfied Nor Dissatisfied (0)	3 6%	* 1%	2 9%	* 5%	3 7%	3 7%	3 7%	3 7%	3 11%	1 7%	- -%	* 2%	- -%	3 100%	- -%	- -%	- -%
Fairly Satisfied (1)	9 19%	5 41%	3 11%	1 15%	7 16%	7 18%	8 18%	8 19%	5 20%	2 19%	2 28%	6 19%	- -%	- -%	* 9%	- -%	- -%
Very Satisfied (2)	2 5%	- -%	* 1%	2 23%	1 2%	2 5%	2 5%	2 5%	2 7%	2 18%	1 17%	- -%	- -%	- -%	- -%	1 100%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	1 6%	6 20%	- -%	6 16%	4 9%	6 15%	4 8%	5 19%	1 13%	3 38%	4 12%	* 13%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 3%	- -%	1 2%	1 9%	1 2%	1 3%	1 3%	1 3%	- -%	- -%	1 7%	1 3%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	11 24%	5 41%	3 12%	3 38%	7 18%	9 22%	10 22%	11 24%	7 28%	4 37%	3 45%	6 19%	- -%	- -%	* 9%	1 100%	- -%
NET: Dissatisfied	26 54%	6 51%	16 57%	4 48%	23 56%	23 58%	23 53%	26 58%	11 43%	5 43%	1 9%	19 64%	2 87%	- -%	2 91%	- -%	* 100%
Answered	40	11	22	8	33	36	36	40	22	10	4	25	2	3	2	1	*
Mean Score	-8	-6	-1.2	.2	-1.0	-.9	-.8	-.8	-.5	-.2	.8	-1.2	-1.0	-	-1.7	2.0	-1.0
Standard error	.25	.59	.29	.49	.25	.26	.26	.25	.35	.50	.78	.32	.19	-	.86	-	-
Standard deviation	1.42	1.56	1.21	1.40	1.30	1.39	1.40	1.41	1.45	1.65	1.56	1.26	.27	-	1.21	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	41	25	4	3	-	-	-	1	23	4	2	3	2	1	-
Effective base	28	19	3	2	-	-	-	1	16	2	1	2	2	1	-
Weighted Base	48	36	1	3	-	-	-	*	30	3	2	4	*	1	-
Very Dissatisfied (-2)	20	16	*	2	-	-	-	-	15	2	-	2	-	-	-
	42%	43%	8%	60%	-%	-%	-%	-%	50%	46%	-%	46%	-%	-%	-%
Fairly Dissatisfied (-1)	6	5	-	-	-	-	-	*	3	-	2	-	*	-	-
	12%	14%	-%	-%	-%	-%	-%	100%	10%	-%	83%	-%	57%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	2	*	*	-	-	-	-	*	-	*	2	-	-	-
	6%	6%	38%	13%	-%	-%	-%	-%	2%	-%	17%	54%	-%	-%	-%
Fairly Satisfied (1)	9	6	*	-	-	-	-	-	5	2	-	-	*	-	-
	19%	17%	21%	-%	-%	-%	-%	-%	18%	46%	-%	-%	43%	-%	-%
Very Satisfied (2)	2	-	-	1	-	-	-	-	1	-	-	-	-	1	-
	5%	-%	-%	27%	-%	-%	-%	-%	4%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	6	*	-	-	-	-	-	4	*	-	-	-	-	-
	13%	17%	33%	-%	-%	-%	-%	-%	12%	9%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	3%	2%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	6	*	1	-	-	-	-	7	2	-	-	*	1	-
	24%	17%	21%	27%	-%	-%	-%	-%	22%	46%	-%	-%	43%	100%	-%
NET: Dissatisfied	26	21	*	2	-	-	-	*	18	2	2	2	*	-	-
	54%	57%	8%	60%	-%	-%	-%	100%	60%	46%	83%	46%	57%	-%	-%
Answered	40	29	1	3	-	-	-	*	25	3	2	4	*	1	-
Mean Score	-8	-1.0	.1	-.7	-	-	-	-1.0	-1.0	-.5	-.8	-.9	-.1	2.0	-
Standard error	.25	.28	-	1.23	-	-	-	-	.34	1.05	.36	.66	-	-	-
Standard deviation	1.42	1.24	-	2.14	-	-	-	-	1.40	1.82	.50	1.15	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	41	23	8	3	2	3	-	-	12	6	10	3	5
Effective base	28	14	6	2	1	3	-	-	9	4	7	1	3
Weighted Base	48	26	10	3	2	5	-	-	19	6	10	2	5
Very Dissatisfied (-2)	20 42%	14 52%	3 34%	1 57%	- -%	2 40%	- -%	- -%	8 40%	2 26%	7 68%	* 3%	2 36%
Fairly Dissatisfied (-1)	6 12%	* 1%	3 35%	- -%	* 13%	2 34%	- -%	- -%	3 16%	- -%	- -%	* 11%	2 37%
Neither Satisfied Nor Dissatisfied (0)	3 6%	* 2%	3 26%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 4%	2 85%	1 13%
Fairly Satisfied (1)	9 19%	7 26%	- -%	- -%	2 87%	- -%	- -%	- -%	5 25%	- -%	2 17%	- -%	- -%
Very Satisfied (2)	2 5%	* 1%	- -%	1 32%	- -%	1 25%	- -%	- -%	1 6%	- -%	1 8%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	3 12%	* 4%	* 11%	- -%	- -%	- -%	- -%	2 12%	3 52%	* 3%	- -%	1 15%
Don't Know (DO NOT READ OUT)	1 3%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 22%	- -%	- -%	- -%
NET: Satisfied	11 24%	7 27%	- -%	1 32%	2 87%	1 25%	- -%	- -%	6 31%	- -%	3 25%	- -%	- -%
NET: Dissatisfied	26 54%	14 54%	7 70%	1 57%	* 13%	3 75%	- -%	- -%	11 56%	2 26%	7 68%	* 15%	4 72%
Answered	40	22	9	2	2	5	-	-	17	2	10	2	4
Mean Score	-8	-9	-1.1	-6	.7	-6	-	-	-7	-2.0	-1.1	-2	-1.3
Standard error	.25	.34	.32	1.80	.72	1.04	-	-	.47	-	.52	.37	.40
Standard deviation	1.42	1.46	.84	2.54	1.02	1.81	-	-	1.50	-	1.56	.64	.80

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	41	16	7	6	2	2	12	5	9	4	4
Effective base	28	11	5	4	1	2	9	4	6	2	3
Weighted Base	48	22	9	6	2	1	19	4	9	3	4
Very Dissatisfied (-2)	20 42%	8 34%	5 57%	3 48%	2 100%	- -%	8 43%	1 31%	7 75%	* 3%	2 42%
Fairly Dissatisfied (-1)	6 12%	3 15%	- -%	2 30%	- -%	- -%	3 16%	- -%	- -%	* 8%	2 43%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 10%	- -%	* 6%	- -%	* 30%	* 1%	- -%	* 4%	2 63%	1 15%
Fairly Satisfied (1)	9 19%	6 28%	- -%	* 3%	- -%	- -%	4 22%	- -%	2 18%	- -%	- -%
Very Satisfied (2)	2 5%	- -%	- -%	1 13%	- -%	- -%	1 6%	1 22%	- -%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	3 12%	3 34%	- -%	- -%	1 70%	2 12%	* 11%	* 3%	1 26%	- -%
Don't Know (DO NOT READ OUT)	1 3%	- -%	1 9%	- -%	- -%	- -%	- -%	1 36%	- -%	- -%	- -%
NET: Satisfied	11 24%	6 28%	- -%	1 16%	- -%	- -%	5 28%	1 22%	2 18%	- -%	- -%
NET: Dissatisfied	26 54%	11 49%	5 57%	5 78%	2 100%	- -%	11 59%	1 31%	7 75%	* 11%	4 85%
Answered	40	20	5	6	2	*	17	2	9	2	4
Mean Score	-.8	-.6	-2.0	-1.0	-2.0	-	-.8	-.3	-1.3	-.2	-1.3
Standard error	.25	.37	-	.61	-	-	.47	1.99	.45	.37	.40
Standard deviation	1.42	1.32	-	1.48	-	-	1.48	2.81	1.27	.64	.80

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	41	7	7	12	9	3	32	1	6	24	17	29	4
Effective base	28	4	5	8	7	3	22	1	4	15	13	21	4
Weighted Base	48	11	7	11	11	5	40	*	5	29	20	39	2
Very Dissatisfied (-2)	20	6	3	7	2	2	18	-	3	18	2	18	-
	42%	54%	46%	65%	21%	38%	44%	-%	61%	63%	11%	45%	-%
Fairly Dissatisfied (-1)	6	-	2	*	2	2	6	-	-	1	5	5	-
	12%	-%	26%	2%	15%	39%	14%	-%	-%	2%	26%	13%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	-	1	2	-	3	-	*	3	*	2	1
	6%	-%	-%	7%	20%	-%	7%	-%	3%	9%	2%	6%	41%
Fairly Satisfied (1)	9	4	-	1	3	-	8	-	*	2	7	6	1
	19%	39%	-%	12%	27%	-%	21%	-%	4%	6%	38%	15%	41%
Very Satisfied (2)	2	-	-	1	*	1	2	-	-	-	2	1	-
	5%	-%	-%	8%	3%	24%	6%	-%	-%	-%	12%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	1	2	1	1	-	2	*	1	5	1	6	*
	13%	7%	22%	6%	7%	-%	5%	100%	32%	19%	5%	16%	18%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	-	1	-	-	-	1	1	-
	3%	-%	7%	-%	8%	-%	3%	-%	-%	-%	7%	2%	-%
NET: Satisfied	11	4	-	2	3	1	11	-	*	2	10	7	1
	24%	39%	-%	20%	30%	24%	26%	-%	4%	6%	49%	17%	41%
NET: Dissatisfied	26	6	5	7	4	4	23	-	3	19	7	23	-
	54%	54%	72%	67%	35%	76%	58%	-%	61%	66%	37%	59%	-%
Answered	40	10	5	10	9	5	37	-	3	23	17	32	1
Mean Score	-.8	-.7	-1.6	-1.1	-.3	-.7	-.8	-	-1.7	-1.5	.1	-1.0	.5
Standard error	.25	.64	.24	.47	.49	1.00	.27	-	.49	.22	.38	.27	.58
Standard deviation	1.42	1.56	.53	1.49	1.31	1.74	1.42	-	.97	.99	1.36	1.28	1.01

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	*b	a	*b	a	*b	*a	*b
Unweighted Base	41	32	3	13	26	31	2	30	5	14	25
Effective base	28	22	2	10	17	21	2	21	4	10	18
Weighted Base	48	39	1	20	25	39	1	38	3	20	25
Very Dissatisfied	(-2) 20 42%	18 46%	- -%	14 69%	7 26%	18 45%	- -%	18 48%	- -%	15 78%	5 20%
Fairly Dissatisfied	(-1) 6 12%	5 13%	* 17%	* 2%	5 21%	5 13%	- -%	5 13%	* 9%	* 2%	5 21%
Neither Satisfied Nor Dissatisfied	(0) 3 6%	3 7%	* 24%	2 9%	1 5%	3 7%	* 33%	2 6%	1 26%	2 11%	1 3%
Fairly Satisfied	(1) 9 19%	7 18%	- -%	2 8%	7 28%	6 15%	1 67%	7 19%	- -%	* 1%	8 33%
Very Satisfied	(2) 2 5%	2 5%	- -%	1 4%	1 6%	1 2%	- -%	1 3%	1 33%	- -%	2 9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	4 10%	- -%	2 8%	2 9%	6 16%	- -%	4 10%	- -%	2 8%	2 9%
Don't Know (DO NOT READ OUT)	1 3%	1 1%	1 58%	- -%	1 5%	1 2%	- -%	1 1%	1 32%	- -%	1 5%
NET: Satisfied	11 24%	9 23%	- -%	2 12%	8 34%	7 17%	1 67%	8 22%	1 33%	* 1%	11 42%
NET: Dissatisfied	26 54%	23 59%	* 17%	14 71%	12 47%	23 58%	- -%	23 61%	* 9%	16 80%	10 41%
Answered	40	35	1	18	21	32	1	34	2	18	22
Mean Score	-8	-9	-4	-1.3	-4	-1.0	.7	-9	.8	-1.7	-.1
Standard error	.25	.27	-	.36	.32	.26	-	.27	.90	.20	.33
Standard deviation	1.42	1.40	-	1.25	1.42	1.28	-	1.34	1.81	.73	1.43

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	41	24	25	9	-	23	24	6	1	34	20	10	-
Effective base	28	16	17	8	-	16	16	5	1	24	14	8	-
Weighted Base	48	31	29	14	-	28	29	9	2	42	21	13	-
Very Dissatisfied (-2)	20 42%	14 44%	10 36%	5 37%	- -%	12 43%	12 43%	5 57%	2 100%	19 45%	9 44%	5 41%	- -%
Fairly Dissatisfied (-1)	6 12%	5 17%	3 12%	2 13%	- -%	4 13%	3 12%	2 20%	- -%	6 13%	2 11%	2 14%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	3 10%	3 10%	2 15%	- -%	3 11%	3 10%	2 23%	- -%	3 7%	3 12%	1 5%	- -%
Fairly Satisfied (1)	9 19%	4 12%	5 17%	2 11%	- -%	5 17%	6 20%	- -%	- -%	8 20%	3 16%	3 22%	- -%
Very Satisfied (2)	2 5%	1 3%	1 3%	- -%	- -%	2 7%	2 7%	- -%	- -%	2 5%	1 5%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	5 15%	5 18%	3 18%	- -%	3 10%	1 4%	- -%	- -%	4 8%	1 5%	2 18%	- -%
Don't Know (DO NOT READ OUT)	1 3%	- -%	1 3%	1 6%	- -%	- -%	1 5%	- -%	- -%	1 1%	1 6%	- -%	- -%
NET: Satisfied	11 24%	4 14%	6 20%	2 11%	- -%	7 24%	8 26%	- -%	- -%	10 25%	4 22%	3 22%	- -%
NET: Dissatisfied	26 54%	19 61%	14 48%	7 50%	- -%	16 56%	16 55%	7 77%	2 100%	24 58%	11 55%	7 55%	- -%
Answered	40	26	23	11	-	26	26	9	2	38	19	11	-
Mean Score	-8	-1.0	-.8	-1.0	-	-.8	-.7	-1.3	-2.0	-.8	-.8	-.9	-
Standard error	.25	.28	.30	.44	-	.32	.32	.36	-	.26	.35	.47	-
Standard deviation	1.42	1.23	1.35	1.18	-	1.43	1.45	.88	-	1.40	1.41	1.33	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	b
Significance Level: 95%																
Unweighted Base	41	28	32	21	20	23	1	14	12	15	7	4	6	8		
Effective base	28	19	22	14	12	16	1	11	7	9	6	3	3	4		
Weighted Base	48	37	39	26	23	28	*	16	14	19	10	6	7	10		
Very Dissatisfied (-2)	20	18	18	15	8	11	-	8	11	12	4	5	5	6		
	42%	48%	46%	59%	34%	41%	-%	50%	77%	64%	37%	94%	74%	57%		
Fairly Dissatisfied (-1)	6	5	5	*	4	2	*	-	*	*	-	-	2	-		
	12%	14%	13%	1%	16%	6%	100%	-%	3%	2%	-%	-%	22%	-%		
Neither Satisfied Nor Dissatisfied (0)	3	3	3	3	3	3	-	3	1	3	2	*	*	*		
	6%	7%	8%	10%	11%	10%	-%	16%	5%	14%	21%	6%	2%	4%		
Fairly Satisfied (1)	9	4	7	3	2	7	-	1	*	2	3	-	*	4		
	19%	12%	18%	12%	9%	25%	-%	8%	1%	9%	27%	-%	2%	37%		
Very Satisfied (2)	2	-	1	2	-	1	-	2	-	-	-	-	-	-		
	5%	-%	3%	8%	-%	4%	-%	12%	-%	-%	-%	-%	-%	-%		
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	6	4	3	6	4	-	2	2	2	2	-	-	*		
	13%	17%	10%	11%	27%	13%	-%	14%	14%	11%	15%	-%	-%	3%		
Don't Know (DO NOT READ OUT)	1	1	1	-	1	1	-	-	-	-	-	-	-	-		
	3%	2%	1%	-%	3%	2%	-%	-%	-%	-%	-%	-%	-%	-%		
NET: Satisfied	11	4	8	5	2	8	-	3	*	2	3	-	*	4		
	24%	12%	21%	19%	9%	29%	-%	20%	1%	9%	27%	-%	2%	37%		
NET: Dissatisfied	26	23	23	16	12	13	*	8	11	12	4	5	7	6		
	54%	62%	60%	60%	50%	46%	100%	50%	79%	66%	37%	94%	95%	57%		
Answered	40	30	35	23	16	24	*	14	12	17	9	6	7	10		
Mean Score	-.8	-1.2	-.9	-1.0	-1.1	-.6	-1.0	-.8	-1.8	-1.4	-.5	-1.9	-1.7	-.8		
Standard error	.25	.24	.26	.35	.30	.34	-	.46	.20	.31	.58	.26	.28	.58		
Standard deviation	1.42	1.12	1.33	1.47	1.11	1.47	-	1.60	.63	1.11	1.41	.51	.69	1.53		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	c	*d	*e	*a	*b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	41	6	4	4	4	29	21	32	28	20	22	28	5	-	36	1
Effective base	28	5	3	2	3	18	13	20	19	13	14	18	3	-	24	1
Weighted Base	48	10	4	3	3	34	25	36	34	21	28	33	5	-	42	3
Very Dissatisfied (-2)	20 42%	5 52%	2 52%	* 2%	- -%	14 42%	11 44%	14 40%	13 37%	5 25%	10 36%	11 33%	- -%	- -%	18 44%	- -%
Fairly Dissatisfied (-1)	6 12%	- -%	* 7%	2 63%	* 12%	3 7%	2 8%	3 7%	4 12%	4 20%	4 15%	4 12%	* 5%	- -%	6 13%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 21%	* 9%	- -%	* 12%	3 8%	3 10%	3 8%	2 6%	3 12%	3 9%	3 8%	* 8%	- -%	3 7%	- -%
Fairly Satisfied (1)	9 19%	- -%	- -%	- -%	- -%	8 22%	3 13%	8 21%	6 17%	6 28%	4 14%	8 23%	- -%	- -%	8 20%	- -%
Very Satisfied (2)	2 5%	- -%	1 32%	- -%	1 26%	* 1%	1 6%	1 4%	2 7%	* 2%	1 3%	1 3%	- -%	- -%	2 5%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	3 26%	- -%	1 34%	2 50%	6 18%	4 15%	6 18%	6 18%	1 7%	6 23%	6 18%	4 87%	- -%	4 9%	3 100%
Don't Know (DO NOT READ OUT)	1 3%	- -%	- -%	- -%	- -%	1 2%	1 3%	1 2%	1 2%	1 6%	- -%	1 2%	- -%	- -%	1 2%	- -%
NET: Satisfied	11 24%	- -%	1 32%	- -%	1 26%	8 23%	5 19%	9 25%	8 24%	6 30%	5 17%	9 26%	- -%	- -%	10 25%	- -%
NET: Dissatisfied	26 54%	5 52%	2 59%	2 66%	* 12%	17 49%	13 52%	17 47%	17 49%	9 44%	14 51%	15 45%	* 5%	- -%	24 57%	- -%
Answered	40	7	4	2	2	27	20	29	27	18	22	26	1	-	38	-
Mean Score	-8	-1.4	-5	-1.0	.8	-8	-9	-7	-7	-4	-9	-6	-4	-	-8	-
Standard error	.25	.44	1.05	.19	1.22	.29	.37	.29	.31	.32	.33	.30	-	-	.26	-
Standard deviation	1.42	.98	2.11	.27	2.11	1.37	1.44	1.45	1.47	1.29	1.32	1.41	-	-	1.40	-

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	41	25	14	22	13	41	-	11	20	10	16	8	16
Effective base	28	16	11	15	8	28	-	7	14	7	11	5	12
Weighted Base	48	28	19	25	17	48	-	12	27	9	21	10	16
Very Dissatisfied (-2)	20 42%	14 51%	6 32%	2 9%	15 89%	20 42%	- -%	6 49%	12 44%	3 29%	11 50%	* 4%	9 61%
Fairly Dissatisfied (-1)	6 12%	3 12%	2 12%	4 15%	* 2%	6 12%	- -%	2 19%	3 12%	* 3%	4 17%	2 21%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	3 11%	- -%	3 12%	- -%	3 6%	- -%	2 21%	* 1%	* 2%	3 12%	- -%	* 3%
Fairly Satisfied (1)	9 19%	2 6%	7 36%	8 32%	- -%	9 19%	- -%	- -%	5 20%	4 38%	3 15%	2 22%	2 15%
Very Satisfied (2)	2 5%	1 3%	1 6%	2 9%	- -%	2 5%	- -%	1 7%	1 4%	* 3%	1 7%	- -%	1 5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	4 13%	3 14%	6 23%	1 4%	6 13%	- -%	* 4%	4 14%	2 25%	- -%	5 45%	2 12%
Don't Know (DO NOT READ OUT)	1 3%	1 5%	- -%	- -%	1 5%	1 3%	- -%	- -%	1 5%	- -%	- -%	1 8%	1 3%
NET: Satisfied	11 24%	3 9%	8 42%	10 41%	- -%	11 24%	- -%	1 7%	7 25%	4 42%	5 22%	2 22%	3 21%
NET: Dissatisfied	26 54%	18 62%	8 44%	6 24%	16 91%	26 54%	- -%	8 68%	15 56%	3 32%	14 66%	3 25%	9 61%
Answered	40	23	16	19	16	40	-	11	22	7	21	5	13
Mean Score	-8	-1.2	-.3	.2	-2.0	-8	-	-1.1	-.9	-.2	-.9	-.1	-1.1
Standard error	.25	.28	.43	.31	.05	.25	-	.39	.37	.57	.35	.62	.43
Standard deviation	1.42	1.17	1.54	1.26	.16	1.42	-	1.23	1.45	1.61	1.38	1.25	1.48

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		41	19	22
Effective base		28	12	16
Weighted Base		48	18	30
Very Dissatisfied	(-2)	20	6	14
		42%	35%	47%
Fairly Dissatisfied	(-1)	6	*	5
		12%	1%	18%
Neither Satisfied Nor Dissatisfied	(0)	3	3	*
		6%	15%	1%
Fairly Satisfied	(1)	9	3	6
		19%	15%	21%
Very Satisfied	(2)	2	1	1
		5%	8%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		6	5	2
		13%	26%	6%
Don't Know (DO NOT READ OUT)		1	-	1
		3%	-%	4%
NET: Satisfied		11	4	7
		24%	24%	24%
NET: Dissatisfied		26	6	20
		54%	36%	64%
Answered		40	13	27
Mean Score		-.8	-.5	-.9
Standard error		.25	.40	.32
Standard deviation		1.42	1.56	1.35

Columns Tested:: a,b

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Month												
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	
Unweighted Base	41	-	1	3	7	2	3	1	5	6	2	10	1	
Effective base	28	-	1	3	5	1	2	1	4	4	2	7	1	
Weighted Base	48	-	*	8	4	1	3	2	6	7	2	12	3	
Very Dissatisfied	(-2)	20	-	-	4	2	1	1	5	4	-	2	-	
		42%	-%	-%	50%	52%	82%	47%	-%	83%	64%	-%	17%	-%
Fairly Dissatisfied	(-1)	6	-	-	2	*	*	-	-	-	-	3	-	
		12%	-%	-%	20%	9%	18%	-%	-%	-%	-%	29%	-%	
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	*	-	*	-	-	*	2	-	
		6%	-%	-%	-%	4%	-%	12%	-%	-%	5%	-%	18%	-%
Fairly Satisfied	(1)	9	-	-	2	1	-	1	-	1	-	2	2	-
		19%	-%	-%	29%	35%	-%	41%	-%	10%	-%	68%	16%	-%
Very Satisfied	(2)	2	-	-	-	-	-	-	-	1	-	1	-	
		5%	-%	-%	-%	-%	-%	-%	-%	12%	-%	12%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	6	-	*	-	-	-	-	2	*	1	1	-	3	
		13%	-%	100%	-%	-%	-%	-%	100%	6%	11%	32%	-%	100%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-	
		3%	-%	-%	-%	-%	-%	-%	-%	8%	-%	7%	-%	
NET: Satisfied	11	-	-	2	1	-	1	-	1	1	2	3	-	
		24%	-%	-%	29%	35%	-%	41%	-%	10%	12%	68%	28%	-%
NET: Dissatisfied	26	-	-	5	3	1	1	-	5	4	-	5	-	
		54%	-%	-%	71%	61%	100%	47%	-%	83%	64%	-%	46%	-%
Answered	40	-	-	8	4	1	3	-	6	6	2	11	-	
Mean Score	-.8	-	-	-.9	-.8	-1.8	-.5	-	-1.7	-1.3	1.0	-.2	-	
Standard error	.25	-	-	.80	.60	.53	.99	-	.52	.80	-	.46	-	
Standard deviation	1.42	-	-	1.38	1.59	.75	1.71	-	1.03	1.61	-	1.37	-	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 309 (continuation)

QOP3A.8.1. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	41	4	12	12	13	16	25
Effective base	28	3	8	9	10	9	19
Weighted Base	48	8	9	15	17	17	32
Very Dissatisfied (-2)	20 42%	4 48%	5 55%	10 66%	2 12%	9 52%	12 37%
Fairly Dissatisfied (-1)	6 12%	2 20%	1 7%	- -%	3 21%	2 13%	3 11%
Neither Satisfied Nor Dissatisfied (0)	3 6%	- -%	1 6%	* 2%	2 13%	1 3%	2 8%
Fairly Satisfied (1)	9 19%	2 28%	3 32%	1 4%	3 21%	5 30%	4 13%
Very Satisfied (2)	2 5%	- -%	- -%	1 6%	1 9%	- -%	2 7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	6 13%	* 4%	- -%	3 19%	3 20%	* 2%	6 20%
Don't Know (DO NOT READ OUT)	1 3%	- -%	- -%	1 3%	1 5%	- -%	1 4%
NET: Satisfied	11 24%	2 28%	3 32%	1 10%	5 29%	5 30%	6 20%
NET: Dissatisfied	26 54%	5 68%	5 62%	10 66%	5 33%	11 65%	15 48%
Answered	40	8	9	12	12	16	24
Mean Score	-.8	-.9	-.8	-1.5	-.1	-.9	-.8
Standard error	.25	.80	.42	.46	.42	.35	.35
Standard deviation	1.42	1.38	1.45	1.29	1.34	1.37	1.47

Columns Tested: a,b,c,d - a,b

Table 310

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	22	2	20	13	2	2	5	9
Effective base	9	1	8	9	2	2	5	5
Weighted Base	17	2	15	17	*	*	*	*
Very Dissatisfied	(-2)	*	*	-	-	-	*	*
		*%	*%	-%	-%	-%	21%	3%
Fairly Dissatisfied	(-1)	1	1	1	-	-	-	-
		7%	8%	7%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	*	2	-	-	-	-
		14%	3%	14%	-%	-%	-%	-%
Fairly Satisfied	(1)	5	5	5	*	-	-	*
		27%	30%	27%	59%	-%	-%	28%
Very Satisfied	(2)	6	6	6	*	*	*	*
		35%	39%	34%	41%	100%	79%	69%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	3	-	-	-	-
		18%	20%	18%	-%	-%	-%	-%
NET: Satisfied	11	*	11	10	*	*	*	*
		61%	69%	61%	100%	100%	79%	97%
NET: Dissatisfied	1	-	1	1	-	-	*	*
		7%	8%	7%	-%	-%	21%	3%
Answered	14	2	12	14	*	*	*	*
Mean Score	1.1	*	1.2	1.1	1.4	2.0	1.1	1.6
Standard error	.23	.16	.24	.32	-	-	-	-
Standard deviation	1.00	.22	.97	1.00	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		22	5	4	4	1	3	5	13	2	7
Effective base		9	5	3	3	1	3	5	9	2	3
Weighted Base		17	11	4	2	*	*	*	17	*	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	21%	-%	-%	5%
Fairly Dissatisfied	(-1)	1	-	1	1	-	-	-	1	-	-
		7%	-%	17%	24%	-%	-%	-%	7%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	2	*	-	-	-	-	2	-	-
		14%	17%	13%	-%	-%	-%	-%	14%	-%	-%
Fairly Satisfied	(1)	5	4	-	*	-	*	-	5	*	-
		27%	41%	-%	6%	-%	42%	-%	27%	59%	-%
Very Satisfied	(2)	6	5	-	1	*	*	*	6	*	*
		35%	42%	-%	52%	100%	58%	79%	34%	41%	95%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	3	*	-	-	-	3	-	-
		18%	-%	70%	18%	-%	-%	-%	18%	-%	-%
NET: Satisfied		11	9	-	1	*	*	*	10	*	*
		61%	83%	-%	58%	100%	100%	79%	61%	100%	95%
NET: Dissatisfied		1	-	1	1	-	-	*	1	-	*
		7%	-%	17%	24%	-%	-%	21%	7%	-%	5%
Answered		14	11	1	2	*	*	*	14	*	*
Mean Score		1.1	1.3	-.6	1.0	2.0	1.6	1.1	1.1	1.4	1.8
Standard error		.23	.34	.94	1.16	-	-	-	.32	-	-
Standard deviation		1.00	.76	1.32	2.02	-	-	-	1.00	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	6	7	2	2	5	6	5	3	3	2
Effective base	9	6	6	2	2	5	3	4	2	2	2
Weighted Base	17	13	4	*	*	*	6	6	4	1	*
Very Dissatisfied (-2)	* *%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	- -%	* 56%
Fairly Dissatisfied (-1)	1 7%	- -%	1 28%	- -%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	2 14%	2 15%	* 12%	- -%	- -%	- -%	- -%	2 42%	- -%	- -%	- -%
Fairly Satisfied (1)	5 27%	4 35%	* 3%	* 59%	- -%	- -%	2 27%	- -%	3 70%	- -%	- -%
Very Satisfied (2)	6 35%	5 36%	1 27%	* 41%	* 100%	* 79%	3 44%	2 31%	1 30%	* 25%	* 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3 18%	2 15%	1 30%	- -%	- -%	- -%	2 29%	1 15%	- -%	* 75%	- -%
NET: Satisfied	11 61%	9 71%	1 30%	* 100%	* 100%	* 79%	5 71%	2 31%	4 100%	* 25%	* 44%
NET: Dissatisfied	1 7%	- -%	1 28%	- -%	- -%	* 21%	- -%	1 12%	- -%	- -%	* 56%
Answered	14	11	3	*	*	*	5	5	4	*	*
Mean Score	1.1	1.3	.4	1.4	2.0	1.1	1.6	.6	1.3	2.0	-2
Standard error	.23	.34	.74	-	-	-	.24	.63	.31	-	-
Standard deviation	1.00	.76	1.66	-	-	-	.55	1.26	.53	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		22	-	1	4	-	1	-	2	2	-
Effective base		9	-	1	3	-	1	-	2	2	-
Weighted Base		17	-	2	6	-	2	-	5	1	-
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	-	-	-	-	-
		7%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	-	-	-	-	-	-	2	*	-
		14%	-%	-%	-%	-%	-%	-%	39%	37%	-%
Fairly Satisfied	(1)	5	-	2	3	-	-	-	-	-	-
		27%	-%	100%	44%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	6	-	-	3	-	-	-	3	-	-
		35%	-%	-%	45%	-%	-%	-%	61%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	2	-	-	1	-
		18%	-%	-%	-%	-%	100%	-%	-%	63%	-%
NET: Satisfied		11	-	2	6	-	-	-	3	-	-
		61%	-%	100%	89%	-%	-%	-%	61%	-%	-%
NET: Dissatisfied		1	-	-	1	-	-	-	-	-	-
		7%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Answered		14	-	2	6	-	-	-	5	*	-
Mean Score		1.1	-	1.0	1.2	-	-	-	1.2	-	-
Standard error		.23	-	-	.49	-	-	-	.78	-	-
Standard deviation		1.00	-	-	.99	-	-	-	1.10	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	22	1	3	6	10	12	4	4	4
Effective base	9	1	2	5	8	4	2	1	3
Weighted Base	17	2	3	11	16	1	1	1	*
Very Dissatisfied	(-2)	*	-	-	-	*	*	-	-
	%	-%	-%	-%	-%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	1	1	-	1	-
	7%	-%	-%	6%	4%	38%	-%	85%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	*	2	2	-	-	-	-
	14%	-%	17%	17%	15%	-%	-%	-%	-%
Fairly Satisfied	(1)	5	2	3	4	*	*	-	*
	27%	-%	55%	25%	28%	16%	17%	-%	54%
Very Satisfied	(2)	6	-	6	6	*	*	*	*
	35%	-%	-%	52%	36%	16%	2%	15%	46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	3	*	*	-	-
	18%	100%	29%	-%	17%	29%	80%	-%	-%
NET: Satisfied	11	-	2	8	10	*	*	*	*
	61%	-%	55%	77%	64%	31%	19%	15%	100%
NET: Dissatisfied	1	-	-	1	1	1	*	1	-
	7%	-%	-%	6%	4%	39%	2%	85%	-%
Answered	14	-	2	11	13	1	*	1	*
Mean Score	1.1	-	.8	1.2	1.2	.1	.8	-.6	1.5
Standard error	.23	-	.41	.40	.33	-	-	-	-
Standard deviation	1.00	-	.59	.98	.93	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	22	-	2	-	2	3	6	2	1	8
Effective base	9	-	2	-	2	1	3	2	1	3
Weighted Base	17	-	1	-	1	1	6	5	*	4
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	*
		%	%	%	%	%	%	%	%	%
Fairly Dissatisfied	(-1)	1	1	-	1	-	1	-	-	-
		7%	39%	%	39%	%	12%	%	%	%
Neither Satisfied Nor Dissatisfied	(0)	2	-	-	-	-	*	2	-	-
		14%	%	%	%	%	9%	39%	%	%
Fairly Satisfied	(1)	5	-	-	-	-	4	-	-	*
		27%	%	%	%	%	79%	%	%	3%
Very Satisfied	(2)	6	-	-	-	1	*	3	*	2
		35%	%	%	%	100%	%	61%	100%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	1	-	-	-	-	2
		18%	%	61%	%	61%	%	%	%	53%
NET: Satisfied	11	-	-	-	-	1	4	3	*	2
		61%	%	%	%	100%	79%	61%	100%	46%
NET: Dissatisfied	1	-	1	-	1	-	1	-	-	*
		7%	%	39%	%	39%	12%	%	%	%
Answered	14	-	1	-	1	1	6	5	*	2
Mean Score	1.1	-	-1.0	-	-1.0	2.0	.7	1.2	2.0	1.9
Standard error	.23	-	-	-	-	-	.31	.78	-	.21
Standard deviation	1.00	-	-	-	-	-	.75	1.10	-	.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 310 (continuation)

QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	5	6	11	21	1	-	20	2	22	-
Effective base	9	3	3	4	8	1	-	9	1	9	-
Weighted Base	17	3	6	9	15	2	-	17	*	17	-
Very Dissatisfied (-2)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Fairly Dissatisfied (-1)	1	1	1	-	1	-	-	1	-	1	-
	7%	21%	12%	-%	8%	-%	-%	7%	-%	7%	-%
Neither Satisfied Nor Dissatisfied (0)	2	-	*	2	*	2	-	2	-	2	-
	14%	-%	9%	20%	3%	100%	-%	14%	-%	14%	-%
Fairly Satisfied (1)	5	-	4	*	5	-	-	5	-	5	-
	27%	-%	79%	1%	30%	-%	-%	27%	-%	27%	-%
Very Satisfied (2)	6	1	*	5	6	-	-	6	*	6	-
	35%	47%	*%	53%	39%	-%	-%	35%	2%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	2	3	-	-	3	*	3	-
	18%	33%	-%	25%	20%	-%	-%	16%	98%	18%	-%
NET: Satisfied	11	1	4	5	11	-	-	11	*	11	-
	61%	47%	79%	54%	69%	-%	-%	63%	2%	61%	-%
NET: Dissatisfied	1	1	1	*	1	-	-	1	-	1	-
	7%	21%	12%	*%	8%	-%	-%	7%	-%	7%	-%
Answered	14	2	6	7	12	2	-	14	*	14	-
Mean Score	1.1	1.1	.7	1.4	1.2	-	-	1.1	2.0	1.1	-
Standard error	.23	1.06	.31	.33	.23	-	-	.24	-	.23	-
Standard deviation	1.00	2.12	.75	.98	.97	-	-	1.00	-	1.00	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		22	8	5	9
Effective base		9	4	2	4
Weighted Base		17	6	2	9
Very Dissatisfied	(-2)	*	-	*	-
		*%	-%	1%	-%
Fairly Dissatisfied	(-1)	1	1	-	1
		7%	10%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	2	*	-	2
		14%	8%	-%	20%
Fairly Satisfied	(1)	5	2	-	3
		27%	25%	-%	33%
Very Satisfied	(2)	6	2	1	3
		35%	28%	74%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	*	1
		18%	29%	25%	9%
NET: Satisfied		11	3	1	6
		61%	53%	74%	65%
NET: Dissatisfied		1	1	*	1
		7%	10%	1%	6%
Answered		14	5	1	8
Mean Score		1.1	1.0	2.0	1.0
Standard error		.23	.45	.42	.34
Standard deviation		1.00	1.18	.84	.97

Columns Tested:: a,b,c

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	22	7	5	6	1	2	1	-	-	12	10	4
Effective base	9	5	3	3	1	1	1	-	-	8	3	1
Weighted Base	17	10	5	1	1	*	*	-	-	15	2	1
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	*	*
		*%	-%	-%	-%	-%	16%	-%	-%	-%	-%	1%
Fairly Dissatisfied	(-1)	1	1	-	1	-	-	-	-	1	1	-
		7%	7%	-%	59%	-%	-%	-%	-%	4%	25%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	2	-	-	-	-	-	-	2	-	-
		14%	24%	-%	-%	-%	-%	-%	-%	15%	-%	-%
Fairly Satisfied	(1)	5	-	4	*	-	-	-	-	4	*	-
		27%	-%	84%	24%	-%	-%	-%	-%	29%	10%	-%
Very Satisfied	(2)	6	5	*	*	1	*	*	-	5	1	1
		35%	46%	*%	16%	100%	84%	100%	-%	30%	64%	99%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	-	-	-	-	-	3	-	-
	18%	23%	16%	-%	-%	-%	-%	-%	-%	21%	-%	-%
NET: Satisfied	11	5	4	*	1	*	*	-	-	9	2	1
	61%	46%	84%	41%	100%	84%	100%	-%	-%	59%	74%	99%
NET: Dissatisfied	1	1	-	1	-	*	-	-	-	1	1	*
	7%	7%	-%	59%	-%	16%	-%	-%	-%	4%	26%	1%
Answered	14	8	4	1	1	*	*	-	-	12	2	1
Mean Score	1.1	1.1	1.0	*	2.0	1.4	2.0	-	-	1.1	1.1	2.0
Standard error	.23	.54	.03	-	-	-	-	-	-	.31	.57	.42
Standard deviation	1.00	1.20	.06	-	-	-	-	-	-	.93	1.79	.83

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	22	1	6	15	20	17	20	20	14	18	1	10	1	3	3	1	1
Effective base	9	1	4	4	9	7	9	8	5	7	1	5	1	2	1	1	1
Weighted Base	17	2	8	7	17	14	17	15	11	14	2	8	*	4	2	*	*
Very Dissatisfied (-2)	*	-	-	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	1	1	1	1	1	1	1	1	-	1	-	-	-	-	-
	7%	-%	8%	7%	4%	5%	4%	8%	6%	5%	-%	8%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	2	*	-	2	*	2	*	-	-	2	*	-	-	-	-	-
	14%	100%	6%	-%	14%	4%	14%	3%	-%	-%	100%	6%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	5	-	-	5	5	5	5	5	5	5	-	*	*	3	2	-	-
	27%	-%	-%	63%	28%	33%	28%	30%	41%	32%	-%	1%	100%	62%	99%	-%	-%
Very Satisfied (2)	6	-	5	1	6	6	6	6	6	6	-	4	-	2	*	*	*
	35%	-%	57%	18%	36%	42%	36%	38%	53%	41%	-%	48%	-%	38%	1%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	3	2	3	3	-	3	-	3	-	-	-	-	-
	18%	-%	28%	12%	19%	16%	19%	20%	-%	22%	-%	37%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	5	6	11	10	11	10	10	11	-	4	*	4	2	*	*
	61%	-%	57%	81%	63%	75%	63%	69%	94%	73%	-%	49%	100%	100%	100%	100%	100%
NET: Dissatisfied	1	-	1	1	1	1	1	1	1	1	-	1	-	*	-	-	-
	7%	-%	8%	7%	4%	5%	4%	8%	6%	5%	-%	8%	-%	*%	-%	-%	-%
Answered	14	2	6	6	14	12	14	12	11	11	2	5	*	4	2	*	*
Mean Score	1.1	-	1.5	1.0	1.2	1.3	1.2	1.2	1.4	1.4	-	1.4	1.0	1.4	1.0	2.0	2.0
Standard error	.23	-	.58	.21	.22	.22	.22	.24	.22	.21	-	.46	-	.33	.09	-	-
Standard deviation	1.00	-	1.16	.80	.92	.85	.92	.97	.82	.82	-	1.21	-	.58	.16	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	22	9	3	3	2	2	-	1	6	6	1	3	-	1	-
Effective base	9	5	2	1	1	1	-	1	3	3	1	2	-	1	-
Weighted Base	17	9	4	2	2	*	-	*	6	4	*	4	-	*	-
Very Dissatisfied (-2)	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	7%	7%	-%	-%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	2	-	-	-	-	-	-	*	-	-	-	-	-	-
	14%	26%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	5	3	-	*	2	-	-	-	*	*	-	4	-	-	-
	27%	32%	-%	7%	99%	-%	-%	-%	2%	2%	-%	100%	-%	-%	-%
Very Satisfied (2)	6	1	3	2	*	*	-	*	3	3	*	*	-	*	-
	35%	14%	70%	92%	1%	100%	-%	100%	50%	79%	100%	*%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	-	-	-	-	2	-	-	-	-	-	-
	18%	21%	30%	-%	-%	-%	-%	-%	39%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	4	3	2	2	*	-	*	3	3	*	4	-	*	-
	61%	46%	70%	100%	100%	100%	-%	100%	52%	82%	100%	100%	-%	100%	-%
NET: Dissatisfied	1	1	-	*	-	-	-	-	-	1	-	-	-	-	-
	7%	7%	-%	*%	-%	-%	-%	-%	-%	18%	-%	-%	-%	-%	-%
Answered	14	7	3	2	2	*	-	*	3	4	*	4	-	*	-
Mean Score	1.1	.7	2.0	1.9	1.0	2.0	-	2.0	1.7	1.4	2.0	1.0	-	2.0	-
Standard error	.23	.33	-	.32	.08	-	-	-	.42	.56	-	.03	-	-	-
Standard deviation	1.00	.94	-	.55	.12	-	-	-	.84	1.36	-	.05	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	22	5	5	5	2	3	-	-	1	7	1	4	6
Effective base	9	3	2	3	1	2	-	-	1	5	1	1	2
Weighted Base	17	5	6	4	1	*	-	-	2	6	1	3	5
Very Dissatisfied	(-2)	*	-	*	-	-	-	-	-	-	-	*	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Fairly Dissatisfied	(-1)	1	1	-	1	-	-	-	-	1	-	-	-
		7%	12%	-%	19%	-%	-%	-%	-%	10%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	*	-	-	-	-	-	2	*	-	-	-
		14%	11%	-%	-%	-%	-%	-%	100%	8%	-%	-%	-%
Fairly Satisfied	(1)	5	-	3	2	-	*	-	-	-	-	-	5
		27%	-%	47%	46%	-%	56%	-%	-%	-%	-%	-%	100%
Very Satisfied	(2)	6	2	3	1	*	*	-	-	3	-	3	*
		35%	37%	46%	35%	1%	44%	-%	-%	46%	-%	100%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	*	-	1	-	-	-	-	2	1	-	-
	18%	40%	7%	-%	99%	-%	-%	-%	-%	36%	100%	-%	-%
NET: Satisfied	11	2	6	3	*	*	-	-	-	3	-	3	5
	61%	37%	93%	81%	1%	100%	-%	-%	-%	46%	-%	100%	100%
NET: Dissatisfied	1	1	*	1	-	-	-	-	-	1	-	*	-
	7%	12%	*%	19%	-%	-%	-%	-%	-%	10%	-%	*%	-%
Answered	14	3	6	4	*	*	-	-	2	4	-	3	5
Mean Score	1.1	1.1	1.5	1.0	2.0	1.4	-	-	-	1.3	-	2.0	1.0
Standard error	.23	.79	.28	.56	-	-	-	-	-	.61	-	.13	.03
Standard deviation	1.00	1.57	.57	1.25	-	-	-	-	-	1.37	-	.27	.06

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	4	5	4	3	3	1	7	2	1	6
Effective base	9	3	3	2	1	2	1	4	2	1	2
Weighted Base	17	4	5	1	3	4	2	8	*	*	5
Very Dissatisfied (-2)	*	-	-	-	*	-	-	-	*	-	-
	%	-%	-%	-%	*%	-%	-%	-%	56%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	-	-	-	-	1	-	-	-
	7%	18%	-%	-%	-%	-%	-%	9%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	2	*	-	-	-	-	*	-	-	-
	14%	50%	11%	-%	-%	-%	-%	7%	-%	-%	-%
Fairly Satisfied (1)	5	-	-	*	-	4	-	-	-	-	5
	27%	-%	-%	20%	-%	100%	-%	-%	-%	-%	100%
Very Satisfied (2)	6	1	2	*	3	*	2	4	*	*	*
	35%	31%	39%	5%	100%	*%	100%	54%	44%	100%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	-	-	-	2	-	-	-
	18%	-%	50%	75%	-%	-%	-%	30%	-%	-%	-%
NET: Satisfied	11	1	2	*	3	4	2	4	*	*	5
	61%	31%	39%	25%	100%	100%	100%	54%	44%	100%	100%
NET: Dissatisfied	1	1	-	-	*	-	-	1	*	-	-
	7%	18%	-%	-%	*%	-%	-%	9%	56%	-%	-%
Answered	14	4	2	*	3	4	2	5	*	*	5
Mean Score	1.1	.4	1.6	1.2	2.0	1.0	2.0	1.4	-2	2.0	1.0
Standard error	.23	.65	.63	-	.16	.03	-	.54	-	-	.03
Standard deviation	1.00	1.31	1.10	-	.27	.05	-	1.22	-	-	.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 310 (continuation)

QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	2	3	5	4	6	17	-	3	10	12	16	4
Effective base	9	2	1	3	2	2	7	-	2	4	6	7	2
Weighted Base	17	*	2	4	4	5	13	-	3	9	8	13	4
Very Dissatisfied (-2)	*	-	-	*	-	-	*	-	-	*	-	*	-
	%	-%	-%	%	-%	-%	%	-%	-%	%	-%	%	-%
Fairly Dissatisfied (-1)	1	-	-	-	1	1	1	-	-	1	1	1	-
	7%	-%	-%	-%	12%	13%	10%	-%	-%	8%	6%	5%	-%
Neither Satisfied Nor Dissatisfied (0)	2	-	-	-	*	-	-	-	*	-	2	*	2
	14%	-%	-%	-%	12%	-%	-%	-%	18%	-%	28%	4%	50%
Fairly Satisfied (1)	5	-	*	-	-	4	5	-	-	3	2	5	-
	27%	-%	6%	-%	-%	87%	37%	-%	-%	33%	20%	35%	-%
Very Satisfied (2)	6	*	*	3	3	*	6	-	-	3	3	4	2
	35%	100%	4%	77%	67%	%	47%	-%	-%	34%	36%	32%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	*	-	1	-	2	2	1	3	-
	18%	-%	90%	22%	9%	-%	7%	-%	82%	26%	10%	24%	-%
NET: Satisfied	11	*	*	3	3	4	10	-	-	6	5	9	2
	61%	100%	10%	77%	67%	87%	84%	-%	-%	66%	56%	67%	50%
NET: Dissatisfied	1	-	-	*	1	1	1	-	-	1	1	1	-
	7%	-%	-%	%	12%	13%	10%	-%	-%	8%	6%	5%	-%
Answered	14	*	*	3	4	5	12	-	*	7	8	10	4
Mean Score	1.1	2.0	1.4	2.0	1.3	.7	1.3	-	-	1.2	.9	1.2	1.0
Standard error	.23	-	-	.13	.76	.31	.24	-	-	.35	.32	.24	.59
Standard deviation	1.00	-	-	.27	1.32	.75	.95	-	-	.98	1.06	.88	1.17

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	22	8	9	2	18	15	5	7	10	4	16
Effective base	9	4	3	1	7	7	2	4	4	2	7
Weighted Base	17	10	4	2	13	13	4	7	7	5	11
Very Dissatisfied	(-2)	*	*	-	*	*	-	-	*	-	*
	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	*%
Fairly Dissatisfied	(-1)	1	1	-	1	1	-	-	1	-	1
	7%	-%	17%	-%	9%	5%	-%	-%	10%	-%	11%
Neither Satisfied Nor Dissatisfied	(0)	2	-	-	*	*	2	*	-	-	*
	14%	5%	-%	-%	4%	4%	50%	7%	-%	-%	5%
Fairly Satisfied	(1)	5	*	-	5	5	-	4	*	-	5
	27%	44%	6%	-%	34%	35%	-%	61%	3%	-%	44%
Very Satisfied	(2)	6	3	*	6	4	2	*	6	3	3
	35%	29%	77%	*%	44%	32%	50%	*%	87%	61%	29%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	2	1	3	-	2	-	2	1
	18%	23%	-%	100%	9%	24%	-%	32%	-%	39%	12%
NET: Satisfied	11	7	3	*	10	9	2	4	6	3	8
	61%	72%	83%	*%	78%	67%	50%	61%	90%	61%	72%
NET: Dissatisfied	1	-	1	-	1	1	-	-	1	-	1
	7%	-%	17%	-%	9%	5%	-%	-%	10%	-%	11%
Answered	14	8	4	*	12	10	4	5	7	3	9
Mean Score	1.1	1.3	1.4	2.0	1.2	1.2	1.0	.9	1.7	2.0	1.0
Standard error	.23	.26	.44	-	.24	.25	.52	.15	.31	-	.27
Standard deviation	1.00	.63	1.32	-	.97	.88	1.17	.35	.99	-	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	22	16	12	10	-	16	9	7	-	19	9	9	-
Effective base	9	7	7	4	-	7	4	3	-	8	2	3	-
Weighted Base	17	12	14	5	-	13	6	5	-	15	3	4	-
Very Dissatisfied (-2)	*	*	*	*	-	*	*	-	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%
Fairly Dissatisfied (-1)	1	1	-	-	-	1	-	-	-	1	-	-	-
	7%	6%	-%	-%	-%	5%	-%	-%	-%	8%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	*	2	*	-	*	-	-	-	*	*	*	-
	14%	4%	16%	9%	-%	4%	-%	-%	-%	3%	19%	12%	-%
Fairly Satisfied (1)	5	2	4	*	-	5	2	2	-	5	*	*	-
	27%	16%	30%	2%	-%	34%	30%	37%	-%	30%	5%	5%	-%
Very Satisfied (2)	6	6	5	3	-	6	2	3	-	6	*	1	-
	35%	51%	32%	55%	-%	44%	31%	63%	-%	38%	4%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	2	-	2	2	-	-	3	2	2	-
	18%	23%	22%	34%	-%	14%	39%	-%	-%	20%	72%	55%	-%
NET: Satisfied	11	8	9	3	-	10	4	5	-	10	*	1	-
	61%	67%	62%	57%	-%	78%	61%	100%	-%	68%	9%	33%	-%
NET: Dissatisfied	1	1	*	*	-	1	*	-	-	1	*	*	-
	7%	6%	*%	*%	-%	5%	*%	-%	-%	8%	*%	*%	-%
Answered	14	9	11	4	-	12	4	5	-	12	1	2	-
Mean Score	1.1	1.5	1.2	1.7	-	1.3	1.5	1.6	-	1.2	.4	1.3	-
Standard error	.23	.26	.27	.28	-	.22	.24	.21	-	.24	-	.50	-
Standard deviation	1.00	.96	.80	.85	-	.85	.62	.54	-	.97	-	1.31	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	22	15	11	11	13	11	3	6	9	9	3	2	5	4
Effective base	9	6	5	4	5	5	1	3	3	3	1	1	1	1
Weighted Base	17	12	11	10	8	11	*	6	7	8	2	2	3	3
Very Dissatisfied (-2)	*	*	*	*	*	*	*	*	*	*	-	-	*	*
	%	%	%	%	%	%	2%	%	%	%	-%	-%	%	%
Fairly Dissatisfied (-1)	1	-	1	-	-	1	-	-	-	-	-	-	-	-
	7%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	2	*	*	*	*	*	-	-	*	*	-	-	-	-
	14%	4%	5%	5%	6%	5%	-%	-%	7%	6%	-%	-%	-%	-%
Fairly Satisfied (1)	5	5	4	4	*	5	-	2	2	3	-	-	-	3
	27%	37%	41%	45%	3%	41%	-%	25%	23%	34%	-%	-%	-%	87%
Very Satisfied (2)	6	4	3	3	4	3	*	3	3	3	*	*	3	*
	35%	33%	27%	31%	52%	27%	16%	46%	43%	37%	4%	%	87%	%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	2	2	3	2	*	2	2	2	2	2	*	*
	18%	25%	21%	19%	39%	21%	83%	29%	27%	23%	96%	100%	12%	13%
NET: Satisfied	11	9	7	7	4	7	*	5	5	6	*	*	3	3
	61%	71%	68%	76%	55%	68%	16%	71%	66%	71%	4%	%	87%	87%
NET: Dissatisfied	1	*	1	*	*	1	*	*	*	*	-	-	*	*
	7%	%	6%	%	%	6%	2%	%	%	%	-%	-%	%	%
Answered	14	9	8	8	5	9	*	5	5	6	*	*	3	3
Mean Score	1.1	1.4	1.1	1.3	1.7	1.1	1.6	1.6	1.5	1.4	2.0	2.0	2.0	1.0
Standard error	.23	.18	.30	.20	.23	.30	-	.25	.27	.25	-	-	.14	.13
Standard deviation	1.00	.63	.90	.64	.72	.89	-	.57	.76	.70	-	-	.27	.22

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	22	5	2	4	-	18	14	20	18	15	17	17	8	-	14	2
Effective base	9	2	1	3	-	8	7	9	8	6	8	9	4	-	6	2
Weighted Base	17	5	*	4	-	15	15	17	15	13	16	16	6	-	12	*
Very Dissatisfied (-2)	*	-	-	*	-	*	*	*	*	*	*	*	*	-	-	*
	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	57%
Fairly Dissatisfied (-1)	1	1	-	-	-	1	-	1	1	-	1	1	-	-	1	-
	7%	14%	-%	-%	-%	8%	-%	7%	3%	-%	7%	3%	-%	-%	5%	-%
Neither Satisfied Nor Dissatisfied (0)	2	-	-	*	-	2	2	2	2	2	2	2	*	-	-	-
	14%	-%	-%	12%	-%	15%	16%	14%	15%	15%	14%	14%	8%	-%	-%	-%
Fairly Satisfied (1)	5	-	*	2	-	5	5	5	5	3	4	4	2	-	5	-
	27%	-%	93%	40%	-%	30%	31%	27%	30%	23%	28%	27%	29%	-%	36%	-%
Very Satisfied (2)	6	4	*	-	-	4	6	6	5	5	6	6	2	-	4	*
	35%	86%	7%	-%	-%	27%	40%	34%	31%	38%	36%	36%	31%	-%	33%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	2	-	3	2	3	3	3	2	3	2	-	3	-
	18%	-%	-%	47%	-%	20%	13%	18%	20%	25%	14%	19%	32%	-%	25%	-%
NET: Satisfied	11	4	*	2	-	9	10	10	9	8	10	10	3	-	9	*
	61%	86%	100%	40%	-%	57%	71%	61%	61%	61%	64%	63%	60%	-%	70%	43%
NET: Dissatisfied	1	1	-	*	-	1	*	1	1	*	1	1	*	-	1	*
	7%	14%	-%	*%	-%	8%	*%	7%	4%	*%	7%	3%	*%	-%	5%	57%
Answered	14	5	*	2	-	12	13	14	12	9	14	13	4	-	9	*
Mean Score	1.1	1.6	1.1	.8	-	.9	1.3	1.1	1.1	1.3	1.1	1.2	1.3	-	1.3	-.3
Standard error	.23	.52	-	.37	-	.26	.22	.24	.23	.24	.26	.24	.31	-	.26	-
Standard deviation	1.00	1.17	-	.63	-	1.00	.79	1.00	.90	.83	1.00	.90	.81	-	.85	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	22	13	5	18	-	22	-	11	8	3	8	9	4
Effective base	9	6	2	8	-	9	-	5	3	2	5	3	2
Weighted Base	17	12	1	15	-	17	-	8	4	5	8	7	2
Very Dissatisfied (-2)	*	*	-	*	-	*	-	-	*	-	-	-	*
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
Fairly Dissatisfied (-1)	1	-	1	1	-	1	-	-	1	-	-	1	-
	7%	-%	55%	8%	-%	7%	-%	-%	29%	-%	-%	16%	-%
Neither Satisfied Nor Dissatisfied (0)	2	*	-	*	-	2	-	2	-	-	2	*	-
	14%	4%	-%	3%	-%	14%	-%	27%	-%	-%	24%	7%	-%
Fairly Satisfied (1)	5	4	*	5	-	5	-	4	*	-	-	3	2
	27%	38%	11%	30%	-%	27%	-%	53%	3%	-%	-%	38%	81%
Very Satisfied (2)	6	4	*	6	-	6	-	1	*	5	3	3	-
	35%	35%	1%	39%	-%	35%	-%	15%	*%	100%	40%	39%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	*	3	-	3	-	*	3	-	3	-	*
	18%	23%	33%	20%	-%	18%	-%	5%	67%	-%	36%	-%	19%
NET: Satisfied	11	9	*	10	-	11	-	6	*	5	3	6	2
	61%	73%	12%	68%	-%	61%	-%	68%	4%	100%	40%	77%	81%
NET: Dissatisfied	1	*	1	1	-	1	-	-	1	-	-	1	*
	7%	*%	55%	8%	-%	7%	-%	-%	30%	-%	-%	16%	*%
Answered	14	9	1	12	-	14	-	8	1	5	5	7	2
Mean Score	1.1	1.4	-.6	1.2	-	1.1	-	.9	-.8	2.0	1.2	1.0	1.0
Standard error	.23	.19	-	.25	-	.23	-	.22	.53	-	.44	.38	.19
Standard deviation	1.00	.64	-	.97	-	1.00	-	.70	1.30	-	1.09	1.13	.32

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		22	12	10
Effective base		9	5	5
Weighted Base		17	11	6
Very Dissatisfied	(-2)	*	*	-
		*%	*%	-%
Fairly Dissatisfied	(-1)	1	1	1
		7%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	2	-	2
		14%	-%	40%
Fairly Satisfied	(1)	5	3	2
		27%	26%	29%
Very Satisfied	(2)	6	6	*
		35%	52%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	1
		18%	17%	21%
NET: Satisfied		11	9	2
		61%	77%	30%
NET: Dissatisfied		1	1	1
		7%	6%	9%
Answered		14	9	5
Mean Score		1.1	1.5	.3
Standard error		.23	.26	.27
Standard deviation		1.00	.88	.77

Columns Tested:: a,b

Table 310 (continuation)

**QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	22	-	-	4	4	-	2	-	1	3	5	1	2
Effective base	9	-	-	1	2	-	2	-	1	2	2	1	1
Weighted Base	17	-	-	3	2	-	4	-	2	3	1	*	1
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	-	-	-	-
	%	-%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	-	-	-	-	1	-	-
	%	-%	-%	-%	22%	-%	-%	-%	-%	-%	66%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	2	-	-	2	-	-	-	-	-	-	*	-
	%	-%	-%	-%	77%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	(1)	5	-	-	-	-	3	-	-	2	*	-	-
	%	-%	-%	-%	-%	-%	62%	-%	-%	57%	22%	-%	-%
Very Satisfied	(2)	6	-	3	*	-	2	-	-	1	*	-	*
	%	-%	-%	88%	%	-%	38%	-%	-%	43%	12%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	*	-	-	-	-	2	-	-	-	1
	%	-%	-%	12%	-%	-%	-%	-%	100%	-%	-%	-%	99%
NET: Satisfied	11	-	-	3	*	-	4	-	-	3	*	-	*
	%	-%	-%	88%	%	-%	100%	-%	-%	100%	34%	-%	1%
NET: Dissatisfied	1	-	-	-	1	-	-	-	-	-	1	-	-
	%	-%	-%	-%	23%	-%	-%	-%	-%	-%	66%	-%	-%
Answered	14	-	-	3	2	-	4	-	-	3	1	*	*
Mean Score	1.1	-	-	2.0	-.2	-	1.4	-	-	1.4	-.2	-	2.0
Standard error	.23	-	-	-	.29	-	.39	-	-	.36	5.49	-	-
Standard deviation	1.00	-	-	-	.58	-	.55	-	-	.62	12.27	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 310 (continuation)

QOP3A.9.1. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects:**Professionalism and handling of any query / complaint**

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	22	5	5	4	8	10	12
Effective base	9	2	2	3	4	5	6
Weighted Base	17	5	5	5	2	10	7
Very Dissatisfied	(-2) *	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Fairly Dissatisfied	(-1) 1	-	1	-	1	1	1
	7%	-%	11%	-%	28%	5%	9%
Neither Satisfied Nor Dissatisfied	(0) 2	2	-	-	*	2	*
	14%	36%	-%	-%	21%	18%	7%
Fairly Satisfied	(1) 5	-	3	2	*	3	2
	27%	-%	55%	34%	9%	27%	26%
Very Satisfied	(2) 6	3	2	1	*	5	1
	35%	56%	34%	26%	6%	45%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	*	-	2	1	*	3
	18%	8%	-%	40%	36%	4%	39%
NET: Satisfied	11	3	4	3	*	7	3
	61%	56%	89%	60%	15%	73%	45%
NET: Dissatisfied	1	-	1	-	1	1	1
	7%	-%	11%	-%	28%	5%	9%
Answered	14	5	5	3	2	10	4
Mean Score	1.1	1.2	1.1	1.4	-.1	1.2	.9
Standard error	.23	.55	.44	.36	.62	.33	.37
Standard deviation	1.00	1.10	.98	.62	1.65	.98	1.16

Columns Tested: a,b,c,d - a,b

Table 319

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	33	11	22	20	5	4	4	13
Effective base	14	5	9	13	3	2	2	6
Weighted Base	25	8	17	23	1	*	*	1
Very Dissatisfied (-2)	7	2	5	7	*	-	-	*
	29%	21%	33%	30%	4%	-%	-%	2%
Fairly Dissatisfied (-1)	1	1	*	1	-	*	-	*
	6%	16%	1%	6%	-%	43%	-%	15%
Neither Satisfied Nor Dissatisfied (0)	4	1	4	4	*	-	-	*
	18%	6%	23%	18%	25%	-%	-%	14%
Fairly Satisfied (1)	7	3	4	6	*	*	*	1
	29%	40%	24%	27%	63%	47%	58%	57%
Very Satisfied (2)	1	-	1	1	*	*	*	*
	5%	-%	7%	5%	7%	3%	5%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	*	1	-	*	*	*
	6%	16%	*%	6%	-%	8%	37%	6%
Don't Know (DO NOT READ OUT)	2	-	2	2	-	-	-	-
	8%	-%	12%	9%	-%	-%	-%	-%
NET: Satisfied	8	3	5	8	*	*	*	1
	34%	40%	30%	32%	70%	50%	63%	63%
NET: Dissatisfied	9	3	6	8	*	*	-	*
	35%	37%	34%	36%	4%	43%	-%	17%
Answered	21	7	14	20	1	*	*	1
Mean Score	-.3	-.2	-.3	-.3	.7	.1	1.1	.5
Standard error	.26	.46	.33	.33	-	-	-	.78
Standard deviation	1.40	1.39	1.46	1.41	-	-	-	2.60

Columns Tested: a,b - a,b,c,d,e

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		33	10	9	1	3	6	4	20	5	8
Effective base		14	8	5	1	1	4	2	13	3	4
Weighted Base		25	16	7	1	*	1	*	23	1	1
Very Dissatisfied	(-2)	7	5	3	-	*	-	-	7	*	-
		29%	29%	36%	-%	7%	-%	-%	30%	4%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	-	*	-	1	-	*
		6%	8%	-%	-%	-%	28%	-%	6%	-%	34%
Neither Satisfied Nor Dissatisfied	(0)	4	2	2	-	-	*	-	4	*	-
		18%	11%	35%	-%	-%	27%	-%	18%	25%	-%
Fairly Satisfied	(1)	7	5	1	1	*	*	*	6	*	*
		29%	31%	13%	100%	93%	31%	58%	27%	63%	49%
Very Satisfied	(2)	1	-	1	-	-	*	*	1	*	*
		5%	-%	15%	-%	-%	9%	5%	5%	7%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	-	-	-	*	*	1	-	*
		6%	8%	-%	-%	-%	5%	37%	6%	-%	14%
Don't Know (DO NOT READ OUT)		2	2	-	-	-	-	-	2	-	-
		8%	13%	-%	-%	-%	-%	-%	9%	-%	-%
NET: Satisfied		8	5	2	1	*	*	*	8	*	*
		34%	31%	29%	100%	93%	40%	63%	32%	70%	53%
NET: Dissatisfied		9	6	3	-	*	*	-	8	*	*
		35%	37%	36%	-%	7%	28%	-%	36%	4%	34%
Answered		21	12	7	1	*	1	*	20	1	*
Mean Score		-.3	-.4	-.3	1.0	.8	.2	1.1	-.3	.7	.3
Standard error		.26	.49	.52	-	-	-	-	.33	-	-
Standard deviation		1.40	1.38	1.57	-	-	-	-	1.41	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	33	13	7	5	4	4	6	5	2	6	6
Effective base	14	10	4	3	2	2	5	3	1	2	3
Weighted Base	25	18	5	1	*	*	9	6	*	1	*
Very Dissatisfied	(-2)	7	5	2	*	-	3	3	-	-	*
		29%	27%	42%	4%	-%	29%	47%	-%	-%	9%
Fairly Dissatisfied	(-1)	1	1	-	-	*	-	-	-	*	-
		6%	7%	-%	-%	43%	-%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	4	1	*	-	2	2	-	-	-
		18%	20%	10%	25%	-%	20%	35%	-%	-%	-%
Fairly Satisfied	(1)	7	5	2	*	*	2	1	*	*	*
		29%	26%	31%	63%	47%	28%	14%	89%	24%	80%
Very Satisfied	(2)	1	*	1	*	*	-	*	*	1	*
		5%	1%	17%	7%	3%	-%	4%	11%	63%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	*	*	-	-	-	-	*
	6%	7%	-%	-%	8%	37%	-%	-%	-%	-%	9%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	2	-	-	-	-
	8%	11%	-%	-%	-%	-%	23%	-%	-%	-%	-%
NET: Satisfied	8	5	2	*	*	*	2	1	*	1	*
	34%	28%	48%	70%	50%	63%	28%	18%	100%	87%	82%
NET: Dissatisfied	9	6	2	*	*	-	3	3	-	*	*
	35%	34%	42%	4%	43%	-%	29%	47%	-%	13%	9%
Answered	21	15	5	1	*	*	7	6	*	1	*
Mean Score	-.3	-.4	-.2	.7	.1	1.1	-.4	-.7	1.1	1.4	.7
Standard error	.26	.40	.68	-	-	-	.64	.63	-	.82	-
Standard deviation	1.40	1.33	1.81	-	-	-	1.43	1.41	-	2.01	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		*a	*b	*c	*d	*e	*f	*g	*h	*i	
Significance Level: 95%											
Unweighted Base	33	2	-	1	3	2	1	3	5	1	
Effective base	14	2	-	1	2	2	1	2	4	1	
Weighted Base	25	3	-	*	4	5	*	5	6	*	
Very Dissatisfied	(-2)	7	2	-	-	1	-	-	3	-	-
		29%	72%	-%	-%	30%	-%	-%	62%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	*	-	-	-	-	1	-
		6%	-%	-%	100%	-%	-%	-%	-%	22%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	-	-	-	-	-	-	2	2	-
		18%	-%	-%	-%	-%	-%	-%	37%	34%	-%
Fairly Satisfied	(1)	7	-	-	-	1	5	-	*	1	*
		29%	-%	-%	-%	17%	100%	-%	1%	22%	100%
Very Satisfied	(2)	1	1	-	-	-	-	-	-	-	-
		5%	28%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	-	-	-	*	-	1	-
		6%	-%	-%	-%	-%	-%	100%	-%	22%	-%
Don't Know (DO NOT READ OUT)		2	-	-	-	2	-	-	-	-	-
		8%	-%	-%	-%	54%	-%	-%	-%	-%	-%
NET: Satisfied		8	1	-	-	1	5	-	*	1	*
		34%	28%	-%	-%	17%	100%	-%	1%	22%	100%
NET: Dissatisfied		9	2	-	*	1	-	-	3	1	-
		35%	72%	-%	100%	30%	-%	-%	62%	22%	-%
Answered		21	3	-	*	2	5	-	5	5	*
Mean Score		-3	-9	-	-1.0	-9	1.0	-	-1.2	*	1.0
Standard error		.26	1.57	-	-	1.58	-	-	.65	.43	-
Standard deviation		1.40	2.22	-	-	2.23	-	-	1.12	.85	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base								
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		33	6	7	5	18	15	3	6	6
Effective base		14	4	6	2	12	7	3	3	2
Weighted Base		25	9	9	5	22	2	1	1	*
Very Dissatisfied	(-2)	7	1	2	3	6	1	1	*	*
		29%	13%	24%	59%	27%	45%	53%	48%	9%
Fairly Dissatisfied	(-1)	1	-	1	*	1	-	-	-	-
		6%	-%	15%	4%	7%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	-	2	2	4	1	*	*	-
		18%	-%	22%	35%	17%	28%	30%	36%	-%
Fairly Satisfied	(1)	7	5	1	*	7	*	*	*	*
		29%	64%	14%	1%	31%	13%	17%	13%	1%
Very Satisfied	(2)	1	-	1	-	1	*	-	-	*
		5%	-%	10%	-%	4%	12%	-%	-%	90%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	*	1	*	-	*	-
		6%	-%	15%	1%	6%	1%	-%	3%	-%
Don't Know (DO NOT READ OUT)		2	2	-	-	2	-	-	-	-
		8%	23%	-%	-%	9%	-%	-%	-%	-%
NET: Satisfied		8	5	2	*	8	1	*	*	*
		34%	64%	24%	1%	34%	26%	17%	13%	91%
NET: Dissatisfied		9	1	3	3	8	1	1	*	*
		35%	13%	39%	63%	34%	45%	53%	48%	9%
Answered		21	7	7	5	19	2	1	1	*
Mean Score		-.3	.5	-.3	-1.2	-.3	-.5	-.9	-.9	1.6
Standard error		.26	.54	.59	.55	.36	.51	2.03	-	-
Standard deviation		1.40	1.21	1.44	1.10	1.39	1.92	3.51	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	33	1	5	-	5	2	11	3	1	9
Effective base	14	1	2	-	2	2	4	2	1	5
Weighted Base	25	1	3	-	3	5	5	*	*	10
Very Dissatisfied	(-2) 7 29%	- -%	- -%	- -%	- -%	2 43%	2 47%	* 12%	- -%	3 30%
Fairly Dissatisfied	(-1) 1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 15%
Neither Satisfied Nor Dissatisfied	(0) 4 18%	- -%	2 81%	- -%	2 81%	- -%	- -%	* 72%	- -%	2 18%
Fairly Satisfied	(1) 7 29%	- -%	1 19%	- -%	1 19%	3 57%	2 46%	- -%	* 100%	1 16%
Very Satisfied	(2) 1 5%	1 100%	- -%	- -%	- -%	- -%	* 6%	- -%	- -%	* *%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	- -%	- -%	- -%	- -%	- -%	* 1%	* 16%	- -%	- -%
Don't Know (DO NOT READ OUT)	2 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 21%
NET: Satisfied	8 34%	1 100%	1 19%	- -%	1 19%	3 57%	2 53%	- -%	* 100%	2 16%
NET: Dissatisfied	9 35%	- -%	- -%	- -%	- -%	2 43%	2 47%	* 12%	- -%	4 45%
Answered	21	1	3	-	3	5	5	*	*	8
Mean Score	-.3	2.0	.2	-	.2	-.3	-.3	-.3	1.0	-.8
Standard error	.26	-	.21	-	.21	1.17	.56	-	-	.44
Standard deviation	1.40	-	.48	-	.48	1.66	1.78	-	-	1.25

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	a	*b
Unweighted Base	33	8	11	14	29	4	-	28	5	33	-
Effective base	14	4	4	6	13	1	-	13	2	14	-
Weighted Base	25	9	5	11	22	2	-	24	1	25	-
Very Dissatisfied (-2)	7	2	2	3	5	2	-	7	-	7	-
	29%	24%	47%	26%	23%	89%	-%	30%	-%	29%	-%
Fairly Dissatisfied (-1)	1	-	-	1	1	-	-	1	-	1	-
	6%	-%	-%	13%	7%	-%	-%	6%	-%	6%	-%
Neither Satisfied Nor Dissatisfied (0)	4	2	-	2	4	-	-	4	*	4	-
	18%	28%	-%	17%	20%	-%	-%	18%	20%	18%	-%
Fairly Satisfied (1)	7	3	2	2	7	*	-	7	1	7	-
	29%	39%	46%	14%	31%	11%	-%	27%	70%	29%	-%
Very Satisfied (2)	1	1	*	*	1	*	-	1	*	1	-
	5%	9%	6%	*%	5%	*%	-%	5%	7%	5%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	1	1	-	-	1	*	1	-
	6%	-%	1%	12%	6%	-%	-%	6%	4%	6%	-%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	-	-	2	-	2	-
	8%	-%	-%	18%	9%	-%	-%	8%	-%	8%	-%
NET: Satisfied	8	4	2	2	8	*	-	8	1	8	-
	34%	48%	53%	14%	36%	11%	-%	32%	77%	34%	-%
NET: Dissatisfied	9	2	2	4	7	2	-	9	-	9	-
	35%	24%	47%	39%	29%	89%	-%	36%	-%	35%	-%
Answered	21	9	5	8	19	2	-	20	1	21	-
Mean Score	-.3	.1	-.3	-.7	-.1	-1.7	-	-.3	.9	-.3	-
Standard error	.26	.49	.56	.37	.27	.63	-	.28	-	.26	-
Standard deviation	1.40	1.39	1.78	1.24	1.35	1.27	-	1.41	-	1.40	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		33	11	10	10
Effective base		14	4	4	5
Weighted Base		25	7	6	10
Very Dissatisfied	(-2)	7	3	2	2
		29%	47%	34%	17%
Fairly Dissatisfied	(-1)	1	-	*	1
		6%	-%	3%	13%
Neither Satisfied Nor Dissatisfied	(0)	4	2	1	2
		18%	30%	8%	18%
Fairly Satisfied	(1)	7	2	1	5
		29%	22%	10%	49%
Very Satisfied	(2)	1	*	1	*
		5%	*%	13%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	*	-	-
		6%	1%	-%	-%
Don't Know (DO NOT READ OUT)		2	-	2	-
		8%	-%	32%	-%
NET: Satisfied		8	2	1	5
		34%	22%	23%	52%
NET: Dissatisfied		9	3	2	3
		35%	47%	37%	31%
Answered		21	7	4	10
Mean Score		-.3	-.7	-.5	.1
Standard error		.26	.46	.62	.40
Standard deviation		1.40	1.37	1.87	1.26

Columns Tested:: a,b,c

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	33	20	8	2	-	2	1	-	-	28	5	3
Effective base	14	11	2	2	-	2	1	-	-	13	3	2
Weighted Base	25	18	4	1	-	1	*	-	-	23	2	1
Very Dissatisfied	(-2)	7	7	*	-	-	-	-	-	7	-	-
		29%	39%	1%	-%	-%	-%	-%	-%	31%	-%	-%
Fairly Dissatisfied	(-1)	1	*	1	-	-	-	-	-	1	-	-
		6%	1%	29%	-%	-%	-%	-%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	4	-	-	-	-	-	-	4	-	-
		18%	24%	-%	-%	-%	-%	-%	-%	19%	-%	-%
Fairly Satisfied	(1)	7	3	3	1	-	-	*	-	6	1	*
		29%	18%	69%	100%	-%	-%	100%	-%	28%	42%	15%
Very Satisfied	(2)	1	*	-	-	-	1	-	-	*	1	1
		5%	*%	-%	-%	-%	100%	-%	-%	*%	58%	85%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	*	-	-	-	-	-	-	1	-	-
	6%	7%	1%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-
	8%	11%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%
NET: Satisfied	8	3	3	1	-	1	*	-	-	6	2	1
	34%	18%	69%	100%	-%	100%	100%	-%	-%	28%	100%	100%
NET: Dissatisfied	9	7	1	-	-	-	-	-	-	9	-	-
	35%	40%	30%	-%	-%	-%	-%	-%	-%	38%	-%	-%
Answered	21	15	4	1	-	1	*	-	-	19	2	1
Mean Score	-.3	-.7	.4	1.0	-	2.0	1.0	-	-	-.5	1.6	1.8
Standard error	.26	.32	.40	-	-	-	-	-	-	.27	.33	.46
Standard deviation	1.40	1.31	1.06	-	-	-	-	-	-	1.32	.73	.79

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	33	6	14	13	23	21	24	31	19	15	4	7	2	4	4	2	1
Effective base	14	5	7	4	9	8	9	13	8	5	3	4	1	2	2	2	1
Weighted Base	25	5	13	6	15	15	15	23	13	6	1	8	*	2	*	3	*
Very Dissatisfied (-2)	7 29%	1 20%	6 46%	* *	5 36%	5 34%	5 36%	7 29%	2 16%	2 37%	* 57%	5 58%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	1 6%	- -%	* 1%	1 21%	* 1%	* 1%	* 1%	1 6%	* 1%	* 3%	- -%	- -%	- -%	- -%	* 37%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	4 18%	2 39%	2 18%	- -%	2 15%	2 15%	2 15%	4 19%	4 29%	* 3%	* 20%	2 23%	* 94%	- -%	- -%	- -%	- -%
Fairly Satisfied (1)	7 29%	1 17%	2 19%	4 61%	4 26%	4 28%	4 26%	7 31%	4 29%	2 35%	* 23%	1 18%	- -%	2 98%	* 13%	- -%	- -%
Very Satisfied (2)	1 5%	- -%	* *	1 17%	1 8%	1 8%	1 7%	1 5%	1 9%	1 20%	- -%	* 1%	* 6%	- -%	* 50%	1 29%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	1 24%	* *	* 1%	* *%	* 1%	* *%	* *%	* *%	* 1%	- -%	* *%	- -%	* 2%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	2 8%	- -%	2 15%	- -%	2 13%	2 14%	2 13%	2 9%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%	2 71%	- -%
NET: Satisfied	8 34%	1 17%	3 19%	5 78%	5 33%	5 36%	5 34%	8 36%	5 38%	3 56%	* 23%	2 18%	* 6%	2 98%	* 63%	1 29%	* 100%
NET: Dissatisfied	9 35%	1 20%	6 48%	1 21%	6 38%	5 35%	6 37%	8 36%	2 17%	2 41%	* 57%	5 58%	- -%	- -%	* 37%	- -%	- -%
Answered	21	4	11	6	13	12	13	21	11	6	1	8	*	2	*	1	*
Mean Score	-3	-3	-9	.7	-4	-3	-4	-3	.2	*	-9	-1.0	.1	1.0	.8	2.0	2.0
Standard error	.26	.56	.39	.31	.35	.37	.34	.26	.31	.49	-	.55	-	-	-	-	-
Standard deviation	1.40	1.26	1.36	1.08	1.55	1.55	1.54	1.39	1.29	1.82	-	1.34	-	-	-	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	33	10	5	2	3	2	-	1	7	3	7	1	3	-	-
Effective base	14	4	3	1	1	1	-	1	4	2	1	1	2	-	-
Weighted Base	25	7	5	*	2	1	-	*	9	*	2	*	3	-	-
Very Dissatisfied	(-2)	7	5	-	-	-	-	-	5	-	-	-	-	-	-
		29%	79%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	*	-	-	-	-	-	*	-	-	-	-
		6%	-%	-%	8%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	*	2	*	-	-	-	2	-	-	-	-	-	-
		18%	3%	41%	81%	-%	-%	-%	24%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	1	3	-	*	*	-	2	-	2	*	-	-	-
		29%	14%	58%	-%	*%	7%	-%	19%	-%	90%	100%	-%	-%	-%
Very Satisfied	(2)	1	*	*	-	-	1	-	-	*	*	-	1	-	-
		5%	4%	*%	-%	-%	93%	-%	100%	-%	65%	*%	-%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	*	-	*	-	-	-	-	*	*	-	-	-	-
		6%	*%	-%	19%	-%	-%	-%	-%	35%	2%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		2	-	-	-	2	-	-	-	-	-	-	2	-	-
		8%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	65%	-%	-%
NET: Satisfied		8	1	3	-	*	1	-	2	*	2	*	1	-	-
		34%	18%	59%	-%	*%	100%	-%	19%	65%	90%	100%	35%	-%	-%
NET: Dissatisfied		9	5	-	-	*	-	-	5	-	*	-	-	-	-
		35%	79%	-%	-%	8%	-%	-%	56%	-%	8%	-%	-%	-%	-%
Answered		21	7	5	*	*	1	-	9	*	2	*	1	-	-
Mean Score		-3	-1.4	.6	-	-1.0	1.9	-	-9	2.0	.8	1.0	2.0	-	-
Standard error		.26	.46	.25	-	-	-	-	.50	-	.31	-	-	-	-
Standard deviation		1.40	1.38	.56	-	-	-	-	1.33	-	.76	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	33	16	4	6	3	1	-	1	3	6	9	3	2
Effective base	14	8	2	1	2	1	-	1	2	2	3	1	1
Weighted Base	25	14	5	2	1	*	-	*	1	3	7	1	*
Very Dissatisfied (-2)	7 29%	7 49%	- -%	* 1%	- -%	- -%	- -%	- -%	* 42%	* 1%	5 67%	- -%	- -%
Fairly Dissatisfied (-1)	1 6%	1 10%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	4 18%	4 32%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 62%	* 2%	- -%	- -%
Fairly Satisfied (1)	7 29%	1 8%	3 63%	2 90%	* 24%	* 100%	- -%	- -%	1 55%	1 37%	2 28%	* 7%	- -%
Very Satisfied (2)	1 5%	* *%	* *%	* *%	1 76%	- -%	- -%	* 100%	- -%	* *%	* 1%	1 93%	* 85%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%	- -%	* 15%
Don't Know (DO NOT READ OUT)	2 8%	- -%	2 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	8 34%	1 9%	3 63%	2 90%	1 100%	* 100%	- -%	* 100%	1 55%	1 37%	2 29%	1 100%	* 85%
NET: Dissatisfied	9 35%	8 59%	- -%	* 10%	- -%	- -%	- -%	- -%	* 42%	* 1%	5 69%	- -%	- -%
Answered	21	14	3	2	1	*	-	*	1	3	7	1	*
Mean Score	-3	-1.0	1.0	.8	1.8	1.0	-	2.0	-.3	.4	-1.1	1.9	2.0
Standard error	.26	.30	.04	.37	.86	-	-	-	3.72	.26	.49	-	-
Standard deviation	1.40	1.13	.07	.90	1.49	-	-	-	5.26	.64	1.47	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	33	4	5	8	4	1	5	4	8	1	2
Effective base	14	3	2	3	2	1	3	1	3	1	1
Weighted Base	25	1	3	7	1	*	4	3	5	*	*
Very Dissatisfied (-2)	7 29%	*	*	5 68%	- -%	- -%	- -%	3 88%	2 40%	- -%	- -%
Fairly Dissatisfied (-1)	1 6%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 3%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	4 18%	- -%	2 70%	* 2%	- -%	- -%	2 58%	- -%	- -%	- -%	- -%
Fairly Satisfied (1)	7 29%	1 67%	1 29%	2 26%	* 5%	- -%	1 41%	* 12%	2 40%	* 100%	- -%
Very Satisfied (2)	1 5%	- -%	* *%	* 1%	1 95%	- -%	- -%	* 1%	1 17%	- -%	* 85%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	* 2%	- -%	- -%	- -%	* 100%	* 1%	- -%	- -%	- -%	* 15%
Don't Know (DO NOT READ OUT)	2 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	8 34%	1 67%	1 29%	2 27%	1 100%	- -%	1 41%	* 12%	3 57%	* 100%	* 85%
NET: Dissatisfied	9 35%	* 31%	* 1%	5 71%	- -%	- -%	- -%	3 88%	2 43%	- -%	- -%
Answered	21	1	3	7	1	-	4	3	5	*	*
Mean Score	-.3	*	.3	-1.1	1.9	-	.4	-1.6	-.1	1.0	2.0
Standard error	.26	1.44	.28	.51	.32	-	.29	.60	.64	-	-
Standard deviation	1.40	2.49	.63	1.44	.64	-	.58	1.19	1.82	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	33	6	7	9	4	4	21	4	4	14	19	16	7
Effective base	14	3	4	4	2	2	9	2	2	7	8	6	3
Weighted Base	25	3	9	4	4	1	13	3	5	12	12	11	4
Very Dissatisfied (-2)	7	-	5	1	-	1	4	-	3	6	2	5	-
	29%	-%	56%	30%	-%	59%	28%	-%	61%	45%	13%	48%	-%
Fairly Dissatisfied (-1)	1	-	-	1	-	-	1	-	-	*	1	-	*
	6%	-%	-%	40%	-%	-%	10%	-%	-%	1%	10%	-%	5%
Neither Satisfied Nor Dissatisfied (0)	4	2	2	-	-	-	1	2	2	2	2	2	*
	18%	70%	24%	-%	-%	-%	4%	83%	37%	17%	18%	19%	5%
Fairly Satisfied (1)	7	1	2	1	3	*	7	*	*	3	4	4	-
	29%	29%	20%	28%	79%	18%	50%	15%	1%	23%	35%	33%	-%
Very Satisfied (2)	1	-	*	*	1	*	1	*	-	*	1	*	1
	5%	-%	*%	1%	21%	23%	8%	2%	-%	2%	7%	*%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	-	*	-	-	*	-	*	1	*	*	*
	6%	1%	-%	1%	-%	-%	*%	-%	1%	11%	*%	*%	1%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	2	-	2
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%	57%
NET: Satisfied	8	1	2	1	4	*	8	*	*	3	5	4	1
	34%	29%	21%	30%	100%	41%	58%	17%	1%	25%	42%	33%	32%
NET: Dissatisfied	9	-	5	3	-	1	5	-	3	6	3	5	*
	35%	-%	56%	69%	-%	59%	38%	-%	61%	47%	23%	48%	5%
Answered	21	3	9	4	4	1	13	3	5	11	10	11	1
Mean Score	-.3	.3	-.9	-.7	1.2	-.5	*	.2	-1.2	-.7	.2	-.6	1.4
Standard error	.26	.25	.51	.50	.24	3.66	.33	.28	.65	.41	.31	.37	.87
Standard deviation	1.40	.55	1.35	1.42	.47	7.32	1.49	.56	1.12	1.43	1.28	1.43	1.94

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	33	14	7	6	25	18	5	14	7	3	28
Effective base	14	6	2	3	10	7	2	6	3	2	11
Weighted Base	25	12	3	6	17	12	3	11	3	3	20
Very Dissatisfied	(-2) 7 29%	5 43%	- -%	3 59%	3 19%	5 41%	* 17%	5 45%	- -%	3 100%	4 20%
Fairly Dissatisfied	(-1) 1 6%	- -%	* 6%	- -%	1 9%	* 1%	- -%	* 2%	- -%	- -%	1 7%
Neither Satisfied Nor Dissatisfied	(0) 4 18%	2 18%	- -%	- -%	4 26%	2 17%	* 6%	2 19%	- -%	- -%	4 22%
Fairly Satisfied	(1) 7 29%	3 30%	1 20%	2 37%	5 29%	4 31%	- -%	3 31%	1 16%	- -%	7 35%
Very Satisfied	(2) 1 5%	1 9%	* 2%	* 4%	1 5%	1 9%	* 2%	* 2%	1 25%	* *%	1 6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	* *%	* 1%	- -%	* *%	* *%	* 1%	* *%	* 1%	- -%	* *%
Don't Know (DO NOT READ OUT)	2 8%	- -%	2 70%	- -%	2 12%	- -%	2 73%	- -%	2 57%	- -%	2 10%
NET: Satisfied	8 34%	5 39%	1 22%	2 41%	6 34%	5 40%	* 2%	4 34%	1 42%	* *%	8 41%
NET: Dissatisfied	9 35%	5 43%	* 6%	3 59%	5 28%	5 42%	* 17%	5 47%	- -%	3 100%	5 27%
Answered	21	12	1	6	15	12	1	11	1	3	18
Mean Score	-3	-4	.6	-.7	-.1	-.3	-1.2	-.6	1.6	-2.0	*
Standard error	.26	.43	-	.69	.27	.38	-	.40	.39	.18	.26
Standard deviation	1.40	1.56	-	1.69	1.28	1.55	-	1.45	.87	.31	1.30

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	33	17	17	4	-	13	16	3	-	28	13	7	-
Effective base	14	6	7	2	-	5	6	1	-	11	5	3	-
Weighted Base	25	10	12	5	-	10	12	2	-	20	8	6	-
Very Dissatisfied (-2)	7	5	5	5	-	5	5	2	-	7	2	3	-
	29%	54%	41%	96%	-%	52%	43%	90%	-%	33%	25%	47%	-%
Fairly Dissatisfied (-1)	1	*	*	*	-	*	*	*	-	1	1	*	-
	6%	2%	1%	3%	-%	2%	2%	8%	-%	7%	17%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	4	*	2	-	-	2	2	-	-	3	2	-	-
	18%	2%	19%	-%	-%	20%	19%	-%	-%	13%	22%	-%	-%
Fairly Satisfied (1)	7	3	4	-	-	1	3	-	-	7	2	1	-
	29%	32%	31%	-%	-%	14%	27%	-%	-%	32%	22%	16%	-%
Very Satisfied (2)	1	1	1	*	-	1	1	*	-	1	1	*	-
	5%	11%	7%	1%	-%	12%	9%	2%	-%	6%	13%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	-	-	-	*	-	-	*	*	-	-
	6%	-%	1%	-%	-%	-%	1%	-%	-%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	2	-	2	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	33%	-%
NET: Satisfied	8	4	5	*	-	3	4	*	-	8	3	1	-
	34%	43%	38%	1%	-%	26%	36%	2%	-%	37%	35%	17%	-%
NET: Dissatisfied	9	6	5	5	-	5	5	2	-	8	4	3	-
	35%	56%	42%	99%	-%	54%	45%	98%	-%	40%	42%	50%	-%
Answered	21	10	12	5	-	10	11	2	-	18	8	4	-
Mean Score	-.3	-.6	-.4	-1.9	-	-.7	-.4	-1.8	-	-.3	-.2	-1.2	-
Standard error	.26	.41	.39	.24	-	.44	.42	.47	-	.29	.42	.62	-
Standard deviation	1.40	1.71	1.52	.47	-	1.58	1.56	.82	-	1.46	1.46	1.53	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	33	18	14	12	12	15	4	9	10	11	3	2	7	7
Effective base	14	7	6	6	5	6	2	4	5	5	1	1	2	2
Weighted Base	25	13	11	11	9	11	1	7	10	10	3	2	5	5
Very Dissatisfied (-2)	7	5	5	6	5	5	-	2	6	5	3	2	5	5
	29%	43%	45%	50%	60%	45%	-%	29%	53%	48%	84%	92%	91%	90%
Fairly Dissatisfied (-1)	1	*	*	*	*	*	*	*	*	*	*	*	*	*
	6%	1%	2%	2%	2%	2%	12%	2%	2%	2%	5%	8%	3%	3%
Neither Satisfied Nor Dissatisfied (0)	4	2	2	2	2	2	-	2	2	2	-	-	*	-
	18%	17%	19%	18%	23%	17%	-%	27%	19%	19%	-%	-%	3%	-%
Fairly Satisfied (1)	7	4	3	2	1	3	*	2	2	2	*	-	*	*
	29%	30%	26%	20%	14%	26%	30%	31%	18%	22%	11%	-%	1%	1%
Very Satisfied (2)	1	1	1	1	*	1	1	1	1	1	-	-	-	*
	5%	9%	8%	10%	*%	10%	58%	12%	8%	10%	-%	-%	-%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	*	-	*	*	-	-	-	-	-	-	*	*
	6%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%	1%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	4	3	1	4	1	3	3	3	*	-	*	*
	34%	38%	33%	30%	14%	36%	88%	42%	26%	32%	11%	-%	1%	6%
NET: Dissatisfied	9	6	5	6	6	5	*	2	6	5	3	2	5	5
	35%	45%	47%	52%	62%	46%	12%	31%	55%	49%	89%	100%	95%	94%
Answered	21	13	11	11	9	11	1	7	10	10	3	2	5	5
Mean Score	-.3	-.4	-.5	-.6	-1.1	-.5	1.3	-.1	-.7	-.5	-1.6	-1.9	-1.9	-1.8
Standard error	.26	.38	.43	.45	.38	.42	.88	.50	.48	.48	.65	.25	.23	.40
Standard deviation	1.40	1.55	1.53	1.57	1.26	1.57	1.77	1.50	1.53	1.58	1.13	.36	.56	.99

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	33	5	4	1	1	25	23	27	26	27	18	24	6	-	14	5
Effective base	14	3	1	1	1	11	10	12	11	11	7	10	3	-	6	3
Weighted Base	25	4	2	2	*	19	19	21	19	18	11	18	7	-	8	6
Very Dissatisfied (-2)	7	-	-	2	-	7	6	7	7	6	4	7	5	-	*	5
	29%	-%	-%	100%	-%	34%	31%	31%	37%	34%	35%	36%	74%	-%	-%	93%
Fairly Dissatisfied (-1)	1	-	-	-	-	1	1	1	1	1	-	-	-	-	*	-
	6%	-%	-%	-%	-%	8%	8%	7%	8%	8%	-%	-%	-%	-%	2%	-%
Neither Satisfied Nor Dissatisfied (0)	4	*	2	-	-	3	4	4	2	4	2	3	-	-	2	-
	18%	5%	85%	-%	-%	14%	23%	21%	13%	25%	19%	15%	-%	-%	27%	-%
Fairly Satisfied (1)	7	3	*	-	*	6	5	6	6	3	3	6	1	-	3	*
	29%	73%	3%	-%	100%	33%	26%	30%	30%	19%	25%	35%	9%	-%	43%	6%
Very Satisfied (2)	1	1	*	-	-	1	1	1	1	1	1	1	1	-	1	-
	5%	22%	12%	-%	-%	5%	6%	5%	6%	6%	10%	6%	17%	-%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	1	1	1	1	1	1	-	-	1	*
	6%	-%	-%	-%	-%	7%	7%	6%	7%	8%	11%	7%	-%	-%	16%	1%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	*	-	*	7	6	8	7	5	4	8	2	-	4	*
	34%	95%	15%	-%	100%	38%	32%	36%	36%	25%	35%	42%	26%	-%	54%	6%
NET: Dissatisfied	9	-	-	2	-	8	8	8	9	8	4	7	5	-	*	5
	35%	-%	-%	100%	-%	41%	39%	38%	45%	42%	35%	36%	74%	-%	3%	93%
Answered	21	4	2	2	*	18	18	20	18	16	10	17	7	-	7	6
Mean Score	-3	1.2	.3	-2.0	1.0	-4	-4	-3	-4	-5	-3	-3	-1.1	-	.7	-1.8
Standard error	.26	.26	.47	-	-	.30	.30	.28	.30	.28	.38	.32	.71	-	.22	.40
Standard deviation	1.40	.57	.94	-	-	1.44	1.39	1.40	1.48	1.39	1.57	1.51	1.75	-	.79	.81

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	33	18	4	23	1	33	-	9	18	5	16	9	6
Effective base	14	9	1	9	1	14	-	5	7	2	7	4	3
Weighted Base	25	15	2	13	3	25	-	6	14	4	11	6	5
Very Dissatisfied (-2)	7 29%	6 41%	* 2%	2 13%	3 100%	7 29%	- -%	2 28%	3 24%	2 48%	4 40%	- -%	3 53%
Fairly Dissatisfied (-1)	1 6%	- -%	* 12%	1 10%	- -%	1 6%	- -%	1 21%	* 1%	- -%	1 12%	- -%	* 3%
Neither Satisfied Nor Dissatisfied (0)	4 18%	4 26%	- -%	2 19%	- -%	4 18%	- -%	- -%	2 17%	2 45%	1 5%	4 59%	* 3%
Fairly Satisfied (1)	7 29%	4 26%	- -%	5 38%	- -%	7 29%	- -%	2 36%	5 34%	* 1%	4 34%	3 41%	1 16%
Very Satisfied (2)	1 5%	1 7%	* *%	1 9%	- -%	1 5%	- -%	1 15%	* *%	* 5%	1 8%	* *%	* 1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 6%	* *%	1 86%	1 11%	- -%	1 6%	- -%	* 1%	1 9%	- -%	* *%	* *%	1 24%
Don't Know (DO NOT READ OUT)	2 8%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	2 14%	- -%	- -%	- -%	- -%
NET: Satisfied	8 34%	5 33%	* *%	6 47%	- -%	8 34%	- -%	3 50%	5 35%	* 7%	5 42%	3 41%	1 17%
NET: Dissatisfied	9 35%	6 41%	* 14%	3 23%	3 100%	9 35%	- -%	3 49%	4 25%	2 48%	6 52%	- -%	3 56%
Answered	21	15	*	11	3	21	-	6	11	4	11	6	4
Mean Score	-3	-4	-1.1	.2	-2.0	-3	-	-1	-2	-.8	-.4	.4	-1.2
Standard error	.26	.36	-	.28	-	.26	-	.58	.35	.61	.40	.19	.66
Standard deviation	1.40	1.47	-	1.26	-	1.40	-	1.65	1.36	1.37	1.57	.54	1.48

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		33	17	16
Effective base		14	6	8
Weighted Base		25	12	12
Very Dissatisfied	(-2)	7	4	3
		29%	32%	26%
Fairly Dissatisfied	(-1)	1	*	1
		6%	1%	10%
Neither Satisfied Nor Dissatisfied	(0)	4	2	2
		18%	19%	17%
Fairly Satisfied	(1)	7	4	3
		29%	34%	24%
Very Satisfied	(2)	1	*	1
		5%	2%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	*
		6%	11%	*%
Don't Know (DO NOT READ OUT)		2	-	2
		8%	-%	16%
NET: Satisfied		8	4	4
		34%	36%	31%
NET: Dissatisfied		9	4	4
		35%	34%	36%
Answered		21	11	10
Mean Score		-3	-3	-3
Standard error		.26	.37	.39
Standard deviation		1.40	1.44	1.44

Columns Tested:: a,b

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Total base	Month											
			Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		33	-	2	5	11	-	4	1	3	3	1	2	1
Effective base		14	-	1	2	4	-	2	1	2	2	1	2	1
Weighted Base		25	-	2	4	4	-	4	*	3	4	*	3	1
Very Dissatisfied	(-2)	7	-	-	3	*	-	2	-	-	-	-	-	1
		29%	-%	-%	92%	13%	-%	52%	-%	-%	-%	-%	-%	100%
Fairly Dissatisfied	(-1)	1	-	*	-	1	-	-	-	-	-	-	-	-
		6%	-%	8%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	-	-	-	*	-	2	-	-	*	-	2	-
		18%	-%	-%	-%	5%	-%	47%	-%	-%	9%	-%	69%	-%
Fairly Satisfied	(1)	7	-	-	*	*	-	*	-	3	3	-	1	-
		29%	-%	-%	7%	7%	-%	2%	-%	100%	71%	-%	31%	-%
Very Satisfied	(2)	1	-	-	-	*	-	-	-	-	1	*	-	-
		5%	-%	-%	-%	8%	-%	-%	-%	-%	21%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	*	1	-	-	*	-	-	-	-	-
		6%	-%	-%	1%	34%	-%	-%	100%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		2	-	2	-	-	-	-	-	-	-	-	-	-
		8%	-%	92%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		8	-	-	*	1	-	*	-	3	4	*	1	-
		34%	-%	-%	7%	15%	-%	2%	-%	100%	91%	100%	31%	-%
NET: Dissatisfied		9	-	*	3	2	-	2	-	-	-	-	-	1
		35%	-%	8%	92%	47%	-%	52%	-%	-%	-%	-%	-%	100%
Answered		21	-	*	4	3	-	4	-	3	4	*	3	1
Mean Score		-.3	-	-1.0	-1.8	-.6	-	-1.0	-	1.0	1.1	2.0	.3	-2.0
Standard error		.26	-	-	.45	.51	-	.59	-	-	.35	-	.41	-
Standard deviation		1.40	-	-	.90	1.60	-	1.18	-	-	.61	-	.57	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 319 (continuation)

QOP3A.18.1. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	33	7	15	7	4	22	11
Effective base	14	3	6	4	3	8	6
Weighted Base	25	6	8	7	4	14	11
Very Dissatisfied (-2)	7	3	3	-	1	6	1
	29%	58%	33%	-%	28%	44%	10%
Fairly Dissatisfied (-1)	1	*	1	-	-	1	-
	6%	3%	16%	-%	-%	11%	-%
Neither Satisfied Nor Dissatisfied (0)	4	-	2	*	2	2	2
	18%	-%	26%	5%	50%	15%	21%
Fairly Satisfied (1)	7	*	*	6	1	1	7
	29%	4%	4%	82%	22%	4%	61%
Very Satisfied (2)	1	-	*	1	*	*	1
	5%	-%	4%	12%	*%	2%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	1	*	-	1	*
	6%	1%	16%	*%	-%	10%	*%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	-
	8%	34%	-%	-%	-%	14%	-%
NET: Satisfied	8	*	1	6	1	1	7
	34%	4%	8%	95%	22%	6%	68%
NET: Dissatisfied	9	4	4	-	1	8	1
	35%	61%	49%	-%	28%	54%	10%
Answered	21	4	7	7	4	10	11
Mean Score	-.3	-1.7	-.8	1.1	-.3	-1.2	.6
Standard error	.26	.40	.33	.18	.64	.27	.33
Standard deviation	1.40	.90	1.23	.44	1.29	1.16	1.06

Columns Tested: a,b,c,d - a,b

Table OP3A_1RESP

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	261	28	233	143	44	25	49	118
Effective base	106	13	94	94	23	16	31	42
Weighted Base	213	19	194	199	9	3	1	13
Very Dissatisfied (-2)	37 18%	7 36%	31 16%	37 18%	1 6%	* 4%	* 1%	1 5%
Fairly Dissatisfied (-1)	22 10%	3 15%	19 10%	21 10%	* 2%	* 11%	* 21%	1 6%
Neither Satisfied Nor Dissatisfied (0)	37 17%	4 22%	33 17%	33 17%	4 38%	* 6%	* 6%	4 28%
Fairly Satisfied (1)	54 25%	3 17%	50 26%	51 25%	2 20%	1 34%	* 26%	3 24%
Very Satisfied (2)	57 27%	1 3%	56 29%	52 26%	3 28%	1 45%	1 47%	4 34%
Don't Know (DO NOT READ OUT)	6 3%	1 6%	5 3%	6 3%	1 6%	- -%	- -%	1 4%
NET: Satisfied	110 52%	4 21%	107 55%	103 52%	4 49%	2 79%	1 73%	8 57%
NET: Dissatisfied	59 28%	10 51%	49 25%	58 29%	1 8%	* 15%	* 21%	1 10%
Answered	206	17	189	193	9	3	1	13
Mean Score	.3	-.7	.4	.3	.7	1.1	1.0	.8
Standard error	.09	.25	.09	.12	.18	.28	.37	.11
Standard deviation	1.44	1.29	1.42	1.46	1.17	1.41	2.56	1.18

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		261	75	46	22	22	47	49	143	44	74
Effective base		106	54	32	16	13	22	31	94	23	31
Weighted Base		213	136	47	17	4	8	1	199	9	4
Very Dissatisfied	(-2)	37 18%	25 19%	10 22%	1 6%	* 7%	* 4%	* 1%	37 18%	1 6%	* 3%
			fi	fi					fi		
Fairly Dissatisfied	(-1)	22 10%	13 10%	6 12%	2 11%	* 1%	* 6%	* 21%	21 10%	* 2%	1 14%
								h			
Neither Satisfied Nor Dissatisfied	(0)	37 17%	18 13%	12 25%	3 19%	2 38%	2 27%	* 6%	33 17%	4 38%	* 6%
				fi			fi			afgi	
Fairly Satisfied	(1)	54 25%	38 28%	7 14%	6 35%	1 15%	2 28%	* 26%	51 25%	2 20%	1 31%
Very Satisfied	(2)	57 27%	37 27%	12 26%	3 18%	1 28%	3 35%	1 47%	52 26%	3 28%	2 46%
								g			g
Don't Know (DO NOT READ OUT)		6 3%	4 3%	- -%	2 12%	1 13%	- -%	- -%	6 3%	1 6%	- -%
NET: Satisfied		110 52%	75 55%	19 41%	9 53%	2 42%	5 63%	1 73%	103 52%	4 49%	3 77%
								bg			abgh
NET: Dissatisfied		59 28%	39 29%	16 34%	3 17%	* 7%	1 10%	* 21%	58 29%	1 8%	1 17%
			h	eh					h		
Answered		206	132	47	15	4	8	1	193	9	4
Mean Score		.3	.4	.1	.5	.6	.8	1.0	.3	.7	1.0
											abg
Standard error		.09	.17	.22	.26	.30	.17	.37	.12	.18	.15
Standard deviation		1.44	1.47	1.50	1.17	1.36	1.18	2.56	1.46	1.17	1.33

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	
		a	b	c	*d	e	a	b	*c	*d	e	
Significance Level: 95%												
Unweighted Base	261	90	53	44	25	49	97	49	21	23	44	
Effective base	106	65	38	23	16	31	53	26	8	7	7	
Weighted Base	213	157	43	9	3	1	112	59	11	10	5	
Very Dissatisfied (-2)	37 18%	33 21%	4 9%	1 6%	* 4%	* 1%	23 21%	6 11%	1 6%	- -%	1 25%	
Fairly Dissatisfied (-1)	22 10%	17 11%	4 10%	* 2%	* 11%	* 21%	9 8%	6 10%	* *%	3 32%	* 5%	
Neither Satisfied Nor Dissatisfied (0)	37 17%	21 13%	12 28%	4 38%	* 6%	* 6%	21 18%	12 21%	1 13%	- -%	* 5%	
Fairly Satisfied (1)	54 25%	40 25%	11 25%	2 20%	1 34%	* 26%	30 26%	12 20%	4 40%	3 29%	2 41%	
Very Satisfied (2)	57 27%	42 27%	10 23%	3 28%	1 45%	1 47%	25 22%	23 38%	3 30%	4 39%	1 24%	
Don't Know (DO NOT READ OUT)	6 3%	4 2%	2 5%	1 6%	- -%	- -%	5 4%	- -%	1 11%	- -%	- -%	
NET: Satisfied	110 52%	82 52%	21 48%	4 49%	2 79%	1 73%	54 48%	35 58%	8 70%	7 68%	3 65%	
NET: Dissatisfied	59 28%	50 32%	8 18%	1 8%	* 15%	* 21%	33 29%	12 20%	1 6%	3 32%	1 30%	
Answered	206	153	41	9	3	1	108	59	10	10	5	
Mean Score	.3	.3	.5	.7	1.1	1.0	.2	.7	1.0	.7	.3	
Standard error	.09	.16	.17	.18	.28	.37	.15	.20	.25	.28	.26	
Standard deviation	1.44	1.51	1.23	1.17	1.41	2.56	1.46	1.37	1.10	1.34	1.71	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	261	20	10	45	11	19	9	17	11	15
Effective base	106	13	6	21	9	12	7	11	6	10
Weighted Base	213	24	12	50	15	20	15	29	14	15
Very Dissatisfied	(-2) 37 18%	11 45%	* 4%	2 4%	1 7%	4 18%	1 5%	5 17%	- -%	8 53%
Fairly Dissatisfied	(-1) 22 10%	* 1%	3 28%	6 12%	- -%	3 14%	- -%	- -%	4 29%	4 23%
Neither Satisfied Nor Dissatisfied	(0) 37 17%	3 11%	2 19%	10 21%	2 11%	3 13%	1 4%	10 35%	2 17%	- -%
Fairly Satisfied	(1) 54 25%	5 19%	2 13%	8 16%	7 46%	7 33%	11 73%	9 29%	3 18%	* 3%
Very Satisfied	(2) 57 27%	4 16%	4 35%	21 43%	4 23%	4 22%	3 19%	6 19%	5 36%	3 17%
Don't Know (DO NOT READ OUT)	6 3%	2 8%	- -%	2 3%	2 13%	- -%	- -%	- -%	- -%	1 5%
NET: Satisfied	110 52%	8 35%	6 48%	29 59%	11 69%	11 55%	13 92%	14 48%	8 54%	3 19%
NET: Dissatisfied	59 28%	11 46%	4 32%	8 17%	1 7%	6 32%	1 5%	5 17%	4 29%	12 75%
Answered	206	22	12	48	13	20	15	29	14	15
Mean Score	.3	-.4	.5	.8	.9	.3	1.0	.3	.6	-1.0
Standard error	.09	.38	.44	.19	.35	.33	.28	.32	.39	.42
Standard deviation	1.44	1.67	1.38	1.26	1.10	1.44	.83	1.30	1.29	1.55

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
	Significance Level: 95%	Total base							
Unweighted Base		261	45	41	71	157	104	37	35
Effective base		106	30	25	38	91	38	18	16
Weighted Base		213	51	51	94	195	18	10	3
Very Dissatisfied	(-2)	37	13	11	8	32	5	3	*
		18%	25%	22%	8%	16%	30%	31%	43%
			h	h		ch	ch	cdh	
Fairly Dissatisfied	(-1)	22	6	8	6	20	1	1	*
		10%	12%	15%	7%	10%	8%	6%	11%
Neither Satisfied Nor Dissatisfied	(0)	37	4	7	21	33	4	2	1
		17%	8%	15%	23%	17%	23%	22%	19%
Fairly Satisfied	(1)	54	14	9	27	50	4	2	1
		25%	28%	17%	29%	26%	21%	23%	17%
Very Satisfied	(2)	57	10	13	30	53	3	2	1
		27%	20%	26%	32%	27%	19%	18%	10%
Don't Know (DO NOT READ OUT)		6	3	2	2	6	-	-	-
		3%	6%	4%	2%	3%	-%	-%	-%
NET: Satisfied		110	24	22	57	103	7	4	2
		52%	48%	44%	61%	53%	40%	41%	27%
NET: Dissatisfied		59	19	19	14	52	7	4	3
		28%	38%	38%	15%	27%	37%	37%	53%
			ch	c		c		ch	
Answered		206	48	49	92	189	18	10	5
Mean Score		.3	.1	.1	.7	.4	-.1	-.1	-.6
					efg	g			eg
Standard error		.09	.24	.25	.15	.12	.15	.26	.28
Standard deviation		1.44	1.55	1.55	1.24	1.43	1.54	1.59	1.32

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	*e	f	*g	*h	i
Unweighted Base	261	9	27	10	37	28	79	11	9	88
Effective base	106	5	11	4	13	15	39	4	4	36
Weighted Base	213	11	15	10	25	41	59	8	1	68
Very Dissatisfied	(-2) 37 18%	1 10%	* 1%	1 9%	1 4%	7 17%	16 27%	* 4%	* 29%	12 18%
Fairly Dissatisfied	(-1) 22 10%	* 1%	3 17%	1 8%	3 13%	* *%	7 12%	* 2%	- -%	11 16%
Neither Satisfied Nor Dissatisfied	(0) 37 17%	5 49%	9 60%	1 5%	9 37%	9 23%	7 12%	2 26%	- -%	4 5%
Fairly Satisfied	(1) 54 25%	1 10%	2 13%	1 8%	3 11%	12 29%	18 30%	- -%	* 34%	20 29%
Very Satisfied	(2) 57 27%	3 30%	1 4%	7 70%	8 32%	12 29%	10 17%	5 68%	* 37%	17 26%
Don't Know (DO NOT READ OUT)	6 3%	- -%	1 6%	- -%	1 3%	1 1%	1 2%	- -%	- -%	4 6%
NET: Satisfied	110 52%	4 41%	3 17%	8 78%	11 42%	24 59%	28 47%	5 68%	1 71%	37 55%
NET: Dissatisfied	59 28%	1 11%	3 18%	2 17%	4 17%	7 17%	23 38%	* 6%	* 29%	23 34%
Answered	206	11	14	10	24	41	57	8	1	64
Mean Score	.3	.5	*	1.2	.5	.5	*	1.3	.5	.3
Standard error	.09	.42	.15	.45	.20	.27	.17	.37	-	.16
Standard deviation	1.44	1.27	.75	1.42	1.22	1.39	1.50	1.22	-	1.51

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	261	74	79	108	235	26	-	228	33	259	2
Effective base	106	31	39	41	95	11	-	99	11	105	1
Weighted Base	213	77	59	77	187	26	-	204	8	212	1
Very Dissatisfied (-2)	37 18%	9 12%	16 27%	13 16%	33 18%	4 18%	- -%	37 18%	- -%	37 18%	- -%
Fairly Dissatisfied (-1)	22 10%	3 4%	7 12%	11 15%	18 10%	3 14%	- -%	21 11%	* 2%	22 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	37 17%	24 31%	7 12%	6 7%	27 14%	10 39%	- -%	34 17%	2 29%	37 17%	- -%
Fairly Satisfied (1)	54 25%	16 21%	18 30%	20 26%	52 28%	1 6%	- -%	51 25%	3 31%	53 25%	1 94%
Very Satisfied (2)	57 27%	23 30%	10 17%	23 30%	53 28%	4 16%	- -%	53 26%	3 39%	57 27%	* 6%
Don't Know (DO NOT READ OUT)	6 3%	1 2%	1 2%	4 5%	5 2%	2 7%	- -%	6 3%	- -%	6 3%	- -%
NET: Satisfied	110 52%	39 51%	28 47%	43 56%	105 56%	6 22%	- -%	105 51%	6 70%	110 52%	1 100%
NET: Dissatisfied	59 28%	13 16%	23 38%	24 31%	51 27%	8 31%	- -%	59 29%	* 2%	59 28%	- -%
Answered	206	76	57	73	183	24	-	198	8	206	1
Mean Score	.3	.5	*	.4	.4	-.1	-	.3	1.1	.3	1.1
Standard error	.09	.15	.17	.15	.10	.26	-	.10	.16	.09	-
Standard deviation	1.44	1.31	1.50	1.50	1.45	1.32	-	1.45	.91	1.44	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		261	95	84	78
Effective base		106	39	29	38
Weighted Base		213	70	68	74
Very Dissatisfied	(-2)	37	15	9	13
		18%	21%	13%	18%
Fairly Dissatisfied	(-1)	22	7	5	10
		10%	10%	8%	13%
Neither Satisfied Nor Dissatisfied	(0)	37	10	11	15
		17%	14%	16%	21%
Fairly Satisfied	(1)	54	20	11	22
		25%	29%	17%	30%
Very Satisfied	(2)	57	16	28	13
		27%	23%	41%	17%
Don't Know (DO NOT READ OUT)		6	2	4	1
		3%	2%	6%	1%
NET: Satisfied		110	36	39	35
		52%	52%	57%	47%
NET: Dissatisfied		59	22	14	23
		28%	31%	21%	31%
Answered		206	68	64	73
Mean Score		.3	.2	.7	.2
Standard error		.09	.15	.16	.16
Standard deviation		1.44	1.48	1.45	1.37

Columns Tested: a,b,c

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	261	137	54	26	9	13	14	5	3	191	70	44
Effective base	106	73	18	9	4	3	3	2	1	91	15	9
Weighted Base	213	147	39	7	3	11	4	1	*	186	27	20
Very Dissatisfied	(-2)	37	35	1	1	-	*	1	-	36	2	1
		18%	24%	3%	9%	-%	*%	23%	-%	19%	6%	5%
		b										
Fairly Dissatisfied	(-1)	22	12	5	2	*	*	2	*	17	4	2
		10%	8%	13%	30%	*%	1%	51%	4%	9%	16%	11%
Neither Satisfied Nor Dissatisfied	(0)	37	25	10	1	-	-	*	-	35	2	1
		17%	17%	25%	13%	-%	-%	9%	-%	19%	6%	3%
Fairly Satisfied	(1)	54	35	12	2	*	3	*	1	47	7	5
		25%	24%	31%	30%	*%	33%	9%	67%	25%	26%	24%
Very Satisfied	(2)	57	34	10	1	3	7	*	*	44	13	11
		27%	23%	26%	18%	100%	67%	8%	29%	24%	47%	57%
												ai
Don't Know (DO NOT READ OUT)	6	6	1	-	-	-	-	-	-	6	-	-
	3%	4%	2%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied	110	69	22	3	3	11	1	1	*	91	20	16
	52%	47%	56%	48%	100%	99%	17%	96%	8%	49%	72%	81%
NET: Dissatisfied	59	47	6	3	*	*	3	*	-	53	6	3
	28%	32%	16%	40%	*%	1%	74%	4%	-%	29%	22%	16%
Answered	206	141	38	7	3	11	4	1	*	179	27	20
Mean Score	.3	.2	.6	.2	2.0	1.7	-.7	1.2	.2	.3	.9	1.2
												a
Standard error	.09	.13	.15	.27	.06	.15	.36	.55	-	.11	.16	.19
Standard deviation	1.44	1.51	1.11	1.39	.17	.54	1.34	1.22	-	1.44	1.33	1.23

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	*g
Unweighted Base	261	44	93	124	225	219	235	246	185	179	20	96	19	25	23	32	20
Effective base	106	21	52	33	86	85	92	99	71	61	13	49	7	10	5	7	5
Weighted Base	213	44	102	66	178	178	189	201	150	132	16	107	12	24	10	14	6
Very Dissatisfied (-2)	37 18%	9 21%	25 25%	3 4%	29 16%	28 16%	29 16%	35 17%	13 9%	7 5%	1 7%	24 23%	* 1%	* 1%	2 24%	1 8%	- -%
Fairly Dissatisfied (-1)	22 10%	2 5%	10 10%	10 14%	19 11%	18 10%	19 10%	19 9%	13 9%	14 11%	1 9%	11 10%	2 15%	4 16%	* 2%	* *	1 17%
Neither Satisfied Nor Dissatisfied (0)	37 17%	14 31%	12 11%	11 17%	32 18%	27 15%	33 17%	34 17%	29 19%	18 14%	5 34%	12 12%	3 25%	5 21%	- -%	5 33%	3 43%
Fairly Satisfied (1)	54 25%	13 30%	22 21%	19 29%	40 23%	44 25%	45 24%	51 25%	36 24%	37 28%	5 31%	23 22%	* 1%	8 33%	5 54%	2 13%	1 21%
Very Satisfied (2)	57 27%	6 13%	29 28%	23 34%	52 29%	56 31%	56 30%	57 28%	56 37%	52 39%	1 8%	33 31%	7 58%	7 29%	2 20%	4 32%	1 20%
Don't Know (DO NOT READ OUT)	6 3%	- -%	6 5%	1 1%	6 3%	5 3%	6 3%	5 3%	3 2%	3 2%	2 11%	3 3%	- -%	- -%	- -%	2 14%	- -%
NET: Satisfied	110 52%	19 43%	50 49%	41 63%	92 52%	100 56%	101 53%	108 54%	91 61%	89 68%	6 40%	56 53%	7 59%	15 62%	7 74%	6 45%	3 41%
NET: Dissatisfied	59 28%	12 26%	35 34%	12 19%	48 27%	46 26%	49 26%	54 27%	26 18%	22 16%	3 16%	35 33%	2 16%	4 17%	3 26%	1 8%	1 17%
Answered Mean Score	206 .3	44 .1	97 .2	65 .8	172 .4	173 .5	182 .4	196 .4	147 .7	129 .9	14 .3	104 .3	12 1.0	24 .7	10 .4	12 .7	6 .4
Standard error	.09	.20	.17	.11	.10	.10	.09	.09	.10	.09	.25	.16	.29	.22	.32	.23	.24
Standard deviation	1.44	1.32	1.59	1.20	1.44	1.45	1.43	1.44	1.30	1.22	1.07	1.58	1.28	1.10	1.53	1.28	1.08

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	261	112	29	24	17	18	13	12	80	46	28	21	22	15	7
Effective base	106	56	11	7	4	8	2	3	43	17	8	9	4	5	5
Weighted Base	213	117	22	18	5	6	5	5	86	40	19	19	9	6	1
Very Dissatisfied	(-2)	37	26	*	2	-	1	-	20	5	*	2	-	1	-
		18%	22%	1%	10%	-%	9%	-%	24%	12%	1%	10%	-%	17%	-%
Fairly Dissatisfied	(-1)	22	14	4	-	*	-	1	8	3	3	4	*	*	-
		10%	12%	17%	-%	5%	-%	22%	9%	7%	17%	20%	3%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	37	17	3	4	*	*	4	7	12	2	2	*	2	*
		17%	15%	14%	23%	3%	4%	81%	9%	31%	11%	12%	2%	39%	34%
Fairly Satisfied	(1)	54	27	5	4	2	1	1	24	4	2	9	5	1	-
		25%	23%	22%	20%	34%	24%	14%	28%	9%	11%	46%	53%	16%	-%
Very Satisfied	(2)	57	28	10	8	1	4	*	23	16	11	2	2	2	1
		27%	24%	45%	46%	18%	64%	5%	26%	40%	60%	13%	20%	28%	66%
Don't Know (DO NOT READ OUT)		6	4	-	-	2	-	-	3	-	-	-	2	-	-
		3%	3%	-%	-%	40%	-%	-%	4%	-%	-%	-%	23%	-%	-%
NET: Satisfied		110	55	15	12	3	5	1	47	20	13	11	6	3	1
		52%	47%	67%	67%	52%	87%	19%	54%	49%	71%	59%	73%	44%	66%
NET: Dissatisfied		59	40	4	2	*	1	-	29	8	3	5	*	1	-
		28%	34%	19%	10%	5%	9%	-%	33%	19%	18%	29%	3%	17%	-%
Answered		206	113	22	18	3	6	5	83	40	19	19	7	6	1
Mean Score		.3	.2	.9	.9	1.1	1.3	.2	.2	.6	1.1	.3	1.2	.4	1.3
Standard error		.09	.14	.23	.27	.25	.30	.16	.18	.21	.24	.27	.15	.38	-
Standard deviation		1.44	1.51	1.21	1.30	1.00	1.29	.59	1.56	1.40	1.25	1.24	.68	1.47	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	*d	*e	*f	*g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	261	90	33	49	26	26	8	14	39	57	64	36	35	
Effective base	106	48	15	13	10	7	2	4	25	21	27	8	12	
Weighted Base	213	93	35	25	20	16	5	7	56	31	58	13	27	
Very Dissatisfied	(-2)	37	25	3	4	1	2	-	-	10	3	13	*	3
		18%	27%	10%	15%	6%	12%	-%	-%	18%	10%	23%	1%	11%
Fairly Dissatisfied	(-1)	22	10	3	1	*	2	-	2	6	2	6	4	2
		10%	10%	10%	4%	2%	15%	-%	30%	11%	5%	10%	31%	7%
Neither Satisfied Nor Dissatisfied	(0)	37	14	9	9	2	*	*	1	8	11	2	3	10
		17%	15%	25%	35%	9%	*%	7%	12%	14%	34%	4%	21%	38%
Fairly Satisfied	(1)	54	22	10	6	3	3	4	3	12	5	17	*	8
		25%	24%	28%	23%	15%	20%	79%	42%	22%	15%	30%	3%	30%
Very Satisfied	(2)	57	19	8	6	14	8	1	1	20	8	18	6	4
		27%	21%	23%	23%	69%	52%	14%	15%	36%	26%	32%	45%	14%
Don't Know (DO NOT READ OUT)		6	3	2	-	-	-	-	-	-	3	1	-	-
		3%	3%	6%	-%	-%	-%	-%	-%	-%	10%	2%	-%	-%
NET: Satisfied		110	42	18	11	17	11	5	4	33	13	36	6	12
		52%	44%	50%	46%	84%	73%	93%	58%	58%	41%	62%	48%	44%
NET: Dissatisfied		59	35	7	5	1	4	-	2	16	5	19	4	5
		28%	37%	19%	18%	7%	27%	-%	30%	29%	15%	33%	32%	18%
Answered		206	90	33	25	20	16	5	7	56	28	57	13	27
Mean Score		.3	*	.5	.4	1.4	.9	1.1	.4	.5	.5	1.1	.4	.6
Standard error		.09	.16	.22	.19	.22	.30	.18	.31	.24	.18	.20	.23	.20
Standard deviation		1.44	1.53	1.26	1.31	1.11	1.52	.51	1.16	1.52	1.29	1.59	1.40	1.15

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	a	b	c	*d	*e
Unweighted Base	261	77	42	49	31	22	50	54	57	26	27
Effective base	106	35	16	23	6	5	31	17	20	5	11
Weighted Base	213	77	29	43	10	13	70	33	39	6	26
Very Dissatisfied (-2)	37 18%	12 16%	5 18%	9 21%	2 19%	- -%	10 15%	5 16%	10 25%	* 1%	3 11%
Fairly Dissatisfied (-1)	22 10%	9 12%	4 13%	5 11%	2 16%	- -%	9 13%	1 3%	4 10%	3 39%	2 7%
Neither Satisfied Nor Dissatisfied (0)	37 17%	19 25%	4 13%	2 4%	1 8%	7 51%	6 8%	8 25%	2 4%	2 29%	10 39%
Fairly Satisfied (1)	54 25%	13 17%	9 31%	12 28%	* 3%	5 40%	17 25%	2 7%	14 36%	* 4%	8 31%
Very Satisfied (2)	57 27%	23 30%	5 16%	14 33%	5 54%	1 10%	26 37%	15 46%	10 25%	2 27%	3 12%
Don't Know (DO NOT READ OUT)	6 3%	- -%	3 9%	1 3%	- -%	- -%	2 3%	1 4%	- -%	- -%	- -%
NET: Satisfied	110 52%	36 47%	14 47%	26 61%	6 57%	6 49%	43 62%	18 53%	24 61%	2 30%	11 43%
NET: Dissatisfied	59 28%	22 28%	9 31%	14 32%	4 35%	- -%	19 27%	6 18%	14 35%	3 40%	5 19%
Answered	206	77	26	42	10	13	68	32	39	6	26
Mean Score	.3	.3	.1	.4	.6	.6	.6	.7	.3	.2	.2
Standard error	.09	.16	.22	.23	.32	.15	.21	.21	.21	.26	.22
Standard deviation	1.44	1.44	1.42	1.58	1.76	.69	1.48	1.51	1.57	1.34	1.14

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	*b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		261	49	41	65	50	36	185	25	34	139	122	146	79
Effective base		106	25	13	27	21	12	76	9	14	58	49	59	27
Weighted Base		213	55	32	44	44	21	153	13	33	127	85	124	55
Very Dissatisfied	(-2)	37	10	8	9	3	3	29	*	6	29	8	28	1
		18%	19%	26%	21%	8%	15%	19%	2%	18%	23%	9%	23%	2%
													b	
Fairly Dissatisfied	(-1)	22	4	2	3	6	3	13	2	4	10	11	15	5
		10%	7%	6%	6%	13%	12%	9%	12%	11%	8%	13%	12%	8%
Neither Satisfied Nor Dissatisfied	(0)	37	6	8	8	11	1	20	5	10	18	19	17	15
		17%	11%	25%	18%	26%	5%	13%	35%	31%	14%	22%	14%	27%
Fairly Satisfied	(1)	54	16	2	16	9	8	44	3	3	32	22	30	10
		25%	29%	6%	35%	21%	38%	29%	24%	10%	25%	25%	24%	19%
					b									
Very Satisfied	(2)	57	17	11	9	13	6	43	3	10	35	22	30	22
		27%	31%	34%	19%	31%	30%	28%	26%	30%	27%	26%	24%	41%
Don't Know (DO NOT READ OUT)		6	2	1	-	1	-	3	-	-	3	3	4	2
		3%	3%	2%	-%	2%	-%	2%	-%	-%	2%	4%	3%	4%
NET: Satisfied		110	33	13	24	22	15	88	7	13	67	44	60	33
		52%	60%	41%	55%	51%	69%	58%	51%	40%	52%	51%	48%	60%
NET: Dissatisfied		59	14	10	12	9	6	42	2	10	40	19	43	5
		28%	25%	33%	27%	21%	27%	28%	14%	29%	31%	23%	34%	10%
													b	
Answered		206	53	31	44	43	21	149	13	33	124	82	120	53
Mean Score		.3	.5	.2	.3	.6	.6	.4	.6	.2	.3	.5	.2	.9
													a	
Standard error		.09	.22	.26	.18	.18	.24	.11	.22	.25	.13	.12	.13	.13
Standard deviation		1.44	1.50	1.63	1.42	1.28	1.44	1.47	1.10	1.46	1.53	1.29	1.52	1.10

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	261	104	115	62	184	146	79	102	117	59	187	
Effective base	106	52	34	32	68	59	27	47	38	31	68	
Weighted Base	213	103	76	73	127	124	54	99	80	71	130	
Very Dissatisfied	(-2)	37 18%	27 26%	1 2%	21 28%	14 11%	27 21%	2 4%	27 27%	1 2%	21 30%	14 11%
Fairly Dissatisfied	(-1)	22 10%	8 8%	10 13%	3 4%	16 13%	12 10%	7 13%	10 10%	8 10%	1 2%	17 13%
Neither Satisfied Nor Dissatisfied	(0)	37 17%	13 12%	15 19%	5 7%	30 23%	20 16%	11 21%	14 14%	13 16%	4 6%	30 23%
Fairly Satisfied	(1)	54 25%	28 28%	15 20%	22 30%	29 23%	33 27%	7 13%	26 27%	17 22%	18 26%	33 25%
Very Satisfied	(2)	57 27%	24 24%	32 42%	21 29%	35 28%	28 22%	25 45%	19 19%	37 47%	24 34%	32 25%
Don't Know (DO NOT READ OUT)		6 3%	2 2%	3 4%	2 3%	3 3%	4 3%	2 4%	2 2%	3 4%	2 3%	3 3%
NET: Satisfied		110 52%	53 51%	47 62%	43 59%	64 50%	61 49%	31 58%	45 46%	55 69%	43 60%	65 50%
NET: Dissatisfied		59 28%	35 34%	11 15%	23 32%	30 24%	39 31%	9 17%	37 38%	9 11%	23 32%	31 24%
Answered	206	100	73	72	124	120	52	96	77	69	127	
Mean Score	.3	.2	.9	.3	.4	.2	.9	*	1.1	.3	.4	
Standard error	.09	.15	.11	.21	.10	.12	.14	.15	.10	.22	.10	
Standard deviation	1.44	1.55	1.17	1.63	1.33	1.47	1.27	1.52	1.11	1.69	1.30	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	261	187	132	68	1	177	120	58	1	222	109	70	-
Effective base	106	67	56	26	1	64	49	21	1	88	44	29	-
Weighted Base	213	142	111	45	1	137	90	34	2	181	75	50	-
Very Dissatisfied (-2)	37 18%	24 17%	17 16%	10 23%	- -%	21 15%	19 21%	7 22%	2 100%	32 18%	13 17%	10 19%	- -%
Fairly Dissatisfied (-1)	22 10%	18 13%	9 8%	7 16%	1 100%	15 11%	7 8%	5 15%	- -%	19 10%	6 8%	5 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	37 17%	20 14%	18 16%	4 9%	- -%	19 14%	12 14%	6 16%	- -%	28 16%	16 22%	5 10%	- -%
Fairly Satisfied (1)	54 25%	33 23%	33 30%	9 20%	- -%	35 26%	24 27%	4 13%	- -%	49 27%	19 26%	13 25%	- -%
Very Satisfied (2)	57 27%	46 32%	31 28%	14 30%	- -%	46 34%	24 27%	12 34%	- -%	50 28%	18 24%	16 31%	- -%
Don't Know (DO NOT READ OUT)	6 3%	1 1%	3 2%	1 2%	- -%	- -%	3 4%	- -%	- -%	3 1%	3 4%	2 4%	- -%
NET: Satisfied	110 52%	79 56%	64 58%	23 51%	- -%	81 59%	48 54%	16 47%	- -%	99 55%	37 49%	28 56%	- -%
NET: Dissatisfied	59 28%	42 30%	26 24%	18 39%	1 100%	36 26%	26 29%	13 37%	2 100%	50 28%	19 25%	15 30%	- -%
Answered	206	141	108	44	1	137	87	34	2	178	72	48	-
Mean Score	.3	.4	.5	.2	-1.0	.5	.3	.2	-2.0	.4	.3	.4	-
Standard error	.09	.11	.12	.20	-	.11	.14	.21	-	.10	.14	.18	-
Standard deviation	1.44	1.48	1.40	1.60	-	1.44	1.52	1.59	-	1.45	1.40	1.54	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e	a	b
Unweighted Base	261	144	143	106	130	119	18	65	70	84	34	14	43	36
Effective base	106	57	60	46	46	51	7	29	28	33	15	8	15	13
Weighted Base	213	120	127	102	100	114	4	63	60	75	30	16	37	33
Very Dissatisfied (-2)	37	28	27	24	17	20	*	11	20	20	7	7	10	11
	18%	23%	21%	24%	17%	18%	*%	18%	33%	27%	23%	47%	28%	32%
Fairly Dissatisfied (-1)	22	11	14	3	13	12	*	*	1	3	2	*	8	*
	10%	9%	11%	3%	13%	11%	10%	*%	1%	4%	8%	1%	21%	1%
Neither Satisfied Nor Dissatisfied (0)	37	21	19	21	23	19	*	18	14	16	4	*	4	2
	17%	18%	15%	21%	23%	17%	1%	28%	23%	22%	15%	2%	10%	7%
Fairly Satisfied (1)	54	32	29	31	19	29	1	20	17	19	9	2	7	9
	25%	26%	23%	30%	19%	26%	15%	32%	28%	26%	31%	14%	20%	26%
Very Satisfied (2)	57	24	36	21	24	31	3	12	9	16	7	6	8	10
	27%	20%	28%	21%	25%	27%	74%	19%	15%	22%	24%	35%	22%	29%
Don't Know (DO NOT READ OUT)	6	4	2	2	4	2	-	2	-	-	-	-	-	2
	3%	3%	2%	2%	4%	2%	-%	3%	-%	-%	-%	-%	-%	6%
NET: Satisfied	110	56	65	52	43	60	4	32	26	35	16	8	16	18
	52%	47%	51%	51%	43%	52%	89%	51%	43%	47%	55%	50%	42%	55%
NET: Dissatisfied	59	39	41	27	30	33	*	12	20	23	9	8	18	11
	28%	32%	33%	26%	30%	29%	10%	18%	34%	31%	30%	48%	48%	33%
Answered	206	116	125	100	96	111	4	61	60	75	30	16	37	31
Mean Score	.3	.1	.3	.2	.2	.3	1.5	.3	-.1	.1	.3	-.1	-.1	.2
Standard error	.09	.12	.13	.14	.13	.13	.25	.17	.18	.16	.26	.51	.24	.29
Standard deviation	1.44	1.47	1.52	1.46	1.43	1.45	1.06	1.33	1.49	1.51	1.50	1.92	1.56	1.71

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table OP3A_1RESP (continuation)

QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	261	44	31	25	14	184	163	217	174	157	187	161	55	1	159	15
Effective base	106	19	11	11	5	75	63	87	70	58	70	70	20	1	66	7
Weighted Base	213	31	20	22	14	150	123	173	144	117	144	130	30	*	137	15
Very Dissatisfied (-2)	37	6	2	3	1	28	24	30	28	16	19	26	6	-	23	8
	18%	19%	9%	12%	5%	19%	19%	17%	19%	14%	13%	20%	18%	-%	17%	51%
Fairly Dissatisfied (-1)	22	1	2	2	6	14	10	16	11	14	15	9	3	-	17	-
	10%	2%	12%	9%	45%	9%	8%	9%	7%	12%	10%	7%	9%	-%	13%	-%
Neither Satisfied Nor Dissatisfied (0)	37	2	3	4	*	28	18	31	24	27	23	20	2	-	16	4
	17%	8%	16%	18%	3%	19%	14%	18%	17%	23%	16%	15%	6%	-%	11%	24%
Fairly Satisfied (1)	54	10	4	7	1	46	33	50	37	29	40	40	11	-	39	1
	25%	32%	18%	33%	4%	31%	27%	29%	25%	25%	28%	31%	36%	-%	28%	7%
Very Satisfied (2)	57	12	9	6	6	30	36	42	42	28	46	31	9	*	38	3
	27%	40%	45%	26%	44%	20%	29%	24%	29%	24%	32%	24%	31%	100%	28%	19%
Don't Know (DO NOT READ OUT)	6	-	-	-	-	4	3	4	3	3	2	4	-	-	4	-
	3%	-%	-%	-%	-%	3%	2%	2%	2%	2%	1%	3%	-%	-%	3%	-%
NET: Satisfied	110	22	13	13	6	76	69	92	78	57	86	72	20	*	77	4
	52%	71%	63%	60%	47%	51%	56%	54%	55%	49%	60%	55%	66%	100%	56%	25%
NET: Dissatisfied	59	6	4	5	7	42	34	45	39	30	33	35	8	-	40	8
	28%	21%	21%	22%	50%	28%	28%	26%	27%	26%	23%	27%	28%	-%	30%	51%
Answered	206	31	20	22	14	146	121	169	141	114	142	127	30	*	133	15
Mean Score	.3	.7	.8	.5	.4	.2	.4	.4	.4	.3	.6	.3	.5	2.0	.4	-.6
Standard error	.09	.23	.25	.27	.42	.10	.12	.10	.11	.11	.10	.12	.20	-	.12	.42
Standard deviation	1.44	1.49	1.40	1.34	1.57	1.40	1.48	1.41	1.48	1.36	1.38	1.45	1.49	-	1.46	1.65

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	261	148	42	188	24	261	-	86	130	42	95	97	62
Effective base	106	61	19	70	15	106	-	35	56	16	42	36	27
Weighted Base	213	130	37	142	30	213	-	61	113	38	75	83	48
Very Dissatisfied (-2)	37 18%	23 17%	10 28%	7 5%	21 68%	37 18%	- -%	9 15%	23 20%	6 15%	20 27%	3 3%	14 30%
Fairly Dissatisfied (-1)	22 10%	11 9%	6 17%	11 8%	3 11%	22 10%	- -%	6 9%	15 13%	1 3%	8 11%	9 11%	4 8%
Neither Satisfied Nor Dissatisfied (0)	37 17%	22 17%	7 19%	19 13%	3 11%	37 17%	- -%	9 14%	18 16%	10 25%	7 10%	19 23%	11 22%
Fairly Satisfied (1)	54 25%	33 25%	9 24%	48 34%	1 3%	54 25%	- -%	18 30%	27 24%	8 20%	24 32%	21 25%	8 17%
Very Satisfied (2)	57 27%	40 31%	1 4%	56 39%	- -%	57 27%	- -%	20 32%	23 20%	14 37%	16 21%	31 37%	7 15%
Don't Know (DO NOT READ OUT)	6 3%	1 1%	3 8%	2 1%	2 7%	6 3%	- -%	- -%	6 6%	- -%	- -%	1 1%	4 7%
NET: Satisfied	110 52%	73 56%	10 28%	104 73%	1 3%	110 52%	- -%	38 62%	50 45%	22 57%	39 53%	51 62%	15 32%
NET: Dissatisfied	59 28%	34 26%	17 45%	18 13%	24 79%	59 28%	- -%	15 24%	38 33%	7 18%	29 38%	12 15%	18 38%
Answered	206	129	34	140	28	206	-	61	106	38	75	82	44
Mean Score	.3	.4	-.5	1.0	-1.5	.3	-	.6	.1	.6	.1	.8	-.2
Standard error	.09	.12	.20	.08	.18	.09	-	.15	.13	.22	.16	.12	.19
Standard deviation	1.44	1.45	1.29	1.13	.84	1.44	-	1.41	1.46	1.40	1.54	1.16	1.49

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		261	153	108
Effective base		106	50	56
Weighted Base		213	103	110
Very Dissatisfied	(-2)	37 18%	14 14%	23 21%
Fairly Dissatisfied	(-1)	22 10%	6 6%	15 14%
Neither Satisfied Nor Dissatisfied	(0)	37 17%	16 16%	21 19%
Fairly Satisfied	(1)	54 25%	29 28%	25 23%
Very Satisfied	(2)	57 27%	38 37%	19 17%
Don't Know (DO NOT READ OUT)		6 3%	- -%	6 6%
NET: Satisfied		110 52%	66 64%	44 40%
NET: Dissatisfied		59 28%	20 20%	39 35%
Answered		206	103	103
Mean Score		.3	.7	*
Standard error		.09	.11	.14
Standard deviation		1.44	1.38	1.43

Columns Tested: a,b

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	261	-	12	40	37	7	27	13	29	26	27	28	15
Effective base	106	-	5	16	14	3	12	2	12	15	9	19	7
Weighted Base	213	-	7	39	18	6	32	3	17	32	8	36	13
Very Dissatisfied (-2)	37 18%	- -%	- -%	9 23%	5 31%	1 18%	4 11%	- -%	7 37%	5 14%	- -%	3 9%	4 28%
Fairly Dissatisfied (-1)	22 10%	- -%	* 3%	8 19%	2 12%	* 4%	* *%	- -%	1 5%	2 7%	2 27%	3 9%	3 20%
Neither Satisfied Nor Dissatisfied (0)	37 17%	- -%	* 6%	2 5%	3 18%	2 27%	11 36%	* 2%	* *%	5 16%	2 19%	11 30%	1 4%
Fairly Satisfied (1)	54 25%	- -%	* 4%	10 26%	6 33%	* 5%	7 21%	2 66%	7 38%	10 32%	3 40%	5 14%	3 21%
Very Satisfied (2)	57 27%	- -%	2 33%	9 24%	1 5%	3 46%	10 31%	1 31%	3 20%	9 29%	1 14%	13 35%	4 26%
Don't Know (DO NOT READ OUT)	6 3%	- -%	4 55%	1 3%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	1 2%	- -%
NET: Satisfied	110 52%	- -%	3 37%	20 50%	7 38%	3 51%	17 53%	3 98%	10 58%	20 61%	4 54%	18 50%	6 47%
NET: Dissatisfied	59 28%	- -%	* 3%	17 42%	8 43%	1 22%	4 12%	- -%	7 42%	7 21%	2 27%	7 18%	7 49%
Answered	206	-	3	38	18	6	32	3	17	32	8	36	13
Mean Score	.3	-	1.5	.1	-.3	.6	.6	1.3	*	.6	.4	.6	*
Standard error	.09	-	.35	.25	.23	.63	.24	.17	.31	.28	.21	.25	.43
Standard deviation	1.44	-	1.11	1.57	1.38	1.66	1.26	.61	1.69	1.38	1.10	1.32	1.67

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_1RESP (continuation)

**QOP3A.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	261	53	70	68	70	123	138
Effective base	106	21	25	28	33	46	61
Weighted Base	213	48	54	53	58	102	111
Very Dissatisfied	(-2) 37 18%	9 19%	10 19%	11 21%	7 12%	19 19%	18 16%
Fairly Dissatisfied	(-1) 22 10%	8 16%	3 5%	3 6%	8 14%	10 10%	11 10%
Neither Satisfied Nor Dissatisfied	(0) 37 17%	4 8%	15 27%	5 10%	13 23%	19 18%	18 17%
Fairly Satisfied	(1) 54 25%	10 22%	13 24%	19 36%	11 19%	23 23%	30 27%
Very Satisfied	(2) 57 27%	12 25%	14 25%	14 26%	18 30%	25 25%	31 28%
Don't Know (DO NOT READ OUT)	6 3%	5 11%	- -%	1 1%	1 1%	5 5%	1 1%
NET: Satisfied	110 52%	22 46%	27 49%	33 62%	29 50%	49 48%	61 56%
NET: Dissatisfied	59 28%	17 35%	13 24%	14 27%	15 26%	30 29%	29 27%
Answered	206	43	54	52	57	97	109
Mean Score	.3	.2	.3	.4	.4	.3	.4
Standard error	.09	.22	.17	.18	.17	.13	.12
Standard deviation	1.44	1.54	1.41	1.49	1.38	1.46	1.43

Columns Tested:: a,b,c,d - a,b

Table QOP3A_1SUMM

**QOP3a.1. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
Professionalism and handling of any query / complaint: SUMMARY TABLE**

Base: All who have had a problem with providers in the last 6 months

		DHL	UK Mail	UPS	Yodel	Parcelforce	Evri (formerly known as Hermes)	FedEx	DPD/DPD Local
Unweighted Base		55	35	24	17	40	41	22	33
Effective base		21	12	11	7	13	28	9	14
Weighted Base		50	28	19	10	31	48	17	25
Very Dissatisfied	(-2)	3 7%	* 1%	1 5%	2 18%	- -%	20 42%	* *%	7 29%
Fairly Dissatisfied	(-1)	3 6%	6 21%	2 8%	- -%	* *%	6 12%	1 7%	1 6%
Neither Satisfied Nor Dissatisfied	(0)	13 26%	1 5%	2 10%	* 1%	9 28%	3 6%	2 14%	4 18%
Fairly Satisfied	(1)	3 6%	9 31%	12 61%	* 3%	6 19%	9 19%	5 27%	7 29%
Very Satisfied	(2)	22 44%	9 32%	3 16%	5 51%	7 23%	2 5%	6 35%	1 5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 5%	3 11%	* *%	3 26%	9 30%	6 13%	3 18%	1 6%
Don't Know (DO NOT READ OUT)		3 6%	- -%	- -%	- -%	- -%	1 3%	- -%	2 8%
NET: Satisfied		25 50%	17 62%	15 77%	6 54%	13 41%	11 24%	11 61%	8 34%
NET: Dissatisfied		6 13%	6 22%	3 13%	2 18%	* *%	26 54%	1 7%	9 35%
Answered		44	25	19	8	22	40	14	21
Mean Score		.8	.8	.8	.9	.9	-.8	1.1	-.3
Standard error		.18	.21	.21	.46	.16	.25	.23	.26
Standard deviation		1.32	1.21	1.01	1.83	.88	1.42	1.00	1.40

Table 320

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	55	5	50	25	13	7	10	30
Effective base	21	3	19	18	6	4	7	10
Weighted Base	50	2	47	45	3	1	*	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	*	-	-	*
		2%	2%	1%	13%	-%	-%	10%
Neither Satisfied Nor Dissatisfied	(0)	14	14	12	1	*	*	2
		28%	29%	27%	42%	35%	2%	38%
Fairly Satisfied	(1)	12	12	12	*	-	*	*
		25%	26%	27%	3%	-%	52%	6%
Very Satisfied	(2)	21	20	19	1	1	*	2
		43%	43%	43%	42%	65%	46%	47%
Don't Know (DO NOT READ OUT)		1	-	1	-	-	-	-
		2%	-%	3%	-%	-%	-%	-%
NET: Satisfied		34	33	31	1	1	*	2
		68%	69%	69%	45%	65%	98%	53%
NET: Dissatisfied		1	1	*	*	-	-	*
		2%	2%	1%	13%	-%	-%	10%
Answered		48	47	44	3	1	*	4
Mean Score		1.1	1.1	1.1	.7	1.3	1.4	.9
Standard error		.12	.13	.18	.38	-	-	.23
Standard deviation		.90	.90	.87	1.37	-	-	1.26

Columns Tested:: a,b - a,b,c,d,e

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		55	16	6	3	7	13	10	25	13	17
Effective base		21	12	4	2	3	5	7	18	6	8
Weighted Base		50	35	7	3	1	3	*	45	3	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	*	*	*	-	*	*	-
		2%	1%	-%	4%	9%	11%	-%	1%	13%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	9	3	-	1	1	*	12	1	*
		28%	27%	40%	-%	63%	32%	2%	27%	42%	25%
Fairly Satisfied	(1)	12	9	3	-	*	-	*	12	*	*
		25%	26%	40%	-%	9%	-%	52%	27%	3%	15%
Very Satisfied	(2)	21	16	1	2	*	2	*	19	1	1
		43%	46%	20%	56%	19%	57%	46%	43%	42%	59%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	1	-	-
		2%	-%	-%	40%	-%	-%	-%	3%	-%	-%
NET: Satisfied		34	25	4	2	*	2	*	31	1	1
		68%	72%	60%	56%	27%	57%	98%	69%	45%	75%
NET: Dissatisfied		1	*	-	*	*	*	-	*	*	-
		2%	1%	-%	4%	9%	11%	-%	1%	13%	-%
Answered		48	35	7	2	1	3	*	44	3	1
Mean Score		1.1	1.2	.8	1.8	.4	1.0	1.4	1.1	.7	1.3
Standard error		.12	.22	.33	.82	1.25	.39	-	.18	.38	.65
Standard deviation		.90	.87	.81	1.15	3.30	1.41	-	.87	1.37	2.70

Columns Tested: a,b,c,d,e,f,g,h,i

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	18	7	13	7	10	21	14	2	6	7
Effective base	21	14	5	6	4	7	12	6	2	5	6
Weighted Base	50	38	7	3	1	*	29	17	2	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	*	*	-	*	*	*	-	-
		2%	1%	2%	13%	-%	1%	1%	22%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	11	1	1	*	9	5	-	*	*
		28%	30%	11%	42%	35%	30%	27%	-%	24%	21%
Fairly Satisfied	(1)	12	9	3	*	-	6	6	-	-	*
		25%	24%	38%	3%	-%	21%	36%	-%	-%	44%
Very Satisfied	(2)	21	17	2	1	1	14	6	-	*	*
		43%	45%	32%	42%	65%	48%	36%	-%	76%	35%
Don't Know (DO NOT READ OUT)		1	-	1	-	-	-	-	1	-	-
		2%	-%	16%	-%	-%	-%	-%	78%	-%	-%
NET: Satisfied		34	26	5	1	1	20	12	-	*	*
		68%	69%	71%	45%	65%	69%	73%	-%	76%	79%
NET: Dissatisfied		1	*	*	*	-	*	*	*	-	-
		2%	1%	2%	13%	-%	1%	1%	22%	-%	-%
Answered		48	38	6	3	1	29	17	*	1	*
Mean Score		1.1	1.1	1.2	.7	1.3	1.2	1.1	-1.0	1.5	1.1
Standard error		.12	.21	.33	.38	-	.20	.22	-	-	-
Standard deviation		.90	.89	.82	1.37	-	.92	.83	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		55	5	2	11	1	2	3	4	3	2
Effective base		21	4	2	5	1	1	2	2	1	2
Weighted Base		50	7	6	10	2	3	6	8	4	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	*	-	-	-	-	-	-
		2%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	4	-	3	-	-	1	-	4	-
		28%	62%	-%	33%	-%	-%	10%	-%	94%	-%
Fairly Satisfied	(1)	12	-	6	*	-	3	3	-	-	*
		25%	-%	100%	1%	-%	100%	50%	-%	-%	100%
Very Satisfied	(2)	21	3	-	5	2	-	2	8	*	-
		43%	38%	-%	51%	100%	-%	40%	100%	6%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		2%	-%	-%	12%	-%	-%	-%	-%	-%	-%
NET: Satisfied		34	3	6	5	2	3	5	8	*	*
		68%	38%	100%	52%	100%	100%	90%	100%	6%	100%
NET: Dissatisfied		1	-	-	*	-	-	-	-	-	-
		2%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Answered		48	7	6	9	2	3	6	8	4	*
Mean Score		1.1	.8	1.0	1.1	2.0	1.0	1.3	2.0	.1	1.0
Standard error		.12	.47	-	.35	-	-	.41	-	.32	-
Standard deviation		.90	1.05	-	1.10	-	-	.71	-	.56	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		55	5	10	18	33	22	9	7	6
Effective base		21	2	7	9	18	8	4	3	3
Weighted Base		50	5	17	24	46	4	3	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	*	*	1	*	*	*
		2%	-%	-%	1%	1%	14%	4%	48%	20%
Neither Satisfied Nor Dissatisfied	(0)	14	-	8	4	12	2	2	*	-
		28%	-%	49%	17%	27%	46%	60%	36%	-%
Fairly Satisfied	(1)	12	3	6	3	12	*	-	*	*
		25%	66%	34%	12%	26%	11%	-%	1%	62%
Very Satisfied	(2)	21	2	3	16	20	1	1	*	*
		43%	34%	17%	65%	44%	30%	36%	15%	18%
Don't Know (DO NOT READ OUT)		1	-	-	1	1	-	-	-	-
		2%	-%	-%	5%	3%	-%	-%	-%	-%
NET: Satisfied		34	5	9	19	32	2	1	*	1
		68%	100%	51%	77%	70%	40%	36%	16%	80%
NET: Dissatisfied		1	-	-	*	*	1	*	*	*
		2%	-%	-%	1%	1%	14%	4%	48%	20%
Answered		48	5	17	23	45	4	3	1	1
Mean Score		1.1	1.3	.7	1.5	1.2	.6	.7	-2	.8
Standard error		.12	.24	.24	.20	.15	.26	.43	-	-
Standard deviation		.90	.53	.77	.85	.86	1.22	1.28	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	55	2	7	2	9	6	14	3	2	19
Effective base	21	1	3	1	4	4	5	3	1	9
Weighted Base	50	5	5	3	8	12	6	*	*	18
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	-	-	*
	2%	-%	-%	-%	-%	-%	13%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	14	1	1	-	1	4	1	-	7
	28%	16%	23%	-%	14%	32%	17%	-%	-%	38%
Fairly Satisfied	(1)	12	-	2	3	5	3	1	*	3
	25%	-%	48%	100%	67%	27%	10%	75%	15%	17%
Very Satisfied	(2)	21	5	1	-	1	5	2	*	8
	43%	84%	29%	-%	19%	41%	39%	25%	85%	44%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	21%	-%	-%	-%
NET: Satisfied	34	5	4	3	7	8	3	*	*	11
	68%	84%	77%	100%	86%	68%	49%	100%	100%	61%
NET: Dissatisfied	1	-	-	-	-	-	1	-	-	*
	2%	-%	-%	-%	-%	-%	13%	-%	-%	1%
Answered	48	5	5	3	8	12	4	*	*	18
Mean Score	1.1	1.7	1.1	1.0	1.0	1.1	.9	1.3	1.9	1.0
Standard error	.12	.57	.30	-	.21	.36	.37	-	-	.22
Standard deviation	.90	.81	.80	-	.62	.88	1.33	-	-	.95

Columns Tested: a,b,c,d,e,f,g,h,i

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		*a	*b	*c							
Significance Level: 95%					a	*b	*c	a	*b	a	*b
Unweighted Base	55	17	14	24	50	5	-	43	12	55	-
Effective base	21	9	5	9	18	2	-	19	2	21	-
Weighted Base	50	25	6	18	43	6	-	47	3	50	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	1	*	1	*	-	1	*	1	-
	2%	-%	13%	1%	2%	2%	-%	2%	4%	2%	-%
Neither Satisfied Nor Dissatisfied (0)	14	6	1	7	14	-	-	14	*	14	-
	28%	23%	17%	38%	32%	-%	-%	29%	13%	28%	-%
Fairly Satisfied (1)	12	9	1	3	9	3	-	12	*	12	-
	25%	34%	10%	17%	20%	55%	-%	26%	3%	25%	-%
Very Satisfied (2)	21	11	2	8	19	3	-	19	2	21	-
	43%	43%	39%	44%	43%	43%	-%	41%	80%	43%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	-	-	1	-	1	-
	2%	-%	21%	-%	3%	-%	-%	3%	-%	2%	-%
NET: Satisfied	34	20	3	11	28	6	-	31	2	34	-
	68%	77%	49%	61%	64%	98%	-%	67%	83%	68%	-%
NET: Dissatisfied	1	-	1	*	1	*	-	1	*	1	-
	2%	-%	13%	1%	2%	2%	-%	2%	4%	2%	-%
Answered	48	25	4	18	42	6	-	46	3	48	-
Mean Score	1.1	1.2	.9	1.1	1.1	1.4	-	1.1	1.6	1.1	-
Standard error	.12	.20	.37	.19	.13	.29	-	.14	.31	.12	-
Standard deviation	.90	.81	1.33	.94	.92	.66	-	.89	1.08	.90	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		55	21	25	8
Effective base		21	7	11	4
Weighted Base		50	12	30	8
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	-
		2%	5%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	2	11	1
		28%	16%	38%	10%
Fairly Satisfied	(1)	12	1	9	3
		25%	4%	30%	36%
Very Satisfied	(2)	21	8	10	4
		43%	64%	32%	54%
Don't Know (DO NOT READ OUT)		1	1	-	-
		2%	10%	-%	-%
NET: Satisfied		34	8	19	7
		68%	69%	62%	90%
NET: Dissatisfied		1	1	*	-
		2%	5%	*%	-%
Answered		48	11	30	8
Mean Score		1.1	1.4	.9	1.4
Standard error		.12	.23	.17	.25
Standard deviation		.90	1.02	.85	.72

Columns Tested: a,b,c

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	55	26	15	4	1	1	4	2	2	41	14	10
Effective base	21	14	5	1	1	1	3	1	1	19	4	3
Weighted Base	50	34	12	1	*	*	*	1	*	47	3	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	-	-	-	-	-	1	-	-
		2%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	5	-	-	-	-	1	-	13	1	1
		28%	38%	-%	-%	-%	-%	100%	-%	28%	35%	61%
Fairly Satisfied	(1)	12	3	*	-	-	*	-	*	12	*	*
		25%	23%	5%	-%	-%	31%	-%	100%	25%	16%	24%
Very Satisfied	(2)	21	5	1	*	*	*	-	-	20	1	*
		43%	39%	95%	100%	100%	69%	-%	-%	43%	50%	14%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	-	-	1	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied		34	8	1	*	*	*	-	*	32	2	1
		68%	61%	100%	100%	100%	100%	-%	100%	68%	65%	39%
NET: Dissatisfied		1	*	-	-	-	-	-	-	1	-	-
		2%	1%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Answered	48	33	12	1	*	*	*	1	*	46	3	1
Mean Score	1.1	1.2	1.0	2.0	2.0	2.0	1.7	-	1.0	1.1	1.2	.5
Standard error	.12	.18	.24	.29	-	-	-	-	-	.14	.31	.40
Standard deviation	.90	.89	.93	.58	-	-	-	-	-	.89	1.15	1.28

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	55	7	19	29	51	47	53	50	39	43	5	19	5	4	2	10	8
Effective base	21	2	12	7	19	17	20	19	16	17	3	10	3	2	1	2	3
Weighted Base	50	6	28	15	45	45	48	47	41	43	3	29	7	2	*	2	6
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	*	*	1	1	1	*	1	1	-	*	-	*	-	-	*
	2%	7%	1%	1%	1%	2%	2%	1%	2%	2%	-%	1%	-%	15%	-%	-%	2%
Neither Satisfied Nor Dissatisfied (0)	14	1	7	6	13	12	13	14	9	9	1	9	1	-	*	*	1
	28%	14%	26%	37%	28%	26%	26%	30%	23%	22%	19%	32%	21%	-%	95%	26%	13%
Fairly Satisfied (1)	12	*	9	3	12	12	12	12	12	12	*	4	5	-	*	*	2
	25%	*%	32%	21%	27%	27%	26%	25%	29%	27%	11%	14%	79%	-%	5%	1%	43%
Very Satisfied (2)	21	5	10	6	18	20	21	21	18	20	1	15	-	2	-	1	2
	43%	79%	37%	41%	41%	45%	44%	44%	44%	47%	28%	52%	-%	85%	-%	72%	42%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	-	1	-	1	1	1	-	-	-	-	-	-
	2%	-%	4%	-%	3%	-%	2%	-%	3%	3%	42%	-%	-%	-%	-%	-%	-%
NET: Satisfied	34	5	19	9	31	32	33	33	30	32	1	19	5	2	*	1	5
	68%	79%	68%	62%	68%	72%	69%	69%	73%	74%	39%	66%	79%	85%	5%	74%	84%
NET: Dissatisfied	1	*	*	*	1	1	1	*	1	1	-	*	-	*	-	-	*
	2%	7%	1%	1%	1%	2%	2%	1%	2%	2%	-%	1%	-%	15%	-%	-%	2%
Answered	48	6	27	15	44	45	47	47	40	42	2	29	7	2	*	2	6
Mean Score	1.1	1.5	1.1	1.0	1.1	1.2	1.1	1.1	1.2	1.2	1.1	1.2	.8	1.5	*	1.5	1.2
Standard error	.12	.40	.20	.17	.12	.13	.12	.12	.14	.13	.71	.22	.20	.73	-	.46	.30
Standard deviation	.90	1.06	.85	.93	.87	.88	.89	.88	.86	.87	1.41	.95	.44	1.47	-	1.46	.84

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	55	23	8	4	4	3	5	4	14	11	6	2	5	5	4
Effective base	21	10	3	3	3	1	3	3	7	6	2	1	1	1	4
Weighted Base	50	27	8	3	*	1	*	5	16	18	6	1	1	3	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	*	-	-	*	-	*	*	*	-	-	-	*
		2%	*%	4%	-%	-%	11%	-%	1%	2%	6%	-%	-%	-%	37%
Neither Satisfied Nor Dissatisfied	(0)	14	7	3	2	*	-	*	4	6	-	*	1	*	-
		28%	25%	43%	49%	52%	-%	47%	28%	33%	-%	11%	92%	8%	-%
Fairly Satisfied	(1)	12	6	3	-	*	-	*	4	*	5	-	*	2	*
		25%	24%	43%	-%	3%	-%	7%	25%	*%	94%	-%	3%	89%	18%
Very Satisfied	(2)	21	12	1	2	*	1	*	8	11	*	1	*	*	*
		43%	46%	10%	51%	46%	89%	46%	47%	65%	1%	89%	5%	2%	45%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	-	-	-	-	-	-	-	-
		2%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		34	19	4	2	*	1	*	12	11	6	1	*	2	*
		68%	70%	53%	51%	48%	89%	53%	72%	65%	94%	89%	8%	92%	63%
NET: Dissatisfied		1	*	*	-	-	*	-	*	*	*	-	-	-	*
		2%	*%	4%	-%	-%	11%	-%	1%	2%	6%	-%	-%	-%	37%
Answered		48	25	8	3	*	1	*	16	18	6	1	1	3	*
Mean Score		1.1	1.2	.6	1.0	.9	1.7	1.0	1.2	1.3	.9	1.8	.1	.9	.7
Standard error		.12	.18	.27	.60	-	1.34	-	.24	.31	.21	1.22	-	.18	-
Standard deviation		.90	.86	.78	1.20	-	2.32	-	.89	1.01	.51	1.73	-	.41	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	
Significance Level: 95%														
Unweighted Base	55	13	6	13	7	5	1	5	8	13	16	10	6	
Effective base	21	8	3	5	3	1	1	4	6	3	7	4	3	
Weighted Base	50	17	9	7	10	2	*	*	15	9	16	1	6	
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	1	-	-	*	-	-	*	-	*	*	-	-	
		2%	-%	-%	-%	3%	-%	-%	28%	-%	5%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	6	2	2	4	*	*	9	2	1	1	*	
		28%	35%	18%	20%	43%	2%	-%	32%	60%	19%	3%	76%	2%
Fairly Satisfied	(1)	12	4	-	2	5	*	*	-	*	10	*	2	
		25%	23%	-%	33%	54%	*%	100%	-%	-%	*%	61%	11%	37%
Very Satisfied	(2)	21	7	7	4	*	2	-	*	6	7	4	*	4
		43%	42%	82%	47%	*%	98%	-%	41%	40%	76%	25%	13%	61%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	-	-	-	1	-	-	
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
NET: Satisfied		34	11	7	6	6	2	*	*	6	7	14	*	6
		68%	65%	82%	80%	54%	98%	100%	41%	40%	76%	86%	24%	98%
NET: Dissatisfied		1	-	-	-	*	-	*	-	*	*	-	-	
		2%	-%	-%	-%	3%	-%	-%	28%	-%	5%	3%	-%	-%
Answered		48	17	9	7	10	2	*	*	15	9	15	1	6
Mean Score		1.1	1.1	1.6	1.3	.5	2.0	1.0	.5	.8	1.5	1.2	.4	1.6
Standard error		.12	.25	.33	.23	.22	.17	-	-	.36	.28	.17	.47	.24
Standard deviation		.90	.90	.82	.83	.59	.38	-	-	1.01	1.01	.65	1.48	.58

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	55	16	7	14	9	4	12	15	9	6	4
Effective base	21	7	2	7	4	1	7	4	4	3	3
Weighted Base	50	20	3	15	1	2	21	12	5	*	6
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	*	-	-	1	*	-	-
	2%	2%	-%	1%	-%	-%	-%	5%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	6	1	1	*	10	1	1	*	-
	28%	32%	28%	4%	76%	7%	47%	8%	12%	46%	-%
Fairly Satisfied	(1)	12	2	-	10	*	3	6	*	*	2
	25%	13%	-%	62%	11%	-%	17%	49%	2%	49%	38%
Very Satisfied	(2)	21	10	2	4	*	8	5	4	*	4
	43%	53%	72%	25%	13%	93%	37%	38%	80%	5%	62%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	-
	2%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	34	13	2	14	*	2	11	11	4	*	6
	68%	66%	72%	88%	24%	93%	53%	87%	82%	54%	100%
NET: Dissatisfied	1	*	-	*	-	-	-	1	*	-	-
	2%	2%	-%	1%	-%	-%	-%	5%	6%	-%	-%
Answered	48	20	3	14	1	2	21	12	5	*	6
Mean Score	1.1	1.2	1.4	1.2	.4	1.9	.9	1.2	1.6	.6	1.6
Standard error	.12	.25	.42	.16	.50	.38	.27	.21	.34	-	.26
Standard deviation	.90	.98	1.10	.57	1.50	.76	.93	.81	1.01	-	.53

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	*b
Significance Level: 95%													
Unweighted Base	55	9	11	14	10	6	35	7	8	23	32	25	26
Effective base	21	7	2	6	4	1	14	2	3	10	11	8	10
Weighted Base	50	18	6	11	10	2	35	4	8	28	22	23	22
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	-	*	*	-	*	-	-	-	1	*	*
	2%	-%	-%	3%	1%	-%	1%	-%	-%	-%	4%	1%	2%
Neither Satisfied Nor Dissatisfied (0)	14	6	1	2	5	*	12	1	1	10	4	10	2
	28%	36%	19%	15%	49%	2%	33%	24%	19%	37%	17%	45%	11%
Fairly Satisfied (1)	12	3	-	6	3	*	8	1	3	3	9	1	11
	25%	19%	-%	51%	30%	4%	22%	15%	45%	12%	41%	4%	51%
Very Satisfied (2)	21	8	5	3	2	2	16	2	3	13	8	10	8
	43%	45%	81%	31%	20%	94%	44%	61%	36%	47%	38%	46%	36%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	1	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%	5%	-%
NET: Satisfied	34	11	5	9	5	2	23	3	6	16	17	11	19
	68%	64%	81%	82%	50%	98%	66%	76%	81%	59%	80%	50%	87%
NET: Dissatisfied	1	-	-	*	*	-	*	-	-	-	1	*	*
	2%	-%	-%	3%	1%	-%	1%	-%	-%	-%	4%	1%	2%
Answered	48	18	6	11	10	2	35	4	8	26	22	22	22
Mean Score	1.1	1.1	1.6	1.1	.7	1.9	1.1	1.4	1.2	1.1	1.1	1.0	1.2
Standard error	.12	.31	.26	.21	.27	.19	.15	.37	.27	.20	.15	.21	.14
Standard deviation	.90	.92	.85	.79	.85	.47	.91	.98	.77	.95	.85	1.01	.72

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	*a	*b	*a	b	*a	b
Unweighted Base	55	16	31	12	38	24	27	17	30	9	41
Effective base	21	7	10	6	13	9	10	7	11	5	14
Weighted Base	50	17	28	15	32	21	24	20	24	12	35
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	*	*	*	-	1	-	*
		2%	3%	-%	1%	1%	2%	-%	4%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	14	6	7	7	6	6	10	2	2	12
		28%	20%	49%	21%	30%	26%	48%	7%	17%	34%
Fairly Satisfied	(1)	12	7	*	12	3	9	1	11	3	9
		25%	24%	*%	37%	15%	38%	3%	47%	23%	26%
Very Satisfied	(2)	21	15	7	13	10	8	10	10	7	13
		43%	52%	50%	41%	49%	34%	50%	42%	60%	38%
Don't Know (DO NOT READ OUT)		1	-	-	-	1	-	-	-	-	-
		2%	-%	-%	-%	6%	-%	-%	-%	-%	-%
NET: Satisfied		34	21	7	25	14	17	11	22	10	22
		68%	76%	51%	78%	64%	72%	52%	89%	83%	65%
NET: Dissatisfied		1	1	-	*	*	*	-	1	-	*
		2%	3%	-%	1%	1%	2%	-%	4%	-%	1%
Answered		48	28	15	32	20	24	20	24	12	35
Mean Score		1.1	1.3	1.0	1.2	1.2	1.0	1.0	1.3	1.4	1.0
Standard error		.12	.16	.30	.13	.19	.16	.25	.14	.26	.14
Standard deviation		.90	.90	1.03	.81	.93	.84	1.01	.76	.79	.89

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	55	42	25	14	-	40	18	10	-	43	15	13	-
Effective base	21	14	10	5	-	13	7	4	-	15	6	5	-
Weighted Base	50	35	23	9	-	32	18	10	-	40	15	12	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	*	-	-	1	*	-	-	*	-	*	-
	2%	1%	2%	-%	-%	3%	2%	-%	-%	1%	-%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	14	13	8	1	-	12	5	*	-	13	6	6	-
	28%	36%	36%	14%	-%	35%	26%	2%	-%	33%	40%	54%	-%
Fairly Satisfied (1)	12	10	5	3	-	6	4	5	-	12	*	3	-
	25%	28%	23%	29%	-%	19%	19%	52%	-%	30%	1%	24%	-%
Very Satisfied (2)	21	11	9	5	-	14	10	5	-	14	9	2	-
	43%	32%	39%	57%	-%	43%	53%	46%	-%	36%	59%	19%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	34	21	14	8	-	20	13	10	-	26	9	5	-
	68%	60%	62%	86%	-%	62%	72%	98%	-%	66%	60%	43%	-%
NET: Dissatisfied	1	*	*	-	-	1	*	-	-	*	-	*	-
	2%	1%	2%	-%	-%	3%	2%	-%	-%	1%	-%	3%	-%
Answered	48	34	23	9	-	32	18	10	-	40	15	12	-
Mean Score	1.1	.9	1.0	1.4	-	1.0	1.2	1.4	-	1.0	1.2	.6	-
Standard error	.12	.14	.19	.21	-	.15	.22	.18	-	.13	.26	.24	-
Standard deviation	.90	.88	.93	.77	-	.96	.92	.57	-	.87	1.01	.86	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	55	24	23	17	26	20	1	9	10	15	6	1	10	7		
Effective base	21	7	9	5	9	8	1	3	3	4	1	1	4	3		
Weighted Base	50	20	21	15	24	21	*	8	4	13	5	4	11	8		
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-
	2%	1%	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	14	10	10	7	10	10	-	1	3	7	5	4	8	5		
	28%	51%	46%	50%	42%	48%	-%	9%	72%	57%	99%	100%	69%	62%		
Fairly Satisfied (1)	12	1	6	*	3	4	*	*	*	*	*	-	2	-		
	25%	5%	27%	1%	14%	17%	100%	*%	2%	1%	*%	-%	22%	-%		
Very Satisfied (2)	21	8	6	7	9	7	-	7	1	6	*	-	1	3		
	43%	38%	27%	50%	39%	35%	-%	90%	26%	43%	1%	-%	10%	38%		
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	2%	6%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	34	9	11	8	13	11	*	7	1	6	*	-	3	3		
	68%	43%	54%	50%	52%	51%	100%	91%	28%	43%	1%	-%	31%	38%		
NET: Dissatisfied	1	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-
	2%	1%	1%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	48	19	21	15	23	21	*	8	4	13	5	4	11	8		
Mean Score	1.1	.9	.8	1.0	1.0	.9	1.0	1.8	.5	.9	*	-	.4	.8		
Standard error	.12	.21	.18	.25	.19	.21	-	.21	.32	.27	.09	-	.22	.39		
Standard deviation	.90	1.00	.86	1.03	.96	.93	-	.62	1.01	1.03	.22	-	.69	1.04		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	55	4	7	6	-	37	37	48	33	30	45	27	12	1	26	4
Effective base	21	1	2	3	-	13	14	17	12	10	15	11	4	1	8	3
Weighted Base	50	1	7	8	-	30	29	39	26	28	33	24	8	*	23	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	*	-	-	*	*	*	1	*	1	-	*	-	*	-
	2%	-%	2%	-%	-%	1%	*%	1%	3%	1%	3%	-%	4%	-%	1%	-%
Neither Satisfied Nor Dissatisfied (0)	14	*	4	*	-	8	7	9	10	6	10	8	1	-	8	2
	28%	5%	53%	2%	-%	28%	24%	24%	36%	20%	29%	32%	7%	-%	36%	27%
Fairly Satisfied (1)	12	*	3	2	-	4	7	7	9	9	9	6	*	-	3	3
	25%	2%	43%	30%	-%	13%	24%	18%	35%	33%	28%	24%	1%	-%	14%	36%
Very Satisfied (2)	21	1	*	5	-	16	15	21	7	12	13	10	7	*	10	3
	43%	93%	2%	68%	-%	54%	52%	54%	26%	42%	40%	39%	88%	100%	45%	37%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	1	-	1	-	1	-	-	1	-
	2%	-%	-%	-%	-%	4%	-%	3%	-%	4%	-%	5%	-%	-%	5%	-%
NET: Satisfied	34	1	3	8	-	20	22	28	16	21	23	15	7	*	14	5
	68%	95%	45%	98%	-%	67%	76%	72%	61%	75%	68%	63%	89%	100%	59%	73%
NET: Dissatisfied	1	-	*	-	-	*	*	*	1	*	1	-	*	-	*	-
	2%	-%	2%	-%	-%	1%	*%	1%	3%	1%	3%	-%	4%	-%	1%	-%
Answered	48	1	7	8	-	29	29	38	26	27	33	23	8	*	22	7
Mean Score	1.1	1.9	.5	1.7	-	1.2	1.3	1.3	.8	1.2	1.1	1.1	1.7	2.0	1.1	1.1
Standard error	.12	.75	.23	.22	-	.16	.14	.13	.15	.15	.13	.17	.24	-	.19	.43
Standard deviation	.90	1.50	.61	.55	-	.94	.85	.88	.86	.82	.90	.88	.83	-	.95	.86

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	55	21	9	40	6	55	-	12	35	8	12	28	14
Effective base	21	7	5	15	4	21	-	3	16	3	4	11	7
Weighted Base	50	18	13	39	7	50	-	8	37	5	7	32	11
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	*	*	*	1	-	-	1	*	-	1	*
	2%	-%	1%	1%	1%	2%	-%	-%	2%	2%	-%	2%	1%
Neither Satisfied Nor Dissatisfied (0)	14	5	5	6	6	14	-	5	8	2	3	9	1
	28%	28%	41%	16%	82%	28%	-%	59%	21%	33%	45%	29%	13%
Fairly Satisfied (1)	12	6	*	12	-	12	-	1	12	-	*	9	4
	25%	34%	*%	30%	-%	25%	-%	8%	31%	-%	2%	27%	33%
Very Satisfied (2)	21	7	6	21	-	21	-	3	16	3	4	13	4
	43%	38%	49%	53%	-%	43%	-%	33%	42%	65%	52%	42%	42%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	1	-	-	1	-	-	-	1
	2%	-%	9%	-%	17%	2%	-%	-%	3%	-%	-%	-%	11%
NET: Satisfied	34	13	7	32	-	34	-	3	27	3	4	22	8
	68%	72%	49%	84%	-%	68%	-%	41%	74%	65%	55%	69%	74%
NET: Dissatisfied	1	-	*	*	*	1	-	-	1	*	-	1	*
	2%	-%	1%	1%	1%	2%	-%	-%	2%	2%	-%	2%	1%
Answered	48	18	12	39	6	48	-	8	36	5	7	32	10
Mean Score	1.1	1.1	1.1	1.4	*	1.1	-	.7	1.2	1.3	1.1	1.1	1.3
Standard error	.12	.18	.37	.12	.06	.12	-	.29	.15	.40	.31	.17	.22
Standard deviation	.90	.83	1.06	.78	.14	.90	-	.99	.85	1.12	1.06	.91	.80

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	*b
Unweighted Base		55	31	24
Effective base		21	8	13
Weighted Base		50	18	32
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*
		2%	4%	*%
Neither Satisfied Nor Dissatisfied	(0)	14	5	8
		28%	31%	27%
Fairly Satisfied	(1)	12	3	9
		25%	18%	29%
Very Satisfied	(2)	21	8	13
		43%	47%	41%
Don't Know (DO NOT READ OUT)		1	-	1
		2%	-%	4%
NET: Satisfied		34	12	22
		68%	65%	69%
NET: Dissatisfied		1	1	*
		2%	4%	*%
Answered		48	18	31
Mean Score		1.1	1.1	1.1
Standard error		.12	.18	.18
Standard deviation		.90	1.00	.85

Columns Tested: a,b

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		55	-	3	9	6	3	10	4	2	2	7	6	3
Effective base		21	-	1	4	4	2	3	4	2	2	3	4	2
Weighted Base		50	-	2	10	3	4	11	*	*	4	1	10	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	*	-	-	-	*	-	-	*	*	-
		2%	-%	-%	3%	-%	-%	-%	32%	-%	-%	10%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	14	-	*	8	2	-	*	*	-	-	*	1	3
		28%	-%	6%	82%	60%	-%	1%	16%	-%	-%	6%	9%	99%
Fairly Satisfied	(1)	12	-	-	*	-	3	6	-	-	-	*	3	*
		25%	-%	-%	1%	-%	61%	52%	-%	-%	-%	29%	33%	1%
Very Satisfied	(2)	21	-	2	*	1	2	5	*	*	4	1	5	-
		43%	-%	94%	2%	40%	39%	47%	51%	100%	100%	55%	55%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-	-	-	-
		2%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		34	-	2	*	1	4	11	*	*	4	1	9	*
		68%	-%	94%	3%	40%	100%	99%	51%	100%	100%	84%	88%	1%
NET: Dissatisfied		1	-	-	*	-	-	-	*	-	-	*	*	-
		2%	-%	-%	3%	-%	-%	-%	32%	-%	-%	10%	3%	-%
Answered		48	-	2	9	3	4	11	*	*	4	1	10	3
Mean Score		1.1	-	1.9	*	.8	1.4	1.5	.7	2.0	2.0	1.3	1.4	*
Standard error		.12	-	.39	.14	.48	.32	.17	-	-	-	.75	.33	.07
Standard deviation		.90	-	.67	.38	1.17	.55	.55	-	-	-	1.99	.81	.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 320 (continuation)

QOP3A.2.3. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	55	12	19	8	16	31	24
Effective base	21	5	7	2	7	12	9
Weighted Base	50	12	19	5	14	31	18
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	*	*	1
		2%	3%	-%	2%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	14	8	2	*	4	10
		28%	69%	11%	1%	26%	33%
Fairly Satisfied	(1)	12	*	9	-	4	9
		25%	1%	45%	-%	26%	28%
Very Satisfied	(2)	21	2	8	5	6	11
		43%	18%	44%	97%	45%	34%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	1
		2%	10%	-%	-%	-%	4%
NET: Satisfied		34	2	17	5	10	19
		68%	19%	89%	97%	71%	62%
NET: Dissatisfied		1	*	-	*	*	*
		2%	3%	-%	2%	3%	1%
Answered		48	11	19	5	14	30
Mean Score		1.1	.4	1.3	1.9	1.1	1.0
Standard error		.12	.26	.16	.19	.23	.16
Standard deviation		.90	.88	.69	.53	.94	.88

Columns Tested:: a,b,c,d - a,b

Table 321

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	35	1	34	18	4	3	10	17
Effective base	12	1	12	11	3	3	8	8
Weighted Base	28	1	27	26	1	*	*	2
Very Dissatisfied	(-2)	*	*	-	-	-	*	*
	%	-%	%	-%	-%	-%	17%	3%
Fairly Dissatisfied	(-1)	2	2	2	*	*	-	*
	%	-%	9%	7%	32%	43%	-%	28%
Neither Satisfied Nor Dissatisfied	(0)	1	1	1	-	-	-	-
	%	-%	2%	2%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	9	8	1	*	*	1
	%	-%	36%	33%	68%	14%	48%	54%
Very Satisfied	(2)	14	13	14	-	*	*	*
	%	100%	49%	53%	-%	43%	35%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	1	-	-	-	-
	%	-%	4%	4%	-%	-%	-%	-%
NET: Satisfied	24	1	22	22	1	*	*	1
	%	100%	84%	86%	68%	57%	83%	69%
NET: Dissatisfied	2	-	2	2	*	*	*	1
	%	-%	9%	7%	32%	43%	17%	31%
Answered	27	1	25	25	1	*	*	2
Mean Score	1.3	2.0	1.3	1.4	.4	.6	.8	.5
Standard error	.16	-	.16	.21	1.75	-	-	.42
Standard deviation	.93	-	.94	.88	3.51	-	-	1.75

Columns Tested: a,b - a,b,c,d,e

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		35	7	7	4	1	6	10	18	4	13
Effective base		12	5	6	2	1	4	8	11	3	8
Weighted Base		28	16	8	2	*	1	*	26	1	1
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	17%	-%	-%	9%
Fairly Dissatisfied	(-1)	2	2	-	-	-	*	-	2	*	*
		9%	12%	-%	-%	-%	42%	-%	7%	32%	21%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	-	-	-	1	-	-
		2%	-%	-%	28%	-%	-%	-%	2%	-%	-%
Fairly Satisfied	(1)	9	6	3	*	*	1	*	8	1	*
		34%	34%	35%	9%	100%	46%	48%	33%	68%	32%
Very Satisfied	(2)	14	9	4	1	-	*	*	14	-	*
		51%	53%	50%	64%	-%	12%	35%	53%	-%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	-	-	-	-	1	-	-
		4%	-%	15%	-%	-%	-%	-%	4%	-%	-%
NET: Satisfied		24	14	7	1	*	1	*	22	1	*
		85%	88%	85%	72%	100%	58%	83%	86%	68%	70%
NET: Dissatisfied		2	2	-	-	-	*	*	2	*	*
		9%	12%	-%	-%	-%	42%	17%	7%	32%	30%
Answered		27	16	7	2	*	1	*	25	1	1
Mean Score		1.3	1.3	1.6	1.4	1.0	.3	.8	1.4	.4	.7
Standard error		.16	.38	.22	.62	-	1.24	-	.21	1.75	-
Standard deviation		.93	1.00	.53	1.23	-	3.03	-	.88	3.51	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	8	10	4	3	10	10	7	7	2	8
Effective base	12	6	8	3	3	8	3	5	4	1	2
Weighted Base	28	18	8	1	*	*	9	11	3	3	2
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	*
		%	%	%	%	%	%	%	%	%	%
Fairly Dissatisfied	(-1)	2	2	-	*	*	2	-	*	-	-
		9%	11%	-%	32%	43%	23%	-%	11%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	1	-	-	-	-
		2%	-%	7%	-%	-%	6%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	6	3	1	*	1	4	2	3	*
		34%	31%	37%	68%	14%	7%	37%	48%	100%	15%
Very Satisfied	(2)	14	11	3	-	*	6	6	1	*	1
		51%	59%	41%	-%	43%	64%	53%	41%	*%	81%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	-	1	-	-	-
	4%	-%	14%	-%	-%	-%	-%	11%	-%	-%	-%
NET: Satisfied	24	16	6	1	*	*	7	9	3	3	1
	85%	89%	78%	68%	57%	83%	71%	89%	89%	100%	96%
NET: Dissatisfied	2	2	-	*	*	*	2	-	*	-	*
	9%	11%	-%	32%	43%	17%	23%	-%	11%	-%	4%
Answered	27	18	7	1	*	*	9	9	3	3	2
Mean Score	1.3	1.4	1.4	.4	.6	.8	1.1	1.6	1.2	1.0	1.7
Standard error	.16	.34	.23	1.75	-	-	.42	.21	.41	.04	.49
Standard deviation	.93	.96	.69	3.51	-	-	1.33	.52	1.08	.06	1.38

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	35	2	1	9	1	4	3	3	1	1
Effective base	12	1	1	3	1	3	2	1	1	1
Weighted Base	28	1	*	9	2	2	3	4	3	2
Very Dissatisfied	(-2)	*	-	*	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	*	-	-	-	-	*	-	2
		9%	15%	-%	-%	-%	-%	9%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	1	-	-	-	-
		2%	-%	-%	-%	32%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	1	*	1	-	1	2	*	3
		34%	85%	100%	13%	-%	66%	66%	1%	100%
Very Satisfied	(2)	14	-	-	7	2	*	1	3	-
		51%	-%	-%	74%	100%	2%	34%	89%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-
		4%	-%	-%	13%	-%	-%	-%	-%	-%
NET: Satisfied		24	1	*	8	2	1	3	3	3
		85%	85%	100%	87%	100%	68%	100%	91%	100%
NET: Dissatisfied		2	*	-	*	-	-	*	-	2
		9%	15%	-%	1%	-%	-%	9%	-%	100%
Answered		27	1	*	8	2	2	3	4	3
Mean Score		1.3	.7	1.0	1.8	2.0	.7	1.3	1.7	1.0
Standard error		.16	-	-	.18	-	.37	.32	.58	-
Standard deviation		.93	-	-	.52	-	.74	.56	1.01	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		35	6	4	15	25	10	7	-	3
Effective base		12	4	2	6	11	4	3	-	2
Weighted Base		28	6	4	16	26	2	1	-	*
Very Dissatisfied	(-2)	*	-	-	*	*	-	-	-	-
		%	-%	-%	%	%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	*	*	2	-	-	-	-
		9%	34%	3%	2%	9%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	1	-	-	-	-
		2%	10%	-%	-%	2%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	1	4	4	9	1	1	-	*
		34%	21%	97%	22%	33%	46%	49%	-%	25%
Very Satisfied	(2)	14	2	-	11	13	1	1	-	*
		51%	35%	-%	69%	51%	54%	51%	-%	75%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	1	1	-	-	-	-
		4%	-%	-%	7%	4%	-%	-%	-%	-%
NET: Satisfied		24	3	4	15	22	2	1	-	*
		85%	56%	97%	91%	84%	100%	100%	-%	100%
NET: Dissatisfied		2	2	*	*	2	-	-	-	-
		9%	34%	3%	3%	10%	-%	-%	-%	-%
Answered		27	6	4	15	25	2	1	-	*
Mean Score		1.3	.6	.9	1.7	1.3	1.5	1.5	-	1.8
Standard error		.16	.57	.21	.18	.19	.26	.36	-	-
Standard deviation		.93	1.40	.42	.66	.95	.82	.94	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	35	2	2	4	6	5	6	1	-	15
Effective base	12	2	2	2	2	2	2	1	-	6
Weighted Base	28	2	*	6	6	5	2	2	-	11
Very Dissatisfied	(-2)	*	-	*	-	*	-	-	-	-
	%	-%	52%	-%	1%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	-	*	-	-	2
	%	-%	-%	-%	-%	-%	7%	-%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	-%	-%	-%	-%	5%
Fairly Satisfied	(1)	9	2	*	1	1	*	*	-	6
	%	34%	100%	48%	21%	22%	1%	22%	-%	50%
Very Satisfied	(2)	14	-	-	5	5	4	1	2	3
	%	51%	-%	-%	79%	77%	75%	71%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-
	%	-%	-%	-%	-%	24%	-%	-%	-%	-%
NET: Satisfied	24	2	*	6	6	4	2	2	-	8
	%	85%	100%	48%	100%	76%	93%	100%	-%	75%
NET: Dissatisfied	2	-	*	-	*	-	*	-	-	2
	%	9%	-%	52%	-%	1%	-%	7%	-%	20%
Answered	27	2	*	6	6	4	2	2	-	11
Mean Score	1.3	1.0	-6	1.8	1.7	2.0	1.6	2.0	-	.8
Standard error	.16	-	-	.23	.25	.07	.49	-	-	.28
Standard deviation	.93	-	-	.45	.62	.14	1.20	-	-	1.08

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	35	13	6	16	35	-	-	32	3	34	1
Effective base	12	4	2	7	12	-	-	12	2	12	1
Weighted Base	28	12	2	13	28	-	-	27	*	28	*
Very Dissatisfied (-2)	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Fairly Dissatisfied (-1)	2	-	*	2	2	-	-	2	*	2	-
	9%	-%	7%	17%	9%	-%	-%	8%	39%	9%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	1	-	-	1	-	1	-
	2%	-%	-%	4%	2%	-%	-%	2%	-%	2%	-%
Fairly Satisfied (1)	9	3	*	6	9	-	-	9	*	9	-
	34%	26%	22%	43%	34%	-%	-%	34%	61%	34%	-%
Very Satisfied (2)	14	8	1	5	14	-	-	14	-	14	*
	51%	64%	71%	36%	51%	-%	-%	52%	-%	51%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	1	-	-	1	-	1	-
	4%	9%	-%	-%	4%	-%	-%	4%	-%	4%	-%
NET: Satisfied	24	11	2	10	24	-	-	23	*	24	*
	85%	90%	93%	79%	85%	-%	-%	85%	61%	85%	100%
NET: Dissatisfied	2	*	*	2	2	-	-	2	*	2	-
	9%	*%	7%	17%	9%	-%	-%	9%	39%	9%	-%
Answered	27	11	2	13	27	-	-	26	*	27	*
Mean Score	1.3	1.7	1.6	1.0	1.3	-	-	1.3	.2	1.3	2.0
Standard error	.16	.16	.49	.27	.16	-	-	.17	-	.16	-
Standard deviation	.93	.55	1.20	1.08	.93	-	-	.92	-	.93	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		35	19	11	4
Effective base		12	8	4	2
Weighted Base		28	15	12	1
Very Dissatisfied	(-2)	*	*	-	-
		*%	*%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	*
		9%	16%	-%	13%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-
		2%	-%	-%	-%
Fairly Satisfied	(1)	9	6	2	1
		34%	42%	21%	82%
Very Satisfied	(2)	14	6	8	*
		51%	42%	69%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	-
		4%	-%	10%	-%
NET: Satisfied		24	12	10	1
		85%	84%	90%	87%
NET: Dissatisfied		2	2	-	*
		9%	16%	-%	13%
Answered		27	15	10	1
Mean Score		1.3	1.1	1.8	.8
Standard error		.16	.25	.14	1.57
Standard deviation		.93	1.07	.44	3.13

Columns Tested:: a,b,c

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	35	17	6	2	2	6	2	-	-	23	12	10
Effective base	12	9	3	1	1	2	1	-	-	11	3	3
Weighted Base	28	16	3	*	*	9	*	-	-	18	9	9
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	*	*
		*%	-%	-%	-%	-%	1%	-%	-%	-%	1%	1%
Fairly Dissatisfied	(-1)	2	2	-	-	-	*	-	-	2	*	*
		9%	13%	-%	-%	-%	86%	-%	-%	11%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	-	-	1	-	-
		2%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly Satisfied	(1)	9	8	1	*	*	-	-	-	9	*	*
		34%	54%	32%	85%	1%	-%	-%	-%	51%	2%	1%
Very Satisfied	(2)	14	3	2	*	*	9	*	-	5	9	9
		51%	21%	68%	15%	100%	99%	14%	-%	29%	94%	95%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-	-
	4%	7%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
NET: Satisfied	24	12	3	*	*	9	*	-	-	14	9	9
	85%	75%	100%	100%	100%	99%	14%	-%	-%	79%	96%	96%
NET: Dissatisfied	2	2	-	-	-	*	*	-	-	2	*	*
	9%	13%	-%	-%	-%	1%	86%	-%	-%	11%	4%	4%
Answered	27	14	3	*	*	9	*	-	-	17	9	9
Mean Score	1.3	.9	1.7	1.2	2.0	2.0	-.6	-	-	1.0	1.8	1.9
Standard error	.16	.24	.24	-	-	.15	-	-	-	.20	.20	.22
Standard deviation	.93	.95	.58	-	-	.36	-	-	-	.94	.69	.69

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	35	6	11	18	34	34	34	33	30	31	-	14	2	6	5	4	3
Effective base	12	3	7	4	12	12	12	11	10	11	-	8	1	2	2	1	1
Weighted Base	28	3	12	12	27	27	27	25	23	26	-	12	1	8	4	1	1
Very Dissatisfied (-2)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	2 9%	2 59%	* 1%	* 3%	2 9%	2 9%	2 9%	2 10%	2 10%	2 10%	- -%	2 21%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	1 2%	1 17%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	1 2%	- -%	- -%	- -%	1 97%	- -%	- -%	- -%	- -%
Fairly Satisfied (1)	9 34%	1 20%	8 63%	1 9%	9 36%	9 36%	9 36%	6 26%	6 27%	9 35%	- -%	4 35%	* 3%	4 43%	1 19%	* 13%	1 94%
Very Satisfied (2)	14 51%	* 4%	3 26%	11 88%	13 49%	13 49%	13 49%	14 57%	13 55%	13 51%	- -%	4 33%	- -%	5 57%	4 81%	1 87%	* 6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 4%	- -%	1 9%	- -%	1 4%	1 4%	1 4%	1 5%	1 5%	1 4%	- -%	1 10%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	24 85%	1 24%	11 89%	12 97%	22 84%	22 84%	22 84%	21 83%	19 82%	22 86%	- -%	8 68%	* 3%	8 100%	4 100%	1 100%	1 100%
NET: Dissatisfied	2 9%	2 59%	* 1%	* 3%	2 9%	2 9%	2 9%	2 10%	2 11%	2 10%	- -%	2 22%	- -%	- -%	- -%	- -%	- -%
Answered	27	3	11	12	25	25	25	24	22	24	-	10	1	8	4	1	1
Mean Score	1.3	.3	1.3	1.8	1.3	1.3	1.3	1.4	1.3	1.3	-	.9	*	1.6	1.8	1.9	1.1
Standard error	.16	.45	.17	.15	.16	.16	.16	.17	.19	.17	-	.34	-	.22	.20	-	-
Standard deviation	.93	1.11	.55	.65	.94	.94	.94	.98	1.00	.94	-	1.22	-	.53	.44	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	35	15	5	4	3	3	1	3	9	7	9	2	5	1	1
Effective base	12	7	2	2	2	1	1	1	5	4	2	1	1	1	1
Weighted Base	28	13	4	8	*	1	*	1	9	3	7	3	4	1	*
Very Dissatisfied	(-2)	*	*	-	-	-	-	-	-	*	-	-	-	-	-
	%	%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	*	-	-	-	-	2	*	-	-	-	-	-
	%	18%	4%	-%	-%	-%	-%	-%	23%	13%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	%	5%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	7	*	*	*	1	-	3	2	2	3	*	-	*
	%	34%	55%	8%	5%	26%	97%	-%	31%	58%	27%	96%	3%	-%	100%
Very Satisfied	(2)	14	3	2	8	*	*	*	3	1	5	*	3	1	-
	%	51%	22%	56%	95%	74%	3%	100%	34%	26%	65%	4%	97%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-
	%	-%	32%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	10	2	8	*	1	*	1	6	2	7	3	4	1	*
	%	77%	64%	100%	100%	100%	100%	100%	65%	85%	92%	100%	100%	100%	100%
NET: Dissatisfied	2	2	*	-	-	-	-	-	2	*	-	-	-	-	-
	%	19%	4%	-%	-%	-%	-%	-%	23%	15%	-%	-%	-%	-%	-%
Answered	27	13	2	8	*	1	*	1	8	3	7	3	4	1	*
Mean Score	1.3	.8	1.7	2.0	1.7	1.0	2.0	1.1	.9	.9	1.6	1.0	2.0	2.0	1.0
Standard error	.16	.27	.49	.11	-	-	-	-	.45	.47	.23	.18	.09	-	-
Standard deviation	.93	1.04	.97	.22	-	-	-	-	1.27	1.25	.69	.25	.20	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	35	10	5	3	3	6	2	4	3	14	11	3	2
Effective base	12	5	2	2	1	2	1	2	1	8	6	1	2
Weighted Base	28	9	3	1	1	7	4	1	2	5	18	1	*
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	*	-	-	-
		%	-%	-%	9%	-%	-%	-%	-%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	*	-	-	-	-	*	2	-	-
		9%	24%	-%	54%	-%	-%	-%	-%	9%	11%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	-	1	-	1	-	-	-
		2%	-%	-%	-%	-%	-%	67%	-%	11%	-%	-%	-%
Fairly Satisfied	(1)	9	3	*	*	1	2	*	*	1	6	1	*
		34%	31%	9%	37%	88%	25%	10%	12%	8%	28%	37%	98%
Very Satisfied	(2)	14	4	1	-	*	5	3	*	2	3	8	*
		51%	45%	47%	-%	12%	75%	90%	22%	92%	51%	46%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	-	-	-	-	-	-	-	1	-
		4%	-%	44%	-%	-%	-%	-%	-%	-%	-%	6%	-%
NET: Satisfied		24	7	1	*	1	7	4	*	2	4	15	1
		85%	76%	56%	37%	100%	100%	100%	33%	100%	79%	82%	100%
NET: Dissatisfied		2	2	-	*	-	-	-	-	-	1	2	-
		9%	24%	-%	63%	-%	-%	-%	-%	10%	11%	-%	-%
Answered		27	9	1	1	1	7	4	1	2	5	16	*
Mean Score		1.3	1.0	1.8	-4	1.1	1.8	1.9	.6	1.9	1.2	1.3	1.0
Standard error		.16	.40	.33	-	.39	.19	.25	-	.21	.30	.31	-
Standard deviation		.93	1.26	.67	-	.68	.47	.35	-	.37	1.13	.98	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	12	11	5	3	2	9	10	9	3	2
Effective base	12	3	5	4	1	2	5	5	4	1	2
Weighted Base	28	8	10	6	1	*	8	3	15	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	-	-	-
	%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	*	-	2	-	2	*	-	-	-
	9%	6%	-%	30%	-%	-%	26%	16%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	-	-	1	-	-	-	-
	2%	-%	6%	-%	-%	-%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	*	4	3	1	1	1	6	1	*
	34%	5%	42%	52%	98%	43%	13%	22%	44%	98%	43%
Very Satisfied	(2)	14	7	5	*	*	4	1	8	*	*
	51%	88%	53%	*%	2%	57%	53%	25%	56%	2%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	-	1	-	-	-
	4%	-%	-%	18%	-%	-%	-%	36%	-%	-%	-%
NET: Satisfied	24	8	10	3	1	*	5	1	15	1	*
	85%	93%	94%	52%	100%	100%	66%	47%	100%	100%	100%
NET: Dissatisfied	2	1	-	2	-	-	2	1	-	-	-
	9%	7%	-%	30%	-%	-%	26%	17%	-%	-%	-%
Answered	27	8	10	5	1	*	8	2	15	1	*
Mean Score	1.3	1.7	1.5	.3	1.0	1.6	.9	.8	1.6	1.0	1.6
Standard error	.16	.24	.19	.53	-	-	.46	.59	.17	-	-
Standard deviation	.93	.84	.63	1.07	-	-	1.38	1.77	.51	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	35	5	6	10	9	2	26	3	4	25	10	22	12
Effective base	12	3	2	3	5	2	9	2	2	9	6	8	4
Weighted Base	28	4	7	7	7	*	22	1	2	23	5	19	8
Very Dissatisfied (-2)	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Fairly Dissatisfied (-1)	2 9%	- -%	- -%	* 7%	2 30%	- -%	2 11%	- -%	* 8%	2 9%	* 7%	2 11%	* 4%
Neither Satisfied Nor Dissatisfied (0)	1 2%	- -%	- -%	- -%	1 9%	- -%	- -%	1 41%	- -%	1 3%	- -%	1 3%	- -%
Fairly Satisfied (1)	9 34%	1 15%	- -%	3 45%	2 32%	* 43%	5 24%	1 57%	* 23%	8 34%	2 34%	7 39%	2 26%
Very Satisfied (2)	14 51%	3 85%	5 83%	3 47%	2 29%	* 57%	13 60%	* 2%	1 68%	12 54%	2 38%	8 46%	4 55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 4%	- -%	1 17%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 22%	- -%	1 14%
NET: Satisfied	24 85%	4 100%	5 83%	7 93%	4 62%	* 100%	18 84%	1 59%	2 92%	20 88%	4 72%	16 85%	7 82%
NET: Dissatisfied	2 9%	- -%	- -%	1 7%	2 30%	- -%	2 11%	- -%	* 8%	2 10%	* 7%	2 12%	* 4%
Answered	27	4	5	7	7	*	21	1	2	23	4	19	7
Mean Score	1.3	1.8	2.0	1.3	.6	1.6	1.4	.6	1.5	1.3	1.3	1.2	1.5
Standard error	.16	.19	-	.29	.43	-	.20	.57	.66	.19	.33	.21	.24
Standard deviation	.93	.42	-	.91	1.29	-	1.00	.98	1.32	.95	.98	.99	.80

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	35	11	23	14	19	23	11	13	21	9	24
Effective base	12	4	8	6	10	8	5	5	7	5	10
Weighted Base	28	9	17	17	8	21	6	8	18	15	10
Very Dissatisfied	(-2)	*	-	*	-	*	-	*	-	*	-
	*%	1%	-%	*%	-%	*%	-%	1%	-%	*%	-%
Fairly Dissatisfied	(-1)	2	2	2	*	*	2	2	*	*	2
	9%	-%	14%	12%	4%	1%	40%	25%	2%	1%	22%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	1	1	-	-	1	-	1
	2%	-%	3%	-%	7%	3%	-%	-%	3%	-%	6%
Fairly Satisfied	(1)	9	6	4	3	7	2	3	7	4	3
	34%	33%	37%	24%	31%	36%	34%	35%	36%	26%	27%
Very Satisfied	(2)	14	7	11	3	13	*	3	10	11	4
	51%	67%	39%	64%	43%	60%	6%	39%	53%	73%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	1	-	1	-	1	-	1
	4%	-%	7%	-%	14%	-%	20%	-%	6%	-%	11%
NET: Satisfied	24	9	13	15	6	20	2	6	16	14	6
	85%	99%	76%	87%	74%	96%	40%	74%	89%	99%	61%
NET: Dissatisfied	2	*	2	2	*	*	2	2	*	*	2
	9%	1%	14%	13%	4%	1%	40%	26%	2%	1%	22%
Answered	27	9	16	17	7	21	5	8	17	15	9
Mean Score	1.3	1.6	1.1	1.4	1.3	1.6	.1	.9	1.5	1.7	.8
Standard error	.16	.18	.23	.28	.21	.13	.39	.36	.15	.19	.26
Standard deviation	.93	.58	1.06	1.04	.90	.63	1.24	1.28	.68	.58	1.27

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	35	29	22	7	-	27	18	8	-	29	19	8	-
Effective base	12	11	7	3	-	10	6	3	-	10	8	5	-
Weighted Base	28	25	18	6	-	24	10	2	-	24	9	5	-
Very Dissatisfied (-2)	*	-	*	-	-	-	-	*	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%
Fairly Dissatisfied (-1)	2	2	-	-	-	2	*	-	-	2	*	*	-
	9%	10%	-%	-%	-%	10%	1%	-%	-%	10%	1%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
Fairly Satisfied (1)	9	9	5	5	-	8	7	1	-	6	4	1	-
	34%	36%	31%	79%	-%	34%	66%	37%	-%	26%	43%	30%	-%
Very Satisfied (2)	14	13	11	1	-	13	2	*	-	13	4	2	-
	51%	50%	62%	21%	-%	52%	21%	10%	-%	56%	43%	42%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	-	-	1	1	1	-	1	1	1	-
	4%	4%	6%	-%	-%	5%	11%	51%	-%	5%	12%	25%	-%
NET: Satisfied	24	22	16	6	-	21	9	1	-	19	8	3	-
	85%	86%	93%	100%	-%	85%	88%	47%	-%	82%	86%	72%	-%
NET: Dissatisfied	2	2	*	-	-	2	*	*	-	2	*	*	-
	9%	10%	*%	-%	-%	10%	1%	3%	-%	10%	2%	3%	-%
Answered	27	24	16	6	-	23	9	1	-	22	8	3	-
Mean Score	1.3	1.3	1.7	1.2	-	1.3	1.2	1.0	-	1.4	1.4	1.5	-
Standard error	.16	.18	.12	.17	-	.18	.13	.99	-	.19	.17	.31	-
Standard deviation	.93	.93	.54	.44	-	.94	.54	2.61	-	.99	.70	.83	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	35	19	22	16	20	17	3	11	9	8	5	1	5	4
Effective base	12	6	8	5	6	8	2	5	3	2	2	1	2	1
Weighted Base	28	12	18	11	13	21	*	10	4	2	2	1	4	5
Very Dissatisfied (-2)	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	2	-	-	2	-	-	-	-	-	-	*	-
	9%	-%	11%	-%	-%	9%	-%	-%	-%	-%	-%	-%	4%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	-	1	-	-	-	-	-	-	-	-	-
	2%	5%	3%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	9	4	7	5	6	7	*	4	4	2	1	1	4	1
	34%	34%	36%	41%	41%	35%	93%	39%	98%	88%	57%	100%	96%	15%
Very Satisfied (2)	14	7	9	6	7	11	*	6	*	*	1	-	*	5
	51%	61%	50%	58%	55%	56%	7%	61%	2%	12%	40%	-%	*%	85%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	24	12	16	11	13	19	*	10	4	2	2	1	4	5
	85%	95%	86%	99%	96%	91%	100%	100%	100%	100%	97%	100%	96%	100%
NET: Dissatisfied	2	-	2	*	-	2	-	-	-	-	*	-	*	-
	9%	-%	11%	1%	-%	9%	-%	-%	-%	-%	3%	-%	4%	-%
Answered	27	12	18	11	13	21	*	10	4	2	2	1	4	5
Mean Score	1.3	1.6	1.3	1.6	1.5	1.4	1.1	1.6	1.0	1.1	1.3	1.0	.9	1.9
Standard error	.16	.14	.21	.15	.13	.22	-	.15	.06	.17	.48	-	.20	.20
Standard deviation	.93	.61	.97	.58	.60	.92	-	.51	.17	.47	1.07	-	.44	.39

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	35	10	6	2	4	25	22	29	20	16	29	21	8	-	23	1
Effective base	12	3	4	1	2	9	8	10	6	7	10	8	3	-	8	1
Weighted Base	28	7	6	*	8	18	12	20	14	12	25	10	2	-	22	*
Very Dissatisfied (-2)	*	-	-	-	*	-	*	*	-	*	*	-	-	-	-	-
	*%	-%	-%	-%	1%	-%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	2	-	-	*	2	2	*	*	2	*	*	-	2	-
	9%	-%	37%	-%	-%	3%	17%	12%	1%	3%	10%	1%	6%	-%	10%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	1	-	-	1	-	1	-	-	1	1	-	-	-	-
	2%	-%	10%	-%	-%	3%	-%	3%	-%	-%	2%	6%	-%	-%	-%	-%
Fairly Satisfied (1)	9	1	1	*	3	8	5	8	5	9	8	5	2	-	7	-
	34%	13%	20%	98%	38%	45%	45%	41%	37%	75%	33%	52%	90%	-%	32%	-%
Very Satisfied (2)	14	6	2	*	5	9	4	9	7	1	12	4	*	-	13	*
	51%	87%	33%	2%	61%	49%	37%	44%	54%	12%	49%	41%	3%	-%	58%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	1	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	8%	10%	5%	-%	-%	-%	-%	-%
NET: Satisfied	24	7	3	*	8	17	10	17	12	10	20	9	2	-	20	*
	85%	100%	53%	100%	99%	94%	82%	85%	91%	87%	83%	93%	94%	-%	90%	100%
NET: Dissatisfied	2	-	2	-	*	*	2	2	*	*	2	*	*	-	2	-
	9%	-%	37%	-%	1%	3%	18%	12%	1%	4%	10%	1%	6%	-%	10%	-%
Answered	27	7	6	*	8	18	12	20	12	10	23	10	2	-	22	*
Mean Score	1.3	1.9	.5	1.0	1.6	1.4	1.0	1.2	1.6	1.1	1.3	1.3	.9	-	1.4	2.0
Standard error	.16	.12	.58	-	.31	.14	.24	.19	.13	.15	.18	.15	.25	-	.19	-
Standard deviation	.93	.37	1.41	-	.62	.71	1.10	1.00	.58	.59	.97	.69	.70	-	.92	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	35	26	2	30	-	35	-	14	16	5	9	17	8
Effective base	12	9	1	11	-	12	-	6	7	1	4	6	3
Weighted Base	28	23	*	25	-	28	-	11	12	5	8	14	5
Very Dissatisfied (-2)	*	*	-	*	-	*	-	-	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	-%	-%	1%	-%	*%	-%
Fairly Dissatisfied (-1)	2	2	*	*	-	2	-	*	2	-	-	2	-
	9%	8%	89%	2%	-%	9%	-%	3%	18%	-%	-%	18%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	1	-	1	-	-	-	-	1
	2%	2%	-%	-%	-%	2%	-%	5%	-%	-%	-%	-%	12%
Fairly Satisfied (1)	9	8	-	9	-	9	-	2	7	1	*	5	4
	34%	34%	-%	36%	-%	34%	-%	22%	55%	11%	4%	34%	88%
Very Satisfied (2)	14	13	*	14	-	14	-	8	2	5	7	7	*
	51%	55%	11%	57%	-%	51%	-%	70%	18%	88%	82%	48%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	1	-	-	1	-	1	-	-
	4%	-%	-%	5%	-%	4%	-%	-%	10%	-%	14%	-%	-%
NET: Satisfied	24	21	*	23	-	24	-	10	9	5	7	11	4
	85%	89%	11%	93%	-%	85%	-%	91%	73%	99%	86%	82%	88%
NET: Dissatisfied	2	2	*	1	-	2	-	*	2	*	-	2	-
	9%	9%	89%	2%	-%	9%	-%	3%	18%	1%	-%	18%	-%
Answered	27	23	*	24	-	27	-	11	11	5	7	14	5
Mean Score	1.3	1.4	-.7	1.5	-	1.3	-	1.6	.8	1.8	2.0	1.1	.9
Standard error	.16	.18	-	.12	-	.16	-	.21	.26	.26	.08	.28	.13
Standard deviation	.93	.92	-	.65	-	.93	-	.77	1.02	.58	.23	1.14	.37

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		35	27	8
Effective base		12	8	5
Weighted Base		28	18	9
Very Dissatisfied	(-2)	*	*	-
		*%	*%	-%
Fairly Dissatisfied	(-1)	2	*	2
		9%	3%	21%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-
		2%	3%	-%
Fairly Satisfied	(1)	9	4	6
		34%	21%	60%
Very Satisfied	(2)	14	12	2
		51%	67%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	-
		4%	6%	-%
NET: Satisfied		24	16	7
		85%	88%	79%
NET: Dissatisfied		2	1	2
		9%	3%	21%
Answered		27	17	9
Mean Score		1.3	1.6	.8
Standard error		.16	.15	.37
Standard deviation		.93	.74	1.05

Columns Tested:: a,b

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	35	-	3	5	2	-	2	1	7	6	3	2	4
Effective base	12	-	2	3	2	-	1	1	2	4	2	1	2
Weighted Base	28	-	1	6	1	-	5	*	3	8	*	1	3
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	*	*	-	-	-	-	-	-	-	2
	%	-%	-%	2%	47%	-%	-%	-%	-%	-%	-%	-%	68%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	-	*	3	*	-	*	2	2	*	-	1
	%	-%	76%	47%	53%	-%	-%	100%	75%	29%	63%	-%	32%
Very Satisfied	(2)	14	-	*	3	-	5	-	1	4	*	1	-
	%	-%	24%	51%	-%	-%	89%	-%	23%	56%	37%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%	-%	-%
NET: Satisfied	24	-	1	6	*	-	5	*	3	6	*	1	1
	%	-%	100%	98%	53%	-%	89%	100%	98%	85%	100%	100%	32%
NET: Dissatisfied	2	-	-	*	*	-	-	-	*	-	-	-	2
	%	-%	-%	2%	47%	-%	-%	-%	2%	-%	-%	-%	68%
Answered	27	-	1	6	1	-	5	*	3	6	*	1	3
Mean Score	1.3	-	1.2	1.5	.1	-	1.8	1.0	1.2	1.7	1.4	2.0	-.4
Standard error	.16	-	-	.30	-	-	.50	-	.28	.23	-	-	.58
Standard deviation	.93	-	-	.68	-	-	.71	-	.74	.52	-	-	1.16

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 321 (continuation)

**QOP3A.4.3. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	35	8	4	14	9	12	23
Effective base	12	3	2	5	3	5	8
Weighted Base	28	7	6	11	4	13	15
Very Dissatisfied (-2)	* *%	- -%	- -%	* 1%	- -%	- -%	* *%
Fairly Dissatisfied (-1)	2 9%	* 2%	* 6%	- -%	2 44%	* 4%	2 13%
Neither Satisfied Nor Dissatisfied (0)	1 2%	- -%	1 10%	- -%	- -%	1 5%	- -%
Fairly Satisfied (1)	9 34%	3 49%	* 7%	5 43%	1 26%	4 29%	6 38%
Very Satisfied (2)	14 51%	3 49%	5 77%	5 46%	1 31%	8 62%	6 42%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1 4%	- -%	- -%	1 11%	- -%	- -%	1 8%
NET: Satisfied	24 85%	7 98%	5 84%	9 89%	3 56%	12 92%	12 79%
NET: Dissatisfied	2 9%	* 2%	* 6%	* 1%	2 44%	* 4%	2 13%
Answered	27	7	6	10	4	13	14
Mean Score	1.3	1.4	1.6	1.5	.4	1.5	1.2
Standard error	.16	.23	.49	.17	.50	.23	.22
Standard deviation	.93	.66	.99	.60	1.50	.79	1.05

Columns Tested: a,b,c,d - a,b

Table 322

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	24	4	20	13	6	1	4	11
Effective base	11	2	9	10	4	1	3	5
Weighted Base	19	2	17	18	1	*	*	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	1	*	-	*	*
		5%	2%	6%	5%	16%	-%	33%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	-	-	-	-
		5%	-%	6%	5%	-%	-%	-%
Fairly Satisfied	(1)	15	2	12	14	*	*	1
		76%	98%	73%	80%	16%	100%	60%
Very Satisfied	(2)	3	-	3	2	1	-	-
		14%	-%	15%	10%	68%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	*	*
		*%	-%	*%	-%	-%	-%	7%
NET: Satisfied		17	2	15	16	1	*	*
		90%	98%	88%	90%	84%	100%	60%
NET: Dissatisfied		1	*	1	1	*	-	*
		5%	2%	6%	5%	16%	-%	33%
Answered	19	2	17	18	1	*	*	2
Mean Score	1.0	1.0	1.0	1.0	1.4	1.0	.3	1.2
Standard error	.14	.16	.16	.17	1.01	-	-	.52
Standard deviation	.65	.32	.69	.60	2.48	-	-	1.64

Columns Tested: a,b - a,b,c,d,e

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		24	4	3	6	2	5	4	13	6	5
Effective base		11	4	3	6	1	3	3	10	4	2
Weighted Base		19	10	2	6	1	1	*	18	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	*	*	1	*	*
		5%	-%	-%	14%	-%	19%	33%	5%	16%	9%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	-	-	-	1	-	-
		5%	-%	-%	17%	-%	-%	-%	5%	-%	-%
Fairly Satisfied	(1)	15	8	2	3	*	*	*	14	*	*
		76%	88%	100%	58%	20%	38%	60%	80%	16%	89%
Very Satisfied	(2)	3	1	-	1	*	*	-	2	1	-
		14%	12%	-%	11%	80%	42%	-%	10%	68%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	7%	-%	-%	2%
NET: Satisfied		17	10	2	4	1	1	*	16	1	*
		90%	100%	100%	69%	100%	81%	60%	90%	84%	89%
NET: Dissatisfied		1	-	-	1	-	*	*	1	*	*
		5%	-%	-%	14%	-%	19%	33%	5%	16%	9%
Answered		19	10	2	6	1	1	*	18	1	*
Mean Score		1.0	1.1	1.0	.7	1.8	1.0	.3	1.0	1.4	.8
Standard error		.14	.17	-	.38	-	-	-	.17	1.01	-
Standard deviation		.65	.34	-	.94	-	-	-	.60	2.48	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	24	4	9	6	1	4	9	5	3	1	3
Effective base	11	4	9	4	1	3	5	5	2	1	2
Weighted Base	19	10	8	1	*	*	12	4	*	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	-	*	1	-	-	-	-
		5%	-%	10%	16%	-%	33%	7%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	1	-	-	-
		5%	-%	12%	-%	-%	-%	22%	-%	-%	-%
Fairly Satisfied	(1)	15	6	*	*	*	9	3	*	1	*
		76%	88%	71%	16%	100%	60%	79%	63%	95%	100%
Very Satisfied	(2)	3	1	1	-	-	2	1	-	-	*
		14%	12%	8%	68%	-%	-%	14%	15%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	*	-	-	*	-	-
		-%	-%	-%	-%	7%	-%	-%	5%	-%	-%
NET: Satisfied	17	10	6	1	*	*	11	3	*	1	1
	90%	100%	78%	84%	100%	60%	93%	78%	95%	100%	100%
NET: Dissatisfied	1	-	1	*	-	*	1	-	-	-	-
	5%	-%	10%	16%	-%	33%	7%	-%	-%	-%	-%
Answered	19	10	8	1	*	*	12	4	*	1	1
Mean Score	1.0	1.1	.8	1.4	1.0	.3	1.0	.9	1.0	1.0	1.5
Standard error	.14	.17	.26	1.01	-	-	.23	.31	-	-	-
Standard deviation	.65	.34	.78	2.48	-	-	.68	.69	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		24	4	1	2	2	4	1	2	1	1
Effective base		11	3	1	1	2	4	1	1	1	1
Weighted Base		19	2	1	3	1	3	3	3	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	-	-	1	-	-	-	-
		5%	2%	-%	-%	-%	24%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Fairly Satisfied	(1)	15	2	1	3	1	2	3	3	-	-
		76%	78%	100%	87%	100%	48%	100%	100%	-%	-%
Very Satisfied	(2)	3	*	-	*	-	-	-	-	1	1
		14%	20%	-%	13%	-%	-%	-%	-%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		17	2	1	3	1	2	3	3	1	1
		90%	98%	100%	100%	100%	48%	100%	100%	100%	100%
NET: Dissatisfied		1	*	-	-	-	1	-	-	-	-
		5%	2%	-%	-%	-%	24%	-%	-%	-%	-%
Answered		19	2	1	3	1	3	3	3	1	1
Mean Score		1.0	1.2	1.0	1.1	1.0	.2	1.0	1.0	2.0	2.0
Standard error		.14	.34	-	.29	-	.49	-	-	-	-
Standard deviation		.65	.67	-	.41	-	.97	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		24	7	6	5	18	6	1	3	2
Effective base		11	6	5	3	11	4	1	1	2
Weighted Base		19	5	5	9	19	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	-	1	*	*	-	*
		5%	15%	1%	-%	4%	47%	100%	-%	30%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	1	-	-	-	-
		5%	18%	-%	-%	5%	-%	-%	-%	-%
Fairly Satisfied	(1)	15	3	3	8	14	*	-	*	*
		76%	56%	65%	95%	77%	51%	-%	94%	70%
Very Satisfied	(2)	3	1	2	*	3	-	-	-	-
		14%	12%	34%	5%	14%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	2%	-%	6%	-%
NET: Satisfied		17	4	5	9	17	*	-	*	*
		90%	67%	99%	100%	91%	51%	-%	94%	70%
NET: Dissatisfied		1	1	*	-	1	*	*	-	*
		5%	15%	1%	-%	4%	47%	100%	-%	30%
Answered		19	5	5	9	19	*	*	*	*
Mean Score		1.0	.6	1.3	1.0	1.0	*	-1.0	1.0	.4
Standard error		.14	.37	.24	.10	.15	-	-	-	-
Standard deviation		.65	.97	.58	.23	.62	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	24	1	3	3	6	1	6	2	-	8
Effective base	11	1	2	2	4	1	3	2	-	5
Weighted Base	19	1	1	2	3	*	6	1	-	9
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	1	*	-	*	-	*
		5%	80%	-%	29%	100%	-%	26%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	1	-	-	-	-	-
		5%	-%	52%	33%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	15	*	1	1	-	4	-	-	8
		76%	100%	20%	38%	-%	79%	-%	-%	89%
Very Satisfied	(2)	3	-	-	-	-	1	*	-	1
		14%	-%	-%	-%	-%	21%	74%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied	17	1	*	1	1	-	6	*	-	9
	90%	100%	20%	48%	38%	-%	100%	74%	-%	100%
NET: Dissatisfied	1	-	1	-	1	*	-	*	-	*
	5%	-%	80%	-%	29%	100%	-%	26%	-%	*%
Answered	19	1	1	2	3	*	6	1	-	9
Mean Score	1.0	1.0	-.6	.5	.1	-1.0	1.2	1.2	-	1.1
Standard error	.14	-	6.54	.43	.41	-	.20	-	-	.13
Standard deviation	.65	-	11.33	.74	1.01	-	.45	-	-	.36

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Industry				Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK		Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c		*a	*b	*c	*a	*b	*a	*b
Unweighted Base	24	8	6	10	20	4	-	22	2	24	-	
Effective base	11	5	3	5	9	2	-	10	1	11	-	
Weighted Base	19	4	6	10	17	2	-	18	1	19	-	
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	*	1	*	-	1	-	1	-	
	5%	23%	-%	2%	6%	2%	-%	6%	-%	5%	-%	
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	1	-	-	1	-	1	-	
	5%	25%	-%	-%	6%	-%	-%	5%	-%	5%	-%	
Fairly Satisfied (1)	15	2	4	8	12	2	-	14	1	15	-	
	76%	52%	79%	83%	73%	98%	-%	75%	100%	76%	-%	
Very Satisfied (2)	3	-	1	1	3	-	-	3	-	3	-	
	14%	-%	21%	15%	15%	-%	-%	14%	-%	14%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	*	-	-	*	-	*	-	
	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%	
NET: Satisfied	17	2	6	10	15	2	-	16	1	17	-	
	90%	52%	100%	98%	88%	98%	-%	89%	100%	90%	-%	
NET: Dissatisfied	1	1	-	*	1	*	-	1	-	1	-	
	5%	23%	-%	2%	6%	2%	-%	6%	-%	5%	-%	
Answered	19	4	6	10	17	2	-	18	1	19	-	
Mean Score	1.0	.3	1.2	1.1	1.0	1.0	-	1.0	1.0	1.0	-	
Standard error	.14	.34	.20	.15	.16	.16	-	.15	-	.14	-	
Standard deviation	.65	.95	.45	.49	.69	.33	-	.67	-	.65	-	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		24	5	11	8
Effective base		11	2	6	5
Weighted Base		19	5	4	10
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	1	*
		5%	4%	19%	*%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	-
		5%	-%	23%	-%
Fairly Satisfied	(1)	15	5	1	9
		76%	96%	33%	84%
Very Satisfied	(2)	3	-	1	2
		14%	-%	25%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-
		*%	-%	*%	-%
NET: Satisfied		17	5	2	10
		90%	96%	58%	100%
NET: Dissatisfied		1	*	1	*
		5%	4%	19%	*%
Answered		19	5	4	10
Mean Score		1.0	.9	.6	1.1
Standard error		.14	.20	.38	.14
Standard deviation		.65	.44	1.21	.40

Columns Tested:: a,b,c

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	24	15	5	2	1	-	1	-	-	20	4	2
Effective base	11	6	3	2	1	-	1	-	-	8	4	2
Weighted Base	19	13	2	2	1	-	1	-	-	15	4	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	-	-	-	-	1	-	-
		5%	8%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	-	1	1
		5%	-%	-%	-%	-%	100%	-%	-%	-%	24%	53%
Fairly Satisfied	(1)	15	11	*	2	1	-	-	-	12	3	1
		76%	84%	22%	100%	100%	-%	-%	-%	76%	76%	47%
Very Satisfied	(2)	3	1	2	-	-	-	-	-	3	-	-
		14%	8%	78%	-%	-%	-%	-%	-%	17%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied	17	12	2	2	1	-	-	-	-	14	3	1
		90%	92%	100%	100%	100%	-%	-%	-%	93%	76%	47%
NET: Dissatisfied	1	1	-	-	-	-	-	-	-	1	-	-
		5%	8%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Answered	19	13	2	2	1	-	1	-	-	15	4	2
Mean Score	1.0	.9	1.8	1.0	1.0	-	-	-	-	1.0	.8	.5
Standard error	.14	.17	.26	-	-	-	-	-	-	.16	.25	.53
Standard deviation	.65	.65	.58	-	-	-	-	-	-	.69	.49	.76

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	24	6	9	9	20	21	22	24	17	17	2	8	5	3	1	3	-
Effective base	11	3	3	6	9	10	11	11	8	8	2	5	3	1	1	2	-
Weighted Base	19	6	7	6	14	15	16	19	13	15	3	7	2	3	*	1	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	*	-	1	1	1	1	1	1	-	1	-	*	-	-	-
	5%	14%	3%	-%	7%	7%	6%	5%	8%	7%	-%	12%	-%	5%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	1	1	1	1	1	1	-	1	-	-	-	-	-
	5%	-%	-%	16%	7%	6%	6%	5%	7%	6%	-%	13%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	15	5	7	3	11	10	12	15	9	12	1	6	1	3	*	1	-
	76%	79%	89%	58%	76%	69%	72%	76%	73%	80%	55%	76%	46%	83%	100%	100%	-%
Very Satisfied (2)	3	*	1	2	1	3	3	3	1	1	1	-	1	*	-	-	-
	14%	7%	8%	26%	10%	17%	16%	14%	11%	7%	45%	-%	54%	13%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	*	*	*	*	*	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
NET: Satisfied	17	5	7	5	12	13	14	17	11	13	3	6	2	3	*	1	-
	90%	86%	97%	84%	86%	87%	88%	90%	85%	87%	100%	76%	100%	95%	100%	100%	-%
NET: Dissatisfied	1	1	*	-	1	1	1	1	1	1	-	1	-	*	-	-	-
	5%	14%	3%	-%	7%	7%	6%	5%	8%	7%	-%	12%	-%	5%	-%	-%	-%
Answered	19	6	7	6	14	15	16	19	13	15	3	7	2	3	*	1	-
Mean Score	1.0	.8	1.0	1.1	.9	1.0	1.0	1.0	.9	.9	1.5	.6	1.5	1.0	1.0	1.0	-
Standard error	.14	.35	.17	.23	.16	.16	.15	.14	.18	.15	.45	.26	.36	.38	-	-	-
Standard deviation	.65	.85	.47	.70	.68	.74	.70	.65	.73	.63	.64	.73	.72	.67	-	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	24	9	5	2	1	3	-	-	7	6	3	3	1	1	-
Effective base	11	5	3	1	1	2	-	-	4	4	2	2	1	1	-
Weighted Base	19	10	3	*	*	1	-	-	7	3	1	4	*	*	-
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	-	-	-	-	-	1	*	-	-	-	-
		5%	9%	6%	-%	-%	-%	-%	-%	26%	15%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		5%	10%	-%	-%	-%	-%	-%	-%	29%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	15	8	2	*	-	1	-	5	1	1	4	*	*	-
		76%	81%	70%	2%	-%	100%	-%	70%	26%	85%	100%	100%	100%	-%
Very Satisfied	(2)	3	-	1	*	*	-	-	2	1	-	-	-	-	-
		14%	-%	24%	98%	100%	-%	-%	30%	19%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	-	-	*	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
NET: Satisfied		17	8	2	*	*	1	-	7	1	1	4	*	*	-
		90%	81%	94%	100%	100%	100%	-%	100%	45%	85%	100%	100%	100%	-%
NET: Dissatisfied		1	1	*	-	-	-	-	-	1	*	-	-	-	-
		5%	9%	6%	-%	-%	-%	-%	-%	26%	15%	-%	-%	-%	-%
Answered		19	10	3	*	*	1	-	7	3	1	4	*	*	-
Mean Score		1.0	.7	1.1	2.0	2.0	1.0	-	1.3	.4	.7	1.0	1.0	1.0	-
Standard error		.14	.22	.43	-	-	-	-	.19	.57	2.09	-	-	-	-
Standard deviation		.65	.65	.86	-	-	-	-	.50	1.28	3.61	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	24	7	5	4	3	1	2	2	3	10	4	3	2
Effective base	11	4	2	3	2	1	1	1	2	7	2	1	2
Weighted Base	19	7	5	2	2	1	*	3	5	5	1	2	4
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	-	1	-	-	-	-	-	1	-	*	-
	5%	3%	-%	38%	-%	-%	-%	-%	-%	16%	-%	10%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	-	-	-	-	-	1	-	-	-
	5%	-%	-%	43%	-%	-%	-%	-%	-%	18%	-%	-%	-%
Fairly Satisfied (1)	15	5	4	-	2	1	*	3	5	1	1	1	4
	76%	80%	78%	-%	100%	100%	100%	100%	100%	17%	99%	90%	100%
Very Satisfied (2)	3	1	1	*	-	-	-	-	-	3	-	-	-
	14%	17%	22%	19%	-%	-%	-%	-%	-%	49%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	17	6	5	*	2	1	*	3	5	3	1	1	4
	90%	97%	100%	19%	100%	100%	100%	100%	100%	66%	99%	90%	100%
NET: Dissatisfied	1	*	-	1	-	-	-	-	-	1	-	*	-
	5%	3%	-%	38%	-%	-%	-%	-%	-%	16%	-%	10%	-%
Answered	19	7	5	2	2	1	*	3	5	5	1	2	4
Mean Score	1.0	1.1	1.2	*	1.0	1.0	1.0	1.0	1.0	1.0	1.0	.8	1.0
Standard error	.14	.21	.23	.72	-	-	-	-	-	.40	-	.56	-
Standard deviation	.65	.57	.47	1.44	-	-	-	-	-	1.27	-	.96	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	24	9	6	3	2	-	4	10	3	2	2
Effective base	11	5	3	2	1	-	3	6	2	2	2
Weighted Base	19	8	5	*	2	-	5	5	1	*	4
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	-	*	-	-	1	-	*	-
	5%	11%	-%	-%	10%	-%	-%	18%	-%	74%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	-	-	1	-	-	-
	5%	12%	-%	-%	-%	-%	-%	20%	-%	-%	-%
Fairly Satisfied (1)	15	5	4	*	1	-	5	1	1	*	4
	76%	71%	78%	98%	90%	-%	88%	21%	99%	26%	100%
Very Satisfied (2)	3	*	1	-	-	-	1	2	-	-	-
	14%	6%	22%	-%	-%	-%	12%	42%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	-	-	*	-	-
	*%	-%	-%	2%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	17	6	5	*	1	-	5	3	1	*	4
	90%	77%	100%	98%	90%	-%	100%	62%	99%	26%	100%
NET: Dissatisfied	1	1	-	-	*	-	-	1	-	*	-
	5%	11%	-%	-%	10%	-%	-%	18%	-%	74%	-%
Answered	19	8	5	*	2	-	5	5	1	*	4
Mean Score	1.0	.7	1.2	1.0	.8	-	1.1	.9	1.0	-.5	1.0
Standard error	.14	.26	.19	-	.71	-	.18	.41	-	-	-
Standard deviation	.65	.79	.46	-	1.01	-	.36	1.29	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	24	5	2	11	3	3	17	4	3	14	10	11	9
Effective base	11	3	2	4	2	2	8	2	2	7	4	4	5
Weighted Base	19	5	1	6	3	4	13	4	2	13	7	7	8
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	-	1	*	-	*	1	-	1	*	1	-
	5%	1%	-%	13%	6%	-%	2%	22%	-%	7%	3%	15%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	-	-	1	-	-	-	1	-	1
	5%	-%	-%	15%	-%	-%	7%	-%	-%	-%	14%	-%	12%
Fairly Satisfied (1)	15	5	1	4	1	4	10	3	1	10	5	5	6
	76%	88%	65%	65%	52%	100%	78%	78%	62%	76%	77%	78%	75%
Very Satisfied (2)	3	1	*	*	1	-	2	-	1	2	*	*	1
	14%	12%	35%	7%	43%	-%	13%	-%	38%	17%	6%	6%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET: Satisfied	17	5	1	5	3	4	12	3	2	12	6	6	7
	90%	99%	100%	71%	94%	100%	91%	78%	100%	93%	83%	85%	88%
NET: Dissatisfied	1	*	-	1	*	-	*	1	-	1	*	1	-
	5%	1%	-%	13%	6%	-%	2%	22%	-%	7%	3%	15%	-%
Answered	19	5	1	6	3	4	13	4	2	13	7	7	8
Mean Score	1.0	1.1	1.3	.6	1.3	1.0	1.0	.6	1.4	1.0	.9	.8	1.0
Standard error	.14	.18	.83	.27	.54	-	.14	.49	.38	.19	.19	.27	.18
Standard deviation	.65	.40	1.18	.87	.94	-	.54	.97	.65	.69	.59	.85	.54

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	24	10	11	7	17	11	9	9	12	9	15
Effective base	11	5	5	4	8	5	5	4	6	5	6
Weighted Base	19	7	8	9	11	7	7	7	8	10	9
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	1	-	1	*	-	1	-	1
	5%	2%	11%	-%	10%	12%	2%	-%	13%	-%	11%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	-	1	-	1	-	1	-
	5%	-%	12%	-%	9%	-%	13%	-%	12%	-%	10%
Fairly Satisfied	(1)	15	6	5	7	8	5	6	5	6	8
	76%	77%	63%	79%	74%	73%	79%	69%	70%	83%	69%
Very Satisfied	(2)	3	2	1	2	1	1	*	2	*	2
	14%	21%	14%	21%	8%	15%	6%	31%	5%	17%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
NET: Satisfied	17	7	6	9	9	6	6	7	6	10	7
	90%	98%	76%	100%	81%	88%	85%	100%	75%	100%	78%
NET: Dissatisfied	1	*	1	-	1	1	*	-	1	-	1
	5%	2%	11%	-%	10%	12%	2%	-%	13%	-%	11%
Answered	19	7	8	9	11	7	7	7	8	10	9
Mean Score	1.0	1.2	.8	1.2	.8	.9	.9	1.3	.7	1.2	.8
Standard error	.14	.19	.26	.18	.18	.27	.18	.18	.23	.14	.21
Standard deviation	.65	.56	.87	.43	.75	.85	.55	.50	.81	.40	.82

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	24	17	12	11	1	18	12	8	-	24	9	8	-
Effective base	11	8	6	4	1	9	8	4	-	11	4	4	-
Weighted Base	19	12	8	6	1	12	6	3	-	19	9	6	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	1	*	-	1	1	1	-	1	1	1	-
	5%	8%	12%	3%	-%	9%	17%	30%	-%	5%	9%	15%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	1	-	-	-	1	-	-	-
	5%	8%	-%	-%	-%	8%	-%	-%	-%	5%	-%	-%	-%
Fairly Satisfied (1)	15	9	6	5	1	8	4	1	-	15	8	4	-
	76%	76%	70%	82%	100%	65%	65%	36%	-%	76%	84%	60%	-%
Very Satisfied (2)	3	1	1	1	-	2	1	1	-	3	1	2	-
	14%	8%	18%	15%	-%	19%	18%	34%	-%	14%	7%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%
NET: Satisfied	17	11	7	6	1	10	5	2	-	17	8	5	-
	90%	84%	88%	97%	100%	83%	83%	70%	-%	90%	91%	85%	-%
NET: Dissatisfied	1	1	1	*	-	1	1	1	-	1	1	1	-
	5%	8%	12%	3%	-%	9%	17%	30%	-%	5%	9%	15%	-%
Answered	19	12	8	6	1	12	6	3	-	19	9	6	-
Mean Score	1.0	.8	.9	1.1	1.0	.9	.8	.7	-	1.0	.9	.9	-
Standard error	.14	.18	.26	.18	-	.20	.30	.55	-	.14	.25	.38	-
Standard deviation	.65	.70	.87	.57	-	.81	1.01	1.45	-	.65	.69	1.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	24	12	15	9	12	12	1	6	6	6	4	1	3	4		
Effective base	11	6	7	5	6	5	1	4	3	4	3	1	1	2		
Weighted Base	19	8	10	9	9	8	1	8	5	7	5	1	3	1		
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	*	1	-	1	1	-	-	-	-	-	-	-	-	-	-
	5%	2%	10%	-%	11%	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	15	7	7	8	7	6	1	7	5	5	4	1	3	1		
	76%	85%	68%	81%	77%	74%	100%	92%	100%	73%	77%	100%	87%	68%		
Very Satisfied (2)	3	1	2	2	1	1	-	1	-	2	1	-	*	*		
	14%	13%	22%	19%	12%	13%	-%	8%	-%	27%	23%	-%	13%	31%		
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	-	-	-	*	*		
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	1%		
NET: Satisfied	17	8	9	9	8	7	1	8	5	7	5	1	3	1		
	90%	98%	90%	100%	89%	87%	100%	100%	100%	100%	100%	100%	100%	99%		
NET: Dissatisfied	1	*	1	-	1	1	-	-	-	-	-	-	-	-		
	5%	2%	10%	-%	11%	13%	-%	-%	-%	-%	-%	-%	-%	-%		
Answered	19	8	10	9	9	8	1	8	5	7	5	1	3	1		
Mean Score	1.0	1.1	1.0	1.2	.9	.9	1.0	1.1	1.0	1.3	1.2	1.0	1.1	1.3		
Standard error	.14	.14	.22	.15	.24	.26	-	.13	-	.20	.23	-	.29	.53		
Standard deviation	.65	.48	.83	.41	.79	.85	-	.29	-	.48	.47	-	.41	.92		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	24	4	5	4	-	15	17	20	14	14	17	13	6	-	15	1
Effective base	11	3	2	2	-	8	8	9	6	8	8	6	3	-	7	1
Weighted Base	19	3	2	5	-	13	11	17	11	11	15	12	6	-	13	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	*	1	-	*	*	*	*	1	*	*	*	-	*	1
	5%	-%	2%	21%	-%	1%	2%	1%	2%	9%	1%	2%	3%	-%	*%	100%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	15	2	1	4	-	11	8	15	9	7	13	10	4	-	10	-
	76%	62%	64%	79%	-%	82%	77%	86%	83%	65%	84%	85%	72%	-%	82%	-%
Very Satisfied (2)	3	1	1	-	-	2	2	2	2	2	2	2	2	-	2	-
	14%	38%	34%	-%	-%	16%	21%	13%	14%	17%	14%	14%	25%	-%	17%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	*	*	*	*	-	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Satisfied	17	3	2	4	-	13	10	17	11	9	15	11	6	-	13	-
	90%	100%	97%	79%	-%	99%	98%	99%	98%	82%	99%	98%	97%	-%	100%	-%
NET: Dissatisfied	1	-	*	1	-	*	*	*	*	1	*	*	*	-	*	1
	5%	-%	2%	21%	-%	1%	2%	1%	2%	9%	1%	2%	3%	-%	*%	100%
Answered	19	3	2	5	-	13	11	17	11	11	15	12	6	-	13	1
Mean Score	1.0	1.4	1.3	.6	-	1.1	1.2	1.1	1.1	.9	1.1	1.1	1.2	-	1.2	-1.0
Standard error	.14	.30	.43	.46	-	.13	.14	.10	.14	.22	.11	.13	.25	-	.11	-
Standard deviation	.65	.59	.86	.91	-	.47	.54	.43	.49	.82	.45	.46	.61	-	.41	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	24	15	2	19	2	24	-	5	14	5	12	6	6
Effective base	11	7	1	8	2	11	-	3	6	2	6	3	3
Weighted Base	19	12	1	16	2	19	-	5	10	4	11	6	3
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	*	1	1	-	1	*	-	*	1	*
	5%	8%	-%	1%	46%	5%	-%	15%	2%	-%	1%	17%	1%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	1	1	-	-	1	-	-	1	-
	5%	-%	-%	-%	54%	5%	-%	-%	10%	-%	-%	16%	-%
Fairly Satisfied (1)	15	10	*	13	-	15	-	5	6	4	10	4	1
	76%	83%	7%	85%	-%	76%	-%	85%	65%	90%	92%	67%	31%
Very Satisfied (2)	3	1	1	2	-	3	-	-	2	*	1	-	2
	14%	8%	93%	14%	-%	14%	-%	-%	23%	10%	8%	-%	67%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	-	-	-	*
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%
NET: Satisfied	17	11	1	15	-	17	-	5	8	4	11	4	3
	90%	92%	100%	99%	-%	90%	-%	85%	88%	100%	100%	67%	98%
NET: Dissatisfied	1	1	-	*	1	1	-	1	*	-	*	1	*
	5%	8%	-%	1%	46%	5%	-%	15%	2%	-%	1%	17%	1%
Answered	19	12	1	16	2	19	-	5	10	4	11	6	3
Mean Score	1.0	.9	1.9	1.1	-.5	1.0	-	.7	1.1	1.1	1.1	.5	1.6
Standard error	.14	.18	.42	.10	.54	.14	-	.36	.19	.15	.09	.34	.32
Standard deviation	.65	.66	.60	.43	.76	.65	-	.79	.68	.34	.31	.84	.71

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		24	14	10
Effective base		11	7	4
Weighted Base		19	12	7
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*
		5%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-
		5%	8%	-%
Fairly Satisfied	(1)	15	9	5
		76%	74%	81%
Very Satisfied	(2)	3	1	1
		14%	12%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*
		*%	-%	*%
NET: Satisfied		17	11	7
		90%	85%	98%
NET: Dissatisfied		1	1	*
		5%	7%	2%
Answered		19	12	7
Mean Score		1.0	.9	1.1
Standard error		.14	.19	.18
Standard deviation		.65	.71	.54

Columns Tested:: a,b

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	24	-	2	4	3	-	-	-	4	2	4	2	3
Effective base	11	-	1	2	1	-	-	-	3	2	2	2	1
Weighted Base	19	-	*	5	3	-	-	-	2	2	2	2	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	*	-	-	-	-	*	-	*	1	-
		5%	-%	-%	1%	-%	-%	-%	2%	-%	8%	41%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	-%	-%	40%	-%	-%	-%	-%
Fairly Satisfied	(1)	15	-	-	5	3	-	-	1	2	2	-	3
		76%	-%	-%	99%	100%	-%	-%	33%	100%	92%	-%	87%
Very Satisfied	(2)	3	-	*	-	-	-	-	1	-	-	1	*
		14%	-%	98%	-%	-%	-%	-%	26%	-%	-%	59%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	-
		*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	17	-	*	5	3	-	-	-	1	2	2	1	3
		90%	-%	98%	99%	100%	-%	-%	59%	100%	92%	59%	100%
NET: Dissatisfied	1	-	-	*	-	-	-	-	*	-	*	1	-
		5%	-%	-%	1%	-%	-%	-%	2%	-%	8%	41%	-%
Answered	19	-	*	5	3	-	-	-	2	2	2	2	3
Mean Score	1.0	-	2.0	1.0	1.0	-	-	-	.8	1.0	.8	.8	1.1
Standard error	.14	-	-	.10	*	-	-	-	.55	-	.39	1.49	.24
Standard deviation	.65	-	-	.19	*	-	-	-	1.09	-	.78	2.11	.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 322 (continuation)

QOP3A.5.3. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	24	6	3	6	9	9	15
Effective base	11	3	1	5	4	4	8
Weighted Base	19	5	3	4	7	8	11
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	*	1	*
		5%	1%	-%	1%	14%	*%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	-	1
		5%	-%	-%	23%	-%	8%
Fairly Satisfied	(1)	15	5	3	2	5	8
		76%	91%	100%	60%	64%	94%
Very Satisfied	(2)	3	*	-	1	2	*
		14%	8%	-%	15%	22%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	*	-
		*%	*%	-%	-%	-%	-%
NET: Satisfied		17	5	3	3	6	8
		90%	99%	100%	76%	86%	99%
NET: Dissatisfied		1	*	-	*	1	*
		5%	1%	-%	1%	14%	*%
Answered		19	5	3	4	7	8
Mean Score		1.0	1.1	1.0	.9	1.0	.9
Standard error		.14	.16	*	.30	.31	.22
Standard deviation		.65	.36	*	.74	.94	.84

Columns Tested: a,b,c,d - a,b

Table 323

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	17	-	17	9	4	1	3	8
Effective base	7	-	7	6	3	1	3	5
Weighted Base	10	-	10	9	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	1	*	-	-	*
		11%	11%	12%	6%	-%	-%	4%
Fairly Satisfied	(1)	5	5	4	*	*	*	*
		46%	46%	47%	17%	100%	63%	41%
Very Satisfied	(2)	2	2	1	*	-	*	1
		17%	17%	13%	77%	-%	37%	54%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	3	-	-	-	-
		26%	26%	29%	-%	-%	-%	-%
NET: Satisfied	7	-	7	6	1	*	*	1
		63%	63%	59%	94%	100%	100%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Answered	8	-	8	7	1	*	*	1
Mean Score	1.1	-	1.1	1.0	1.7	1.0	1.4	1.5
Standard error	.16	-	.16	.22	-	-	-	-
Standard deviation	.65	-	.65	.63	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		17	7	1	1	2	3	3	9	4	4
Effective base		7	5	1	1	2	2	3	6	3	2
Weighted Base		10	8	*	1	*	1	*	9	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	*	-	1	*	-
		11%	13%	-%	-%	-%	8%	-%	12%	6%	-%
Fairly Satisfied	(1)	5	4	-	1	*	*	*	4	*	*
		46%	44%	-%	100%	31%	45%	63%	47%	17%	91%
Very Satisfied	(2)	2	1	*	-	*	*	*	1	*	*
		17%	10%	100%	-%	69%	48%	37%	13%	77%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-
		26%	33%	-%	-%	-%	-%	-%	29%	-%	-%
NET: Satisfied		7	4	*	1	*	*	*	6	1	*
		63%	54%	100%	100%	100%	92%	100%	59%	94%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		8	6	*	1	*	1	*	7	1	*
Mean Score		1.1	.9	2.0	1.0	1.7	1.4	1.4	1.0	1.7	1.1
Standard error		.16	.26	-	-	-	-	-	.22	-	-
Standard deviation		.65	.64	-	-	-	-	-	.63	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	17	7	2	4	1	3	9	3	1	1	3
Effective base	7	5	2	3	1	3	4	1	1	1	1
Weighted Base	10	8	1	1	*	*	7	1	2	*	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	*	-	-	1	-	-	-	*
	11%	13%	-%	6%	-%	-%	15%	-%	-%	-%	14%
Fairly Satisfied (1)	5	4	1	*	*	*	2	1	2	-	*
	46%	44%	65%	17%	100%	63%	27%	96%	100%	-%	86%
Very Satisfied (2)	2	1	*	*	-	*	1	*	-	*	-
	17%	10%	35%	77%	-%	37%	20%	4%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	26%	33%	-%	-%	-%	-%	38%	-%	-%	-%	-%
NET: Satisfied	7	4	1	1	*	*	3	1	2	*	*
	63%	54%	100%	94%	100%	100%	47%	100%	100%	100%	86%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	6	1	1	*	*	5	1	2	*	*
Mean Score	1.1	.9	1.4	1.7	1.0	1.4	1.1	1.0	1.0	2.0	.9
Standard error	.16	.26	.93	-	-	-	.30	-	-	-	-
Standard deviation	.65	.64	1.32	-	-	-	.85	-	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		17	-	2	3	1	2	1	-	-	1
Effective base		7	-	1	2	1	1	1	-	-	1
Weighted Base		10	-	*	1	2	1	3	-	-	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	-	-
		11%	-%	-%	-%	-%	83%	-%	-%	-%	-%
Fairly Satisfied	(1)	5	-	-	1	2	-	-	-	-	2
		46%	-%	-%	100%	100%	-%	-%	-%	-%	100%
Very Satisfied	(2)	2	-	*	-	-	*	-	-	-	-
		17%	-%	100%	-%	-%	17%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	3	-	-	-
		26%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Satisfied		7	-	*	1	2	*	-	-	-	2
		63%	-%	100%	100%	100%	17%	-%	-%	-%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		8	-	*	1	2	1	-	-	-	2
Mean Score		1.1	-	2.0	1.0	1.0	.3	-	-	-	1.0
Standard error		.16	-	-	-	-	1.08	-	-	-	-
Standard deviation		.65	-	-	-	-	1.52	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		17	4	2	4	10	7	2	3	2
Effective base		7	3	1	2	5	4	1	2	1
Weighted Base		10	5	*	4	9	2	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	1	*	-	-	*
		11%	23%	-%	-%	13%	2%	-%	-%	13%
Fairly Satisfied	(1)	5	3	-	1	4	*	*	*	-
		46%	72%	-%	27%	50%	25%	3%	42%	-%
Very Satisfied	(2)	2	*	*	-	1	1	*	1	*
		17%	5%	100%	-%	6%	73%	97%	58%	87%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	3	-	-	-	-
		26%	-%	-%	73%	31%	-%	-%	-%	-%
NET: Satisfied		7	4	*	1	5	2	*	1	*
		63%	77%	100%	27%	56%	98%	100%	100%	87%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		8	5	*	1	6	2	*	1	*
Mean Score		1.1	.8	2.0	1.0	.9	1.7	2.0	1.6	1.7
Standard error		.16	.28	-	-	.19	.30	-	-	-
Standard deviation		.65	.56	-	-	.56	.80	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	17	-	-	1	1	-	8	-	3	5
Effective base	7	-	-	1	1	-	4	-	2	2
Weighted Base	10	-	-	*	*	-	6	-	1	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	-
	11%	-%	-%	-%	-%	-%	21%	-%	-%	-%
Fairly Satisfied	(1)	5	-	*	*	-	4	-	*	1
	46%	-%	-%	100%	100%	-%	65%	-%	7%	25%
Very Satisfied	(2)	2	-	-	-	-	1	-	1	*
	17%	-%	-%	-%	-%	-%	14%	-%	93%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	26%	-%	-%	-%	-%	-%	-%	-%	-%	65%
NET: Satisfied	7	-	-	*	*	-	4	-	1	1
	63%	-%	-%	100%	100%	-%	79%	-%	100%	35%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	-	-	*	*	-	6	-	1	1
Mean Score	1.1	-	-	1.0	1.0	-	.9	-	1.9	1.3
Standard error	.16	-	-	-	-	-	.23	-	-	.40
Standard deviation	.65	-	-	-	-	-	.64	-	-	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	17	1	8	8	17	-	-	15	2	17	-
Effective base	7	1	4	3	7	-	-	6	2	7	-
Weighted Base	10	*	6	5	10	-	-	9	1	10	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	1	-	1	-	-	1	-	1	-
	11%	-%	21%	-%	11%	-%	-%	12%	-%	11%	-%
Fairly Satisfied (1)	5	*	4	1	5	-	-	4	1	5	-
	46%	100%	65%	23%	46%	-%	-%	44%	65%	46%	-%
Very Satisfied (2)	2	-	1	1	2	-	-	1	*	2	-
	17%	-%	14%	20%	17%	-%	-%	14%	35%	17%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	3	-	-	3	-	3	-
	26%	-%	-%	58%	26%	-%	-%	30%	-%	26%	-%
NET: Satisfied	7	*	4	2	7	-	-	5	1	7	-
	63%	100%	79%	42%	63%	-%	-%	58%	100%	63%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	*	6	2	8	-	-	7	1	8	-
Mean Score	1.1	1.0	.9	1.5	1.1	-	-	1.0	1.4	1.1	-
Standard error	.16	-	.23	.27	.16	-	-	.18	.93	.16	-
Standard deviation	.65	-	.64	.70	.65	-	-	.67	1.32	.65	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		17	7	5	5
Effective base		7	4	3	2
Weighted Base		10	7	1	2
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1
		11%	-%	-%	75%
Fairly Satisfied	(1)	5	4	1	*
		46%	52%	53%	9%
Very Satisfied	(2)	2	1	1	*
		17%	11%	47%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-
		26%	37%	-%	-%
NET: Satisfied		7	5	1	*
		63%	63%	100%	25%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		8	5	1	2
Mean Score		1.1	1.2	1.5	.4
Standard error		.16	.17	.40	.57
Standard deviation		.65	.42	.91	1.27

Columns Tested:: a,b,c

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	17	9	3	2	-	1	-	2	-	12	5	3
Effective base	7	4	1	2	-	1	-	1	-	6	2	2
Weighted Base	10	8	1	*	-	1	-	*	-	9	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	-	-	1	-	-
		11%	83%	-%	-%	-%	-%	-%	-%	12%	-%	-%
Fairly Satisfied	(1)	5	-	*	-	1	-	*	-	4	1	1
		46%	-%	57%	-%	100%	-%	3%	-%	44%	65%	65%
Very Satisfied	(2)	2	*	*	-	-	-	*	-	1	*	*
		17%	17%	43%	-%	-%	-%	97%	-%	14%	35%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	3	-	-
		26%	-%	-%	-%	-%	-%	-%	-%	30%	-%	-%
NET: Satisfied	7	5	*	*	-	1	-	*	-	5	1	1
		63%	65%	17%	100%	-%	100%	-%	-%	58%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	5	1	*	-	1	-	*	-	6	1	1
Mean Score	1.1	1.2	.3	1.4	-	1.0	-	2.0	-	1.0	1.4	1.3
Standard error	.16	.16	.83	-	-	-	-	-	-	.20	.49	.74
Standard deviation	.65	.45	1.44	-	-	-	-	-	-	.67	1.10	1.28

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	17	4	5	8	17	16	17	16	14	15	-	9	-	-	2	4	2
Effective base	7	3	2	3	7	6	7	6	6	6	-	4	-	-	2	1	1
Weighted Base	10	5	2	3	10	10	10	10	7	7	-	8	-	-	1	1	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	1	1	1	1	1	*	-	*	-	-	-	1	-
	11%	-%	-%	44%	11%	12%	11%	12%	17%	1%	-%	*%	-%	-%	-%	93%	-%
Fairly Satisfied (1)	5	2	2	1	5	5	5	5	5	5	-	4	-	-	*	*	*
	46%	39%	79%	31%	46%	49%	46%	49%	66%	73%	-%	56%	-%	-%	29%	4%	20%
Very Satisfied (2)	2	1	1	1	2	1	2	1	1	2	-	1	-	-	1	*	*
	17%	10%	21%	26%	17%	12%	17%	12%	17%	26%	-%	9%	-%	-%	71%	2%	80%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	3	3	3	3	-	-	-	3	-	-	-	-	-
	26%	51%	-%	-%	26%	28%	26%	28%	-%	-%	-%	35%	-%	-%	-%	-%	-%
NET: Satisfied	7	3	2	1	7	6	7	6	6	7	-	5	-	-	1	*	1
	63%	49%	100%	56%	63%	61%	63%	61%	83%	99%	-%	65%	-%	-%	100%	7%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	3	2	3	8	7	8	7	7	7	-	5	-	-	1	1	1
Mean Score	1.1	1.2	1.2	.8	1.1	1.0	1.1	1.0	1.0	1.3	-	1.1	-	-	1.7	.1	1.8
Standard error	.16	.29	.24	.37	.16	.16	.16	.16	.17	.13	-	.14	-	-	-	.47	-
Standard deviation	.65	.51	.53	1.04	.65	.61	.65	.61	.63	.49	-	.40	-	-	-	.94	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	17	10	1	1	-	1	3	1	4	5	-	2	3	1	1
Effective base	7	5	1	1	-	1	3	1	2	3	-	1	1	1	1
Weighted Base	10	9	*	*	-	1	*	*	5	3	-	*	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	-	-	-	-	*	-	-	-	-	1	-
		11%	13%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	(1)	5	4	*	*	-	-	*	2	2	-	-	*	-	*
		46%	49%	100%	100%	-%	-%	63%	43%	76%	-%	-%	100%	-%	100%
Very Satisfied	(2)	2	1	-	-	-	1	*	-	1	-	*	-	-	-
		17%	8%	-%	-%	-%	100%	37%	-%	24%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
		26%	30%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	5	*	*	-	1	*	*	2	3	-	*	*	-	*
		63%	57%	100%	100%	-%	100%	100%	43%	100%	-%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	6	*	*	-	1	*	*	2	3	-	*	*	1	*
Mean Score	1.1	.9	1.0	1.0	-	2.0	1.4	2.0	1.0	1.2	-	2.0	1.0	-	1.0
Standard error	.16	.20	-	-	-	-	-	-	.10	.23	-	-	-	-	-
Standard deviation	.65	.59	-	-	-	-	-	-	.18	.52	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	17	3	4	4	3	-	2	-	3	3	6	2	3
Effective base	7	2	3	3	2	-	1	-	2	2	4	2	2
Weighted Base	10	5	1	1	3	-	1	-	5	2	2	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	*	1	-	-	-	-	-	*	-	1
		11%	-%	-%	5%	41%	-%	-%	-%	-%	2%	-%	77%
Fairly Satisfied	(1)	5	2	*	2	-	1	-	2	2	1	*	*
		46%	37%	60%	29%	59%	-%	100%	44%	77%	37%	100%	23%
Very Satisfied	(2)	2	*	*	1	-	-	-	-	*	1	-	-
		17%	8%	40%	66%	-%	-%	-%	-%	23%	61%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-
		26%	55%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%
NET: Satisfied	7	2	1	1	2	-	1	-	2	2	2	*	*
		63%	45%	100%	95%	59%	-%	100%	44%	100%	98%	100%	23%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	2	1	1	3	-	1	-	2	2	2	*	1
Mean Score	1.1	1.2	1.4	1.6	.6	-	1.0	-	1.0	1.2	1.6	1.0	.2
Standard error	.16	.37	-	-	.36	-	-	-	-	.34	.30	-	.44
Standard deviation	.65	.52	-	-	.62	-	-	-	-	.59	.74	-	.77

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	17	9	1	3	2	2	3	2	8	1	1
Effective base	7	5	1	2	2	2	2	1	4	1	1
Weighted Base	10	9	*	1	*	*	5	2	2	*	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	*	-	-	-	-	*	-	1
	11%	12%	-%	4%	-%	-%	-%	-%	2%	-%	100%
Fairly Satisfied (1)	5	4	-	-	*	*	2	2	1	*	-
	46%	50%	-%	-%	100%	100%	44%	87%	60%	100%	-%
Very Satisfied (2)	2	1	*	1	-	-	-	*	1	-	-
	17%	6%	100%	96%	-%	-%	-%	13%	38%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	26%	31%	-%	-%	-%	-%	56%	-%	-%	-%	-%
NET: Satisfied	7	5	*	1	*	*	2	2	2	*	-
	63%	56%	100%	96%	100%	100%	44%	100%	98%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	6	*	1	*	*	2	2	2	*	1
Mean Score	1.1	.9	2.0	1.9	1.0	1.0	1.0	1.1	1.4	1.0	-
Standard error	.16	.20	-	-	-	-	-	.36	.27	-	-
Standard deviation	.65	.56	-	-	-	-	-	.50	.78	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	17	3	4	1	3	4	10	5	1	10	7	10	7
Effective base	7	1	2	1	1	2	4	2	1	4	3	4	3
Weighted Base	10	3	3	*	1	2	4	3	3	7	3	7	3
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	1	*	1	-	-	1	-	1	-
	11%	-%	-%	-%	88%	2%	28%	-%	-%	16%	-%	16%	-%
Fairly Satisfied (1)	5	*	3	*	*	2	2	3	-	2	3	2	3
	46%	8%	84%	100%	12%	78%	55%	84%	-%	22%	99%	22%	99%
Very Satisfied (2)	2	*	*	-	-	*	1	1	-	2	*	2	*
	17%	1%	16%	-%	-%	20%	17%	16%	-%	24%	1%	24%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	3	-	3	-
	26%	91%	-%	-%	-%	-%	-%	-%	100%	38%	-%	38%	-%
NET: Satisfied	7	*	3	*	*	2	3	3	-	3	3	3	3
	63%	9%	100%	100%	12%	98%	72%	100%	-%	46%	100%	46%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	*	3	*	1	2	4	3	-	4	3	4	3
Mean Score	1.1	1.1	1.2	1.0	.1	1.2	.9	1.2	-	1.1	1.0	1.1	1.0
Standard error	.16	-	.22	-	.42	.30	.24	.20	-	.30	.04	.30	.04
Standard deviation	.65	-	.45	-	.72	.61	.76	.45	-	.90	.11	.90	.11

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	17	7	9	4	12	9	8	4	12	3	13
Effective base	7	3	3	2	5	4	3	2	5	2	5
Weighted Base	10	6	4	4	6	7	4	4	6	4	6
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	*	1	-	1	-	1	*
		11%	19%	27%	1%	17%	-%	29%	-%	28%	1%
Fairly Satisfied	(1)	5	3	*	5	2	3	*	5	*	5
		46%	86%	1%	83%	24%	85%	1%	80%	1%	80%
Very Satisfied	(2)	2	1	*	1	1	1	-	1	-	1
		17%	14%	6%	16%	17%	15%	-%	20%	-%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	3	-	3	-	3	-
		26%	-%	67%	-%	41%	-%	70%	-%	71%	-%
NET: Satisfied	7	2	4	*	6	3	4	*	6	*	6
		63%	100%	7%	99%	41%	100%	1%	100%	1%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	3	4	1	6	4	4	1	6	1	6
Mean Score	1.1	.9	1.1	.4	1.2	1.0	1.2	*	1.2	*	1.2
Standard error	.16	.35	.14	.84	.12	.31	.15	.27	.13	.37	.12
Standard deviation	.65	.85	.41	1.46	.42	.89	.42	.46	.44	.52	.45

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	17	17	7	4	-	14	7	6	-	15	6	3	-
Effective base	7	7	2	2	-	5	2	3	-	5	2	2	-
Weighted Base	10	10	5	*	-	9	4	1	-	9	2	1	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	*	-	*	1	-	-	*	1	-	-
	11%	11%	25%	12%	-%	*%	25%	-%	-%	*%	61%	-%	-%
Fairly Satisfied (1)	5	5	*	*	-	5	*	*	-	5	*	1	-
	46%	46%	1%	4%	-%	55%	3%	18%	-%	55%	3%	97%	-%
Very Satisfied (2)	2	2	1	*	-	1	*	1	-	1	1	*	-
	17%	17%	14%	84%	-%	13%	10%	82%	-%	13%	36%	3%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	-	-	3	3	-	-	3	-	-	-
	26%	26%	60%	-%	-%	31%	62%	-%	-%	31%	-%	-%	-%
NET: Satisfied	7	7	1	*	-	6	1	1	-	6	1	1	-
	63%	63%	15%	88%	-%	68%	13%	100%	-%	68%	39%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	8	2	*	-	6	2	1	-	6	2	1	-
Mean Score	1.1	1.1	.7	1.7	-	1.2	.6	1.8	-	1.2	.7	1.0	-
Standard error	.16	.16	.58	-	-	.12	.55	-	-	.12	.57	1.94	-
Standard deviation	.65	.65	1.41	-	-	.44	1.34	-	-	.45	1.40	3.36	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	17	8	8	7	9	4	1	4	4	6	-	-	1	1		
Effective base	7	3	4	3	3	2	1	2	2	3	-	-	1	1		
Weighted Base	10	6	6	6	6	4	*	4	4	3	-	-	*	*		
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	1	*	1	*	1	1	1	-	-	-	-	-	-
	11%	20%	18%	19%	1%	26%	100%	27%	28%	35%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	5	-	2	2	2	-	-	-	-	2	-	-	-	-	-	-
	46%	-%	25%	27%	26%	-%	-%	-%	-%	49%	-%	-%	-%	-%	-%	-%
Very Satisfied (2)	2	2	1	1	2	*	-	*	*	1	-	-	*	*		
	17%	30%	14%	8%	28%	9%	-%	6%	6%	16%	-%	-%	100%	100%		
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	3	3	3	-	3	3	-	-	-	-	-	-	-
	26%	49%	43%	46%	45%	64%	-%	66%	67%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	2	2	3	*	-	*	*	2	-	-	*	*		
	63%	30%	39%	35%	54%	9%	-%	6%	6%	65%	-%	-%	100%	100%		
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	3	4	3	3	2	*	1	1	3	-	-	*	*		
Mean Score	1.1	1.2	.9	.8	1.5	.5	-	.4	.4	.8	-	-	2.0	2.0		
Standard error	.16	.46	.33	.34	.22	.86	-	.84	.84	.34	-	-	-	-		
Standard deviation	.65	1.22	.87	.82	.62	1.48	-	1.46	1.45	.82	-	-	-	-		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	17	4	1	2	2	7	9	11	9	11	12	10	2	-	9	1
Effective base	7	2	1	1	1	3	4	5	4	4	5	4	2	-	4	1
Weighted Base	10	2	*	1	3	5	7	8	6	4	9	7	1	-	7	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	*	-	-	-	*	1	1	1	1	*	1	-	-	1	*
	11%	2%	-%	-%	-%	1%	17%	14%	20%	27%	*%	16%	-%	-%	15%	100%
Fairly Satisfied (1)	5	2	-	*	-	1	2	3	4	2	4	2	-	-	2	-
	46%	74%	-%	7%	-%	17%	28%	33%	64%	52%	51%	27%	-%	-%	22%	-%
Very Satisfied (2)	2	1	*	1	*	1	1	1	1	1	1	1	1	-	2	-
	17%	24%	100%	93%	13%	25%	15%	18%	16%	21%	17%	20%	100%	-%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	3	3	3	-	-	3	3	-	-	3	-
	26%	-%	-%	-%	87%	57%	40%	34%	-%	-%	32%	38%	-%	-%	38%	-%
NET: Satisfied	7	2	*	1	*	2	3	4	5	3	6	3	1	-	3	-
	63%	98%	100%	100%	13%	43%	43%	51%	80%	73%	68%	47%	100%	-%	46%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	2	*	1	*	2	4	5	6	4	6	5	1	-	4	*
Mean Score	1.1	1.2	2.0	1.9	2.0	1.6	1.0	1.1	1.0	.9	1.2	1.1	2.0	-	1.1	-
Standard error	.16	.32	-	-	-	.30	.30	.25	.22	.24	.15	.28	-	-	.32	-
Standard deviation	.65	.63	-	-	-	.73	.84	.78	.65	.79	.48	.85	-	-	.89	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	17	10	-	14	1	17	-	5	7	4	7	8	2
Effective base	7	4	-	6	1	7	-	4	2	2	4	2	2
Weighted Base	10	7	-	9	*	10	-	4	5	1	4	3	4
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	1	-	1	-	*	*	-	1
	11%	16%	-%	-%	-%	11%	-%	27%	-%	4%	1%	-%	29%
Fairly Satisfied (1)	5	2	-	5	-	5	-	3	2	*	3	2	-
	46%	22%	-%	52%	-%	46%	-%	63%	42%	11%	74%	72%	-%
Very Satisfied (2)	2	2	-	2	*	2	-	*	*	1	1	1	-
	17%	24%	-%	18%	100%	17%	-%	10%	5%	85%	25%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	3	-	-	3	-	-	-	3
	26%	38%	-%	30%	-%	26%	-%	-%	53%	-%	-%	-%	71%
NET: Satisfied	7	3	-	7	*	7	-	3	2	1	4	3	-
	63%	46%	-%	70%	100%	63%	-%	73%	47%	96%	99%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	4	-	7	*	8	-	4	2	1	4	3	1
Mean Score	1.1	1.1	-	1.3	2.0	1.1	-	.8	1.1	1.8	1.2	1.3	-
Standard error	.16	.30	-	.13	-	.16	-	.30	.16	-	.20	.20	-
Standard deviation	.65	.90	-	.48	-	.65	-	.67	.40	-	.52	.56	-

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		17	12	5
Effective base		7	5	2
Weighted Base		10	7	3
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	1
		11%	1%	34%
Fairly Satisfied	(1)	5	3	2
		46%	37%	66%
Very Satisfied	(2)	2	2	-
		17%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-
		26%	38%	-%
NET: Satisfied		7	4	2
		63%	61%	66%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		8	4	3
Mean Score		1.1	1.4	.7
Standard error		.16	.17	.25
Standard deviation		.65	.57	.57

Columns Tested:: a,b

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	17	-	1	2	-	1	1	2	3	2	2	2	1
Effective base	7	-	1	2	-	1	1	2	1	2	2	2	1
Weighted Base	10	-	2	1	-	*	*	*	2	1	*	4	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	-	-	*	-	-	1	-
	11%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	29%	-%
Fairly Satisfied (1)	5	-	2	-	-	*	-	*	2	1	*	-	-
	46%	-%	100%	-%	-%	100%	-%	100%	87%	74%	100%	-%	-%
Very Satisfied (2)	2	-	-	1	-	-	*	-	*	*	-	-	*
	17%	-%	-%	100%	-%	-%	100%	-%	12%	26%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	3	-
	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	71%	-%
NET: Satisfied	7	-	2	1	-	*	*	*	2	1	*	-	*
	63%	-%	100%	100%	-%	100%	100%	100%	98%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	8	-	2	1	-	*	*	*	2	1	*	1	*
Mean Score	1.1	-	1.0	2.0	-	1.0	2.0	1.0	1.1	1.3	1.0	-	2.0
Standard error	.16	-	-	-	-	-	-	-	.28	3.24	-	-	-
Standard deviation	.65	-	-	-	-	-	-	-	.49	4.59	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 323 (continuation)

QOP3A.6.3. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	17	3	2	7	5	5	12
Effective base	7	2	1	2	2	3	4
Weighted Base	10	3	*	3	4	3	8
Very Dissatisfied (-2)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	*	1	-	1
	11%	-%	-%	1%	25%	-%	15%
Fairly Satisfied (1)	5	2	*	3	*	2	3
	46%	62%	91%	83%	8%	65%	39%
Very Satisfied (2)	2	1	*	1	*	1	1
	17%	38%	9%	16%	5%	35%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	-	3
	26%	-%	-%	-%	62%	-%	36%
NET: Satisfied	7	3	*	3	1	3	4
	63%	100%	100%	99%	13%	100%	49%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Answered	8	3	*	3	2	3	5
Mean Score	1.1	1.4	1.1	1.1	.5	1.3	.9
Standard error	.16	.36	-	.18	.58	.26	.21
Standard deviation	.65	.62	-	.47	1.15	.59	.69

Columns Tested: a,b,c,d - a,b

Table 324

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	40	1	39	20	6	4	10	20
Effective base	13	1	13	12	4	2	7	8
Weighted Base	31	*	31	29	1	*	*	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	-	9	9	-	-	*	*
	29%	-%	29%	30%	-%	-%	26%	4%
Fairly Satisfied (1)	4	-	4	3	1	*	*	1
	13%	-%	13%	11%	57%	50%	20%	49%
Very Satisfied (2)	14	*	14	14	*	*	*	1
	46%	100%	46%	46%	43%	50%	54%	47%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	4	4	-	-	-	-
	12%	-%	12%	13%	-%	-%	-%	-%
NET: Satisfied	18	*	18	17	1	*	*	2
	59%	100%	59%	57%	100%	100%	74%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	*	27	26	1	*	*	2
Mean Score	1.2	2.0	1.2	1.2	1.4	1.5	1.3	1.4
Standard error	.16	-	.16	.25	-	-	-	.20
Standard deviation	.92	-	.92	.93	-	-	-	.92

Columns Tested: a,b - a,b,c,d,e

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		40	10	7	3	2	8	10	20	6	14
Effective base		13	6	5	3	2	5	7	12	4	5
Weighted Base		31	18	9	2	*	1	*	29	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	7	2	-	-	-	*	9	-	*
		29%	39%	19%	-%	-%	-%	26%	30%	-%	10%
Fairly Satisfied	(1)	4	3	-	1	*	1	*	3	1	*
		13%	15%	-%	25%	100%	49%	20%	11%	57%	39%
Very Satisfied	(2)	14	6	6	1	-	1	*	14	*	*
		46%	35%	67%	52%	-%	51%	54%	46%	43%	51%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	2	1	*	-	-	-	4	-	-
		12%	11%	14%	23%	-%	-%	-%	13%	-%	-%
NET: Satisfied		18	9	6	2	*	1	*	17	1	1
		59%	50%	67%	77%	100%	100%	74%	57%	100%	90%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		27	16	8	2	*	1	*	26	1	1
Mean Score		1.2	1.0	1.6	1.7	1.0	1.5	1.3	1.2	1.4	1.4
Standard error		.16	.36	.39	.52	-	.41	-	.25	-	-
Standard deviation		.92	.94	.88	.73	-	1.17	-	.93	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	40	15	5	6	4	10	19	5	3	2	10
Effective base	13	9	4	4	2	7	9	3	2	2	6
Weighted Base	31	25	4	1	*	*	20	9	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	7	2	-	*	4	4	-	-	*
		29%	28%	38%	-%	-%	22%	49%	-%	-%	22%
Fairly Satisfied	(1)	4	3	1	1	*	3	*	*	-	*
		13%	11%	12%	57%	50%	16%	5%	29%	-%	18%
Very Satisfied	(2)	14	12	2	*	*	9	4	*	1	*
		46%	48%	39%	43%	50%	45%	47%	6%	100%	60%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	3	*	-	-	3	-	*	-	-
		12%	13%	11%	-%	-%	17%	-%	66%	-%	-%
NET: Satisfied		18	14	2	1	*	12	5	*	1	*
		59%	58%	51%	100%	100%	61%	51%	34%	100%	78%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	22	4	1	*	*	17	9	*	1	*
Mean Score	1.2	1.2	1.0	1.4	1.5	1.3	1.3	1.0	1.2	2.0	1.4
Standard error	.16	.29	.54	-	-	-	.24	.46	-	-	-
Standard deviation	.92	.93	1.07	-	-	-	.88	1.03	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	40	3	1	10	2	2	-	2	-	3
Effective base	13	2	1	5	1	2	-	2	-	2
Weighted Base	31	4	*	15	3	*	-	3	-	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	9	-	-	-	-	-	-
		29%	-%	58%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	4	1	*	3	*	-	-	-	*
		13%	13%	2%	81%	47%	-%	-%	-%	6%
Very Satisfied	(2)	14	3	*	6	1	*	-	1	-
		46%	75%	100%	40%	19%	53%	-%	44%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	*	-	-	-	-	1	-	1
		12%	12%	-%	-%	-%	-%	56%	-%	28%
NET: Satisfied		18	4	*	6	3	*	-	1	-
		59%	88%	100%	42%	100%	100%	-%	44%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		27	4	*	15	3	*	-	1	-
Mean Score		1.2	1.9	2.0	.8	1.2	1.5	-	2.0	-
Standard error		.16	.30	-	.32	.33	-	-	-	-
Standard deviation		.92	.42	-	1.00	.47	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		40	7	4	12	23	17	3	7	7
Effective base		13	3	2	7	12	8	1	4	3
Weighted Base		31	7	4	18	29	2	*	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	9	9	*	-	*	-
		29%	-%	-%	50%	31%	*%	-%	1%	-%
Fairly Satisfied	(1)	4	3	1	*	4	*	*	*	*
		13%	42%	13%	2%	13%	10%	3%	1%	35%
Very Satisfied	(2)	14	3	3	7	13	1	*	*	*
		46%	44%	75%	40%	46%	47%	97%	19%	65%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	1	*	1	3	1	-	1	-
		12%	14%	12%	8%	10%	43%	-%	80%	-%
NET: Satisfied		18	6	4	8	17	1	*	*	1
		59%	86%	88%	42%	59%	57%	100%	20%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		27	6	4	16	26	1	*	*	1
Mean Score		1.2	1.5	1.9	.9	1.2	1.8	2.0	1.9	1.6
Standard error		.16	.22	.24	.31	.21	.27	-	-	-
Standard deviation		.92	.55	.42	1.02	.93	1.03	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	40	1	2	-	2	7	14	2	-	14
Effective base	13	1	1	-	1	4	7	1	-	3
Weighted Base	31	*	*	-	*	14	7	3	-	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	*	-	-	7	2	-	-	*
		29%	100%	-%	-%	50%	25%	-%	-%	*%
Fairly Satisfied	(1)	4	-	*	-	3	*	-	-	1
		13%	-%	85%	-%	19%	1%	-%	-%	14%
Very Satisfied	(2)	14	-	*	-	4	2	2	-	6
		46%	-%	15%	-%	30%	23%	89%	-%	86%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	-	-	-	-	4	*	-	-
		12%	-%	-%	-%	-%	51%	11%	-%	-%
NET: Satisfied	18	-	*	-	*	7	2	2	-	7
		59%	-%	100%	-%	50%	24%	89%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	*	*	-	*	14	3	2	-	7
Mean Score	1.2	-	1.1	-	1.1	.8	1.0	2.0	-	1.9
Standard error	.16	-	-	-	-	.34	.40	-	-	.10
Standard deviation	.92	-	-	-	-	.91	1.19	-	-	.38

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	40	10	14	16	31	9	-	34	6	39	1
Effective base	13	5	7	4	9	4	-	12	2	13	1
Weighted Base	31	14	7	10	18	13	-	30	1	30	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	2	*	4	4	-	9	-	9	-
	29%	50%	25%	*%	24%	34%	-%	29%	-%	29%	-%
Fairly Satisfied (1)	4	3	*	1	4	-	-	3	1	3	1
	13%	21%	1%	10%	22%	-%	-%	10%	91%	11%	100%
Very Satisfied (2)	14	4	2	8	8	6	-	14	*	14	-
	46%	30%	23%	87%	46%	46%	-%	48%	9%	47%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	4	*	1	2	-	4	-	4	-
	12%	-%	51%	3%	8%	19%	-%	13%	-%	13%	-%
NET: Satisfied	18	7	2	9	12	6	-	17	1	18	1
	59%	50%	24%	97%	68%	46%	-%	58%	100%	58%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	14	3	9	17	10	-	26	1	27	1
Mean Score	1.2	.8	1.0	1.9	1.2	1.1	-	1.2	1.1	1.2	1.0
Standard error	.16	.28	.40	.08	.17	.39	-	.18	1.09	.16	-
Standard deviation	.92	.90	1.19	.33	.87	1.04	-	.93	2.67	.93	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		40	15	10	15
Effective base		13	5	3	5
Weighted Base		31	12	7	11
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	3	*	6
		29%	22%	*%	55%
Fairly Satisfied	(1)	4	3	*	1
		13%	27%	1%	5%
Very Satisfied	(2)	14	6	7	1
		46%	49%	99%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	*	-	4
		12%	2%	-%	31%
NET: Satisfied		18	9	7	2
		59%	76%	100%	14%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		27	12	7	8
Mean Score		1.2	1.3	2.0	.3
Standard error		.16	.22	.04	.24
Standard deviation		.92	.84	.13	.75

Columns Tested:: a,b,c

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	40	18	9	6	2	1	3	1	-	27	13	7
Effective base	13	9	3	2	1	1	3	1	-	12	5	2
Weighted Base	31	21	8	1	*	*	*	*	-	30	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4	-	*	-	-	*	-	9	*
		29%	20%	53%	-%	2%	-%	-%	100%	-%	30%	5%
Fairly Satisfied	(1)	4	3	1	*	-	*	*	-	-	4	*
		13%	14%	8%	31%	-%	100%	49%	-%	-%	12%	24%
Very Satisfied	(2)	14	13	1	*	*	-	*	-	-	14	*
		46%	59%	14%	11%	98%	-%	51%	-%	-%	47%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	1	2	*	-	-	-	-	-	3	*	-
		12%	6%	24%	58%	-%	-%	-%	-%	-%	11%	36%
NET: Satisfied	18	16	2	*	*	*	*	*	-	18	1	*
		59%	73%	22%	42%	98%	100%	100%	-%	-%	59%	59%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	20	6	*	*	*	*	*	-	26	1	1
Mean Score	1.2	1.4	.5	1.3	2.0	1.0	1.5	-	-	1.2	1.5	1.6
Standard error	.16	.21	.35	-	-	-	-	-	-	.20	-	-
Standard deviation	.92	.84	.86	-	-	-	-	-	-	.93	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	40	7	11	22	37	35	37	39	29	26	2	20	4	2	4	2	3
Effective base	13	4	6	4	11	10	11	12	6	6	1	8	2	2	2	1	2
Weighted Base	31	9	13	10	27	24	27	30	17	17	3	17	1	*	1	4	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	2	4	7	7	7	9	7	4	-	3	-	-	*	4	-
	29%	31%	13%	46%	27%	30%	27%	30%	43%	27%	-%	16%	-%	-%	12%	100%	-%
Fairly Satisfied (1)	4	-	3	1	4	4	4	4	1	4	*	3	*	-	*	-	1
	13%	-%	23%	10%	15%	17%	15%	13%	8%	24%	3%	17%	4%	-%	64%	-%	63%
Very Satisfied (2)	14	6	7	2	12	9	12	13	7	8	3	8	*	*	*	*	*
	46%	66%	55%	17%	44%	37%	44%	44%	44%	47%	97%	46%	58%	100%	24%	-%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	*	1	3	4	4	4	4	1	*	-	4	*	-	-	-	-
	12%	3%	8%	26%	14%	16%	14%	13%	5%	2%	-%	21%	37%	-%	-%	-%	-%
NET: Satisfied	18	6	10	3	16	13	16	17	9	12	3	11	*	*	*	*	1
	59%	66%	79%	28%	59%	54%	59%	58%	52%	71%	100%	64%	63%	100%	88%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	8	12	7	23	20	23	26	16	16	3	13	*	*	1	4	1
Mean Score	1.2	1.4	1.5	.6	1.2	1.1	1.2	1.2	1.0	1.2	2.0	1.4	1.9	2.0	1.1	*	1.4
Standard error	.16	.41	.24	.21	.16	.17	.16	.16	.19	.17	.14	.21	-	-	-	.06	-
Standard deviation	.92	.99	.77	.91	.91	.92	.91	.92	.99	.87	.20	.83	-	-	-	.08	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	40	22	2	6	2	2	2	1	20	7	2	2	1	2	1
Effective base	13	9	1	2	2	1	1	1	9	1	1	2	1	1	1
Weighted Base	31	20	*	1	*	*	5	*	18	5	*	*	*	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	-	*	*	-	4	-	3	4	*	*	-	-	-
	29%	13%	-%	1%	69%	-%	89%	-%	15%	93%	17%	54%	-%	-%	-%
Fairly Satisfied (1)	4	3	*	*	-	*	1	*	3	*	-	-	-	1	-
	13%	15%	5%	4%	-%	98%	11%	100%	19%	2%	-%	-%	-%	100%	-%
Very Satisfied (2)	14	11	*	1	*	*	-	-	8	*	-	*	*	-	*
	46%	54%	95%	95%	31%	2%	-%	-%	46%	5%	-%	46%	100%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	-	-	-	-	4	-	*	-	-	-	-
	12%	19%	-%	-%	-%	-%	-%	-%	20%	-%	83%	-%	-%	-%	-%
NET: Satisfied	18	14	*	1	*	*	1	*	11	*	-	*	*	1	*
	59%	68%	100%	99%	31%	100%	11%	100%	65%	7%	-%	46%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	17	*	1	*	*	5	*	14	5	*	*	*	1	*
Mean Score	1.2	1.5	1.9	1.9	.6	1.0	.1	1.0	1.4	.1	-	.9	2.0	1.0	2.0
Standard error	.16	.19	-	-	-	-	.25	-	.21	.20	-	-	-	-	-
Standard deviation	.92	.78	-	-	-	-	.35	-	.81	.52	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	40	20	-	10	3	3	2	1	9	4	12	4	8
Effective base	13	10	-	1	2	1	2	1	4	2	4	2	2
Weighted Base	31	23	-	5	*	*	1	*	9	2	9	1	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	-	4	*	*	-	-	3	-	*	-	4
	29%	19%	-%	85%	39%	2%	-%	-%	30%	-%	1%	-%	62%
Fairly Satisfied (1)	4	3	-	*	*	*	1	-	*	*	3	-	1
	13%	14%	-%	2%	58%	3%	52%	-%	2%	3%	33%	-%	13%
Very Satisfied (2)	14	12	-	*	*	*	-	*	6	-	5	1	*
	46%	53%	-%	7%	4%	96%	-%	100%	65%	-%	60%	100%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	-	*	-	-	*	-	*	1	1	-	1
	12%	13%	-%	6%	-%	-%	48%	-%	3%	97%	7%	-%	20%
NET: Satisfied	18	15	-	*	*	*	1	*	6	*	8	1	1
	59%	67%	-%	9%	61%	98%	52%	100%	67%	3%	93%	100%	18%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	20	-	5	*	*	1	*	9	*	8	1	6
Mean Score	1.2	1.4	-	.2	.6	1.9	1.0	2.0	1.4	1.0	1.6	2.0	.3
Standard error	.16	.21	-	.21	-	-	-	-	.35	-	.17	-	.24
Standard deviation	.92	.85	-	.62	-	-	-	-	.98	-	.53	-	.62

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	40	12	8	6	3	8	10	4	11	5	5
Effective base	13	4	3	4	2	2	5	2	5	2	2
Weighted Base	31	9	2	8	*	7	12	2	3	1	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	*	-	-	4	3	-	*	-	4
	29%	28%	3%	-%	-%	62%	22%	-%	2%	-%	66%
Fairly Satisfied (1)	4	*	*	3	-	1	3	*	1	*	1
	13%	2%	2%	35%	-%	13%	23%	2%	21%	8%	8%
Very Satisfied (2)	14	6	*	5	*	*	6	1	2	1	*
	46%	64%	11%	65%	100%	5%	49%	37%	56%	92%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	1	2	-	-	1	1	1	1	-	1
	12%	6%	84%	-%	-%	20%	7%	61%	21%	-%	21%
NET: Satisfied	18	6	*	8	*	1	9	1	2	1	1
	59%	65%	13%	100%	100%	18%	71%	39%	77%	100%	13%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	9	*	8	*	6	11	1	2	1	5
Mean Score	1.2	1.4	1.5	1.6	2.0	.3	1.3	1.9	1.7	1.9	.2
Standard error	.16	.31	-	.21	-	.24	.31	-	.24	-	.31
Standard deviation	.92	.97	-	.51	-	.62	.86	-	.71	-	.61

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	40	14	4	8	6	7	28	1	10	28	12	29	8
Effective base	13	7	1	3	1	3	8	1	5	10	3	10	2
Weighted Base	31	18	*	3	5	3	13	*	16	22	9	21	6
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	-	2	4	-	2	-	7	4	4	3	4
	29%	15%	-%	53%	88%	-%	14%	-%	43%	20%	49%	13%	75%
Fairly Satisfied (1)	4	3	*	*	*	1	3	-	1	4	*	4	*
	13%	15%	91%	7%	2%	18%	26%	-%	3%	17%	4%	18%	3%
Very Satisfied (2)	14	11	*	1	1	1	5	-	9	11	4	11	1
	46%	63%	9%	23%	10%	18%	35%	-%	52%	48%	42%	51%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	1	-	1	-	2	3	*	*	3	*	4	-
	12%	7%	-%	17%	-%	64%	25%	100%	2%	15%	5%	18%	-%
NET: Satisfied	18	14	*	1	1	1	8	-	9	14	4	14	1
	59%	78%	100%	30%	12%	36%	62%	-%	55%	65%	46%	69%	25%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	17	*	3	5	1	10	-	16	19	9	17	6
Mean Score	1.2	1.5	1.1	.6	.2	1.5	1.3	-	1.1	1.3	.9	1.5	.5
Standard error	.16	.22	-	.45	.28	.84	.16	-	.34	.18	.31	.16	.32
Standard deviation	.92	.78	-	1.11	.68	1.87	.79	-	1.01	.86	1.04	.77	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		*a	*b	*a	b	a	*b	*a	*b	*a	*b	
Unweighted Base	40	20	15	9	30	31	6	21	14	11	28	
Effective base	13	8	3	5	8	10	2	8	3	6	8	
Weighted Base	31	14	9	9	21	21	6	15	9	9	21	
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	(0)	9	3	4	2	7	3	4	3	4	2	7
		29%	18%	48%	19%	34%	13%	77%	18%	50%	20%	34%
Fairly Satisfied	(1)	4	1	3	1	3	4	*	1	3	1	3
		13%	5%	34%	7%	16%	18%	3%	8%	30%	6%	17%
Very Satisfied	(2)	14	7	2	4	9	11	1	7	2	4	9
		46%	50%	18%	46%	43%	51%	20%	48%	20%	47%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	4	-	2	1	4	-	4	-	2	1
		12%	27%	-%	28%	7%	18%	-%	26%	-%	27%	7%
NET: Satisfied		18	8	5	5	12	15	1	8	5	5	12
		59%	55%	52%	53%	60%	69%	23%	56%	50%	53%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		27	11	9	6	20	17	6	11	9	7	19
Mean Score		1.2	1.4	.7	1.4	1.1	1.5	.4	1.4	.7	1.4	1.1
Standard error		.16	.24	.21	.36	.18	.15	.36	.23	.22	.32	.19
Standard deviation		.92	.91	.80	.95	.93	.77	.89	.90	.83	.96	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	40	30	23	14	-	30	20	12	-	34	21	17	-
Effective base	13	7	9	7	-	8	8	6	-	10	8	9	-
Weighted Base	31	17	19	6	-	17	12	5	-	24	13	8	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	3	*	-	4	3	*	-	6	4	2	-
	29%	26%	14%	1%	-%	26%	21%	1%	-%	26%	35%	21%	-%
Fairly Satisfied (1)	4	4	4	1	-	4	4	1	-	4	1	1	-
	13%	23%	20%	10%	-%	21%	31%	11%	-%	16%	8%	13%	-%
Very Satisfied (2)	14	6	9	2	-	6	3	1	-	10	4	2	-
	46%	33%	47%	29%	-%	33%	24%	22%	-%	43%	33%	19%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	3	4	3	-	4	3	3	-	4	3	4	-
	12%	18%	19%	60%	-%	20%	24%	65%	-%	15%	24%	47%	-%
NET: Satisfied	18	10	13	2	-	9	7	2	-	14	5	3	-
	59%	56%	67%	39%	-%	54%	54%	33%	-%	59%	41%	32%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	14	15	2	-	14	9	2	-	20	10	4	-
Mean Score	1.2	1.1	1.4	1.7	-	1.1	1.0	1.6	-	1.2	1.0	1.0	-
Standard error	.16	.17	.19	.24	-	.18	.20	.32	-	.17	.24	.30	-
Standard deviation	.92	.88	.79	.71	-	.88	.82	.86	-	.90	1.00	.99	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	40	30	29	21	26	22	4	14	18	16	8	5	8	5
Effective base	13	10	9	10	8	7	2	6	9	6	5	3	3	2
Weighted Base	31	25	22	25	19	18	1	15	24	17	6	3	6	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	7	9	7	4	-	7	9	4	2	-	-	-
	29%	28%	32%	35%	38%	25%	-%	48%	36%	26%	29%	-%	-%	-%
Fairly Satisfied (1)	4	4	4	3	4	1	-	1	3	3	1	1	3	-
	13%	15%	17%	13%	21%	7%	-%	4%	13%	19%	9%	17%	53%	-%
Very Satisfied (2)	14	11	7	10	5	11	1	4	10	7	*	1	*	*
	46%	42%	34%	39%	25%	59%	100%	24%	40%	44%	7%	19%	3%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	4	4	3	2	-	4	3	2	3	2	2	2
	12%	15%	17%	14%	16%	10%	-%	24%	11%	12%	55%	64%	43%	80%
NET: Satisfied	18	14	11	13	8	12	1	4	13	11	1	1	3	*
	59%	57%	51%	51%	45%	66%	100%	28%	53%	62%	16%	36%	57%	20%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	22	18	22	16	16	1	11	22	15	3	1	3	*
Mean Score	1.2	1.2	1.0	1.0	.8	1.4	2.0	.7	1.0	1.2	.5	1.5	1.1	2.0
Standard error	.16	.19	.19	.24	.19	.20	-	.32	.24	.25	.47	.98	.12	-
Standard deviation	.92	.91	.91	.94	.88	.91	-	.97	.94	.89	.94	1.38	.28	-

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	*b	c	d	*e	a	*b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	40	5	3	5	1	34	27	37	32	24	31	29	12	-	30	1
Effective base	13	2	2	2	1	12	8	12	12	6	8	13	7	-	10	1
Weighted Base	31	1	*	1	*	29	20	29	28	16	20	26	3	-	21	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	*	*	-	-	7	4	7	9	4	4	4	*	-	2	-
	29%	1%	20%	-%	-%	25%	22%	24%	31%	29%	22%	17%	2%	-%	9%	-%
Fairly Satisfied (1)	4	*	*	*	-	4	4	4	4	3	4	4	1	-	4	-
	13%	26%	22%	41%	-%	13%	20%	14%	14%	21%	18%	15%	29%	-%	19%	-%
Very Satisfied (2)	14	1	*	*	*	14	8	14	12	5	9	14	1	-	13	1
	46%	73%	58%	3%	100%	49%	41%	49%	41%	31%	45%	53%	36%	-%	60%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	-	*	-	4	3	4	4	3	3	4	1	-	3	-
	12%	-%	-%	56%	-%	13%	17%	13%	14%	19%	15%	15%	34%	-%	12%	-%
NET: Satisfied	18	1	*	*	*	18	12	18	16	8	13	18	2	-	16	1
	59%	99%	80%	44%	100%	62%	61%	63%	55%	52%	63%	68%	64%	-%	79%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	1	*	*	*	25	17	25	24	13	17	22	2	-	18	1
Mean Score	1.2	1.7	1.4	1.1	2.0	1.3	1.2	1.3	1.1	1.0	1.3	1.4	1.5	-	1.6	2.0
Standard error	.16	-	-	-	-	.17	.19	.16	.18	.20	.17	.17	.26	-	.13	-
Standard deviation	.92	-	-	-	-	.89	.87	.89	.93	.90	.87	.82	.77	-	.68	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	40	29	6	31	-	40	-	17	20	3	17	10	12
Effective base	13	10	3	9	-	13	-	6	8	2	6	5	5
Weighted Base	31	23	7	20	-	31	-	6	19	6	4	13	12
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	9	-	*	-	9	-	2	3	4	*	3	6
	29%	38%	-%	*%	-%	29%	-%	30%	14%	72%	2%	21%	51%
Fairly Satisfied (1)	4	3	1	4	-	4	-	*	4	-	*	3	1
	13%	15%	8%	20%	-%	13%	-%	8%	18%	-%	14%	23%	5%
Very Satisfied (2)	14	7	6	14	-	14	-	2	12	-	2	6	3
	46%	32%	87%	69%	-%	46%	-%	36%	64%	-%	62%	48%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	*	2	-	4	-	1	1	2	1	1	2
	12%	15%	4%	12%	-%	12%	-%	26%	3%	28%	22%	8%	17%
NET: Satisfied	18	11	6	18	-	18	-	3	16	-	3	9	4
	59%	46%	96%	88%	-%	59%	-%	45%	83%	-%	76%	71%	32%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	27	20	6	18	-	27	-	4	18	4	3	12	10
Mean Score	1.2	.9	1.9	1.8	-	1.2	-	1.1	1.5	-	1.8	1.3	.7
Standard error	.16	.19	.14	.08	-	.16	-	.28	.18	-	.15	.28	.33
Standard deviation	.92	.93	.31	.43	-	.92	-	1.07	.76	-	.59	.85	.98

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		40	20	20
Effective base		13	5	9
Weighted Base		31	15	16
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4
		29%	30%	27%
Fairly Satisfied	(1)	4	3	1
		13%	21%	5%
Very Satisfied	(2)	14	8	7
		46%	50%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	-	4
		12%	-%	24%
NET: Satisfied		18	11	8
		59%	70%	49%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		27	15	12
Mean Score		1.2	1.2	1.2
Standard error		.16	.20	.26
Standard deviation		.92	.90	.98

Columns Tested:: a,b

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		40	-	2	8	3	1	3	5	4	3	5	5	1
Effective base		13	-	2	3	2	1	1	1	2	1	3	3	1
Weighted Base		31	-	*	6	*	*	2	3	1	5	2	9	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	-	-	-	2	-	-	4	-	3	-
		29%	-%	-%	-%	-%	-%	83%	-%	-%	89%	-%	29%	-%
Fairly Satisfied	(1)	4	-	-	3	*	*	*	*	*	1	-	*	-
		13%	-%	-%	48%	30%	100%	17%	1%	25%	11%	-%	1%	-%
Very Satisfied	(2)	14	-	*	*	-	-	-	3	1	-	2	6	3
		46%	-%	100%	8%	-%	-%	-%	99%	75%	-%	73%	65%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	-	-	2	*	-	-	-	-	-	1	*	-
		12%	-%	-%	44%	70%	-%	-%	-%	-%	-%	27%	5%	-%
NET: Satisfied		18	-	*	3	*	*	*	3	1	1	2	6	3
		59%	-%	100%	56%	30%	100%	17%	100%	100%	11%	73%	65%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		27	-	*	3	*	*	2	3	1	5	2	9	3
Mean Score		1.2	-	2.0	1.1	1.0	1.0	.2	2.0	1.7	.1	2.0	1.4	2.0
Standard error		.16	-	-	.17	-	-	.30	.04	-	.20	-	.49	-
Standard deviation		.92	-	-	.42	-	-	.52	.10	-	.35	-	.98	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 324 (continuation)

QOP3A.7.3. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	40	10	7	12	11	17	23
Effective base	13	3	2	3	6	5	9
Weighted Base	31	6	3	9	14	8	23
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	2	4	3	2	7
		29%	68%	51%	19%	21%	31%
Fairly Satisfied	(1)	4	1	1	*	3	1
		13%	20%	9%	*%	38%	4%
Very Satisfied	(2)	14	-	4	10	1	14
		46%	-%	40%	73%	7%	60%
Have not Contacted / Not Applicable (DO NOT READ OUT)		4	*	-	1	3	1
		12%	12%	-%	8%	33%	5%
NET: Satisfied		18	1	4	10	4	15
		59%	20%	49%	73%	46%	64%
NET: Dissatisfied		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Answered	27	3	2	9	13	5	22
Mean Score	1.2	1.2	.2	.9	1.6	.8	1.3
Standard error	.16	.16	.23	.29	.30	.18	.21
Standard deviation	.92	.46	.56	1.01	.84	.68	.95

Columns Tested: a,b,c,d - a,b

Table 325

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	41	3	38	37	3	1	-	4
Effective base	28	1	26	26	3	1	-	3
Weighted Base	48	3	46	47	1	*	-	1
Very Dissatisfied	(-2) 10	-	10	10	-	-	-	-
	20%	-%	21%	20%	-%	-%	-%	-%
Fairly Dissatisfied	(-1) 2	-	2	2	-	-	-	-
	3%	-%	3%	3%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0) 10	-	10	9	*	-	-	*
	20%	-%	21%	20%	28%	-%	-%	26%
Fairly Satisfied	(1) 13	2	11	13	*	*	-	*
	28%	88%	24%	28%	29%	100%	-%	33%
Very Satisfied	(2) 6	*	6	6	-	-	-	-
	12%	12%	12%	12%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	8	8	-	-	-	-
	16%	-%	17%	16%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	-	-	1
	1%	-%	1%	-%	44%	-%	-%	41%
NET: Satisfied	19	3	17	19	*	*	-	*
	40%	100%	37%	40%	29%	100%	-%	33%
NET: Dissatisfied	11	-	11	11	-	-	-	-
	23%	-%	24%	24%	-%	-%	-%	-%
Answered	40	3	37	39	1	*	-	1
Mean Score	.1	1.1	*	.1	.5	1.0	-	.6
Standard error	.24	.24	.25	.25	-	-	-	-
Standard deviation	1.39	.42	1.41	1.40	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		41	24	10	3	3	1	-	37	3	1
Effective base		28	18	7	3	3	1	-	26	3	1
Weighted Base		48	34	11	2	1	*	-	47	1	*
Very Dissatisfied	(-2)	10	6	3	1	-	-	-	10	-	-
		20%	17%	28%	40%	-%	-%	-%	20%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-
		3%	5%	-%	-%	-%	-%	-%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	7	2	-	*	-	-	9	*	-
		20%	22%	18%	-%	28%	-%	-%	20%	28%	-%
Fairly Satisfied	(1)	13	10	3	-	*	*	-	13	*	*
		28%	28%	31%	-%	29%	100%	-%	28%	29%	100%
Very Satisfied	(2)	6	3	2	-	-	-	-	6	-	-
		12%	10%	22%	-%	-%	-%	-%	12%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	6	-	1	-	-	-	8	-	-
		16%	19%	-%	60%	-%	-%	-%	16%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	-	1	-	-	-	1	-
		1%	-%	-%	-%	44%	-%	-%	-%	44%	-%
NET: Satisfied		19	13	6	-	*	*	-	19	*	*
		40%	38%	54%	-%	29%	100%	-%	40%	29%	100%
NET: Dissatisfied		11	7	3	1	-	-	-	11	-	-
		23%	21%	28%	40%	-%	-%	-%	24%	-%	-%
Answered		40	28	11	1	1	*	-	39	1	*
Mean Score		.1	.1	.2	-2.0	.5	1.0	-	.1	.5	1.0
Standard error		.24	.30	.50	-	-	-	-	.25	-	-
Standard deviation		1.39	1.33	1.59	-	-	-	-	1.40	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	41	30	7	3	1	-	29	5	2	-	1
Effective base	28	23	6	3	1	-	20	4	2	-	1
Weighted Base	48	43	4	1	*	-	37	6	1	-	1
Very Dissatisfied	(-2)	10	9	1	-	-	6	2	1	-	1
		20%	20%	21%	-%	-%	16%	27%	70%	-%	100%
Fairly Dissatisfied	(-1)	2	2	-	-	-	2	-	-	-	-
		3%	4%	-%	-%	-%	4%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	9	*	*	-	9	*	*	-	-
		20%	21%	11%	28%	-%	25%	6%	30%	-%	-%
Fairly Satisfied	(1)	13	12	1	*	*	9	2	-	-	-
		28%	28%	23%	29%	100%	25%	31%	-%	-%	-%
Very Satisfied	(2)	6	5	*	-	-	3	2	-	-	-
		12%	12%	14%	-%	-%	9%	35%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	6	1	-	-	8	-	-	-	-
		16%	15%	31%	-%	-%	21%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	44%	-%	-%	-%	-%	-%	-%
NET: Satisfied		19	18	1	*	*	13	4	-	-	-
		40%	40%	37%	29%	100%	34%	66%	-%	-%	-%
NET: Dissatisfied		11	10	1	-	-	8	2	1	-	1
		23%	24%	21%	-%	-%	20%	27%	70%	-%	100%
Answered		40	37	2	1	*	29	6	1	-	1
Mean Score		.1	.1	.1	.5	1.0	.1	.5	-1.4	-	-2.0
Standard error		.24	.27	.89	-	-	.27	.79	2.54	-	-
Standard deviation		1.39	1.40	1.99	-	-	1.31	1.76	3.59	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		41	5	2	5	-	2	4	1	1	6
Effective base		28	4	2	3	-	2	3	1	1	6
Weighted Base		48	10	2	5	-	4	7	2	1	10
Very Dissatisfied	(-2)	10	2	-	2	-	-	1	-	-	4
		20%	17%	-%	45%	-%	-%	10%	-%	-%	40%
Fairly Dissatisfied	(-1)	2	-	-	-	-	-	-	-	-	2
		3%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Neither Satisfied Nor Dissatisfied	(0)	10	4	-	2	-	-	-	-	-	2
		20%	39%	-%	38%	-%	-%	-%	-%	-%	20%
Fairly Satisfied	(1)	13	3	1	*	-	2	4	2	-	-
		28%	31%	34%	7%	-%	50%	53%	100%	-%	-%
Very Satisfied	(2)	6	1	-	-	-	2	-	-	1	-
		12%	13%	-%	-%	-%	50%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	-	2	-	-	-	3	-	-	2
		16%	-%	66%	-%	-%	-%	37%	-%	-%	24%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	10%	-%	-%	-%	-%	-%	-%
NET: Satisfied		19	4	1	*	-	4	4	2	1	-
		40%	45%	34%	7%	-%	100%	53%	100%	100%	-%
NET: Dissatisfied		11	2	-	2	-	-	1	-	-	5
		23%	17%	-%	45%	-%	-%	10%	-%	-%	56%
Answered		40	10	1	4	-	4	5	2	1	7
Mean Score		.1	.2	1.0	-.9	-	1.5	.5	1.0	2.0	-1.3
Standard error		.24	.57	-	.63	-	.41	.73	-	-	.45
Standard deviation		1.39	1.27	-	1.26	-	.58	1.26	-	-	.91

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		41	8	8	10	26	15	8	5	2
Effective base		28	8	6	7	21	10	7	3	2
Weighted Base		48	13	13	14	41	7	5	2	*
Very Dissatisfied	(-2)	10 20%	4 28%	2 12%	3 21%	8 20%	1 16%	1 25%	- -%	- -%
Fairly Dissatisfied	(-1)	2 3%	2 12%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	10 20%	2 14%	4 28%	2 13%	8 18%	2 30%	1 23%	1 54%	- -%
Fairly Satisfied	(1)	13 28%	2 14%	4 29%	6 44%	12 30%	1 17%	1 22%	* 4%	* 38%
Very Satisfied	(2)	6 12%	2 14%	2 18%	- -%	4 11%	2 22%	1 15%	1 29%	* 62%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8 16%	2 17%	2 12%	3 18%	7 16%	1 14%	1 16%	* 14%	- -%
Don't Know (DO NOT READ OUT)		1 1%	- -%	- -%	1 4%	1 1%	- -%	- -%	- -%	- -%
NET: Satisfied		19 40%	4 28%	6 47%	6 44%	16 40%	3 39%	2 37%	1 32%	* 100%
NET: Dissatisfied		11 23%	5 40%	2 12%	3 21%	10 24%	1 16%	1 25%	- -%	- -%
Answered		40	11	12	11	34	6	4	2	*
Mean Score		.1	-.3	.5	*	.1	.3	*	.7	1.6
Standard error		.24	.65	.48	.47	.30	.41	.64	.71	-
Standard deviation		1.39	1.58	1.28	1.34	1.40	1.49	1.70	1.41	-

Columns Tested: a,b,c,d,e,f,g,h

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	41	1	3	-	3	6	17	-	1	13
Effective base	28	1	2	-	2	4	13	-	1	9
Weighted Base	48	1	3	-	3	11	22	-	*	12
Very Dissatisfied	(-2)	10	-	-	-	1	4	-	-	4
	20%	-%	-%	-%	-%	11%	19%	-%	-%	38%
Fairly Dissatisfied	(-1)	2	-	-	-	-	2	-	-	-
	3%	-%	-%	-%	-%	-%	7%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	1	-	-	4	3	-	-	2
	20%	100%	-%	-%	-%	35%	13%	-%	-%	16%
Fairly Satisfied	(1)	13	-	2	-	1	8	-	-	2
	28%	-%	71%	-%	71%	8%	39%	-%	-%	19%
Very Satisfied	(2)	6	-	-	-	2	1	-	*	2
	12%	-%	-%	-%	-%	17%	6%	-%	100%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	1	-	1	3	3	-	-	1
	16%	-%	29%	-%	29%	24%	16%	-%	-%	6%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	5%	-%	-%	-%	-%
NET: Satisfied	19	-	2	-	2	3	10	-	*	5
	40%	-%	71%	-%	71%	25%	45%	-%	100%	40%
NET: Dissatisfied	11	-	-	-	-	1	6	-	-	4
	23%	-%	-%	-%	-%	11%	26%	-%	-%	38%
Answered	40	1	2	-	2	8	18	-	*	11
Mean Score	.1	-	1.0	-	1.0	.3	.1	-	2.0	-.2
Standard error	.24	-	-	-	-	.68	.36	-	-	.50
Standard deviation	1.39	-	-	-	-	1.35	1.35	-	-	1.72

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	41	10	17	14	39	2	-	38	3	40	1
Effective base	28	7	13	9	26	2	-	26	2	27	1
Weighted Base	48	15	22	12	45	3	-	47	1	48	*
Very Dissatisfied (-2)	10 20%	1 8%	4 19%	4 37%	10 21%	- -%	- -%	10 20%	- -%	10 20%	- -%
Fairly Dissatisfied (-1)	2 3%	- -%	2 7%	- -%	2 3%	- -%	- -%	2 3%	- -%	2 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	5 34%	3 13%	2 16%	9 19%	1 38%	- -%	10 21%	- -%	10 20%	- -%
Fairly Satisfied (1)	13 28%	3 19%	8 39%	2 19%	12 26%	2 62%	- -%	12 26%	1 80%	13 28%	- -%
Very Satisfied (2)	6 12%	2 13%	1 6%	3 22%	6 13%	- -%	- -%	6 13%	- -%	6 12%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	3 23%	3 16%	1 6%	8 17%	- -%	- -%	7 16%	* 20%	7 15%	* 100%
Don't Know (DO NOT READ OUT)	1 1%	1 3%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
NET: Satisfied	19 40%	5 32%	10 45%	5 41%	17 39%	2 62%	- -%	18 39%	1 80%	19 40%	- -%
NET: Dissatisfied	11 23%	1 8%	6 26%	4 37%	11 24%	- -%	- -%	11 24%	- -%	11 23%	- -%
Answered	40	11	18	11	37	3	-	39	1	40	-
Mean Score	.1	.4	.1	-.1	.1	.6	-	.1	1.0	.1	-
Standard error	.24	.44	.36	.48	.25	.42	-	.25	-	.24	-
Standard deviation	1.39	1.16	1.35	1.73	1.44	.60	-	1.41	-	1.39	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			*a	*b	*c
Significance Level: 95%					
Unweighted Base		41	15	5	21
Effective base		28	8	3	16
Weighted Base		48	17	5	27
Very Dissatisfied	(-2)	10 20%	4 21%	- -%	6 22%
Fairly Dissatisfied	(-1)	2 3%	- -%	- -%	2 6%
Neither Satisfied Nor Dissatisfied	(0)	10 20%	5 29%	1 23%	4 14%
Fairly Satisfied	(1)	13 28%	1 9%	3 70%	9 32%
Very Satisfied	(2)	6 12%	3 18%	* 7%	3 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8 16%	3 20%	- -%	4 16%
Don't Know (DO NOT READ OUT)		1 1%	1 3%	- -%	- -%
NET: Satisfied		19 40%	4 26%	4 77%	11 42%
NET: Dissatisfied		11 23%	4 21%	- -%	8 28%
Answered		40	13	5	23
Mean Score		.1	*	.8	*
Standard error		.24	.44	.26	.35
Standard deviation		1.39	1.52	.58	1.44

Columns Tested:: a,b,c

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	41	32	7	2	-	-	-	-	-	39	2	-
Effective base	28	21	6	2	-	-	-	-	-	27	2	-
Weighted Base	48	40	7	1	-	-	-	-	-	47	1	-
Very Dissatisfied	(-2)	10	10	-	-	-	-	-	-	10	-	-
		20%	24%	-%	-%	-%	-%	-%	-%	20%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	-	-	-	2	-	-
		3%	-%	21%	-%	-%	-%	-%	-%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	9	*	-	-	-	-	-	10	-	-
		20%	24%	5%	-%	-%	-%	-%	-%	21%	-%	-%
Fairly Satisfied	(1)	13	9	4	1	-	-	-	-	13	1	-
		28%	23%	48%	78%	-%	-%	-%	-%	27%	78%	-%
Very Satisfied	(2)	6	4	1	*	-	-	-	-	6	*	-
		12%	11%	15%	22%	-%	-%	-%	-%	12%	22%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	7	1	-	-	-	-	-	-	8	-	-
	16%	17%	11%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	19	13	5	1	-	-	-	-	-	18	1	-
	40%	34%	63%	100%	-%	-%	-%	-%	-%	39%	100%	-%
NET: Dissatisfied	11	10	2	-	-	-	-	-	-	11	-	-
	23%	24%	21%	-%	-%	-%	-%	-%	-%	24%	-%	-%
Answered	40	32	7	1	-	-	-	-	-	39	1	-
Mean Score	.1	*	.6	1.2	-	-	-	-	-	.1	1.2	-
Standard error	.24	.28	.45	1.15	-	-	-	-	-	.25	1.15	-
Standard deviation	1.39	1.44	1.11	1.62	-	-	-	-	-	1.40	1.62	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	41	8	24	9	33	35	37	39	21	14	6	21	3	3	2	1	1
Effective base	28	5	17	7	22	24	25	26	16	10	4	16	1	2	1	1	1
Weighted Base	48	12	28	9	40	41	44	45	27	11	7	29	2	3	2	1	*
Very Dissatisfied (-2)	10 20%	2 14%	8 28%	- -%	10 24%	10 23%	10 22%	10 21%	5 19%	3 27%	- -%	8 26%	- -%	- -%	2 91%	- -%	- -%
Fairly Dissatisfied (-1)	2 3%	- -%	- -%	2 18%	2 4%	2 4%	2 4%	2 3%	2 6%	- -%	- -%	2 5%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	5 39%	5 17%	* 5%	10 24%	9 22%	10 22%	9 20%	2 7%	3 24%	1 10%	9 30%	- -%	* 15%	- -%	- -%	- -%
Fairly Satisfied (1)	13 28%	2 21%	7 24%	4 51%	9 22%	9 23%	9 22%	13 30%	7 27%	2 22%	1 9%	4 13%	2 87%	2 85%	- -%	1 100%	- -%
Very Satisfied (2)	6 12%	2 20%	2 8%	1 16%	3 8%	6 14%	6 13%	6 13%	5 19%	2 18%	2 35%	3 9%	- -%	- -%	* 9%	- -%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	1 6%	6 21%	1 9%	8 19%	5 12%	8 17%	5 11%	6 23%	1 9%	3 38%	5 16%	* 13%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	1 2%	- -%	- -%	1 1%	1 1%	1 1%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	19 40%	5 40%	9 31%	6 68%	12 30%	15 37%	15 34%	19 43%	12 45%	4 40%	3 45%	7 23%	2 87%	2 85%	* 9%	1 100%	* 100%
NET: Dissatisfied	11 23%	2 14%	8 28%	2 18%	11 27%	11 27%	11 25%	11 25%	7 25%	3 27%	- -%	9 32%	- -%	- -%	2 91%	- -%	- -%
Answered	40	11	22	8	33	35	36	39	21	10	4	25	2	3	2	1	*
Mean Score	.1	.3	-.2	.7	-.2	*	*	.1	.2	*	1.5	-.3	1.0	.8	-1.6	1.0	2.0
Standard error	.24	.49	.34	.37	.26	.27	.26	.24	.38	.45	.45	.33	-	.27	1.14	-	-
Standard deviation	1.39	1.31	1.49	1.05	1.37	1.44	1.43	1.41	1.56	1.57	.91	1.38	-	.46	1.62	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	41	25	4	3	-	-	-	1	23	4	2	3	2	1	-
Effective base	28	19	3	2	-	-	-	1	16	2	1	2	2	1	-
Weighted Base	48	36	1	3	-	-	-	*	30	3	2	4	*	1	-
Very Dissatisfied	(-2)	10	8	-	2	-	-	-	8	-	-	2	-	-	-
		20%	21%	-%	60%	-%	-%	-%	26%	-%	-%	46%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-	-	-	-	-
		3%	4%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	9	-	*	-	-	-	9	-	*	-	-	-	-
		20%	26%	-%	13%	-%	-%	-%	29%	-%	17%	-%	-%	-%	-%
Fairly Satisfied	(1)	13	8	*	1	-	-	-	3	2	2	2	-	1	-
		28%	21%	46%	27%	-%	-%	-%	10%	48%	83%	54%	-%	100%	-%
Very Satisfied	(2)	6	3	*	-	-	-	*	5	-	-	-	*	-	-
		12%	7%	21%	-%	-%	-%	100%	17%	-%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	7	*	-	-	-	-	3	2	-	-	-	-	-
		16%	20%	33%	-%	-%	-%	-%	11%	52%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	-	1	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied		19	10	1	1	-	-	*	8	2	2	2	*	1	-
		40%	28%	67%	27%	-%	-%	100%	27%	48%	83%	54%	100%	100%	-%
NET: Dissatisfied		11	9	-	2	-	-	-	9	-	-	2	-	-	-
		23%	26%	-%	60%	-%	-%	-%	31%	-%	-%	46%	-%	-%	-%
Answered		40	29	1	3	-	-	*	26	2	2	4	*	1	-
Mean Score		.1	-.1	1.3	-.9	-	-	2.0	-.1	1.0	.8	-.4	2.0	1.0	-
Standard error		.24	.30	-	.95	-	-	-	.34	*	.36	1.00	-	-	-
Standard deviation		1.39	1.34	-	1.64	-	-	-	1.48	*	.50	1.73	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	41	23	8	3	2	3	-	-	12	6	10	3	5
Effective base	28	14	6	2	1	3	-	-	9	4	7	1	3
Weighted Base	48	26	10	3	2	5	-	-	19	6	10	2	5
Very Dissatisfied (-2)	10 20%	5 21%	2 23%	- -%	- -%	2 40%	- -%	- -%	4 20%	1 19%	2 19%	- -%	3 50%
Fairly Dissatisfied (-1)	2 3%	- -%	- -%	- -%	- -%	2 34%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	6 22%	3 35%	- -%	- -%	- -%	- -%	- -%	6 32%	- -%	3 33%	- -%	* 6%
Fairly Satisfied (1)	13 28%	7 28%	4 38%	1 32%	2 87%	- -%	- -%	- -%	2 12%	- -%	3 29%	2 89%	2 43%
Very Satisfied (2)	6 12%	4 15%	* 4%	- -%	* 13%	1 25%	- -%	- -%	3 16%	1 14%	* 2%	* 11%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	3 12%	- -%	2 68%	- -%	- -%	- -%	- -%	2 12%	3 58%	2 17%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%
NET: Satisfied	19 40%	11 43%	4 42%	1 32%	2 100%	1 25%	- -%	- -%	5 28%	1 14%	3 31%	2 100%	2 43%
NET: Dissatisfied	11 23%	5 21%	2 23%	- -%	- -%	3 75%	- -%	- -%	5 28%	1 19%	2 19%	- -%	3 50%
Answered	40	23	10	1	2	5	-	-	17	2	9	2	5
Mean Score	.1	.2	*	1.0	1.1	-.6	-	-	*	-.3	-.1	1.1	-.6
Standard error	.24	.33	.45	-	.36	1.04	-	-	.44	1.63	.44	.25	.73
Standard deviation	1.39	1.44	1.28	-	.51	1.81	-	-	1.41	2.83	1.24	.43	1.62

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	41	16	7	6	2	2	12	5	9	4	4
Effective base	28	11	5	4	1	2	9	4	6	2	3
Weighted Base	48	22	9	6	2	1	19	4	9	3	4
Very Dissatisfied (-2)	10 20%	4 17%	3 35%	- -%	2 96%	1 70%	4 20%	1 31%	2 21%	1 26%	2 42%
Fairly Dissatisfied (-1)	2 3%	2 7%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	6 27%	- -%	3 54%	- -%	* 30%	5 28%	- -%	3 36%	- -%	* 7%
Fairly Satisfied (1)	13 28%	6 27%	- -%	3 43%	* 4%	- -%	2 13%	1 22%	2 23%	2 66%	2 51%
Very Satisfied (2)	6 12%	3 11%	* 4%	* 3%	- -%	- -%	3 18%	* 11%	* 2%	* 8%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	2 10%	5 60%	- -%	- -%	- -%	2 12%	1 22%	2 19%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%
NET: Satisfied	19 40%	9 38%	* 4%	3 46%	* 4%	- -%	6 31%	1 34%	2 25%	2 74%	2 51%
NET: Dissatisfied	11 23%	5 24%	3 35%	- -%	2 96%	1 70%	5 29%	1 31%	2 21%	1 26%	2 42%
Answered	40	20	3	6	2	1	17	2	8	3	4
Mean Score	.1	.1	-1.6	.5	-1.9	-1.4	*	-.3	-.2	.3	-.3
Standard error	.24	.35	.86	.25	.59	2.54	.46	1.29	.47	.86	.82
Standard deviation	1.39	1.31	1.49	.61	.84	3.59	1.45	2.23	1.25	1.72	1.64

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	41	7	7	12	9	3	32	1	6	24	17	29	4
Effective base	28	4	5	8	7	3	22	1	4	15	13	21	4
Weighted Base	48	11	7	11	11	5	40	*	5	29	20	39	2
Very Dissatisfied	(-2)	10	2	-	3	3	6	-	4	7	2	10	-
		20%	15%	-%	28%	28%	15%	-%	77%	26%	11%	25%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	2	2	-	-	-	2	2	-
		3%	-%	-%	-%	15%	4%	-%	-%	-%	8%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	4	3	2	*	9	-	-	7	3	9	1
		20%	35%	36%	21%	3%	23%	-%	-%	25%	13%	23%	61%
Fairly Satisfied	(1)	13	2	3	2	5	13	-	*	7	6	9	*
		28%	21%	36%	16%	44%	33%	-%	3%	25%	32%	22%	21%
Very Satisfied	(2)	6	2	-	2	*	6	-	*	1	5	3	-
		12%	22%	-%	18%	3%	14%	-%	4%	4%	24%	8%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	1	2	2	1	4	*	1	6	2	7	*
		16%	7%	22%	16%	8%	10%	100%	16%	20%	9%	19%	18%
Don't Know (DO NOT READ OUT)		1	-	1	-	-	1	-	-	-	1	-	-
		1%	-%	7%	-%	-%	1%	-%	-%	-%	3%	-%	-%
NET: Satisfied		19	5	3	4	5	19	-	*	8	11	12	*
		40%	43%	36%	34%	47%	47%	-%	7%	29%	56%	30%	21%
NET: Dissatisfied		11	2	-	3	5	8	-	4	7	4	11	-
		23%	15%	-%	28%	42%	19%	-%	77%	26%	19%	29%	-%
Answered		40	10	5	9	10	36	-	4	23	17	31	1
Mean Score		.1	.4	.5	-.1	-.2	.3	-	-1.7	-.2	.6	-.2	.3
Standard error		.24	.56	.25	.52	1.09	.24	-	.52	.30	.38	.29	.51
Standard deviation		1.39	1.37	.55	1.65	1.46	1.30	-	1.16	1.35	1.36	1.40	.88

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	*a	*b	a	*b	a	*b	*a	*b
Unweighted Base	41	32	3	13	26	31	2	30	5	14	25
Effective base	28	22	2	10	17	21	2	21	4	10	18
Weighted Base	48	39	1	20	25	39	1	38	3	20	25
Very Dissatisfied	(-2) 10 20%	10 24%	- -%	4 19%	6 23%	10 24%	- -%	10 25%	- -%	4 19%	6 23%
Fairly Dissatisfied	(-1) 2 3%	2 4%	- -%	- -%	2 6%	2 4%	- -%	2 4%	- -%	- -%	2 6%
Neither Satisfied Nor Dissatisfied	(0) 10 20%	9 23%	- -%	7 34%	2 9%	9 22%	1 100%	9 23%	* 13%	7 36%	2 8%
Fairly Satisfied	(1) 13 28%	9 23%	* 24%	7 37%	6 24%	9 23%	- -%	8 22%	1 46%	5 26%	8 33%
Very Satisfied	(2) 6 12%	5 14%	* 17%	* 2%	5 22%	3 8%	- -%	5 14%	* 9%	1 3%	5 21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	4 10%	1 58%	2 8%	3 13%	8 19%	- -%	4 11%	1 32%	3 16%	2 7%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	1 2%
NET: Satisfied	19 40%	14 37%	1 42%	8 39%	11 46%	12 30%	- -%	14 36%	1 55%	6 29%	14 54%
NET: Dissatisfied	11 23%	11 28%	- -%	4 19%	7 29%	11 28%	- -%	11 29%	- -%	4 19%	7 29%
Answered	40	35	1	18	21	32	1	33	2	17	23
Mean Score	.1	*	1.4	*	.2	-.2	-	*	1.0	-.1	.3
Standard error	.24	.28	-	.34	.35	.28	-	.29	.44	.35	.34
Standard deviation	1.39	1.44	-	1.18	1.61	1.39	-	1.46	.88	1.20	1.55

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	41	24	25	9	-	23	24	6	1	34	20	10	-
Effective base	28	16	17	8	-	16	16	5	1	24	14	8	-
Weighted Base	48	31	29	14	-	28	29	9	2	42	21	13	-
Very Dissatisfied (-2)	10 20%	8 26%	7 25%	2 14%	- -%	5 19%	5 19%	2 21%	2 100%	8 19%	4 21%	2 15%	- -%
Fairly Dissatisfied (-1)	2 3%	2 5%	2 5%	- -%	- -%	- -%	2 5%	- -%	- -%	2 4%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	7 23%	3 11%	2 15%	- -%	7 25%	6 22%	2 20%	- -%	9 22%	2 11%	3 20%	- -%
Fairly Satisfied (1)	13 28%	7 21%	7 25%	5 37%	- -%	7 25%	7 25%	4 43%	- -%	13 32%	8 36%	5 36%	- -%
Very Satisfied (2)	6 12%	3 9%	2 9%	- -%	- -%	5 17%	5 17%	- -%	- -%	6 13%	4 18%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	5 16%	7 24%	5 34%	- -%	4 13%	3 9%	1 16%	- -%	4 9%	3 12%	4 29%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	1 2%	- -%	- -%
NET: Satisfied	19 40%	9 30%	10 34%	5 37%	- -%	12 43%	12 42%	4 43%	- -%	19 45%	11 54%	5 36%	- -%
NET: Dissatisfied	11 23%	9 31%	9 31%	2 14%	- -%	5 19%	7 25%	2 21%	2 100%	9 23%	4 21%	2 15%	- -%
Answered	40	26	22	9	-	25	26	8	2	37	18	9	-
Mean Score	.1	-.2	-.2	.1	-	.3	.2	*	-2.0	.2	.3	.1	-
Standard error	.24	.31	.34	.51	-	.31	.32	.59	-	.25	.37	.46	-
Standard deviation	1.39	1.41	1.50	1.24	-	1.40	1.42	1.31	-	1.36	1.49	1.23	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	41	28	32	21	20	23	1	14	12	15	7	4	6	8
Effective base	28	19	22	14	12	16	1	11	7	9	6	3	3	4
Weighted Base	48	37	39	26	23	28	*	16	14	19	10	6	7	10
Very Dissatisfied (-2)	10	10	10	5	4	8	-	5	4	4	2	2	1	-
	20%	26%	24%	17%	16%	30%	-%	28%	27%	20%	19%	35%	16%	-%
Fairly Dissatisfied (-1)	2	2	2	-	2	-	-	-	-	-	-	-	2	-
	3%	4%	4%	-%	7%	-%	-%	-%	-%	-%	-%	-%	22%	-%
Neither Satisfied Nor Dissatisfied (0)	10	9	9	8	4	4	-	3	6	6	2	2	4	4
	20%	25%	23%	29%	18%	15%	-%	16%	40%	34%	21%	39%	53%	42%
Fairly Satisfied (1)	13	6	9	9	5	6	-	5	1	4	5	-	*	2
	28%	17%	22%	34%	21%	21%	-%	28%	7%	23%	45%	-%	2%	22%
Very Satisfied (2)	6	3	6	2	3	5	*	2	1	1	-	-	1	2
	12%	8%	14%	8%	13%	17%	100%	9%	4%	5%	-%	-%	8%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	7	4	3	6	4	-	3	3	3	2	1	-	2
	16%	20%	11%	12%	25%	16%	-%	19%	22%	17%	15%	26%	-%	18%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	1	-	-	-	-	-	-	-	-
	1%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	19	9	14	11	8	11	*	6	2	5	5	-	1	4
	40%	25%	36%	42%	34%	38%	100%	37%	11%	29%	45%	-%	10%	41%
NET: Dissatisfied	11	11	11	5	5	8	-	5	4	4	2	2	3	-
	23%	30%	28%	17%	23%	30%	-%	28%	27%	20%	19%	35%	37%	-%
Answered	40	29	34	23	17	23	*	13	11	16	9	4	7	8
Mean Score	.1	-.3	*	.2	.1	*	2.0	-.1	-.5	-.1	.1	-.9	-.4	.7
Standard error	.24	.29	.28	.29	.36	.37	-	.44	.40	.35	.51	.66	.45	.35
Standard deviation	1.39	1.40	1.45	1.26	1.43	1.63	-	1.53	1.26	1.27	1.26	1.15	1.11	.86

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	c	*d	*e	*a	*b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	41	6	4	4	4	29	21	32	28	20	22	28	5	-	36	1
Effective base	28	5	3	2	3	18	13	20	19	13	14	18	3	-	24	1
Weighted Base	48	10	4	3	3	34	25	36	34	21	28	33	5	-	42	3
Very Dissatisfied (-2)	10 20%	4 38%	- -%	- -%	- -%	8 22%	5 18%	8 21%	6 17%	4 17%	6 21%	5 16%	1 16%	- -%	10 23%	- -%
Fairly Dissatisfied (-1)	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	2 8%	2 6%	2 5%	- -%	- -%	2 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	* 3%	2 52%	- -%	* 12%	6 18%	5 21%	6 17%	6 18%	1 3%	5 19%	5 16%	* 8%	- -%	7 17%	- -%
Fairly Satisfied (1)	13 28%	2 18%	* 9%	2 66%	1 38%	10 29%	8 31%	10 29%	12 36%	10 49%	9 32%	11 33%	- -%	- -%	13 32%	- -%
Very Satisfied (2)	6 12%	- -%	1 39%	- -%	- -%	5 14%	4 16%	6 16%	3 8%	3 13%	1 3%	4 13%	* 5%	- -%	6 13%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	4 41%	- -%	1 34%	2 50%	6 17%	3 14%	6 17%	6 17%	2 7%	5 19%	6 17%	3 71%	- -%	5 12%	3 100%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	19 40%	2 18%	2 48%	2 66%	1 38%	15 43%	12 46%	16 45%	15 44%	13 62%	10 35%	15 46%	* 5%	- -%	19 45%	- -%
NET: Dissatisfied	11 23%	4 38%	- -%	- -%	- -%	8 22%	5 18%	8 21%	7 22%	5 25%	7 27%	7 21%	1 16%	- -%	11 26%	- -%
Answered	40	6	4	2	2	29	21	30	28	19	23	27	1	-	37	-
Mean Score	.1	-1.0	.9	1.0	.8	.2	.3	.2	.1	.4	-.1	.3	-.7	-	.1	-
Standard error	.24	.76	.56	-	.40	.29	.34	.28	.27	.34	.31	.28	1.69	-	.26	-
Standard deviation	1.39	1.52	1.11	-	.70	1.45	1.40	1.46	1.32	1.39	1.31	1.37	2.93	-	1.44	-

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	41	25	14	22	13	41	-	11	20	10	16	8	16
Effective base	28	16	11	15	8	28	-	7	14	7	11	5	12
Weighted Base	48	28	19	25	17	48	-	12	27	9	21	10	16
Very Dissatisfied (-2)	10 20%	8 29%	1 6%	2 9%	6 33%	10 20%	- -%	4 32%	4 15%	2 17%	4 18%	- -%	6 37%
Fairly Dissatisfied (-1)	2 3%	2 5%	- -%	2 6%	- -%	2 3%	- -%	- -%	2 6%	- -%	2 7%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	10 20%	9 32%	- -%	1 6%	6 33%	10 20%	- -%	2 19%	6 24%	1 12%	6 27%	- -%	4 25%
Fairly Satisfied (1)	13 28%	5 16%	9 47%	9 35%	3 19%	13 28%	- -%	5 45%	6 24%	2 18%	7 32%	4 41%	3 16%
Very Satisfied (2)	6 12%	1 3%	5 25%	5 22%	* 2%	6 12%	- -%	* 4%	3 10%	3 28%	3 16%	1 6%	1 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	3 12%	4 22%	5 22%	2 13%	8 16%	- -%	- -%	5 19%	2 25%	- -%	5 53%	2 14%
Don't Know (DO NOT READ OUT)	1 1%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%
NET: Satisfied	19 40%	6 19%	13 72%	14 58%	4 21%	19 40%	- -%	6 49%	9 34%	4 46%	10 48%	5 47%	3 20%
NET: Dissatisfied	11 23%	10 35%	1 6%	4 15%	6 33%	11 23%	- -%	4 32%	6 21%	2 17%	5 25%	- -%	6 37%
Answered	40	25	15	19	15	40	-	12	21	7	21	5	13
Mean Score	.1	-.5	1.1	.7	-.5	.1	-	-.1	.1	.5	.2	1.1	-.6
Standard error	.24	.28	.30	.31	.39	.24	-	.43	.34	.59	.33	.19	.39
Standard deviation	1.39	1.26	1.05	1.31	1.31	1.39	-	1.43	1.32	1.67	1.33	.38	1.40

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		41	19	22
Effective base		28	12	16
Weighted Base		48	18	30
Very Dissatisfied	(-2)	10 20%	4 20%	6 20%
Fairly Dissatisfied	(-1)	2 3%	- -%	2 5%
Neither Satisfied Nor Dissatisfied	(0)	10 20%	2 12%	8 25%
Fairly Satisfied	(1)	13 28%	5 26%	9 29%
Very Satisfied	(2)	6 12%	4 24%	2 6%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8 16%	3 19%	4 14%
Don't Know (DO NOT READ OUT)		1 1%	- -%	1 2%
NET: Satisfied		19 40%	9 49%	10 35%
NET: Dissatisfied		11 23%	4 20%	8 25%
Answered		40	14	26
Mean Score		.1	.4	-.1
Standard error		.24	.38	.31
Standard deviation		1.39	1.57	1.29

Columns Tested:: a,b

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		41	-	1	3	7	2	3	1	5	6	2	10	1
Effective base		28	-	1	3	5	1	2	1	4	4	2	7	1
Weighted Base		48	-	*	8	4	1	3	2	6	7	2	12	3
Very Dissatisfied	(-2)	10	-	-	-	1	-	-	-	3	3	-	2	-
		20%	-%	-%	-%	27%	-%	-%	-%	54%	43%	-%	17%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	-	-	-	-	-	-	-
		3%	-%	-%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	-	-	4	-	1	*	-	3	-	-	2	-
		20%	-%	-%	50%	-%	82%	12%	-%	39%	-%	-%	16%	-%
Fairly Satisfied	(1)	13	-	-	2	2	-	-	-	-	3	2	4	-
		28%	-%	-%	29%	59%	-%	-%	-%	-%	49%	68%	32%	-%
Very Satisfied	(2)	6	-	-	-	1	*	1	-	*	-	-	3	-
		12%	-%	-%	-%	14%	18%	41%	-%	6%	-%	-%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	-	*	-	-	-	1	2	-	-	1	1	3
		16%	-%	100%	-%	-%	-%	47%	100%	-%	-%	32%	7%	100%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-	-	-	-	1	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%
NET: Satisfied		19	-	-	2	3	*	1	-	*	3	2	7	-
		40%	-%	-%	29%	73%	18%	41%	-%	6%	49%	68%	61%	-%
NET: Dissatisfied		11	-	-	2	1	-	-	-	3	3	-	2	-
		23%	-%	-%	20%	27%	-%	-%	-%	54%	43%	-%	17%	-%
Answered		40	-	-	8	4	1	2	-	6	6	2	11	-
Mean Score		.1	-	-	.1	.3	.4	1.5	-	-1.0	-4	1.0	.6	-
Standard error		.24	-	-	.43	.63	1.06	.93	-	.60	.73	-	.48	-
Standard deviation		1.39	-	-	.75	1.67	1.49	1.32	-	1.34	1.63	-	1.45	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 325 (continuation)

QOP3A.8.3. Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=8)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	41	4	12	12	13	16	25
Effective base	28	3	8	9	10	9	19
Weighted Base	48	8	9	15	17	17	32
Very Dissatisfied	(-2) 10 20%	- -	1 13%	6 43%	2 12%	1 7%	8 27%
Fairly Dissatisfied	(-1) 2 3%	2 20%	- -	- -	- -	2 9%	- -
Neither Satisfied Nor Dissatisfied	(0) 10 20%	4 48%	2 17%	3 17%	2 11%	5 32%	4 14%
Fairly Satisfied	(1) 13 28%	2 28%	2 28%	3 23%	5 32%	5 28%	9 28%
Very Satisfied	(2) 6 12%	- -	2 24%	* 3%	3 20%	2 13%	4 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 16%	* 4%	1 17%	2 11%	4 25%	2 11%	6 18%
Don't Know (DO NOT READ OUT)	1 1%	- -	- -	1 3%	- -	- -	1 2%
NET: Satisfied	19 40%	2 28%	5 52%	4 25%	9 52%	7 41%	12 39%
NET: Dissatisfied	11 23%	2 20%	1 13%	6 43%	2 12%	3 16%	8 27%
Answered	40	8	7	13	12	15	25
Mean Score	.1	.1	.6	-.7	.6	.3	*
Standard error	.24	.43	.43	.46	.43	.30	.34
Standard deviation	1.39	.75	1.43	1.46	1.36	1.12	1.54

Columns Tested: a,b,c,d - a,b

Table 326

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	22	2	20	13	2	2	5	9
Effective base	9	1	8	9	2	2	5	5
Weighted Base	17	2	15	17	*	*	*	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	37%	-%	15%
Fairly Satisfied (1)	9	2	8	9	*	*	*	*
	55%	99%	50%	55%	100%	63%	21%	75%
Very Satisfied (2)	6	*	6	6	-	-	*	*
	34%	1%	38%	35%	-%	-%	79%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	2	-	-	-	-
	10%	-%	11%	10%	-%	-%	-%	-%
NET: Satisfied	15	2	14	15	*	*	*	*
	90%	100%	88%	90%	100%	63%	100%	85%
NET: Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	2	14	15	*	*	*	*
Mean Score	1.4	1.0	1.4	1.4	1.0	.6	1.8	1.0
Standard error	.11	.08	.12	.15	-	-	-	-
Standard deviation	.51	.11	.52	.50	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	22	5	4	4	1	3	5	13	2	7
Effective base	9	5	3	3	1	3	5	9	2	3
Weighted Base	17	11	4	2	*	*	*	17	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	22%	-%	-%	-%	28%
Fairly Satisfied	(1)	9	6	3	1	*	*	*	9	*
		55%	58%	65%	24%	100%	78%	21%	55%	100%
Very Satisfied	(2)	6	3	1	2	-	-	*	6	-
		34%	27%	35%	76%	-%	-%	79%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	-	-	-	2	-
		10%	16%	-%	-%	-%	-%	-%	10%	-%
NET: Satisfied		15	9	4	2	*	*	*	15	*
		90%	84%	100%	100%	100%	78%	100%	90%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	9	4	2	*	*	*	15	*	*
Mean Score	1.4	1.3	1.3	1.8	1.0	.8	1.8	1.4	1.0	.9
Standard error	.11	.25	.28	.29	-	-	-	.15	-	-
Standard deviation	.51	.49	.55	.58	-	-	-	.50	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	6	7	2	2	5	6	5	3	3	2
Effective base	9	6	6	2	2	5	3	4	2	2	2
Weighted Base	17	13	4	*	*	*	6	6	4	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	37%	-%	-%	-%	1%	-%	-%
Fairly Satisfied (1)	9	8	1	*	*	*	3	3	3	*	*
	55%	64%	28%	100%	63%	21%	54%	45%	70%	25%	56%
Very Satisfied (2)	6	3	3	-	-	*	3	1	1	*	*
	34%	23%	72%	-%	-%	79%	46%	24%	29%	75%	44%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	2	-	-	-
	10%	14%	-%	-%	-%	-%	-%	31%	-%	-%	-%
NET: Satisfied	15	11	4	*	*	*	6	4	4	1	*
	90%	86%	100%	100%	63%	100%	100%	69%	99%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	11	4	*	*	*	6	4	4	1	*
Mean Score	1.4	1.3	1.7	1.0	.6	1.8	1.5	1.3	1.3	1.7	1.4
Standard error	.11	.21	.20	-	-	-	.22	.28	.32	-	-
Standard deviation	.51	.46	.52	-	-	-	.54	.55	.55	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		22	-	1	4	-	1	-	2	2	-
Effective base		9	-	1	3	-	1	-	2	2	-
Weighted Base		17	-	2	6	-	2	-	5	1	-
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	-	2	3	-	2	-	2	-	-
		55%	-%	100%	55%	-%	100%	-%	39%	-%	-%
Very Satisfied	(2)	6	-	-	1	-	-	-	3	1	-
		34%	-%	-%	18%	-%	-%	-%	61%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	2	-	-	-	-	-	-
		10%	-%	-%	27%	-%	-%	-%	-%	-%	-%
NET: Satisfied		15	-	2	5	-	2	-	5	1	-
		90%	-%	100%	73%	-%	100%	-%	100%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		15	-	2	5	-	2	-	5	1	-
Mean Score		1.4	-	1.0	1.2	-	1.0	-	1.6	2.0	-
Standard error		.11	-	-	.28	-	-	-	.39	-	-
Standard deviation		.51	-	-	.49	-	-	-	.55	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
	Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	22	1	3	6	10	12	4	4	4
Effective base	9	1	2	5	8	4	2	1	3
Weighted Base	17	2	3	11	16	1	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	*
		*%	-%	-%	-%	3%	-%	-%	19%
Fairly Satisfied	(1)	9	2	2	5	9	1	*	*
		55%	100%	55%	48%	55%	19%	97%	25%
Very Satisfied	(2)	6	-	1	4	5	1	*	*
		34%	-%	45%	36%	34%	41%	81%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	2	-	-	-	-
		10%	-%	-%	16%	11%	-%	-%	-%
NET: Satisfied	15	2	3	9	14	1	1	1	*
		90%	100%	100%	84%	89%	100%	100%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	2	3	9	14	1	1	1	*
Mean Score	1.4	1.0	1.5	1.4	1.4	1.4	1.8	1.0	1.4
Standard error	.11	-	.35	.23	.17	.30	-	-	-
Standard deviation	.51	-	.61	.52	.50	1.05	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	22	-	2	-	2	3	6	2	1	8
Effective base	9	-	2	-	2	1	3	2	1	3
Weighted Base	17	-	1	-	1	1	6	5	*	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	1%
Fairly Satisfied	(1)	9	-	1	-	1	*	5	2	-
		55%	-%	39%	-%	39%	5%	91%	39%	-%
Very Satisfied	(2)	6	-	1	-	1	1	1	3	*
		34%	-%	61%	-%	61%	95%	9%	61%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	-
		10%	-%	-%	-%	-%	-%	-%	-%	40%
NET: Satisfied	15	-	1	-	1	1	6	5	*	2
		90%	-%	100%	-%	100%	100%	100%	100%	59%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	-	1	-	1	1	6	5	*	3
Mean Score	1.4	-	1.6	-	1.6	2.0	1.1	1.6	2.0	1.2
Standard error	.11	-	.66	-	.66	.30	.13	.39	-	.21
Standard deviation	.51	-	.93	-	.93	.52	.31	.55	-	.57

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	5	6	11	21	1	-	20	2	22	-
Effective base	9	3	3	4	8	1	-	9	1	9	-
Weighted Base	17	3	6	9	15	2	-	17	*	17	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	1%	*%	-%	-%	*%	-%	*%	-%
Fairly Satisfied (1)	9	1	5	4	8	2	-	9	-	9	-
	55%	23%	91%	42%	50%	100%	-%	57%	-%	55%	-%
Very Satisfied (2)	6	2	1	3	6	-	-	5	*	6	-
	34%	77%	9%	38%	39%	-%	-%	33%	100%	34%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	2	-	-	2	-	2	-
	10%	-%	-%	19%	11%	-%	-%	10%	-%	10%	-%
NET: Satisfied	15	3	6	7	14	2	-	15	*	15	-
	90%	100%	100%	80%	89%	100%	-%	89%	100%	90%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	3	6	7	14	2	-	15	*	15	-
Mean Score	1.4	1.8	1.1	1.5	1.4	1.0	-	1.4	2.0	1.4	-
Standard error	.11	.24	.13	.17	.12	-	-	.12	-	.11	-
Standard deviation	.51	.54	.31	.55	.52	-	-	.50	-	.51	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		22	8	5	9
Effective base		9	4	2	4
Weighted Base		17	6	2	9
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-
		*%	-%	3%	-%
Fairly Satisfied	(1)	9	4	*	5
		55%	65%	1%	58%
Very Satisfied	(2)	6	1	2	4
		34%	8%	97%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-
		10%	27%	-%	-%
NET: Satisfied		15	5	2	9
		90%	73%	97%	100%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		15	5	2	9
Mean Score		1.4	1.1	1.9	1.4
Standard error		.11	.13	.25	.17
Standard deviation		.51	.35	.55	.52

Columns Tested:: a,b,c

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	22	7	5	6	1	2	1	-	-	12	10	4
Effective base	9	5	3	3	1	1	1	-	-	8	3	1
Weighted Base	17	10	5	1	1	*	*	-	-	15	2	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	-	-	*	*
		*%	-%	-%	-%	84%	-%	-%	-%	-%	2%	4%
Fairly Satisfied	(1)	9	4	4	1	-	*	-	-	9	1	*
		55%	44%	84%	84%	-%	16%	-%	-%	58%	36%	1%
Very Satisfied	(2)	6	4	1	*	1	-	*	-	5	1	1
		34%	38%	16%	16%	100%	-%	100%	-%	31%	61%	95%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	-	-	-	-	2	-	-
		10%	17%	-%	-%	-%	-%	-%	-%	11%	-%	-%
NET: Satisfied		15	8	5	1	1	*	*	-	13	2	1
		90%	83%	100%	100%	100%	16%	100%	-%	89%	98%	96%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	8	5	1	1	*	*	-	-	13	2	1
Mean Score	1.4	1.5	1.2	1.2	2.0	.2	2.0	-	-	1.3	1.6	1.9
Standard error	.11	.22	.18	-	-	-	-	-	-	.15	.23	.48
Standard deviation	.51	.53	.41	-	-	-	-	-	-	.49	.74	.95

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	22	1	6	15	20	17	20	20	14	18	1	10	1	3	3	1	1
Effective base	9	1	4	4	9	7	9	8	5	7	1	5	1	2	1	1	1
Weighted Base	17	2	8	7	17	14	17	15	11	14	2	8	*	4	2	*	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	100%
Fairly Satisfied (1)	9	2	3	5	9	7	9	8	5	7	2	3	-	3	2	*	-
	55%	100%	32%	70%	54%	51%	54%	50%	47%	50%	100%	32%	-%	62%	99%	100%	-%
Very Satisfied (2)	6	-	4	2	6	5	6	6	4	5	-	6	*	-	*	-	-
	34%	-%	47%	29%	35%	36%	35%	39%	37%	38%	-%	68%	100%	-%	1%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	2	2	2	2	2	2	-	-	-	2	-	-	-
	10%	-%	21%	-%	10%	12%	10%	11%	15%	12%	-%	-%	-%	38%	-%	-%	-%
NET: Satisfied	15	2	6	7	15	12	15	14	9	13	2	8	*	3	2	*	-
	90%	100%	79%	99%	89%	88%	89%	89%	84%	88%	100%	100%	100%	62%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	2	6	7	15	12	15	14	9	13	2	8	*	3	2	*	*
Mean Score	1.4	1.0	1.6	1.3	1.4	1.4	1.4	1.4	1.4	1.4	1.0	1.7	2.0	1.0	1.0	1.0	-
Standard error	.11	-	.24	.13	.12	.13	.12	.12	.15	.13	-	.16	-	.09	-	-	-
Standard deviation	.51	-	.53	.50	.51	.51	.51	.52	.54	.52	-	.50	-	.16	-	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	22	9	3	3	2	2	-	1	6	6	1	3	-	1	-
Effective base	9	5	2	1	1	1	-	1	3	3	1	2	-	1	-
Weighted Base	17	9	4	2	2	*	-	*	6	4	*	4	-	*	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	9	7	-	*	2	*	-	-	2	1	-	4	-	*	-
	55%	82%	-%	*%	99%	90%	-%	-%	32%	23%	-%	100%	-%	100%	-%
Very Satisfied (2)	6	2	4	*	*	*	-	-	4	1	*	*	-	-	-
	34%	18%	100%	7%	1%	10%	-%	-%	68%	31%	100%	*%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-
	10%	-%	-%	92%	-%	-%	-%	-%	-%	46%	-%	-%	-%	-%	-%
NET: Satisfied	15	9	4	*	2	*	-	-	6	2	*	4	-	*	-
	90%	100%	100%	8%	100%	100%	-%	-%	100%	54%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	9	4	*	2	*	-	*	6	2	*	4	-	*	-
Mean Score	1.4	1.2	2.0	1.9	1.0	1.1	-	-	1.7	1.6	2.0	1.0	-	1.0	-
Standard error	.11	.14	-	-	.08	-	-	-	.21	.31	-	.03	-	-	-
Standard deviation	.51	.41	-	-	.12	-	-	-	.51	.70	-	.05	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	22	5	5	5	2	3	-	-	1	7	1	4	6
Effective base	9	3	2	3	1	2	-	-	1	5	1	1	2
Weighted Base	17	5	6	4	1	*	-	-	2	6	1	3	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	2	3	2	-	*	-	2	3	-	*	4
		55%	52%	45%	67%	-%	96%	-%	100%	41%	-%	2%	97%
Very Satisfied	(2)	6	1	3	1	1	*	-	-	2	1	3	*
		34%	11%	55%	33%	100%	4%	-%	-%	32%	100%	98%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-	-
		10%	37%	-%	-%	-%	-%	-%	-%	27%	-%	-%	-%
NET: Satisfied	15	3	6	4	1	*	-	-	2	5	1	3	5
		90%	63%	100%	100%	100%	100%	-%	100%	73%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	3	6	4	1	*	-	-	2	5	1	3	5
Mean Score	1.4	1.2	1.6	1.3	2.0	1.0	-	-	1.0	1.4	2.0	2.0	1.0
Standard error	.11	.23	.24	.25	-	-	-	-	-	.23	-	.09	.08
Standard deviation	.51	.47	.54	.56	-	-	-	-	-	.56	-	.19	.20

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	4	5	4	3	3	1	7	2	1	6
Effective base	9	3	3	2	1	2	1	4	2	1	2
Weighted Base	17	4	5	1	3	4	2	8	*	*	5
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	9	3	2	*	*	4	-	3	*	*	4
	55%	69%	43%	13%	*%	100%	-	35%	56%	100%	97%
Very Satisfied (2)	6	1	1	1	3	*	-	5	*	-	*
	34%	31%	20%	87%	100%	*%	-	65%	44%	-	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	-	2	-	-	-	-
	10%	-%	38%	-%	-%	-%	100%	-%	-%	-%	-%
NET: Satisfied	15	4	3	1	3	4	-	8	*	*	5
	90%	100%	62%	100%	100%	100%	-	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	4	3	1	3	4	-	8	*	*	5
Mean Score	1.4	1.3	1.3	1.9	2.0	1.0	-	1.7	1.4	1.0	1.0
Standard error	.11	.27	.29	.51	.04	.03	-	.19	-	-	.08
Standard deviation	.51	.54	.58	1.02	.07	.05	-	.51	-	-	.20

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	2	3	5	4	6	17	-	3	10	12	16	4
Effective base	9	2	1	3	2	2	7	-	2	4	6	7	2
Weighted Base	17	*	2	4	4	5	13	-	3	9	8	13	4
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Fairly Satisfied (1)	9	-	2	*	1	5	6	-	2	5	4	7	2
	55%	-%	94%	2%	12%	100%	46%	-%	67%	61%	49%	55%	52%
Very Satisfied (2)	6	*	*	2	4	*	5	-	1	3	2	6	-
	34%	100%	6%	53%	88%	*%	40%	-%	33%	39%	30%	45%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	-	2	-	-	-	2	-	2
	10%	-%	-%	46%	-%	-%	14%	-%	-%	-%	21%	-%	47%
NET: Satisfied	15	*	2	2	4	5	11	-	3	9	7	13	2
	90%	100%	100%	54%	100%	100%	86%	-%	100%	100%	79%	100%	52%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	*	2	2	4	5	11	-	3	9	7	13	2
Mean Score	1.4	2.0	1.1	2.0	1.9	1.0	1.5	-	1.3	1.4	1.4	1.5	1.0
Standard error	.11	-	.20	.13	.19	.03	.13	-	.34	.16	.16	.13	.13
Standard deviation	.51	-	.34	.25	.38	.07	.52	-	.59	.52	.54	.52	.22

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	22	8	9	2	18	15	5	7	10	4	16
Effective base	9	4	3	1	7	7	2	4	4	2	7
Weighted Base	17	10	4	2	13	13	4	7	7	5	11
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	6	1	2	6	7	2	6	1	2
		55%	62%	23%	100%	43%	55%	52%	87%	13%	39%
Very Satisfied	(2)	6	4	1	*	6	6	*	1	4	3
		34%	38%	33%	*%	44%	45%	*%	13%	61%	61%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	2	-	2	-	2	-	2
		10%	-%	44%	-%	13%	-%	47%	-%	25%	-%
NET: Satisfied	15	10	2	2	12	13	2	7	5	5	9
		90%	100%	56%	100%	87%	100%	52%	100%	75%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	10	2	2	12	13	2	7	5	5	9
Mean Score	1.4	1.4	1.6	1.0	1.5	1.5	1.0	1.1	1.8	1.6	1.3
Standard error	.11	.18	.24	.06	.13	.13	.12	.14	.14	.28	.13
Standard deviation	.51	.51	.67	.09	.52	.52	.23	.36	.43	.55	.50

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	22	16	12	10	-	16	9	7	-	19	9	9	-
Effective base	9	7	7	4	-	7	4	3	-	8	2	3	-
Weighted Base	17	12	14	5	-	13	6	5	-	15	3	4	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	9	4	8	2	-	7	4	2	-	8	2	2	-
	55%	38%	56%	37%	-%	53%	61%	38%	-%	50%	75%	47%	-%
Very Satisfied (2)	6	5	5	2	-	5	1	1	-	6	1	2	-
	34%	47%	32%	30%	-%	34%	9%	25%	-%	39%	25%	53%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	2	2	-	2	2	2	-	2	-	-	-
	10%	15%	12%	32%	-%	13%	30%	37%	-%	11%	-%	-%	-%
NET: Satisfied	15	10	13	4	-	12	4	3	-	14	3	4	-
	90%	85%	88%	68%	-%	87%	70%	63%	-%	89%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	10	13	4	-	12	4	3	-	14	3	4	-
Mean Score	1.4	1.6	1.4	1.4	-	1.4	1.1	1.4	-	1.4	1.3	1.5	-
Standard error	.11	.14	.15	.20	-	.13	.14	.25	-	.12	.19	.19	-
Standard deviation	.51	.52	.50	.61	-	.51	.39	.60	-	.52	.56	.57	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	22	15	11	11	13	11	3	6	9	9	3	2	5	4		
Effective base	9	6	5	4	5	5	1	3	3	3	1	1	1	1		
Weighted Base	17	12	11	10	8	11	*	6	7	8	2	2	3	3		
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-
		*%	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	9	6	7	6	2	7	*	4	4	5	2	2	*	3	
		55%	52%	65%	65%	26%	64%	17%	55%	51%	58%	100%	100%	*%	87%	
Very Satisfied	(2)	6	6	4	3	6	4	*	3	3	3	*	*	3	*	
		34%	48%	35%	35%	74%	36%	83%	45%	49%	42%	*%	*%	100%	13%	
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		15	12	11	10	8	11	*	6	7	8	2	2	3	3	
		90%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Answered		15	12	11	10	8	11	*	6	7	8	2	2	3	3	
Mean Score		1.4	1.5	1.4	1.3	1.7	1.4	1.8	1.4	1.5	1.4	1.0	1.0	2.0	1.1	
Standard error		.11	.14	.15	.15	.13	.15	-	.22	.18	.18	.06	.07	.03	.20	
Standard deviation		.51	.53	.50	.50	.49	.50	-	.54	.54	.53	.10	.10	.06	.41	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	22	5	2	4	-	18	14	20	18	15	17	17	8	-	14	2
Effective base	9	2	1	3	-	8	7	9	8	6	8	9	4	-	6	2
Weighted Base	17	5	*	4	-	15	15	17	15	13	16	16	6	-	12	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Fairly Satisfied (1)	9	1	*	3	-	9	8	9	9	7	9	9	4	-	7	*
	55%	16%	93%	88%	-%	61%	56%	55%	58%	53%	59%	54%	62%	-%	56%	57%
Very Satisfied (2)	6	4	*	*	-	6	5	6	5	4	5	6	1	-	5	*
	34%	84%	7%	12%	-%	39%	32%	34%	31%	33%	30%	35%	9%	-%	43%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	2	2	2	2	2	2	2	-	-	-
	10%	-%	-%	-%	-%	-%	12%	10%	11%	14%	11%	11%	29%	-%	-%	-%
NET: Satisfied	15	5	*	4	-	15	13	15	14	11	14	15	4	-	12	*
	90%	100%	100%	100%	-%	100%	88%	90%	89%	86%	89%	89%	71%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	5	*	4	-	15	13	15	14	11	14	15	4	-	12	*
Mean Score	1.4	1.8	1.1	1.1	-	1.4	1.4	1.4	1.4	1.4	1.3	1.4	1.1	-	1.4	1.4
Standard error	.11	.18	-	.19	-	.12	.14	.12	.12	.14	.12	.13	.14	-	.14	-
Standard deviation	.51	.41	-	.38	-	.50	.50	.50	.50	.52	.49	.51	.37	-	.52	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	22	13	5	18	-	22	-	11	8	3	8	9	4
Effective base	9	6	2	8	-	9	-	5	3	2	5	3	2
Weighted Base	17	12	1	15	-	17	-	8	4	5	8	7	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%
Fairly Satisfied (1)	9	6	1	8	-	9	-	6	3	-	4	4	2
	55%	54%	55%	50%	-%	55%	-%	76%	76%	-%	51%	55%	75%
Very Satisfied (2)	6	5	1	6	-	6	-	2	1	3	2	3	1
	34%	45%	45%	39%	-%	34%	-%	24%	24%	62%	26%	45%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	2	-	2	-	-	-	2	2	-	-
	10%	-%	-%	11%	-%	10%	-%	-%	-%	37%	23%	-%	-%
NET: Satisfied	15	12	1	13	-	15	-	8	4	3	6	7	2
	90%	100%	100%	89%	-%	90%	-%	100%	100%	62%	77%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	12	1	13	-	15	-	8	4	3	6	7	2
Mean Score	1.4	1.4	1.5	1.4	-	1.4	-	1.2	1.2	2.0	1.3	1.5	1.2
Standard error	.11	.15	.52	.13	-	.11	-	.14	.17	.22	.20	.18	.30
Standard deviation	.51	.53	1.17	.52	-	.51	-	.46	.49	.31	.52	.54	.59

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		22	12	10
Effective base		9	5	5
Weighted Base		17	11	6
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-
		*%	*%	-%
Fairly Satisfied	(1)	9	5	4
		55%	48%	70%
Very Satisfied	(2)	6	4	2
		34%	37%	30%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-
		10%	15%	-%
NET: Satisfied		15	10	6
		90%	84%	100%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		15	10	6
Mean Score		1.4	1.4	1.3
Standard error		.11	.16	.16
Standard deviation		.51	.53	.50

Columns Tested:: a,b

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	22	-	-	4	4	-	2	-	1	3	5	1	2
Effective base	9	-	-	1	2	-	2	-	1	2	2	1	1
Weighted Base	17	-	-	3	2	-	4	-	2	3	1	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Fairly Satisfied	(1)	9	-	-	2	-	3	-	2	2	1	-	-
		55%	-%	-%	100%	-%	62%	-%	100%	59%	82%	-%	-%
Very Satisfied	(2)	6	-	3	*	-	-	-	-	1	*	*	1
		34%	-%	100%	*%	-%	-%	-%	-%	41%	13%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	2	-	-	-	-	-	-
		10%	-%	-%	-%	-%	38%	-%	-%	-%	-%	-%	-%
NET: Satisfied	15	-	-	3	2	-	3	-	2	3	1	*	1
		90%	-%	100%	100%	-%	62%	-%	100%	100%	95%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	-	-	3	2	-	3	-	2	3	1	*	1
Mean Score	1.4	-	-	2.0	1.0	-	1.0	-	1.0	1.4	1.1	2.0	2.0
Standard error	.11	-	-	-	.03	-	-	-	-	.35	1.96	-	-
Standard deviation	.51	-	-	-	.07	-	-	-	-	.61	4.39	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 326 (continuation)

QOP3A.9.3. Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	22	5	5	4	8	10	12
Effective base	9	2	2	3	4	5	6
Weighted Base	17	5	5	5	2	10	7
Very Dissatisfied (-2)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	-	-	-	*	-	*
	*%	-%	-%	-%	2%	-%	1%
Fairly Satisfied (1)	9	2	3	4	1	5	4
	55%	36%	66%	76%	35%	51%	62%
Very Satisfied (2)	6	3	*	1	1	3	3
	34%	64%	*%	24%	63%	32%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	2	-	-	2	-
	10%	-%	34%	-%	-%	17%	-%
NET: Satisfied	15	5	3	5	2	8	7
	90%	100%	66%	100%	98%	83%	99%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Answered	15	5	3	5	2	8	7
Mean Score	1.4	1.6	1.0	1.2	1.6	1.4	1.4
Standard error	.11	.24	.03	.24	.25	.17	.15
Standard deviation	.51	.53	.05	.48	.69	.52	.53

Columns Tested: a,b,c,d - a,b

Table 335

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*e
Unweighted Base	33	11	22	20	5	4	4	13
Effective base	14	5	9	13	3	2	2	6
Weighted Base	25	8	17	23	1	*	*	1
Very Dissatisfied (-2)	*	-	*	*	-	-	-	-
	2%	-%	3%	2%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	1	-	1	-	-	-	-
	2%	7%	-%	3%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	-	6	5	*	*	-	1
	22%	-%	33%	21%	55%	43%	-%	45%
Fairly Satisfied (1)	10	3	7	10	*	-	-	*
	43%	39%	44%	45%	9%	-%	-%	5%
Very Satisfied (2)	3	2	1	2	*	*	*	1
	11%	21%	6%	9%	37%	57%	63%	46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	*	2	-	-	*	*
	6%	16%	1%	7%	-%	-%	37%	3%
Don't Know (DO NOT READ OUT)	3	1	2	3	-	-	-	-
	13%	16%	12%	14%	-%	-%	-%	-%
NET: Satisfied	13	5	8	13	*	*	*	1
	54%	60%	50%	54%	45%	57%	63%	51%
NET: Dissatisfied	1	1	*	1	-	-	-	-
	4%	7%	3%	5%	-%	-%	-%	-%
Answered	20	5	14	19	1	*	*	1
Mean Score	.7	1.1	.6	.7	.8	1.1	2.0	1.0
Standard error	.16	.34	.18	.21	-	-	-	.73
Standard deviation	.84	.95	.79	.83	-	-	-	2.54

Columns Tested: a,b - a,b,c,d,e

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		33	10	9	1	3	6	4	20	5	8
Effective base		14	8	5	1	1	4	2	13	3	4
Weighted Base		25	16	7	1	*	1	*	23	1	1
Very Dissatisfied	(-2)	*	-	*	-	-	-	-	*	-	-
		2%	-%	7%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	-	-	-	1	-	-
		2%	4%	-%	-%	-%	-%	-%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	2	-	*	*	-	5	*	*
		22%	18%	30%	-%	81%	28%	-%	21%	55%	34%
Fairly Satisfied	(1)	10	6	3	1	*	-	-	10	*	-
		43%	41%	48%	100%	13%	-%	-%	45%	9%	-%
Very Satisfied	(2)	3	1	1	-	*	*	*	2	*	*
		11%	8%	12%	-%	7%	72%	63%	9%	37%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	*	-	-	-	*	2	-	*
		6%	8%	3%	-%	-%	-%	37%	7%	-%	8%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-
		13%	21%	-%	-%	-%	-%	-%	14%	-%	-%
NET: Satisfied		13	8	4	1	*	*	*	13	*	*
		54%	49%	60%	100%	19%	72%	63%	54%	45%	58%
NET: Dissatisfied		1	1	*	-	-	-	-	1	-	-
		4%	4%	7%	-%	-%	-%	-%	5%	-%	-%
Answered		20	11	7	1	*	1	*	19	1	*
Mean Score		.7	.8	.6	1.0	.3	1.4	2.0	.7	.8	1.3
Standard error		.16	.29	.36	-	-	-	-	.21	-	-
Standard deviation		.84	.76	1.02	-	-	-	-	.83	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	33	13	7	5	4	4	6	5	2	6	6
Effective base	14	10	4	3	2	2	5	3	1	2	3
Weighted Base	25	18	5	1	*	*	9	6	*	1	*
Very Dissatisfied	(-2)	*	*	-	-	-	*	-	-	-	-
	2%	3%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	-	-	-	-	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	2	*	*	2	3	*	*	-
	22%	16%	42%	55%	43%	-%	24%	47%	89%	13%	-%
Fairly Satisfied	(1)	10	8	2	*	-	4	3	-	*	*
	43%	45%	42%	9%	-%	-%	48%	49%	-%	4%	20%
Very Satisfied	(2)	3	1	1	*	*	-	-	*	1	*
	11%	7%	17%	37%	57%	63%	-%	-%	11%	82%	80%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	2	-	-	-	*	-	*	-	-	-
	6%	8%	-%	-%	-%	37%	-%	4%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	2	-	-	-	-
	13%	18%	-%	-%	-%	-%	23%	-%	-%	-%	-%
NET: Satisfied	13	10	3	*	*	*	4	3	*	1	*
	54%	52%	58%	45%	57%	63%	48%	49%	11%	87%	100%
NET: Dissatisfied	1	1	-	-	-	-	*	-	-	-	-
	4%	6%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Answered	20	14	5	1	*	*	7	6	*	1	*
Mean Score	.7	.7	.7	.8	1.1	2.0	.5	.5	.2	1.7	1.8
Standard error	.16	.29	.30	-	-	-	.40	.27	-	.56	-
Standard deviation	.84	.87	.81	-	-	-	.88	.55	-	1.37	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		33	2	-	1	3	2	1	3	5	1
Effective base		14	2	-	1	2	2	1	2	4	1
Weighted Base		25	3	-	*	4	5	*	5	6	*
Very Dissatisfied	(-2)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	6 22%	2 72%	- -%	* 100%	- -%	- -%	- -%	3 62%	* 6%	- -%
Fairly Satisfied	(1)	10 43%	- -%	- -%	- -%	1 17%	5 100%	- -%	2 37%	3 49%	- -%
Very Satisfied	(2)	3 11%	1 28%	- -%	- -%	1 30%	- -%	- -%	* 1%	- -%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2 6%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	1 22%	- -%
Don't Know (DO NOT READ OUT)		3 13%	- -%	- -%	- -%	2 54%	- -%	- -%	- -%	1 22%	- -%
NET: Satisfied		13 54%	1 28%	- -%	- -%	2 46%	5 100%	- -%	2 38%	3 49%	* 100%
NET: Dissatisfied		1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Answered		20	3	-	*	2	5	-	5	3	*
Mean Score		.7	.6	-	-	1.6	1.0	-	.4	.9	2.0
Standard error		.16	.78	-	-	.53	-	-	.34	.22	-
Standard deviation		.84	1.11	-	-	.74	-	-	.58	.39	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		33	6	7	5	18	15	3	6	6
Effective base		14	4	6	2	12	7	3	3	2
Weighted Base		25	9	9	5	22	2	1	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	*	-
		2%	-%	-%	-%	-%	19%	-%	48%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	1	-	-
		2%	-%	-%	-%	-%	24%	53%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	2	3	6	-	-	-	-
		22%	-%	28%	63%	25%	-%	-%	-%	-%
Fairly Satisfied	(1)	10	5	3	2	10	1	*	*	-
		43%	62%	32%	35%	44%	26%	30%	31%	-%
Very Satisfied	(2)	3	1	1	*	2	1	*	*	*
		11%	15%	10%	1%	10%	20%	17%	21%	29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	1	*	1	*	-	-	*
		6%	-%	15%	1%	6%	10%	-%	-%	71%
Don't Know (DO NOT READ OUT)		3	2	1	-	3	-	-	-	-
		13%	23%	15%	-%	15%	-%	-%	-%	-%
NET: Satisfied		13	7	4	2	12	1	1	1	*
		54%	77%	42%	37%	54%	47%	47%	52%	29%
NET: Dissatisfied		1	-	-	-	-	1	1	*	-
		4%	-%	-%	-%	-%	43%	53%	48%	-%
Answered		20	7	6	5	18	2	1	1	*
Mean Score		.7	1.2	.7	.4	.8	.1	.1	-.2	2.0
Standard error		.16	.19	.33	.29	.17	.55	2.03	-	-
Standard deviation		.84	.43	.75	.58	.65	2.05	3.51	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	33	1	5	-	5	2	11	3	1	9
Effective base	14	1	2	-	2	2	4	2	1	5
Weighted Base	25	1	3	-	3	5	5	*	*	10
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	13%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	*	-	*	2	-	-	-	3
	22%	-%	12%	-%	12%	43%	-%	-%	-%	32%
Fairly Satisfied	(1)	10	-	2	-	2	3	2	*	*
	43%	-%	76%	-%	76%	57%	41%	72%	100%	34%
Very Satisfied	(2)	3	1	*	-	*	-	1	*	-
	11%	100%	12%	-%	12%	-%	31%	12%	-%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	-	-	*	*	-	-
	6%	-%	-%	-%	-%	-%	5%	16%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	13%	-%	-%	-%	-%	-%	-%	-%	-%	34%
NET: Satisfied	13	1	3	-	3	3	3	*	*	3
	54%	100%	88%	-%	88%	57%	72%	84%	100%	34%
NET: Dissatisfied	1	-	-	-	-	-	1	-	-	-
	4%	-%	-%	-%	-%	-%	23%	-%	-%	-%
Answered	20	1	3	-	3	5	4	*	*	6
Mean Score	.7	2.0	1.0	-	1.0	.6	.7	1.1	1.0	.5
Standard error	.16	-	.27	-	.27	.39	.48	-	-	.21
Standard deviation	.84	-	.60	-	.60	.55	1.51	-	-	.55

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	a	*b
Unweighted Base	33	8	11	14	29	4	-	28	5	33	-
Effective base	14	4	4	6	13	1	-	13	2	14	-
Weighted Base	25	9	5	11	22	2	-	24	1	25	-
Very Dissatisfied (-2)	* 2%	- -%	* 10%	- -%	* 2%	- -%	- -%	* 2%	- -%	* 2%	- -%
Fairly Dissatisfied (-1)	1 2%	- -%	1 13%	- -%	1 3%	- -%	- -%	1 3%	- -%	1 2%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	2 28%	- -%	3 27%	3 15%	2 89%	- -%	6 23%	- -%	6 22%	- -%
Fairly Satisfied (1)	10 43%	5 58%	2 41%	3 31%	10 47%	* 3%	- -%	10 42%	1 70%	10 43%	- -%
Very Satisfied (2)	3 11%	1 14%	1 31%	* *%	2 11%	* 9%	- -%	2 10%	* 30%	3 11%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	- -%	* 5%	1 12%	2 7%	- -%	- -%	2 7%	- -%	2 6%	- -%
Don't Know (DO NOT READ OUT)	3 13%	- -%	- -%	3 30%	3 15%	- -%	- -%	3 14%	- -%	3 13%	- -%
NET: Satisfied	13 54%	6 72%	3 72%	3 31%	13 58%	* 11%	- -%	12 52%	1 100%	13 54%	- -%
NET: Dissatisfied	1 4%	- -%	1 23%	- -%	1 5%	- -%	- -%	1 4%	- -%	1 4%	- -%
Answered	20	9	4	7	17	2	-	19	1	20	-
Mean Score	.7	.9	.7	.5	.8	.2	-	.7	1.3	.7	-
Standard error	.16	.24	.48	.18	.17	.38	-	.18	-	.16	-
Standard deviation	.84	.67	1.51	.56	.85	.76	-	.85	-	.84	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		33	11	10	10
Effective base		14	4	4	5
Weighted Base		25	7	6	10
Very Dissatisfied	(-2)	*	*	-	-
		2%	7%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1
		2%	-%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	6	3	3	-
		22%	40%	42%	-%
Fairly Satisfied	(1)	10	4	1	6
		43%	50%	8%	66%
Very Satisfied	(2)	3	*	1	1
		11%	3%	18%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	*	-	*
		6%	1%	-%	2%
Don't Know (DO NOT READ OUT)		3	-	2	1
		13%	-%	32%	13%
NET: Satisfied		13	4	2	8
		54%	53%	26%	78%
NET: Dissatisfied		1	*	-	1
		4%	7%	-%	6%
Answered		20	7	4	8
Mean Score		.7	.4	.6	1.0
Standard error		.16	.29	.33	.25
Standard deviation		.84	.91	.99	.70

Columns Tested:: a,b,c

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	33	20	8	2	-	2	1	-	-	28	5	3
Effective base	14	11	2	2	-	2	1	-	-	13	3	2
Weighted Base	25	18	4	1	-	1	*	-	-	23	2	1
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	-	-	-	1	-	-
	2%	3%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	*	-	-	-	-	-	5	*	-
	22%	28%	-%	65%	-%	-%	-%	-%	-%	23%	20%	-%
Fairly Satisfied	(1)	10	3	-	-	-	-	-	-	10	-	-
	43%	41%	68%	-%	-%	-%	-%	-%	-%	46%	-%	-%
Very Satisfied	(2)	3	*	*	-	1	*	-	-	1	1	1
	11%	7%	2%	35%	-%	78%	100%	-%	-%	6%	67%	81%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	*	-	-	*	-	-	-	1	*	*
	6%	7%	1%	-%	-%	22%	-%	-%	-%	6%	13%	19%
Don't Know (DO NOT READ OUT)	3	2	1	-	-	-	-	-	-	3	-	-
	13%	11%	29%	-%	-%	-%	-%	-%	-%	14%	-%	-%
NET: Satisfied	13	9	3	*	-	1	*	-	-	12	1	1
	54%	48%	70%	35%	-%	78%	100%	-%	-%	52%	67%	81%
NET: Dissatisfied	1	1	-	-	-	-	-	-	-	1	-	-
	4%	6%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Answered	20	15	3	1	-	1	*	-	-	18	2	1
Mean Score	.7	.6	1.0	.7	-	2.0	2.0	-	-	.7	1.5	2.0
Standard error	.16	.20	.09	-	-	-	-	-	-	.16	.69	-
Standard deviation	.84	.86	.21	-	-	-	-	-	-	.80	1.38	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	33	6	14	13	23	21	24	31	19	15	4	7	2	4	4	2	1
Effective base	14	5	7	4	9	8	9	13	8	5	3	4	1	2	2	2	1
Weighted Base	25	5	13	6	15	15	15	23	13	6	1	8	*	2	*	3	*
Very Dissatisfied (-2)	* 2%	* 9%	- -%	- -%	* 3%	- -%	* 3%	- -%	- -%	- -%	* 54%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	1 2%	1 11%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	- -%	5 39%	* 6%	6 37%	6 38%	6 36%	6 24%	3 20%	3 47%	- -%	5 58%	- -%	* 16%	* 37%	- -%	- -%
Fairly Satisfied (1)	10 43%	3 55%	5 35%	3 48%	6 37%	6 38%	6 36%	10 46%	7 55%	2 31%	- -%	3 41%	* 94%	2 79%	* 12%	- -%	- -%
Very Satisfied (2)	3 11%	- -%	1 10%	1 21%	1 8%	1 8%	1 9%	3 12%	1 8%	1 18%	* 46%	* 1%	* 6%	* 3%	* 1%	1 29%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	1 24%	- -%	* 4%	* 2%	* 2%	* 2%	* 1%	* 2%	* 4%	- -%	- -%	- -%	* 2%	* 50%	- -%	- -%
Don't Know (DO NOT READ OUT)	3 13%	- -%	2 15%	1 21%	2 13%	2 14%	2 13%	3 14%	2 15%	- -%	- -%	- -%	- -%	- -%	- -%	2 71%	- -%
NET: Satisfied	13 54%	3 55%	6 45%	4 69%	7 45%	7 46%	7 46%	13 58%	8 63%	3 49%	* 46%	4 42%	* 100%	2 82%	* 13%	1 29%	* 100%
NET: Dissatisfied	1 4%	1 20%	- -%	- -%	* 3%	- -%	* 3%	1 3%	- -%	- -%	* 54%	- -%	- -%	- -%	- -%	- -%	- -%
Answered	20	4	11	5	13	12	13	19	11	5	1	8	*	2	*	1	*
Mean Score	.7	.4	.7	1.2	.5	.6	.6	.8	.8	.7	-2	.4	1.1	.9	.3	2.0	2.0
Standard error	.16	.57	.20	.20	.19	.16	.19	.14	.14	.23	-	.21	-	.32	-	-	-
Standard deviation	.84	1.28	.72	.64	.84	.68	.86	.73	.59	.85	-	.55	-	.56	-	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	33	10	5	2	3	2	-	1	7	3	7	1	3	-	-
Effective base	14	4	3	1	1	1	-	1	4	2	1	1	2	-	-
Weighted Base	25	7	5	*	2	1	-	*	9	*	2	*	3	-	-
Very Dissatisfied (-2)	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	5	-	-	*	-	-	-	5	-	*	*	-	-	-
	22%	77%	-%	-%	8%	-%	-%	-%	56%	-%	8%	100%	-%	-%	-%
Fairly Satisfied (1)	10	1	5	*	-	*	-	-	4	-	2	-	-	-	-
	43%	9%	98%	81%	-%	7%	-%	-%	41%	-%	87%	-%	-%	-%	-%
Very Satisfied (2)	3	*	*	-	*	1	-	*	*	*	*	-	1	-	-
	11%	4%	2%	-%	*%	93%	-%	100%	2%	100%	3%	-%	27%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	*	-	-	-	-	-	-	*	-	*	-	-
	6%	3%	-%	19%	-%	-%	-%	-%	-%	-%	2%	-%	8%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	2	-	-	-	-	-	-	-	2	-	-
	13%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	-%	65%	-%	-%
NET: Satisfied	13	1	5	*	*	1	-	*	4	*	2	-	1	-	-
	54%	13%	100%	81%	*%	100%	-%	100%	44%	100%	90%	-%	27%	-%	-%
NET: Dissatisfied	1	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	20	7	5	*	*	1	-	*	9	*	2	*	1	-	-
Mean Score	.7	*	1.0	1.0	*	1.9	-	2.0	.5	2.0	1.0	-	2.0	-	-
Standard error	.16	.27	.06	-	-	-	-	-	.22	-	.19	-	-	-	-
Standard deviation	.84	.80	.14	-	-	-	-	-	.58	-	.46	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	33	16	4	6	3	1	-	1	3	6	9	3	2
Effective base	14	8	2	1	2	1	-	1	2	2	3	1	1
Weighted Base	25	14	5	2	1	*	-	*	1	3	7	1	*
Very Dissatisfied (-2)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	42%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	1 2%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	5 37%	- -%	* 8%	- -%	* 100%	- -%	- -%	- -%	* 11%	5 69%	- -%	- -%
Fairly Satisfied (1)	10 43%	5 38%	3 63%	2 90%	- -%	- -%	- -%	- -%	1 55%	3 83%	2 27%	* 7%	- -%
Very Satisfied (2)	3 11%	2 11%	* *%	* 2%	1 100%	- -%	- -%	- -%	* 3%	* 6%	* 4%	1 93%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	* *%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	- -%	- -%	- -%	* 100%
Don't Know (DO NOT READ OUT)	3 13%	1 10%	2 37%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	13 54%	7 49%	3 63%	2 92%	1 100%	- -%	- -%	- -%	1 58%	3 89%	2 31%	1 100%	- -%
NET: Dissatisfied	1 4%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	* 42%	- -%	- -%	- -%	- -%
Answered	20	12	3	2	1	*	-	-	1	3	7	1	-
Mean Score	.7	.6	1.0	.9	2.0	-	-	-	-.2	1.0	.4	1.9	-
Standard error	.16	.21	.04	.18	-	-	-	-	2.69	.20	.20	-	-
Standard deviation	.84	.80	.07	.43	-	-	-	-	4.66	.49	.60	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	33	4	5	8	4	1	5	4	8	1	2
Effective base	14	3	2	3	2	1	3	1	3	1	1
Weighted Base	25	1	3	7	1	*	4	3	5	*	*
Very Dissatisfied (-2)	*	*	-	-	-	-	-	-	-	-	-
	2%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	*	-	5	-	-	-	3	2	-	-
	22%	25%	-%	71%	-%	-%	-%	99%	43%	-%	-%
Fairly Satisfied (1)	10	1	3	2	*	-	4	-	2	*	-
	43%	41%	93%	28%	5%	-%	99%	-%	35%	100%	-%
Very Satisfied (2)	3	*	*	*	1	-	*	*	1	-	-
	11%	2%	7%	2%	74%	-%	1%	1%	22%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	-	*	*	-	-	-	-	*
	6%	-%	-%	-%	21%	100%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	1	3	2	1	-	4	*	3	*	-
	54%	44%	100%	29%	79%	-%	100%	1%	57%	100%	-%
NET: Dissatisfied	1	*	-	-	-	-	-	-	-	-	-
	4%	31%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	20	1	3	7	1	-	4	3	5	*	-
Mean Score	.7	-2	1.1	.3	1.9	-	1.0	*	.8	1.0	-
Standard error	.16	1.14	.14	.19	-	-	.05	.09	.31	-	-
Standard deviation	.84	2.29	.31	.53	-	-	.11	.17	.86	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	33	6	7	9	4	4	21	4	4	14	19	16	7
Effective base	14	3	4	4	2	2	9	2	2	7	8	6	3
Weighted Base	25	3	9	4	4	1	13	3	5	12	12	11	4
Very Dissatisfied (-2)	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 4%	- -%
Fairly Dissatisfied (-1)	1 2%	- -%	- -%	- -%	- -%	1 56%	1 4%	- -%	- -%	1 5%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	- -%	5 56%	1 15%	- -%	- -%	2 16%	* 15%	3 61%	5 42%	* 3%	5 46%	* 5%
Fairly Satisfied (1)	10 43%	3 99%	4 42%	1 17%	3 74%	- -%	7 49%	2 83%	2 38%	5 40%	6 45%	6 48%	- -%
Very Satisfied (2)	3 11%	* 1%	* 2%	1 33%	1 26%	* 21%	3 19%	* 2%	* 1%	* *%	3 22%	* 1%	1 31%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	- -%	- -%	* 1%	- -%	* 23%	* 2%	- -%	- -%	2 13%	- -%	* *%	* 7%
Don't Know (DO NOT READ OUT)	3 13%	- -%	- -%	1 35%	- -%	- -%	1 10%	- -%	- -%	- -%	3 27%	- -%	2 57%
NET: Satisfied	13 54%	3 100%	4 44%	2 49%	4 100%	* 21%	9 68%	2 85%	2 39%	5 40%	8 67%	6 49%	1 31%
NET: Dissatisfied	1 4%	- -%	- -%	- -%	- -%	1 56%	1 4%	- -%	- -%	1 5%	* 4%	* 4%	- -%
Answered	20	3	9	2	4	1	12	3	5	11	9	11	1
Mean Score	.7	1.0	.5	1.3	1.3	-.2	.9	.9	.4	.4	1.1	.4	1.7
Standard error	.16	.05	.22	.40	.25	-	.19	.25	.28	.19	.23	.19	.68
Standard deviation	.84	.12	.57	1.07	.51	-	.81	.49	.57	.63	.94	.75	1.52

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	33	14	7	6	25	18	5	14	7	3	28
Effective base	14	6	2	3	10	7	2	6	3	2	11
Weighted Base	25	12	3	6	17	12	3	11	3	3	20
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	-
	2%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	-	-	-	1	-
	2%	-%	-%	10%	-%	-%	-%	-%	-%	22%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	5	3	2	6	-	5	*	2	3
	22%	43%	19%	55%	13%	45%	-%	47%	11%	78%	17%
Fairly Satisfied	(1)	10	6	2	9	6	-	6	-	-	10
	43%	47%	-%	31%	51%	45%	-%	50%	-%	-%	52%
Very Satisfied	(2)	3	1	*	3	1	*	*	1	*	3
	11%	8%	10%	*%	16%	8%	9%	1%	32%	*%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	-	*	*	*	-	*	-	-	*
	6%	2%	-%	4%	*%	2%	-%	3%	-%	-%	1%
Don't Know (DO NOT READ OUT)	3	-	2	-	3	-	2	-	2	-	3
	13%	-%	70%	-%	19%	-%	73%	-%	57%	-%	16%
NET: Satisfied	13	6	*	2	11	6	*	6	1	*	13
	54%	55%	10%	31%	67%	53%	9%	51%	32%	*%	65%
NET: Dissatisfied	1	-	-	1	-	-	*	-	-	1	-
	4%	-%	-%	10%	-%	-%	17%	-%	-%	22%	-%
Answered	20	11	1	6	14	12	1	11	1	3	17
Mean Score	.7	.6	.7	.2	1.0	.6	-.6	.5	1.5	-.2	1.0
Standard error	.16	.19	-	.31	.13	.16	-	.16	.61	.32	.13
Standard deviation	.84	.65	-	.69	.63	.66	-	.54	1.51	.55	.62

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	33	17	17	4	-	13	16	3	-	28	13	7	-
Effective base	14	6	7	2	-	5	6	1	-	11	5	3	-
Weighted Base	25	10	12	5	-	10	12	2	-	20	8	6	-
Very Dissatisfied (-2)	*	*	-	-	-	-	-	-	-	-	-	-	-
	2%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	-	-	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	6	6	5	-	6	6	2	-	6	2	3	-
	22%	54%	45%	99%	-%	57%	48%	98%	-%	27%	27%	56%	-%
Fairly Satisfied (1)	10	3	6	-	-	3	5	-	-	8	4	1	-
	43%	29%	45%	-%	-%	30%	40%	-%	-%	40%	45%	10%	-%
Very Satisfied (2)	3	1	1	*	-	1	1	*	-	3	1	*	-
	11%	10%	9%	1%	-%	10%	9%	2%	-%	13%	10%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	*	-	-	*	*	-	-	*	*	-	-
	6%	2%	*%	-%	-%	2%	2%	-%	-%	1%	3%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3	1	2	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	16%	15%	33%	-%
NET: Satisfied	13	4	7	*	-	4	6	*	-	11	5	1	-
	54%	39%	54%	1%	-%	40%	50%	2%	-%	53%	55%	11%	-%
NET: Dissatisfied	1	*	-	-	-	-	-	-	-	1	-	-	-
	4%	5%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
Answered	20	10	12	5	-	9	11	2	-	17	7	4	-
Mean Score	.7	.4	.6	*	-	.5	.6	*	-	.8	.8	.2	-
Standard error	.16	.22	.17	.11	-	.21	.18	.22	-	.16	.22	.20	-
Standard deviation	.84	.90	.67	.21	-	.71	.69	.38	-	.78	.69	.48	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	33	18	14	12	12	15	4	9	10	11	3	2	7	7
Effective base	14	7	6	6	5	6	2	4	5	5	1	1	2	2
Weighted Base	25	13	11	11	9	11	1	7	10	10	3	2	5	5
Very Dissatisfied (-2)	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	2%	4%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	1	-	-	1	-	-	-	-	1	-	-	-	-	-
	2%	-%	-%	5%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	6	5	6	6	6	1	3	5	6	3	2	5	5
	22%	44%	47%	50%	61%	49%	38%	36%	49%	53%	100%	100%	95%	94%
Fairly Satisfied (1)	10	6	5	4	3	4	*	4	4	4	-	-	*	*
	43%	44%	45%	35%	34%	40%	4%	52%	37%	37%	-%	-%	4%	1%
Very Satisfied (2)	3	1	1	1	*	1	1	1	1	1	-	-	*	*
	11%	7%	8%	8%	*%	8%	58%	12%	8%	8%	-%	-%	*%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	*	*	*	*	*	-	-	-	*	-	-	*	*
	6%	2%	*%	2%	*%	3%	-%	-%	-%	2%	-%	-%	1%	5%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	6	6	5	3	5	1	5	5	5	-	-	*	*
	54%	51%	53%	42%	34%	48%	62%	64%	45%	45%	-%	-%	4%	1%
NET: Dissatisfied	1	*	-	1	*	-	-	-	1	-	-	-	-	-
	4%	4%	-%	5%	5%	-%	-%	-%	6%	-%	-%	-%	-%	-%
Answered	20	12	11	11	9	11	1	7	10	10	3	2	5	5
Mean Score	.7	.5	.6	.5	.2	.6	1.2	.8	.5	.5	-	-	*	*
Standard error	.16	.21	.18	.23	.22	.19	.87	.23	.24	.21	-	-	.10	.07
Standard deviation	.84	.82	.67	.75	.74	.68	1.73	.69	.76	.68	-	-	.23	.15

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	33	5	4	1	1	25	23	27	26	27	18	24	6	-	14	5
Effective base	14	3	1	1	1	11	10	12	11	11	7	10	3	-	6	3
Weighted Base	25	4	2	2	*	19	19	21	19	18	11	18	7	-	8	6
Very Dissatisfied (-2)	*	-	-	-	-	*	-	*	*	*	*	*	-	-	-	*
	2%	-%	-%	-%	-%	2%	-%	2%	2%	3%	4%	3%	-%	-%	-%	8%
Fairly Dissatisfied (-1)	1	-	-	-	-	-	-	-	1	1	1	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	3%	3%	5%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	-	-	2	*	6	5	6	5	6	3	5	5	-	*	5
	22%	-%	-%	100%	100%	28%	27%	26%	27%	31%	29%	30%	74%	-%	2%	91%
Fairly Satisfied (1)	10	3	2	-	-	8	9	10	8	7	4	8	1	-	6	-
	43%	78%	85%	-%	-%	42%	46%	46%	40%	39%	35%	45%	9%	-%	70%	-%
Very Satisfied (2)	3	1	*	-	-	3	2	3	3	1	2	3	1	-	1	-
	11%	22%	4%	-%	-%	14%	13%	12%	13%	7%	14%	14%	13%	-%	12%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	*	-	-	1	2	2	2	2	2	2	*	-	1	*
	6%	-%	12%	-%	-%	7%	8%	7%	8%	9%	14%	9%	4%	-%	16%	1%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	1	1	1	1	1	-	-	-	-	-	-
	13%	-%	-%	-%	-%	7%	7%	6%	7%	7%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	4	2	-	-	11	11	12	10	8	5	11	1	-	6	-
	54%	100%	88%	-%	-%	56%	59%	58%	53%	47%	48%	59%	22%	-%	81%	-%
NET: Dissatisfied	1	-	-	-	-	*	-	*	1	1	1	*	-	-	-	*
	4%	-%	-%	-%	-%	2%	-%	2%	5%	6%	9%	3%	-%	-%	-%	8%
Answered	20	4	2	2	*	17	17	18	17	15	10	16	6	-	7	6
Mean Score	.7	1.2	1.0	-	-	.7	.8	.8	.7	.5	.6	.7	.4	-	1.1	-.2
Standard error	.16	.22	.17	-	-	.18	.16	.17	.19	.18	.26	.18	.35	-	.12	.30
Standard deviation	.84	.49	.30	-	-	.85	.68	.81	.91	.86	1.04	.85	.77	-	.43	.60

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	33	18	4	23	1	33	-	9	18	5	16	9	6
Effective base	14	9	1	9	1	14	-	5	7	2	7	4	3
Weighted Base	25	15	2	13	3	25	-	6	14	4	11	6	5
Very Dissatisfied (-2)	* 2%	* 3%	- -%	* 4%	- -%	* 2%	- -%	- -%	* 3%	- -%	* 4%	- -%	- -%
Fairly Dissatisfied (-1)	1 2%	1 4%	- -%	- -%	- -%	1 2%	- -%	1 10%	- -%	- -%	1 6%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	5 36%	* 12%	- -%	3 100%	6 22%	- -%	* 6%	3 22%	2 48%	2 23%	- -%	3 56%
Fairly Satisfied (1)	10 43%	7 49%	- -%	7 54%	- -%	10 43%	- -%	2 30%	7 47%	2 46%	3 31%	6 98%	1 19%
Very Satisfied (2)	3 11%	1 6%	* 2%	3 20%	- -%	3 11%	- -%	2 32%	1 5%	* *%	3 24%	* 2%	* 1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	* 2%	1 86%	2 12%	- -%	2 6%	- -%	* 1%	1 9%	* 5%	* *%	- -%	1 24%
Don't Know (DO NOT READ OUT)	3 13%	- -%	- -%	1 10%	- -%	3 13%	- -%	1 21%	2 14%	- -%	1 12%	- -%	- -%
NET: Satisfied	13 54%	8 55%	* 2%	9 74%	- -%	13 54%	- -%	4 62%	7 52%	2 46%	6 54%	6 100%	1 20%
NET: Dissatisfied	1 4%	1 7%	- -%	* 4%	- -%	1 4%	- -%	1 10%	* 3%	- -%	1 10%	- -%	- -%
Answered	20	15	*	10	3	20	-	5	11	4	9	6	4
Mean Score	.7	.5	.3	1.1	-	.7	-	1.1	.7	.5	.7	1.0	.3
Standard error	.16	.21	-	.20	-	.16	-	.42	.20	.29	.31	.05	.24
Standard deviation	.84	.84	-	.86	-	.84	-	1.12	.82	.58	1.14	.14	.54

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		33	17	16
Effective base		14	6	8
Weighted Base		25	12	12
Very Dissatisfied	(-2)	*	-	*
		2%	-%	4%
Fairly Dissatisfied	(-1)	1	-	1
		2%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	6	3	2
		22%	28%	17%
Fairly Satisfied	(1)	10	6	4
		43%	50%	36%
Very Satisfied	(2)	3	1	1
		11%	10%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-
		6%	13%	-%
Don't Know (DO NOT READ OUT)		3	-	3
		13%	-%	27%
NET: Satisfied		13	7	6
		54%	59%	48%
NET: Dissatisfied		1	-	1
		4%	-%	9%
Answered		20	11	9
Mean Score		.7	.8	.6
Standard error		.16	.17	.28
Standard deviation		.84	.65	1.06

Columns Tested:: a,b

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	33	-	2	5	11	-	4	1	3	3	1	2	1
Effective base	14	-	1	2	4	-	2	1	2	2	1	2	1
Weighted Base	25	-	2	4	4	-	4	*	3	4	*	3	1
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	-	-	-	-	-	-	-
	2%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	*	3	-	-	2	-	*	-	-	-	-
	22%	-%	8%	76%	-%	-%	52%	-%	13%	-%	-%	-%	-%
Fairly Satisfied	(1)	10	-	*	*	-	2	-	2	3	-	3	-
	43%	-%	-%	2%	2%	-%	47%	-%	87%	79%	-%	100%	-%
Very Satisfied	(2)	3	-	*	*	-	*	*	-	1	*	-	1
	11%	-%	-%	5%	12%	-%	2%	100%	-%	21%	100%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	-	-	*	2	-	-	-	-	-	-	-	-
	6%	-%	-%	1%	40%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	2	-	1	-	-	-	-	-	-	-	-
	13%	-%	92%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	13	-	-	*	1	-	2	*	2	4	*	3	1
	54%	-%	-%	7%	14%	-%	48%	100%	87%	100%	100%	100%	100%
NET: Dissatisfied	1	-	-	1	*	-	-	-	-	-	-	-	-
	4%	-%	-%	16%	12%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	20	-	*	4	1	-	4	*	3	4	*	3	1
Mean Score	.7	-	-	*	*	-	.5	2.0	.9	1.2	2.0	1.0	2.0
Standard error	.16	-	-	.37	-	-	.31	-	.24	.27	-	-	-
Standard deviation	.84	-	-	.73	-	-	.61	-	.42	.47	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 335 (continuation)

QOP3A.18.3. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	33	7	15	7	4	22	11
Effective base	14	3	6	4	3	8	6
Weighted Base	25	6	8	7	4	14	11
Very Dissatisfied (-2)	* 2%	- -%	* 6%	- -%	- -%	* 3%	- -%
Fairly Dissatisfied (-1)	1 2%	1 10%	- -%	- -%	- -%	1 4%	- -%
Neither Satisfied Nor Dissatisfied (0)	6 22%	3 51%	2 27%	* 5%	- -%	5 37%	* 3%
Fairly Satisfied (1)	10 43%	* 1%	2 25%	6 82%	3 72%	2 15%	8 78%
Very Satisfied (2)	3 11%	* 3%	1 7%	1 13%	1 28%	1 5%	2 18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2 6%	* 1%	2 19%	- -%	- -%	2 11%	- -%
Don't Know (DO NOT READ OUT)	3 13%	2 34%	1 16%	- -%	- -%	3 24%	- -%
NET: Satisfied	13 54%	* 4%	2 31%	6 95%	4 100%	3 20%	10 97%
NET: Dissatisfied	1 4%	1 10%	* 6%	- -%	- -%	1 8%	- -%
Answered	20	4	5	7	4	9	11
Mean Score	.7	*	.4	1.1	1.3	.2	1.1
Standard error	.16	.32	.32	.17	.26	.23	.14
Standard deviation	.84	.71	1.12	.45	.52	.94	.46

Columns Tested: a,b,c,d - a,b

Table OP3A_3RESP

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	268	28	240	149	44	26	49	119
Effective base	110	13	98	98	23	17	31	42
Weighted Base	223	20	203	209	9	3	1	13
Very Dissatisfied	(-2)	12	10	11	-	*	*	*
	5%	8%	5%	5%	-%	1%	5%	1%
Fairly Dissatisfied	(-1)	7	7	6	1	*	*	1
	3%	3%	3%	3%	11%	5%	3%	9%
Neither Satisfied Nor Dissatisfied	(0)	42	41	39	2	*	*	3
	19%	5%	20%	19%	23%	18%	8%	20%
Fairly Satisfied	(1)	83	73	79	2	1	1	4
	37%	50%	36%	38%	24%	34%	41%	28%
Very Satisfied	(2)	74	70	69	3	1	1	5
	33%	22%	34%	33%	37%	42%	44%	38%
Don't Know (DO NOT READ OUT)		5	3	4	1	-	-	1
	2%	13%	1%	2%	6%	-%	-%	4%
NET: Satisfied	157	14	143	148	6	2	1	9
	71%	71%	71%	71%	61%	76%	85%	67%
NET: Dissatisfied	19	2	17	17	1	*	*	1
	8%	11%	8%	8%	11%	6%	7%	9%
Answered	218	17	200	205	9	3	1	13
Mean Score	.9	.9	.9	.9	.9	1.1	1.2	1.0
Standard error	.07	.22	.07	.09	.17	.23	.31	.10
Standard deviation	1.07	1.14	1.06	1.07	1.10	1.16	2.18	1.06

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		268	76	49	24	22	48	49	149	44	75
Effective base		110	55	35	18	13	23	31	98	23	31
Weighted Base		223	139	52	19	4	8	1	209	9	4
Very Dissatisfied	(-2)	12 5%	6 4%	5 9%	1 4%	- -%	* *%	* 5%	11 5%	- -%	* 2%
Fairly Dissatisfied	(-1)	7 3%	4 3%	1 1%	1 5%	* 2%	1 13%	* 3%	6 3%	1 11%	* 4%
Neither Satisfied Nor Dissatisfied	(0)	42 19%	29 21%	9 17%	2 8%	1 34%	1 15%	* 8%	39 19%	2 23%	1 14%
Fairly Satisfied	(1)	83 37%	54 39%	20 38%	6 32%	1 30%	2 25%	1 41%	79 38%	2 24%	2 36%
Very Satisfied	(2)	74 33%	43 31%	18 34%	8 45%	1 22%	4 46%	1 44%	69 33%	3 37%	2 43%
Don't Know (DO NOT READ OUT)		5 2%	3 2%	- -%	1 6%	1 13%	- -%	- -%	4 2%	1 6%	- -%
NET: Satisfied		157 71%	96 69%	38 73%	14 76%	2 51%	6 72%	1 85%	148 71%	6 61%	3 79%
NET: Dissatisfied		19 8%	10 7%	6 11%	2 9%	* 2%	1 13%	* 7%	17 8%	1 11%	* 6%
Answered		218	135	52	17	4	8	1	205	9	4
Mean Score		.9	.9	.9	1.2	.8	1.0	1.2	.9	.9	1.1
Standard error		.07	.12	.17	.23	.22	.17	.31	.09	.17	.13
Standard deviation		1.07	1.02	1.19	1.10	.99	1.15	2.18	1.07	1.10	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	268	92	57	44	26	49	101	49	23	24	45
Effective base	110	68	41	23	17	31	56	27	10	7	7
Weighted Base	223	164	46	9	3	1	118	61	13	10	5
Very Dissatisfied	(-2) 12 5%	11 7%	1 2%	- -%	* 1%	* 5%	6 5%	2 3%	1 6%	- -%	1 25%
Fairly Dissatisfied	(-1) 7 3%	4 3%	2 4%	1 11%	* 5%	* 3%	5 4%	* *%	1 10%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0) 42 19%	32 20%	7 14%	2 23%	* 18%	* 8%	26 22%	14 23%	1 6%	* 3%	* 4%
Fairly Satisfied	(1) 83 37%	60 37%	20 43%	2 24%	1 34%	1 41%	40 34%	23 38%	7 50%	5 48%	1 24%
Very Satisfied	(2) 74 33%	53 32%	16 35%	3 37%	1 42%	1 44%	39 33%	22 36%	3 20%	5 49%	2 47%
Don't Know (DO NOT READ OUT)	5 2%	3 2%	1 3%	1 6%	- -%	- -%	2 2%	- -%	1 9%	- -%	- -%
NET: Satisfied	157 71%	113 69%	36 78%	6 61%	2 76%	1 85%	79 67%	45 74%	9 69%	10 97%	3 71%
NET: Dissatisfied	19 8%	15 9%	2 5%	1 11%	* 6%	* 7%	11 10%	2 3%	2 16%	- -%	1 25%
Answered	218	160	44	9	3	1	116	61	12	10	5
Mean Score	.9	.9	1.1	.9	1.1	1.2	.9	1.0	.7	1.5	.7
Standard error	.07	.12	.12	.17	.23	.31	.11	.13	.25	.12	.27
Standard deviation	1.07	1.11	.90	1.10	1.16	2.18	1.11	.92	1.16	.59	1.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		268	22	10	44	11	20	12	17	12	14
Effective base		110	14	6	20	9	13	9	11	7	9
Weighted Base		223	28	12	48	15	22	19	29	15	16
Very Dissatisfied	(-2)	12	2	-	2	-	1	1	-	-	4
		5%	6%	-%	5%	-%	7%	4%	-%	-%	24%
Fairly Dissatisfied	(-1)	7	*	-	*	-	1	1	*	-	4
		3%	1%	-%	1%	-%	4%	4%	1%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	42	10	-	14	-	3	1	3	4	3
		19%	37%	-%	30%	-%	12%	3%	10%	29%	18%
Fairly Satisfied	(1)	83	7	10	9	8	14	12	11	6	2
		37%	25%	80%	19%	52%	67%	62%	36%	38%	13%
Very Satisfied	(2)	74	9	2	20	5	2	5	16	4	3
		33%	32%	20%	42%	35%	10%	28%	53%	26%	21%
Don't Know (DO NOT READ OUT)		5	-	-	2	2	-	-	-	1	-
		2%	-%	-%	4%	13%	-%	-%	-%	8%	-%
NET: Satisfied		157	16	12	29	13	17	17	26	10	5
		71%	57%	100%	61%	87%	77%	89%	89%	63%	35%
NET: Dissatisfied		19	2	-	3	-	2	1	*	-	7
		8%	7%	-%	5%	-%	11%	8%	1%	-%	47%
Answered		218	28	12	46	13	22	19	29	14	16
Mean Score		.9	.8	1.2	1.0	1.4	.7	1.1	1.4	1.0	-.2
Standard error		.07	.24	.13	.17	.16	.22	.27	.18	.24	.41
Standard deviation		1.07	1.11	.41	1.11	.51	.97	.92	.72	.80	1.52

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		268	45	44	73	162	106	38	34	34
Effective base		110	30	27	39	94	39	19	12	15
Weighted Base		223	53	55	96	204	19	11	6	3
Very Dissatisfied	(-2)	12 5%	5 10%	2 3%	3 3%	10 5%	2 9%	1 11%	* 8%	- -%
Fairly Dissatisfied	(-1)	7 3%	4 8%	* *%	1 1%	6 3%	1 7%	1 8%	* 5%	* 7%
Neither Satisfied Nor Dissatisfied	(0)	42 19%	5 10%	14 26%	18 18%	38 18%	4 22%	3 25%	1 24%	* 3%
Fairly Satisfied	(1)	83 37%	25 47%	23 41%	31 33%	78 38%	5 25%	2 20%	2 28%	1 38%
Very Satisfied	(2)	74 33%	11 21%	15 27%	41 43%	67 33%	7 37%	4 36%	2 34%	1 52%
Don't Know (DO NOT READ OUT)		5 2%	2 4%	1 2%	2 2%	5 2%	- -%	- -%	- -%	- -%
NET: Satisfied		157 71%	35 67%	38 68%	72 75%	145 71%	12 63%	6 56%	3 62%	2 90%
NET: Dissatisfied		19 8%	10 18%	2 3%	4 5%	16 8%	3 16%	2 19%	1 14%	* 7%
Answered		218	51	54	94	199	19	11	6	3
Mean Score		.9	.6	.9	1.1	.9	.8	.6	.7	1.4
Standard error		.07	.18	.14	.12	.08	.13	.23	.23	.18
Standard deviation		1.07	1.22	.92	.98	1.05	1.30	1.40	1.34	1.06

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	*e	f	*g	*h	i
Unweighted Base	268	9	27	10	37	29	79	11	9	94
Effective base	110	5	11	4	13	16	38	5	4	39
Weighted Base	223	11	15	10	25	44	58	10	1	73
Very Dissatisfied	(-2) 12 5%	- -%	* *%	- -%	* *%	1 3%	6 10%	- -%	- -%	4 6%
Fairly Dissatisfied	(-1) 7 3%	- -%	1 6%	- -%	1 3%	* *%	4 6%	* 2%	- -%	2 3%
Neither Satisfied Nor Dissatisfied	(0) 42 19%	2 18%	1 10%	1 9%	2 10%	17 38%	8 13%	- -%	- -%	13 17%
Fairly Satisfied	(1) 83 37%	4 33%	9 64%	5 48%	14 57%	10 22%	25 42%	2 21%	* 13%	28 39%
Very Satisfied	(2) 74 33%	5 49%	3 20%	5 43%	7 30%	16 36%	15 26%	8 77%	1 87%	22 30%
Don't Know (DO NOT READ OUT)	5 2%	- -%	- -%	- -%	- -%	1 1%	1 2%	- -%	- -%	3 5%
NET: Satisfied	157 71%	9 82%	12 84%	9 91%	22 87%	26 58%	40 68%	10 98%	1 100%	50 69%
NET: Dissatisfied	19 8%	- -%	1 6%	- -%	1 3%	1 3%	10 17%	* 2%	- -%	7 9%
Answered	218	11	15	10	25	44	57	10	1	70
Mean Score	.9	1.3	1.0	1.3	1.1	.9	.7	1.7	1.9	.9
Standard error	.07	.27	.15	.21	.12	.19	.14	.17	-	.11
Standard deviation	1.07	.80	.77	.67	.74	1.00	1.24	.56	-	1.10

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	*b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	268	75	79	114	241	27	-	233	35	266	2
Effective base	110	32	38	45	98	13	-	103	12	110	1
Weighted Base	223	81	58	84	192	31	-	214	9	222	1
Very Dissatisfied (-2)	12 5%	1 1%	6 10%	4 5%	12 6%	- -%	- -%	12 5%	- -%	12 5%	- -%
Fairly Dissatisfied (-1)	7 3%	1 1%	4 6%	3 3%	7 4%	* 1%	- -%	7 3%	* 3%	7 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	42 19%	21 27%	8 13%	13 15%	33 17%	9 28%	- -%	41 19%	* 4%	42 19%	- -%
Fairly Satisfied (1)	83 37%	28 35%	25 42%	31 37%	72 38%	11 36%	- -%	78 37%	5 56%	83 37%	1 94%
Very Satisfied (2)	74 33%	29 35%	15 26%	30 36%	63 33%	11 35%	- -%	71 33%	3 37%	74 33%	* 6%
Don't Know (DO NOT READ OUT)	5 2%	1 1%	1 2%	3 4%	5 3%	- -%	- -%	5 2%	- -%	5 2%	- -%
NET: Satisfied	157 71%	57 70%	40 68%	61 73%	135 70%	22 71%	- -%	149 70%	8 93%	157 71%	1 100%
NET: Dissatisfied	19 8%	2 3%	10 17%	7 8%	19 10%	* 1%	- -%	18 9%	* 3%	19 8%	- -%
Answered	218	80	57	81	187	31	-	209	9	217	1
Mean Score	.9	1.0	.7	1.0	.9	1.1	-	.9	1.3	.9	1.1
Standard error	.07	.10	.14	.10	.07	.16	-	.07	.12	.07	-
Standard deviation	1.07	.90	1.24	1.08	1.10	.82	-	1.08	.71	1.07	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		268	102	87	76
Effective base		110	43	31	37
Weighted Base		223	78	71	72
Very Dissatisfied	(-2)	12 5%	6 7%	* *%	6 8%
Fairly Dissatisfied	(-1)	7 3%	3 4%	1 1%	3 4%
Neither Satisfied Nor Dissatisfied	(0)	42 19%	13 17%	16 23%	12 16%
Fairly Satisfied	(1)	83 37%	30 38%	19 27%	34 47%
Very Satisfied	(2)	74 33%	25 32%	32 46%	16 22%
Don't Know (DO NOT READ OUT)		5 2%	2 2%	2 3%	1 2%
NET: Satisfied		157 71%	55 70%	52 73%	50 70%
NET: Dissatisfied		19 8%	9 11%	1 1%	9 12%
Answered		218	77	69	71
Mean Score		.9	.9	1.2	.7
Standard error		.07	.11	.09	.13
Standard deviation		1.07	1.14	.85	1.12

Columns Tested:: a,b,c

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	268	141	58	26	9	12	14	5	3	199	69	43
Effective base	110	75	21	9	4	3	3	2	1	96	15	9
Weighted Base	223	152	44	7	3	10	4	1	*	196	27	20
Very Dissatisfied	(-2)	12	11	-	-	*	-	-	-	11	*	*
		5%	8%	-%	-%	1%	-%	-%	-%	6%	*%	*%
Fairly Dissatisfied	(-1)	7	4	2	1	-	*	-	-	6	1	*
		3%	3%	4%	9%	-%	9%	-%	-%	3%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	42	29	11	*	*	1	1	-	39	2	2
		19%	19%	24%	5%	*%	23%	70%	-%	20%	9%	10%
Fairly Satisfied	(1)	83	58	18	4	2	1	*	*	76	7	3
		37%	38%	40%	60%	49%	8%	2%	1%	39%	27%	15%
Very Satisfied	(2)	74	45	12	2	2	10	3	*	58	16	14
		33%	30%	29%	26%	51%	91%	66%	29%	30%	60%	73%
										ai	abi	
Don't Know (DO NOT READ OUT)	5	4	1	-	-	-	-	-	-	5	-	-
	2%	2%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied	157	104	30	6	3	10	3	*	*	134	23	17
	71%	68%	69%	85%	100%	99%	68%	30%	100%	68%	87%	88%
NET: Dissatisfied	19	16	2	1	-	*	*	-	-	18	1	*
	8%	10%	4%	9%	-%	1%	9%	-%	-%	9%	4%	2%
Answered	218	148	42	7	3	10	4	1	*	191	27	20
Mean Score	.9	.8	1.0	1.0	1.5	1.9	1.3	.6	1.0	.9	1.4	1.6
											ai	ai
Standard error	.07	.10	.11	.17	.20	.13	.33	.77	-	.08	.10	.12
Standard deviation	1.07	1.14	.85	.89	.60	.44	1.25	1.72	-	1.08	.84	.79

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	f	*g
Significance Level: 95%																	
Unweighted Base	268	44	97	127	231	223	241	253	187	186	21	101	20	24	22	32	21
Effective base	110	21	53	36	89	87	95	103	71	65	12	51	8	9	5	7	6
Weighted Base	223	46	106	70	185	181	195	211	150	140	19	109	13	22	10	14	8
Very Dissatisfied (-2)	12 5%	4 8%	8 7%	* *%	10 5%	10 5%	10 5%	10 5%	5 3%	3 2%	* 2%	8 7%	- -%	- -%	2 19%	- -%	- -%
Fairly Dissatisfied (-1)	7 3%	4 8%	1 1%	3 4%	6 3%	7 4%	7 3%	7 3%	6 4%	4 3%	- -%	6 5%	- -%	* 2%	- -%	- -%	* 2%
Neither Satisfied Nor Dissatisfied (0)	42 19%	9 18%	20 19%	13 18%	38 20%	36 20%	38 19%	41 19%	24 16%	20 14%	1 6%	27 24%	2 16%	1 3%	* 4%	6 42%	1 10%
Fairly Satisfied (1)	83 37%	16 36%	42 40%	25 35%	68 37%	64 35%	69 35%	78 37%	57 38%	56 40%	6 32%	31 28%	9 67%	13 59%	3 32%	3 22%	4 47%
Very Satisfied (2)	74 33%	14 30%	31 30%	29 41%	60 33%	63 35%	68 35%	72 34%	55 36%	56 40%	10 50%	38 35%	2 17%	8 35%	4 46%	3 21%	4 42%
Don't Know (DO NOT READ OUT)	5 2%	- -%	4 3%	1 2%	3 2%	3 1%	4 2%	4 2%	3 2%	1 1%	2 9%	- -%	- -%	- -%	- -%	2 14%	- -%
NET: Satisfied	157 71%	30 65%	73 69%	53 76%	128 69%	127 70%	137 70%	150 71%	112 74%	112 80%	16 82%	69 63%	11 84%	21 94%	8 78%	6 44%	8 89%
NET: Dissatisfied	19 8%	7 16%	9 8%	3 4%	16 9%	16 9%	17 8%	16 8%	12 8%	7 5%	* 2%	14 12%	- -%	* 2%	2 19%	- -%	* 2%
Answered	218	46	102	69	182	179	192	207	147	139	17	109	13	22	10	12	8
Mean Score	.9	.7	.9	1.1	.9	.9	.9	.9	1.0	1.1	1.4	.8	1.0	1.3	.9	.8	1.3
Standard error	.07	.18	.11	.08	.07	.07	.07	.07	.07	.07	.20	.12	.13	.13	.33	.15	.16
Standard deviation	1.07	1.21	1.10	.87	1.08	1.09	1.08	1.05	1.02	.92	.87	1.19	.60	.65	1.55	.86	.74

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	268	116	31	23	17	18	13	13	84	46	29	21	21	15	7
Effective base	110	58	12	7	4	8	2	4	46	15	8	9	4	5	5
Weighted Base	223	122	24	16	5	6	5	7	91	37	19	19	8	6	1
Very Dissatisfied	(-2)	12	8	-	2	-	-	-	8	*	-	2	-	-	-
		5%	7%	-%	11%	-%	-%	-%	8%	*%	-%	10%	-%	-%	-%
Fairly Dissatisfied	(-1)	7	5	1	-	-	*	-	4	1	*	-	-	-	*
		3%	5%	3%	-%	-%	2%	-%	5%	4%	3%	-%	-%	-%	15%
Neither Satisfied Nor Dissatisfied	(0)	42	27	3	2	*	-	5	21	11	1	1	1	1	-
		19%	22%	15%	12%	7%	-%	83%	23%	30%	6%	3%	10%	21%	-%
Fairly Satisfied	(1)	83	46	11	2	2	3	1	25	7	12	14	1	4	*
		37%	38%	46%	10%	34%	57%	11%	28%	20%	63%	75%	6%	65%	30%
Very Satisfied	(2)	74	34	9	11	1	2	*	32	17	5	2	5	1	*
		33%	28%	37%	67%	19%	41%	5%	35%	46%	28%	13%	61%	14%	55%
Don't Know (DO NOT READ OUT)		5	1	-	-	2	-	-	1	-	-	-	2	-	-
		2%	1%	-%	-%	40%	-%	-%	1%	-%	-%	-%	24%	-%	-%
NET: Satisfied		157	80	19	13	3	6	1	57	24	17	16	6	5	1
		71%	66%	83%	77%	53%	98%	17%	63%	66%	91%	87%	67%	79%	85%
NET: Dissatisfied		19	14	1	2	-	*	-	12	2	*	2	-	-	*
		8%	11%	3%	11%	-%	2%	-%	13%	4%	3%	10%	-%	-%	15%
Answered		218	120	24	16	3	6	5	90	37	19	19	6	6	1
Mean Score		.9	.8	1.2	1.2	1.2	1.4	.2	.8	1.1	1.2	.8	1.7	.9	1.3
Standard error		.07	.10	.14	.28	.19	.16	.16	.13	.14	.12	.22	.17	.17	-
Standard deviation		1.07	1.12	.79	1.37	.78	.66	.58	1.23	.98	.66	1.03	.75	.64	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	268	93	36	48	27	27	8	14	40	59	67	36	35
Effective base	110	50	16	13	10	8	2	4	25	22	29	8	12
Weighted Base	223	100	37	23	21	18	5	7	56	32	63	13	27
Very Dissatisfied	(-2)	12	5	2	*	-	2	-	4	1	2	-	3
		5%	6%	6%	*%	-%	10%	-%	8%	4%	3%	-%	9%
Fairly Dissatisfied	(-1)	7	3	-	2	*	2	-	2	2	3	*	-
		3%	3%	-%	8%	2%	9%	-%	3%	5%	5%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	42	22	5	7	6	*	1	18	4	9	1	6
		19%	22%	14%	31%	27%	2%	-%	32%	11%	14%	8%	22%
Fairly Satisfied	(1)	83	34	14	8	12	5	2	14	10	27	5	14
		37%	34%	38%	35%	60%	26%	37%	24%	30%	42%	36%	51%
Very Satisfied	(2)	74	33	14	6	2	10	3	19	16	21	7	5
		33%	33%	37%	26%	11%	53%	63%	33%	49%	33%	55%	17%
Don't Know (DO NOT READ OUT)		5	2	2	-	-	-	-	-	1	1	-	-
		2%	2%	5%	-%	-%	-%	-%	-%	2%	2%	-%	-%
NET: Satisfied		157	67	28	14	15	14	5	33	25	48	11	19
		71%	67%	75%	61%	72%	79%	100%	58%	78%	76%	91%	69%
NET: Dissatisfied		19	8	2	2	*	3	-	6	3	5	*	3
		8%	8%	6%	8%	2%	19%	-%	10%	9%	8%	1%	9%
Answered		218	98	35	23	21	18	5	56	32	62	13	27
Mean Score		.9	.9	1.1	.8	.8	1.0	1.6	.7	1.2	1.0	1.4	.7
Standard error		.07	.11	.18	.14	.13	.27	.19	.19	.14	.12	.12	.18
Standard deviation		1.07	1.09	1.06	.95	.66	1.39	.53	1.18	1.09	.99	.72	1.09

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	*e	a	b	c	*d	*e	
Significance Level: 95%												
Unweighted Base	268	81	42	51	30	23	51	56	58	27	26	
Effective base	110	37	16	24	6	6	30	18	21	6	11	
Weighted Base	223	80	28	47	10	14	69	35	40	7	26	
Very Dissatisfied	(-2)	12	4	3	-	2	1	4	1	2	1	2
	5%	5%	11%	-%	19%	5%	6%	3%	5%	10%	7%	
Fairly Dissatisfied	(-1)	7	3	-	3	*	-	4	2	1	*	-
	3%	4%	-%	6%	2%	-%	5%	5%	2%	2%	-%	
Neither Satisfied Nor Dissatisfied	(0)	42	17	1	9	1	5	18	5	6	*	6
	19%	22%	5%	19%	10%	36%	27%	15%	16%	2%	23%	
Fairly Satisfied	(1)	83	24	13	22	3	6	20	13	14	3	13
	37%	30%	46%	47%	27%	42%	29%	36%	35%	44%	52%	
Very Satisfied	(2)	74	31	11	12	4	2	23	14	17	3	5
	33%	39%	38%	26%	42%	17%	34%	39%	42%	41%	18%	
Don't Know (DO NOT READ OUT)	5	-	-	1	-	-	-	1	-	-	-	-
	2%	-%	-%	3%	-%	-%	-%	1%	-%	-%	-%	
NET: Satisfied	157	55	23	34	7	8	43	26	31	6	18	
	71%	69%	84%	72%	69%	59%	63%	75%	77%	85%	70%	
NET: Dissatisfied	19	8	3	3	2	1	7	3	3	1	2	
	8%	10%	11%	6%	20%	5%	11%	9%	7%	13%	7%	
Answered	218	80	28	46	10	14	69	35	40	7	26	
Mean Score	.9	.9	1.0	.9	.7	.7	.8	1.0	1.1	1.0	.7	
Standard error	.07	.13	.19	.12	.29	.21	.16	.14	.14	.25	.20	
Standard deviation	1.07	1.13	1.22	.84	1.57	.98	1.14	1.05	1.06	1.30	1.01	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	268	51	43	67	52	35	186	26	39	143	125	152	79
Effective base	110	26	15	28	22	12	76	10	17	60	52	62	27
Weighted Base	223	61	34	45	45	21	152	15	41	133	90	130	55
Very Dissatisfied (-2)	12 5%	2 3%	- -%	3 7%	3 7%	2 9%	6 4%	- -%	4 9%	9 7%	3 3%	10 8%	- -%
Fairly Dissatisfied (-1)	7 3%	* *%	- -%	2 4%	4 8%	1 6%	6 4%	1 5%	* *%	4 3%	4 4%	5 4%	1 1%
Neither Satisfied Nor Dissatisfied (0)	42 19%	14 23%	9 26%	7 16%	11 25%	* *%	28 18%	2 12%	11 28%	29 22%	13 14%	29 22%	9 16%
Fairly Satisfied (1)	83 37%	17 28%	13 38%	18 40%	17 37%	13 62%	59 39%	9 59%	10 23%	45 34%	38 43%	43 33%	25 45%
Very Satisfied (2)	74 33%	28 46%	12 35%	14 31%	11 24%	5 23%	51 34%	4 24%	17 40%	46 34%	28 32%	42 32%	18 33%
Don't Know (DO NOT READ OUT)	5 2%	- -%	1 2%	1 3%	- -%	- -%	2 1%	- -%	- -%	1 1%	4 4%	1 1%	2 4%
NET: Satisfied	157 71%	45 75%	25 73%	32 70%	27 60%	18 85%	111 73%	13 83%	26 64%	90 68%	67 74%	85 65%	43 78%
NET: Dissatisfied	19 8%	2 3%	- -%	5 11%	7 15%	3 15%	12 8%	1 5%	4 9%	12 9%	6 7%	15 12%	1 1%
Answered	218	61	34	44	45	21	150	15	41	132	86	129	53
Mean Score	.9	1.2	1.1	.9	.6	.8	1.0	1.0	.9	.9	1.0	.8	1.1
Standard error	.07	.13	.12	.14	.16	.19	.08	.15	.19	.09	.09	.10	.08
Standard deviation	1.07	.96	.79	1.14	1.14	1.14	1.02	.78	1.21	1.13	.97	1.18	.75

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	268	107	116	63	190	151	80	104	119	61	192
Effective base	110	53	34	33	71	62	27	48	38	32	71
Weighted Base	223	105	76	76	135	130	55	100	81	73	138
Very Dissatisfied	(-2) 12 5%	10 9%	- -%	4 5%	6 4%	10 7%	* 1%	10 10%	- -%	4 5%	6 4%
Fairly Dissatisfied	(-1) 7 3%	2 2%	4 5%	3 4%	4 3%	3 3%	3 5%	4 4%	2 3%	1 1%	6 4%
Neither Satisfied Nor Dissatisfied	(0) 42 19%	24 23%	12 16%	20 27%	21 15%	25 19%	13 23%	27 27%	8 10%	14 20%	27 19%
Fairly Satisfied	(1) 83 37%	37 35%	26 35%	24 32%	54 40%	45 34%	23 42%	30 29%	34 42%	25 35%	53 38%
Very Satisfied	(2) 74 33%	32 30%	31 41%	25 33%	47 35%	46 36%	14 25%	29 29%	34 42%	29 40%	43 31%
Don't Know (DO NOT READ OUT)	5 2%	1 *%	2 3%	- -%	4 3%	1 1%	2 4%	1 1%	2 2%	- -%	4 3%
NET: Satisfied	157 71%	69 66%	58 76%	49 65%	101 74%	91 70%	37 67%	59 58%	68 84%	54 74%	96 69%
NET: Dissatisfied	19 8%	12 11%	4 5%	7 9%	10 7%	13 10%	3 6%	14 14%	2 3%	5 6%	12 9%
Answered	218	104	74	76	131	129	53	100	79	73	134
Mean Score	.9	.8	1.1	.8	1.0	.9	.9	.6	1.3	1.0	.9
Standard error	.07	.11	.08	.14	.07	.09	.10	.12	.07	.14	.08
Standard deviation	1.07	1.18	.90	1.09	1.02	1.15	.90	1.22	.77	1.06	1.04

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	268	191	136	67	1	178	120	58	1	230	110	72	-
Effective base	110	70	57	26	1	65	48	21	1	93	46	30	-
Weighted Base	223	146	115	45	1	139	89	34	2	191	79	52	-
Very Dissatisfied (-2)	12 5%	8 6%	7 6%	2 4%	- -%	5 4%	5 6%	2 6%	2 100%	8 4%	4 6%	2 4%	- -%
Fairly Dissatisfied (-1)	7 3%	5 4%	4 3%	* *%	- -%	4 3%	4 4%	1 3%	- -%	7 4%	1 1%	1 3%	- -%
Neither Satisfied Nor Dissatisfied (0)	42 19%	32 22%	21 18%	9 19%	- -%	30 21%	20 23%	4 13%	- -%	37 19%	16 20%	14 27%	- -%
Fairly Satisfied (1)	83 37%	54 37%	42 37%	21 47%	1 100%	48 35%	34 38%	15 43%	- -%	75 39%	29 36%	20 38%	- -%
Very Satisfied (2)	74 33%	45 31%	41 36%	13 29%	- -%	51 37%	25 28%	12 35%	- -%	61 32%	27 34%	13 24%	- -%
Don't Know (DO NOT READ OUT)	5 2%	1 1%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	4 2%	2 2%	2 4%	- -%
NET: Satisfied	157 71%	99 68%	83 72%	34 76%	1 100%	100 72%	59 66%	26 78%	- -%	136 71%	56 71%	33 63%	- -%
NET: Dissatisfied	19 8%	14 9%	11 10%	2 5%	- -%	10 7%	9 10%	3 9%	2 100%	15 8%	5 7%	3 6%	- -%
Answered	218	145	115	45	1	139	88	34	2	187	78	50	-
Mean Score	.9	.8	.9	1.0	1.0	1.0	.8	1.0	-2.0	.9	.9	.8	-
Standard error	.07	.08	.10	.12	-	.08	.10	.14	-	.07	.10	.12	-
Standard deviation	1.07	1.09	1.12	.95	-	1.03	1.09	1.08	-	1.02	1.06	.99	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e	a	b
Unweighted Base	268	148	147	109	136	122	19	67	73	85	35	14	44	35
Effective base	110	60	62	48	49	53	8	31	30	34	16	8	15	12
Weighted Base	223	126	130	109	105	119	5	67	67	79	31	16	38	32
Very Dissatisfied (-2)	12	10	10	5	4	8	-	5	4	4	2	2	1	-
	5%	8%	7%	4%	4%	7%	-%	7%	6%	5%	6%	12%	3%	-%
Fairly Dissatisfied (-1)	7	3	5	1	3	4	-	-	1	-	-	-	2	-
	3%	2%	4%	1%	3%	3%	-%	-%	1%	-%	-%	-%	5%	-%
Neither Satisfied Nor Dissatisfied (0)	42	34	33	30	28	26	1	14	24	25	12	8	17	14
	19%	27%	25%	28%	26%	22%	12%	21%	36%	32%	38%	51%	44%	44%
Fairly Satisfied (1)	83	37	46	39	32	38	2	25	22	27	13	5	12	7
	37%	29%	35%	36%	30%	32%	43%	37%	34%	34%	41%	32%	33%	21%
Very Satisfied (2)	74	42	36	34	37	43	2	23	16	23	5	1	6	11
	33%	33%	28%	32%	35%	36%	44%	35%	24%	29%	15%	4%	16%	35%
Don't Know (DO NOT READ OUT)	5	1	1	-	1	1	-	-	-	-	-	-	-	-
	2%	1%	*	-%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	157	78	82	73	68	80	4	48	39	50	18	6	18	18
	71%	62%	63%	67%	65%	68%	88%	72%	58%	64%	56%	37%	48%	56%
NET: Dissatisfied	19	12	15	5	8	12	-	5	4	4	2	2	3	-
	8%	10%	11%	5%	7%	10%	-%	7%	7%	5%	6%	12%	8%	-%
Answered	218	124	129	109	103	118	5	67	67	79	31	16	38	32
Mean Score	.9	.8	.7	.9	.9	.9	1.3	.9	.7	.8	.6	.2	.5	.9
Standard error	.07	.10	.09	.10	.09	.11	.18	.13	.12	.11	.16	.27	.14	.15
Standard deviation	1.07	1.17	1.14	1.00	1.06	1.16	.77	1.09	1.03	1.01	.97	1.01	.93	.90

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	268	43	32	26	14	190	165	222	178	162	191	166	56	1	164	15
Effective base	110	18	11	12	5	79	66	92	73	62	73	74	21	1	69	7
Weighted Base	223	30	21	24	14	160	130	183	150	124	151	139	33	*	144	15
Very Dissatisfied (-2)	12 5%	4 13%	- -%	- -%	* *%	10 6%	6 5%	10 5%	8 5%	6 4%	6 4%	7 5%	1 2%	- -%	11 8%	* 3%
Fairly Dissatisfied (-1)	7 3%	- -%	2 11%	1 4%	1 5%	2 1%	2 2%	4 2%	4 3%	4 3%	6 4%	3 2%	1 2%	- -%	4 3%	1 5%
Neither Satisfied Nor Dissatisfied (0)	42 19%	* 1%	6 30%	2 9%	1 6%	29 18%	24 18%	31 17%	32 21%	19 16%	24 16%	26 18%	6 18%	- -%	19 13%	7 50%
Fairly Satisfied (1)	83 37%	11 37%	8 36%	14 59%	4 30%	59 37%	52 40%	71 39%	62 42%	59 47%	64 42%	59 42%	13 38%	- -%	55 38%	3 18%
Very Satisfied (2)	74 33%	14 49%	5 24%	6 27%	8 59%	59 37%	44 34%	65 36%	43 29%	34 27%	50 33%	44 31%	13 39%	* 100%	54 38%	3 23%
Don't Know (DO NOT READ OUT)	5 2%	- -%	- -%	- -%	- -%	2 2%	1 1%	2 1%	1 1%	3 2%	- -%	1 1%	- -%	- -%	1 1%	- -%
NET: Satisfied	157 71%	25 86%	13 59%	21 87%	12 89%	117 73%	96 74%	136 74%	105 70%	93 75%	114 75%	102 74%	25 78%	* 100%	109 76%	6 41%
NET: Dissatisfied	19 8%	4 13%	2 11%	1 4%	1 5%	11 7%	9 7%	13 7%	12 8%	9 8%	13 8%	10 7%	1 4%	- -%	15 11%	1 9%
Answered	218	30	21	24	14	158	128	180	149	121	151	138	33	*	143	15
Mean Score	.9	1.1	.7	1.1	1.4	1.0	1.0	1.0	.9	.9	1.0	.9	1.1	2.0	1.0	.5
Standard error	.07	.20	.17	.14	.23	.08	.08	.07	.08	.08	.07	.08	.12	-	.09	.27
Standard deviation	1.07	1.31	.96	.74	.87	1.07	1.02	1.05	1.04	.99	1.02	1.03	.93	-	1.15	1.05

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	268	152	43	196	23	268	-	88	137	40	98	99	64
Effective base	110	63	20	75	14	110	-	37	60	15	44	37	28
Weighted Base	223	134	41	154	29	223	-	63	123	36	78	88	50
Very Dissatisfied (-2)	12 5%	9 7%	3 6%	3 2%	6 20%	12 5%	- -%	4 6%	6 5%	2 5%	6 7%	* *%	6 11%
Fairly Dissatisfied (-1)	7 3%	5 4%	1 2%	3 2%	1 3%	7 3%	- -%	2 3%	5 4%	* *%	2 3%	4 5%	1 2%
Neither Satisfied Nor Dissatisfied (0)	42 19%	30 22%	6 14%	8 6%	15 53%	42 19%	- -%	10 17%	22 18%	9 26%	13 16%	13 15%	16 32%
Fairly Satisfied (1)	83 37%	50 37%	12 29%	69 45%	5 18%	83 37%	- -%	27 42%	46 38%	10 28%	29 38%	39 45%	15 29%
Very Satisfied (2)	74 33%	40 30%	19 46%	70 45%	* 1%	74 33%	- -%	19 30%	40 32%	15 41%	27 34%	32 36%	11 22%
Don't Know (DO NOT READ OUT)	5 2%	1 *%	1 3%	1 1%	1 4%	5 2%	- -%	1 2%	4 3%	- -%	1 2%	- -%	2 3%
NET: Satisfied	157 71%	90 67%	31 75%	138 90%	6 19%	157 71%	- -%	46 73%	86 70%	25 69%	56 72%	71 81%	25 51%
NET: Dissatisfied	19 8%	14 10%	4 9%	6 4%	7 23%	19 8%	- -%	6 9%	11 9%	2 5%	8 10%	4 5%	7 13%
Answered	218	134	40	153	27	218	-	62	119	36	77	88	48
Mean Score	.9	.8	1.1	1.3	-2	.9	-	.9	.9	1.0	.9	1.1	.5
Standard error	.07	.09	.18	.06	.22	.07	-	.11	.09	.17	.12	.08	.15
Standard deviation	1.07	1.11	1.15	.82	1.05	1.07	-	1.07	1.07	1.07	1.14	.84	1.22

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		268	156	112
Effective base		110	52	58
Weighted Base		223	108	114
Very Dissatisfied	(-2)	12	5	6
		5%	5%	6%
Fairly Dissatisfied	(-1)	7	2	5
		3%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	42	17	25
		19%	16%	22%
Fairly Satisfied	(1)	83	40	43
		37%	37%	38%
Very Satisfied	(2)	74	44	30
		33%	41%	26%
Don't Know (DO NOT READ OUT)		5	-	5
		2%	-%	4%
NET: Satisfied		157	84	73
		71%	78%	64%
NET: Dissatisfied		19	7	11
		8%	7%	10%
Answered		218	108	109
Mean Score		.9	1.1	.8
Standard error		.07	.08	.10
Standard deviation		1.07	1.04	1.08

Columns Tested: a,b

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	c	d	*e	*f	*g	h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		268	-	12	41	36	7	25	15	32	29	27	28	16
Effective base		110	-	5	17	14	3	10	3	14	17	9	19	8
Weighted Base		223	-	7	41	18	6	29	5	20	36	8	39	14
Very Dissatisfied	(-2)	12	-	-	-	3	-	-	-	4	3	-	2	-
		5%	-%	-%	-%	18%	-%	-%	-%	17%	8%	-%	5%	-%
Fairly Dissatisfied	(-1)	7	-	-	3	*	-	-	*	*	-	*	1	3
		3%	-%	-%	7%	2%	-%	-%	2%	*%	-%	3%	3%	18%
Neither Satisfied Nor Dissatisfied	(0)	42	-	*	16	2	1	5	*	4	4	*	6	3
		19%	-%	4%	39%	12%	18%	17%	1%	19%	13%	2%	17%	18%
Fairly Satisfied	(1)	83	-	2	13	8	3	11	2	9	14	5	12	4
		37%	-%	28%	31%	47%	49%	38%	36%	46%	40%	63%	30%	26%
Very Satisfied	(2)	74	-	3	8	2	2	13	3	3	13	3	17	5
		33%	-%	39%	20%	14%	33%	45%	61%	17%	38%	32%	45%	37%
Don't Know (DO NOT READ OUT)		5	-	2	1	1	-	-	-	-	1	-	-	-
		2%	-%	29%	3%	7%	-%	-%	-%	-%	1%	-%	-%	-%
NET: Satisfied		157	-	5	21	11	5	24	5	13	28	8	29	9
		71%	-%	67%	52%	61%	82%	83%	97%	63%	78%	95%	75%	64%
NET: Dissatisfied		19	-	-	3	3	-	-	*	4	3	*	3	3
		8%	-%	-%	7%	20%	-%	-%	2%	17%	8%	3%	8%	18%
Answered		218	-	5	39	16	6	29	5	20	35	8	39	14
Mean Score		.9	-	1.5	.7	.4	1.1	1.3	1.6	.5	1.0	1.2	1.1	.8
Standard error		.07	-	.21	.14	.23	.29	.15	.18	.23	.22	.13	.21	.29
Standard deviation		1.07	-	.68	.89	1.36	.76	.75	.68	1.31	1.14	.69	1.10	1.16

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_3RESP (continuation)

**QOP3A.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The staff being polite and courteous**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	268	54	67	76	71	121	147
Effective base	110	22	23	33	33	45	66
Weighted Base	223	49	51	61	61	100	123
Very Dissatisfied (-2)	12 5%	- -%	3 6%	6 11%	2 3%	3 3%	8 7%
Fairly Dissatisfied (-1)	7 3%	3 5%	* 1%	* *%	4 7%	3 3%	4 3%
Neither Satisfied Nor Dissatisfied (0)	42 19%	16 32%	8 16%	8 14%	9 15%	24 24%	18 14%
Fairly Satisfied (1)	83 37%	17 33%	20 40%	26 42%	21 34%	37 37%	46 38%
Very Satisfied (2)	74 33%	11 22%	17 34%	20 33%	25 42%	28 28%	46 37%
Don't Know (DO NOT READ OUT)	5 2%	3 6%	1 3%	1 1%	- -%	4 4%	1 *%
NET: Satisfied	157 71%	28 56%	38 75%	46 75%	46 75%	65 65%	92 75%
NET: Dissatisfied	19 8%	3 5%	3 7%	7 11%	6 10%	6 6%	13 10%
Answered	218	46	49	61	61	96	122
Mean Score	.9	.8	1.0	.9	1.0	.9	1.0
Standard error	.07	.12	.13	.14	.13	.09	.09
Standard deviation	1.07	.88	1.07	1.20	1.06	.98	1.13

Columns Tested:: a,b,c,d - a,b

Table QOP3A_3SUMM

QOP3a.3. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:**The staff being polite and courteous: SUMMARY TABLE**

Base: All who have had a problem with providers in the last 6 months

		DHL	UK Mail	UPS	Yodel	Parcelforce	Evri (formerly known as Hermes)	FedEx	DPD/DPD Local
Unweighted Base		55	35	24	17	40	41	22	33
Effective base		21	12	11	7	13	28	9	14
Weighted Base		50	28	19	10	31	48	17	25
Very Dissatisfied	(-2)	-	*	-	-	-	10	-	*
		-%	*%	-%	-%	-%	20%	-%	2%
Fairly Dissatisfied	(-1)	1	2	1	-	-	2	-	1
		2%	9%	5%	-%	-%	3%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	14	1	1	1	9	10	*	6
		28%	2%	5%	11%	29%	20%	*%	22%
Fairly Satisfied	(1)	12	9	15	5	4	13	9	10
		25%	34%	76%	46%	13%	28%	55%	43%
Very Satisfied	(2)	21	14	3	2	14	6	6	3
		43%	51%	14%	17%	46%	12%	34%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		-	1	*	3	4	8	2	2
		-%	4%	*%	26%	12%	16%	10%	6%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	1	-	3
		2%	-%	-%	-%	-%	1%	-%	13%
NET: Satisfied		34	24	17	7	18	19	15	13
		68%	85%	90%	63%	59%	40%	90%	54%
NET: Dissatisfied		1	2	1	-	-	11	-	1
		2%	9%	5%	-%	-%	23%	-%	4%
Answered		48	27	19	8	27	40	15	20
Mean Score		1.1	1.3	1.0	1.1	1.2	.1	1.4	.7
Standard error		.12	.16	.14	.16	.16	.24	.11	.16
Standard deviation		.90	.93	.65	.65	.92	1.39	.51	.84

Table 336

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	49	3	46	22	11	7	9	27
Effective base	18	2	18	15	5	4	6	8
Weighted Base	45	1	44	41	3	1	*	4
Very Dissatisfied	(-2)	2	2	2	-	-	-	-
	4%	-%	5%	5%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	5	5	3	1	*	*	1
	10%	-%	10%	8%	33%	19%	23%	30%
Neither Satisfied Nor Dissatisfied	(0)	3	2	3	-	*	-	*
	6%	70%	5%	7%	-%	16%	-%	3%
Fairly Satisfied	(1)	16	16	15	1	*	*	1
	36%	30%	36%	37%	19%	38%	31%	24%
Very Satisfied	(2)	19	19	18	1	*	*	2
	43%	-%	44%	43%	47%	27%	47%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	*	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
NET: Satisfied	36	*	35	33	2	1	*	3
	78%	30%	79%	79%	67%	65%	77%	67%
NET: Dissatisfied	7	-	7	5	1	*	*	1
	15%	-%	15%	13%	33%	19%	23%	30%
Answered	45	1	44	41	3	1	*	4
Mean Score	1.0	.3	1.0	1.1	.8	.7	1.0	.8
Standard error	.17	8.71	.17	.25	.49	-	-	.28
Standard deviation	1.16	15.08	1.16	1.14	1.62	-	-	1.46

Columns Tested: a,b - a,b,c,d,e

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		49	14	6	2	6	12	9	22	11	16
Effective base		18	11	4	1	3	5	6	15	5	7
Weighted Base		45	32	7	2	1	3	*	41	3	1
Very Dissatisfied	(-2)	2	-	2	-	-	-	-	2	-	-
		4%	-%	29%	-%	-%	-%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	5	3	1	-	*	1	*	3	1	*
		10%	8%	12%	-%	13%	36%	23%	8%	33%	20%
Neither Satisfied Nor Dissatisfied	(0)	3	2	1	*	-	*	-	3	-	*
		6%	6%	10%	7%	-%	4%	-%	7%	-%	12%
Fairly Satisfied	(1)	16	13	2	-	1	*	*	15	1	*
		36%	40%	33%	-%	61%	11%	31%	37%	19%	36%
Very Satisfied	(2)	19	15	1	2	*	1	*	18	1	*
		43%	46%	17%	93%	26%	49%	47%	43%	47%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	-	-	*	-	-
		1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied		36	28	4	2	1	2	*	33	2	1
		78%	85%	50%	93%	87%	59%	77%	79%	67%	68%
NET: Dissatisfied		7	3	3	-	*	1	*	5	1	*
		15%	8%	40%	-%	13%	36%	23%	13%	33%	20%
Answered		45	32	7	2	1	3	*	41	3	1
Mean Score		1.0	1.2	*	1.9	1.0	.7	1.0	1.1	.8	.8
Standard error		.17	.25	.66	.54	-	.49	-	.25	.49	1.18
Standard deviation		1.16	.90	1.62	.77	-	1.71	-	1.14	1.62	4.70

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	49	16	6	11	7	9	19	14	1	4	7
Effective base	18	12	4	5	4	6	10	6	1	3	6
Weighted Base	45	35	6	3	1	*	26	17	*	*	*
Very Dissatisfied (-2)	2 4%	2 6%	- -%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	5 10%	3 7%	1 14%	1 33%	* 19%	* 23%	4 14%	1 4%	* 100%	- -%	* 25%
Neither Satisfied Nor Dissatisfied (0)	3 6%	3 7%	* 2%	- -%	* 16%	- -%	1 5%	- -%	- -%	- -%	* 21%
Fairly Satisfied (1)	16 36%	13 36%	2 38%	1 19%	* 38%	* 31%	13 50%	3 16%	- -%	- -%	* 31%
Very Satisfied (2)	19 43%	15 42%	3 46%	1 47%	* 27%	* 47%	6 22%	13 79%	- -%	* 100%	* 22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
NET: Satisfied	36 78%	28 79%	5 84%	2 67%	1 65%	* 77%	19 72%	16 96%	- -%	* 100%	* 54%
NET: Dissatisfied	7 15%	5 13%	1 14%	1 33%	* 19%	* 23%	6 21%	1 4%	* 100%	- -%	* 25%
Answered	45	35	6	3	1	*	26	17	*	*	*
Mean Score	1.0	1.0	1.2	.8	.7	1.0	.7	1.7	-1.0	2.0	.5
Standard error	.17	.30	.45	.49	-	-	.29	.18	-	-	-
Standard deviation	1.16	1.16	1.09	1.62	-	-	1.22	.69	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		49	4	2	9	1	2	3	4	3	2
Effective base		18	3	2	4	1	1	2	2	1	2
Weighted Base		45	5	6	9	2	3	6	8	4	*
Very Dissatisfied	(-2)	2	2	-	-	-	-	-	-	-	-
		4%	42%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	5	1	-	1	-	-	2	-	*	-
		10%	17%	-%	10%	-%	-%	40%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	1	-	-	-	-	-	-	-	-
		6%	26%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	16	-	2	3	-	3	3	5	*	*
		36%	-%	41%	32%	-%	85%	60%	55%	6%	50%
Very Satisfied	(2)	19	1	3	5	2	*	-	4	4	*
		43%	15%	59%	57%	100%	15%	-%	45%	90%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		36	1	6	8	2	3	3	8	4	*
		78%	15%	100%	90%	100%	100%	60%	100%	97%	100%
NET: Dissatisfied		7	3	-	1	-	-	2	-	*	-
		15%	59%	-%	10%	-%	-%	40%	-%	3%	-%
Answered		45	5	6	9	2	3	6	8	4	*
Mean Score		1.0	-.7	1.6	1.4	2.0	1.1	.2	1.5	1.8	1.5
Standard error		.17	.78	.38	.33	-	.30	.63	.27	.39	-
Standard deviation		1.16	1.55	.54	.98	-	.43	1.08	.53	.68	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		49	5	9	16	30	19	7	6	6
Effective base		18	2	6	8	16	7	3	2	3
Weighted Base		45	5	15	23	43	3	2	*	1
Very Dissatisfied	(-2)	2 4%	- -%	2 14%	- -%	2 5%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	5 10%	- -%	1 7%	3 14%	4 10%	* 15%	* 7%	* 62%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 6%	- -%	1 9%	- -%	1 3%	2 56%	1 80%	* 16%	* 20%
Fairly Satisfied	(1)	16 36%	3 56%	3 18%	11 47%	16 38%	* 3%	* 1%	* 1%	* 9%
Very Satisfied	(2)	19 43%	2 44%	8 53%	9 39%	19 45%	* 16%	* 12%	* 21%	* 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	- -%	- -%	- -%	- -%	* 11%	- -%	- -%	* 48%
NET: Satisfied		36 78%	5 100%	11 71%	20 86%	35 82%	1 19%	* 13%	* 22%	* 32%
NET: Dissatisfied		7 15%	- -%	3 20%	3 14%	6 15%	* 15%	* 7%	* 62%	- -%
Answered		45	5	15	23	43	3	2	*	*
Mean Score		1.0	1.4	.9	1.1	1.1	.2	.2	-2	1.1
Standard error		.17	.25	.50	.25	.21	.28	.42	-	-
Standard deviation		1.16	.56	1.50	.99	1.15	1.19	1.11	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry									
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	
Unweighted Base	49	2	7	1	8	5	13	3	2	16	
Effective base	18	1	3	1	4	4	4	3	1	7	
Weighted Base	45	5	5	3	8	12	4	*	*	16	
Very Dissatisfied	(-2) 2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 13%
Fairly Dissatisfied	(-1) 5 10%	1 16%	1 11%	- -%	1 7%	- -%	1 21%	- -%	- -%	2 14%	
Neither Satisfied Nor Dissatisfied	(0) 3 6%	- -%	- -%	- -%	- -%	1 6%	1 18%	- -%	- -%	1 9%	
Fairly Satisfied	(1) 16 36%	5 84%	3 65%	3 100%	6 77%	- -%	* 1%	* 24%	* 15%	6 37%	
Very Satisfied	(2) 19 43%	- -%	1 24%	- -%	1 15%	12 94%	3 60%	* 76%	* 85%	4 25%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	
NET: Satisfied	36 78%	5 84%	4 89%	3 100%	7 93%	12 94%	3 61%	* 100%	* 100%	10 62%	
NET: Dissatisfied	7 15%	1 16%	1 11%	- -%	1 7%	- -%	1 21%	- -%	- -%	4 28%	
Answered	45	5	5	3	8	12	4	*	*	15	
Mean Score	1.0	.7	1.0	1.0	1.0	1.9	1.0	1.8	1.9	.5	
Standard error	.17	.57	.35	-	.25	.22	.40	-	-	.36	
Standard deviation	1.16	.81	.93	-	.71	.49	1.45	-	-	1.41	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	49	15	13	21	45	4	-	38	11	49	-
Effective base	18	9	4	7	17	2	-	17	2	18	-
Weighted Base	45	25	4	16	41	4	-	43	3	45	-
Very Dissatisfied (-2)	2 4%	- -%	- -%	2 13%	2 5%	- -%	- -%	2 5%	- -%	2 4%	- -%
Fairly Dissatisfied (-1)	5 10%	1 6%	1 21%	2 14%	5 11%	- -%	- -%	4 10%	* 5%	5 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	1 3%	1 18%	1 9%	3 7%	* 3%	- -%	3 7%	* 3%	3 6%	- -%
Fairly Satisfied (1)	16 36%	10 41%	* 1%	6 36%	16 39%	* 1%	- -%	16 37%	* 12%	16 36%	- -%
Very Satisfied (2)	19 43%	13 50%	3 60%	4 26%	15 37%	4 96%	- -%	17 41%	2 80%	19 43%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	* 2%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
NET: Satisfied	36 78%	23 92%	3 61%	10 62%	31 76%	4 97%	- -%	33 78%	2 92%	36 78%	- -%
NET: Dissatisfied	7 15%	1 6%	1 21%	4 27%	7 16%	- -%	- -%	7 15%	* 5%	7 15%	- -%
Answered	45	25	4	15	41	4	-	43	3	45	-
Mean Score	1.0	1.4	1.0	.5	.9	1.9	-	1.0	1.7	1.0	-
Standard error	.17	.21	.40	.32	.18	.20	-	.19	.30	.17	-
Standard deviation	1.16	.80	1.45	1.41	1.17	.40	-	1.16	.98	1.16	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		49	20	20	8
Effective base		18	6	9	4
Weighted Base		45	11	27	8
Very Dissatisfied	(-2)	2 4%	- -%	2 8%	- -%
Fairly Dissatisfied	(-1)	5 10%	1 6%	4 14%	* 2%
Neither Satisfied Nor Dissatisfied	(0)	3 6%	3 25%	- -%	* 1%
Fairly Satisfied	(1)	16 36%	* 3%	13 47%	3 43%
Very Satisfied	(2)	19 43%	7 66%	8 30%	4 54%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	- -%	* 1%	- -%
NET: Satisfied		36 78%	8 70%	21 77%	7 97%
NET: Dissatisfied		7 15%	1 6%	6 22%	* 2%
Answered		45	11	27	8
Mean Score		1.0	1.3	.8	1.5
Standard error		.17	.24	.29	.23
Standard deviation		1.16	1.07	1.26	.65

Columns Tested:: a,b,c

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	49	23	15	3	-	1	4	1	2	38	11	8
Effective base	18	12	5	1	-	1	3	1	1	17	2	3
Weighted Base	45	31	12	1	-	*	*	*	*	44	2	1
Very Dissatisfied	(-2) 2 4%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	- -%	- -%
Fairly Dissatisfied	(-1) 5 10%	2 6%	2 20%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	4 10%	* 9%
Neither Satisfied Nor Dissatisfied	(0) 3 6%	1 5%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	- -%	- -%
Fairly Satisfied	(1) 16 36%	13 43%	3 22%	* 1%	- -%	* 100%	* 59%	- -%	- -%	16 37%	* 6%	* 15%
Very Satisfied	(2) 19 43%	12 40%	6 47%	1 99%	- -%	- -%	* 41%	- -%	* 7%	18 42%	1 67%	* 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 93%	- -%	* 18%	* 50%
NET: Satisfied	36 78%	26 82%	9 69%	1 100%	- -%	* 100%	* 100%	- -%	* 7%	34 79%	1 73%	* 25%
NET: Dissatisfied	7 15%	4 13%	2 20%	- -%	- -%	- -%	- -%	* 100%	- -%	6 15%	* 9%	* 24%
Answered	45	31	12	1	-	*	*	*	*	44	1	*
Mean Score	1.0	1.0	1.0	2.0	-	1.0	1.4	-1.0	2.0	1.0	1.6	.2
Standard error	.17	.24	.31	.22	-	-	-	-	-	.19	.55	-
Standard deviation	1.16	1.15	1.22	.39	-	-	-	-	-	1.16	1.75	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	49	7	16	26	45	42	47	45	35	38	4	17	5	3	2	9	7
Effective base	18	2	11	6	16	16	17	17	14	15	3	9	3	1	1	2	2
Weighted Base	45	6	25	14	41	42	44	44	39	39	2	27	7	2	*	1	5
Very Dissatisfied (-2)	2 4%	- -%	2 8%	- -%	2 5%	2 5%	2 5%	2 5%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	5 10%	1 19%	1 4%	3 18%	4 11%	4 10%	5 10%	4 10%	4 10%	4 10%	- -%	1 3%	1 12%	* 16%	* 95%	* 10%	2 45%
Neither Satisfied Nor Dissatisfied (0)	3 6%	* 2%	1 5%	1 10%	2 4%	1 2%	2 4%	3 7%	1 2%	1 2%	1 43%	- -%	1 9%	- -%	- -%	* 9%	* 3%
Fairly Satisfied (1)	16 36%	5 78%	8 34%	3 20%	16 39%	15 37%	16 36%	16 37%	16 40%	15 39%	1 33%	7 28%	5 79%	* 2%	* 5%	* 4%	2 47%
Very Satisfied (2)	19 43%	* 1%	12 49%	7 49%	17 41%	19 47%	19 44%	19 42%	19 48%	19 48%	* 5%	16 61%	* *%	2 82%	- -%	1 76%	* 5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	* 2%	* 1%	- -%	* 1%	- -%	- -%	* 1%	* 19%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	36 78%	5 79%	21 83%	10 69%	33 80%	35 83%	35 81%	35 79%	34 88%	34 87%	1 39%	24 89%	5 79%	2 84%	* 5%	1 81%	3 52%
NET: Dissatisfied	7 15%	1 19%	3 12%	3 18%	6 16%	6 15%	7 15%	6 14%	4 10%	4 10%	- -%	3 11%	1 12%	* 16%	* 95%	* 10%	2 45%
Answered	45	6	25	14	41	42	44	44	39	39	1	27	7	2	*	1	5
Mean Score	1.0	.6	1.1	1.0	1.0	1.1	1.1	1.0	1.3	1.3	.5	1.3	.7	1.5	-.9	1.5	.1
Standard error	.17	.33	.30	.24	.18	.18	.17	.17	.16	.15	.70	.29	.33	.89	-	.62	.45
Standard deviation	1.16	.87	1.21	1.21	1.17	1.16	1.16	1.15	.92	.94	1.21	1.18	.74	1.54	-	1.86	1.18

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	49	19	8	4	3	3	5	3	12	10	6	2	4	4	4
Effective base	18	8	3	3	2	1	3	2	6	6	2	1	3	1	4
Weighted Base	45	23	8	3	*	1	*	5	14	18	6	1	*	2	*
Very Dissatisfied (-2)	2	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	4%	9%	-%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	5	*	1	1	-	-	*	2	3	*	*	*	-	-	-
	10%	*%	11%	30%	-%	-%	47%	49%	23%	2%	6%	11%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	1	-	1	*	*	-	-	1	-	-	-	*	*	*
	6%	3%	-%	19%	95%	11%	-%	-%	4%	-%	-%	-%	42%	3%	37%
Fairly Satisfied (1)	16	11	3	-	*	-	*	2	3	5	6	-	*	2	-
	36%	45%	36%	-%	5%	-%	12%	51%	20%	26%	94%	-%	13%	95%	-%
Very Satisfied (2)	19	10	4	2	-	1	*	*	7	11	-	1	*	*	*
	43%	41%	53%	51%	-%	89%	42%	*%	52%	61%	-%	89%	45%	2%	63%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	20	7	2	*	1	*	2	10	15	6	1	*	2	*
	78%	87%	89%	51%	5%	89%	53%	51%	72%	87%	94%	89%	58%	97%	63%
NET: Dissatisfied	7	2	1	1	-	-	*	2	3	2	*	*	-	-	-
	15%	9%	11%	30%	-%	-%	47%	49%	23%	13%	6%	11%	-%	-%	-%
Answered	45	23	8	3	*	1	*	5	14	18	6	1	*	2	*
Mean Score	1.0	1.1	1.3	.7	*	1.8	.5	*	1.0	1.2	.9	1.7	1.0	1.0	1.3
Standard error	.17	.27	.35	.81	-	.89	-	.66	.37	.42	.21	1.83	-	.14	-
Standard deviation	1.16	1.14	1.00	1.62	-	1.55	-	1.14	1.27	1.33	.50	2.59	-	.28	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	49	11	6	11	7	4	1	5	8	11	15	8	5
Effective base	18	7	3	4	3	1	1	4	6	2	6	3	3
Weighted Base	45	16	9	7	10	2	*	*	15	6	15	1	6
Very Dissatisfied	(-2)	2	2	-	-	-	-	-	2	-	-	-	-
		4%	13%	-%	-%	-%	-%	-%	13%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	5	*	1	1	*	2	*	-	1	3	*	-
		10%	*%	11%	8%	3%	96%	-%	32%	-%	19%	21%	30%
Neither Satisfied Nor Dissatisfied	(0)	3	2	1	*	-	*	*	1	*	*	1	-
		6%	13%	7%	1%	-%	2%	-%	28%	5%	1%	1%	62%
Fairly Satisfied	(1)	16	3	5	2	6	*	-	3	5	6	*	2
		36%	20%	51%	37%	59%	*%	-%	-%	22%	73%	37%	2%
Very Satisfied	(2)	19	8	3	4	4	*	*	9	*	6	*	4
		43%	53%	31%	53%	38%	2%	100%	41%	60%	8%	39%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
NET: Satisfied		36	11	7	6	10	*	*	13	5	11	*	6
		78%	74%	82%	90%	97%	2%	100%	41%	82%	80%	76%	8%
NET: Dissatisfied		7	2	1	1	*	2	-	2	1	3	*	-
		15%	14%	11%	8%	3%	96%	-%	32%	13%	19%	21%	30%
Answered		45	16	9	7	10	2	*	15	6	14	1	6
Mean Score		1.0	1.0	1.0	1.4	1.3	-.9	2.0	1.2	.7	1.0	-.2	1.6
Standard error		.17	.43	.39	.28	.25	.28	-	.49	.28	.31	.76	.24
Standard deviation		1.16	1.41	.96	.94	.67	.55	-	1.39	.94	1.16	2.16	.53

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	49	16	5	13	7	3	9	15	8	5	4
Effective base	18	7	3	6	3	1	6	4	4	3	3
Weighted Base	45	20	*	14	1	2	18	12	5	*	6
Very Dissatisfied	(-2)	2	2	-	-	-	2	-	-	-	-
	4%	10%	-%	-%	-%	-%	11%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	5	3	-	1	*	-	1	3	*	-
	10%	18%	-%	4%	30%	-%	-%	10%	50%	81%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	1	*	*	1	-	*	1	-	-
	6%	4%	16%	1%	62%	-%	-%	2%	12%	-%	-%
Fairly Satisfied	(1)	16	10	*	5	*	3	10	*	*	2
	36%	53%	20%	38%	2%	1%	16%	82%	1%	16%	38%
Very Satisfied	(2)	19	3	*	8	*	13	1	2	*	4
	43%	16%	64%	55%	5%	99%	72%	6%	36%	3%	62%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	-
	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	36	13	*	13	*	2	16	11	2	*	6
	78%	68%	84%	93%	7%	100%	89%	88%	37%	19%	100%
NET: Dissatisfied	7	5	-	1	*	-	2	1	3	*	-
	15%	28%	-%	4%	30%	-%	11%	10%	50%	81%	-%
Answered	45	20	*	14	1	2	18	12	5	*	6
Mean Score	1.0	.5	1.5	1.5	-.2	2.0	1.4	.8	.2	-.6	1.6
Standard error	.17	.32	-	.21	.82	.08	.44	.18	.55	-	.26
Standard deviation	1.16	1.27	-	.74	2.16	.14	1.31	.70	1.55	-	.53

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Unweighted Base	49	8	10	13	8	6	32	7	6	20	29	22	23
Effective base	18	6	2	6	3	1	13	2	2	8	11	7	10
Weighted Base	45	16	6	11	9	2	33	4	7	24	21	20	21
Very Dissatisfied (-2)	2 4%	2 13%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	2 8%	- -%	2 10%	- -%
Fairly Dissatisfied (-1)	5 10%	- -%	- -%	4 38%	* 2%	- -%	1 4%	3 82%	- -%	* 1%	4 20%	* 1%	4 19%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 13%	1 10%	- -%	* 1%	* 2%	2 6%	* 1%	1 10%	1 3%	2 10%	1 4%	1 3%
Fairly Satisfied (1)	16 36%	3 18%	5 83%	5 47%	3 34%	* 1%	16 48%	* 1%	* 1%	11 44%	5 26%	8 41%	8 37%
Very Satisfied (2)	19 43%	9 56%	* 7%	2 15%	6 62%	2 97%	12 36%	1 16%	6 89%	10 42%	9 43%	8 42%	9 40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* 2%	- -%
NET: Satisfied	36 78%	12 74%	6 90%	7 62%	9 96%	2 98%	28 84%	1 16%	6 90%	21 86%	15 69%	16 83%	16 77%
NET: Dissatisfied	7 15%	2 13%	- -%	4 38%	* 2%	- -%	3 10%	3 82%	- -%	2 10%	4 20%	2 11%	4 19%
Answered	45	16	6	11	9	2	33	4	7	24	21	19	21
Mean Score	1.0	1.0	1.0	.4	1.6	1.9	1.0	-.5	1.8	1.1	.9	1.0	1.0
Standard error	.17	.50	.14	.33	.24	.16	.19	.49	.27	.26	.22	.27	.24
Standard deviation	1.16	1.41	.45	1.19	.67	.40	1.07	1.29	.66	1.15	1.19	1.24	1.13

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	b	*a	*b	*a	*b	*a	b
Unweighted Base	49	15	27	10	35	21	24	16	26	7	38
Effective base	18	6	10	5	13	7	9	6	10	4	13
Weighted Base	45	15	27	13	31	18	23	19	23	10	34
Very Dissatisfied	(-2) 2 4%	2 14%	- -%	2 16%	- -%	2 11%	- -%	2 11%	- -%	2 20%	- -%
Fairly Dissatisfied	(-1) 5 10%	* 1%	4 14%	* 2%	4 13%	* 1%	4 18%	* 2%	4 16%	* 1%	4 13%
Neither Satisfied Nor Dissatisfied	(0) 3 6%	1 5%	* *%	1 5%	2 7%	1 5%	1 3%	1 4%	* 1%	- -%	3 9%
Fairly Satisfied	(1) 16 36%	8 54%	7 27%	1 4%	16 50%	10 57%	6 24%	7 40%	8 34%	3 27%	13 40%
Very Satisfied	(2) 19 43%	4 26%	16 58%	9 72%	9 30%	4 24%	12 54%	8 44%	11 49%	5 53%	13 39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	36 78%	12 80%	23 85%	10 77%	25 80%	15 81%	18 79%	15 83%	19 83%	8 80%	27 79%
NET: Dissatisfied	7 15%	2 15%	4 14%	2 18%	4 13%	2 12%	4 18%	2 13%	4 16%	2 20%	4 13%
Answered	45	15	27	13	31	18	23	19	23	10	34
Mean Score	1.0	.8	1.3	1.2	1.0	.8	1.2	1.0	1.2	.9	1.1
Standard error	.17	.33	.20	.50	.16	.27	.24	.32	.21	.61	.16
Standard deviation	1.16	1.29	1.06	1.57	.96	1.19	1.16	1.27	1.08	1.61	1.00

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*c	*d	a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	49	38	23	14	-	37	16	10	-	40	13	13	-
Effective base	18	13	9	5	-	12	6	4	-	15	5	5	-
Weighted Base	45	33	21	9	-	31	16	10	-	39	12	12	-
Very Dissatisfied (-2)	2 4%	2 6%	- -%	- -%	- -%	2 6%	- -%	- -%	- -%	2 5%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	5 10%	4 13%	1 3%	3 31%	- -%	4 13%	1 4%	2 24%	- -%	4 11%	* 1%	1 9%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	1 3%	1 7%	* 1%	- -%	1 3%	1 4%	* 1%	- -%	3 7%	1 6%	1 11%	- -%
Fairly Satisfied (1)	16 36%	13 41%	9 41%	3 36%	- -%	13 41%	* *%	5 52%	- -%	16 40%	1 7%	3 29%	- -%
Very Satisfied (2)	19 43%	12 37%	10 49%	3 32%	- -%	12 37%	15 92%	2 23%	- -%	14 36%	11 86%	6 52%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	36 78%	26 77%	19 90%	6 68%	- -%	25 78%	15 92%	7 75%	- -%	30 77%	11 93%	9 80%	- -%
NET: Dissatisfied	7 15%	6 19%	1 3%	3 31%	- -%	6 19%	1 4%	2 24%	- -%	6 16%	* 1%	1 9%	- -%
Answered	45	33	21	9	-	31	16	10	-	39	12	12	-
Mean Score	1.0	.9	1.4	.7	-	.9	1.8	.7	-	.9	1.8	1.2	-
Standard error	.17	.20	.16	.34	-	.20	.18	.36	-	.18	.17	.28	-
Standard deviation	1.16	1.23	.76	1.29	-	1.24	.72	1.12	-	1.17	.61	1.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	49	22	21	16	23	19	1	8	10	15	6	1	10	6
Effective base	18	6	8	4	7	7	1	2	3	4	1	1	4	2
Weighted Base	45	17	19	13	21	20	*	6	4	13	5	4	11	6
Very Dissatisfied	(-2)	2	2	2	2	2	-	-	2	2	-	-	-	-
		4%	12%	10%	16%	10%	10%	-%	-%	51%	16%	-%	-%	-%
Fairly Dissatisfied	(-1)	5	*	*	*	*	*	-	*	*	*	*	*	*
		10%	1%	2%	3%	1%	1%	-%	2%	5%	3%	3%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	3	1	1	1	1	-	*	1	1	-	-	1	1
		6%	5%	5%	6%	4%	4%	-%	1%	19%	5%	-%	-%	6%
Fairly Satisfied	(1)	16	8	8	5	10	11	*	5	*	5	1	5	*
		36%	47%	41%	39%	49%	55%	100%	80%	1%	39%	13%	-%	47%
Very Satisfied	(2)	19	6	8	5	7	5	-	1	1	5	4	4	5
		43%	33%	42%	37%	34%	27%	-%	17%	26%	37%	84%	100%	44%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	*	*	-	-	-	-	-	-	-
		1%	2%	-%	-%	1%	2%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		36	14	16	10	18	16	*	6	1	10	4	4	10
		78%	80%	83%	76%	84%	82%	100%	97%	26%	77%	97%	100%	91%
NET: Dissatisfied		7	2	2	2	2	2	-	*	2	2	*	-	*
		15%	13%	12%	18%	11%	12%	-%	2%	55%	18%	3%	-%	3%
Answered		45	17	19	13	21	19	*	6	4	13	5	4	11
Mean Score		1.0	.9	1.0	.8	1.0	.9	1.0	1.1	-.5	.8	1.8	2.0	1.3
Standard error		.17	.28	.27	.36	.25	.28	-	.19	.61	.37	.27	-	.24
Standard deviation		1.16	1.27	1.25	1.43	1.18	1.18	-	.54	1.93	1.43	.65	-	.75

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	*d	*e	a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	49	4	6	6	-	32	34	43	29	27	41	22	11	1	23	4
Effective base	18	1	2	3	-	11	12	15	10	10	14	9	4	1	7	3
Weighted Base	45	1	7	8	-	27	27	36	23	27	30	21	8	*	20	7
Very Dissatisfied (-2)	2	-	-	-	-	2	2	2	2	-	2	2	-	-	-	2
	4%	-%	-%	-%	-%	8%	8%	6%	9%	-%	7%	10%	-%	-%	-%	27%
Fairly Dissatisfied (-1)	5	-	-	*	-	1	3	4	1	3	5	*	3	-	*	-
	10%	-%	-%	2%	-%	4%	13%	12%	3%	13%	15%	1%	41%	-%	2%	-%
Neither Satisfied Nor Dissatisfied (0)	3	*	*	-	-	3	2	3	3	1	1	3	-	-	1	-
	6%	5%	2%	-%	-%	11%	6%	8%	12%	5%	3%	13%	-%	-%	4%	-%
Fairly Satisfied (1)	16	-	3	2	-	8	6	11	6	10	6	6	*	*	11	2
	36%	-%	40%	30%	-%	31%	22%	31%	26%	37%	19%	29%	1%	100%	53%	32%
Very Satisfied (2)	19	1	4	5	-	12	14	16	12	12	17	10	5	-	8	3
	43%	95%	54%	68%	-%	46%	51%	43%	51%	45%	55%	47%	59%	-%	41%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	*	*	*	-	-	*	-	-	-	-	*
	1%	-%	4%	-%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%	-%	4%
NET: Satisfied	36	1	7	8	-	20	20	27	18	22	23	16	5	*	19	5
	78%	95%	94%	98%	-%	77%	73%	74%	76%	82%	74%	76%	59%	100%	94%	69%
NET: Dissatisfied	7	-	-	*	-	3	5	6	3	3	7	2	3	-	*	2
	15%	-%	-%	2%	-%	12%	20%	18%	12%	13%	22%	11%	41%	-%	2%	27%
Answered	45	1	7	8	-	26	27	36	23	27	30	21	8	*	20	7
Mean Score	1.0	1.9	1.5	1.6	-	1.0	1.0	.9	1.1	1.1	1.0	1.0	.8	1.0	1.3	.5
Standard error	.17	.68	.26	.26	-	.22	.24	.19	.24	.20	.22	.27	.47	-	.14	1.03
Standard deviation	1.16	1.37	.58	.63	-	1.22	1.36	1.24	1.27	1.02	1.37	1.26	1.57	-	.66	1.78

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	b	*c	*a	*b	*c
Unweighted Base	49	20	7	36	4	49	-	10	33	6	11	27	10
Effective base	18	7	3	14	2	18	-	3	14	2	4	11	4
Weighted Base	45	17	10	37	5	45	-	7	34	4	7	32	7
Very Dissatisfied (-2)	2 4%	- -%	2 20%	- -%	- -%	2 4%	- -%	- -%	2 6%	- -%	2 29%	- -%	- -%
Fairly Dissatisfied (-1)	5 10%	* 2%	* 1%	3 9%	1 17%	5 10%	- -%	1 9%	4 11%	- -%	1 8%	4 12%	* 2%
Neither Satisfied Nor Dissatisfied (0)	3 6%	1 4%	* 1%	1 2%	1 25%	3 6%	- -%	- -%	3 8%	* 2%	1 9%	1 5%	1 10%
Fairly Satisfied (1)	16 36%	5 30%	8 77%	13 36%	3 56%	16 36%	- -%	* *%	15 45%	1 23%	* 1%	13 40%	3 49%
Very Satisfied (2)	19 43%	11 62%	* 1%	19 53%	* 2%	19 43%	- -%	7 91%	10 29%	3 75%	4 54%	13 42%	2 34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 5%
NET: Satisfied	36 78%	16 92%	8 78%	33 89%	3 58%	36 78%	- -%	7 91%	25 73%	4 98%	4 54%	26 83%	6 83%
NET: Dissatisfied	7 15%	* 2%	2 21%	3 9%	1 17%	7 15%	- -%	1 9%	6 17%	- -%	3 37%	4 12%	* 2%
Answered	45	17	10	37	5	45	-	7	34	4	7	32	6
Mean Score	1.0	1.6	.4	1.3	.4	1.0	-	1.7	.8	1.7	.4	1.1	1.2
Standard error	.17	.16	.48	.15	.44	.17	-	.29	.21	.23	.58	.19	.26
Standard deviation	1.16	.68	1.27	.91	.88	1.16	-	.93	1.17	.57	1.93	.99	.77

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		49	29	20
Effective base		18	8	11
Weighted Base		45	18	28
Very Dissatisfied	(-2)	2 4%	- -%	2 7%
Fairly Dissatisfied	(-1)	5 10%	1 8%	3 12%
Neither Satisfied Nor Dissatisfied	(0)	3 6%	2 9%	1 5%
Fairly Satisfied	(1)	16 36%	3 16%	13 48%
Very Satisfied	(2)	19 43%	11 65%	8 29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	* 2%	- -%
NET: Satisfied		36 78%	14 82%	21 76%
NET: Dissatisfied		7 15%	1 8%	5 19%
Answered		45	17	28
Mean Score		1.0	1.4	.8
Standard error		.17	.18	.27
Standard deviation		1.16	.97	1.21

Columns Tested:: a,b

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		49	-	-	6	6	3	10	4	2	2	7	6	3
Effective base		18	-	-	3	4	2	3	4	2	2	3	4	2
Weighted Base		45	-	-	8	3	4	11	*	*	4	1	10	3
Very Dissatisfied	(-2)	2	-	-	-	-	-	-	-	-	-	-	-	2
		4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	78%
Fairly Dissatisfied	(-1)	5	-	-	1	*	-	*	-	-	2	-	1	-
		10%	-%	-%	11%	4%	-%	2%	-%	-%	51%	-%	12%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	2	-	-	*	-	-	1	-	-
		6%	-%	-%	-%	56%	-%	-%	16%	-%	-%	70%	-%	-%
Fairly Satisfied	(1)	16	-	-	3	*	3	7	-	*	-	*	3	1
		36%	-%	-%	37%	8%	61%	61%	-%	46%	-%	1%	28%	21%
Very Satisfied	(2)	19	-	-	4	1	2	4	*	*	2	*	6	*
		43%	-%	-%	52%	32%	39%	37%	84%	54%	49%	5%	60%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%	-%
NET: Satisfied		36	-	-	7	1	4	11	*	*	2	*	9	1
		78%	-%	-%	89%	40%	100%	98%	84%	100%	49%	7%	88%	22%
NET: Dissatisfied		7	-	-	1	*	-	*	-	-	2	-	1	2
		15%	-%	-%	11%	4%	-%	2%	-%	-%	51%	-%	12%	78%
Answered		45	-	-	8	3	4	11	*	*	4	1	10	3
Mean Score		1.0	-	-	1.3	.7	1.4	1.3	1.7	1.5	.5	.2	1.4	-1.3
Standard error		.17	-	-	.41	.47	.32	.19	-	-	1.20	-	.42	.93
Standard deviation		1.16	-	-	1.01	1.15	.55	.60	-	-	1.70	-	1.02	1.61

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 336 (continuation)

QOP3A.2.4 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The outcome of any complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	49	6	19	8	16	25	24
Effective base	18	3	7	2	7	10	9
Weighted Base	45	8	19	5	14	27	18
Very Dissatisfied	(-2) 2 4%	- -%	- -%	- -%	2 15%	- -%	2 11%
Fairly Dissatisfied	(-1) 5 10%	1 11%	* 2%	2 47%	1 8%	1 5%	3 18%
Neither Satisfied Nor Dissatisfied	(0) 3 6%	- -%	2 10%	* 1%	1 7%	2 7%	1 5%
Fairly Satisfied	(1) 16 36%	3 37%	10 52%	* 1%	3 24%	13 47%	3 18%
Very Satisfied	(2) 19 43%	4 52%	7 37%	2 52%	6 44%	11 41%	8 46%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	* 2%	- -%	* 2%
NET: Satisfied	36 78%	7 89%	17 88%	3 52%	9 68%	24 88%	12 64%
NET: Dissatisfied	7 15%	1 11%	* 2%	2 47%	3 23%	1 5%	5 29%
Answered	45	8	19	5	13	27	18
Mean Score	1.0	1.3	1.2	.6	.8	1.2	.7
Standard error	.17	.41	.16	.59	.39	.16	.32
Standard deviation	1.16	1.01	.71	1.67	1.53	.79	1.52

Columns Tested: a,b,c,d - a,b

Table 338

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	35	1	34	18	4	3	10	17
Effective base	12	1	12	11	3	3	8	8
Weighted Base	28	1	27	26	1	*	*	2
Very Dissatisfied (-2)	* 1%	- -%	* 1%	- -%	* 36%	- -%	- -%	* 22%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	3 10%	3 10%	- -%	* 14%	- -%	* 3%
Fairly Satisfied (1)	11 39%	- -%	11 41%	10 38%	1 55%	* 43%	* 55%	1 53%
Very Satisfied (2)	12 45%	- -%	12 47%	12 46%	* 9%	* 43%	* 45%	* 23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 4%	1 100%	- -%	1 5%	- -%	- -%	- -%	- -%
NET: Satisfied	23 84%	- -%	23 88%	22 85%	1 64%	* 86%	* 100%	1 75%
NET: Dissatisfied	* 1%	- -%	* 1%	- -%	* 36%	- -%	- -%	* 22%
Answered	26	-	26	25	1	*	*	2
Mean Score	1.3	-	1.3	1.4	*	1.3	1.4	.5
Standard error	.14	-	.14	.18	2.88	-	-	.53
Standard deviation	.79	-	.79	.68	5.76	-	-	2.17

Columns Tested: a,b - a,b,c,d,e

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		35	7	7	4	1	6	10	18	4	13
Effective base		12	5	6	2	1	4	8	11	3	8
Weighted Base		28	16	8	2	*	1	*	26	1	1
Very Dissatisfied	(-2)	* 1%	- -%	- -%	- -%	- -%	* 33%	- -%	- -%	* 36%	- -%
Fairly Dissatisfied	(-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 9%	2 12%	- -%	1 28%	- -%	* 4%	- -%	3 10%	- -%	* 7%
Fairly Satisfied	(1)	11 39%	7 44%	3 36%	- -%	* 100%	* 42%	* 55%	10 38%	1 55%	* 49%
Very Satisfied	(2)	12 45%	7 44%	5 64%	- -%	- -%	* 21%	* 45%	12 46%	* 9%	* 44%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	- -%	- -%	* 15%	- -%	- -%	- -%	* 1%	- -%	- -%
Don't Know (DO NOT READ OUT)		1 4%	- -%	- -%	1 57%	- -%	- -%	- -%	1 5%	- -%	- -%
NET: Satisfied		23 84%	14 88%	8 100%	- -%	* 100%	1 63%	* 100%	22 85%	1 64%	1 93%
NET: Dissatisfied		* 1%	- -%	- -%	- -%	- -%	* 33%	- -%	- -%	* 36%	- -%
Answered		26	16	8	1	*	1	*	25	1	1
Mean Score		1.3	1.3	1.6	-	1.0	.2	1.4	1.4	*	1.4
Standard error		.14	.26	.19	-	-	1.75	-	.18	2.88	-
Standard deviation		.79	.70	.51	-	-	4.28	-	.68	5.76	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	8	10	4	3	10	10	7	7	2	8
Effective base	12	6	8	3	3	8	3	5	4	1	2
Weighted Base	28	18	8	1	*	*	9	11	3	3	2
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	*	-	-
	1%	-%	-%	36%	-%	-%	-%	-%	12%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	1	-	*	3	-	-	-	-
	9%	11%	7%	-%	14%	-%	28%	-%	-%	-%	-%
Fairly Satisfied	(1)	11	7	3	1	*	5	4	*	-	1
	39%	39%	36%	55%	43%	55%	57%	37%	11%	-%	88%
Very Satisfied	(2)	12	9	3	*	*	1	7	1	3	*
	45%	50%	38%	9%	43%	45%	16%	62%	41%	100%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-	-
	1%	-%	4%	-%	-%	-%	-%	1%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	-	-	-	1	-	-
	4%	-%	15%	-%	-%	-%	-%	-%	37%	-%	-%
NET: Satisfied	23	16	6	1	*	*	7	10	2	3	2
	84%	89%	74%	64%	86%	100%	72%	99%	52%	100%	100%
NET: Dissatisfied	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	36%	-%	-%	-%	-%	12%	-%	-%
Answered	26	18	6	1	*	*	9	10	2	3	2
Mean Score	1.3	1.4	1.4	*	1.3	1.4	.9	1.6	1.1	2.0	1.1
Standard error	.14	.24	.26	2.88	-	-	.22	.21	.87	-	.19
Standard deviation	.79	.69	.70	5.76	-	-	.68	.51	2.12	-	.54

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		35	2	1	9	1	4	3	3	1	1
Effective base		12	1	1	3	1	3	2	1	1	1
Weighted Base		28	1	*	9	2	2	3	4	3	2
Very Dissatisfied	(-2)	* 1%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 9%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	- -%	2 100%
Fairly Satisfied	(1)	11 39%	1 100%	* 100%	6 64%	- -%	1 45%	2 66%	* 11%	- -%	- -%
Very Satisfied	(2)	12 45%	- -%	- -%	3 36%	2 100%	* 2%	- -%	3 89%	3 100%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)		1 4%	- -%	- -%	- -%	- -%	- -%	1 34%	- -%	- -%	- -%
NET: Satisfied		23 84%	1 100%	* 100%	9 100%	2 100%	1 47%	2 66%	4 100%	3 100%	- -%
NET: Dissatisfied		* 1%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%	- -%	- -%
Answered		26	1	*	9	2	2	2	4	3	2
Mean Score		1.3	1.0	1.0	1.4	2.0	.1	1.0	1.9	2.0	-
Standard error		.14	-	-	.17	-	.88	-	.21	-	-
Standard deviation		.79	-	-	.51	-	1.76	-	.36	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		35	6	4	15	25	10	7	-	3
Effective base		12	4	2	6	11	4	3	-	2
Weighted Base		28	6	4	16	26	2	1	-	*
Very Dissatisfied	(-2)	* 1%	* 7%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	(-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 9%	3 44%	- -%	- -%	3 10%	* 3%	- -%	- -%	* 25%
Fairly Satisfied	(1)	11 39%	1 14%	1 29%	8 52%	10 40%	* 27%	* 30%	- -%	- -%
Very Satisfied	(2)	12 45%	2 35%	3 71%	7 41%	12 44%	1 51%	1 57%	- -%	* 4%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	- -%	- -%	- -%	- -%	* 20%	* 13%	- -%	* 72%
Don't Know (DO NOT READ OUT)		1 4%	- -%	- -%	1 7%	1 5%	- -%	- -%	- -%	- -%
NET: Satisfied		23 84%	3 49%	4 100%	15 93%	22 84%	1 77%	1 87%	- -%	* 4%
NET: Dissatisfied		* 1%	* 7%	- -%	- -%	* 1%	- -%	- -%	- -%	- -%
Answered		26	6	4	15	25	1	1	-	*
Mean Score		1.3	.7	1.7	1.4	1.3	1.6	1.7	-	.3
Standard error		.14	.52	.26	.14	.16	.43	.46	-	-
Standard deviation		.79	1.26	.52	.51	.79	1.22	1.13	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	35	2	2	4	6	5	6	1	-	15
Effective base	12	2	2	2	2	2	2	1	-	6
Weighted Base	28	2	*	6	6	5	2	2	-	11
Very Dissatisfied	(-2)	*	-	-	*	*	-	-	-	-
	1%	-%	-%	7%	7%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	-	-	-	3
	9%	-%	-%	-%	-%	-%	-%	-%	-%	23%
Fairly Satisfied	(1)	11	1	*	5	5	*	*	-	4
	39%	42%	48%	93%	92%	3%	20%	-%	-%	37%
Very Satisfied	(2)	12	1	*	*	*	5	*	2	4
	45%	58%	52%	*%	1%	97%	9%	100%	-%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	*
	1%	-%	-%	-%	-%	-%	9%	-%	-%	1%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	-
	4%	-%	-%	-%	-%	-%	62%	-%	-%	-%
NET: Satisfied	23	2	*	5	5	5	1	2	-	9
	84%	100%	100%	93%	93%	100%	29%	100%	-%	76%
NET: Dissatisfied	*	-	-	*	*	-	-	-	-	-
	1%	-%	-%	7%	7%	-%	-%	-%	-%	-%
Answered	26	2	*	6	6	5	1	2	-	11
Mean Score	1.3	1.6	1.5	.8	.8	2.0	1.3	2.0	-	1.2
Standard error	.14	.50	-	.42	.34	.08	-	-	-	.22
Standard deviation	.79	.70	-	.83	.83	.18	-	-	-	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	35	13	6	16	35	-	-	32	3	34	1
Effective base	12	4	2	7	12	-	-	12	2	12	1
Weighted Base	28	12	2	13	28	-	-	27	*	28	*
Very Dissatisfied (-2)	* 1%	* 3%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	- -%	3 19%	3 9%	- -%	- -%	3 9%	* 12%	3 9%	- -%
Fairly Satisfied (1)	11 39%	6 51%	* 20%	4 31%	11 39%	- -%	- -%	11 39%	* 39%	11 39%	- -%
Very Satisfied (2)	12 45%	6 46%	* 9%	6 48%	12 45%	- -%	- -%	12 45%	- -%	12 45%	* 100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	* 9%	* 1%	* 1%	- -%	- -%	* *%	* 49%	* 1%	- -%
Don't Know (DO NOT READ OUT)	1 4%	- -%	1 62%	- -%	1 4%	- -%	- -%	1 4%	- -%	1 4%	- -%
NET: Satisfied	23 84%	12 97%	1 29%	11 80%	23 84%	- -%	- -%	23 85%	* 39%	23 84%	* 100%
NET: Dissatisfied	* 1%	* 3%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
Answered	26	12	1	13	26	-	-	26	*	26	*
Mean Score	1.3	1.4	1.3	1.3	1.3	-	-	1.3	.8	1.3	2.0
Standard error	.14	.22	-	.21	.14	-	-	.14	-	.14	-
Standard deviation	.79	.81	-	.80	.79	-	-	.79	-	.79	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		35	19	11	4
Effective base		12	8	4	2
Weighted Base		28	15	12	1
Very Dissatisfied	(-2)	* 1%	- -%	* 3%	- -%
Fairly Dissatisfied	(-1)	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 9%	2 13%	* *%	- -%
Fairly Satisfied	(1)	11 39%	4 31%	5 47%	1 100%
Very Satisfied	(2)	12 45%	7 46%	6 50%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	* 2%	- -%	- -%
Don't Know (DO NOT READ OUT)		1 4%	1 8%	- -%	- -%
NET: Satisfied		23 84%	11 76%	11 96%	1 100%
NET: Dissatisfied		* 1%	- -%	* 3%	- -%
Answered		26	13	12	1
Mean Score		1.3	1.4	1.4	1.0
Standard error		.14	.19	.25	-
Standard deviation		.79	.76	.84	-

Columns Tested:: a,b,c

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	35	17	6	2	2	6	2	-	-	23	12	10
Effective base	12	9	3	1	1	2	1	-	-	11	3	3
Weighted Base	28	16	3	*	*	9	*	-	-	18	9	9
Very Dissatisfied (-2)	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	3 17%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 14%	- -%	- -%
Fairly Satisfied (1)	11 39%	5 32%	1 32%	* 15%	* 8%	5 52%	* 100%	- -%	- -%	6 32%	5 53%	5 53%
Very Satisfied (2)	12 45%	7 47%	1 26%	* 85%	* 92%	4 48%	- -%	- -%	- -%	8 43%	4 47%	4 47%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 4%	- -%	1 43%	- -%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%
NET: Satisfied	23 84%	12 79%	2 57%	* 100%	* 100%	9 100%	* 100%	- -%	- -%	14 76%	9 100%	9 100%
NET: Dissatisfied	* 1%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%
Answered	26	15	2	*	*	9	*	-	-	17	9	9
Mean Score	1.3	1.2	1.4	1.8	1.9	1.5	1.0	-	-	1.3	1.5	1.5
Standard error	.14	.24	.36	-	-	.22	-	-	-	.20	.15	.17
Standard deviation	.79	.94	.81	-	-	.53	-	-	-	.91	.53	.53

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	35	6	11	18	34	34	34	33	30	31	-	14	2	6	5	4	3
Effective base	12	3	7	4	12	12	12	11	10	11	-	8	1	2	2	1	1
Weighted Base	28	3	12	12	27	27	27	25	23	26	-	12	1	8	4	1	1
Very Dissatisfied (-2)	* 1%	- -	* 3%	- -	* 1%	* 1%	* 1%	* 2%	* 2%	* 2%	- -	- -	- -	* 5%	- -	- -	- -
Fairly Dissatisfied (-1)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Neither Satisfied Nor Dissatisfied (0)	3 9%	3 77%	- -	- -	3 10%	3 10%	3 10%	3 10%	3 11%	2 8%	- -	2 17%	1 97%	- -	- -	- -	- -
Fairly Satisfied (1)	11 39%	1 19%	4 36%	6 48%	11 41%	11 41%	11 41%	11 44%	11 47%	10 41%	- -	4 37%	- -	5 58%	1 19%	* 14%	1 90%
Very Satisfied (2)	12 45%	- -	7 59%	5 42%	12 47%	12 47%	12 47%	10 38%	9 40%	12 49%	- -	5 44%	* 3%	3 36%	4 81%	1 86%	* 10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 4%	* 1%	- -	* 1%	* 1%	* 1%	* 1%	* 1%	* 1%	- -	* 2%	- -	* 2%	- -	- -	- -
Don't Know (DO NOT READ OUT)	1 4%	- -	- -	1 10%	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Satisfied	23 84%	1 19%	12 95%	11 90%	23 88%	23 88%	23 88%	20 82%	20 87%	23 89%	- -	9 81%	* 3%	8 94%	4 100%	1 100%	1 100%
NET: Dissatisfied	* 1%	- -	* 3%	- -	* 1%	* 1%	* 1%	* 2%	* 2%	* 2%	- -	- -	- -	* 5%	- -	- -	- -
Answered	26	3	12	11	26	26	26	23	23	25	-	11	1	8	4	1	1
Mean Score	1.3	.2	1.5	1.5	1.3	1.3	1.3	1.3	1.2	1.4	-	1.3	.1	1.2	1.8	1.9	1.1
Standard error	.14	.21	.26	.13	.14	.14	.14	.14	.15	.14	-	.22	-	.41	.20	-	-
Standard deviation	.79	.48	.83	.52	.79	.79	.79	.79	.79	.77	-	.78	-	.92	.45	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	35	15	5	4	3	3	1	3	9	7	9	2	5	1	1
Effective base	12	7	2	2	2	1	1	1	5	4	2	1	1	1	1
Weighted Base	28	13	4	8	*	1	*	1	9	3	7	3	4	1	*
Very Dissatisfied (-2)	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	5%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	*	-	-	-	-	-	2	-	1	-	-	-	-
	9%	20%	1%	-%	-%	-%	-%	-%	22%	-%	8%	-%	-%	-%	-%
Fairly Satisfied (1)	11	4	*	5	*	1	*	1	4	*	6	-	*	-	-
	39%	33%	11%	54%	34%	97%	100%	90%	43%	13%	90%	-%	5%	-%	-%
Very Satisfied (2)	12	6	3	3	*	*	-	*	3	2	*	3	3	1	*
	45%	44%	88%	41%	66%	3%	-%	10%	34%	73%	2%	96%	95%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%	4%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	23	10	4	8	*	1	*	1	7	2	7	3	4	1	*
	84%	77%	99%	95%	100%	100%	100%	100%	77%	86%	92%	96%	100%	100%	100%
NET: Dissatisfied	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
	1%	-%	-%	5%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Answered	26	12	4	8	*	1	*	1	9	3	7	3	4	1	*
Mean Score	1.3	1.2	1.9	1.3	1.7	1.0	1.0	1.1	1.1	1.3	.9	2.0	2.0	2.0	2.0
Standard error	.14	.22	.20	.46	-	-	-	-	.28	.66	.11	-	.11	-	-
Standard deviation	.79	.81	.44	.93	-	-	-	-	.79	1.76	.34	-	.25	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	35	10	5	3	3	6	2	4	3	14	11	3	2
Effective base	12	5	2	2	1	2	1	2	1	8	6	1	2
Weighted Base	28	9	3	1	1	7	4	1	2	5	18	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	10%	-%	-%	7%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	-	-	-	1	-	1	2	-	-
	9%	22%	-%	-%	-%	-%	-%	67%	-%	11%	11%	-%	-%
Fairly Satisfied	(1)	11	4	*	1	*	6	-	*	3	7	1	*
	39%	46%	3%	91%	1%	89%	-%	6%	1%	50%	39%	100%	57%
Very Satisfied	(2)	12	3	1	*	1	1	3	*	2	2	9	*
	45%	32%	44%	9%	99%	11%	90%	12%	91%	31%	50%	-%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	*	*	-	*	-	-
	1%	-%	7%	-%	-%	-%	-%	15%	8%	-%	1%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	-	-	-	-
	4%	-%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	23	7	1	1	1	7	3	*	2	4	16	1	*
	84%	78%	47%	100%	100%	100%	90%	18%	92%	81%	88%	100%	100%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	10%	-%	-%	7%	-%	-%	-%
Answered	26	9	1	1	1	7	4	1	2	5	17	1	*
Mean Score	1.3	1.1	1.9	1.1	2.0	1.1	1.6	.4	2.0	1.0	1.4	1.0	1.4
Standard error	.14	.25	.33	-	.12	.14	.99	-	.08	.31	.22	-	-
Standard deviation	.79	.78	.57	-	.20	.34	1.40	-	.11	1.15	.70	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	12	11	5	3	2	9	10	9	3	2
Effective base	12	3	5	4	1	2	5	5	4	1	2
Weighted Base	28	8	10	6	1	*	8	3	15	1	*
Very Dissatisfied (-2)	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	1 6%	2 30%	- -%	- -%	3 34%	* 1%	- -%	- -%	- -%
Fairly Satisfied (1)	11 39%	5 62%	2 20%	2 35%	1 100%	* 57%	2 27%	1 23%	7 47%	1 100%	* 57%
Very Satisfied (2)	12 45%	3 34%	7 70%	2 35%	- -%	* 43%	3 37%	2 63%	8 52%	- -%	* 43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 4%	- -%	- -%	- -%	- -%	* 2%	- -%	* 1%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	23 84%	8 96%	9 90%	5 70%	1 100%	* 100%	5 64%	3 86%	14 99%	1 100%	* 100%
NET: Dissatisfied	* 1%	- -%	* 4%	- -%	- -%	- -%	- -%	* 12%	- -%	- -%	- -%
Answered	26	8	10	6	1	*	7	3	14	1	*
Mean Score	1.3	1.4	1.5	1.1	1.0	1.4	1.0	1.2	1.5	1.0	1.4
Standard error	.14	.16	.29	.39	-	-	.32	.50	.18	-	-
Standard deviation	.79	.51	.95	.88	-	-	.92	1.57	.52	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	35	5	6	10	9	2	26	3	4	25	10	22	12
Effective base	12	3	2	3	5	2	9	2	2	9	6	8	4
Weighted Base	28	4	7	7	7	*	22	1	2	23	5	19	8
Very Dissatisfied (-2)	* 1%	* 10%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 5%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	- -%	- -%	3 38%	- -%	2 9%	1 41%	- -%	3 11%	* 1%	3 14%	* 1%
Fairly Satisfied (1)	11 39%	1 32%	5 68%	4 52%	1 13%	* 57%	8 39%	1 57%	2 99%	9 39%	2 39%	9 48%	2 25%
Very Satisfied (2)	12 45%	2 53%	2 30%	4 48%	2 30%	* 43%	9 44%	* 2%	* 1%	10 46%	2 38%	7 37%	6 68%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 5%	* 2%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	* 1%	* 2%
Don't Know (DO NOT READ OUT)	1 4%	- -%	- -%	- -%	1 18%	- -%	1 5%	- -%	- -%	- -%	1 23%	- -%	- -%
NET: Satisfied	23 84%	3 85%	6 98%	7 100%	3 44%	* 100%	18 82%	1 59%	2 100%	19 86%	4 77%	16 85%	8 93%
NET: Dissatisfied	* 1%	* 10%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 2%	- -%	- -%	* 5%
Answered	26	4	6	7	5	*	20	1	2	22	4	18	8
Mean Score	1.3	1.2	1.3	1.5	.9	1.4	1.3	.6	1.0	1.3	1.5	1.2	1.5
Standard error	.14	.72	.22	.17	.36	-	.17	.57	.08	.17	.20	.15	.30
Standard deviation	.79	1.43	.50	.54	1.01	-	.82	.98	.16	.82	.60	.70	.98

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	35	11	23	14	19	23	11	13	21	9	24
Effective base	12	4	8	6	10	8	5	5	7	5	10
Weighted Base	28	9	17	17	8	21	6	8	18	15	10
Very Dissatisfied (-2)	* 1%	* 4%	- -%	- -%	* 5%	* 2%	- -%	- -%	* 2%	- -%	* 4%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	3 15%	2 12%	1 7%	1 3%	2 35%	2 24%	1 3%	- -%	3 25%
Fairly Satisfied (1)	11 39%	3 29%	8 48%	7 44%	4 44%	9 41%	2 40%	4 49%	7 37%	7 50%	4 35%
Very Satisfied (2)	12 45%	6 67%	6 36%	7 44%	2 27%	11 53%	1 23%	2 25%	10 57%	7 50%	2 22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	* 2%	* 1%	* 2%	* 1%	* 2%	* 2%	* 1%	- -%	* 3%
Don't Know (DO NOT READ OUT)	1 4%	- -%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	- -%	1 12%
NET: Satisfied	23 84%	9 96%	14 83%	15 87%	6 71%	20 95%	4 63%	6 74%	17 94%	15 100%	6 57%
NET: Dissatisfied	* 1%	* 4%	- -%	- -%	* 5%	* 2%	- -%	- -%	* 2%	- -%	* 4%
Answered	26	9	17	17	7	21	6	8	18	15	9
Mean Score	1.3	1.5	1.2	1.3	1.1	1.5	.9	1.0	1.5	1.5	.8
Standard error	.14	.28	.15	.19	.25	.16	.27	.22	.17	.17	.22
Standard deviation	.79	.91	.71	.69	1.04	.74	.84	.75	.78	.52	1.02

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	35	29	22	7	-	27	18	8	-	29	19	8	-
Effective base	12	11	7	3	-	10	6	3	-	10	8	5	-
Weighted Base	28	25	18	6	-	24	10	2	-	24	9	5	-
Very Dissatisfied (-2)	* 1%	* 2%	* 2%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	2 8%	- -%	- -%	- -%	2 8%	- -%	- -%	- -%	3 11%	- -%	- -%	- -%
Fairly Satisfied (1)	11 39%	10 41%	10 55%	2 34%	- -%	10 40%	5 51%	1 38%	- -%	10 45%	5 53%	* 9%	- -%
Very Satisfied (2)	12 45%	12 48%	7 42%	4 66%	- -%	12 50%	5 49%	1 56%	- -%	9 37%	3 31%	3 66%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	* 1%	* 1%	- -%	- -%	* 1%	- -%	* 6%	- -%	* 1%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 13%	1 26%	- -%
NET: Satisfied	23 84%	23 90%	17 97%	6 100%	- -%	22 90%	10 100%	2 94%	- -%	19 81%	8 83%	3 74%	- -%
NET: Dissatisfied	* 1%	* 2%	* 2%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	* 4%	- -%	- -%
Answered	26	25	17	6	-	24	10	2	-	22	8	3	-
Mean Score	1.3	1.4	1.4	1.7	-	1.4	1.5	1.6	-	1.2	1.2	1.9	-
Standard error	.14	.15	.16	.20	-	.15	.12	.26	-	.16	.21	.14	-
Standard deviation	.79	.77	.73	.52	-	.78	.53	.68	-	.80	.91	.38	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	35	19	22	16	20	17	3	11	9	8	5	1	5	4
Effective base	12	6	8	5	6	8	2	5	3	2	2	1	2	1
Weighted Base	28	12	18	11	13	21	*	10	4	2	2	1	4	5
Very Dissatisfied (-2)	*	-	*	*	*	*	-	-	*	*	-	-	*	*
	1%	-%	2%	4%	3%	2%	-%	-%	9%	20%	-%	-%	10%	7%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	1	3	-	1	2	-	-	-	-	-	-	-	-
	9%	5%	14%	-%	4%	9%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	11	4	9	3	2	7	*	3	2	*	*	-	1	5
	39%	33%	48%	26%	15%	35%	29%	27%	56%	6%	3%	-%	14%	93%
Very Satisfied (2)	12	8	7	8	10	11	-	7	1	1	2	1	3	*
	45%	61%	36%	68%	77%	53%	-%	73%	30%	66%	97%	100%	76%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	*	*	-	*	-	*	*	-	-	-	-
	1%	1%	1%	3%	1%	-%	71%	-%	4%	7%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	23	12	15	10	12	18	*	10	4	1	2	1	3	5
	84%	94%	83%	94%	92%	89%	29%	100%	87%	73%	100%	100%	90%	93%
NET: Dissatisfied	*	-	*	*	*	*	-	-	*	*	-	-	*	*
	1%	-%	2%	4%	3%	2%	-%	-%	9%	20%	-%	-%	10%	7%
Answered	26	12	18	11	13	21	*	10	4	2	2	1	4	5
Mean Score	1.3	1.6	1.2	1.6	1.6	1.4	1.0	1.7	1.0	1.1	2.0	2.0	1.5	.8
Standard error	.14	.14	.18	.23	.19	.20	-	.14	.44	.93	.11	-	.63	.43
Standard deviation	.79	.61	.84	.86	.85	.83	-	.47	1.25	2.47	.25	-	1.41	.87

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	35	10	6	2	4	25	22	29	20	16	29	21	8	-	23	1
Effective base	12	3	4	1	2	9	8	10	6	7	10	8	3	-	8	1
Weighted Base	28	7	6	*	8	18	12	20	14	12	25	10	2	-	22	*
Very Dissatisfied (-2)	*	-	-	*	-	-	-	-	*	*	*	-	-	-	-	-
	1%	-%	-%	98%	-%	-%	-%	-%	3%	3%	2%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	3	-	-	1	2	3	-	-	3	1	-	-	2	-
	9%	-%	45%	-%	-%	3%	17%	13%	-%	-%	10%	6%	-%	-%	9%	-%
Fairly Satisfied (1)	11	1	1	-	5	5	5	6	8	5	10	5	1	-	9	-
	39%	9%	23%	-%	59%	30%	44%	28%	58%	39%	39%	51%	48%	-%	39%	-%
Very Satisfied (2)	12	6	2	*	3	11	3	11	4	5	12	3	1	-	11	*
	45%	89%	32%	2%	39%	59%	28%	53%	28%	46%	47%	29%	52%	-%	51%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	-
	1%	2%	-%	-%	2%	1%	1%	1%	2%	1%	1%	2%	-%	-%	1%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	1	1	1	1	-	1	-	-	-	-
	4%	-%	-%	-%	-%	7%	10%	6%	9%	10%	-%	12%	-%	-%	-%	-%
NET: Satisfied	23	7	3	*	7	16	9	16	12	10	21	8	2	-	20	*
	84%	98%	55%	2%	98%	89%	72%	80%	86%	85%	87%	80%	100%	-%	90%	100%
NET: Dissatisfied	*	-	-	*	-	-	-	-	*	*	*	-	-	-	-	-
	1%	-%	-%	98%	-%	-%	-%	-%	3%	3%	2%	-%	-%	-%	-%	-%
Answered	26	7	6	*	7	16	11	19	12	10	24	8	2	-	22	*
Mean Score	1.3	1.9	.9	-1.9	1.4	1.6	1.1	1.4	1.2	1.4	1.3	1.3	1.5	-	1.4	2.0
Standard error	.14	.10	.39	-	.30	.12	.16	.14	.19	.23	.15	.14	.24	-	.15	-
Standard deviation	.79	.31	.95	-	.53	.58	.74	.74	.78	.88	.80	.62	.67	-	.67	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	35	26	2	30	-	35	-	14	16	5	9	17	8
Effective base	12	9	1	11	-	12	-	6	7	1	4	6	3
Weighted Base	28	23	*	25	-	28	-	11	12	5	8	14	5
Very Dissatisfied (-2)	*	*	-	*	-	*	-	-	-	*	-	*	-
	1%	2%	-%	2%	-%	1%	-%	-%	-%	8%	-%	3%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	-	*	-	3	-	1	2	-	-	2	1
	9%	11%	-%	*%	-%	9%	-%	5%	17%	-%	-%	14%	12%
Fairly Satisfied (1)	11	9	*	10	-	11	-	2	5	5	*	9	1
	39%	38%	100%	42%	-%	39%	-%	14%	41%	88%	4%	67%	26%
Very Satisfied (2)	12	11	-	12	-	12	-	7	5	*	7	2	3
	45%	48%	-%	50%	-%	45%	-%	69%	41%	1%	81%	15%	58%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	*	-	*	*
	1%	1%	-%	1%	-%	1%	-%	-%	1%	3%	-%	1%	4%
Don't Know (DO NOT READ OUT)	1	-	-	1	-	1	-	1	-	-	1	-	-
	4%	-%	-%	5%	-%	4%	-%	11%	-%	-%	14%	-%	-%
NET: Satisfied	23	20	*	23	-	23	-	9	10	5	7	11	4
	84%	86%	100%	92%	-%	84%	-%	84%	82%	89%	86%	82%	84%
NET: Dissatisfied	*	*	-	*	-	*	-	-	-	*	-	*	-
	1%	2%	-%	2%	-%	1%	-%	-%	-%	8%	-%	3%	-%
Answered	26	23	*	23	-	26	-	10	12	5	7	14	5
Mean Score	1.3	1.3	1.0	1.5	-	1.3	-	1.7	1.2	.8	2.0	.9	1.5
Standard error	.14	.17	-	.13	-	.14	-	.17	.20	.46	.08	.19	.30
Standard deviation	.79	.82	-	.69	-	.79	-	.60	.76	.91	.23	.77	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		35	27	8
Effective base		12	8	5
Weighted Base		28	18	9
Very Dissatisfied	(-2)	*	-	*
		1%	-%	4%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	1	2
		9%	3%	21%
Fairly Satisfied	(1)	11	7	3
		39%	41%	36%
Very Satisfied	(2)	12	9	4
		45%	48%	38%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-
		1%	2%	-%
Don't Know (DO NOT READ OUT)		1	1	-
		4%	6%	-%
NET: Satisfied		23	16	7
		84%	89%	75%
NET: Dissatisfied		*	-	*
		1%	-%	4%
Answered		26	17	9
Mean Score		1.3	1.5	1.0
Standard error		.14	.12	.37
Standard deviation		.79	.58	1.04

Columns Tested:: a,b

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	35	-	3	5	2	-	2	1	7	6	3	2	4
Effective base	12	-	2	3	2	-	1	1	2	4	2	1	2
Weighted Base	28	-	1	6	1	-	5	*	3	8	*	1	3
Very Dissatisfied (-2)	* 1%	- -%	* 68%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 9%	- -%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%	- -%	* 13%	- -%	2 68%
Fairly Satisfied (1)	11 39%	- -%	- -%	* 2%	1 100%	- -%	5 89%	- -%	2 72%	1 14%	- -%	1 100%	1 32%
Very Satisfied (2)	12 45%	- -%	* 32%	5 79%	- -%	- -%	- -%	* 100%	1 28%	6 86%	- -%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 87%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 4%	- -%	- -%	1 19%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	23 84%	- -%	* 32%	5 81%	1 100%	- -%	5 89%	* 100%	3 100%	8 100%	- -%	1 100%	1 32%
NET: Dissatisfied	* 1%	- -%	* 68%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Answered	26	-	1	5	1	-	5	*	3	8	*	1	3
Mean Score	1.3	-	-7	2.0	1.0	-	.9	2.0	1.3	1.9	-	1.0	.3
Standard error	.14	-	-	.09	-	-	.25	-	.20	.15	-	-	.29
Standard deviation	.79	-	-	.18	-	-	.35	-	.54	.38	-	-	.58

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 338 (continuation)

QOP3A.4.4 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The outcome of any complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	35	8	4	14	9	12	23
Effective base	12	3	2	5	3	5	8
Weighted Base	28	7	6	11	4	13	15
Very Dissatisfied	(-2)	*	*	-	-	*	-
		1%	6%	-%	-%	3%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	1	-	2	2
		9%	-%	10%	-%	5%	13%
Fairly Satisfied	(1)	11	*	5	3	5	6
		39%	2%	90%	31%	43%	36%
Very Satisfied	(2)	12	5	-	7	5	7
		45%	75%	-%	69%	40%	48%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	*	-
		1%	-%	-%	-%	7%	-%
Don't Know (DO NOT READ OUT)		1	1	-	-	1	-
		4%	17%	-%	-%	9%	-%
NET: Satisfied		23	5	5	11	2	10
		84%	77%	90%	100%	48%	83%
NET: Dissatisfied		*	*	-	-	*	-
		1%	6%	-%	-%	3%	-%
Answered	26	6	6	11	4	11	15
Mean Score	1.3	1.7	.9	1.7	.5	1.3	1.4
Standard error	.14	.42	.16	.13	.22	.27	.16
Standard deviation	.79	1.12	.33	.49	.57	.88	.73

Columns Tested: a,b,c,d - a,b

Table 339

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	22	4	18	13	5	1	3	9
Effective base	11	2	9	10	3	1	2	5
Weighted Base	19	2	16	18	1	*	*	1
Very Dissatisfied	(-2)	*	*	-	-	-	*	*
		*%	2%	-%	-%	-%	35%	3%
Fairly Dissatisfied	(-1)	2	*	2	*	-	-	*
		13%	95%	1%	13%	19%	-%	13%
Neither Satisfied Nor Dissatisfied	(0)	6	*	6	*	-	-	*
		31%	4%	34%	32%	16%	-%	11%
Fairly Satisfied	(1)	6	-	6	-	-	-	-
		34%	-%	39%	36%	-%	-%	-%
Very Satisfied	(2)	4	-	4	3	1	*	*
		23%	-%	26%	19%	65%	100%	65%
NET: Satisfied		11	-	11	10	1	*	*
		57%	-%	65%	56%	65%	100%	65%
NET: Dissatisfied		2	*	*	2	*	-	*
		13%	96%	1%	13%	19%	-%	35%
Answered	19	2	16	18	1	*	*	1
Mean Score	.7	-1.0	.9	.6	1.1	2.0	.6	1.3
Standard error	.21	.15	.19	.27	-	-	-	1.00
Standard deviation	1.00	.31	.82	.96	-	-	-	3.00

Columns Tested:: a,b - a,b,c,d,e

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		22	4	3	6	2	4	3	13	5	4
Effective base		11	4	3	6	1	3	2	10	3	2
Weighted Base		19	10	2	6	1	1	*	18	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	35%	-%	-%	9%
Fairly Dissatisfied	(-1)	2	-	1	1	-	*	-	2	*	-
		13%	-%	34%	25%	-%	27%	-%	13%	19%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	6	-	-	-	*	-	6	*	-
		31%	59%	-%	-%	-%	23%	-%	32%	16%	-%
Fairly Satisfied	(1)	6	3	-	4	-	-	-	6	-	-
		34%	29%	-%	64%	-%	-%	-%	36%	-%	-%
Very Satisfied	(2)	4	1	2	1	1	*	*	3	1	*
		23%	12%	66%	11%	100%	50%	65%	19%	65%	91%
NET: Satisfied		11	4	2	4	1	*	*	10	1	*
		57%	41%	66%	75%	100%	50%	65%	56%	65%	91%
NET: Dissatisfied		2	-	1	1	-	*	*	2	*	*
		13%	-%	34%	25%	-%	27%	35%	13%	19%	9%
Answered		19	10	2	6	1	1	*	18	1	*
Mean Score		.7	.5	1.0	.6	2.0	.7	.6	.6	1.1	1.6
Standard error		.21	.37	1.07	.44	-	-	-	.27	-	-
Standard deviation		1.00	.74	1.85	1.07	-	-	-	.96	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	4	9	5	1	3	9	5	2	1	2
Effective base	11	4	9	3	1	2	5	5	2	1	2
Weighted Base	19	10	8	1	*	*	12	4	*	1	*
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	-
		-%	-%	-%	-%	35%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	*	-	-	1	-	-	-
		13%	-%	27%	19%	-%	-%	20%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	6	-	*	-	6	-	-	-	*
		31%	59%	-%	16%	-%	49%	-%	-%	-%	24%
Fairly Satisfied	(1)	6	3	4	-	-	4	2	-	-	-
		34%	29%	45%	-%	-%	38%	47%	-%	-%	-%
Very Satisfied	(2)	4	1	2	1	*	2	1	*	1	*
		23%	12%	28%	65%	100%	14%	33%	100%	100%	76%
NET: Satisfied		11	4	6	1	*	6	3	*	1	*
		57%	41%	73%	65%	100%	51%	80%	100%	100%	76%
NET: Dissatisfied		2	-	2	*	-	-	1	-	-	-
		13%	-%	27%	19%	-%	-%	20%	-%	-%	-%
Answered		19	10	8	1	*	12	4	*	1	*
Mean Score		.7	.5	.7	1.1	2.0	.7	.9	2.0	2.0	1.5
Standard error		.21	.37	.41	-	-	.25	.54	-	-	-
Standard deviation		1.00	.74	1.22	-	-	.74	1.21	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		22	4	1	1	2	4	1	2	1	1
Effective base		11	3	1	1	2	4	1	1	1	1
Weighted Base		19	2	1	3	1	3	3	3	1	1
Very Dissatisfied	(-2)	*	*	-	-	-	-	-	-	-	-
		*%	2%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	1	-	-	1	-	-	-	-
		13%	-%	100%	-%	-%	25%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	-	-	-	3	3	-	-
		31%	-%	-%	-%	-%	-%	100%	98%	-%	-%
Fairly Satisfied	(1)	6	1	-	3	1	2	-	-	-	-
		34%	39%	-%	100%	79%	52%	-%	-%	-%	-%
Very Satisfied	(2)	4	1	-	-	*	1	-	*	1	1
		23%	59%	-%	-%	21%	23%	-%	2%	100%	100%
NET: Satisfied		11	2	-	3	1	3	-	*	1	1
		57%	98%	-%	100%	100%	75%	-%	2%	100%	100%
NET: Dissatisfied		2	*	1	-	-	1	-	-	-	-
		13%	2%	100%	-%	-%	25%	-%	-%	-%	-%
Answered		19	2	1	3	1	3	3	3	1	1
Mean Score		.7	1.5	-1.0	1.0	1.2	.7	-	*	2.0	2.0
Standard error		.21	.46	-	-	.57	.64	-	.24	-	-
Standard deviation		1.00	.92	-	-	.80	1.28	-	.33	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			*a	*b	*c	*d	*e	*f	*g	*h	
Significance Level: 95%											
Unweighted Base		22	7	6	4	17	5	1	2	2	
Effective base		11	6	5	3	10	4	1	1	2	
Weighted Base		19	5	5	8	18	*	*	*	*	
Very Dissatisfied	(-2)	*	-	*	-	*	-	-	-	-	
		%	-%	1%	-%	%	-%	-%	-%	-%	
Fairly Dissatisfied	(-1)	2	1	1	-	2	*	*	-	-	
		13%	16%	30%	-%	12%	38%	100%	-%	-%	
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	6	6	*	-	-	*	
		31%	-%	-%	67%	30%	33%	-%	-%	100%	
Fairly Satisfied	(1)	6	3	1	3	6	-	-	-	-	
		34%	53%	18%	33%	35%	-%	-%	-%	-%	
Very Satisfied	(2)	4	2	2	*	4	*	-	*	-	
		23%	32%	52%	1%	23%	29%	-%	100%	-%	
NET: Satisfied		11	4	3	3	11	*	-	*	-	
		57%	84%	69%	33%	57%	29%	-%	100%	-%	
NET: Dissatisfied		2	1	1	-	2	*	*	-	-	
		13%	16%	31%	-%	12%	38%	100%	-%	-%	
Answered		19	5	5	8	18	*	*	*	*	
Mean Score		.7	1.0	.9	.3	.7	.2	-1.0	2.0	-	
Standard error		.21	.41	.61	.26	.24	-	-	-	-	
Standard deviation		1.00	1.08	1.50	.52	.99	-	-	-	-	

Columns Tested:: a,b,c,d,e,f,g,h

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	22	1	3	3	6	1	5	2	-	7
Effective base	11	1	2	2	4	1	3	2	-	4
Weighted Base	19	1	1	2	3	*	6	1	-	9
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-
	%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	-	1	*	-	1
	%	13%	-%	-%	-%	-%	15%	26%	-%	15%
Neither Satisfied Nor Dissatisfied	(0)	6	-	*	-	*	-	-	-	6
	%	31%	-%	9%	-%	3%	-%	-%	-%	63%
Fairly Satisfied	(1)	6	-	1	2	3	-	3	-	1
	%	34%	-%	80%	97%	91%	-%	50%	-%	12%
Very Satisfied	(2)	4	1	*	*	*	-	2	*	1
	%	23%	100%	10%	3%	6%	-%	35%	74%	10%
NET: Satisfied		11	1	1	2	3	-	5	*	2
	%	57%	100%	91%	100%	97%	-%	85%	74%	22%
NET: Dissatisfied		2	-	-	-	-	*	1	*	1
	%	13%	-%	-%	-%	-%	100%	15%	26%	15%
Answered		19	1	1	2	3	*	6	1	9
Mean Score		.7	2.0	1.0	1.0	1.0	-2.0	1.0	1.2	.2
Standard error		.21	-	3.65	.15	.15	-	.48	-	.32
Standard deviation		1.00	-	6.32	.25	.37	-	1.08	-	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	8	5	9	18	4	-	20	2	22	-
Effective base	11	5	3	5	9	2	-	10	1	11	-
Weighted Base	19	4	6	10	17	2	-	18	1	19	-
Very Dissatisfied (-2)	*	*	-	-	-	*	-	*	-	*	-
	*%	1%	-%	-%	-%	2%	-%	*%	-%	*%	-%
Fairly Dissatisfied (-1)	2	-	1	2	1	1	-	2	-	2	-
	13%	-%	15%	16%	6%	61%	-%	13%	-%	13%	-%
Neither Satisfied Nor Dissatisfied (0)	6	*	-	6	6	*	-	6	-	6	-
	31%	3%	-%	59%	34%	4%	-%	32%	-%	31%	-%
Fairly Satisfied (1)	6	3	3	1	6	-	-	5	1	6	-
	34%	70%	50%	11%	39%	-%	-%	30%	95%	34%	-%
Very Satisfied (2)	4	1	2	1	3	1	-	4	*	4	-
	23%	27%	35%	14%	21%	34%	-%	24%	5%	23%	-%
NET: Satisfied	11	4	5	2	10	1	-	10	1	11	-
	57%	97%	85%	25%	60%	34%	-%	54%	100%	57%	-%
NET: Dissatisfied	2	*	1	2	1	1	-	2	-	2	-
	13%	1%	15%	16%	6%	62%	-%	14%	-%	13%	-%
Answered	19	4	6	10	17	2	-	18	1	19	-
Mean Score	.7	1.2	1.0	.2	.7	*	-	.6	1.0	.7	-
Standard error	.21	.24	.48	.31	.21	.95	-	.23	.47	.21	-
Standard deviation	1.00	.68	1.08	.93	.88	1.89	-	1.02	.67	1.00	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		22	5	10	7
Effective base		11	2	6	5
Weighted Base		19	5	4	10
Very Dissatisfied	(-2)	*	-	-	*
		*%	-%	-%	*%
Fairly Dissatisfied	(-1)	2	*	-	2
		13%	3%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	6	3	*	3
		31%	58%	2%	29%
Fairly Satisfied	(1)	6	2	2	3
		34%	39%	42%	28%
Very Satisfied	(2)	4	-	2	2
		23%	-%	56%	20%
NET: Satisfied		11	2	4	5
		57%	39%	98%	48%
NET: Dissatisfied		2	*	-	2
		13%	3%	-%	23%
Answered		19	5	4	10
Mean Score		.7	.4	1.5	.4
Standard error		.21	.27	.20	.42
Standard deviation		1.00	.61	.62	1.11

Columns Tested: a,b,c

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	22	14	4	2	1	-	1	-	-	18	4	2
Effective base	11	6	2	2	1	-	1	-	-	8	4	2
Weighted Base	19	13	2	2	1	-	1	-	-	15	4	2
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	-	-	-	*	2	-
		13%	1%	100%	-%	-%	-%	-%	-%	1%	56%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	*	-	-	-	-	-	-	6	-	-
		31%	43%	6%	-%	-%	-%	-%	-%	39%	-%	-%
Fairly Satisfied	(1)	6	-	-	-	-	1	-	-	5	1	1
		34%	41%	-%	-%	-%	100%	-%	-%	37%	24%	53%
Very Satisfied	(2)	4	1	-	1	-	-	-	-	3	1	1
		23%	15%	94%	100%	-%	-%	-%	-%	23%	21%	47%
NET: Satisfied		11	1	-	1	-	1	-	-	9	2	2
		57%	56%	94%	100%	-%	100%	-%	-%	60%	44%	100%
NET: Dissatisfied		2	-	2	-	-	-	-	-	*	2	-
		13%	1%	100%	-%	-%	-%	-%	-%	1%	56%	-%
Answered	19	13	2	2	1	-	1	-	-	15	4	2
Mean Score	.7	.7	1.9	-1.0	2.0	-	1.0	-	-	.8	.1	1.5
Standard error	.21	.21	.39	-	-	-	-	-	-	.20	.73	.53
Standard deviation	1.00	.77	.77	-	-	-	-	-	-	.83	1.47	.76

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	22	6	8	8	18	19	20	22	15	17	2	8	4	2	1	3	-
Effective base	11	3	3	6	9	9	10	11	7	8	2	5	3	1	1	2	-
Weighted Base	19	6	7	6	14	15	16	19	12	15	3	7	2	3	*	1	-
Very Dissatisfied (-2)	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	*	2	2	1	2	2	*	*	1	-	1	*	-	-	-
	13%	-%	2%	40%	11%	7%	15%	13%	1%	1%	55%	-%	43%	5%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	6	3	3	*	3	3	3	6	6	6	-	*	-	3	-	-	-
	31%	46%	40%	2%	21%	20%	18%	31%	45%	37%	-%	2%	-%	95%	-%	-%	-%
Fairly Satisfied (1)	6	3	3	1	6	6	6	6	4	6	-	6	-	-	-	-	-
	34%	46%	38%	17%	46%	44%	40%	34%	29%	42%	-%	88%	-%	-%	-%	-%	-%
Very Satisfied (2)	4	*	2	2	3	4	4	4	3	3	1	1	1	-	*	1	-
	23%	7%	21%	42%	22%	29%	27%	23%	24%	20%	45%	11%	57%	-%	100%	100%	-%
NET: Satisfied	11	3	4	3	10	11	11	11	7	10	1	7	1	-	*	1	-
	57%	53%	58%	59%	68%	73%	67%	57%	53%	62%	45%	98%	57%	-%	100%	100%	-%
NET: Dissatisfied	2	*	*	2	2	1	2	2	*	*	1	-	1	*	-	-	-
	13%	1%	2%	40%	11%	7%	15%	13%	1%	1%	55%	-%	43%	5%	-%	-%	-%
Answered	19	6	7	6	14	15	16	19	12	15	3	7	2	3	*	1	-
Mean Score	.7	.6	.8	.6	.8	1.0	.8	.7	.8	.8	.4	1.1	.7	-.1	2.0	2.0	-
Standard error	.21	.29	.30	.53	.22	.21	.23	.21	.22	.19	1.36	.13	1.07	.20	-	-	-
Standard deviation	1.00	.71	.86	1.51	.95	.90	1.03	1.00	.87	.79	1.92	.37	2.14	.28	-	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	22	9	4	2	-	3	-	-	6	5	3	3	1	1	-
Effective base	11	5	3	1	-	2	-	-	4	4	2	2	1	1	-
Weighted Base	19	10	3	*	-	1	-	-	6	3	1	4	*	*	-
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	1	*	-	-	-	-	-	-	1	-	-	-	-
		13%	14%	6%	-%	-%	-%	-%	-%	-%	95%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	-	-	-	-	-	*	*	-	3	-	-	-
		31%	30%	-%	-%	-%	-%	-%	1%	1%	-%	77%	-%	-%	-%
Fairly Satisfied	(1)	6	5	1	-	-	-	-	4	3	-	-	-	-	-
		34%	55%	41%	-%	-%	-%	-%	61%	80%	-%	-%	-%	-%	-%
Very Satisfied	(2)	4	*	1	*	-	1	-	2	1	*	1	*	*	-
		23%	1%	53%	100%	-%	100%	-%	38%	19%	5%	23%	100%	100%	-%
NET: Satisfied		11	5	2	*	-	1	-	6	3	*	1	*	*	-
		57%	56%	94%	100%	-%	100%	-%	99%	99%	5%	23%	100%	100%	-%
NET: Dissatisfied		2	1	*	-	-	-	-	-	-	1	-	-	-	-
		13%	14%	6%	-%	-%	-%	-%	-%	-%	95%	-%	-%	-%	-%
Answered		19	10	3	*	-	1	-	6	3	1	4	*	*	-
Mean Score		.7	.4	1.4	2.0	-	2.0	-	1.4	1.2	-.8	.5	2.0	2.0	-
Standard error		.21	.26	.49	-	-	-	-	.23	.22	1.96	.58	-	-	-
Standard deviation		1.00	.78	.98	-	-	-	-	.56	.50	3.40	1.00	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	22	7	4	3	3	1	2	2	3	9	3	3	2
Effective base	11	4	2	2	2	1	1	1	2	6	2	1	2
Weighted Base	19	7	5	2	2	1	*	3	5	5	1	2	4
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	1	-	-	-	-	-	-	2	1
		13%	23%	-%	48%	-%	-%	-%	-%	-%	-%	97%	23%
Neither Satisfied Nor Dissatisfied	(0)	6	3	*	-	-	-	3	-	*	-	-	3
		31%	1%	61%	2%	-%	-%	96%	-%	3%	-%	-%	77%
Fairly Satisfied	(1)	6	4	-	2	1	-	-	5	2	-	-	-
		34%	58%	-%	98%	-%	100%	-%	100%	36%	-%	-%	-%
Very Satisfied	(2)	4	2	-	1	-	*	*	-	3	1	*	-
		23%	17%	39%	52%	-%	100%	4%	-%	61%	100%	3%	-%
NET: Satisfied		11	2	2	1	1	*	*	5	5	1	*	-
		57%	75%	39%	98%	52%	100%	4%	100%	97%	100%	3%	-%
NET: Dissatisfied		2	-	-	1	-	-	-	-	-	-	2	1
		13%	24%	-%	48%	-%	-%	-%	-%	-%	-%	97%	23%
Answered	19	7	5	2	2	1	*	3	5	5	1	2	4
Mean Score	.7	.7	.8	1.0	.5	1.0	2.0	.1	1.0	1.6	2.0	-.9	-.2
Standard error	.21	.42	.55	.13	1.34	-	-	.33	-	.20	-	.51	.35
Standard deviation	1.00	1.12	1.10	.22	2.32	-	-	.47	-	.61	-	.89	.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	22	9	5	2	2	-	4	9	2	2	2
Effective base	11	5	2	2	1	-	3	5	2	2	2
Weighted Base	19	8	4	*	2	-	5	4	1	*	4
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	-	-	*	1
		13%	-%	-%	100%	-%	-%	-%	-%	74%	23%
Neither Satisfied Nor Dissatisfied	(0)	6	*	3	-	-	-	*	-	-	3
		31%	1%	65%	-%	-%	-%	3%	-%	-%	77%
Fairly Satisfied	(1)	6	6	-	-	-	5	2	-	-	-
		34%	84%	-%	-%	-%	88%	40%	-%	-%	-%
Very Satisfied	(2)	4	1	2	*	-	1	2	1	*	-
		23%	16%	35%	100%	-%	12%	57%	100%	26%	-%
NET: Satisfied		11	8	2	*	-	5	4	1	*	-
		57%	99%	35%	100%	-%	100%	97%	100%	26%	-%
NET: Dissatisfied		2	-	-	-	2	-	-	-	*	1
		13%	-%	-%	-%	100%	-%	-%	-%	74%	23%
Answered	19	8	4	*	2	-	5	4	1	*	4
Mean Score	.7	1.2	.7	2.0	-1.0	-	1.1	1.5	2.0	-2	-2
Standard error	.21	.13	.48	-	-	-	.18	.21	-	-	.35
Standard deviation	1.00	.40	1.08	-	-	-	.36	.63	-	-	.50

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	22	5	1	10	3	3	16	4	2	12	10	9	9
Effective base	11	3	1	4	2	2	8	2	2	7	4	4	5
Weighted Base	19	5	1	6	3	4	13	4	2	12	7	6	8
Very Dissatisfied (-2)	*	*	-	-	-	-	*	-	-	-	*	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied (-1)	2	-	-	-	2	1	1	-	1	1	2	*	1
	13%	-%	-%	-%	57%	22%	7%	-%	76%	7%	23%	3%	18%
Neither Satisfied Nor Dissatisfied (0)	6	-	-	3	-	3	3	3	-	3	3	*	3
	31%	-%	-%	46%	-%	76%	22%	75%	-%	24%	42%	2%	35%
Fairly Satisfied (1)	6	5	-	2	-	-	6	1	-	5	1	5	1
	34%	88%	-%	28%	-%	-%	42%	22%	-%	45%	14%	89%	12%
Very Satisfied (2)	4	1	1	2	1	*	4	*	*	3	1	*	3
	23%	12%	100%	26%	43%	1%	28%	3%	24%	24%	20%	6%	35%
NET: Satisfied	11	5	1	3	1	*	9	1	*	8	2	6	4
	57%	99%	100%	54%	43%	1%	70%	25%	24%	69%	34%	95%	47%
NET: Dissatisfied	2	*	-	-	2	1	1	-	1	1	2	*	1
	13%	1%	-%	-%	57%	22%	8%	-%	76%	7%	24%	3%	18%
Answered	19	5	1	6	3	4	13	4	2	12	7	6	8
Mean Score	.7	1.1	2.0	.8	.3	-.2	.9	.3	-.3	.9	.3	1.0	.6
Standard error	.21	.20	-	.29	1.08	.33	.23	.30	1.34	.26	.36	.16	.40
Standard deviation	1.00	.45	-	.90	1.87	.58	.94	.60	1.90	.90	1.14	.47	1.21

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	22	8	11	6	16	9	9	7	12	8	14
Effective base	11	4	5	4	8	4	5	4	6	5	6
Weighted Base	19	7	8	9	10	7	7	7	8	10	9
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	-	*
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	1	-	2	-	2	1	*	-	2
		13%	14%	-%	23%	-%	21%	13%	2%	-%	27%
Neither Satisfied Nor Dissatisfied	(0)	6	*	3	3	*	3	*	3	3	3
		31%	1%	37%	33%	2%	37%	1%	35%	28%	33%
Fairly Satisfied	(1)	6	4	3	4	5	1	4	3	4	3
		34%	55%	34%	45%	83%	13%	58%	33%	38%	30%
Very Satisfied	(2)	4	2	2	2	1	2	2	2	3	1
		23%	29%	29%	22%	15%	29%	28%	30%	34%	9%
NET: Satisfied		11	6	5	6	6	3	6	5	7	3
		57%	84%	63%	67%	98%	41%	86%	63%	72%	39%
NET: Dissatisfied		2	1	-	-	-	2	1	*	-	2
		13%	14%	-%	-%	-%	21%	13%	2%	-%	28%
Answered		19	7	8	9	7	7	7	8	10	9
Mean Score		.7	1.0	.9	.9	1.1	.5	1.0	.9	1.1	.2
Standard error		.21	.36	.26	.32	.14	.40	.37	.26	.29	.27
Standard deviation		1.00	1.01	.87	.78	1.15	.43	1.20	.97	.91	1.02

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	22	15	10	9	1	17	10	7	-	22	8	6	-
Effective base	11	7	5	3	1	9	7	4	-	11	4	3	-
Weighted Base	19	12	8	5	1	12	5	3	-	19	9	6	-
Very Dissatisfied (-2)	*	-	-	-	-	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Fairly Dissatisfied (-1)	2	*	*	*	1	1	1	*	-	2	1	*	-
	13%	1%	2%	3%	100%	8%	19%	5%	-%	13%	9%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	6	3	*	*	-	3	*	*	-	6	3	-	-
	31%	23%	1%	2%	-%	24%	2%	4%	-%	31%	32%	-%	-%
Fairly Satisfied (1)	6	6	4	3	-	4	2	1	-	6	4	4	-
	34%	53%	58%	51%	-%	31%	31%	24%	-%	34%	40%	60%	-%
Very Satisfied (2)	4	3	3	2	-	4	3	2	-	4	2	2	-
	23%	22%	39%	43%	-%	36%	48%	67%	-%	23%	19%	38%	-%
NET: Satisfied	11	9	7	5	-	8	4	3	-	11	5	6	-
	57%	76%	97%	95%	-%	68%	79%	91%	-%	57%	59%	97%	-%
NET: Dissatisfied	2	*	*	*	1	1	1	*	-	2	1	*	-
	13%	1%	2%	3%	100%	8%	19%	5%	-%	13%	10%	3%	-%
Answered	19	12	8	5	1	12	5	3	-	19	9	6	-
Mean Score	.7	1.0	1.3	1.4	-1.0	1.0	1.1	1.5	-	.7	.7	1.3	-
Standard error	.21	.19	.21	.25	-	.25	.39	.35	-	.21	.34	.27	-
Standard deviation	1.00	.74	.65	.74	-	1.01	1.24	.93	-	1.00	.95	.67	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	22	10	13	8	10	10	1	5	5	6	4	1	1	2
Effective base	11	5	7	5	6	5	1	4	3	4	3	1	1	1
Weighted Base	19	8	10	9	8	7	1	8	5	7	5	1	3	1
Very Dissatisfied (-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	*	1	1	*	*	-	1	1	1	-	-	-	1
	13%	2%	10%	9%	2%	2%	-%	11%	17%	13%	-%	-%	-%	90%
Neither Satisfied Nor Dissatisfied (0)	6	*	*	3	-	*	-	3	-	3	-	-	-	*
	31%	1%	1%	30%	-%	2%	-%	36%	-%	43%	-%	-%	-%	10%
Fairly Satisfied (1)	6	5	5	3	5	5	-	3	3	-	3	-	3	-
	34%	62%	49%	29%	66%	62%	-%	35%	57%	-%	55%	-%	100%	-%
Very Satisfied (2)	4	3	4	3	3	3	1	1	1	3	2	1	-	-
	23%	35%	40%	32%	32%	34%	100%	18%	25%	44%	45%	100%	-%	-%
NET: Satisfied	11	7	8	6	8	7	1	4	4	3	5	1	3	-
	57%	97%	88%	61%	98%	96%	100%	53%	83%	44%	100%	100%	100%	-%
NET: Dissatisfied	2	*	1	1	*	*	-	1	1	1	-	-	-	1
	13%	2%	10%	9%	2%	2%	-%	11%	17%	13%	-%	-%	-%	90%
Answered	19	8	10	9	8	7	1	8	5	7	5	1	3	1
Mean Score	.7	1.3	1.2	.8	1.3	1.3	2.0	.6	.9	.8	1.5	2.0	1.0	-.9
Standard error	.21	.20	.26	.36	.19	.20	-	.43	.49	.51	.28	-	-	-
Standard deviation	1.00	.64	.94	1.03	.60	.65	-	.97	1.09	1.25	.56	-	-	-

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	22	4	4	4	-	13	15	18	12	14	16	11	5	-	13	1
Effective base	11	3	2	2	-	7	7	9	5	8	7	6	3	-	7	1
Weighted Base	19	3	2	5	-	13	10	17	10	11	15	11	6	-	12	1
Very Dissatisfied (-2)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	-	*	-	2	2	2	2	2	2	2	2	-	1	-
	13%	-%	-%	3%	-%	18%	24%	14%	23%	22%	10%	21%	27%	-%	7%	-%
Neither Satisfied Nor Dissatisfied (0)	6	-	*	3	-	3	3	6	3	*	6	3	3	-	3	-
	31%	-%	2%	61%	-%	22%	28%	34%	28%	1%	38%	26%	48%	-%	24%	-%
Fairly Satisfied (1)	6	-	1	2	-	4	2	5	3	5	4	4	-	-	5	1
	34%	-%	58%	35%	-%	30%	19%	28%	26%	42%	26%	32%	-%	-%	38%	100%
Very Satisfied (2)	4	3	1	-	-	4	3	4	2	4	4	2	1	-	4	-
	23%	100%	40%	-%	-%	29%	30%	23%	23%	34%	26%	20%	25%	-%	31%	-%
NET: Satisfied	11	3	2	2	-	8	5	8	5	8	8	6	1	-	8	1
	57%	100%	98%	35%	-%	59%	48%	51%	49%	77%	51%	52%	25%	-%	69%	100%
NET: Dissatisfied	2	-	-	*	-	2	2	2	2	2	2	2	2	-	1	-
	13%	-%	-%	3%	-%	19%	24%	15%	23%	23%	11%	22%	27%	-%	7%	-%
Answered	19	3	2	5	-	13	10	17	10	11	15	11	6	-	12	1
Mean Score	.7	2.0	1.4	.3	-	.7	.5	.6	.5	.9	.7	.5	.2	-	.9	1.0
Standard error	.21	-	.39	.30	-	.31	.31	.24	.33	.31	.25	.33	.54	-	.26	-
Standard deviation	1.00	-	.78	.60	-	1.13	1.22	1.03	1.14	1.18	1.01	1.10	1.21	-	.94	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	22	13	2	17	2	22	-	5	13	4	11	6	5
Effective base	11	7	1	8	2	11	-	3	6	2	5	3	3
Weighted Base	19	12	1	15	2	19	-	5	10	4	10	6	3
Very Dissatisfied (-2)	*	-	-	-	-	*	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	1%
Fairly Dissatisfied (-1)	2	1	-	1	-	2	-	-	2	-	2	*	-
	13%	8%	-%	6%	-%	13%	-%	-%	25%	-%	21%	3%	-%
Neither Satisfied Nor Dissatisfied (0)	6	3	*	6	-	6	-	3	3	*	3	3	-
	31%	24%	7%	38%	-%	31%	-%	54%	29%	2%	29%	47%	-%
Fairly Satisfied (1)	6	5	-	5	2	6	-	2	2	3	4	3	-
	34%	46%	-%	31%	100%	34%	-%	31%	21%	70%	35%	48%	-%
Very Satisfied (2)	4	3	1	4	-	4	-	1	2	1	2	*	3
	23%	22%	93%	25%	-%	23%	-%	16%	25%	27%	15%	2%	99%
NET: Satisfied	11	8	1	8	2	11	-	2	4	4	5	3	3
	57%	68%	93%	56%	100%	57%	-%	46%	46%	98%	50%	50%	99%
NET: Dissatisfied	2	1	-	1	-	2	-	-	2	-	2	*	*
	13%	8%	-%	6%	-%	13%	-%	-%	25%	-%	21%	3%	1%
Answered	19	12	1	15	2	19	-	5	10	4	10	6	3
Mean Score	.7	.8	1.9	.7	1.0	.7	-	.6	.4	1.2	.4	.5	1.9
Standard error	.21	.25	.84	.23	-	.21	-	.37	.33	.28	.31	.26	.26
Standard deviation	1.00	.91	1.19	.94	-	1.00	-	.82	1.19	.56	1.04	.64	.59

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		22	13	9
Effective base		11	7	4
Weighted Base		19	12	7
Very Dissatisfied (-2)		*	*	-
		*%	*%	-%
Fairly Dissatisfied (-1)		2	1	1
		13%	12%	15%
Neither Satisfied Nor Dissatisfied (0)		6	3	3
		31%	24%	42%
Fairly Satisfied (1)		6	6	-
		34%	53%	-%
Very Satisfied (2)		4	1	3
		23%	11%	43%
NET: Satisfied		11	8	3
		57%	64%	43%
NET: Dissatisfied		2	1	1
		13%	12%	15%
Answered		19	12	7
Mean Score		.7	.6	.7
Standard error		.21	.24	.42
Standard deviation		1.00	.88	1.26

Columns Tested: a,b

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		22	-	-	4	3	-	-	-	4	2	4	2	3
Effective base		11	-	-	2	1	-	-	-	3	2	2	2	1
Weighted Base		19	-	-	5	3	-	-	-	2	2	2	2	3
Very Dissatisfied	(-2)	*	-	-	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	1	-	-	-	-	-	-	2	-	-
		13%	-%	-%	17%	-%	-%	-%	-%	-%	-%	80%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	3	*	-	-	-	*	-	-	-	3
		31%	-%	-%	60%	3%	-%	-%	-%	2%	-%	-%	-%	85%
Fairly Satisfied	(1)	6	-	-	1	3	-	-	-	1	1	-	1	-
		34%	-%	-%	22%	96%	-%	-%	-%	40%	50%	-%	41%	-%
Very Satisfied	(2)	4	-	-	-	*	-	-	-	1	1	*	1	*
		23%	-%	-%	-%	*%	-%	-%	-%	59%	50%	20%	59%	15%
NET: Satisfied		11	-	-	1	3	-	-	-	2	2	*	2	*
		57%	-%	-%	22%	97%	-%	-%	-%	98%	100%	20%	100%	15%
NET: Dissatisfied		2	-	-	1	-	-	-	-	-	-	2	-	-
		13%	-%	-%	18%	-%	-%	-%	-%	-%	-%	80%	-%	-%
Answered		19	-	-	5	3	-	-	-	2	2	2	2	3
Mean Score		.7	-	-	*	1.0	-	-	-	1.6	1.5	-.4	1.6	.3
Standard error		.21	-	-	.37	.13	-	-	-	.35	.56	.87	.50	.49
Standard deviation		1.00	-	-	.73	.23	-	-	-	.69	.79	1.73	.70	.86

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 339 (continuation)

QOP3A.5.4 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The outcome of any complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	22	4	3	6	9	7	15
Effective base	11	2	1	5	4	3	8
Weighted Base	19	5	3	4	7	8	11
Very Dissatisfied	(-2)	*	*	-	-	*	-
		*%	1%	-%	-%	*%	-%
Fairly Dissatisfied	(-1)	2	1	-	2	1	2
		13%	17%	-%	22%	11%	14%
Neither Satisfied Nor Dissatisfied	(0)	6	3	*	3	3	3
		31%	60%	3%	1%	39%	25%
Fairly Satisfied	(1)	6	1	3	2	4	3
		34%	22%	96%	44%	50%	23%
Very Satisfied	(2)	4	-	*	2	*	4
		23%	-%	*%	55%	*%	38%
NET: Satisfied		11	1	3	4	4	7
		57%	22%	97%	99%	40%	61%
NET: Dissatisfied		2	1	-	2	1	2
		13%	18%	-%	22%	11%	14%
Answered		19	5	3	4	7	11
Mean Score		.7	*	1.0	1.5	.4	.9
Standard error		.21	.37	.13	.24	.40	.29
Standard deviation		1.00	.73	.23	.60	1.21	1.13

Columns Tested:: a,b,c,d - a,b

Table 340

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	15	-	15	7	4	1	3	8
Effective base	5	-	5	4	3	1	3	5
Weighted Base	8	-	8	8	1	*	*	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	1	1	-	-	*	*
	13%	-%	13%	15%	-%	-%	37%	3%
Fairly Satisfied (1)	1	-	1	*	*	*	-	*
	9%	-%	9%	4%	43%	100%	-%	54%
Very Satisfied (2)	4	-	4	3	*	-	*	*
	45%	-%	45%	45%	57%	-%	63%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	33%	-%	33%	37%	-%	-%	-%	-%
NET: Satisfied	5	-	5	4	1	*	*	1
	54%	-%	54%	49%	100%	100%	63%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	-	6	5	1	*	*	1
Mean Score	1.5	-	1.5	1.5	1.6	1.0	1.3	1.4
Standard error	.24	-	.24	.39	-	-	-	-
Standard deviation	.88	-	.88	.95	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	15	6	-	1	2	3	3	7	4	4
Effective base	5	4	-	1	2	2	3	4	3	2
Weighted Base	8	7	-	1	*	1	*	8	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	*	1	-	*
		13%	16%	-%	-%	-%	37%	15%	-%	9%
Fairly Satisfied	(1)	1	-	-	*	*	-	*	*	*
		9%	4%	-%	-%	69%	52%	4%	43%	74%
Very Satisfied	(2)	4	-	1	*	*	*	3	*	*
		45%	39%	-%	100%	31%	48%	63%	45%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	3	-	-
		33%	41%	-%	-%	-%	-%	37%	-%	-%
NET: Satisfied		5	-	1	*	1	*	4	1	*
		54%	43%	-%	100%	100%	63%	49%	100%	91%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		6	-	1	*	1	*	5	1	*
Mean Score		1.5	-	2.0	1.3	1.5	1.3	1.5	1.6	1.1
Standard error		.24	-	-	-	-	-	.39	-	-
Standard deviation		.88	-	-	-	-	-	.95	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	15	6	1	4	1	3	7	3	1	1	3
Effective base	5	4	1	3	1	3	3	1	1	1	1
Weighted Base	8	7	1	1	*	*	5	1	2	*	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	*	1	*	-	-	-
	13%	16%	-%	-%	-%	37%	21%	4%	-%	-%	-%
Fairly Satisfied (1)	1	*	-	*	*	-	*	-	-	*	*
	9%	4%	-%	43%	100%	-%	5%	-%	-%	100%	96%
Very Satisfied (2)	4	3	1	*	-	*	1	1	2	-	*
	45%	39%	100%	57%	-%	63%	22%	96%	100%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	33%	41%	-%	-%	-%	-%	52%	-%	-%	-%	-%
NET: Satisfied	5	3	1	1	*	*	1	1	2	*	*
	54%	43%	100%	100%	100%	63%	27%	96%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	4	1	1	*	*	3	1	2	*	*
Mean Score	1.5	1.4	2.0	1.6	1.0	1.3	1.0	1.9	2.0	1.0	1.0
Standard error	.24	.46	-	-	-	-	.49	-	-	-	-
Standard deviation	.88	1.02	-	-	-	-	1.21	-	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		15	-	2	3	-	2	1	-	-	1
Effective base		5	-	1	2	-	1	1	-	-	1
Weighted Base		8	-	*	1	-	1	3	-	-	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	*	-	-	1	-	-	-	-
		13%	-%	11%	-%	-%	83%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	-	*	-	*	-	-	-	-
		9%	-%	-%	23%	-%	17%	-%	-%	-%	-%
Very Satisfied	(2)	4	-	*	1	-	-	-	-	-	2
		45%	-%	89%	77%	-%	-%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	3	-	-	-
		33%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Satisfied		5	-	*	1	-	*	-	-	-	2
		54%	-%	89%	100%	-%	17%	-%	-%	-%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		6	-	*	1	-	1	-	-	-	2
Mean Score		1.5	-	1.8	1.8	-	.2	-	-	-	2.0
Standard error		.24	-	-	2.19	-	.54	-	-	-	-
Standard deviation		.88	-	-	3.79	-	.76	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		15	3	2	4	9	6	1	3	2
Effective base		5	2	1	2	4	3	1	2	1
Weighted Base		8	3	*	4	7	1	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	*	-	1	-	-	-	-
		13%	35%	11%	-%	16%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	-	*	*	*	-	*	*
		9%	7%	-%	6%	6%	26%	-%	31%	13%
Very Satisfied	(2)	4	2	*	1	3	1	*	1	*
		45%	58%	89%	21%	40%	74%	100%	69%	87%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	3	-	-	-	-
		33%	-%	-%	73%	38%	-%	-%	-%	-%
NET: Satisfied		5	2	*	1	3	1	*	1	*
		54%	65%	89%	27%	46%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		6	3	*	1	4	1	*	1	*
Mean Score		1.5	1.2	1.8	1.8	1.4	1.7	2.0	1.7	1.9
Standard error		.24	.65	-	2.19	.35	.40	-	-	-
Standard deviation		.88	1.13	-	3.79	.98	.97	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	15	-	-	1	1	-	7	-	3	4
Effective base	5	-	-	1	1	-	3	-	2	2
Weighted Base	8	-	-	*	*	-	4	-	1	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	1	-	-	*
	13%	-%	-%	-%	-%	-%	28%	-%	-%	1%
Fairly Satisfied	(1)	1	-	-	-	-	*	-	-	*
	9%	-%	-%	-%	-%	-%	12%	-%	-%	8%
Very Satisfied	(2)	4	-	-	*	*	2	-	1	1
	45%	-%	-%	100%	100%	-%	60%	-%	100%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	33%	-%	-%	-%	-%	-%	-%	-%	-%	72%
NET: Satisfied	5	-	-	*	*	-	3	-	1	1
	54%	-%	-%	100%	100%	-%	72%	-%	100%	27%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	-	-	*	*	-	4	-	1	1
Mean Score	1.5	-	-	2.0	2.0	-	1.3	-	2.0	1.7
Standard error	.24	-	-	-	-	-	.38	-	-	1.22
Standard deviation	.88	-	-	-	-	-	1.01	-	-	2.11

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	15	1	7	7	15	-	-	14	1	15	-
Effective base	5	1	3	2	5	-	-	5	1	5	-
Weighted Base	8	*	4	4	8	-	-	8	1	8	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	1	*	1	-	-	1	-	1	-
	13%	-%	28%	1%	13%	-%	-%	15%	-%	13%	-%
Fairly Satisfied (1)	1	-	*	*	1	-	-	1	-	1	-
	9%	-%	12%	7%	9%	-%	-%	10%	-%	9%	-%
Very Satisfied (2)	4	*	2	1	4	-	-	3	1	4	-
	45%	100%	60%	30%	45%	-%	-%	39%	100%	45%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	3	3	-	-	3	-	3	-
	33%	-%	-%	63%	33%	-%	-%	36%	-%	33%	-%
NET: Satisfied	5	*	3	2	5	-	-	4	1	5	-
	54%	100%	72%	36%	54%	-%	-%	50%	100%	54%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	*	4	2	6	-	-	5	1	6	-
Mean Score	1.5	2.0	1.3	1.8	1.5	-	-	1.4	2.0	1.5	-
Standard error	.24	-	.38	.30	.24	-	-	.26	-	.24	-
Standard deviation	.88	-	1.01	.74	.88	-	-	.93	-	.88	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		15	6	4	5
Effective base		5	3	2	2
Weighted Base		8	6	1	2
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	*	1
		13%	-%	3%	73%
Fairly Satisfied	(1)	1	1	-	*
		9%	9%	-%	18%
Very Satisfied	(2)	4	3	1	*
		45%	45%	97%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-
		33%	47%	-%	-%
NET: Satisfied		5	3	1	*
		54%	53%	97%	27%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		6	3	1	2
Mean Score		1.5	1.8	1.9	.4
Standard error		.24	.20	.96	.50
Standard deviation		.88	.45	1.91	1.12

Columns Tested:: a,b,c

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	15	8	3	2	-	1	-	1	-	11	4	2
Effective base	5	3	1	2	-	1	-	1	-	5	1	1
Weighted Base	8	6	1	*	-	1	-	*	-	8	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	*	-	-	-	-	-	1	*	-
		13%	80%	43%	-%	-%	-%	-%	-%	14%	4%	-%
Fairly Satisfied	(1)	1	*	-	-	-	-	-	-	1	-	-
		9%	20%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Very Satisfied	(2)	4	-	*	-	1	-	*	-	3	1	1
		45%	48%	-%	57%	-%	100%	-%	100%	39%	96%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	-	-	3	-	-
		33%	44%	-%	-%	-%	-%	-%	-%	36%	-%	-%
NET: Satisfied		5	*	*	-	1	-	*	-	4	1	1
		54%	56%	20%	57%	-%	100%	-%	100%	50%	96%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		6	1	*	-	1	-	*	-	5	1	1
Mean Score		1.5	.2	1.1	-	2.0	-	2.0	-	1.4	1.9	2.0
Standard error		.24	.44	-	-	-	-	-	-	.29	-	-
Standard deviation		.88	.77	-	-	-	-	-	-	.93	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	15	4	4	7	15	14	15	14	12	13	-	8	-	-	2	4	1
Effective base	5	3	4	3	5	5	5	5	4	5	-	3	-	-	2	1	1
Weighted Base	8	5	1	2	8	8	8	8	5	5	-	6	-	-	1	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	1	1	1	1	1	1	*	-	-	-	-	-	1	-
	13%	-%	-%	51%	13%	14%	13%	14%	23%	1%	-%	-%	-%	-%	-%	96%	-%
Fairly Satisfied (1)	1	*	*	*	1	1	1	1	*	1	-	1	-	-	*	-	-
	9%	5%	27%	12%	9%	10%	9%	10%	10%	17%	-%	9%	-%	-%	29%	-%	-%
Very Satisfied (2)	4	2	1	1	4	3	4	3	3	4	-	3	-	-	1	*	*
	45%	44%	73%	36%	45%	41%	45%	41%	67%	82%	-%	48%	-%	-%	71%	4%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	3	3	3	3	-	-	-	3	-	-	-	-	-
	33%	51%	-%	-%	33%	35%	33%	35%	-%	-%	-%	43%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	1	1	5	4	5	4	4	5	-	4	-	-	1	*	*
	54%	49%	100%	49%	54%	51%	54%	51%	77%	99%	-%	57%	-%	-%	100%	4%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	3	1	2	6	5	6	5	5	5	-	4	-	-	1	1	*
Mean Score	1.5	1.9	1.7	.8	1.5	1.4	1.5	1.4	1.4	1.8	-	1.8	-	-	1.7	.1	2.0
Standard error	.24	.23	-	.47	.24	.25	.24	.25	.27	.13	-	.16	-	-	-	.52	-
Standard deviation	.88	.39	-	1.25	.88	.92	.88	.92	.95	.46	-	.42	-	-	-	1.04	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	15	9	1	1	-	1	3	-	4	4	-	1	3	1	1
Effective base	5	4	1	1	-	1	3	-	2	3	-	1	1	1	1
Weighted Base	8	7	*	*	-	1	*	-	5	1	-	*	*	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	-	*	-	-	-	-	*	-	1	-
	13%	15%	-%	-%	-%	-%	37%	-%	-%	-%	-%	100%	-%	100%	-%
Fairly Satisfied (1)	1	1	*	-	-	-	-	-	*	*	-	-	*	-	-
	9%	7%	100%	-%	-%	-%	-%	-%	7%	16%	-%	-%	82%	-%	-%
Very Satisfied (2)	4	3	-	*	-	1	*	-	2	1	-	-	*	-	*
	45%	41%	-%	100%	-%	100%	63%	-%	37%	84%	-%	-%	18%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-
	33%	37%	-%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	*	*	-	1	*	-	2	1	-	-	*	-	*
	54%	49%	100%	100%	-%	100%	63%	-%	44%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	5	*	*	-	1	*	-	2	1	-	*	*	1	*
Mean Score	1.5	1.4	1.0	2.0	-	2.0	1.3	-	1.8	1.8	-	-	1.2	-	2.0
Standard error	.24	.33	-	-	-	-	-	-	.28	.32	-	-	-	-	-
Standard deviation	.88	.95	-	-	-	-	-	-	.49	.63	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	15	2	4	4	2	-	2	-	3	2	5	2	3
Effective base	5	2	3	3	1	-	1	-	2	2	3	2	2
Weighted Base	8	5	1	1	1	-	1	-	5	*	2	*	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	*	-	1	-	-	-	-	-	*	-	1
	13%	-%	4%	-%	97%	-%	-%	-%	-%	-%	2%	-%	77%
Fairly Satisfied (1)	1	-	1	*	-	-	-	-	*	*	*	-	*
	9%	-%	80%	34%	-%	-%	-%	-%	6%	48%	2%	-%	16%
Very Satisfied (2)	4	2	*	1	*	-	1	-	2	*	2	*	*
	45%	40%	16%	66%	3%	-%	100%	-%	38%	52%	96%	100%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	-	-	-	-
	33%	60%	-%	-%	-%	-%	-%	-%	56%	-%	-%	-%	-%
NET: Satisfied	5	2	1	1	*	-	1	-	2	*	2	*	*
	54%	40%	96%	100%	3%	-%	100%	-%	44%	100%	98%	100%	23%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	2	1	1	1	-	1	-	2	*	2	*	1
Mean Score	1.5	2.0	1.1	1.7	.1	-	2.0	-	1.9	1.5	1.9	2.0	.3
Standard error	.24	-	-	-	.74	-	-	-	.34	-	.22	-	.63
Standard deviation	.88	-	-	-	1.05	-	-	-	.47	-	.49	-	1.09

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	15	8	1	2	2	2	3	1	7	1	1
Effective base	5	4	1	1	2	2	2	1	3	1	1
Weighted Base	8	7	*	1	*	*	5	*	1	*	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	-	-	-	-	*	-	1
	13%	16%	-%	-%	-%	-%	-%	-%	2%	-%	100%
Fairly Satisfied (1)	1	1	-	*	-	*	*	*	*	*	-
	9%	7%	-%	7%	-%	69%	6%	100%	19%	-%	-%
Very Satisfied (2)	4	3	*	1	*	*	2	-	1	*	-
	45%	39%	100%	93%	100%	31%	38%	-%	79%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	33%	38%	-%	-%	-%	-%	56%	-%	-%	-%	-%
NET: Satisfied	5	3	*	1	*	*	2	*	1	*	-
	54%	46%	100%	100%	100%	100%	44%	100%	98%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	4	*	1	*	*	2	*	1	*	1
Mean Score	1.5	1.4	2.0	1.9	2.0	1.3	1.9	1.0	1.8	2.0	-
Standard error	.24	.37	-	-	-	-	.34	-	.32	-	-
Standard deviation	.88	.97	-	-	-	-	.47	-	.86	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	15	3	4	1	3	2	8	5	1	8	7	8	7
Effective base	5	1	2	1	1	2	3	2	1	3	3	3	3
Weighted Base	8	3	3	*	1	*	2	3	3	5	3	5	3
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	*	-	-	1	-	1	*	-	1	*	1	*
	13%	1%	-%	-%	88%	-%	53%	1%	-%	21%	1%	21%	1%
Fairly Satisfied (1)	1	*	*	*	-	*	1	*	-	*	1	*	1
	9%	8%	8%	100%	-%	77%	27%	7%	-%	5%	16%	5%	16%
Very Satisfied (2)	4	-	3	-	*	*	*	3	-	1	3	1	3
	45%	-%	92%	-%	12%	23%	20%	92%	-%	21%	83%	21%	83%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	-	-	-	-	-	3	3	-	3	-
	33%	91%	-%	-%	-%	-%	-%	-%	100%	53%	-%	53%	-%
NET: Satisfied	5	*	3	*	*	*	1	3	-	1	3	1	3
	54%	8%	100%	100%	12%	100%	47%	99%	-%	26%	99%	26%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	*	3	*	1	*	2	3	-	2	3	2	3
Mean Score	1.5	.9	1.9	1.0	.2	1.2	.7	1.9	-	1.0	1.8	1.0	1.8
Standard error	.24	-	.16	-	.84	-	.39	.18	-	.46	.18	.46	.18
Standard deviation	.88	-	.32	-	1.45	-	1.10	.39	-	1.22	.49	1.22	.49

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	15	5	9	4	10	7	8	4	10	3	11
Effective base	5	2	3	2	3	2	3	2	4	2	4
Weighted Base	8	4	4	4	4	5	4	4	4	4	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	1	*	1	*	1	*	1	*
		13%	26%	1%	27%	1%	24%	1%	28%	1%	28%
Fairly Satisfied	(1)	1	*	1	-	1	*	1	*	1	-
		9%	6%	14%	-%	21%	6%	14%	1%	19%	-%
Very Satisfied	(2)	4	*	3	*	3	1	3	*	3	*
		45%	1%	85%	7%	78%	12%	85%	1%	80%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	3	-	3	-	3	-	3
		33%	66%	-%	67%	-%	59%	-%	70%	-%	71%
NET: Satisfied		5	*	4	*	4	1	4	*	4	*
		54%	7%	99%	7%	99%	18%	99%	2%	99%	1%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		6	1	4	1	4	2	4	1	4	1
Mean Score		1.5	.2	1.8	.4	1.8	.7	1.8	.1	1.8	.1
Standard error		.24	.46	.15	.89	.16	.52	.16	.59	.15	.74
Standard deviation		.88	.91	.45	1.54	.51	1.27	.44	1.02	.49	1.05

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	15	15	6	4	-	12	6	5	-	13	5	3	-
Effective base	5	5	2	2	-	4	2	2	-	4	2	2	-
Weighted Base	8	8	4	*	-	7	4	*	-	7	1	1	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	*	-	-	1	*	-	*	1	*	-
	13%	13%	27%	9%	-%	-%	28%	7%	-%	*%	76%	3%	-%
Fairly Satisfied (1)	1	1	*	*	-	1	*	-	-	1	*	*	-
	9%	9%	6%	87%	-%	12%	1%	-%	-%	12%	3%	23%	-%
Very Satisfied (2)	4	4	*	*	-	3	*	*	-	3	*	1	-
	45%	45%	1%	4%	-%	48%	4%	93%	-%	48%	22%	74%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	-	-	3	3	-	-	3	-	-	-
	33%	33%	66%	-%	-%	41%	68%	-%	-%	40%	-%	-%	-%
NET: Satisfied	5	5	*	*	-	4	*	*	-	4	*	1	-
	54%	54%	7%	91%	-%	59%	4%	93%	-%	59%	24%	97%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	6	1	*	-	4	1	*	-	4	1	1	-
Mean Score	1.5	1.5	.2	.9	-	1.8	.2	1.9	-	1.8	.5	1.7	-
Standard error	.24	.24	.40	-	-	.14	.59	-	-	.14	.66	5.92	-
Standard deviation	.88	.88	.88	-	-	.46	1.31	-	-	.49	1.48	10.25	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	15	7	6	6	7	3	1	4	4	5	-	-	-	-
Effective base	5	3	2	2	2	2	1	2	2	2	-	-	-	-
Weighted Base	8	5	4	4	4	4	*	4	4	2	-	-	-	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	1	1	-	1	-	1	1	1	-	-	-	-
	13%	21%	25%	25%	-%	28%	-%	26%	27%	65%	-%	-%	-%	-%
Fairly Satisfied (1)	1	*	*	*	*	*	*	*	*	*	-	-	-	-
	9%	5%	6%	1%	7%	1%	100%	1%	1%	2%	-%	-%	-%	-%
Very Satisfied (2)	4	1	*	1	1	-	-	*	*	1	-	-	-	-
	45%	20%	6%	12%	27%	-%	-%	6%	6%	33%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	3	3	3	-	3	3	-	-	-	-	-
	33%	53%	62%	62%	67%	71%	-%	66%	67%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	1	1	1	*	*	*	*	1	-	-	-	-
	54%	26%	13%	13%	33%	1%	100%	7%	7%	35%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	2	2	2	1	1	*	1	1	2	-	-	-	-
Mean Score	1.5	1.0	.5	.7	1.8	*	1.0	.4	.4	.7	-	-	-	-
Standard error	.24	.50	.55	.65	.31	.37	-	.85	.84	.65	-	-	-	-
Standard deviation	.88	1.23	1.23	1.46	.77	.52	-	1.47	1.46	1.46	-	-	-	-

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	15	3	1	2	1	6	8	9	7	10	10	9	2	-	7	1
Effective base	5	2	1	1	1	2	3	4	3	3	4	4	2	-	3	1
Weighted Base	8	1	*	1	3	4	5	6	4	4	7	7	1	-	5	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	1	1	1	1	-	1	-	-	1	-
	13%	-%	-%	-%	-%	-%	21%	18%	29%	29%	-%	16%	-%	-%	21%	-%
Fairly Satisfied (1)	1	*	*	-	-	*	*	*	1	*	*	*	-	-	*	*
	9%	7%	100%	-%	-%	1%	9%	8%	15%	13%	7%	4%	-%	-%	4%	100%
Very Satisfied (2)	4	1	-	1	-	2	1	2	2	2	3	3	1	-	1	-
	45%	93%	-%	100%	-%	37%	17%	28%	56%	58%	52%	40%	100%	-%	21%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	3	3	3	-	-	3	3	-	-	3	-
	33%	-%	-%	-%	100%	62%	52%	46%	-%	-%	41%	40%	-%	-%	53%	-%
NET: Satisfied	5	1	*	1	-	2	1	2	3	3	4	3	1	-	1	*
	54%	100%	100%	100%	-%	38%	27%	36%	71%	71%	59%	44%	100%	-%	26%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	1	*	1	-	2	3	3	4	4	4	4	1	-	2	*
Mean Score	1.5	1.9	1.0	2.0	-	2.0	.9	1.2	1.3	1.3	1.9	1.4	2.0	-	1.0	1.0
Standard error	.24	-	-	-	-	.10	.43	.38	.39	.33	.13	.36	-	-	.51	-
Standard deviation	.88	-	-	-	-	.23	1.15	1.09	1.03	1.03	.38	1.01	-	-	1.24	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	15	8	-	12	1	15	-	3	7	4	5	8	2
Effective base	5	3	-	4	1	5	-	2	2	2	3	2	2
Weighted Base	8	5	-	7	*	8	-	2	5	1	2	3	4
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	1	-	-	*	1	-	1	*	-	-	*	1
	13%	21%	-%	-%	100%	13%	-%	53%	1%	-%	-%	1%	29%
Fairly Satisfied (1)	1	*	-	1	-	1	-	*	1	*	1	*	-
	9%	5%	-%	10%	-%	9%	-%	11%	10%	4%	30%	8%	-%
Very Satisfied (2)	4	1	-	4	-	4	-	1	2	1	1	2	-
	45%	21%	-%	52%	-%	45%	-%	36%	36%	96%	70%	91%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	3	-	-	3	-	-	-	3
	33%	53%	-%	38%	-%	33%	-%	-%	53%	-%	-%	-%	71%
NET: Satisfied	5	1	-	5	-	5	-	1	2	1	2	3	-
	54%	26%	-%	62%	-%	54%	-%	47%	46%	100%	100%	99%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	2	-	5	*	6	-	2	2	1	2	3	1
Mean Score	1.5	1.0	-	1.8	-	1.5	-	.8	1.8	2.0	1.7	1.9	-
Standard error	.24	.46	-	.13	-	.24	-	.74	.24	-	.30	.15	-
Standard deviation	.88	1.22	-	.42	-	.88	-	1.29	.59	-	.68	.43	-

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		15	10	5
Effective base		5	3	2
Weighted Base		8	5	3
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	1
		13%	1%	34%
Fairly Satisfied	(1)	1	*	*
		9%	10%	9%
Very Satisfied	(2)	4	2	2
		45%	37%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-
		33%	53%	-%
NET: Satisfied		5	2	2
		54%	46%	66%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		6	2	3
Mean Score		1.5	1.8	1.2
Standard error		.24	.19	.50
Standard deviation		.88	.58	1.11

Columns Tested:: a,b

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	15	-	-	1	-	1	1	2	3	2	2	2	1
Effective base	5	-	-	1	-	1	1	2	1	2	2	2	1
Weighted Base	8	-	-	1	-	*	*	*	2	1	*	4	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	-	-	-	-	*	-	-	-	-	1	-
	13%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	29%	-%
Fairly Satisfied (1)	1	-	-	-	-	*	-	-	*	-	*	-	*
	9%	-%	-%	-%	-%	100%	-%	-%	2%	-%	69%	-%	100%
Very Satisfied (2)	4	-	-	1	-	-	-	*	2	1	*	-	-
	45%	-%	-%	100%	-%	-%	-%	100%	98%	100%	31%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	3	-
	33%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	71%	-%
NET: Satisfied	5	-	-	1	-	*	-	*	2	1	*	-	*
	54%	-%	-%	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	6	-	-	1	-	*	*	*	2	1	*	1	*
Mean Score	1.5	-	-	2.0	-	1.0	-	2.0	2.0	2.0	1.3	-	1.0
Standard error	.24	-	-	-	-	-	-	-	.11	-	-	-	-
Standard deviation	.88	-	-	-	-	-	-	-	.18	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 340 (continuation)

QOP3A.6.4 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The outcome of any complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	15	1	2	7	5	3	12
Effective base	5	1	1	2	2	2	4
Weighted Base	8	1	*	3	4	1	8
Very Dissatisfied (-2)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	1	-	*	-	1	*	1
	13%	-%	9%	-%	25%	3%	14%
Fairly Satisfied (1)	1	-	*	*	*	*	*
	9%	-%	91%	1%	10%	34%	7%
Very Satisfied (2)	4	1	-	3	*	1	3
	45%	100%	-%	99%	2%	63%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	3	-	3
	33%	-%	-%	-%	62%	-%	36%
NET: Satisfied	5	1	*	3	1	1	4
	54%	100%	91%	100%	13%	97%	49%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Answered	6	1	*	3	2	1	5
Mean Score	1.5	2.0	.9	2.0	.4	1.6	1.4
Standard error	.24	-	-	.05	.48	-	.28
Standard deviation	.88	-	-	.13	.96	-	.94

Columns Tested: a,b,c,d - a,b

Table 341

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	35	1	34	18	5	4	8	17
Effective base	12	1	12	11	3	2	5	7
Weighted Base	29	*	29	28	1	*	*	2
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	*	9	9	-	-	*	*
	30%	100%	30%	32%	-%	-%	28%	4%
Fairly Satisfied (1)	4	-	4	3	*	*	*	1
	14%	-%	14%	12%	52%	50%	66%	53%
Very Satisfied (2)	6	-	6	5	*	*	*	1
	20%	-%	20%	18%	48%	44%	6%	41%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	-	11	11	-	*	-	*
	36%	-%	36%	38%	-%	6%	-%	2%
NET: Satisfied	10	-	10	8	1	*	*	1
	33%	-%	34%	30%	100%	94%	72%	94%
NET: Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	*	19	17	1	*	*	1
Mean Score	.8	-	.8	.8	1.5	1.5	.8	1.4
Standard error	.18	-	.18	.29	-	-	-	.25
Standard deviation	.89	-	.89	.90	-	-	-	.99

Columns Tested: a,b - a,b,c,d,e

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	35	8	7	3	2	7	8	18	5	12
Effective base	12	5	5	3	2	4	5	11	3	5
Weighted Base	29	16	9	2	*	1	*	28	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	2	-	-	-	*	9	-	*
		30%	43%	19%	-%	-%	28%	32%	-%	9%
Fairly Satisfied	(1)	4	1	-	*	1	*	3	*	*
		14%	16%	7%	-%	42%	52%	66%	12%	52%
Very Satisfied	(2)	6	3	2	*	1	*	5	*	*
		20%	2%	34%	77%	58%	46%	6%	18%	48%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	4	*	-	*	-	11	-	*
		36%	39%	40%	23%	-%	2%	-%	38%	-%
NET: Satisfied		10	4	2	*	1	*	8	1	1
		33%	18%	41%	77%	100%	98%	72%	30%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	10	5	2	*	1	*	17	1	1
Mean Score	.8	.3	1.3	2.0	1.6	1.5	.8	.8	1.5	1.2
Standard error	.18	.28	.50	-	-	.63	-	.29	-	-
Standard deviation	.89	.55	1.00	-	-	1.53	-	.90	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	13	5	5	4	8	17	5	2	2	8
Effective base	12	8	4	3	2	5	8	3	2	2	5
Weighted Base	29	23	4	1	*	*	18	9	1	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	2	-	-	*	4	4	-	-	*
	30%	30%	38%	-%	-%	28%	24%	49%	-%	-%	28%
Fairly Satisfied (1)	4	3	1	*	*	*	3	*	*	1	*
	14%	11%	13%	52%	50%	66%	15%	4%	31%	65%	66%
Very Satisfied (2)	6	3	2	*	*	*	4	1	-	*	*
	20%	15%	37%	48%	44%	6%	23%	14%	-%	35%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	10	*	-	*	-	7	3	*	-	-
	36%	44%	11%	-%	6%	-%	39%	34%	69%	-%	-%
NET: Satisfied	10	6	2	1	*	*	7	2	*	1	*
	33%	26%	51%	100%	94%	72%	38%	17%	31%	100%	72%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	13	4	1	*	*	11	6	*	1	*
Mean Score	.8	.7	1.0	1.5	1.5	.8	1.0	.5	1.0	1.4	.8
Standard error	.18	.36	.53	-	-	-	.29	.44	-	-	-
Standard deviation	.89	.89	1.06	-	-	-	.91	.89	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		35	3	1	9	2	2	-	1	-	3
Effective base		12	2	1	5	1	2	-	1	-	2
Weighted Base		29	4	*	15	3	*	-	1	-	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	9	-	*	-	-	-	-
		30%	-%	-%	58%	-%	53%	-%	-%	-%	-%
Fairly Satisfied	(1)	4	-	*	*	3	*	-	-	-	*
		14%	-%	100%	3%	100%	47%	-%	-%	-%	6%
Very Satisfied	(2)	6	1	-	3	-	-	-	1	-	-
		20%	13%	-%	21%	-%	-%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	4	-	3	-	-	-	-	-	3
		36%	87%	-%	18%	-%	-%	-%	-%	-%	94%
NET: Satisfied		10	1	*	4	3	*	-	1	-	*
		33%	13%	100%	24%	100%	47%	-%	100%	-%	6%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		19	1	*	12	3	*	-	1	-	*
Mean Score		.8	2.0	1.0	.6	1.0	.5	-	2.0	-	1.0
Standard error		.18	-	-	.32	-	-	-	-	-	-
Standard deviation		.89	-	-	.92	-	-	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base								
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		35	7	4	10	21	14	2	5	7
Effective base		12	3	2	6	11	6	1	3	3
Weighted Base		29	7	4	16	27	2	*	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	*	-	9	9	*	*	*	-
		30%	1%	-%	54%	32%	1%	3%	1%	-%
Fairly Satisfied	(1)	4	4	*	*	4	*	-	-	*
		14%	50%	1%	3%	14%	5%	-%	-%	18%
Very Satisfied	(2)	6	-	1	4	5	1	*	*	*
		20%	-%	13%	27%	18%	45%	97%	1%	77%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	3	4	3	10	1	-	1	*
		36%	49%	86%	17%	36%	49%	-%	98%	5%
NET: Satisfied		10	4	1	5	9	1	*	*	*
		33%	50%	14%	29%	32%	50%	97%	1%	95%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		19	4	1	14	18	1	*	*	*
Mean Score		.8	1.0	1.9	.7	.8	1.9	1.9	1.0	1.8
Standard error		.18	.05	-	.32	.22	-	-	-	-
Standard deviation		.89	.12	-	.97	.88	-	-	-	-

Columns Tested: a,b,c,d,e,f,g,h

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		35	1	2	-	2	7	11	2	-	12
Effective base		12	1	1	-	1	4	5	1	-	3
Weighted Base		29	*	*	-	*	14	5	3	-	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	*	-	*	7	2	-	-	*
		30%	-%	15%	-%	15%	50%	33%	-%	-%	*%
Fairly Satisfied	(1)	4	*	*	-	*	3	1	-	-	*
		14%	100%	85%	-%	85%	19%	12%	-%	-%	7%
Very Satisfied	(2)	6	-	-	-	-	1	1	-	-	4
		20%	-%	-%	-%	-%	9%	14%	-%	-%	54%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	-	-	-	-	3	2	3	-	3
		36%	-%	-%	-%	-%	22%	40%	100%	-%	39%
NET: Satisfied		10	*	*	-	*	4	1	-	-	4
		33%	100%	85%	-%	85%	28%	26%	-%	-%	61%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		19	*	*	-	*	11	3	-	-	4
Mean Score		.8	1.0	.9	-	.9	.5	.7	-	-	1.9
Standard error		.18	-	-	-	-	.30	.41	-	-	.11
Standard deviation		.89	-	-	-	-	.72	1.01	-	-	.37

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	a	*b	a	*b
Unweighted Base	35	10	11	14	28	7	-	30	5	34	1
Effective base	12	5	5	4	9	4	-	11	2	12	1
Weighted Base	29	14	5	10	18	11	-	28	1	29	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	2	*	4	4	-	9	-	9	-
	30%	49%	33%	*%	24%	39%	-%	31%	-%	31%	-%
Fairly Satisfied (1)	4	3	1	*	4	-	-	4	*	4	-
	14%	20%	12%	5%	22%	-%	-%	13%	39%	14%	-%
Very Satisfied (2)	6	1	1	4	5	*	-	5	1	5	1
	20%	9%	14%	39%	30%	3%	-%	18%	58%	18%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	3	2	5	4	7	-	11	*	11	-
	36%	22%	40%	56%	23%	58%	-%	38%	3%	37%	-%
NET: Satisfied	10	4	1	4	10	*	-	9	1	9	1
	33%	29%	26%	44%	53%	3%	-%	31%	97%	32%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	11	3	4	14	5	-	18	1	18	1
Mean Score	.8	.5	.7	1.9	1.1	.1	-	.8	1.6	.8	2.0
Standard error	.18	.24	.41	.11	.18	.31	-	.19	-	.18	-
Standard deviation	.89	.72	1.01	.37	.87	.54	-	.89	-	.88	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		35	14	10	11
Effective base		12	5	3	4
Weighted Base		29	12	7	10
Very Dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	3	*	6
		30%	22%	*%	64%
Fairly Satisfied	(1)	4	3	1	*
		14%	27%	9%	*%
Very Satisfied	(2)	6	1	4	1
		20%	4%	53%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	6	3	2
		36%	47%	37%	22%
NET: Satisfied		10	4	5	1
		33%	31%	62%	14%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		19	7	5	7
Mean Score		.8	.7	1.8	.4
Standard error		.18	.20	.14	.33
Standard deviation		.89	.68	.42	.81

Columns Tested:: a,b,c

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Total base	Annual postal spend										
			<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%													
Unweighted Base		35	17	8	4	2	1	2	1	-	25	10	6
Effective base		12	9	2	2	1	1	2	1	-	11	4	2
Weighted Base		29	21	7	1	*	*	*	*	-	28	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4	*	-	*	-	-	-	9	*	*
		30%	21%	64%	2%	-%	100%	-%	-%	-%	31%	2%	1%
Fairly Satisfied	(1)	4	4	*	*	-	-	*	*	-	4	*	*
		14%	17%	1%	33%	-%	-%	71%	100%	-%	13%	30%	25%
Very Satisfied	(2)	6	4	2	-	*	-	-	-	-	5	*	*
		20%	17%	26%	-%	100%	-%	-%	-%	-%	19%	27%	68%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	10	1	*	-	-	*	-	-	10	1	*
		36%	45%	9%	66%	-%	-%	29%	-%	-%	36%	42%	5%
NET: Satisfied		10	7	2	*	-	-	*	*	-	9	1	*
		33%	34%	27%	33%	100%	-%	71%	100%	-%	32%	57%	93%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		19	12	6	*	*	*	*	*	-	18	1	*
Mean Score		.8	.9	.6	1.0	2.0	-	1.0	1.0	-	.8	1.4	1.7
Standard error		.18	.25	.40	-	-	-	-	-	-	.21	-	-
Standard deviation		.89	.87	.98	-	-	-	-	-	-	.90	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	35	7	10	18	32	30	32	34	25	23	2	17	4	1	3	2	3
Effective base	12	4	6	3	10	9	10	11	6	6	1	7	2	1	1	1	2
Weighted Base	29	9	13	8	25	22	25	28	16	16	3	15	1	*	*	4	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	2	4	7	7	7	9	7	4	-	3	-	-	-	4	*
	30%	31%	14%	55%	28%	32%	28%	31%	43%	27%	-%	17%	-%	-%	-%	100%	1%
Fairly Satisfied (1)	4	-	4	*	4	4	4	4	1	3	-	4	*	-	*	-	-
	14%	-%	28%	6%	16%	18%	16%	14%	9%	21%	-%	23%	10%	-%	98%	-%	-%
Very Satisfied (2)	6	*	3	2	6	6	6	5	4	2	*	4	*	-	*	*	1
	20%	6%	25%	26%	23%	26%	23%	16%	26%	15%	3%	28%	53%	-%	2%	9%	99%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	5	4	1	8	5	8	11	4	6	3	5	*	*	-	-	-
	36%	64%	33%	14%	33%	23%	33%	38%	22%	38%	97%	31%	37%	100%	-%	-%	-%
NET: Satisfied	10	*	7	3	10	10	10	9	6	6	*	8	*	-	*	*	1
	33%	6%	54%	32%	39%	44%	39%	31%	34%	35%	3%	51%	63%	-%	100%	9%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	3	9	7	17	17	17	17	13	10	*	11	*	-	*	4	1
Mean Score	.8	.3	1.2	.7	.9	.9	.9	.8	.8	.8	2.0	1.2	1.8	-	1.0	*	2.0
Standard error	.18	.44	.28	.26	.18	.19	.18	.17	.21	.19	-	.24	-	-	-	.06	-
Standard deviation	.89	.87	.79	.98	.90	.89	.90	.87	.95	.83	-	.84	-	-	-	.08	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	35	19	1	5	2	2	2	1	18	5	2	2	-	2	1
Effective base	12	8	1	2	2	1	1	1	8	1	1	2	-	1	1
Weighted Base	29	19	*	1	*	*	5	*	16	5	*	*	-	1	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	*	-	-	-	4	*	3	4	-	-	-	*	-
	30%	14%	100%	-%	-%	-%	89%	100%	17%	94%	-%	-%	-%	2%	-%
Fairly Satisfied (1)	4	4	-	*	*	*	-	-	4	*	*	-	-	-	-
	14%	19%	-%	9%	69%	98%	-%	-%	24%	2%	17%	-%	-%	-%	-%
Very Satisfied (2)	6	4	-	1	-	*	1	-	5	*	-	*	-	1	*
	20%	24%	-%	91%	-%	2%	11%	-%	29%	4%	-%	100%	-%	98%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	8	-	-	*	-	-	-	5	-	*	-	-	-	-
	36%	44%	-%	-%	31%	-%	-%	-%	30%	-%	83%	-%	-%	-%	-%
NET: Satisfied	10	8	-	1	*	*	1	-	8	*	*	*	-	1	*
	33%	42%	-%	100%	69%	100%	11%	-%	53%	6%	17%	100%	-%	98%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	11	*	1	*	*	5	*	11	5	*	*	-	1	*
Mean Score	.8	1.2	-	1.9	1.0	1.0	.2	-	1.2	.1	1.0	2.0	-	2.0	2.0
Standard error	.18	.24	-	-	-	-	.50	-	.24	.21	-	-	-	-	-
Standard deviation	.89	.84	-	-	-	-	.70	-	.83	.47	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	35	17	-	8	3	3	2	1	9	4	10	2	7
Effective base	12	9	-	1	2	1	2	1	4	2	4	1	2
Weighted Base	29	21	-	5	*	*	1	*	9	2	9	*	6
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	-	4	-	*	-	-	3	*	-	-	4
	30%	21%	-%	88%	-%	3%	-%	-%	30%	*%	-%	-%	78%
Fairly Satisfied (1)	4	4	-	*	*	-	-	-	*	*	4	*	*
	14%	18%	-%	2%	39%	-%	-%	-%	1%	2%	41%	9%	7%
Very Satisfied (2)	6	3	-	*	*	*	1	*	3	-	1	*	1
	20%	14%	-%	4%	61%	97%	52%	100%	35%	-%	15%	91%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	10	-	*	-	-	*	-	3	1	4	-	-
	36%	46%	-%	6%	-%	-%	48%	-%	34%	97%	43%	-%	-%
NET: Satisfied	10	7	-	*	*	*	1	*	3	*	5	*	1
	33%	33%	-%	6%	100%	97%	52%	100%	36%	2%	57%	100%	22%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	11	-	5	*	*	1	*	6	*	5	*	6
Mean Score	.8	.9	-	.1	1.6	1.9	2.0	2.0	1.1	.8	1.3	1.9	.4
Standard error	.18	.25	-	.19	-	-	-	-	.41	-	.20	-	.31
Standard deviation	.89	.84	-	.47	-	-	-	-	1.09	-	.50	-	.81

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	35	11	7	6	1	7	10	4	9	3	4
Effective base	12	4	3	4	1	2	5	2	4	1	1
Weighted Base	29	9	2	8	*	6	12	2	3	*	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	3	-	-	4	3	*	-	*	4
		30%	29%	-%	-%	78%	22%	*%	-%	3%	83%
Fairly Satisfied	(1)	4	*	3	*	*	3	1	1	*	-
		14%	1%	4%	43%	100%	7%	23%	39%	26%	-%
Very Satisfied	(2)	6	3	*	2	-	1	3	-	1	*
		20%	34%	8%	19%	-%	15%	26%	-%	51%	91%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	3	2	3	-	-	4	1	1	-	-
		36%	36%	87%	38%	-%	-%	30%	61%	24%	-%
NET: Satisfied	10	3	*	5	*	1	6	1	2	*	1
		33%	35%	13%	62%	100%	22%	48%	39%	76%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	6	*	5	*	6	8	1	2	*	5
Mean Score	.8	1.1	1.6	1.3	1.0	.4	1.0	1.0	1.7	1.9	.3
Standard error	.18	.38	-	.23	-	.31	.33	-	.27	-	.41
Standard deviation	.89	1.09	-	.52	-	.81	.88	-	.67	-	.83

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	35	14	4	6	4	6	23	1	10	23	12	24	8
Effective base	12	7	1	3	1	4	7	1	5	9	3	9	2
Weighted Base	29	18	*	3	5	2	11	*	16	20	9	19	6
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	*	2	4	-	2	-	7	4	4	3	4
	30%	15%	11%	54%	90%	-%	16%	-%	43%	22%	49%	14%	74%
Fairly Satisfied (1)	4	3	*	1	-	-	4	-	*	4	*	4	*
	14%	15%	89%	28%	-%	-%	35%	-%	*%	19%	3%	20%	2%
Very Satisfied (2)	6	3	-	-	1	1	1	-	4	4	1	4	1
	20%	17%	-%	-%	10%	67%	9%	-%	22%	22%	16%	23%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	10	-	1	-	1	5	*	6	8	3	8	*
	36%	53%	-%	18%	-%	33%	40%	100%	35%	38%	32%	43%	*%
NET: Satisfied	10	6	*	1	1	1	5	-	4	8	2	8	2
	33%	32%	89%	28%	10%	67%	44%	-%	22%	40%	19%	43%	26%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	8	*	3	5	1	7	-	11	12	6	11	6
Mean Score	.8	1.0	.9	.3	.2	2.0	.9	-	.7	1.0	.5	1.2	.5
Standard error	.18	.29	-	.30	.34	-	.16	-	.37	.21	.31	.20	.35
Standard deviation	.89	.87	-	.60	.68	-	.68	-	.99	.87	.92	.82	.93

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	35	17	13	8	26	26	6	18	12	9	25
Effective base	12	7	3	4	8	9	2	7	3	4	8
Weighted Base	29	13	9	7	21	19	6	13	9	7	21
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	3	4	2	7	3	4	3	4	2	7
	30%	21%	48%	23%	34%	14%	77%	20%	50%	23%	34%
Fairly Satisfied (1)	4	1	3	1	3	4	*	1	3	1	3
	14%	6%	35%	9%	16%	21%	1%	9%	32%	9%	16%
Very Satisfied (2)	6	4	1	4	1	5	1	4	2	4	1
	20%	33%	16%	54%	3%	23%	21%	31%	18%	54%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	5	*	1	10	8	*	5	*	1	10
	36%	40%	*%	14%	47%	42%	*%	39%	*%	14%	47%
NET: Satisfied	10	5	5	5	4	9	1	5	4	5	4
	33%	39%	51%	63%	19%	44%	23%	41%	50%	63%	19%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	8	9	6	11	11	6	8	9	6	11
Mean Score	.8	1.2	.7	1.4	.4	1.2	.4	1.2	.7	1.4	.4
Standard error	.18	.30	.22	.36	.15	.19	.41	.28	.24	.34	.15
Standard deviation	.89	.99	.78	.95	.62	.82	.91	.96	.81	.95	.62

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	35	25	20	12	-	25	16	11	-	29	17	16	-
Effective base	12	6	8	7	-	7	7	6	-	9	7	8	-
Weighted Base	29	16	17	4	-	16	11	4	-	22	11	7	-
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	4	3	-	-	4	3	-	-	6	4	2	-
	30%	29%	15%	-%	-%	28%	25%	-%	-%	28%	39%	26%	-%
Fairly Satisfied (1)	4	4	4	1	-	4	4	1	-	4	1	1	-
	14%	26%	23%	16%	-%	24%	36%	19%	-%	18%	9%	15%	-%
Very Satisfied (2)	6	5	3	1	-	5	3	1	-	4	2	2	-
	20%	35%	16%	37%	-%	34%	25%	29%	-%	19%	15%	23%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	2	8	2	-	2	2	2	-	8	4	2	-
	36%	10%	46%	47%	-%	13%	15%	52%	-%	34%	36%	36%	-%
NET: Satisfied	10	9	7	2	-	9	7	2	-	8	3	3	-
	33%	61%	38%	53%	-%	58%	61%	48%	-%	38%	25%	38%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	14	9	2	-	14	9	2	-	14	7	4	-
Mean Score	.8	1.1	1.0	1.7	-	1.1	1.0	1.6	-	.9	.6	1.0	-
Standard error	.18	.19	.22	.22	-	.20	.22	.28	-	.19	.25	.30	-
Standard deviation	.89	.87	.81	.63	-	.88	.81	.75	-	.87	.91	1.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	35	25	25	17	21	19	1	11	15	12	7	4	4	2
Effective base	12	9	8	9	7	6	1	5	9	5	4	4	2	2
Weighted Base	29	24	21	24	17	16	*	13	23	15	4	2	4	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	7	7	9	7	4	-	7	9	4	2	-	-	-
	30%	30%	34%	37%	42%	27%	-%	54%	38%	29%	38%	-%	-%	-%
Fairly Satisfied (1)	4	4	4	3	4	1	-	1	3	3	-	1	3	-
	14%	17%	19%	14%	23%	8%	-%	5%	14%	21%	-%	35%	75%	-%
Very Satisfied (2)	6	4	5	4	4	5	*	1	4	4	1	1	*	*
	20%	19%	22%	17%	26%	28%	100%	7%	18%	26%	22%	31%	*%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	8	5	8	2	6	-	4	7	4	2	1	1	*
	36%	35%	25%	32%	9%	37%	-%	34%	30%	24%	40%	34%	25%	50%
NET: Satisfied	10	8	8	7	8	6	*	2	7	7	1	1	3	*
	33%	35%	41%	31%	49%	35%	100%	12%	32%	47%	22%	66%	75%	50%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	15	16	16	15	10	*	9	16	12	3	1	3	*
Mean Score	.8	.8	.8	.7	.8	1.0	2.0	.3	.7	1.0	.7	1.5	1.0	2.0
Standard error	.18	.21	.20	.26	.21	.25	-	.28	.26	.30	.61	.98	.03	-
Standard deviation	.89	.88	.88	.87	.87	.98	-	.70	.87	.89	1.21	1.38	.05	-

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	*b	c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	35	4	3	5	-	30	23	33	28	20	26	25	10	-	25	1
Effective base	12	2	2	2	-	11	7	11	11	5	7	12	7	-	9	1
Weighted Base	29	1	*	1	-	27	18	28	27	14	19	24	3	-	19	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	*	-	*	-	7	4	7	9	4	4	4	-	-	2	-
	30%	1%	-%	1%	-%	26%	24%	26%	33%	32%	24%	18%	-%	-%	9%	-%
Fairly Satisfied (1)	4	1	*	*	-	4	4	4	4	4	4	4	1	-	3	1
	14%	98%	42%	40%	-%	15%	22%	15%	15%	28%	20%	16%	34%	-%	18%	100%
Very Satisfied (2)	6	*	*	*	-	6	2	6	5	1	6	5	1	-	5	-
	20%	1%	58%	3%	-%	21%	12%	21%	21%	6%	31%	22%	31%	-%	24%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	-	-	*	-	11	8	11	8	5	5	11	1	-	9	-
	36%	-%	-%	56%	-%	39%	42%	39%	31%	34%	25%	44%	35%	-%	49%	-%
NET: Satisfied	10	1	*	*	-	10	6	10	9	5	10	9	2	-	8	1
	33%	99%	100%	43%	-%	35%	33%	36%	36%	34%	51%	38%	65%	-%	42%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	1	*	*	-	17	11	17	18	9	14	14	2	-	10	1
Mean Score	.8	1.0	1.6	1.0	-	.9	.8	.9	.8	.6	1.1	1.1	1.5	-	1.3	1.0
Standard error	.18	-	-	-	-	.19	.19	.18	.19	.18	.19	.21	.27	-	.18	-
Standard deviation	.89	-	-	-	-	.89	.80	.90	.89	.68	.88	.87	.70	-	.79	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	35	25	5	26	-	35	-	15	18	2	15	10	9
Effective base	12	9	3	8	-	12	-	6	8	1	5	5	4
Weighted Base	29	21	7	18	-	29	-	6	19	5	3	13	10
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	9	-	*	-	9	-	2	3	4	*	3	6
	30%	41%	-%	*%	-%	30%	-%	30%	14%	94%	1%	21%	59%
Fairly Satisfied (1)	4	4	-	3	-	4	-	*	4	-	1	3	*
	14%	19%	-%	19%	-%	14%	-%	8%	19%	-%	34%	22%	*%
Very Satisfied (2)	6	4	1	6	-	6	-	2	4	-	1	3	1
	20%	18%	13%	31%	-%	20%	-%	34%	20%	-%	40%	25%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	5	6	9	-	11	-	2	9	*	1	4	3
	36%	23%	87%	50%	-%	36%	-%	27%	47%	6%	24%	32%	29%
NET: Satisfied	10	8	1	9	-	10	-	2	7	-	2	6	1
	33%	36%	13%	50%	-%	33%	-%	43%	39%	-%	74%	47%	13%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	19	17	1	9	-	19	-	4	10	4	3	9	7
Mean Score	.8	.7	2.0	1.6	-	.8	-	1.1	1.1	-	1.5	1.1	.4
Standard error	.18	.19	-	.12	-	.18	-	.31	.23	-	.20	.31	.33
Standard deviation	.89	.84	-	.53	-	.89	-	1.08	.84	-	.69	.87	.81

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		35	18	17
Effective base		12	5	8
Weighted Base		29	15	14
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	4	4
		30%	30%	30%
Fairly Satisfied	(1)	4	4	*
		14%	25%	2%
Very Satisfied	(2)	6	4	2
		20%	24%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	3	8
		36%	21%	52%
NET: Satisfied		10	7	2
		33%	49%	17%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		19	12	7
Mean Score		.8	.9	.7
Standard error		.18	.21	.32
Standard deviation		.89	.86	1.00

Columns Tested:: a,b

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		35	-	-	5	3	1	3	5	4	3	5	5	1
Effective base		12	-	-	2	2	1	1	1	2	1	3	3	1
Weighted Base		29	-	-	4	*	*	2	3	1	5	2	9	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	9	-	-	*	-	-	2	*	-	4	-	3	-
		30%	-%	-%	1%	-%	-%	83%	1%	-%	88%	-%	29%	-%
Fairly Satisfied	(1)	4	-	-	3	*	*	*	-	1	*	*	*	-
		14%	-%	-%	66%	8%	100%	17%	-%	95%	1%	2%	1%	-%
Very Satisfied	(2)	6	-	-	*	*	-	*	1	*	1	2	-	3
		20%	-%	-%	7%	21%	-%	*%	17%	2%	11%	71%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		11	-	-	1	*	-	-	2	*	-	1	6	-
		36%	-%	-%	25%	70%	-%	-%	82%	3%	-%	27%	70%	-%
NET: Satisfied		10	-	-	3	*	*	*	1	1	1	2	*	3
		33%	-%	-%	74%	30%	100%	17%	17%	97%	12%	73%	1%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		19	-	-	3	*	*	2	1	1	5	2	3	3
Mean Score		.8	-	-	1.1	1.7	1.0	.2	1.9	1.0	.2	2.0	*	2.0
Standard error		.18	-	-	.20	-	-	.31	-	-	.40	.15	.14	-
Standard deviation		.89	-	-	.40	-	-	.54	-	-	.70	.26	.19	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 341 (continuation)

QOP3A.7.4 Thinking about contacting Evri (formerly known as Hermes) with a service query, request or complaint, and your experiences in the last six months, please rate Evri (formerly known as Hermes) on the following aspects: The outcome of any complaint

Base: All who have had a problem with Evri (formerly known as Hermes) in the last 6 months (QOP3=7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	35	5	7	12	11	12	23
Effective base	12	2	2	3	6	4	9
Weighted Base	29	4	3	9	14	6	23
Very Dissatisfied (-2)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	9	*	2	4	3	2	7
	30%	1%	68%	50%	19%	27%	31%
Fairly Satisfied (1)	4	3	*	1	*	3	1
	14%	66%	16%	10%	1%	47%	4%
Very Satisfied (2)	6	*	*	1	4	*	5
	20%	7%	4%	12%	31%	6%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	11	1	*	2	7	1	9
	36%	25%	12%	28%	50%	20%	41%
NET: Satisfied	10	3	1	2	4	3	6
	33%	74%	20%	22%	32%	53%	28%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Answered	19	3	2	6	7	5	13
Mean Score	.8	1.1	.3	.5	1.2	.7	.9
Standard error	.18	.20	.29	.26	.42	.21	.25
Standard deviation	.89	.40	.72	.83	1.04	.65	.99

Columns Tested: a,b,c,d - a,b

Table 342

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	39	3	36	35	3	1	-	4
Effective base	26	1	25	25	3	1	-	3
Weighted Base	46	3	43	44	1	*	-	1
Very Dissatisfied (-2)	16	2	14	16	-	*	-	*
	36%	88%	33%	37%	-%	100%	-%	6%
Fairly Dissatisfied (-1)	6	-	6	6	-	-	-	-
	14%	-%	15%	14%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	3	2	*	-	-	*
	6%	-%	6%	5%	28%	-%	-%	26%
Fairly Satisfied (1)	7	-	7	6	*	-	-	*
	15%	-%	16%	15%	29%	-%	-%	27%
Very Satisfied (2)	5	*	5	5	-	-	-	-
	12%	12%	12%	12%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	8	8	-	-	-	-
	17%	-%	18%	17%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	1	-	-	1
	1%	-%	1%	-%	44%	-%	-%	41%
NET: Satisfied	12	*	12	12	*	-	-	*
	27%	12%	28%	27%	29%	-%	-%	27%
NET: Dissatisfied	23	2	20	23	-	*	-	*
	50%	88%	47%	51%	-%	100%	-%	6%
Answered	37	3	35	37	1	*	-	1
Mean Score	-.6	-1.5	-.5	-.6	.5	-2.0	-	.3
Standard error	.28	.96	.29	.29	-	-	-	-
Standard deviation	1.56	1.67	1.55	1.56	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		39	23	10	2	3	1	-	35	3	1
Effective base		26	17	7	2	3	1	-	25	3	1
Weighted Base		46	32	11	2	1	*	-	44	1	*
Very Dissatisfied	(-2)	16	13	3	-	-	*	-	16	-	*
		36%	40%	32%	-%	-%	100%	-%	37%	-%	100%
Fairly Dissatisfied	(-1)	6	2	4	-	-	-	-	6	-	-
		14%	7%	38%	-%	-%	-%	-%	14%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	-	*	-	-	2	*	-
		6%	7%	-%	-%	28%	-%	-%	5%	28%	-%
Fairly Satisfied	(1)	7	5	*	1	*	-	-	6	*	-
		15%	17%	2%	52%	29%	-%	-%	15%	29%	-%
Very Satisfied	(2)	5	2	3	-	-	-	-	5	-	-
		12%	8%	28%	-%	-%	-%	-%	12%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	7	-	1	-	-	-	8	-	-
		17%	21%	-%	48%	-%	-%	-%	17%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	-	1	-	-	-	1	-
		1%	-%	-%	-%	44%	-%	-%	-%	44%	-%
NET: Satisfied		12	8	3	1	*	-	-	12	*	-
		27%	25%	30%	52%	29%	-%	-%	27%	29%	-%
NET: Dissatisfied		23	15	7	-	-	*	-	23	-	*
		50%	47%	70%	-%	-%	100%	-%	51%	-%	100%
Answered		37	25	11	1	1	*	-	37	1	*
Mean Score		-6	-7	-4	1.0	.5	-2.0	-	-6	.5	-2.0
Standard error		.28	.36	.54	-	-	-	-	.29	-	-
Standard deviation		1.56	1.53	1.70	-	-	-	-	1.56	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	39	29	6	3	1	-	27	5	2	-	1
Effective base	26	22	5	3	1	-	19	4	2	-	1
Weighted Base	46	41	3	1	*	-	34	6	1	-	1
Very Dissatisfied	(-2)	16	16	*	-	*	11	2	-	-	1
		36%	39%	12%	-%	100%	32%	34%	-%	-%	100%
Fairly Dissatisfied	(-1)	6	6	-	-	-	4	2	-	-	-
		14%	15%	-%	-%	-%	13%	31%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	*	-	2	-	*	-	-
		6%	5%	-%	28%	-%	6%	-%	30%	-%	-%
Fairly Satisfied	(1)	7	5	1	*	-	7	*	-	-	-
		15%	13%	30%	29%	-%	19%	4%	-%	-%	-%
Very Satisfied	(2)	5	4	1	-	-	3	2	-	-	-
		12%	11%	35%	-%	-%	10%	31%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	7	1	-	-	7	-	1	-	-
		17%	17%	23%	-%	-%	20%	-%	70%	-%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	44%	-%	-%	-%	-%	-%	-%
NET: Satisfied		12	10	2	*	-	10	2	-	-	-
		27%	24%	65%	29%	-%	29%	35%	-%	-%	-%
NET: Dissatisfied		23	22	*	-	*	15	4	-	-	1
		50%	54%	12%	-%	100%	45%	65%	-%	-%	100%
Answered		37	34	3	1	*	27	6	*	-	1
Mean Score		-6	-7	1.0	.5	-2.0	-5	-3	-	-	-2.0
Standard error		.28	.31	.78	-	-	.33	.83	-	-	-
Standard deviation		1.56	1.51	1.74	-	-	1.53	1.85	-	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		39	5	2	5	-	2	3	1	1	6
Effective base		26	4	2	3	-	2	2	1	1	6
Weighted Base		46	10	2	5	-	4	5	2	1	10
Very Dissatisfied	(-2)	16	5	-	2	-	-	-	2	-	4
		36%	55%	-%	45%	-%	-%	-%	100%	-%	40%
Fairly Dissatisfied	(-1)	6	-	-	2	-	2	-	-	-	2
		14%	-%	-%	31%	-%	50%	-%	-%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	*	-	-	-	-	-	-
		6%	18%	-%	7%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	1	-	*	-	-	2	-	-	2
		15%	13%	-%	7%	-%	-%	31%	-%	-%	25%
Very Satisfied	(2)	5	1	1	-	-	2	-	-	1	-
		12%	13%	34%	-%	-%	50%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	-	2	-	-	-	3	-	-	1
		17%	-%	66%	-%	-%	-%	69%	-%	-%	16%
Don't Know (DO NOT READ OUT)		1	-	-	1	-	-	-	-	-	-
		1%	-%	-%	10%	-%	-%	-%	-%	-%	-%
NET: Satisfied		12	3	1	*	-	2	2	-	1	2
		27%	26%	34%	7%	-%	50%	31%	-%	100%	25%
NET: Dissatisfied		23	5	-	4	-	2	-	2	-	6
		50%	55%	-%	76%	-%	50%	-%	100%	-%	59%
Answered		37	10	1	4	-	4	2	2	1	8
Mean Score		-6	-.7	2.0	-1.3	-	.5	1.0	-2.0	2.0	-.9
Standard error		.28	.72	-	.51	-	1.24	-	-	-	.61
Standard deviation		1.56	1.62	-	1.02	-	1.75	-	-	-	1.37

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		Total base	*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		39	8	8	9	25	14	8	4	2
Effective base		26	8	6	6	20	10	7	2	2
Weighted Base		46	13	13	12	39	7	5	2	*
Very Dissatisfied	(-2)	16	4	5	4	14	3	2	1	-
		36%	28%	41%	36%	35%	40%	33%	67%	-%
Fairly Dissatisfied	(-1)	6	4	-	2	5	1	1	-	-
		14%	28%	-%	13%	14%	15%	22%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	*	2	*	*	-	-
		6%	-%	13%	3%	6%	6%	8%	-%	-%
Fairly Satisfied	(1)	7	2	1	2	6	1	1	*	*
		15%	18%	10%	16%	14%	18%	14%	10%	100%
Very Satisfied	(2)	5	2	3	-	5	*	*	-	-
		12%	14%	24%	-%	13%	5%	7%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	1	2	3	6	1	1	*	-
		17%	11%	12%	28%	17%	17%	16%	23%	-%
Don't Know (DO NOT READ OUT)		1	-	-	1	1	-	-	-	-
		1%	-%	-%	4%	1%	-%	-%	-%	-%
NET: Satisfied		12	4	5	2	11	2	1	*	*
		27%	32%	34%	16%	28%	23%	21%	10%	100%
NET: Dissatisfied		23	8	5	6	19	4	3	1	-
		50%	57%	41%	49%	49%	55%	55%	67%	-%
Answered		37	12	12	8	32	6	4	1	*
Mean Score		-.6	-.4	-.3	-1.0	-.5	-.8	-.7	-1.6	1.0
Standard error		.28	.59	.68	.53	.35	.44	.59	1.13	-
Standard deviation		1.56	1.57	1.81	1.31	1.58	1.51	1.56	1.96	-

Columns Tested: a,b,c,d,e,f,g,h

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	39	1	3	-	3	6	15	-	1	13
Effective base	26	1	2	-	2	4	12	-	1	9
Weighted Base	46	1	3	-	3	11	19	-	*	12
Very Dissatisfied	(-2) 16	1	*	-	*	5	7	-	-	4
	36%	100%	3%	-%	3%	46%	34%	-%	-%	31%
Fairly Dissatisfied	(-1) 6	-	2	-	2	-	2	-	-	2
	14%	-%	68%	-%	68%	-%	11%	-%	-%	20%
Neither Satisfied Nor Dissatisfied	(0) 3	-	-	-	-	-	2	-	-	*
	6%	-%	-%	-%	-%	-%	11%	-%	-%	3%
Fairly Satisfied	(1) 7	-	1	-	1	-	4	-	*	2
	15%	-%	29%	-%	29%	-%	21%	-%	100%	15%
Very Satisfied	(2) 5	-	-	-	-	3	1	-	-	2
	12%	-%	-%	-%	-%	25%	6%	-%	-%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	-	-	-	3	3	-	-	2
	17%	-%	-%	-%	-%	24%	16%	-%	-%	16%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	5%	-%	-%	-%	-%
NET: Satisfied	12	-	1	-	1	3	5	-	*	3
	27%	-%	29%	-%	29%	25%	27%	-%	100%	29%
NET: Dissatisfied	23	1	2	-	2	5	9	-	-	6
	50%	100%	71%	-%	71%	46%	46%	-%	-%	51%
Answered	37	1	3	-	3	8	16	-	*	10
Mean Score	-6	-2.0	-4	-	-4	-6	-6	-	1.0	-5
Standard error	.28	-	.68	-	.68	1.02	.40	-	-	.51
Standard deviation	1.56	-	1.18	-	1.18	2.05	1.46	-	-	1.63

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	*c	a	*b	a	*b
Unweighted Base	39	10	15	14	37	2	-	37	2	39	-
Effective base	26	7	12	9	24	2	-	25	2	26	-
Weighted Base	46	15	19	12	43	3	-	44	1	46	-
Very Dissatisfied (-2)	16	6	7	4	15	1	-	16	-	16	-
	36%	42%	34%	31%	36%	38%	-%	37%	-%	36%	-%
Fairly Dissatisfied (-1)	6	2	2	2	6	-	-	6	-	6	-
	14%	13%	11%	19%	15%	-%	-%	14%	-%	14%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	2	*	1	2	-	3	-	3	-
	6%	-%	11%	3%	2%	62%	-%	6%	-%	6%	-%
Fairly Satisfied (1)	7	1	4	2	7	-	-	6	*	7	-
	15%	5%	21%	17%	16%	-%	-%	15%	29%	15%	-%
Very Satisfied (2)	5	3	1	2	5	-	-	5	1	5	-
	12%	18%	6%	14%	13%	-%	-%	10%	71%	12%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	3	3	2	8	-	-	8	-	8	-
	17%	18%	16%	16%	18%	-%	-%	17%	-%	17%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	1	-	-	1	-	1	-
	1%	3%	-%	-%	1%	-%	-%	1%	-%	1%	-%
NET: Satisfied	12	4	5	4	12	-	-	11	1	12	-
	27%	24%	27%	31%	29%	-%	-%	25%	100%	27%	-%
NET: Dissatisfied	23	8	9	6	22	1	-	23	-	23	-
	50%	55%	46%	50%	51%	38%	-%	51%	-%	50%	-%
Answered	37	12	16	10	35	3	-	36	1	37	-
Mean Score	-.6	-.7	-.6	-.4	-.6	-.8	-	-.6	1.7	-.6	-
Standard error	.28	.62	.40	.49	.29	.85	-	.28	.85	.28	-
Standard deviation	1.56	1.76	1.46	1.62	1.60	1.20	-	1.52	1.20	1.56	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		39	15	5	19
Effective base		26	8	3	15
Weighted Base		46	17	5	24
Very Dissatisfied	(-2)	16	7	3	6
		36%	40%	69%	27%
Fairly Dissatisfied	(-1)	6	-	-	6
		14%	-%	-%	26%
Neither Satisfied Nor Dissatisfied	(0)	3	1	-	2
		6%	4%	-%	8%
Fairly Satisfied	(1)	7	2	*	4
		15%	14%	7%	17%
Very Satisfied	(2)	5	2	1	2
		12%	11%	24%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	5	-	3
		17%	27%	-%	13%
Don't Know (DO NOT READ OUT)		1	1	-	-
		1%	3%	-%	-%
NET: Satisfied		12	4	1	7
		27%	25%	31%	27%
NET: Dissatisfied		23	7	3	13
		50%	40%	69%	53%
Answered		37	12	5	21
Mean Score		-.6	-.6	-.8	-.5
Standard error		.28	.55	.88	.35
Standard deviation		1.56	1.74	1.98	1.43

Columns Tested:: a,b,c

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	39	30	7	2	-	-	-	-	-	37	2	-
Effective base	26	20	6	2	-	-	-	-	-	25	2	-
Weighted Base	46	37	7	1	-	-	-	-	-	45	1	-
Very Dissatisfied	(-2)	16	*	-	-	-	-	-	-	16	-	-
		36%	43%	5%	-%	-%	-%	-%	-%	37%	-%	-%
Fairly Dissatisfied	(-1)	6	4	2	-	-	-	-	-	6	-	-
		14%	11%	30%	-%	-%	-%	-%	-%	14%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	-	-	-	-	-	-	3	-	-
		6%	7%	-%	-%	-%	-%	-%	-%	6%	-%	-%
Fairly Satisfied	(1)	7	3	4	*	-	-	-	-	7	*	-
		15%	8%	49%	22%	-%	-%	-%	-%	15%	22%	-%
Very Satisfied	(2)	5	3	1	1	-	-	-	-	5	1	-
		12%	9%	15%	78%	-%	-%	-%	-%	10%	78%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	8	-	-	-	-	-	-	-	8	-	-
	17%	21%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied	12	6	5	1	-	-	-	-	-	11	1	-
	27%	17%	65%	100%	-%	-%	-%	-%	-%	25%	100%	-%
NET: Dissatisfied	23	20	3	-	-	-	-	-	-	23	-	-
	50%	54%	35%	-%	-%	-%	-%	-%	-%	51%	-%	-%
Answered	37	29	7	1	-	-	-	-	-	36	1	-
Mean Score	-6	-.9	.4	1.8	-	-	-	-	-	-.6	1.8	-
Standard error	.28	.31	.49	1.15	-	-	-	-	-	.28	1.15	-
Standard deviation	1.56	1.48	1.30	1.62	-	-	-	-	-	1.52	1.62	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	39	7	23	9	31	33	35	37	19	13	6	20	2	3	2	1	1
Effective base	26	4	17	7	21	22	24	25	15	9	4	15	1	2	1	1	1
Weighted Base	46	9	28	9	38	38	41	42	24	11	7	27	2	3	2	1	*
Very Dissatisfied (-2)	16 36%	5 59%	11 38%	* 5%	14 37%	14 37%	14 34%	16 39%	7 28%	3 31%	- -%	12 44%	* 4%	* 15%	2 91%	- -%	- -%
Fairly Dissatisfied (-1)	6 14%	- -%	4 15%	2 27%	5 14%	6 16%	6 14%	6 15%	2 8%	2 14%	1 9%	3 13%	2 96%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	* 4%	2 8%	- -%	3 7%	3 7%	3 6%	3 6%	2 9%	- -%	- -%	1 3%	- -%	2 72%	- -%	- -%	- -%
Fairly Satisfied (1)	7 15%	1 9%	2 7%	4 46%	5 15%	5 13%	5 13%	6 14%	2 9%	3 25%	1 10%	4 15%	- -%	* 13%	* 9%	- -%	* 100%
Very Satisfied (2)	5 12%	2 20%	2 6%	2 23%	3 7%	5 14%	5 12%	5 13%	5 21%	2 18%	2 35%	2 7%	- -%	- -%	- -%	1 100%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	1 8%	7 25%	- -%	8 20%	5 13%	8 18%	5 12%	6 26%	1 11%	3 38%	5 19%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	1 2%	- -%	- -%	1 1%	1 1%	1 1%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	12 27%	3 29%	4 13%	6 69%	8 22%	10 26%	11 26%	12 27%	7 30%	5 44%	3 45%	6 22%	- -%	* 13%	* 9%	1 100%	* 100%
NET: Dissatisfied	23 50%	5 59%	15 52%	3 31%	19 51%	20 53%	20 49%	23 54%	9 35%	5 46%	1 9%	15 57%	2 100%	* 15%	2 91%	- -%	- -%
Answered	37	9	20	9	30	33	33	37	18	10	4	22	2	3	2	1	*
Mean Score	-6	-7	-1.0	.6	-8	-6	-6	-6	-2	-2	1.3	-9	-1.0	-2	-1.7	2.0	1.0
Standard error	.28	.75	.33	.44	.29	.30	.29	.28	.45	.52	.65	.38	.19	.63	.86	-	-
Standard deviation	1.56	1.84	1.35	1.31	1.45	1.56	1.56	1.56	1.73	1.72	1.29	1.47	.27	1.08	1.21	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	39	24	3	3	-	-	-	1	22	3	2	3	2	1	-
Effective base	26	18	2	2	-	-	-	1	15	2	1	2	2	1	-
Weighted Base	46	34	1	3	-	-	-	*	28	3	2	4	*	1	-
Very Dissatisfied (-2)	16	12	*	2	-	-	-	-	12	*	*	2	-	-	-
	36%	35%	12%	73%	-%	-%	-%	-%	43%	2%	17%	46%	-%	-%	-%
Fairly Dissatisfied (-1)	6	5	-	-	-	-	-	-	4	-	2	-	-	-	-
	14%	16%	-%	-%	-%	-%	-%	-%	15%	-%	83%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	-	-	-	-	-	-	1	-	-	2	-	-	-
	6%	7%	-%	-%	-%	-%	-%	-%	3%	-%	-%	46%	-%	-%	-%
Fairly Satisfied (1)	7	5	1	-	-	-	-	*	3	2	-	*	*	-	-
	15%	14%	88%	-%	-%	-%	-%	100%	9%	50%	-%	8%	100%	-%	-%
Very Satisfied (2)	5	2	-	1	-	-	-	-	4	-	-	-	-	1	-
	12%	6%	-%	27%	-%	-%	-%	-%	16%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	8	-	-	-	-	-	-	4	1	-	-	-	-	-
	17%	22%	-%	-%	-%	-%	-%	-%	13%	48%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	7	1	1	-	-	-	*	7	2	-	*	*	1	-
	27%	19%	88%	27%	-%	-%	-%	100%	25%	50%	-%	8%	100%	100%	-%
NET: Dissatisfied	23	17	*	2	-	-	-	-	16	*	2	2	-	-	-
	50%	51%	12%	73%	-%	-%	-%	-%	58%	2%	100%	46%	-%	-%	-%
Answered	37	26	1	3	-	-	-	*	23	2	2	4	*	1	-
Mean Score	-6	-8	.6	-.9	-	-	-	1.0	-.7	.9	-1.2	-.8	1.0	2.0	-
Standard error	.28	.33	-	1.26	-	-	-	-	.39	.71	.36	.74	-	-	-
Standard deviation	1.56	1.39	-	2.17	-	-	-	-	1.63	1.01	.50	1.28	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	39	22	8	2	2	3	-	-	11	6	9	3	5
Effective base	26	13	6	2	1	3	-	-	8	4	7	1	3
Weighted Base	46	24	10	2	2	5	-	-	17	6	10	2	5
Very Dissatisfied (-2)	16 36%	11 45%	4 38%	- -%	- -%	2 40%	- -%	- -%	8 45%	1 19%	3 35%	* 3%	2 36%
Fairly Dissatisfied (-1)	6 14%	3 12%	3 35%	- -%	- -%	- -%	- -%	- -%	2 9%	- -%	2 25%	- -%	2 37%
Neither Satisfied Nor Dissatisfied (0)	3 6%	* 2%	2 22%	- -%	- -%	- -%	- -%	- -%	- -%	* 7%	- -%	2 85%	* 6%
Fairly Satisfied (1)	7 15%	3 12%	- -%	- -%	2 100%	2 34%	- -%	- -%	2 14%	1 14%	2 17%	* 11%	* 7%
Very Satisfied (2)	5 12%	3 15%	- -%	1 36%	- -%	1 25%	- -%	- -%	3 18%	- -%	1 8%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	3 13%	* 4%	1 64%	- -%	- -%	- -%	- -%	2 14%	3 52%	1 15%	- -%	1 15%
Don't Know (DO NOT READ OUT)	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%
NET: Satisfied	12 27%	6 26%	- -%	1 36%	2 100%	3 60%	- -%	- -%	5 32%	1 14%	3 26%	* 11%	* 7%
NET: Dissatisfied	23 50%	14 57%	7 74%	- -%	- -%	2 40%	- -%	- -%	9 54%	1 19%	6 59%	* 3%	4 72%
Answered	37	20	9	1	2	5	-	-	15	2	9	2	4
Mean Score	-.6	-.7	-1.2	2.0	1.0	*	-	-	-.6	-.6	-.7	*	-1.2
Standard error	.28	.39	.31	-	-	1.13	-	-	.58	1.05	.53	.39	.50
Standard deviation	1.56	1.64	.82	-	-	1.95	-	-	1.75	1.82	1.51	.68	1.00

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	39	15	6	6	2	2	11	5	8	4	4
Effective base	26	10	5	4	1	2	8	4	6	2	3
Weighted Base	46	20	8	6	2	1	17	4	9	3	4
Very Dissatisfied (-2)	16 36%	8 38%	3 37%	2 24%	2 100%	- -%	8 46%	1 31%	3 38%	* 3%	2 42%
Fairly Dissatisfied (-1)	6 14%	2 8%	- -%	4 60%	- -%	- -%	2 9%	- -%	2 27%	- -%	2 43%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 9%	* 5%	- -%	- -%	* 30%	* 2%	- -%	- -%	2 63%	* 7%
Fairly Satisfied (1)	7 15%	5 22%	1 10%	* 3%	- -%	- -%	2 10%	1 22%	2 19%	* 8%	* 8%
Very Satisfied (2)	5 12%	2 9%	- -%	1 13%	- -%	- -%	3 18%	1 22%	- -%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	3 14%	4 49%	- -%	- -%	1 70%	2 14%	* 11%	1 16%	1 26%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%
NET: Satisfied	12 27%	6 32%	1 10%	1 16%	- -%	- -%	5 28%	2 44%	2 19%	* 8%	* 8%
NET: Dissatisfied	23 50%	9 46%	3 37%	5 84%	2 100%	- -%	9 55%	1 31%	6 65%	* 3%	4 85%
Answered	37	17	4	6	2	*	14	3	8	2	4
Mean Score	-.6	-.5	-1.3	-.8	-2.0	-	-.6	.1	-1.0	*	-1.2
Standard error	.28	.45	.70	.55	-	-	.58	1.28	.47	.39	.50
Standard deviation	1.56	1.56	1.40	1.34	-	-	1.74	2.21	1.25	.68	1.00

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	39	6	7	11	9	3	31	-	6	24	15	28	3
Effective base	26	3	5	8	7	3	21	-	4	15	12	20	3
Weighted Base	46	9	7	11	11	5	38	-	5	29	17	37	1
Very Dissatisfied (-2)	16	5	3	3	2	2	14	-	3	14	2	14	-
	36%	63%	46%	33%	21%	38%	36%	-%	61%	50%	13%	39%	-%
Fairly Dissatisfied (-1)	6	-	2	2	-	2	6	-	-	3	3	5	-
	14%	-%	26%	24%	-%	39%	17%	-%	-%	10%	20%	14%	-%
Neither Satisfied Nor Dissatisfied (0)	3	*	-	-	2	-	3	-	-	2	*	2	*
	6%	4%	-%	-%	20%	-%	7%	-%	-%	8%	2%	6%	25%
Fairly Satisfied (1)	7	*	-	1	5	-	6	-	*	2	4	4	1
	15%	2%	-%	5%	49%	-%	15%	-%	7%	9%	25%	12%	75%
Very Satisfied (2)	5	2	-	2	*	1	5	-	-	-	5	3	-
	12%	22%	-%	20%	3%	24%	14%	-%	-%	-%	32%	7%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	1	2	2	1	-	4	-	1	7	1	8	-
	17%	8%	22%	18%	7%	-%	9%	-%	32%	24%	4%	21%	-%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	-	1	-	-	-	1	-	-
	1%	-%	7%	-%	-%	-%	1%	-%	-%	-%	3%	-%	-%
NET: Satisfied	12	2	-	3	6	1	11	-	*	2	10	7	1
	27%	24%	-%	26%	52%	24%	30%	-%	7%	9%	58%	20%	75%
NET: Dissatisfied	23	5	5	6	2	4	20	-	3	17	6	19	-
	50%	63%	72%	56%	21%	76%	53%	-%	61%	60%	33%	53%	-%
Answered	37	8	5	9	10	5	34	-	3	22	16	29	1
Mean Score	-.6	-.9	-1.6	-.5	.1	-.7	-.5	-	-1.7	-1.3	.5	-.8	.8
Standard error	.28	.82	.24	.58	.46	1.00	.30	-	.56	.25	.43	.31	.50
Standard deviation	1.56	1.84	.53	1.73	1.30	1.74	1.56	-	1.12	1.07	1.54	1.44	.87

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Significance Level: 95%											
Unweighted Base	39	30	3	13	24	29	2	28	5	14	23
Effective base	26	21	2	10	16	20	2	20	4	10	17
Weighted Base	46	37	1	20	22	37	1	36	3	20	23
Very Dissatisfied	(-2) 16 36%	14 39%	- -%	11 55%	5 24%	14 38%	- -%	14 40%	- -%	11 56%	5 24%
Fairly Dissatisfied	(-1) 6 14%	6 16%	- -%	3 14%	3 15%	5 14%	- -%	6 17%	- -%	3 15%	3 15%
Neither Satisfied Nor Dissatisfied	(0) 3 6%	3 7%	- -%	2 11%	* 1%	2 6%	* 33%	2 6%	* 13%	3 13%	- -%
Fairly Satisfied	(1) 7 15%	3 9%	1 100%	2 8%	5 21%	5 13%	1 67%	3 10%	1 54%	* 1%	6 26%
Very Satisfied	(2) 5 12%	5 14%	- -%	1 4%	5 21%	3 7%	- -%	4 12%	1 33%	- -%	5 24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	5 14%	- -%	2 8%	3 15%	8 21%	- -%	5 14%	- -%	3 16%	2 8%
Don't Know (DO NOT READ OUT)	1 1%	1 1%	- -%	- -%	1 2%	- -%	- -%	1 1%	- -%	- -%	1 2%
NET: Satisfied	12 27%	9 23%	1 100%	2 12%	9 41%	8 20%	1 67%	8 22%	2 87%	* 1%	11 50%
NET: Dissatisfied	23 50%	20 55%	- -%	14 69%	9 40%	19 53%	- -%	20 56%	- -%	14 70%	9 39%
Answered	37	31	1	18	18	29	1	30	3	17	20
Mean Score	-6	-7	1.0	-1.2	*	-8	.7	-7	1.2	-1.5	.1
Standard error	.28	.32	-	.35	.38	.30	-	.32	.37	.23	.38
Standard deviation	1.56	1.56	-	1.23	1.67	1.45	-	1.52	.83	.81	1.65

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	a	*b	*c	*d
Unweighted Base	39	24	23	9	-	23	22	6	1	33	19	10	-
Effective base	26	16	16	8	-	16	15	5	1	23	13	8	-
Weighted Base	46	31	26	14	-	28	26	9	2	39	21	13	-
Very Dissatisfied (-2)	16 36%	12 40%	7 27%	2 14%	- -%	11 37%	9 35%	2 21%	2 100%	15 37%	6 30%	2 18%	- -%
Fairly Dissatisfied (-1)	6 14%	3 11%	4 14%	4 26%	- -%	4 14%	4 14%	4 40%	- -%	6 16%	4 20%	4 29%	- -%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 7%	3 10%	2 15%	- -%	2 8%	3 10%	2 19%	- -%	3 6%	2 9%	* 2%	- -%
Fairly Satisfied (1)	7 15%	4 13%	4 14%	2 16%	- -%	2 8%	3 11%	* 4%	- -%	5 13%	1 6%	3 22%	- -%
Very Satisfied (2)	5 12%	3 9%	3 10%	- -%	- -%	5 18%	5 20%	- -%	- -%	5 13%	4 21%	- -%	- -%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	6 20%	6 25%	4 29%	- -%	4 15%	2 9%	1 16%	- -%	5 13%	2 11%	4 29%	- -%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	1 2%	- -%	- -%
NET: Satisfied	12 27%	7 22%	6 24%	2 16%	- -%	7 26%	8 31%	* 4%	- -%	10 27%	6 27%	3 22%	- -%
NET: Dissatisfied	23 50%	16 52%	11 41%	6 40%	- -%	15 52%	13 49%	6 61%	2 100%	21 53%	10 50%	6 46%	- -%
Answered	37	25	20	10	-	24	23	8	2	34	18	9	-
Mean Score	-6	-8	-4	-5	-	-5	-4	-9	-2.0	-6	-4	-6	-
Standard error	.28	.34	.35	.42	-	.38	.38	.39	-	.30	.41	.47	-
Standard deviation	1.56	1.50	1.51	1.10	-	1.64	1.64	.86	-	1.55	1.64	1.23	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		*a	b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	39	27	30	21	20	21	1	14	12	15	7	4	6	6
Effective base	26	18	21	14	12	15	1	11	7	9	6	3	3	3
Weighted Base	46	34	36	26	23	26	*	16	14	19	10	6	7	8
Very Dissatisfied (-2)	16	14	14	11	7	8	-	4	9	8	2	2	5	4
	36%	41%	39%	44%	29%	32%	-%	26%	64%	43%	19%	35%	69%	56%
Fairly Dissatisfied (-1)	6	5	6	3	2	3	-	2	1	3	2	2	-	-
	14%	15%	16%	11%	11%	13%	-%	15%	7%	15%	18%	33%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	3	3	3	3	-	3	*	3	2	*	*	*
	6%	7%	7%	10%	11%	10%	-%	16%	2%	14%	21%	6%	5%	5%
Fairly Satisfied (1)	7	3	4	3	3	2	*	1	*	2	3	-	2	*
	15%	9%	11%	12%	14%	7%	100%	8%	1%	9%	27%	-%	26%	2%
Very Satisfied (2)	5	2	4	2	2	4	-	2	-	-	-	-	-	1
	12%	5%	12%	8%	8%	17%	-%	12%	-%	-%	-%	-%	-%	17%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	8	5	4	6	5	-	4	4	4	2	1	-	1
	17%	22%	14%	16%	27%	19%	-%	24%	25%	19%	15%	26%	-%	20%
Don't Know (DO NOT READ OUT)	1	-	1	-	-	1	-	-	-	-	-	-	-	-
	1%	-%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	5	8	5	5	6	*	3	*	2	3	-	2	1
	27%	14%	23%	19%	22%	24%	100%	20%	1%	9%	27%	-%	26%	19%
NET: Dissatisfied	23	19	20	14	9	11	-	7	10	11	4	4	5	4
	50%	57%	55%	55%	40%	45%	-%	41%	72%	58%	37%	68%	69%	56%
Answered	37	27	31	22	17	20	*	12	11	15	9	4	7	6
Mean Score	-.6	-1.0	-.7	-.9	-.5	-.4	1.0	-.4	-1.8	-1.1	-.3	-1.4	-1.1	-.9
Standard error	.28	.29	.31	.35	.39	.39	-	.45	.20	.32	.50	.42	.58	.82
Standard deviation	1.56	1.33	1.52	1.45	1.49	1.63	-	1.50	.60	1.10	1.22	.72	1.43	1.83

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	c	*d	*e	*a	*b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	39	6	4	3	4	28	20	30	27	19	20	27	5	-	34	1
Effective base	26	5	3	2	3	17	13	19	18	13	13	17	3	-	23	1
Weighted Base	46	10	4	3	3	32	25	34	32	18	25	31	5	-	40	3
Very Dissatisfied (-2)	16	4	-	*	*	14	11	14	13	5	11	11	*	-	16	-
	36%	38%	-%	3%	12%	45%	47%	43%	40%	30%	41%	36%	8%	-%	41%	-%
Fairly Dissatisfied (-1)	6	-	2	2	*	2	2	2	2	2	2	2	-	-	4	-
	14%	-%	52%	70%	12%	7%	8%	7%	7%	12%	9%	7%	-%	-%	11%	-%
Neither Satisfied Nor Dissatisfied (0)	3	2	-	-	-	3	2	3	2	2	2	3	-	-	3	-
	6%	21%	-%	-%	-%	8%	7%	8%	7%	12%	7%	8%	-%	-%	6%	-%
Fairly Satisfied (1)	7	-	1	-	-	3	3	4	6	4	4	5	*	-	6	-
	15%	-%	16%	-%	-%	10%	11%	11%	20%	24%	15%	15%	5%	-%	15%	-%
Very Satisfied (2)	5	-	1	-	1	3	3	5	2	2	1	4	-	-	5	-
	12%	-%	32%	-%	26%	11%	14%	14%	7%	12%	3%	14%	-%	-%	13%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	4	-	1	2	6	4	6	6	1	6	6	4	-	5	3
	17%	41%	-%	27%	50%	19%	14%	18%	19%	8%	24%	20%	87%	-%	13%	100%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	-	2	-	1	7	6	8	9	7	5	9	*	-	11	-
	27%	-%	48%	-%	26%	21%	24%	25%	27%	36%	18%	29%	5%	-%	28%	-%
NET: Dissatisfied	23	4	2	2	1	17	13	17	15	8	13	13	*	-	21	-
	50%	38%	52%	73%	24%	52%	54%	50%	47%	42%	50%	43%	8%	-%	53%	-%
Answered	37	6	4	2	2	26	21	28	26	16	19	25	1	-	35	-
Mean Score	-6	-1.3	.3	-1.0	.3	-.8	-.7	-.7	-.7	-.3	-.9	-.4	-.9	-	-.6	-
Standard error	.28	.53	.81	.19	1.67	.32	.40	.33	.33	.38	.36	.35	-	-	.29	-
Standard deviation	1.56	1.05	1.62	.27	2.90	1.56	1.61	1.63	1.52	1.53	1.39	1.63	-	-	1.58	-

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	39	24	13	20	13	39	-	11	18	10	16	6	16
Effective base	26	16	10	14	8	26	-	7	13	7	11	4	12
Weighted Base	46	28	16	22	17	46	-	12	25	9	21	8	16
Very Dissatisfied (-2)	16 36%	13 46%	3 21%	3 12%	11 64%	16 36%	- -%	4 33%	10 40%	3 29%	10 49%	- -%	6 39%
Fairly Dissatisfied (-1)	6 14%	3 12%	3 18%	2 9%	3 17%	6 14%	- -%	4 35%	2 9%	- -%	3 12%	2 25%	2 12%
Neither Satisfied Nor Dissatisfied (0)	3 6%	2 8%	* 2%	2 10%	* 2%	3 6%	- -%	2 18%	* 2%	- -%	2 9%	* 5%	* 2%
Fairly Satisfied (1)	7 15%	5 17%	1 8%	5 21%	1 5%	7 15%	- -%	* 3%	4 18%	2 23%	3 15%	1 14%	3 16%
Very Satisfied (2)	5 12%	1 3%	4 26%	5 25%	- -%	5 12%	- -%	1 7%	2 10%	2 23%	3 16%	- -%	1 5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	4 12%	4 25%	5 25%	2 13%	8 17%	- -%	* 4%	5 20%	2 25%	- -%	4 56%	3 22%
Don't Know (DO NOT READ OUT)	1 1%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	1 3%
NET: Satisfied	12 27%	6 20%	6 34%	10 45%	1 5%	12 27%	- -%	1 10%	7 28%	4 46%	7 31%	1 14%	3 22%
NET: Dissatisfied	23 50%	16 58%	6 38%	4 20%	14 80%	23 50%	- -%	8 68%	12 49%	3 29%	13 61%	2 25%	8 51%
Answered	37	24	12	17	15	37	-	11	19	7	21	3	12
Mean Score	-6	-9	*	.5	-1.6	-6	-	-9	-7	.1	-6	-3	-8
Standard error	.28	.31	.53	.37	.24	.28	-	.38	.43	.67	.40	.54	.45
Standard deviation	1.56	1.34	1.76	1.48	.81	1.56	-	1.19	1.61	1.89	1.60	1.08	1.49

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		39	19	20
Effective base		26	12	15
Weighted Base		46	18	28
Very Dissatisfied	(-2)	16	6	10
		36%	35%	37%
Fairly Dissatisfied	(-1)	6	-	6
		14%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*
		6%	12%	1%
Fairly Satisfied	(1)	7	2	5
		15%	9%	19%
Very Satisfied	(2)	5	3	2
		12%	19%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)		8	5	3
		17%	26%	11%
Don't Know (DO NOT READ OUT)		1	-	1
		1%	-%	2%
NET: Satisfied		12	5	7
		27%	28%	26%
NET: Dissatisfied		23	6	17
		50%	35%	59%
Answered		37	13	24
Mean Score		-.6	-.3	-.7
Standard error		.28	.46	.35
Standard deviation		1.56	1.77	1.45

Columns Tested:: a,b

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	39	-	-	2	7	2	3	1	5	6	2	10	1
Effective base	26	-	-	2	5	1	2	1	4	4	2	7	1
Weighted Base	46	-	-	5	4	1	3	2	6	7	2	12	3
Very Dissatisfied (-2)	16	-	-	4	1	1	*	-	3	4	-	2	-
	36%	-%	-%	71%	27%	82%	12%	-%	54%	64%	-%	17%	-%
Fairly Dissatisfied (-1)	6	-	-	-	1	-	-	-	2	-	-	3	-
	14%	-%	-%	-%	24%	-%	-%	-%	29%	-%	-%	29%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	-	-	*	-	-	-	-	-	-	2	-
	6%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	18%	-%
Fairly Satisfied (1)	7	-	-	2	2	*	-	-	1	*	2	1	-
	15%	-%	-%	29%	39%	18%	-%	-%	10%	5%	68%	7%	-%
Very Satisfied (2)	5	-	-	-	-	-	1	-	-	1	-	3	-
	12%	-%	-%	-%	-%	-%	41%	-%	-%	12%	-%	28%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8	-	-	-	-	-	1	2	*	1	1	-	3
	17%	-%	-%	-%	-%	-%	47%	100%	6%	11%	32%	-%	100%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%
NET: Satisfied	12	-	-	2	2	*	1	-	1	1	2	4	-
	27%	-%	-%	29%	39%	18%	41%	-%	10%	17%	68%	35%	-%
NET: Dissatisfied	23	-	-	4	2	1	*	-	5	4	-	5	-
	50%	-%	-%	71%	52%	82%	12%	-%	83%	64%	-%	46%	-%
Answered	37	-	-	5	4	1	2	-	6	6	2	12	-
Mean Score	-.6	-	-	-1.1	-4	-1.5	1.1	-	-1.4	-1.2	1.0	*	-
Standard error	.28	-	-	1.07	.54	1.58	1.87	-	.52	.84	-	.49	-
Standard deviation	1.56	-	-	1.51	1.44	2.24	2.64	-	1.04	1.68	-	1.55	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 342 (continuation)

QOP3A.8.4 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects: The outcome of any complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=8)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	39	2	12	12	13	14	25
Effective base	26	2	8	9	10	8	19
Weighted Base	46	5	9	15	17	14	32
Very Dissatisfied (-2)	16 36%	4 71%	3 30%	8 53%	2 12%	6 46%	10 31%
Fairly Dissatisfied (-1)	6 14%	- -%	1 12%	2 13%	3 21%	1 7%	5 17%
Neither Satisfied Nor Dissatisfied (0)	3 6%	- -%	* 4%	- -%	2 13%	* 3%	2 7%
Fairly Satisfied (1)	7 15%	2 29%	2 21%	1 7%	2 14%	3 24%	3 11%
Very Satisfied (2)	5 12%	- -%	1 15%	1 6%	3 20%	1 9%	4 13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	8 17%	- -%	1 17%	3 19%	3 20%	1 11%	6 20%
Don't Know (DO NOT READ OUT)	1 1%	- -%	- -%	1 3%	- -%	- -%	1 2%
NET: Satisfied	12 27%	2 29%	3 36%	2 12%	6 34%	5 34%	8 24%
NET: Dissatisfied	23 50%	4 71%	4 42%	10 66%	5 33%	7 53%	15 48%
Answered	37	5	7	12	13	13	25
Mean Score	-.6	-1.1	-.3	-1.3	.1	-.6	-.5
Standard error	.28	1.07	.52	.47	.45	.45	.36
Standard deviation	1.56	1.51	1.71	1.32	1.48	1.62	1.56

Columns Tested: a,b,c,d - a,b

Table 343

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	20	2	18	12	2	2	4	8
Effective base	9	1	8	9	2	2	4	5
Weighted Base	17	2	15	16	*	*	*	*
Very Dissatisfied	(-2)	*	*	-	-	*	-	*
	%	-%	%	-%	-%	37%	-%	15%
Fairly Dissatisfied	(-1)	2	1	2	-	-	-	-
	%	99%	4%	14%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	3	*	-	-	*
	%	-%	23%	20%	59%	-%	-%	29%
Fairly Satisfied	(1)	6	6	6	-	-	*	*
	%	-%	42%	38%	-%	-%	68%	7%
Very Satisfied	(2)	2	2	2	*	*	*	*
	%	1%	13%	11%	41%	63%	32%	49%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	%	-%	18%	16%	-%	-%	-%	-%
NET: Satisfied	8	*	8	8	*	*	*	*
	%	1%	55%	49%	41%	63%	100%	56%
NET: Dissatisfied	2	2	1	2	-	*	-	*
	%	99%	4%	14%	-%	37%	-%	15%
Answered	14	2	12	14	*	*	*	*
Mean Score	.6	-1.0	.8	.5	.8	.5	1.3	.7
Standard error	.23	.23	.20	.30	-	-	-	-
Standard deviation	.98	.33	.81	.96	-	-	-	-

Columns Tested: a,b - a,b,c,d,e

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		20	5	4	3	1	3	4	12	2	6
Effective base		9	5	3	2	1	3	4	9	2	3
Weighted Base		17	11	4	2	*	*	*	16	*	*
Very Dissatisfied	(-2)	* *%	- -%	- -%	- -%	- -%	* 22%	- -%	- -%	- -%	* 29%
Fairly Dissatisfied	(-1)	2 14%	2 17%	- -%	1 29%	- -%	- -%	- -%	2 14%	- -%	- -%
Neither Satisfied Nor Dissatisfied	(0)	3 21%	3 27%	* 13%	- -%	- -%	* 42%	- -%	3 20%	* 59%	- -%
Fairly Satisfied	(1)	6 37%	4 41%	1 17%	1 63%	- -%	- -%	* 68%	6 38%	- -%	* 14%
Very Satisfied	(2)	2 12%	2 16%	- -%	* 7%	* 100%	* 37%	* 32%	2 11%	* 41%	* 56%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3 16%	- -%	3 70%	- -%	- -%	- -%	- -%	3 16%	- -%	- -%
NET: Satisfied		8 49%	6 56%	1 17%	1 71%	* 100%	* 37%	* 100%	8 49%	* 41%	* 71%
NET: Dissatisfied		2 14%	2 17%	- -%	1 29%	- -%	* 22%	- -%	2 14%	- -%	* 29%
Answered		14	11	1	2	*	*	*	14	*	*
Mean Score		.6	.6	.6	.5	2.0	.3	1.3	.5	.8	.7
Standard error		.23	.45	.94	.86	-	-	-	.30	-	-
Standard deviation		.98	1.00	1.32	1.49	-	-	-	.96	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	20	6	6	2	2	4	5	5	3	2	2
Effective base	9	6	5	2	2	4	3	4	2	2	2
Weighted Base	17	13	4	*	*	*	6	6	4	*	*
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	*	-	-
		%	-%	-%	-%	37%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	2	2	1	-	-	-	2	-	-	-
		14%	15%	14%	-%	-%	-%	33%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	*	*	-	3	*	-	-	-
		21%	23%	13%	59%	-%	44%	9%	-%	-%	-%
Fairly Satisfied	(1)	6	4	2	-	-	2	1	4	-	*
		37%	35%	47%	-%	-%	25%	12%	99%	-%	100%
Very Satisfied	(2)	2	2	*	*	*	*	2	-	*	-
		12%	14%	3%	41%	63%	2%	31%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	-	-	2	1	-	-	-
	16%	15%	22%	-%	-%	-%	29%	15%	-%	-%	-%
NET: Satisfied	8	6	2	*	*	*	2	2	4	*	*
	49%	48%	51%	41%	63%	100%	27%	43%	99%	100%	100%
NET: Dissatisfied	2	2	1	-	*	-	-	2	*	-	-
	14%	15%	14%	-%	37%	-%	-%	33%	1%	-%	-%
Answered	14	11	3	*	*	*	5	5	4	*	*
Mean Score	.6	.6	.5	.8	.5	1.3	.4	.5	1.0	2.0	1.0
Standard error	.23	.45	.46	-	-	-	.31	.75	.21	-	-
Standard deviation	.98	1.00	1.03	-	-	-	.62	1.49	.37	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		20	-	1	4	-	1	-	2	2	-
Effective base		9	-	1	3	-	1	-	2	2	-
Weighted Base		17	-	2	6	-	2	-	5	1	-
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	-	-	-	2	-	-
		14%	-%	-%	-%	-%	-%	-%	39%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	-	-	3	*	-
		21%	-%	-%	-%	-%	-%	-%	61%	37%	-%
Fairly Satisfied	(1)	6	-	2	5	-	-	-	-	-	-
		37%	-%	100%	73%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	2	-	-	2	-	-	-	-	-	-
		12%	-%	-%	27%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	2	-	-	1	-
		16%	-%	-%	-%	-%	100%	-%	-%	63%	-%
NET: Satisfied		8	-	2	6	-	-	-	-	-	-
		49%	-%	100%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		2	-	-	-	-	-	-	2	-	-
		14%	-%	-%	-%	-%	-%	-%	39%	-%	-%
Answered		14	-	2	6	-	-	-	5	*	-
Mean Score		.6	-	1.0	1.3	-	-	-	-.4	-	-
Standard error		.23	-	-	.24	-	-	-	.39	-	-
Standard deviation		.98	-	-	.49	-	-	-	.55	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		GOR (QC3)									
		Net: Scotland, Wales and Northern Ireland		Net: England		Net: South		Net: Midlands		Net: North	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	
Unweighted Base		20	1	3	6	10	10	2	4	4	
Effective base		9	1	2	5	8	3	1	1	3	
Weighted Base		17	2	3	11	16	1	*	1	*	
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	
		%	-%	-%	-%	-%	5%	-%	-%	19%	
Fairly Dissatisfied	(-1)	2	-	-	2	2	1	-	1	-	
		14%	-%	-%	17%	12%	55%	-%	85%	-%	
Neither Satisfied Nor Dissatisfied	(0)	3	-	*	3	3	*	*	-	-	
		21%	-%	17%	26%	21%	9%	91%	-%	-%	
Fairly Satisfied	(1)	6	-	2	5	6	*	*	*	*	
		37%	-%	55%	42%	39%	2%	9%	1%	3%	
Very Satisfied	(2)	2	-	-	2	2	*	-	*	*	
		12%	-%	-%	16%	11%	29%	-%	14%	79%	
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	1	-	3	-	-	-	-	
		16%	100%	29%	-%	17%	-%	-%	-%	-%	
NET: Satisfied		8	-	2	6	8	*	*	*	*	
		49%	-%	55%	57%	50%	31%	9%	15%	81%	
NET: Dissatisfied		2	-	-	2	2	1	-	1	*	
		14%	-%	-%	17%	12%	60%	-%	85%	19%	
Answered		14	-	2	11	13	1	*	1	*	
Mean Score		.6	-	.8	.6	.6	*	.1	-.6	1.2	
Standard error		.23	-	.41	.40	.33	-	-	-	-	
Standard deviation		.98	-	.59	.99	.92	-	-	-	-	

Columns Tested: a,b,c,d,e,f,g,h

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	20	-	2	-	2	3	5	2	1	7
Effective base	9	-	2	-	2	1	3	2	1	2
Weighted Base	17	-	1	-	1	1	6	5	*	4
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	*
		%	%	%	%	%	%	%	%	%
Fairly Dissatisfied	(-1)	2	1	-	1	-	-	2	-	-
		14%	39%	%	39%	%	%	39%	%	%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	1	3	-	-
		21%	%	%	%	%	10%	61%	%	%
Fairly Satisfied	(1)	6	-	-	-	1	5	-	*	*
		37%	%	%	%	94%	90%	%	100%	%
Very Satisfied	(2)	2	-	-	-	*	-	-	-	2
		12%	%	%	%	6%	%	%	%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	1	-	-	-	-	2
		16%	61%	%	61%	%	%	%	%	48%
NET: Satisfied	8	-	-	-	-	1	5	-	*	2
		49%	%	%	%	100%	90%	%	100%	50%
NET: Dissatisfied	2	-	1	-	1	-	-	2	-	*
		14%	39%	%	39%	%	%	39%	%	1%
Answered	14	-	1	-	1	1	6	5	*	2
Mean Score	.6	-	-1.0	-	-1.0	1.1	.9	-.4	1.0	1.9
Standard error	.23	-	-	-	-	.33	.15	.39	-	.35
Standard deviation	.98	-	-	-	-	.56	.34	.55	-	.86

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	20	5	5	10	19	1	-	19	1	20	-
Effective base	9	3	3	4	8	1	-	9	1	9	-
Weighted Base	17	3	6	9	15	2	-	17	*	17	-
Very Dissatisfied (-2)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	1%	*%	-%	-%	*%	-%	*%	-%
Fairly Dissatisfied (-1)	2	1	-	2	1	2	-	2	-	2	-
	14%	21%	-%	21%	4%	100%	-%	14%	-%	14%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	1	3	3	-	-	3	-	3	-
	21%	-%	10%	33%	23%	-%	-%	21%	-%	21%	-%
Fairly Satisfied (1)	6	1	5	*	6	-	-	6	-	6	-
	37%	44%	90%	*%	42%	-%	-%	37%	-%	37%	-%
Very Satisfied (2)	2	*	-	2	2	-	-	2	*	2	-
	12%	3%	-%	23%	13%	-%	-%	12%	100%	12%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	2	3	-	-	3	-	3	-
	16%	33%	-%	22%	18%	-%	-%	16%	-%	16%	-%
NET: Satisfied	8	1	5	2	8	-	-	8	*	8	-
	49%	47%	90%	23%	55%	-%	-%	49%	100%	49%	-%
NET: Dissatisfied	2	1	-	2	1	2	-	2	-	2	-
	14%	21%	-%	22%	4%	100%	-%	14%	-%	14%	-%
Answered	14	2	6	7	12	2	-	14	*	14	-
Mean Score	.6	.4	.9	.3	.8	-1.0	-	.5	2.0	.6	-
Standard error	.23	.74	.15	.42	.20	-	-	.24	-	.23	-
Standard deviation	.98	1.48	.34	1.27	.81	-	-	.98	-	.98	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		20	8	4	8
Effective base		9	4	1	4
Weighted Base		17	6	1	9
Very Dissatisfied	(-2)	* *%	- -%	* 4%	- -%
Fairly Dissatisfied	(-1)	2 14%	- -%	- -%	2 26%
Neither Satisfied Nor Dissatisfied	(0)	3 21%	* 8%	- -%	3 32%
Fairly Satisfied	(1)	6 37%	2 35%	1 96%	3 30%
Very Satisfied	(2)	2 12%	2 28%	- -%	* 2%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3 16%	2 29%	- -%	1 9%
NET: Satisfied		8 49%	4 63%	1 96%	3 32%
NET: Dissatisfied		2 14%	- -%	* 4%	2 26%
Answered		14	5	1	8
Mean Score		.6	1.3	.9	.1
Standard error		.23	.28	.70	.34
Standard deviation		.98	.73	1.41	.90

Columns Tested:: a,b,c

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	20	6	5	6	1	2	-	-	-	11	9	3
Effective base	9	5	3	3	1	1	-	-	-	7	3	1
Weighted Base	17	9	5	1	1	*	-	-	-	15	2	1
Very Dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	*	*
		*%	-%	-%	-%	-%	84%	-%	-%	-%	2%	4%
Fairly Dissatisfied	(-1)	2	2	-	1	-	-	-	-	2	1	-
		14%	19%	-%	59%	-%	-%	-%	-%	13%	25%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	-	*	-	-	-	-	3	*	-
		21%	36%	-%	10%	-%	-%	-%	-%	23%	4%	-%
Fairly Satisfied	(1)	6	1	4	-	1	*	-	-	5	1	1
		37%	7%	84%	-%	100%	16%	-%	-%	34%	55%	96%
Very Satisfied	(2)	2	2	-	*	-	-	-	-	2	*	-
		12%	18%	-%	31%	-%	-%	-%	-%	12%	13%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	-	-	-	-	-	3	-	-
	16%	20%	16%	-%	-%	-%	-%	-%	-%	18%	-%	-%
NET: Satisfied	8	2	4	*	1	*	-	-	-	7	1	1
	49%	25%	84%	31%	100%	16%	-%	-%	-%	46%	68%	96%
NET: Dissatisfied	2	2	-	1	-	*	-	-	-	2	1	*
	14%	19%	-%	59%	-%	84%	-%	-%	-%	13%	28%	4%
Answered	14	8	4	1	1	*	-	-	-	12	2	1
Mean Score	.6	.3	1.0	*	1.0	-1.5	-	-	-	.6	.5	.9
Standard error	.23	.51	-	-	-	-	-	-	-	.32	.50	.83
Standard deviation	.98	1.15	-	-	-	-	-	-	-	.96	1.49	1.43

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	20	1	5	14	18	15	18	18	13	16	1	9	1	3	2	1	1
Effective base	9	1	4	4	9	7	9	8	5	7	1	4	1	2	1	1	1
Weighted Base	17	2	8	7	16	13	16	15	11	14	2	8	*	4	2	*	*
Very Dissatisfied (-2)	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	1%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	100%
Fairly Dissatisfied (-1)	2	2	-	1	2	-	2	1	-	-	2	-	-	-	-	-	-
	14%	100%	-%	7%	11%	-%	11%	4%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	3	*	3	3	3	3	3	3	-	3	-	-	-	-	-
	21%	-%	44%	1%	21%	25%	21%	23%	26%	21%	-%	43%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	6	-	1	6	6	6	6	6	6	6	-	2	-	3	2	-	-
	37%	-%	9%	76%	38%	46%	38%	42%	56%	45%	-%	23%	-%	62%	100%	-%	-%
Very Satisfied (2)	2	-	2	*	2	2	2	2	2	2	-	*	*	2	-	*	-
	12%	-%	23%	4%	12%	15%	12%	13%	18%	14%	-%	1%	100%	38%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	3	2	3	3	-	3	-	3	-	-	-	-	-
	16%	-%	25%	12%	17%	14%	17%	18%	-%	20%	-%	34%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	2	6	8	8	8	8	8	8	-	2	*	4	2	*	-
	49%	-%	31%	79%	50%	61%	50%	55%	74%	59%	-%	23%	100%	100%	100%	100%	-%
NET: Dissatisfied	2	2	-	1	2	-	2	1	*	*	2	-	-	-	-	-	*
	14%	100%	-%	8%	12%	-%	12%	4%	*%	*%	100%	-%	-%	-%	-%	-%	100%
Answered	14	2	6	6	14	12	14	12	11	11	2	5	*	4	2	*	*
Mean Score	.6	-1.0	.7	.8	.6	.9	.6	.8	.9	.9	-1.0	.4	2.0	1.4	1.0	2.0	-2.0
Standard error	.23	-	.49	.20	.24	.19	.24	.20	.20	.19	-	.21	-	.32	-	-	-
Standard deviation	.98	-	.99	.71	.94	.70	.94	.79	.72	.72	-	.57	-	.55	-	-	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	20	9	2	3	1	2	-	1	5	6	1	2	-	1	-
Effective base	9	5	2	1	1	1	-	1	2	3	1	2	-	1	-
Weighted Base	17	9	4	2	2	*	-	*	5	4	*	4	-	*	-
Very Dissatisfied (-2)	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	1	3	-	-	-	-	-	3	*	-	-	-	-	-
	21%	7%	77%	-%	-%	-%	-%	-%	63%	2%	-%	-%	-%	-%	-%
Fairly Satisfied (1)	6	5	-	*	2	*	-	-	*	2	*	4	-	-	-
	37%	51%	-%	*%	100%	10%	-%	-%	*%	49%	100%	100%	-%	-%	-%
Very Satisfied (2)	2	*	-	2	-	*	-	-	*	2	-	-	-	*	-
	12%	1%	-%	100%	-%	90%	-%	-%	2%	49%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	1	-	-	-	-	-	2	-	-	-	-	-	-
	16%	21%	23%	-%	-%	-%	-%	-%	35%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	-	2	2	*	-	-	*	4	*	4	-	*	-
	49%	52%	-%	100%	100%	100%	-%	-%	3%	98%	100%	100%	-%	100%	-%
NET: Dissatisfied	2	2	-	-	-	-	-	*	-	-	-	-	-	-	-
	14%	21%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%
Answered	14	7	3	2	2	*	-	*	3	4	*	4	-	*	-
Mean Score	.6	.4	-	2.0	1.0	1.9	-	-2.0	.1	1.5	1.0	1.0	-	2.0	-
Standard error	.23	.34	-	.06	-	-	-	-	.23	.26	-	-	-	-	-
Standard deviation	.98	.95	-	.10	-	-	-	-	.46	.64	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	20	5	4	5	1	3	-	-	1	6	1	4	5
Effective base	9	3	2	3	1	2	-	-	1	4	1	1	2
Weighted Base	17	5	6	4	1	*	-	-	2	6	1	3	5
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	1	-	-	-	-	-	2	-	-	-	-
		14%	12%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	*	3	-	-	*	-	-	*	-	3	*
		21%	11%	50%	-%	-%	56%	-%	-%	8%	-%	97%	2%
Fairly Satisfied	(1)	6	*	3	3	-	*	-	-	2	-	*	4
		37%	*%	48%	98%	-%	4%	-%	-%	30%	-%	1%	95%
Very Satisfied	(2)	2	2	*	*	-	*	-	-	2	-	*	*
		12%	37%	2%	2%	-%	39%	-%	-%	30%	-%	2%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	-	1	-	-	-	-	2	1	-	-
	16%	40%	-%	-%	100%	-%	-%	-%	-%	31%	100%	-%	-%
NET: Satisfied	8	2	3	4	-	*	-	-	-	4	-	*	5
	49%	37%	50%	100%	-%	44%	-%	-%	-%	60%	-%	3%	98%
NET: Dissatisfied	2	1	-	-	-	-	-	-	2	-	-	-	-
	14%	12%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Answered	14	3	6	4	-	*	-	-	2	4	-	3	5
Mean Score	.6	1.1	.5	1.0	-	.8	-	-	-1.0	1.3	-	*	1.0
Standard error	.23	.79	.30	.08	-	-	-	-	-	.35	-	.18	.11
Standard deviation	.98	1.57	.60	.18	-	-	-	-	-	.78	-	.36	.25

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	20	4	4	4	3	2	1	6	2	1	5
Effective base	9	3	3	2	1	2	1	4	2	1	2
Weighted Base	17	4	4	1	3	4	2	7	*	*	5
Very Dissatisfied (-2)	*	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	2	-	-	-	-	-	-	-	-	-
	14%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	-	*	*	3	-	-	3	-	-	*
	21%	-%	12%	8%	99%	-%	-%	47%	-%	-%	2%
Fairly Satisfied (1)	6	2	-	-	*	4	-	2	*	-	4
	37%	50%	-%	-%	1%	100%	-%	25%	100%	-%	95%
Very Satisfied (2)	2	-	2	*	-	-	2	*	-	*	*
	12%	-%	43%	17%	-%	-%	100%	1%	-%	100%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	-	-	-	2	-	-	-
	16%	-%	45%	75%	-%	-%	-%	26%	-%	-%	-%
NET: Satisfied	8	2	2	*	*	4	2	2	*	*	5
	49%	50%	43%	17%	1%	100%	100%	27%	100%	100%	98%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-
	14%	50%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	14	4	2	*	3	4	2	5	*	*	5
Mean Score	.6	*	1.6	1.4	*	1.0	2.0	.4	1.0	2.0	1.0
Standard error	.23	.59	.63	-	.05	-	-	.26	-	-	.11
Standard deviation	.98	1.17	1.10	-	.09	-	-	.57	-	-	.25

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	20	2	3	5	3	5	16	-	2	8	12	14	4
Effective base	9	2	1	3	2	2	6	-	1	4	6	6	2
Weighted Base	17	*	2	4	4	5	13	-	2	8	8	13	4
Very Dissatisfied (-2)	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Fairly Dissatisfied (-1)	2	-	-	-	1	-	1	-	-	-	2	-	2
	14%	-%	-%	-%	14%	-%	4%	-%	-%	-%	28%	-%	50%
Neither Satisfied Nor Dissatisfied (0)	3	-	-	-	3	*	3	-	*	3	1	3	-
	21%	-%	-%	-%	86%	2%	24%	-%	21%	34%	7%	27%	-%
Fairly Satisfied (1)	6	*	-	1	-	5	6	-	-	3	3	6	-
	37%	100%	-%	30%	-%	98%	50%	-%	-%	41%	33%	49%	-%
Very Satisfied (2)	2	-	*	2	-	*	2	-	-	*	2	*	2
	12%	-%	10%	47%	-%	*%	16%	-%	-%	2%	21%	2%	49%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	2	1	-	-	1	-	2	2	1	3	-
	16%	-%	90%	22%	-%	-%	7%	-%	79%	22%	10%	22%	-%
NET: Satisfied	8	*	*	3	-	5	8	-	-	4	5	6	2
	49%	100%	10%	78%	-%	98%	65%	-%	-%	44%	54%	51%	49%
NET: Dissatisfied	2	-	-	-	1	-	1	-	-	-	2	-	2
	14%	-%	-%	-%	14%	-%	4%	-%	-%	-%	29%	-%	51%
Answered	14	*	*	3	4	5	12	-	*	7	8	10	4
Mean Score	.6	1.0	2.0	1.6	-.1	1.0	.8	-	-	.6	.5	.7	.4
Standard error	.23	-	-	.30	.23	.07	.20	-	-	.23	.38	.16	.89
Standard deviation	.98	-	-	.60	.40	.15	.79	-	-	.60	1.27	.54	1.78

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	20	6	9	2	16	13	5	5	10	4	14
Effective base	9	4	3	1	7	6	2	3	4	2	6
Weighted Base	17	10	4	2	13	13	4	7	7	5	10
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	1	-	2	-	-	-	1
	14%	-%	-%	-%	4%	-%	50%	-%	-%	-%	5%
Neither Satisfied Nor Dissatisfied	(0)	3	*	-	3	3	-	*	3	3	1
	21%	35%	2%	-%	26%	27%	-%	7%	44%	60%	6%
Fairly Satisfied	(1)	6	2	*	6	6	*	4	2	*	6
	37%	46%	47%	*%	48%	49%	*%	65%	27%	*%	61%
Very Satisfied	(2)	2	2	-	2	*	2	-	2	-	2
	12%	-%	51%	-%	15%	2%	49%	-%	29%	-%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	2	-	2	1	3	-	2	-	2	1
	16%	19%	-%	100%	6%	22%	-%	28%	-%	39%	8%
NET: Satisfied	8	4	4	*	8	6	2	4	4	*	8
	49%	46%	98%	*%	63%	51%	49%	65%	56%	*%	81%
NET: Dissatisfied	2	-	-	-	1	-	2	-	-	-	1
	14%	-%	-%	-%	4%	-%	51%	-%	-%	-%	5%
Answered	14	8	4	*	12	10	4	5	7	3	9
Mean Score	.6	.6	1.5	1.0	.8	.7	.4	.9	.9	*	1.0
Standard error	.23	.24	.21	-	.21	.16	.79	.17	.29	.05	.21
Standard deviation	.98	.53	.63	-	.79	.54	1.78	.34	.91	.08	.75

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	20	15	11	9	-	15	8	6	-	17	8	7	-
Effective base	9	7	7	4	-	7	3	3	-	8	2	3	-
Weighted Base	17	12	14	5	-	13	5	5	-	15	3	4	-
Very Dissatisfied (-2)	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	2	-	-	-	-	-	-	1	-	-	-
	14%	-%	13%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	3	1	-	3	-	*	-	3	*	1	-
	21%	30%	24%	11%	-%	25%	-%	2%	-%	23%	19%	16%	-%
Fairly Satisfied (1)	6	3	4	1	-	6	2	3	-	6	*	1	-
	37%	30%	31%	21%	-%	46%	30%	59%	-%	42%	1%	31%	-%
Very Satisfied (2)	2	2	2	2	-	2	2	2	-	2	*	*	-
	12%	17%	13%	33%	-%	15%	35%	39%	-%	13%	8%	4%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	3	2	-	2	2	-	-	3	2	2	-
	16%	23%	19%	34%	-%	14%	34%	-%	-%	18%	72%	50%	-%
NET: Satisfied	8	5	6	3	-	8	4	5	-	8	*	1	-
	49%	47%	44%	54%	-%	61%	66%	98%	-%	55%	9%	34%	-%
NET: Dissatisfied	2	-	2	*	-	-	-	-	-	1	-	-	-
	14%	-%	13%	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Answered	14	9	11	4	-	12	4	5	-	12	1	2	-
Mean Score	.6	.8	.5	1.3	-	.9	1.5	1.4	-	.8	.6	.8	-
Standard error	.23	.23	.33	.35	-	.19	.22	.24	-	.20	-	.34	-
Standard deviation	.98	.81	.99	.98	-	.70	.59	.59	-	.79	-	.84	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	20	13	9	10	11	9	2	6	8	8	2	1	4	3
Effective base	9	6	5	4	4	5	1	3	3	3	1	1	1	1
Weighted Base	17	12	10	10	8	10	*	6	7	8	2	2	3	3
Very Dissatisfied (-2)	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	3	3	3	3	-	3	3	3	-	-	3	-
	21%	29%	32%	35%	46%	32%	-%	44%	48%	42%	-%	-%	99%	-%
Fairly Satisfied (1)	6	6	5	4	1	5	*	2	2	3	-	-	*	3
	37%	46%	49%	45%	15%	48%	10%	25%	24%	34%	-%	-%	1%	100%
Very Satisfied (2)	2	*	*	*	*	*	*	*	*	*	*	-	-	-
	12%	2%	1%	1%	3%	2%	90%	1%	1%	1%	4%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	2	2	3	2	-	2	2	2	2	2	-	-
	16%	23%	18%	19%	36%	18%	-%	29%	27%	23%	96%	100%	-%	-%
NET: Satisfied	8	6	5	4	1	5	*	2	2	3	*	-	*	3
	49%	48%	50%	46%	18%	50%	100%	26%	25%	35%	4%	-%	1%	100%
NET: Dissatisfied	2	*	-	-	*	-	-	-	-	-	-	-	-	-
	14%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	14	9	8	8	5	9	*	5	5	6	*	-	3	3
Mean Score	.6	.6	.6	.6	.3	.6	1.9	.4	.4	.5	2.0	-	*	1.0
Standard error	.23	.18	.19	.18	.22	.20	-	.26	.21	.22	-	-	.05	-
Standard deviation	.98	.59	.54	.55	.67	.56	-	.59	.57	.57	-	-	.11	-

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	20	4	2	4	-	16	13	18	16	14	15	16	8	-	12	2
Effective base	9	2	1	3	-	8	7	9	8	6	8	8	4	-	6	2
Weighted Base	17	5	*	4	-	15	15	17	15	12	16	16	6	-	12	*
Very Dissatisfied (-2)	*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Fairly Dissatisfied (-1)	2	-	-	-	-	2	2	2	2	2	2	2	-	-	-	-
	14%	-%	-%	-%	-%	16%	13%	14%	16%	15%	15%	15%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	*	*	-	3	3	3	3	3	3	3	1	-	3	-
	21%	60%	93%	12%	-%	23%	24%	21%	23%	24%	22%	22%	10%	-%	24%	-%
Fairly Satisfied (1)	6	2	*	2	-	6	6	6	4	3	6	6	2	-	6	*
	37%	38%	7%	41%	-%	42%	38%	37%	29%	23%	39%	35%	28%	-%	51%	100%
Very Satisfied (2)	2	*	-	-	-	*	2	2	2	2	2	2	2	-	*	-
	12%	2%	-%	-%	-%	1%	13%	12%	13%	15%	12%	12%	31%	-%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	2	-	3	2	3	3	3	2	3	2	-	3	-
	16%	-%	-%	47%	-%	18%	13%	16%	18%	22%	12%	17%	32%	-%	23%	-%
NET: Satisfied	8	2	*	2	-	6	7	8	6	5	8	7	3	-	6	*
	49%	40%	7%	41%	-%	43%	51%	49%	43%	38%	51%	46%	58%	-%	53%	100%
NET: Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	2	-	-	*	-
	14%	-%	-%	-%	-%	16%	13%	14%	16%	15%	15%	15%	-%	-%	*%	-%
Answered	14	5	*	2	-	12	13	14	12	9	14	13	4	-	9	*
Mean Score	.6	.4	.1	.8	-	.3	.6	.6	.5	.5	.5	.5	1.3	-	.7	1.0
Standard error	.23	.29	-	.34	-	.22	.27	.24	.27	.31	.26	.26	.31	-	.18	-
Standard deviation	.98	.59	-	.58	-	.84	.95	.97	1.03	1.09	.96	.98	.82	-	.57	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	20	12	4	16	-	20	-	9	8	3	7	9	3
Effective base	9	6	1	8	-	9	-	4	3	2	5	3	1
Weighted Base	17	12	1	15	-	17	-	8	4	5	8	7	2
Very Dissatisfied (-2)	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%
Fairly Dissatisfied (-1)	2	-	-	1	-	2	-	2	1	-	2	1	-
	14%	-%	-%	4%	-%	14%	-%	23%	13%	-%	24%	7%	-%
Neither Satisfied Nor Dissatisfied (0)	3	3	-	3	-	3	-	1	-	3	-	3	-
	21%	29%	-%	23%	-%	21%	-%	7%	-%	62%	-%	46%	-%
Fairly Satisfied (1)	6	6	1	6	-	6	-	6	1	-	1	3	2
	37%	47%	82%	42%	-%	37%	-%	68%	17%	-%	15%	46%	92%
Very Satisfied (2)	2	*	*	2	-	2	-	*	*	2	2	*	*
	12%	1%	18%	14%	-%	12%	-%	2%	3%	37%	25%	*%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	-	3	-	3	-	-	3	-	3	-	-
	16%	23%	-%	18%	-%	16%	-%	-%	67%	-%	36%	-%	-%
NET: Satisfied	8	6	1	8	-	8	-	6	1	2	3	3	2
	49%	47%	100%	55%	-%	49%	-%	70%	20%	37%	40%	47%	100%
NET: Dissatisfied	2	*	-	1	-	2	-	2	1	*	2	1	-
	14%	*%	-%	4%	-%	14%	-%	23%	13%	1%	24%	7%	-%
Answered	14	9	1	12	-	14	-	8	1	5	5	7	2
Mean Score	.6	.6	1.2	.8	-	.6	-	.5	.3	.7	.6	.4	1.1
Standard error	.23	.18	-	.21	-	.23	-	.31	.87	.65	.67	.22	.23
Standard deviation	.98	.56	-	.79	-	.98	-	.92	2.14	1.13	1.49	.67	.40

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		20	12	8
Effective base		9	5	4
Weighted Base		17	11	5
Very Dissatisfied	(-2)	*	*	-
		*%	*%	-%
Fairly Dissatisfied	(-1)	2	-	2
		14%	-%	43%
Neither Satisfied Nor Dissatisfied	(0)	3	3	1
		21%	25%	11%
Fairly Satisfied	(1)	6	5	2
		37%	41%	30%
Very Satisfied	(2)	2	2	*
		12%	17%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	2	1
		16%	17%	15%
NET: Satisfied		8	7	2
		49%	58%	31%
NET: Dissatisfied		2	*	2
		14%	*%	43%
Answered		14	9	5
Mean Score		.6	.9	-.1
Standard error		.23	.23	.40
Standard deviation		.98	.78	1.07

Columns Tested:: a,b

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		20	-	-	2	4	-	2	-	1	3	5	1	2
Effective base		9	-	-	1	2	-	2	-	1	2	2	1	1
Weighted Base		17	-	-	3	2	-	4	-	2	3	1	*	1
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	2	-	-	-	-	-	-	-	-
		14%	-%	-%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	3	-	-	-	-	-	-	*	*	-
		21%	-%	-%	100%	-%	-%	-%	-%	-%	-%	9%	100%	-%
Fairly Satisfied	(1)	6	-	-	*	*	-	3	-	-	3	1	-	-
		37%	-%	-%	*%	1%	-%	62%	-%	-%	98%	66%	-%	-%
Very Satisfied	(2)	2	-	-	-	-	-	2	-	-	*	*	-	*
		12%	-%	-%	-%	-%	-%	38%	-%	-%	2%	21%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	-	-	-	-	2	-	-	-	1
		16%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	99%
NET: Satisfied		8	-	-	*	*	-	4	-	-	3	1	-	*
		49%	-%	-%	*%	1%	-%	100%	-%	-%	100%	87%	-%	1%
NET: Dissatisfied		2	-	-	-	2	-	-	-	-	-	*	-	-
		14%	-%	-%	-%	99%	-%	-%	-%	-%	-%	5%	-%	-%
Answered		14	-	-	3	2	-	4	-	-	3	1	*	*
Mean Score		.6	-	-	*	-1.0	-	1.4	-	-	1.0	1.0	-	2.0
Standard error		.23	-	-	.04	.11	-	.39	-	-	.10	3.99	-	-
Standard deviation		.98	-	-	.06	.21	-	.55	-	-	.18	8.92	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 343 (continuation)

QOP3A.9.4 Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The outcome of any complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	20	3	5	4	8	8	12
Effective base	9	2	2	3	4	4	6
Weighted Base	17	5	5	5	2	10	7
Very Dissatisfied	(-2)	*	-	-	*	-	*
		*%	-%	-%	2%	-%	1%
Fairly Dissatisfied	(-1)	2	1	-	-	2	-
		14%	11%	-%	-%	24%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	1	3	1
		21%	-%	-%	25%	29%	8%
Fairly Satisfied	(1)	6	3	3	1	3	3
		37%	55%	59%	28%	29%	49%
Very Satisfied	(2)	2	2	*	*	2	*
		12%	34%	1%	9%	18%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	2	1	-	3
		16%	-%	40%	36%	-%	39%
NET: Satisfied	8	*	4	3	1	5	4
		49%	89%	60%	38%	46%	53%
NET: Dissatisfied	2	2	1	-	*	2	*
		14%	11%	-%	2%	24%	1%
Answered	14	5	5	3	2	10	4
Mean Score	.6	-.4	1.1	1.0	.7	.4	.9
Standard error	.23	.32	.43	.10	.54	.39	.19
Standard deviation	.98	.55	.97	.18	1.43	1.10	.61

Columns Tested: a,b,c,d - a,b

Table OP3A_4RESP

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	214	18	196	117	35	21	41	97
Effective base	88	9	81	78	19	14	27	34
Weighted Base	181	12	169	170	8	2	1	11
Very Dissatisfied (-2)	21 11%	4 34%	17 10%	20 12%	* 5%	* 5%	* 3%	1 5%
Fairly Dissatisfied (-1)	18 10%	4 34%	14 8%	17 10%	1 15%	* 7%	* 6%	1 12%
Neither Satisfied Nor Dissatisfied (0)	27 15%	1 7%	26 16%	26 15%	1 7%	* 9%	* 8%	1 8%
Fairly Satisfied (1)	59 32%	1 11%	57 34%	55 32%	2 29%	1 37%	* 43%	4 32%
Very Satisfied (2)	55 30%	* 3%	55 32%	51 30%	3 37%	1 42%	* 40%	4 38%
Don't Know (DO NOT READ OUT)	2 1%	1 10%	1 *%	1 1%	1 7%	- -%	- -%	1 5%
NET: Satisfied	114 63%	2 14%	112 66%	106 62%	5 67%	2 79%	1 83%	8 71%
NET: Dissatisfied	39 21%	8 69%	31 18%	37 22%	2 20%	* 12%	* 9%	2 17%
Answered	180	11	169	169	7	2	1	11
Mean Score	.6	-1.0	.7	.6	.8	1.0	1.1	.9
Standard error	.09	.28	.09	.12	.23	.32	.57	.13
Standard deviation	1.32	1.17	1.27	1.33	1.35	1.46	3.66	1.26

Columns Tested:: a,b - a,b,c,d,e

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		214	60	38	19	18	38	41	117	35	62
Effective base		88	44	29	15	11	18	27	78	19	26
Weighted Base		181	113	41	16	4	7	1	170	8	3
Very Dissatisfied	(-2)	21	13	7	-	-	1	*	20	*	*
		11%	12%	17%	-%	-%	8%	3%	12%	5%	4%
Fairly Dissatisfied	(-1)	18	7	8	2	*	1	*	17	1	*
		10%	6%	20%	12%	4%	18%	6%	10%	15%	7%
Neither Satisfied Nor Dissatisfied	(0)	27	23	3	1	*	*	*	26	1	*
		15%	20%	7%	4%	9%	7%	8%	15%	7%	9%
Fairly Satisfied	(1)	59	40	7	7	2	2	*	55	2	1
		32%	36%	18%	45%	43%	25%	43%	32%	29%	39%
Very Satisfied	(2)	55	30	15	5	1	3	*	51	3	1
		30%	27%	38%	31%	30%	43%	40%	30%	37%	41%
Don't Know (DO NOT READ OUT)		2	-	-	1	1	-	-	1	1	-
		1%	-%	-%	7%	15%	-%	-%	1%	7%	-%
NET: Satisfied		114	71	23	12	3	5	1	106	5	3
		63%	62%	56%	76%	73%	68%	83%	62%	67%	80%
NET: Dissatisfied		39	20	15	2	*	2	*	37	2	*
		21%	18%	37%	12%	4%	26%	9%	22%	20%	11%
Answered		180	113	41	15	3	7	1	169	7	3
Mean Score		.6	.6	.4	1.0	1.2	.8	1.1	.6	.8	1.1
Standard error		.09	.16	.26	.23	.23	.24	.57	.12	.23	.16
Standard deviation		1.32	1.27	1.57	.98	.95	1.48	3.66	1.33	1.35	1.28

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	214	72	45	35	21	41	83	44	18	15	35
Effective base	88	53	35	19	14	27	44	24	7	5	5
Weighted Base	181	131	39	8	2	1	96	54	11	8	4
Very Dissatisfied (-2)	21 11%	20 15%	* 1%	* 5%	* 5%	* 3%	13 14%	2 4%	* 4%	- -%	1 29%
Fairly Dissatisfied (-1)	18 10%	11 8%	6 16%	1 15%	* 7%	* 6%	8 8%	7 13%	1 9%	- -%	* 2%
Neither Satisfied Nor Dissatisfied (0)	27 15%	23 18%	3 8%	1 7%	* 9%	* 8%	20 21%	5 9%	* 3%	- -%	* 6%
Fairly Satisfied (1)	59 32%	40 31%	15 38%	2 29%	1 37%	* 43%	36 38%	13 24%	4 42%	3 32%	2 49%
Very Satisfied (2)	55 30%	37 28%	13 35%	3 37%	1 42%	* 40%	18 19%	27 50%	3 31%	5 68%	1 14%
Don't Know (DO NOT READ OUT)	2 1%	- -%	1 3%	1 7%	- -%	- -%	- -%	- -%	1 11%	- -%	- -%
NET: Satisfied	114 63%	78 59%	28 73%	5 67%	2 79%	1 83%	54 57%	40 74%	8 73%	8 100%	2 63%
NET: Dissatisfied	39 21%	30 23%	6 17%	2 20%	* 12%	* 9%	21 22%	9 17%	1 13%	- -%	1 31%
Answered	180	131	37	7	2	1	96	54	10	8	4
Mean Score	.6	.5	.9	.8	1.0	1.1	.4	1.0	1.0	1.7	.2
Standard error	.09	.16	.17	.23	.32	.57	.14	.18	.28	.13	.29
Standard deviation	1.32	1.38	1.10	1.35	1.46	3.66	1.27	1.22	1.16	.50	1.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	214	18	10	40	7	17	10	14	7	13
Effective base	88	11	6	19	5	10	8	9	4	9
Weighted Base	181	20	12	46	10	15	16	25	10	14
Very Dissatisfied	(-2) 21 11%	8 38%	- -%	2 5%	- -%	2 13%	- -%	2 9%	- -%	4 27%
Fairly Dissatisfied	(-1) 18 10%	1 4%	1 11%	2 5%	- -%	3 18%	3 19%	4 15%	* 1%	2 14%
Neither Satisfied Nor Dissatisfied	(0) 27 15%	3 16%	* *%	9 20%	- -%	2 11%	3 17%	6 23%	* 5%	2 14%
Fairly Satisfied	(1) 59 32%	3 16%	6 52%	18 38%	6 61%	6 37%	9 56%	5 20%	* 3%	4 26%
Very Satisfied	(2) 55 30%	5 26%	4 37%	14 31%	4 39%	3 21%	- -%	8 34%	9 91%	3 19%
Don't Know (DO NOT READ OUT)	2 1%	- -%	- -%	1 1%	- -%	- -%	1 8%	- -%	- -%	- -%
NET: Satisfied	114 63%	8 42%	11 88%	32 69%	10 100%	9 58%	9 56%	13 53%	9 94%	6 45%
NET: Dissatisfied	39 21%	8 42%	1 11%	5 10%	- -%	5 31%	3 19%	6 24%	* 1%	6 41%
Answered	180	20	12	46	10	15	15	25	10	14
Mean Score	.6	-.1	1.1	.9	1.4	.4	.4	.5	1.8	*
Standard error	.09	.40	.30	.17	.19	.33	.28	.36	.23	.43
Standard deviation	1.32	1.70	.94	1.08	.51	1.37	.83	1.35	.61	1.55

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	*f	*g	*h	
Significance Level: 95%										
Unweighted Base		214	37	35	64	136	78	28	24	26
Effective base		88	24	20	35	77	27	14	7	13
Weighted Base		181	39	42	87	168	14	8	4	2
Very Dissatisfied	(-2)	21 11%	6 15%	8 18%	4 5%	18 11%	3 22%	2 23%	1 31%	* 2%
Fairly Dissatisfied	(-1)	18 10%	5 12%	2 6%	9 10%	16 10%	2 16%	1 17%	1 21%	- -%
Neither Satisfied Nor Dissatisfied	(0)	27 15%	4 9%	4 9%	18 20%	25 15%	2 17%	2 24%	* 2%	* 17%
Fairly Satisfied	(1)	59 32%	15 39%	10 23%	31 36%	56 34%	2 17%	1 14%	1 15%	1 29%
Very Satisfied	(2)	55 30%	10 25%	19 45%	23 26%	51 30%	4 29%	2 22%	1 31%	1 51%
Don't Know (DO NOT READ OUT)		2 1%	- -%	- -%	2 2%	2 1%	- -%	- -%	- -%	- -%
NET: Satisfied		114 63%	25 64%	28 68%	54 62%	107 64%	6 45%	3 36%	2 45%	2 80%
NET: Dissatisfied		39 21%	10 26%	10 24%	13 16%	34 20%	5 38%	3 40%	2 52%	* 2%
Answered		180	39	42	85	166	14	8	4	2
Mean Score		.6	.5	.7	.7	.6	.1	*	-.1	1.3
Standard error		.09	.23	.26	.14	.11	.18	.29	.40	.25
Standard deviation		1.32	1.38	1.53	1.13	1.30	1.59	1.56	1.95	1.27

Columns Tested:: a,b,c,d,e,f,g,h

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	d	*e	f	*g	*h	i
Unweighted Base	214	8	21	9	30	26	61	9	8	72
Effective base	88	4	9	4	11	13	31	4	4	29
Weighted Base	181	10	12	10	22	37	48	8	1	55
Very Dissatisfied	(-2) 21 11%	1 11%	* 1%	* 4%	* 2%	5 13%	8 17%	* 3%	- -%	6 10%
Fairly Dissatisfied	(-1) 18 10%	1 8%	5 41%	- -%	5 22%	- -%	5 10%	2 26%	- -%	6 11%
Neither Satisfied Nor Dissatisfied	(0) 27 15%	- -%	* 1%	- -%	* 1%	8 21%	6 13%	3 37%	- -%	10 18%
Fairly Satisfied	(1) 59 32%	5 53%	5 44%	10 95%	15 68%	4 11%	19 39%	* *%	* 25%	15 28%
Very Satisfied	(2) 55 30%	3 28%	2 13%	* 2%	2 8%	20 54%	9 19%	3 33%	1 75%	18 33%
Don't Know (DO NOT READ OUT)	2 1%	- -%	- -%	- -%	- -%	1 1%	1 2%	- -%	- -%	- -%
NET: Satisfied	114 63%	8 81%	7 57%	10 96%	17 76%	24 64%	28 58%	3 33%	1 100%	33 61%
NET: Dissatisfied	39 21%	2 19%	5 42%	* 4%	5 24%	5 13%	13 26%	2 29%	- -%	12 21%
Answered	180	10	12	10	22	37	47	8	1	55
Mean Score	.6	.8	.3	.9	.6	.9	.3	.3	1.8	.6
Standard error	.09	.46	.26	.21	.18	.29	.18	.45	-	.16
Standard deviation	1.32	1.31	1.21	.62	1.00	1.43	1.37	1.36	-	1.32

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	*b	*c	a	*b	a	*b
Significance Level: 95%											
Unweighted Base	214	64	61	89	196	18	-	190	24	212	2
Effective base	88	27	31	34	80	9	-	83	8	88	1
Weighted Base	181	69	48	63	160	21	-	174	7	181	1
Very Dissatisfied (-2)	21 11%	7 9%	8 17%	6 9%	19 12%	1 7%	- -%	21 12%	- -%	21 11%	- -%
Fairly Dissatisfied (-1)	18 10%	6 8%	5 10%	8 12%	13 8%	5 24%	- -%	18 10%	* 2%	18 10%	- -%
Neither Satisfied Nor Dissatisfied (0)	27 15%	8 11%	6 13%	13 20%	21 13%	6 30%	- -%	27 15%	* 2%	27 15%	- -%
Fairly Satisfied (1)	59 32%	24 35%	19 39%	16 25%	56 35%	3 15%	- -%	56 32%	2 34%	59 33%	- -%
Very Satisfied (2)	55 30%	25 36%	9 19%	21 33%	50 31%	5 24%	- -%	51 29%	4 63%	54 30%	1 100%
Don't Know (DO NOT READ OUT)	2 1%	1 1%	1 2%	- -%	2 1%	- -%	- -%	2 1%	- -%	2 1%	- -%
NET: Satisfied	114 63%	49 70%	28 58%	37 58%	105 66%	8 39%	- -%	107 61%	6 96%	113 63%	1 100%
NET: Dissatisfied	39 21%	12 18%	13 26%	14 22%	32 20%	6 30%	- -%	39 22%	* 2%	39 21%	- -%
Answered	180	69	47	63	158	21	-	173	7	179	1
Mean Score	.6	.8	.3	.6	.7	.3	-	.6	1.6	.6	2.0
Standard error	.09	.16	.18	.14	.10	.30	-	.10	.14	.09	-
Standard deviation	1.32	1.28	1.37	1.32	1.33	1.28	-	1.33	.68	1.32	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Total base	Role of mail services		
			Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base		214	82	69	60
Effective base		88	34	24	30
Weighted Base		181	61	59	60
Very Dissatisfied	(-2)	21	8	6	6
		11%	13%	10%	11%
Fairly Dissatisfied	(-1)	18	3	4	12
		10%	4%	7%	19%
Neither Satisfied Nor Dissatisfied		27	11	*	15
		15%	18%	*%	25%
Fairly Satisfied		59	b	b	b
(1)		32%	17	26	16
			28%	44%	27%
Very Satisfied	(2)	55	21	23	11
		30%	34%	39%	18%
Don't Know (DO NOT READ OUT)		2	2	-	-
		1%	3%	-%	-%
NET: Satisfied		114	38	49	27
		63%	61%	83%	45%
NET: Dissatisfied		39	11	10	18
		21%	17%	16%	30%
Answered		180	60	59	60
Mean Score		.6	.7	1.0	.2
Standard error		.09	.15	.15	.16
Standard deviation		1.32	1.36	1.25	1.26

Columns Tested:: a,b,c

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	214	109	50	21	8	11	10	3	2	159	55	34
Effective base	88	58	19	8	4	3	3	2	1	77	12	7
Weighted Base	181	119	39	6	3	10	4	*	*	158	23	17
Very Dissatisfied	(-2)	21	20	*	-	*	-	-	-	21	*	*
		11%	17%	1%	-%	-%	-%	-%	-%	13%	-%	-%
Fairly Dissatisfied	(-1)	18	8	7	3	-	-	*	-	15	4	*
		10%	7%	17%	53%	-%	-%	68%	-%	9%	15%	1%
Neither Satisfied Nor Dissatisfied	(0)	27	20	7	*	-	*	-	-	27	*	*
		15%	17%	18%	2%	-%	-%	-%	-%	17%	1%	-%
Fairly Satisfied	(1)	59	37	12	1	5	4	*	-	49	10	9
		32%	31%	31%	8%	35%	48%	93%	27%	31%	42%	55%
Very Satisfied	(2)	55	33	12	2	5	*	*	*	45	10	7
		30%	28%	30%	36%	65%	52%	7%	5%	100%	29%	42%
Don't Know (DO NOT READ OUT)		2	1	1	-	-	-	-	-	2	-	-
		1%	-%	3%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied		114	70	24	3	3	10	4	*	94	20	17
		63%	59%	61%	45%	100%	99%	100%	32%	60%	84%	99%
												abi
NET: Dissatisfied		39	28	7	3	-	*	-	*	35	4	*
		21%	24%	18%	53%	-%	-%	68%	-%	22%	15%	1%
Answered		180	119	38	6	3	10	4	*	156	23	17
Mean Score		.6	.5	.7	.3	1.7	1.5	1.1	-.3	.5	1.1	1.4
Standard error		.09	.14	.16	.34	.20	.18	.09	-	.11	.14	.10
Standard deviation		1.32	1.41	1.12	1.54	.57	.59	.29	-	1.35	1.04	.59

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	214	36	73	105	186	184	195	202	153	152	14	83	18	17	17	28	18
Effective base	88	16	42	30	73	73	79	83	60	55	10	41	7	8	5	5	5
Weighted Base	181	35	84	62	154	156	164	171	130	122	14	90	13	21	9	11	7
Very Dissatisfied (-2)	21 11%	7 21%	13 15%	* 1%	17 11%	17 11%	17 10%	19 11%	7 5%	4 3%	- -%	14 16%	* 1%	1 4%	2 19%	- -%	* 1%
Fairly Dissatisfied (-1)	18 10%	3 9%	5 6%	10 16%	15 10%	12 7%	17 10%	16 9%	8 6%	6 5%	6 42%	5 6%	4 28%	* 2%	* 1%	* 1%	2 31%
Neither Satisfied Nor Dissatisfied (0)	27 15%	8 24%	11 14%	7 12%	21 14%	21 13%	21 13%	27 16%	22 17%	16 13%	1 5%	9 10%	1 10%	5 22%	- -%	6 51%	* 2%
Fairly Satisfied (1)	59 32%	11 32%	26 31%	22 35%	53 34%	53 34%	54 33%	58 34%	45 35%	50 41%	3 22%	30 34%	6 44%	9 42%	3 35%	* 2%	3 47%
Very Satisfied (2)	55 30%	5 15%	28 34%	21 34%	48 31%	54 34%	55 33%	49 29%	47 36%	46 38%	4 28%	32 35%	2 18%	6 30%	4 44%	5 46%	1 20%
Don't Know (DO NOT READ OUT)	2 1%	- -%	1 1%	1 2%	- -%	1 *%	1 *%	2 1%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	114 63%	16 47%	54 64%	43 70%	101 65%	107 68%	109 66%	108 63%	92 71%	96 79%	7 49%	62 69%	8 62%	15 72%	7 79%	5 47%	5 67%
NET: Dissatisfied	39 21%	10 29%	18 21%	11 17%	32 21%	28 18%	34 21%	35 20%	15 12%	10 8%	6 42%	19 21%	4 29%	1 6%	2 21%	* 1%	2 31%
Answered Mean Score	180 .6	35 .1	83 .6	61 .9	154 .7	156 .7	164 .7	170 .6	130 .9	122 1.1	13 .4	90 .7	13 .5	21 .9	9 .8	11 .9	7 .5
Standard error	.09	.23	.17	.11	.10	.10	.09	.09	.09	.08	.37	.15	.27	.24	.38	.20	.29
Standard deviation	1.32	1.37	1.41	1.09	1.31	1.30	1.31	1.30	1.13	.99	1.35	1.41	1.14	1.00	1.57	1.06	1.22

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	214	92	24	22	10	16	12	10	67	40	23	16	17	14	7
Effective base	88	47	9	7	2	7	2	3	37	15	7	9	2	5	5
Weighted Base	181	99	19	18	2	5	5	6	73	37	17	18	5	6	1
Very Dissatisfied	(-2)	21	14	*	3	-	-	*	12	2	*	2	-	-	-
		11%	14%	*%	15%	-%	-%	1%	16%	7%	2%	10%	-%	-%	-%
Fairly Dissatisfied	(-1)	18	11	1	1	-	-	2	8	*	3	*	-	-	-
		10%	11%	6%	5%	-%	-%	38%	11%	1%	19%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	27	13	3	1	*	*	4	9	5	1	5	*	1	*
		15%	13%	16%	3%	6%	3%	81%	13%	12%	3%	26%	1%	19%	15%
Fairly Satisfied	(1)	59	36	6	5	2	1	3	19	13	12	5	1	2	-
		32%	36%	31%	26%	78%	24%	1%	26%	36%	71%	31%	18%	39%	-%
Very Satisfied	(2)	55	25	9	9	*	4	1	24	16	1	6	4	3	1
		30%	26%	47%	51%	16%	73%	15%	33%	44%	5%	32%	81%	42%	85%
Don't Know (DO NOT READ OUT)		2	-	-	-	-	-	-	1	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		114	61	15	14	2	5	1	43	30	13	11	5	5	1
		63%	62%	78%	77%	94%	97%	16%	59%	80%	75%	63%	99%	81%	85%
NET: Dissatisfied		39	25	1	4	-	-	2	20	3	4	2	-	-	-
		21%	25%	6%	20%	-%	-%	3%	27%	8%	21%	11%	-%	-%	-%
Answered		180	99	19	18	2	5	5	72	37	17	18	5	6	1
Mean Score		.6	.5	1.2	.9	1.1	1.7	.3	.5	1.1	.6	.7	1.8	1.2	1.7
Standard error		.09	.14	.19	.32	.19	.14	.24	.18	.18	.20	.31	.12	.22	-
Standard deviation		1.32	1.36	.95	1.48	.61	.57	.83	1.46	1.11	.95	1.25	.48	.82	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	*d	e
Significance Level: 95%													
Unweighted Base	214	70	30	36	21	24	8	13	34	48	50	29	31
Effective base	88	38	14	10	8	8	2	4	22	16	23	7	11
Weighted Base	181	73	32	20	17	17	5	7	50	24	51	11	26
Very Dissatisfied	(-2)	21	13	4	-	-	2	*	10	2	3	*	2
		11%	18%	12%	-%	-%	10%	7%	19%	6%	7%	1%	7%
Fairly Dissatisfied	(-1)	18	7	4	1	2	-	*	5	1	6	2	3
		10%	9%	14%	6%	7%	-%	2%	10%	5%	12%	17%	10%
Neither Satisfied Nor Dissatisfied	(0)	27	9	9	5	1	*	3	3	2	2	5	9
		15%	13%	27%	23%	6%	1%	-%	7%	7%	4%	47%	33%
Fairly Satisfied	(1)	59	21	8	9	8	10	-	13	12	18	3	8
		32%	29%	25%	44%	46%	60%	-%	25%	50%	36%	29%	29%
Very Satisfied	(2)	55	22	6	5	7	3	5	19	7	21	1	5
		30%	30%	19%	27%	41%	16%	93%	39%	30%	41%	7%	20%
Don't Know (DO NOT READ OUT)		2	1	1	-	-	-	-	-	1	-	-	-
		1%	1%	4%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied		114	43	14	14	15	13	5	32	19	39	4	13
		63%	59%	44%	71%	87%	76%	93%	64%	79%	77%	36%	50%
NET: Dissatisfied		39	20	8	1	1	4	*	15	3	10	2	5
		21%	27%	26%	6%	7%	23%	7%	30%	11%	19%	17%	17%
Answered		180	73	30	20	17	17	5	50	24	51	11	26
Mean Score		.6	.4	.3	.9	1.2	.6	1.7	.5	.9	.9	.2	.5
Standard error		.09	.18	.24	.15	.19	.25	.40	.27	.16	.18	.16	.21
Standard deviation		1.32	1.47	1.29	.88	.86	1.24	1.14	1.56	1.10	1.25	.87	1.15

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base	214	70	32	39	23	19	41	48	44	22	25
Effective base	88	32	12	19	5	5	25	15	17	5	11
Weighted Base	181	71	22	35	9	13	59	29	34	6	26
Very Dissatisfied (-2)	21 11%	10 14%	3 16%	2 4%	2 22%	- -%	10 17%	2 5%	3 10%	* 1%	2 7%
Fairly Dissatisfied (-1)	18 10%	9 12%	- -%	5 14%	2 22%	- -%	2 3%	1 4%	6 17%	* 6%	3 11%
Neither Satisfied Nor Dissatisfied (0)	27 15%	6 9%	4 20%	2 6%	4 42%	5 37%	6 9%	4 13%	1 2%	2 29%	9 34%
Fairly Satisfied (1)	59 32%	31 43%	3 14%	12 34%	1 12%	5 40%	16 27%	16 55%	10 30%	3 53%	7 28%
Very Satisfied (2)	55 30%	16 22%	11 51%	14 41%	* 2%	3 23%	26 44%	6 21%	14 42%	1 11%	5 20%
Don't Know (DO NOT READ OUT)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
NET: Satisfied	114 63%	46 65%	14 64%	27 76%	1 14%	8 63%	42 71%	22 76%	25 72%	4 64%	12 48%
NET: Dissatisfied	39 21%	18 26%	3 16%	6 18%	4 44%	- -%	11 19%	3 9%	9 27%	* 7%	5 18%
Answered	180	71	22	35	9	13	59	29	34	6	26
Mean Score	.6	.5	.8	.9	-.5	.9	.8	.8	.8	.7	.4
Standard error	.09	.16	.26	.19	.23	.18	.23	.15	.21	.18	.23
Standard deviation	1.32	1.33	1.48	1.21	1.10	.80	1.46	1.00	1.42	.86	1.16

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	214	40	33	55	42	28	153	21	28	112	102	117	69
Effective base	88	20	10	24	19	10	64	8	11	47	43	47	26
Weighted Base	181	45	24	42	40	18	132	13	27	106	75	101	53
Very Dissatisfied (-2)	21 11%	8 18%	3 14%	3 8%	2 6%	2 10%	16 12%	- -%	3 11%	18 17%	3 3%	16 16%	* 1%
Fairly Dissatisfied (-1)	18 10%	- -%	2 8%	7 16%	4 10%	3 19%	12 9%	3 24%	1 5%	4 4%	14 19%	8 8%	7 14%
Neither Satisfied Nor Dissatisfied (0)	27 15%	5 11%	1 3%	5 11%	14 34%	3 16%	15 12%	3 27%	8 30%	17 16%	10 14%	13 13%	8 16%
Fairly Satisfied (1)	59 32%	15 34%	10 43%	16 37%	9 23%	5 28%	51 39%	3 21%	4 16%	38 35%	21 28%	38 38%	15 27%
Very Satisfied (2)	55 30%	16 36%	7 30%	11 27%	10 24%	5 27%	36 27%	4 28%	10 38%	30 28%	25 33%	25 25%	23 43%
Don't Know (DO NOT READ OUT)	2 1%	- -%	1 2%	- -%	1 3%	- -%	2 1%	- -%	- -%	- -%	2 2%	- -%	- -%
NET: Satisfied	114 63%	32 70%	17 73%	27 65%	19 47%	10 55%	87 66%	6 49%	14 53%	68 64%	46 61%	63 63%	37 70%
NET: Dissatisfied	39 21%	8 18%	5 22%	10 24%	6 16%	5 29%	28 21%	3 24%	4 16%	22 21%	17 22%	24 24%	8 15%
Answered	180	45	23	42	39	18	130	13	27	106	73	101	53
Mean Score	.6	.7	.7	.6	.5	.4	.6	.5	.6	.5	.7	.5	1.0
Standard error	.09	.23	.25	.17	.18	.26	.11	.26	.26	.13	.12	.13	.13
Standard deviation	1.32	1.44	1.40	1.28	1.16	1.36	1.31	1.19	1.35	1.39	1.22	1.38	1.11

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	214	82	102	54	148	115	71	80	104	54	148
Effective base	88	41	33	28	55	47	26	37	36	29	54
Weighted Base	181	81	75	66	105	100	54	79	77	66	105
Very Dissatisfied	(-2) 21 11%	17 21%	- -%	13 20%	6 6%	17 17%	* *%	16 21%	* *%	13 20%	6 6%
Fairly Dissatisfied	(-1) 18 10%	8 10%	4 5%	3 5%	13 12%	8 8%	7 14%	8 10%	4 5%	3 4%	13 12%
Neither Satisfied Nor Dissatisfied	(0) 27 15%	10 13%	10 13%	11 16%	17 16%	11 11%	10 19%	9 12%	11 15%	11 17%	16 15%
Fairly Satisfied	(1) 59 32%	23 29%	30 39%	16 24%	42 40%	40 40%	13 24%	24 31%	29 37%	17 26%	41 39%
Very Satisfied	(2) 55 30%	22 27%	32 42%	24 36%	26 24%	25 25%	23 43%	21 26%	33 43%	22 33%	28 26%
Don't Know (DO NOT READ OUT)	2 1%	1 1%	- -%	- -%	2 2%	- -%	- -%	1 1%	- -%	- -%	2 2%
NET: Satisfied	114 63%	45 56%	61 82%	40 60%	68 65%	65 65%	36 67%	45 57%	62 80%	39 59%	69 65%
NET: Dissatisfied	39 21%	24 30%	4 5%	16 24%	19 18%	25 24%	8 14%	24 30%	4 5%	16 24%	19 18%
Answered	180	80	75	66	104	100	54	78	77	66	104
Mean Score	.6	.3	1.2	.5	.7	.5	1.0	.3	1.2	.5	.7
Standard error	.09	.17	.08	.21	.10	.13	.13	.17	.09	.20	.10
Standard deviation	1.32	1.49	.86	1.51	1.16	1.39	1.10	1.49	.90	1.49	1.17

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	214	158	108	61	1	153	97	54	1	182	92	62	-
Effective base	88	59	46	24	1	58	39	21	1	75	38	26	-
Weighted Base	181	130	91	40	1	127	73	34	2	158	65	45	-
Very Dissatisfied (-2)	21 11%	15 11%	7 8%	2 5%	- -%	13 10%	9 12%	2 6%	2 100%	17 11%	7 11%	2 5%	- -%
Fairly Dissatisfied (-1)	18 10%	10 7%	7 8%	7 17%	1 100%	9 7%	6 8%	6 19%	- -%	16 10%	7 11%	5 11%	- -%
Neither Satisfied Nor Dissatisfied (0)	27 15%	17 13%	11 12%	3 7%	- -%	16 12%	7 10%	2 6%	- -%	23 15%	11 17%	4 9%	- -%
Fairly Satisfied (1)	59 32%	45 35%	37 40%	15 37%	- -%	44 35%	17 23%	13 37%	- -%	57 36%	16 24%	17 39%	- -%
Very Satisfied (2)	55 30%	43 33%	29 31%	14 34%	- -%	45 35%	33 46%	11 32%	- -%	43 27%	23 35%	15 34%	- -%
Don't Know (DO NOT READ OUT)	2 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	2 1%	2 3%	1 3%	- -%
NET: Satisfied	114 63%	88 68%	65 72%	28 71%	- -%	89 70%	50 69%	23 69%	- -%	100 63%	38 59%	32 72%	- -%
NET: Dissatisfied	39 21%	25 19%	14 16%	9 22%	1 100%	22 17%	15 21%	8 24%	2 100%	33 21%	14 21%	7 16%	- -%
Answered	180	130	91	40	1	127	73	34	2	157	63	43	-
Mean Score	.6	.7	.8	.8	-1.0	.8	.8	.7	-2.0	.6	.6	.9	-
Standard error	.09	.10	.12	.16	-	.10	.14	.17	-	.10	.14	.15	-
Standard deviation	1.32	1.31	1.20	1.24	-	1.29	1.42	1.27	-	1.29	1.36	1.18	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e	a	*b	
Unweighted Base	214	114	118	85	108	96	10	52	55	66	30	10	32	23	
Effective base	88	45	49	37	38	41	4	23	22	25	14	6	12	7	
Weighted Base	181	97	106	85	86	93	3	52	48	61	26	12	31	21	
Very Dissatisfied	(-2)	21	16	17	14	9	11	-	4	12	10	2	2	5	5
		11%	17%	16%	16%	11%	11%	-%	8%	24%	17%	7%	16%	17%	22%
Fairly Dissatisfied	(-1)	18	8	8	4	4	6	-	3	2	4	2	2	*	1
		10%	8%	7%	5%	4%	7%	-%	7%	4%	7%	8%	16%	1%	5%
Neither Satisfied Nor Dissatisfied	(0)	27	16	18	19	15	14	-	16	14	15	4	*	4	1
		15%	16%	17%	23%	17%	15%	-%	31%	30%	24%	15%	3%	13%	5%
Fairly Satisfied	(1)	59	32	35	25	29	33	*	14	12	17	8	1	13	8
		32%	33%	33%	30%	34%	35%	15%	27%	25%	28%	32%	5%	44%	37%
Very Satisfied	(2)	55	25	29	23	29	29	2	14	8	15	10	7	8	7
		30%	26%	27%	27%	34%	31%	85%	27%	17%	24%	38%	61%	25%	31%
Don't Know (DO NOT READ OUT)		2	-	1	-	-	1	-	-	-	-	-	-	-	-
		1%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		114	57	63	48	58	62	3	28	20	32	18	8	21	14
		63%	59%	60%	57%	68%	66%	100%	54%	42%	52%	70%	66%	69%	68%
NET: Dissatisfied		39	24	24	18	13	17	-	8	14	14	4	4	6	6
		21%	25%	23%	21%	15%	18%	-%	15%	28%	24%	15%	32%	18%	27%
Answered		180	97	105	85	86	93	3	52	48	61	26	12	31	21
Mean Score		.6	.4	.5	.5	.8	.7	1.9	.6	.1	.4	.9	.8	.6	.5
Standard error		.09	.13	.13	.15	.12	.13	.14	.17	.19	.17	.23	.54	.24	.32
Standard deviation		1.32	1.40	1.38	1.37	1.27	1.29	.45	1.19	1.40	1.38	1.24	1.70	1.37	1.54

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	214	34	27	24	10	146	131	177	137	126	155	127	46	1	131	10
Effective base	88	14	10	10	5	60	52	72	57	49	61	57	17	1	55	4
Weighted Base	181	24	19	20	13	124	101	145	118	101	129	106	25	*	118	9
Very Dissatisfied (-2)	21 11%	4 16%	- -%	* 2%	* 3%	18 15%	15 15%	18 13%	17 14%	8 8%	13 10%	15 14%	* 2%	- -%	18 15%	2 23%
Fairly Dissatisfied (-1)	18 10%	* *%	2 10%	2 11%	1 8%	11 9%	10 9%	14 10%	10 9%	12 12%	13 10%	10 9%	5 19%	- -%	8 7%	* *%
Neither Satisfied Nor Dissatisfied (0)	27 15%	5 21%	3 15%	3 17%	- -%	19 16%	17 17%	25 17%	21 18%	12 12%	19 15%	18 17%	3 14%	- -%	14 12%	- -%
Fairly Satisfied (1)	59 32%	3 14%	6 32%	8 40%	7 58%	36 29%	29 28%	41 28%	37 32%	38 38%	39 30%	32 30%	5 19%	* 100%	43 36%	4 44%
Very Satisfied (2)	55 30%	12 49%	8 43%	6 30%	4 31%	38 31%	29 29%	45 31%	31 26%	29 29%	45 35%	30 29%	12 47%	- -%	35 30%	3 32%
Don't Know (DO NOT READ OUT)	2 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%	1 1%	2 2%	- -%	1 1%	- -%	- -%	- -%	- -%
NET: Satisfied	114 63%	15 63%	14 76%	14 70%	11 89%	74 60%	58 57%	86 60%	68 58%	67 67%	84 65%	62 59%	16 66%	* 100%	78 66%	7 76%
NET: Dissatisfied	39 21%	4 16%	2 10%	3 13%	1 11%	29 23%	25 25%	32 22%	27 23%	19 19%	26 20%	25 23%	5 20%	- -%	26 22%	2 24%
Answered	180	24	19	20	13	122	100	144	117	99	129	105	25	*	118	9
Mean Score	.6	.8	1.1	.8	1.0	.5	.5	.6	.5	.7	.7	.5	.9	1.0	.6	.6
Standard error	.09	.25	.19	.22	.32	.12	.12	.10	.12	.11	.11	.12	.18	-	.12	.51
Standard deviation	1.32	1.48	1.01	1.07	1.00	1.40	1.40	1.36	1.36	1.23	1.31	1.37	1.24	-	1.38	1.61

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	214	121	34	157	20	214	-	70	109	33	75	86	48
Effective base	88	50	15	61	12	88	-	30	47	13	35	32	21
Weighted Base	181	111	30	127	24	181	-	54	94	32	65	77	38
Very Dissatisfied (-2)	21 11%	13 12%	7 24%	3 3%	11 46%	21 11%	- -%	4 8%	13 14%	3 10%	14 21%	* 1%	6 17%
Fairly Dissatisfied (-1)	18 10%	5 4%	5 18%	7 6%	6 23%	18 10%	- -%	7 12%	10 10%	2 6%	7 11%	8 11%	3 7%
Neither Satisfied Nor Dissatisfied (0)	27 15%	22 20%	1 2%	12 10%	2 7%	27 15%	- -%	9 17%	11 11%	7 23%	5 8%	13 17%	9 24%
Fairly Satisfied (1)	59 32%	39 35%	10 34%	49 38%	5 23%	59 32%	- -%	14 25%	34 36%	11 34%	17 26%	33 43%	9 23%
Very Satisfied (2)	55 30%	32 29%	7 22%	54 43%	* *%	55 30%	- -%	20 36%	26 28%	9 27%	20 32%	22 29%	10 28%
Don't Know (DO NOT READ OUT)	2 1%	1 *%	- -%	1 1%	- -%	2 1%	- -%	1 2%	1 1%	- -%	1 2%	- -%	1 1%
NET: Satisfied	114 63%	70 64%	17 56%	103 81%	6 23%	114 63%	- -%	33 61%	60 64%	20 62%	37 57%	55 72%	19 51%
NET: Dissatisfied	39 21%	18 16%	13 42%	11 8%	17 70%	39 21%	- -%	11 20%	23 24%	5 15%	21 32%	9 11%	9 24%
Answered	180	110	30	125	24	180	-	53	94	32	64	77	37
Mean Score	.6	.6	.1	1.1	-.9	.6	-	.7	.5	.6	.4	.9	.4
Standard error	.09	.12	.27	.08	.28	.09	-	.16	.13	.22	.18	.10	.21
Standard deviation	1.32	1.28	1.56	.99	1.24	1.32	-	1.30	1.37	1.24	1.56	.97	1.42

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Have moved to communication methods other than post		
		Total base	Yes	No
			a	b
Significance Level: 95%				
Unweighted Base		214	129	85
Effective base		88	44	45
Weighted Base		181	91	90
Very Dissatisfied	(-2)	21	8	13
		11%	9%	14%
Fairly Dissatisfied	(-1)	18	5	14
		10%	5%	15%
Neither Satisfied Nor Dissatisfied	(0)	27	15	13
		15%	16%	14%
Fairly Satisfied	(1)	59	30	29
		32%	33%	32%
Very Satisfied	(2)	55	33	22
		30%	36%	24%
Don't Know (DO NOT READ OUT)		2	1	1
		1%	1%	1%
NET: Satisfied		114	63	51
		63%	69%	56%
NET: Dissatisfied		39	13	26
		21%	14%	29%
Answered		180	90	89
Mean Score		.6	.8	.4
Standard error		.09	.11	.15
Standard deviation		1.32	1.23	1.38

Columns Tested: a,b

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		214	-	3	28	27	7	22	13	26	26	23	25	14
Effective base		88	-	2	13	11	3	9	2	11	15	8	17	6
Weighted Base		181	-	1	32	15	6	26	3	15	32	8	31	12
Very Dissatisfied	(-2)	21	-	*	4	3	1	*	-	3	4	*	2	2
		11%	-%	68%	13%	17%	18%	1%	-%	23%	14%	1%	7%	16%
Fairly Dissatisfied	(-1)	18	-	-	2	4	-	*	-	2	2	2	6	1
		10%	-%	-%	5%	23%	-%	1%	-%	12%	7%	21%	21%	5%
Neither Satisfied Nor Dissatisfied	(0)	27	-	-	6	2	-	2	*	*	4	1	6	5
		15%	-%	-%	18%	16%	-%	9%	2%	*%	14%	15%	21%	38%
Fairly Satisfied	(1)	59	-	-	9	6	3	16	2	6	7	3	6	2
		32%	-%	-%	29%	36%	53%	62%	63%	36%	22%	33%	18%	14%
Very Satisfied	(2)	55	-	*	10	1	2	7	1	4	13	2	10	3
		30%	-%	32%	31%	8%	29%	27%	35%	29%	42%	31%	34%	26%
Don't Know (DO NOT READ OUT)		2	-	-	1	-	-	-	-	-	1	-	-	-
		1%	-%	-%	4%	-%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied		114	-	*	19	7	5	23	3	10	20	5	16	5
		63%	-%	32%	60%	44%	82%	89%	98%	65%	64%	64%	52%	40%
NET: Dissatisfied		39	-	*	6	6	1	1	-	5	7	2	8	3
		21%	-%	68%	18%	40%	18%	2%	-%	35%	21%	21%	27%	22%
Answered		180	-	1	31	15	6	26	3	15	31	8	31	12
Mean Score		.6	-	-.7	.6	-.1	.7	1.1	1.3	.4	.7	.7	.5	.3
Standard error		.09	-	-	.26	.25	.56	.16	.18	.32	.29	.25	.27	.38
Standard deviation		1.32	-	-	1.36	1.30	1.49	.73	.63	1.61	1.45	1.21	1.34	1.41

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP3A_4RESP (continuation)

**QOP3A.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:
The outcome of any complaint**

Base: All who have had a problem with any provider other than RM in the last 6 months and providing a rating of 1-5 or DK

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	214	32	55	65	62	87	127
Effective base	88	14	20	27	29	34	56
Weighted Base	181	34	46	50	51	80	101
Very Dissatisfied (-2)	21 11%	5 13%	4 9%	8 16%	4 8%	9 11%	12 12%
Fairly Dissatisfied (-1)	18 10%	4 10%	2 4%	4 8%	9 17%	5 7%	13 13%
Neither Satisfied Nor Dissatisfied (0)	27 15%	6 17%	5 10%	5 9%	12 24%	10 13%	17 17%
Fairly Satisfied (1)	59 32%	9 27%	25 55%	14 29%	10 19%	34 43%	24 24%
Very Satisfied (2)	55 30%	10 29%	10 22%	19 37%	16 31%	20 25%	35 34%
Don't Know (DO NOT READ OUT)	2 1%	1 3%	- -%	1 1%	- -%	1 1%	1 1%
NET: Satisfied	114 63%	19 56%	35 77%	33 66%	26 51%	55 68%	59 59%
NET: Dissatisfied	39 21%	8 23%	6 13%	12 24%	13 25%	14 18%	25 24%
Answered	180	33	46	50	51	79	100
Mean Score	.6	.5	.8	.6	.5	.7	.6
Standard error	.09	.25	.15	.18	.17	.13	.12
Standard deviation	1.32	1.39	1.13	1.46	1.32	1.24	1.39

Columns Tested:: a,b,c,d - a,b

Table QOP3A_4SUMM

QOP3a.4. Thinking about contacting providers with a service query, request or complaint, and your experiences in the last six months, please rate providers on the following aspects:**The outcome of any complaint: SUMMARY TABLE**

Base: All who have had a problem with providers in the last 6 months

		DHL	UK Mail	UPS	Yodel	Parcelforce	Evri (formerly known as Hermes)	FedEx
Unweighted Base		49	35	22	15	35	39	20
Effective base		18	12	11	5	12	26	9
Weighted Base		45	28	19	8	29	46	17
Very Dissatisfied	(-2)	2 4%	* 1%	* *%	- -%	- -%	16 36%	* *%
Fairly Dissatisfied	(-1)	5 10%	- -%	2 13%	- -%	- -%	6 14%	2 14%
Neither Satisfied Nor Dissatisfied	(0)	3 6%	3 9%	6 31%	1 13%	9 30%	3 6%	3 21%
Fairly Satisfied	(1)	16 36%	11 39%	6 34%	1 9%	4 14%	7 15%	6 37%
Very Satisfied	(2)	19 43%	12 45%	4 23%	4 45%	6 20%	5 12%	2 12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		* 1%	* 1%	- -%	3 33%	11 36%	8 17%	3 16%
Don't Know (DO NOT READ OUT)		- -%	1 4%	- -%	- -%	- -%	1 1%	- -%
NET: Satisfied		36 78%	23 84%	11 57%	5 54%	10 33%	12 27%	8 49%
NET: Dissatisfied		7 15%	* 1%	2 13%	- -%	- -%	23 50%	2 14%
Answered		45	26	19	6	19	37	14
Mean Score		1.0	1.3	.7	1.5	.8	-6	.6
Standard error		.17	.14	.21	.24	.18	.28	.23
Standard deviation		1.16	.79	1.00	.88	.89	1.56	.98

Table 352

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	179	31	148	94	37	16	32	85
Effective base	70	16	56	61	17	11	20	29
Weighted Base	153	24	129	142	8	2	1	11
Very low	(-2)	2	1	2	-	-	-	-
		1%	5%	1%	-%	-%	-%	-%
Quite low	(-1)	11	-	11	*	-	*	*
		7%	-%	8%	7%	3%	-%	7%
Neither low nor high	(0)	20	1	19	18	2	*	*
		13%	3%	15%	13%	22%	14%	9%
Quite high	(1)	60	8	52	55	4	1	1
		39%	33%	41%	39%	44%	67%	57%
Very high	(2)	55	13	42	51	3	*	*
		36%	56%	32%	36%	31%	19%	27%
Don't Know (DO NOT READ OUT)		5	1	4	5	-	-	-
		3%	3%	3%	3%	-%	-%	-%
NET: High		115	21	94	106	6	2	1
		75%	89%	73%	75%	75%	86%	84%
NET: Low		13	1	12	12	*	-	*
		8%	5%	9%	9%	3%	-%	7%
Answered		148	23	125	137	8	2	1
Mean Score		1.0	1.4	1.0	1.0	1.0	1.0	1.0
Standard error		.07	.18	.08	.10	.14	.20	-
Standard deviation		.96	.98	.95	.97	.87	.82	-

Columns Tested:: a,b - a,b,c,d,e

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		179	50	30	14	17	36	32	94	37	48
Effective base		70	36	19	9	9	15	20	61	17	21
Weighted Base		153	95	36	10	3	7	1	142	8	3
Very low	(-2)	2 1%	- -%	1 2%	1 12%	- -%	- -%	- -%	2 1%	- -%	- -%
Quite low	(-1)	11 7%	4 4%	6 15%	1 8%	* 4%	* 2%	* 7%	11 7%	* 3%	* 2%
Neither low nor high	(0)	20 13%	15 15%	3 9%	* 1%	1 22%	1 19%	* 9%	18 13%	2 22%	* 13%
Quite high	(1)	60 39%	37 39%	14 38%	4 39%	1 40%	4 52%	1 57%	55 39%	4 44%	2 63%
Very high	(2)	55 36%	35 36%	13 35%	4 40%	1 35%	2 26%	* 27%	51 36%	3 31%	1 22%
Don't Know (DO NOT READ OUT)		5 3%	5 5%	- -%	- -%	- -%	- -%	- -%	5 3%	- -%	- -%
NET: High		115 75%	71 75%	27 74%	8 79%	2 74%	5 78%	1 84%	106 75%	6 75%	2 85%
NET: Low		13 8%	4 4%	6 17%	2 20%	* 4%	* 2%	* 7%	12 9%	* 3%	* 2%
Answered		148	90	36	10	3	7	1	137	8	3
Mean Score		1.0	1.1	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Standard error		.07	.12	.21	.37	.25	.13	-	.10	.14	.12
Standard deviation		.96	.85	1.13	1.40	1.02	.79	-	.97	.87	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	179	62	32	37	16	32	54	39	15	16	28
Effective base	70	45	22	17	11	20	34	15	5	5	4
Weighted Base	153	117	25	8	2	1	84	35	4	9	3
Very low	(-2)	2	-	2	-	-	-	1	1	-	-
		1%	-%	8%	-%	-%	-%	2%	31%	-%	-%
Quite low	(-1)	11	7	3	*	*	11	*	-	-	*
		7%	6%	13%	3%	-%	7%	13%	1%	-%	-%
Neither low nor high	(0)	20	15	3	2	*	10	6	*	-	*
		13%	13%	11%	22%	14%	9%	11%	18%	10%	-%
Quite high	(1)	60	45	10	4	1	37	8	*	6	2
		39%	39%	39%	44%	67%	57%	44%	24%	5%	69%
Very high	(2)	55	44	7	3	*	22	19	2	3	*
		36%	38%	29%	31%	19%	27%	27%	54%	53%	31%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	4	1	-	-	-
		3%	4%	-%	-%	-%	5%	2%	-%	-%	-%
NET: High	115	89	17	6	2	1	60	27	2	9	3
		75%	76%	68%	75%	86%	84%	71%	78%	58%	100%
NET: Low	13	7	5	*	-	*	11	1	1	-	*
		8%	6%	21%	3%	-%	7%	13%	3%	31%	-%
Answered	148	112	25	8	2	1	80	34	4	9	3
Mean Score	1.0	1.1	.7	1.0	1.0	1.0	.9	1.3	.5	1.3	.9
Standard error	.07	.12	.22	.14	.20	-	.13	.15	.54	.12	.11
Standard deviation	.96	.89	1.27	.87	.82	-	.96	.95	2.08	.49	.58

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	179	8	8	31	9	8	12	9	14	7
Effective base	70	6	4	16	6	6	8	4	9	3
Weighted Base	153	11	9	42	11	10	21	12	18	5
Very low	(-2)	2	-	1	-	1	-	-	-	-
	1%	-%	-%	3%	-%	8%	-%	-%	-%	-%
Quite low	(-1)	11	3	2	3	-	1	-	-	1
	7%	30%	26%	7%	-%	8%	-%	-%	-%	6%
Neither low nor high	(0)	20	2	2	10	-	-	1	-	-
	13%	14%	18%	25%	-%	-%	3%	-%	-%	-%
Quite high	(1)	60	3	1	19	2	6	13	8	5
	39%	25%	9%	44%	16%	61%	63%	66%	29%	29%
Very high	(2)	55	3	4	7	9	2	7	4	12
	36%	31%	47%	15%	84%	23%	34%	34%	65%	65%
Don't Know (DO NOT READ OUT)		5	-	-	3	-	-	-	-	-
	3%	-%	-%	7%	-%	-%	-%	-%	-%	-%
NET: High		115	6	5	25	11	8	20	12	17
	75%	55%	56%	59%	100%	84%	97%	100%	94%	94%
NET: Low		13	3	2	4	-	2	-	-	1
	8%	30%	26%	10%	-%	16%	-%	-%	-%	6%
Answered		148	11	9	40	11	10	21	12	18
Mean Score		1.0	.6	.8	.7	1.8	.8	1.3	1.3	1.5
Standard error		.07	.45	.48	.17	.13	.41	.15	.17	.22
Standard deviation		.96	1.27	1.35	.95	.39	1.17	.53	.50	.82

Columns Tested: a,b,c,d,e,f,g,h,i

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	b	c	d	e	f	*g	*h
Significance Level: 95%										
Unweighted Base		179	24	30	52	106	73	35	17	21
Effective base		70	15	19	27	59	31	17	8	8
Weighted Base		153	26	38	75	139	14	9	3	2
Very low	(-2)	2 1%	1 3%	- -%	1 2%	2 1%	- -%	- -%	- -%	- -%
Quite low	(-1)	11 7%	1 3%	7 18%	3 4%	11 8%	* 2%	* 2%	* 2%	- -%
Neither low nor high	(0)	20 13%	2 8%	3 8%	11 15%	16 12%	4 29%	3 34%	1 25%	* 13%
Quite high	(1)	60 39%	8 30%	9 23%	40 53%	56 40%	4 31%	3 30%	1 47%	* 15%
Very high	(2)	55 36%	13 50%	19 51%	18 24%	50 36%	5 34%	3 34%	1 26%	1 44%
Don't Know (DO NOT READ OUT)		5 3%	2 6%	- -%	3 4%	4 3%	1 5%	- -%	- -%	1 27%
NET: High		115 75%	21 80%	28 74%	57 76%	106 76%	9 65%	6 63%	2 73%	1 59%
NET: Low		13 8%	2 6%	7 18%	4 5%	13 9%	* 2%	* 2%	* 2%	- -%
Answered		148	25	38	72	135	13	9	3	2
Mean Score		1.0	1.3	1.1	1.0	1.1	1.0	.9	1.0	1.4
Standard error		.07	.21	.21	.12	.10	.11	.16	.23	.28
Standard deviation		.96	.99	1.16	.85	.97	.89	.93	.96	1.23

Columns Tested:: a,b,c,d,e,f,g,h

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	179	5	22	3	25	13	59	6	3	68
Effective base	70	2	11	2	13	7	26	2	2	27
Weighted Base	153	6	24	4	27	23	40	1	*	56
Very low	(-2)	2	-	-	-	-	2	-	-	-
	1%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Quite low	(-1)	11	3	-	3	-	1	-	-	6
	7%	-%	13%	-%	12%	-%	4%	-%	-%	11%
Neither low nor high	(0)	20	1	-	1	5	4	*	-	9
	13%	16%	5%	-%	4%	22%	10%	2%	-%	16%
Quite high	(1)	60	5	7	4	11	6	11	1	27
	39%	84%	31%	100%	40%	25%	27%	98%	100%	48%
Very high	(2)	55	-	12	-	12	17	-	-	14
	36%	-%	51%	-%	45%	50%	43%	-%	-%	25%
Don't Know (DO NOT READ OUT)	5	-	-	-	-	1	4	-	-	-
	3%	-%	-%	-%	-%	3%	11%	-%	-%	-%
NET: High	115	5	20	4	23	17	28	1	*	40
	75%	84%	82%	100%	84%	75%	71%	98%	100%	72%
NET: Low	13	-	3	-	3	-	3	-	-	6
	8%	-%	13%	-%	12%	-%	9%	-%	-%	11%
Answered	148	6	24	4	27	22	35	1	*	56
Mean Score	1.0	.8	1.2	1.0	1.2	1.3	1.1	1.0	1.0	.9
Standard error	.07	.18	.22	-	.20	.24	.15	.11	-	.11
Standard deviation	.96	.41	1.05	-	.98	.83	1.13	.27	-	.92

Columns Tested: a,b,c,d,e,f,g,h,i

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	b	a	*b
Unweighted Base	179	43	59	77	160	19	-	148	31	178	1
Effective base	70	20	26	28	62	8	-	63	10	69	1
Weighted Base	153	56	40	57	129	23	-	144	9	152	1
Very low	(-2)	2	-	2	1	1	-	2	-	2	-
	1%	-%	5%	-%	1%	3%	-%	1%	-%	1%	-%
Quite low	(-1)	11	3	1	6	11	-	11	*	11	-
	7%	6%	4%	11%	8%	-%	-%	7%	1%	7%	-%
Neither low nor high	(0)	20	7	4	9	13	7	20	1	20	-
	13%	13%	10%	16%	10%	31%	-%	14%	7%	13%	-%
Quite high	(1)	60	21	11	28	50	10	55	5	60	1
	39%	38%	27%	49%	39%	43%	-%	38%	56%	39%	100%
Very high	(2)	55	24	17	14	49	5	52	3	55	-
	36%	42%	43%	24%	38%	23%	-%	36%	36%	36%	-%
Don't Know (DO NOT READ OUT)	5	1	4	-	5	-	-	5	-	5	-
	3%	1%	11%	-%	4%	-%	-%	3%	-%	3%	-%
NET: High	115	45	28	42	100	15	-	107	8	114	1
	75%	80%	71%	73%	77%	65%	-%	74%	92%	75%	100%
NET: Low	13	3	3	6	12	1	-	13	*	13	-
	8%	6%	9%	11%	9%	3%	-%	9%	1%	8%	-%
Answered	148	56	35	57	125	23	-	139	9	147	1
Mean Score	1.0	1.2	1.1	.9	1.1	.8	-	1.0	1.3	1.0	1.0
Standard error	.07	.13	.15	.10	.08	.21	-	.08	.12	.07	-
Standard deviation	.96	.87	1.13	.91	.97	.92	-	.98	.68	.96	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		179	71	55	52
Effective base		70	31	18	21
Weighted Base		153	60	43	50
Very low	(-2)	2 1%	1 2%	- -%	1 2%
Quite low	(-1)	11 7%	2 4%	8 19%	* *%
Neither low nor high	(0)	20 13%	10 16%	4 8%	7 13%
Quite high	(1)	60 39%	18 30%	19 43%	24 47%
Very high	(2)	55 36%	26 44%	13 30%	16 32%
Don't Know (DO NOT READ OUT)		5 3%	2 4%	- -%	3 6%
NET: High		115 75%	44 74%	31 73%	39 79%
NET: Low		13 8%	4 6%	8 19%	1 2%
Answered		148	58	43	47
Mean Score		1.0	1.1	.8	1.1
Standard error		.07	.12	.14	.11
Standard deviation		.96	.99	1.07	.80

Columns Tested: a,b,c

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	179	104	38	18	4	4	5	4	2	142	37	19
Effective base	70	50	12	4	2	1	4	2	1	62	7	6
Weighted Base	153	112	28	10	*	1	*	2	*	139	13	3
Very low	(-2)	2	-	-	-	-	-	-	-	2	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Quite low	(-1)	11	*	*	-	-	-	-	-	11	*	-
		7%	9%	1%	1%	-%	-%	-%	-%	8%	1%	-%
Neither low nor high	(0)	20	7	*	*	-	*	1	-	19	1	1
		13%	11%	26%	2%	2%	17%	46%	-%	14%	8%	23%
Quite high	(1)	60	8	5	*	*	*	*	*	55	5	*
		39%	42%	30%	50%	26%	53%	10%	7%	39%	40%	12%
Very high	(2)	55	12	5	*	1	*	1	*	48	7	2
		36%	32%	44%	46%	72%	94%	30%	45%	93%	34%	51%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	-	-	-	5	-	-
		3%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET: High		115	20	10	*	1	*	1	*	103	12	3
		75%	74%	74%	96%	98%	100%	83%	54%	100%	74%	77%
NET: Low		13	*	*	-	-	-	-	-	13	*	-
		8%	11%	1%	1%	-%	-%	-%	-%	9%	1%	-%
Answered		148	28	10	*	1	*	2	*	135	13	3
Mean Score		1.0	1.2	1.4	1.7	1.9	1.1	1.0	1.9	1.0	1.4	1.4
Standard error		.07	.14	.15	-	-	-	.75	-	.08	.12	.23
Standard deviation		.96	.85	.64	-	-	-	1.50	-	.98	.70	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	179	41	63	75	159	150	165	165	115	100	16	78	14	12	11	22	12
Effective base	70	18	32	20	57	53	62	63	41	33	11	34	4	4	2	4	4
Weighted Base	153	40	72	41	129	123	138	141	98	84	17	84	8	7	4	9	8
Very low (-2)	2 1%	- -%	2 3%	- -%	2 2%	1 1%	2 1%	1 1%	2 2%	2 2%	1 7%	1 1%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	11 7%	2 5%	9 12%	* 1%	10 7%	10 8%	10 7%	11 8%	7 7%	6 7%	- -%	7 8%	- -%	- -%	* 3%	- -%	2 30%
Neither low nor high (0)	20 13%	5 13%	7 10%	8 20%	17 13%	17 14%	20 15%	18 12%	15 15%	14 17%	2 14%	9 11%	2 29%	* 5%	* *%	5 51%	1 11%
Quite high (1)	60 39%	20 51%	26 37%	14 33%	53 41%	48 39%	55 40%	54 38%	35 36%	32 38%	8 47%	31 37%	6 69%	3 44%	3 86%	2 21%	2 25%
Very high (2)	55 36%	10 26%	25 35%	19 46%	43 33%	44 36%	46 34%	54 38%	37 38%	26 32%	6 32%	31 37%	* 2%	4 51%	* 10%	3 28%	3 34%
Don't Know (DO NOT READ OUT)	5 3%	2 5%	3 4%	- -%	4 3%	4 4%	4 3%	4 3%	2 2%	3 3%	- -%	4 5%	- -%	- -%	- -%	- -%	- -%
NET: High	115 75%	31 77%	52 72%	33 79%	96 74%	92 74%	102 74%	107 76%	72 74%	59 70%	14 79%	62 74%	6 71%	7 95%	3 96%	4 49%	5 59%
NET: Low	13 8%	2 5%	11 15%	* 1%	12 9%	10 8%	12 8%	12 8%	9 9%	8 10%	1 7%	8 9%	- -%	- -%	* 3%	- -%	2 30%
Answered	148	38	69	41	125	119	133	137	96	81	17	79	8	7	4	9	8
Mean Score	1.0	1.0	.9	1.2	1.0	1.0	1.0	1.1	1.0	.9	1.0	1.1	.7	1.5	1.0	.8	.6
Standard error	.07	.13	.14	.09	.08	.08	.08	.07	.10	.10	.27	.11	.14	.18	.17	.19	.38
Standard deviation	.96	.79	1.11	.80	.97	.95	.96	.94	1.02	1.02	1.07	.98	.52	.63	.58	.91	1.31

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	179	89	20	13	13	7	10	7	66	33	14	10	12	9	6
Effective base	70	40	6	4	7	3	1	4	30	13	3	2	4	3	2
Weighted Base	153	92	12	7	1	5	5	7	63	41	7	3	2	5	3
Very low	(-2)	2	1	1	-	-	-	-	1	-	-	-	-	-	-
		1%	1%	6%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	11	4	3	*	-	-	2	4	3	-	*	-	2	*
		7%	5%	23%	2%	-%	-%	32%	6%	7%	-%	4%	-%	49%	2%
Neither low nor high	(0)	20	8	2	2	*	*	4	6	9	1	*	1	*	*
		13%	9%	16%	22%	18%	3%	93%	10%	22%	15%	1%	38%	2%	5%
Quite high	(1)	60	43	1	3	1	3	*	19	19	6	*	*	2	2
		39%	46%	11%	47%	70%	62%	5%	30%	47%	85%	3%	10%	33%	76%
Very high	(2)	55	33	4	2	*	2	*	29	10	-	3	1	1	*
		36%	36%	30%	29%	12%	35%	2%	46%	24%	-%	92%	52%	16%	17%
Don't Know (DO NOT READ OUT)		5	3	2	-	-	-	-	4	-	-	-	-	-	-
		3%	3%	13%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%	-%
NET: High		115	76	5	5	1	5	*	47	29	6	3	1	2	2
		75%	82%	41%	76%	82%	97%	7%	75%	71%	85%	95%	62%	49%	93%
NET: Low		13	5	4	*	-	-	2	5	3	-	*	-	2	*
		8%	6%	30%	2%	-%	-%	32%	8%	7%	-%	4%	-%	49%	2%
Answered		148	90	11	7	1	5	5	59	41	7	3	2	5	3
Mean Score		1.0	1.1	.4	1.0	.9	1.3	.1	1.2	.9	.9	1.8	1.1	.2	1.1
Standard error		.07	.09	.33	.23	-	.22	.13	.12	.15	.10	.24	.37	.45	.29
Standard deviation		.96	.87	1.45	.83	-	.58	.40	.99	.87	.38	.75	1.28	1.34	.71

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	179	75	20	25	13	16	8	8	39	33	45	26	20
Effective base	70	36	6	7	6	6	4	2	22	12	18	6	6
Weighted Base	153	83	14	17	14	8	1	4	48	32	34	7	14
Very low	2 (-2)	-	1	-	-	-	-	-	-	1	1	-	-
	1%	-%	5%	-%	-%	-%	-%	-%	-%	2%	3%	-%	-%
Quite low	11 (-1)	7	*	3	-	*	-	*	6	1	-	*	2
	7%	9%	1%	19%	-%	1%	-%	1%	13%	3%	-%	3%	17%
Neither low nor high	20 (0)	5	4	7	1	1	-	*	6	3	6	1	5
	13%	6%	30%	39%	8%	7%	-%	3%	12%	9%	19%	10%	33%
Quite high	60 (1)	30	7	1	7	4	1	4	15	18	15	6	2
	39%	36%	49%	8%	53%	46%	54%	83%	32%	56%	43%	76%	11%
Very high	55 (2)	36	2	6	5	4	1	1	17	10	12	1	5
	36%	44%	14%	34%	39%	46%	46%	13%	35%	30%	35%	11%	39%
Don't Know (DO NOT READ OUT)	5	4	-	-	-	-	-	-	4	-	-	-	-
	3%	5%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%
NET: High	115	66	9	7	13	7	1	4	32	28	27	6	7
	75%	80%	64%	42%	92%	92%	100%	96%	67%	86%	78%	87%	50%
NET: Low	13	7	1	3	-	*	-	*	6	2	1	*	2
	8%	9%	6%	19%	-%	1%	-%	1%	13%	5%	3%	3%	17%
Answered	148	78	14	17	14	8	1	4	44	32	34	7	14
Mean Score	1.0	1.2	.7	.6	1.3	1.4	1.5	1.1	1.0	1.1	1.1	1.0	.7
Standard error	.07	.11	.22	.24	.18	.18	.47	.18	.17	.15	.14	.12	.27
Standard deviation	.96	.93	.96	1.18	.63	.71	1.32	.52	1.04	.85	.93	.61	1.20

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	a	b	c	*d	*e
Unweighted Base	179	57	24	36	24	15	45	36	34	18	14
Effective base	70	27	8	15	6	3	22	13	10	4	5
Weighted Base	153	64	16	31	5	8	52	35	16	6	13
Very low (-2)	2 1%	1 1%	- -%	1 4%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
Quite low (-1)	11 7%	9 14%	- -%	* *%	* 4%	- -%	6 12%	1 2%	- -%	* 3%	2 19%
Neither low nor high (0)	20 13%	7 11%	1 9%	4 12%	1 15%	5 58%	6 11%	3 7%	4 26%	* 1%	5 35%
Quite high (1)	60 39%	24 37%	12 74%	14 46%	3 65%	* 5%	16 31%	21 60%	4 24%	5 83%	1 10%
Very high (2)	55 36%	20 30%	3 18%	12 38%	1 16%	3 37%	20 37%	10 28%	8 51%	1 13%	5 36%
Don't Know (DO NOT READ OUT)	5 3%	4 7%	- -%	- -%	- -%	- -%	4 8%	- -%	- -%	- -%	- -%
NET: High	115 75%	43 67%	14 91%	26 84%	4 82%	3 42%	36 69%	30 88%	12 74%	6 96%	6 46%
NET: Low	13 8%	10 16%	- -%	1 4%	* 4%	- -%	6 12%	2 5%	- -%	* 3%	2 19%
Answered	148	60	16	31	5	8	48	35	16	6	13
Mean Score	1.0	.9	1.1	1.1	.9	.8	1.0	1.1	1.3	1.1	.6
Standard error	.07	.15	.11	.15	.15	.26	.16	.14	.15	.13	.32
Standard deviation	.96	1.08	.52	.93	.75	1.02	1.03	.82	.86	.56	1.20

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	179	40	31	39	33	21	118	16	29	96	83	103	56
Effective base	70	23	8	16	11	7	46	7	11	40	30	37	20
Weighted Base	153	56	23	26	26	9	98	10	33	87	66	84	45
Very low	(-2)	2	1	-	-	-	1	-	-	2	-	1	1
		1%	3%	-%	-%	-%	1%	-%	-%	2%	-%	1%	2%
Quite low	(-1)	11	*	3	*	*	10	1	-	7	4	7	2
		7%	*%	12%	1%	1%	10%	9%	-%	8%	6%	8%	5%
Neither low nor high	(0)	20	1	4	7	1	8	1	9	11	9	8	10
		13%	8%	3%	28%	11%	8%	14%	26%	12%	14%	9%	21%
Quite high	(1)	60	19	5	10	2	41	1	11	40	21	37	16
		39%	31%	18%	37%	27%	42%	8%	35%	45%	32%	44%	35%
Very high	(2)	55	3	14	9	5	36	5	13	23	32	27	16
		36%	41%	54%	35%	61%	37%	53%	39%	26%	48%	31%	36%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	3	2	-	5	-	4	-
		3%	8%	-%	-%	-%	3%	16%	-%	6%	-%	5%	-%
NET: High		115	22	19	19	8	77	6	24	63	52	64	32
		75%	93%	72%	72%	88%	79%	61%	74%	72%	80%	76%	72%
NET: Low		13	1	3	*	*	11	1	-	9	4	8	3
		8%	4%	12%	1%	1%	11%	9%	-%	10%	6%	10%	7%
Answered		148	23	26	26	9	96	8	33	82	66	80	45
Mean Score		1.0	1.0	1.1	1.1	1.5	1.1	1.3	1.1	.9	1.2	1.0	1.0
Standard error		.07	.12	.18	.14	.17	.09	.30	.15	.10	.10	.10	.13
Standard deviation		.96	.69	1.10	.82	.77	.98	1.15	.81	.98	.91	.97	.98

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	179	74	76	37	128	103	56	73	77	33	132	
Effective base	70	31	23	19	44	38	20	30	23	17	46	
Weighted Base	153	66	58	40	101	82	47	70	54	35	106	
Very low	(-2)	2	1	-	1	1	1	-	1	1	-	
		1%	1%	-%	1%	1%	2%	-%	1%	2%	-%	
Quite low	(-1)	11	9	1	2	9	*	6	3	2	9	
		7%	13%	2%	5%	12%	*%	9%	6%	6%	8%	
Neither low nor high	(0)	20	3	14	8	10	6	11	5	12	5	13
		13%	4%	25%	19%	10%	7%	24%	7%	22%	13%	12%
Quite high	(1)	60	26	22	12	42	37	16	27	20	13	41
		39%	39%	38%	29%	42%	45%	34%	39%	38%	37%	38%
Very high	(2)	55	24	20	16	38	24	19	27	17	12	42
		36%	36%	35%	40%	38%	29%	40%	39%	32%	34%	40%
Don't Know (DO NOT READ OUT)		5	4	-	3	2	4	-	4	-	3	2
		3%	7%	-%	7%	2%	5%	-%	6%	-%	8%	1%
NET: High		115	49	42	28	80	61	35	54	38	24	83
		75%	75%	74%	69%	79%	75%	74%	78%	70%	70%	78%
NET: Low		13	9	1	2	10	11	1	6	4	3	9
		8%	14%	2%	5%	9%	13%	2%	9%	8%	8%	8%
Answered		148	62	58	37	99	78	47	65	54	32	105
Mean Score		1.0	1.0	1.1	1.1	1.1	.9	1.1	1.1	.9	1.0	1.1
Standard error		.07	.12	.09	.16	.08	.10	.12	.11	.11	.18	.08
Standard deviation		.96	1.06	.82	.93	.95	1.01	.89	.93	.96	1.01	.93

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	179	121	96	51	1	121	76	40	-	144	64	50	1
Effective base	70	41	39	18	1	42	29	15	-	54	26	19	1
Weighted Base	153	100	84	39	1	99	62	34	-	124	53	42	2
Very low (-2)	2 1%	2 2%	1 1%	1 2%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%
Quite low (-1)	11 7%	7 7%	7 9%	* 1%	- -%	6 6%	2 3%	3 10%	- -%	11 9%	1 2%	2 6%	- -%
Neither low nor high (0)	20 13%	16 16%	5 6%	3 9%	- -%	14 15%	4 7%	1 2%	- -%	16 13%	2 4%	3 7%	- -%
Quite high (1)	60 39%	42 42%	40 47%	17 45%	1 100%	43 44%	27 44%	13 39%	- -%	48 38%	24 45%	12 28%	- -%
Very high (2)	55 36%	28 28%	27 32%	14 37%	- -%	33 33%	26 41%	17 49%	- -%	44 36%	23 43%	22 53%	2 100%
Don't Know (DO NOT READ OUT)	5 3%	4 4%	4 5%	3 7%	- -%	2 2%	2 3%	- -%	- -%	4 3%	3 5%	3 7%	- -%
NET: High	115 75%	70 70%	67 79%	32 82%	1 100%	76 77%	53 86%	30 88%	- -%	92 74%	47 89%	34 81%	2 100%
NET: Low	13 8%	9 9%	8 10%	1 3%	- -%	7 7%	3 5%	3 10%	- -%	12 9%	1 2%	2 6%	- -%
Answered	148	95	80	36	1	97	60	34	-	120	50	39	2
Mean Score	1.0	.9	1.1	1.2	1.0	1.0	1.2	1.3	-	1.0	1.4	1.4	2.0
Standard error	.07	.09	.10	.12	-	.08	.10	.15	-	.08	.08	.12	-
Standard deviation	.96	.97	.93	.82	-	.90	.84	.92	-	.97	.67	.87	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	179	104	96	66	91	68	9	40	40	51	22	9	24	21			
Effective base	70	36	36	23	30	27	2	13	12	16	10	5	9	10			
Weighted Base	153	84	83	53	75	63	1	33	28	40	22	14	22	21			
Very low (-2)	2 1%	2 2%	1 1%	- -%	2 3%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	11 7%	6 8%	9 11%	2 4%	9 13%	7 11%	- -%	* *%	2 8%	2 6%	* 1%	- -%	5 25%	* 1%			
Neither low nor high (0)	20 13%	10 12%	11 13%	8 15%	8 11%	10 16%	* 3%	5 14%	8 28%	6 15%	2 11%	- -%	1 3%	2 11%			
Quite high (1)	60 39%	38 45%	29 35%	21 40%	30 40%	23 37%	* 21%	15 47%	9 31%	16 39%	7 31%	6 39%	4 19%	6 27%			
Very high (2)	55 36%	24 28%	29 35%	19 36%	21 28%	20 31%	1 75%	10 29%	6 23%	16 40%	10 45%	9 61%	9 41%	11 53%			
Don't Know (DO NOT READ OUT)	5 3%	4 5%	4 5%	3 5%	4 6%	3 4%	- -%	3 8%	3 10%	- -%	3 13%	- -%	3 13%	2 8%			
NET: High	115 75%	62 73%	58 70%	40 76%	51 68%	43 68%	1 97%	25 77%	15 54%	32 80%	17 76%	14 100%	13 60%	17 81%			
NET: Low	13 8%	8 10%	10 12%	2 4%	11 15%	8 12%	- -%	* *%	2 8%	2 6%	* 1%	- -%	5 25%	* 1%			
Answered	148	80	78	50	70	60	1	30	25	40	19	14	19	19			
Mean Score	1.0	.9	1.0	1.1	.8	.9	1.7	1.2	.8	1.1	1.4	1.6	.9	1.4			
Standard error	.07	.10	.11	.10	.12	.13	.52	.11	.15	.12	.16	.17	.27	.17			
Standard deviation	.96	.98	1.04	.84	1.09	1.04	1.56	.70	.95	.88	.74	.51	1.31	.75			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	179	24	13	16	2	142	116	162	121	114	121	125	43	1	106	10
Effective base	70	10	5	6	1	55	42	64	46	42	43	51	16	1	39	6
Weighted Base	153	11	13	12	2	122	88	139	100	97	98	110	34	*	86	11
Very low (-2)	2 1%	1 7%	- -%	- -%	- -%	2 2%	1 1%	2 1%	- -%	2 2%	1 1%	2 2%	- -%	- -%	2 2%	- -%
Quite low (-1)	11 7%	- -%	* 1%	4 35%	- -%	8 6%	6 7%	8 6%	7 7%	5 5%	6 6%	10 9%	* *%	- -%	4 5%	5 47%
Neither low nor high (0)	20 13%	3 25%	2 16%	3 27%	1 92%	16 13%	16 18%	19 14%	15 15%	13 13%	19 20%	9 8%	7 19%	- -%	6 7%	3 28%
Quite high (1)	60 39%	3 28%	6 44%	1 12%	- -%	52 42%	28 32%	57 41%	36 36%	32 33%	36 37%	46 42%	12 36%	* 100%	38 44%	2 22%
Very high (2)	55 36%	5 40%	5 39%	3 26%	* 8%	40 33%	36 40%	49 35%	37 37%	40 42%	31 32%	38 35%	15 45%	- -%	33 38%	* 3%
Don't Know (DO NOT READ OUT)	5 3%	- -%	- -%	- -%	- -%	5 4%	2 2%	5 4%	4 4%	5 5%	4 4%	5 4%	- -%	- -%	3 4%	- -%
NET: High	115 75%	8 68%	11 83%	5 37%	* 8%	92 75%	64 72%	106 76%	73 73%	73 75%	67 69%	85 77%	28 81%	* 100%	71 82%	3 25%
NET: Low	13 8%	1 7%	* 1%	4 35%	- -%	10 8%	7 8%	10 7%	7 7%	7 7%	7 7%	12 11%	* *%	- -%	6 7%	5 47%
Answered	148	11	13	12	2	117	87	134	95	92	93	105	34	*	83	11
Mean Score	1.0	.9	1.2	.3	.2	1.0	1.1	1.1	1.1	1.1	1.0	1.0	1.3	1.0	1.2	-.2
Standard error	.07	.24	.21	.31	.64	.08	.09	.07	.08	.09	.09	.09	.12	-	.09	.29
Standard deviation	.96	1.18	.76	1.25	.91	.95	.99	.93	.92	.98	.93	1.00	.78	-	.93	.92

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	179	75	50	139	8	89	90	40	104	33	55	55	64
Effective base	70	26	22	54	5	32	37	14	45	12	22	21	27
Weighted Base	153	62	46	119	8	73	80	22	97	34	36	57	59
Very low (-2)	2 1%	1 1%	1 3%	1 1%	1 15%	2 3%	- -%	- -%	1 1%	1 2%	- -%	- -%	2 3%
Quite low (-1)	11 7%	5 7%	5 11%	4 3%	5 63%	10 13%	1 1%	1 5%	10 10%	- -%	2 6%	9 15%	* *%
Neither low nor high (0)	20 13%	11 18%	4 9%	8 7%	2 22%	15 20%	5 7%	1 5%	10 11%	9 25%	7 20%	6 10%	7 12%
Quite high (1)	60 39%	22 36%	21 45%	50 42%	- -%	19 26%	41 51%	3 12%	46 48%	11 33%	9 26%	22 39%	29 49%
Very high (2)	55 36%	19 30%	15 32%	52 44%	- -%	24 33%	30 38%	15 71%	29 30%	11 31%	15 40%	20 36%	19 32%
Don't Know (DO NOT READ OUT)	5 3%	4 7%	1 1%	4 4%	- -%	3 4%	2 3%	2 7%	- -%	3 8%	3 8%	- -%	2 4%
NET: High	115 75%	41 66%	35 76%	102 86%	- -%	43 60%	72 89%	18 83%	75 78%	22 64%	24 66%	42 75%	47 81%
NET: Low	13 8%	5 9%	6 13%	4 4%	6 78%	12 16%	1 1%	1 5%	11 11%	1 2%	2 6%	9 15%	2 4%
Answered	148	58	45	114	8	70	78	20	97	31	33	57	57
Mean Score	1.0	.9	.9	1.3	-.9	.8	1.3	1.6	1.0	1.0	1.1	1.0	1.1
Standard error	.07	.12	.15	.07	.23	.12	.07	.13	.09	.16	.13	.14	.11
Standard deviation	.96	.98	1.05	.79	.65	1.16	.66	.83	.96	.93	.96	1.04	.88

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		179	103	76
Effective base		70	35	35
Weighted Base		153	74	79
Very low (-2)		2	-	2
		1%	-%	2%
Quite low (-1)		11	1	10
		7%	1%	13%
			a	
Neither low nor high (0)		20	15	5
		13%	20%	7%
Quite high (1)		60	25	36
		39%	33%	45%
Very high (2)		55	29	26
		36%	39%	32%
Don't Know (DO NOT READ OUT)		5	4	1
		3%	6%	1%
NET: High		115	54	61
		75%	73%	78%
NET: Low		13	1	12
		8%	1%	15%
			a	
Answered		148	70	78
Mean Score		1.0	1.2	.9
Standard error		.07	.08	.12
Standard deviation		.96	.81	1.07

Columns Tested:: a,b

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	179	-	11	28	22	4	20	12	15	11	27	19	10
Effective base	70	-	3	13	10	2	7	6	6	6	9	13	6
Weighted Base	153	-	8	27	15	5	21	1	10	16	8	30	11
Very low	(-2)	2	-	1	-	-	-	-	1	-	-	-	-
		1%	-%	4%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Quite low	(-1)	11	-	3	1	-	2	-	-	-	*	2	2
		7%	-%	11%	10%	-%	11%	-%	-%	-%	1%	7%	18%
Neither low nor high	(0)	20	-	3	3	-	1	*	*	4	2	4	3
		13%	-%	13%	18%	-%	4%	18%	1%	27%	28%	12%	23%
Quite high	(1)	60	-	3	2	3	15	*	7	5	5	14	5
		39%	-%	13%	13%	64%	69%	24%	66%	29%	59%	47%	41%
Very high	(2)	55	-	14	6	2	3	1	3	7	1	10	2
		36%	-%	52%	42%	36%	16%	58%	26%	44%	11%	35%	17%
Don't Know (DO NOT READ OUT)		5	-	2	3	-	-	-	-	-	-	-	-
		3%	-%	8%	18%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		115	-	17	8	5	18	1	9	12	5	24	6
		75%	-%	64%	55%	100%	85%	82%	92%	73%	70%	82%	59%
NET: Low		13	-	4	1	-	2	-	1	-	*	2	2
		8%	-%	15%	10%	-%	11%	-%	8%	-%	1%	7%	18%
Answered		148	-	25	13	5	21	1	10	16	8	30	11
Mean Score		1.0	-	1.1	1.1	1.4	.9	1.4	1.0	1.2	.8	1.1	.6
Standard error		.07	-	.25	.25	.27	.18	.64	.27	.26	.13	.20	.33
Standard deviation		.96	-	1.28	1.14	.54	.82	2.23	1.03	.86	.68	.86	1.03

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 352 (continuation)

QOP4.2.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	179	39	46	38	56	85	94	
Effective base	70	16	17	13	24	33	37	
Weighted Base	153	35	42	27	49	77	76	
Very low	(-2)	2	1	-	1	-	1	1
		1%	3%	-%	3%	-%	2%	1%
Quite low	(-1)	11	3	4	-	4	7	4
		7%	8%	9%	-%	8%	9%	5%
Neither low nor high	(0)	20	4	4	5	8	7	13
		13%	10%	9%	17%	17%	9%	17%
Quite high	(1)	60	6	20	12	23	26	35
		39%	16%	48%	42%	48%	33%	46%
Very high	(2)	55	19	12	10	13	31	24
		36%	56%	28%	38%	27%	41%	31%
Don't Know (DO NOT READ OUT)		5	2	3	-	-	5	-
		3%	6%	7%	-%	-%	6%	-%
NET: High		115	25	32	22	36	57	58
		75%	72%	76%	80%	75%	74%	77%
NET: Low		13	4	4	1	4	8	5
		8%	12%	9%	3%	8%	10%	6%
Answered		148	33	39	27	49	72	76
Mean Score		1.0	1.2	1.0	1.1	.9	1.1	1.0
Standard error		.07	.19	.13	.15	.12	.11	.09
Standard deviation		.96	1.17	.90	.91	.89	1.03	.89

Columns Tested:: a,b,c,d - a,b

Table 354

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	83	1	82	47	9	10	17	36
Effective base	33	1	32	30	7	8	13	16
Weighted Base	74	1	73	71	2	1	1	3
Very low	(-2) 2	-	2	2	*	-	-	*
	3%	-%	3%	3%	5%	-%	-%	3%
Quite low	(-1) 3	-	3	3	-	*	-	*
	4%	-%	4%	4%	-%	5%	-%	1%
Neither low nor high	(0) 21	-	21	20	*	*	*	*
	28%	-%	28%	29%	5%	23%	6%	10%
Quite high	(1) 32	-	32	30	1	*	*	1
	42%	-%	43%	43%	52%	19%	35%	41%
Very high	(2) 16	1	15	15	1	*	*	1
	22%	100%	21%	21%	38%	52%	56%	44%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	*	*
	1%	-%	1%	1%	-%	-%	3%	1%
NET: High	48	1	47	45	2	1	*	3
	64%	100%	64%	63%	89%	71%	91%	85%
NET: Low	5	-	5	5	*	*	-	*
	7%	-%	7%	7%	5%	5%	-%	5%
Answered	74	1	73	71	2	1	1	3
Mean Score	.8	2.0	.7	.7	1.2	1.2	1.5	1.2
Standard error	.11	-	.11	.14	.45	-	-	.18
Standard deviation	.95	-	.94	.94	1.35	-	-	1.09

Columns Tested:: a,b - a,b,c,d,e

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		83	17	19	11	4	15	17	47	9	27
Effective base		33	14	16	9	3	9	13	30	7	16
Weighted Base		74	42	20	9	1	2	1	71	2	1
Very low	(-2)	2	2	-	-	*	-	-	2	*	-
		3%	5%	-%	-%	14%	-%	-%	3%	5%	-%
Quite low	(-1)	3	-	2	1	-	*	-	3	-	*
		4%	-%	12%	9%	-%	2%	-%	4%	-%	3%
Neither low nor high	(0)	21	15	4	1	*	*	*	20	*	*
		28%	36%	21%	10%	9%	12%	6%	29%	5%	17%
Quite high	(1)	32	19	7	4	1	1	*	30	1	*
		42%	46%	36%	41%	77%	29%	35%	43%	52%	25%
Very high	(2)	16	5	6	4	-	1	*	15	1	1
		22%	12%	31%	40%	-%	57%	56%	21%	38%	53%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	*	*	-	*
		1%	1%	-%	-%	-%	-%	3%	1%	-%	1%
NET: High		48	25	13	7	1	2	*	45	2	1
		64%	58%	67%	81%	77%	86%	91%	63%	89%	79%
NET: Low		5	2	2	1	*	*	-	5	*	*
		7%	5%	12%	9%	14%	2%	-%	7%	5%	3%
Answered		74	42	20	9	1	2	1	71	2	1
Mean Score		.8	.6	.9	1.1	.5	1.4	1.5	.7	1.2	1.3
Standard error		.11	.22	.23	.29	-	.28	-	.14	.45	.32
Standard deviation		.95	.89	1.01	.98	-	1.09	-	.94	1.35	1.64

Columns Tested: a,b,c,d,e,f,g,h,i

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	83	21	26	9	10	17	24	18	17	5	15
Effective base	33	17	22	7	8	13	11	12	7	3	2
Weighted Base	74	50	21	2	1	1	25	32	8	5	2
Very low	(-2)	2	-	*	-	-	*	2	-	-	-
	3%	4%	-%	5%	-%	-%	*%	7%	-%	-%	-%
Quite low	(-1)	2	1	-	*	-	1	-	-	-	*
	4%	4%	6%	-%	5%	-%	5%	-%	-%	-%	3%
Neither low nor high	(0)	17	3	*	*	*	7	11	2	-	*
	28%	34%	15%	5%	23%	6%	27%	36%	24%	-%	8%
Quite high	(1)	21	9	1	*	*	8	15	3	3	1
	42%	42%	43%	52%	19%	35%	33%	49%	44%	54%	80%
Very high	(2)	7	8	1	*	*	8	3	2	2	*
	22%	14%	36%	38%	52%	56%	33%	9%	32%	46%	9%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	-	-	-	*
	1%	1%	-%	-%	-%	3%	2%	-%	-%	-%	1%
NET: High	48	28	17	2	1	*	17	18	6	5	2
	64%	57%	79%	89%	71%	91%	66%	58%	76%	100%	89%
NET: Low	5	4	1	*	*	-	1	2	-	-	*
	7%	8%	6%	5%	5%	-%	5%	7%	-%	-%	3%
Answered	74	49	21	2	1	1	25	32	8	5	2
Mean Score	.8	.6	1.1	1.2	1.2	1.5	.9	.5	1.1	1.5	1.0
Standard error	.11	.21	.17	.45	-	-	.20	.22	.19	.25	.21
Standard deviation	.95	.94	.87	1.35	-	-	.94	.92	.79	.55	.78

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		83	7	4	17	4	8	8	3	5	5
Effective base		33	5	1	6	3	5	6	1	4	3
Weighted Base		74	4	2	18	5	6	15	4	10	6
Very low	(-2)	2	-	2	-	-	-	-	-	-	-
		3%	-%	83%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	-	-	-	-	3	-	-	-	-
		4%	-%	-%	-%	-%	45%	-%	-%	-%	-%
Neither low nor high	(0)	21	-	*	4	-	1	8	-	-	6
		28%	-%	7%	25%	-%	23%	54%	-%	-%	97%
Quite high	(1)	32	1	*	8	2	2	5	3	10	*
		42%	23%	10%	43%	31%	25%	34%	89%	100%	*%
Very high	(2)	16	3	-	6	4	*	2	*	-	*
		22%	77%	-%	32%	69%	7%	13%	11%	-%	2%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		48	4	*	13	5	2	7	4	10	*
		64%	100%	10%	75%	100%	32%	46%	100%	100%	3%
NET: Low		5	-	2	-	-	3	-	-	-	-
		7%	-%	83%	-%	-%	45%	-%	-%	-%	-%
Answered		74	4	2	18	5	6	15	4	10	6
Mean Score		.8	1.8	-1.6	1.1	1.7	-1	.6	1.1	1.0	.1
Standard error		.11	.18	.64	.19	.26	.38	.26	.21	-	.16
Standard deviation		.95	.48	1.27	.78	.51	1.08	.73	.36	-	.35

Columns Tested: a,b,c,d,e,f,g,h,i

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		83	17	16	28	61	22	12	3	7
Effective base		33	11	8	13	30	8	6	2	4
Weighted Base		74	17	17	37	71	3	3	*	*
Very low	(-2)	2 3%	- -%	2 12%	- -%	2 3%	* 3%	- -%	* 57%	- -%
Quite low	(-1)	3 4%	3 16%	- -%	- -%	3 4%	* 13%	* 14%	* 26%	- -%
Neither low nor high	(0)	21 28%	7 41%	* 1%	13 34%	20 28%	1 23%	* 17%	- -%	* 96%
Quite high	(1)	32 42%	3 19%	11 67%	16 44%	31 43%	1 27%	1 30%	* 17%	* 4%
Very high	(2)	16 22%	4 25%	3 20%	8 22%	16 22%	1 21%	1 25%	- -%	- -%
Don't Know (DO NOT READ OUT)		* 1%	- -%	- -%	- -%	- -%	* 12%	* 14%	- -%	- -%
NET: High		48 64%	7 43%	15 87%	24 66%	46 65%	2 49%	2 56%	* 17%	* 4%
NET: Low		5 7%	3 16%	2 12%	- -%	5 7%	1 16%	* 14%	* 83%	- -%
Answered		74	17	17	37	71	3	3	*	*
Mean Score		.8	.5	.8	.9	.8	.6	.8	-1.2	*
Standard error		.11	.26	.29	.14	.12	.30	.42	-	-
Standard deviation		.95	1.06	1.17	.75	.94	1.36	1.33	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	83	5	6	6	12	9	20	1	2	34
Effective base	33	5	3	2	3	5	10	1	2	13
Weighted Base	74	4	2	7	8	16	15	2	*	28
Very low	(-2)	2	-	-	*	*	2	-	-	-
	3%	-%	-%	2%	1%	-%	13%	-%	-%	-%
Quite low	(-1)	3	-	1	-	1	-	-	-	2
	4%	-%	46%	-%	10%	-%	-%	-%	-%	8%
Neither low nor high	(0)	21	-	-	1	1	4	5	-	10
	28%	-%	-%	12%	10%	28%	36%	-%	-%	35%
Quite high	(1)	32	1	1	1	2	10	6	-	13
	42%	25%	50%	13%	21%	61%	42%	-%	100%	45%
Very high	(2)	16	3	*	5	5	2	1	2	3
	22%	75%	3%	74%	58%	11%	9%	100%	-%	10%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	-	-	-	*
	1%	-%	-%	*%	*%	-%	-%	-%	-%	1%
NET: High	48	4	1	6	7	11	8	2	*	16
	64%	100%	54%	86%	79%	72%	51%	100%	100%	55%
NET: Low	5	-	1	*	1	-	2	-	-	2
	7%	-%	46%	2%	11%	-%	13%	-%	-%	8%
Answered	74	4	2	7	8	16	15	2	*	28
Mean Score	.8	1.7	.1	1.6	1.2	.8	.3	2.0	1.0	.6
Standard error	.11	.22	.63	.40	.34	.21	.25	-	-	.14
Standard deviation	.95	.49	1.54	.89	1.13	.63	1.14	-	-	.80

Columns Tested: a,b,c,d,e,f,g,h,i

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	83	26	20	37	79	4	-	65	18	82	1
Effective base	33	10	10	14	31	3	-	28	6	33	1
Weighted Base	74	29	15	30	62	13	-	67	7	74	*
Very low (-2)	2 3%	* *%	2 13%	- -%	* *%	2 16%	- -%	2 3%	- -%	2 3%	- -%
Quite low (-1)	3 4%	1 3%	- -%	2 8%	3 5%	- -%	- -%	1 1%	2 33%	3 4%	- -%
Neither low nor high (0)	21 28%	5 18%	5 36%	10 33%	12 19%	9 69%	- -%	20 30%	1 8%	21 28%	- -%
Quite high (1)	32 42%	12 43%	6 42%	13 42%	30 48%	2 15%	- -%	29 44%	2 32%	32 42%	- -%
Very high (2)	16 22%	10 35%	1 9%	5 16%	16 27%	- -%	- -%	14 22%	2 26%	16 22%	* 100%
Don't Know (DO NOT READ OUT)	* 1%	* *%	- -%	* 1%	* 1%	- -%	- -%	* 1%	- -%	* 1%	- -%
NET: High	48 64%	23 78%	8 51%	18 58%	46 75%	2 15%	- -%	44 65%	4 58%	48 64%	* 100%
NET: Low	5 7%	1 3%	2 13%	2 8%	3 5%	2 16%	- -%	3 5%	2 33%	5 7%	- -%
Answered	74	29	15	30	61	13	-	67	7	74	*
Mean Score	.8	1.1	.3	.7	1.0	-.2	-	.8	.5	.8	2.0
Standard error	.11	.17	.25	.14	.10	.46	-	.11	.31	.11	-
Standard deviation	.95	.84	1.14	.86	.83	.91	-	.91	1.30	.95	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	*c
Unweighted Base		83	32	34	16
Effective base		33	15	12	6
Weighted Base		74	30	29	14
Very low	(-2)	2	-	2	*
		3%	-%	7%	1%
Quite low	(-1)	3	2	1	-
		4%	6%	4%	-%
Neither low nor high	(0)	21	10	5	5
		28%	32%	18%	38%
Quite high	(1)	32	13	13	5
		42%	43%	45%	38%
Very high	(2)	16	5	8	3
		22%	18%	26%	24%
Don't Know (DO NOT READ OUT)		*	*	*	-
		1%	1%	*%	-%
NET: High		48	18	21	9
		64%	61%	71%	62%
NET: Low		5	2	3	*
		7%	6%	11%	1%
Answered		74	30	29	14
Mean Score		.8	.7	.8	.8
Standard error		.11	.15	.19	.21
Standard deviation		.95	.84	1.11	.84

Columns Tested: a,b,c

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	83	36	18	5	5	10	5	2	2	54	29	24
Effective base	33	19	7	3	3	4	2	2	1	25	8	7
Weighted Base	74	36	20	*	3	12	3	1	*	56	19	18
Very low	(-2)	2	*	-	-	-	2	-	-	*	2	2
		3%	*%	-%	-%	-%	80%	-%	-%	*%	11%	11%
Quite low	(-1)	3	3	-	-	*	-	*	-	3	*	*
		4%	8%	-%	-%	*%	-%	35%	-%	5%	2%	2%
Neither low nor high	(0)	21	10	8	*	-	2	*	-	19	2	2
		28%	28%	42%	47%	-%	16%	3%	-%	33%	11%	10%
Quite high	(1)	32	20	7	*	1	4	-	-	27	5	5
		42%	56%	33%	53%	39%	30%	-%	-%	48%	26%	26%
Very high	(2)	16	2	5	-	2	6	*	1	7	9	9
		22%	7%	24%	-%	61%	53%	17%	65%	13%	49%	50%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	-	*	*	*
		1%	1%	-%	-%	-%	*%	-%	-%	1%	*%	*%
NET: High	48	23	11	*	3	10	*	1	*	34	14	14
		64%	63%	58%	53%	100%	84%	17%	65%	100%	61%	76%
NET: Low	5	3	-	-	-	*	2	*	-	3	3	3
		7%	8%	-%	-%	-%	*%	80%	35%	5%	14%	14%
Answered	74	36	20	*	3	12	3	1	*	55	19	18
Mean Score	.8	.6	.8	.5	1.6	1.4	-1.3	.9	1.0	.7	1.0	1.0
Standard error	.11	.13	.19	-	.27	.26	.87	2.80	-	.11	.25	.28
Standard deviation	.95	.75	.82	-	.60	.79	1.94	3.96	-	.77	1.34	1.35

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	83	14	22	47	82	82	82	80	74	71	-	35	7	13	7	10	10
Effective base	33	7	12	15	32	32	32	32	29	26	-	18	3	4	2	4	3
Weighted Base	74	17	19	38	73	73	73	71	67	58	-	37	6	11	6	10	3
Very low (-2)	2 3%	- -%	* 1%	2 5%	2 3%	2 3%	2 3%	2 3%	2 3%	2 4%	- -%	2 6%	- -%	- -%	- -%	- -%	* 3%
Quite low (-1)	3 4%	3 16%	- -%	* 1%	3 4%	3 4%	3 4%	3 5%	3 5%	3 6%	- -%	3 7%	- -%	* *%	- -%	- -%	* 12%
Neither low nor high (0)	21 28%	9 52%	1 7%	10 27%	21 28%	21 28%	21 28%	21 29%	20 31%	16 27%	- -%	8 23%	6 99%	* 1%	1 21%	4 44%	1 24%
Quite high (1)	32 42%	5 29%	15 80%	11 30%	32 43%	32 43%	32 43%	29 40%	25 38%	22 38%	- -%	20 54%	- -%	4 38%	3 61%	2 16%	2 60%
Very high (2)	16 22%	- -%	2 13%	14 36%	15 21%	15 21%	15 21%	16 23%	15 23%	15 26%	- -%	3 9%	* 1%	7 60%	1 18%	4 40%	* 2%
Don't Know (DO NOT READ OUT)	* 1%	* 2%	- -%	* *%	* 1%	* 1%	* 1%	* 1%	* 1%	* *%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%
NET: High	48 64%	5 29%	18 92%	25 66%	47 64%	47 64%	47 64%	45 63%	41 61%	37 64%	- -%	23 63%	* 1%	11 98%	4 79%	6 56%	2 61%
NET: Low	5 7%	3 16%	* 1%	3 7%	5 7%	5 7%	5 7%	5 8%	5 8%	5 9%	- -%	5 13%	- -%	* *%	- -%	- -%	1 15%
Answered	74	17	19	38	73	73	73	71	66	58	-	37	6	11	6	10	3
Mean Score	.8	.1	1.0	.9	.7	.7	.7	.8	.7	.8	-	.5	*	1.6	1.0	1.0	.4
Standard error	.11	.19	.11	.16	.11	.11	.11	.11	.12	.12	-	.17	.09	.16	.26	.31	.31
Standard deviation	.95	.69	.51	1.09	.94	.94	.94	.97	.98	1.02	-	.97	.21	.57	.69	.97	1.00

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	83	38	11	9	6	7	2	9	22	21	16	7	8	3	5
Effective base	33	18	6	4	2	5	1	3	13	7	4	3	2	2	1
Weighted Base	74	40	8	12	1	4	4	3	28	18	12	6	5	2	2
Very low	(-2)	2	2	-	*	-	-	-	-	2	-	-	-	-	*
		3%	5%	-%	1%	-%	-%	-%	-%	11%	-%	-%	-%	-%	5%
Quite low	(-1)	3	3	*	-	-	-	*	2	1	*	*	-	-	-
		4%	7%	1%	-%	-%	-%	12%	7%	4%	*%	7%	-%	-%	-%
Neither low nor high	(0)	21	12	*	2	1	-	4	10	5	5	*	-	-	-
		28%	30%	5%	15%	83%	-%	100%	37%	27%	47%	3%	-%	-%	-%
Quite high	(1)	32	21	5	3	*	-	2	13	7	1	4	4	2	2
		42%	52%	68%	28%	8%	-%	-%	48%	38%	5%	62%	67%	68%	95%
Very high	(2)	16	2	2	7	*	4	*	2	4	6	2	2	1	-
		22%	5%	26%	55%	9%	100%	*%	7%	19%	47%	28%	33%	32%	-%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	*	-	*	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%
NET: High		48	23	7	10	*	4	*	15	11	6	5	5	2	2
		64%	57%	95%	84%	17%	100%	*%	55%	58%	52%	90%	100%	100%	95%
NET: Low		5	5	*	*	-	-	*	2	3	*	*	-	-	*
		7%	12%	1%	1%	-%	-%	-%	7%	16%	*%	7%	-%	-%	5%
Answered		74	40	8	12	1	4	4	27	18	12	6	5	2	2
Mean Score		.8	.5	1.2	1.4	.3	2.0	*	.6	.5	1.0	1.1	1.3	1.3	.9
Standard error		.11	.15	.18	.28	.45	-	.08	.16	.27	.26	.31	.18	.36	.40
Standard deviation		.95	.91	.58	.84	1.10	-	.12	.75	1.22	1.03	.83	.52	.62	.89

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	83	25	10	12	12	12	3	6	13	23	25	9	11
Effective base	33	12	5	5	5	4	1	2	7	11	12	5	2
Weighted Base	74	26	6	12	11	10	4	3	18	12	28	7	7
Very low	2 (-2)	-	*	-	-	-	-	2	-	-	-	2	*
	3%	-%	2%	-%	-%	-%	-%	70%	-%	-%	-%	28%	1%
Quite low	3 (-1)	2	-	1	*	-	-	-	-	3	*	-	-
	4%	9%	-%	7%	*%	-%	-%	-%	-%	24%	1%	-%	-%
Neither low nor high	21 (0)	8	*	8	3	1	-	1	6	3	6	*	5
	28%	33%	3%	64%	26%	8%	-%	24%	35%	28%	23%	*%	63%
Quite high	32 (1)	10	4	3	5	3	3	*	10	3	15	3	*
	42%	38%	74%	25%	48%	26%	90%	4%	55%	28%	52%	48%	*%
Very high	16 (2)	5	1	*	3	7	*	*	2	2	7	2	3
	22%	18%	21%	4%	25%	66%	10%	2%	11%	20%	23%	23%	35%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-	*	-	-	-
	1%	2%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
NET: High	48	15	5	3	8	10	4	*	12	6	21	5	3
	64%	56%	95%	29%	73%	92%	100%	6%	65%	49%	76%	71%	36%
NET: Low	5	2	*	1	*	-	-	2	-	3	*	2	*
	7%	9%	2%	7%	*%	-%	-%	70%	-%	24%	1%	28%	1%
Answered	74	25	6	12	11	10	4	3	18	12	28	7	7
Mean Score	.8	.7	1.1	.3	1.0	1.6	1.1	-1.3	.8	.5	1.0	.4	.7
Standard error	.11	.18	.22	.19	.22	.20	.20	.54	.18	.24	.15	.56	.33
Standard deviation	.95	.90	.69	.67	.76	.67	.35	1.33	.65	1.11	.74	1.67	1.08

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	83	28	17	16	8	11	21	23	20	10	7
Effective base	33	11	7	10	4	2	10	10	8	5	2
Weighted Base	74	27	14	16	5	7	24	14	21	7	6
Very low (-2)	2 3%	2 8%	- -%	- -%	- -%	* 1%	- -%	- -%	* *%	2 29%	- -%
Quite low (-1)	3 4%	1 3%	2 14%	* 3%	- -%	- -%	- -%	3 20%	* 2%	- -%	- -%
Neither low nor high (0)	21 28%	8 31%	1 10%	6 40%	* 1%	5 63%	10 40%	5 36%	1 6%	* 1%	5 71%
Quite high (1)	32 42%	8 30%	8 59%	8 52%	3 67%	* *%	12 48%	4 31%	12 57%	3 49%	* 1%
Very high (2)	16 22%	8 28%	2 17%	1 6%	2 32%	3 35%	3 12%	2 12%	7 34%	2 22%	2 28%
Don't Know (DO NOT READ OUT)	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
NET: High	48 64%	16 58%	10 75%	9 58%	5 99%	3 36%	14 60%	6 44%	19 91%	5 71%	2 29%
NET: Low	5 7%	3 11%	2 14%	* 3%	- -%	* 1%	- -%	3 20%	1 2%	2 29%	- -%
Answered	74	27	14	16	5	7	24	14	21	7	6
Mean Score	.8	.7	.8	.6	1.3	.7	.7	.4	1.2	.3	.6
Standard error	.11	.22	.22	.17	.19	.33	.15	.21	.16	.53	.37
Standard deviation	.95	1.16	.93	.66	.53	1.08	.68	.97	.71	1.67	.98

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	b
Significance Level: 95%													
Unweighted Base	83	16	14	23	18	7	59	10	11	54	29	50	32
Effective base	33	7	5	10	10	3	23	5	6	20	13	20	12
Weighted Base	74	16	11	19	22	1	47	7	18	50	24	46	27
Very low	(-2)	2	-	-	*	-	*	-	2	-	2	-	2
		3%	-%	-%	*%	-%	*%	-%	12%	-%	9%	-%	8%
Quite low	(-1)	3	2	-	1	-	*	1	2	3	-	3	-
		4%	12%	-%	4%	-%	58%	1%	12%	11%	6%	-%	7%
Neither low nor high	(0)	21	5	2	7	7	*	5	9	12	9	9	12
		28%	31%	18%	36%	31%	23%	14%	77%	49%	23%	37%	19%
Quite high	(1)	32	7	3	10	9	*	1	5	26	6	24	7
		42%	42%	25%	52%	42%	5%	50%	11%	26%	52%	24%	53%
Very high	(2)	16	2	6	1	6	*	-	-	9	7	9	6
		22%	15%	57%	8%	27%	14%	35%	*%	-%	18%	31%	20%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	*	*	-	*	*
		1%	-%	-%	-%	*%	-%	-%	2%	1%	-%	1%	*%
NET: High		48	9	9	11	15	*	1	5	35	13	33	13
		64%	57%	82%	60%	69%	19%	85%	11%	26%	69%	54%	73%
NET: Low		5	2	-	1	*	*	1	4	3	2	3	2
		7%	12%	-%	4%	*%	58%	1%	12%	23%	6%	9%	7%
Answered		74	16	11	19	22	1	47	7	17	50	24	45
Mean Score		.8	.6	1.4	.6	.9	-.3	1.2	*	-.1	.8	.7	.9
Standard error		.11	.23	.22	.15	.19	-	.09	.17	.32	.11	.22	.12
Standard deviation		.95	.92	.81	.71	.80	-	.72	.54	.95	.81	1.20	.82

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	a	b	a	b	*a	b
Unweighted Base	83	29	53	25	55	50	32	31	51	25	55
Effective base	33	14	18	12	22	20	12	13	19	13	20
Weighted Base	74	31	42	33	38	45	28	30	43	33	38
Very low (-2)	2 3%	- -%	2 5%	- -%	2 6%	- -%	2 8%	- -%	2 5%	- -%	2 6%
Quite low (-1)	3 4%	2 8%	1 2%	2 6%	1 3%	3 7%	- -%	2 7%	1 3%	2 6%	1 3%
Neither low nor high (0)	21 28%	8 26%	12 30%	8 23%	13 34%	7 15%	14 49%	8 26%	13 30%	8 25%	12 32%
Quite high (1)	32 42%	15 49%	16 39%	15 47%	13 34%	24 54%	7 26%	17 56%	15 34%	14 41%	15 39%
Very high (2)	16 22%	5 16%	10 25%	7 23%	9 23%	10 23%	5 18%	3 10%	12 28%	9 27%	7 19%
Don't Know (DO NOT READ OUT)	* 1%	* 1%	- -%	* 1%	- -%	* 1%	- -%	* 1%	* *%	* 1%	* *%
NET: High	48 64%	20 65%	26 63%	23 69%	22 58%	35 77%	12 43%	20 66%	27 62%	23 68%	22 59%
NET: Low	5 7%	2 8%	3 7%	2 6%	3 9%	3 7%	2 8%	2 7%	3 8%	2 6%	3 9%
Answered	74	31	42	33	38	45	28	30	43	33	38
Mean Score	.8	.7	.8	.9	.7	.9	.5	.7	.8	.9	.6
Standard error	.11	.16	.14	.18	.14	.12	.19	.14	.15	.18	.14
Standard deviation	.95	.83	1.03	.85	1.06	.83	1.05	.75	1.06	.88	1.03

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	83	68	53	22	-	61	50	23	-	69	43	23	-
Effective base	33	26	22	10	-	25	20	10	-	28	18	11	-
Weighted Base	74	62	47	15	-	59	35	15	-	64	32	22	-
Very low (-2)	2 3%	2 3%	2 4%	2 14%	- -%	2 4%	* *%	2 15%	- -%	2 3%	2 7%	2 9%	- -%
Quite low (-1)	3 4%	1 2%	3 7%	- -%	- -%	1 2%	3 9%	1 8%	- -%	1 2%	3 10%	1 4%	- -%
Neither low nor high (0)	21 28%	19 30%	4 9%	* *%	- -%	16 27%	1 4%	6 38%	- -%	19 30%	1 4%	3 12%	- -%
Quite high (1)	32 42%	27 43%	26 54%	10 64%	- -%	27 45%	24 68%	3 22%	- -%	28 43%	16 51%	12 55%	- -%
Very high (2)	16 22%	13 21%	12 25%	3 22%	- -%	13 22%	6 18%	3 17%	- -%	14 21%	9 27%	4 20%	- -%
Don't Know (DO NOT READ OUT)	* 1%	* *%	* 1%	- -%	- -%	* *%	* 1%	* *%	- -%	* *%	* 1%	- -%	- -%
NET: High	48 64%	40 64%	37 79%	13 86%	- -%	40 67%	30 86%	6 39%	- -%	42 65%	25 78%	17 75%	- -%
NET: Low	5 7%	3 6%	5 11%	2 14%	- -%	3 6%	3 9%	3 23%	- -%	3 5%	5 17%	3 13%	- -%
Answered	74	62	47	15	-	59	35	15	-	64	31	22	-
Mean Score	.8	.8	.9	.8	-	.8	1.0	.2	-	.8	.8	.7	-
Standard error	.11	.11	.14	.26	-	.12	.11	.28	-	.11	.18	.24	-
Standard deviation	.95	.93	1.01	1.23	-	.94	.79	1.29	-	.93	1.16	1.13	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	83	53	50	37	46	47	9	27	20	25	15	6	12	12
Effective base	33	21	20	15	17	21	5	12	7	9	6	3	5	6
Weighted Base	74	48	48	35	40	52	4	27	16	23	13	7	13	18
Very low (-2)	2	2	-	2	2	2	-	-	-	2	2	-	-	-
	3%	4%	-%	6%	5%	4%	-%	-%	-%	9%	16%	-%	-%	-%
Quite low (-1)	3	2	3	2	1	3	-	2	-	-	-	-	*	*
	4%	5%	7%	6%	3%	6%	-%	7%	-%	-%	-%	-%	3%	2%
Neither low nor high (0)	21	11	12	6	11	11	*	6	5	5	-	-	1	1
	28%	23%	24%	17%	28%	20%	5%	21%	31%	21%	-%	-%	9%	7%
Quite high (1)	32	26	21	18	19	24	*	13	8	12	7	5	10	11
	42%	54%	44%	51%	48%	47%	3%	47%	51%	52%	58%	68%	80%	61%
Very high (2)	16	6	12	7	6	12	3	6	3	4	3	2	1	5
	22%	13%	24%	19%	15%	23%	92%	23%	19%	18%	26%	32%	4%	28%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	-	-	-	-	*	*
	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	-%	-%	3%	2%
NET: High	48	32	33	25	25	36	3	19	11	16	11	7	11	16
	64%	67%	68%	70%	63%	69%	95%	70%	69%	70%	84%	100%	84%	89%
NET: Low	5	4	3	4	3	5	-	2	-	2	2	-	*	*
	7%	9%	7%	11%	8%	10%	-%	7%	-%	9%	16%	-%	3%	2%
Answered	74	48	48	35	39	52	4	27	16	23	13	7	12	17
Mean Score	.8	.7	.9	.7	.6	.8	1.9	.9	.9	.7	.8	1.3	.9	1.2
Standard error	.11	.13	.13	.17	.15	.15	.18	.17	.16	.22	.35	.21	.16	.20
Standard deviation	.95	.93	.87	1.04	.96	1.00	.54	.87	.72	1.08	1.35	.50	.53	.67

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base	83	23	13	4	7	58	47	66	47	45	62	49	18	-	56	3	
Effective base	33	10	6	3	3	22	18	25	18	19	22	20	7	-	21	2	
Weighted Base	74	18	14	2	11	47	33	53	42	42	50	35	10	-	51	3	
Very low	(-2)	2	-	-	-	2	*	*	*	2	2	*	-	-	2	-	
		3%	-%	-%	-%	19%	*%	*%	*%	5%	5%	4%	*%	-%	-%	4%	-%
Quite low	(-1)	3	2	-	1	*	2	2	2	2	3	*	2	-	*	1	
		4%	11%	-%	40%	4%	5%	6%	4%	6%	8%	1%	7%	-%	-%	1%	30%
Neither low nor high	(0)	21	*	5	-	*	11	8	13	8	12	10	8	-	-	10	-
		28%	3%	38%	-%	1%	24%	25%	25%	20%	29%	19%	24%	-%	-%	19%	-%
Quite high	(1)	32	10	7	1	4	23	15	26	17	18	24	17	7	-	27	2
		42%	54%	52%	41%	34%	49%	47%	49%	41%	43%	47%	49%	66%	-%	53%	69%
Very high	(2)	16	5	1	*	5	10	7	11	12	6	14	7	3	-	12	*
		22%	30%	10%	19%	42%	21%	21%	21%	29%	15%	29%	19%	34%	-%	23%	1%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	*	*	-	-	*	*	*	-	*	-
		1%	2%	-%	-%	-%	1%	1%	1%	-%	-%	*%	1%	*%	-%	*%	-%
NET: High		48	15	9	1	8	33	22	36	29	24	38	24	10	-	39	2
		64%	84%	62%	60%	76%	70%	67%	69%	69%	58%	75%	68%	100%	-%	76%	70%
NET: Low		5	2	-	1	2	2	2	2	4	5	3	2	-	-	2	1
		7%	11%	-%	40%	23%	5%	6%	5%	11%	13%	5%	7%	-%	-%	5%	30%
Answered		74	18	14	2	11	47	33	52	42	42	50	34	10	-	51	3
Mean Score		.8	1.0	.7	.4	.8	.9	.8	.9	.8	.6	.9	.8	1.3	-	.9	.4
Standard error		.11	.19	.18	.83	.60	.11	.13	.10	.16	.15	.12	.12	.12	-	.12	.68
Standard deviation		.95	.91	.66	1.67	1.57	.82	.85	.81	1.08	1.02	.96	.84	.50	-	.90	1.17

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	*a	b	*c
Unweighted Base	83	56	12	69	2	58	25	30	43	10	23	35	22
Effective base	33	23	5	29	1	23	10	13	18	4	10	14	8
Weighted Base	74	58	5	63	1	53	21	25	37	13	18	30	23
Very low (-2)	2 3%	2 4%	- -%	* *%	- -%	2 4%	- -%	2 8%	- -%	* 1%	2 12%	* *%	- -%
Quite low (-1)	3 4%	3 6%	- -%	2 4%	1 100%	1 2%	2 9%	1 5%	2 5%	- -%	2 14%	1 3%	- -%
Neither low nor high (0)	21 28%	15 26%	1 23%	13 21%	- -%	13 24%	8 37%	2 7%	12 34%	6 49%	* 2%	6 19%	14 63%
Quite high (1)	32 42%	26 45%	3 63%	31 49%	- -%	21 40%	10 49%	12 47%	18 50%	2 12%	8 43%	16 51%	5 24%
Very high (2)	16 22%	11 20%	1 14%	16 26%	- -%	15 29%	1 5%	8 33%	3 9%	5 38%	5 29%	8 26%	3 11%
Don't Know (DO NOT READ OUT)	* 1%	* 1%	- -%	* *%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	* *%	* 2%
NET: High	48 64%	37 64%	4 77%	47 75%	- -%	36 69%	11 54%	20 79%	22 60%	6 50%	13 72%	23 78%	8 35%
NET: Low	5 7%	5 9%	- -%	2 4%	1 100%	3 6%	2 9%	3 13%	2 5%	* 1%	4 25%	1 3%	- -%
Answered	74	57	5	63	1	53	21	25	36	13	18	30	22
Mean Score	.8	.7	.9	1.0	-1.0	.9	.5	.9	.6	.9	.6	1.0	.5
Standard error	.11	.13	.19	.10	-	.13	.15	.22	.11	.32	.29	.13	.15
Standard deviation	.95	.97	.67	.80	-	1.00	.75	1.18	.74	1.00	1.38	.78	.71

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	*b
Unweighted Base		83	55	28
Effective base		33	18	16
Weighted Base		74	44	30
Very low	(-2)	2	2	-
		3%	5%	-%
Quite low	(-1)	3	3	-
		4%	7%	-%
Neither low nor high	(0)	21	11	10
		28%	25%	32%
Quite high	(1)	32	16	15
		42%	37%	50%
Very high	(2)	16	11	6
		22%	25%	18%
Don't Know (DO NOT READ OUT)		*	*	*
		1%	1%	*%
NET: High		48	27	21
		64%	62%	68%
NET: Low		5	5	-
		7%	12%	-%
Answered		74	44	30
Mean Score		.8	.7	.9
Standard error		.11	.15	.14
Standard deviation		.95	1.09	.71

Columns Tested: a,b

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	83	-	6	12	2	3	4	2	18	16	5	9	6
Effective base	33	-	2	6	2	2	2	2	6	9	4	5	2
Weighted Base	74	-	2	16	1	3	7	*	9	20	*	13	3
Very low	(-2)	2	-	-	-	-	-	-	-	2	*	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	10%	22%	-%	-%
Quite low	(-1)	3	-	-	*	-	-	-	*	-	-	3	-
		4%	-%	-%	3%	-%	-%	-%	1%	-%	-%	22%	-%
Neither low nor high	(0)	21	-	1	*	-	-	1	-	4	4	*	7
		28%	-%	69%	2%	-%	-%	9%	-%	40%	22%	75%	56%
Quite high	(1)	32	-	-	12	-	1	2	*	4	10	*	3
		42%	-%	-%	75%	-%	45%	27%	64%	40%	48%	3%	22%
Very high	(2)	16	-	1	3	*	2	5	-	2	4	-	*
		22%	-%	31%	20%	47%	55%	65%	-%	19%	20%	-%	*%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	*	-	-	-	-
		1%	-%	-%	-%	53%	-%	-%	36%	-%	-%	-%	-%
NET: High		48	-	1	15	*	3	6	*	5	14	*	3
		64%	-%	31%	95%	47%	100%	91%	64%	59%	68%	3%	22%
NET: Low		5	-	-	*	-	-	-	-	*	2	*	3
		7%	-%	-%	3%	-%	-%	-%	-%	1%	10%	22%	22%
Answered		74	-	2	16	*	3	7	*	9	20	*	13
Mean Score		.8	-	.6	1.1	2.0	1.5	1.6	1.0	.8	.7	-4	*
Standard error		.11	-	.54	.17	-	.34	.35	-	.19	.29	-	.23
Standard deviation		.95	-	1.33	.57	-	.60	.70	-	.79	1.14	-	.70

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 354 (continuation)

QOP4.4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	c	*d	*a	b
Unweighted Base	83	18	9	36	20	27	56
Effective base	33	8	4	15	7	12	21
Weighted Base	74	18	11	29	16	29	46
Very low	(-2)	2	-	2	*	-	2
		3%	-%	7%	1%	-%	5%
Quite low	(-1)	3	*	*	3	*	3
		4%	2%	-%	*%	1%	6%
Neither low nor high	(0)	21	2	1	8	10	18
		28%	9%	5%	28%	64%	40%
Quite high	(1)	32	12	3	13	3	15
		42%	67%	30%	45%	18%	53%
Very high	(2)	16	4	7	6	*	10
		22%	21%	61%	20%	1%	36%
Don't Know (DO NOT READ OUT)		*	-	*	*	-	*
		1%	-%	4%	*%	-%	1%
NET: High		48	16	10	19	3	26
		64%	88%	91%	65%	19%	89%
NET: Low		5	*	-	2	3	*
		7%	2%	-%	7%	18%	1%
Answered		74	18	11	29	16	28
Mean Score		.8	1.1	1.6	.7	*	1.3
Standard error		.11	.15	.22	.17	.15	.13
Standard deviation		.95	.64	.63	1.03	.66	.97

Columns Tested:: a,b,c,d - a,b

Table 355

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	102	19	83	63	18	5	16	39
Effective base	46	10	38	41	11	3	10	15
Weighted Base	88	11	78	83	5	1	*	5
Very low	(-2)	1	-	1	*	-	-	*
	2%	-%	2%	1%	9%	-%	-%	8%
Quite low	(-1)	3	1	3	*	*	-	*
	4%	12%	3%	4%	1%	25%	-%	3%
Neither low nor high	(0)	25	1	25	*	-	*	*
	29%	13%	31%	30%	6%	-%	10%	5%
Quite high	(1)	32	3	30	2	*	*	2
	37%	29%	38%	37%	33%	62%	43%	37%
Very high	(2)	23	5	20	2	*	*	3
	26%	46%	23%	24%	51%	13%	48%	47%
Don't Know (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	3%	-%	4%	4%	-%	-%	-%	-%
NET: High	55	8	47	51	4	*	*	5
	63%	75%	61%	61%	84%	75%	90%	83%
NET: Low	5	1	3	4	*	*	-	1
	5%	12%	4%	5%	10%	25%	-%	11%
Answered	85	11	75	80	5	1	*	5
Mean Score	.8	1.1	.8	.8	1.1	.6	1.4	1.1
Standard error	.09	.25	.10	.11	.32	-	-	.21
Standard deviation	.92	1.09	.90	.90	1.36	-	-	1.28

Columns Tested:: a,b - a,b,c,d,e

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		102	30	17	16	9	14	16	63	18	21
Effective base		46	22	12	11	6	7	10	41	11	7
Weighted Base		88	54	19	10	2	3	*	83	5	1
Very low	(-2)	1 2%	- -%	- -%	1 10%	* 17%	- -%	- -%	1 1%	* 9%	- -%
Quite low	(-1)	3 4%	1 2%	1 6%	1 8%	- -%	* 7%	- -%	3 4%	* 1%	* 15%
Neither low nor high	(0)	25 29%	15 28%	7 36%	3 32%	* 2%	* 8%	* 10%	25 30%	* 6%	* 4%
Quite high	(1)	32 37%	27 50%	2 13%	1 11%	1 41%	1 32%	* 43%	30 37%	2 33%	1 54%
Very high	(2)	23 26%	8 14%	9 45%	4 39%	1 40%	1 53%	* 48%	20 24%	2 51%	* 27%
Don't Know (DO NOT READ OUT)		3 3%	3 5%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%
NET: High		55 63%	35 64%	11 58%	5 50%	2 81%	2 85%	* 90%	51 61%	4 84%	1 81%
NET: Low		5 5%	1 2%	1 6%	2 18%	* 17%	* 7%	- -%	4 5%	* 10%	* 15%
Answered		85	51	19	10	2	3	*	80	5	1
Mean Score		.8	.8	1.0	.6	.9	1.3	1.4	.8	1.1	.9
Standard error		.09	.13	.25	.35	.61	.30	-	.11	.32	-
Standard deviation		.92	.72	1.05	1.40	1.82	1.13	-	.90	1.36	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	102	35	28	18	5	16	37	16	10	9	13
Effective base	46	26	22	11	3	10	23	7	6	3	6
Weighted Base	88	63	20	5	1	*	50	15	5	6	2
Very low	(-2)	1	-	1	*	-	*	1	-	-	-
	2%	-%	5%	9%	-%	-%	1%	6%	-%	-%	-%
Quite low	(-1)	3	1	2	*	*	1	1	-	-	*
	4%	2%	10%	1%	25%	-%	2%	7%	-%	-%	8%
Neither low nor high	(0)	25	22	3	*	-	15	7	-	-	*
	29%	35%	16%	6%	-%	10%	29%	49%	-%	-%	2%
Quite high	(1)	32	27	3	2	*	20	3	2	5	1
	37%	43%	16%	33%	62%	43%	39%	23%	38%	72%	64%
Very high	(2)	23	10	11	2	*	11	2	3	2	*
	26%	15%	54%	51%	13%	48%	23%	15%	62%	28%	26%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	3	-	-	-	-
	3%	5%	-%	-%	-%	-%	6%	-%	-%	-%	-%
NET: High	55	37	14	4	*	*	31	6	5	6	2
	63%	59%	69%	84%	75%	90%	62%	38%	100%	100%	90%
NET: Low	5	1	3	*	*	-	1	2	-	-	*
	5%	2%	15%	10%	25%	-%	3%	13%	-%	-%	8%
Answered	85	60	20	5	1	*	47	15	5	6	2
Mean Score	.8	.8	1.0	1.1	.6	1.4	.9	.3	1.6	1.3	1.1
Standard error	.09	.13	.24	.32	-	-	.14	.26	.17	.16	.32
Standard deviation	.92	.75	1.26	1.36	-	-	.84	1.05	.54	.49	1.15

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		102	10	5	11	3	8	7	6	11	4
Effective base		46	5	3	7	2	6	5	4	8	3
Weighted Base		88	10	4	20	1	8	9	10	14	5
Very low	(-2)	1 2%	* 4%	- -%	- -%	- -%	1 12%	- -%	- -%	- -%	- -%
Quite low	(-1)	3 4%	- -%	* 4%	- -%	- -%	2 20%	- -%	- -%	1 9%	- -%
Neither low nor high	(0)	25 29%	3 33%	1 35%	11 54%	1 77%	1 7%	- -%	6 59%	2 14%	- -%
Quite high	(1)	32 37%	4 38%	2 43%	7 33%	* 23%	1 10%	6 66%	3 26%	4 30%	2 44%
Very high	(2)	23 26%	3 25%	1 19%	3 12%	- -%	4 50%	3 34%	1 15%	4 26%	3 56%
Don't Know (DO NOT READ OUT)		3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 21%	- -%
NET: High		55 63%	6 63%	2 62%	9 46%	* 23%	5 61%	9 100%	4 41%	8 56%	5 100%
NET: Low		5 5%	* 4%	* 4%	- -%	- -%	3 32%	- -%	- -%	1 9%	- -%
Answered		85	10	4	20	1	8	9	10	11	5
Mean Score		.8	.8	.8	.6	.2	.7	1.3	.6	.9	1.6
Standard error		.09	.32	.41	.22	.46	.58	.19	.32	.32	.28
Standard deviation		.92	1.02	.92	.72	.80	1.64	.50	.78	1.03	.56

Columns Tested: a,b,c,d,e,f,g,h,i

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	102	15	26	24	65	37	15	11	11
Effective base	46	9	16	16	39	17	9	4	6
Weighted Base	88	14	28	39	81	7	5	1	1
Very low	(-2)	1 2%	* 2%	- -%	1 2%	- -%	- -%	- -%	- -%
Quite low	(-1)	3 4%	1 5%	- -%	3 4%	* 5%	* 7%	- -%	* 3%
Neither low nor high	(0)	25 29%	7 12%	17 43%	25 31%	* 5%	* 3%	* 5%	* 13%
Quite high	(1)	32 37%	10 35%	15 39%	28 35%	4 61%	3 68%	1 58%	* 37%
Very high	(2)	23 26%	7 25%	7 18%	21 26%	2 28%	1 21%	* 36%	1 46%
Don't Know (DO NOT READ OUT)		3 3%	3 10%	- -%	3 4%	- -%	- -%	- -%	- -%
NET: High		55 63%	10 70%	17 60%	22 57%	49 60%	6 89%	4 90%	1 95%
NET: Low		5 5%	3 18%	2 7%	- -%	4 5%	* 5%	* 7%	- -%
Answered		85	14	25	39	78	7	5	1
Mean Score		.8	.9	.9	.8	.8	1.1	1.0	1.3
Standard error		.09	.34	.19	.15	.12	.13	.21	.47
Standard deviation		.92	1.33	.97	.75	.93	.78	.82	1.79

Columns Tested:: a,b,c,d,e,f,g,h

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	102	3	10	4	14	5	40	2	5	33
Effective base	46	3	5	2	7	1	18	2	3	18
Weighted Base	88	3	9	5	14	5	29	1	1	37
Very low	(-2)	1	-	-	1	1	-	*	-	-
	2%	-%	-%	21%	7%	-%	-%	74%	-%	-%
Quite low	(-1)	3	-	1	-	1	-	1	-	-
	4%	-%	9%	-%	6%	-%	4%	-%	-%	4%
Neither low nor high	(0)	25	-	2	-	2	4	5	*	-
	29%	-%	21%	-%	14%	83%	18%	26%	-%	38%
Quite high	(1)	32	1	4	*	4	*	14	-	*
	37%	41%	46%	1%	31%	1%	49%	-%	43%	35%
Very high	(2)	23	2	2	4	6	1	8	-	*
	26%	59%	24%	78%	42%	16%	29%	-%	57%	16%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	3
	3%	-%	-%	-%	-%	-%	-%	-%	-%	8%
NET: High	55	3	6	4	10	1	22	-	1	19
	63%	100%	70%	79%	73%	17%	78%	-%	100%	51%
NET: Low	5	-	1	1	2	-	1	*	-	1
	5%	-%	9%	21%	13%	-%	4%	74%	-%	4%
Answered	85	3	9	5	14	5	29	1	1	34
Mean Score	.8	1.6	.8	1.2	1.0	.3	1.0	-1.5	1.6	.7
Standard error	.09	.35	.30	.92	.33	.36	.13	-	-	.14
Standard deviation	.92	.61	.94	1.83	1.24	.81	.82	-	-	.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	102	22	40	40	88	14	-	92	10	101	1
Effective base	46	10	18	19	38	9	-	43	4	45	1
Weighted Base	88	22	29	38	66	22	-	86	3	88	1
Very low (-2)	1 2%	1 4%	- -%	* 1%	1 2%	- -%	- -%	1 2%	- -%	1 2%	- -%
Quite low (-1)	3 4%	1 4%	1 4%	1 4%	3 4%	1 3%	- -%	3 4%	* 11%	3 4%	- -%
Neither low nor high (0)	25 29%	6 29%	5 18%	14 37%	15 23%	10 45%	- -%	24 28%	1 40%	25 29%	- -%
Quite high (1)	32 37%	5 25%	14 49%	13 35%	23 36%	9 40%	- -%	32 37%	* 15%	32 37%	- -%
Very high (2)	23 26%	8 38%	8 29%	6 16%	20 31%	3 12%	- -%	22 25%	1 34%	22 25%	1 100%
Don't Know (DO NOT READ OUT)	3 3%	- -%	- -%	3 8%	3 4%	- -%	- -%	3 3%	- -%	3 3%	- -%
NET: High	55 63%	14 63%	22 78%	19 51%	44 66%	12 52%	- -%	54 63%	1 49%	54 62%	1 100%
NET: Low	5 5%	2 8%	1 4%	2 5%	4 6%	1 3%	- -%	4 5%	* 11%	5 5%	- -%
Answered	85	22	29	35	63	22	-	83	3	85	1
Mean Score	.8	.9	1.0	.7	.9	.6	-	.8	.7	.8	2.0
Standard error	.09	.24	.13	.14	.10	.20	-	.10	.41	.09	-
Standard deviation	.92	1.12	.82	.86	.97	.75	-	.92	1.30	.92	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		102	33	26	40
Effective base		46	13	10	23
Weighted Base		88	21	12	52
Very low	(-2)	1 2%	- -%	1 11%	- -%
Quite low	(-1)	3 4%	* *%	1 10%	2 4%
Neither low nor high	(0)	25 29%	9 42%	4 35%	11 22%
Quite high	(1)	32 37%	6 29%	3 21%	24 46%
Very high	(2)	23 26%	6 29%	3 22%	12 23%
Don't Know (DO NOT READ OUT)		3 3%	- -%	- -%	3 6%
NET: High		55 63%	12 58%	5 44%	35 68%
NET: Low		5 5%	* *%	3 21%	2 4%
Answered		85	21	12	49
Mean Score		.8	.9	.3	.9
Standard error		.09	.15	.25	.13
Standard deviation		.92	.86	1.29	.81

Columns Tested: a,b,c

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	102	63	17	15	2	1	2	1	1	80	22	7
Effective base	46	31	7	5	2	1	1	1	1	38	7	4
Weighted Base	88	58	15	11	2	*	1	1	*	74	15	3
Very low	(-2)	1	*	-	-	-	1	-	-	*	1	1
		2%	1%	-%	-%	-%	96%	-%	-%	1%	6%	28%
Quite low	(-1)	3	2	1	*	-	-	-	-	3	*	-
		4%	3%	8%	1%	-%	-%	-%	-%	4%	1%	-%
Neither low nor high	(0)	25	20	4	1	-	-	-	-	24	1	-
		29%	34%	29%	13%	-%	-%	-%	-%	33%	10%	-%
Quite high	(1)	32	20	4	8	-	-	-	*	24	8	*
		37%	35%	24%	74%	-%	-%	-%	100%	33%	57%	1%
Very high	(2)	23	13	6	1	2	*	*	1	-	19	4
		26%	22%	38%	11%	100%	100%	4%	100%	-%	26%	26%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	-	3	-	-
		3%	5%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET: High		55	34	10	10	2	*	*	1	*	43	12
		63%	57%	63%	86%	100%	100%	4%	100%	100%	59%	83%
NET: Low		5	2	1	*	-	-	1	-	-	4	1
		5%	4%	8%	1%	-%	-%	96%	-%	-%	5%	7%
Answered		85	56	15	11	2	*	1	1	*	71	15
Mean Score		.8	.8	.9	1.0	2.0	-1.8	2.0	1.0	.8	.9	.9
Standard error		.09	.11	.25	.15	-	-	-	-	.10	.22	.80
Standard deviation		.92	.88	1.04	.57	-	-	-	-	.91	1.02	2.12

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	102	19	44	39	87	86	90	96	63	46	6	48	12	6	4	9	5
Effective base	46	8	23	15	37	36	38	44	24	15	4	25	4	2	1	3	1
Weighted Base	88	13	45	30	74	72	76	86	50	34	5	46	6	7	3	7	2
Very low (-2)	1 2%	* 3%	- -%	1 3%	1 2%	1 2%	1 2%	1 2%	1 3%	1 4%	- -%	1 2%	* 7%	- -%	- -%	- -%	- -%
Quite low (-1)	3 4%	1 6%	1 3%	1 5%	2 3%	2 3%	2 3%	3 4%	2 4%	2 6%	- -%	2 4%	* 8%	- -%	- -%	- -%	- -%
Neither low nor high (0)	25 29%	6 49%	13 29%	6 20%	23 31%	19 27%	23 30%	24 28%	17 35%	11 34%	3 59%	14 31%	1 11%	* 3%	- -%	4 60%	* 6%
Quite high (1)	32 37%	3 25%	17 38%	12 40%	31 42%	32 44%	32 42%	32 37%	17 34%	12 35%	* 7%	19 42%	1 16%	6 90%	3 100%	* 6%	2 94%
Very high (2)	23 26%	2 17%	11 24%	10 32%	14 19%	15 20%	15 20%	23 26%	12 24%	7 21%	2 34%	7 16%	3 58%	* 6%	- -%	2 34%	- -%
Don't Know (DO NOT READ OUT)	3 3%	- -%	3 6%	- -%	3 4%	3 4%	3 4%	3 3%	- -%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%	- -%
NET: High	55 63%	6 42%	28 62%	22 72%	45 61%	47 64%	47 62%	54 63%	29 58%	19 56%	2 41%	27 58%	4 74%	6 97%	3 100%	3 40%	2 94%
NET: Low	5 5%	1 9%	1 3%	2 8%	3 5%	3 5%	3 5%	5 6%	3 7%	3 10%	- -%	3 6%	1 15%	- -%	- -%	- -%	- -%
Answered	85	13	42	30	71	70	73	83	50	34	5	43	6	7	3	7	2
Mean Score	.8	.5	.9	.9	.8	.8	.8	.9	.7	.6	.8	.7	1.1	1.0	1.0	.7	.9
Standard error	.09	.23	.13	.16	.09	.09	.09	.10	.12	.15	.42	.13	.41	.14	-	.33	.14
Standard deviation	.92	.99	.83	1.01	.88	.87	.88	.93	.97	1.02	1.03	.88	1.42	.34	-	1.00	.31

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	102	54	10	4	3	11	1	4	41	21	7	6	5	4	2
Effective base	46	28	4	1	1	4	1	1	21	8	2	3	2	2	1
Weighted Base	88	56	5	*	1	6	4	2	36	20	4	8	1	*	2
Very low	(-2)	1	1	-	*	-	-	-	*	1	-	-	-	-	-
		2%	2%	-%	88%	-%	-%	-%	1%	5%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	1	-	-	-	-	1	1	*	-	-	-	-
		4%	2%	22%	-%	-%	-%	-%	2%	6%	3%	-%	-%	-%	-%
Neither low nor high	(0)	25	15	3	*	*	*	4	12	7	1	-	-	-	*
		29%	27%	64%	8%	12%	2%	100%	33%	32%	16%	-%	-%	-%	7%
Quite high	(1)	32	25	*	*	*	3	-	13	10	1	6	*	*	2
		37%	45%	1%	2%	7%	55%	-%	34%	48%	20%	78%	32%	90%	93%
Very high	(2)	23	11	1	*	*	2	-	8	2	3	2	1	*	-
		26%	19%	13%	2%	81%	43%	-%	21%	9%	61%	22%	68%	10%	-%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-	-	-	-	-
		3%	5%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%
NET: High		55	36	1	*	*	6	-	20	12	4	8	1	*	2
		63%	65%	14%	4%	88%	98%	-%	56%	58%	81%	100%	100%	100%	93%
NET: Low		5	2	1	*	-	-	-	1	2	*	-	-	-	-
		5%	3%	22%	88%	-%	-%	-%	3%	10%	3%	-%	-%	-%	-%
Answered		85	53	5	*	1	6	4	34	20	4	8	1	*	2
Mean Score		.8	.8	.1	-1.7	1.7	1.4	-	.8	.5	1.4	1.2	1.7	1.1	.9
Standard error		.09	.12	.31	-	-	.18	-	.14	.20	.37	.18	.59	-	.25
Standard deviation		.92	.84	.97	-	-	.59	-	.88	.93	.98	.44	1.33	-	.35

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	102	40	14	13	11	8	5	5	20	21	27	11	11
Effective base	46	21	7	4	6	4	2	2	11	9	10	5	5
Weighted Base	88	38	15	11	10	4	1	7	21	15	17	10	13
Very low	1 (-2)	-	*	1	-	-	-	-	-	1	-	-	-
	2%	-%	3%	9%	-%	-%	-%	-%	-%	9%	-%	-%	-%
Quite low	3 (-1)	2	1	1	*	-	-	-	-	2	*	-	*
	4%	4%	5%	8%	1%	-%	-%	-%	-%	11%	2%	-%	1%
Neither low nor high	25 (0)	16	3	4	-	-	-	1	10	3	1	4	4
	29%	42%	19%	41%	-%	-%	-%	10%	49%	16%	8%	38%	34%
Quite high	32 (1)	10	5	3	5	2	1	6	4	7	9	6	6
	37%	27%	30%	29%	48%	44%	100%	90%	19%	47%	52%	61%	45%
Very high	23 (2)	10	4	1	5	2	-	-	4	3	6	*	3
	26%	26%	25%	13%	50%	56%	-%	-%	18%	17%	38%	*%	20%
Don't Know (DO NOT READ OUT)	3	-	3	-	-	-	-	-	3	-	-	-	-
	3%	-%	19%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%
NET: High	55	20	8	5	10	4	1	6	8	10	15	6	8
	63%	54%	55%	42%	99%	100%	100%	90%	37%	64%	90%	62%	65%
NET: Low	5	2	1	2	*	-	-	-	-	3	*	-	*
	5%	4%	8%	17%	1%	-%	-%	-%	-%	19%	2%	-%	1%
Answered	85	38	12	11	10	4	1	7	18	15	17	10	13
Mean Score	.8	.8	.8	.3	1.5	1.6	1.0	.9	.6	.5	1.3	.6	.8
Standard error	.09	.14	.30	.31	.18	.20	-	.15	.19	.26	.14	.16	.23
Standard deviation	.92	.90	1.08	1.13	.61	.57	-	.32	.83	1.19	.71	.52	.78

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e	
Unweighted Base	102	32	16	27	6	6	23	23	19	11	9	
Effective base	46	16	7	10	3	2	13	8	8	4	4	
Weighted Base	88	31	15	17	4	7	24	15	12	9	12	
Very low	(-2)	1 2%	1 4%	- -%	- -%	- -%	- -%	1 9%	- -%	- -%	- -%	- -%
Quite low	(-1)	3 4%	2 5%	- -%	* 2%	- -%	* 2%	2 13%	- -%	- -%	- -%	* 1%
Neither low nor high	(0)	25 29%	10 33%	5 32%	1 8%	2 39%	4 65%	12 52%	* 1%	* *	2 26%	4 36%
Quite high	(1)	32 37%	11 35%	8 52%	10 57%	2 60%	* *%	5 19%	7 45%	9 73%	6 66%	6 48%
Very high	(2)	23 26%	4 13%	2 15%	6 33%	* 1%	2 33%	4 17%	5 32%	3 27%	1 9%	2 15%
Don't Know (DO NOT READ OUT)		3 3%	3 9%	- -%	- -%	- -%	- -%	3 12%	- -%	- -%	- -%	- -%
NET: High		55 63%	15 48%	10 68%	15 90%	2 61%	2 33%	9 36%	12 77%	12 100%	7 74%	8 62%
NET: Low		5 5%	3 10%	- -%	* 2%	- -%	* 2%	- -%	3 22%	- -%	- -%	* 1%
Answered	85	29	15	17	4	7	21	15	12	9	12	
Mean Score	.8	.5	.8	1.2	.6	.6	.6	.8	1.3	.8	.8	
Standard error	.09	.18	.17	.13	.24	.43	.17	.27	.11	.18	.25	
Standard deviation	.92	.99	.69	.69	.58	1.04	.82	1.32	.47	.59	.74	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	102	17	18	30	19	11	74	11	11	55	47	63	24
Effective base	46	9	8	12	10	5	35	4	4	27	18	28	9
Weighted Base	88	16	17	20	23	9	67	7	11	54	35	54	20
Very low	(-2)	1	-	-	1	-	1	-	*	-	1	-	1
		2%	-%	-%	7%	-%	1%	-%	4%	-%	4%	-%	7%
Quite low	(-1)	3	*	1	2	-	2	1	-	2	1	1	1
		4%	2%	4%	11%	-%	3%	15%	-%	4%	4%	2%	4%
Neither low nor high	(0)	25	10	2	-	9	14	3	7	19	6	17	6
		29%	63%	12%	-%	39%	21%	36%	63%	36%	18%	31%	30%
Quite high	(1)	32	1	7	13	7	29	3	*	23	9	24	7
		37%	6%	41%	63%	30%	43%	42%	*%	44%	26%	44%	34%
Very high	(2)	23	5	4	4	7	18	*	4	9	14	9	5
		26%	29%	26%	19%	31%	27%	6%	33%	16%	40%	17%	26%
Don't Know (DO NOT READ OUT)		3	-	3	-	-	3	-	-	-	3	3	-
		3%	-%	17%	-%	-%	4%	-%	-%	-%	8%	5%	-%
NET: High		55	6	12	16	14	47	4	4	32	23	33	12
		63%	35%	67%	82%	61%	70%	49%	33%	60%	66%	61%	60%
NET: Low		5	*	1	4	-	3	1	*	2	3	1	2
		5%	2%	4%	18%	-%	5%	15%	4%	4%	8%	2%	11%
Answered		85	16	14	20	23	64	7	11	54	32	51	20
Mean Score		.8	.6	1.1	.8	.9	1.0	.4	.6	.7	1.0	.8	.7
Standard error		.09	.23	.20	.20	.25	.10	.27	.34	.11	.16	.10	.23
Standard deviation		.92	.95	.84	1.12	.85	.89	.88	1.12	.79	1.10	.76	1.14

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base	102	46	40	26	70	61	26	47	39	28	68
Effective base	46	23	13	17	27	28	9	24	12	18	25
Weighted Base	88	45	28	34	51	54	20	46	27	36	50
Very low	(-2) 1 2%	- -%	1 5%	- -%	1 3%	- -%	1 7%	- -%	1 5%	- -%	1 3%
Quite low	(-1) 3 4%	1 2%	1 5%	- -%	3 7%	1 2%	1 4%	* 1%	2 7%	1 2%	3 5%
Neither low nor high	(0) 25 29%	14 32%	5 19%	15 44%	9 17%	16 31%	6 30%	14 31%	5 20%	15 42%	9 18%
Quite high	(1) 32 37%	20 44%	12 44%	13 39%	18 36%	24 45%	7 33%	20 44%	12 44%	13 37%	19 37%
Very high	(2) 23 26%	7 16%	8 27%	6 17%	17 33%	9 17%	5 26%	8 18%	6 24%	7 19%	16 31%
Don't Know (DO NOT READ OUT)	3 3%	3 6%	- -%	- -%	3 6%	3 5%	- -%	3 6%	- -%	- -%	3 6%
NET: High	55 63%	27 60%	20 71%	19 56%	35 68%	33 61%	12 60%	29 62%	18 68%	20 56%	34 69%
NET: Low	5 5%	1 2%	3 10%	- -%	5 9%	1 2%	2 11%	* 1%	3 12%	1 2%	4 8%
Answered	85	42	28	34	49	51	20	43	27	36	47
Mean Score	.8	.8	.8	.7	.9	.8	.7	.9	.8	.7	.9
Standard error	.09	.11	.17	.15	.12	.10	.22	.11	.17	.15	.12
Standard deviation	.92	.75	1.06	.74	1.04	.76	1.13	.74	1.07	.80	1.01

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	102	65	51	34	1	71	47	25	-	89	41	32	-
Effective base	46	25	25	13	1	29	22	11	-	41	20	17	-
Weighted Base	88	49	48	25	1	60	44	22	-	81	38	30	-
Very low (-2)	1 2%	1 2%	* 1%	* 2%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%
Quite low (-1)	3 4%	2 4%	2 3%	1 3%	- -%	2 3%	2 4%	1 4%	- -%	3 4%	2 6%	1 3%	- -%
Neither low nor high (0)	25 29%	13 27%	13 27%	3 12%	1 100%	16 27%	8 19%	2 11%	- -%	24 29%	9 24%	5 17%	- -%
Quite high (1)	32 37%	21 44%	21 43%	12 49%	- -%	28 48%	22 51%	12 56%	- -%	29 36%	17 45%	13 44%	- -%
Very high (2)	23 26%	11 23%	10 20%	9 35%	- -%	12 20%	9 20%	7 29%	- -%	21 26%	9 25%	11 36%	- -%
Don't Know (DO NOT READ OUT)	3 3%	- -%	3 6%	- -%	- -%	- -%	3 7%	- -%	- -%	3 4%	- -%	- -%	- -%
NET: High	55 63%	33 66%	30 63%	21 83%	- -%	40 67%	31 71%	19 86%	- -%	50 62%	26 70%	24 80%	- -%
NET: Low	5 5%	3 6%	2 4%	1 5%	- -%	3 6%	2 4%	1 4%	- -%	5 6%	2 6%	1 3%	- -%
Answered	85	49	45	25	1	60	41	22	-	78	38	30	-
Mean Score	.8	.8	.8	1.1	-	.8	.9	1.1	-	.8	.9	1.1	-
Standard error	.09	.11	.12	.15	-	.10	.11	.15	-	.10	.13	.14	-
Standard deviation	.92	.91	.84	.87	-	.88	.77	.75	-	.94	.86	.80	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	*d	*e	*a	*b
Unweighted Base	102	66	66	47	60	41	8	34	34	35	20	10	16	16
Effective base	46	29	29	23	25	21	4	17	17	16	12	7	7	9
Weighted Base	88	60	59	52	50	45	3	39	39	35	22	11	13	16
Very low (-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	1	2	*	2	2	-	*	*	*	-	-	-	-
	4%	2%	4%	*%	4%	4%	-%	*%	*%	*%	-%	-%	-%	-%
Neither low nor high (0)	25	21	19	20	21	20	-	18	17	15	5	2	4	3
	29%	35%	33%	39%	42%	45%	-%	47%	44%	41%	22%	20%	30%	17%
Quite high (1)	32	24	25	22	16	12	*	15	16	13	10	5	6	7
	37%	41%	42%	43%	32%	26%	9%	38%	41%	38%	44%	46%	44%	44%
Very high (2)	23	11	10	9	11	8	3	6	5	7	8	4	3	3
	26%	18%	17%	17%	21%	18%	91%	15%	14%	20%	34%	35%	26%	20%
Don't Know (DO NOT READ OUT)	3	3	3	-	-	3	-	-	-	-	-	-	-	3
	3%	5%	5%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	18%
NET: High	55	35	35	31	27	20	3	20	22	21	17	9	9	11
	63%	58%	59%	60%	54%	44%	100%	53%	55%	58%	78%	80%	70%	65%
NET: Low	5	1	2	*	2	2	-	*	*	*	-	-	-	-
	5%	2%	4%	*%	4%	4%	-%	*%	*%	*%	-%	-%	-%	-%
Answered	85	57	56	52	50	42	3	39	39	35	22	11	13	14
Mean Score	.8	.8	.8	.8	.7	.6	1.9	.7	.7	.8	1.1	1.1	1.0	1.0
Standard error	.09	.10	.10	.11	.11	.13	.13	.13	.12	.13	.17	.24	.19	.18
Standard deviation	.92	.77	.79	.73	.85	.85	.36	.73	.72	.78	.76	.76	.78	.70

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	102	17	13	9	2	79	69	89	76	66	70	70	26	-	57	7
Effective base	46	8	6	3	2	36	29	40	34	27	32	33	13	-	25	5
Weighted Base	88	17	7	6	2	71	56	79	67	52	69	62	23	-	45	7
Very low (-2)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	1	*	1	-	3	3	3	2	3	1	1	-	-	1	1
	4%	6%	1%	14%	-%	4%	5%	3%	3%	6%	2%	1%	-%	-%	3%	11%
Neither low nor high (0)	25	5	2	3	-	25	19	25	24	16	25	20	6	-	9	3
	29%	27%	26%	52%	-%	36%	35%	32%	35%	31%	37%	32%	24%	-%	20%	45%
Quite high (1)	32	8	3	1	1	27	19	30	19	16	23	24	12	-	20	2
	37%	48%	52%	10%	69%	38%	34%	38%	28%	31%	34%	38%	51%	-%	45%	27%
Very high (2)	23	3	1	1	1	13	15	18	20	13	16	15	6	-	12	1
	26%	19%	21%	24%	31%	18%	27%	23%	30%	25%	23%	24%	24%	-%	26%	17%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	3	-	3	3	3	3	3	-	-	3	-
	3%	-%	-%	-%	-%	4%	-%	4%	4%	6%	4%	5%	-%	-%	6%	-%
NET: High	55	11	5	2	2	40	34	48	39	29	39	39	17	-	32	3
	63%	66%	73%	34%	100%	57%	61%	61%	58%	56%	57%	62%	76%	-%	71%	43%
NET: Low	5	1	*	1	-	3	3	3	2	4	1	1	-	-	1	1
	5%	6%	1%	14%	-%	4%	5%	3%	3%	8%	2%	1%	-%	-%	3%	11%
Answered	85	17	7	6	2	68	56	76	65	49	66	59	23	-	42	7
Mean Score	.8	.8	.9	.4	1.3	.7	.8	.8	.9	.8	.8	.9	1.0	-	1.0	.5
Standard error	.09	.20	.21	.37	.45	.09	.11	.09	.10	.12	.10	.10	.14	-	.11	.37
Standard deviation	.92	.84	.76	1.11	.64	.81	.89	.83	.89	.99	.83	.80	.71	-	.79	.97

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	a	*b	c
Unweighted Base	102	53	22	83	2	51	51	29	52	17	37	28	33
Effective base	46	25	9	36	2	23	23	16	22	9	18	13	14
Weighted Base	88	51	18	64	2	44	44	22	42	24	31	26	31
Very low (-2)	1 2%	- -%	- -%	- -%	1 54%	1 3%	- -%	- -%	1 3%	- -%	* 1%	1 4%	- -%
Quite low (-1)	3 4%	2 4%	- -%	2 3%	1 46%	3 7%	* 1%	2 9%	* 1%	1 3%	2 5%	1 4%	1 3%
Neither low nor high (0)	25 29%	17 33%	7 38%	13 21%	- -%	17 39%	8 18%	3 16%	7 16%	15 65%	13 42%	3 13%	9 30%
Quite high (1)	32 37%	20 39%	6 36%	24 38%	- -%	9 19%	24 54%	8 37%	20 48%	4 18%	5 18%	16 63%	10 31%
Very high (2)	23 26%	9 18%	4 25%	21 33%	- -%	14 31%	9 20%	8 38%	11 25%	3 14%	7 23%	4 16%	11 36%
Don't Know (DO NOT READ OUT)	3 3%	3 6%	- -%	3 5%	- -%	- -%	3 7%	- -%	3 7%	- -%	3 9%	- -%	- -%
NET: High	55 63%	29 57%	11 62%	45 71%	- -%	22 51%	33 74%	17 75%	31 73%	7 31%	13 41%	20 80%	21 68%
NET: Low	5 5%	2 4%	- -%	2 3%	2 100%	4 10%	* 1%	2 9%	2 4%	1 3%	2 7%	2 7%	1 3%
Answered	85	48	18	61	2	44	41	22	39	24	28	26	31
Mean Score	.8	.7	.9	1.1	-1.5	.7	1.0	1.0	1.0	.4	.6	.8	1.0
Standard error	.09	.11	.17	.09	.54	.15	.10	.18	.13	.19	.17	.17	.15
Standard deviation	.92	.81	.81	.84	.76	1.09	.68	.98	.91	.78	1.00	.88	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		102	62	40
Effective base		46	25	20
Weighted Base		88	50	38
Very low (-2)		1	1	-
		2%	3%	-%
Quite low (-1)		3	1	2
		4%	3%	5%
Neither low nor high (0)		25	21	4
		29%	42%	12%
			b	
Quite high (1)		32	12	20
		37%	25%	52%
Very high (2)		23	14	9
		26%	28%	23%
Don't Know (DO NOT READ OUT)		3	-	3
		3%	-%	8%
NET: High		55	26	29
		63%	53%	75%
NET: Low		5	3	2
		5%	5%	5%
Answered		85	50	35
Mean Score		.8	.7	1.0
Standard error		.09	.13	.13
Standard deviation		.92	1.00	.79

Columns Tested:: a,b

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		102	-	4	19	14	3	8	5	8	16	11	7	7
Effective base		46	-	3	10	5	1	5	3	4	8	5	5	3
Weighted Base		88	-	1	18	9	3	9	*	6	20	4	11	7
Very low	(-2)	1	-	-	-	-	-	-	-	1	-	-	-	*
		2%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	7%
Quite low	(-1)	3	-	*	*	1	-	-	-	1	-	-	1	-
		4%	-%	16%	2%	14%	-%	-%	-%	15%	-%	-%	7%	-%
Neither low nor high	(0)	25	-	-	4	4	-	2	*	2	7	2	2	2
		29%	-%	-%	22%	48%	-%	19%	9%	40%	36%	42%	18%	31%
Quite high	(1)	32	-	*	6	3	*	4	*	*	8	1	6	3
		37%	-%	36%	33%	28%	9%	48%	58%	4%	39%	28%	60%	43%
Very high	(2)	23	-	*	5	1	3	3	*	1	5	1	2	1
		26%	-%	48%	28%	10%	91%	33%	32%	24%	25%	30%	15%	19%
Don't Know (DO NOT READ OUT)		3	-	-	3	-	-	-	-	-	-	-	-	-
		3%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		55	-	1	11	3	3	7	*	2	13	2	8	4
		63%	-%	84%	61%	38%	100%	81%	91%	29%	64%	58%	75%	62%
NET: Low		5	-	*	*	1	-	-	-	2	-	-	1	*
		5%	-%	16%	2%	14%	-%	-%	-%	31%	-%	-%	7%	7%
Answered		85	-	1	15	9	3	9	*	6	20	4	11	7
Mean Score		.8	-	1.2	1.0	.3	1.9	1.1	1.2	*	.9	.9	.8	.7
Standard error		.09	-	-	.20	.24	.20	.27	-	.53	.20	.29	.31	.41
Standard deviation		.92	-	-	.85	.88	.35	.75	-	1.49	.79	.97	.81	1.08

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 355 (continuation)

QOP4.5.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	102	23	25	29	25	48	54
Effective base	46	11	11	12	11	22	23
Weighted Base	88	19	21	26	21	40	48
Very low	(-2)	1	-	1	*	-	1
		2%	-%	4%	2%	-%	3%
Quite low	(-1)	3	*	1	1	2	2
		4%	2%	6%	4%	4%	3%
Neither low nor high	(0)	25	4	6	10	6	10
		29%	21%	29%	36%	27%	25%
Quite high	(1)	32	6	7	8	10	14
		37%	33%	34%	32%	49%	33%
Very high	(2)	23	6	7	7	4	12
		26%	29%	31%	25%	19%	30%
Don't Know (DO NOT READ OUT)		3	3	-	-	3	-
		3%	15%	-%	-%	7%	-%
NET: High		55	12	14	15	14	26
		63%	62%	65%	57%	68%	63%
NET: Low		5	*	1	2	1	2
		5%	2%	6%	7%	6%	4%
Answered		85	16	21	26	21	38
Mean Score		.8	1.0	.9	.7	.8	1.0
Standard error		.09	.18	.19	.19	.18	.13
Standard deviation		.92	.86	.93	1.01	.88	.94

Columns Tested:: a,b,c,d - a,b

Table 356

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	81	1	80	55	11	2	13	26
Effective base	37	1	37	34	6	1	9	8
Weighted Base	81	1	81	77	3	*	*	4
Very low	(-2) 2	-	2	2	-	-	-	-
	3%	-%	3%	3%	-%	-%	-%	-%
Quite low	(-1) 5	-	5	4	*	-	*	*
	6%	-%	6%	6%	10%	-%	6%	9%
Neither low nor high	(0) 13	-	13	13	*	-	*	*
	16%	-%	16%	16%	4%	-%	12%	5%
Quite high	(1) 39	-	39	37	2	*	*	2
	48%	-%	48%	48%	51%	100%	26%	52%
Very high	(2) 22	1	22	21	1	-	*	1
	27%	100%	27%	27%	35%	-%	56%	34%
NET: High	61	1	61	58	3	*	*	3
	75%	100%	75%	75%	86%	100%	82%	87%
NET: Low	7	-	7	7	*	-	*	*
	9%	-%	9%	9%	10%	-%	6%	9%
Answered	81	1	81	77	3	*	*	4
Mean Score	.9	2.0	.9	.9	1.1	1.0	1.3	1.1
Standard error	.11	-	.11	.13	.31	-	-	.19
Standard deviation	.97	-	.97	.97	1.04	-	-	.98

Columns Tested:: a,b - a,b,c,d,e

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	*b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		81	34	11	10	4	9	13	55	11	15
Effective base		37	23	7	8	3	4	9	34	6	5
Weighted Base		81	54	17	6	1	2	*	77	3	1
Very low	(-2)	2 3%	- -%	2 9%	1 13%	- -%	- -%	- -%	2 3%	- -%	- -%
Quite low	(-1)	5 6%	1 2%	3 19%	- -%	- -%	* 13%	* 6%	4 6%	* 10%	* 3%
Neither low nor high	(0)	13 16%	9 17%	2 12%	1 18%	* 9%	* 2%	* 12%	13 16%	* 4%	* 7%
Quite high	(1)	39 48%	26 48%	8 46%	3 51%	1 46%	1 59%	* 26%	37 48%	2 51%	* 59%
Very high	(2)	22 27%	18 32%	2 14%	1 17%	1 46%	1 26%	* 56%	21 27%	1 35%	* 31%
NET: High		61 75%	44 80%	10 60%	4 68%	1 91%	2 85%	* 82%	58 75%	3 86%	1 90%
NET: Low		7 9%	1 2%	5 28%	1 13%	- -%	* 13%	* 6%	7 9%	* 10%	* 3%
Answered		81	54	17	6	1	2	*	77	3	1
Mean Score		.9	1.1	.4	.6	1.4	1.0	1.3	.9	1.1	1.2
Standard error		.11	.13	.37	.41	.76	.39	-	.13	.31	-
Standard deviation		.97	.77	1.24	1.29	1.52	1.18	-	.97	1.04	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	81	40	15	11	2	13	44	19	6	1	9
Effective base	37	27	10	6	1	9	26	7	2	1	2
Weighted Base	81	67	10	3	*	*	58	18	3	*	2
Very low	(-2)	2	1	1	-	-	1	-	-	-	1
		3%	2%	12%	-%	-%	2%	-%	-%	-%	69%
Quite low	(-1)	5	1	3	*	*	3	1	*	-	*
		6%	2%	31%	10%	6%	6%	6%	11%	-%	1%
Neither low nor high	(0)	13	11	1	*	*	8	4	-	-	*
		16%	17%	11%	4%	12%	14%	25%	-%	-%	2%
Quite high	(1)	39	34	3	2	*	28	8	2	-	*
		48%	51%	30%	51%	100%	48%	46%	62%	-%	25%
Very high	(2)	22	19	2	1	-	17	4	1	*	*
		27%	29%	17%	35%	-%	30%	22%	26%	100%	3%
NET: High		61	53	5	3	*	45	12	3	*	*
		75%	79%	47%	86%	100%	78%	69%	89%	100%	28%
NET: Low		7	2	4	*	-	5	1	*	-	1
		9%	4%	42%	10%	-%	8%	6%	11%	-%	70%
Answered	81	67	10	3	*	*	58	18	3	*	2
Mean Score	.9	1.0	.1	1.1	1.0	1.3	1.0	.8	1.0	2.0	-1.1
Standard error	.11	.13	.36	.31	-	-	.14	.20	.43	-	.75
Standard deviation	.97	.84	1.39	1.04	-	-	.94	.86	1.04	-	2.25

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		81	5	4	7	6	7	8	6	6	4
Effective base		37	5	2	3	4	6	6	4	5	4
Weighted Base		81	8	1	11	6	6	18	9	10	5
Very low	(-2)	2	-	-	-	-	-	-	-	-	1
		3%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Quite low	(-1)	5	3	-	*	-	1	-	-	-	-
		6%	43%	-%	3%	-%	13%	-%	-%	-%	-%
Neither low nor high	(0)	13	3	*	4	-	2	3	-	-	-
		16%	40%	2%	42%	-%	32%	15%	-%	-%	-%
Quite high	(1)	39	1	-	5	2	1	13	7	4	4
		48%	16%	-%	45%	26%	25%	72%	71%	40%	84%
Very high	(2)	22	-	1	1	5	2	2	3	6	-
		27%	-%	98%	10%	74%	29%	13%	29%	60%	-%
NET: High		61	1	1	6	6	3	15	9	10	4
		75%	16%	98%	55%	100%	54%	85%	100%	100%	84%
NET: Low		7	3	-	*	-	1	-	-	-	1
		9%	43%	-%	3%	-%	13%	-%	-%	-%	16%
Answered		81	8	1	11	6	6	18	9	10	5
Mean Score		.9	-.3	2.0	.6	1.7	.7	1.0	1.3	1.6	.5
Standard error		.11	.35	.25	.28	.20	.43	.19	.20	.21	.61
Standard deviation		.97	.77	.50	.75	.48	1.13	.54	.48	.52	1.22

Columns Tested: a,b,c,d,e,f,g,h,i

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		81	17	15	21	53	28	10	10	8
Effective base		37	13	10	12	32	13	5	5	5
Weighted Base		81	17	19	38	75	7	4	2	1
Very low	(-2)	2 3%	1 5%	- -%	- -%	1 1%	2 23%	2 43%	- -%	- -%
Quite low	(-1)	5 6%	1 4%	3 18%	* 1%	5 6%	* 5%	* 9%	* *%	- -%
Neither low nor high	(0)	13 16%	2 11%	3 17%	7 19%	12 16%	* 7%	* 9%	* 5%	* 4%
Quite high	(1)	39 48%	7 43%	5 27%	24 64%	37 50%	2 26%	1 30%	* *%	1 68%
Very high	(2)	22 27%	6 37%	7 38%	6 16%	20 26%	3 39%	* 9%	2 94%	* 28%
NET: High		61 75%	14 80%	13 65%	31 80%	57 76%	4 65%	1 39%	2 94%	1 96%
NET: Low		7 9%	2 9%	3 18%	* 1%	5 7%	2 28%	2 52%	* *%	- -%
Answered		81	17	19	38	75	7	4	2	1
Mean Score		.9	1.0	.9	1.0	.9	.5	-5	1.9	1.2
Standard error		.11	.26	.29	.14	.12	.32	.56	.21	-
Standard deviation		.97	1.07	1.14	.63	.88	1.72	1.76	.66	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	81	-	5	3	8	10	30	-	4	29
Effective base	37	-	4	1	3	5	16	-	2	16
Weighted Base	81	-	4	5	9	15	21	-	1	36
Very low	(-2)	2	1	-	1	1	-	-	-	*
	3%	-%	22%	-%	9%	8%	-%	-%	-%	1%
Quite low	(-1)	5	-	-	-	2	1	-	-	1
	6%	-%	-%	-%	-%	14%	7%	-%	-%	4%
Neither low nor high	(0)	13	1	*	1	4	1	-	-	6
	16%	-%	22%	2%	11%	29%	7%	-%	-%	17%
Quite high	(1)	39	2	5	7	4	9	-	*	19
	48%	-%	55%	90%	76%	27%	45%	-%	1%	53%
Very high	(2)	22	-	*	*	3	9	-	1	9
	27%	-%	-%	8%	4%	23%	42%	-%	99%	25%
NET: High		61	2	5	7	7	18	-	1	28
	75%	-%	55%	98%	80%	49%	86%	-%	100%	79%
NET: Low		7	1	-	1	3	1	-	-	2
	9%	-%	22%	-%	9%	22%	7%	-%	-%	5%
Answered	81	-	4	5	9	15	21	-	1	36
Mean Score	.9	-	.1	1.1	.7	.4	1.2	-	2.0	1.0
Standard error	.11	-	.63	.20	.35	.39	.16	-	-	.15
Standard deviation	.97	-	1.41	.35	1.00	1.24	.86	-	-	.83

Columns Tested: a,b,c,d,e,f,g,h,i

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	81	18	30	33	71	10	-	73	8	80	1
Effective base	37	8	16	16	34	5	-	35	3	37	1
Weighted Base	81	24	21	36	66	15	-	75	6	81	1
Very low (-2)	2 3%	2 8%	- -%	* 1%	2 4%	- -%	- -%	2 3%	* 7%	2 3%	- -%
Quite low (-1)	5 6%	2 9%	1 7%	1 4%	2 3%	3 19%	- -%	5 6%	* 5%	5 6%	- -%
Neither low nor high (0)	13 16%	5 22%	1 7%	6 16%	7 11%	6 36%	- -%	13 17%	* *%	13 16%	- -%
Quite high (1)	39 48%	11 44%	9 45%	19 52%	32 49%	7 43%	- -%	34 46%	5 75%	39 48%	- -%
Very high (2)	22 27%	4 16%	9 42%	10 27%	22 33%	* 2%	- -%	22 29%	1 13%	22 27%	1 100%
NET: High	61 75%	14 60%	18 86%	29 79%	54 83%	7 45%	- -%	56 74%	5 88%	61 75%	1 100%
NET: Low	7 9%	4 17%	1 7%	2 5%	4 7%	3 19%	- -%	6 9%	1 12%	7 9%	- -%
Answered	81	24	21	36	66	15	-	75	6	81	1
Mean Score	.9	.5	1.2	1.0	1.1	.3	-	.9	.8	.9	2.0
Standard error	.11	.27	.16	.14	.11	.26	-	.11	.37	.11	-
Standard deviation	.97	1.14	.86	.83	.95	.81	-	.97	1.05	.97	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	*c
Unweighted Base		81	33	21	26
Effective base		37	18	7	12
Weighted Base		81	38	15	28
Very low	(-2)	2	1	*	1
		3%	3%	3%	3%
Quite low	(-1)	5	2	2	1
		6%	4%	16%	3%
Neither low nor high	(0)	13	6	1	6
		16%	16%	6%	21%
Quite high	(1)	39	21	7	11
		48%	56%	44%	39%
Very high	(2)	22	8	5	9
		27%	21%	32%	34%
NET: High		61	30	11	20
		75%	77%	76%	73%
NET: Low		7	3	3	2
		9%	7%	19%	6%
Answered		81	38	15	28
Mean Score		.9	.9	.9	1.0
Standard error		.11	.16	.25	.19
Standard deviation		.97	.90	1.15	.98

Columns Tested: a,b,c

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	81	52	16	4	1	3	2	3	-	68	13	9
Effective base	37	28	7	1	1	1	2	2	-	35	3	2
Weighted Base	81	58	15	1	*	5	*	1	-	74	8	6
Very low	(-2)	2	1	1	-	-	-	*	-	2	*	*
		3%	2%	5%	-%	-%	-%	35%	-%	3%	5%	6%
Quite low	(-1)	5	4	1	-	*	-	*	-	5	*	*
		6%	6%	8%	-%	100%	-%	1%	-%	7%	*%	*%
Neither low nor high	(0)	13	7	6	*	-	-	-	-	13	*	-
		16%	12%	36%	2%	-%	-%	-%	-%	17%	*%	-%
Quite high	(1)	39	29	3	1	-	5	*	1	33	6	5
		48%	50%	23%	94%	-%	86%	100%	64%	44%	84%	82%
Very high	(2)	22	17	4	*	-	1	-	-	22	1	1
		27%	30%	28%	3%	-%	14%	-%	-%	29%	10%	12%
NET: High		61	46	8	1	-	5	*	1	54	7	6
		75%	80%	51%	98%	-%	100%	100%	64%	73%	94%	93%
NET: Low		7	5	2	-	*	-	-	*	7	*	*
		9%	8%	14%	-%	100%	-%	-%	36%	9%	6%	7%
Answered		81	58	15	1	*	5	*	1	74	8	6
Mean Score		.9	1.0	.6	1.0	-1.0	1.1	1.0	-.1	.9	.9	.9
Standard error		.11	.13	.29	.30	-	.22	-	2.21	.12	.23	.30
Standard deviation		.97	.92	1.17	.59	-	.39	-	3.82	.99	.82	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	*c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	81	15	37	29	77	76	79	78	59	54	3	46	2	6	7	9	6
Effective base	37	11	17	10	34	34	36	35	25	18	3	27	2	2	3	2	2
Weighted Base	81	25	33	23	74	73	77	75	53	45	5	54	1	6	1	7	3
Very low (-2)	2 3%	- -%	1 3%	1 5%	2 3%	2 3%	2 3%	2 3%	2 3%	2 3%	- -%	2 4%	- -%	- -%	- -%	- -%	* 15%
Quite low (-1)	5 6%	- -%	4 11%	1 6%	4 5%	4 5%	4 5%	5 6%	4 7%	5 11%	- -%	3 5%	* 52%	* 6%	- -%	* *%	- -%
Neither low nor high (0)	13 16%	6 22%	2 5%	6 24%	13 17%	13 17%	13 17%	13 17%	10 19%	5 12%	- -%	7 13%	- -%	* *%	- -%	6 75%	* 4%
Quite high (1)	39 48%	17 67%	12 37%	10 43%	34 46%	33 45%	36 46%	36 47%	26 48%	24 54%	4 76%	23 43%	- -%	5 77%	* 29%	2 24%	2 81%
Very high (2)	22 27%	3 11%	14 44%	5 22%	21 29%	22 29%	22 29%	20 26%	12 23%	9 20%	1 24%	19 35%	* 48%	1 17%	1 71%	* 1%	- -%
NET: High	61 75%	20 78%	27 81%	15 65%	55 75%	55 75%	58 76%	55 74%	38 71%	33 74%	5 100%	42 78%	* 48%	6 94%	1 100%	2 25%	2 81%
NET: Low	7 9%	- -%	5 14%	3 11%	6 8%	6 8%	6 8%	7 10%	5 10%	6 14%	- -%	5 9%	* 52%	* 6%	- -%	* *%	* 15%
Answered	81	25	33	23	74	73	77	75	53	45	5	54	1	6	1	7	3
Mean Score	.9	.9	1.1	.7	.9	.9	.9	.9	.8	.8	1.2	1.0	.4	1.1	1.7	.3	.5
Standard error	.11	.15	.18	.20	.11	.11	.11	.11	.13	.14	.28	.15	-	.28	.98	.17	.56
Standard deviation	.97	.58	1.12	1.06	.97	.98	.96	.98	.97	1.01	.48	1.02	-	.69	2.60	.51	1.38

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	81	45	9	6	4	5	4	4	37	14	5	6	7	2	5
Effective base	37	27	4	2	3	3	1	2	25	6	1	2	3	1	1
Weighted Base	81	56	3	6	*	2	4	2	46	16	6	2	1	1	2
Very low	(-2)	2	2	-	-	-	-	*	2	-	-	*	-	-	-
		3%	3%	-%	-%	-%	-%	17%	4%	-%	-%	26%	-%	-%	-%
Quite low	(-1)	5	2	1	-	*	-	*	3	*	*	-	*	*	-
		6%	4%	50%	-%	9%	-%	*%	6%	2%	6%	-%	1%	1%	-%
Neither low nor high	(0)	13	8	*	*	-	-	4	6	5	*	*	-	1	*
		16%	15%	*%	2%	-%	-%	99%	14%	32%	*%	2%	-%	99%	5%
Quite high	(1)	39	24	1	5	*	2	-	20	4	5	1	1	-	2
		48%	44%	45%	75%	91%	76%	-%	44%	27%	82%	72%	77%	-%	95%
Very high	(2)	22	19	*	1	-	1	*	14	6	1	-	*	-	-
		27%	34%	4%	23%	-%	24%	1%	31%	39%	12%	-%	22%	-%	-%
NET: High		61	44	1	6	*	2	*	35	11	5	1	1	-	2
		75%	78%	50%	98%	91%	100%	1%	76%	66%	94%	72%	99%	-%	95%
NET: Low		7	4	1	-	*	-	*	5	*	*	*	*	*	-
		9%	7%	50%	-%	9%	-%	*%	11%	2%	6%	26%	1%	1%	-%
Answered		81	56	3	6	*	2	4	46	16	6	2	1	1	2
Mean Score		.9	1.0	*	1.2	.8	1.2	*	.9	1.0	1.0	.2	1.2	*	1.0
Standard error		.11	.15	.44	.20	-	.25	.11	.17	.25	.29	.90	.39	.18	.13
Standard deviation		.97	.99	1.32	.49	-	.55	.22	1.05	.92	.66	2.20	1.02	.26	.29

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	81	31	10	15	7	7	5	3	13	16	30	7	11
Effective base	37	21	4	3	4	4	2	2	10	9	11	3	2
Weighted Base	81	44	6	9	4	10	1	*	21	19	23	4	7
Very low	2 3%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	* 2%	- -%	- -%
Quite low	5 6%	4 8%	1 12%	* *%	* 8%	- -%	* 1%	- -%	- -%	1 6%	2 11%	* *%	* *%
Neither low nor high	13 16%	6 14%	* 2%	5 59%	1 27%	- -%	- -%	- -%	3 13%	3 15%	2 7%	- -%	6 77%
Quite high	39 48%	23 53%	2 27%	1 14%	* *%	9 84%	* 7%	* 100%	8 37%	9 45%	14 63%	2 58%	1 14%
Very high	22 27%	8 19%	4 59%	2 27%	3 65%	2 16%	1 92%	- -%	10 49%	5 24%	4 18%	2 42%	1 9%
NET: High	61 75%	32 72%	5 86%	4 41%	3 65%	10 100%	1 99%	* 100%	18 87%	13 69%	18 81%	4 100%	2 23%
NET: Low	7 9%	6 14%	1 12%	* *%	* 8%	- -%	* 1%	- -%	- -%	3 16%	3 13%	* *%	* *%
Answered	81	44	6	9	4	10	1	*	21	19	23	4	7
Mean Score	.9	.7	1.3	.7	1.2	1.2	1.9	1.0	1.4	.7	.8	1.4	.3
Standard error	.11	.19	.34	.24	.48	.15	.39	-	.20	.31	.17	.22	.20
Standard deviation	.97	1.04	1.08	.93	1.26	.39	.88	-	.72	1.23	.92	.58	.68

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	81	28	11	23	6	8	17	17	25	8	6
Effective base	37	15	6	10	3	2	12	6	9	4	2
Weighted Base	81	39	11	13	4	6	26	14	20	5	6
Very low	(-2)	2	-	2	*	-	-	2	*	-	-
		3%	-%	18%	3%	-%	-%	14%	2%	-%	-%
Quite low	(-1)	5	1	-	2	*	-	1	2	-	*
		6%	3%	-%	19%	*%	-%	10%	11%	-%	*%
Neither low nor high	(0)	13	5	2	2	-	5	6	1	*	6
		16%	12%	18%	12%	-%	77%	23%	6%	2%	89%
Quite high	(1)	39	20	4	7	2	1	8	7	14	3
		48%	50%	40%	52%	57%	18%	30%	53%	69%	65%
Very high	(2)	22	13	3	2	2	*	12	2	3	2
		27%	35%	24%	15%	42%	6%	47%	17%	16%	35%
NET: High		61	33	7	9	4	1	20	10	17	5
		75%	85%	64%	67%	100%	23%	77%	70%	85%	100%
NET: Low		7	1	2	3	*	-	-	3	3	-
		9%	3%	18%	22%	*%	-%	-%	24%	13%	-%
Answered		81	39	11	13	4	6	26	14	20	5
Mean Score		.9	1.2	.5	.6	1.4	.3	1.2	.5	.9	1.4
Standard error		.11	.14	.42	.23	.24	.22	.20	.32	.18	.19
Standard deviation		.97	.75	1.40	1.09	.58	.62	.82	1.33	.91	.67

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%	Total base	*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	81	16	14	20	18	9	58	10	10	55	26	60	17
Effective base	37	10	7	11	7	3	25	4	7	27	10	29	5
Weighted Base	81	20	20	16	14	4	51	6	18	60	21	61	13
Very low (-2)	2 3%	- -%	- -%	1 7%	1 6%	* 10%	1 2%	- -%	1 6%	2 3%	1 4%	2 4%	- -%
Quite low (-1)	5 6%	* 2%	3 14%	* 2%	1 9%	* *%	5 9%	* 5%	- -%	3 5%	2 8%	2 4%	1 9%
Neither low nor high (0)	13 16%	6 30%	- -%	1 5%	6 39%	* 8%	2 3%	1 13%	10 59%	8 13%	5 23%	8 13%	5 36%
Quite high (1)	39 48%	9 47%	11 56%	10 62%	5 31%	* *%	26 50%	4 62%	6 34%	34 56%	5 25%	32 52%	2 17%
Very high (2)	22 27%	4 21%	6 29%	4 24%	2 15%	3 82%	19 36%	1 19%	* 1%	14 23%	9 40%	16 27%	5 38%
NET: High	61 75%	13 68%	17 86%	14 86%	7 46%	3 82%	44 86%	5 82%	6 35%	47 79%	14 66%	48 79%	7 55%
NET: Low	7 9%	* 2%	3 14%	1 9%	2 15%	* 10%	6 11%	* 5%	1 6%	5 8%	2 11%	5 8%	1 9%
Answered	81	20	20	16	14	4	51	6	18	60	21	61	13
Mean Score	.9	.9	1.0	.9	.4	1.4	1.1	1.0	.2	.9	.9	.9	.8
Standard error	.11	.19	.25	.23	.25	.48	.13	.25	.25	.12	.23	.12	.26
Standard deviation	.97	.77	.95	1.03	1.06	1.43	.98	.79	.78	.90	1.15	.96	1.08

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	*a	b	a	*b	a	b	*a	b
Significance Level: 95%											
Unweighted Base	81	46	30	16	62	60	17	42	34	21	57
Effective base	37	28	7	9	27	29	5	25	9	11	24
Weighted Base	81	55	18	20	55	61	13	52	22	27	49
Very low	(-2)	2	1	-	2	2	-	1	1	-	2
		3%	4%	-%	4%	4%	-%	2%	6%	-%	5%
Quite low	(-1)	5	1	-	5	2	1	2	1	3	2
		6%	4%	-%	9%	4%	9%	5%	5%	11%	4%
Neither low nor high	(0)	13	5	5	8	8	5	7	6	5	8
		16%	29%	24%	14%	13%	36%	14%	26%	19%	16%
Quite high	(1)	39	7	10	26	32	2	26	7	13	23
		48%	39%	48%	47%	52%	16%	51%	33%	48%	47%
Very high	(2)	22	4	6	14	16	5	15	7	6	14
		27%	23%	27%	26%	26%	39%	29%	31%	22%	29%
NET: High		61	11	15	40	48	7	41	14	19	37
		75%	63%	76%	73%	79%	56%	79%	63%	70%	75%
NET: Low		7	1	-	7	5	1	4	2	3	4
		9%	8%	-%	13%	8%	9%	7%	11%	11%	9%
Answered		81	18	20	55	61	13	52	22	27	49
Mean Score		.9	.7	1.0	.8	.9	.9	1.0	.8	.8	.9
Standard error		.11	.19	.18	.13	.12	.26	.14	.19	.20	.14
Standard deviation		.97	1.03	.74	1.06	.96	1.08	.91	1.13	.92	1.03

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Unweighted Base	81	60	52	14	-	57	49	14	-	68	35	13	-
Effective base	37	23	28	5	-	22	29	4	-	28	19	5	-
Weighted Base	81	50	61	6	-	49	49	5	-	60	34	8	-
Very low (-2)	2 3%	2 3%	2 4%	1 13%	- -%	2 3%	2 5%	* 9%	- -%	2 3%	1 4%	- -%	- -%
Quite low (-1)	5 6%	4 7%	3 5%	3 48%	- -%	4 7%	3 7%	2 45%	- -%	5 8%	2 6%	2 22%	- -%
Neither low nor high (0)	13 16%	13 25%	8 14%	* 1%	- -%	9 19%	8 17%	1 20%	- -%	10 16%	5 15%	1 11%	- -%
Quite high (1)	39 48%	26 52%	30 49%	2 29%	- -%	25 52%	20 41%	1 21%	- -%	28 47%	17 50%	4 53%	- -%
Very high (2)	22 27%	6 13%	17 28%	1 9%	- -%	9 19%	15 31%	* 6%	- -%	16 27%	9 25%	1 14%	- -%
NET: High	61 75%	32 64%	47 77%	2 38%	- -%	35 71%	35 72%	1 27%	- -%	44 73%	26 75%	5 67%	- -%
NET: Low	7 9%	5 10%	6 9%	4 61%	- -%	5 10%	6 11%	3 53%	- -%	6 11%	3 10%	2 22%	- -%
Answered	81	50	61	6	-	49	49	5	-	60	34	8	-
Mean Score	.9	.6	.9	-.3	-	.8	.9	-.3	-	.9	.9	.6	-
Standard error	.11	.12	.14	.37	-	.13	.15	.33	-	.12	.17	.29	-
Standard deviation	.97	.91	.99	1.38	-	.95	1.08	1.22	-	.99	.99	1.05	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	c	*d	*e	*a	*b
Unweighted Base	81	59	58	36	48	45	4	28	25	31	5	4	16	18
Effective base	37	28	29	18	20	26	2	16	11	14	3	2	10	11
Weighted Base	81	59	66	35	42	57	1	32	23	27	3	3	15	26
Very low (-2)	2 3%	2 4%	2 2%	- -%	2 6%	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	* 2%
Quite low (-1)	5 6%	3 5%	3 5%	3 10%	3 8%	3 5%	- -%	3 11%	2 9%	2 8%	1 41%	2 66%	2 14%	2 8%
Neither low nor high (0)	13 16%	12 20%	13 19%	12 34%	12 27%	12 22%	* 3%	12 37%	10 43%	9 34%	- -%	- -%	1 10%	1 4%
Quite high (1)	39 48%	28 47%	31 47%	11 32%	15 35%	27 48%	1 62%	11 34%	7 31%	9 32%	2 48%	1 24%	9 59%	17 66%
Very high (2)	22 27%	14 24%	18 27%	8 24%	11 25%	14 25%	* 35%	6 18%	4 17%	7 26%	* 10%	* 10%	1 6%	5 20%
NET: High	61 75%	42 71%	49 74%	19 56%	25 60%	41 73%	1 97%	17 52%	11 48%	16 59%	2 59%	1 34%	10 65%	22 86%
NET: Low	7 9%	6 9%	5 7%	3 10%	6 13%	3 6%	- -%	3 11%	2 9%	2 8%	1 41%	2 66%	4 25%	3 10%
Answered	81	59	66	35	42	57	1	32	23	27	3	3	15	26
Mean Score	.9	.8	.9	.7	.7	.9	1.3	.6	.6	.8	.3	-.2	.4	.9
Standard error	.11	.13	.12	.16	.16	.13	.65	.17	.18	.17	.60	.68	.29	.20
Standard deviation	.97	1.00	.93	.96	1.11	.86	1.29	.92	.89	.94	1.35	1.35	1.17	.86

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	81	15	7	10	7	55	49	64	49	51	47	56	14	-	59	6
Effective base	37	8	3	5	4	26	22	30	22	18	18	30	6	-	29	5
Weighted Base	81	10	2	10	12	58	49	66	52	41	44	62	10	-	63	8
Very low	(-2)	2	-	-	-	2	1	2	2	2	2	2	-	-	2	-
		3%	-%	-%	-%	4%	2%	4%	5%	6%	4%	4%	-%	-%	4%	-%
Quite low	(-1)	5	1	-	2	4	4	4	4	4	1	4	2	-	2	2
		6%	11%	-%	22%	8%	9%	7%	8%	9%	3%	7%	24%	-%	4%	26%
Neither low nor high	(0)	13	*	-	1	11	12	12	9	8	8	8	-	-	4	4
		16%	*%	-%	8%	19%	24%	18%	18%	19%	19%	12%	-%	-%	7%	50%
Quite high	(1)	39	4	2	*	31	21	31	26	20	21	33	6	-	35	2
		48%	45%	90%	*%	53%	43%	47%	50%	50%	49%	53%	56%	-%	55%	23%
Very high	(2)	22	4	*	7	10	11	16	11	7	11	15	2	-	19	-
		27%	43%	10%	69%	16%	22%	25%	21%	17%	25%	24%	20%	-%	30%	-%
NET: High		61	9	2	7	40	32	47	36	27	32	48	8	-	54	2
		75%	89%	100%	69%	70%	65%	72%	70%	67%	74%	77%	76%	-%	86%	23%
NET: Low		7	1	-	2	7	5	7	6	6	3	7	2	-	5	2
		9%	11%	-%	22%	12%	11%	10%	12%	15%	7%	11%	24%	-%	8%	26%
Answered		81	10	2	10	58	49	66	52	41	44	62	10	-	63	8
Mean Score		.9	1.2	1.1	1.2	.7	.8	.8	.7	.6	.9	.9	.7	-	1.0	*
Standard error		.11	.25	.15	.43	.13	.14	.13	.15	.15	.14	.13	.29	-	.12	.31
Standard deviation		.97	.96	.39	1.35	.98	.97	1.00	1.03	1.06	.95	.99	1.09	-	.93	.75

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	*a	b	*c
Unweighted Base	81	46	23	64	4	42	39	16	48	16	24	32	22
Effective base	37	22	14	29	3	17	20	9	24	9	13	11	12
Weighted Base	81	55	22	63	3	38	43	9	43	29	21	27	28
Very low (-2)	2 3%	1 2%	1 5%	* 1%	2 70%	2 6%	- -%	* 5%	2 5%	- -%	* 2%	1 3%	1 4%
Quite low (-1)	5 6%	3 6%	1 6%	1 1%	- -%	5 12%	* 1%	- -%	2 5%	3 10%	4 17%	* 1%	1 3%
Neither low nor high (0)	13 16%	12 23%	* 1%	3 5%	1 30%	9 24%	4 8%	2 21%	3 7%	8 27%	* %	1 4%	11 40%
Quite high (1)	39 48%	26 48%	11 49%	37 58%	- -%	14 38%	25 57%	1 6%	23 52%	16 55%	5 22%	21 78%	9 32%
Very high (2)	22 27%	12 21%	8 39%	22 35%	- -%	7 20%	15 34%	6 68%	14 32%	2 8%	13 59%	4 14%	6 21%
NET: High	61 75%	38 69%	19 87%	59 93%	- -%	22 57%	40 91%	7 74%	36 84%	18 63%	17 81%	25 92%	15 53%
NET: Low	7 9%	4 8%	2 11%	1 2%	2 70%	7 18%	* 1%	* 5%	4 9%	3 10%	4 19%	1 4%	2 7%
Answered	81	55	22	63	3	38	43	9	43	29	21	27	28
Mean Score	.9	.8	1.1	1.3	-1.4	.5	1.2	1.3	1.0	.6	1.2	1.0	.6
Standard error	.11	.14	.22	.08	.57	.18	.10	.29	.14	.20	.25	.13	.21
Standard deviation	.97	.92	1.07	.67	1.15	1.14	.63	1.16	1.00	.79	1.22	.72	.99

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		81	44	37
Effective base		37	14	24
Weighted Base		81	38	44
Very low	(-2)	2	2	1
		3%	4%	2%
Quite low	(-1)	5	1	4
		6%	2%	10%
Neither low nor high	(0)	13	9	3
		16%	25%	8%
Quite high	(1)	39	17	22
		48%	45%	50%
Very high	(2)	22	9	13
		27%	24%	30%
NET: High		61	26	35
		75%	69%	81%
NET: Low		7	2	5
		9%	6%	11%
Answered		81	38	44
Mean Score		.9	.8	1.0
Standard error		.11	.15	.16
Standard deviation		.97	.96	.98

Columns Tested: a,b

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		81	-	5	15	9	3	7	5	11	6	4	13	3
Effective base		37	-	2	7	5	1	4	2	6	3	3	9	2
Weighted Base		81	-	2	14	7	2	11	*	11	11	*	22	*
Very low	(-2)	2	-	-	*	1	-	-	-	-	-	-	1	-
		3%	-%	-%	3%	16%	-%	-%	-%	-%	-%	-%	4%	-%
Quite low	(-1)	5	-	-	1	1	-	2	*	1	-	-	-	-
		6%	-%	-%	4%	18%	-%	18%	4%	7%	-%	-%	-%	-%
Neither low nor high	(0)	13	-	*	-	-	-	1	-	*	4	*	7	-
		16%	-%	13%	-%	-%	-%	10%	-%	*%	42%	24%	31%	-%
Quite high	(1)	39	-	-	9	3	2	8	*	7	4	*	4	-
		48%	-%	-%	66%	45%	84%	71%	83%	68%	42%	76%	20%	-%
Very high	(2)	22	-	2	4	2	*	-	*	3	2	-	10	*
		27%	-%	87%	27%	22%	16%	-%	13%	24%	17%	-%	45%	100%
NET: High		61	-	2	13	5	2	8	*	10	6	*	14	*
		75%	-%	87%	93%	67%	100%	71%	96%	92%	58%	76%	65%	100%
NET: Low		7	-	-	1	2	-	2	*	1	-	-	1	-
		9%	-%	-%	7%	33%	-%	18%	4%	7%	-%	-%	4%	-%
Answered		81	-	2	14	7	2	11	*	11	11	*	22	*
Mean Score		.9	-	1.7	1.1	.4	1.2	.5	1.1	1.1	.7	.8	1.0	2.0
Standard error		.11	-	.39	.22	.50	.31	.31	-	.23	.31	-	.30	-
Standard deviation		.97	-	.88	.86	1.51	.54	.82	-	.77	.76	-	1.07	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 356 (continuation)

QOP4.6.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects: The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	81	20	19	22	20	39	42
Effective base	37	9	10	9	10	18	19
Weighted Base	81	17	21	21	22	37	44
Very low	(-2) 2 3%	*	1	-	1	2	1
		2%	6%	-%	4%	4%	2%
Quite low	(-1) 5 6%	1	3	1	-	4	1
		4%	16%	4%	-%	11%	2%
Neither low nor high	(0) 13 16%	*	1	4	7	2	11
		2%	6%	21%	30%	4%	26%
Quite high	(1) 39 48%	9	13	12	5	22	16
		56%	63%	55%	21%	60%	38%
Very high	(2) 22 27%	6	2	4	10	8	14
		36%	9%	20%	45%	21%	33%
NET: High	61 75%	15	15	16	15	30	31
		92%	72%	75%	66%	81%	71%
NET: Low	7 9%	1	5	1	1	6	2
		6%	22%	4%	4%	15%	4%
Answered	81	17	21	21	22	37	44
Mean Score	.9	1.2	.5	.9	1.0	.8	1.0
Standard error	.11	.19	.25	.16	.24	.16	.14
Standard deviation	.97	.87	1.07	.76	1.06	1.03	.92

Columns Tested:: a,b,c,d - a,b

Table 357

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	233	14	219	150	35	12	36	83
Effective base	104	8	96	94	18	7	24	26
Weighted Base	202	10	191	191	8	1	1	10
Very low	(-2)	2	2	1	*	-	-	*
		1%	1%	1%	4%	-%	-%	4%
Quite low	(-1)	6	6	6	*	*	-	*
		3%	3%	3%	1%	2%	-%	1%
Neither low nor high	(0)	41	39	40	1	*	*	1
		20%	20%	21%	8%	28%	8%	10%
Quite high	(1)	78	74	74	3	*	*	4
		39%	39%	39%	38%	24%	57%	38%
Very high	(2)	71	66	67	4	*	*	5
		35%	35%	35%	48%	46%	35%	47%
Don't Know (DO NOT READ OUT)		4	4	4	*	-	-	*
		2%	2%	2%	1%	-%	-%	1%
NET: High	149	9	141	140	7	1	1	9
		74%	74%	73%	86%	70%	92%	85%
NET: Low	8	-	8	7	*	*	-	*
		4%	4%	4%	6%	2%	-%	5%
Answered	197	10	187	187	8	1	1	10
Mean Score	1.1	1.3	1.1	1.1	1.2	1.1	1.3	1.2
Standard error	.06	.22	.06	.07	.18	1.92	-	.11
Standard deviation	.88	.78	.88	.87	1.04	6.66	-	.99

Columns Tested:: a,b - a,b,c,d,e

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	e	f	g	h	i
Unweighted Base		233	77	53	20	14	33	36	150	35	48
Effective base		104	52	37	15	10	12	24	94	18	20
Weighted Base		202	122	59	10	4	6	1	191	8	2
Very low	(-2)	2 1%	1 1%	- -%	- -%	* 9%	- -%	- -%	1 1%	* 4%	- -%
Quite low	(-1)	6 3%	- -%	5 8%	1 8%	* 2%	* 1%	- -%	6 3%	* 1%	* 1%
Neither low nor high	(0)	41 20%	28 23%	11 19%	* 5%	1 14%	* 7%	* 8%	40 21%	1 8%	* 19%
Quite high	(1)	78 39%	45 37%	25 42%	4 42%	1 29%	2 42%	* 57%	74 39%	3 38%	1 39%
Very high	(2)	71 35%	46 38%	16 26%	5 46%	2 46%	3 49%	* 35%	67 35%	4 48%	1 41%
Don't Know (DO NOT READ OUT)		4 2%	2 1%	3 4%	- -%	- -%	* 1%	- -%	4 2%	* 1%	- -%
NET: High		149 74%	91 74%	40 69%	9 88%	3 75%	5 91%	1 92%	140 73%	7 86%	1 80%
NET: Low		8 4%	1 1%	5 8%	1 8%	* 11%	* 1%	- -%	7 4%	* 6%	* 1%
Answered		197	120	56	10	4	5	1	187	8	2
Mean Score		1.1	1.1	.9	1.3	1.0	1.4	1.3	1.1	1.2	1.2
Standard error		.06	.10	.13	.20	.38	.13	-	.07	.18	.17
Standard deviation		.88	.85	.91	.91	1.42	.74	-	.87	1.04	1.14

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	233	103	47	35	12	36	115	39	11	13	35
Effective base	104	71	32	18	7	24	72	14	4	6	7
Weighted Base	202	159	32	8	1	1	149	31	4	4	4
Very low	(-2)	2	1	-	*	-	1	-	*	-	-
	1%	1%	-%	4%	-%	-%	1%	-%	10%	-%	-%
Quite low	(-1)	6	2	3	*	*	5	*	-	-	*
	3%	2%	10%	1%	2%	-%	4%	1%	-%	-%	1%
			a								
Neither low nor high	(0)	41	36	4	1	*	29	9	2	*	*
	20%	22%	12%	8%	28%	8%	20%	28%	60%	5%	3%
Quite high	(1)	78	56	18	3	*	57	13	*	*	3
	39%	35%	55%	38%	24%	57%	38%	43%	10%	2%	69%
Very high	(2)	71	59	7	4	*	53	9	1	4	1
	35%	37%	22%	48%	46%	35%	35%	28%	19%	93%	27%
Don't Know (DO NOT READ OUT)		4	4	-	*	-	3	-	*	-	-
	2%	3%	-%	1%	-%	-%	2%	-%	2%	-%	-%
NET: High		149	115	25	7	1	110	22	1	4	4
	74%	73%	78%	86%	70%	92%	74%	71%	29%	95%	96%
			a								
NET: Low		8	4	3	*	*	7	*	*	-	*
	4%	2%	10%	6%	2%	-%	5%	1%	10%	-%	1%
Answered	197	155	32	8	1	1	146	31	4	4	4
Mean Score	1.1	1.1	.9	1.2	1.1	1.3	1.1	1.0	.3	1.9	1.2
Standard error	.06	.09	.13	.18	1.92	-	.08	.13	.40	.14	.10
Standard deviation	.88	.87	.87	1.04	6.66	-	.89	.79	1.26	.51	.61

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		233	11	12	22	9	23	16	13	14	16
Effective base		104	7	9	13	5	16	11	8	11	10
Weighted Base		202	14	18	33	9	27	26	21	16	17
Very low	(-2)	2 1%	- -%	1 8%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
Quite low	(-1)	6 3%	2 15%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	2 14%
Neither low nor high	(0)	41 20%	6 41%	- -%	17 50%	3 30%	3 10%	8 30%	- -%	1 7%	2 12%
Quite high	(1)	78 39%	6 42%	9 49%	10 31%	2 23%	8 29%	9 33%	11 51%	5 34%	8 45%
Very high	(2)	71 35%	* 3%	8 43%	6 19%	4 47%	16 58%	10 38%	10 49%	7 46%	4 23%
Don't Know (DO NOT READ OUT)		4 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	1 6%
NET: High		149 74%	6 45%	17 92%	17 50%	6 70%	24 87%	19 70%	21 100%	13 80%	12 68%
NET: Low		8 4%	2 15%	1 8%	- -%	- -%	1 3%	- -%	- -%	* 2%	2 14%
Answered		197	14	18	33	9	27	26	21	14	16
Mean Score		1.1	.3	1.2	.7	1.2	1.4	1.1	1.5	1.3	.8
Standard error		.06	.24	.31	.17	.31	.17	.21	.14	.24	.26
Standard deviation		.88	.78	1.09	.78	.92	.80	.83	.51	.88	1.00

Columns Tested: a,b,c,d,e,f,g,h,i

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	*h	
Significance Level: 95%										
Unweighted Base		233	48	37	51	136	97	39	34	24
Effective base		104	32	26	31	86	38	16	22	11
Weighted Base		202	53	48	80	181	20	12	6	3
Very low	(-2)	2 1%	- -%	2 4%	- -%	2 1%	- -%	- -%	- -%	- -%
Quite low	(-1)	6 3%	3 6%	2 4%	- -%	5 3%	* 2%	* 3%	- -%	* 5%
Neither low nor high	(0)	41 20%	7 14%	7 14%	25 31%	39 21%	2 8%	1 7%	1 9%	* 11%
Quite high	(1)	78 39%	18 33%	20 42%	29 37%	67 37%	11 52%	7 55%	3 44%	1 56%
Very high	(2)	71 35%	24 45%	15 32%	26 33%	65 36%	6 30%	3 23%	3 46%	1 29%
Don't Know (DO NOT READ OUT)		4 2%	1 2%	2 3%	- -%	3 1%	2 8%	2 13%	* 1%	- -%
NET: High		149 74%	41 78%	36 74%	56 69%	133 73%	17 82%	9 78%	5 90%	2 84%
NET: Low		8 4%	3 6%	4 8%	- -%	7 4%	* 2%	* 3%	- -%	* 5%
Answered		197	52	46	80	179	19	10	6	3
Mean Score		1.1	1.2	1.0	1.0	1.1	1.2	1.1	1.4	1.1
Standard error		.06	.13	.17	.11	.08	.07	.11	.12	.20
Standard deviation		.88	.91	1.02	.80	.89	.70	.70	.71	.98

Columns Tested:: a,b,c,d,e,f,g,h

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	233	8	23	-	23	25	89	9	3	76
Effective base	104	2	11	-	11	15	46	2	2	31
Weighted Base	202	7	23	-	23	38	67	4	1	62
Very low	(-2)	2	*	-	*	-	1	-	-	-
	1%	-%	2%	-%	2%	-%	2%	-%	-%	-%
Quite low	(-1)	6	1	-	1	2	*	2	-	*
	3%	-%	4%	-%	4%	6%	1%	63%	-%	*%
Neither low nor high	(0)	41	4	-	4	10	10	*	1	16
	20%	-%	18%	-%	18%	26%	15%	5%	72%	26%
Quite high	(1)	78	10	-	10	10	27	1	*	28
	39%	25%	45%	-%	45%	27%	40%	19%	28%	45%
Very high	(2)	71	6	-	6	16	28	*	-	16
	35%	75%	26%	-%	26%	42%	41%	13%	-%	26%
Don't Know (DO NOT READ OUT)		4	2	-	2	-	1	-	-	2
	2%	-%	7%	-%	7%	-%	2%	-%	-%	3%
NET: High	149	7	16	-	16	26	54	1	*	44
	74%	100%	70%	-%	70%	69%	81%	32%	28%	71%
NET: Low	8	-	1	-	1	2	2	2	-	*
	4%	-%	5%	-%	5%	6%	3%	63%	-%	*%
Answered	197	7	21	-	21	38	66	4	1	61
Mean Score	1.1	1.8	1.0	-	1.0	1.1	1.2	-.2	.3	1.0
Standard error	.06	.16	.19	-	.19	.19	.09	.45	1.37	.09
Standard deviation	.88	.47	.90	-	.90	.96	.87	1.34	2.37	.74

Columns Tested: a,b,c,d,e,f,g,h,i

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	233	56	89	88	196	37	-	201	32	232	1
Effective base	104	28	46	34	85	19	-	96	10	103	1
Weighted Base	202	67	67	67	157	45	-	191	10	201	1
Very low (-2)	2 1%	* 1%	1 2%	- -%	* *%	1 3%	- -%	2 1%	- -%	2 1%	- -%
Quite low (-1)	6 3%	3 4%	* 1%	2 4%	1 1%	5 10%	- -%	5 3%	* 3%	6 3%	- -%
Neither low nor high (0)	41 20%	14 20%	10 15%	17 25%	30 19%	11 24%	- -%	39 20%	2 20%	41 20%	- -%
Quite high (1)	78 39%	22 32%	27 40%	29 43%	65 41%	13 28%	- -%	71 37%	7 63%	77 38%	1 100%
Very high (2)	71 35%	27 40%	28 41%	17 25%	58 37%	13 29%	- -%	70 37%	1 13%	71 36%	- -%
Don't Know (DO NOT READ OUT)	4 2%	2 2%	1 2%	2 2%	2 1%	3 6%	- -%	4 2%	- -%	4 2%	- -%
NET: High	149 74%	49 73%	54 81%	46 68%	123 79%	26 57%	- -%	141 74%	8 77%	149 74%	1 100%
NET: Low	8 4%	3 5%	2 3%	2 4%	2 1%	6 13%	- -%	7 4%	* 3%	8 4%	- -%
Answered	197	66	66	66	155	42	-	187	10	197	1
Mean Score	1.1	1.1	1.2	.9	1.2	.7	-	1.1	.9	1.1	1.0
Standard error	.06	.12	.09	.09	.06	.19	-	.06	.12	.06	-
Standard deviation	.88	.92	.87	.82	.78	1.12	-	.88	.70	.88	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		233	96	55	82
Effective base		104	45	19	40
Weighted Base		202	85	40	77
Very low	(-2)	2 1%	- -%	* 1%	1 2%
Quite low	(-1)	6 3%	2 3%	3 8%	* *%
Neither low nor high	(0)	41 20%	24 28%	5 13%	11 15%
Quite high	(1)	78 39%	31 36%	13 33%	34 44%
Very high	(2)	71 35%	26 31%	16 41%	29 38%
Don't Know (DO NOT READ OUT)		4 2%	2 2%	2 4%	1 1%
NET: High		149 74%	57 67%	29 74%	63 82%
NET: Low		8 4%	2 3%	4 9%	1 2%
Answered		197	83	38	76
Mean Score		1.1	1.0	1.1	1.2
Standard error		.06	.09	.14	.09
Standard deviation		.88	.85	1.01	.83

Columns Tested: a,b,c

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	233	152	49	18	3	4	5	2	-	201	32	14
Effective base	104	81	17	7	1	3	4	1	-	98	10	3
Weighted Base	202	162	33	5	*	*	*	1	-	195	6	1
Very low	(-2)	2	1	-	*	-	-	-	-	1	*	-
		1%	1%	-%	8%	-%	-%	-%	-%	1%	6%	-%
Quite low	(-1)	6	6	*	-	-	*	-	-	6	*	*
		3%	3%	*%	-%	-%	39%	-%	-%	3%	1%	5%
Neither low nor high	(0)	41	35	5	1	-	-	-	-	40	1	-
		20%	22%	14%	16%	-%	-%	-%	-%	20%	12%	-%
Quite high	(1)	78	63	14	*	*	*	*	-	77	*	*
		39%	39%	42%	7%	10%	16%	7%	-%	40%	7%	9%
Very high	(2)	71	53	14	3	*	*	1	-	67	4	1
		35%	32%	43%	69%	90%	46%	93%	-%	34%	73%	86%
										ai		
Don't Know (DO NOT READ OUT)	4	4	*	-	-	-	-	-	-	4	-	-
		2%	3%	*%	-%	-%	-%	-%	-%	2%	-%	-%
NET: High	149	116	28	4	*	*	*	1	-	144	5	1
		74%	71%	85%	76%	100%	61%	100%	-%	74%	80%	95%
NET: Low	8	7	*	*	-	-	*	-	-	7	*	*
		4%	4%	*%	8%	-%	39%	-%	-%	4%	7%	5%
Answered	197	158	33	5	*	*	*	1	-	191	6	1
Mean Score	1.1	1.0	1.3	1.3	1.9	1.9	.7	1.9	-	1.1	1.4	1.8
Standard error	.06	.07	.10	.32	-	-	-	-	-	.06	.22	.33
Standard deviation	.88	.89	.72	1.37	-	-	-	-	-	.86	1.24	1.23

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	233	44	108	81	216	204	222	224	159	114	22	136	16	17	13	11	7
Effective base	104	25	57	22	92	86	97	100	63	33	15	69	6	4	2	3	3
Weighted Base	202	52	111	39	183	171	191	196	133	69	26	139	5	7	4	9	1
Very low (-2)	2 1%	- %	1 1%	* 1%	2 1%	2 1%	2 1%	2 1%	* %	* 1%	- %	1 1%	- %	* 5%	- %	- %	- %
Quite low (-1)	6 3%	3 6%	2 2%	* %	3 2%	3 2%	3 2%	6 3%	3 3%	3 5%	- %	3 2%	* 7%	- %	- %	- %	- %
Neither low nor high (0)	41 20%	14 28%	21 19%	5 14%	39 21%	38 22%	39 20%	41 21%	26 19%	18 26%	1 2%	32 23%	1 19%	* 1%	* 8%	4 49%	* 20%
Quite high (1)	78 39%	20 38%	44 40%	14 37%	73 40%	64 37%	76 40%	74 37%	57 43%	19 27%	13 48%	51 36%	3 63%	6 92%	* 2%	3 30%	1 50%
Very high (2)	71 35%	13 26%	39 36%	19 48%	61 34%	61 36%	67 35%	71 36%	47 35%	29 42%	11 44%	49 35%	1 12%	* 1%	4 90%	2 21%	* 30%
Don't Know (DO NOT READ OUT)	4 2%	2 3%	3 2%	* %	4 2%	3 2%	4 2%	4 2%	- %	- %	2 6%	3 2%	- %	- %	- %	- %	- %
NET: High	149 74%	33 63%	83 75%	33 85%	135 74%	125 73%	143 75%	144 73%	104 78%	48 69%	24 92%	100 72%	4 75%	7 94%	4 92%	5 51%	1 80%
NET: Low	8 4%	3 6%	4 4%	* 1%	5 3%	5 3%	5 3%	8 4%	4 3%	4 5%	- %	4 3%	* 7%	* 5%	- %	- %	- %
Answered	197	50	108	39	179	168	187	192	133	69	24	136	5	7	4	9	1
Mean Score	1.1	.9	1.1	1.3	1.1	1.1	1.1	1.1	1.1	1.0	1.4	1.0	.8	.8	1.8	.7	1.1
Standard error	.06	.14	.09	.09	.06	.06	.06	.06	.06	.09	.12	.08	.21	.18	.18	.25	.65
Standard deviation	.88	.89	.88	.80	.85	.88	.85	.88	.82	.96	.55	.89	.82	.75	.63	.83	1.72

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	233	151	19	18	13	6	4	5	133	33	16	7	8	5	2
Effective base	104	78	7	4	7	3	1	2	68	10	5	3	3	3	1
Weighted Base	202	153	13	6	1	5	5	*	129	29	6	2	2	3	*
Very low	(-2)	2	2	-	-	-	-	-	1	-	-	*	-	-	-
		1%	1%	-%	-%	-%	-%	-%	1%	-%	-%	21%	-%	-%	-%
Quite low	(-1)	6	3	*	-	-	-	-	2	1	-	-	-	-	-
		3%	2%	2%	-%	-%	-%	-%	2%	4%	-%	-%	-%	-%	-%
Neither low nor high	(0)	41	32	1	1	*	-	4	31	7	1	-	*	-	-
		20%	21%	6%	10%	59%	-%	88%	24%	23%	10%	-%	15%	-%	-%
Quite high	(1)	78	60	8	5	*	-	1	48	8	5	*	*	3	-
		39%	39%	59%	77%	34%	-%	11%	37%	26%	86%	19%	4%	100%	-%
Very high	(2)	71	51	4	1	*	5	*	44	14	*	1	1	-	*
		35%	34%	32%	13%	6%	100%	1%	34%	47%	3%	60%	81%	-%	100%
Don't Know (DO NOT READ OUT)		4	4	-	-	-	-	-	3	-	-	-	-	-	-
		2%	3%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
NET: High		149	111	12	5	*	5	1	92	21	5	1	1	3	*
		74%	73%	92%	90%	41%	100%	12%	71%	73%	90%	79%	85%	100%	100%
NET: Low		8	5	*	-	-	-	-	4	1	-	*	-	-	-
		4%	3%	2%	-%	-%	-%	-%	3%	4%	-%	21%	-%	-%	-%
Answered		197	149	13	6	1	5	5	126	29	6	2	2	3	*
Mean Score		1.1	1.0	1.2	1.0	.5	2.0	.1	1.0	1.2	.9	1.0	1.7	1.0	2.0
Standard error		.06	.07	.16	.12	-	-	.20	.08	.16	.10	.89	.42	-	-
Standard deviation		.88	.87	.68	.52	-	-	.39	.88	.93	.40	2.35	1.19	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	233	140	27	22	15	13	5	2	59	46	66	28	20
Effective base	104	74	9	5	6	4	2	1	37	19	28	6	6
Weighted Base	202	143	22	13	9	7	3	*	73	37	56	9	13
Very low (-2)	2 1%	1 1%	- -%	- -%	- -%	* 6%	- -%	- -%	- -%	* 1%	1 3%	- -%	- -%
Quite low (-1)	6 3%	5 3%	- -%	1 7%	- -%	- -%	- -%	- -%	* *%	1 2%	2 4%	- -%	- -%
Neither low nor high (0)	41 20%	33 23%	1 4%	5 39%	1 9%	1 8%	* 17%	- -%	16 21%	3 9%	12 22%	1 8%	5 39%
Quite high (1)	78 39%	48 34%	11 52%	3 27%	6 70%	3 51%	1 21%	- -%	27 38%	17 46%	19 35%	6 70%	5 35%
Very high (2)	71 35%	53 37%	10 44%	2 14%	2 22%	2 36%	2 62%	* 100%	27 36%	14 39%	21 37%	2 21%	3 26%
Don't Know (DO NOT READ OUT)	4 2%	3 2%	- -%	2 13%	- -%	- -%	- -%	- -%	3 4%	1 3%	- -%	- -%	- -%
NET: High	149 74%	101 71%	21 96%	5 41%	8 91%	6 87%	2 83%	* 100%	54 74%	31 85%	40 71%	8 92%	8 61%
NET: Low	8 4%	6 4%	- -%	1 7%	- -%	* 6%	- -%	- -%	* *%	1 3%	4 7%	- -%	- -%
Answered	197	140	22	11	9	7	3	*	70	36	56	9	13
Mean Score	1.1	1.0	1.4	.5	1.1	1.1	1.5	2.0	1.2	1.2	1.0	1.1	.9
Standard error	.06	.08	.11	.20	.15	.29	.42	-	.10	.12	.12	.11	.18
Standard deviation	.88	.92	.58	.90	.57	1.04	.94	-	.77	.80	1.01	.56	.82

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	a	b	c	*d	*e
Unweighted Base	233	76	44	54	24	15	71	44	54	19	13
Effective base	104	45	18	23	4	3	39	18	18	5	4
Weighted Base	202	95	23	46	7	9	78	39	33	6	12
Very low (-2)	2 1%	2 2%	- -%	- -%	- -%	- -%	- -%	* 1%	1 4%	- -%	- -%
Quite low (-1)	6 3%	1 1%	- -%	2 5%	- -%	- -%	* *%	1 3%	2 6%	- -%	- -%
Neither low nor high (0)	41 20%	17 18%	3 12%	12 27%	* 2%	5 59%	24 30%	1 2%	7 21%	1 13%	4 38%
Quite high (1)	78 39%	37 39%	14 62%	15 33%	5 70%	1 7%	25 33%	16 40%	14 41%	3 55%	5 41%
Very high (2)	71 35%	35 37%	5 22%	16 35%	2 28%	3 34%	27 35%	20 51%	9 28%	2 32%	2 20%
Don't Know (DO NOT READ OUT)	4 2%	3 3%	1 4%	- -%	- -%	- -%	2 2%	1 3%	- -%	- -%	- -%
NET: High	149 74%	72 76%	19 84%	31 68%	7 98%	4 41%	53 68%	35 91%	23 68%	5 87%	7 62%
NET: Low	8 4%	3 3%	- -%	2 5%	- -%	- -%	* *%	1 4%	4 11%	- -%	- -%
Answered	197	92	22	46	7	9	77	38	33	6	12
Mean Score	1.1	1.1	1.1	1.0	1.3	.7	1.0	1.4	.8	1.2	.8
Standard error	.06	.10	.09	.13	.10	.26	.10	.12	.14	.16	.22
Standard deviation	.88	.88	.60	.92	.51	.99	.82	.77	1.06	.70	.78

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	c	*d	*e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	233	75	39	67	24	17	158	13	51	171	62	184	32
Effective base	104	42	16	27	9	6	73	6	22	81	23	82	11
Weighted Base	202	86	36	45	18	10	139	6	51	152	50	160	23
Very low	(-2)	2	-	-	2	-	1	*	-	1	*	2	-
		1%	-%	-%	4%	-%	1%	6%	-%	1%	1%	1%	-%
Quite low	(-1)	6	3	2	1	-	2	1	2	3	2	3	-
		3%	3%	6%	2%	-%	2%	17%	5%	2%	5%	2%	-%
Neither low nor high	(0)	41	21	3	9	5	21	2	17	30	10	31	8
		20%	25%	9%	20%	26%	15%	37%	34%	20%	21%	19%	34%
									a				
Quite high	(1)	78	31	13	19	7	54	3	17	56	22	65	8
		39%	36%	37%	42%	36%	39%	40%	33%	37%	44%	41%	36%
Very high	(2)	71	28	16	14	7	56	*	14	59	13	54	7
		35%	33%	44%	32%	38%	40%	*%	28%	39%	26%	34%	31%
Don't Know (DO NOT READ OUT)		4	3	2	-	*	4	-	-	3	2	4	-
		2%	3%	5%	-%	*%	3%	-%	-%	2%	3%	3%	-%
NET: High		149	59	29	33	13	110	3	31	114	35	120	15
		74%	69%	81%	74%	73%	79%	40%	61%	75%	70%	75%	66%
NET: Low		8	3	2	3	-	4	1	2	5	3	5	-
		4%	3%	6%	6%	-%	3%	23%	5%	3%	6%	3%	-%
Answered		197	83	34	45	18	135	6	51	149	48	156	23
Mean Score		1.1	1.0	1.2	1.0	1.1	1.2	.1	.8	1.1	.9	1.1	1.0
Standard error		.06	.10	.14	.12	.17	.07	.27	.13	.07	.11	.06	.14
Standard deviation		.88	.86	.87	.99	.82	.84	.98	.90	.87	.87	.86	.82

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	233	151	53	75	149	190	26	150	54	77	147
Effective base	104	72	14	46	54	84	8	69	17	47	53
Weighted Base	202	139	32	87	109	163	20	138	33	89	107
Very low (-2)	2 1%	1 1%	* 1%	2 2%	- -%	2 1%	- -%	1 1%	* 1%	1 2%	* *%
Quite low (-1)	6 3%	2 2%	1 4%	* *%	6 5%	3 2%	- -%	3 2%	1 2%	2 2%	4 3%
Neither low nor high (0)	41 20%	29 21%	10 30%	17 20%	23 21%	31 19%	7 38%	26 19%	12 37%	18 21%	22 21%
Quite high (1)	78 39%	56 41%	8 24%	36 41%	38 35%	68 41%	6 28%	56 41%	8 24%	32 36%	41 38%
Very high (2)	71 35%	48 34%	13 40%	30 34%	41 38%	55 34%	7 34%	49 36%	12 35%	32 36%	38 36%
Don't Know (DO NOT READ OUT)	4 2%	3 2%	- -%	3 3%	2 2%	4 3%	- -%	3 2%	- -%	3 3%	2 2%
NET: High	149 74%	104 75%	21 65%	65 75%	79 72%	123 75%	12 62%	105 76%	20 59%	65 72%	80 74%
NET: Low	8 4%	4 3%	2 5%	2 2%	6 5%	5 3%	- -%	4 3%	1 4%	4 4%	4 4%
Answered	197	136	32	85	107	159	20	135	33	87	106
Mean Score	1.1	1.1	1.0	1.1	1.1	1.1	1.0	1.1	.9	1.1	1.1
Standard error	.06	.07	.14	.10	.07	.06	.17	.07	.13	.11	.07
Standard deviation	.88	.85	1.00	.87	.90	.85	.87	.85	.97	.92	.86

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	233	159	155	63	-	150	140	43	-	200	113	65	-
Effective base	104	62	73	22	-	60	64	14	-	87	53	23	-
Weighted Base	202	128	119	38	-	123	106	26	-	174	85	39	-
Very low (-2)	2 1%	2 1%	* *%	1 4%	- -%	2 1%	* *%	- -%	- -%	2 1%	- -%	2 5%	- -%
Quite low (-1)	6 3%	3 3%	3 2%	2 6%	- -%	3 3%	3 3%	3 11%	- -%	6 3%	5 6%	1 2%	- -%
Neither low nor high (0)	41 20%	35 27%	20 17%	5 14%	- -%	27 22%	18 17%	* 2%	- -%	33 19%	18 22%	6 17%	- -%
Quite high (1)	78 39%	52 41%	51 42%	17 46%	- -%	54 44%	40 38%	12 46%	- -%	70 40%	36 42%	16 43%	- -%
Very high (2)	71 35%	35 27%	41 34%	10 28%	- -%	36 29%	42 39%	10 37%	- -%	59 34%	25 29%	12 32%	- -%
Don't Know (DO NOT READ OUT)	4 2%	1 1%	4 4%	1 3%	- -%	1 1%	3 2%	1 4%	- -%	4 2%	1 1%	1 3%	- -%
NET: High	149 74%	87 68%	92 77%	28 73%	- -%	90 73%	82 77%	22 83%	- -%	128 74%	60 71%	29 74%	- -%
NET: Low	8 4%	5 4%	3 3%	4 10%	- -%	5 4%	3 3%	3 11%	- -%	8 4%	5 6%	3 7%	- -%
Answered	197	127	115	37	-	122	103	25	-	169	84	38	-
Mean Score	1.1	.9	1.1	.9	-	1.0	1.2	1.1	-	1.0	.9	1.0	-
Standard error	.06	.07	.07	.13	-	.07	.07	.14	-	.06	.08	.13	-
Standard deviation	.88	.88	.81	1.02	-	.88	.84	.94	-	.88	.88	1.02	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
		a	b	c	a	b	*c	a	b	c	d	*e	a	b		
Significance Level: 95%																
Unweighted Base	233	188	171	132	156	133	21	92	100	103	37	20	49	41		
Effective base	104	81	77	66	65	59	6	42	50	47	18	10	21	20		
Weighted Base	202	163	144	127	130	112	6	82	95	91	30	18	37	35		
Very low (-2)	2 1%	2 1%	1 1%	2 1%	* *%	* *%	* 7%	* *%	1 2%	* *%	2 6%	- -%	- -%	- -%		
Quite low (-1)	6 3%	3 2%	3 2%	5 4%	3 3%	3 3%	* 1%	5 6%	5 5%	2 2%	- -%	2 12%	2 6%	2 6%		
Neither low nor high (0)	41 20%	37 23%	28 20%	28 22%	30 23%	26 23%	1 15%	20 24%	25 27%	15 17%	7 22%	* 1%	7 19%	1 4%		
Quite high (1)	78 39%	66 41%	59 41%	49 39%	48 37%	46 42%	1 21%	31 38%	41 43%	40 44%	11 37%	8 46%	10 28%	14 39%		
Very high (2)	71 35%	51 31%	49 34%	40 32%	45 35%	33 29%	3 56%	25 30%	20 21%	32 35%	10 32%	7 41%	16 44%	18 51%		
Don't Know (DO NOT READ OUT)	4 2%	4 3%	3 2%	3 2%	3 2%	3 3%	- -%	1 1%	3 3%	2 2%	1 3%	- -%	1 3%	- -%		
NET: High	149 74%	117 72%	108 75%	90 71%	94 72%	79 71%	4 78%	56 69%	61 64%	72 79%	21 69%	16 87%	27 73%	32 90%		
NET: Low	8 4%	4 3%	5 3%	6 5%	4 3%	3 3%	* 7%	5 6%	6 6%	3 3%	2 6%	2 12%	2 6%	2 6%		
Answered	197	159	141	124	128	108	6	81	92	90	29	18	36	35		
Mean Score	1.1	1.0	1.1	1.0	1.1	1.0	1.2	.9	.8	1.1	.9	1.2	1.1	1.3		
Standard error	.06	.06	.07	.08	.07	.07	.28	.10	.09	.08	.18	.21	.14	.13		
Standard deviation	.88	.85	.86	.91	.85	.83	1.26	.91	.89	.80	1.08	.96	.94	.83		

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
	Unweighted Base	233	34	17	18	5	200	157	214	181	160	159	189	59	1	186	18
	Effective base	104	15	7	7	3	88	66	93	84	68	68	93	20	1	80	12
	Weighted Base	202	24	11	12	4	174	119	185	156	131	129	177	37	*	149	25
Very low	(-2)	2	-	-	-	2	2	-	2	1	*	2	2	-	-	1	*
		1%	-%	-%	-%	48%	1%	-%	1%	1%	-%	1%	1%	-%	-%	1%	1%
Quite low	(-1)	6	*	*	3	-	5	3	5	2	3	*	5	2	-	3	3
		3%	1%	1%	25%	-%	3%	2%	3%	2%	3%	-%	3%	6%	-%	2%	12%
Neither low nor high	(0)	41	4	*	2	-	37	20	37	30	21	23	35	3	-	18	12
		20%	18%	2%	14%	-%	21%	17%	20%	19%	16%	18%	20%	9%	-%	12%	46%
Quite high	(1)	78	10	5	1	2	65	49	72	60	49	54	69	19	*	71	*
		39%	40%	46%	12%	48%	38%	41%	39%	39%	38%	42%	39%	51%	100%	48%	-%
Very high	(2)	71	10	6	4	*	62	45	67	59	56	47	64	13	-	53	10
		35%	41%	52%	35%	3%	36%	38%	36%	38%	43%	37%	36%	35%	-%	35%	41%
Don't Know (DO NOT READ OUT)		4	*	-	2	-	3	3	3	3	1	3	3	-	-	3	-
		2%	-%	-%	14%	-%	1%	2%	1%	2%	1%	2%	1%	-%	-%	2%	-%
NET: High		149	20	11	6	2	128	94	139	119	105	101	133	32	*	123	10
		74%	80%	97%	47%	52%	73%	79%	75%	77%	81%	78%	75%	86%	100%	83%	41%
NET: Low		8	*	*	3	2	7	3	7	4	4	2	6	2	-	4	3
		4%	1%	1%	25%	48%	4%	2%	4%	3%	3%	2%	4%	6%	-%	3%	13%
Answered		197	24	11	10	4	172	117	183	153	130	126	175	37	*	146	25
Mean Score		1.1	1.2	1.5	.7	-.4	1.1	1.2	1.1	1.1	1.2	1.1	1.1	1.2	1.0	1.2	.7
Standard error		.06	.14	.14	.33	.80	.06	.06	.06	.06	.07	.07	.06	.11	-	.06	.28
Standard deviation		.88	.80	.60	1.34	1.80	.89	.79	.88	.85	.82	.83	.87	.81	-	.79	1.19

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	233	114	97	196	6	81	152	44	135	54	59	54	113
Effective base	104	53	43	83	4	32	72	19	60	25	25	30	49
Weighted Base	202	113	74	158	9	72	130	34	117	51	40	71	87
Very low (-2)	2 1%	* *%	1 2%	- -%	- -%	* 1%	1 1%	* 1%	1 1%	- -%	* 1%	1 2%	- -%
Quite low (-1)	6 3%	3 3%	2 3%	2 2%	1 9%	5 8%	* *%	1 3%	3 2%	2 4%	3 6%	1 1%	2 3%
Neither low nor high (0)	41 20%	33 29%	5 7%	18 12%	3 40%	23 33%	17 13%	6 17%	22 18%	13 26%	6 15%	14 20%	20 23%
Quite high (1)	78 39%	34 30%	38 51%	67 43%	4 41%	20 28%	57 44%	14 40%	40 35%	24 47%	15 39%	23 32%	38 44%
Very high (2)	71 35%	39 35%	25 34%	66 42%	1 9%	21 30%	50 39%	13 37%	49 42%	10 20%	14 35%	29 41%	26 30%
Don't Know (DO NOT READ OUT)	4 2%	3 2%	2 2%	3 2%	- -%	1 1%	3 3%	1 3%	2 1%	2 3%	2 4%	3 4%	* *%
NET: High	149 74%	73 65%	63 85%	133 85%	4 51%	42 58%	108 83%	26 77%	89 76%	34 67%	29 73%	52 73%	64 74%
NET: Low	8 4%	4 3%	4 5%	2 2%	1 9%	6 8%	2 1%	1 4%	4 4%	2 4%	3 7%	2 3%	2 3%
Answered	197	110	72	154	9	71	126	33	115	49	38	68	86
Mean Score	1.1	1.0	1.1	1.3	.5	.8	1.2	1.1	1.2	.8	1.0	1.1	1.0
Standard error	.06	.09	.09	.05	.34	.11	.06	.13	.08	.11	.12	.13	.08
Standard deviation	.88	.90	.85	.73	.84	.98	.78	.88	.90	.80	.95	.93	.80

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		233	96	137
Effective base		104	35	69
Weighted Base		202	70	131
Very low (-2)		2	2	-
		1%	3%	-%
Quite low (-1)		6	1	5
		3%	2%	3%
Neither low nor high (0)		41	22	19
		20%	31%	14%
Quite high (1)		78	28	50
		39%	39%	38%
Very high (2)		71	18	54
		35%	25%	41%
Don't Know (DO NOT READ OUT)		4	-	4
		2%	-%	3%
NET: High		149	46	104
		74%	65%	79%
NET: Low		8	3	5
		4%	4%	3%
Answered		197	70	127
Mean Score		1.1	.8	1.2
			a	
Standard error		.06	.09	.07
Standard deviation		.88	.92	.82

Columns Tested:: a,b

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	h	*i	*j	k	*l
Unweighted Base	233	-	11	34	23	5	22	21	38	14	19	35	11
Effective base	104	-	4	16	8	3	12	7	16	7	8	25	7
Weighted Base	202	-	11	30	11	3	30	9	23	16	4	52	13
Very low	(-2)	2	-	1	-	-	-	-	*	-	-	-	-
		1%	-%	5%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	6	-	*	-	-	2	2	*	-	-	1	-
		3%	-%	1%	-%	-%	7%	28%	*%	-%	-%	2%	-%
Neither low nor high	(0)	41	-	*	3	3	5	*	5	9	1	11	5
		20%	-%	2%	9%	30%	9%	16%	*%	21%	53%	16%	20%
Quite high	(1)	78	-	8	14	3	7	5	7	6	3	19	5
		39%	-%	73%	47%	24%	49%	25%	59%	29%	38%	61%	37%
Very high	(2)	71	-	3	11	5	15	1	9	1	1	20	4
		35%	-%	26%	35%	46%	43%	52%	13%	41%	8%	21%	38%
Don't Know (DO NOT READ OUT)		4	-	-	1	-	-	-	2	-	*	2	-
		2%	-%	-%	3%	-%	-%	-%	7%	-%	1%	3%	-%
NET: High		149	-	11	24	7	3	23	6	16	7	4	39
		74%	-%	98%	82%	70%	91%	76%	72%	70%	47%	82%	75%
NET: Low		8	-	-	2	-	-	2	2	*	-	-	1
		4%	-%	-%	6%	-%	-%	7%	28%	2%	-%	-%	2%
Answered		197	-	11	29	11	3	30	9	21	16	4	51
Mean Score		1.1	-	1.2	1.1	1.2	1.3	1.2	.6	1.2	.6	1.1	1.1
Standard error		.06	-	.15	.17	.19	.34	.21	.24	.15	.18	.16	.25
Standard deviation		.88	-	.49	.99	.90	.77	.98	1.09	.92	.67	.81	.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 357 (continuation)

QOP4.7.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	233	45	50	73	65	95	138
Effective base	104	20	21	28	35	41	63
Weighted Base	202	41	43	48	70	84	118
Very low (-2)	2 1%	1 4%	- -%	* 1%	- -%	1 2%	* *%
Quite low (-1)	6 3%	* 1%	2 5%	2 5%	1 1%	2 3%	3 3%
Neither low nor high (0)	41 20%	3 7%	8 19%	14 28%	16 23%	11 13%	29 25%
Quite high (1)	78 39%	22 54%	11 26%	18 37%	27 38%	33 39%	45 38%
Very high (2)	71 35%	13 33%	22 50%	12 25%	25 35%	35 41%	37 31%
Don't Know (DO NOT READ OUT)	4 2%	1 2%	- -%	2 3%	2 2%	1 1%	3 3%
NET: High	149 74%	35 86%	33 76%	30 62%	52 74%	68 81%	81 69%
NET: Low	8 4%	2 4%	2 5%	3 6%	1 1%	4 5%	4 3%
Answered	197	40	43	46	68	83	114
Mean Score	1.1	1.1	1.2	.8	1.1	1.2	1.0
Standard error	.06	.13	.13	.11	.10	.09	.07
Standard deviation	.88	.88	.93	.91	.80	.90	.85

Columns Tested:: a,b,c,d - a,b

Table 358

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	154	15	139	121	19	2	12	33
Effective base	95	9	87	90	13	2	8	15
Weighted Base	173	11	162	168	5	*	*	6
Very low (-2)	8 5%	2 19%	6 4%	8 5%	- -%	- -%	* 4%	* *%
Quite low (-1)	18 10%	* 1%	18 11%	17 10%	1 11%	* 73%	* 3%	1 11%
Neither low nor high (0)	29 17%	1 10%	28 17%	28 17%	1 22%	* 27%	* 12%	1 22%
Quite high (1)	76 44%	5 42%	72 44%	75 45%	1 13%	- -%	* 40%	1 14%
Very high (2)	41 24%	3 28%	38 24%	38 23%	3 52%	- -%	* 41%	3 51%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* *%	* 2%	- -%	- -%	* 2%
NET: High	117 68%	8 70%	110 68%	114 68%	3 65%	- -%	* 81%	4 65%
NET: Low	26 15%	2 20%	24 15%	25 15%	1 11%	* 73%	* 7%	1 12%
Answered	173	11	161	167	5	*	*	5
Mean Score	.7	.6	.7	.7	1.1	-.7	1.1	1.1
Standard error	.09	.38	.09	.10	.29	-	-	.22
Standard deviation	1.08	1.48	1.06	1.08	1.21	-	-	1.22

Columns Tested:: a,b - a,b,c,d,e

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		154	77	36	8	12	9	12	121	19	14
Effective base		95	61	23	7	10	5	8	90	13	9
Weighted Base		173	120	41	7	4	1	*	168	5	*
Very low	(-2)	8	2	4	2	-	-	*	8	-	*
		5%	2%	11%	23%	-%	-%	4%	5%	-%	3%
Quite low	(-1)	18	15	2	1	1	*	*	17	1	*
		10%	13%	4%	12%	13%	6%	3%	10%	11%	24%
Neither low nor high	(0)	29	19	9	-	1	*	*	28	1	*
		17%	16%	21%	-%	28%	2%	12%	17%	22%	16%
Quite high	(1)	76	57	15	3	1	*	*	75	1	*
		44%	48%	36%	45%	13%	13%	40%	45%	13%	28%
Very high	(2)	41	26	11	1	2	1	*	38	3	*
		24%	22%	27%	21%	44%	78%	41%	23%	52%	29%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	*	*	-
		*%	-%	1%	-%	2%	-%	-%	*%	2%	-%
NET: High		117	83	26	5	2	1	*	114	3	*
		68%	70%	63%	66%	56%	92%	81%	68%	65%	57%
NET: Low		26	17	6	2	1	*	*	25	1	*
		15%	14%	14%	34%	13%	6%	7%	15%	11%	26%
Answered		173	120	41	7	4	1	*	167	5	*
Mean Score		.7	.8	.7	.3	.9	1.6	1.1	.7	1.1	.6
Standard error		.09	.11	.21	.57	.39	.68	-	.10	.29	-
Standard deviation		1.08	.99	1.24	1.61	1.30	2.05	-	1.08	1.21	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	154	97	24	19	2	12	94	20	8	7	5
Effective base	95	76	19	13	2	8	67	11	6	3	2
Weighted Base	173	151	17	5	*	*	128	20	5	1	2
Very low	(-2)	8	6	2	-	-	3	1	1	-	1
		5%	4%	14%	-%	-%	3%	4%	16%	-%	63%
Quite low	(-1)	18	17	1	1	*	13	5	*	-	-
		10%	11%	5%	11%	73%	10%	24%	*%	-%	-%
Neither low nor high	(0)	29	26	2	1	*	21	2	1	1	-
		17%	17%	11%	22%	27%	17%	10%	30%	48%	-%
Quite high	(1)	76	70	6	1	-	58	9	*	*	*
		44%	46%	35%	13%	-%	46%	45%	5%	24%	*%
Very high	(2)	41	33	6	3	-	31	3	2	*	1
		24%	22%	33%	52%	-%	25%	16%	49%	27%	37%
Don't Know (DO NOT READ OUT)		*	-	*	*	-	-	*	-	-	-
		*%	-%	2%	2%	-%	-%	2%	-%	-%	-%
NET: High	117	102	11	3	-	*	90	12	3	1	1
	68%	68%	68%	65%	-%	81%	70%	61%	54%	52%	37%
NET: Low	26	22	3	1	*	*	16	6	1	-	1
	15%	15%	19%	11%	73%	7%	13%	28%	16%	-%	63%
Answered	173	151	16	5	*	*	128	19	5	1	2
Mean Score	.7	.7	.7	1.1	-7	1.1	.8	.5	.7	.8	-5
Standard error	.09	.11	.29	.29	-	-	.10	.27	.58	.71	1.29
Standard deviation	1.08	1.05	1.40	1.21	-	-	1.01	1.17	1.65	1.87	2.88

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		154	10	9	12	7	16	19	11	13	11
Effective base		95	7	8	8	4	13	14	9	12	10
Weighted Base		173	17	13	14	5	23	34	18	20	15
Very low	(-2)	8	-	-	-	-	1	1	2	-	3
		5%	-%	-%	-%	-%	3%	2%	12%	-%	17%
Quite low	(-1)	18	10	-	2	-	1	1	1	-	3
		10%	58%	-%	11%	-%	4%	2%	8%	-%	23%
Neither low nor high	(0)	29	3	-	6	1	10	3	1	2	3
		17%	18%	-%	42%	12%	43%	8%	6%	8%	19%
Quite high	(1)	76	4	7	2	4	4	25	11	7	4
		44%	25%	56%	13%	88%	18%	73%	58%	37%	29%
Very high	(2)	41	*	6	5	-	7	5	3	11	2
		24%	*%	44%	34%	-%	33%	15%	16%	55%	12%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High		117	4	13	6	4	12	30	14	18	6
		68%	25%	100%	47%	88%	50%	88%	74%	92%	41%
NET: Low		26	10	-	2	-	2	1	4	-	6
		15%	58%	-%	11%	-%	7%	4%	20%	-%	40%
Answered		173	17	13	14	5	23	34	18	20	15
Mean Score		.7	-.3	1.4	.7	.9	.7	1.0	.6	1.5	*
Standard error		.09	.28	.17	.32	.14	.27	.16	.37	.18	.41
Standard deviation		1.08	.88	.52	1.10	.37	1.08	.71	1.23	.66	1.34

Columns Tested: a,b,c,d,e,f,g,h,i

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		154	34	32	42	108	46	18	20	8
Effective base		95	26	26	31	83	24	11	10	6
Weighted Base		173	43	50	66	159	14	7	5	1
Very low	(-2)	8	3	-	3	6	2	2	-	-
		5%	8%	-%	4%	4%	13%	24%	-%	-%
Quite low	(-1)	18	4	10	4	18	*	*	*	-
		10%	10%	20%	5%	11%	3%	5%	1%	-%
Neither low nor high	(0)	29	13	5	10	28	2	1	*	*
		17%	31%	9%	14%	17%	11%	16%	4%	16%
Quite high	(1)	76	13	19	37	69	7	3	4	1
		44%	29%	38%	56%	43%	53%	39%	74%	49%
Very high	(2)	41	9	17	13	39	2	1	1	*
		24%	22%	34%	19%	25%	16%	11%	20%	27%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	*	-	*
		*%	-%	-%	-%	-%	3%	5%	-%	8%
NET: High		117	22	36	50	108	10	4	5	1
		68%	51%	71%	76%	68%	69%	49%	94%	76%
NET: Low		26	8	10	6	24	2	2	*	-
		15%	18%	20%	10%	15%	16%	30%	1%	-%
Answered		173	43	50	66	159	13	7	5	1
Mean Score		.7	.5	.9	.8	.7	.6	.1	1.1	1.1
Standard error		.09	.20	.19	.15	.10	.19	.37	.13	3.26
Standard deviation		1.08	1.18	1.10	.96	1.07	1.25	1.51	.59	8.62

Columns Tested:: a,b,c,d,e,f,g,h

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	154	4	9	1	10	13	60	2	3	62
Effective base	95	2	5	1	5	8	42	2	1	38
Weighted Base	173	2	5	2	7	18	61	4	2	79
Very low	(-2)	8	1	-	1	1	5	-	-	1
	5%	-%	16%	-%	11%	6%	9%	-%	-%	1%
Quite low	(-1)	18	1	-	1	7	4	-	-	5
	10%	-%	28%	-%	20%	38%	7%	-%	-%	7%
Neither low nor high	(0)	29	2	-	2	1	13	-	-	14
	17%	11%	36%	-%	26%	3%	21%	-%	-%	17%
Quite high	(1)	76	-	-	-	4	28	4	2	36
	44%	83%	-%	-%	-%	25%	46%	100%	99%	46%
Very high	(2)	41	1	2	3	5	10	-	*	23
	24%	5%	19%	100%	41%	28%	16%	-%	1%	29%
Don't Know (DO NOT READ OUT)	*	-	*	-	*	-	*	-	-	-
	*%	-%	2%	-%	1%	-%	1%	-%	-%	-%
NET: High	117	2	1	2	3	10	38	4	2	60
	68%	89%	19%	100%	41%	53%	62%	100%	100%	75%
NET: Low	26	-	2	-	2	8	10	-	-	6
	15%	-%	43%	-%	31%	44%	16%	-%	-%	7%
Answered	173	2	5	2	7	18	60	4	2	79
Mean Score	.7	.9	-.2	2.0	.4	.3	.5	1.0	1.0	1.0
Standard error	.09	.29	.50	-	.53	.39	.15	-	.09	.11
Standard deviation	1.08	.58	1.42	-	1.59	1.42	1.13	-	.15	.90

Columns Tested: a,b,c,d,e,f,g,h,i

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	154	27	60	67	133	21	-	141	13	151	3
Effective base	95	14	42	41	83	13	-	90	6	94	2
Weighted Base	173	27	61	85	142	31	-	165	8	172	1
Very low (-2)	8 5%	2 7%	5 9%	1 1%	7 5%	1 3%	- -%	8 5%	- -%	8 5%	- -%
Quite low (-1)	18 10%	8 31%	4 7%	5 6%	12 9%	6 18%	- -%	18 11%	- -%	18 10%	- -%
Neither low nor high (0)	29 17%	3 10%	13 21%	14 16%	27 19%	2 7%	- -%	25 15%	4 51%	29 17%	* 2%
Quite high (1)	76 44%	6 22%	28 46%	42 50%	61 43%	16 50%	- -%	74 45%	2 24%	76 44%	- -%
Very high (2)	41 24%	8 30%	10 16%	23 27%	34 24%	7 22%	- -%	39 24%	2 24%	40 23%	1 98%
Don't Know (DO NOT READ OUT)	* *%	* *%	* 1%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: High	117 68%	14 52%	38 62%	66 77%	95 67%	23 73%	- -%	113 69%	4 49%	117 68%	1 98%
NET: Low	26 15%	10 38%	10 16%	6 7%	20 14%	6 21%	- -%	26 16%	- -%	26 15%	- -%
Answered	173	27	60	85	142	31	-	164	8	172	1
Mean Score	.7	.4	.5	1.0	.7	.7	-	.7	.7	.7	2.0
Standard error	.09	.27	.15	.11	.09	.24	-	.09	.24	.09	-
Standard deviation	1.08	1.40	1.13	.87	1.09	1.10	-	1.10	.88	1.08	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		154	64	25	64
Effective base		95	38	13	43
Weighted Base		173	72	23	76
Very low	(-2)	8	2	2	4
		5%	3%	10%	5%
Quite low	(-1)	18	10	1	7
		10%	14%	4%	10%
Neither low nor high	(0)	29	12	1	16
		17%	17%	4%	21%
Quite high	(1)	76	32	8	36
		44%	45%	35%	47%
Very high	(2)	41	16	11	12
		24%	22%	47%	16%
Don't Know (DO NOT READ OUT)		*	*	-	*
		*%	*%	-%	1%
NET: High		117	48	19	48
		68%	67%	83%	63%
NET: Low		26	12	3	11
		15%	16%	13%	15%
Answered		173	71	23	75
Mean Score		.7	.7	1.1	.6
Standard error		.09	.13	.25	.13
Standard deviation		1.08	1.05	1.26	1.04

Columns Tested: a,b,c

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	154	109	35	4	2	1	2	1	-	144	10	6
Effective base	95	72	23	2	1	1	2	1	-	93	4	2
Weighted Base	173	139	32	1	*	*	*	1	-	171	2	1
Very low	(-2)	8	7	1	-	-	*	-	-	8	*	*
		5%	5%	3%	-%	-%	24%	-%	-%	5%	*%	1%
Quite low	(-1)	18	16	2	-	*	-	-	-	18	*	*
		10%	12%	6%	-%	2%	-%	-%	-%	11%	*%	1%
Neither low nor high	(0)	29	24	5	-	-	*	-	-	29	*	*
		17%	18%	14%	-%	-%	76%	-%	-%	17%	1%	2%
Quite high	(1)	76	62	13	*	-	*	-	1	75	1	1
		44%	45%	41%	25%	-%	100%	-%	100%	44%	46%	67%
Very high	(2)	41	29	11	1	*	-	-	-	40	1	*
		24%	21%	35%	75%	98%	-%	-%	-%	23%	52%	29%
Don't Know (DO NOT READ OUT)		*	*	*	-	-	-	-	-	*	-	-
		*%	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%
NET: High	117	91	24	1	*	*	-	1	-	115	2	1
		68%	66%	76%	100%	98%	100%	-%	100%	67%	98%	96%
NET: Low	26	23	3	-	*	-	*	-	-	26	*	*
		15%	17%	8%	-%	2%	24%	-%	-%	15%	1%	1%
Answered	173	139	31	1	*	*	*	1	-	170	2	1
Mean Score	.7	.6	1.0	1.7	1.9	1.0	-5	1.0	-	.7	1.5	1.2
Standard error	.09	.11	.17	.68	-	-	-	-	-	.09	.25	.74
Standard deviation	1.08	1.10	1.00	1.37	-	-	-	-	-	1.09	.78	1.80

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	154	40	69	45	128	129	138	145	86	56	19	82	7	10	9	8	3
Effective base	95	27	45	26	76	77	83	88	51	25	13	55	3	4	4	3	2
Weighted Base	173	51	88	34	142	140	153	160	84	45	23	106	5	6	8	3	2
Very low (-2)	8 5%	- -%	7 8%	1 2%	5 4%	6 4%	6 4%	8 5%	4 4%	4 8%	1 3%	3 3%	- -%	- -%	2 23%	- -%	- -%
Quite low (-1)	18 10%	6 12%	10 11%	2 5%	18 12%	14 10%	18 12%	18 11%	3 4%	5 12%	4 16%	14 13%	* 1%	- -%	- -%	* *%	- -%
Neither low nor high (0)	29 17%	10 19%	15 17%	5 14%	24 17%	26 18%	26 17%	27 17%	18 22%	4 9%	2 9%	13 12%	2 36%	4 70%	4 49%	1 38%	- -%
Quite high (1)	76 44%	23 44%	40 45%	14 41%	61 43%	58 41%	65 43%	66 41%	37 44%	21 47%	12 52%	48 45%	3 53%	* 6%	* 2%	1 25%	2 86%
Very high (2)	41 24%	12 24%	17 19%	12 36%	34 24%	36 26%	37 25%	40 25%	21 25%	10 22%	4 19%	28 27%	* 9%	1 18%	2 24%	1 36%	* 14%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* 1%	* *%	* *%	* *%	* *%	* 1%	* 1%	- -%	- -%	- -%	* 7%	* 1%	- -%	- -%
NET: High	117 68%	35 69%	56 64%	26 77%	95 67%	94 67%	103 67%	107 67%	58 69%	31 69%	16 72%	76 72%	3 62%	1 24%	2 27%	2 61%	2 100%
NET: Low	26 15%	6 12%	17 19%	3 8%	23 16%	20 14%	24 15%	26 16%	7 9%	9 20%	4 19%	17 16%	* 1%	- -%	2 23%	* *%	- -%
Answered	173	51	88	34	142	140	152	160	84	45	23	106	5	5	8	3	2
Mean Score	.7	.8	.5	1.0	.7	.8	.7	.7	.8	.6	.7	.8	.7	.4	.1	1.0	1.1
Standard error	.09	.15	.14	.15	.10	.10	.09	.09	.11	.16	.24	.12	.27	.29	.53	.38	.26
Standard deviation	1.08	.95	1.17	.98	1.08	1.08	1.08	1.12	1.01	1.21	1.07	1.08	.72	.88	1.49	1.07	.45

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	154	89	15	10	6	5	1	2	85	15	11	6	6	4	2
Effective base	95	61	5	5	2	2	1	1	59	7	6	3	3	2	1
Weighted Base	173	117	9	7	3	4	*	2	104	18	7	6	1	2	2
Very low	(-2)	8	3	1	2	*	-	-	4	-	-	2	-	-	-
		5%	2%	9%	27%	*%	-%	-%	4%	-%	-%	33%	-%	-%	-%
Quite low	(-1)	18	18	*	-	*	-	-	12	2	-	-	-	*	-
		10%	15%	1%	-%	*%	-%	-%	11%	14%	-%	-%	-%	*%	-%
Neither low nor high	(0)	29	17	2	-	1	3	-	15	3	5	2	-	1	-
		17%	15%	24%	-%	40%	70%	-%	14%	16%	68%	38%	-%	57%	-%
Quite high	(1)	76	54	2	3	*	1	-	45	9	1	*	1	-	2
		44%	46%	22%	37%	2%	19%	-%	43%	51%	11%	*%	83%	-%	85%
Very high	(2)	41	26	4	2	2	*	*	29	3	1	2	*	1	*
		24%	22%	45%	31%	54%	11%	100%	28%	19%	14%	29%	17%	42%	15%
Don't Know (DO NOT READ OUT)		*	-	-	*	*	-	-	-	-	*	-	-	-	-
		*%	-%	-%	6%	3%	-%	-%	-%	-%	7%	-%	-%	-%	-%
NET: High	117	80	6	5	2	1	*	2	74	12	2	2	1	1	2
	68%	68%	67%	68%	56%	30%	100%	100%	71%	71%	25%	29%	100%	42%	100%
NET: Low	26	20	1	2	*	-	-	-	16	2	-	2	-	*	-
	15%	17%	9%	27%	1%	-%	-%	-%	15%	14%	-%	33%	-%	*%	-%
Answered	173	117	9	6	3	4	*	2	104	18	7	6	1	2	2
Mean Score	.7	.7	.9	.5	1.1	.4	2.0	1.0	.8	.8	.4	-.1	1.2	.8	1.2
Standard error	.09	.11	.33	.58	.55	.35	-	-	.12	.24	.27	.71	.29	.71	.34
Standard deviation	1.08	1.05	1.29	1.75	1.23	.79	-	-	1.09	.94	.80	1.73	.70	1.42	.48

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	154	88	21	13	11	10	1	1	40	30	41	10	15
Effective base	95	57	12	8	5	8	1	1	31	13	24	6	8
Weighted Base	173	111	20	11	6	13	*	*	58	27	46	8	11
Very low	8 5%	6 5%	1 4%	- -%	* *%	2 14%	- -%	- -%	- -%	3 10%	1 1%	- -%	3 24%
Quite low	18 10%	14 12%	2 8%	2 22%	1 10%	- -%	- -%	- -%	8 13%	1 3%	8 17%	* 1%	1 13%
Neither low nor high	29 17%	17 16%	6 33%	2 17%	1 20%	- -%	- -%	- -%	3 5%	4 15%	12 25%	3 43%	4 33%
Quite high	76 44%	48 43%	5 27%	2 17%	3 44%	8 64%	* 100%	- -%	29 50%	13 49%	18 38%	2 30%	1 7%
Very high	41 24%	26 24%	5 26%	5 44%	1 26%	3 21%	- -%	* 100%	18 32%	6 23%	8 18%	2 26%	2 22%
Don't Know (DO NOT READ OUT)	* *%	* *%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET: High	117 68%	75 67%	10 53%	6 61%	4 70%	11 86%	* 100%	* 100%	47 82%	20 72%	26 56%	4 56%	3 30%
NET: Low	26 15%	19 17%	2 12%	2 22%	1 10%	2 14%	- -%	- -%	8 13%	4 13%	8 18%	* 1%	4 37%
Answered	173	111	19	11	6	13	*	*	58	27	46	8	11
Mean Score	.7	.7	.6	.8	.9	.8	1.0	2.0	1.0	.7	.6	.8	-.1
Standard error	.09	.12	.25	.35	.30	.40	-	-	.15	.21	.16	.28	.39
Standard deviation	1.08	1.11	1.11	1.27	1.01	1.25	-	-	.95	1.17	1.03	.89	1.50

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	*d	*e
Unweighted Base	154	57	24	28	8	10	43	28	33	12	11
Effective base	95	38	13	16	4	5	32	11	20	7	6
Weighted Base	173	77	23	29	6	6	62	20	37	9	9
Very low (-2)	8 5%	1 1%	2 9%	- -%	2 30%	1 13%	- -%	3 14%	1 2%	1 8%	2 20%
Quite low (-1)	18 10%	8 11%	3 15%	4 15%	* 1%	1 25%	8 13%	1 4%	3 9%	* 1%	1 16%
Neither low nor high (0)	29 17%	7 10%	2 10%	13 46%	- -%	* 6%	7 11%	4 22%	8 20%	3 37%	4 40%
Quite high (1)	76 44%	39 51%	10 46%	8 27%	2 35%	1 14%	27 43%	8 40%	18 47%	3 35%	- -%
Very high (2)	41 24%	22 28%	4 19%	3 12%	2 34%	2 43%	21 33%	4 21%	8 20%	2 19%	2 23%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET: High	117 68%	61 79%	15 66%	11 38%	4 69%	3 56%	47 76%	12 61%	25 67%	5 54%	2 23%
NET: Low	26 15%	9 12%	5 24%	4 15%	2 31%	2 38%	8 13%	4 18%	4 11%	1 9%	3 36%
Answered	173	77	23	29	6	6	62	20	37	9	9
Mean Score	.7	.9	.5	.4	.4	.5	1.0	.5	.8	.6	-.1
Standard error	.09	.13	.25	.17	.64	.54	.15	.24	.17	.33	.44
Standard deviation	1.08	.95	1.24	.89	1.81	1.70	.99	1.28	.95	1.13	1.46

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	*d	*e	a	*b	*c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base	154	37	35	42	20	9	106	12	27	94	60	105	23	
Effective base	95	23	19	26	14	6	68	6	16	58	37	65	11	
Weighted Base	173	45	39	45	19	10	126	4	30	112	61	125	17	
Very low	(-2)	8	-	3	2	2	6	-	2	7	1	5	1	
		5%	-%	8%	4%	8%	18%	5%	-%	6%	7%	1%	4%	5%
Quite low	(-1)	18	10	3	4	*	1	11	1	6	16	2	18	*
		10%	22%	7%	9%	*%	14%	9%	18%	20%	15%	3%	14%	*%
Neither low nor high	(0)	29	8	7	4	6	2	21	1	5	22	7	22	2
		17%	17%	19%	9%	30%	19%	17%	25%	16%	20%	11%	17%	11%
Quite high	(1)	76	17	18	23	7	-	53	*	13	45	31	53	9
		44%	39%	47%	52%	39%	-%	42%	7%	44%	40%	51%	42%	50%
Very high	(2)	41	10	8	11	4	5	34	2	4	20	21	28	6
		24%	22%	19%	25%	23%	48%	27%	50%	13%	18%	34%	22%	35%
Don't Know (DO NOT READ OUT)		*	-	*	*	-	-	*	-	-	*	-	*	-
		*%	-%	*%	1%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET: High		117	27	26	34	12	5	87	3	17	65	52	81	14
		68%	61%	66%	77%	62%	48%	69%	56%	58%	58%	85%	65%	85%
NET: Low		26	10	6	6	2	3	18	1	8	24	2	22	1
		15%	22%	14%	13%	8%	33%	14%	18%	26%	21%	4%	18%	5%
Answered		173	45	39	44	19	10	125	4	30	111	61	125	17
Mean Score		.7	.6	.6	.8	.7	.4	.8	.9	.4	.5	1.1	.7	1.1
Standard error		.09	.18	.19	.16	.25	.57	.11	.40	.22	.12	.11	.11	.20
Standard deviation		1.08	1.07	1.12	1.04	1.11	1.70	1.10	1.38	1.15	1.15	.81	1.09	.95

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		Total base	a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%												
Unweighted Base		154	94	35	43	102	106	22	92	37	42	103
Effective base		95	60	18	32	56	65	11	58	20	30	58
Weighted Base		173	113	27	58	102	126	17	110	30	55	105
Very low	(-2)	8 5%	5 5%	1 3%	5 8%	3 3%	5 4%	1 5%	4 4%	2 5%	5 10%	3 3%
Quite low	(-1)	18 10%	13 12%	1 3%	9 16%	9 8%	18 14%	* *%	13 12%	1 3%	10 19%	8 7%
Neither low nor high	(0)	29 17%	24 21%	1 5%	15 26%	12 12%	22 18%	1 9%	22 20%	4 12%	13 24%	14 13%
Quite high	(1)	76 44%	43 38%	15 56%	20 35%	46 45%	53 42%	9 51%	42 39%	15 50%	18 33%	48 46%
Very high	(2)	41 24%	27 24%	9 33%	9 15%	32 31%	28 22%	6 35%	27 25%	9 29%	8 15%	32 31%
Don't Know (DO NOT READ OUT)		* *%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%
NET: High		117 68%	70 62%	24 89%	29 50%	78 76%	81 64%	14 86%	70 64%	24 80%	26 48%	80 77%
NET: Low		26 15%	18 16%	2 6%	14 24%	12 12%	22 18%	1 5%	17 16%	2 8%	16 28%	10 10%
Answered		173	112	27	58	102	125	17	109	30	55	104
Mean Score		.7	.7	1.1	.3	.9	.7	1.1	.7	1.0	.2	1.0
Standard error		.09	.12	.15	.18	.10	.11	.20	.12	.17	.19	.10
Standard deviation		1.08	1.11	.89	1.17	1.04	1.09	.95	1.10	1.01	1.21	.99

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	154	89	101	30	-	86	95	25	1	122	82	33	-
Effective base	95	49	65	16	-	47	61	15	1	74	51	20	-
Weighted Base	173	90	122	27	-	80	110	23	2	134	88	32	-
Very low (-2)	8 5%	4 5%	5 4%	2 6%	- -%	3 3%	3 3%	* *%	2 100%	7 5%	4 4%	* *%	- -%
Quite low (-1)	18 10%	13 14%	12 10%	5 20%	- -%	12 15%	12 11%	6 25%	- -%	16 12%	9 11%	6 20%	- -%
Neither low nor high (0)	29 17%	18 20%	21 17%	11 40%	- -%	15 19%	23 20%	10 45%	- -%	21 16%	22 25%	9 29%	- -%
Quite high (1)	76 44%	40 44%	53 43%	5 20%	- -%	33 42%	40 36%	4 17%	- -%	57 42%	27 30%	11 34%	- -%
Very high (2)	41 24%	14 16%	31 25%	4 15%	- -%	16 20%	32 29%	3 14%	- -%	32 24%	26 29%	5 17%	- -%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* 1%	- -%
NET: High	117 68%	54 60%	84 68%	9 34%	- -%	50 62%	71 65%	7 31%	- -%	89 66%	52 60%	16 50%	- -%
NET: Low	26 15%	17 19%	18 14%	7 26%	- -%	15 18%	16 14%	6 25%	2 100%	24 18%	13 15%	6 20%	- -%
Answered	173	89	122	27	-	80	110	23	2	134	87	31	-
Mean Score	.7	.5	.8	.2	-	.6	.8	.2	-2.0	.7	.7	.5	-
Standard error	.09	.12	.11	.20	-	.12	.11	.20	-	.10	.13	.18	-
Standard deviation	1.08	1.08	1.08	1.11	-	1.08	1.09	.99	-	1.13	1.14	1.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	154	102	103	78	73	88	6	59	56	51	18	15	24	27			
Effective base	95	63	62	50	40	58	2	40	32	29	11	8	12	16			
Weighted Base	173	123	116	86	75	103	1	64	57	51	17	15	23	33			
Very low (-2)	8	5	5	5	6	3	-	3	2	2	*	*	1	-			
	5%	4%	4%	6%	8%	3%	-%	5%	4%	5%	*%	*%	5%	-%			
Quite low (-1)	18	17	14	14	8	14	-	7	13	14	4	5	6	8			
	10%	14%	12%	16%	10%	13%	-%	10%	24%	27%	23%	34%	28%	24%			
Neither low nor high (0)	29	22	25	19	10	18	-	16	8	9	7	6	1	1			
	17%	18%	21%	22%	13%	17%	-%	26%	13%	18%	39%	38%	3%	2%			
Quite high (1)	76	51	45	33	33	40	1	24	22	17	6	2	9	16			
	44%	42%	38%	39%	43%	38%	96%	37%	39%	33%	37%	11%	39%	48%			
Very high (2)	41	27	28	14	19	28	*	14	11	8	*	3	5	8			
	24%	22%	24%	17%	25%	27%	4%	21%	19%	16%	1%	18%	24%	25%			
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	-	*	*	*	-	-	-	*			
	*%	*%	*%	1%	*%	*%	-%	1%	1%	1%	-%	-%	-%	1%			
NET: High	117	78	73	47	51	68	1	38	33	25	7	4	14	24			
	68%	64%	62%	55%	69%	66%	100%	59%	58%	49%	38%	28%	63%	73%			
NET: Low	26	22	19	19	14	17	-	10	16	16	4	5	8	8			
	15%	18%	16%	23%	18%	17%	-%	15%	28%	32%	23%	34%	34%	24%			
Answered	173	122	116	85	75	103	1	64	56	51	17	15	23	33			
Mean Score	.7	.6	.7	.4	.7	.7	1.0	.6	.5	.3	.2	.1	.5	.8			
Standard error	.09	.11	.11	.13	.14	.12	.31	.14	.16	.17	.19	.29	.26	.22			
Standard deviation	1.08	1.10	1.10	1.14	1.19	1.11	.77	1.09	1.18	1.18	.81	1.11	1.30	1.10			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	154	21	8	16	6	120	98	132	118	95	93	120	25	-	108	7
Effective base	95	13	5	10	5	74	56	79	71	56	52	75	14	-	65	6
Weighted Base	173	23	7	16	5	137	102	144	134	98	97	141	22	-	121	11
Very low (-2)	8 5%	3 11%	- -%	- -%	- -%	8 5%	5 4%	8 5%	7 5%	6 6%	4 5%	7 5%	1 3%	- -%	8 7%	- -%
Quite low (-1)	18 10%	3 15%	- -%	1 6%	* 8%	12 9%	11 11%	12 8%	11 8%	9 9%	10 11%	12 9%	- -%	- -%	16 13%	2 18%
Neither low nor high (0)	29 17%	7 28%	2 32%	3 17%	- -%	21 16%	21 20%	24 17%	22 16%	21 21%	15 15%	22 16%	7 32%	- -%	20 16%	1 5%
Quite high (1)	76 44%	9 37%	1 22%	6 38%	2 32%	65 47%	48 47%	67 47%	62 47%	44 46%	43 44%	66 47%	9 41%	- -%	47 39%	9 77%
Very high (2)	41 24%	2 8%	3 46%	6 40%	3 52%	31 22%	17 17%	33 23%	32 24%	18 18%	24 25%	32 23%	5 21%	- -%	30 25%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	- -%	* 8%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* 2%	- -%	* *%	- -%
NET: High	117 68%	11 46%	5 68%	12 78%	4 84%	96 70%	65 64%	100 69%	95 71%	62 64%	67 69%	99 70%	14 63%	- -%	77 63%	9 77%
NET: Low	26 15%	6 26%	- -%	1 6%	* 8%	20 14%	16 15%	20 14%	17 13%	14 15%	15 15%	20 14%	1 3%	- -%	24 20%	2 18%
Answered	173	23	7	16	5	137	102	144	133	97	96	140	21	-	121	11
Mean Score	.7	.2	1.1	1.1	1.4	.7	.6	.7	.8	.6	.7	.7	.8	-	.6	.6
Standard error	.09	.25	.33	.23	.44	.10	.11	.09	.10	.11	.11	.10	.19	-	.12	.30
Standard deviation	1.08	1.16	.95	.91	.98	1.08	1.04	1.07	1.06	1.07	1.09	1.08	.92	-	1.19	.81

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	154	73	53	119	14	67	87	42	84	28	56	33	64
Effective base	95	43	36	72	9	40	55	28	51	18	32	19	44
Weighted Base	173	80	67	134	18	69	105	41	97	36	57	41	73
Very low (-2)	8 5%	4 5%	4 6%	1 1%	7 40%	8 12%	- -%	2 4%	6 6%	1 2%	5 8%	1 2%	3 4%
Quite low (-1)	18 10%	12 15%	6 8%	5 4%	9 47%	17 25%	1 1%	3 8%	10 10%	5 13%	8 14%	4 10%	6 9%
Neither low nor high (0)	29 17%	20 25%	8 12%	15 12%	2 12%	14 20%	15 15%	9 22%	17 17%	3 9%	7 13%	7 17%	14 20%
Quite high (1)	76 44%	30 37%	31 46%	71 53%	- -%	21 31%	55 53%	10 25%	43 45%	23 64%	18 31%	26 62%	32 43%
Very high (2)	41 24%	14 17%	19 28%	41 31%	- -%	8 12%	33 31%	17 41%	20 21%	4 12%	20 34%	4 9%	18 25%
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	* *%	- -%	* 1%	* *%	- -%	* *%	- -%	* 1%	- -%	* *%
NET: High	117 68%	43 54%	50 74%	112 84%	- -%	29 43%	88 84%	27 65%	64 66%	27 76%	37 65%	29 71%	50 68%
NET: Low	26 15%	17 21%	10 14%	6 4%	16 88%	25 36%	1 1%	5 12%	16 16%	6 16%	12 22%	5 11%	9 12%
Answered	173	80	67	133	18	68	104	41	96	36	57	41	73
Mean Score	.7	.5	.8	1.1	-1.3	.1	1.1	.9	.7	.7	.7	.7	.8
Standard error	.09	.13	.16	.07	.18	.15	.08	.18	.12	.18	.18	.15	.13
Standard deviation	1.08	1.11	1.12	.79	.69	1.24	.70	1.17	1.10	.93	1.30	.85	1.04

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		154	63	91
Effective base		95	34	61
Weighted Base		173	61	112
Very low (-2)		8	4	4
		5%	7%	4%
Quite low (-1)		18	7	11
		10%	11%	10%
Neither low nor high (0)		29	11	19
		17%	17%	16%
Quite high (1)		76	29	48
		44%	47%	42%
Very high (2)		41	11	30
		24%	18%	27%
Don't Know (DO NOT READ OUT)		*	-	*
		*%	-%	*%
NET: High		117	39	78
		68%	65%	70%
NET: Low		26	11	15
		15%	18%	14%
Answered		173	61	112
Mean Score		.7	.6	.8
Standard error		.09	.14	.11
Standard deviation		1.08	1.12	1.06

Columns Tested: a,b

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l
Unweighted Base	154	-	1	16	21	4	8	10	22	18	11	31	12
Effective base	95	-	1	11	12	2	5	5	14	11	7	24	7
Weighted Base	173	-	*	26	14	2	7	10	25	19	8	48	13
Very low	(-2)	8	-	-	*	2	-	-	3	3	-	1	-
		5%	-%	-%	*%	12%	-%	-%	10%	15%	-%	2%	-%
Quite low	(-1)	18	-	-	5	*	-	3	2	-	-	7	1
		10%	-%	-%	21%	3%	-%	40%	7%	-%	-%	15%	4%
Neither low nor high	(0)	29	-	-	*	1	-	-	7	5	2	12	3
		17%	-%	-%	1%	4%	-%	-%	26%	24%	24%	25%	23%
Quite high	(1)	76	-	-	13	8	2	3	10	8	6	14	6
		44%	-%	-%	52%	58%	100%	48%	97%	33%	30%	73%	28%
Very high	(2)	41	-	*	7	3	-	*	6	6	*	14	3
		24%	-%	100%	27%	22%	-%	6%	3%	24%	31%	3%	30%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	*	-	-	-	-	-
		*%	-%	-%	-%	1%	-%	6%	-%	-%	-%	-%	-%
NET: High		117	-	*	20	12	2	4	10	14	12	6	28
		68%	-%	100%	79%	81%	100%	54%	100%	57%	61%	76%	58%
NET: Low		26	-	-	5	2	-	3	-	4	3	-	8
		15%	-%	-%	21%	15%	-%	40%	-%	17%	15%	-%	17%
Answered		173	-	*	26	14	2	6	10	25	19	8	48
Mean Score		.7	-	2.0	.8	.8	1.0	.2	1.0	.5	.6	.8	.7
Standard error		.09	-	-	.26	.28	-	.44	.06	.26	.32	.15	.20
Standard deviation		1.08	-	-	1.06	1.24	-	1.17	.19	1.24	1.37	.51	1.11

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 358 (continuation)

QOP4.8.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Evri (formerly known as Hermes) on each of the following aspects: The quality of the postal services provided by Evri (formerly known as Hermes) in the last 12 months

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		*a	b	c	d	a	b	
Unweighted Base	154	17	33	50	54	50	104	
Effective base	95	11	19	31	37	27	68	
Weighted Base	173	26	23	55	70	49	124	
Very low	(-2)	8	*	2	6	1	2	6
		5%	*%	8%	10%	1%	4%	5%
Quite low	(-1)	18	5	3	2	8	8	10
		10%	20%	13%	3%	12%	17%	8%
Neither low nor high	(0)	29	*	1	11	17	1	28
		17%	1%	2%	21%	24%	2%	23%
					b		a	
Quite high	(1)	76	13	13	24	26	27	50
		44%	52%	58%	43%	37%	55%	40%
Very high	(2)	41	7	4	12	18	11	30
		24%	27%	16%	23%	26%	22%	25%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-
		*%	-%	2%	-%	-%	1%	-%
NET: High	117	21	17	36	44	37	80	
	68%	79%	74%	66%	63%	77%	64%	
NET: Low	26	5	5	7	9	10	16	
	15%	20%	21%	13%	13%	21%	13%	
Answered	173	26	22	55	70	48	124	
Mean Score	.7	.9	.6	.7	.8	.8	.7	
Standard error	.09	.26	.21	.17	.14	.16	.11	
Standard deviation	1.08	1.06	1.17	1.17	1.01	1.11	1.08	

Columns Tested:: a,b,c,d - a,b

Table 359

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	82	9	73	48	11	7	16	34
Effective base	34	4	30	31	8	5	11	12
Weighted Base	76	10	65	71	3	1	*	4
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	3	3	-	-	*	*
		4%	5%	4%	-%	-%	3%	*%
Neither low nor high	(0)	14	12	14	*	*	*	1
		19%	19%	19%	15%	7%	5%	13%
Quite high	(1)	34	32	32	1	*	*	2
		45%	49%	46%	29%	60%	59%	36%
Very high	(2)	24	18	22	2	*	*	2
		32%	28%	31%	56%	33%	33%	51%
NET: High		58	50	54	3	1	*	4
		77%	76%	76%	85%	93%	92%	87%
NET: Low		3	3	3	-	-	*	*
		4%	5%	4%	-%	-%	3%	*%
Answered	76	10	65	71	3	1	*	4
Mean Score	1.0	1.4	1.0	1.0	1.4	1.3	1.2	1.4
Standard error	.09	.28	.10	.12	.26	-	-	.14
Standard deviation	.83	.83	.82	.83	.87	-	-	.81

Columns Tested:: a,b - a,b,c,d,e

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		82	25	13	10	7	11	16	48	11	23
Effective base		34	19	9	6	6	8	11	31	8	10
Weighted Base		76	49	16	6	3	1	*	71	3	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	2	1	1	-	-	*	3	-	*
		4%	3%	4%	13%	-%	-%	3%	4%	-%	1%
Neither low nor high	(0)	14	9	4	1	*	*	*	14	*	*
		19%	18%	25%	15%	16%	9%	5%	19%	15%	6%
Quite high	(1)	34	20	10	2	1	1	*	32	1	1
		45%	41%	66%	35%	21%	58%	59%	46%	29%	60%
Very high	(2)	24	19	1	2	2	*	*	22	2	*
		32%	38%	5%	38%	63%	32%	33%	31%	56%	33%
NET: High		58	39	11	5	2	1	*	54	3	1
		77%	79%	71%	73%	84%	91%	92%	76%	85%	93%
NET: Low		3	2	1	1	-	-	*	3	-	*
		4%	3%	4%	13%	-%	-%	3%	4%	-%	1%
Answered		76	49	16	6	3	1	*	71	3	1
Mean Score		1.0	1.1	.7	1.0	1.5	1.2	1.2	1.0	1.4	1.3
Standard error		.09	.17	.18	.35	.36	.33	-	.12	.26	-
Standard deviation		.83	.83	.65	1.11	.95	1.10	-	.83	.87	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	82	30	18	11	7	16	28	17	6	8	15
Effective base	34	23	13	8	5	11	17	8	3	4	4
Weighted Base	76	60	11	3	1	*	42	14	5	4	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	2	1	-	-	*	1	2	-	-
		4%	3%	13%	-%	-%	3%	2%	17%	-%	-%
Neither low nor high	(0)	14	12	2	*	*	*	10	3	*	*
		19%	19%	18%	15%	7%	5%	23%	23%	1%	9%
Quite high	(1)	34	28	4	1	*	*	18	6	3	2
		45%	47%	39%	29%	60%	59%	44%	39%	64%	41%
Very high	(2)	24	19	3	2	*	*	13	3	2	2
		32%	31%	29%	56%	33%	33%	31%	22%	35%	50%
NET: High		58	47	8	3	1	*	31	9	5	4
		77%	78%	68%	85%	93%	92%	75%	60%	99%	91%
NET: Low		3	2	1	-	-	*	1	2	-	-
		4%	3%	13%	-%	-%	3%	2%	17%	-%	-%
Answered		76	60	11	3	1	*	42	14	5	4
Mean Score		1.0	1.1	.8	1.4	1.3	1.2	1.0	.7	1.3	1.4
Standard error		.09	.14	.25	.26	-	-	.15	.25	.22	.26
Standard deviation		.83	.79	1.04	.87	-	-	.79	1.03	.55	.74

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		82	5	7	14	3	5	6	5	5	1
Effective base		34	2	4	10	3	4	4	3	4	1
Weighted Base		76	5	9	23	6	5	10	10	3	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	-	-	2	-	1	-	-	-	-
		4%	-%	-%	11%	-%	18%	-%	-%	-%	-%
Neither low nor high	(0)	14	4	1	5	-	1	-	2	-	-
		19%	73%	16%	22%	-%	17%	-%	19%	-%	-%
Quite high	(1)	34	1	4	10	6	2	5	3	2	*
		45%	11%	38%	44%	100%	41%	56%	30%	63%	100%
Very high	(2)	24	1	4	5	-	1	4	5	1	-
		32%	17%	47%	24%	-%	24%	44%	51%	37%	-%
NET: High		58	1	8	15	6	3	10	8	3	*
		77%	27%	84%	67%	100%	65%	100%	81%	100%	100%
NET: Low		3	-	-	2	-	1	-	-	-	-
		4%	-%	-%	11%	-%	18%	-%	-%	-%	-%
Answered		76	5	9	23	6	5	10	10	3	*
Mean Score		1.0	.4	1.3	.8	1.0	.7	1.4	1.3	1.4	1.0
Standard error		.09	.38	.29	.25	-	.51	.21	.37	.26	-
Standard deviation		.83	.85	.77	.94	-	1.15	.52	.82	.58	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		*a	*b	*c	d	e	*f	*g	*h	
Significance Level: 95%										
Unweighted Base		82	9	17	25	51	31	14	9	8
Effective base		34	6	8	16	30	12	6	3	4
Weighted Base		76	11	18	42	70	5	3	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	-	2	3	*	*	-	-
		4%	7%	-%	6%	5%	*%	*%	-%	-%
Neither low nor high	(0)	14	1	5	7	13	2	1	1	*
		19%	7%	29%	16%	18%	29%	25%	62%	5%
Quite high	(1)	34	8	6	18	33	1	1	*	*
		45%	76%	35%	43%	46%	28%	25%	38%	28%
Very high	(2)	24	1	6	14	22	2	2	*	1
		32%	10%	36%	35%	31%	43%	50%	1%	67%
NET: High		58	9	12	32	54	4	3	*	1
		77%	86%	71%	78%	77%	71%	75%	38%	95%
NET: Low		3	1	-	2	3	*	*	-	-
		4%	7%	-%	6%	5%	*%	*%	-%	-%
Answered		76	11	18	42	70	5	3	1	1
Mean Score		1.0	.9	1.1	1.1	1.0	1.1	1.3	.4	1.6
Standard error		.09	.23	.20	.17	.12	.17	.27	.62	-
Standard deviation		.83	.70	.83	.87	.83	.93	1.00	1.86	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	82	3	9	1	10	6	27	2	3	31
Effective base	34	1	5	1	6	4	12	2	2	12
Weighted Base	76	5	8	1	8	11	20	5	*	26
Very low	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	-	1	-	1	-	-	2
		4%	-%	10%	-%	10%	-%	3%	-%	7%
Neither low nor high	(0)	14	1	-	1	-	5	2	-	6
		19%	-%	12%	-%	11%	-%	24%	39%	25%
Quite high	(1)	34	4	-	4	6	11	3	*	10
		45%	3%	45%	-%	42%	57%	54%	61%	93%
Very high	(2)	24	3	1	3	5	4	-	*	7
		32%	97%	32%	100%	43%	18%	-%	7%	28%
NET: High		58	6	1	7	11	15	3	*	18
		77%	100%	78%	100%	79%	100%	72%	61%	100%
NET: Low		3	1	-	1	-	1	-	-	2
		4%	-%	10%	-%	10%	-%	3%	-%	7%
Answered		76	8	1	8	11	20	5	*	26
Mean Score		1.0	2.0	1.0	2.0	1.1	1.4	.6	1.1	.9
Standard error		.09	.11	.33	-	.31	.21	.15	.39	.16
Standard deviation		.83	.18	.99	-	.99	.52	.76	.55	.91

Columns Tested: a,b,c,d,e,f,g,h,i

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	82	19	27	36	74	8	-	72	10	80	2
Effective base	34	9	12	14	30	5	-	32	3	33	2
Weighted Base	76	25	20	31	63	12	-	72	4	70	6
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	1	1	2	3	-	-	3	-	3	-
	4%	3%	3%	6%	5%	-%	-%	4%	-%	5%	-%
Neither low nor high (0)	14	1	5	8	7	7	-	13	1	14	-
	19%	4%	24%	27%	11%	61%	-%	18%	28%	20%	-%
Quite high (1)	34	10	11	13	30	4	-	32	2	34	-
	45%	40%	54%	43%	48%	29%	-%	45%	51%	49%	-%
Very high (2)	24	13	4	7	23	1	-	23	1	18	6
	32%	53%	18%	24%	36%	10%	-%	33%	21%	26%	100%
NET: High	58	23	15	21	53	5	-	55	3	52	6
	77%	93%	72%	67%	84%	39%	-%	77%	72%	75%	100%
NET: Low	3	1	1	2	3	-	-	3	-	3	-
	4%	3%	3%	6%	5%	-%	-%	4%	-%	5%	-%
Answered	76	25	20	31	63	12	-	72	4	70	6
Mean Score	1.0	1.4	.9	.9	1.2	.5	-	1.1	.9	1.0	2.0
Standard error	.09	.17	.15	.14	.09	.24	-	.10	.25	.09	-
Standard deviation	.83	.74	.76	.86	.81	.69	-	.83	.81	.81	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		82	30	21	31
Effective base		34	11	8	17
Weighted Base		76	18	21	36
Very low	(-2)	- -%	- -%	- -%	- -%
Quite low	(-1)	3 4%	2 13%	1 4%	* *%
Neither low nor high	(0)	14 19%	* 1%	6 27%	8 23%
Quite high	(1)	34 45%	11 58%	6 29%	17 48%
Very high	(2)	24 32%	5 29%	9 40%	10 29%
NET: High		58 77%	16 86%	15 69%	28 77%
NET: Low		3 4%	2 13%	1 4%	* *%
Answered		76	18	21	36
Mean Score		1.0	1.0	1.1	1.1
Standard error		.09	.17	.20	.13
Standard deviation		.83	.93	.92	.73

Columns Tested: a,b,c

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	
Significance Level: 95%													
Unweighted Base	82	39	18	15	3	3	2	1	1	57	25	10	
Effective base	34	23	6	4	2	2	1	1	1	28	6	4	
Weighted Base	76	55	9	8	2	*	*	1	*	64	11	3	
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	(-1)	3	3	-	-	-	*	-	-	3	*	*	
		4%	6%	-%	-%	-%	18%	-%	-%	5%	*%	*%	
Neither low nor high	(0)	14	10	*	4	-	*	-	-	10	4	*	
		19%	19%	*%	47%	-%	58%	-%	-%	16%	34%	2%	
Quite high	(1)	34	28	5	1	-	*	-	*	33	1	*	
		45%	51%	52%	17%	-%	82%	-%	100%	51%	13%	2%	
Very high	(2)	24	14	4	3	2	*	-	1	18	6	3	
		32%	25%	47%	37%	100%	42%	-%	100%	28%	53%	96%	
NET: High		58	42	9	4	2	*	*	1	*	51	7	3
		77%	76%	100%	53%	100%	42%	82%	100%	100%	79%	66%	98%
NET: Low		3	3	-	-	-	-	*	-	-	3	*	*
		4%	6%	-%	-%	-%	-%	18%	-%	-%	5%	*%	*%
Answered	76	55	9	8	2	*	*	1	*	64	11	3	
Mean Score	1.0	1.0	1.5	.9	2.0	.8	.6	2.0	1.0	1.0	1.2	1.9	
Standard error	.09	.13	.13	.25	-	-	-	-	-	.11	.19	.13	
Standard deviation	.83	.82	.53	.97	-	-	-	-	-	.81	.96	.40	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	82	10	29	43	76	73	78	75	54	51	5	42	5	8	7	8	3
Effective base	34	5	19	12	31	31	33	33	20	18	4	20	3	4	2	3	2
Weighted Base	76	13	43	20	67	68	71	73	44	41	7	45	1	11	5	3	*
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	1	2	*	3	3	3	3	3	3	-	1	-	2	*	-	-
	4%	6%	6%	*%	5%	5%	4%	4%	7%	8%	-%	3%	-%	16%	*%	-%	-%
Neither low nor high (0)	14	2	8	4	14	12	14	12	7	4	2	5	*	6	*	-	*
	19%	15%	20%	19%	20%	17%	19%	17%	15%	11%	27%	12%	46%	56%	*%	-%	15%
Quite high (1)	34	5	23	6	32	32	34	34	17	19	2	24	*	3	3	2	*
	45%	36%	55%	30%	48%	48%	48%	46%	39%	46%	36%	53%	27%	26%	59%	50%	85%
Very high (2)	24	5	9	10	18	21	21	24	17	14	3	14	*	*	2	2	-
	32%	42%	20%	51%	27%	30%	29%	33%	39%	36%	37%	32%	26%	3%	40%	50%	-%
NET: High	58	10	32	16	50	53	55	58	34	33	5	38	*	3	5	3	*
	77%	78%	75%	80%	75%	78%	77%	79%	78%	81%	73%	85%	54%	29%	100%	100%	85%
NET: Low	3	1	2	*	3	3	3	3	3	3	-	1	-	2	*	-	-
	4%	6%	6%	*%	5%	5%	4%	4%	7%	8%	-%	3%	-%	16%	*%	-%	-%
Answered	76	13	43	20	67	68	71	73	44	41	7	45	1	11	5	3	*
Mean Score	1.0	1.1	.9	1.3	1.0	1.0	1.0	1.1	1.1	1.1	1.1	1.1	.8	.2	1.4	1.5	.9
Standard error	.09	.30	.15	.12	.09	.10	.09	.09	.12	.12	.38	.12	-	.26	.21	.21	-
Standard deviation	.83	.94	.79	.80	.82	.82	.82	.82	.92	.89	.86	.75	-	.74	.56	.60	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	82	41	12	6	5	7	2	3	38	15	4	7	6	3	-
Effective base	34	20	6	2	1	2	2	2	20	6	1	3	3	1	-
Weighted Base	76	42	13	5	2	4	*	*	41	15	*	9	1	2	-
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	-	2	*	-	-	-	3	-	*	-	-	-
		4%	3%	-%	36%	*%	-%	-%	-%	21%	-%	*%	-%	-%	-%
Neither low nor high	(0)	14	9	2	3	-	*	-	5	3	*	3	-	-	-
		19%	22%	11%	58%	-%	*%	-%	13%	21%	2%	38%	-%	-%	-%
Quite high	(1)	34	20	9	*	*	3	*	25	3	-	3	*	2	-
		45%	48%	65%	4%	12%	63%	100%	60%	19%	-%	34%	23%	96%	-%
Very high	(2)	24	12	3	*	2	2	-	11	6	*	2	1	*	-
		32%	27%	24%	3%	88%	37%	-%	27%	39%	98%	28%	77%	4%	-%
NET: High		58	32	12	*	2	4	*	36	9	*	5	1	2	-
		77%	75%	89%	7%	100%	100%	100%	87%	58%	98%	62%	100%	100%	-%
NET: Low		3	1	-	2	*	-	-	-	3	-	*	-	-	-
		4%	3%	-%	36%	*%	-%	-%	-%	21%	-%	*%	-%	-%	-%
Answered		76	42	13	5	2	4	*	41	15	*	9	1	2	-
Mean Score		1.0	1.0	1.1	-.3	1.9	1.4	1.0	1.1	.8	2.0	.9	1.8	1.0	-
Standard error		.09	.13	.17	.30	.25	.21	-	.10	.31	-	.33	.32	.17	-
Standard deviation		.83	.80	.60	.74	.56	.55	-	.62	1.22	-	.86	.79	.30	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	82	32	14	14	5	8	2	-	14	18	19	14	12
Effective base	34	20	6	5	3	3	1	-	8	7	9	6	3
Weighted Base	76	45	17	6	2	1	1	-	16	16	20	14	6
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	2	-	1	*	-	-	-	3	-	-	*
		4%	4%	-%	24%	*%	-%	-%	-%	20%	-%	-%	*%
Neither low nor high	(0)	14	8	4	-	-	*	-	2	1	5	5	*
		19%	17%	26%	-%	-%	7%	-%	12%	7%	25%	38%	2%
Quite high	(1)	34	24	6	2	2	*	1	8	5	13	5	3
		45%	53%	33%	27%	66%	16%	100%	51%	32%	67%	34%	49%
Very high	(2)	24	12	7	3	1	1	-	6	7	1	4	3
		32%	26%	42%	49%	34%	77%	-%	37%	41%	8%	28%	49%
NET: High		58	36	13	5	2	1	-	14	12	15	9	6
		77%	79%	74%	76%	100%	93%	100%	88%	73%	75%	62%	98%
NET: Low		3	2	-	1	*	-	-	-	3	-	-	*
		4%	4%	-%	24%	*%	-%	-%	-%	20%	-%	-%	*%
Answered	76	45	17	6	2	1	1	-	16	16	20	14	6
Mean Score	1.0	1.0	1.2	1.0	1.3	1.7	1.0	-	1.3	.9	.8	.9	1.5
Standard error	.09	.14	.22	.35	.28	.41	-	-	.18	.27	.13	.22	.17
Standard deviation	.83	.77	.83	1.31	.64	1.15	-	-	.67	1.16	.56	.83	.59

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	82	24	13	21	9	8	20	19	13	11	10
Effective base	34	12	5	9	3	3	11	8	4	6	2
Weighted Base	76	29	8	19	6	5	25	18	8	12	5
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	2	-	*	2	1	-	-	*
		4%	5%	22%	-%	*%	7%	8%	-%	-%	*%
Neither low nor high	(0)	14	7	3	4	*	3	2	1	5	*
		19%	25%	33%	19%	*%	13%	8%	19%	45%	2%
Quite high	(1)	34	8	3	13	5	3	14	8	5	2
		45%	29%	41%	70%	76%	54%	55%	45%	69%	18%
Very high	(2)	24	12	*	2	1	2	6	7	1	4
		32%	41%	5%	10%	24%	46%	25%	38%	12%	37%
NET: High		58	20	4	15	6	5	20	15	6	7
		77%	70%	45%	81%	100%	100%	81%	83%	81%	55%
NET: Low		3	1	2	-	-	*	2	1	-	-
		4%	5%	22%	-%	-%	*%	7%	8%	-%	-%
Answered	76	29	8	19	6	5	25	18	8	12	5
Mean Score	1.0	1.1	.3	.9	1.2	1.5	1.0	1.1	.9	.9	1.4
Standard error	.09	.19	.25	.12	.16	.20	.18	.21	.16	.28	.19
Standard deviation	.83	.94	.91	.55	.47	.56	.82	.91	.59	.94	.60

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	82	15	16	18	15	11	62	5	8	46	36	58	18
Effective base	34	9	6	9	8	3	27	4	5	20	15	25	6
Weighted Base	76	24	16	10	17	6	59	2	12	47	28	56	11
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	-	-	3	-	2	1	-	1	2	1	2
		4%	-%	-%	24%	-%	4%	42%	-%	3%	6%	3%	15%
Neither low nor high	(0)	14	3	1	1	7	8	1	3	12	3	11	3
		19%	13%	5%	14%	40%	14%	38%	26%	24%	9%	20%	23%
Quite high	(1)	34	13	8	3	6	25	*	9	23	11	27	5
		45%	56%	51%	33%	33%	42%	20%	70%	48%	41%	48%	46%
Very high	(2)	24	8	7	3	4	23	-	1	12	12	16	2
		32%	32%	45%	28%	26%	40%	-%	5%	25%	44%	29%	16%
NET: High		58	21	15	6	10	48	*	9	34	24	43	7
		77%	87%	95%	61%	60%	82%	20%	74%	72%	85%	78%	62%
NET: Low		3	-	-	3	-	2	1	-	1	2	1	2
		4%	-%	-%	24%	-%	4%	42%	-%	3%	6%	3%	15%
Answered		76	24	16	10	17	59	2	12	47	28	56	11
Mean Score		1.0	1.2	1.4	.7	.9	1.2	-.2	.8	.9	1.2	1.0	.6
Standard error		.09	.17	.15	.28	.21	.10	.49	.19	.12	.14	.10	.23
Standard deviation		.83	.65	.60	1.19	.83	.82	1.09	.53	.79	.87	.78	.96

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Significance Level: 95%		a	b	*a	b	a	*b	a	b	*a	b	
Unweighted Base	82	41	32	15	60	56	20	40	33	18	57	
Effective base	34	20	11	10	23	26	6	19	12	9	24	
Weighted Base	76	43	25	20	53	56	11	45	23	19	54	
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	(-1)	3	*	3	-	3	1	2	*	3	-	3
		4%	*%	13%	-%	6%	3%	16%	*%	14%	-%	6%
Neither low nor high	(0)	14	11	1	4	9	11	3	10	1	4	8
		19%	25%	3%	19%	16%	19%	25%	23%	6%	23%	14%
Quite high	(1)	34	23	10	15	19	29	4	20	13	13	21
		45%	53%	38%	74%	36%	51%	35%	44%	54%	65%	40%
Very high	(2)	24	9	12	2	22	15	3	14	6	2	22
		32%	21%	46%	8%	42%	27%	25%	32%	27%	12%	40%
NET: High		58	32	21	16	42	44	6	34	19	15	43
		77%	75%	84%	81%	78%	78%	59%	77%	81%	77%	80%
NET: Low		3	*	3	-	3	1	2	*	3	-	3
		4%	*%	13%	-%	6%	3%	16%	*%	14%	-%	6%
Answered		76	43	25	20	53	56	11	45	23	19	54
Mean Score		1.0	1.0	1.2	.9	1.1	1.0	.7	1.1	.9	.9	1.1
Standard error		.09	.11	.18	.13	.12	.10	.24	.12	.17	.14	.12
Standard deviation		.83	.69	1.00	.51	.90	.76	1.07	.75	.95	.60	.88

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	82	60	54	35	-	65	41	24	-	73	34	33	-
Effective base	34	24	26	15	-	27	19	9	-	33	14	15	-
Weighted Base	76	52	53	25	-	58	38	17	-	73	29	29	-
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	3	3	2	-	3	3	3	-	3	1	1	-
	4%	6%	5%	7%	-%	6%	7%	15%	-%	4%	3%	3%	-%
Neither low nor high (0)	14	6	11	5	-	11	7	6	-	12	6	8	-
	19%	11%	21%	21%	-%	20%	17%	33%	-%	16%	21%	27%	-%
Quite high (1)	34	27	28	13	-	24	22	3	-	34	15	12	-
	45%	52%	54%	53%	-%	42%	59%	19%	-%	47%	52%	40%	-%
Very high (2)	24	16	11	5	-	19	7	6	-	24	7	9	-
	32%	31%	20%	20%	-%	33%	17%	33%	-%	33%	25%	30%	-%
NET: High	58	43	39	18	-	43	29	9	-	58	22	21	-
	77%	83%	74%	73%	-%	75%	76%	53%	-%	79%	77%	71%	-%
NET: Low	3	3	3	2	-	3	3	3	-	3	1	1	-
	4%	6%	5%	7%	-%	6%	7%	15%	-%	4%	3%	3%	-%
Answered	76	52	53	25	-	58	38	17	-	73	29	29	-
Mean Score	1.0	1.1	.9	.9	-	1.0	.9	.7	-	1.1	1.0	1.0	-
Standard error	.09	.11	.11	.14	-	.11	.12	.23	-	.10	.13	.15	-
Standard deviation	.83	.82	.78	.83	-	.87	.78	1.12	-	.82	.77	.84	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	c	*d	*e	*a	*b
Unweighted Base	82	61	54	39	54	37	9	25	27	31	20	9	16	10
Effective base	34	26	25	17	21	19	5	12	13	12	11	6	6	3
Weighted Base	76	57	50	41	46	43	3	31	28	31	22	11	14	6
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	*	1	*	1	1	-	-	*	*	*	*	-	-
	4%	*%	3%	*%	2%	3%	-%	-%	*%	*%	*%	*%	-%	-%
Neither low nor high (0)	14	12	12	7	10	9	*	5	7	5	7	2	*	*
	19%	20%	23%	17%	22%	22%	14%	17%	24%	17%	32%	20%	3%	7%
Quite high (1)	34	29	27	25	20	18	*	17	18	19	13	7	9	4
	45%	50%	54%	61%	43%	41%	11%	54%	64%	59%	59%	59%	61%	65%
Very high (2)	24	17	10	9	15	14	2	9	3	7	2	2	5	2
	32%	29%	20%	23%	33%	33%	75%	28%	11%	23%	9%	21%	37%	28%
NET: High	58	45	37	34	35	32	3	26	21	26	15	9	14	5
	77%	79%	74%	83%	76%	75%	86%	83%	75%	83%	68%	80%	97%	93%
NET: Low	3	*	1	*	1	1	-	-	*	*	*	*	-	-
	4%	*%	3%	*%	2%	3%	-%	-%	*%	*%	*%	*%	-%	-%
Answered	76	57	50	41	46	43	3	31	28	31	22	11	14	6
Mean Score	1.0	1.1	.9	1.1	1.1	1.0	1.6	1.1	.9	1.1	.8	1.0	1.3	1.2
Standard error	.09	.09	.10	.10	.11	.14	.30	.14	.11	.12	.14	.22	.14	.19
Standard deviation	.83	.71	.74	.63	.79	.84	.89	.68	.59	.65	.62	.67	.55	.61

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	82	12	8	9	2	69	54	77	62	59	61	64	30	-	54	5
Effective base	34	6	2	5	2	30	24	33	28	25	28	30	15	-	23	3
Weighted Base	76	12	4	6	2	69	52	74	56	60	56	65	27	-	50	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	1	-	1	-	1	2	2	3	2	2	2	-	1	1
		4%	6%	-%	14%	-%	1%	3%	3%	4%	4%	3%	6%	-%	1%	34%
Neither low nor high	(0)	14	4	3	*	1	14	11	14	11	14	13	5	-	6	*
		19%	37%	73%	*%	72%	21%	22%	19%	19%	25%	21%	19%	-%	12%	1%
Quite high	(1)	34	5	*	3	-	32	26	34	30	28	32	9	-	28	-
		45%	40%	6%	58%	-%	47%	50%	46%	60%	50%	49%	35%	-%	55%	-%
Very high	(2)	24	2	1	2	1	22	13	23	10	12	18	11	-	16	2
		32%	17%	21%	29%	28%	32%	26%	31%	18%	21%	27%	40%	-%	32%	65%
NET: High		58	7	1	5	1	54	39	57	44	40	50	20	-	43	2
		77%	57%	27%	86%	28%	78%	75%	78%	75%	71%	77%	75%	-%	87%	65%
NET: Low		3	1	-	1	-	1	2	2	3	2	2	2	-	1	1
		4%	6%	-%	14%	-%	1%	3%	3%	4%	4%	3%	6%	-%	1%	34%
Answered		76	12	4	6	2	69	52	74	56	56	65	27	-	50	2
Mean Score		1.0	.7	.5	1.0	.6	1.1	1.0	1.1	.9	.9	1.0	1.1	-	1.2	1.0
Standard error		.09	.25	.33	.33	.89	.09	.11	.09	.09	.10	.10	.17	-	.09	.84
Standard deviation		.83	.86	.94	1.00	1.26	.75	.78	.80	.71	.80	.77	.93	-	.68	1.87

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	*a	*b	*c
Unweighted Base	82	40	26	69	2	41	41	24	34	22	24	28	26
Effective base	34	18	10	28	2	17	18	10	16	10	12	13	11
Weighted Base	76	37	22	62	4	39	36	13	40	22	25	35	15
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	3	1	1	2	1	3	-	1	1	2	2	1	-
	4%	2%	3%	4%	22%	8%	-%	6%	2%	8%	7%	4%	-%
Neither low nor high (0)	14	7	5	8	-	4	10	2	5	6	4	8	1
	19%	18%	22%	13%	-%	9%	29%	18%	13%	28%	17%	24%	8%
Quite high (1)	34	21	7	31	-	21	13	5	20	10	10	16	8
	45%	58%	32%	49%	-%	53%	36%	35%	50%	44%	40%	46%	54%
Very high (2)	24	8	9	21	3	11	13	6	14	4	9	9	6
	32%	22%	42%	34%	78%	29%	35%	42%	36%	20%	36%	25%	38%
NET: High	58	29	17	52	3	32	26	10	34	14	19	25	14
	77%	80%	75%	83%	78%	82%	71%	76%	85%	64%	76%	71%	92%
NET: Low	3	1	1	2	1	3	-	1	1	2	2	1	-
	4%	2%	3%	4%	22%	8%	-%	6%	2%	8%	7%	4%	-%
Answered	76	37	22	62	4	39	36	13	40	22	25	35	15
Mean Score	1.0	1.0	1.1	1.1	1.3	1.0	1.1	1.1	1.2	.8	1.0	.9	1.3
Standard error	.09	.11	.17	.09	1.03	.13	.13	.19	.12	.19	.19	.16	.12
Standard deviation	.83	.71	.88	.78	1.46	.85	.81	.95	.73	.88	.92	.82	.63

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		82	47	35
Effective base		34	18	16
Weighted Base		76	38	37
Very low	(-2)	-	-	-
		-%	-%	-%
Quite low	(-1)	3	3	*
		4%	8%	*%
Neither low nor high	(0)	14	5	9
		19%	12%	25%
Quite high	(1)	34	22	12
		45%	56%	34%
Very high	(2)	24	9	15
		32%	23%	41%
NET: High		58	30	28
		77%	79%	74%
NET: Low		3	3	*
		4%	8%	*%
Answered		76	38	37
Mean Score		1.0	.9	1.2
Standard error		.09	.12	.14
Standard deviation		.83	.84	.81

Columns Tested: a,b

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	82	-	4	15	8	1	9	3	5	8	9	11	9
Effective base	34	-	3	6	3	1	5	2	4	5	3	7	4
Weighted Base	76	-	1	13	6	*	15	*	6	10	1	17	6
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	-	*	-	-	2	-	-	-	1	1	-
		4%	-%	-%	*%	-%	11%	-%	-%	-%	47%	5%	-%
Neither low nor high	(0)	14	-	*	2	2	-	-	3	-	*	6	*
		19%	-%	20%	17%	43%	-%	-%	51%	-%	9%	36%	7%
Quite high	(1)	34	-	*	6	3	*	8	*	2	1	*	8
		45%	-%	75%	50%	50%	100%	52%	42%	36%	5%	6%	48%
Very high	(2)	24	-	*	4	*	-	6	*	1	10	1	2
		32%	-%	5%	33%	7%	-%	37%	58%	13%	95%	37%	11%
NET: High		58	-	1	11	3	*	14	*	3	10	1	10
		77%	-%	80%	83%	57%	100%	89%	100%	49%	100%	44%	59%
NET: Low		3	-	-	*	-	-	2	-	-	-	1	1
		4%	-%	-%	*%	-%	-%	11%	-%	-%	-%	47%	5%
Answered		76	-	1	13	6	*	15	*	6	10	1	17
Mean Score		1.0	-	.9	1.2	.6	1.0	1.1	1.6	.6	1.9	.3	.7
Standard error		.09	-	-	.19	.24	-	.31	-	.35	.08	.85	.23
Standard deviation		.83	-	-	.72	.67	-	.92	-	.77	.23	2.54	.76

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 359 (continuation)

QOP4.9.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects: The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	82	20	17	16	29	37	45
Effective base	34	8	7	8	12	14	21
Weighted Base	76	15	19	17	24	35	41
Very low	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	2	-	1	2	1
		4%	*%	9%	-%	6%	5%
Neither low nor high	(0)	14	1	3	7	5	10
		19%	27%	3%	18%	27%	14%
Quite high	(1)	34	11	3	13	18	16
		45%	45%	57%	17%	55%	52%
Very high	(2)	24	6	11	3	10	14
		32%	28%	32%	65%	12%	30%
NET: High		58	17	14	16	28	30
		77%	73%	88%	82%	67%	81%
NET: Low		3	2	-	1	2	1
		4%	*%	9%	-%	6%	5%
Answered		76	19	17	24	35	41
Mean Score		1.0	1.1	1.5	.7	1.1	1.0
Standard error		.09	.21	.20	.14	.13	.13
Standard deviation		.83	.77	.85	.80	.76	.85

Columns Tested:: a,b,c,d - a,b

Table 361

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	21	3	18	8	8	2	3	13
Effective base	10	1	10	7	5	2	2	6
Weighted Base	15	1	14	12	3	*	*	4
Very low	(-2)	*	*	-	-	*	-	*
		*%	8%	-%	-%	22%	-%	1%
Quite low	(-1)	2	-	2	2	-	-	-
		12%	-%	12%	16%	-%	-%	-%
Neither low nor high	(0)	1	*	1	1	*	-	*
		7%	9%	7%	7%	3%	78%	-%
Quite high	(1)	9	-	9	8	2	-	-
		61%	-%	63%	66%	48%	-%	-%
Very high	(2)	3	1	2	1	2	-	*
		20%	83%	17%	12%	49%	-%	100%
NET: High		12	1	12	9	3	-	*
		81%	83%	81%	77%	97%	-%	100%
NET: Low		2	*	2	2	-	*	-
		12%	8%	12%	16%	-%	22%	-%
Answered	15	1	14	12	3	*	*	4
Mean Score	.9	1.5	.9	.7	1.5	-.4	2.0	1.4
Standard error	.20	-	.21	.32	.23	-	-	.24
Standard deviation	.90	-	.88	.90	.66	-	-	.88

Columns Tested:: a,b - a,b,c,d,e

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		21	3	3	2	7	3	3	8	8	5
Effective base		10	3	2	2	5	1	2	7	5	3
Weighted Base		15	6	4	2	2	1	*	12	3	*
Very low	(-2)	*	-	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	-%	4%	-%	-%	-%	15%
Quite low	(-1)	2	-	2	-	-	-	-	2	-	-
		12%	-%	41%	-%	-%	-%	-%	16%	-%	-%
Neither low nor high	(0)	1	-	-	1	*	*	-	1	*	*
		7%	-%	-%	50%	4%	14%	-%	7%	3%	52%
Quite high	(1)	9	6	2	-	2	-	-	8	2	-
		61%	100%	46%	-%	71%	-%	-%	66%	48%	-%
Very high	(2)	3	-	1	1	1	1	*	1	2	*
		20%	-%	12%	50%	25%	82%	100%	12%	49%	34%
NET: High		12	6	3	1	2	1	*	9	3	*
		81%	100%	59%	50%	96%	82%	100%	77%	97%	34%
NET: Low		2	-	2	-	-	*	-	2	-	*
		12%	-%	41%	-%	-%	4%	-%	16%	-%	15%
Answered		15	6	4	2	2	1	*	12	3	*
Mean Score		.9	1.0	.3	1.0	1.2	1.6	2.0	.7	1.5	.4
Standard error		.20	-	.74	1.15	.26	1.30	-	.32	.23	-
Standard deviation		.90	-	1.29	1.62	.68	2.25	-	.90	.66	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	21	4	4	8	2	3	5	3	4	4	2
Effective base	10	4	3	5	2	2	3	3	2	3	2
Weighted Base	15	8	4	3	*	*	5	5	3	1	*
Very low	(-2)	*	-	-	*	-	-	-	-	-	-
		*%	-%	-%	-%	22%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	-	-	2	-	-	-
		12%	-%	46%	-%	-%	-%	37%	-%	-%	-%
Neither low nor high	(0)	1	-	1	*	*	1	-	-	*	-
		7%	-%	20%	3%	78%	15%	-%	-%	19%	-%
Quite high	(1)	9	8	-	2	-	4	2	2	*	-
		61%	100%	-%	48%	-%	75%	42%	73%	30%	-%
Very high	(2)	3	-	1	2	-	1	1	1	1	*
		20%	-%	34%	49%	-%	10%	21%	27%	51%	100%
NET: High	12	8	1	3	-	*	5	3	3	1	*
		81%	100%	34%	97%	-%	85%	63%	100%	81%	100%
NET: Low	2	-	2	-	*	-	-	2	-	-	-
		12%	-%	46%	-%	22%	-%	37%	-%	-%	-%
Answered	15	8	4	3	*	*	5	5	3	1	*
Mean Score	.9	1.0	.2	1.5	-4	2.0	1.0	.5	1.3	1.3	2.0
Standard error	.20	-	.77	.23	-	-	.25	.77	.27	1.35	-
Standard deviation	.90	-	1.54	.66	-	-	.55	1.33	.54	2.70	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		21	1	-	2	-	1	2	6	4	1
Effective base		10	1	-	2	-	1	1	4	3	1
Weighted Base		15	1	-	1	-	1	1	6	5	2
Very low	(-2)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	2	-	-
		12%	-%	-%	-%	-%	-%	-%	29%	-%	-%
Neither low nor high	(0)	1	-	-	*	-	1	-	-	-	-
		7%	-%	-%	35%	-%	100%	-%	-%	-%	-%
Quite high	(1)	9	-	-	*	-	-	-	3	4	2
		61%	-%	-%	65%	-%	-%	-%	53%	82%	100%
Very high	(2)	3	1	-	-	-	-	1	1	1	-
		20%	100%	-%	-%	-%	-%	100%	17%	18%	-%
NET: High		12	1	-	*	-	-	1	4	5	2
		81%	100%	-%	65%	-%	-%	100%	71%	100%	100%
NET: Low		2	-	-	-	-	-	-	2	-	-
		12%	-%	-%	-%	-%	-%	-%	29%	-%	-%
Answered		15	1	-	1	-	1	1	6	5	2
Mean Score		.9	2.0	-	.7	-	-	2.0	.6	1.2	1.0
Standard error		.20	-	-	-	-	-	-	.48	.22	-
Standard deviation		.90	-	-	-	-	-	-	1.18	.43	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	21	2	5	10	17	4	1	2	1
Effective base	10	2	4	5	10	3	1	1	1
Weighted Base	15	3	5	7	15	*	*	*	*
Very low	(-2)	*	-	-	-	*	*	-	-
		*%	-%	-%	-%	34%	100%	-%	-%
Quite low	(-1)	2	-	-	2	2	-	-	-
		12%	-%	-%	25%	12%	-%	-%	-%
Neither low nor high	(0)	1	1	-	*	1	*	*	*
		7%	31%	-%	2%	7%	61%	-%	89%
Quite high	(1)	9	2	4	4	9	-	-	-
		61%	69%	73%	50%	61%	-%	-%	-%
Very high	(2)	3	-	1	2	3	*	-	*
		20%	-%	27%	23%	20%	5%	-%	11%
NET: High		12	2	5	5	12	*	-	*
		81%	69%	100%	73%	81%	5%	-%	11%
NET: Low		2	-	-	2	2	*	*	-
		12%	-%	-%	25%	12%	34%	100%	-%
Answered		15	3	5	7	15	*	*	*
Mean Score		.9	.7	1.3	.7	.9	-.6	-2.0	.2
Standard error		.20	.41	.22	.37	.22	-	-	-
Standard deviation		.90	.59	.49	1.16	.89	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	21	-	7	-	7	1	4	-	-	9
Effective base	10	-	5	-	5	1	2	-	-	4
Weighted Base	15	-	5	-	5	*	5	-	-	5
Very low	(-2)	*	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	1%	-%	-%	-%
Quite low	(-1)	2	2	-	2	-	-	-	-	-
		12%	35%	-%	35%	-%	-%	-%	-%	-%
Neither low nor high	(0)	1	1	-	1	-	-	-	-	*
		7%	16%	-%	16%	-%	-%	-%	-%	5%
Quite high	(1)	9	1	-	1	-	5	-	-	4
		61%	17%	-%	17%	-%	99%	-%	-%	69%
Very high	(2)	3	2	-	2	*	-	-	-	1
		20%	32%	-%	32%	100%	-%	-%	-%	26%
NET: High		12	3	-	3	*	5	-	-	5
		81%	49%	-%	49%	100%	99%	-%	-%	95%
NET: Low		2	2	-	2	-	*	-	-	-
		12%	35%	-%	35%	-%	1%	-%	-%	-%
Answered	15	-	5	-	5	*	5	-	-	5
Mean Score	.9	-	.5	-	.5	2.0	1.0	-	-	1.2
Standard error	.20	-	.53	-	.53	-	.18	-	-	.19
Standard deviation	.90	-	1.40	-	1.40	-	.35	-	-	.57

Columns Tested: a,b,c,d,e,f,g,h,i

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Industry				Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK		Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	
Unweighted Base	21	8	4	9	19	2	-	18	3	21	-	
Effective base	10	5	2	4	9	2	-	9	2	10	-	
Weighted Base	15	5	5	5	11	4	-	14	1	15	-	
Very low	(-2)	*	*	-	*	-	-	*	-	*	-	
		*%	1%	-%	*%	-%	-%	*%	-%	*%	-%	
Quite low	(-1)	2	-	-	-	2	-	2	-	2	-	
		12%	-%	-%	-%	42%	-%	13%	-%	12%	-%	
Neither low nor high	(0)	1	-	*	1	-	-	1	*	1	-	
		7%	-%	5%	10%	-%	-%	7%	7%	7%	-%	
Quite high	(1)	9	5	4	7	2	-	8	1	9	-	
		61%	99%	69%	62%	58%	-%	58%	93%	61%	-%	
Very high	(2)	3	-	1	3	-	-	3	-	3	-	
		20%	-%	26%	28%	-%	-%	21%	-%	20%	-%	
NET: High		12	5	5	10	2	-	11	1	12	-	
		81%	99%	95%	90%	58%	-%	80%	93%	81%	-%	
NET: Low		2	*	-	*	2	-	2	-	2	-	
		12%	1%	-%	*%	42%	-%	13%	-%	12%	-%	
Answered	15	5	5	5	11	4	-	14	1	15	-	
Mean Score	.9	.5	1.0	1.2	1.2	.2	-	.9	.9	.9	-	
Standard error	.20	.50	.18	.19	.15	.80	-	.22	-	.20	-	
Standard deviation	.90	1.41	.35	.57	.66	1.13	-	.93	-	.90	-	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		21	8	7	6
Effective base		10	5	4	1
Weighted Base		15	7	5	3
Very low	(-2)	* *%	- -%	- -%	* 2%
Quite low	(-1)	2 12%	2 25%	- -%	- -%
Neither low nor high	(0)	1 7%	- -%	1 19%	* 3%
Quite high	(1)	9 61%	4 51%	3 54%	3 93%
Very high	(2)	3 20%	2 23%	1 27%	* 2%
NET: High		12 81%	5 75%	4 81%	3 95%
NET: Low		2 12%	2 25%	- -%	* 2%
Answered		15	7	5	3
Mean Score		.9	.7	1.1	.9
Standard error		.20	.41	.28	.22
Standard deviation		.90	1.17	.75	.54

Columns Tested: a,b,c

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	21	12	4	3	1	1	-	-	-	16	5	2
Effective base	10	7	2	2	1	1	-	-	-	9	2	1
Weighted Base	15	11	2	2	*	*	-	-	-	13	2	*
Very low	(-2)	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	-	2	-	-
		12%	74%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Neither low nor high	(0)	1	*	-	-	-	-	-	-	1	-	-
		7%	10%	1%	-%	-%	-%	-%	-%	8%	-%	-%
Quite high	(1)	9	-	1	-	-	-	-	-	8	1	-
		61%	78%	41%	-%	-%	-%	-%	-%	63%	39%	-%
Very high	(2)	3	1	1	*	*	-	-	-	2	1	*
		20%	12%	25%	59%	100%	100%	-%	-%	15%	61%	100%
NET: High		12	1	2	*	*	-	-	-	10	2	*
		81%	90%	25%	100%	100%	-%	-%	-%	78%	100%	100%
NET: Low		2	2	-	-	-	-	-	-	2	-	-
		12%	74%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Answered	15	11	2	2	*	*	-	-	-	13	2	*
Mean Score	.9	1.0	-.2	1.6	2.0	2.0	-	-	-	.8	1.6	2.0
Standard error	.20	.15	.84	.44	-	-	-	-	-	.23	.33	-
Standard deviation	.90	.54	1.68	.76	-	-	-	-	-	.90	.74	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	21	5	7	9	18	17	18	20	15	10	1	7	1	2	3	4	-
Effective base	10	4	3	4	10	9	10	10	6	5	1	6	1	2	2	1	-
Weighted Base	15	6	5	4	14	13	14	15	10	5	2	10	1	1	1	1	-
Very low	(-2)	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	2	-	2	2	2	-	2	-	-	-	-	-	-
		12%	-%	-%	43%	12%	-%	12%	12%	18%	100%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	1	1	*	1	1	1	1	1	1	-	1	-	-	*	-	-
		7%	13%	5%	1%	7%	8%	7%	7%	11%	-%	8%	-%	-%	39%	-%	-%
Quite high	(1)	9	5	3	1	9	9	9	9	5	-	8	-	1	*	-	-
		61%	86%	68%	17%	63%	72%	63%	61%	54%	-%	83%	-%	100%	61%	-%	-%
Very high	(2)	3	-	1	2	2	2	3	2	2	-	1	1	-	-	1	-
		20%	-%	28%	40%	17%	20%	17%	20%	17%	-%	8%	100%	-%	-%	100%	-%
NET: High		12	5	5	2	12	12	12	12	7	-	9	1	1	*	1	-
		81%	86%	95%	57%	81%	92%	81%	81%	71%	-%	92%	100%	100%	61%	100%	-%
NET: Low		2	*	-	2	2	-	2	2	2	2	-	-	-	-	-	-
		12%	1%	-%	43%	12%	-%	12%	12%	18%	100%	-%	-%	-%	-%	-%	-%
Answered	15	6	5	4	14	13	14	15	10	5	2	10	1	1	1	1	-
Mean Score	.9	.8	1.2	.5	.9	1.1	.9	.9	.7	1.1	-1.0	1.0	2.0	1.0	.6	2.0	-
Standard error	.20	.21	.22	.53	.21	.13	.21	.20	.26	.24	-	.16	-	-	-	-	-
Standard deviation	.90	.47	.58	1.58	.88	.53	.88	.89	1.01	.75	-	.43	-	-	-	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	21	11	1	-	4	2	-	-	6	1	3	3	3	1	-
Effective base	10	8	1	-	2	1	-	-	5	1	2	2	2	1	-
Weighted Base	15	13	*	-	*	1	-	-	9	1	1	2	*	*	-
Very low	(-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	-	-	-	-	-	-	-
		12%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	1	1	-	-	*	-	-	-	1	*	-	-	-	-
		7%	6%	-%	-%	77%	-%	-%	-%	100%	28%	-%	-%	-%	-%
Quite high	(1)	9	9	*	-	-	-	-	8	-	-	1	*	-	-
		61%	69%	100%	-%	-%	-%	-%	91%	-%	-%	41%	75%	-%	-%
Very high	(2)	3	1	-	-	*	1	-	1	-	1	1	*	*	-
		20%	11%	-%	-%	23%	100%	-%	9%	-%	72%	59%	25%	100%	-%
NET: High		12	10	*	-	*	1	-	9	-	1	2	*	*	-
		81%	80%	100%	-%	23%	100%	-%	100%	-%	72%	100%	100%	100%	-%
NET: Low		2	2	-	-	-	-	-	-	-	-	-	-	-	-
		12%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		15	13	*	-	*	1	-	9	1	1	2	*	*	-
Mean Score		.9	.8	1.0	-	.5	2.0	-	1.1	-	1.4	1.6	1.2	2.0	-
Standard error		.20	.26	-	-	-	-	-	.12	-	-	.44	-	-	-
Standard deviation		.90	.86	-	-	-	-	-	.30	-	-	.76	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	21	10	2	4	1	2	-	1	4	3	6	2	3
Effective base	10	7	2	2	1	1	-	1	3	2	3	1	1
Weighted Base	15	10	*	2	2	*	-	1	7	2	5	*	*
Very low	(-2)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	2	-	-	-	-
		12%	19%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%
Neither low nor high	(0)	1	*	*	1	-	-	-	-	1	*	-	*
		7%	1%	36%	49%	-%	-%	-%	-%	33%	4%	-%	8%
Quite high	(1)	9	6	-	-	2	*	-	5	2	2	*	*
		61%	66%	-%	-%	100%	87%	-%	73%	67%	44%	86%	90%
Very high	(2)	3	1	*	1	-	*	1	-	-	2	*	*
		20%	14%	64%	51%	-%	13%	-%	-%	-%	52%	14%	2%
NET: High		12	8	*	1	2	*	-	5	2	4	*	*
		81%	80%	64%	51%	100%	100%	-%	73%	67%	96%	100%	92%
NET: Low		2	2	-	-	-	-	-	2	-	-	-	-
		12%	19%	-%	-%	-%	-%	-%	27%	-%	-%	-%	-%
Answered	15	10	*	2	2	*	-	1	7	2	5	*	*
Mean Score	.9	.8	1.3	1.0	1.0	1.1	-	2.0	.5	.7	1.5	1.1	.9
Standard error	.20	.31	-	.70	-	-	-	-	.48	.35	.26	-	-
Standard deviation	.90	.97	-	1.41	-	-	-	-	.97	.61	.64	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	21	8	2	5	2	1	4	3	6	1	3
Effective base	10	5	1	3	1	1	3	2	3	1	1
Weighted Base	15	9	1	4	*	*	5	2	5	*	*
Very low (-2)	*	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	2	2	-	-	-	-	-	-	-	-	-
	12%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high (0)	1	1	-	*	-	*	-	1	*	-	*
	7%	9%	-%	4%	-%	100%	-%	33%	4%	-%	8%
Quite high (1)	9	6	1	2	*	-	5	2	2	-	*
	61%	64%	96%	50%	86%	-%	100%	67%	44%	-%	90%
Very high (2)	3	1	*	2	*	-	-	-	2	*	*
	20%	6%	4%	45%	14%	-%	-%	-%	52%	100%	2%
NET: High	12	6	1	4	*	-	5	2	4	*	*
	81%	70%	100%	96%	100%	-%	100%	67%	96%	100%	92%
NET: Low	2	2	-	-	-	-	-	-	-	-	-
	12%	21%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	9	1	4	*	*	5	2	5	*	*
Mean Score	.9	.6	1.0	1.4	1.1	-	1.0	.7	1.5	2.0	.9
Standard error	.20	.33	.27	.30	-	-	-	.35	.26	-	-
Standard deviation	.90	.94	.39	.66	-	-	-	.61	.64	-	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	21	5	1	9	5	-	10	5	4	11	10	14	4
Effective base	10	3	1	4	2	-	5	3	3	6	4	8	2
Weighted Base	15	5	2	6	2	-	7	4	4	10	6	12	2
Very low	(-2)	*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Quite low	(-1)	2	-	-	2	-	2	-	-	-	2	2	-
		12%	-%	-%	74%	-%	25%	-%	-%	-%	32%	15%	-%
Neither low nor high	(0)	1	*	-	1	*	*	1	*	1	*	1	*
		7%	1%	-%	16%	1%	*%	23%	1%	11%	1%	7%	8%
Quite high	(1)	9	4	2	4	-	3	3	3	6	3	7	2
		61%	82%	100%	57%	-%	44%	77%	79%	64%	55%	58%	92%
Very high	(2)	3	1	-	2	1	2	*	1	2	1	2	*
		20%	17%	-%	27%	25%	31%	*%	19%	25%	11%	20%	*%
NET: High		12	5	2	5	1	5	3	4	9	4	9	2
		81%	99%	100%	84%	25%	75%	77%	99%	89%	66%	78%	92%
NET: Low		2	-	-	-	2	2	-	-	-	2	2	-
		12%	-%	-%	-%	74%	25%	-%	-%	-%	33%	15%	-%
Answered		15	5	2	6	2	7	4	4	10	6	12	2
Mean Score		.9	1.2	1.0	1.1	-.2	.8	.8	1.2	1.1	.4	.8	.9
Standard error		.20	.20	-	.24	.75	.39	.22	.24	.19	.38	.26	.18
Standard deviation		.90	.45	-	.71	1.69	1.22	.50	.48	.61	1.19	.96	.36

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	21	9	8	6	14	16	2	10	7	6	14
Effective base	10	6	3	4	7	9	1	5	3	4	7
Weighted Base	15	9	4	7	8	13	2	9	4	7	8
Very low	(-2)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	2	2	-	-	-	-	2
	12%	-%	-%	-%	22%	14%	-%	-%	-%	-%	23%
Neither low nor high	(0)	1	*	1	*	1	-	*	1	*	1
	7%	*%	27%	*%	13%	8%	-%	2%	20%	*%	13%
Quite high	(1)	9	7	3	6	7	2	7	3	6	3
	61%	73%	70%	88%	37%	58%	100%	76%	64%	81%	43%
Very high	(2)	3	2	*	1	2	*	2	1	1	2
	20%	26%	3%	11%	28%	20%	*%	22%	15%	19%	21%
NET: High	12	9	3	7	5	10	2	9	3	7	5
	81%	100%	73%	100%	65%	78%	100%	98%	80%	100%	64%
NET: Low	2	-	-	-	2	2	-	-	-	-	2
	12%	-%	-%	-%	22%	14%	-%	-%	-%	-%	23%
Answered	15	9	4	7	8	13	2	9	4	7	8
Mean Score	.9	1.3	.8	1.1	.7	.8	1.0	1.2	.9	1.2	.6
Standard error	.20	.16	.21	.14	.31	.24	.07	.15	.26	.18	.30
Standard deviation	.90	.47	.58	.35	1.17	.94	.09	.48	.69	.43	1.13

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	21	12	13	2	-	12	12	6	-	17	11	4	-
Effective base	10	6	7	1	-	5	6	3	-	8	6	2	-
Weighted Base	15	7	10	*	-	7	9	2	-	12	9	1	-
Very low (-2)	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	2	2	-	-	-	-	-	-	-	2	2	-	-
	12%	26%	-%	-%	-%	-%	-%	-%	-%	15%	19%	-%	-%
Neither low nor high (0)	1	1	1	*	-	1	1	1	-	1	1	1	-
	7%	14%	10%	100%	-%	14%	11%	53%	-%	9%	11%	72%	-%
Quite high (1)	9	3	7	-	-	5	7	*	-	7	6	*	-
	61%	36%	70%	-%	-%	71%	69%	18%	-%	56%	61%	27%	-%
Very high (2)	3	2	2	-	-	1	2	1	-	2	1	*	-
	20%	24%	20%	-%	-%	15%	20%	29%	-%	19%	10%	1%	-%
NET: High	12	4	9	-	-	6	8	1	-	9	7	*	-
	81%	60%	90%	-%	-%	86%	89%	47%	-%	75%	70%	28%	-%
NET: Low	2	2	-	-	-	-	-	-	-	2	2	-	-
	12%	26%	-%	-%	-%	-%	-%	-%	-%	15%	19%	-%	-%
Answered	15	7	10	*	-	7	9	2	-	12	9	1	-
Mean Score	.9	.6	1.1	-	-	1.0	1.1	.8	-	.8	.6	.3	-
Standard error	.20	.35	.16	-	-	.17	.17	.52	-	.23	.29	.45	-
Standard deviation	.90	1.20	.57	-	-	.58	.58	1.27	-	.97	.96	.89	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	21	14	13	10	12	11	3	9	6	6	2	1	5	4
Effective base	10	7	7	5	5	7	2	4	3	3	2	1	3	3
Weighted Base	15	12	10	8	7	11	1	8	5	5	1	*	5	5
Very low (-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	2	2	-	-	-	2	-	-	-	-	-	-	-	-
	12%	16%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high (0)	1	*	1	*	1	1	*	*	*	*	*	*	*	*
	7%	2%	10%	2%	14%	9%	29%	3%	5%	3%	32%	100%	5%	4%
Quite high (1)	9	7	7	6	5	7	*	6	2	4	*	-	2	4
	61%	61%	70%	74%	66%	64%	62%	82%	54%	77%	68%	-%	55%	76%
Very high (2)	3	2	2	2	1	1	*	1	2	1	-	-	2	1
	20%	22%	20%	23%	20%	10%	9%	15%	41%	20%	-%	-%	41%	21%
NET: High	12	9	9	8	6	8	*	7	4	5	*	-	4	5
	81%	83%	90%	98%	86%	74%	71%	97%	95%	97%	68%	-%	95%	96%
NET: Low	2	2	-	-	-	2	-	-	-	-	-	-	-	-
	12%	16%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	15	12	10	8	7	11	1	8	5	5	1	*	5	5
Mean Score	.9	.9	1.1	1.2	1.1	.7	.8	1.1	1.4	1.2	.7	-	1.4	1.2
Standard error	.20	.26	.16	.16	.18	.27	-	.14	.26	.20	-	-	.29	.26
Standard deviation	.90	.96	.57	.49	.62	.91	-	.43	.64	.50	-	-	.64	.52

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	21	3	2	1	1	14	12	15	13	16	13	14	3	-	13	2
Effective base	10	3	2	1	1	7	5	7	6	9	6	8	2	-	7	2
Weighted Base	15	5	1	1	*	11	9	11	9	13	10	13	4	-	11	1
Very low	(-2)	*	-	-	-	-	-	-	*	*	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	1%	*%	1%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	2	-	2	2	2	2	2	-	-	2	-
		12%	-%	-%	-%	16%	-%	16%	19%	14%	19%	14%	-%	-%	17%	-%
Neither low nor high	(0)	1	-	-	1	*	*	*	*	1	*	*	-	-	*	1
		7%	-%	-%	100%	2%	3%	2%	3%	8%	1%	1%	-%	-%	2%	68%
Quite high	(1)	9	4	*	-	7	6	7	5	7	6	8	2	-	7	*
		61%	79%	38%	-%	59%	75%	60%	51%	54%	60%	66%	70%	-%	64%	32%
Very high	(2)	3	1	1	-	2	2	2	2	3	2	2	1	-	2	-
		20%	21%	62%	-%	22%	22%	22%	26%	23%	20%	20%	30%	-%	18%	-%
NET: High		12	5	1	-	9	8	9	7	10	8	11	4	-	9	*
		81%	100%	100%	-%	81%	97%	82%	77%	77%	80%	85%	100%	-%	82%	32%
NET: Low		2	-	-	-	2	-	2	2	2	2	2	-	-	2	-
		12%	-%	-%	-%	16%	-%	16%	20%	15%	19%	14%	-%	-%	17%	-%
Answered		15	5	1	1	11	9	11	9	13	10	13	4	-	11	1
Mean Score		.9	1.2	1.6	-	.9	1.2	.9	.8	.9	.8	.9	1.3	-	.8	.3
Standard error		.20	.27	-	-	.26	.14	.25	.31	.25	.29	.24	.31	-	.26	.84
Standard deviation		.90	.46	-	-	.99	.50	.97	1.10	.99	1.03	.91	.54	-	.95	1.18

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	21	9	7	13	3	13	8	5	12	4	5	5	9
Effective base	10	5	4	8	2	6	5	3	7	2	3	4	5
Weighted Base	15	7	6	12	3	7	8	2	11	3	1	5	8
Very low (-2)	*	-	-	-	*	*	-	-	*	-	*	-	-
	*%	-%	-%	-%	2%	1%	-%	-%	*%	-%	4%	-%	-%
Quite low (-1)	2	-	2	-	2	2	-	-	-	2	-	2	-
	12%	-%	32%	-%	68%	25%	-%	-%	-%	66%	-%	33%	-%
Neither low nor high (0)	1	1	*	-	1	1	*	1	*	*	-	1	*
	7%	12%	4%	-%	30%	15%	*%	50%	2%	2%	-%	15%	3%
Quite high (1)	9	4	3	9	-	3	7	1	8	*	1	2	6
	61%	64%	51%	75%	-%	36%	83%	44%	76%	12%	52%	33%	79%
Very high (2)	3	2	1	3	-	2	1	*	2	1	1	1	1
	20%	24%	14%	25%	-%	24%	17%	7%	22%	20%	44%	19%	18%
NET: High	12	6	4	12	-	4	8	1	11	1	1	3	8
	81%	88%	65%	100%	-%	59%	100%	50%	98%	32%	96%	52%	97%
NET: Low	2	-	2	-	2	2	-	-	*	2	*	2	-
	12%	-%	32%	-%	70%	26%	-%	-%	*%	66%	4%	33%	-%
Answered	15	7	6	12	3	7	8	2	11	3	1	5	8
Mean Score	.9	1.1	.5	1.3	-.7	.6	1.2	.6	1.2	-.1	1.3	.4	1.2
Standard error	.20	.21	.45	.13	.36	.34	.14	.44	.15	.78	.71	.56	.15
Standard deviation	.90	.63	1.19	.45	.62	1.22	.41	.99	.52	1.57	1.59	1.25	.46

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		21	15	6
Effective base		10	8	3
Weighted Base		15	10	5
Very low	(-2)	*	-	*
		*%	-%	1%
Quite low	(-1)	2	2	-
		12%	17%	-%
Neither low nor high	(0)	1	1	*
		7%	10%	1%
Quite high	(1)	9	4	5
		61%	43%	98%
Very high	(2)	3	3	-
		20%	29%	-%
NET: High		12	8	5
		81%	73%	98%
NET: Low		2	2	*
		12%	17%	1%
Answered		15	10	5
Mean Score		.9	.8	1.0
Standard error		.20	.28	.15
Standard deviation		.90	1.09	.36

Columns Tested: a,b

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	21	-	1	1	2	1	3	-	4	4	-	3	2
Effective base	10	-	1	1	1	1	2	-	1	4	-	3	2
Weighted Base	15	-	*	1	1	*	5	-	2	2	-	5	*
Very low	(-2)	*	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	-	-	-	2	-
		12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	39%	-%
Neither low nor high	(0)	1	-	*	-	*	-	-	-	-	-	1	-
		7%	-%	100%	-%	5%	100%	-%	-%	-%	-%	17%	-%
Quite high	(1)	9	-	-	-	-	4	-	2	1	-	2	-
		61%	-%	-%	-%	-%	82%	-%	97%	68%	-%	44%	-%
Very high	(2)	3	-	-	1	1	1	-	*	1	-	-	*
		20%	-%	-%	100%	95%	18%	-%	*%	32%	-%	-%	100%
NET: High		12	-	-	1	1	5	-	2	2	-	2	*
		81%	-%	-%	100%	95%	100%	-%	98%	100%	-%	44%	100%
NET: Low		2	-	-	-	-	-	-	*	-	-	2	-
		12%	-%	-%	-%	-%	-%	-%	2%	-%	-%	39%	-%
Answered		15	-	*	1	1	5	-	2	2	-	5	*
Mean Score		.9	-	-	2.0	1.9	-	1.2	-	.9	1.3	-	2.0
Standard error		.20	-	-	-	1.16	-	.25	-	.30	.36	-	.59
Standard deviation		.90	-	-	-	1.64	-	.43	-	.60	.72	-	1.02

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 361 (continuation)

QOP4.11.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	21	2	6	8	5	8	13
Effective base	10	2	3	4	3	4	6
Weighted Base	15	1	6	4	5	6	9
Very low	(-2)	*	-	-	*	-	*
		*%	-%	-%	1%	-%	1%
Quite low	(-1)	2	-	-	2	-	2
		12%	-%	-%	38%	-%	21%
Neither low nor high	(0)	1	*	*	1	*	1
		7%	24%	2%	17%	4%	9%
Quite high	(1)	9	-	4	3	4	5
		61%	-%	66%	85%	59%	62%
Very high	(2)	3	1	2	1	2	1
		20%	76%	32%	14%	37%	8%
NET: High		12	1	6	4	6	6
		81%	76%	98%	99%	96%	70%
NET: Low		2	-	-	*	2	2
		12%	-%	-%	1%	38%	21%
Answered		15	1	6	4	5	9
Mean Score		.9	1.5	1.3	1.1	.1	1.3
Standard error		.20	-	.22	.20	.47	.27
Standard deviation		.90	-	.54	.57	1.06	.98

Columns Tested:: a,b,c,d - a,b

Table 364

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	29	4	25	15	4	2	8	14
Effective base	12	3	10	11	2	2	5	3
Weighted Base	17	4	13	15	1	*	*	1
Very low	(-2)	1	1	1	-	-	-	-
	5%	-%	6%	5%	-%	-%	-%	-%
Quite low	(-1)	2	2	2	*	-	*	*
	13%	-%	17%	14%	10%	-%	3%	8%
Neither low nor high	(0)	2	2	2	-	*	*	*
	11%	-%	14%	12%	-%	24%	4%	3%
Quite high	(1)	5	4	5	*	-	*	*
	31%	26%	32%	32%	3%	-%	70%	11%
Very high	(2)	7	4	6	1	*	*	1
	40%	74%	31%	37%	87%	76%	24%	77%
NET: High		12	8	11	1	*	*	1
	71%	100%	62%	69%	90%	76%	94%	89%
NET: Low		3	3	3	*	-	*	*
	18%	-%	23%	19%	10%	-%	3%	8%
Answered	17	4	13	15	1	*	*	1
Mean Score	.9	1.7	.6	.8	1.7	1.5	1.1	1.6
Standard error	.23	.26	.26	.32	3.72	-	-	.49
Standard deviation	1.25	.51	1.30	1.25	7.44	-	-	1.83

Columns Tested:: a,b - a,b,c,d,e

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		29	3	8	4	1	5	8	15	4	10
Effective base		12	3	5	3	1	2	5	11	2	5
Weighted Base		17	4	8	4	*	1	*	15	1	*
Very low	(-2)	1	-	-	1	-	-	-	1	-	-
		5%	-%	-%	23%	-%	-%	-%	5%	-%	-%
Quite low	(-1)	2	-	2	-	*	-	*	2	*	*
		13%	-%	28%	-%	100%	-%	3%	14%	10%	2%
Neither low nor high	(0)	2	-	2	-	-	*	*	2	-	*
		11%	-%	24%	-%	-%	3%	4%	12%	-%	13%
Quite high	(1)	5	2	1	2	-	*	*	5	*	*
		31%	57%	11%	48%	-%	3%	70%	32%	3%	40%
Very high	(2)	7	2	3	1	-	1	*	6	1	*
		40%	43%	37%	30%	-%	94%	24%	37%	87%	46%
NET: High		12	4	4	3	-	1	*	11	1	*
		71%	100%	48%	77%	-%	97%	94%	69%	90%	86%
NET: Low		3	-	2	1	*	-	*	3	*	*
		18%	-%	28%	23%	100%	-%	3%	19%	10%	2%
Answered		17	4	8	4	*	1	*	15	1	*
Mean Score		.9	1.4	.6	.6	-1.0	1.9	1.1	.8	1.7	1.3
Standard error		.23	.33	.47	.87	-	.86	-	.32	3.72	-
Standard deviation		1.25	.56	1.34	1.74	-	1.93	-	1.25	7.44	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	5	10	4	2	8	9	4	1	3	9
Effective base	12	5	6	2	2	5	6	3	1	2	6
Weighted Base	17	8	8	1	*	*	9	2	*	2	*
Very low	(-2)	1	1	-	-	-	1	-	-	-	-
	5%	-%	10%	-%	-%	-%	9%	-%	-%	-%	-%
Quite low	(-1)	2	2	*	-	*	2	-	-	-	*
	13%	-%	27%	10%	-%	3%	25%	-%	-%	-%	2%
Neither low nor high	(0)	2	-	-	*	*	2	-	-	-	*
	11%	24%	-%	-%	24%	4%	20%	-%	-%	-%	19%
Quite high	(1)	5	3	*	-	*	2	2	-	2	*
	31%	32%	32%	3%	-%	70%	20%	65%	-%	71%	59%
Very high	(2)	7	2	1	*	*	2	1	*	1	*
	40%	44%	30%	87%	76%	24%	26%	35%	100%	29%	20%
NET: High	12	6	5	1	*	*	4	2	*	2	*
	71%	76%	63%	90%	76%	94%	46%	100%	100%	100%	79%
NET: Low	3	-	3	*	-	*	3	-	-	-	*
	18%	-%	37%	10%	-%	3%	34%	-%	-%	-%	2%
Answered	17	8	8	1	*	*	9	2	*	2	*
Mean Score	.9	1.2	.4	1.7	1.5	1.1	.3	1.3	2.0	1.3	1.0
Standard error	.23	.38	.48	3.72	-	-	.47	.31	-	.34	-
Standard deviation	1.25	.86	1.52	7.44	-	-	1.41	.63	-	.59	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		29	2	2	2	3	1	2	-	3	2
Effective base		12	1	2	1	2	1	2	-	2	1
Weighted Base		17	2	2	2	3	1	2	-	3	1
Very low	(-2)	1	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	-	-	-
		13%	99%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	2	-	-	-	-	-	-	-	2	-
		11%	-%	-%	-%	-%	-%	-%	-%	64%	-%
Quite high	(1)	5	-	1	*	*	-	2	-	1	1
		31%	-%	65%	3%	2%	-%	70%	-%	19%	91%
Very high	(2)	7	*	1	2	2	-	1	-	*	*
		40%	1%	35%	97%	98%	-%	30%	-%	17%	9%
NET: High		12	*	2	2	3	-	2	-	1	1
		71%	1%	100%	100%	100%	-%	100%	-%	36%	100%
NET: Low		3	2	-	-	-	1	-	-	-	-
		18%	99%	-%	-%	-%	100%	-%	-%	-%	-%
Answered		17	2	2	2	3	1	2	-	3	1
Mean Score		.9	-1.0	1.3	2.0	2.0	-2.0	1.3	-	.5	1.1
Standard error		.23	.34	.45	.21	.09	-	.42	-	.55	.66
Standard deviation		1.25	.48	.64	.30	.16	-	.60	-	.96	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		29	6	7	4	17	12	3	7	2
Effective base		12	4	5	3	11	5	2	3	1
Weighted Base		17	4	7	4	16	1	1	1	*
Very low	(-2)	1	1	-	-	1	-	-	-	-
		5%	18%	-%	-%	5%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	2	*	*	*	-
		13%	-%	29%	-%	13%	10%	1%	18%	-%
Neither low nor high	(0)	2	-	2	-	2	*	-	*	*
		11%	-%	25%	-%	12%	3%	-%	6%	17%
Quite high	(1)	5	1	2	2	5	*	-	*	*
		31%	24%	28%	43%	31%	31%	-%	55%	83%
Very high	(2)	7	3	1	2	6	1	*	*	-
		40%	58%	18%	57%	39%	56%	99%	21%	-%
NET: High		12	4	3	4	11	1	*	*	*
		71%	82%	46%	100%	70%	87%	99%	76%	83%
NET: Low		3	1	2	-	3	*	*	*	-
		18%	18%	29%	-%	19%	10%	1%	18%	-%
Answered		17	4	7	4	16	1	1	1	*
Mean Score		.9	1.0	.3	1.6	.9	1.3	2.0	.8	.8
Standard error		.23	.69	.44	.29	.31	.89	-	-	-
Standard deviation		1.25	1.69	1.16	.57	1.26	3.07	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	1	5	1	6	5	12	-	1	4
Effective base	12	1	2	1	2	2	7	-	1	1
Weighted Base	17	*	3	*	3	3	10	-	*	1
Very low	(-2)	1	1	-	1	-	-	-	-	-
	5%	-%	30%	-%	28%	-%	-%	-%	-%	-%
Quite low	(-1)	2	*	*	*	2	-	-	-	-
	13%	-%	*%	100%	4%	71%	-%	-%	-%	-%
Neither low nor high	(0)	2	*	-	*	-	2	-	-	-
	11%	-%	*%	-%	*%	-%	19%	-%	-%	-%
Quite high	(1)	5	*	-	*	*	5	-	-	*
	31%	100%	1%	-%	1%	2%	48%	-%	-%	4%
Very high	(2)	7	-	2	-	2	3	-	*	1
	40%	-%	69%	-%	66%	26%	33%	-%	100%	96%
NET: High	12	*	2	-	2	1	8	-	*	1
	71%	100%	70%	-%	67%	29%	81%	-%	100%	100%
NET: Low	3	-	1	*	1	2	-	-	-	-
	18%	-%	30%	100%	32%	71%	-%	-%	-%	-%
Answered	17	*	3	*	3	3	10	-	*	1
Mean Score	.9	1.0	.8	-1.0	.7	-.2	1.1	-	2.0	2.0
Standard error	.23	-	1.02	-	.92	.73	.22	-	-	-
Standard deviation	1.25	-	2.29	-	2.26	1.63	.75	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	29	12	12	5	23	6	-	27	2	29	-
Effective base	12	4	7	1	9	4	-	12	1	12	-
Weighted Base	17	6	10	1	10	7	-	16	*	17	-
Very low (-2)	1 5%	1 13%	- -%	- -%	1 8%	- -%	- -%	1 5%	- -%	1 5%	- -%
Quite low (-1)	2 13%	2 36%	- -%	- -%	* 1%	2 32%	- -%	2 13%	- -%	2 13%	- -%
Neither low nor high (0)	2 11%	* *%	2 19%	- -%	* *%	2 27%	- -%	2 11%	- -%	2 11%	- -%
Quite high (1)	5 31%	* 7%	5 48%	* 4%	2 24%	3 41%	- -%	5 29%	* 100%	5 31%	- -%
Very high (2)	7 40%	3 44%	3 33%	1 96%	7 67%	- -%	- -%	7 41%	- -%	7 40%	- -%
NET: High	12 71%	3 50%	8 81%	1 100%	9 91%	3 41%	- -%	12 70%	* 100%	12 71%	- -%
NET: Low	3 18%	3 50%	- -%	- -%	1 9%	2 32%	- -%	3 18%	- -%	3 18%	- -%
Answered	17	6	10	1	10	7	-	16	*	17	-
Mean Score	.9	.3	1.1	2.0	1.4	.1	-	.9	1.0	.9	-
Standard error	.23	.51	.22	-	.25	.38	-	.24	-	.23	-
Standard deviation	1.25	1.77	.75	-	1.19	.92	-	1.26	-	1.25	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		29	10	10	9
Effective base		12	4	3	5
Weighted Base		17	6	4	6
Very low	(-2)	1 5%	- -%	1 19%	- -%
Quite low	(-1)	2 13%	* *%	2 49%	* 2%
Neither low nor high	(0)	2 11%	2 30%	- -%	* *%
Quite high	(1)	5 31%	1 22%	1 14%	3 50%
Very high	(2)	7 40%	3 48%	1 19%	3 48%
NET: High		12 71%	4 70%	1 33%	6 98%
NET: Low		3 18%	* *%	3 67%	* 2%
Answered		17	6	4	6
Mean Score		.9	1.2	-.3	1.4
Standard error		.23	.30	.51	.22
Standard deviation		1.25	.95	1.62	.65

Columns Tested: a,b,c

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	29	16	7	2	1	1	1	1	-	23	6	4
Effective base	12	10	2	1	1	1	1	1	-	11	2	1
Weighted Base	17	14	1	1	*	*	*	1	-	15	1	1
Very low	(-2)	1	-	-	-	-	-	-	-	1	-	-
		5%	6%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	-	2	-	-
		13%	15%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Neither low nor high	(0)	2	*	-	-	*	-	-	-	2	*	*
		11%	13%	1%	-%	-%	100%	-%	-%	12%	2%	4%
Quite high	(1)	5	*	1	*	-	*	-	-	5	1	*
		31%	31%	6%	100%	100%	-%	100%	-%	29%	45%	7%
Very high	(2)	7	1	-	-	-	-	1	-	6	1	1
		40%	36%	93%	-%	-%	-%	100%	-%	39%	53%	89%
NET: High		12	1	1	*	-	*	1	-	11	1	1
		71%	66%	99%	100%	100%	-%	100%	100%	69%	98%	96%
NET: Low		3	-	-	-	-	-	-	-	3	-	-
		18%	21%	-%	-%	-%	-%	-%	-%	20%	-%	-%
Answered		17	1	1	*	*	*	1	-	15	1	1
Mean Score		.9	1.9	1.0	1.0	-	1.0	2.0	-	.8	1.5	1.9
Standard error		.23	-	-	-	-	-	-	-	.27	.41	-
Standard deviation		1.25	-	-	-	-	-	-	-	1.28	1.01	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	29	4	12	13	25	27	27	28	18	14	2	15	-	-	2	4	4
Effective base	12	2	8	4	9	11	11	12	6	3	2	7	-	-	1	2	3
Weighted Base	17	3	11	2	12	16	16	17	7	4	4	9	-	-	*	2	*
Very low	(-2)	1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		5%	26%	-%	7%	5%	5%	5%	11%	19%	-%	9%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	2	2	2	2	2	2	-	2	-	-	-	*	*
		13%	-%	20%	18%	14%	14%	13%	31%	53%	-%	22%	-%	-%	-%	1%	36%
Neither low nor high	(0)	2	-	2	*	2	2	2	*	*	2	*	-	-	-	-	*
		11%	-%	16%	2%	12%	12%	11%	1%	1%	52%	1%	-%	-%	-%	-%	11%
Quite high	(1)	5	*	4	2	4	4	5	1	*	2	2	-	-	*	-	*
		31%	9%	37%	20%	26%	26%	31%	9%	3%	48%	25%	-%	-%	100%	-%	19%
Very high	(2)	7	2	3	7	7	7	7	3	1	-	4	-	-	-	2	*
		40%	65%	27%	55%	42%	42%	40%	48%	24%	-%	44%	-%	-%	-%	100%	34%
NET: High		12	2	7	9	11	11	12	4	1	2	7	-	-	*	2	*
		71%	74%	64%	75%	69%	69%	71%	57%	27%	48%	69%	-%	-%	100%	100%	53%
NET: Low		3	1	2	3	3	3	3	3	3	-	3	-	-	-	*	*
		18%	26%	20%	25%	19%	19%	18%	43%	72%	-%	31%	-%	-%	-%	1%	36%
Answered	17	3	11	2	12	16	16	17	7	4	4	9	-	-	*	2	*
Mean Score	.9	.9	.7	1.7	1.0	.9	.9	.9	.5	-.4	.5	.7	-	-	1.0	2.0	.5
Standard error	.23	1.04	.32	.18	.29	.25	.25	.24	.40	.44	.42	.39	-	-	-	.09	-
Standard deviation	1.25	2.08	1.12	.66	1.43	1.29	1.29	1.25	1.71	1.66	.59	1.51	-	-	-	.18	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	29	15	1	2	1	2	2	2	15	2	-	3	3	2	2
Effective base	12	7	1	1	1	1	1	2	8	1	-	2	1	1	2
Weighted Base	17	9	2	*	*	1	*	*	12	1	-	*	1	2	*
Very low	(-2)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		5%	9%	-%	-%	-%	-%	-%	-%	96%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	*	-	-	*	2	-	-	*	-	-	*
		13%	22%	-%	94%	-%	-%	5%	17%	-%	-%	10%	-%	-%	77%
Neither low nor high	(0)	2	*	-	-	-	-	*	2	-	-	-	-	-	*
		11%	*%	-%	-%	-%	-%	36%	15%	-%	-%	-%	-%	-%	23%
Quite high	(1)	5	2	-	*	*	-	*	4	*	-	*	*	-	-
		31%	25%	-%	6%	100%	-%	-%	33%	4%	-%	90%	7%	-%	-%
Very high	(2)	7	4	2	-	-	1	*	4	-	-	-	1	2	-
		40%	44%	100%	-%	-%	100%	95%	35%	-%	-%	-%	93%	100%	-%
NET: High		12	7	2	*	*	1	*	8	*	-	*	1	2	-
		71%	69%	100%	6%	100%	100%	95%	68%	4%	-%	90%	100%	100%	-%
NET: Low		3	3	-	*	-	-	*	2	1	-	*	-	-	*
		18%	31%	-%	94%	-%	-%	5%	17%	96%	-%	10%	-%	-%	77%
Answered		17	9	2	*	*	1	*	12	1	-	*	1	2	*
Mean Score		.9	.7	2.0	-.9	1.0	2.0	1.9	.8	-1.9	-	.8	1.9	2.0	-.8
Standard error		.23	.39	-	-	-	-	-	.29	-	-	-	-	-	-
Standard deviation		1.25	1.51	-	-	-	-	-	1.13	-	-	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	29	15	3	2	1	5	1	1	4	3	7	6	7
Effective base	12	8	1	2	1	1	1	1	2	2	4	2	2
Weighted Base	17	12	1	2	*	1	*	*	4	1	7	2	1
Very low	1 (-2) 5%	-	-	1	-	-	-	-	-	1	-	-	-
		-%	-%	34%	-%	-%	-%	-%	-%	57%	-%	-%	-%
Quite low	2 (-1) 13%	2	*	-	-	*	-	-	-	-	2	-	*
		17%	12%	-%	-%	1%	-%	-%	-%	-%	32%	-%	8%
Neither low nor high	2 (0) 11%	2	-	-	-	*	-	-	2	-	-	*	*
		15%	-%	-%	-%	4%	-%	-%	48%	-%	-%	*%	2%
Quite high	5 (1) 31%	5	*	-	-	*	*	*	2	-	2	*	*
		40%	2%	-%	-%	1%	100%	100%	52%	-%	31%	1%	7%
Very high	7 (2) 40%	3	1	2	*	1	-	-	-	1	2	2	1
		28%	86%	66%	100%	95%	-%	-%	-%	43%	38%	99%	83%
NET: High	12 71%	9	1	2	*	1	*	*	2	1	5	2	1
		68%	88%	66%	100%	96%	100%	100%	52%	43%	68%	100%	89%
NET: Low	3 18%	2	*	1	-	*	-	-	-	1	2	-	*
		17%	12%	34%	-%	1%	-%	-%	-%	57%	32%	-%	8%
Answered	17	12	1	2	*	1	*	*	4	1	7	2	1
Mean Score	.9	.8	1.6	.6	2.0	1.9	1.0	1.0	.5	-.3	.7	2.0	1.6
Standard error	.23	.28	-	1.77	-	-	-	-	.29	2.12	.52	.07	.71
Standard deviation	1.25	1.07	-	2.50	-	-	-	-	.58	3.67	1.36	.17	1.88

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	4	2	7	6	6	6	5	6	7	3
Effective base	12	2	1	3	2	2	2	3	4	3	2
Weighted Base	17	3	1	5	2	1	4	2	6	3	*
Very low	(-2)	1	1	-	-	-	-	1	-	-	-
	5%	32%	-%	-%	-%	-%	-%	41%	-%	-%	-%
Quite low	(-1)	2	-	2	-	*	-	*	2	-	-
	13%	-%	-%	38%	-%	11%	-%	*%	36%	-%	-%
Neither low nor high	(0)	2	-	-	*	*	2	-	-	-	*
	11%	-%	-%	-%	*%	3%	46%	-%	-%	-%	8%
Quite high	(1)	5	2	1	*	*	2	*	2	*	*
	31%	68%	-%	10%	1%	9%	51%	2%	33%	2%	14%
Very high	(2)	7	-	3	2	1	*	1	2	3	*
	40%	-%	100%	51%	99%	77%	3%	56%	31%	98%	79%
NET: High	12	2	1	3	2	1	2	1	4	3	*
	71%	68%	100%	62%	100%	86%	54%	58%	64%	100%	92%
NET: Low	3	1	-	2	-	*	-	1	2	-	-
	18%	32%	-%	38%	-%	11%	-%	42%	36%	-%	-%
Answered	17	3	1	5	2	1	4	2	6	3	*
Mean Score	.9	.1	2.0	.7	2.0	1.5	.6	.3	.6	2.0	1.7
Standard error	.23	.89	-	.59	.07	-	.26	1.25	.56	.06	-
Standard deviation	1.25	1.79	-	1.56	.17	-	.64	2.80	1.38	.15	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	29	7	1	7	9	4	21	2	5	15	14	19	6
Effective base	12	3	1	3	4	2	10	1	2	5	7	8	1
Weighted Base	17	5	2	5	4	1	15	1	1	7	10	10	2
Very low	(-2)	1	-	-	1	-	-	1	-	1	-	1	-
		5%	-%	-%	17%	-%	-%	99%	-%	12%	-%	8%	-%
Quite low	(-1)	2	-	2	-	*	2	*	-	2	*	2	*
		13%	-%	100%	-%	3%	15%	1%	-%	32%	1%	20%	6%
Neither low nor high	(0)	2	2	-	*	-	2	-	-	*	2	*	*
		11%	36%	-%	*%	-%	12%	-%	-%	*%	18%	*%	2%
Quite high	(1)	5	3	-	1	1	5	-	*	2	3	2	*
		31%	60%	-%	31%	16%	32%	-%	36%	27%	33%	23%	4%
Very high	(2)	7	*	-	2	3	6	-	1	2	5	5	2
		40%	4%	-%	52%	81%	41%	-%	64%	29%	48%	49%	88%
NET: High		12	3	-	4	3	11	-	1	4	8	7	2
		71%	64%	-%	83%	97%	73%	-%	100%	56%	81%	72%	92%
NET: Low		3	-	2	1	*	2	1	-	3	*	3	*
		18%	-%	100%	17%	3%	15%	100%	-%	44%	1%	28%	6%
Answered		17	5	2	5	4	15	1	1	7	10	10	2
Mean Score		.9	.7	-1.0	1.0	1.7	1.0	-2.0	1.6	.3	1.3	.8	1.7
Standard error		.23	.23	-	.61	.24	.24	-	-	.41	.22	.34	.48
Standard deviation		1.25	.60	-	1.61	.72	1.09	-	-	1.59	.84	1.48	1.18

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base											
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	29	16	11	6	22	18	7	17	10	5	23
Effective base	12	8	3	3	9	9	5	8	3	3	10
Weighted Base	17	11	5	4	13	12	*	11	4	4	12
Very low	(-2)	1	-	1	-	1	-	-	1	-	1
		5%	-%	18%	-%	6%	-%	7%	-%	18%	-%
Quite low	(-1)	2	*	-	2	2	*	2	*	2	*
		13%	19%	2%	-%	18%	18%	30%	19%	2%	47%
Neither low nor high	(0)	2	*	-	2	*	*	2	*	-	2
		11%	16%	1%	-%	15%	*%	9%	16%	1%	-%
Quite high	(1)	5	2	2	2	4	2	*	2	2	1
		31%	21%	40%	37%	29%	20%	34%	21%	41%	33%
Very high	(2)	7	5	2	3	4	7	*	5	2	1
		40%	44%	39%	63%	33%	55%	27%	44%	38%	21%
NET: High		12	7	4	4	8	9	*	7	3	2
		71%	65%	79%	100%	61%	75%	61%	65%	78%	53%
NET: Low		3	2	1	-	3	3	*	2	1	2
		18%	19%	20%	-%	24%	25%	30%	19%	21%	47%
Answered		17	11	5	4	13	12	*	11	4	4
Mean Score		.9	.9	.8	1.6	.6	1.0	.6	.9	.8	.3
Standard error		.23	.30	.49	.23	.28	.34	-	.29	.52	.63
Standard deviation		1.25	1.22	1.62	.56	1.33	1.44	-	1.21	1.64	1.41

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	29	17	19	11	-	21	20	10	-	26	14	10	-
Effective base	12	7	7	5	-	9	9	4	-	12	6	6	-
Weighted Base	17	9	10	7	-	13	13	6	-	17	10	7	-
Very low (-2)	1 5%	1 9%	1 8%	- -%	- -%	1 6%	1 6%	1 13%	- -%	1 5%	1 8%	1 12%	- -%
Quite low (-1)	2 13%	2 25%	2 22%	2 30%	- -%	2 18%	2 17%	2 35%	- -%	2 13%	2 22%	- -%	- -%
Neither low nor high (0)	2 11%	* *%	* *%	* *%	- -%	2 15%	2 15%	2 28%	- -%	2 11%	2 19%	2 28%	- -%
Quite high (1)	5 31%	2 24%	1 10%	2 22%	- -%	4 30%	3 20%	* 2%	- -%	5 31%	2 19%	2 31%	- -%
Very high (2)	7 40%	4 41%	6 60%	3 48%	- -%	4 31%	5 41%	1 23%	- -%	7 40%	3 32%	2 29%	- -%
NET: High	12 71%	6 65%	7 69%	5 70%	- -%	8 61%	8 62%	2 24%	- -%	12 71%	5 51%	4 60%	- -%
NET: Low	3 18%	3 34%	3 30%	2 30%	- -%	3 24%	3 24%	3 47%	- -%	3 18%	3 30%	1 12%	- -%
Answered	17	9	10	7	-	13	13	6	-	17	10	7	-
Mean Score	.9	.6	.9	.9	-	.6	.7	-.1	-	.9	.4	.7	-
Standard error	.23	.37	.36	.42	-	.29	.31	.46	-	.24	.38	.43	-
Standard deviation	1.25	1.54	1.57	1.39	-	1.31	1.38	1.44	-	1.25	1.43	1.35	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	29	20	21	13	18	13	3	9	11	10	6	4	6	4
Effective base	12	8	10	6	7	7	1	4	5	4	3	2	2	1
Weighted Base	17	11	14	8	9	11	1	5	7	6	4	4	3	3
Very low (-2)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	5%	-%	6%	-%	9%	8%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	2	2	2	2	2	2	-	2	2	2	-	2	2	2
	13%	19%	15%	26%	24%	20%	-%	44%	28%	35%	-%	59%	63%	83%
Neither low nor high (0)	2	*	2	*	*	2	*	*	*	*	-	-	-	-
	11%	*%	14%	*%	*%	17%	4%	*%	*%	*%	-%	-%	-%	-%
Quite high (1)	5	2	2	2	1	*	-	*	2	*	2	-	*	-
	31%	21%	17%	18%	10%	3%	-%	1%	20%	1%	39%	-%	1%	-%
Very high (2)	7	7	6	5	5	6	1	3	4	4	2	1	1	*
	40%	59%	48%	56%	57%	53%	96%	54%	51%	64%	61%	41%	36%	17%
NET: High	12	9	9	6	6	6	1	3	5	4	4	1	1	*
	71%	81%	65%	74%	67%	56%	96%	55%	72%	65%	100%	41%	37%	17%
NET: Low	3	2	3	2	3	3	-	2	2	2	-	2	2	2
	18%	19%	21%	26%	33%	27%	-%	44%	28%	35%	-%	59%	63%	83%
Answered	17	11	14	8	9	11	1	5	7	6	4	4	3	3
Mean Score	.9	1.2	.9	1.0	.8	.7	1.9	.7	.9	.9	1.6	.2	.1	-.5
Standard error	.23	.27	.30	.37	.38	.42	-	.56	.42	.50	.23	.87	.70	.73
Standard deviation	1.25	1.20	1.37	1.34	1.61	1.52	-	1.67	1.38	1.57	.56	1.74	1.72	1.46

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	29	4	1	5	2	27	25	28	26	22	21	25	11	-	16	3
Effective base	12	2	1	3	1	11	10	12	11	9	8	11	5	-	7	2
Weighted Base	17	2	1	4	2	14	14	16	16	13	9	14	7	-	9	4
Very low	(-2)	1	-	-	1	-	-	-	-	1	-	-	-	-	-	1
		5%	-%	-%	20%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	23%
Quite low	(-1)	2	-	-	2	-	2	2	2	2	*	2	2	-	-	2
		13%	-%	-%	52%	-%	15%	15%	14%	17%	1%	16%	32%	-%	-%	60%
Neither low nor high	(0)	2	-	-	-	-	2	2	2	2	*	2	2	-	2	-
		11%	-%	-%	-%	-%	13%	13%	12%	14%	*%	13%	28%	-%	20%	-%
Quite high	(1)	5	*	-	1	1	5	4	5	3	5	3	1	-	2	-
		31%	*%	-%	13%	94%	36%	25%	32%	25%	56%	24%	10%	-%	20%	-%
Very high	(2)	7	2	1	1	*	5	7	7	5	4	7	2	-	6	1
		40%	100%	100%	15%	6%	36%	46%	42%	37%	43%	48%	30%	-%	60%	17%
NET: High		12	2	1	1	2	10	10	12	8	9	10	3	-	7	1
		71%	100%	100%	28%	100%	72%	72%	75%	62%	98%	71%	40%	-%	80%	17%
NET: Low		3	-	-	3	-	2	2	2	3	*	2	2	-	-	3
		18%	-%	-%	72%	-%	15%	15%	14%	24%	1%	16%	32%	-%	-%	83%
Answered		17	2	1	4	2	14	14	16	13	9	14	7	-	9	4
Mean Score		.9	2.0	2.0	-5	1.1	.9	1.0	1.0	.7	1.4	1.0	.4	-	1.4	-.7
Standard error		.23	.04	-	.69	.29	.21	.23	.20	.21	.13	.23	.40	-	.21	.89
Standard deviation		1.25	.07	-	1.55	.40	1.09	1.14	1.08	1.07	.60	1.15	1.32	-	.85	1.54

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	29	12	10	22	1	13	16	8	14	7	14	7	8
Effective base	12	5	5	8	1	5	7	4	7	3	7	3	3
Weighted Base	17	8	6	10	1	7	10	2	10	5	11	3	3
Very low	(-2)	1	-	-	1	1	-	1	-	-	-	1	-
		5%	10%	-%	100%	11%	-%	35%	-%	-%	-%	28%	-%
Quite low	(-1)	2	-	*	-	2	-	*	-	2	2	*	-
		13%	27%	-%	-%	31%	-%	*%	-%	48%	20%	4%	-%
Neither low nor high	(0)	2	*	*	-	-	2	-	*	2	2	-	*
		11%	23%	1%	-%	-%	19%	-%	*%	40%	17%	-%	*%
Quite high	(1)	5	2	3	-	3	2	1	4	*	3	2	1
		31%	1%	39%	-%	40%	24%	25%	43%	6%	26%	52%	25%
Very high	(2)	7	4	6	-	1	6	1	6	*	4	*	2
		40%	39%	60%	-%	17%	57%	40%	56%	6%	36%	17%	75%
NET: High		12	6	10	-	4	8	1	10	1	7	2	3
		71%	40%	99%	-%	57%	81%	65%	100%	12%	63%	69%	100%
NET: Low		3	-	*	1	3	-	1	-	2	2	1	-
		18%	37%	-%	100%	43%	-%	35%	-%	48%	20%	31%	-%
Answered	17	8	6	10	1	7	10	2	10	5	11	3	3
Mean Score	.9	.3	1.6	1.6	-2.0	.2	1.4	.3	1.6	-.3	.8	.3	1.7
Standard error	.23	.45	.18	.13	-	.40	.21	.83	.14	.36	.32	.70	.19
Standard deviation	1.25	1.57	.55	.59	-	1.45	.83	2.36	.53	.95	1.19	1.85	.53

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		29	18	11
Effective base		12	8	5
Weighted Base		17	9	8
Very low	(-2)	1	1	-
		5%	9%	-%
Quite low	(-1)	2	*	2
		13%	1%	28%
Neither low nor high	(0)	2	2	*
		11%	20%	*%
Quite high	(1)	5	2	3
		31%	20%	43%
Very high	(2)	7	5	2
		40%	50%	28%
NET: High		12	7	5
		71%	70%	72%
NET: Low		3	1	2
		18%	10%	28%
Answered		17	9	8
Mean Score		.9	1.0	.7
Standard error		.23	.31	.37
Standard deviation		1.25	1.31	1.24

Columns Tested: a,b

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		29	-	-	6	1	1	5	2	3	1	3	6	1
Effective base		12	-	-	3	1	1	2	2	3	1	3	3	1
Weighted Base		17	-	-	3	1	*	4	*	2	1	*	5	2
Very low	(-2)	1	-	-	-	-	-	-	-	-	-	-	1	-
		5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%	-%
Quite low	(-1)	2	-	-	*	-	-	2	-	-	-	*	-	-
		13%	-%	-%	*%	-%	-%	54%	-%	-%	-%	27%	-%	-%
Neither low nor high	(0)	2	-	-	-	-	-	-	*	-	-	-	2	-
		11%	-%	-%	-%	-%	-%	-%	74%	-%	-%	-%	39%	-%
Quite high	(1)	5	-	-	3	-	*	2	-	*	1	-	*	-
		31%	-%	-%	86%	-%	100%	45%	-%	17%	100%	-%	1%	-%
Very high	(2)	7	-	-	*	1	-	*	*	1	-	*	2	2
		40%	-%	-%	14%	100%	-%	1%	26%	83%	-%	73%	43%	100%
NET: High		12	-	-	3	1	*	2	*	2	1	*	2	2
		71%	-%	-%	100%	100%	100%	46%	26%	100%	100%	73%	44%	100%
NET: Low		3	-	-	*	-	-	2	-	-	-	*	1	-
		18%	-%	-%	*%	-%	-%	54%	-%	-%	-%	27%	17%	-%
Answered		17	-	-	3	1	*	4	*	2	1	*	5	2
Mean Score		.9	-	-	1.1	2.0	1.0	-.1	.5	1.8	1.0	1.2	.5	2.0
Standard error		.23	-	-	.18	-	-	.52	-	.35	-	-	.67	-
Standard deviation		1.25	-	-	.44	-	-	1.17	-	.61	-	-	1.65	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 364 (continuation)

QOP4.14.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	29	6	7	6	10	13	16
Effective base	12	3	3	4	5	5	7
Weighted Base	17	3	5	2	7	8	9
Very low	(-2)	1	-	-	1	-	1
	5%	-%	-%	-%	12%	-%	9%
Quite low	(-1)	2	*	2	-	*	*
	13%	*%	45%	-%	1%	28%	1%
Neither low nor high	(0)	2	-	-	*	2	2
	11%	-%	-%	1%	26%	-%	20%
Quite high	(1)	5	3	2	1	*	4
	31%	86%	38%	37%	1%	56%	9%
Very high	(2)	7	*	1	1	4	1
	40%	14%	17%	62%	60%	16%	60%
NET: High		12	3	3	2	4	5
	71%	100%	55%	99%	61%	72%	70%
NET: Low		3	*	2	-	1	2
	18%	*%	45%	-%	13%	28%	10%
Answered	17	3	5	2	7	8	9
Mean Score	.9	1.1	.3	1.6	1.0	.6	1.1
Standard error	.23	.18	.51	.29	.48	.31	.34
Standard deviation	1.25	.44	1.35	.70	1.51	1.13	1.35

Columns Tested:: a,b,c,d - a,b

Table 365

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	16	-	16	8	-	3	5	8
Effective base	5	-	5	5	-	3	2	5
Weighted Base	9	-	9	9	-	*	*	*
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	1	-	-	-	-
		9%	9%	9%	-%	-%	-%	-%
Neither low nor high	(0)	2	2	2	-	*	*	*
		18%	18%	17%	-%	70%	9%	43%
Quite high	(1)	6	6	6	-	-	*	*
		65%	65%	66%	-%	-%	20%	9%
Very high	(2)	1	1	1	-	*	*	*
		9%	9%	8%	-%	30%	72%	48%
NET: High		7	7	7	-	*	*	*
		74%	74%	74%	-%	30%	91%	57%
NET: Low		1	1	1	-	-	-	-
		9%	9%	9%	-%	-%	-%	-%
Answered	9	-	9	9	-	*	*	*
Mean Score	.7	-	.7	.7	-	.6	1.6	1.1
Standard error	.20	-	.20	.28	-	-	-	-
Standard deviation	.78	-	.78	.78	-	-	-	-

Columns Tested:: a,b - a,b,c,d,e

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		16	4	1	3	-	3	5	8	-	8
Effective base		5	3	1	2	-	3	2	5	-	5
Weighted Base		9	6	2	2	-	*	*	9	-	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	-	1	-	-
		9%	-%	-%	48%	-%	-%	-%	9%	-%	-%
Neither low nor high	(0)	2	-	2	-	-	*	*	2	-	*
		18%	-%	100%	-%	-%	70%	9%	17%	-%	43%
Quite high	(1)	6	6	-	*	-	-	*	6	-	*
		65%	100%	-%	8%	-%	-%	20%	66%	-%	9%
Very high	(2)	1	-	-	1	-	*	*	1	-	*
		9%	-%	-%	44%	-%	30%	72%	8%	-%	48%
NET: High		7	6	-	1	-	*	*	7	-	*
		74%	100%	-%	52%	-%	30%	91%	74%	-%	57%
NET: Low		1	-	-	1	-	-	-	1	-	-
		9%	-%	-%	48%	-%	-%	-%	9%	-%	-%
Answered		9	6	2	2	-	*	*	9	-	*
Mean Score		.7	1.0	-	.5	-	.6	1.6	.7	-	1.1
Standard error		.20	-	-	1.30	-	-	-	.28	-	-
Standard deviation		.78	-	-	2.26	-	-	-	.78	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	16	5	3	-	3	5	6	3	-	1	6
Effective base	5	3	2	-	3	2	4	2	-	1	4
Weighted Base	9	7	2	-	*	*	4	5	-	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	-	-	1	-	-	-	-
		9%	48%	-%	-%	-%	20%	-%	-%	-%	-%
Neither low nor high	(0)	2	-	-	*	*	2	*	-	-	*
		18%	-%	-%	70%	9%	39%	1%	-%	-%	34%
Quite high	(1)	6	*	-	-	*	1	5	-	-	*
		65%	79%	8%	-%	20%	21%	99%	-%	-%	10%
Very high	(2)	1	1	-	*	*	1	-	-	*	*
		9%	44%	-%	30%	72%	19%	-%	-%	100%	56%
NET: High		7	1	-	*	*	2	5	-	*	*
		74%	52%	-%	30%	91%	40%	99%	-%	100%	66%
NET: Low		1	1	-	-	-	1	-	-	-	-
		9%	48%	-%	-%	-%	20%	-%	-%	-%	-%
Answered	9	7	2	-	*	*	4	5	-	*	*
Mean Score	.7	.8	.5	-	.6	1.6	.4	1.0	-	2.0	1.2
Standard error	.20	.20	1.30	-	-	-	.48	.05	-	-	-
Standard deviation	.78	.44	2.26	-	-	-	1.17	.08	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		16	-	-	1	-	1	3	1	-	-
Effective base		5	-	-	1	-	1	2	1	-	-
Weighted Base		9	-	-	2	-	1	6	*	-	-
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	-	-	1	-	-	-	-
		9%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	(0)	2	-	-	2	-	-	-	-	-	-
		18%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Quite high	(1)	6	-	-	-	-	-	5	-	-	-
		65%	-%	-%	-%	-%	-%	87%	-%	-%	-%
Very high	(2)	1	-	-	-	-	-	1	*	-	-
		9%	-%	-%	-%	-%	-%	13%	100%	-%	-%
NET: High		7	-	-	-	-	-	6	*	-	-
		74%	-%	-%	-%	-%	-%	100%	100%	-%	-%
NET: Low		1	-	-	-	-	1	-	-	-	-
		9%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Answered		9	-	-	2	-	1	6	*	-	-
Mean Score		.7	-	-	-	-	-1.0	1.1	2.0	-	-
Standard error		.20	-	-	-	-	-	.21	-	-	-
Standard deviation		.78	-	-	-	-	-	.37	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	16	1	-	5	6	10	-	4	6
Effective base	5	1	-	3	4	3	-	3	3
Weighted Base	9	1	-	7	8	1	-	1	*
Very low	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	-	-
		9%	100%	-%	-%	10%	-%	-%	-%
Neither low nor high	(0)	2	-	-	2	2	*	-	*
		18%	-%	-%	21%	19%	8%	-%	80%
Quite high	(1)	6	-	-	5	5	1	-	*
		65%	-%	-%	68%	62%	88%	-%	16%
Very high	(2)	1	-	-	1	1	*	-	*
		9%	-%	-%	11%	10%	4%	-%	3%
NET: High		7	-	-	6	6	1	-	*
		74%	-%	-%	79%	71%	92%	-%	20%
NET: Low		1	1	-	-	1	-	-	-
		9%	100%	-%	-%	10%	-%	-%	-%
Answered		9	1	-	7	8	1	-	*
Mean Score		.7	-1.0	-	.9	.7	1.0	-	.2
Standard error		.20	-	-	.27	.34	-	-	-
Standard deviation		.78	-	-	.59	.82	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	16	-	3	-	3	1	2	1	-	9
Effective base	5	-	1	-	1	1	1	1	-	3
Weighted Base	9	-	1	-	1	*	2	*	-	7
Very low	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	1	-	-	-	-	-
		9%	98%	-%	98%	-%	-%	-%	-%	-%
Neither low nor high	(0)	2	-	-	-	-	2	-	-	*
		18%	-%	-%	-%	-%	98%	-%	-%	1%
Quite high	(1)	6	*	-	*	-	-	*	-	6
		65%	-%	2%	-%	2%	-%	-%	100%	-%
Very high	(2)	1	-	-	-	*	*	-	-	1
		9%	-%	-%	-%	100%	2%	-%	-%	11%
NET: High		7	*	-	*	*	*	*	-	7
		74%	-%	2%	-%	100%	2%	100%	-%	99%
NET: Low		1	1	-	1	-	-	-	-	-
		9%	-%	98%	-%	98%	-%	-%	-%	-%
Answered		9	-	1	-	1	*	2	*	7
Mean Score		.7	-	-1.0	-	-1.0	2.0	*	1.0	-
Standard error		.20	-	-	-	-	-	.32	-	.12
Standard deviation		.78	-	-	-	-	-	.46	-	.37

Columns Tested: a,b,c,d,e,f,g,h,i

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	16	4	2	10	15	1	-	15	1	16	-
Effective base	5	1	1	3	5	1	-	5	1	5	-
Weighted Base	9	1	2	7	9	*	-	9	*	9	-
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	1	-	-	1	-	1	-
		9%	92%	-%	9%	-%	-%	9%	-%	9%	-%
Neither low nor high	(0)	2	-	2	2	*	-	2	*	2	-
		18%	-%	98%	17%	100%	-%	17%	100%	18%	-%
Quite high	(1)	6	*	-	6	-	-	6	-	6	-
		65%	2%	-%	65%	-%	-%	65%	-%	65%	-%
Very high	(2)	1	*	*	1	-	-	1	-	1	-
		9%	6%	2%	9%	-%	-%	9%	-%	9%	-%
NET: High		7	*	*	7	-	-	7	-	7	-
		74%	8%	2%	74%	-%	-%	74%	-%	74%	-%
NET: Low		1	1	-	1	-	-	1	-	1	-
		9%	92%	-%	9%	-%	-%	9%	-%	9%	-%
Answered		9	1	2	9	*	-	9	*	9	-
Mean Score		.7	-.8	*	.7	-	-	.7	-	.7	-
Standard error		.20	-	.32	.20	-	-	.20	-	.20	-
Standard deviation		.78	-	.46	.78	-	-	.78	-	.78	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		16	7	3	6
Effective base		5	3	1	2
Weighted Base		9	6	1	2
Very low	(-2)	-	-	-	-
		-%	-%	-%	-%
Quite low	(-1)	1	-	1	-
		9%	-%	85%	-%
Neither low nor high	(0)	2	*	-	2
		18%	1%	-%	66%
Quite high	(1)	6	6	*	*
		65%	98%	15%	*%
Very high	(2)	1	*	-	1
		9%	1%	-%	33%
NET: High		7	6	*	1
		74%	99%	15%	34%
NET: Low		1	-	1	-
		9%	-%	85%	-%
Answered		9	6	1	2
Mean Score		.7	1.0	-.7	.7
Standard error		.20	.06	-	.51
Standard deviation		.78	.16	-	1.24

Columns Tested: a,b,c

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	16	8	4	1	-	1	1	1	-	12	4	3
Effective base	5	4	2	1	-	1	1	1	-	4	1	1
Weighted Base	9	8	*	*	-	*	*	1	-	8	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	-	-	-	-	-	1	-	-
		9%	10%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Neither low nor high	(0)	2	-	*	-	-	*	-	-	2	*	*
		18%	19%	-%	100%	-%	100%	-%	-%	19%	4%	3%
Quite high	(1)	6	*	-	-	-	-	-	-	6	-	-
		65%	71%	22%	-%	-%	-%	-%	-%	71%	-%	-%
Very high	(2)	1	*	-	-	*	-	1	-	*	1	1
		9%	-%	78%	-%	-%	100%	-%	100%	1%	96%	97%
NET: High		7	*	-	-	*	-	1	-	6	1	1
		74%	71%	100%	-%	-%	100%	-%	100%	71%	96%	97%
NET: Low		1	-	-	-	-	-	-	-	1	-	-
		9%	10%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Answered	9	8	*	*	-	*	*	1	-	8	1	1
Mean Score	.7	.6	1.8	-	-	2.0	-	2.0	-	.6	1.9	1.9
Standard error	.20	.25	-	-	-	-	-	-	-	.20	-	-
Standard deviation	.78	.70	-	-	-	-	-	-	-	.71	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	16	3	5	8	16	16	16	16	12	12	-	8	-	1	-	6	1
Effective base	5	2	3	1	5	5	5	5	4	3	-	3	-	1	-	2	1
Weighted Base	9	4	4	1	9	9	9	9	8	4	-	7	-	*	-	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		9%	20%	-%	9%	9%	9%	9%	10%	20%	-%	12%	-%	-%	-%	-%	-%
Neither low nor high	(0)	2	-	2	2	2	2	2	2	*	-	*	-	-	-	2	-
		18%	-%	36%	18%	18%	18%	18%	19%	2%	-%	1%	-%	-%	-%	66%	-%
Quite high	(1)	6	3	3	6	6	6	6	5	2	-	6	-	*	-	*	-
		65%	80%	64%	65%	65%	65%	65%	62%	58%	-%	87%	-%	100%	-%	-%	-%
Very high	(2)	1	-	-	1	1	1	1	1	1	-	*	-	-	-	1	*
		9%	-%	-%	9%	9%	9%	9%	10%	20%	-%	-%	-%	-%	-%	33%	100%
NET: High		7	3	3	7	7	7	7	6	3	-	6	-	*	-	1	*
		74%	80%	64%	74%	74%	74%	74%	72%	78%	-%	87%	-%	100%	-%	34%	100%
NET: Low		1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		9%	20%	-%	9%	9%	9%	9%	10%	20%	-%	12%	-%	-%	-%	-%	-%
Answered	9	4	4	1	9	9	9	9	8	4	-	7	-	*	-	2	*
Mean Score	.7	.6	.6	1.9	.7	.7	.7	.7	.7	.8	-	.8	-	1.0	-	.7	2.0
Standard error	.20	.54	.24	-	.20	.20	.20	.20	.24	.33	-	.25	-	-	-	.50	-
Standard deviation	.78	.93	.55	-	.78	.78	.78	.78	.82	1.13	-	.70	-	-	-	1.24	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	16	8	2	1	-	3	1	1	8	2	-	-	3	2	1
Effective base	5	3	1	1	-	1	1	1	3	1	-	-	1	1	1
Weighted Base	9	7	2	*	-	1	*	*	6	1	-	-	1	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		9%	12%	-%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%
Neither low nor high	(0)	2	*	2	-	-	*	-	*	-	-	-	-	2	-
		18%	1%	100%	-%	-%	100%	-%	1%	-%	-%	-%	-%	100%	-%
Quite high	(1)	6	6	-	*	-	*	-	6	*	-	-	*	-	-
		65%	87%	-%	100%	-%	1%	-%	99%	1%	-%	-%	1%	-%	-%
Very high	(2)	1	-	*	-	-	1	-	*	-	-	-	1	-	*
		9%	-%	*%	-%	-%	99%	-%	100%	*%	-%	-%	99%	-%	100%
NET: High		7	6	*	*	-	1	-	6	*	-	-	1	-	*
		74%	87%	*%	100%	-%	100%	-%	99%	1%	-%	-%	100%	-%	100%
NET: Low		1	1	-	-	-	-	-	-	1	-	-	-	-	-
		9%	12%	-%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%
Answered		9	7	2	*	-	1	*	6	1	-	-	1	2	*
Mean Score		.7	.8	*	1.0	-	2.0	-	2.0	1.0	-1.0	-	-	2.0	-
Standard error		.20	.25	.11	-	-	-	-	.04	-	-	-	-	-	-
Standard deviation		.78	.70	.16	-	-	-	-	.11	-	-	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	16	9	-	3	1	3	-	-	3	4	4	3	2
Effective base	5	3	-	2	1	1	-	-	2	1	1	1	1
Weighted Base	9	6	-	2	*	1	-	-	4	1	2	2	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	-	-	1	-	-	-
		9%	-%	-%	34%	-%	-%	-%	-%	91%	-%	-%	-%
Neither low nor high	(0)	2	*	-	2	*	-	-	-	*	-	2	-
		18%	1%	-%	65%	100%	-%	-%	-%	9%	-%	99%	-%
Quite high	(1)	6	6	-	*	-	-	-	4	-	2	*	-
		65%	99%	-%	*%	-%	-%	-%	100%	-%	98%	1%	-%
Very high	(2)	1	*	-	-	-	1	-	-	-	*	*	1
		9%	*%	-%	-%	-%	100%	-%	-%	-%	2%	*%	100%
NET: High	7	6	-	*	-	1	-	-	4	-	2	*	1
		74%	99%	-%	*%	-%	100%	-%	100%	-%	100%	1%	100%
NET: Low	1	-	-	1	-	-	-	-	-	1	-	-	-
		9%	-%	-%	34%	-%	-%	-%	-%	91%	-%	-%	-%
Answered	9	6	-	2	*	1	-	-	4	1	2	2	1
Mean Score	.7	1.0	-	-.3	-	2.0	-	-	1.0	-.9	1.0	*	2.0
Standard error	.20	.03	-	.37	-	-	-	-	-	-	.10	.12	-
Standard deviation	.78	.10	-	.63	-	-	-	-	-	-	.19	.20	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	16	5	3	3	3	2	5	3	3	4	1
Effective base	5	2	2	1	1	1	2	1	1	2	1
Weighted Base	9	4	*	2	2	1	4	1	2	2	*
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	1	1	-	-	-	-	-	1	-	-	-
	9%	18%	-%	-%	-%	-%	-%	82%	-%	-%	-%
Neither low nor high (0)	2	*	*	-	2	-	*	*	-	2	-
	18%	1%	38%	-%	99%	-%	1%	5%	-%	67%	-%
Quite high (1)	6	4	-	2	*	-	4	*	2	*	-
	65%	81%	-%	100%	1%	-%	99%	14%	98%	*%	-%
Very high (2)	1	-	*	-	*	1	-	-	*	1	*
	9%	-%	62%	-%	*%	100%	-%	-%	2%	32%	100%
NET: High	7	4	*	2	*	1	4	*	2	1	*
	74%	81%	62%	100%	1%	100%	99%	14%	100%	33%	100%
NET: Low	1	1	-	-	-	-	-	1	-	-	-
	9%	18%	-%	-%	-%	-%	-%	82%	-%	-%	-%
Answered	9	4	*	2	2	1	4	1	2	2	*
Mean Score	.7	.6	1.2	1.0	*	2.0	1.0	-.7	1.0	.7	2.0
Standard error	.20	.39	-	-	.12	-	.05	-	.12	.62	-
Standard deviation	.78	.88	-	-	.20	-	.11	-	.20	1.24	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b	
Significance Level: 95%														
Unweighted Base	16	4	2	5	3	2	11	1	4	7	9	10	6	
Effective base	5	2	1	2	2	1	4	1	1	3	2	4	1	
Weighted Base	9	4	*	3	2	*	5	1	3	7	2	8	2	
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	(-1)	1	-	-	1	-	-	1	-	1	-	1	-	
		9%	-%	-%	26%	-%	-%	100%	-%	12%	-%	11%	-%	
Neither low nor high	(0)	2	*	*	*	2	-	-	*	-	2	-	2	
		18%	*%	16%	1%	67%	-%	30%	-%	1%	-%	68%	-%	
Quite high	(1)	6	4	*	2	*	3	-	3	5	1	6	*	
		65%	100%	84%	71%	*%	55%	-%	99%	77%	30%	79%	1%	
Very high	(2)	1	-	-	*	1	*	1	-	-	1	*	1	*
		9%	-%	-%	2%	32%	100%	15%	-%	-%	12%	1%	11%	2%
NET: High		7	4	*	2	1	*	4	-	3	6	1	7	*
		74%	100%	84%	73%	33%	100%	70%	-%	99%	88%	32%	89%	2%
NET: Low		1	-	-	1	-	-	1	-	-	1	-	1	-
		9%	-%	-%	26%	-%	-%	100%	-%	12%	-%	11%	-%	
Answered		9	4	*	3	2	*	5	1	3	7	2	8	2
Mean Score		.7	1.0	.8	.5	.7	2.0	.9	-1.0	1.0	.9	.3	.9	*
Standard error		.20	.03	-	.48	.72	-	.22	-	.06	.31	.22	.25	.18
Standard deviation		.78	.05	-	1.08	1.24	-	.73	-	.13	.82	.65	.78	.44

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	16	5	11	3	13	11	5	7	9	3	13
Effective base	5	3	3	2	3	5	4	3	2	2	4
Weighted Base	9	6	3	4	5	9	*	6	3	5	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	1	1	-	-	1	-	1
	9%	-%	25%	-%	15%	9%	-%	-%	29%	-%	20%
Neither low nor high	(0)	2	2	2	*	2	*	-	2	-	2
	18%	-%	50%	41%	1%	17%	66%	-%	59%	-%	39%
Quite high	(1)	6	1	2	4	6	*	6	*	5	1
	65%	88%	22%	59%	68%	65%	8%	88%	11%	100%	21%
Very high	(2)	1	*	*	1	1	*	1	*	*	1
	9%	12%	3%	*%	15%	9%	26%	12%	1%	*%	20%
NET: High	7	6	1	2	5	7	*	6	*	5	2
	74%	100%	25%	59%	84%	74%	34%	100%	12%	100%	41%
NET: Low	1	-	1	-	1	1	-	-	1	-	1
	9%	-%	25%	-%	15%	9%	-%	-%	29%	-%	20%
Answered	9	6	3	4	5	9	*	6	3	5	4
Mean Score	.7	1.1	*	.6	.8	.7	.6	1.1	-.2	1.0	.4
Standard error	.20	.16	.28	.33	.26	.24	-	.14	.27	.02	.32
Standard deviation	.78	.36	.91	.57	.95	.78	-	.36	.81	.03	1.17

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	16	11	14	6	-	10	15	3	-	12	13	6	-
Effective base	5	4	4	2	-	4	4	2	-	4	4	2	-
Weighted Base	9	6	8	2	-	6	8	2	-	8	8	5	-
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	1	-	1	1	1	-	1	1	1	-
		9%	14%	10%	-%	14%	10%	52%	-%	10%	10%	17%	-%
Neither low nor high	(0)	2	2	2	-	2	2	-	-	2	2	*	-
		18%	28%	19%	63%	-%	28%	19%	-%	19%	19%	1%	-%
Quite high	(1)	6	2	6	*	2	6	-	-	5	6	3	-
		65%	43%	70%	6%	43%	70%	-%	-%	62%	71%	67%	-%
Very high	(2)	1	1	*	1	1	*	1	-	1	*	1	-
		9%	15%	1%	31%	-%	15%	1%	48%	-%	10%	1%	15%
NET: High		7	3	6	1	3	6	1	-	6	6	4	-
		74%	58%	72%	37%	-%	58%	71%	48%	-%	72%	71%	83%
NET: Low		1	1	1	-	1	1	1	-	1	1	1	-
		9%	14%	10%	-%	-%	14%	10%	52%	-%	10%	10%	17%
Answered		9	6	8	2	6	8	2	-	8	8	5	-
Mean Score		.7	.6	.6	.7	-.6	.6	.4	-	.7	.6	.8	-
Standard error		.20	.30	.19	.48	-.32	.18	1.45	-	.24	.20	.41	-
Standard deviation		.78	1.00	.71	1.19	-	1.01	.71	2.51	-.82	.71	1.00	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	
Significance Level: 95%															
Unweighted Base	16	12	11	7	9	11	3	6	5	6	3	2	3	3	
Effective base	5	4	5	4	4	4	1	3	3	3	2	1	1	1	
Weighted Base	9	8	9	8	2	8	1	6	5	5	2	1	*	3	
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	1	-	1	-	1	1	-	-	-	-	-	-	-	-	
	9%	-%	9%	-%	32%	10%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither low nor high (0)	2	2	2	2	-	2	-	-	2	2	2	-	-	-	
	18%	19%	17%	20%	-%	18%	-%	-%	34%	29%	67%	-%	-%	-%	
Quite high (1)	6	6	6	5	1	5	-	5	2	3	-	-	*	3	
	65%	71%	64%	69%	34%	62%	-%	87%	49%	56%	-%	-%	99%	100%	
Very high (2)	1	1	1	1	1	1	1	1	1	1	1	1	*	*	
	9%	10%	9%	11%	33%	10%	100%	13%	17%	15%	33%	100%	1%	100%	
NET: High	7	7	7	6	2	6	1	6	3	4	1	1	*	3	
	74%	81%	73%	80%	68%	72%	100%	100%	66%	71%	33%	100%	100%	100%	
NET: Low	1	-	1	-	1	1	-	-	-	-	-	-	-	-	
	9%	-%	9%	-%	32%	10%	-%	-%	-%	-%	-%	-%	-%	-%	
Answered	9	8	9	8	2	8	1	6	5	5	2	1	*	3	
Mean Score	.7	.9	.7	.9	.7	.7	2.0	1.1	.8	.9	.7	2.0	1.0	1.0	
Standard error	.20	.16	.24	.22	.53	.25	-	.15	.35	.29	.72	-	-	.02	
Standard deviation	.78	.56	.80	.59	1.60	.82	-	.37	.79	.72	1.25	-	-	.04	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	16	1	1	2	-	13	15	15	13	11	11	15	6	-	12	1
Effective base	5	1	1	1	-	3	4	4	4	4	3	4	2	-	4	1
Weighted Base	9	2	1	1	-	7	8	8	8	8	5	8	4	-	8	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	-	-	1	-	-	-	-	-	1
		9%	-%	-%	99%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	100%
Neither low nor high	(0)	2	2	-	-	*	2	2	2	*	2	2	*	-	2	-
		18%	100%	-%	-%	-%	1%	19%	19%	20%	1%	31%	19%	2%	-%	-%
Quite high	(1)	6	-	-	*	-	6	6	6	6	3	6	3	-	6	-
		65%	-%	-%	1%	-%	87%	71%	71%	70%	79%	53%	71%	77%	-%	-%
Very high	(2)	1	-	1	-	-	1	1	1	1	1	1	1	-	1	-
		9%	-%	100%	-%	-%	12%	10%	10%	10%	10%	16%	10%	21%	-%	-%
NET: High		7	-	1	*	-	7	7	7	7	4	7	4	-	7	-
		74%	-%	100%	1%	-%	99%	81%	81%	80%	89%	69%	81%	98%	-%	-%
NET: Low		1	-	-	1	-	-	-	-	1	-	-	-	-	-	1
		9%	-%	-%	99%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	100%
Answered		9	2	1	1	-	7	8	8	8	5	8	4	-	8	1
Mean Score		.7	-	2.0	-1.0	-	1.1	.9	.9	.9	.8	.9	1.2	-	.9	-1.0
Standard error		.20	-	-	-	-	.10	.15	.15	.16	.22	.15	.21	-	.16	-
Standard deviation		.78	-	-	-	-	.37	.57	.57	.58	.74	.57	.51	-	.56	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	16	6	7	14	1	6	10	3	11	2	2	5	8
Effective base	5	3	3	4	1	2	3	1	4	2	2	2	3
Weighted Base	9	8	2	8	1	3	6	1	8	*	*	3	3
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Quite low (-1)	1	1	-	-	1	1	-	1	-	-	-	1	-
	9%	11%	0%	0%	100%	25%	0%	93%	0%	0%	0%	26%	0%
Neither low nor high (0)	2	2	-	2	-	*	2	-	2	-	-	*	2
	18%	21%	0%	19%	0%	2%	26%	0%	21%	0%	0%	1%	50%
Quite high (1)	6	5	1	6	-	2	4	*	6	*	-	2	1
	65%	68%	52%	71%	0%	71%	61%	1%	70%	100%	0%	73%	27%
Very high (2)	1	*	1	1	-	*	1	*	1	-	*	-	1
	9%	1%	48%	9%	0%	2%	13%	6%	10%	0%	100%	0%	24%
NET: High	7	5	2	7	-	2	4	*	6	*	*	2	2
	74%	69%	100%	81%	0%	72%	74%	7%	79%	100%	100%	73%	50%
NET: Low	1	1	-	-	1	1	-	1	-	-	-	1	-
	9%	11%	0%	0%	100%	25%	0%	93%	0%	0%	0%	26%	0%
Answered	9	8	2	8	1	3	6	1	8	*	*	3	3
Mean Score	.7	.6	1.5	.9	-1.0	.5	.9	-8	.9	1.0	2.0	.5	.7
Standard error	.20	.30	.30	.15	-	.44	.21	-	.17	-	-	.48	.35
Standard deviation	.78	.74	.80	.56	-	1.07	.67	-	.58	-	-	1.06	.99

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		16	6	10
Effective base		5	3	3
Weighted Base		9	2	7
Very low	(-2)	-	-	-
		-%	-%	-%
Quite low	(-1)	1	1	-
		9%	45%	-%
Neither low nor high	(0)	2	*	2
		18%	3%	21%
Quite high	(1)	6	*	6
		65%	8%	78%
Very high	(2)	1	1	*
		9%	44%	*%
NET: High		7	1	6
		74%	53%	79%
NET: Low		1	1	-
		9%	45%	-%
Answered		9	2	7
Mean Score		.7	.5	.8
Standard error		.20	.87	.14
Standard deviation		.78	2.14	.45

Columns Tested: a,b

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	16	-	1	2	2	-	-	1	6	-	1	2	1
Effective base	5	-	1	1	1	-	-	1	2	-	1	2	1
Weighted Base	9	-	*	3	*	-	-	*	4	-	*	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	-	-	-	-	-	-	-	1	-
		9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%
Neither low nor high	(0)	2	-	*	-	-	-	-	*	-	*	2	-
		18%	-%	100%	-%	-%	-%	-%	1%	-%	100%	66%	-%
Quite high	(1)	6	-	-	3	*	-	-	3	-	-	-	-
		65%	-%	-%	100%	99%	-%	-%	78%	-%	-%	-%	-%
Very high	(2)	1	-	-	-	*	-	-	1	-	-	-	*
		9%	-%	-%	-%	1%	-%	-%	100%	21%	-%	-%	100%
NET: High		7	-	-	3	*	-	-	4	-	-	-	*
		74%	-%	-%	100%	100%	-%	-%	100%	99%	-%	-%	100%
NET: Low		1	-	-	-	-	-	-	-	-	-	1	-
		9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%
Answered		9	-	*	3	*	-	-	4	-	*	2	*
Mean Score		.7	-	-	1.0	1.0	-	-	2.0	1.2	-	-	2.0
Standard error		.20	-	-	-	-	-	-	.20	-	-	.44	-
Standard deviation		.78	-	-	-	-	-	-	.49	-	-	.63	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 365 (continuation)

QOP4.15.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	16	3	2	7	4	5	11
Effective base	5	1	1	2	2	1	4
Weighted Base	9	3	*	4	2	3	6
Very low	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	1
		9%	-%	-%	33%	-%	13%
Neither low nor high	(0)	2	*	*	2	*	2
		18%	*%	1%	65%	*%	27%
Quite high	(1)	6	3	*	3	3	3
		65%	100%	99%	78%	100%	46%
Very high	(2)	1	-	*	1	*	1
		9%	-%	1%	21%	*%	14%
NET: High		7	3	*	4	3	4
		74%	100%	100%	99%	100%	60%
NET: Low		1	-	-	1	-	1
		9%	-%	-%	33%	-%	13%
Answered		9	3	*	4	3	6
Mean Score		.7	1.0	1.0	1.2	1.0	.6
Standard error		.20	.03	-	.19	.03	.29
Standard deviation		.78	.06	-	.50	.07	.97

Columns Tested:: a,b,c,d - a,b

Table 367

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	38	9	29	28	3	5	2	10
Effective base	22	6	16	20	3	3	2	7
Weighted Base	32	8	25	31	1	1	*	2
Very low	(-2)	1	-	1	-	-	-	-
	5%	19%	-%	5%	-%	-%	-%	-%
Quite low	(-1)	1	1	1	-	-	-	-
	2%	-%	3%	3%	-%	-%	-%	-%
Neither low nor high	(0)	6	4	5	*	*	-	*
	17%	14%	18%	17%	34%	7%	-%	22%
Quite high	(1)	8	8	7	*	1	*	1
	26%	9%	31%	24%	34%	93%	100%	60%
Very high	(2)	16	12	16	*	-	-	*
	50%	58%	48%	52%	33%	-%	-%	18%
NET: High		25	19	23	1	1	*	1
	76%	67%	79%	76%	66%	93%	100%	78%
NET: Low		2	1	2	-	-	-	-
	7%	19%	3%	8%	-%	-%	-%	-%
Answered	32	8	25	31	1	1	*	2
Mean Score	1.1	.9	1.2	1.2	1.0	.9	1.0	1.0
Standard error	.18	.56	.16	.21	-	-	-	.30
Standard deviation	1.10	1.67	.88	1.12	-	-	-	.95

Columns Tested:: a,b - a,b,c,d,e

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		38	12	13	3	2	6	2	28	3	7
Effective base		22	9	9	2	2	4	2	20	3	4
Weighted Base		32	15	14	2	1	1	*	31	1	1
Very low	(-2)	1	-	1	-	-	-	-	1	-	-
		5%	-%	11%	-%	-%	-%	-%	5%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	-	1	-	-
		2%	-%	-%	48%	-%	-%	-%	3%	-%	-%
Neither low nor high	(0)	6	3	2	-	*	*	-	5	*	*
		17%	23%	12%	-%	50%	5%	-%	17%	34%	7%
Quite high	(1)	8	3	4	-	*	1	*	7	*	1
		26%	19%	31%	-%	50%	64%	100%	24%	34%	93%
Very high	(2)	16	9	6	1	-	*	-	16	*	-
		50%	58%	45%	52%	-%	31%	-%	52%	33%	-%
NET: High		25	12	11	1	*	1	*	23	1	1
		76%	77%	77%	52%	50%	95%	100%	76%	66%	93%
NET: Low		2	-	1	1	-	-	-	2	-	-
		7%	-%	11%	48%	-%	-%	-%	8%	-%	-%
Answered		32	15	14	2	1	1	*	31	1	1
Mean Score		1.1	1.4	1.0	.6	.5	1.3	1.0	1.2	1.0	.9
Standard error		.18	.25	.36	1.36	-	.93	-	.21	-	-
Standard deviation		1.10	.86	1.29	2.35	-	2.27	-	1.12	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	38	17	11	3	5	2	14	5	2	3	4
Effective base	22	13	8	3	3	2	8	4	1	2	3
Weighted Base	32	23	8	1	1	*	13	7	1	1	1
Very low	(-2)	1	1	-	-	-	-	-	-	-	-
	5%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	-	-	1	-	-	-	-
	2%	-%	11%	-%	-%	-%	6%	-%	-%	-%	-%
Neither low nor high	(0)	6	2	*	*	-	2	-	1	-	-
	17%	15%	23%	34%	7%	-%	15%	-%	100%	-%	-%
Quite high	(1)	8	1	*	1	*	4	2	-	*	1
	26%	27%	14%	34%	93%	100%	32%	35%	-%	3%	100%
Very high	(2)	16	4	*	-	-	6	4	-	1	-
	50%	52%	53%	33%	-%	-%	47%	65%	-%	97%	-%
NET: High		25	5	1	1	*	11	7	-	1	1
	76%	79%	67%	66%	93%	100%	79%	100%	-%	100%	100%
NET: Low		2	1	-	-	-	1	-	-	-	-
	7%	6%	11%	-%	-%	-%	6%	-%	-%	-%	-%
Answered	32	23	8	1	1	*	13	7	1	1	1
Mean Score	1.1	1.2	1.1	1.0	.9	1.0	1.2	1.6	-	2.0	1.0
Standard error	.18	.27	.35	-	-	-	.25	.23	-	.24	-
Standard deviation	1.10	1.13	1.16	-	-	-	.94	.52	-	.41	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		38	1	4	10	2	3	3	2	-	2
Effective base		22	1	3	7	1	3	3	2	-	1
Weighted Base		32	1	6	12	*	3	3	3	-	*
Very low	(-2)	1	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	-	-	1	-	-	-	-
		2%	-%	-%	-%	-%	24%	-%	-%	-%	-%
Neither low nor high	(0)	6	-	-	2	-	1	1	2	-	-
		17%	-%	-%	17%	-%	32%	23%	50%	-%	-%
Quite high	(1)	8	-	2	4	*	-	-	-	-	*
		26%	-%	33%	33%	100%	-%	-%	-%	-%	100%
Very high	(2)	16	1	4	6	-	-	2	2	-	-
		50%	100%	67%	50%	-%	-%	77%	50%	-%	-%
NET: High		25	1	6	10	*	-	2	2	-	*
		76%	100%	100%	83%	100%	-%	77%	50%	-%	100%
NET: Low		2	-	-	-	-	2	-	-	-	-
		7%	-%	-%	-%	-%	68%	-%	-%	-%	-%
Answered		32	1	6	12	*	3	3	3	-	*
Mean Score		1.1	2.0	1.7	1.3	1.0	-1.1	1.5	1.0	-	1.0
Standard error		.18	-	.26	.25	-	.59	.59	.84	-	-
Standard deviation		1.10	-	.52	.78	-	1.03	1.03	1.19	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		38	7	5	15	27	11	6	1	4
Effective base		22	4	4	11	18	6	4	1	4
Weighted Base		32	4	7	18	29	3	2	1	1
Very low	(-2)	1	1	-	-	1	-	-	-	-
		5%	39%	-%	-%	5%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	-	1	-	-	-	-
		2%	21%	-%	-%	3%	-%	-%	-%	-%
Neither low nor high	(0)	6	1	-	4	6	*	*	-	-
		17%	28%	-%	24%	19%	2%	2%	-%	-%
Quite high	(1)	8	*	2	4	6	2	2	-	-
		26%	13%	29%	21%	22%	57%	85%	-%	-%
Very high	(2)	16	-	5	10	15	1	*	1	1
		50%	-%	71%	54%	51%	42%	12%	100%	100%
NET: High		25	*	7	14	21	3	2	1	1
		76%	13%	100%	76%	73%	98%	98%	100%	100%
NET: Low		2	2	-	-	2	-	-	-	-
		7%	60%	-%	-%	8%	-%	-%	-%	-%
Answered		32	4	7	18	29	3	2	1	1
Mean Score		1.1	-.9	1.7	1.3	1.1	1.4	1.1	2.0	2.0
Standard error		.18	.47	.22	.22	.22	.19	.21	-	-
Standard deviation		1.10	1.25	.49	.86	1.14	.63	.51	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	38	1	1	1	2	1	13	3	1	17
Effective base	22	1	1	1	2	1	8	3	1	9
Weighted Base	32	1	1	2	3	3	13	*	1	12
Very low	(-2)	1	-	-	-	-	1	-	-	-
	5%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Quite low	(-1)	1	1	-	1	-	-	-	-	-
	2%	-%	100%	-%	29%	-%	-%	-%	-%	-%
Neither low nor high	(0)	6	-	-	-	-	1	-	-	5
	17%	-%	-%	-%	-%	-%	5%	-%	-%	41%
Quite high	(1)	8	-	-	-	3	3	-	-	2
	26%	-%	-%	-%	-%	100%	24%	-%	-%	21%
Very high	(2)	16	1	-	2	-	8	*	1	4
	50%	100%	-%	100%	71%	-%	60%	100%	100%	38%
NET: High	25	1	-	2	2	3	11	*	1	7
	76%	100%	-%	100%	71%	100%	84%	100%	100%	59%
NET: Low	2	-	1	-	1	-	1	-	-	-
	7%	-%	100%	-%	29%	-%	11%	-%	-%	-%
Answered	32	1	1	2	3	3	13	*	1	12
Mean Score	1.1	2.0	-1.0	2.0	1.1	1.0	1.2	2.0	2.0	1.0
Standard error	.18	-	-	-	1.21	-	.37	-	-	.23
Standard deviation	1.10	-	-	-	1.71	-	1.32	-	-	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	38	4	13	21	35	3	-	32	6	38	-
Effective base	22	3	8	11	20	1	-	20	4	22	-
Weighted Base	32	6	13	13	30	3	-	31	1	32	-
Very low (-2)	1 5%	- -%	1 11%	- -%	1 5%	- -%	- -%	1 5%	- -%	1 5%	- -%
Quite low (-1)	1 2%	1 13%	- -%	- -%	1 3%	- -%	- -%	1 3%	- -%	1 2%	- -%
Neither low nor high (0)	6 17%	- -%	1 5%	5 38%	6 19%	- -%	- -%	5 17%	* 23%	6 17%	- -%
Quite high (1)	8 26%	3 42%	3 24%	2 19%	6 20%	2 90%	- -%	8 25%	* 33%	8 26%	- -%
Very high (2)	16 50%	3 45%	8 60%	5 43%	16 54%	* 10%	- -%	16 50%	1 44%	16 50%	- -%
NET: High	25 76%	5 87%	11 84%	8 62%	22 74%	3 100%	- -%	23 76%	1 77%	25 76%	- -%
NET: Low	2 7%	1 13%	1 11%	- -%	2 8%	- -%	- -%	2 7%	- -%	2 7%	- -%
Answered	32	6	13	13	30	3	-	31	1	32	-
Mean Score	1.1	1.2	1.2	1.0	1.1	1.1	-	1.1	1.2	1.1	-
Standard error	.18	.53	.37	.20	.19	.22	-	.20	.58	.18	-
Standard deviation	1.10	1.05	1.32	.94	1.14	.38	-	1.11	1.42	1.10	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			*a	*b	*c
Significance Level: 95%					
Unweighted Base		38	11	11	14
Effective base		22	8	5	8
Weighted Base		32	13	7	11
Very low	(-2)	1 5%	1 11%	- -%	- -%
Quite low	(-1)	1 2%	- -%	1 11%	- -%
Neither low nor high	(0)	6 17%	3 21%	* 5%	2 21%
Quite high	(1)	8 26%	3 26%	4 55%	1 8%
Very high	(2)	16 50%	5 41%	2 28%	8 71%
NET: High		25 76%	9 67%	6 83%	9 79%
NET: Low		2 7%	1 11%	1 11%	- -%
Answered		32	13	7	11
Mean Score		1.1	.9	1.0	1.5
Standard error		.18	.40	.29	.23
Standard deviation		1.10	1.33	.96	.86

Columns Tested: a,b,c

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	38	22	8	3	2	-	1	1	1	30	8	5
Effective base	22	13	4	2	2	-	1	1	1	18	4	3
Weighted Base	32	21	6	1	1	-	2	1	*	27	5	4
Very low	(-2)	1	1	-	-	-	-	-	-	1	-	-
		5%	7%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Quite low	(-1)	1	1	-	-	-	-	-	-	1	-	-
		2%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Neither low nor high	(0)	6	5	*	1	-	-	-	-	5	1	-
		17%	23%	1%	65%	-%	-%	-%	-%	18%	13%	-%
Quite high	(1)	8	5	1	*	-	2	-	*	6	2	2
		26%	25%	10%	22%	-%	100%	-%	100%	22%	46%	52%
Very high	(2)	16	9	6	*	1	-	1	-	14	2	2
		50%	41%	89%	13%	100%	-%	100%	-%	52%	41%	48%
NET: High		25	14	6	*	1	-	2	1	20	4	4
		76%	66%	99%	35%	100%	-%	100%	100%	74%	87%	100%
NET: Low		2	2	-	-	-	-	-	-	2	-	-
		7%	11%	-%	-%	-%	-%	-%	-%	8%	-%	-%
Answered		32	21	6	1	1	-	2	1	27	5	4
Mean Score		1.1	.9	1.9	.5	2.0	-	1.0	2.0	1.1	1.3	1.5
Standard error		.18	.26	.13	2.82	-	-	-	-	.21	.27	.26
Standard deviation		1.10	1.22	.38	4.89	-	-	-	-	1.16	.76	.58

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	38	13	9	16	29	26	29	28	22	20	3	11	5	4	1	3	2
Effective base	22	9	4	8	15	14	15	16	12	9	1	8	4	2	1	3	1
Weighted Base	32	16	5	11	23	21	23	24	20	12	2	15	1	3	*	2	*
Very low	(-2)	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		5%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		2%	5%	-%	3%	4%	3%	3%	4%	7%	-%	5%	-%	-%	-%	-%	-%
Neither low nor high	(0)	6	4	*	3	1	3	4	3	*	2	1	*	*	-	-	-
		17%	29%	6%	12%	5%	12%	16%	14%	3%	88%	4%	5%	12%	-%	-%	-%
Quite high	(1)	8	3	2	8	8	8	8	7	5	-	6	1	1	*	*	*
		26%	21%	37%	33%	36%	33%	32%	34%	37%	-%	37%	66%	31%	100%	15%	6%
Very high	(2)	16	6	3	12	12	12	11	9	7	*	8	*	2	-	2	*
		50%	35%	57%	52%	56%	52%	48%	48%	53%	12%	53%	29%	57%	-%	85%	94%
NET: High		25	9	5	20	19	20	19	16	11	*	13	1	2	*	2	*
		76%	57%	94%	85%	91%	85%	80%	82%	90%	12%	90%	95%	88%	100%	100%	100%
NET: Low		2	2	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		7%	15%	-%	3%	4%	3%	3%	4%	7%	-%	5%	-%	-%	-%	-%	-%
Answered	32	16	5	11	23	21	23	24	20	12	2	15	1	3	*	2	*
Mean Score	1.1	.7	1.5	1.6	1.3	1.4	1.3	1.3	1.3	1.4	.2	1.4	1.2	1.5	1.0	1.8	1.9
Standard error	.18	.36	.23	.16	.16	.15	.16	.16	.19	.19	.54	.25	-	.43	-	.31	-
Standard deviation	1.10	1.31	.68	.63	.84	.78	.84	.87	.87	.86	.93	.83	-	.87	-	.53	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	38	17	4	3	1	3	-	1	9	5	4	4	2	1	1
Effective base	22	11	3	3	1	3	-	1	6	3	3	3	1	1	1
Weighted Base	32	19	2	1	*	2	-	*	10	6	1	4	1	*	*
Very low	(-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		2%	4%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Neither low nor high	(0)	6	2	*	-	-	-	-	1	-	*	*	-	-	-
		17%	13%	20%	-%	-%	-%	-%	7%	-%	9%	10%	-%	-%	-%
Quite high	(1)	8	6	1	*	*	*	-	3	3	*	1	*	*	-
		26%	29%	80%	24%	100%	15%	-%	34%	47%	64%	21%	3%	100%	-%
Very high	(2)	16	10	-	*	-	2	-	6	2	*	2	1	-	*
		50%	53%	-%	76%	-%	85%	-%	59%	38%	26%	70%	97%	-%	100%
NET: High		25	15	1	1	*	2	-	9	5	1	3	1	*	*
		76%	83%	80%	100%	100%	100%	-%	93%	86%	91%	90%	100%	100%	100%
NET: Low		2	1	-	-	-	-	-	-	1	-	-	-	-	-
		7%	4%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Answered		32	19	2	1	*	2	-	10	6	1	4	1	*	*
Mean Score		1.1	1.3	.8	1.8	1.0	1.8	-	1.5	1.1	1.2	1.6	2.0	1.0	2.0
Standard error		.18	.21	.31	-	-	.31	-	.22	.48	-	.39	-	-	-
Standard deviation		1.10	.88	.61	-	-	.53	-	.65	1.07	-	.78	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	38	12	3	4	2	2	3	2	5	3	10	2	9
Effective base	22	8	2	2	2	2	2	1	3	2	6	2	4
Weighted Base	32	13	*	4	1	2	1	2	5	3	6	4	5
Very low	1 (-2)	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1 (-1)	-	-	1	-	-	-	-	-	1	-	-	-
	2%	-%	-%	21%	-%	-%	-%	-%	-%	23%	-%	-%	-%
Neither low nor high	6 (0)	3	-	1	-	-	-	-	2	-	1	-	*
	17%	24%	-	17%	-	-	-	-	33%	-	11%	-	8%
Quite high	8 (1)	4	*	*	*	-	1	2	-	3	3	2	*
	26%	34%	11%	4%	29%	-	100%	86%	-	77%	43%	56%	5%
Very high	16 (2)	6	*	2	1	2	-	*	4	-	3	2	4
	50%	42%	89%	58%	71%	100%	-	14%	67%	-	46%	44%	87%
NET: High	25	10	*	2	1	2	1	2	4	3	5	4	4
	76%	76%	100%	61%	100%	100%	100%	100%	67%	77%	89%	100%	92%
NET: Low	2	-	-	1	-	-	-	-	-	1	-	-	-
	7%	-%	-%	21%	-%	-%	-%	-%	-%	23%	-%	-%	-%
Answered	32	13	*	4	1	2	1	2	5	3	6	4	5
Mean Score	1.1	1.2	1.9	1.0	1.7	2.0	1.0	1.1	1.3	.5	1.4	1.4	1.8
Standard error	.18	.24	-	.74	.85	-	-	.32	.47	.58	.23	.41	.22
Standard deviation	1.10	.83	-	1.47	1.20	-	-	.45	1.05	1.00	.73	.58	.65

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	38	8	3	14	-	4	3	5	8	3	7
Effective base	22	5	1	7	-	3	2	3	4	3	3
Weighted Base	32	8	3	10	-	1	3	5	5	4	4
Very low (-2)	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	1 2%	1 10%	- -%	- -%	- -%	- -%	- -%	1 18%	- -%	- -%	- -%
Neither low nor high (0)	6 17%	2 24%	- -%	1 7%	- -%	* 4%	* 2%	- -%	1 13%	- -%	* 9%
Quite high (1)	8 26%	2 25%	3 83%	3 26%	- -%	* 16%	- -%	4 82%	2 31%	2 47%	* 6%
Very high (2)	16 50%	4 42%	1 17%	7 68%	- -%	1 80%	3 98%	- -%	3 56%	2 53%	3 86%
NET: High	25 76%	6 66%	3 100%	9 93%	- -%	1 96%	3 98%	4 82%	4 87%	4 100%	4 91%
NET: Low	2 7%	1 10%	- -%	- -%	- -%	- -%	- -%	1 18%	- -%	- -%	- -%
Answered	32	8	3	10	-	1	3	5	5	4	4
Mean Score	1.1	1.0	1.2	1.6	-	1.8	2.0	.6	1.4	1.5	1.8
Standard error	.18	.38	.26	.17	-	.50	.17	.39	.28	.33	.26
Standard deviation	1.10	1.09	.45	.64	-	1.00	.30	.86	.80	.57	.68

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	38	6	6	8	3	4	20	3	5	23	15	22	7
Effective base	22	4	2	3	2	3	10	3	3	12	9	13	3
Weighted Base	32	6	4	4	3	5	16	2	5	18	14	18	5
Very low	(-2)	1	-	-	-	-	-	-	-	1	-	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%
Quite low	(-1)	1	-	-	1	-	-	1	-	1	-	1	-
		2%	-%	-%	20%	-%	-%	44%	-%	4%	-%	4%	-%
Neither low nor high	(0)	6	3	*	*	-	1	-	3	2	3	2	*
		17%	48%	1%	8%	-%	14%	-%	51%	11%	25%	13%	8%
Quite high	(1)	8	1	3	1	*	-	4	1	2	3	5	2
		26%	18%	77%	20%	9%	-%	25%	56%	44%	28%	22%	30%
Very high	(2)	16	2	1	2	4	11	-	*	9	7	10	2
		50%	34%	22%	52%	91%	86%	-%	5%	48%	53%	52%	50%
NET: High		25	3	4	3	4	15	1	3	14	11	15	5
		76%	52%	99%	72%	100%	86%	94%	56%	49%	76%	75%	82%
NET: Low		2	-	-	1	-	-	1	-	2	-	1	-
		7%	-%	-%	20%	-%	-%	44%	-%	13%	-%	4%	-%
Answered		32	6	4	4	3	5	16	2	5	18	14	18
Mean Score		1.1	.9	1.2	1.0	1.9	1.7	1.6	.1	.5	1.0	1.3	1.3
Standard error		.18	.40	.20	.48	.21	.39	.14	.84	.29	.26	.22	.19
Standard deviation		1.10	.98	.49	1.37	.36	.78	.62	1.46	.65	1.26	.87	.88

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		Total base									
Significance Level: 95%			*a *b	*a *b	*a *b	*a *b	*a *b	*a *b	*a *b	*a *b	*a *b
Unweighted Base		38	13 13	6 22	21 8	13 13	9 19				
Effective base		22	7 7	4 12	12 4	8 6	7 9				
Weighted Base		32	12 9	8 15	17 6	13 9	12 12				
Very low	(-2)	1	- -	- -	- -	- -	- -				
		5%	-% -%	-% -%	-% -%	-% -%	-% -%				
Quite low	(-1)	1	- 1	- 1	1 -	- 1	- 1				
		2%	-% 9%	-% 5%	5% -%	-% 9%	-% 7%				
Neither low nor high	(0)	6	1 *	- 4	3 *	1 *	- 4				
		17%	5% 4%	-% 25%	16% 1%	5% 4%	-% 32%				
Quite high	(1)	8	4 4	3 5	5 3	4 4	4 4				
		26%	31% 43%	34% 31%	28% 46%	31% 42%	31% 33%				
Very high	(2)	16	8 4	5 6	9 3	8 4	8 3				
		50%	64% 44%	66% 39%	51% 53%	63% 44%	69% 29%				
NET: High		25	12 8	8 11	13 6	12 8	12 8				
		76%	95% 86%	100% 70%	79% 99%	95% 86%	100% 62%				
NET: Low		2	- 1	- 1	1 -	- 1	- 1				
		7%	-% 9%	-% 5%	5% -%	-% 9%	-% 7%				
Answered		32	12 9	8 15	17 6	13 9	12 12				
Mean Score		1.1	1.6 1.2	1.7 1.0	1.3 1.5	1.6 1.2	1.7 .8				
Standard error		.18	.17 .26	.21 .20	.20 .20	.17 .27	.16 .22				
Standard deviation		1.10	.62 .95	.50 .95	.92 .56	.62 .96	.48 .96				

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	38	22	21	12	-	21	17	12	1	24	20	13	-
Effective base	22	12	11	5	-	11	9	6	1	13	11	7	-
Weighted Base	32	17	17	8	-	16	15	8	1	18	19	11	-
Very low (-2)	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	1 2%	1 5%	1 5%	- -%	- -%	1 5%	1 6%	1 10%	- -%	1 4%	1 4%	1 8%	- -%
Neither low nor high (0)	6 17%	2 12%	3 16%	* 1%	- -%	* 2%	1 7%	* 4%	- -%	1 6%	3 17%	- -%	- -%
Quite high (1)	8 26%	5 27%	6 37%	4 45%	- -%	5 30%	4 28%	3 34%	- -%	5 27%	6 32%	3 33%	- -%
Very high (2)	16 50%	10 56%	7 42%	4 54%	- -%	10 62%	9 59%	4 52%	1 100%	11 62%	9 47%	6 60%	- -%
NET: High	25 76%	14 83%	13 79%	8 99%	- -%	14 92%	13 87%	7 86%	1 100%	16 90%	15 79%	10 92%	- -%
NET: Low	2 7%	1 5%	1 5%	- -%	- -%	1 5%	1 6%	1 10%	- -%	1 4%	1 4%	1 8%	- -%
Answered	32	17	17	8	-	16	15	8	1	18	19	11	-
Mean Score	1.1	1.3	1.2	1.5	-	1.5	1.4	1.3	2.0	1.5	1.2	1.4	-
Standard error	.18	.19	.20	.16	-	.18	.21	.29	-	.17	.20	.24	-
Standard deviation	1.10	.89	.89	.55	-	.81	.88	1.00	-	.82	.90	.88	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	38	23	17	13	22	17	2	9	8	13	7	3	1	3
Effective base	22	13	10	8	12	11	2	5	4	8	4	2	1	2
Weighted Base	32	20	12	12	16	18	2	8	6	12	5	2	*	3
Very low (-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	2%	-%	7%	-%	5%	5%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high (0)	6	2	1	-	3	2	-	-	-	-	-	-	-	2
	17%	12%	8%	-%	17%	13%	-%	-%	-%	-%	-%	-%	-%	68%
Quite high (1)	8	8	2	3	4	6	-	1	1	3	3	*	*	1
	26%	39%	14%	28%	27%	33%	-%	13%	21%	28%	67%	2%	100%	32%
Very high (2)	16	10	9	9	8	9	2	7	5	9	2	2	-	-
	50%	49%	71%	72%	51%	50%	100%	87%	79%	72%	33%	98%	-%	-%
NET: High	25	17	11	12	12	15	2	8	6	12	5	2	*	1
	76%	88%	85%	100%	77%	82%	100%	100%	100%	100%	100%	100%	100%	32%
NET: Low	2	-	1	-	1	1	-	-	-	-	-	-	-	-
	7%	-%	7%	-%	5%	5%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	32	20	12	12	16	18	2	8	6	12	5	2	*	3
Mean Score	1.1	1.4	1.5	1.7	1.2	1.3	2.0	1.9	1.8	1.7	1.3	2.0	1.0	.3
Standard error	.18	.15	.23	.13	.20	.21	-	.12	.16	.13	.20	.13	-	.35
Standard deviation	1.10	.71	.94	.47	.94	.88	-	.36	.45	.47	.53	.23	-	.60

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	*b	c	*d	*e	*a	*b	*c	*d	*a	*b	
Significance Level: 95%																	
Unweighted Base	38	8	6	3	3	30	24	33	27	29	26	25	9	-	22	4	
Effective base	22	4	3	3	2	17	14	19	16	17	14	15	6	-	12	3	
Weighted Base	32	5	5	2	3	25	20	28	20	21	20	22	6	-	17	2	
Very low	(-2)	1	-	-	-	1	1	1	1	1	-	1	-	-	1	-	
		5%	-%	-%	-%	6%	7%	5%	7%	7%	-%	7%	-%	-%	9%	-%	
Quite low	(-1)	1	-	-	1	-	-	-	-	1	-	-	-	-	-	1	
		2%	-%	-%	48%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	47%	
Neither low nor high	(0)	6	2	2	-	3	5	6	3	5	3	3	2	-	1	-	
		17%	36%	41%	-%	14%	24%	20%	17%	21%	14%	16%	31%	-%	6%	-%	
Quite high	(1)	8	1	*	*	5	2	5	5	6	5	4	2	-	7	*	
		26%	14%	3%	20%	22%	11%	19%	24%	26%	25%	20%	38%	-%	42%	21%	
Very high	(2)	16	2	3	1	15	11	16	11	9	12	13	2	-	8	1	
		50%	50%	57%	32%	59%	57%	56%	52%	42%	61%	58%	31%	-%	44%	32%	
NET: High		25	3	3	1	3	20	14	21	15	15	17	17	4	-	15	1
		76%	64%	59%	52%	81%	80%	68%	75%	76%	68%	86%	78%	69%	-%	86%	53%
NET: Low		2	-	-	1	-	1	1	1	2	-	1	-	-	1	1	
		7%	-%	-%	48%	-%	6%	7%	5%	11%	-%	7%	-%	-%	9%	47%	
Answered		32	5	5	2	3	25	20	28	20	21	20	22	6	-	17	2
Mean Score		1.1	1.1	1.2	.4	.8	1.3	1.1	1.2	1.1	.9	1.5	1.2	1.0	-	1.1	.4
Standard error		.18	.36	.44	1.22	.27	.20	.25	.19	.23	.23	.15	.23	.29	-	.25	1.04
Standard deviation		1.10	1.03	1.09	2.12	.47	1.11	1.25	1.11	1.18	1.21	.75	1.16	.87	-	1.15	2.08

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	38	16	13	30	2	15	23	11	17	4	10	11	14
Effective base	22	9	8	16	1	8	13	6	9	3	6	6	8
Weighted Base	32	12	12	22	1	12	20	9	15	3	9	9	12
Very low (-2)	1 5%	- -%	1 12%	- -%	- -%	1 13%	- -%	- -%	1 10%	- -%	1 17%	- -%	- -%
Quite low (-1)	1 2%	1 7%	- -%	- -%	1 97%	1 7%	- -%	1 9%	- -%	- -%	- -%	1 9%	- -%
Neither low nor high (0)	6 17%	2 17%	2 19%	3 12%	- -%	3 23%	3 14%	* 4%	5 36%	- -%	2 23%	2 20%	2 15%
Quite high (1)	8 26%	4 33%	4 30%	3 14%	* 3%	3 26%	5 25%	3 28%	3 21%	2 51%	3 30%	2 19%	3 28%
Very high (2)	16 50%	5 43%	5 39%	16 73%	- -%	4 32%	12 61%	6 60%	5 33%	2 49%	3 30%	5 52%	7 58%
NET: High	25 76%	9 76%	8 69%	19 88%	* 3%	7 58%	18 86%	8 88%	8 54%	3 100%	5 60%	6 71%	10 85%
NET: Low	2 7%	1 7%	1 12%	- -%	1 97%	2 19%	- -%	1 9%	1 10%	- -%	1 17%	1 9%	- -%
Answered	32	12	12	22	1	12	20	9	15	3	9	9	12
Mean Score	1.1	1.1	.8	1.6	-.9	.6	1.5	1.4	.7	1.5	.6	1.1	1.4
Standard error	.18	.24	.37	.13	-	.36	.16	.29	.31	.30	.46	.33	.21
Standard deviation	1.10	.97	1.34	.72	-	1.39	.74	.96	1.26	.59	1.44	1.09	.77

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		38	25	13
Effective base		22	13	10
Weighted Base		32	15	17
Very low	(-2)	1	1	-
		5%	10%	-%
Quite low	(-1)	1	1	-
		2%	5%	-%
Neither low nor high	(0)	6	2	3
		17%	14%	20%
Quite high	(1)	8	5	3
		26%	34%	18%
Very high	(2)	16	6	10
		50%	38%	62%
NET: High		25	11	13
		76%	72%	80%
NET: Low		2	2	-
		7%	15%	-%
Answered		32	15	17
Mean Score		1.1	.8	1.4
Standard error		.18	.26	.23
Standard deviation		1.10	1.29	.83

Columns Tested: a,b

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%														
Unweighted Base		38	-	-	4	6	1	4	2	5	8	2	4	2
Effective base		22	-	-	3	4	1	3	2	3	6	2	3	1
Weighted Base		32	-	-	2	6	*	5	1	2	9	*	7	1
Very low	(-2)	1	-	-	-	1	-	-	-	-	-	-	-	-
		5%	-%	-%	-%	26%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	1	-	-	-	-	-	-	-	-	-	-	1	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	12%	-%
Neither low nor high	(0)	6	-	-	1	2	-	2	-	*	*	-	-	1
		17%	-%	-%	44%	30%	-%	33%	-%	3%	4%	-%	-%	97%
Quite high	(1)	8	-	-	1	*	-	*	*	1	3	*	3	*
		26%	-%	-%	45%	*%	-%	1%	40%	50%	36%	68%	38%	3%
Very high	(2)	16	-	-	*	2	*	3	*	1	5	*	4	-
		50%	-%	-%	11%	43%	100%	66%	60%	47%	60%	32%	50%	-%
NET: High		25	-	-	1	2	*	3	1	2	8	*	6	*
		76%	-%	-%	56%	43%	100%	67%	100%	97%	96%	100%	88%	3%
NET: Low		2	-	-	-	1	-	-	-	-	-	-	1	-
		7%	-%	-%	-%	26%	-%	-%	-%	-%	-%	-%	12%	-%
Answered		32	-	-	2	6	*	5	1	2	9	*	7	1
Mean Score		1.1	-	-	.7	.3	2.0	1.3	1.6	1.4	1.6	1.3	1.3	*
Standard error		.18	-	-	.43	.73	-	.52	-	.38	.21	-	.51	-
Standard deviation		1.10	-	-	.86	1.80	-	1.05	-	.84	.61	-	1.02	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 367 (continuation)

QOP4.17.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	38	5	10	15	8	15	23
Effective base	22	4	6	8	5	9	12
Weighted Base	32	3	10	11	8	13	19
Very low	(-2)	1	-	1	-	1	-
	5%	-%	14%	-%	-%	11%	-%
Quite low	(-1)	1	-	-	1	-	1
	2%	-%	-%	-%	10%	-%	4%
Neither low nor high	(0)	6	3	*	1	4	1
	17%	36%	33%	4%	8%	34%	6%
Quite high	(1)	8	*	4	3	1	7
	26%	37%	1%	38%	37%	9%	38%
Very high	(2)	16	5	6	4	6	10
	50%	27%	52%	58%	45%	47%	53%
NET: High		25	6	11	7	7	17
	76%	64%	53%	96%	82%	55%	90%
NET: Low		2	1	-	1	1	1
	7%	-%	14%	-%	10%	11%	4%
Answered	32	3	10	11	8	13	19
Mean Score	1.1	.9	.8	1.5	1.2	.8	1.4
Standard error	.18	.43	.48	.15	.36	.36	.17
Standard deviation	1.10	.97	1.52	.59	1.02	1.38	.80

Columns Tested:: a,b,c,d - a,b

Table 368

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	155	49	106	99	33	9	14	56
Effective base	67	21	46	60	20	6	9	26
Weighted Base	135	40	96	127	7	1	*	9
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	1	6	8	-	-	-
		6%	3%	7%	6%	-%	-%	-%
Neither low nor high	(0)	15	2	13	14	1	*	*
		11%	4%	14%	11%	14%	30%	19%
Quite high	(1)	62	15	46	57	3	1	*
		46%	39%	48%	45%	49%	66%	23%
Very high	(2)	43	17	25	40	2	*	*
		31%	44%	26%	32%	28%	4%	57%
Don't Know (DO NOT READ OUT)		8	4	4	8	1	-	*
		6%	10%	5%	6%	10%	-%	2%
NET: High		104	33	71	98	5	1	*
		77%	83%	75%	77%	76%	70%	80%
NET: Low		8	1	6	8	-	-	-
		6%	3%	7%	6%	-%	-%	-%
Answered		127	36	91	119	6	1	*
Mean Score		1.1	1.4	1.0	1.1	1.2	.7	1.4
Standard error		.07	.11	.08	.09	.13	.67	-
Standard deviation		.83	.75	.84	.84	.72	2.02	-

Columns Tested:: a,b - a,b,c,d,e

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	*e	*f	g	h	*i
Unweighted Base		155	51	38	10	18	24	14	99	33	23
Effective base		67	36	20	7	13	13	9	60	20	10
Weighted Base		135	76	45	5	5	3	*	127	7	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	3	4	1	-	-	-	8	-	-
		6%	4%	9%	15%	-%	-%	-%	6%	-%	-%
Neither low nor high	(0)	15	9	4	1	1	1	*	14	1	*
		11%	12%	8%	24%	12%	22%	19%	11%	14%	27%
Quite high	(1)	62	40	15	2	2	2	*	57	3	1
		46%	53%	34%	36%	44%	62%	23%	45%	49%	55%
Very high	(2)	43	17	22	1	2	*	*	40	2	*
		31%	22%	49%	24%	31%	14%	57%	32%	28%	17%
				a							
Don't Know (DO NOT READ OUT)		8	8	-	-	1	*	*	8	1	*
		6%	10%	-%	-%	12%	2%	2%	6%	10%	*%
NET: High		104	57	38	3	4	2	*	98	5	1
		77%	75%	83%	60%	75%	76%	80%	77%	76%	73%
NET: Low		8	3	4	1	-	-	-	8	-	-
		6%	4%	9%	15%	-%	-%	-%	6%	-%	-%
Answered		127	68	45	5	4	3	*	119	6	1
Mean Score		1.1	1.0	1.2	.7	1.2	.9	1.4	1.1	1.2	.9
Standard error		.07	.11	.15	.35	.19	.15	-	.09	.13	.26
Standard deviation		.83	.73	.95	1.12	.76	.73	-	.84	.72	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	155	63	36	33	9	14	52	19	9	15	23
Effective base	67	43	20	20	6	9	32	11	5	6	10
Weighted Base	135	102	25	7	1	*	73	20	3	5	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	5	3	-	-	6	-	-	-	-
		6%	5%	12%	-%	-%	9%	-%	-%	-%	-%
Neither low nor high	(0)	15	11	3	1	*	6	7	*	2	1
		11%	11%	12%	14%	30%	8%	32%	13%	33%	27%
Quite high	(1)	62	49	9	3	1	36	8	1	1	1
		46%	48%	35%	49%	66%	49%	40%	22%	31%	32%
Very high	(2)	43	30	10	2	*	21	6	2	2	1
		31%	30%	41%	28%	4%	29%	28%	62%	36%	41%
Don't Know (DO NOT READ OUT)		8	8	-	1	-	4	-	*	-	*
		6%	7%	-%	10%	-%	5%	-%	2%	-%	*%
NET: High		104	79	19	5	1	57	14	2	3	2
		77%	77%	76%	76%	70%	78%	68%	84%	67%	73%
NET: Low		8	5	3	-	-	6	-	-	-	-
		6%	5%	12%	-%	-%	9%	-%	-%	-%	-%
Answered		127	94	25	6	1	69	20	3	5	2
Mean Score		1.1	1.1	1.1	1.2	.7	1.0	1.0	1.5	1.0	1.1
Standard error		.07	.10	.17	.13	.67	.13	.18	.32	.24	.23
Standard deviation		.83	.80	1.02	.72	2.02	.88	.79	.91	.94	1.06

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		155	8	7	16	9	12	9	14	11	6
Effective base		67	6	5	9	6	8	6	9	8	4
Weighted Base		135	13	7	26	8	12	16	20	12	9
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	4	1	-	-	1	-	-	1	-
		6%	33%	22%	-%	-%	7%	-%	-%	11%	-%
Neither low nor high	(0)	15	3	*	1	1	1	1	4	3	-
		11%	26%	2%	2%	14%	7%	8%	22%	26%	-%
Quite high	(1)	62	2	3	7	5	7	14	12	4	1
		46%	16%	48%	28%	58%	55%	83%	59%	29%	12%
Very high	(2)	43	3	2	14	*	2	1	4	4	8
		31%	25%	28%	53%	4%	16%	9%	19%	35%	88%
Don't Know (DO NOT READ OUT)		8	-	-	4	2	2	-	-	-	-
		6%	-%	-%	16%	25%	15%	-%	-%	-%	-%
NET: High		104	5	5	21	5	8	15	16	8	9
		77%	41%	76%	82%	62%	71%	92%	78%	63%	100%
NET: Low		8	4	1	-	-	1	-	-	1	-
		6%	33%	22%	-%	-%	7%	-%	-%	11%	-%
Answered		127	13	7	22	6	10	16	20	12	9
Mean Score		1.1	.3	.8	1.6	.9	.9	1.0	1.0	.9	1.9
Standard error		.07	.43	.44	.15	.18	.24	.14	.17	.32	.14
Standard deviation		.83	1.23	1.16	.55	.50	.81	.42	.65	1.05	.34

Columns Tested: a,b,c,d,e,f,g,h,i

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	c	d	e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	155	27	26	39	92	63	17	22	24
Effective base	67	17	18	23	56	31	12	13	11
Weighted Base	135	29	32	62	122	13	7	4	3
Very low	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	7	-	8	-	-	-	-
		6%	3%	22%	-%	6%	-%	-%	-%
Neither low nor high	(0)	15	7	6	15	*	*	*	*
		11%	7%	21%	10%	12%	3%	2%	7%
Quite high	(1)	62	9	33	54	8	5	2	1
		46%	43%	28%	53%	44%	61%	74%	63%
Very high	(2)	43	9	19	38	4	2	1	2
		31%	34%	29%	31%	34%	24%	26%	72%
Don't Know (DO NOT READ OUT)		8	-	4	8	*	-	*	*
		6%	13%	-%	7%	7%	1%	-%	5%
NET: High		104	18	52	92	12	6	3	3
		77%	77%	57%	83%	75%	96%	98%	89%
NET: Low		8	7	-	8	-	-	-	-
		6%	3%	22%	-%	6%	-%	-%	-%
Answered		127	32	58	114	13	7	3	3
Mean Score		1.1	.6	1.2	1.1	1.3	1.2	1.2	1.7
Standard error		.07	.22	.10	.09	.07	.12	.15	.13
Standard deviation		.83	1.14	.63	.86	.55	.50	.65	.62

Columns Tested: a,b,c,d,e,f,g,h

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	f	*g	*h	i
Significance Level: 95%										
Unweighted Base	155	8	17	3	20	12	58	9	2	44
Effective base	67	3	7	1	9	6	24	3	1	24
Weighted Base	135	8	18	4	21	15	35	4	2	50
Very low	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	1	-	1	2	1	-	-	3
		6%	-%	5%	-%	4%	14%	4%	-%	7%
Neither low nor high	(0)	15	2	-	2	2	4	-	-	7
		11%	-%	13%	-%	11%	12%	11%	-%	14%
Quite high	(1)	62	5	1	6	7	15	2	*	28
		46%	22%	29%	16%	27%	44%	58%	3%	57%
Very high	(2)	43	9	3	12	3	12	1	2	9
		31%	30%	53%	81%	58%	36%	42%	97%	17%
Don't Know (DO NOT READ OUT)		8	-	*	*	1	2	-	-	2
		6%	49%	-%	3%	*%	3%	5%	-%	4%
NET: High		104	15	3	18	10	28	4	2	37
		77%	51%	82%	97%	85%	71%	79%	100%	75%
NET: Low		8	1	-	1	2	1	-	-	3
		6%	-%	5%	-%	4%	14%	4%	-%	7%
Answered		127	18	3	21	14	33	4	2	48
Mean Score		1.1	1.3	1.8	1.4	.8	1.2	1.4	2.0	.9
Standard error		.07	.22	.31	.20	.30	.11	.19	.16	.12
Standard deviation		.83	.89	.44	.85	.98	.81	.58	.23	.78

Columns Tested: a,b,c,d,e,f,g,h,i

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry			Urbanity			Location		Internet connection		
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No	
		a	b	c	a	*b	*c	a	*b	a	*b	
Significance Level: 95%												
Unweighted Base	155	40	58	57	126	29	-	132	23	153	2	
Effective base	67	18	24	29	54	13	-	60	8	66	2	
Weighted Base	135	44	35	57	106	29	-	125	11	132	4	
Very low (-2)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Quite low (-1)	8 6%	3 7%	1 4%	3 6%	4 4%	4 12%	- -%	8 6%	- -%	8 6%	- -%	
Neither low nor high (0)	15 11%	4 9%	4 11%	7 13%	8 7%	7 25%	- -%	15 12%	* 5%	15 11%	- -%	
Quite high (1)	62 46%	15 33%	15 44%	32 56%	52 49%	9 32%	- -%	57 45%	5 47%	61 46%	1 22%	
Very high (2)	43 31%	18 41%	12 36%	12 22%	34 32%	9 31%	- -%	37 30%	5 48%	40 30%	3 78%	
Don't Know (DO NOT READ OUT)	8 6%	4 10%	2 5%	2 4%	8 8%	* *%	- -%	8 7%	- -%	8 6%	- -%	
NET: High	104 77%	32 74%	28 79%	44 78%	86 81%	18 63%	- -%	94 75%	10 95%	101 76%	4 100%	
NET: Low	8 6%	3 7%	1 4%	3 6%	4 4%	4 12%	- -%	8 6%	- -%	8 6%	- -%	
Answered	127	39	33	55	98	29	-	116	11	123	4	
Mean Score	1.1	1.2	1.2	1.0	1.2	.8	-	1.1	1.4	1.1	1.8	
Standard error	.07	.15	.11	.10	.07	.19	-	.08	.13	.07	.34	
Standard deviation	.83	.91	.81	.78	.75	1.02	-	.84	.61	.83	.49	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		155	65	34	52
Effective base		67	28	12	25
Weighted Base		135	52	25	54
Very low	(-2)	- -%	- -%	- -%	- -%
Quite low	(-1)	8 6%	2 4%	3 12%	3 5%
Neither low nor high	(0)	15 11%	7 14%	2 9%	6 10%
Quite high	(1)	62 46%	22 41%	9 36%	28 51%
Very high	(2)	43 31%	17 33%	9 36%	16 30%
Don't Know (DO NOT READ OUT)		8 6%	4 8%	2 8%	2 4%
NET: High		104 77%	39 74%	18 72%	44 81%
NET: Low		8 6%	2 4%	3 12%	3 5%
Answered		127	48	23	52
Mean Score		1.1	1.1	1.0	1.1
Standard error		.07	.10	.18	.11
Standard deviation		.83	.82	1.02	.79

Columns Tested: a,b,c

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	155	100	37	12	1	2	1	2	-	137	18	6
Effective base	67	51	11	3	1	2	1	1	-	62	5	4
Weighted Base	135	107	20	5	1	1	*	1	-	127	8	3
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	6	1	-	-	-	-	-	8	-	-
		6%	6%	7%	-%	-%	-%	-%	-%	6%	-%	-%
Neither low nor high	(0)	15	9	2	4	-	-	-	-	11	4	-
		11%	9%	9%	75%	-%	-%	-%	-%	9%	48%	-%
Quite high	(1)	62	51	10	1	-	-	*	*	60	1	*
		46%	47%	50%	18%	-%	-%	100%	17%	48%	15%	12%
Very high	(2)	43	36	3	*	1	1	-	1	40	3	3
		31%	34%	16%	7%	100%	100%	-%	83%	31%	36%	88%
Don't Know (DO NOT READ OUT)		8	4	4	-	-	-	-	-	8	-	-
		6%	4%	20%	-%	-%	-%	-%	-%	7%	-%	-%
NET: High		104	87	13	1	1	1	*	1	100	4	3
		77%	81%	65%	25%	100%	100%	100%	100%	79%	52%	100%
NET: Low		8	6	1	-	-	-	-	-	8	-	-
		6%	6%	7%	-%	-%	-%	-%	-%	6%	-%	-%
Answered		127	103	16	5	1	1	*	1	119	8	3
Mean Score		1.1	1.1	.9	.3	2.0	2.0	1.0	1.8	1.1	.9	1.9
Standard error		.07	.08	.14	.19	-	-	-	-	.07	.23	.16
Standard deviation		.83	.83	.82	.67	-	-	-	-	.82	.97	.39

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Unweighted Base	155	37	63	55	120	114	125	138	82	65	16	71	10	9	8	8	3
Effective base	67	20	32	16	50	48	53	59	34	21	9	33	4	4	5	4	2
Weighted Base	135	45	62	28	97	90	102	121	53	41	18	65	1	10	2	5	*
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	3	4	1	6	6	6	8	5	3	-	6	-	-	-	-	-
	6%	6%	6%	5%	7%	7%	6%	6%	9%	7%	-%	10%	-%	-%	-%	-%	-%
Neither low nor high (0)	15	1	8	6	15	15	15	15	6	4	-	10	*	4	*	-	*
	11%	2%	13%	21%	15%	17%	15%	12%	11%	10%	-%	16%	10%	35%	19%	-%	76%
Quite high (1)	62	18	33	11	47	38	49	55	24	27	12	30	1	5	1	*	-
	46%	39%	53%	39%	49%	43%	47%	46%	46%	66%	65%	46%	78%	44%	60%	8%	-%
Very high (2)	43	24	13	6	25	25	28	39	14	7	6	19	*	*	*	3	-
	31%	52%	21%	22%	26%	28%	27%	32%	26%	16%	32%	29%	12%	3%	21%	53%	-%
		b															
Don't Know (DO NOT READ OUT)	8	-	4	4	4	4	4	5	4	*	1	-	-	2	-	2	*
	6%	-%	7%	14%	4%	5%	4%	4%	7%	*%	3%	-%	-%	17%	-%	39%	24%
NET: High	104	42	46	17	72	64	77	94	38	34	17	49	1	5	1	3	-
	77%	92%	74%	61%	74%	71%	75%	78%	72%	83%	97%	74%	90%	48%	81%	61%	-%
		c															
NET: Low	8	3	4	1	6	6	6	8	5	3	-	6	-	-	-	-	-
	6%	6%	6%	5%	7%	7%	6%	6%	9%	7%	-%	10%	-%	-%	-%	-%	-%
Answered	127	45	57	24	93	85	98	116	49	41	17	65	1	9	2	3	*
Mean Score	1.1	1.4	1.0	.9	1.0	1.0	1.0	1.1	1.0	.9	1.3	.9	1.0	.6	1.0	1.9	-
Standard error	.07	.13	.10	.12	.08	.08	.08	.07	.10	.09	.13	.11	.26	.21	.37	.16	-
Standard deviation	.83	.82	.79	.85	.84	.89	.84	.85	.91	.75	.48	.92	.81	.60	1.04	.42	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	155	81	17	7	5	7	2	1	70	17	10	7	6	2	2
Effective base	67	37	6	2	2	4	2	1	35	6	2	3	3	2	2
Weighted Base	135	76	10	5	3	3	1	*	61	15	3	6	4	1	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	6	-	-	-	-	-	6	1	-	-	-	-	-
		6%	8%	-%	-%	-%	-%	-%	9%	5%	-%	-%	-%	-%	-%
Neither low nor high	(0)	15	10	4	*	*	-	*	10	*	*	4	-	-	*
		11%	14%	39%	2%	6%	-%	70%	17%	*%	13%	68%	-%	-%	77%
Quite high	(1)	62	41	*	5	1	*	*	25	12	1	1	*	*	-
		46%	54%	5%	93%	20%	11%	30%	41%	79%	21%	11%	8%	54%	-%
Very high	(2)	43	18	4	*	*	3	-	20	2	*	1	2	*	-
		31%	24%	38%	3%	3%	89%	-%	32%	16%	3%	21%	45%	46%	-%
Don't Know (DO NOT READ OUT)		8	-	2	*	2	-	*	1	-	2	-	2	-	*
		6%	-%	19%	2%	71%	-%	100%	1%	-%	63%	-%	48%	-%	23%
NET: High		104	59	4	5	1	3	*	45	14	1	2	2	1	-
		77%	78%	43%	96%	23%	100%	30%	73%	95%	24%	32%	52%	100%	-%
NET: Low		8	6	-	-	-	-	-	6	1	-	-	-	-	-
		6%	8%	-%	-%	-%	-%	-%	9%	5%	-%	-%	-%	-%	-%
Answered		127	76	8	5	1	3	1	61	15	1	6	2	1	*
Mean Score		1.1	.9	1.0	1.0	.9	1.9	.3	1.0	1.0	.7	.5	1.9	1.5	-
Standard error		.07	.09	.26	.10	-	.15	-	.11	.15	.77	.34	.22	-	-
Standard deviation		.83	.85	1.04	.25	-	.39	-	.94	.63	2.17	.91	.48	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e
Significance Level: 95%													
Unweighted Base	155	82	23	12	9	7	2	3	29	25	36	20	13
Effective base	67	38	9	4	3	5	1	2	17	11	14	6	5
Weighted Base	135	84	19	6	5	6	*	*	36	24	21	13	6
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	7	-	1	-	-	-	-	3	4	-	-
		6%	8%	-%	13%	-%	-%	-%	-%	12%	17%	-%	-%
Neither low nor high	(0)	15	8	5	1	*	*	-	1	4	4	3	2
		11%	10%	29%	9%	4%	7%	-%	4%	17%	17%	26%	25%
Quite high	(1)	62	36	10	*	3	5	*	23	12	9	4	*
		46%	43%	52%	8%	63%	80%	100%	65%	50%	44%	34%	4%
Very high	(2)	43	32	1	2	2	1	-	11	4	3	5	4
		31%	38%	8%	40%	33%	14%	-%	32%	19%	13%	40%	69%
Don't Know (DO NOT READ OUT)		8	1	2	2	-	-	-	-	1	2	*	*
		6%	1%	11%	30%	-%	-%	-%	-%	2%	9%	*%	2%
NET: High		104	68	11	3	5	5	*	34	16	12	10	5
		77%	81%	59%	48%	96%	93%	100%	96%	69%	57%	74%	73%
NET: Low		8	7	-	1	-	-	-	-	3	4	-	-
		6%	8%	-%	13%	-%	-%	-%	-%	12%	17%	-%	-%
Answered		127	84	16	4	5	6	*	36	23	19	13	6
Mean Score		1.1	1.1	.8	1.1	1.3	1.1	1.0	1.3	.8	.6	1.1	1.4
Standard error		.07	.10	.13	.43	.20	.19	-	.10	.19	.16	.19	.28
Standard deviation		.83	.90	.61	1.37	.59	.49	-	.53	.92	.98	.83	.95

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	*d	*e
Unweighted Base	155	40	20	32	18	8	33	25	31	11	11
Effective base	67	22	9	11	5	3	20	9	12	3	4
Weighted Base	135	47	16	18	10	3	38	19	16	8	5
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	2	2	2	-	-	2	1	4	-	-
	6%	5%	13%	12%	-%	-%	5%	4%	22%	-%	-%
Neither low nor high (0)	15	6	3	3	*	2	4	4	1	3	2
	11%	12%	20%	18%	1%	52%	11%	22%	4%	41%	29%
Quite high (1)	62	29	7	7	4	*	19	11	7	1	*
	46%	62%	41%	36%	44%	8%	51%	58%	45%	9%	5%
Very high (2)	43	10	4	4	5	1	12	2	3	4	4
	31%	21%	26%	24%	55%	36%	33%	13%	17%	51%	66%
Don't Know (DO NOT READ OUT)	8	-	-	2	*	*	-	1	2	-	-
	6%	-%	-%	10%	*%	3%	-%	3%	12%	-%	-%
NET: High	104	39	11	11	10	1	32	13	10	5	4
	77%	83%	68%	61%	99%	44%	84%	71%	62%	59%	71%
NET: Low	8	2	2	2	-	-	2	1	4	-	-
	6%	5%	13%	12%	-%	-%	5%	4%	22%	-%	-%
Answered	127	47	16	16	10	3	38	18	14	8	5
Mean Score	1.1	1.0	.8	.8	1.5	.8	1.1	.8	.7	1.1	1.4
Standard error	.07	.12	.22	.18	.13	.44	.14	.15	.20	.31	.30
Standard deviation	.83	.73	.99	1.00	.55	1.16	.81	.73	1.10	1.01	1.00

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	*b	c	*d	*e	a	*b	*c	a	b	a	*b	
Significance Level: 95%														
Unweighted Base	155	31	28	43	22	13	108	11	17	79	76	96	24	
Effective base	67	17	10	21	7	5	46	4	9	36	31	39	12	
Weighted Base	135	40	23	33	16	7	97	5	16	72	63	82	15	
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	(-1)	8	2	2	4	-	5	1	2	6	1	6	-	
		6%	5%	9%	11%	-%	5%	17%	13%	9%	2%	8%	-%	
Neither low nor high	(0)	15	2	7	1	4	2	8	2	4	12	3	12	3
		11%	5%	30%	2%	24%	24%	8%	48%	26%	17%	5%	14%	22%
Quite high	(1)	62	17	11	20	4	2	47	2	6	36	25	44	3
		46%	43%	47%	62%	26%	34%	49%	31%	37%	50%	40%	53%	21%
Very high	(2)	43	18	1	8	8	3	34	*	4	15	27	19	6
		31%	47%	4%	26%	50%	42%	35%	5%	24%	21%	43%	22%	42%
Don't Know (DO NOT READ OUT)		8	-	2	-	*	-	3	-	-	2	6	2	2
		6%	-%	10%	-%	1%	-%	3%	-%	-%	3%	10%	2%	14%
NET: High		104	36	12	29	12	5	82	2	10	52	53	63	9
		77%	90%	51%	87%	75%	76%	84%	36%	61%	72%	83%	76%	64%
NET: Low		8	2	2	4	-	-	5	1	2	6	1	6	-
		6%	5%	9%	11%	-%	-%	5%	17%	13%	9%	2%	8%	-%
Answered		127	40	21	33	16	7	95	5	16	70	57	81	13
Mean Score		1.1	1.3	.5	1.0	1.3	1.2	1.2	.2	.7	.9	1.4	.9	1.2
Standard error		.07	.14	.15	.13	.19	.24	.08	.26	.24	.10	.08	.09	.19
Standard deviation		.83	.80	.75	.85	.85	.85	.79	.87	1.00	.87	.70	.83	.87

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	*a	b	a	*b	a	b	*a	b	
Significance Level: 95%												
Unweighted Base	155	83	31	28	110	98	22	81	33	26	112	
Effective base	67	35	14	15	44	40	11	34	16	15	44	
Weighted Base	135	72	18	29	92	83	14	70	20	27	94	
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	(-1)	8	6	1	1	6	6	-	6	1	4	4
		6%	8%	5%	5%	7%	8%	-%	8%	4%	13%	4%
Neither low nor high	(0)	15	12	3	5	10	12	3	11	4	2	13
		11%	16%	17%	16%	11%	14%	23%	16%	19%	8%	14%
Quite high	(1)	62	33	5	16	38	44	4	33	5	16	39
		46%	46%	29%	58%	42%	52%	26%	47%	27%	59%	42%
Very high	(2)	43	19	7	4	34	20	5	18	8	5	34
		31%	26%	37%	14%	37%	24%	37%	25%	40%	19%	36%
Don't Know (DO NOT READ OUT)		8	2	2	2	3	2	2	2	2	*	4
		6%	3%	12%	7%	3%	2%	15%	3%	11%	*%	5%
NET: High		104	52	12	21	73	63	9	51	13	21	73
		77%	73%	66%	72%	79%	76%	62%	73%	67%	78%	77%
NET: Low		8	6	1	1	6	6	-	6	1	4	4
		6%	8%	5%	5%	7%	8%	-%	8%	4%	13%	4%
Answered		127	70	16	27	89	82	12	67	18	27	89
Mean Score		1.1	.9	1.1	.9	1.1	.9	1.2	.9	1.1	.8	1.1
Standard error		.07	.10	.17	.15	.09	.09	.19	.10	.17	.18	.08
Standard deviation		.83	.88	.93	.74	.88	.84	.85	.88	.93	.90	.83

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	155	82	90	41	-	77	81	33	-	118	69	39	-
Effective base	67	31	39	18	-	30	34	14	-	50	30	18	-
Weighted Base	135	57	78	28	-	58	59	22	-	101	62	32	-
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	6	5	4	-	4	5	3	-	6	6	2	-
	6%	11%	6%	13%	-%	7%	8%	13%	-%	6%	10%	7%	-%
Neither low nor high (0)	15	7	15	6	-	12	14	5	-	13	6	8	-
	11%	13%	19%	20%	-%	21%	23%	22%	-%	13%	10%	26%	-%
Quite high (1)	62	28	40	13	-	25	22	7	-	48	27	11	-
	46%	49%	51%	45%	-%	43%	38%	31%	-%	48%	43%	34%	-%
Very high (2)	43	14	17	6	-	17	15	7	-	29	21	9	-
	31%	24%	21%	22%	-%	29%	26%	34%	-%	29%	33%	28%	-%
Don't Know (DO NOT READ OUT)	8	2	2	-	-	*	2	*	-	5	2	2	-
	6%	3%	2%	-%	-%	*%	4%	*%	-%	4%	4%	6%	-%
NET: High	104	41	56	19	-	42	38	14	-	77	47	20	-
	77%	72%	73%	67%	-%	71%	64%	64%	-%	77%	76%	61%	-%
NET: Low	8	6	5	4	-	4	5	3	-	6	6	2	-
	6%	11%	6%	13%	-%	7%	8%	13%	-%	6%	10%	7%	-%
Answered	127	55	76	28	-	58	56	22	-	96	60	30	-
Mean Score	1.1	.9	.9	.8	-	.9	.9	.9	-	1.0	1.0	.9	-
Standard error	.07	.10	.09	.15	-	.10	.11	.19	-	.08	.12	.15	-
Standard deviation	.83	.92	.82	.95	-	.90	.93	1.05	-	.83	.94	.94	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	155	100	91	59	83	69	14	46	44	49	22	11	29	25			
Effective base	67	41	37	27	34	30	7	20	21	20	11	6	11	8			
Weighted Base	135	85	71	54	74	57	4	41	39	42	21	10	24	14			
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Quite low (-1)	8	6	6	6	5	5	-	4	4	4	1	2	2	2			
	6%	7%	9%	10%	7%	9%	-%	10%	9%	10%	7%	22%	9%	15%			
Neither low nor high (0)	15	12	12	10	12	11	1	7	10	10	8	2	5	5			
	11%	15%	17%	19%	16%	20%	21%	18%	25%	25%	39%	17%	21%	32%			
Quite high (1)	62	44	34	22	38	22	1	17	18	13	8	2	14	4			
	46%	52%	48%	41%	52%	40%	25%	41%	46%	32%	38%	20%	58%	31%			
Very high (2)	43	21	16	14	19	16	2	11	6	12	3	4	3	3			
	31%	25%	23%	26%	26%	28%	54%	26%	15%	29%	16%	42%	12%	22%			
Don't Know (DO NOT READ OUT)	8	2	2	2	*	2	-	2	2	2	-	-	-	-			
	6%	2%	3%	4%	*%	4%	-%	4%	5%	5%	-%	-%	-%	-%			
NET: High	104	65	50	36	57	38	4	28	24	25	11	6	17	8			
	77%	77%	71%	67%	77%	67%	79%	67%	61%	61%	54%	62%	70%	53%			
NET: Low	8	6	6	6	5	5	-	4	4	4	1	2	2	2			
	6%	7%	9%	10%	7%	9%	-%	10%	9%	10%	7%	22%	9%	15%			
Answered	127	83	68	52	74	54	4	39	37	40	21	10	24	14			
Mean Score	1.1	1.0	.9	.9	1.0	.9	1.3	.9	.7	.8	.6	.8	.7	.6			
Standard error	.07	.08	.09	.13	.09	.11	.24	.14	.13	.15	.18	.38	.15	.21			
Standard deviation	.83	.82	.89	.95	.83	.93	.91	.94	.86	.99	.85	1.26	.80	1.03			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	155	20	9	7	5	126	106	135	124	115	93	127	31	-	95	10
Effective base	67	9	3	3	4	55	45	60	54	49	38	56	12	-	39	6
Weighted Base	135	16	4	4	5	107	90	117	112	92	71	115	23	-	81	12
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	-	-	3	1	7	5	7	7	4	1	6	2	-	1	5
	6%	-%	-%	79%	28%	6%	6%	6%	6%	5%	2%	5%	9%	-%	2%	43%
Neither low nor high (0)	15	5	*	-	*	15	12	15	11	14	11	15	3	-	6	3
	11%	30%	2%	-%	7%	14%	14%	13%	10%	16%	16%	13%	12%	-%	7%	28%
Quite high (1)	62	6	2	1	3	52	46	56	52	45	35	55	13	-	43	3
	46%	37%	61%	21%	64%	49%	51%	48%	47%	49%	49%	48%	58%	-%	53%	29%
Very high (2)	43	3	1	-	-	31	24	37	39	26	21	38	5	-	29	-
	31%	21%	38%	-%	-%	29%	27%	32%	35%	28%	30%	33%	20%	-%	35%	-%
Don't Know (DO NOT READ OUT)	8	2	-	-	-	2	2	2	2	2	2	2	-	-	2	-
	6%	12%	-%	-%	-%	2%	2%	2%	2%	3%	3%	2%	-%	-%	2%	-%
NET: High	104	9	3	1	3	83	70	93	91	71	56	93	18	-	72	3
	77%	58%	98%	21%	64%	78%	78%	80%	82%	77%	79%	81%	78%	-%	89%	29%
NET: Low	8	-	-	3	1	7	5	7	7	4	1	6	2	-	1	5
	6%	-%	-%	79%	28%	6%	6%	6%	6%	5%	2%	5%	9%	-%	2%	43%
Answered	127	14	4	4	5	105	88	115	110	89	69	113	23	-	79	12
Mean Score	1.1	.9	1.4	-.6	.4	1.0	1.0	1.1	1.1	1.0	1.1	1.1	.9	-	1.3	-.1
Standard error	.07	.18	.20	.36	.44	.08	.08	.07	.08	.08	.08	.07	.15	-	.07	.28
Standard deviation	.83	.78	.61	.96	.99	.84	.82	.83	.84	.80	.75	.81	.84	-	.67	.87

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	155	59	56	133	3	60	95	32	87	30	50	34	61
Effective base	67	27	22	55	2	28	41	16	38	13	22	14	27
Weighted Base	135	52	48	111	4	46	89	23	77	28	37	30	58
Very low (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	5	1	1	1	4	3	2	1	4	3	2	2
	6%	9%	3%	1%	18%	9%	4%	9%	2%	15%	9%	7%	4%
Neither low nor high (0)	15	12	1	11	3	9	6	2	6	7	2	5	8
	11%	23%	1%	10%	64%	19%	7%	7%	8%	27%	4%	18%	14%
Quite high (1)	62	27	23	56	1	22	39	10	37	14	22	14	22
	46%	51%	48%	50%	18%	48%	44%	41%	48%	49%	61%	46%	39%
Very high (2)	43	7	23	43	-	7	36	8	31	3	9	7	25
	31%	13%	47%	38%	-%	14%	40%	36%	40%	9%	26%	22%	43%
Don't Know (DO NOT READ OUT)	8	2	*	*	-	4	4	2	3	*	-	2	1
	6%	4%	*%	*%	-%	10%	4%	8%	3%	*%	-%	6%	1%
NET: High	104	33	46	98	1	29	75	18	67	16	32	21	47
	77%	63%	95%	88%	18%	62%	85%	76%	87%	58%	87%	68%	82%
NET: Low	8	5	1	1	1	4	3	2	1	4	3	2	2
	6%	9%	3%	1%	18%	9%	4%	9%	2%	15%	9%	7%	4%
Answered	127	50	48	111	4	42	85	22	75	28	37	28	57
Mean Score	1.1	.7	1.4	1.3	-	.7	1.3	1.1	1.3	.5	1.0	.9	1.2
Standard error	.07	.11	.09	.06	.39	.11	.08	.17	.08	.16	.12	.16	.11
Standard deviation	.83	.83	.68	.69	.68	.85	.77	.94	.70	.87	.83	.87	.82

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		155	82	73
Effective base		67	33	34
Weighted Base		135	69	66
Very low	(-2)	-	-	-
		-%	-%	-%
Quite low	(-1)	8	2	5
		6%	3%	8%
Neither low nor high	(0)	15	8	7
		11%	12%	11%
Quite high	(1)	62	35	27
		46%	51%	40%
Very high	(2)	43	20	22
		31%	29%	34%
Don't Know (DO NOT READ OUT)		8	4	4
		6%	6%	7%
NET: High		104	55	49
		77%	80%	74%
NET: Low		8	2	5
		6%	3%	8%
Answered		127	65	62
Mean Score		1.1	1.1	1.1
Standard error		.07	.08	.11
Standard deviation		.83	.75	.92

Columns Tested: a,b

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	155	-	7	24	28	3	9	8	19	14	16	18	9
Effective base	67	-	4	10	10	1	5	3	10	9	8	11	4
Weighted Base	135	-	7	20	22	5	10	7	17	15	3	23	6
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	-	1	1	-	2	-	-	-	-	3	-
		6%	-%	-%	7%	6%	-%	22%	-%	-%	-%	12%	-%
Neither low nor high	(0)	15	-	1	6	*	-	*	-	1	-	*	7
		11%	-%	12%	28%	1%	-%	1%	-%	7%	-%	3%	31%
Quite high	(1)	62	-	2	10	9	*	6	3	8	6	2	10
		46%	-%	23%	50%	41%	1%	65%	46%	45%	41%	49%	42%
Very high	(2)	43	-	2	3	8	5	1	4	6	9	1	3
		31%	-%	34%	16%	35%	99%	12%	54%	38%	56%	43%	15%
Don't Know (DO NOT READ OUT)		8	-	2	-	4	-	-	-	2	1	*	-
		6%	-%	30%	-%	17%	-%	-%	-%	11%	3%	5%	-%
NET: High		104	-	4	13	17	5	7	7	14	15	3	13
		77%	-%	58%	65%	76%	100%	77%	100%	82%	97%	92%	57%
NET: Low		8	-	-	1	1	-	2	-	-	-	-	3
		6%	-%	-%	7%	6%	-%	22%	-%	-%	-%	-%	12%
Answered		127	-	5	20	18	5	10	7	15	15	3	23
Mean Score		1.1	-	1.3	.7	1.3	2.0	.7	1.5	1.3	1.6	1.4	.6
Standard error		.07	-	.35	.17	.16	.07	.33	.19	.15	.14	.19	.21
Standard deviation		.83	-	.85	.83	.82	.11	1.00	.54	.64	.51	.67	.90

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 368 (continuation)

QOP4.18.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	155	33	38	41	43	71	84
Effective base	67	15	14	21	18	28	39
Weighted Base	135	32	31	39	33	63	72
Very low (-2)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low (-1)	8	1	3	-	3	5	3
	6%	5%	11%	-%	9%	8%	4%
Neither low nor high (0)	15	6	*	1	7	7	8
	11%	20%	1%	3%	22%	10%	12%
Quite high (1)	62	12	15	17	18	27	35
	46%	36%	49%	44%	54%	43%	48%
Very high (2)	43	7	12	19	5	19	24
	31%	22%	39%	47%	15%	30%	33%
Don't Know (DO NOT READ OUT)	8	6	-	2	*	6	3
	6%	18%	-%	6%	1%	9%	3%
NET: High	104	18	27	36	23	46	58
	77%	58%	88%	91%	69%	73%	81%
NET: Low	8	1	3	-	3	5	3
	6%	5%	11%	-%	9%	8%	4%
Answered	127	26	31	37	33	57	70
Mean Score	1.1	.9	1.2	1.5	.8	1.0	1.1
Standard error	.07	.16	.15	.09	.13	.11	.09
Standard deviation	.83	.86	.91	.57	.83	.89	.78

Columns Tested:: a,b,c,d - a,b

Table OP4_1RESP

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
		a	b	a	b	c	d	e	
Significance Level: 95%									
Unweighted Base	1203	157	1046	748	196	79	180	455	
Effective base	540	76	468	484	111	49	111	162	
Weighted Base	1077	120	956	1014	51	8	4	63	
Very low	(-2)	21	5	16	20	1	*	*	1
		2%	4%	2%	2%	3%	1%	1%	2%
Quite low	(-1)	66	3	63	64	1	*	*	2
		6%	2%	7%	6%	3%	4%	2%	3%
Neither low nor high	(0)	194	10	184	185	6	2	*	8
		18%	8%	19%	18%	12%	19%	9%	13%
Quite high	(1)	450	39	412	424	20	4	2	26
		42%	32%	43%	42%	39%	53%	47%	41%
Very high	(2)	324	60	264	299	21	2	2	24
		30%	50%	28%	30%	41%	23%	41%	39%
Don't Know (DO NOT READ OUT)		22	5	17	20	1	-	*	1
		2%	4%	2%	2%	2%	-%	1%	2%
NET: High		774	98	676	724	41	6	4	51
		72%	82%	71%	71%	80%	76%	88%	80%
NET: Low		87	8	80	84	3	*	*	3
		8%	6%	8%	8%	5%	5%	3%	5%
Answered	1055	116	939	993	49	8	4	62	
Mean Score	.9	1.3	.9	.9	1.2	.9	1.3	1.1	
Standard error	.03	.08	.03	.04	.07	.10	.06	.04	
Standard deviation	.96	1.01	.95	.96	.94	.86	.84	.91	

Columns Tested: a,b - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1203	386	246	116	101	174	180	748	196	259
Effective base		540	277	157	84	71	71	111	484	111	106
Weighted Base		1077	650	287	76	28	30	4	1014	51	12
Very low	(-2)	21 2%	6 1%	8 3%	6 8%	1 5%	* *%*	* *%*	20 2%	1 3%	* *%*
					aefgi	aefi					
Quite low	(-1)	66 6%	26 4%	28 10%	10 13%	1 3%	1 3%	* 2%	64 6%	1 3%	* 4%
				afhi	adefghi						
Neither low nor high	(0)	194 18%	123 19%	54 19%	9 12%	4 15%	3 11%	* 9%	185 18%	6 12%	2 16%
			f	f					f		
Quite high	(1)	450 42%	295 45%	104 36%	25 33%	10 36%	14 46%	2 47%	424 42%	20 39%	6 51% bc
Very high	(2)	324 30%	183 28%	90 31%	26 34%	11 38%	12 39%	2 41%	299 30%	21 41%	4 30%
								ag	ag		
Don't Know (DO NOT READ OUT)		22 2%	17 3%	3 1%	- -%	1 4%	* *%*	* 1%	20 2%	1 2%	* *%*
						i					
NET: High		774 72%	478 74%	194 68%	51 68%	21 74%	26 85%	4 88%	724 71%	41 80%	10 80%
							abcg	abcdg		bc	bc
NET: Low		87 8%	32 5%	36 13%	16 21%	2 8%	1 3%	* 3%	84 8%	3 5%	* 4%
				aefhi	adefghi				f		
Answered		1055	633	284	76	27	30	4	993	49	12
Mean Score		.9	1.0	.8	.7	1.0	1.2	1.3	.9	1.2	1.1
			c				abcg	abcg		bcg	c
Standard error		.03	.04	.07	.12	.11	.06	.06	.04	.07	.05
Standard deviation		.96	.86	1.07	1.28	1.07	.78	.84	.96	.94	.83

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1203	487	261	196	79	180	494	206	93	87	171
Effective base	540	354	184	111	49	111	305	97	38	29	36
Weighted Base	1077	827	187	51	8	4	652	210	40	40	20
Very low (-2)	21 2%	12 1%	8 4%	1 3%	* 1%	* *%	8 1%	5 2%	3 7%	- -%	2 11%
			ae					a		a	
Quite low (-1)	66 6%	37 5%	27 14%	1 3%	* 4%	* 2%	49 7%	12 6%	* 1%	- -%	* 2%
			ace								
Neither low nor high (0)	194 18%	162 20%	23 13%	6 12%	2 19%	* 9%	117 18%	50 24%	7 18%	3 7%	2 7%
		be						de			
Quite high (1)	450 42%	359 43%	66 35%	20 39%	4 53%	2 47%	276 42%	89 42%	14 36%	19 48%	11 55%
				b	b						
Very high (2)	324 30%	237 29%	63 34%	21 41%	2 23%	2 41%	188 29%	55 26%	16 39%	18 45%	5 25%
			ad	ad							
Don't Know (DO NOT READ OUT)	22 2%	20 2%	* *%	1 2%	- -%	* 1%	15 2%	1 *%	* *%	- -%	* *%
NET: High	774 72%	595 72%	128 69%	41 80%	6 76%	4 88%	463 71%	143 68%	30 74%	38 93%	16 80%
			b	abd					abc		
NET: Low	87 8%	49 6%	35 19%	3 5%	* 5%	* 3%	57 9%	16 8%	3 8%	- -%	3 13%
			acde								
Answered	1055	807	186	49	8	4	637	209	40	40	20
Mean Score	.9	1.0	.8	1.2	.9	1.3	.9	.8	1.0	1.4	.8
			ab	abd					abe		
Standard error	.03	.04	.07	.07	.10	.06	.04	.07	.12	.07	.09
Standard deviation	.96	.90	1.18	.94	.86	.84	.95	.95	1.11	.62	1.19

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1203	69	62	152	56	97	97	78	87	59
Effective base		540	45	39	81	36	69	66	47	61	39
Weighted Base		1077	86	73	210	57	105	167	114	111	65
Very low	(-2)	21 2%	* *%	4 5%	1 1%	- -%	6 5%	1 *%	2 2%	1 1%	3 5%
Quite low	(-1)	66 6%	25 29%	4 5%	8 4%	- -%	13 13%	1 *%	3 3%	4 3%	6 9%
Neither low nor high	(0)	194 18%	24 27%	5 7%	68 32%	5 10%	20 19%	24 14%	15 13%	10 9%	13 19%
Quite high	(1)	450 42%	21 25%	29 40%	72 34%	25 44%	30 29%	102 61%	61 53%	46 41%	22 35%
Very high	(2)	324 30%	16 18%	31 43%	54 26%	24 43%	35 33%	40 24%	33 29%	46 42%	18 28%
Don't Know (DO NOT READ OUT)		22 2%	- -%	- -%	7 4%	2 4%	2 2%	- -%	- -%	5 4%	3 4%
NET: High		774 72%	37 43%	60 83%	126 60%	49 87%	65 62%	142 85%	94 82%	92 83%	41 63%
NET: Low		87 8%	25 29%	7 10%	9 4%	- -%	19 18%	1 1%	5 5%	4 4%	9 14%
Answered		1055	86	73	202	55	104	167	114	106	62
Mean Score		.9	.3	1.1	.8	1.3	.7	1.1	1.0	1.2	.7
Standard error		.03	.13	.14	.07	.09	.12	.07	.10	.09	.15
Standard deviation		.96	1.10	1.07	.89	.66	1.21	.66	.84	.82	1.15

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		1203	212	218	327	757	446	171	149	126
Effective base		540	144	145	194	464	186	86	69	58
Weighted Base		1077	227	269	491	987	89	52	25	13
Very low	(-2)	21 2%	9 4%	5 2%	4 1%	18 2%	3 4%	3 7%	* *%	- -%
Quite low	(-1)	66 6%	19 8%	33 12%	12 2%	63 6%	3 3%	2 4%	* 1%	* 2%
Neither low nor high	(0)	194 18%	38 17%	38 14%	107 22%	182 18%	11 12%	7 13%	3 11%	1 12%
Quite high	(1)	450 42%	78 34%	96 36%	235 48%	409 41%	42 47%	25 48%	13 51%	4 35%
Very high	(2)	324 30%	77 34%	93 35%	127 26%	297 30%	27 30%	12 24%	9 35%	6 46%
Don't Know (DO NOT READ OUT)		22 2%	6 3%	5 2%	7 2%	18 2%	3 4%	2 5%	* 1%	1 6%
NET: High		774 72%	155 68%	189 70%	361 74%	705 71%	69 77%	37 72%	21 86%	10 81%
NET: Low		87 8%	28 12%	37 14%	16 3%	81 8%	6 7%	5 10%	* 2%	* 2%
Answered		1055	220	265	484	969	86	49	25	12
Mean Score		.9	.9	.9	1.0	.9	1.0	.8	1.2	1.3
Standard error		.03	.08	.07	.05	.04	.05	.08	.06	.07
Standard deviation		.96	1.11	1.07	.81	.96	.97	1.08	.73	.79

Columns Tested:: a,b,c,d,e,f,g,h

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Industry									
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	
		a	b	*c	d	e	f	g	*h	i	
Significance Level: 95%											
Unweighted Base	1203	39	124	24	148	102	421	35	29	427	
Effective base	540	15	56	10	65	52	215	12	6	199	
Weighted Base	1077	37	106	28	134	146	318	20	7	411	
Very low	(-2)	21 2%	- -%	4 4%	1 4%	5 4%	2 2%	12 4%	* 2%	- -%	1 *%
Quite low	(-1)	66 6%	- -%	15 14%	* *%	15 11%	15 11%	12 4%	2 12%	- -%	22 5%
Neither low nor high	(0)	194 18%	1 3%	14 13%	1 3%	15 11%	30 21%	51 16%	2 11%	1 11%	93 23%
Quite high	(1)	450 42%	13 34%	35 33%	10 34%	45 33%	50 34%	134 42%	11 53%	3 41%	194 47%
Very high	(2)	324 30%	20 53%	37 35%	16 58%	53 40%	47 32%	101 32%	4 22%	3 48%	95 23%
Don't Know (DO NOT READ OUT)		22 2%	4 10%	2 2%	* *%	2 1%	1 1%	8 2%	- -%	- -%	7 2%
NET: High		774 72%	32 87%	72 68%	26 92%	98 73%	97 66%	235 74%	15 75%	7 89%	289 70%
NET: Low		87 8%	- -%	19 17%	1 4%	20 15%	18 12%	24 8%	3 14%	- -%	23 6%
Answered	1055	33	104	28	132	145	311	20	7	404	
Mean Score	.9	1.6	.8	1.4	1.0	.9	1.0	.8	1.4	.9	
Standard error	.03	bdefgi	.11	.19	.10	.10	.05	.17	.13	.04	
Standard deviation	.96	.57	1.17	.90	1.14	1.04	1.00	1.00	.72	.83	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1203	289	421	493	1049	154	-	1045	158	1191	12
Effective base	540	130	215	217	465	82	-	498	49	534	6
Weighted Base	1077	318	318	441	872	204	-	1016	61	1063	13
Very low (-2)	21 2%	7 2%	12 4%	2 *%	16 2%	5 2%	- -%	21 2%	* 1%	21 2%	- -%
Quite low (-1)	66 6%	30 9%	12 4%	24 5%	44 5%	21 10%	- -%	62 6%	3 6%	66 6%	- -%
Neither low nor high (0)	194 18%	46 15%	51 16%	96 22%	133 15%	61 30%	- -%	183 18%	11 18%	193 18%	* *%
Quite high (1)	450 42%	107 34%	134 42%	209 47% a	374 43%	76 37%	- -%	421 41%	29 48%	448 42%	2 16%
Very high (2)	324 30%	120 38% c	101 32%	103 23%	286 33% b	38 19%	- -%	307 30%	17 27%	313 29%	11 84%
Don't Know (DO NOT READ OUT)	22 2%	7 2%	8 2%	7 2%	19 2%	3 1%	- -%	21 2%	* 1%	22 2%	- -%
NET: High	774 72%	227 72%	235 74%	312 71%	660 76% b	115 56%	- -%	728 72%	46 76%	761 72%	13 100%
NET: Low	87 8%	37 12% c	24 8%	26 6%	61 7%	26 13%	- -%	83 8%	4 6%	87 8%	- -%
Answered	1055	311	311	433	853	202	-	994	61	1042	13
Mean Score	.9	1.0	1.0	.9	1.0 b	.6	-	.9	1.0	.9	1.8
Standard error	.03	.06	.05	.04	.03 b	.08	-	.03	.07	.03	.11
Standard deviation	.96	1.07	1.00	.84	.93	.99	-	.96	.87	.96	.39

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1203	468	317	405
Effective base		540	220	115	200
Weighted Base		1077	416	239	410
Very low	(-2)	21 2%	6 1%	8 4%	7 2%
Quite low	(-1)	66 6%	25 6%	27 11%	13 3%
Neither low nor high	(0)	194 18%	82 20%	35 15%	75 18%
Quite high	(1)	450 42%	175 42%	88 37%	185 45%
Very high	(2)	324 30%	120 29%	77 32%	121 29%
Don't Know (DO NOT READ OUT)		22 2%	9 2%	4 2%	9 2%
NET: High		774 72%	294 71%	165 69%	306 74%
NET: Low		87 8%	31 7%	36 15%	21 5%
Answered		1055	408	235	401
Mean Score		.9	.9	.8	1.0
Standard error		.03	.04	.06	.04
Standard deviation		.96	.93	1.11	.89

Columns Tested:: a,b,c

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1203	728	254	103	27	35	29	19	8	982	221	118	
Effective base	540	395	93	26	14	6	5	15	2	488	53	27	
Weighted Base	1077	801	181	47	11	19	7	10	*	982	95	48	
Very low	(-2)	21	16	2	1	-	-	3	*	-	17	4	3
		2%	2%	1%	2%	-%	-%	43%	4%	-%	2%	4%	7%
Quite low	(-1)	66	57	8	*	*	*	*	-	65	1	1	
		6%	7%	4%	1%	*%	*%	1%	4%	-%	7%	1%	1%
Neither low nor high	(0)	194	143	37	11	*	2	*	1	-	179	14	3
		18%	18%	20%	24%	*%	10%	2%	8%	-%	18%	15%	6%
Quite high	(1)	450	352	64	20	1	8	3	2	*	416	34	14
		42%	44%	35%	43%	12%	42%	39%	18%	27%	42%	36%	30%
Very high	(2)	324	216	67	15	10	9	1	7	*	283	41	27
		30%	27%	37%	31%	88%	47%	15%	66%	73%	29%	44%	56%
											ai	ai	
Don't Know (DO NOT READ OUT)		22	17	4	-	-	*	-	-	-	22	*	*
		2%	2%	2%	-%	-%	*%	-%	-%	-%	2%	*%	*%
NET: High		774	568	131	35	11	17	4	9	*	699	75	41
		72%	71%	72%	74%	100%	89%	54%	84%	100%	71%	80%	85%
NET: Low		87	73	9	1	*	*	3	1	-	82	5	4
		8%	9%	5%	2%	*%	*%	44%	8%	-%	8%	5%	8%
Answered	1055	784	177	47	11	19	7	10	*	960	94	48	
Mean Score	.9	.9	1.1	1.0	1.9	1.4	-2	1.4	1.7	.9	1.1	1.3	
Standard error	.03	.04	.06	.08	.07	.12	.33	.25	-	.03	.07	.10	
Standard deviation	.96	.96	.92	.86	.37	.70	1.77	1.11	-	.95	1.01	1.13	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
Total base		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1203	251	477	475	1062	1027	1098	1120	787	640	94	588	79	94	74	106	63
Effective base	540	139	256	146	454	440	480	501	319	213	62	307	23	32	17	30	16
Weighted Base	1077	293	508	275	918	889	962	1009	647	460	108	626	34	76	32	64	22
Very low	(-2)	21	4	12	6	17	16	18	19	13	2	12	*	1	2	-	1
		2%	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	1%	6%	-%	2%
Quite low	(-1)	66	23	34	9	58	52	58	66	40	5	45	1	3	*	*	3
		6%	8%	7%	3%	6%	6%	6%	7%	6%	5%	7%	3%	4%	*%	*%	13%
Neither low nor high	(0)	194	58	85	51	175	172	182	183	130	14	101	12	20	6	26	3
		18%	20%	17%	18%	19%	19%	19%	18%	20%	13%	16%	35%	27%	19%	41%	12%
												ab				abg	
Quite high	(1)	450	127	225	98	396	371	412	415	265	52	273	14	34	14	13	11
		42%	43%	44%	36%	43%	42%	43%	41%	42%	48%	44%	42%	45%	44%	20%	51%
											f	f		f			f
Very high	(2)	324	78	138	108	255	262	276	309	191	33	184	6	15	10	23	4
		30%	26%	27%	39%	28%	29%	29%	31%	30%	30%	29%	18%	20%	31%	36%	20%
					ab												
Don't Know (DO NOT READ OUT)		22	4	13	4	17	16	17	17	7	2	10	*	3	*	2	*
		2%	1%	3%	2%	2%	2%	2%	2%	1%	2%	2%	*%	3%	*%	3%	1%
NET: High		774	205	364	206	652	633	688	724	457	85	457	21	49	24	36	16
		72%	70%	72%	75%	71%	71%	71%	72%	71%	79%	73%	60%	65%	75%	56%	72%
											f						
NET: Low		87	26	46	14	75	69	75	84	53	7	57	2	4	2	*	3
		8%	9%	9%	5%	8%	8%	8%	8%	8%	7%	9%	5%	5%	6%	*%	16%
																	f
Answered	1055	289	495	271	902	873	945	991	640	457	106	616	34	73	32	62	22
Mean Score	.9	.9	.9	1.1	.9	.9	.9	.9	.9	.8	1.0	.9	.7	.8	.9	1.0	.7
Standard error	.03	.06	.04	.04	.03	.03	.03	.03	.03	.04	.09	.04	.10	.09	.12	.09	.13
Standard deviation	.96	.94	.97	.95	.95	.95	.94	.96	.96	1.02	.90	.97	.85	.84	1.02	.90	1.03

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	f	g
Unweighted Base	1203	652	123	83	63	68	29	44	534	185	91	74	70	40	33
Effective base	540	343	46	22	11	28	6	11	292	69	22	29	18	15	9
Weighted Base	1077	695	80	49	12	40	24	18	550	184	46	54	21	19	13
Very low (-2)	21 2%	13 2%	2 2%	2 5%	* *%	- -%	- -%	* 2%	9 2%	5 3%	- -%	3 6%	- -%	- -%	* 1%
Quite low (-1)	66 6%	46 7%	7 8%	2 4%	* *%	- -%	* *%	3 15%	31 6%	17 9%	1 1%	1 2%	* *%	2 12%	* 1%
Neither low nor high (0)	194 18%	122 18%	16 20%	7 14%	3 28%	3 8%	23 94%	2 11%	99 18%	39 21%	13 29%	15 28%	1 5%	4 20%	1 6%
Quite high (1)	450 42%	317 46%	29 36%	23 47%	2 19%	13 33%	1 4%	11 58%	234 42%	75 41%	19 41%	17 32%	8 35%	9 46%	10 75% abde
Very high (2)	324 30%	187 27%	23 29%	14 29%	4 34%	24 59%	* 2%	2 13%	167 30%	49 27%	11 24%	17 31%	11 50%	4 22%	2 16%
Don't Know (DO NOT READ OUT)	22 2%	10 1%	4 5%	* 1%	2 18%	- -%	- -%	* *%	11 2%	- -%	2 5%	* 1%	2 9%	- -%	* 1%
NET: High	774 72%	504 73%	52 65%	38 76%	6 54%	37 92%	1 6%	13 72%	401 73%	124 67%	30 65%	34 63%	18 86%	13 68%	12 91%
NET: Low	87 8%	59 9%	8 10%	4 9%	* *%	- -%	* *%	3 18%	40 7%	21 12%	1 1%	4 8%	* *%	2 12%	* 2%
Answered	1055	685	76	49	10	40	24	18	540	184	44	54	19	19	13
Mean Score	.9	.9	.9	.9	1.1	1.5	.1	.7	1.0	.8	.9	.8	1.5	.8	1.0
Standard error	.03	.04	.09	.11	.12	.08	.06	.15	.04	.07	.08	.13	.07	.15	.11
Standard deviation	.96	.94	1.02	1.02	.93	.64	.34	1.00	.93	1.02	.78	1.09	.62	.95	.61

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	1203	568	149	145	89	101	36	32	245	233	322	139	145	
Effective base	540	307	57	50	36	37	7	8	151	97	142	44	40	
Weighted Base	1077	627	120	99	66	67	11	19	313	195	275	81	86	
Very low (-2)	21 2%	9 1%	2 2%	3 3%	* *%	3 4%	- -	2 11%	- -	9 5%	4 1%	2 3%	3 3%	
Quite low (-1)	66 6%	47 7%	3 3%	14 15%	1 2%	* *%	* *%	* *%	16 5%	18 9%	20 7%	* *%	4 5%	
Neither low nor high (0)	194 18%	113 18%	25 20%	34 35%	7 11%	2 4%	* 4%	2 8%	51 16%	25 13%	54 20%	19 23%	30 35%	
Quite high (1)	450 42%	258 41%	50 41%	17 17%	34 52%	36 54%	7 62%	13 67%	138 44%	89 46%	124 45%	38 47%	18 21%	
Very high (2)	324 30%	192 31%	35 29%	27 27%	23 36%	26 39%	4 34%	2 13%	99 32%	52 27%	71 26%	22 27%	30 35%	
Don't Know (DO NOT READ OUT)	22 2%	8 1%	5 4%	3 4%	- -	* *%	- -	- -	10 3%	2 1%	2 1%	* *%	* 1%	
NET: High	774 72%	450 72%	85 71%	44 45%	57 87%	62 92%	11 96%	15 80%	237 76%	141 72%	195 71%	60 74%	49 56%	
NET: Low	87 8%	56 9%	5 5%	17 17%	1 2%	3 4%	* *%	2 11%	16 5%	27 14%	23 9%	2 3%	7 8%	
Answered	1055	619	115	95	66	67	11	19	303	193	272	81	86	
Mean Score	.9	.9	1.0	.5	1.2	1.2	1.3	.7	1.1	.8	.9	.9	.8	
Standard error	.03	.04	.07	.10	.07	.09	.10	.19	.05	.07	.05	.07	.09	
Standard deviation	.96	.96	.90	1.13	.70	.86	.57	1.10	.84	1.08	.93	.87	1.08	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1203	378	180	273	115	102	295	239	257	116	104
Effective base	540	203	74	120	34	22	169	91	101	42	31
Weighted Base	1077	442	130	222	52	55	354	187	187	73	74
Very low (-2)	21 2%	9 2%	4 3%	2 1%	2 3%	1 2%	- -%	9 5%	3 1%	3 4%	2 2%
Quite low (-1)	66 6%	32 7%	9 7%	15 7%	* 1%	2 3%	18 5%	15 8%	15 8%	* *%	4 5%
Neither low nor high (0)	194 18%	70 16%	21 16%	52 23%	4 8%	25 47%	79 22%	20 11%	24 13%	17 23%	29 39%
Quite high (1)	450 42%	192 44%	71 54%	92 42%	28 54%	7 12%	139 39%	87 47%	93 50%	29 40%	16 22%
Very high (2)	324 30%	128 29%	25 19%	59 27%	18 34%	20 36%	109 31%	53 29%	50 27%	24 32%	23 31%
Don't Know (DO NOT READ OUT)	22 2%	11 2%	1 1%	2 1%	* *%	* *%	9 3%	2 1%	2 1%	- -%	* *%
NET: High	774 72%	320 72%	96 73%	151 68%	46 88%	26 49%	249 70%	141 75%	144 77%	53 73%	39 52%
NET: Low	87 8%	41 9%	13 10%	17 7%	2 4%	3 5%	18 5%	24 13%	17 9%	3 4%	6 8%
Answered	1055	431	129	220	52	54	345	185	184	73	74
Mean Score	.9	.9	.8	.9	1.1	.8	1.0	.9	.9	1.0	.7
Standard error	.03	.05	.07	.06	.08	.10	.05	.07	.06	.09	.10
Standard deviation	.96	.97	.94	.91	.86	1.03	.87	1.08	.92	.96	1.04

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1203	273	209	321	193	113	822	108	183	723	480	802	260
Effective base	540	150	86	150	81	41	376	50	86	341	199	363	91
Weighted Base	1077	325	201	242	167	62	741	60	205	694	383	734	184
Very low	(-2) 21 2%	- -%	4 2%	8 3%	2 1%	2 4%	11 1%	2 4%	6 3%	15 2%	6 2%	12 2%	5 3%
Quite low	(-1) 66 6%	25 8%	13 6%	22 9%	3 2%	3 5%	42 6%	12 19%	12 6%	50 7%	16 4%	52 7%	6 3%
Neither low nor high	(0) 194 18%	64 20%	29 14%	28 12%	51 31%	9 15%	98 13%	18 29%	67 33%	134 19%	59 15%	126 17%	50 27%
Quite high	(1) 450 42%	128 39%	97 48%	117 48%	55 33%	16 26%	319 43%	17 29%	78 38%	309 45%	142 37%	334 45%	62 34%
Very high	(2) 324 30%	101 31%	53 26%	67 28%	55 33%	32 51%	259 35%	9 16%	41 20%	174 25%	149 39%	197 27%	58 32%
Don't Know (DO NOT READ OUT)	22 2%	7 2%	7 3%	1 *%	* *%	- -%	13 2%	2 3%	* *%	11 2%	11 3%	14 2%	2 1%
NET: High	774 72%	229 70%	149 74%	183 76%	110 66%	48 77%	577 78%	27 45%	119 58%	483 70%	291 76%	531 72%	120 66%
NET: Low	87 8%	25 8%	16 8%	30 12%	6 4%	5 8%	53 7%	14 23%	18 9%	66 9%	22 6%	63 9%	11 6%
Answered	1055	318	194	241	167	62	728	58	204	683	372	720	181
Mean Score	.9	1.0	.9	.9	.9	1.2	1.1	.3	.7	.8	1.1	.9	.9
Standard error	.03	.06	.06	.06	.07	.10	.03	.11	.07	.04	.04	.03	.06
Standard deviation	.96	.91	.92	1.02	.92	1.08	.92	1.10	.95	.96	.93	.94	.99

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base		1203	615	412	294	826	806	256	610	417	305	815
Effective base		540	310	131	174	328	368	86	297	143	179	322
Weighted Base		1077	614	274	355	654	737	181	610	278	364	645
Very low	(-2)	21 2%	9 1%	8 3%	7 2%	12 2%	12 2%	5 3%	7 1%	9 3%	8 2%	11 2%
Quite low	(-1)	66 6%	38 6%	15 5%	15 4%	51 8%	53 7%	5 3%	34 6%	18 6%	27 7%	39 6%
Neither low nor high	(0)	194 18%	116 19%	55 20%	83 23%	100 15%	124 17%	51 28%	112 18%	60 21%	77 21%	106 16%
Quite high	(1)	450 42%	266 43%	105 38%	155 44%	260 40%	337 46%	59 33%	267 44%	104 37%	155 43%	260 40%
Very high	(2)	324 30%	172 28%	90 33%	88 25%	221 34%	196 27%	59 33%	177 29%	85 30%	92 25%	217 34%
Don't Know (DO NOT READ OUT)		22 2%	13 2%	2 1%	8 2%	10 1%	14 2%	2 1%	13 2%	2 1%	6 2%	11 2%
NET: High		774 72%	438 71%	194 71%	242 68%	482 74%	533 72%	118 65%	444 73%	189 68%	247 68%	477 74%
NET: Low		87 8%	47 8%	22 8%	22 6%	63 10%	65 9%	10 5%	41 7%	27 10%	34 9%	50 8%
Answered		1055	601	272	347	644	723	179	597	276	358	633
Mean Score		.9	.9	.9	.9	1.0	.9	.9	1.0	.9	.8	1.0
Standard error		.03	.04	.05	.05	.03	.03	.06	.04	.05	.06	.03
Standard deviation		.96	.93	1.00	.91	.99	.94	.99	.90	1.04	.97	.96

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Total base		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1203	792	741	334	2	777	666	272	2	988	554	335	1
Effective base	540	313	350	129	2	313	313	108	2	436	263	148	1
Weighted Base	1077	643	675	228	3	643	566	193	2	886	482	268	2
Very low	(-2)	21	15	13	7	12	9	4	2	17	9	6	-
		2%	2%	2%	3%	2%	2%	2%	77%	2%	2%	2%	-%
Quite low	(-1)	66	49	44	19	43	39	28	-	60	38	20	-
		6%	8%	7%	8%	7%	7%	14%	-%	7%	8%	8%	-%
Neither low nor high	(0)	194	138	108	41	132	94	40	-	159	83	46	-
		18%	21%	16%	18%	20%	17%	20%	-%	18%	17%	17%	-%
Quite high	(1)	450	279	315	95	281	244	60	-	372	203	106	-
		42%	43%	47%	42%	44%	43%	31%	-%	42%	42%	39%	-%
Very high	(2)	324	155	181	63	172	169	61	1	261	141	83	2
		30%	24%	27%	27%	27%	30%	31%	23%	29%	29%	31%	100%
Don't Know (DO NOT READ OUT)		22	8	14	4	3	11	1	-	17	7	6	-
		2%	1%	2%	2%	1%	2%	1%	-%	2%	2%	2%	-%
NET: High		774	434	496	158	453	413	120	1	633	344	189	2
		72%	67%	73%	69%	70%	73%	62%	23%	71%	71%	71%	100%
NET: Low		87	64	57	26	55	48	32	2	77	47	26	-
		8%	10%	9%	11%	9%	9%	17%	77%	9%	10%	10%	-%
Answered		1055	635	661	225	640	556	192	2	869	475	262	2
Mean Score		.9	.8	.9	.8	.9	.9	.8	-1.1	.9	.9	.9	2.0
Standard error		.03	.03	.03	.06	.03	.04	.07	1.56	.03	.04	.06	-
Standard deviation		.96	.97	.94	1.03	.95	.95	1.12	2.21	.96	.98	1.00	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	1203	819	770	551	692	597	97	396	384	422	184	97	206	188
Effective base	540	362	349	263	280	294	39	189	179	183	90	51	87	89
Weighted Base	1077	745	699	534	578	596	28	388	353	382	169	97	170	186
Very low (-2)	21 2%	14 2%	11 2%	10 2%	15 3%	9 2%	1 3%	4 1%	4 1%	5 1%	4 3%	* *%	3 2%	* *%
Quite low (-1)	66 6%	43 6%	49 7%	34 6%	40 7%	46 8%	* *%	23 6%	28 8%	27 7%	7 4%	13 14%	21 12%	17 9%
Neither low nor high (0)	194 18%	147 20%	141 20%	117 22%	123 21%	129 22%	3 10%	95 25%	91 26%	82 21%	43 25%	12 12%	21 12%	17 9%
Quite high (1)	450 42%	336 45%	294 42%	227 43%	231 40%	238 40%	5 19%	162 42%	152 43%	155 41%	69 41%	35 36%	75 44%	91 49%
Very high (2)	324 30%	191 26%	190 27%	138 26%	163 28%	162 27%	19 68%	97 25%	70 20%	109 29%	42 25%	36 38%	47 28%	57 30%
Don't Know (DO NOT READ OUT)	22 2%	14 2%	13 2%	8 2%	8 1%	12 2%	- -%	6 2%	8 2%	4 1%	4 2%	- -%	4 2%	5 3%
NET: High	774 72%	527 71%	485 69%	365 68%	393 68%	400 67%	24 88%	259 67%	222 63%	264 69%	111 66%	71 74%	121 72%	147 79%
NET: Low	87 8%	57 8%	60 9%	44 8%	54 9%	55 9%	1 3%	27 7%	32 9%	32 8%	11 7%	13 14%	23 14%	17 9%
Answered Mean Score	1055 .9	730 .9	685 .9	526 .9	571 .9	584 .9	28 1.5	382 .9	345 .7	378 .9	165 .8	97 1.0	165 .9	181 1.0
Standard error	.03	.03	.03	.04	.04	.04	.09	.05	.05	.05	.07	.10	.07	.07
Standard deviation	.96	.93	.95	.94	1.00	.97	.90	.91	.91	.95	.94	1.03	1.02	.89

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1203	185	101	105	44	952	787	1052	872	805	793	897	282	2	800	82
Effective base		540	87	39	51	24	426	339	470	395	344	332	428	119	2	352	50
Weighted Base		1077	147	70	79	48	860	649	939	787	680	669	835	211	*	707	90
Very low	(-2)	21	3	-	2	5	16	8	16	14	17	11	16	1	-	17	2
		2%	2%	-%	2%	10%	2%	1%	2%	2%	3%	2%	2%	*%	-%	2%	3%
					b												
Quite low	(-1)	66	9	*	22	3	46	39	48	42	42	26	45	11	-	32	26
		6%	6%	*%	27%	6%	5%	6%	5%	5%	6%	4%	5%	5%	-%	4%	29%
					abd											a	
Neither low nor high	(0)	194	31	17	12	7	162	128	175	143	124	136	137	34	-	89	27
		18%	21%	24%	15%	14%	19%	20%	19%	18%	18%	20%	16%	16%	-%	13%	30%
																a	
Quite high	(1)	450	60	28	17	21	380	277	405	334	286	286	374	99	*	338	21
		42%	41%	41%	22%	43%	44%	43%	43%	42%	42%	43%	45%	47%	100%	48%	23%
																b	
Very high	(2)	324	41	24	25	13	242	190	281	242	200	197	250	66	-	219	15
		30%	28%	35%	31%	26%	28%	29%	30%	31%	29%	29%	30%	31%	-%	31%	16%
																b	
Don't Know (DO NOT READ OUT)		22	2	*	2	*	13	7	14	12	12	13	13	*	-	12	-
		2%	2%	*%	2%	1%	2%	1%	1%	2%	2%	2%	2%	*%	-%	2%	-%
NET: High		774	101	52	42	34	622	468	686	576	485	483	625	165	*	557	35
		72%	69%	75%	53%	69%	72%	72%	73%	73%	71%	72%	75%	78%	100%	79%	39%
																b	
NET: Low		87	12	*	23	8	62	46	64	56	59	38	61	12	-	49	28
		8%	8%	*%	30%	16%	7%	7%	7%	7%	9%	6%	7%	6%	-%	7%	31%
					ab	b										a	
Answered		1055	145	69	77	48	847	642	925	774	668	656	822	211	*	695	90
Mean Score		.9	.9	1.1	.5	.7	.9	.9	1.0	1.0	.9	1.0	1.0	1.0	1.0	1.0	.2
																b	
Standard error		.03	.07	.08	.12	.18	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.12
Standard deviation		.96	.97	.77	1.26	1.21	.93	.92	.92	.94	.98	.91	.93	.85	-	.92	1.11

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1203	579	381	974	52	555	648	295	653	234	368	339	449
Effective base	540	265	175	426	32	236	304	138	301	106	171	151	207
Weighted Base	1077	562	328	843	57	474	603	210	599	254	289	346	404
Very low (-2)	21 2%	11 2%	9 3%	2 *	13 23%	20 4%	1 *	7 3%	13 2%	2 1%	10 3%	6 2%	6 1%
Quite low (-1)	66 6%	41 7%	18 6%	21 2%	23 41%	57 12%	9 1%	15 7%	29 5%	21 8%	27 9%	26 8%	12 3%
Neither low nor high (0)	194 18%	139 25%	34 10%	101 12%	12 21%	108 23%	86 14%	28 13%	89 15%	76 30%	44 15%	54 16%	95 23%
Quite high (1)	450 42%	229 41%	150 46%	397 47%	4 8%	164 35%	286 48%	67 32%	276 46%	106 42%	100 35%	164 48%	165 41%
Very high (2)	324 30%	129 23%	114 35%	310 37%	4 6%	116 25%	208 34%	88 42%	184 31%	45 18%	99 34%	92 26%	123 31%
Don't Know (DO NOT READ OUT)	22 2%	13 2%	2 1%	11 1%	- -	9 2%	12 2%	5 2%	8 1%	4 2%	8 3%	5 1%	3 1%
NET: High	774 72%	358 64%	264 80%	707 84%	8 14%	280 59%	494 82%	155 74%	460 77%	151 59%	199 69%	256 74%	288 71%
NET: Low	87 8%	52 9%	27 8%	23 3%	37 65%	77 16%	10 2%	22 11%	42 7%	23 9%	37 13%	32 9%	18 4%
Answered	1055	549	325	831	57	465	590	205	591	249	281	341	401
Mean Score	.9	.8	1.0	1.2	-.7	.6	1.2	1.0	1.0	.7	.9	.9	1.0
Standard error	.03	.04	.05	.02	.16	.05	.03	.06	.04	.06	.06	.05	.04
Standard deviation	.96	.96	.97	.76	1.12	1.11	.74	1.08	.93	.89	1.10	.94	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1203	636	567
Effective base		540	242	298
Weighted Base		1077	493	583
Very low	(-2)	21 2%	14 3%	7 1%
Quite low	(-1)	66 6%	26 5%	39 7%
Neither low nor high	(0)	194 18%	112 23% b	82 14%
Quite high	(1)	450 42%	197 40%	254 44%
Very high	(2)	324 30%	135 27%	188 32%
Don't Know (DO NOT READ OUT)		22 2%	9 2%	13 2%
NET: High		774 72%	332 67%	442 76% a
NET: Low		87 8%	41 8%	46 8%
Answered		1055	485	570
Mean Score		.9	.9	1.0
Standard error		.03	.04	.04
Standard deviation		.96	.99	.93

Columns Tested:: a,b

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1203	-	51	178	143	29	100	77	159	118	110	165	73
Effective base		540	-	16	85	58	10	50	19	76	64	41	113	36
Weighted Base		1077	-	32	176	94	23	124	30	119	141	31	244	63
Very low	(-2)	21 2%	- -%	- -%	3 2%	4 5%	- -%	- -%	- -%	5 4%	5 4%	* *%	3 1%	* 1%
Quite low	(-1)	66 6%	- -%	* *%	11 6%	6 6%	- -%	15 12%	2 8%	4 3%	- -%	1 3%	23 10%	3 4%
Neither low nor high	(0)	194 18%	- -%	3 10%	19 11%	15 16%	* 1%	11 9%	* 1%	22 18%	34 24%	7 23%	65 27%	16 26%
Quite high	(1)	450 42%	- -%	12 39%	84 48%	32 34%	10 43%	60 48%	21 69%	51 43%	50 36%	17 54%	84 34%	30 48%
Very high	(2)	324 30%	- -%	14 44%	53 30%	30 31%	13 55%	38 30%	6 21%	34 28%	51 36%	6 19%	67 28%	14 22%
Don't Know (DO NOT READ OUT)		22 2%	- -%	2 6%	6 3%	7 7%	- -%	* *%	* *%	3 3%	1 1%	* 1%	2 1%	- -%
NET: High		774 72%	- -%	26 83%	136 77%	62 66%	23 99%	97 79%	27 91%	85 71%	101 72%	23 73%	151 62%	44 70%
NET: Low		87 8%	- -%	* *%	14 8%	10 11%	- -%	15 12%	2 8%	9 8%	5 4%	1 3%	27 11%	3 5%
Answered		1055	-	30	170	87	23	123	30	116	140	31	242	63
Mean Score		.9	-	1.4 jkl	1.0	.9	1.5	1.0	1.0	.9	1.0	.9	.8	.9
Standard error		.03	-	.10	.07	.09	.10	.10	.09	.08	.09	.07	.08	.10
Standard deviation		.96	-	.70	.92	1.11	.54	.95	.75	1.01	.97	.76	1.00	.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table OP4_1RESP (continuation)

QOP4.1. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months

Base: All who use any provider other than RM at QV4

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1203	233	268	354	348	501	702
Effective base	540	104	111	154	172	214	327
Weighted Base	1077	215	233	290	338	449	628
Very low (-2)	21 2%	3 1%	4 2%	10 3%	4 1%	7 2%	14 2%
Quite low (-1)	66 6%	11 5%	21 9%	7 2%	27 8%	32 7%	33 5%
Neither low nor high (0)	194 18%	24 11%	25 11%	56 19%	88 26% ab	49 11%	144 23% a
Quite high (1)	450 42%	96 45%	102 44%	122 42%	130 39%	198 44%	252 40%
Very high (2)	324 30%	68 32%	78 33%	91 31%	87 26%	147 33%	177 28%
Don't Know (DO NOT READ OUT)	22 2%	12 6% d	4 2%	4 1%	2 1%	16 3% b	6 1%
NET: High	774 72%	165 76% d	180 77% d	213 73%	217 64%	345 77% b	430 68%
NET: Low	87 8%	14 7%	25 11%	17 6%	31 9%	40 9%	47 8%
Answered	1055	204	230	286	336	433	621
Mean Score	.9	1.1 d	1.0	1.0	.8	1.0	.9
Standard error	.03	.06	.06	.05	.05	.04	.04
Standard deviation	.96	.90	.99	.96	.95	.95	.96

Columns Tested: a,b,c,d - a,b

Table 369

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate providers on each of the following aspects: The quality of the postal services provided by providers in the last 12 months SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UK Mail	UPS	Yodel	Parcelforce	Evri (formerly known as Hermes)	FedEx	DX	TNT Express	Whistl	Amazon Logistics	DPD/DPD Local
Unweighted Base		179	83	102	81	233	154	82	21	29	16	38	155
Effective base		70	33	46	37	104	95	34	10	12	5	22	67
Weighted Base		153	74	88	81	202	173	76	15	17	9	32	135
Very low	(-2)	2 1%	2 3%	1 2%	2 3%	2 1%	8 5%	- -%	* *%	1 5%	- -%	1 5%	- -%
Quite low	(-1)	11 7%	3 4%	3 4%	5 6%	6 3%	18 10%	3 4%	2 12%	2 13%	1 9%	1 2%	8 6%
Neither low nor high	(0)	20 13%	21 28%	25 29%	13 16%	41 20%	29 17%	14 19%	1 7%	2 11%	2 18%	6 17%	15 11%
Quite high	(1)	60 39%	32 42%	32 37%	39 48%	78 39%	76 44%	34 45%	9 61%	5 31%	6 65%	8 26%	62 46%
Very high	(2)	55 36%	16 22%	23 26%	22 27%	71 35%	41 24%	24 32%	3 20%	7 40%	1 9%	16 50%	43 31%
Don't Know (DO NOT READ OUT)		5 3%	* 1%	3 3%	- -%	4 2%	* *%	- -%	- -%	- -%	- -%	- -%	8 6%
NET: High		115 75%	48 64%	55 63%	61 75%	149 74%	117 68%	58 77%	12 81%	12 71%	7 74%	25 76%	104 77%
NET: Low		13 8%	5 7%	5 5%	7 9%	8 4%	26 15%	3 4%	2 12%	3 18%	1 9%	2 7%	8 6%
Answered		148	74	85	81	197	173	76	15	17	9	32	127
Mean Score		1.0	.8	.8	.9	1.1	.7	1.0	.9	.9	.7	1.1	1.1
Standard error		.07	.11	.09	.11	.06	.09	.09	.20	.23	.20	.18	.07
Standard deviation		.96	.95	.92	.97	.88	1.08	.83	.90	1.25	.78	1.10	.83

Table 370

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	179	31	148	94	37	16	32	85
Effective base	70	16	56	61	17	11	20	29
Weighted Base	153	24	129	142	8	2	1	11
Very dissatisfied	(-2)	3	1	2	3	-	-	-
		2%	5%	2%	2%	-%	-%	-%
Fairly dissatisfied	(-1)	7	-	7	7	*	-	*
		5%	-%	5%	5%	2%	-%	8%
Neither satisfied nor dissatisfied	(0)	19	1	18	18	1	*	*
		12%	3%	14%	12%	15%	3%	5%
Fairly satisfied	(1)	51	8	43	44	5	1	*
		33%	33%	33%	31%	60%	62%	39%
Very satisfied	(2)	70	13	57	67	2	1	*
		46%	56%	44%	47%	24%	35%	48%
Don't Know (DO NOT READ OUT)		3	1	3	3	-	-	-
		2%	3%	2%	2%	-%	-%	-%
NET: Satisfied		120	21	99	111	7	2	1
		79%	89%	77%	78%	83%	97%	87%
NET: Dissatisfied		10	1	9	10	*	-	*
		7%	5%	7%	7%	2%	-%	8%
Answered		150	23	127	138	8	2	1
Mean Score		1.2	1.4	1.1	1.2	1.1	1.3	1.3
Standard error		.07	.18	.08	.10	.12	.18	-
Standard deviation		.97	.98	.97	.99	.71	.74	-

Columns Tested: a,b - a,b,c,d,e

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	179	50	30	14	17	36	32	94	37	48
Effective base	70	36	19	9	9	15	20	61	17	21
Weighted Base	153	95	36	10	3	7	1	142	8	3
Very dissatisfied	(-2)	3	2	1	-	-	-	3	-	-
	2%	-%	6%	12%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	7	2	1	*	-	*	7	*	*
	5%	4%	5%	8%	4%	-%	8%	5%	2%	3%
Neither satisfied nor dissatisfied	(0)	19	2	*	1	1	*	18	1	*
	12%	17%	4%	3%	23%	8%	5%	12%	15%	3%
Fairly satisfied	(1)	51	13	4	1	5	*	44	5	2
	33%	29%	35%	34%	39%	70%	39%	31%	60%	55%
						abg			ag	
Very satisfied	(2)	70	18	4	1	2	*	67	2	1
	46%	46%	50%	43%	34%	22%	48%	47%	24%	39%
Don't Know (DO NOT READ OUT)		3	-	-	-	-	-	3	-	-
	2%	4%	-%	-%	-%	-%	-%	2%	-%	-%
NET: Satisfied		120	31	8	2	6	1	111	7	3
	79%	75%	85%	78%	73%	92%	87%	78%	83%	94%
NET: Dissatisfied		10	4	2	*	-	*	10	*	*
	7%	4%	11%	20%	4%	-%	8%	7%	2%	3%
Answered	150	92	36	10	3	7	1	138	8	3
Mean Score	1.2	1.2	1.2	.9	1.0	1.1	1.3	1.2	1.1	1.3
Standard error	.07	.13	.20	.38	.25	.09	-	.10	.12	.12
Standard deviation	.97	.89	1.11	1.42	1.02	.57	-	.99	.71	.81

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	*e
Unweighted Base	179	62	32	37	16	32	54	39	15	16	28
Effective base	70	45	22	17	11	20	34	15	5	5	4
Weighted Base	153	117	25	8	2	1	84	35	4	9	3
Very dissatisfied	(-2)	3	2	1	-	-	2	-	1	-	-
		2%	2%	5%	-%	-%	2%	-%	31%	-%	-%
Fairly dissatisfied	(-1)	7	5	1	*	-	6	1	-	-	*
		5%	5%	6%	2%	-%	7%	2%	-%	-%	3%
Neither satisfied nor dissatisfied	(0)	19	16	1	1	*	10	5	*	*	*
		12%	14%	4%	15%	3%	12%	13%	9%	2%	6%
Fairly satisfied	(1)	51	32	12	5	1	29	11	*	3	2
		33%	27%	50%	60%	62%	34%	33%	6%	29%	71%
				a							
Very satisfied	(2)	70	58	9	2	1	34	17	2	6	1
		46%	50%	35%	24%	35%	41%	50%	54%	70%	21%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	3	1	-	-	-
		2%	3%	-%	-%	-%	3%	2%	-%	-%	-%
NET: Satisfied		120	90	21	7	2	63	29	2	9	3
		79%	77%	85%	83%	97%	75%	83%	60%	98%	91%
NET: Dissatisfied		10	7	3	*	-	8	1	1	-	*
		7%	6%	11%	2%	-%	10%	2%	31%	-%	3%
Answered	150	114	25	8	2	1	81	34	4	9	3
Mean Score	1.2	1.2	1.0	1.1	1.3	1.3	1.1	1.3	.5	1.7	1.1
Standard error	.07	.13	.19	.12	.18	-	.14	.13	.54	.13	.14
Standard deviation	.97	.98	1.05	.71	.74	-	1.04	.81	2.09	.53	.74

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		179	8	8	31	9	8	12	9	14	7
Effective base		70	6	4	16	6	6	8	4	9	3
Weighted Base		153	11	9	42	11	10	21	12	18	5
Very dissatisfied	(-2)	3	2	-	1	-	-	-	-	-	-
		2%	19%	-%	3%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	7	1	-	4	-	1	-	-	1	-
		5%	12%	-%	8%	-%	8%	-%	-%	6%	-%
Neither satisfied nor dissatisfied	(0)	19	1	1	9	1	-	1	-	-	2
		12%	8%	16%	20%	10%	-%	3%	-%	-%	36%
Fairly satisfied	(1)	51	2	7	12	1	7	6	3	6	2
		33%	17%	74%	27%	13%	73%	27%	29%	35%	30%
Very satisfied	(2)	70	5	1	15	8	2	15	8	10	2
		46%	45%	10%	34%	76%	19%	70%	71%	58%	35%
Don't Know (DO NOT READ OUT)		3	-	-	3	-	-	-	-	-	-
		2%	-%	-%	7%	-%	-%	-%	-%	-%	-%
NET: Satisfied		120	7	8	26	10	9	20	12	17	4
		79%	62%	84%	62%	90%	92%	97%	100%	94%	64%
NET: Dissatisfied		10	3	-	5	-	1	-	-	1	-
		7%	30%	-%	11%	-%	8%	-%	-%	6%	-%
Answered		150	11	9	40	11	10	21	12	18	5
Mean Score		1.2	.6	.9	.9	1.7	1.0	1.7	1.7	1.5	1.0
Standard error		.07	.59	.19	.20	.23	.27	.15	.16	.22	.35
Standard deviation		.97	1.66	.54	1.11	.69	.75	.54	.47	.82	.93

Columns Tested: a,b,c,d,e,f,g,h,i

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		*a	b	c	d	e	f	*g	*h	
Significance Level: 95%										
Unweighted Base		179	24	30	52	106	73	35	17	21
Effective base		70	15	19	27	59	31	17	8	8
Weighted Base		153	26	38	75	139	14	9	3	2
Very dissatisfied	(-2)	3 2%	- -%	2 5%	1 2%	3 2%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	7 5%	1 3%	2 6%	4 5%	7 5%	* 1%	* 2%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	19 12%	3 12%	2 6%	9 12%	15 10%	4 32% bd	3 38% bd	1 23%	* 18%
Fairly satisfied	(1)	51 33%	10 40%	15 39%	21 28%	46 33%	5 33%	3 30%	1 48%	1 29%
Very satisfied	(2)	70 46%	12 45%	16 43%	38 50%	66 47%	4 30%	3 31%	1 29%	1 26%
Don't Know (DO NOT READ OUT)		3 2%	- -%	- -%	3 4%	3 2%	1 5%	- -%	- -%	1 27%
NET: Satisfied		120 79%	22 85%	31 82%	58 78%	112 80%	9 63%	5 61%	2 77%	1 55%
NET: Dissatisfied		10 7%	1 3%	4 12%	5 6%	10 7%	* 1%	* 2%	- -%	- -%
Answered		150	26	38	72	136	13	9	3	2
Mean Score		1.2	1.3	1.1	1.2	1.2	1.0	.9	1.1	1.1
Standard error		.07	.16	.20	.14	.10	.10	.15	.22	.27
Standard deviation		.97	.80	1.12	.97	.98	.86	.91	.90	1.21

Columns Tested: a,b,c,d,e,f,g,h

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	179	5	22	3	25	13	59	6	3	68
Effective base	70	2	11	2	13	7	26	2	2	27
Weighted Base	153	6	24	4	27	23	40	1	*	56
Very dissatisfied	(-2) 3 2%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	2 4%
Fairly dissatisfied	(-1) 7 5%	- -%	1 3%	- -%	1 3%	- -%	2 5%	- -%	- -%	4 7%
Neither satisfied nor dissatisfied	(0) 19 12%	1 15%	1 2%	- -%	1 2%	5 23%	7 17%	* 5%	- -%	6 10%
Fairly satisfied	(1) 51 33%	* 4%	8 33%	3 77%	11 39%	4 18%	13 32%	1 82%	* 100%	22 39%
Very satisfied	(2) 70 46%	5 81%	15 61%	1 23%	15 56%	13 56%	14 36%	* 13%	- -%	22 40%
Don't Know (DO NOT READ OUT)	3 2%	- -%	- -%	- -%	- -%	1 3%	3 7%	- -%	- -%	- -%
NET: Satisfied	120 79%	5 85%	23 94%	4 100%	26 95%	17 74%	27 68%	1 95%	* 100%	44 79%
NET: Dissatisfied	10 7%	- -%	1 3%	- -%	1 3%	- -%	3 8%	- -%	- -%	6 11%
Answered	150	6	24	4	27	22	37	1	*	56
Mean Score	1.2	1.7	1.5	1.2	1.5	1.3	1.0	1.1	1.0	1.0
Standard error	.07	.35	.15	.29	.14	.25	.14	.32	-	.13
Standard deviation	.97	.79	.72	.50	.70	.85	1.05	.78	-	1.07

Columns Tested: a,b,c,d,e,f,g,h,i

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	179	43	59	77	160	19	-	148	31	178	1
Effective base	70	20	26	28	62	8	-	63	10	69	1
Weighted Base	153	56	40	57	129	23	-	144	9	152	1
Very dissatisfied (-2)	3 2%	- -%	1 3%	2 4%	3 2%	- -%	- -%	3 2%	- -%	3 2%	- -%
Fairly dissatisfied (-1)	7 5%	1 1%	2 5%	4 7%	7 5%	- -%	- -%	7 5%	* 1%	7 5%	- -%
Neither satisfied nor dissatisfied (0)	19 12%	7 12%	7 17%	6 10%	12 10%	7 28%	- -%	19 13%	* 3%	19 12%	- -%
Fairly satisfied (1)	51 33%	15 27%	13 32%	23 40%	41 31%	10 43%	- -%	46 32%	5 57%	50 33%	1 100%
Very satisfied (2)	70 46%	33 59%	14 36%	23 39%	63 49%	7 30%	- -%	66 46%	3 38%	70 46%	- -%
Don't Know (DO NOT READ OUT)	3 2%	1 1%	3 7%	- -%	3 3%	- -%	- -%	3 2%	- -%	3 2%	- -%
NET: Satisfied	120 79%	48 86%	27 68%	45 79%	103 80%	17 72%	- -%	112 78%	8 95%	120 79%	1 100%
NET: Dissatisfied	10 7%	1 1%	3 8%	6 11%	10 8%	- -%	- -%	10 7%	* 1%	10 7%	- -%
Answered	150	56	37	57	126	23	-	141	9	149	1
Mean Score	1.2	1.4	1.0	1.0	1.2	1.0	-	1.2	1.3	1.2	1.0
Standard error	.07	.12	.14	.12	.08	.18	-	.08	.12	.07	-
Standard deviation	.97	.76	1.05	1.06	1.01	.77	-	.99	.65	.98	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		179	71	55	52
Effective base		70	31	18	21
Weighted Base		153	60	43	50
Very dissatisfied	(-2)	3 2%	1 2%	2 5%	- -%
Fairly dissatisfied	(-1)	7 5%	3 5%	4 9%	* *%
Neither satisfied nor dissatisfied	(0)	19 12%	7 12%	5 12%	6 13%
Fairly satisfied	(1)	51 33%	18 30%	18 41%	15 30%
Very satisfied	(2)	70 46%	30 49%	15 34%	26 52%
Don't Know (DO NOT READ OUT)		3 2%	1 1%	- -%	3 6%
NET: Satisfied		120 79%	48 80%	32 74%	40 81%
NET: Dissatisfied		10 7%	4 7%	6 13%	* *%
Answered		150	59	43	47
Mean Score		1.2	1.2	.9	1.4
Standard error		.07	.12	.15	.10
Standard deviation		.97	.99	1.12	.74

Columns Tested: a,b,c

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	179	104	38	18	4	4	5	4	2	142	37	19
Effective base	70	50	12	4	2	1	4	2	1	62	7	6
Weighted Base	153	112	28	10	*	1	*	2	*	139	13	3
Very dissatisfied	(-2)	3	3	-	-	-	-	-	-	3	-	-
		2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	7	7	*	-	-	-	-	-	7	-	-
		5%	6%	1%	-%	-%	-%	-%	-%	5%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	11	7	*	*	-	*	1	18	1	1
		12%	10%	25%	1%	2%	-%	17%	46%	13%	6%	23%
Fairly satisfied	(1)	51	39	8	3	*	*	*	*	47	3	*
		33%	35%	30%	29%	26%	7%	53%	9%	34%	24%	12%
Very satisfied	(2)	70	48	12	7	*	1	*	1	60	9	2
		46%	43%	44%	71%	72%	93%	30%	45%	43%	69%	65%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	-	3	-	-
		2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
NET: Satisfied		120	87	20	10	*	1	*	1	108	13	3
		79%	78%	74%	99%	98%	100%	83%	54%	77%	94%	77%
NET: Dissatisfied		10	10	*	-	-	-	-	-	10	-	-
		7%	9%	1%	-%	-%	-%	-%	-%	7%	-%	-%
Answered	150	109	28	10	*	1	*	2	*	136	13	3
Mean Score	1.2	1.1	1.2	1.7	1.7	1.9	1.1	1.0	2.0	1.1	1.6	1.4
Standard error	.07	.10	.14	.12	-	-	-	.75	-	.08	.10	.23
Standard deviation	.97	1.03	.85	.49	-	-	-	1.51	-	.99	.62	1.00

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	179	41	63	75	159	150	165	165	115	100	16	78	14	12	11	22	12
Effective base	70	18	32	20	57	53	62	63	41	33	11	34	4	4	2	4	4
Weighted Base	153	40	72	41	129	123	138	141	98	84	17	84	8	7	4	9	8
Very dissatisfied (-2)	3 2%	- -%	3 4%	- -%	3 2%	2 2%	3 2%	2 1%	1 1%	1 1%	1 7%	2 2%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	7 5%	2 5%	5 7%	* *%	6 4%	6 5%	6 4%	7 5%	5 6%	5 5%	- -%	6 7%	- -%	- -%	* 3%	- -%	- -%
Neither satisfied nor dissatisfied (0)	19 12%	6 15%	5 7%	8 19%	19 15%	16 13%	19 14%	16 12%	14 15%	12 14%	3 18%	8 9%	2 24%	* 6%	* *%	5 51%	1 12%
Fairly satisfied (1)	51 33%	12 30%	27 38%	12 28%	40 31%	38 31%	46 33%	44 31%	28 28%	23 28%	9 49%	21 25%	4 42%	3 40%	* 11%	3 28%	7 82%
Very satisfied (2)	70 46%	20 49%	29 40%	21 52%	59 46%	59 48%	61 45%	68 48%	49 50%	41 48%	4 26%	45 53%	3 34%	4 53%	3 86%	2 21%	* 6%
Don't Know (DO NOT READ OUT)	3 2%	1 2%	3 4%	- -%	3 2%	3 2%	3 2%	3 2%	- -%	3 3%	- -%	3 3%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	120 79%	32 79%	56 78%	33 80%	99 76%	97 79%	107 78%	113 80%	77 79%	64 76%	13 75%	66 78%	6 76%	7 94%	3 96%	4 49%	7 88%
NET: Dissatisfied	10 7%	2 5%	8 11%	* *%	9 7%	8 6%	9 6%	9 6%	7 7%	6 7%	1 7%	8 9%	- -%	- -%	* 3%	- -%	- -%
Answered	150	40	69	41	127	121	135	138	98	81	17	81	8	7	4	9	8
Mean Score	1.2	1.3	1.1	1.3	1.2	1.2	1.2	1.2	1.2	1.2	.9	1.2	1.1	1.5	1.8	.7	.9
Standard error	.07	.14	.14	.09	.08	.08	.08	.07	.09	.10	.26	.12	.22	.19	.22	.18	.13
Standard deviation	.97	.90	1.10	.80	1.01	.96	.98	.95	.97	.98	1.05	1.05	.80	.66	.73	.85	.45

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	179	89	20	13	13	7	10	7	66	33	14	10	12	9	6
Effective base	70	40	6	4	7	3	1	4	30	13	3	2	4	3	2
Weighted Base	153	92	12	7	1	5	5	7	63	41	7	3	2	5	3
Very dissatisfied	(-2)	3	3	-	-	-	-	-	-	2	-	-	-	-	-
		2%	3%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	7	3	3	*	-	-	-	4	1	-	*	-	-	-
		5%	3%	23%	2%	-%	-%	-%	6%	4%	-%	4%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	12	*	2	*	*	4	9	5	1	*	1	*	*
		12%	13%	3%	22%	8%	3%	92%	14%	12%	12%	4%	38%	3%	8%
Fairly satisfied	(1)	51	20	8	3	1	1	*	22	7	3	1	*	4	2
		33%	22%	65%	45%	87%	21%	3%	34%	16%	45%	34%	5%	76%	75%
Very satisfied	(2)	70	52	1	2	*	4	*	26	26	3	2	1	1	*
		46%	56%	9%	31%	5%	76%	5%	41%	63%	43%	58%	57%	22%	17%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-	-	-	-	-
		2%	3%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied		120	72	9	5	1	5	*	47	32	6	3	1	5	2
		79%	78%	74%	76%	92%	97%	8%	75%	79%	88%	92%	62%	97%	92%
NET: Dissatisfied		10	6	3	*	-	-	-	4	4	-	*	-	-	-
		7%	6%	23%	2%	-%	-%	-%	6%	9%	-%	4%	-%	-%	-%
Answered		150	90	12	7	1	5	5	60	41	7	3	2	5	3
Mean Score		1.2	1.3	.6	1.1	1.0	1.7	.1	1.1	1.3	1.3	1.5	1.2	1.2	1.1
Standard error		.07	.11	.22	.23	-	.21	.16	.11	.20	.20	.28	.38	.17	.26
Standard deviation		.97	1.04	.98	.84	-	.55	.50	.91	1.14	.73	.89	1.30	.51	.62

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e	
Significance Level: 95%														
Unweighted Base	179	75	20	25	13	16	8	8	39	33	45	26	20	
Effective base	70	36	6	7	6	6	4	2	22	12	18	6	6	
Weighted Base	153	83	14	17	14	8	1	4	48	32	34	7	14	
Very dissatisfied	(-2)	3 2%	2 2%	- -%	- -%	- -%	- -%	- -%	2 4%	- -%	1 3%	- -%	- -%	
Fairly dissatisfied	(-1)	7 5%	5 7%	* 1%	1 9%	- -%	- -%	- -%	4 8%	1 5%	- -%	* 3%	- -%	
Neither satisfied nor dissatisfied	(0)	19 12%	8 9%	1 10%	5 32%	1 7%	1 7%	- -%	* 6%	3 7%	2 6%	5 14%	3 39%	5 33%
Fairly satisfied	(1)	51 33%	23 28%	6 40%	5 31%	5 34%	5 64%	* 23%	* 5%	14 29%	8 24%	16 47%	3 44%	4 31%
Very satisfied	(2)	70 46%	41 50%	7 48%	5 28%	8 59%	2 29%	1 77%	4 89%	22 46%	21 65%	12 35%	1 14%	5 37%
Don't Know (DO NOT READ OUT)		3 2%	3 3%	- -%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%	
NET: Satisfied		120 79%	65 78%	13 89%	10 59%	13 93%	8 93%	1 100%	4 94%	36 75%	29 89%	28 82%	4 58%	9 67%
NET: Dissatisfied		10 7%	7 9%	* 1%	1 9%	- -%	- -%	- -%	- -%	6 13%	1 5%	1 3%	* 3%	- -%
Answered	150	80	14	17	14	8	1	4	45	32	34	7	14	
Mean Score	1.2	1.2	1.4	.8	1.5	1.2	1.8	1.8	1.1	1.5	1.1	.7	1.0	
Standard error	.07	.12	.16	.20	.18	.15	.40	.21	.19	.14	.13	.16	.19	
Standard deviation	.97	1.04	.73	.98	.64	.60	1.12	.58	1.16	.82	.90	.80	.86	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	c	*d	*e	a	b	c	*d	*e	
Significance Level: 95%												
Unweighted Base	179	57	24	36	24	15	45	36	34	18	14	
Effective base	70	27	8	15	6	3	22	13	10	4	5	
Weighted Base	153	64	16	31	5	8	52	35	16	6	13	
Very dissatisfied	(-2)	3 2%	2 3%	- -%	1 4%	- -%	- -%	2 4%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	7 5%	5 9%	* *%	- -%	* 4%	- -%	4 8%	1 4%	- -%	* 3%	- -%
Neither satisfied nor dissatisfied	(0)	19 12%	7 11%	4 23%	2 7%	1 13%	5 57%	3 6%	1 4%	3 21%	2 37%	4 34%
Fairly satisfied	(1)	51 33%	16 25%	6 37%	14 45%	3 63%	* 6%	19 36%	8 23%	4 25%	3 43%	4 33%
Very satisfied	(2)	70 46%	31 48%	6 40%	14 45%	1 21%	3 37%	21 41%	24 69%	9 53%	1 17%	4 34%
Don't Know (DO NOT READ OUT)		3 2%	3 4%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	- -%	- -%
NET: Satisfied		120 79%	47 73%	12 77%	28 89%	4 83%	3 43%	40 77%	32 92%	13 79%	4 60%	9 66%
NET: Dissatisfied		10 7%	8 12%	* *%	1 4%	* 4%	- -%	6 12%	1 4%	- -%	* 3%	- -%
Answered	150	62	16	31	5	8	49	35	16	6	13	
Mean Score	1.2	1.1	1.2	1.3	1.0	.8	1.1	1.6	1.3	.7	1.0	
Standard error	.07	.15	.16	.15	.16	.26	.17	.13	.14	.20	.23	
Standard deviation	.97	1.13	.80	.90	.78	1.01	1.10	.78	.83	.84	.85	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	*e	a	*b	*c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		179	40	31	39	33	21	118	16	29	96	83	103	56
Effective base		70	23	8	16	11	7	46	7	11	40	30	37	20
Weighted Base		153	56	23	26	26	9	98	10	33	87	66	84	45
Very dissatisfied	(-2)	3	2	-	-	-	-	2	-	-	3	-	3	-
		2%	4%	-%	-%	-%	-%	2%	-%	-%	4%	-%	4%	-%
Fairly dissatisfied	(-1)	7	5	*	1	*	1	6	1	-	6	1	6	*
		5%	9%	*%	3%	1%	8%	6%	8%	-%	6%	2%	7%	*%
Neither satisfied nor dissatisfied	(0)	19	2	1	4	9	*	10	1	6	9	10	9	10
		12%	4%	3%	14%	36%	2%	10%	10%	18%	10%	15%	10%	23%
Fairly satisfied	(1)	51	20	4	8	8	3	26	5	13	27	24	22	17
		33%	36%	19%	31%	32%	33%	26%	55%	40%	31%	36%	27%	38%
Very satisfied	(2)	70	23	18	14	8	5	52	3	14	39	31	42	18
		46%	42%	78%	52%	31%	57%	53%	26%	43%	45%	47%	49%	39%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	3	-	-	3	-	3	-
		2%	5%	-%	-%	-%	-%	3%	-%	-%	4%	-%	3%	-%
NET: Satisfied		120	44	22	22	17	8	78	8	27	66	54	64	35
		79%	78%	96%	82%	63%	91%	79%	81%	82%	76%	83%	76%	77%
NET: Dissatisfied		10	7	*	1	*	1	8	1	-	9	1	9	*
		7%	13%	*%	3%	1%	8%	8%	8%	-%	10%	2%	11%	*%
Answered		150	53	23	26	26	9	96	10	33	84	66	82	45
Mean Score		1.2	1.1	1.7	1.3	.9	1.4	1.2	1.0	1.2	1.1	1.3	1.1	1.2
Standard error		.07	.18	d	.14	.15	.20	.09	.22	.14	.11	.09	.11	.10
Standard deviation		.97	1.11	.53	.84	.85	.91	1.02	.88	.75	1.09	.80	1.12	.78

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	179	74	76	37	128	103	56	73	77	33	132	
Effective base	70	31	23	19	44	38	20	30	23	17	46	
Weighted Base	153	66	58	40	101	82	47	70	54	35	106	
Very dissatisfied	(-2)	3	2	-	2	-	3	-	2	-	2	-
		2%	3%	-%	5%	-%	4%	-%	3%	-%	6%	-%
Fairly dissatisfied	(-1)	7	4	1	*	7	6	*	4	1	*	7
		5%	6%	3%	*%	7%	7%	*%	6%	3%	*%	6%
Neither satisfied nor dissatisfied	(0)	19	5	11	7	9	7	12	7	9	4	12
		12%	7%	19%	18%	9%	8%	26%	10%	17%	12%	12%
Fairly satisfied	(1)	51	20	18	11	33	25	15	18	20	10	35
		33%	31%	31%	28%	33%	30%	32%	26%	37%	28%	33%
Very satisfied	(2)	70	32	27	17	51	39	20	36	23	16	52
		46%	48%	48%	42%	51%	47%	43%	52%	43%	47%	49%
Don't Know (DO NOT READ OUT)		3	3	-	3	-	3	-	3	-	3	-
		2%	4%	-%	7%	-%	3%	-%	4%	-%	8%	-%
					b						b	
NET: Satisfied		120	52	45	28	85	64	35	54	43	26	87
		79%	79%	78%	70%	84%	78%	74%	77%	80%	74%	82%
NET: Dissatisfied		10	6	1	2	7	9	*	6	1	2	7
		7%	9%	3%	5%	7%	11%	*%	9%	3%	6%	6%
Answered		150	63	58	37	101	79	47	67	54	32	106
Mean Score		1.2	1.2	1.2	1.1	1.3	1.1	1.2	1.2	1.2	1.2	1.2
Standard error		.07	.12	.10	.18	.08	.11	.11	.13	.09	.20	.08
Standard deviation		.97	1.06	.85	1.08	.90	1.11	.82	1.06	.82	1.11	.90

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	179	121	96	51	1	121	76	40	-	144	64	50	1
Effective base	70	41	39	18	1	42	29	15	-	54	26	19	1
Weighted Base	153	100	84	39	1	99	62	34	-	124	53	42	2
Very dissatisfied (-2)	3 2%	3 3%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%
Fairly dissatisfied (-1)	7 5%	6 6%	5 6%	* *%	- -%	5 5%	2 3%	1 3%	- -%	7 6%	1 2%	2 5%	- -%
Neither satisfied nor dissatisfied (0)	19 12%	13 14%	8 10%	2 5%	- -%	15 15%	5 8%	3 8%	- -%	15 12%	4 8%	5 11%	- -%
Fairly satisfied (1)	51 33%	29 29%	23 28%	14 37%	1 100%	26 26%	23 37%	8 22%	- -%	39 31%	15 29%	5 13%	- -%
Very satisfied (2)	70 46%	45 45%	45 53%	20 51%	- -%	52 52%	32 51%	23 67%	- -%	59 47%	30 56%	27 64%	2 100%
Don't Know (DO NOT READ OUT)	3 2%	3 3%	3 3%	3 7%	- -%	- -%	- -%	- -%	- -%	3 2%	3 5%	3 7%	- -%
NET: Satisfied	120 79%	74 75%	68 81%	34 88%	1 100%	78 79%	55 89%	30 89%	- -%	97 78%	45 85%	32 77%	2 100%
NET: Dissatisfied	10 7%	9 9%	5 6%	* *%	- -%	7 7%	2 3%	1 3%	- -%	9 7%	1 2%	2 5%	- -%
Answered	150	97	82	36	1	99	62	34	-	121	50	39	2
Mean Score	1.2	1.1	1.3	1.5	1.0	1.2	1.4	1.5	-	1.2	1.5	1.5	2.0
Standard error	.07	.10	.09	.09	-	.09	.09	.12	-	.08	.09	.13	-
Standard deviation	.97	1.07	.89	.62	-	1.00	.78	.77	-	.98	.74	.92	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	179	104	96	66	91	68	9	40	40	51	22	9	24	21			
Effective base	70	36	36	23	30	27	2	13	12	16	10	5	9	10			
Weighted Base	153	84	83	53	75	63	1	33	28	40	22	14	22	21			
Very dissatisfied (-2)	3	3	2	2	3	2	-	-	2	2	-	-	-	-			
	2%	4%	2%	4%	4%	3%	-%	-%	7%	5%	-%	-%	-%	-%			
Fairly dissatisfied (-1)	7	4	6	*	5	6	-	*	*	*	*	-	3	*			
	5%	5%	7%	*%	7%	9%	-%	*%	1%	*%	1%	-%	14%	1%			
Neither satisfied nor dissatisfied (0)	19	12	11	10	10	11	*	7	10	8	5	2	1	2			
	12%	14%	14%	19%	13%	18%	3%	20%	35%	20%	21%	16%	3%	11%			
Fairly satisfied (1)	51	24	21	11	19	15	*	8	5	8	3	1	7	9			
	33%	28%	25%	20%	26%	24%	13%	25%	17%	20%	12%	4%	33%	41%			
Very satisfied (2)	70	39	40	27	35	26	1	15	8	22	12	11	8	10			
	46%	46%	48%	52%	47%	42%	84%	46%	30%	54%	54%	80%	37%	47%			
Don't Know (DO NOT READ OUT)	3	3	3	3	3	3	-	3	3	-	3	-	3	-			
	2%	3%	3%	5%	4%	4%	-%	8%	10%	-%	13%	-%	13%	-%			
NET: Satisfied	120	62	61	38	54	41	1	23	13	30	14	12	15	18			
	79%	74%	74%	72%	72%	66%	97%	71%	47%	74%	66%	84%	70%	88%			
NET: Dissatisfied	10	7	8	2	8	8	-	*	2	2	*	-	3	*			
	7%	9%	9%	4%	11%	12%	-%	*%	8%	6%	1%	-%	14%	1%			
Answered	150	81	80	50	72	60	1	30	25	40	19	14	19	21			
Mean Score	1.2	1.1	1.1	1.2	1.1	1.0	1.8	1.3	.7	1.2	1.4	1.6	1.1	1.3			
Standard error	.07	.11	.11	.13	.12	.14	.48	.13	.19	.15	.19	.25	.22	.16			
Standard deviation	.97	1.09	1.07	1.05	1.15	1.15	1.43	.83	1.20	1.11	.89	.76	1.07	.72			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		179	24	13	16	2	142	116	162	121	114	121	125	43	1	106	10
Effective base		70	10	5	6	1	55	42	64	46	42	43	51	16	1	39	6
Weighted Base		153	11	13	12	2	122	88	139	100	97	98	110	34	*	86	11
Very dissatisfied	(-2)	3	-	-	-	-	3	2	3	2	1	2	3	-	-	1	2
		2%	-%	-%	-%	-%	3%	2%	2%	2%	1%	2%	3%	-%	-%	1%	18%
Fairly dissatisfied	(-1)	7	1	-	2	-	6	4	6	3	2	2	5	-	-	5	1
		5%	6%	-%	16%	-%	5%	5%	4%	3%	2%	2%	5%	-%	-%	6%	7%
Neither satisfied nor dissatisfied	(0)	19	2	2	1	2	15	14	18	15	12	16	10	5	-	5	*
		12%	16%	16%	4%	100%	12%	16%	13%	15%	13%	17%	9%	14%	-%	6%	4%
Fairly satisfied	(1)	51	6	3	5	-	40	34	47	34	33	36	40	14	*	23	8
		33%	54%	23%	45%	-%	33%	38%	34%	35%	34%	36%	36%	42%	100%	26%	68%
Very satisfied	(2)	70	3	8	4	-	55	34	62	43	45	39	48	15	-	49	*
		46%	25%	61%	35%	-%	45%	39%	45%	43%	46%	40%	44%	44%	-%	57%	3%
Don't Know (DO NOT READ OUT)		3	-	-	-	-	3	-	3	3	3	3	3	-	-	3	-
		2%	-%	-%	-%	-%	3%	-%	2%	3%	3%	3%	3%	-%	-%	4%	-%
NET: Satisfied		120	9	11	10	-	95	68	109	77	78	74	88	30	*	72	8
		79%	78%	84%	80%	-%	77%	77%	78%	78%	80%	76%	80%	86%	100%	83%	71%
NET: Dissatisfied		10	1	-	2	-	9	6	9	5	3	4	9	-	-	6	3
		7%	6%	-%	16%	-%	8%	7%	7%	5%	3%	4%	8%	-%	-%	7%	25%
Answered		150	11	13	12	2	119	88	136	97	94	95	107	34	*	83	11
Mean Score		1.2	1.0	1.4	1.0	-	1.2	1.1	1.2	1.2	1.3	1.1	1.2	1.3	1.0	1.4	.3
Standard error		.07	.17	.22	.27	-	.09	.09	.08	.09	.08	.08	.09	.11	-	.09	.41
Standard deviation		.97	.84	.79	1.06	-	1.01	.98	.98	.93	.87	.92	1.00	.71	-	.94	1.29

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	179	75	50	139	8	89	90	40	104	33	55	55	64
Effective base	70	26	22	54	5	32	37	14	45	12	22	21	27
Weighted Base	153	62	46	119	8	73	80	22	97	34	36	57	59
Very dissatisfied (-2)	3 2%	- -%	3 7%	- -%	1 15%	3 4%	- -%	- -%	3 3%	- -%	2 6%	- -%	1 2%
Fairly dissatisfied (-1)	7 5%	2 3%	4 8%	2 2%	5 63%	6 8%	1 1%	1 4%	6 6%	- -%	- -%	7 12%	* *%
Neither satisfied nor dissatisfied (0)	19 12%	10 17%	3 7%	5 4%	2 22%	11 15%	8 10%	2 8%	9 10%	8 24%	6 18%	5 9%	8 13%
Fairly satisfied (1)	51 33%	18 30%	14 30%	48 41%	- -%	25 34%	26 32%	5 25%	37 39%	8 23%	10 29%	20 34%	20 35%
Very satisfied (2)	70 46%	29 46%	21 46%	61 51%	* *%	25 35%	45 56%	14 63%	41 42%	15 45%	14 40%	25 45%	29 49%
Don't Know (DO NOT READ OUT)	3 2%	3 4%	1 1%	3 2%	- -%	3 4%	1 1%	- -%	- -%	3 8%	3 8%	- -%	1 1%
NET: Satisfied	120 79%	47 76%	35 77%	109 92%	* *%	50 69%	70 88%	19 88%	78 81%	23 68%	25 69%	45 79%	49 84%
NET: Dissatisfied	10 7%	2 3%	7 15%	2 2%	6 78%	9 12%	1 1%	1 4%	9 10%	- -%	2 6%	7 12%	1 2%
Answered	150	59	45	116	8	70	80	22	97	31	33	57	58
Mean Score	1.2	1.2	1.0	1.4	-.9	.9	1.4	1.5	1.1	1.2	1.1	1.1	1.3
Standard error	.07	.10	.18	.06	.24	.12	.08	.13	.10	.15	.15	.14	.11
Standard deviation	.97	.87	1.24	.66	.67	1.13	.73	.83	1.03	.85	1.10	1.01	.86

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		179	103	76
Effective base		70	35	35
Weighted Base		153	74	79
Very dissatisfied	(-2)	3 2%	- -%	3 4%
Fairly dissatisfied	(-1)	7 5%	1 2%	6 7%
Neither satisfied nor dissatisfied	(0)	19 12%	12 16%	7 9%
Fairly satisfied	(1)	51 33%	21 29%	29 37%
Very satisfied	(2)	70 46%	37 50%	33 42%
Don't Know (DO NOT READ OUT)		3 2%	3 4%	1 1%
NET: Satisfied		120 79%	58 79%	62 79%
NET: Dissatisfied		10 7%	1 2%	9 11%
Answered		150	71	78
Mean Score		1.2	1.3	1.1
Standard error		.07	.08	.13
Standard deviation		.97	.82	1.09

Columns Tested: a,b

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	179	-	11	28	22	4	20	12	15	11	27	19	10
Effective base	70	-	3	13	10	2	7	6	6	6	9	13	6
Weighted Base	153	-	8	27	15	5	21	1	10	16	8	30	11
Very dissatisfied	(-2)	3	-	-	1	-	-	-	-	-	-	-	2
		2%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	18%
Fairly dissatisfied	(-1)	7	-	-	3	1	*	*	-	-	1	2	-
		5%	-%	-%	11%	9%	-%	*%	1%	-%	9%	7%	-%
Neither satisfied nor dissatisfied	(0)	19	-	*	3	3	-	-	3	4	2	2	3
		12%	-%	2%	9%	18%	-%	-%	17%	29%	27%	20%	6%
Fairly satisfied	(1)	51	-	2	7	3	3	11	4	3	4	9	5
		33%	-%	29%	25%	20%	56%	53%	37%	16%	57%	29%	41%
Very satisfied	(2)	70	-	5	13	5	2	10	3	9	1	18	2
		46%	-%	69%	48%	35%	44%	46%	34%	57%	14%	58%	18%
Don't Know (DO NOT READ OUT)		3	-	-	1	3	-	-	-	-	-	-	-
		2%	-%	-%	2%	18%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		120	-	8	20	9	5	21	7	12	6	26	6
		79%	-%	98%	73%	55%	100%	100%	71%	73%	71%	87%	59%
NET: Dissatisfied		10	-	-	4	1	-	*	-	-	1	2	2
		7%	-%	-%	15%	9%	-%	*%	-%	-%	9%	7%	18%
Answered		150	-	8	27	13	5	21	10	16	8	30	11
Mean Score		1.2	-	1.7	1.0	1.0	1.4	1.5	1.1	1.3	.8	1.4	.4
Standard error		.07	-	.16	.23	.24	.28	.12	.22	.27	.16	.20	.43
Standard deviation		.97	-	.54	1.22	1.09	.56	.53	.83	.90	.85	.89	1.37

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 370 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	179	39	46	38	56	85	94
Effective base	70	16	17	13	24	33	37
Weighted Base	153	35	42	27	49	77	76
Very dissatisfied	(-2)	3	1	-	2	1	2
		2%	3%	-%	4%	2%	3%
Fairly dissatisfied	(-1)	7	3	1	*	4	3
		5%	8%	4%	*%	6%	3%
Neither satisfied nor dissatisfied	(0)	19	3	3	8	5	14
		12%	8%	7%	27%	7%	18%
Fairly satisfied	(1)	51	9	17	7	26	24
		33%	26%	41%	24%	34%	32%
Very satisfied	(2)	70	19	17	13	36	34
		46%	53%	42%	48%	47%	44%
Don't Know (DO NOT READ OUT)		3	1	3	-	3	-
		2%	2%	7%	-%	4%	-%
NET: Satisfied	120	28	35	20	38	62	58
	79%	79%	83%	73%	78%	81%	76%
NET: Dissatisfied	10	4	1	*	5	6	5
	7%	12%	4%	*%	10%	7%	6%
Answered	150	34	39	27	49	73	76
Mean Score	1.2	1.2	1.3	1.2	1.1	1.2	1.1
Standard error	.07	.18	.11	.14	.14	.10	.10
Standard deviation	.97	1.12	.77	.86	1.07	.95	1.00

Columns Tested:: a,b,c,d - a,b

Table 371

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	83	1	82	47	9	10	17	36
Effective base	33	1	32	30	7	8	13	16
Weighted Base	74	1	73	71	2	1	1	3
Very dissatisfied	(-2)	*	*	-	*	-	-	*
		*%	*%	-%	3%	-%	-%	2%
Fairly dissatisfied	(-1)	6	6	5	1	*	-	1
		8%	8%	7%	29%	21%	-%	23%
Neither satisfied nor dissatisfied	(0)	20	20	19	1	*	-	1
		27%	27%	27%	37%	4%	-%	22%
Fairly satisfied	(1)	26	26	25	-	*	*	1
		35%	35%	35%	-%	45%	39%	18%
Very satisfied	(2)	21	20	20	1	*	*	1
		28%	27%	28%	30%	30%	61%	35%
Don't Know (DO NOT READ OUT)		2	2	2	-	-	-	-
		2%	2%	2%	-%	-%	-%	-%
NET: Satisfied		47	45	45	1	1	1	2
		63%	62%	63%	30%	75%	100%	53%
NET: Dissatisfied		6	6	5	1	*	-	1
		8%	8%	7%	33%	21%	-%	25%
Answered		73	72	69	2	1	1	3
Mean Score		.8	.8	.9	.2	.8	1.6	.6
Standard error		.10	.11	.14	.60	-	-	.24
Standard deviation		.94	.94	.93	1.80	-	-	1.46

Columns Tested:: a,b - a,b,c,d,e

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	83	17	19	11	4	15	17	47	9	27
Effective base	33	14	16	9	3	9	13	30	7	16
Weighted Base	74	42	20	9	1	2	1	71	2	1
Very dissatisfied	(-2)	*	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	9%	-%	-%	-%	3%	-%
Fairly dissatisfied	(-1)	6	5	1	*	1	-	5	1	*
	8%	-%	23%	9%	14%	31%	-%	7%	29%	13%
Neither satisfied nor dissatisfied	(0)	20	3	1	*	*	-	19	1	*
	27%	38%	14%	6%	45%	20%	-%	27%	37%	2%
Fairly satisfied	(1)	26	4	2	-	*	*	25	-	1
	35%	45%	21%	21%	-%	19%	39%	35%	-%	43%
Very satisfied	(2)	21	7	6	*	1	*	20	1	1
	28%	16%	37%	64%	32%	29%	61%	28%	30%	41%
Don't Know (DO NOT READ OUT)		2	*	1	-	-	-	2	-	-
	2%	1%	6%	-%	-%	-%	-%	2%	-%	-%
NET: Satisfied		47	11	8	*	1	1	45	1	1
	63%	61%	57%	85%	32%	48%	100%	63%	30%	84%
NET: Dissatisfied		6	5	1	*	1	-	5	1	*
	8%	-%	23%	9%	23%	31%	-%	7%	33%	13%
Answered	73	42	18	9	1	2	1	69	2	1
Mean Score	.8	.8	.8	1.4	.3	.5	1.6	.9	.2	1.1
Standard error	.10	.18	.29	.30	-	.43	-	.14	.60	.35
Standard deviation	.94	.71	1.24	1.01	-	1.68	-	.93	1.80	1.81

Columns Tested: a,b,c,d,e,f,g,h,i

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	83	21	26	9	10	17	24	18	17	5	15
Effective base	33	17	22	7	8	13	11	12	7	3	2
Weighted Base	74	50	21	2	1	1	25	32	8	5	2
Very dissatisfied	(-2)	*	-	-	*	-	-	-	-	-	-
		-%	-%	3%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	4	2	1	*	2	2	*	-	*
		8%	8%	7%	29%	21%	7%	6%	4%	-%	16%
Neither satisfied nor dissatisfied	(0)	20	18	2	1	*	9	9	2	-	*
		27%	35%	8%	37%	4%	36%	27%	28%	-%	2%
Fairly satisfied	(1)	26	19	6	-	*	10	13	1	*	1
		35%	39%	28%	-%	45%	39%	41%	18%	*%	70%
Very satisfied	(2)	21	9	11	1	*	4	7	4	5	*
		28%	18%	51%	30%	30%	17%	22%	50%	100%	12%
Don't Know (DO NOT READ OUT)		2	*	1	-	-	*	1	-	-	-
		2%	1%	6%	-%	-%	2%	4%	-%	-%	-%
NET: Satisfied		47	28	17	1	1	14	20	5	5	2
		63%	56%	79%	30%	75%	56%	63%	67%	100%	83%
NET: Dissatisfied		6	4	2	1	*	2	2	*	-	*
		8%	8%	7%	33%	21%	7%	6%	4%	-%	16%
Answered		73	49	20	2	1	25	31	8	5	2
Mean Score		.8	.7	1.3	.2	.8	.7	.8	1.1	2.0	.8
Standard error		.10	.19	.19	.60	-	.18	.21	.25	.02	.32
Standard deviation		.94	.86	.94	1.80	-	.85	.87	1.03	.04	1.26

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	83	7	4	17	4	8	8	3	5	5
Effective base	33	5	1	6	3	5	6	1	4	3
Weighted Base	74	4	2	18	5	6	15	4	10	6
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	*	1	-	3	-	-	-	2
	8%	-%	6%	6%	-%	45%	-%	-%	-%	32%
Neither satisfied nor dissatisfied	(0)	20	-	6	-	2	7	-	-	4
	27%	-%	-%	36%	-%	29%	46%	-%	-%	65%
Fairly satisfied	(1)	26	1	2	7	2	2	5	3	2
	35%	23%	85%	39%	31%	25%	33%	91%	24%	*
Very satisfied	(2)	21	3	*	3	4	-	2	*	8
	28%	77%	10%	20%	69%	-%	13%	9%	76%	*%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	1	-	-	-
	2%	-%	-%	-%	-%	-%	8%	-%	-%	-%
NET: Satisfied	47	4	2	10	5	2	7	4	10	*
	63%	100%	94%	58%	100%	25%	46%	100%	100%	3%
NET: Dissatisfied	6	-	*	1	-	3	-	-	-	2
	8%	-%	6%	6%	-%	45%	-%	-%	-%	32%
Answered	73	4	2	18	5	6	14	4	10	6
Mean Score	.8	1.8	1.0	.7	1.7	-.2	.6	1.1	1.8	-.3
Standard error	.10	.18	.37	.21	.26	.32	.28	.19	.20	.26
Standard deviation	.94	.48	.74	.87	.51	.89	.74	.33	.45	.58

Columns Tested: a,b,c,d,e,f,g,h,i

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		83	17	16	28	61	22	12	3	7
Effective base		33	11	8	13	30	8	6	2	4
Weighted Base		74	17	17	37	71	3	3	*	*
Very dissatisfied	(-2)	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	* 21%
Fairly dissatisfied	(-1)	6 8%	5 27%	* 1%	1 3%	6 8%	* 9%	* 3%	* 83%	* 13%
Neither satisfied nor dissatisfied	(0)	20 27%	6 32%	- -%	13 36%	19 27%	1 32%	1 37%	* 17%	- -%
Fairly satisfied	(1)	26 35%	3 20%	6 33%	15 42%	24 34%	1 41%	1 45%	- -%	* 23%
Very satisfied	(2)	21 28%	4 22%	11 66%	6 16%	21 29%	* 5%	* 2%	- -%	* 44%
Don't Know (DO NOT READ OUT)		2 2%	- -%	- -%	1 3%	1 2%	* 11%	* 13%	- -%	- -%
NET: Satisfied		47 63%	7 41%	17 99%	21 58%	45 63%	2 46%	1 47%	- -%	* 67%
NET: Dissatisfied		6 8%	5 27%	* 1%	1 3%	6 8%	* 10%	* 3%	* 83%	* 33%
Answered		73	17	17	36	70	3	3	*	*
Mean Score		.8	.4	1.6	.7	.9	.4	.5	-.8	.6
Standard error		.10	.27	.14	.15	.12	.22	.23	-	-
Standard deviation		.94	1.13	.54	.77	.95	1.01	.77	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	83	5	6	6	12	9	20	1	2	34
Effective base	33	5	3	2	3	5	10	1	2	13
Weighted Base	74	4	2	7	8	16	15	2	*	28
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	-	1	*	1	-	3	-	-
		8%	-%	46%	2%	11%	-%	20%	-%	-%
Neither satisfied nor dissatisfied	(0)	20	-	-	1	1	4	4	-	-
		27%	-%	-%	18%	14%	28%	24%	-%	-%
Fairly satisfied	(1)	26	2	*	5	5	4	6	-	-
		35%	44%	2%	68%	53%	22%	38%	-%	-%
Very satisfied	(2)	21	2	1	1	2	8	2	2	*
		28%	56%	51%	13%	21%	50%	10%	100%	100%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	1	-	-	*
		2%	-%	-%	-%	-%	8%	-%	-%	1%
NET: Satisfied	47	4	1	5	6	11	7	2	*	15
		63%	100%	54%	80%	75%	72%	48%	100%	100%
NET: Dissatisfied	6	-	1	*	1	-	3	-	-	2
		8%	-%	46%	2%	11%	-%	20%	-%	8%
Answered	73	4	2	7	8	16	14	2	*	28
Mean Score	.8	1.6	.6	.9	.8	1.2	.4	2.0	2.0	.6
Standard error	.10	.25	.90	.27	.27	.29	.23	-	-	.15
Standard deviation	.94	.56	2.19	.65	.94	.88	.98	-	-	.89

Columns Tested: a,b,c,d,e,f,g,h,i

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	83	26	20	37	79	4	-	65	18	82	1
Effective base	33	10	10	14	31	3	-	28	6	33	1
Weighted Base	74	29	15	30	62	13	-	67	7	74	*
Very dissatisfied (-2)	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
Fairly dissatisfied (-1)	6 8%	1 3%	3 20%	2 7%	6 10%	- -%	- -%	4 6%	2 28%	6 8%	- -%
Neither satisfied nor dissatisfied (0)	20 27%	6 20%	4 24%	11 35%	11 18%	9 69%	- -%	19 29%	1 9%	20 27%	- -%
Fairly satisfied (1)	26 35%	10 35%	6 38%	10 33%	22 35%	4 31%	- -%	23 34%	3 38%	26 35%	* 100%
Very satisfied (2)	21 28%	12 42%	2 10%	7 24%	21 34%	- -%	- -%	19 28%	2 25%	21 28%	- -%
Don't Know (DO NOT READ OUT)	2 2%	- -%	1 8%	* 1%	2 3%	- -%	- -%	2 2%	- -%	2 2%	- -%
NET: Satisfied	47 63%	22 77%	7 48%	17 56%	43 69%	4 31%	- -%	42 63%	4 63%	47 63%	* 100%
NET: Dissatisfied	6 8%	1 3%	3 20%	2 7%	6 10%	- -%	- -%	4 6%	2 28%	6 8%	- -%
Answered	73	29	14	30	60	13	-	66	7	73	*
Mean Score	.8	1.2	.4	.7	1.0	.3	-	.9	.6	.8	1.0
Standard error	.10	.17	.23	.15	.11	.24	-	.12	.29	.11	-
Standard deviation	.94	.87	.98	.92	.98	.48	-	.92	1.23	.94	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	*c
Significance Level: 95%					
Unweighted Base		83	32	34	16
Effective base		33	15	12	6
Weighted Base		74	30	29	14
Very dissatisfied	(-2)	* *%	- -%	* *%	- -%
Fairly dissatisfied	(-1)	6 8%	3 10%	3 10%	* 1%
Neither satisfied nor dissatisfied	(0)	20 27%	8 27%	4 13%	8 54%
Fairly satisfied	(1)	26 35%	9 29%	15 50%	2 15%
Very satisfied	(2)	21 28%	9 29%	8 27%	4 30%
Don't Know (DO NOT READ OUT)		2 2%	2 5%	- -%	- -%
NET: Satisfied		47 63%	18 58%	23 77%	6 45%
NET: Dissatisfied		6 8%	3 10%	3 10%	* 1%
Answered		73	29	29	14
Mean Score		.8	.8	.9	.7
Standard error		.10	.18	.16	.23
Standard deviation		.94	1.01	.91	.93

Columns Tested: a,b,c

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	83	36	18	5	5	10	5	2	2	54	29	24
Effective base	33	19	7	3	3	4	2	2	1	25	8	7
Weighted Base	74	36	20	*	3	12	3	1	*	56	19	18
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	*	*
		*%	-%	-%	-%	-%	3%	-%	-%	-%	*%	*%
Fairly dissatisfied	(-1)	6	4	-	*	-	2	-	-	4	2	2
		8%	11%	-%	81%	-%	16%	-%	-%	7%	11%	10%
Neither satisfied nor dissatisfied	(0)	20	13	7	-	-	*	-	-	20	*	*
		27%	36%	36%	-%	-%	*%	-%	-%	36%	*%	*%
Fairly satisfied	(1)	26	12	4	*	-	8	2	*	15	10	10
		35%	32%	19%	14%	-%	69%	80%	35%	27%	56%	57%
Very satisfied	(2)	21	7	8	*	3	2	*	1	15	6	6
		28%	20%	39%	5%	100%	15%	17%	65%	100%	27%	32%
Don't Know (DO NOT READ OUT)		2	*	1	-	-	-	-	-	2	-	-
		2%	1%	6%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied		47	19	11	*	3	10	3	1	30	16	16
		63%	52%	58%	19%	100%	83%	97%	100%	54%	88%	89%
NET: Dissatisfied		6	4	-	*	-	2	*	-	4	2	2
		8%	11%	-%	81%	-%	16%	3%	-%	7%	12%	11%
Answered		73	36	19	*	3	12	3	1	54	19	18
Mean Score		.8	.6	1.0	-6	2.0	.8	1.1	1.6	2.0	.8	1.1
Standard error		.10	.16	.22	-	-.29	.22	.36	.93	-	.13	.17
Standard deviation		.94	.94	.92	-	-.92	.80	1.32	-	.95	.92	.89

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	83	14	22	47	82	82	82	80	74	71	-	35	7	13	7	10	10
Effective base	33	7	12	15	32	32	32	32	29	26	-	18	3	4	2	4	3
Weighted Base	74	17	19	38	73	73	73	71	67	58	-	37	6	11	6	10	3
Very dissatisfied (-2)	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	6 8%	3 16%	1 6%	2 6%	6 8%	6 8%	6 8%	6 9%	6 9%	6 10%	- -%	3 8%	2 35%	1 10%	- -%	- -%	* 6%
Neither satisfied nor dissatisfied (0)	20 27%	9 51%	4 22%	7 19%	20 27%	20 27%	20 27%	20 28%	19 29%	13 23%	- -%	9 25%	4 64%	* 3%	- -%	6 59%	1 25%
Fairly satisfied (1)	26 35%	4 23%	8 40%	14 37%	26 35%	26 35%	26 35%	26 36%	23 35%	19 33%	- -%	14 39%	* 1%	5 41%	4 77%	* 1%	2 67%
Very satisfied (2)	21 28%	1 7%	6 32%	14 35%	20 27%	20 27%	20 27%	18 25%	17 25%	19 32%	- -%	10 28%	* *%	5 46%	* 2%	4 40%	* 2%
Don't Know (DO NOT READ OUT)	2 2%	* 2%	- -%	1 3%	2 2%	2 2%	2 2%	2 2%	2 2%	1 2%	- -%	* 1%	- -%	- -%	1 21%	- -%	- -%
NET: Satisfied	47 63%	5 31%	14 72%	28 72%	45 62%	45 62%	45 62%	44 61%	40 60%	38 65%	- -%	25 66%	* 1%	10 87%	4 79%	4 41%	2 69%
NET: Dissatisfied	6 8%	3 16%	1 6%	2 6%	6 8%	6 8%	6 8%	6 9%	6 9%	6 11%	- -%	3 8%	2 35%	1 10%	- -%	- -%	* 6%
Answered	73	17	19	37	72	72	72	70	65	57	-	37	6	11	4	10	3
Mean Score	.8	.2	1.0	1.1	.8	.8	.8	.8	.8	.9	-	.9	-.3	1.2	1.0	.8	.7
Standard error	.10	.23	.19	.13	.11	.11	.11	.11	.11	.12	-	.16	.21	.27	.08	.33	.24
Standard deviation	.94	.83	.91	.91	.94	.94	.94	.93	.94	1.00	-	.93	.56	.96	.20	1.03	.75

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	83	38	11	9	6	7	2	9	22	21	16	7	8	3	5
Effective base	33	18	6	4	2	5	1	3	13	7	4	3	2	2	1
Weighted Base	74	40	8	12	1	4	4	3	28	18	12	6	5	2	2
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	*	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	3	1	2	-	-	*	4	1	1	1	-	-	*
		8%	7%	15%	16%	-%	-%	3%	14%	5%	4%	12%	-%	-%	10%
Neither satisfied nor dissatisfied	(0)	20	13	2	*	-	-	4	9	5	4	-	-	2	*
		27%	31%	25%	3%	-%	-%	100%	33%	28%	35%	-%	-%	67%	1%
Fairly satisfied	(1)	26	13	1	8	*	1	-	10	4	5	*	3	-	2
		35%	33%	16%	66%	6%	22%	-%	37%	22%	47%	7%	67%	-%	89%
Very satisfied	(2)	21	11	3	2	*	3	*	4	8	*	5	2	1	-
		28%	27%	44%	15%	13%	78%	*%	14%	44%	3%	80%	33%	33%	-%
Don't Know (DO NOT READ OUT)		2	*	-	-	1	-	-	*	-	1	-	-	-	-
		2%	1%	-%	-%	81%	-%	-%	1%	-%	10%	-%	-%	-%	-%
NET: Satisfied		47	24	5	10	*	4	*	14	12	6	5	5	1	2
		63%	60%	61%	81%	19%	100%	*%	52%	67%	50%	88%	100%	33%	89%
NET: Dissatisfied		6	3	1	2	-	-	*	4	1	1	1	-	-	*
		8%	7%	15%	16%	-%	-%	3%	14%	5%	4%	12%	-%	-%	10%
Answered		73	40	8	12	*	4	4	27	18	10	6	5	2	2
Mean Score		.8	.8	.9	.8	1.7	1.8	*	.5	1.1	.5	1.6	1.3	.7	.8
Standard error		.10	.15	.36	.31	-	.18	.08	.20	.22	.18	.41	.18	.72	.37
Standard deviation		.94	.94	1.21	.92	-	.48	.12	.92	1.00	.68	1.09	.52	1.25	.82

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	83	25	10	12	12	12	3	6	13	23	25	9	11
Effective base	33	12	5	5	5	4	1	2	7	11	12	5	2
Weighted Base	74	26	6	12	11	10	4	3	18	12	28	7	7
Very dissatisfied	(-2)	*	-	-	*	-	-	-	*	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	6	3	*	3	1	-	*	-	5	1	-	*
		8%	10%	2%	23%	5%	-%	-%	3%	42%	3%	-%	3%
Neither satisfied nor dissatisfied	(0)	20	10	-	6	3	1	*	6	2	6	2	4
		27%	37%	-%	51%	25%	8%	10%	33%	18%	21%	21%	61%
Fairly satisfied	(1)	26	9	2	-	1	7	3	5	2	14	5	*
		35%	37%	41%	-%	10%	70%	89%	26%	18%	50%	66%	1%
Very satisfied	(2)	21	4	3	2	7	2	*	8	3	6	1	3
		28%	15%	57%	16%	60%	22%	1%	41%	23%	22%	12%	35%
Don't Know (DO NOT READ OUT)		2	*	-	1	-	-	-	-	-	1	-	-
		2%	2%	-%	10%	-%	-%	-%	-%	-%	4%	-%	-%
NET: Satisfied		47	13	6	2	8	10	3	12	5	20	6	3
		63%	51%	98%	16%	70%	92%	90%	66%	40%	72%	79%	36%
NET: Dissatisfied		6	3	*	3	1	-	*	*	5	1	-	*
		8%	10%	2%	23%	5%	-%	-%	*%	42%	3%	-%	3%
Answered		73	25	6	11	11	10	4	18	12	27	7	7
Mean Score		.8	.6	1.5	.1	1.3	1.1	.9	1.1	.2	.9	.9	.7
Standard error		.10	.18	.21	.31	.30	.16	.21	.25	.26	.16	.21	.32
Standard deviation		.94	.89	.66	1.03	1.03	.56	.36	.90	1.26	.77	.62	1.07

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	
Unweighted Base	83	28	17	16	8	11	21	23	20	10	7	
Effective base	33	11	7	10	4	2	10	10	8	5	2	
Weighted Base	74	27	14	16	5	7	24	14	21	7	6	
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	-	
	%	%	%	%	%	%	%	%	%	%	%	
Fairly dissatisfied	(-1)	6	3	2	1	-	*	-	5	1	-	*
	8%	11%	15%	5%	-%	3%	-%	36%	4%	-%	2%	
Neither satisfied nor dissatisfied	(0)	20	6	2	6	2	4	10	4	-	2	4
	27%	23%	15%	37%	30%	61%	41%	31%	-%	22%	70%	
Fairly satisfied	(1)	26	11	6	6	3	*	7	1	13	5	-
	35%	42%	41%	37%	53%	1%	28%	6%	63%	67%	-%	
Very satisfied	(2)	21	6	4	2	1	3	8	4	6	1	2
	28%	23%	29%	14%	17%	35%	32%	28%	26%	11%	28%	
Don't Know (DO NOT READ OUT)		2	-	-	1	-	-	-	-	1	-	-
	2%	-%	-%	8%	-%	-%	-%	-%	6%	-%	-%	
NET: Satisfied		47	18	9	8	4	3	14	5	19	6	2
	63%	66%	70%	51%	70%	36%	59%	33%	90%	78%	28%	
NET: Dissatisfied		6	3	2	1	-	*	*	5	1	-	*
	8%	11%	15%	5%	-%	3%	%	36%	4%	-%	2%	
Answered		73	27	14	14	5	7	24	14	20	7	6
Mean Score		.8	.8	.8	.6	.9	.7	.9	.2	1.2	.9	.5
Standard error		.10	.18	.25	.21	.27	.32	.19	.26	.15	.19	.38
Standard deviation		.94	.96	1.05	.82	.75	1.07	.88	1.26	.68	.61	1.01

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	b
Significance Level: 95%													
Unweighted Base	83	16	14	23	18	7	59	10	11	54	29	50	32
Effective base	33	7	5	10	10	3	23	5	6	20	13	20	12
Weighted Base	74	16	11	19	22	1	47	7	18	50	24	46	27
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	-	*	-
		*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	6	3	-	3	*	1	3	2	4	2	4	2
		8%	17%	-%	16%	20%	2%	49%	11%	8%	9%	8%	8%
Neither satisfied nor dissatisfied	(0)	20	5	3	4	8	7	4	9	11	9	8	12
		27%	31%	26%	19%	38%	16%	50%	51%	23%	35%	18%	43%
Fairly satisfied	(1)	26	5	6	8	4	19	*	6	21	4	19	7
		35%	33%	54%	43%	17%	41%	1%	35%	43%	18%	42%	24%
Very satisfied	(2)	21	3	2	3	10	18	-	*	12	9	13	7
		28%	18%	20%	15%	44%	38%	-%	*%	24%	37%	28%	25%
Don't Know (DO NOT READ OUT)		2	-	-	1	-	1	-	*	2	-	2	-
		2%	-%	-%	6%	-%	3%	-%	2%	3%	-%	3%	-%
NET: Satisfied		47	8	8	11	14	37	*	6	33	13	32	13
		63%	51%	74%	58%	61%	80%	1%	36%	66%	55%	70%	49%
NET: Dissatisfied		6	3	-	3	*	1	3	2	4	2	4	2
		8%	17%	-%	16%	20%	2%	49%	11%	8%	9%	9%	8%
Answered		73	16	11	17	22	45	7	17	48	24	44	27
Mean Score		.8	.5	.9	.6	1.0	1.2	-.5	.3	.8	.8	.9	.7
Standard error		.10	.25	.19	.21	.22	.10	.18	.21	.12	.20	.13	.17
Standard deviation		.94	1.02	.71	.98	.95	.78	.56	.66	.89	1.06	.92	.96

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*a	b	a	b	a	b	*a	b
Unweighted Base	83	29	53	25	55	50	32	31	51	25	55
Effective base	33	14	18	12	22	20	12	13	19	13	20
Weighted Base	74	31	42	33	38	45	28	30	43	33	38
Very dissatisfied (-2)	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%
Fairly dissatisfied (-1)	6 8%	2 6%	4 10%	2 6%	4 11%	3 7%	3 11%	2 7%	4 10%	3 8%	3 9%
Neither satisfied nor dissatisfied (0)	20 27%	9 27%	11 27%	8 24%	12 32%	8 18%	12 42%	8 25%	12 29%	7 21%	13 34%
Fairly satisfied (1)	26 35%	15 47%	11 27%	16 47%	10 26%	23 50%	3 11%	12 41%	13 31%	18 55%	7 19%
Very satisfied (2)	21 28%	5 15%	15 36%	6 18%	12 31%	9 21%	10 37%	7 22%	13 30%	4 11%	14 37%
Don't Know (DO NOT READ OUT)	2 2%	2 5%	- -%	2 5%	- -%	2 4%	- -%	2 5%	- -%	2 5%	- -%
NET: Satisfied	47 63%	19 61%	26 63%	22 65%	22 57%	32 71%	13 48%	19 63%	26 62%	22 66%	22 57%
NET: Dissatisfied	6 8%	2 6%	4 10%	2 6%	4 11%	3 7%	3 11%	2 7%	4 10%	3 8%	3 9%
Answered	73	30	42	31	38	43	28	29	43	32	38
Mean Score	.8	.7	.9	.8	.8	.9	.7	.8	.8	.7	.9
Standard error	.10	.16	.14	.17	.14	.12	.19	.17	.14	.16	.14
Standard deviation	.94	.81	1.03	.83	1.02	.84	1.09	.89	.98	.79	1.04

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	83	68	53	22	-	61	50	23	-	69	43	23	-
Effective base	33	26	22	10	-	25	20	10	-	28	18	11	-
Weighted Base	74	62	47	15	-	59	35	15	-	64	32	22	-
Very dissatisfied (-2)	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Fairly dissatisfied (-1)	6 8%	4 7%	3 7%	* *%	- -%	2 4%	3 9%	3 19%	- -%	4 6%	3 10%	2 8%	- -%
Neither satisfied nor dissatisfied (0)	20 27%	19 31%	6 12%	2 16%	- -%	18 31%	3 8%	4 24%	- -%	20 31%	3 9%	3 12%	- -%
Fairly satisfied (1)	26 35%	22 36%	24 51%	5 35%	- -%	22 37%	12 35%	3 17%	- -%	24 38%	13 40%	7 31%	- -%
Very satisfied (2)	21 28%	17 27%	12 26%	7 49%	- -%	17 28%	15 43%	6 40%	- -%	16 25%	12 37%	11 48%	- -%
Don't Know (DO NOT READ OUT)	2 2%	- -%	2 3%	- -%	- -%	- -%	2 4%	- -%	- -%	- -%	2 5%	- -%	- -%
NET: Satisfied	47 63%	39 63%	37 78%	13 84%	- -%	39 65%	28 78%	8 57%	- -%	40 63%	24 77%	18 79%	- -%
NET: Dissatisfied	6 8%	4 7%	3 7%	* *%	- -%	2 4%	3 9%	3 19%	- -%	4 6%	3 10%	2 8%	- -%
Answered	73	62	46	15	-	59	34	15	-	64	30	22	-
Mean Score	.8	.8	1.0	1.3	-	.9	1.2	.8	-	.8	1.1	1.2	-
Standard error	.10	.11	.12	.16	-	.11	.14	.25	-	.11	.15	.20	-
Standard deviation	.94	.91	.83	.77	-	.87	.96	1.20	-	.89	.95	.97	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	*c	*d	*e	*a	*b
Unweighted Base	83	53	50	37	46	47	9	27	20	25	15	6	12	12
Effective base	33	21	20	15	17	21	5	12	7	9	6	3	5	6
Weighted Base	74	48	48	35	40	52	4	27	16	23	13	7	13	18
Very dissatisfied (-2)	*	*	*	-	-	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	6	3	3	2	2	3	-	2	*	*	-	-	-	-
	8%	6%	6%	6%	4%	6%	-%	8%	2%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	20	12	13	7	10	12	*	5	7	7	2	-	*	1
	27%	25%	27%	20%	26%	23%	1%	19%	46%	31%	18%	-%	3%	6%
Fairly satisfied (1)	26	19	17	14	12	23	*	12	6	8	3	1	4	11
	35%	40%	36%	40%	31%	44%	6%	44%	37%	35%	26%	16%	31%	63%
Very satisfied (2)	21	12	13	10	14	13	3	6	2	7	7	6	7	4
	28%	25%	27%	29%	34%	24%	94%	23%	16%	33%	56%	84%	54%	22%
Don't Know (DO NOT READ OUT)	2	2	2	2	2	2	-	2	-	-	-	-	2	2
	2%	3%	3%	4%	4%	3%	-%	6%	-%	-%	-%	-%	12%	9%
NET: Satisfied	47	31	30	25	26	36	4	18	8	15	10	7	11	15
	63%	65%	63%	69%	66%	69%	99%	67%	53%	67%	82%	100%	85%	85%
NET: Dissatisfied	6	3	3	2	2	3	-	2	*	*	-	-	-	-
	8%	6%	6%	6%	4%	6%	-%	8%	2%	1%	-%	-%	-%	-%
Answered	73	47	47	34	38	51	4	25	16	23	13	7	11	16
Mean Score	.8	.9	.9	1.0	1.0	.9	1.9	.9	.7	1.0	1.4	1.8	1.6	1.2
Standard error	.10	.12	.13	.15	.14	.13	.11	.18	.17	.17	.21	.16	.19	.17
Standard deviation	.94	.88	.92	.89	.91	.86	.34	.90	.78	.85	.81	.39	.59	.55

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		83	23	13	4	7	58	47	66	47	45	62	49	18	-	56	3
Effective base		33	10	6	3	3	22	18	25	18	19	22	20	7	-	21	2
Weighted Base		74	18	14	2	11	47	33	53	42	42	50	35	10	-	51	3
Very dissatisfied (-2)		*	-	*	-	-	*	*	*	-	-	*	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%
Fairly dissatisfied (-1)		6	2	*	1	1	3	2	3	3	6	1	2	1	-	1	1
		8%	12%	*%	40%	7%	6%	7%	6%	8%	14%	3%	6%	11%	-%	2%	30%
Neither satisfied nor dissatisfied (0)		20	2	5	*	-	11	9	14	9	11	12	9	1	-	12	-
		27%	10%	37%	19%	-%	23%	27%	27%	22%	27%	24%	27%	8%	-%	23%	-%
Fairly satisfied (1)		26	7	4	*	7	18	12	18	16	10	18	14	6	-	23	2
		35%	39%	30%	*%	65%	38%	36%	34%	39%	25%	36%	40%	57%	-%	44%	70%
Very satisfied (2)		21	7	5	1	3	14	8	16	11	14	19	8	3	-	15	-
		28%	37%	32%	41%	29%	29%	25%	30%	27%	34%	37%	22%	25%	-%	30%	-%
Don't Know (DO NOT READ OUT)		2	*	-	-	-	2	2	2	1	-	-	2	-	-	-	-
		2%	2%	-%	-%	-%	3%	5%	3%	3%	-%	-%	5%	-%	-%	-%	-%
NET: Satisfied		47	14	9	1	10	32	20	34	28	24	37	22	8	-	38	2
		63%	76%	62%	41%	93%	67%	61%	64%	67%	59%	73%	62%	82%	-%	75%	70%
NET: Dissatisfied		6	2	*	1	1	3	2	3	3	6	2	2	1	-	1	1
		8%	12%	1%	40%	7%	7%	7%	6%	8%	14%	3%	6%	11%	-%	2%	30%
Answered		73	18	14	2	11	45	32	51	40	42	50	33	10	-	51	3
Mean Score		.8	1.0	.9	.4	1.2	.9	.8	.9	.9	.8	1.1	.8	1.0	-	1.0	.4
Standard error		.10	.21	.25	.96	.29	.12	.14	.12	.14	.16	.11	.13	.21	-	.11	.67
Standard deviation		.94	1.01	.89	1.91	.77	.91	.93	.92	.92	1.07	.86	.88	.91	-	.80	1.15

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	*a	b	*c
Unweighted Base	83	56	12	69	2	58	25	30	43	10	23	35	22
Effective base	33	23	5	29	1	23	10	13	18	4	10	14	8
Weighted Base	74	58	5	63	1	53	21	25	37	13	18	30	23
Very dissatisfied (-2)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
Fairly dissatisfied (-1)	6 8%	4 7%	- -%	5 8%	1 100%	2 4%	4 19%	1 3%	3 7%	3 21%	2 12%	4 13%	- -%
Neither satisfied nor dissatisfied (0)	20 27%	16 28%	1 21%	13 20%	- -%	13 24%	7 34%	1 2%	14 38%	6 43%	* 2%	5 16%	15 65%
Fairly satisfied (1)	26 35%	23 39%	2 42%	24 37%	- -%	19 35%	7 33%	8 32%	13 36%	5 36%	6 34%	15 50%	1 4%
Very satisfied (2)	21 28%	15 26%	1 14%	21 33%	- -%	19 36%	2 8%	14 57%	7 18%	* *%	9 53%	6 20%	5 24%
Don't Know (DO NOT READ OUT)	2 2%	* 1%	1 22%	1 2%	- -%	* 1%	1 6%	1 5%	* 1%	- -%	- -%	- -%	2 7%
NET: Satisfied	47 63%	37 64%	3 56%	44 70%	- -%	38 71%	9 41%	22 89%	20 54%	5 37%	15 86%	21 70%	6 28%
NET: Dissatisfied	6 8%	4 7%	- -%	5 8%	1 100%	2 4%	4 19%	1 4%	3 7%	3 21%	2 12%	4 13%	- -%
Answered	73	57	4	62	1	53	20	23	36	13	18	30	21
Mean Score	.8	.8	.9	1.0	-1.0	1.0	.3	1.5	.7	.2	1.3	.8	.6
Standard error	.10	.12	.23	.11	-	.12	.19	.14	.13	.25	.21	.16	.20
Standard deviation	.94	.90	.77	.93	-	.89	.91	.75	.87	.78	1.01	.94	.89

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	*b
Unweighted Base		83	55	28
Effective base		33	18	16
Weighted Base		74	44	30
Very dissatisfied	(-2)	*	*	-
		*%	*%	-%
Fairly dissatisfied	(-1)	6	4	2
		8%	10%	6%
Neither satisfied nor dissatisfied	(0)	20	11	9
		27%	25%	29%
Fairly satisfied	(1)	26	15	11
		35%	33%	37%
Very satisfied	(2)	21	14	7
		28%	31%	24%
Don't Know (DO NOT READ OUT)		2	*	1
		2%	1%	4%
NET: Satisfied		47	28	18
		63%	64%	61%
NET: Dissatisfied		6	4	2
		8%	10%	6%
Answered		73	44	29
Mean Score		.8	.9	.8
Standard error		.10	.13	.17
Standard deviation		.94	.99	.89

Columns Tested: a,b

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	83	-	6	12	2	3	4	2	18	16	5	9	6
Effective base	33	-	2	6	2	2	2	2	6	9	4	5	2
Weighted Base	74	-	2	16	1	3	7	*	9	20	*	13	3
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	6	*	*	-	-	-	-	3	-	*	3	-
		8%	-%	7%	2%	-%	-%	-%	30%	-%	22%	22%	-%
Neither satisfied nor dissatisfied	(0)	20	*	1	-	-	1	*	2	5	-	9	3
		27%	-%	20%	7%	-%	8%	64%	20%	24%	-%	68%	94%
Fairly satisfied	(1)	26	-	4	-	1	6	-	4	8	*	1	*
		35%	-%	28%	-%	45%	92%	-%	41%	40%	47%	10%	3%
Very satisfied	(2)	21	*	10	*	2	-	*	1	7	*	*	*
		28%	-%	63%	47%	55%	-%	36%	9%	37%	31%	*%	3%
Don't Know (DO NOT READ OUT)		2	1	-	*	-	-	-	-	-	-	-	-
		2%	-%	61%	-%	53%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		47	*	14	*	3	6	*	5	15	*	1	*
		63%	-%	91%	47%	100%	92%	36%	50%	76%	78%	10%	6%
NET: Dissatisfied		6	*	*	-	-	-	-	3	-	*	3	-
		8%	-%	2%	-%	-%	-%	-%	30%	-%	22%	22%	-%
Answered		73	1	16	*	3	7	*	9	20	*	13	3
Mean Score		.8	.4	1.5	2.0	1.5	.9	.7	.3	1.1	.9	-.1	.1
Standard error		.10	-	.21	-	.34	.15	-	.25	.20	-	.20	.18
Standard deviation		.94	-	.74	-	.60	.30	-	1.05	.78	-	.60	.45

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 371 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	c	*d	*a	b
Unweighted Base	83	18	9	36	20	27	56
Effective base	33	8	4	15	7	12	21
Weighted Base	74	18	11	29	16	29	46
Very dissatisfied	(-2) *	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Fairly dissatisfied	(-1) 6	*	-	3	3	*	6
	8%	3%	-%	9%	18%	2%	12%
Neither satisfied nor dissatisfied	(0) 20	1	1	7	11	2	18
	27%	8%	5%	22%	71%	7%	39%
Fairly satisfied	(1) 26	4	8	12	2	12	13
	35%	25%	72%	40%	9%	43%	29%
Very satisfied	(2) 21	10	2	8	*	12	9
	28%	57%	20%	28%	2%	43%	19%
Don't Know (DO NOT READ OUT)	2	1	*	-	-	2	-
	2%	7%	4%	-%	-%	5%	-%
NET: Satisfied	47	15	10	20	2	25	22
	63%	82%	91%	68%	11%	86%	48%
NET: Dissatisfied	6	*	-	3	3	*	6
	8%	3%	-%	9%	18%	2%	12%
Answered	73	17	11	29	16	27	46
Mean Score	.8	1.5	1.1	.9	-.1	1.3	.5
Standard error	.10	.19	.18	.16	.14	.14	.13
Standard deviation	.94	.80	.51	.94	.62	.71	.95

Columns Tested:: a,b,c,d - a,b

Table 372

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	102	19	83	63	18	5	16	39
Effective base	46	10	38	41	11	3	10	15
Weighted Base	88	11	78	83	5	1	*	5
Very dissatisfied	(-2)	2	1	2	-	-	-	-
		2%	1%	3%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	1	1	-	-	-	-
		1%	1%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	17	16	17	*	*	*	*
		19%	20%	20%	6%	25%	10%	8%
Fairly satisfied	(1)	44	41	42	2	*	*	2
		50%	53%	51%	37%	62%	33%	39%
Very satisfied	(2)	21	16	18	3	*	*	3
		24%	21%	22%	58%	13%	57%	53%
								a
Don't Know (DO NOT READ OUT)	3	-	3	3	-	-	-	-
	3%	-%	4%	4%	-%	-%	-%	-%
NET: Satisfied	65	8	57	60	4	*	*	5
	74%	75%	74%	73%	94%	75%	90%	92%
NET: Dissatisfied	3	1	2	3	-	-	-	-
	3%	12%	2%	4%	-%	-%	-%	-%
Answered	85	11	75	80	5	1	*	5
Mean Score	1.0	1.0	.9	.9	1.5	.9	1.5	1.5
								a
Standard error	.08	.31	.08	.11	.16	-	-	.11
Standard deviation	.85	1.36	.76	.85	.68	-	-	.71

Columns Tested:: a,b - a,b,c,d,e

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		102	30	17	16	9	14	16	63	18	21
Effective base		46	22	12	11	6	7	10	41	11	7
Weighted Base		88	54	19	10	2	3	*	83	5	1
Very dissatisfied	(-2)	2 2%	1 2%	- -%	1 8%	- -%	- -%	- -%	2 3%	- -%	- -%
Fairly dissatisfied	(-1)	1 1%	- -%	- -%	1 10%	- -%	- -%	- -%	1 1%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	17 19%	9 18%	5 27%	2 20%	* 2%	* 14%	* 10%	17 20%	* 6%	* 19%
Fairly satisfied	(1)	44 50%	34 63%	6 32%	2 21%	1 39%	1 40%	* 33%	42 51%	2 37%	* 50%
Very satisfied	(2)	21 24%	6 12%	8 41%	4 41%	1 60%	1 46%	* 57%	18 22%	3 58%	* 31%
Don't Know (DO NOT READ OUT)		3 3%	3 5%	- -%	- -%	- -%	- -%	- -%	3 4%	- -%	- -%
NET: Satisfied		65 74%	40 75%	14 73%	6 62%	2 98%	2 86%	* 90%	60 73%	4 94%	1 81%
NET: Dissatisfied		3 3%	1 2%	- -%	2 18%	- -%	- -%	- -%	3 4%	- -%	- -%
Answered		85	51	19	10	2	3	*	80	5	1
Mean Score		1.0	.9	1.1	.8	1.6	1.3	1.5	.9	1.5	1.1
Standard error		.08	.14	.20	.34	.23	.24	-	.11	.16	-
Standard deviation		.85	.73	.84	1.37	.68	.89	-	.85	.68	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Business Size 3					Turnover					
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +	
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e	
Unweighted Base	102	35	28	18	5	16	37	16	10	9	13	
Effective base	46	26	22	11	3	10	23	7	6	3	6	
Weighted Base	88	63	20	5	1	*	50	15	5	6	2	
Very dissatisfied	(-2) 2 2%	1 2%	1 4%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 1 1%	- -%	1 5%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 17 19%	14 23%	2 12%	* 6%	* 25%	* 10%	9 18%	5 31%	- -%	- -%	* 10%	
Fairly satisfied	(1) 44 50%	36 57%	6 29%	2 37%	* 62%	* 33%	29 57%	5 33%	2 38%	5 84%	2 86%	
Very satisfied	(2) 21 24%	8 13%	10 50%	3 58%	* 13%	* 57%	9 17%	5 30%	3 62%	1 16%	* 4%	
Don't Know (DO NOT READ OUT)	3 3%	3 5%	- -%	- -%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%	
NET: Satisfied	65 74%	45 71%	16 79%	4 94%	* 75%	* 90%	37 75%	10 63%	5 100%	6 100%	2 90%	
NET: Dissatisfied	3 3%	1 2%	2 9%	- -%	- -%	- -%	1 2%	1 6%	- -%	- -%	- -%	
Answered	85	60	20	5	1	*	47	15	5	6	2	
Mean Score	1.0	.8	1.2	1.5	.9	1.5	.9	.9	1.6	1.2	.9	
Standard error	.08	.13	.21	.16	-	-	.12	.24	.17	.13	.15	
Standard deviation	.85	.74	1.10	.68	-	-	.73	.95	.54	.40	.55	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		102	10	5	11	3	8	7	6	11	4
Effective base		46	5	3	7	2	6	5	4	8	3
Weighted Base		88	10	4	20	1	8	9	10	14	5
Very dissatisfied	(-2)	2	-	-	-	-	1	-	-	1	-
		2%	-%	-%	-%	-%	10%	-%	-%	9%	-%
Fairly dissatisfied	(-1)	1	-	-	-	-	1	-	-	-	-
		1%	-%	-%	-%	-%	12%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	17	3	2	8	-	1	-	3	-	-
		19%	33%	38%	41%	-%	7%	-%	30%	-%	-%
Fairly satisfied	(1)	44	5	1	8	1	4	6	5	7	2
		50%	46%	36%	38%	97%	55%	66%	55%	52%	44%
Very satisfied	(2)	21	2	1	4	*	1	3	1	3	3
		24%	21%	25%	21%	3%	16%	34%	15%	18%	56%
Don't Know (DO NOT READ OUT)		3	-	-	-	-	-	-	-	3	-
		3%	-%	-%	-%	-%	-%	-%	-%	21%	-%
NET: Satisfied		65	7	2	12	1	6	9	7	10	5
		74%	67%	62%	59%	100%	71%	100%	70%	70%	100%
NET: Dissatisfied		3	-	-	-	-	2	-	-	1	-
		3%	-%	-%	-%	-%	22%	-%	-%	9%	-%
Answered		85	10	4	20	1	8	9	10	11	5
Mean Score		1.0	.9	.9	.8	1.0	.5	1.3	.9	.9	1.6
Standard error		.08	.24	.41	.24	.18	.45	.19	.28	.37	.28
Standard deviation		.85	.77	.91	.78	.31	1.27	.50	.69	1.17	.56

Columns Tested: a,b,c,d,e,f,g,h,i

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		102	15	26	24	65	37	15	11	11
Effective base		46	9	16	16	39	17	9	4	6
Weighted Base		88	14	28	39	81	7	5	1	1
Very dissatisfied	(-2)	2 2%	1 6%	1 5%	- -%	2 3%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	1 1%	1 7%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	17 19%	1 4%	5 17%	11 29%	17 20%	1 8%	* 10%	* 5%	* 3%
Fairly satisfied	(1)	44 50%	8 55%	13 48%	19 49%	40 50%	4 55%	3 55%	1 58%	1 52%
Very satisfied	(2)	21 24%	4 28%	6 20%	9 23%	19 23%	3 37%	2 34%	* 37%	1 45%
Don't Know (DO NOT READ OUT)		3 3%	- -%	3 10%	- -%	3 4%	- -%	- -%	- -%	- -%
NET: Satisfied		65 74%	12 83%	19 68%	28 71%	59 72%	6 92%	4 90%	1 95%	1 97%
NET: Dissatisfied		3 3%	2 13%	1 5%	- -%	3 4%	- -%	- -%	- -%	- -%
Answered		85	14	25	39	78	7	5	1	1
Mean Score		1.0	.9	.9	.9	.9	1.3	1.2	1.3	1.4
Standard error		.08	.28	.19	.15	.11	.11	.18	.47	.37
Standard deviation		.85	1.09	.95	.72	.86	.65	.70	1.57	1.22

Columns Tested:: a,b,c,d,e,f,g,h

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	102	3	10	4	14	5	40	2	5	33
Effective base	46	3	5	2	7	1	18	2	3	18
Weighted Base	88	3	9	5	14	5	29	1	1	37
Very dissatisfied	(-2) 2 2%	- -%	1 9%	- -%	1 6%	- -%	- -%	- -%	- -%	1 4%
Fairly dissatisfied	(-1) 1 1%	- -%	- -%	1 21%	1 7%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 17 19%	- -%	- -%	- -%	- -%	4 83%	3 9%	* 26%	- -%	10 27%
Fairly satisfied	(1) 44 50%	2 70%	7 76%	3 61%	10 71%	- -%	15 53%	- -%	* 1%	17 47%
Very satisfied	(2) 21 24%	1 30%	1 16%	1 18%	2 16%	1 17%	11 37%	* 74%	1 99%	5 15%
Don't Know (DO NOT READ OUT)	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%
NET: Satisfied	65 74%	3 100%	8 91%	4 79%	12 87%	1 17%	26 91% i	* 74%	1 100%	23 62%
NET: Dissatisfied	3 3%	- -%	1 9%	1 21%	2 13%	- -%	- -%	- -%	- -%	1 4%
Answered	85	3	9	5	14	5	29	1	1	34
Mean Score	1.0	1.3	.9	.8	.8	.3	1.3 i	1.5	2.0	.8
Standard error	.08	.33	.32	.55	.27	.37	.10 i	-	-	.15
Standard deviation	.85	.57	1.03	1.11	1.01	.83	.63	-	-	.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	102	22	40	40	88	14	-	92	10	101	1
Effective base	46	10	18	19	38	9	-	43	4	45	1
Weighted Base	88	22	29	38	66	22	-	86	3	88	1
Very dissatisfied	(-2) 2 2%	1 4%	- -%	1 3%	2 3%	- -%	- -%	2 2%	- -%	2 2%	- -%
Fairly dissatisfied	(-1) 1 1%	1 4%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
Neither satisfied nor dissatisfied	(0) 17 19%	4 20%	3 9%	10 26%	7 11%	10 44%	- -%	17 20%	* 13%	17 20%	- -%
Fairly satisfied	(1) 44 50%	12 53%	15 53%	17 45%	35 53%	9 41%	- -%	42 49%	2 82%	43 50%	1 100%
Very satisfied	(2) 21 24%	4 18%	11 37%	6 17%	18 27%	3 15%	- -%	21 25%	* 5%	21 24%	- -%
Don't Know (DO NOT READ OUT)	3 3%	- -%	- -%	3 8%	3 4%	- -%	- -%	3 3%	- -%	3 3%	- -%
NET: Satisfied	65 74%	16 72%	26 91%	24 62%	53 80%	13 56%	- -%	63 73%	2 87%	64 74%	1 100%
NET: Dissatisfied	3 3%	2 8%	- -%	1 3%	3 5%	- -%	- -%	3 4%	- -%	3 3%	- -%
Answered	85	22	29	35	63	22	-	83	3	85	1
Mean Score	1.0	.8	1.3	.8	1.0	.7	-	1.0	.9	1.0	1.0
Standard error	.08	.20	.10	.14	.09	.19	-	.09	.17	.09	-
Standard deviation	.85	.94	.63	.88	.88	.73	-	.86	.52	.85	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		102	33	26	40
Effective base		46	13	10	23
Weighted Base		88	21	12	52
Very dissatisfied	(-2)	2 2%	- -%	1 7%	1 2%
Fairly dissatisfied	(-1)	1 1%	- -%	1 8%	- -%
Neither satisfied nor dissatisfied	(0)	17 19%	6 28%	5 39%	6 11%
Fairly satisfied	(1)	44 50%	10 49%	3 26%	30 59%
Very satisfied	(2)	21 24%	5 24%	3 21%	11 22%
Don't Know (DO NOT READ OUT)		3 3%	- -%	- -%	3 6%
NET: Satisfied		65 74%	15 72%	6 47%	42 81%
NET: Dissatisfied		3 3%	- -%	2 14%	1 2%
Answered		85	21	12	49
Mean Score		1.0	1.0	.5	1.0
Standard error		.08	.13	.23	.12
Standard deviation		.85	.73	1.15	.78

Columns Tested: a,b,c

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	102	63	17	15	2	1	2	1	1	80	22	7
Effective base	46	31	7	5	2	1	1	1	1	38	7	4
Weighted Base	88	58	15	11	2	*	1	1	*	74	15	3
Very dissatisfied	(-2) 2	1	1	-	-	-	-	-	-	2	-	-
	2%	1%	8%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly dissatisfied	(-1) 1	-	-	-	-	-	1	-	-	-	1	1
	1%	-%	-%	-%	-%	-%	96%	-%	-%	-%	6%	28%
Neither satisfied nor dissatisfied	(0) 17	11	4	2	-	-	-	-	-	16	2	-
	19%	19%	29%	14%	-%	-%	-%	-%	-%	21%	11%	-%
Fairly satisfied	(1) 44	29	6	8	1	*	-	-	*	35	9	1
	50%	50%	40%	72%	50%	100%	-%	-%	100%	48%	61%	25%
Very satisfied	(2) 21	14	4	2	1	-	*	1	-	18	3	2
	24%	25%	23%	14%	50%	-%	4%	100%	-%	24%	22%	47%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	3	-	-
	3%	5%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%
NET: Satisfied	65	44	10	10	2	*	*	1	*	53	12	2
	74%	75%	63%	86%	100%	100%	4%	100%	100%	72%	83%	72%
NET: Dissatisfied	3	1	1	-	-	-	1	-	-	2	1	1
	3%	1%	8%	-%	-%	-%	96%	-%	-%	3%	6%	28%
Answered	85	56	15	11	2	*	1	1	*	71	15	3
Mean Score	1.0	1.0	.7	1.0	1.5	1.0	-.9	2.0	1.0	.9	1.0	.9
Standard error	.08	.10	.27	.14	.56	-	-	-	-	.10	.17	.56
Standard deviation	.85	.78	1.13	.56	.79	-	-	-	-	.86	.79	1.49

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	102	19	44	39	87	86	90	96	63	46	6	48	12	6	4	9	5
Effective base	46	8	23	15	37	36	38	44	24	15	4	25	4	2	1	3	1
Weighted Base	88	13	45	30	74	72	76	86	50	34	5	46	6	7	3	7	2
Very dissatisfied (-2)	2 2%	1 6%	- -%	1 4%	1 1%	1 1%	1 1%	2 2%	1 2%	1 2%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	1 1%	- -%	- -%	1 3%	1 1%	1 1%	1 1%	1 1%	1 2%	1 3%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	17 19%	5 40%	6 13%	6 20%	17 23%	14 19%	17 22%	15 18%	12 24%	5 15%	3 59%	8 18%	1 18%	* 3%	- -%	4 60%	- -%
Fairly satisfied (1)	44 50%	5 37%	24 54%	15 50%	38 51%	40 55%	40 52%	43 51%	24 48%	20 58%	1 22%	23 49%	4 63%	6 97%	3 98%	1 17%	2 89%
Very satisfied (2)	21 24%	2 18%	12 27%	7 23%	14 19%	14 19%	15 19%	21 24%	12 24%	7 22%	1 20%	10 23%	1 19%	- -%	* 2%	2 23%	* 11%
Don't Know (DO NOT READ OUT)	3 3%	- -%	3 6%	- -%	3 4%	3 4%	3 4%	3 3%	- -%	- -%	- -%	3 6%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	65 74%	7 54%	36 80%	22 72%	52 71%	54 74%	54 71%	64 75%	37 73%	27 80%	2 41%	33 72%	5 82%	6 97%	3 100%	3 40%	2 100%
NET: Dissatisfied	3 3%	1 6%	- -%	2 7%	2 2%	2 2%	2 2%	3 4%	2 3%	2 5%	- -%	2 4%	- -%	- -%	- -%	- -%	- -%
Answered	85	13	42	30	71	70	73	83	50	34	5	43	6	7	3	7	2
Mean Score	1.0	.6	1.1	.8	.9	.9	.9	1.0	.9	.9	.6	1.0	1.0	1.0	1.0	.6	1.1
Standard error	.08	.23	.10	.16	.08	.08	.08	.09	.11	.12	.36	.12	.19	.08	.08	.30	.18
Standard deviation	.85	1.02	.64	.97	.77	.75	.76	.85	.84	.85	.88	.84	.67	.19	.16	.90	.41

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	102	54	10	4	3	11	1	4	41	21	7	6	5	4	2
Effective base	46	28	4	1	1	4	1	1	21	8	2	3	2	2	1
Weighted Base	88	56	5	*	1	6	4	2	36	20	4	8	1	*	2
Very dissatisfied	(-2)	2	1	-	-	-	-	-	-	1	-	-	-	-	-
		2%	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	17	12	*	*	*	-	4	6	7	1	-	-	-	-
		19%	22%	10%	8%	12%	-%	100%	17%	34%	19%	-%	-%	-%	-%
Fairly satisfied	(1)	44	28	3	*	*	4	-	20	7	4	7	*	*	2
		50%	51%	62%	4%	81%	71%	-%	54%	37%	80%	89%	11%	75%	100%
Very satisfied	(2)	21	10	1	*	*	2	-	8	4	*	1	1	*	-
		24%	19%	29%	88%	7%	29%	-%	21%	21%	*%	11%	89%	25%	-%
Don't Know (DO NOT READ OUT)		3	3	-	-	-	-	-	3	-	-	-	-	-	-
		3%	5%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	-%
NET: Satisfied		65	39	4	*	*	6	-	27	12	4	8	1	*	2
		74%	70%	90%	92%	88%	100%	-%	75%	58%	81%	100%	100%	100%	100%
NET: Dissatisfied		3	2	-	-	-	-	-	-	2	-	-	-	-	-
		3%	3%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%
Answered		85	53	5	*	1	6	4	34	20	4	8	1	*	2
Mean Score		1.0	.9	1.2	1.8	1.0	1.3	-	1.0	.7	.8	1.1	1.9	1.2	1.0
Standard error		.08	.11	.21	-	-	.15	-	.10	.22	.17	.14	.40	-	-
Standard deviation		.85	.80	.66	-	-	.50	-	.65	1.01	.45	.34	.90	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	102	40	14	13	11	8	5	5	20	21	27	11	11
Effective base	46	21	7	4	6	4	2	2	11	9	10	5	5
Weighted Base	88	38	15	11	10	4	1	7	21	15	17	10	13
Very dissatisfied	(-2) 2	1	-	1	-	-	-	-	-	1	-	-	-
	2%	3%	-%	8%	-%	-%	-%	-%	-%	5%	-%	-%	-%
Fairly dissatisfied	(-1) 1	-	-	1	-	-	-	-	-	1	-	-	-
	1%	-%	-%	9%	-%	-%	-%	-%	-%	6%	-%	-%	-%
Neither satisfied nor dissatisfied	(0) 17	10	-	4	*	-	-	1	7	1	2	4	5
	19%	27%	-%	41%	1%	-%	-%	8%	31%	4%	9%	38%	35%
Fairly satisfied	(1) 44	17	7	1	8	3	1	6	8	10	12	6	4
	50%	46%	47%	10%	82%	61%	96%	92%	37%	66%	72%	58%	30%
Very satisfied	(2) 21	9	5	3	2	2	*	-	4	3	3	*	4
	24%	24%	34%	32%	17%	39%	4%	-%	18%	19%	19%	3%	34%
Don't Know (DO NOT READ OUT)	3	-	3	-	-	-	-	-	3	-	-	-	-
	3%	-%	19%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%
NET: Satisfied	65	26	12	5	10	4	1	6	12	13	15	6	8
	74%	69%	81%	42%	99%	100%	100%	92%	55%	85%	91%	62%	65%
NET: Dissatisfied	3	1	-	2	-	-	-	-	-	2	-	-	-
	3%	3%	-%	16%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Answered	85	38	12	11	10	4	1	7	18	15	17	10	13
Mean Score	1.0	.9	1.4	.5	1.2	1.4	1.0	.9	.8	.9	1.1	.6	1.0
Standard error	.08	.14	.14	.36	.13	.20	-	.13	.17	.22	.10	.17	.26
Standard deviation	.85	.91	.51	1.30	.42	.55	-	.30	.76	.99	.54	.57	.87

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	*c	*d	*e	*a	*b	*c	*d	*e	
Significance Level: 95%												
Unweighted Base	102	32	16	27	6	6	23	23	19	11	9	
Effective base	46	16	7	10	3	2	13	8	8	4	4	
Weighted Base	88	31	15	17	4	7	24	15	12	9	12	
Very dissatisfied	(-2) 2 2%	1 3%	- -%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 1 1%	1 3%	- -%	- -%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 17 19%	7 21%	3 19%	2 9%	2 39%	5 67%	7 28%	* 3%	* *%	2 26%	5 38%	
Fairly satisfied	(1) 44 50%	15 47%	11 73%	10 60%	2 60%	* *%	10 43%	11 71%	9 77%	6 62%	4 32%	
Very satisfied	(2) 21 24%	6 18%	1 9%	5 31%	* 1%	2 33%	4 17%	2 14%	3 22%	1 12%	4 30%	
Don't Know (DO NOT READ OUT)	3 3%	3 9%	- -%	- -%	- -%	- -%	3 12%	- -%	- -%	- -%	- -%	
NET: Satisfied	65 74%	20 64%	12 81%	15 91%	2 61%	2 33%	14 60%	13 86%	12 100%	7 74%	8 62%	
NET: Dissatisfied	3 3%	2 6%	- -%	- -%	- -%	- -%	- -%	2 12%	- -%	- -%	- -%	
Answered	85	29	15	17	4	7	21	15	12	9	12	
Mean Score	1.0	.8	.9	1.2	.6	.7	.9	.8	1.2	.9	.9	
Standard error	.08	.16	.13	.12	.24	.41	.15	.20	.10	.19	.29	
Standard deviation	.85	.90	.53	.61	.58	1.02	.72	.97	.44	.63	.86	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	102	17	18	30	19	11	74	11	11	55	47	63	24
Effective base	46	9	8	12	10	5	35	4	4	27	18	28	9
Weighted Base	88	16	17	20	23	9	67	7	11	54	35	54	20
Very dissatisfied (-2)	2 2%	- -%	- -%	2 11%	- -%	- -%	1 2%	1 11%	- -%	1 2%	1 4%	1 1%	- -%
Fairly dissatisfied (-1)	1 1%	- -%	- -%	1 5%	- -%	- -%	1 1%	- -%	- -%	- -%	1 3%	- -%	1 5%
Neither satisfied nor dissatisfied (0)	17 19%	6 41%	* *%	- -%	9 38%	* 2%	7 11%	1 14%	7 63%	11 21%	6 18%	11 21%	6 30%
Fairly satisfied (1)	44 50%	5 32%	10 58%	13 65%	11 47%	5 49%	38 57%	5 66%	* 4%	33 62%	11 31%	30 55%	8 40%
Very satisfied (2)	21 24%	4 27%	4 25%	4 20%	3 15%	5 50%	17 25%	1 10%	4 33%	8 15%	13 37%	9 17%	5 26%
Don't Know (DO NOT READ OUT)	3 3%	- -%	3 17%	- -%	- -%	- -%	3 4%	- -%	- -%	- -%	3 8%	3 5%	- -%
NET: Satisfied	65 74%	9 59%	14 83%	17 85%	14 62%	9 98%	55 81%	6 75%	4 37%	42 78%	23 68%	39 72%	13 66%
NET: Dissatisfied	3 3%	- -%	- -%	3 15%	- -%	- -%	2 3%	1 11%	- -%	1 2%	2 6%	1 1%	1 5%
Answered	85	16	14	20	23	9	64	7	11	54	32	51	20
Mean Score	1.0	.9	1.3	.8	.8	1.5	1.1	.6	.7	.9	1.0	.9	.9
Standard error	.08	.20	.12	.21	.16	.17	.09	.34	.30	.09	.16	.09	.18
Standard deviation	.85	.84	.48	1.16	.70	.56	.79	1.12	.98	.70	1.06	.74	.87

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	*a	b	a	*b	a	b	*a	b
Significance Level: 95%											
Unweighted Base	102	46	40	26	70	61	26	47	39	28	68
Effective base	46	23	13	17	27	28	9	24	12	18	25
Weighted Base	88	45	28	34	51	54	20	46	27	36	50
Very dissatisfied	(-2)	2	1	-	2	1	-	-	1	-	2
		2%	3%	-%	4%	2%	-%	-%	3%	-%	4%
Fairly dissatisfied	(-1)	1	1	-	1	-	1	-	1	-	1
		1%	3%	-%	2%	-%	5%	-%	4%	-%	2%
Neither satisfied nor dissatisfied	(0)	17	6	8	7	11	6	9	5	8	7
		19%	20%	24%	14%	21%	30%	19%	20%	23%	14%
Fairly satisfied	(1)	44	13	21	22	30	8	28	12	22	22
		50%	47%	61%	44%	56%	39%	60%	46%	61%	43%
Very satisfied	(2)	21	7	5	16	9	5	7	7	6	15
		24%	26%	15%	31%	17%	26%	15%	27%	16%	30%
Don't Know (DO NOT READ OUT)		3	-	-	3	3	-	3	-	-	3
		3%	-%	-%	6%	5%	-%	6%	-%	-%	6%
NET: Satisfied		65	20	26	38	39	13	34	20	28	37
		74%	74%	76%	75%	72%	66%	75%	73%	77%	74%
NET: Dissatisfied		3	2	-	3	1	1	-	2	-	3
		3%	6%	-%	6%	2%	5%	-%	7%	-%	6%
Answered		85	28	34	49	51	20	43	27	36	47
Mean Score		1.0	.9	.9	1.0	.9	.9	1.0	.9	.9	1.0
Standard error		.08	.15	.12	.12	.09	.17	.09	.15	.12	.12
Standard deviation		.85	.94	.62	.98	.73	.88	.60	.95	.63	.99

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	102	65	51	34	1	71	47	25	-	89	41	32	-
Effective base	46	25	25	13	1	29	22	11	-	41	20	17	-
Weighted Base	88	49	48	25	1	60	44	22	-	81	38	30	-
Very dissatisfied (-2)	2 2%	1 2%	1 2%	- -%	- -%	1 1%	1 2%	1 4%	- -%	2 3%	2 6%	1 3%	- -%
Fairly dissatisfied (-1)	1 1%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	17 19%	10 20%	8 17%	* 1%	1 100%	13 23%	6 15%	2 11%	- -%	15 19%	4 9%	2 8%	- -%
Fairly satisfied (1)	44 50%	26 54%	26 55%	17 66%	- -%	34 57%	23 51%	12 53%	- -%	41 50%	21 56%	16 53%	- -%
Very satisfied (2)	21 24%	11 22%	10 20%	8 33%	- -%	11 18%	11 26%	7 32%	- -%	19 24%	11 29%	11 37%	- -%
Don't Know (DO NOT READ OUT)	3 3%	- -%	3 6%	- -%	- -%	- -%	3 7%	- -%	- -%	3 4%	- -%	- -%	- -%
NET: Satisfied	65 74%	37 76%	36 75%	25 99%	- -%	44 75%	34 77%	19 86%	- -%	60 74%	32 85%	27 90%	- -%
NET: Dissatisfied	3 3%	2 4%	1 2%	- -%	- -%	2 3%	1 2%	1 4%	- -%	3 4%	2 6%	1 3%	- -%
Answered	85	49	45	25	1	60	41	22	-	78	38	30	-
Mean Score	1.0	.9	1.0	1.3	-	.9	1.1	1.1	-	.9	1.0	1.2	-
Standard error	.08	.10	.11	.08	-	.09	.12	.18	-	.09	.15	.14	-
Standard deviation	.85	.81	.76	.49	-	.77	.79	.88	-	.86	.95	.82	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	102	66	66	47	60	41	8	34	34	35	20	10	16	16			
Effective base	46	29	29	23	25	21	4	17	17	16	12	7	7	9			
Weighted Base	88	60	59	52	50	45	3	39	39	35	22	11	13	16			
Very dissatisfied (-2)	2	-	1	-	1	1	-	-	-	-	-	-	-	-			
	2%	-%	1%	-%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%			
Fairly dissatisfied (-1)	1	-	-	-	-	-	-	-	-	-	-	-	-	-			
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Neither satisfied nor dissatisfied (0)	17	16	14	13	16	15	-	11	13	10	2	2	1	3			
	19%	26%	24%	25%	31%	33%	-%	28%	33%	28%	10%	20%	9%	17%			
Fairly satisfied (1)	44	31	32	31	22	19	1	23	21	19	14	5	9	8			
	50%	52%	54%	60%	45%	43%	31%	58%	53%	55%	63%	50%	65%	49%			
Very satisfied (2)	21	10	9	8	11	7	2	5	5	6	6	3	3	3			
	24%	17%	16%	15%	22%	16%	69%	14%	14%	17%	27%	31%	26%	16%			
Don't Know (DO NOT READ OUT)	3	3	3	-	-	3	-	-	-	-	-	-	-	3			
	3%	5%	5%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	18%			
NET: Satisfied	65	42	41	39	33	27	3	28	26	25	20	9	12	11			
	74%	69%	70%	75%	67%	59%	100%	72%	67%	72%	90%	80%	91%	65%			
NET: Dissatisfied	3	-	1	-	1	1	-	-	-	-	-	-	-	-			
	3%	-%	1%	-%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%			
Answered	85	57	56	52	50	42	3	39	39	35	22	11	13	14			
Mean Score	1.0	.9	.9	.9	.9	.8	1.7	.9	.8	.9	1.2	1.1	1.2	1.0			
Standard error	.08	.08	.09	.09	.11	.13	.20	.11	.11	.11	.13	.23	.15	.17			
Standard deviation	.85	.67	.73	.63	.82	.81	.58	.64	.67	.67	.60	.74	.59	.66			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		102	17	13	9	2	79	69	89	76	66	70	70	26	-	57	7
Effective base		46	8	6	3	2	36	29	40	34	27	32	33	13	-	25	5
Weighted Base		88	17	7	6	2	71	56	79	67	52	69	62	23	-	45	7
Very dissatisfied	(-2)	2	-	-	1	-	1	1	1	1	2	-	-	-	-	-	1
		2%	-%	-%	14%	-%	2%	2%	2%	2%	4%	-%	-%	-%	-%	-%	11%
Fairly dissatisfied	(-1)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	17	5	1	*	-	17	17	17	17	11	17	12	6	-	*	3
		19%	29%	9%	3%	-%	24%	30%	22%	24%	22%	25%	20%	24%	-%	1%	45%
Fairly satisfied	(1)	44	10	4	3	1	36	24	41	32	22	36	32	13	-	31	2
		50%	58%	67%	59%	69%	50%	43%	52%	47%	43%	52%	52%	57%	-%	68%	27%
Very satisfied	(2)	21	2	2	1	1	14	14	17	15	12	13	14	4	-	11	1
		24%	13%	24%	24%	31%	20%	25%	21%	22%	24%	19%	23%	19%	-%	24%	17%
Don't Know (DO NOT READ OUT)		3	-	-	-	-	3	-	3	3	3	3	3	-	-	3	-
		3%	-%	-%	-%	-%	4%	-%	4%	4%	6%	4%	5%	-%	-%	6%	-%
NET: Satisfied		65	12	6	5	2	50	38	58	47	34	49	47	17	-	41	3
		74%	71%	91%	83%	100%	70%	68%	73%	69%	66%	71%	76%	76%	-%	92%	43%
NET: Dissatisfied		3	-	-	1	-	1	1	1	1	3	-	-	-	-	-	1
		3%	-%	-%	14%	-%	2%	2%	2%	2%	6%	-%	-%	-%	-%	-%	11%
Answered		85	17	7	6	2	68	56	76	65	49	66	59	23	-	42	7
Mean Score		1.0	.8	1.2	.8	1.3	.9	.9	.9	.9	.8	.9	1.0	.9	-	1.2	.4
Standard error		.08	.16	.17	.45	.45	.09	.10	.08	.09	.12	.08	.08	.13	-	.06	.46
Standard deviation		.85	.65	.60	1.34	.64	.79	.87	.77	.82	.97	.68	.68	.67	-	.46	1.21

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	a	*b	c
Unweighted Base	102	53	22	83	2	51	51	29	52	17	37	28	33
Effective base	46	25	9	36	2	23	23	16	22	9	18	13	14
Weighted Base	88	51	18	64	2	44	44	22	42	24	31	26	31
Very dissatisfied (-2)	2 2%	1 2%	- -%	1 2%	1 46%	2 5%	- -%	2 9%	- -%	- -%	1 4%	1 3%	- -%
Fairly dissatisfied (-1)	1 1%	- -%	- -%	- -%	1 54%	1 2%	- -%	- -%	1 2%	- -%	- -%	1 4%	- -%
Neither satisfied nor dissatisfied (0)	17 19%	9 17%	7 38%	5 8%	- -%	9 20%	9 19%	1 3%	6 14%	11 45%	8 25%	* 1%	9 30%
Fairly satisfied (1)	44 50%	29 57%	7 42%	36 56%	- -%	20 45%	24 55%	10 45%	25 60%	9 38%	13 44%	19 75%	11 35%
Very satisfied (2)	21 24%	9 18%	4 20%	19 30%	- -%	13 29%	8 19%	10 43%	7 17%	4 17%	5 17%	4 17%	11 35%
Don't Know (DO NOT READ OUT)	3 3%	3 6%	- -%	3 5%	- -%	- -%	3 7%	- -%	3 7%	- -%	3 9%	- -%	- -%
NET: Satisfied	65 74%	39 75%	11 62%	55 86%	- -%	32 74%	33 74%	20 88%	32 77%	13 55%	19 61%	24 92%	22 70%
NET: Dissatisfied	3 3%	1 2%	- -%	1 2%	2 100%	3 7%	- -%	2 9%	1 2%	- -%	1 4%	2 7%	- -%
Answered	85	48	18	61	2	44	41	22	39	24	28	26	31
Mean Score	1.0	1.0	.8	1.2	-1.5	.9	1.0	1.1	1.0	.7	.8	1.0	1.1
Standard error	.08	.10	.16	.08	.54	.14	.09	.22	.09	.18	.16	.15	.14
Standard deviation	.85	.73	.76	.75	.76	1.01	.65	1.16	.66	.75	.93	.80	.82

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		102	62	40
Effective base		46	25	20
Weighted Base		88	50	38
Very dissatisfied	(-2)	2 2%	1 2%	1 3%
Fairly dissatisfied	(-1)	1 1%	1 2%	- -%
Neither satisfied nor dissatisfied	(0)	17 19%	13 25%	4 12%
Fairly satisfied	(1)	44 50%	25 50%	19 50%
Very satisfied	(2)	21 24%	11 21%	11 27%
Don't Know (DO NOT READ OUT)		3 3%	- -%	3 8%
NET: Satisfied		65 74%	36 71%	30 77%
NET: Dissatisfied		3 3%	2 4%	1 3%
Answered		85	50	35
Mean Score		1.0	.9	1.1
Standard error		.08	.10	.14
Standard deviation		.85	.83	.88

Columns Tested: a,b

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	102	-	4	19	14	3	8	5	8	16	11	7	7
Effective base	46	-	3	10	5	1	5	3	4	8	5	5	3
Weighted Base	88	-	1	18	9	3	9	*	6	20	4	11	7
Very dissatisfied	(-2) 2	-	-	-	1	-	-	-	-	-	-	1	-
	2%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	7%	-%
Fairly dissatisfied	(-1) 1	-	-	-	-	-	-	-	1	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0) 17	-	*	*	2	-	2	*	2	7	2	-	2
	19%	-%	16%	2%	19%	-%	19%	9%	40%	36%	39%	-%	31%
Fairly satisfied	(1) 44	-	*	10	5	3	4	*	*	7	2	10	3
	50%	-%	47%	56%	54%	92%	48%	6%	1%	32%	60%	88%	43%
Very satisfied	(2) 21	-	*	5	1	*	3	*	2	7	*	*	2
	24%	-%	37%	26%	14%	8%	33%	85%	42%	32%	2%	4%	25%
Don't Know (DO NOT READ OUT)	3	-	-	3	-	-	-	-	-	-	-	-	-
	3%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	65	-	1	15	6	3	7	*	2	13	2	10	4
	74%	-%	84%	82%	67%	100%	81%	91%	43%	64%	61%	93%	69%
NET: Dissatisfied	3	-	-	-	1	-	-	-	1	-	-	1	-
	3%	-%	-%	-%	14%	-%	-%	-%	17%	-%	-%	7%	-%
Answered	85	-	1	15	9	3	9	*	6	20	4	11	7
Mean Score	1.0	-	1.2	1.3	.5	1.1	1.1	1.8	.7	1.0	.6	.8	.9
Standard error	.08	-	-	.12	.33	.19	.27	-	.46	.21	.18	.33	.31
Standard deviation	.85	-	-	.52	1.24	.33	.75	-	1.30	.84	.60	.87	.82

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 372 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	102	23	25	29	25	48	54
Effective base	46	11	11	12	11	22	23
Weighted Base	88	19	21	26	21	40	48
Very dissatisfied	(-2) 2 2%	- -%	1 6%	- -%	1 4%	1 3%	1 2%
Fairly dissatisfied	(-1) 1 1%	- -%	- -%	1 4%	- -%	- -%	1 2%
Neither satisfied nor dissatisfied	(0) 17 19%	* 3%	3 16%	10 36%	4 17%	4 10%	13 28%
Fairly satisfied	(1) 44 50%	11 55%	12 57%	7 25%	15 69%	23 56%	21 45%
Very satisfied	(2) 21 24%	5 27%	4 21%	9 35%	2 10%	10 24%	11 24%
Don't Know (DO NOT READ OUT)	3 3%	3 15%	- -%	- -%	- -%	3 7%	- -%
NET: Satisfied	65 74%	16 82%	17 78%	16 60%	17 79%	32 80%	33 69%
NET: Dissatisfied	3 3%	- -%	1 6%	1 4%	1 4%	1 3%	2 4%
Answered	85	16	21	26	21	38	48
Mean Score	1.0	1.3	.9	.9	.8	1.0	.9
Standard error	.08	.11	.19	.17	.16	.12	.12
Standard deviation	.85	.53	.97	.94	.78	.83	.86

Columns Tested:: a,b,c,d - a,b

Table 373

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	81	1	80	55	11	2	13	26
Effective base	37	1	37	34	6	1	9	8
Weighted Base	81	1	81	77	3	*	*	4
Very dissatisfied	(-2) 1 1%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 7 8%	- -%	7 8%	6 8%	* 10%	- -%	- -%	* 8%
Neither satisfied nor dissatisfied	(0) 12 15%	- -%	12 15%	11 15%	1 16%	- -%	* 5%	1 14%
Fairly satisfied	(1) 40 49%	- -%	40 50%	38 49%	2 55%	* 12%	* 50%	2 52%
Very satisfied	(2) 21 26%	1 100%	21 26%	20 26%	1 20%	* 88%	* 45%	1 26%
NET: Satisfied	62 76%	1 100%	61 76%	59 76%	3 75%	* 100%	* 95%	3 78%
NET: Dissatisfied	8 9%	- -%	8 9%	7 9%	* 10%	- -%	- -%	* 8%
Answered	81	1	81	77	3	*	*	4
Mean Score	.9	2.0	.9	.9	.8	1.9	1.4	1.0
Standard error	.10	-	.10	.12	.30	-	-	.19
Standard deviation	.91	-	.91	.92	1.01	-	-	.98

Columns Tested:: a,b - a,b,c,d,e

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		81	34	11	10	4	9	13	55	11	15
Effective base		37	23	7	8	3	4	9	34	6	5
Weighted Base		81	54	17	6	1	2	*	77	3	1
Very dissatisfied	(-2)	1	-	-	1	-	-	-	1	-	-
		1%	-%	-%	13%	-%	-%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	7	2	3	1	-	*	-	6	*	-
		8%	4%	19%	12%	-%	13%	-%	8%	10%	-%
Neither satisfied nor dissatisfied	(0)	12	8	2	1	-	1	*	11	1	*
		15%	15%	14%	13%	-%	22%	5%	15%	16%	3%
Fairly satisfied	(1)	40	31	5	2	1	1	*	38	2	*
		49%	58%	30%	30%	46%	55%	50%	49%	55%	33%
Very satisfied	(2)	21	12	6	2	1	*	*	20	1	*
		26%	23%	37%	32%	54%	9%	45%	26%	20%	64%
NET: Satisfied		62	44	11	4	1	2	*	59	3	1
		76%	80%	67%	61%	100%	65%	95%	76%	75%	97%
NET: Dissatisfied		8	2	3	2	-	*	-	7	*	-
		9%	4%	19%	25%	-%	13%	-%	9%	10%	-%
Answered		81	54	17	6	1	2	*	77	3	1
Mean Score		.9	1.0	.8	.5	1.5	.6	1.4	.9	.8	1.6
Standard error		.10	.13	.35	.48	.60	.36	-	.12	.30	-
Standard deviation		.91	.75	1.15	1.52	1.19	1.09	-	.92	1.01	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	81	40	15	11	2	13	44	19	6	1	9
Effective base	37	27	10	6	1	9	26	7	2	1	2
Weighted Base	81	67	10	3	*	*	58	18	3	*	2
Very dissatisfied	(-2) 1 1%	- -%	1 8%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 7 8%	4 5%	3 27%	* 10%	- -%	- -%	4 8%	1 4%	* 11%	- -%	1 69%
Neither satisfied nor dissatisfied	(0) 12 15%	10 15%	1 11%	1 16%	- -%	* 5%	7 12%	5 27%	* 13%	- -%	* 8%
Fairly satisfied	(1) 40 49%	36 53%	3 25%	2 55%	* 12%	* 50%	29 50%	8 47%	2 62%	- -%	* 5%
Very satisfied	(2) 21 26%	17 26%	3 29%	1 20%	* 88%	* 45%	17 29%	4 22%	* 13%	* 100%	* 17%
NET: Satisfied	62 76%	53 79%	6 54%	3 75%	* 100%	* 95%	46 79%	12 69%	2 75%	* 100%	* 22%
NET: Dissatisfied	8 9%	4 5%	4 35%	* 10%	- -%	- -%	5 9%	1 4%	* 11%	- -%	1 69%
Answered	81	67	10	3	*	*	58	18	3	*	2
Mean Score	.9	1.0	.4	.8	1.9	1.4	1.0	.9	.8	2.0	-.3
Standard error	.10	.13	.37	.30	-	-	.14	.19	.41	-	.61
Standard deviation	.91	.80	1.43	1.01	-	-	.93	.82	1.00	-	1.84

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		81	5	4	7	6	7	8	6	6	4
Effective base		37	5	2	3	4	6	6	4	5	4
Weighted Base		81	8	1	11	6	6	18	9	10	5
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	1
		1%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Fairly dissatisfied	(-1)	7	3	-	1	-	1	-	-	-	-
		8%	43%	-%	10%	-%	19%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	12	3	-	4	-	1	3	-	-	-
		15%	40%	-%	42%	-%	20%	15%	-%	-%	-%
Fairly satisfied	(1)	40	1	*	5	4	2	12	3	5	4
		49%	16%	19%	43%	66%	38%	68%	35%	54%	84%
Very satisfied	(2)	21	-	1	1	2	1	3	6	5	-
		26%	-%	81%	5%	34%	23%	17%	65%	46%	-%
NET: Satisfied		62	1	1	5	6	4	15	9	10	4
		76%	16%	100%	48%	100%	61%	85%	100%	100%	84%
NET: Dissatisfied		8	3	-	1	-	1	-	-	-	1
		9%	43%	-%	10%	-%	19%	-%	-%	-%	16%
Answered		81	8	1	11	6	6	18	9	10	5
Mean Score		.9	-.3	1.8	.4	1.3	.6	1.0	1.7	1.5	.5
Standard error		.10	.35	.35	.30	.21	.43	.21	.21	.21	.61
Standard deviation		.91	.77	.70	.78	.52	1.13	.58	.50	.53	1.22

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		81	17	15	21	53	28	10	10	8
Effective base		37	13	10	12	32	13	5	5	5
Weighted Base		81	17	19	38	75	7	4	2	1
Very dissatisfied	(-2)	1 1%	1 5%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	7 8%	1 6%	3 18%	1 3%	6 7%	1 17%	1 32%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	12 15%	1 7%	3 17%	7 19%	12 15%	* 7%	* 12%	* 1%	* 4%
Fairly satisfied	(1)	40 49%	11 62%	7 36%	20 53%	38 50%	3 38%	2 45%	* 20%	1 54%
Very satisfied	(2)	21 26%	3 20%	6 30%	10 26%	19 25%	3 37%	* 11%	2 79%	* 42%
NET: Satisfied		62 76%	14 82%	13 66%	30 78%	57 76%	5 76%	2 57%	2 99%	1 96%
NET: Dissatisfied		8 9%	2 11%	3 18%	1 3%	6 9%	1 17%	1 32%	- -%	- -%
Answered		81	17	19	38	75	7	4	2	1
Mean Score		.9	.9	.8	1.0	.9	1.0	.4	1.8	1.4
Standard error		.10	.24	.28	.17	.12	.22	.39	.19	-
Standard deviation		.91	.99	1.09	.76	.90	1.15	1.23	.59	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i
Unweighted Base	81	-	5	3	8	10	30	-	4	29
Effective base	37	-	4	1	3	5	16	-	2	16
Weighted Base	81	-	4	5	9	15	21	-	1	36
Very dissatisfied	(-2) 1 1%	- -%	1 22%	- -%	1 9%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 7 8%	- -%	- -%	- -%	- -%	3 22%	1 7%	- -%	- -%	2 6%
Neither satisfied nor dissatisfied	(0) 12 15%	- -%	1 22%	* 8%	1 14%	4 29%	* 2%	- -%	- -%	6 17%
Fairly satisfied	(1) 40 49%	- -%	2 55%	5 90%	7 76%	1 4%	12 58%	- -%	* 52%	21 58%
Very satisfied	(2) 21 26%	- -%	- -%	* 2%	* 1%	7 45%	7 34%	- -%	* 48%	7 20%
NET: Satisfied	62 76%	- -%	2 55%	5 92%	7 77%	7 49%	19 92%	- -%	1 100%	28 77%
NET: Dissatisfied	8 9%	- -%	1 22%	- -%	1 9%	3 22%	1 7%	- -%	- -%	2 6%
Answered	81	-	4	5	9	15	21	-	1	36
Mean Score	.9	-	.1	.9	.6	.7	1.2	-	1.5	.9
Standard error	.10	-	.63	.20	.34	.41	.14	-	-	.14
Standard deviation	.91	-	1.41	.35	.97	1.28	.79	-	-	.78

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	81	18	30	33	71	10	-	73	8	80	1
Effective base	37	8	16	16	34	5	-	35	3	37	1
Weighted Base	81	24	21	36	66	15	-	75	6	81	1
Very dissatisfied (-2)	1 1%	1 3%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
Fairly dissatisfied (-1)	7 8%	3 14%	1 7%	2 6%	5 7%	2 14%	- -%	6 8%	1 12%	7 8%	- -%
Neither satisfied nor dissatisfied (0)	12 15%	6 24%	* 2%	6 17%	6 10%	6 36%	- -%	12 16%	* 5%	12 15%	- -%
Fairly satisfied (1)	40 49%	7 30%	12 58%	21 58%	33 50%	7 48%	- -%	40 53%	* *%	40 50%	- -%
Very satisfied (2)	21 26%	7 29%	7 34%	7 20%	21 32%	* 2%	- -%	17 22%	5 82%	21 26%	1 100%
NET: Satisfied	62 76%	14 59%	19 92%	28 78%	54 82%	8 50%	- -%	57 75%	5 82%	61 76%	1 100%
NET: Dissatisfied	8 9%	4 17%	1 7%	2 6%	5 8%	2 14%	- -%	7 9%	1 12%	8 9%	- -%
Answered	81	24	21	36	66	15	-	75	6	81	1
Mean Score	.9	.7	1.2	.9	1.0	.4	-	.9	1.5	.9	2.0
Standard error	.10	.27	.14	.14	.11	.24	-	.10	.41	.10	-
Standard deviation	.91	1.16	.79	.78	.91	.76	-	.89	1.15	.91	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	*c
Unweighted Base		81	33	21	26
Effective base		37	18	7	12
Weighted Base		81	38	15	28
Very dissatisfied	(-2)	1 1%	- -%	- -%	1 3%
Fairly dissatisfied	(-1)	7 8%	3 7%	3 19%	1 4%
Neither satisfied nor dissatisfied	(0)	12 15%	6 16%	2 10%	4 16%
Fairly satisfied	(1)	40 49%	21 54%	7 46%	13 45%
Very satisfied	(2)	21 26%	9 23%	4 25%	9 32%
NET: Satisfied		62 76%	29 77%	11 71%	21 77%
NET: Dissatisfied		8 9%	3 7%	3 19%	2 7%
Answered		81	38	15	28
Mean Score		.9	.9	.8	1.0
Standard error		.10	.14	.23	.19
Standard deviation		.91	.83	1.06	.96

Columns Tested:: a,b,c

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	81	52	16	4	1	3	2	3	-	68	13	9
Effective base	37	28	7	1	1	1	2	2	-	35	3	2
Weighted Base	81	58	15	1	*	5	*	1	-	74	8	6
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	1	-	-
		1%	-%	5%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	7	4	2	-	-	1	-	-	6	1	1
		8%	6%	15%	-%	-%	14%	-%	-%	8%	10%	12%
Neither satisfied nor dissatisfied	(0)	12	7	4	*	*	-	-	-	12	*	*
		15%	13%	29%	8%	100%	-%	-%	-%	16%	1%	*%
Fairly satisfied	(1)	40	31	3	1	-	5	*	*	35	6	5
		49%	53%	23%	92%	-%	86%	100%	1%	47%	74%	71%
Very satisfied	(2)	21	16	4	-	-	-	-	1	20	1	1
		26%	28%	28%	-%	-%	-%	-%	99%	28%	15%	18%
NET: Satisfied		62	47	8	1	-	5	*	1	55	7	6
		76%	81%	51%	92%	-%	86%	100%	100%	75%	89%	88%
NET: Dissatisfied		8	4	3	-	-	1	-	-	7	1	1
		9%	6%	21%	-%	-%	14%	-%	-%	9%	10%	12%
Answered		81	58	15	1	*	5	*	1	74	8	6
Mean Score		.9	1.0	.5	.9	-	.7	1.0	2.0	.9	.9	.9
Standard error		.10	.11	.31	.35	-	.45	-	.15	.11	.22	.29
Standard deviation		.91	.81	1.24	.69	-	.78	-	.26	.93	.80	.87

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	b	*c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	81	15	37	29	77	76	79	78	59	54	3	46	2	6	7	9	6
Effective base	37	11	17	10	34	34	36	35	25	18	3	27	2	2	3	2	2
Weighted Base	81	25	33	23	74	73	77	75	53	45	5	54	1	6	1	7	3
Very dissatisfied (-2)	1 1%	- -%	- -%	1 3%	1 1%	1 1%	1 1%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	7 8%	- -%	4 11%	3 14%	5 7%	5 7%	5 7%	7 9%	5 10%	6 13%	- -%	4 7%	- -%	* 6%	- -%	1 15%	- -%
Neither satisfied nor dissatisfied (0)	12 15%	6 22%	2 6%	5 20%	12 16%	12 16%	12 16%	12 16%	9 17%	6 14%	- -%	7 13%	* 52%	* 7%	- -%	4 60%	* 4%
Fairly satisfied (1)	40 49%	14 57%	17 51%	9 40%	39 53%	38 52%	40 53%	38 51%	28 53%	22 48%	4 76%	29 53%	- -%	5 77%	* 20%	1 15%	2 72%
Very satisfied (2)	21 26%	5 21%	11 33%	5 24%	17 23%	17 23%	18 24%	18 23%	10 19%	11 26%	1 24%	14 25%	* 48%	1 11%	1 80%	1 11%	1 24%
NET: Satisfied	62 76%	20 78%	28 83%	15 63%	56 75%	55 75%	58 76%	56 74%	38 72%	33 74%	5 100%	43 79%	* 48%	5 88%	1 100%	2 26%	3 96%
NET: Dissatisfied	8 9%	- -%	4 11%	4 17%	6 8%	6 8%	6 8%	8 10%	5 10%	6 13%	- -%	5 9%	- -%	* 6%	- -%	1 15%	- -%
Answered	81	25	33	23	74	73	77	75	53	45	5	54	1	6	1	7	3
Mean Score	.9	1.0	1.1	.7	.9	.9	.9	.9	.8	.9	1.2	.9	1.0	.9	1.8	.2	1.2
Standard error	.10	.17	.15	.21	.10	.10	.10	.10	.11	.13	.28	.13	-	.28	.86	.30	.25
Standard deviation	.91	.67	.92	1.11	.88	.89	.88	.92	.87	.95	.48	.90	-	.69	2.27	.89	.62

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	81	45	9	6	4	5	4	4	37	14	5	6	7	2	5
Effective base	37	27	4	2	3	3	1	2	25	6	1	2	3	1	1
Weighted Base	81	56	3	6	*	2	4	2	46	16	6	2	1	1	2
Very dissatisfied	(-2)	1	1	-	-	-	-	-	1	-	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	7	5	*	-	-	-	-	3	1	*	-	-	1	-
		8%	9%	11%	-%	-%	-%	-%	7%	5%	6%	-%	-%	99%	-%
Neither satisfied nor dissatisfied	(0)	12	7	*	*	*	-	4	6	6	*	-	-	*	*
		15%	12%	11%	6%	9%	-%	98%	13%	37%	*%	-%	-%	1%	5%
Fairly satisfied	(1)	40	30	1	5	*	1	*	22	8	5	1	*	-	2
		49%	55%	32%	75%	91%	41%	2%	48%	50%	82%	74%	14%	-%	85%
Very satisfied	(2)	21	13	1	1	-	1	-	13	1	1	*	1	-	*
		26%	23%	45%	18%	-%	59%	-%	30%	9%	12%	26%	86%	-%	11%
NET: Satisfied		62	43	2	6	*	2	*	36	9	5	2	1	-	2
		76%	77%	77%	94%	91%	100%	2%	78%	59%	94%	100%	100%	-%	95%
NET: Dissatisfied		8	6	*	-	-	-	-	4	1	*	-	-	1	-
		9%	11%	11%	-%	-%	-%	-%	9%	5%	6%	-%	-%	99%	-%
Answered		81	56	3	6	*	2	4	46	16	6	2	1	1	2
Mean Score		.9	.9	1.1	1.1	.9	1.6	*	1.0	.6	1.0	1.3	1.9	-1.0	1.1
Standard error		.10	.14	.42	.22	-	.28	.07	.15	.19	.29	.30	.29	.18	.23
Standard deviation		.91	.92	1.25	.53	-	.63	.15	.94	.73	.66	.74	.77	.26	.52

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e	
Significance Level: 95%														
Unweighted Base	81	31	10	15	7	7	5	3	13	16	30	7	11	
Effective base	37	21	4	3	4	4	2	2	10	9	11	3	2	
Weighted Base	81	44	6	9	4	10	1	*	21	19	23	4	7	
Very dissatisfied	(-2)	1 1%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1)	7 8%	5 10%	- -%	- -%	1 35%	- -%	1 61%	- -%	1 8%	3 13%	- -%	1 15%	
Neither satisfied nor dissatisfied	(0)	12 15%	6 14%	- -%	5 59%	- -%	- -%	* 31%	* 39%	3 13%	3 17%	2 7%	- -%	4 60%
Fairly satisfied	(1)	40 49%	24 55%	3 44%	1 16%	2 40%	8 77%	* 8%	* 12%	8 40%	13 69%	14 64%	3 59%	* 5%
Very satisfied	(2)	21 26%	8 18%	4 56%	2 26%	1 25%	2 23%	- -%	* 49%	10 47%	* 2%	4 16%	2 41%	1 19%
NET: Satisfied		62 76%	32 74%	6 100%	4 41%	3 65%	10 100%	* 8%	* 61%	18 87%	14 71%	18 80%	4 100%	2 24%
NET: Dissatisfied		8 9%	5 12%	- -%	- -%	1 35%	- -%	1 61%	- -%	- -%	2 12%	3 13%	- -%	1 15%
Answered	81	44	6	9	4	10	1	*	21	19	23	4	7	
Mean Score	.9	.8	1.6	.7	.5	1.2	-.5	1.1	1.3	.6	.8	1.4	.3	
Standard error	.10	.17	.17	.23	.52	.17	.66	-	.20	.21	.16	.21	.31	
Standard deviation	.91	.94	.54	.91	1.39	.44	1.48	-	.72	.85	.86	.56	1.02	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	81	28	11	23	6	8	17	17	25	8	6
Effective base	37	15	6	10	3	2	12	6	9	4	2
Weighted Base	81	39	11	13	4	6	26	14	20	5	6
Very dissatisfied	(-2) 1 1%	- -	1 7%	- -	- -	- -	- -	1 6%	- -	- -	- -
Fairly dissatisfied	(-1) 7 8%	2 6%	1 10%	2 16%	- -	- -	1 11%	3 14%	- -	1 18%	
Neither satisfied nor dissatisfied	(0) 12 15%	4 9%	3 23%	2 12%	- -	4 75%	2 23%	* 1%	- -	4 72%	
Fairly satisfied	(1) 40 49%	23 58%	7 59%	7 56%	2 59%	* 1%	10 40%	10 69%	14 70%	3 51%	* 5%
Very satisfied	(2) 21 26%	10 27%	* 1%	2 16%	2 41%	1 24%	10 38%	* 4%	3 15%	2 49%	* 5%
NET: Satisfied	62 76%	33 85%	7 60%	9 72%	4 100%	1 25%	20 77%	10 73%	17 85%	5 100%	1 11%
NET: Dissatisfied	8 9%	2 6%	2 18%	2 16%	- -	- -	- -	2 16%	3 14%	- -	1 18%
Answered	81	39	11	13	4	6	26	14	20	5	6
Mean Score	.9	1.1	.4	.7	1.4	.5	1.1	.5	.9	1.5	*
Standard error	.10	.15	.30	.20	.23	.33	.19	.24	.17	.20	.30
Standard deviation	.91	.77	.99	.96	.56	.94	.78	.98	.87	.56	.73

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Significance Level: 95%													
Unweighted Base	81	16	14	20	18	9	58	10	10	55	26	60	17
Effective base	37	10	7	11	7	3	25	4	7	27	10	29	5
Weighted Base	81	20	20	16	14	4	51	6	18	60	21	61	13
Very dissatisfied	(-2)	1	-	-	-	1	1	-	-	-	1	1	-
		1%	-%	-%	-%	6%	2%	-%	-%	-%	4%	1%	-%
Fairly dissatisfied	(-1)	7	-	3	1	2	5	1	1	4	2	4	1
		8%	-%	14%	9%	17%	9%	12%	6%	7%	11%	7%	9%
Neither satisfied nor dissatisfied	(0)	12	7	-	1	5	1	1	10	8	4	7	5
		15%	34%	-%	5%	32%	1%	18%	59%	13%	21%	12%	38%
Fairly satisfied	(1)	40	8	12	12	4	28	4	6	33	7	34	5
		49%	41%	60%	73%	25%	55%	67%	34%	55%	33%	55%	39%
Very satisfied	(2)	21	5	5	2	3	17	*	*	15	7	15	2
		26%	25%	26%	14%	21%	33%	4%	1%	25%	32%	25%	14%
NET: Satisfied		62	13	17	14	7	45	4	6	48	14	49	7
		76%	66%	86%	86%	46%	88%	70%	35%	80%	65%	80%	53%
NET: Dissatisfied		8	-	3	1	3	6	1	1	4	3	5	1
		9%	-%	14%	9%	22%	11%	12%	6%	7%	15%	8%	9%
Answered		81	20	20	16	14	51	6	18	60	21	61	13
Mean Score		.9	.9	1.0	.9	.4	1.1	.6	.3	1.0	.8	.9	.6
Standard error		.10	.20	.25	.17	.28	.12	.25	.19	.11	.22	.11	.21
Standard deviation		.91	.79	.93	.75	1.20	.93	.80	.61	.82	1.15	.88	.87

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	*a	b	a	*b	a	b	*a	b
Unweighted Base	81	46	30	16	62	60	17	42	34	21	57
Effective base	37	28	7	9	27	29	5	25	9	11	24
Weighted Base	81	55	18	20	55	61	13	52	22	27	49
Very dissatisfied	(-2) 1 1%	- -%	1 4%	- -%	1 1%	1 1%	- -%	- -%	1 4%	- -%	1 2%
Fairly dissatisfied	(-1) 7 8%	4 8%	1 6%	1 5%	6 10%	4 7%	1 8%	4 8%	1 5%	3 12%	4 7%
Neither satisfied nor dissatisfied	(0) 12 15%	6 12%	6 31%	4 19%	8 15%	8 12%	4 35%	6 12%	6 26%	4 15%	8 17%
Fairly satisfied	(1) 40 49%	29 53%	9 48%	9 46%	29 53%	34 55%	5 39%	27 52%	11 52%	13 49%	25 52%
Very satisfied	(2) 21 26%	15 28%	2 11%	6 30%	11 21%	15 24%	2 18%	14 28%	3 13%	6 24%	11 23%
NET: Satisfied	62 76%	44 81%	11 59%	15 76%	40 73%	49 79%	7 57%	41 79%	14 65%	19 73%	36 75%
NET: Dissatisfied	8 9%	4 8%	2 10%	1 5%	6 12%	5 8%	1 8%	4 8%	2 9%	3 12%	4 9%
Answered	81	55	18	20	55	61	13	52	22	27	49
Mean Score	.9	1.0	.5	1.0	.8	.9	.7	1.0	.7	.9	.9
Standard error	.10	.13	.17	.21	.12	.11	.22	.13	.16	.21	.12
Standard deviation	.91	.85	.95	.86	.94	.88	.91	.87	.92	.94	.91

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	*c	*d	a	b	*c	*d	a	b	*c	*d
Significance Level: 95%													
Unweighted Base	81	60	52	14	-	57	49	14	-	68	35	13	-
Effective base	37	23	28	5	-	22	29	4	-	28	19	5	-
Weighted Base	81	50	61	6	-	49	49	5	-	60	34	8	-
Very dissatisfied	(-2)	1	-	1	1	-	1	-	-	-	1	-	-
		1%	-%	1%	13%	-%	2%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	7	5	5	2	-	4	5	2	-	6	3	2
		8%	11%	8%	35%	-%	9%	9%	44%	-%	9%	9%	31%
Neither satisfied nor dissatisfied	(0)	12	12	7	*	-	10	7	1	-	10	5	1
		15%	24%	12%	1%	-%	20%	14%	17%	-%	17%	13%	11%
Fairly satisfied	(1)	40	27	35	2	-	27	25	*	-	29	19	3
		49%	54%	57%	30%	-%	54%	51%	7%	-%	49%	55%	41%
Very satisfied	(2)	21	6	13	1	-	8	12	2	-	15	7	1
		26%	11%	22%	21%	-%	17%	24%	32%	-%	25%	20%	17%
NET: Satisfied		62	33	48	3	-	35	37	2	-	44	25	4
		76%	65%	79%	51%	-%	71%	75%	39%	-%	74%	75%	58%
NET: Dissatisfied		8	5	5	3	-	4	5	2	-	6	4	2
		9%	11%	9%	48%	-%	9%	11%	44%	-%	9%	12%	31%
Answered		81	50	61	6	-	49	49	5	-	60	34	8
Mean Score		.9	.7	.9	.1	-	.8	.9	.3	-	.9	.8	.4
Standard error		.10	.11	.12	.42	-	.11	.14	.39	-	.11	.16	.33
Standard deviation		.91	.82	.88	1.56	-	.83	.95	1.47	-	.89	.96	1.18

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	81	59	58	36	48	45	4	28	25	31	5	4	16	18			
Effective base	37	28	29	18	20	26	2	16	11	14	3	2	10	11			
Weighted Base	81	59	66	35	42	57	1	32	23	27	3	3	15	26			
Very dissatisfied (-2)	1 1%	1 1%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%		
Fairly dissatisfied (-1)	7 8%	4 7%	4 7%	4 13%	3 8%	3 6%	- -%	4 14%	3 14%	3 12%	1 41%	2 66%	3 22%	2 8%			
Neither satisfied nor dissatisfied (0)	12 15%	11 18%	12 18%	11 31%	12 28%	12 20%	* 3%	10 33%	9 39%	8 30%	- -%	- -%	2 10%	2 6%			
Fairly satisfied (1)	40 49%	31 52%	34 52%	14 41%	16 38%	30 52%	* 11%	12 38%	7 32%	10 39%	1 25%	* *%	9 64%	19 73%			
Very satisfied (2)	21 26%	13 22%	15 23%	5 15%	10 24%	12 22%	1 86%	5 15%	3 15%	5 19%	1 34%	1 34%	1 4%	3 13%			
NET: Satisfied	62 76%	43 73%	50 75%	19 55%	26 62%	42 74%	1 97%	17 53%	11 47%	16 58%	2 59%	1 34%	10 68%	22 86%			
NET: Dissatisfied	8 9%	5 9%	4 7%	4 13%	4 10%	3 6%	- -%	4 14%	3 14%	3 12%	1 41%	2 66%	3 22%	2 8%			
Answered	81	59	66	35	42	57	1	32	23	27	3	3	15	26			
Mean Score	.9	.8	.9	.6	.7	.9	1.8	.5	.5	.6	.5	*	.5	.9			
Standard error	.10	.12	.11	.15	.14	.12	.55	.18	.19	.17	.72	.86	.23	.17			
Standard deviation	.91	.90	.83	.91	.98	.81	1.10	.93	.93	.94	1.61	1.71	.90	.73			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b	
Significance Level: 95%																	
	Unweighted Base	81	15	7	10	7	55	49	64	49	51	47	56	14	-	59	6
	Effective base	37	8	3	5	4	26	22	30	22	18	18	30	6	-	29	5
	Weighted Base	81	10	2	10	12	58	49	66	52	41	44	62	10	-	63	8
Very dissatisfied	(-2)	1	-	-	-	-	1	1	1	1	1	-	1	-	-	1	-
		1%	-%	-%	-%	-%	1%	2%	1%	2%	2%	-%	1%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	7	-	-	2	-	5	4	6	6	5	2	6	2	-	4	2
		8%	-%	-%	22%	-%	9%	9%	10%	12%	11%	5%	9%	24%	-%	6%	26%
Neither satisfied nor dissatisfied	(0)	12	*	-	1	3	11	11	11	8	7	9	6	-	-	3	4
		15%	5%	-%	13%	24%	19%	22%	16%	16%	18%	21%	10%	-%	-%	5%	50%
Fairly satisfied	(1)	40	7	*	1	7	27	24	30	27	21	22	32	5	-	36	2
		49%	70%	8%	14%	57%	46%	48%	46%	53%	51%	50%	52%	49%	-%	57%	23%
Very satisfied	(2)	21	2	2	5	2	14	9	18	9	7	11	17	3	-	19	-
		26%	25%	92%	51%	19%	24%	19%	27%	18%	18%	24%	27%	27%	-%	31%	-%
NET: Satisfied		62	9	2	6	9	41	33	48	37	28	32	49	8	-	56	2
		76%	95%	100%	65%	76%	71%	67%	73%	71%	69%	74%	80%	76%	-%	88%	23%
NET: Dissatisfied		8	-	-	2	-	6	5	7	7	5	2	6	2	-	4	2
		9%	-%	-%	22%	-%	11%	11%	11%	13%	13%	5%	10%	24%	-%	7%	26%
Answered		81	10	2	10	12	58	49	66	52	41	44	62	10	-	63	8
Mean Score		.9	1.2	1.9	.9	1.0	.8	.7	.9	.7	.7	.9	1.0	.8	-	1.1	*
Standard error		.10	.14	.14	.41	.26	.13	.13	.12	.13	.14	.12	.12	.31	-	.11	.31
Standard deviation		.91	.53	.36	1.30	.68	.95	.93	.96	.94	.96	.82	.93	1.15	-	.83	.75

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	*a	b	*c
Unweighted Base	81	46	23	64	4	42	39	16	48	16	24	32	22
Effective base	37	22	14	29	3	17	20	9	24	9	13	11	12
Weighted Base	81	55	22	63	3	38	43	9	43	29	21	27	28
Very dissatisfied (-2)	1 1%	1 1%	- -%	- -%	1 29%	1 2%	- -%	- -%	1 2%	- -%	- -%	1 3%	- -%
Fairly dissatisfied (-1)	7 8%	3 6%	2 11%	1 1%	1 41%	7 18%	- -%	2 21%	3 6%	2 7%	4 19%	* 1%	2 8%
Neither satisfied nor dissatisfied (0)	12 15%	12 22%	- -%	3 5%	1 29%	9 22%	4 8%	1 9%	3 7%	8 28%	* 2%	1 5%	10 36%
Fairly satisfied (1)	40 49%	25 45%	13 61%	38 60%	* 1%	16 42%	24 56%	3 39%	23 54%	13 47%	8 37%	20 74%	8 27%
Very satisfied (2)	21 26%	14 25%	6 28%	21 34%	- -%	6 16%	15 36%	3 31%	13 31%	5 18%	9 42%	4 17%	8 28%
NET: Satisfied	62 76%	39 71%	19 89%	59 94%	* 1%	22 58%	40 92%	6 70%	36 84%	19 65%	17 79%	24 91%	16 56%
NET: Dissatisfied	8 9%	4 7%	2 11%	1 1%	2 70%	8 20%	- -%	2 21%	4 8%	2 7%	4 19%	1 4%	2 8%
Answered	81	55	22	63	3	38	43	9	43	29	21	27	28
Mean Score	.9	.9	1.1	1.3	-1.0	.5	1.3	.8	1.0	.8	1.0	1.0	.8
Standard error	.10	.14	.18	.08	.49	.16	.10	.29	.13	.21	.23	.13	.21
Standard deviation	.91	.92	.87	.61	.98	1.04	.61	1.16	.91	.85	1.12	.75	.97

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		81	44	37
Effective base		37	14	24
Weighted Base		81	38	44
Very dissatisfied	(-2)	1 1%	- -%	1 2%
Fairly dissatisfied	(-1)	7 8%	2 6%	4 10%
Neither satisfied nor dissatisfied	(0)	12 15%	10 26%	2 6%
Fairly satisfied	(1)	40 49%	13 36%	27 61%
Very satisfied	(2)	21 26%	12 33%	9 21%
NET: Satisfied		62 76%	26 69%	36 82%
NET: Dissatisfied		8 9%	2 6%	5 12%
Answered		81	38	44
Mean Score		.9	1.0	.9
Standard error		.10	.14	.15
Standard deviation		.91	.92	.92

Columns Tested:: a,b

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level:	95%													
Unweighted Base		81	-	5	15	9	3	7	5	11	6	4	13	3
Effective base		37	-	2	7	5	1	4	2	6	3	3	9	2
Weighted Base		81	-	2	14	7	2	11	*	11	11	*	22	*
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-	-	1	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%
Fairly dissatisfied	(-1)	7	-	-	*	2	-	2	-	-	1	-	1	-
		8%	-%	-%	2%	33%	-%	18%	-%	-%	7%	-%	5%	-%
Neither satisfied nor dissatisfied	(0)	12	-	*	*	-	-	1	-	*	4	*	6	-
		15%	-%	16%	2%	-%	-%	10%	-%	1%	42%	2%	26%	-%
Fairly satisfied	(1)	40	-	2	9	5	2	8	*	7	1	-	6	-
		49%	-%	83%	60%	63%	100%	72%	100%	70%	9%	-%	29%	-%
Very satisfied	(2)	21	-	*	5	*	-	-	-	3	4	*	8	*
		26%	-%	1%	35%	4%	-%	-%	-%	29%	42%	98%	36%	100%
NET: Satisfied		62	-	2	14	5	2	8	*	10	5	*	14	*
		76%	-%	84%	96%	67%	100%	72%	100%	99%	51%	98%	65%	100%
NET: Dissatisfied		8	-	-	*	2	-	2	-	-	1	-	2	-
		9%	-%	-%	2%	33%	-%	18%	-%	-%	7%	-%	9%	-%
Answered		81	-	2	14	7	2	11	*	11	11	*	22	*
Mean Score		.9	-	.9	1.3	.4	1.0	.5	1.0	1.3	.9	2.0	.9	2.0
Standard error		.10	-	.23	.17	.36	-	.31	-	.15	.45	-	.30	-
Standard deviation		.91	-	.51	.64	1.07	-	.82	-	.50	1.10	-	1.10	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 373 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	81	20	19	22	20	39	42
Effective base	37	9	10	9	10	18	19
Weighted Base	81	17	21	21	22	37	44
Very dissatisfied	(-2)	1	-	-	1	-	1
		1%	-%	-%	4%	-%	2%
Fairly dissatisfied	(-1)	7	*	5	1	5	2
		8%	2%	22%	3%	5%	4%
Neither satisfied nor dissatisfied	(0)	12	1	1	5	2	10
		15%	4%	6%	21%	5%	23%
Fairly satisfied	(1)	40	11	15	9	25	15
		49%	64%	71%	40%	68%	34%
Very satisfied	(2)	21	5	*	7	5	16
		26%	30%	1%	35%	14%	37%
NET: Satisfied		62	16	15	16	31	31
		76%	94%	72%	75%	82%	71%
NET: Dissatisfied		8	*	5	1	5	3
		9%	2%	22%	3%	13%	6%
Answered	81	17	21	21	22	37	44
Mean Score	.9	1.2	.5	1.1	.9	.8	1.0
Standard error	.10	.14	.20	.18	.25	.13	.15
Standard deviation	.91	.63	.87	.86	1.10	.84	.98

Columns Tested: a,b,c,d - a,b

Table 374

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	233	14	219	150	35	12	36	83
Effective base	104	8	96	94	18	7	24	26
Weighted Base	202	10	191	191	8	1	1	10
Very dissatisfied	(-2) 3 2%	- -%	3 2%	3 2%	* 4%	- -%	- -%	* 3%
Fairly dissatisfied	(-1) 4 2%	- -%	4 2%	4 2%	* *%	- -%	- -%	* *%
Neither satisfied nor dissatisfied	(0) 29 14%	2 16%	27 14%	28 15%	1 7%	- -%	* 3%	1 6%
Fairly satisfied	(1) 85 42%	3 31%	82 43%	80 42%	4 44%	1 59%	1 66%	5 47%
Very satisfied	(2) 80 40%	6 53%	74 39%	76 39%	4 44%	* 41%	* 31%	4 43%
NET: Satisfied	165 82%	9 84%	156 82%	156 81%	7 88%	1 100%	1 97%	9 90%
NET: Dissatisfied	8 4%	- -%	8 4%	7 4%	* 4%	- -%	- -%	* 4%
Answered	202	10	191	191	8	1	1	10
Mean Score	1.2	1.4	1.1	1.2	1.2	1.4	1.3	1.3
Standard error	.06	.21	.06	.07	.16	1.06	-	.10
Standard deviation	.87	.79	.87	.87	.97	3.67	-	.90

Columns Tested: a,b - a,b,c,d,e

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			a	b	*c	*d	e	f	g	h	i
Unweighted Base		233	77	53	20	14	33	36	150	35	48
Effective base		104	52	37	15	10	12	24	94	18	20
Weighted Base		202	122	59	10	4	6	1	191	8	2
Very dissatisfied	(-2)	3 2%	1 1%	1 1%	1 8%	* 8%	- -%	- -%	3 2%	* 4%	- -%
Fairly dissatisfied	(-1)	4 2%	- -%	4 7%	- -%	- -%	* 1%	- -%	4 2%	* *%	- -%
Neither satisfied nor dissatisfied		29 14%	18 15%	10 16%	* 5%	1 14%	* 1%	* 3%	28 15%	1 7%	* 1%
Fairly satisfied	(1)	85 42%	55 45%	22 37%	3 32%	2 42%	3 48%	1 66%	80 42%	4 44%	1 62%
Very satisfied	(2)	80 40%	47 39%	23 39%	6 56%	1 36%	3 50%	* 31%	76 39%	4 44%	1 36%
NET: Satisfied		165 82%	102 84%	44 75%	9 88%	3 77%	5 98%	1 97%	156 81%	7 88%	2 99%
NET: Dissatisfied		8 4%	1 1%	5 9%	1 8%	* 8%	* 1%	- -%	7 4%	* 4%	- -%
Answered		202	122	59	10	4	6	1	191	8	2
Mean Score		1.2	1.2	1.0	1.3	1.0	1.5	1.3	1.2	1.2	1.4
Standard error		.06	.09	.14	.26	.35	.11	-	.07	.16	.11
Standard deviation		.87	.78	.99	1.16	1.30	.62	-	.87	.97	.75

Columns Tested: a,b,c,d,e,f,g,h,i

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	233	103	47	35	12	36	115	39	11	13	35
Effective base	104	71	32	18	7	24	72	14	4	6	7
Weighted Base	202	159	32	8	1	1	149	31	4	4	4
Very dissatisfied	(-2)	3	2	1	*	-	3	-	-	-	-
		2%	1%	3%	4%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	*	-	4	-	*	-	*
		2%	1%	7%	*%	-%	3%	-%	6%	-%	1%
Neither satisfied nor dissatisfied	(0)	29	25	3	1	-	23	6	*	-	*
		14%	16%	11%	7%	-%	15%	19%	13%	-%	1%
Fairly satisfied	(1)	85	68	12	4	1	64	9	3	1	3
		42%	43%	38%	44%	59%	43%	29%	69%	23%	62%
Very satisfied	(2)	80	62	13	4	*	55	16	*	3	2
		40%	39%	42%	44%	41%	37%	52%	12%	77%	36%
NET: Satisfied		165	130	25	7	1	119	25	3	4	4
		82%	82%	79%	88%	100%	80%	81%	82%	100%	99%
NET: Dissatisfied		8	4	3	*	-	7	-	*	-	*
		4%	3%	10%	4%	-%	5%	-%	6%	-%	1%
Answered	202	159	32	8	1	1	149	31	4	4	4
Mean Score	1.2	1.2	1.1	1.2	1.4	1.3	1.1	1.3	.9	1.8	1.3
Standard error	.06	.08	.15	.16	1.06	-	.09	.13	.24	.13	.10
Standard deviation	.87	.84	1.03	.97	3.67	-	.91	.79	.79	.49	.61

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		233	11	12	22	9	23	16	13	14	16
Effective base		104	7	9	13	5	16	11	8	11	10
Weighted Base		202	14	18	33	9	27	26	21	16	17
Very dissatisfied	(-2)	3	-	1	*	-	1	-	-	-	-
		2%	-%	8%	1%	-%	3%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	-	-	-	2	-	-	-	-
		2%	15%	-%	-%	-%	7%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	29	5	-	12	-	-	6	5	-	1
		14%	32%	-%	36%	-%	-%	21%	22%	-%	6%
Fairly satisfied	(1)	85	4	9	12	4	8	10	8	6	12
		42%	28%	52%	37%	47%	29%	38%	37%	36%	71%
Very satisfied	(2)	80	3	7	9	5	17	11	8	10	4
		40%	25%	40%	26%	53%	61%	41%	41%	64%	24%
NET: Satisfied		165	7	17	21	9	24	21	16	16	16
		82%	53%	92%	63%	100%	90%	79%	78%	100%	94%
NET: Dissatisfied		8	2	1	*	-	3	-	-	-	-
		4%	15%	8%	1%	-%	10%	-%	-%	-%	-%
Answered		202	14	18	33	9	27	26	21	16	17
Mean Score		1.2	.6	1.2	.9	1.5	1.4	1.2	1.2	1.6	1.2
Standard error		.06	.32	.31	.18	.18	.21	.19	.22	.13	.13
Standard deviation		.87	1.05	1.08	.85	.53	1.03	.78	.79	.50	.53

Columns Tested: a,b,c,d,e,f,g,h,i

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce
 Base: All those who use Parcelforce (QV4=7)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	*h
Significance Level: 95%										
Unweighted Base		233	48	37	51	136	97	39	34	24
Effective base		104	32	26	31	86	38	16	22	11
Weighted Base		202	53	48	80	181	20	12	6	3
Very dissatisfied	(-2)	3 2%	1 2%	1 3%	* *%	3 1%	1 4%	1 6%	- -%	- -%
Fairly dissatisfied	(-1)	4 2%	2 4%	2 4%	- -%	4 2%	* 1%	* 2%	- -%	* 2%
Neither satisfied nor dissatisfied	(0)	29 14%	1 2%	5 10%	22 28%	28 15%	1 6%	1 6%	* 4%	* 9%
Fairly satisfied	(1)	85 42%	24 45%	19 39%	30 37%	73 40%	12 59%	8 71%	2 35%	1 59%
Very satisfied	(2)	80 40%	25 48%	21 44%	28 35%	74 41%	6 30%	2 15%	3 61%	1 31%
NET: Satisfied		165 82%	49 93%	40 83%	58 72%	147 81%	18 89%	10 86%	6 96%	2 89%
NET: Dissatisfied		8 4%	3 5%	4 7%	* *%	7 4%	1 5%	1 8%	- -%	* 2%
Answered		202	53	48	80	181	20	12	6	3
Mean Score		1.2	1.3	1.2	1.1	1.2	1.1	.9	1.6	1.2
Standard error		.06	.12	.16	.11	.07	.09	.15	.11	.17
Standard deviation		.87	.82	.99	.82	.87	.88	.96	.63	.84

Columns Tested: a,b,c,d,e,f,g,h

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	233	8	23	-	23	25	89	9	3	76
Effective base	104	2	11	-	11	15	46	2	2	31
Weighted Base	202	7	23	-	23	38	67	4	1	62
Very dissatisfied	(-2)	3	1	-	1	-	1	-	-	1
	2%	-%	4%	-%	4%	-%	2%	-%	-%	2%
Fairly dissatisfied	(-1)	4	-	-	-	2	*	-	-	2
	2%	-%	-%	-%	-%	6%	*%	-%	-%	3%
Neither satisfied nor dissatisfied	(0)	29	1	-	1	4	8	*	1	11
	14%	63%	2%	-%	2%	12%	12%	5%	72%	17%
Fairly satisfied	(1)	85	9	-	9	12	26	3	-	33
	42%	22%	41%	-%	41%	33%	38%	83%	-%	53%
Very satisfied	(2)	80	12	-	12	19	32	*	*	16
	40%	15%	53%	-%	53%	50%	47%	12%	28%	25%
							i			
NET: Satisfied	165	3	21	-	21	31	57	4	*	49
	82%	37%	94%	-%	94%	83%	85%	95%	28%	78%
NET: Dissatisfied	8	-	1	-	1	2	2	-	-	3
	4%	-%	4%	-%	4%	6%	3%	-%	-%	5%
Answered	202	7	23	-	23	38	67	4	1	62
Mean Score	1.2	.5	1.4	-	1.4	1.3	1.3	1.1	.6	1.0
Standard error	.06	.28	.18	-	.18	.18	.09	.16	2.74	.10
Standard deviation	.87	.81	.87	-	.87	.89	.86	.47	4.74	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	233	56	89	88	196	37	-	201	32	232	1
Effective base	104	28	46	34	85	19	-	96	10	103	1
Weighted Base	202	67	67	67	157	45	-	191	10	201	1
Very dissatisfied (-2)	3 2%	1 1%	1 2%	1 2%	2 1%	1 3%	- -%	3 2%	* 3%	3 2%	- -%
Fairly dissatisfied (-1)	4 2%	2 3%	* *%	2 3%	2 1%	2 5%	- -%	2 1%	2 19%	4 2%	- -%
Neither satisfied nor dissatisfied (0)	29 14%	9 14%	8 12%	12 17%	19 12%	10 22%	- -%	29 15%	* 4%	29 14%	- -%
Fairly satisfied (1)	85 42%	23 34%	26 38%	36 54%	71 46%	13 30%	- -%	81 43%	4 34%	84 42%	1 100%
Very satisfied (2)	80 40%	32 47%	32 47%	16 24%	62 39%	18 40%	- -%	76 40%	4 40%	80 40%	- -%
NET: Satisfied	165 82%	55 82%	57 85%	53 78%	133 85%	32 70%	- -%	157 82%	8 74%	164 82%	1 100%
NET: Dissatisfied	8 4%	3 4%	2 3%	3 5%	4 3%	4 8%	- -%	5 3%	2 22%	8 4%	- -%
Answered	202	67	67	67	157	45	-	191	10	201	1
Mean Score	1.2	1.2	1.3	1.0	1.2	1.0	-	1.2	.9	1.2	1.0
Standard error	.06	.12	.09	.09	.06	.17	-	.06	.23	.06	-
Standard deviation	.87	.90	.86	.83	.80	1.06	-	.84	1.28	.87	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level:	95%				
Unweighted Base		233	96	55	82
Effective base		104	45	19	40
Weighted Base		202	85	40	77
Very dissatisfied	(-2)	3 2%	1 1%	1 3%	1 2%
Fairly dissatisfied	(-1)	4 2%	2 2%	2 6%	* *%
Neither satisfied nor dissatisfied	(0)	29 14%	7 8%	10 24%	12 16%
Fairly satisfied	(1)	85 42%	46 54%	14 35%	25 33%
Very satisfied	(2)	80 40%	30 35%	13 32%	38 49%
NET: Satisfied		165 82%	75 89%	27 67%	63 82%
NET: Dissatisfied		8 4%	3 3%	3 9%	1 2%
Answered		202	85	40	77
Mean Score		1.2	1.2	.9	1.3
Standard error		.06	.08	.14	.10
Standard deviation		.87	.76	1.03	.87

Columns Tested:: a,b,c

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	233	152	49	18	3	4	5	2	-	201	32	14
Effective base	104	81	17	7	1	3	4	1	-	98	10	3
Weighted Base	202	162	33	5	*	*	*	1	-	195	6	1
Very dissatisfied	(-2)	3	3	-	-	-	-	-	-	3	-	-
		2%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	4	4	*	-	-	-	-	-	4	-	-
		2%	2%	1%	-%	-%	-%	-%	-%	2%	-%	-%
Neither satisfied nor dissatisfied	(0)	29	24	4	1	-	-	-	-	28	1	-
		14%	15%	13%	16%	-%	-%	-%	-%	14%	12%	-%
Fairly satisfied	(1)	85	72	11	1	*	*	*	*	84	1	*
		42%	45%	34%	24%	2%	55%	63%	7%	43%	22%	15%
Very satisfied	(2)	80	59	17	3	*	*	*	1	76	4	1
		40%	36%	52%	60%	98%	45%	37%	93%	39%	66%	85%
NET: Satisfied		165	131	28	4	*	*	*	1	159	5	1
		82%	81%	86%	84%	100%	100%	100%	100%	82%	88%	100%
NET: Dissatisfied		8	7	*	-	-	-	-	-	8	-	-
		4%	5%	1%	-%	-%	-%	-%	-%	4%	-%	-%
Answered	202	162	33	5	*	*	*	1	-	195	6	1
Mean Score	1.2	1.1	1.4	1.4	2.0	1.5	1.4	1.9	-	1.1	1.5	1.8
Standard error	.06	.07	.11	.20	-	-	-	-	-	.06	.14	.18
Standard deviation	.87	.89	.75	.85	-	-	-	-	-	.87	.77	.66

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	233	44	108	81	216	204	222	224	159	114	22	136	16	17	13	11	7
Effective base	104	25	57	22	92	86	97	100	63	33	15	69	6	4	2	3	3
Weighted Base	202	52	111	39	183	171	191	196	133	69	26	139	5	7	4	9	1
Very dissatisfied (-2)	3 2%	1 2%	3 2%	- -%	3 2%	3 2%	3 2%	3 2%	2 1%	1 2%	- -%	3 2%	- -%	* 5%	- -%	- -%	- -%
Fairly dissatisfied (-1)	4 2%	2 4%	2 2%	* 1%	4 2%	4 3%	4 2%	4 2%	2 2%	2 3%	- -%	4 3%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	29 14%	11 22%	13 11%	5 13%	27 15%	27 16%	27 14%	29 15%	18 14%	15 21%	1 2%	20 14%	* 11%	* 1%	- -%	6 66%	* 21%
Fairly satisfied (1)	85 42%	27 52%	45 41%	12 32%	75 41%	74 43%	80 42%	83 42%	63 47%	25 35%	10 40%	59 42%	2 37%	6 92%	1 19%	1 13%	1 52%
Very satisfied (2)	80 40%	11 21%	48 43%	21 54%	73 40%	63 37%	76 40%	76 39%	48 36%	27 39%	15 58%	53 38%	2 53%	* 2%	3 81%	2 21%	* 27%
NET: Satisfied	165 82%	38 73%	93 84%	34 86%	148 81%	136 80%	156 82%	160 81%	111 83%	51 74%	25 98%	112 80%	4 89%	7 94%	4 100%	3 34%	1 79%
NET: Dissatisfied	8 4%	3 5%	5 4%	* 1%	8 4%	8 4%	8 4%	8 4%	4 3%	4 5%	- -%	7 5%	- -%	* 5%	- -%	- -%	- -%
Answered	202	52	111	39	183	171	191	196	133	69	26	139	5	7	4	9	1
Mean Score	1.2	.9	1.2	1.4	1.1	1.1	1.2	1.1	1.1	1.1	1.6	1.1	1.4	.9	1.8	.5	1.1
Standard error	.06	.13	.09	.08	.06	.06	.06	.06	.07	.09	.12	.08	.19	.17	.13	.26	.64
Standard deviation	.87	.85	.89	.75	.89	.89	.88	.87	.82	.94	.55	.92	.76	.72	.45	.87	1.69

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	233	151	19	18	13	6	4	5	133	33	16	7	8	5	2
Effective base	104	78	7	4	7	3	1	2	68	10	5	3	3	3	1
Weighted Base	202	153	13	6	1	5	5	*	129	29	6	2	2	3	*
Very dissatisfied	(-2)	3	3	*	-	-	-	-	2	1	-	*	-	-	-
		2%	2%	3%	-%	-%	-%	-%	2%	3%	-%	19%	-%	-%	-%
Fairly dissatisfied	(-1)	4	4	-	-	-	-	-	4	*	-	-	-	-	-
		2%	3%	-%	-%	-%	-%	-%	3%	1%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	29	21	2	*	*	-	4	14	11	-	-	*	2	-
		14%	13%	14%	3%	10%	-%	88%	11%	39%	-%	-%	16%	48%	-%
Fairly satisfied	(1)	85	65	5	5	*	*	1	61	7	4	*	*	2	*
		42%	42%	34%	77%	64%	8%	11%	47%	24%	71%	21%	3%	51%	9%
Very satisfied	(2)	80	60	7	1	*	5	*	48	10	2	1	1	*	*
		40%	39%	50%	20%	27%	92%	1%	38%	34%	29%	60%	81%	1%	91%
NET: Satisfied		165	125	11	6	1	5	1	109	17	6	1	1	2	*
		82%	82%	83%	97%	90%	100%	12%	85%	57%	100%	81%	84%	52%	100%
NET: Dissatisfied		8	7	*	-	-	-	-	6	1	-	*	-	-	-
		4%	5%	3%	-%	-%	-%	-%	5%	4%	-%	19%	-%	-%	-%
Answered	202	153	13	6	1	5	5	*	129	29	6	2	2	3	*
Mean Score	1.2	1.1	1.3	1.2	1.2	1.9	.1	.2	1.2	.8	1.3	1.0	1.6	.5	1.9
Standard error	.06	.07	.21	.12	-	.13	.19	-	.07	.18	.12	.85	.43	.28	-
Standard deviation	.87	.90	.92	.49	-	.31	.39	-	.86	1.01	.50	2.26	1.21	.62	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e	
Significance Level: 95%														
Unweighted Base	233	140	27	22	15	13	5	2	59	46	66	28	20	
Effective base	104	74	9	5	6	4	2	1	37	19	28	6	6	
Weighted Base	202	143	22	13	9	7	3	*	73	37	56	9	13	
Very dissatisfied	(-2)	3 2%	2 1%	1 4%	1 6%	- -%	- -%	- -%	- -%	- -%	2 4%	1 3%	- -%	* 2%
Fairly dissatisfied	(-1)	4 2%	4 3%	- -%	* 2%	- -%	- -%	- -%	- -%	* 1%	4 7%	- -%	- -%	
Neither satisfied nor dissatisfied	(0)	29 14%	17 12%	5 21%	6 47%	1 9%	* *%	* 17%	- -%	10 14%	8 22%	1 1%	2 19%	5 39%
Fairly satisfied	(1)	85 42%	63 44%	9 40%	2 19%	3 33%	4 59%	2 82%	- -%	32 44%	15 41%	23 40%	3 37%	7 49%
Very satisfied	(2)	80 40%	57 40%	8 36%	3 25%	5 58%	3 41%	* 2%	* 100%	31 42%	12 32%	27 49%	4 44%	1 10%
NET: Satisfied		165 82%	120 84%	16 76%	6 44%	8 91%	7 100%	2 83%	* 100%	63 86%	27 73%	50 89%	7 81%	8 59%
NET: Dissatisfied		8 4%	6 4%	1 4%	1 8%	- -%	- -%	- -%	- -%	- -%	2 5%	6 10%	- -%	* 2%
Answered	202	143	22	13	9	7	3	*	73	37	56	9	13	
Mean Score	1.2	1.2	1.0	.5	1.5	1.4	.8	2.0	1.3	1.0	1.3	1.2	.6	
Standard error	.06	.07	.19	.24	.18	.15	.22	-	.09	.15	.12	.15	.18	
Standard deviation	.87	.85	.96	1.13	.69	.54	.49	-	.70	.99	.99	.80	.79	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	a	b	c	*d	*e
Significance Level: 95%											
Unweighted Base	233	76	44	54	24	15	71	44	54	19	13
Effective base	104	45	18	23	4	3	39	18	18	5	4
Weighted Base	202	95	23	46	7	9	78	39	33	6	12
Very dissatisfied	(-2)	3	3	1	-	-	-	2	1	-	*
		2%	3%	3%	-%	-%	-%	4%	4%	-%	3%
Fairly dissatisfied	(-1)	4	-	*	4	-	2	*	2	-	-
		2%	-%	1%	9%	-%	2%	1%	6%	-%	-%
Neither satisfied nor dissatisfied	(0)	29	15	4	1	2	12	6	1	2	4
		14%	16%	15%	1%	22%	16%	15%	2%	30%	38%
Fairly satisfied	(1)	85	40	13	17	3	34	19	14	*	6
		42%	42%	54%	36%	48%	43%	49%	43%	3%	54%
Very satisfied	(2)	80	37	6	25	2	30	12	15	4	1
		40%	39%	27%	54%	30%	38%	31%	44%	67%	5%
NET: Satisfied		165	77	19	42	5	64	31	29	4	7
		82%	82%	81%	90%	78%	82%	80%	87%	70%	59%
NET: Dissatisfied		8	3	1	4	-	2	2	4	-	*
		4%	3%	4%	9%	-%	2%	5%	11%	-%	3%
Answered	202	95	23	46	7	9	78	39	33	6	12
Mean Score	1.2	1.2	1.0	1.3	1.1	.5	1.2	1.0	1.2	1.4	.6
Standard error	.06	.10	.13	.12	.16	.20	.09	.14	.14	.23	.21
Standard deviation	.87	.88	.89	.89	.77	.76	.79	.93	1.06	.99	.75

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	*d	*e	a	*b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	233	75	39	67	24	17	158	13	51	171	62	184	32
Effective base	104	42	16	27	9	6	73	6	22	81	23	82	11
Weighted Base	202	86	36	45	18	10	139	6	51	152	50	160	23
Very dissatisfied	(-2)	3	1	3	-	-	2	1	1	3	-	3	*
		2%	2%	6%	-%	-%	1%	13%	1%	2%	-%	2%	1%
Fairly dissatisfied	(-1)	4	2	-	-	*	2	-	2	4	*	4	-
		2%	2%	6%	-%	*%	2%	-%	4%	3%	*%	3%	-%
Neither satisfied nor dissatisfied	(0)	29	5	3	6	*	17	1	12	23	7	21	6
		14%	15%	6%	33%	5%	12%	9%	23%	15%	13%	13%	28%
Fairly satisfied	(1)	85	16	18	3	6	59	4	20	67	17	71	4
		42%	45%	41%	18%	57%	42%	65%	39%	44%	35%	44%	19%
Very satisfied	(2)	80	12	21	9	4	59	1	17	55	25	61	12
		40%	32%	48%	49%	38%	42%	13%	33%	36%	51%	38%	51%
NET: Satisfied		165	28	40	12	9	118	5	37	122	43	132	16
		82%	77%	88%	67%	95%	85%	79%	72%	80%	86%	82%	71%
NET: Dissatisfied		8	3	3	-	*	4	1	3	7	*	7	*
		4%	9%	6%	-%	*%	3%	13%	5%	5%	*%	5%	1%
Answered		202	36	45	18	10	139	6	51	152	50	160	23
Mean Score		1.2	1.0	1.2	1.2	1.3	1.2	.7	1.0	1.1	1.4	1.1	1.2
Standard error		.06	.16	.12	.19	.15	.07	.34	.13	.07	.09	.06	.17
Standard deviation		.87	.97	1.01	.91	.62	.83	1.21	.93	.90	.73	.88	.96

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	233	151	53	75	149	190	26	150	54	77	147
Effective base	104	72	14	46	54	84	8	69	17	47	53
Weighted Base	202	139	32	87	109	163	20	138	33	89	107
Very dissatisfied	(-2) 3 2%	2 2%	1 4%	1 2%	2 2%	3 2%	- -%	2 2%	1 3%	1 2%	2 2%
Fairly dissatisfied	(-1) 4 2%	4 3%	- -%	- -%	4 4%	4 3%	- -%	2 2%	2 6%	2 2%	2 2%
Neither satisfied nor dissatisfied	(0) 29 14%	15 11%	11 36%	16 18%	13 12%	22 14%	5 25%	20 15%	7 20%	15 16%	14 13%
Fairly satisfied	(1) 85 42%	64 46%	10 30%	37 43%	46 42%	72 44%	4 18%	63 46%	11 32%	37 41%	47 43%
Very satisfied	(2) 80 40%	53 38%	10 31%	33 37%	44 40%	62 38%	11 57%	50 36%	13 38%	34 38%	42 39%
NET: Satisfied	165 82%	117 84%	20 61%	70 80%	90 82%	133 82%	15 75%	113 82%	23 71%	71 80%	89 83%
NET: Dissatisfied	8 4%	7 5%	1 4%	1 2%	6 6%	8 5%	- -%	5 3%	3 9%	4 4%	4 4%
Answered	202	139	32	87	109	163	20	138	33	89	107
Mean Score	1.2	1.2	.8	1.1	1.1	1.1	1.3	1.1	1.0	1.1	1.2
Standard error	.06	.07	.14	.10	.07	.06	.17	.07	.15	.10	.07
Standard deviation	.87	.86	.99	.83	.91	.89	.87	.84	1.08	.89	.87

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	233	159	155	63	-	150	140	43	-	200	113	65	-
Effective base	104	62	73	22	-	60	64	14	-	87	53	23	-
Weighted Base	202	128	119	38	-	123	106	26	-	174	85	39	-
Very dissatisfied (-2)	3 2%	3 3%	2 2%	1 4%	- -%	3 3%	2 2%	1 4%	- -%	3 2%	2 2%	2 6%	- -%
Fairly dissatisfied (-1)	4 2%	4 3%	4 4%	2 6%	- -%	4 4%	4 4%	2 8%	- -%	4 2%	4 5%	- -%	- -%
Neither satisfied nor dissatisfied (0)	29 14%	26 20%	9 8%	6 17%	- -%	19 16%	7 7%	1 4%	- -%	25 14%	12 14%	7 17%	- -%
Fairly satisfied (1)	85 42%	57 45%	49 41%	15 41%	- -%	56 46%	43 40%	12 45%	- -%	75 43%	37 43%	17 44%	- -%
Very satisfied (2)	80 40%	37 29%	55 46%	12 33%	- -%	40 32%	50 47%	10 39%	- -%	66 38%	30 35%	13 33%	- -%
NET: Satisfied	165 82%	94 74%	104 87%	28 74%	- -%	96 78%	92 87%	22 84%	- -%	141 81%	67 78%	30 77%	- -%
NET: Dissatisfied	8 4%	8 6%	6 5%	4 10%	- -%	8 6%	6 6%	3 12%	- -%	8 4%	6 7%	2 6%	- -%
Answered	202	128	119	38	-	123	106	26	-	174	85	39	-
Mean Score	1.2	.9	1.3	.9	-	1.0	1.3	1.1	-	1.1	1.0	1.0	-
Standard error	.06	.07	.07	.13	-	.08	.08	.17	-	.06	.09	.13	-
Standard deviation	.87	.93	.87	1.05	-	.93	.89	1.09	-	.88	.95	1.03	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	233	188	171	132	156	133	21	92	100	103	37	20	49	41			
Effective base	104	81	77	66	65	59	6	42	50	47	18	10	21	20			
Weighted Base	202	163	144	127	130	112	6	82	95	91	30	18	37	35			
Very dissatisfied (-2)	3 2%	2 1%	3 2%	1 1%	2 1%	2 1%	- -%	- -%	1 2%	- -%	1 5%	- -%	1 2%	1 2%			
Fairly dissatisfied (-1)	4 2%	4 3%	4 3%	4 3%	4 3%	4 4%	* 1%	4 5%	4 5%	2 2%	- -%	2 12%	2 6%	2 6%			
Neither satisfied nor dissatisfied (0)	29 14%	27 17%	18 12%	24 19%	24 19%	20 18%	* 4%	17 20%	16 17%	17 18%	8 28%	- -%	4 11%	- -%			
Fairly satisfied (1)	85 42%	71 44%	69 48%	57 45%	57 44%	46 42%	4 66%	39 48%	50 53%	41 44%	10 33%	9 48%	14 38%	14 39%			
Very satisfied (2)	80 40%	58 36%	50 35%	40 31%	43 33%	39 35%	2 29%	22 27%	23 24%	32 35%	10 34%	7 40%	16 43%	19 53%			
NET: Satisfied	165 82%	129 79%	119 82%	97 77%	100 77%	85 76%	5 95%	61 75%	73 77%	72 79%	20 67%	16 88%	30 82%	32 92%			
NET: Dissatisfied	8 4%	7 4%	8 5%	6 5%	6 5%	6 5%	* 1%	4 5%	6 6%	2 2%	1 5%	2 12%	3 8%	3 8%			
Answered	202	163	144	127	130	112	6	82	95	91	30	18	37	35			
Mean Score	1.2	1.1	1.1	1.0	1.0	1.0	1.2	1.0	.9	1.1	.9	1.2	1.2	1.3			
Standard error	.06	.06	.07	.08	.07	.08	.13	.09	.09	.08	.17	.21	.14	.15			
Standard deviation	.87	.87	.89	.86	.88	.90	.61	.82	.86	.79	1.04	.94	.98	.93			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base	233	34	17	18	5	200	157	214	181	160	159	189	59	1	186	18	
Effective base	104	15	7	7	3	88	66	93	84	68	68	93	20	1	80	12	
Weighted Base	202	24	11	12	4	174	119	185	156	131	129	177	37	*	149	25	
Very dissatisfied	(-2)	3	1	*	1	1	2	1	3	2	1	2	2	-	-	3	1
		2%	3%	3%	7%	38%	1%	1%	1%	1%	1%	1%	1%	-%	-%	2%	3%
Fairly dissatisfied	(-1)	4	*	-	2	-	4	4	4	2	2	*	4	2	-	*	2
		2%	*%	-%	18%	-%	2%	4%	2%	2%	2%	*%	2%	6%	-%	*%	9%
Neither satisfied nor dissatisfied	(0)	29	2	*	1	-	26	12	27	20	16	15	19	3	-	17	7
		14%	8%	2%	4%	-%	15%	10%	15%	13%	13%	12%	11%	8%	-%	11%	27%
Fairly satisfied	(1)	85	6	5	3	2	74	55	79	71	51	59	78	18	*	74	2
		42%	24%	46%	24%	52%	43%	46%	42%	46%	39%	45%	44%	49%	100%	50%	9%
Very satisfied	(2)	80	16	6	6	*	68	47	72	60	60	53	74	14	-	55	13
		40%	65%	49%	47%	9%	39%	39%	39%	39%	46%	41%	42%	37%	-%	37%	52%
NET: Satisfied		165	22	11	8	2	142	102	151	131	111	112	152	32	*	129	15
		82%	88%	95%	71%	62%	81%	85%	82%	84%	85%	87%	86%	87%	100%	87%	61%
NET: Dissatisfied		8	1	*	3	1	7	5	7	5	3	2	7	2	-	3	3
		4%	3%	3%	25%	38%	4%	5%	4%	3%	2%	2%	4%	6%	-%	2%	12%
Answered		202	24	11	12	4	174	119	185	156	131	129	177	37	*	149	25
Mean Score		1.2	1.5	1.4	.9	-.1	1.2	1.2	1.2	1.2	1.3	1.3	1.2	1.2	1.0	1.2	1.0
Standard error		.06	.16	.20	.33	.81	.06	.07	.06	.06	.06	.06	.06	.11	-	.06	.29
Standard deviation		.87	.92	.83	1.42	1.82	.86	.83	.86	.82	.80	.78	.83	.81	-	.78	1.22

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	233	114	97	196	6	81	152	44	135	54	59	54	113
Effective base	104	53	43	83	4	32	72	19	60	25	25	30	49
Weighted Base	202	113	74	158	9	72	130	34	117	51	40	71	87
Very dissatisfied (-2)	3 2%	1 1%	2 3%	1 1%	1 9%	1 2%	2 2%	1 3%	2 2%	- -%	* 1%	2 3%	1 1%
Fairly dissatisfied (-1)	4 2%	2 2%	2 3%	* *%	- -%	2 3%	2 2%	- -%	2 2%	2 4%	2 5%	* *%	2 2%
Neither satisfied nor dissatisfied (0)	29 14%	21 19%	8 11%	15 9%	- -%	18 25%	11 9%	3 9%	15 13%	11 22%	6 16%	6 8%	17 19%
Fairly satisfied (1)	85 42%	48 43%	32 43%	70 44%	4 41%	31 44%	53 41%	10 30%	47 41%	27 53%	14 35%	32 45%	35 41%
Very satisfied (2)	80 40%	40 35%	30 40%	72 46%	4 49%	19 27%	61 47%	19 57%	50 43%	10 20%	17 43%	31 43%	32 37%
NET: Satisfied	165 82%	88 78%	62 84%	141 90%	8 91%	51 70%	114 88%	30 87%	97 84%	38 74%	31 78%	63 88%	67 77%
NET: Dissatisfied	8 4%	4 3%	4 6%	1 1%	1 9%	3 5%	4 3%	1 3%	4 4%	2 4%	2 6%	2 4%	3 3%
Answered	202	113	74	158	9	72	130	34	117	51	40	71	87
Mean Score	1.2	1.1	1.2	1.3	1.2	.9	1.3	1.4	1.2	.9	1.1	1.3	1.1
Standard error	.06	.08	.09	.05	.49	.10	.07	.14	.08	.10	.12	.12	.08
Standard deviation	.87	.85	.93	.71	1.21	.88	.83	.92	.87	.77	.94	.87	.85

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		233	96	137
Effective base		104	35	69
Weighted Base		202	70	131
Very dissatisfied	(-2)	3 2%	3 4%	1 1%
Fairly dissatisfied	(-1)	4 2%	* *%	4 3%
Neither satisfied nor dissatisfied	(0)	29 14%	15 21%	15 11%
Fairly satisfied	(1)	85 42%	24 35%	60 46%
Very satisfied	(2)	80 40%	29 41%	51 39%
NET: Satisfied		165 82%	53 76%	112 85%
NET: Dissatisfied		8 4%	3 4%	5 4%
Answered		202	70	131
Mean Score		1.2	1.1	1.2
Standard error		.06	.10	.07
Standard deviation		.87	.98	.81

Columns Tested:: a,b

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	c	*d	*e	*f	*g	h	*i	*j	k	*l
Significance Level: 95%													
Unweighted Base	233	-	11	34	23	5	22	21	38	14	19	35	11
Effective base	104	-	4	16	8	3	12	7	16	7	8	25	7
Weighted Base	202	-	11	30	11	3	30	9	23	16	4	52	13
Very dissatisfied	(-2)	3	-	2	-	-	-	-	-	*	-	1	-
		2%	-%	7%	-%	-%	-%	-%	-%	2%	-%	2%	-%
Fairly dissatisfied	(-1)	4	-	-	-	-	2	-	*	-	-	-	2
		2%	-%	-%	-%	-%	7%	-%	1%	-%	-%	-%	15%
Neither satisfied nor dissatisfied	(0)	29	-	1	3	*	8	*	*	5	*	8	3
		14%	-%	4%	30%	8%	27%	*%	*%	32%	*%	16%	19%
Fairly satisfied	(1)	85	-	15	3	2	7	6	12	4	2	21	5
		42%	-%	51%	26%	50%	23%	73%	52%	28%	36%	41%	37%
Very satisfied	(2)	80	-	11	5	1	13	2	11	6	3	22	4
		40%	-%	37%	44%	43%	42%	27%	47%	38%	64%	42%	29%
NET: Satisfied		165	-	26	7	3	19	9	23	11	4	43	9
		82%	-%	88%	70%	92%	66%	100%	99%	66%	100%	82%	66%
NET: Dissatisfied		8	-	2	-	-	2	-	*	*	-	1	2
		4%	-%	7%	-%	-%	7%	-%	1%	2%	-%	2%	15%
Answered	202	-	11	30	11	3	30	9	23	16	4	52	13
Mean Score	1.2	-	1.3	1.1	1.1	1.3	1.0	1.3	1.4	1.0	1.6	1.2	.8
Standard error	.06	-	.14	.18	.19	.34	.21	.10	.09	.26	.13	.14	.32
Standard deviation	.87	-	.46	1.05	.89	.75	1.01	.47	.58	.97	.56	.83	1.05

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 374 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	233	45	50	73	65	95	138
Effective base	104	20	21	28	35	41	63
Weighted Base	202	41	43	48	70	84	118
Very dissatisfied	(-2)	3	2	-	*	1	2
		2%	5%	-%	1%	1%	3%
Fairly dissatisfied	(-1)	4	-	2	*	2	2
		2%	-%	5%	1%	3%	3%
Neither satisfied nor dissatisfied	(0)	29	11	5	11	13	16
		14%	3%	27%	11%	15%	14%
Fairly satisfied	(1)	85	11	23	28	34	50
		42%	57%	26%	48%	41%	43%
Very satisfied	(2)	80	19	19	29	32	48
		40%	34%	43%	40%	41%	41%
NET: Satisfied	165	37	30	42	56	67	98
	82%	91%	69%	88%	80%	80%	83%
NET: Dissatisfied	8	2	2	1	3	4	3
	4%	5%	5%	1%	4%	5%	3%
Answered	202	41	43	48	70	84	118
Mean Score	1.2	1.1	1.1	1.3	1.2	1.1	1.2
Standard error	.06	.14	.13	.09	.11	.10	.07
Standard deviation	.87	.93	.95	.73	.87	.94	.82

Columns Tested:: a,b,c,d - a,b

Table 375

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	154	15	139	121	19	2	12	33
Effective base	95	9	87	90	13	2	8	15
Weighted Base	173	11	162	168	5	*	*	6
Very dissatisfied (-2)	12 7%	2 19%	10 6%	12 7%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	16 9%	* 1%	16 10%	15 9%	1 17%	* 73%	- -%	1 17%
Neither satisfied nor dissatisfied (0)	18 10%	1 10%	16 10%	17 10%	1 16%	- -%	* 48%	1 17%
Fairly satisfied (1)	73 42%	6 53%	67 41%	72 43%	1 13%	- -%	* 23%	1 13%
Very satisfied (2)	55 32%	2 17%	53 33%	52 31%	3 53%	* 27%	* 29%	3 51%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* 2%	- -%	- -%	* 2%
NET: Satisfied	128 74%	8 70%	120 74%	124 74%	3 65%	* 27%	* 52%	4 64%
NET: Dissatisfied	28 16%	2 20%	25 16%	27 16%	1 17%	* 73%	- -%	1 17%
Answered	173	11	162	168	5	*	*	5
Mean Score	.8	.5	.9	.8	1.0	-2	.8	1.0
Standard error	.09	.36	.10	.11	.31	-	-	.23
Standard deviation	1.17	1.39	1.16	1.17	1.31	-	-	1.31

Columns Tested:: a,b - a,b,c,d,e

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	*e	*f	g	*h	*i
Significance Level: 95%											
Unweighted Base		154	77	36	8	12	9	12	121	19	14
Effective base		95	61	23	7	10	5	8	90	13	9
Weighted Base		173	120	41	7	4	1	*	168	5	*
Very dissatisfied	(-2)	12 7%	7 6%	4 11%	1 12%	- -%	- -%	- -%	12 7%	- -%	- -%
Fairly dissatisfied	(-1)	16 9%	11 9%	2 4%	2 23%	1 21%	* 6%	- -%	15 9%	1 17%	* 22%
Neither satisfied nor dissatisfied	(0)	18 10%	13 11%	4 9%	- -%	1 20%	- -%	* 48%	17 10%	1 16%	* 34%
Fairly satisfied	(1)	73 42%	54 45%	17 41%	1 17%	1 13%	* 10%	* 23%	72 43%	1 13%	* 16%
Very satisfied	(2)	55 32%	34 29%	14 35%	3 48%	2 43%	1 83%	* 29%	52 31%	3 53%	* 28%
Don't Know (DO NOT READ OUT)		* *%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%
NET: Satisfied		128 74%	89 74%	31 76%	5 66%	2 56%	1 94%	* 52%	124 74%	3 65%	* 44%
NET: Dissatisfied		28 16%	18 15%	6 15%	2 34%	1 21%	* 6%	- -%	27 16%	1 17%	* 22%
Answered		173	120	41	7	4	1	*	168	5	*
Mean Score		.8	.8	.9	.7	.8	1.7	.8	.8	1.0	.5
Standard error		.09	.13	.21	.59	.42	.64	-	.11	.31	-
Standard deviation		1.17	1.12	1.26	1.66	1.40	1.93	-	1.17	1.31	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	*c	*d	*e
Unweighted Base	154	97	24	19	2	12	94	20	8	7	5
Effective base	95	76	19	13	2	8	67	11	6	3	2
Weighted Base	173	151	17	5	*	*	128	20	5	1	2
Very dissatisfied (-2)	12 7%	11 7%	1 5%	- -%	- -%	- -%	6 4%	3 16%	- -%	- -%	1 63%
Fairly dissatisfied (-1)	16 9%	13 9%	2 11%	1 17%	* 73%	- -%	13 10%	2 10%	1 21%	- -%	- -%
Neither satisfied nor dissatisfied (0)	18 10%	16 11%	1 4%	1 16%	- -%	* 48%	13 10%	- -%	* 7%	1 51%	* 3%
Fairly satisfied (1)	73 42%	67 45%	5 30%	1 13%	- -%	* 23%	55 43%	9 48%	1 23%	* 4%	- -%
Very satisfied (2)	55 32%	43 29%	8 51%	3 53%	* 27%	* 29%	41 32%	5 27%	2 49%	1 46%	1 34%
Don't Know (DO NOT READ OUT)	* *%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	128 74%	111 73%	14 81%	3 65%	* 27%	* 52%	96 76%	15 75%	3 73%	1 49%	1 34%
NET: Dissatisfied	28 16%	24 16%	3 15%	1 17%	* 73%	- -%	18 14%	5 25%	1 21%	- -%	1 63%
Answered	173	151	17	5	*	*	128	20	5	1	2
Mean Score	.8	.8	1.1	1.0	-2	.8	.9	.6	1.0	.9	-.6
Standard error	.09	.12	.25	.31	-	-	.11	.32	.47	.82	1.26
Standard deviation	1.17	1.17	1.21	1.31	-	-	1.10	1.42	1.32	2.17	2.81

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	154	10	9	12	7	16	19	11	13	11
Effective base	95	7	8	8	4	13	14	9	12	10
Weighted Base	173	17	13	14	5	23	34	18	20	15
Very dissatisfied	(-2)	12	3	-	-	-	-	2	-	4
		7%	18%	-%	-%	-%	-%	12%	-%	27%
Fairly dissatisfied	(-1)	16	5	-	2	1	1	1	-	2
		9%	32%	-%	14%	4%	4%	8%	-%	13%
Neither satisfied nor dissatisfied	(0)	18	4	-	3	1	5	*	-	3
		10%	24%	-%	22%	13%	21%	*%	-%	19%
Fairly satisfied	(1)	73	3	8	4	2	9	22	9	10
		42%	17%	57%	29%	48%	38%	64%	49%	51%
Very satisfied	(2)	55	1	6	5	-	8	11	6	10
		32%	8%	43%	34%	-%	37%	32%	30%	49%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	128	4	13	9	2	17	33	15	20	6
		74%	25%	100%	64%	48%	75%	96%	80%	100%
NET: Dissatisfied	28	9	-	2	2	1	1	4	-	6
		16%	51%	-%	14%	38%	4%	20%	-%	40%
Answered	173	17	13	14	5	23	34	18	20	15
Mean Score	.8	-.4	1.4	.8	.1	1.1	1.2	.8	1.5	.1
Standard error	.09	.39	.17	.31	.39	.22	.15	.40	.14	.51
Standard deviation	1.17	1.22	.51	1.09	1.04	.87	.65	1.32	.51	1.68

Columns Tested: a,b,c,d,e,f,g,h,i

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	*g	*h
Significance Level: 95%										
Unweighted Base		154	34	32	42	108	46	18	20	8
Effective base		95	26	26	31	83	24	11	10	6
Weighted Base		173	43	50	66	159	14	7	5	1
Very dissatisfied	(-2)	12 7%	4 10%	3 6%	2 3%	9 6%	3 18%	3 35%	- -%	- -%
Fairly dissatisfied	(-1)	16 9%	5 11%	5 11%	5 7%	15 9%	1 7%	1 8%	* 1%	* 22%
Neither satisfied nor dissatisfied	(0)	18 10%	8 20%	4 8%	3 5%	16 10%	2 14%	2 25%	* *%	* 14%
Fairly satisfied	(1)	73 42%	12 28%	21 41%	35 53%	68 43%	5 38%	* 6%	4 78%	1 51%
Very satisfied	(2)	55 32%	14 32%	17 33%	21 32%	52 32%	3 22%	2 26%	1 21%	* 5%
Don't Know (DO NOT READ OUT)		* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 8%
NET: Satisfied		128 74%	26 60%	37 75%	56 85%	119 75%	8 60%	2 32%	5 98%	1 56%
NET: Dissatisfied		28 16%	9 20%	9 17%	7 10%	24 15%	3 25%	3 43%	* 1%	* 22%
Answered		173	43	50	66	159	14	7	5	1
Mean Score		.8	.6	.8	1.0	.9	.4	-.2	1.2	.4
Standard error		.09	.22	.21	.15	.11	.21	.40	.12	4.41
Standard deviation		1.17	1.31	1.19	.98	1.15	1.44	1.71	.53	11.68

Columns Tested: a,b,c,d,e,f,g,h

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	154	4	9	1	10	13	60	2	3	62
Effective base	95	2	5	1	5	8	42	2	1	38
Weighted Base	173	2	5	2	7	18	61	4	2	79
Very dissatisfied	(-2) 12 7%	- -%	1 16%	- -%	1 11%	4 23%	6 10%	- -%	- -%	1 1%
Fairly dissatisfied	(-1) 16 9%	- -%	1 28%	- -%	1 20%	4 21%	3 6%	- -%	- -%	7 9%
Neither satisfied nor dissatisfied	(0) 18 10%	- -%	* *%	- -%	* *%	1 3%	11 18%	- -%	- -%	6 8%
Fairly satisfied	(1) 73 42%	2 95%	2 36%	- -%	2 26%	3 15%	26 43%	4 100%	2 99%	34 44%
Very satisfied	(2) 55 32%	* 5%	1 19%	2 100%	3 41%	7 38%	14 23%	- -%	* 1%	31 39%
Don't Know (DO NOT READ OUT)	* *%	- -%	* 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	128 74%	2 100%	3 55%	2 100%	5 67%	10 52%	40 66%	4 100%	2 100%	65 82%
NET: Dissatisfied	28 16%	- -%	2 43%	- -%	2 31%	8 44%	10 16%	- -%	- -%	8 10%
Answered	173	2	5	2	7	18	61	4	2	79
Mean Score	.8	1.1	.2	2.0	.7	.2	.6	1.0	1.0	1.1
Standard error	.09	.16	.56	-	.53	.47	.15	-	.09	.12
Standard deviation	1.17	.32	1.58	-	1.58	1.71	1.20	-	.15	.95

Columns Tested: a,b,c,d,e,f,g,h,i

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	154	27	60	67	133	21	-	141	13	151	3
Effective base	95	14	42	41	83	13	-	90	6	94	2
Weighted Base	173	27	61	85	142	31	-	165	8	172	1
Very dissatisfied (-2)	12 7%	5 19%	6 10%	1 1%	9 6%	3 10%	- -%	12 7%	- -%	12 7%	- -%
Fairly dissatisfied (-1)	16 9%	5 19%	3 6%	7 8%	14 10%	1 5%	- -%	15 9%	* 4%	16 9%	- -%
Neither satisfied nor dissatisfied (0)	18 10%	1 2%	11 18%	6 7%	15 10%	3 10%	- -%	16 10%	2 24%	18 10%	* 2%
Fairly satisfied (1)	73 42%	6 23%	26 43%	40 47%	57 40%	16 51%	- -%	69 42%	4 47%	73 42%	- -%
Very satisfied (2)	55 32%	10 36%	14 23%	31 36%	47 33%	8 25%	- -%	53 32%	2 25%	54 31%	1 98%
Don't Know (DO NOT READ OUT)	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	128 74%	16 60%	40 66%	71 84%	104 73%	24 76%	- -%	122 74%	6 72%	127 74%	1 98%
NET: Dissatisfied	28 16%	10 38%	10 16%	8 9%	23 16%	5 15%	- -%	27 17%	* 4%	28 16%	- -%
Answered	173	27	61	85	142	31	-	165	8	172	1
Mean Score	.8	.4	.6	1.1	.8	.8	-	.8	.9	.8	2.0
Standard error	.09	.31	.15	.11	.10	.26	-	.10	.24	.10	-
Standard deviation	1.17	1.60	1.20	.92	1.18	1.19	-	1.19	.85	1.17	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		154	64	25	64
Effective base		95	38	13	43
Weighted Base		173	72	23	76
Very dissatisfied	(-2)	12 7%	5 7%	2 10%	5 6%
Fairly dissatisfied	(-1)	16 9%	6 9%	3 14%	6 8%
Neither satisfied nor dissatisfied	(0)	18 10%	7 10%	1 3%	10 13%
Fairly satisfied	(1)	73 42%	31 43%	5 22%	38 50%
Very satisfied	(2)	55 32%	22 31%	12 52%	17 23%
Don't Know (DO NOT READ OUT)		* *%	* *%	- -%	- -%
NET: Satisfied		128 74%	53 74%	17 74%	55 73%
NET: Dissatisfied		28 16%	11 16%	5 24%	11 14%
Answered		173	71	23	76
Mean Score		.8	.8	.9	.8
Standard error		.09	.15	.29	.14
Standard deviation		1.17	1.18	1.44	1.09

Columns Tested: a,b,c

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	154	109	35	4	2	1	2	1	-	144	10	6
Effective base	95	72	23	2	1	1	2	1	-	93	4	2
Weighted Base	173	139	32	1	*	*	*	1	-	171	2	1
Very dissatisfied	(-2)	12	11	1	-	-	-	-	-	12	-	-
		7%	8%	3%	-%	-%	-%	-%	-%	7%	-%	-%
Fairly dissatisfied	(-1)	16	13	2	*	-	-	-	-	15	*	-
		9%	10%	6%	22%	-%	-%	-%	-%	9%	11%	-%
Neither satisfied nor dissatisfied	(0)	18	16	1	-	-	-	-	-	18	-	-
		10%	12%	4%	-%	-%	-%	-%	-%	10%	-%	-%
Fairly satisfied	(1)	73	60	13	*	-	*	-	-	73	*	*
		42%	43%	42%	1%	-%	24%	-%	-%	43%	1%	1%
Very satisfied	(2)	55	38	14	1	*	*	1	-	53	2	1
		32%	28%	45%	77%	100%	100%	76%	100%	31%	88%	99%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		128	98	28	1	*	*	1	-	126	2	1
		74%	70%	87%	78%	100%	100%	100%	100%	74%	89%	100%
NET: Dissatisfied		28	25	3	*	-	-	-	-	27	*	-
		16%	18%	9%	22%	-%	-%	-%	-%	16%	11%	-%
Answered		173	139	32	1	*	*	1	-	171	2	1
Mean Score		.8	.7	1.2	1.3	2.0	2.0	1.8	2.0	.8	1.7	2.0
Standard error		.09	.12	.17	1.94	-	-	-	-	.10	.40	.11
Standard deviation		1.17	1.20	.98	3.88	-	-	-	-	1.17	1.25	.26

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	154	40	69	45	128	129	138	145	86	56	19	82	7	10	9	8	3
Effective base	95	27	45	26	76	77	83	88	51	25	13	55	3	4	4	3	2
Weighted Base	173	51	88	34	142	140	153	160	84	45	23	106	5	6	8	3	2
Very dissatisfied (-2)	12 7%	- -%	11 13%	1 2%	9 6%	7 5%	10 6%	12 7%	5 6%	6 13%	4 16%	4 4%	- -%	- -%	2 23%	- -%	- -%
Fairly dissatisfied (-1)	16 9%	8 16%	5 6%	2 7%	13 9%	13 9%	13 9%	16 10%	3 4%	5 11%	1 2%	12 12%	* 1%	* 6%	- -%	- -%	* 10%
Neither satisfied nor dissatisfied (0)	18 10%	5 10%	11 13%	1 3%	16 11%	16 11%	17 11%	17 11%	12 14%	3 8%	1 5%	11 10%	- -%	4 64%	- -%	1 39%	- -%
Fairly satisfied (1)	73 42%	25 49%	35 39%	13 39%	59 42%	58 41%	65 42%	63 39%	34 40%	16 37%	13 56%	43 40%	3 49%	1 10%	4 52%	* 5%	2 77%
Very satisfied (2)	55 32%	13 25%	26 29%	16 48%	45 31%	47 34%	48 32%	53 33%	30 35%	14 31%	4 19%	36 34%	3 49%	1 20%	2 25%	2 56%	* 14%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%
NET: Satisfied	128 74%	38 74%	61 68%	30 87%	104 73%	105 75%	113 74%	115 72%	63 75%	31 68%	17 76%	79 75%	5 99%	2 30%	6 76%	2 61%	2 90%
NET: Dissatisfied	28 16%	8 16%	16 19%	3 9%	23 16%	19 14%	23 15%	28 17%	9 10%	11 25%	4 19%	16 16%	* 1%	* 6%	2 23%	- -%	* 10%
Answered	173	51	88	34	142	140	152	160	84	45	23	106	5	6	8	3	2
Mean Score	.8	.8	.7	1.2	.8	.9	.8	.8	.9	.6	.6	.9	1.5	.4	.6	1.2	.9
Standard error	.09	.16	.16	.15	.10	.10	.10	.10	.12	.19	.30	.12	.24	.31	.55	.42	.55
Standard deviation	1.17	.99	1.30	.98	1.17	1.11	1.16	1.21	1.11	1.39	1.32	1.12	.64	.97	1.56	1.18	.95

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	154	89	15	10	6	5	1	2	85	15	11	6	6	4	2
Effective base	95	61	5	5	2	2	1	1	59	7	6	3	3	2	1
Weighted Base	173	117	9	7	3	4	*	2	104	18	7	6	1	2	2
Very dissatisfied	(-2) 12	7	-	2	-	-	-	-	3	1	-	2	-	-	-
	7%	6%	-%	27%	-%	-%	-%	-%	3%	8%	-%	33%	-%	-%	-%
Fairly dissatisfied	(-1) 16	13	*	-	-	-	-	*	11	1	-	*	*	-	-
	9%	11%	4%	-%	-%	-%	-%	11%	11%	6%	-%	6%	17%	-%	-%
Neither satisfied nor dissatisfied	(0) 18	14	2	-	-	*	-	-	11	-	2	2	*	1	-
	10%	12%	20%	-%	-%	1%	-%	-%	11%	-%	26%	32%	4%	56%	-%
Fairly satisfied	(1) 73	52	1	*	1	3	*	2	40	11	4	*	*	-	2
	42%	44%	8%	6%	42%	70%	100%	89%	38%	64%	57%	*%	24%	-%	85%
Very satisfied	(2) 55	31	6	5	2	1	-	-	39	4	1	2	1	1	*
	32%	27%	68%	67%	55%	29%	-%	-%	37%	21%	16%	29%	55%	44%	15%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	3%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET: Satisfied	128	83	7	5	3	4	*	2	79	15	5	2	1	1	2
	74%	71%	75%	73%	97%	99%	100%	89%	76%	85%	73%	29%	79%	44%	100%
NET: Dissatisfied	28	20	*	2	-	-	-	*	15	3	-	2	*	-	-
	16%	17%	4%	27%	-%	-%	-%	11%	14%	15%	-%	39%	17%	-%	-%
Answered	173	117	9	7	3	4	*	2	104	18	7	6	1	2	2
Mean Score	.8	.7	1.4	.9	1.6	1.3	1.0	.8	1.0	.8	.9	-.1	1.2	.9	1.2
Standard error	.09	.12	.26	.60	.27	.25	-	.62	.12	.29	.22	.71	.86	.71	.34
Standard deviation	1.17	1.15	1.01	1.89	.61	.55	-	.88	1.10	1.13	.70	1.74	2.10	1.42	.48

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	*d	*e
Significance Level: 95%													
Unweighted Base	154	88	21	13	11	10	1	1	40	30	41	10	15
Effective base	95	57	12	8	5	8	1	1	31	13	24	6	8
Weighted Base	173	111	20	11	6	13	*	*	58	27	46	8	11
Very dissatisfied	(-2)	12	8	1	1	-	2	-	-	3	5	-	2
		7%	7%	4%	14%	-%	14%	-%	-%	10%	11%	-%	17%
Fairly dissatisfied	(-1)	16	10	2	1	2	-	-	8	1	2	*	3
		9%	9%	8%	10%	14%	15%	-%	-%	13%	4%	4%	23%
Neither satisfied nor dissatisfied	(0)	18	10	4	2	1	*	-	4	4	6	2	1
		10%	9%	22%	17%	19%	*%	-%	-%	6%	15%	12%	23%
Fairly satisfied	(1)	73	49	6	*	3	4	-	23	12	22	4	2
		42%	44%	33%	2%	45%	32%	-%	-%	39%	45%	47%	19%
Very satisfied	(2)	55	34	6	6	1	5	*	24	7	12	2	3
		32%	30%	33%	56%	21%	39%	100%	41%	26%	26%	26%	28%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		128	83	13	6	4	9	*	47	19	33	6	5
		74%	75%	66%	59%	67%	71%	100%	80%	72%	72%	73%	47%
NET: Dissatisfied		28	18	2	3	1	4	-	8	4	7	*	4
		16%	16%	12%	24%	14%	29%	-%	13%	14%	16%	4%	40%
Answered		173	111	20	11	6	13	*	58	27	46	8	11
Mean Score		.8	.8	.8	.8	.7	.7	2.0	1.1	.7	.7	1.0	.2
Standard error		.09	.13	.24	.45	.31	.48	-	.16	.22	.19	.27	.40
Standard deviation		1.17	1.18	1.12	1.61	1.04	1.53	-	1.01	1.20	1.23	.86	1.55

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	c	*d	*e
Unweighted Base	154	57	24	28	8	10	43	28	33	12	11
Effective base	95	38	13	16	4	5	32	11	20	7	6
Weighted Base	173	77	23	29	6	6	62	20	37	9	9
Very dissatisfied	(-2)	12	-	4	3	2	-	3	2	-	2
	7%	-%	19%	11%	30%	-%	-%	14%	6%	-%	20%
Fairly dissatisfied	(-1)	16	9	2	-	*	2	7	1	2	1
	9%	12%	10%	-%	1%	38%	11%	5%	5%	12%	20%
Neither satisfied nor dissatisfied	(0)	18	8	2	5	-	*	5	4	4	2
	10%	10%	11%	19%	-%	6%	7%	21%	10%	20%	16%
Fairly satisfied	(1)	73	33	9	13	2	*	24	7	18	4
	42%	42%	42%	46%	35%	3%	39%	36%	49%	41%	23%
Very satisfied	(2)	55	28	4	7	2	3	27	5	11	3
	32%	36%	19%	25%	34%	53%	43%	25%	30%	28%	22%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	*	-	-
	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
NET: Satisfied	128	61	14	21	4	3	50	12	29	6	4
	74%	78%	61%	70%	69%	56%	81%	60%	79%	69%	44%
NET: Dissatisfied	28	9	6	3	2	2	7	4	4	1	4
	16%	12%	28%	11%	31%	38%	11%	19%	11%	12%	40%
Answered	173	77	23	29	6	6	62	20	37	9	9
Mean Score	.8	1.0	.3	.7	.4	.7	1.1	.5	.9	.8	.1
Standard error	.09	.13	.29	.23	.64	.50	.15	.25	.19	.29	.46
Standard deviation	1.17	.97	1.42	1.17	1.81	1.57	.98	1.32	1.07	1.01	1.54

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	154	37	35	42	20	9	106	12	27	94	60	105	23
Effective base	95	23	19	26	14	6	68	6	16	58	37	65	11
Weighted Base	173	45	39	45	19	10	126	4	30	112	61	125	17
Very dissatisfied (-2)	12 7%	3 7%	3 8%	3 7%	1 4%	2 18%	7 6%	- -%	5 17%	11 10%	1 1%	9 7%	- -%
Fairly dissatisfied (-1)	16 9%	5 12%	3 7%	5 12%	1 4%	1 14%	12 10%	1 18%	2 8%	14 12%	2 3%	13 10%	* 2%
Neither satisfied nor dissatisfied (0)	18 10%	5 12%	2 6%	4 8%	5 29%	- -%	13 10%	* *%	4 13%	13 12%	4 7%	15 12%	1 6%
Fairly satisfied (1)	73 42%	18 41%	19 50%	19 43%	4 21%	2 20%	53 42%	1 30%	9 29%	46 42%	27 43%	53 42%	6 37%
Very satisfied (2)	55 32%	12 28%	11 29%	14 30%	8 42%	5 47%	41 32%	2 52%	10 33%	27 24%	28 45%	35 28%	9 55%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%
NET: Satisfied	128 74%	31 69%	31 79%	33 73%	12 63%	7 67%	93 74%	4 81%	18 62%	73 66%	54 89%	88 70%	16 92%
NET: Dissatisfied	28 16%	9 19%	6 15%	8 19%	2 8%	3 33%	19 15%	1 18%	7 25%	25 22%	3 4%	22 18%	* 2%
Answered	173	45	39	45	19	10	126	4	30	112	61	125	17
Mean Score	.8	.7	.9	.8	.9	.6	.9	1.2	.5	.6	1.3	.7	1.5
Standard error	.09	.20	.20	.19	.26	.56	.11	.36	.28	.13	.11	.12	.15
Standard deviation	1.17	1.21	1.16	1.22	1.15	1.69	1.14	1.26	1.46	1.26	.83	1.19	.72

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	*b	a	b	a	b
Total base											
Significance Level: 95%											
Unweighted Base		154		43	102	106	22	92	37	42	103
Effective base		95		32	56	65	11	58	20	30	58
Weighted Base		173		58	102	126	17	110	30	55	105
Very dissatisfied	(-2)	12	1	5	7	9	-	6	1	6	6
		7%	3%	8%	7%	7%	-%	5%	3%	11%	6%
Fairly dissatisfied	(-1)	16	1	10	6	13	-	11	1	9	6
		9%	5%	17%	5%	11%	-%	10%	5%	17%	6%
Neither satisfied nor dissatisfied	(0)	18	*	13	4	15	1	15	*	11	6
		10%	*%	22%	4%	12%	6%	14%	1%	21%	5%
Fairly satisfied	(1)	73	14	21	41	53	6	42	16	19	43
		42%	50%	37%	41%	42%	39%	38%	51%	35%	41%
Very satisfied	(2)	55	11	9	44	35	9	35	12	9	44
		32%	42%	15%	43%	28%	55%	32%	41%	16%	42%
Don't Know (DO NOT READ OUT)		*	-	-	*	*	-	*	-	-	*
		*%	-%	-%	*%	*%	-%	*%	-%	-%	*%
NET: Satisfied		128	25	30	85	88	16	77	28	28	87
		74%	92%	52%	83%	70%	94%	70%	92%	51%	83%
NET: Dissatisfied		28	2	15	13	23	-	17	2	16	12
		16%	8%	25%	13%	18%	-%	16%	7%	28%	11%
Answered		173	27	58	102	126	17	110	30	55	105
Mean Score		.8	1.2	.3	1.1	.7	1.5	.8	1.2	.3	1.1
Standard error		.09	.16	.18	.12	.12	.13	.12	.15	.19	.11
Standard deviation		1.17	.93	1.18	1.16	1.19	.63	1.15	.90	1.25	1.10

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Unweighted Base	154	89	101	30	-	86	95	25	1	122	82	33	-
Effective base	95	49	65	16	-	47	61	15	1	74	51	20	-
Weighted Base	173	90	122	27	-	80	110	23	2	134	88	32	-
Very dissatisfied (-2)	12 7%	5 6%	9 7%	2 9%	- -%	4 5%	4 4%	1 6%	2 100%	11 8%	5 6%	1 5%	- -%
Fairly dissatisfied (-1)	16 9%	12 13%	8 6%	4 15%	- -%	10 13%	11 10%	5 20%	- -%	14 10%	8 9%	7 21%	- -%
Neither satisfied nor dissatisfied (0)	18 10%	11 12%	13 11%	6 21%	- -%	8 10%	13 12%	5 23%	- -%	14 10%	12 14%	5 15%	- -%
Fairly satisfied (1)	73 42%	37 41%	53 43%	9 34%	- -%	36 45%	42 38%	7 31%	- -%	51 38%	36 41%	12 37%	- -%
Very satisfied (2)	55 32%	25 27%	39 32%	6 21%	- -%	22 27%	40 36%	5 20%	- -%	45 33%	27 31%	7 23%	- -%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%
NET: Satisfied	128 74%	62 69%	92 75%	15 55%	- -%	58 72%	82 75%	12 51%	- -%	95 71%	63 71%	19 60%	- -%
NET: Dissatisfied	28 16%	17 19%	17 14%	6 23%	- -%	14 18%	15 14%	6 26%	2 100%	25 19%	13 15%	8 25%	- -%
Answered	173	90	122	27	-	80	110	23	2	134	88	32	-
Mean Score	.8	.7	.9	.4	-	.8	.9	.4	-2.0	.8	.8	.5	-
Standard error	.09	.12	.12	.23	-	.12	.11	.24	-	.11	.13	.21	-
Standard deviation	1.17	1.17	1.16	1.24	-	1.14	1.11	1.21	-	1.25	1.15	1.20	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	154	102	103	78	73	88	6	59	56	51	18	15	24	27			
Effective base	95	63	62	50	40	58	2	40	32	29	11	8	12	16			
Weighted Base	173	123	116	86	75	103	1	64	57	51	17	15	23	33			
Very dissatisfied (-2)	12 7%	9 7%	6 5%	9 11%	5 7%	7 7%	- -%	4 6%	7 12%	7 14%	- -%	1 10%	2 8%	2 7%			
Fairly dissatisfied (-1)	16 9%	12 10%	13 11%	11 13%	8 11%	9 9%	* 22%	5 7%	10 17%	10 19%	4 23%	3 23%	5 23%	5 16%			
Neither satisfied nor dissatisfied (0)	18 10%	15 12%	16 14%	13 16%	5 7%	14 14%	* 3%	11 17%	5 9%	10 20%	4 23%	3 19%	2 7%	2 5%			
Fairly satisfied (1)	73 42%	51 41%	46 40%	33 39%	32 42%	38 37%	* 1%	27 41%	22 39%	15 29%	7 38%	3 19%	7 30%	16 47%			
Very satisfied (2)	55 32%	35 29%	36 31%	19 22%	25 33%	35 34%	1 74%	18 28%	12 22%	9 18%	3 16%	4 28%	7 31%	8 25%			
Don't Know (DO NOT READ OUT)	* *%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	- -%	* *%			
NET: Satisfied	128 74%	86 70%	82 70%	52 61%	56 75%	73 71%	1 75%	44 69%	35 61%	24 47%	9 54%	7 47%	14 61%	24 73%			
NET: Dissatisfied	28 16%	21 17%	19 16%	20 24%	13 18%	16 16%	* 22%	9 13%	17 30%	17 33%	4 23%	5 34%	7 32%	8 23%			
Answered	173	123	116	86	75	103	1	64	57	51	17	15	23	33			
Mean Score	.8	.7	.8	.5	.8	.8	1.3	.8	.4	.2	.5	.3	.5	.7			
Standard error	.09	.12	.11	.14	.14	.13	2.01	.15	.18	.19	.25	.36	.28	.24			
Standard deviation	1.17	1.19	1.14	1.27	1.20	1.20	4.91	1.12	1.34	1.33	1.04	1.41	1.38	1.22			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	a	b	c	d	e	a	b	*c	*d	a	*b
Significance Level: 95%																
Unweighted Base	154	21	8	16	6	120	98	132	118	95	93	120	25	-	108	7
Effective base	95	13	5	10	5	74	56	79	71	56	52	75	14	-	65	6
Weighted Base	173	23	7	16	5	137	102	144	134	98	97	141	22	-	121	11
Very dissatisfied (-2)	12	4	-	-	-	10	7	10	10	7	6	10	-	-	12	-
	7%	18%	-%	-%	-%	7%	7%	7%	7%	7%	6%	7%	-%	-%	10%	-%
Fairly dissatisfied (-1)	16	2	1	3	*	11	8	11	7	7	8	11	1	-	13	1
	9%	8%	8%	17%	8%	8%	8%	8%	6%	8%	8%	8%	5%	-%	11%	7%
Neither satisfied nor dissatisfied (0)	18	7	2	1	-	14	14	15	15	12	8	13	1	-	10	2
	10%	28%	27%	5%	-%	10%	13%	11%	11%	13%	9%	9%	7%	-%	8%	16%
Fairly satisfied (1)	73	6	*	6	2	64	47	66	60	46	42	62	13	-	49	7
	42%	27%	4%	39%	32%	47%	46%	46%	44%	47%	44%	44%	60%	-%	41%	60%
Very satisfied (2)	55	4	4	6	3	38	26	42	42	24	32	45	6	-	37	2
	32%	19%	60%	39%	60%	28%	26%	29%	31%	25%	33%	32%	29%	-%	31%	17%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	*	*	*	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
NET: Satisfied	128	11	4	12	5	102	73	108	102	71	75	107	19	-	87	9
	74%	46%	64%	78%	92%	74%	72%	75%	76%	72%	77%	76%	89%	-%	71%	77%
NET: Dissatisfied	28	6	1	3	*	21	15	21	17	15	14	21	1	-	25	1
	16%	26%	8%	17%	8%	15%	15%	15%	13%	15%	14%	15%	5%	-%	21%	7%
Answered	173	23	7	16	5	137	102	144	134	98	97	141	22	-	121	11
Mean Score	.8	.2	1.2	1.0	1.4	.8	.8	.8	.9	.7	.9	.9	1.1	-	.7	.9
Standard error	.09	.30	.42	.28	.39	.11	.11	.10	.11	.12	.12	.11	.15	-	.12	.31
Standard deviation	1.17	1.36	1.18	1.10	.94	1.15	1.13	1.14	1.14	1.14	1.14	1.16	.74	-	1.28	.81

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	*c	a	b	c
Unweighted Base	154	73	53	119	14	67	87	42	84	28	56	33	64
Effective base	95	43	36	72	9	40	55	28	51	18	32	19	44
Weighted Base	173	80	67	134	18	69	105	41	97	36	57	41	73
Very dissatisfied (-2)	12 7%	3 3%	9 14%	4 3%	8 45%	11 16%	1 1%	2 4%	10 10%	- -%	5 8%	4 9%	3 5%
Fairly dissatisfied (-1)	16 9%	15 18%	1 2%	5 3%	8 43%	15 23%	* *%	5 13%	6 7%	4 11%	10 17%	1 3%	4 6%
Neither satisfied nor dissatisfied (0)	18 10%	17 21%	* 1%	8 6%	2 12%	12 18%	5 5%	7 17%	9 9%	2 6%	6 10%	2 5%	10 13%
Fairly satisfied (1)	73 42%	28 35%	33 50%	64 48%	- -%	17 25%	56 53%	9 22%	42 44%	22 62%	15 26%	27 66%	30 41%
Very satisfied (2)	55 32%	19 23%	23 34%	53 40%	- -%	12 18%	42 40%	18 44%	29 30%	8 21%	22 39%	6 16%	26 35%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	* *%
NET: Satisfied	128 74%	47 58%	57 84%	117 88%	- -%	30 43%	98 94%	27 65%	71 74%	30 83%	37 65%	34 82%	55 76%
NET: Dissatisfied	28 16%	17 21%	10 15%	9 6%	16 88%	27 39%	1 1%	7 18%	16 17%	4 11%	15 26%	5 13%	8 11%
Answered	173	80	67	133	18	69	104	41	96	36	57	41	73
Mean Score	.8	.6	.9	1.2	-1.3	.1	1.3	.9	.8	.9	.7	.8	1.0
Standard error	.09	.13	.18	.08	.19	.17	.07	.19	.14	.16	.18	.19	.14
Standard deviation	1.17	1.13	1.29	.91	.70	1.37	.65	1.25	1.25	.85	1.36	1.08	1.08

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		154	63	91
Effective base		95	34	61
Weighted Base		173	61	112
Very dissatisfied	(-2)	12	6	6
		7%	11%	5%
Fairly dissatisfied	(-1)	16	4	12
		9%	6%	10%
Neither satisfied nor dissatisfied	(0)	18	9	9
		10%	14%	8%
Fairly satisfied	(1)	73	28	45
		42%	46%	40%
Very satisfied	(2)	55	14	41
		32%	23%	36%
Don't Know (DO NOT READ OUT)		*	-	*
		*%	-%	*%
NET: Satisfied		128	42	86
		74%	69%	76%
NET: Dissatisfied		28	10	17
		16%	17%	15%
Answered		173	61	112
Mean Score		.8	.6	.9
Standard error		.09	.15	.12
Standard deviation		1.17	1.22	1.14

Columns Tested: a,b

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

		Month												
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	
Unweighted Base	154	-	1	16	21	4	8	10	22	18	11	31	12	
Effective base	95	-	1	11	12	2	5	5	14	11	7	24	7	
Weighted Base	173	-	*	26	14	2	7	10	25	19	8	48	13	
Very dissatisfied	(-2)	12	-	-	1	2	-	1	-	2	2	-	4	-
		7%	-%	-%	3%	12%	-%	23%	-%	7%	11%	-%	8%	-%
Fairly dissatisfied	(-1)	16	-	-	5	*	*	-	2	2	1	-	4	1
		9%	-%	-%	21%	3%	14%	-%	19%	7%	6%	-%	9%	4%
Neither satisfied nor dissatisfied	(0)	18	-	-	-	1	-	1	*	5	3	1	6	1
		10%	-%	-%	-%	4%	-%	18%	*%	20%	14%	9%	13%	9%
Fairly satisfied	(1)	73	-	-	11	9	1	3	8	7	5	5	18	5
		42%	-%	-%	44%	60%	84%	48%	77%	28%	28%	65%	37%	39%
Very satisfied	(2)	55	-	*	8	3	*	1	*	9	8	2	16	6
		32%	-%	100%	33%	20%	2%	12%	3%	37%	42%	26%	33%	48%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		128	-	*	20	12	1	4	8	16	13	7	34	12
		74%	-%	100%	77%	81%	86%	60%	81%	66%	69%	91%	70%	87%
NET: Dissatisfied		28	-	-	6	2	*	1	2	4	3	-	8	1
		16%	-%	-%	23%	15%	14%	23%	19%	15%	17%	-%	17%	4%
Answered		173	-	*	26	14	2	7	10	25	19	8	48	13
Mean Score		.8	-	2.0	.8	.7	.7	.3	.7	.8	.8	1.2	.8	1.3
Standard error		.09	-	-	.30	.27	.57	.51	.27	.27	.32	.18	.22	.24
Standard deviation		1.17	-	-	1.20	1.22	1.13	1.45	.86	1.24	1.36	.61	1.24	.84

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 375 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Evri (formerly known as Hermes)

Base: All those who use Evri (formerly known as Hermes) (QV4=8)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	b	c	d	a	b
Unweighted Base	154	17	33	50	54	50	104
Effective base	95	11	19	31	37	27	68
Weighted Base	173	26	23	55	70	49	124
Very dissatisfied	(-2) 12 7%	1 3%	3 14%	4 7%	4 6%	4 8%	8 6%
Fairly dissatisfied	(-1) 16 9%	5 20%	1 3%	5 9%	5 7%	6 12%	10 8%
Neither satisfied nor dissatisfied	(0) 18 10%	- -	2 7%	8 14%	8 12%	2 3%	16 13%
Fairly satisfied	(1) 73 42%	11 43%	13 59%	20 37%	28 41%	25 50%	48 39%
Very satisfied	(2) 55 32%	9 33%	4 17%	18 33%	24 35%	12 26%	42 34%
Don't Know (DO NOT READ OUT)	* *%	- -%	* *%	- -%	- -%	* *%	- -%
NET: Satisfied	128 74%	20 77%	17 75%	38 70%	53 76%	37 76%	91 73%
NET: Dissatisfied	28 16%	6 23%	4 17%	9 16%	9 13%	10 20%	18 14%
Answered	173	26	23	55	70	49	124
Mean Score	.8	.8	.6	.8	.9	.7	.9
Standard error	.09	.29	.22	.17	.15	.17	.11
Standard deviation	1.17	1.20	1.25	1.21	1.13	1.22	1.16

Columns Tested:: a,b,c,d - a,b

Table 376

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	b	a	*b	*c	*d	e
Significance Level: 95%								
Unweighted Base	82	9	73	48	11	7	16	34
Effective base	34	4	30	31	8	5	11	12
Weighted Base	76	10	65	71	3	1	*	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	7	9	-	*	*	*
		12%	11%	12%	-%	8%	5%	2%
Fairly satisfied	(1)	42	40	40	2	*	*	2
		56%	61%	56%	62%	34%	48%	57%
Very satisfied	(2)	24	19	22	1	*	*	2
		32%	29%	31%	38%	52%	47%	41%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	-	*
		*%	*%	-%	-%	7%	-%	1%
NET: Satisfied	67	8	58	62	3	1	*	4
	88%	81%	89%	88%	100%	86%	95%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	10	65	71	3	1	*	4
Mean Score	1.2	1.3	1.2	1.2	1.4	1.5	1.4	1.4
Standard error	.07	.27	.07	.09	.17	-	-	.10
Standard deviation	.63	.82	.60	.64	.58	-	-	.59

Columns Tested:: a,b - a,b,c,d,e

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	82	25	13	10	7	11	16	48	11	23
Effective base	34	19	9	6	6	8	11	31	8	10
Weighted Base	76	49	16	6	3	1	*	71	3	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	2	1	-	*	*	9	-	*
		12%	12%	21%	-%	4%	5%	12%	-%	7%
Fairly satisfied	(1)	42	14	4	2	1	*	40	2	*
		56%	88%	64%	60%	52%	48%	56%	62%	38%
Very satisfied	(2)	24	-	1	1	1	*	22	1	*
		32%	-%	15%	40%	41%	47%	31%	38%	50%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	3%	-%	-%	-%	5%
NET: Satisfied		67	14	5	3	1	*	62	3	1
		88%	88%	79%	100%	93%	95%	88%	100%	89%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	49	16	6	3	1	*	71	3	1
Mean Score	1.2	1.3	.9	.9	1.4	1.4	1.4	1.2	1.4	1.5
Standard error	.07	.13	.09	.21	.24	.33	-	.09	.17	-
Standard deviation	.63	.67	.34	.65	.62	1.06	-	.64	.58	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	82	30	18	11	7	16	28	17	6	8	15
Effective base	34	23	13	8	5	11	17	8	3	4	4
Weighted Base	76	60	11	3	1	*	42	14	5	4	1
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	7	2	-	*	*	6	2	-	-	*
	12%	12%	15%	-%	8%	5%	15%	15%	-%	-%	4%
Fairly satisfied (1)	42	32	8	2	*	*	25	7	5	3	1
	56%	53%	76%	62%	34%	48%	59%	47%	98%	71%	41%
Very satisfied (2)	24	21	1	1	*	*	11	5	*	1	1
	32%	36%	9%	38%	52%	47%	27%	38%	1%	29%	55%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	-	*	-	-
	*%	-%	-%	-%	7%	-%	-%	-%	1%	-%	-%
NET: Satisfied	67	53	9	3	1	*	36	12	5	4	1
	88%	88%	85%	100%	86%	95%	85%	85%	99%	100%	96%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	60	11	3	1	*	42	14	5	4	1
Mean Score	1.2	1.2	.9	1.4	1.5	1.4	1.1	1.2	1.0	1.3	1.5
Standard error	.07	.12	.12	.17	-	-	.12	.17	.06	.18	.27
Standard deviation	.63	.65	.51	.58	-	-	.64	.71	.14	.52	1.03

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		82	5	7	14	3	5	6	5	5	1
Effective base		34	2	4	10	3	4	4	3	4	1
Weighted Base		76	5	9	23	6	5	10	10	3	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	-	1	4	-	1	-	2	-	-
		12%	-%	16%	17%	-%	18%	-%	19%	-%	-%
Fairly satisfied	(1)	42	5	3	13	5	3	3	7	2	*
		56%	100%	28%	60%	71%	58%	27%	77%	59%	100%
Very satisfied	(2)	24	-	5	5	2	1	7	*	1	-
		32%	-%	56%	24%	29%	25%	73%	4%	41%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		67	5	8	19	6	4	10	8	3	*
		88%	100%	84%	83%	100%	82%	100%	81%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	5	9	23	6	5	10	10	3	*
Mean Score		1.2	1.0	1.4	1.1	1.3	1.1	1.7	.8	1.4	1.0
Standard error		.07	-	.30	.17	.28	.33	.19	.21	.27	-
Standard deviation		.63	-	.79	.65	.49	.73	.47	.48	.59	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		*a	*b	*c	d	e	*f	*g	*h	
Significance Level: 95%										
Unweighted Base		82	9	17	25	51	31	14	9	8
Effective base		34	6	8	16	30	12	6	3	4
Weighted Base		76	11	18	42	70	5	3	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	1	1	6	8	1	*	1	-
		12%	7%	8%	13%	11%	20%	11%	61%	-%
Fairly satisfied	(1)	42	7	10	23	40	2	2	*	*
		56%	66%	54%	56%	57%	44%	48%	38%	34%
Very satisfied	(2)	24	3	7	13	22	2	1	*	1
		32%	27%	37%	30%	32%	36%	41%	1%	60%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	1%	-%	-%	5%
NET: Satisfied		67	10	16	36	62	4	3	*	1
		88%	93%	92%	87%	89%	79%	89%	39%	95%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	11	18	42	70	5	3	1	1
Mean Score		1.2	1.2	1.3	1.2	1.2	1.2	1.3	.4	1.6
Standard error		.07	.19	.15	.13	.09	.15	.21	.62	-
Standard deviation		.63	.58	.63	.65	.63	.81	.79	1.86	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	82	3	9	1	10	6	27	2	3	31
Effective base	34	1	5	1	6	4	12	2	2	12
Weighted Base	76	5	8	1	8	11	20	5	*	26
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	1	-	1	-	6	2	-	*
		12%	17%	-%	16%	-%	28%	39%	-%	*%
Fairly satisfied	(1)	42	5	5	1	5	4	11	3	-
		56%	100%	59%	100%	61%	36%	55%	61%	-%
Very satisfied	(2)	24	-	2	-	2	7	3	-	*
		32%	-%	24%	-%	22%	64%	17%	-%	100%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	67	5	6	1	7	11	15	3	*	26
		88%	100%	83%	100%	84%	100%	72%	61%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	5	8	1	8	11	20	5	*	26
Mean Score	1.2	1.0	1.1	1.0	1.1	1.6	.9	.6	2.0	1.5
Standard error	.07	-	.23	-	.21	.21	.13	.39	-	.09
Standard deviation	.63	-	.68	-	.66	.50	.68	.55	-	.51

Columns Tested: a,b,c,d,e,f,g,h,i

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%					a	*b	*c	a	*b	a	*b
Unweighted Base	82	19	27	36	74	8	-	72	10	80	2
Effective base	34	9	12	14	30	5	-	32	3	33	2
Weighted Base	76	25	20	31	63	12	-	72	4	70	6
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	1	6	2	5	3	-	9	*	9	-
	12%	5%	28%	6%	9%	28%	-%	12%	8%	13%	-%
Fairly satisfied (1)	42	14	11	17	38	4	-	39	3	40	3
	56%	59%	55%	55%	60%	34%	-%	55%	85%	57%	42%
Very satisfied (2)	24	9	3	12	20	5	-	24	*	21	3
	32%	36%	17%	39%	31%	38%	-%	33%	7%	30%	58%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
NET: Satisfied	67	23	15	29	58	9	-	63	4	61	6
	88%	95%	72%	94%	91%	72%	-%	88%	92%	87%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	25	20	31	63	12	-	71	4	70	6
Mean Score	1.2	1.3	.9	1.3	1.2	1.1	-	1.2	1.0	1.2	1.6
Standard error	.07	.13	.13	.10	.07	.30	-	.08	.14	.07	.38
Standard deviation	.63	.58	.68	.59	.59	.84	-	.64	.44	.63	.54

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	c
Unweighted Base		82	30	21	31
Effective base		34	11	8	17
Weighted Base		76	18	21	36
Very dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	*	3	5
		12%	1%	16%	15%
Fairly satisfied	(1)	42	10	12	21
		56%	55%	55%	58%
Very satisfied	(2)	24	8	6	10
		32%	44%	30%	27%
Don't Know (DO NOT READ OUT)		*	-	*	-
		*%	-%	*%	-%
NET: Satisfied		67	18	18	30
		88%	99%	84%	85%
NET: Dissatisfied		-	-	-	-
		-%	-%	-%	-%
Answered		75	18	21	36
Mean Score		1.2	1.4	1.1	1.1
Standard error		.07	.10	.15	.12
Standard deviation		.63	.53	.67	.65

Columns Tested: a,b,c

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	82	39	18	15	3	3	2	1	1	57	25	10
Effective base	34	23	6	4	2	2	1	1	1	28	6	4
Weighted Base	76	55	9	8	2	*	*	1	*	64	11	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	8	*	1	-	-	-	-	8	1	-
		12%	15%	1%	7%	-%	-%	-%	-%	13%	5%	-%
Fairly satisfied	(1)	42	28	5	7	2	*	*	-	33	9	2
		56%	51%	56%	88%	89%	51%	18%	-%	52%	82%	66%
Very satisfied	(2)	24	19	4	*	*	-	*	1	-	23	1
		32%	34%	43%	6%	11%	-%	82%	100%	-%	35%	13%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	*	*
		*%	-%	-%	-%	-%	49%	-%	-%	-%	*%	1%
NET: Satisfied	67	47	9	8	2	*	*	1	*	56	11	3
		88%	85%	99%	93%	100%	51%	100%	100%	100%	87%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	55	9	8	2	*	*	1	*	64	11	3
Mean Score	1.2	1.2	1.4	1.0	1.1	1.0	1.8	2.0	1.0	1.2	1.1	1.3
Standard error	.07	.11	.13	.10	.24	-	-	-	-	.09	.09	.19
Standard deviation	.63	.68	.54	.37	.42	-	-	-	-	.66	.44	.57

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	82	10	29	43	76	73	78	75	54	51	5	42	5	8	7	8	3
Effective base	34	5	19	12	31	31	33	33	20	18	4	20	3	4	2	3	2
Weighted Base	76	13	43	20	67	68	71	73	44	41	7	45	1	11	5	3	*
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	3	6	1	8	6	8	7	5	1	2	4	*	-	-	2	-
	12%	22%	13%	3%	12%	9%	12%	9%	11%	3%	27%	10%	46%	-%	-%	49%	-%
Fairly satisfied (1)	42	7	21	14	38	41	42	42	21	27	5	27	*	9	*	1	*
	56%	57%	49%	71%	57%	60%	59%	58%	49%	66%	73%	61%	22%	82%	*%	27%	85%
Very satisfied (2)	24	3	16	5	21	21	21	24	17	13	-	13	*	2	5	1	-
	32%	22%	38%	26%	31%	30%	29%	33%	40%	31%	-%	29%	31%	18%	100%	24%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	*	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	15%
NET: Satisfied	67	10	37	19	59	62	63	66	39	40	5	40	*	11	5	2	*
	88%	78%	87%	97%	88%	91%	88%	91%	89%	97%	73%	90%	54%	100%	100%	51%	85%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	13	43	20	67	68	71	73	44	41	7	45	1	11	5	3	*
Mean Score	1.2	1.0	1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.3	.7	1.2	.8	1.2	2.0	.7	1.0
Standard error	.07	.22	.13	.08	.07	.07	.07	.07	.09	.07	.21	.09	-	.14	.02	.35	-
Standard deviation	.63	.69	.68	.50	.63	.60	.62	.61	.66	.52	.48	.60	-	.40	.06	.98	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	82	41	12	6	5	7	2	3	38	15	4	7	6	3	-
Effective base	34	20	6	2	1	2	2	2	20	6	1	3	3	1	-
Weighted Base	76	42	13	5	2	4	*	*	41	15	*	9	1	2	-
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	6	2	*	-	*	-	4	1	-	-	*	2	-
		12%	15%	14%	3%	-%	70%	-%	9%	7%	-%	-%	5%	94%	-%
Fairly satisfied	(1)	42	29	5	*	1	*	*	24	9	*	7	*	*	-
		56%	69%	37%	61%	3%	20%	30%	60%	61%	15%	80%	19%	4%	-%
Very satisfied	(2)	24	7	7	2	2	4	-	13	5	*	2	1	*	-
		32%	16%	49%	39%	95%	80%	-%	31%	31%	85%	20%	77%	2%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	67	36	11	5	2	4	*	*	37	14	*	9	1	*	-
	88%	85%	86%	100%	97%	100%	30%	85%	91%	93%	100%	100%	95%	6%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	42	13	5	2	4	*	*	41	15	*	9	1	2	-
Mean Score	1.2	1.0	1.4	1.4	1.9	1.8	.3	1.0	1.2	1.2	1.8	1.2	1.7	.1	-
Standard error	.07	.09	.21	.22	.24	.17	-	-	.10	.15	-	.16	.42	.32	-
Standard deviation	.63	.57	.74	.55	.54	.46	-	-	.60	.59	-	.43	1.02	.56	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	82	32	14	14	5	8	2	-	14	18	19	14	12
Effective base	34	20	6	5	3	3	1	-	8	7	9	6	3
Weighted Base	76	45	17	6	2	1	1	-	16	16	20	14	6
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	5	-	2	-	*	-	2	1	2	4	*
		12%	10%	-%	38%	-%	4%	-%	12%	5%	9%	26%	*%
Fairly satisfied	(1)	42	22	15	2	2	*	1	8	13	9	9	3
		56%	49%	88%	31%	100%	11%	100%	51%	82%	46%	64%	56%
Very satisfied	(2)	24	19	2	2	-	1	-	6	2	9	1	3
		32%	41%	12%	30%	-%	85%	-%	37%	13%	45%	10%	44%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		67	41	17	4	2	1	1	14	15	18	11	6
		88%	90%	100%	62%	100%	96%	100%	88%	95%	91%	74%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	45	17	6	2	1	1	16	16	20	14	6
Mean Score		1.2	1.3	1.1	.9	1.0	1.8	1.0	1.3	1.1	1.4	.8	1.4
Standard error		.07	.12	.09	.24	-	.33	-	.18	.10	.15	.16	.16
Standard deviation		.63	.65	.34	.90	-	.93	-	.67	.43	.66	.60	.55

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	82	24	13	21	9	8	20	19	13	11	10
Effective base	34	12	5	9	3	3	11	8	4	6	2
Weighted Base	76	29	8	19	6	5	25	18	8	12	5
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	4	2	*	2	*	-	1	1	4	-
	12%	14%	28%	2%	25%	*%	-%	7%	19%	31%	-%
Fairly satisfied (1)	42	19	4	9	3	3	14	16	2	6	3
	56%	66%	45%	51%	51%	53%	54%	89%	20%	53%	64%
Very satisfied (2)	24	6	2	9	1	2	11	1	5	2	2
	32%	20%	26%	48%	24%	46%	46%	4%	61%	15%	36%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	67	25	6	18	5	5	25	17	6	8	5
	88%	86%	72%	98%	75%	100%	100%	93%	81%	69%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	29	8	19	6	5	25	18	8	12	5
Mean Score	1.2	1.1	1.0	1.5	1.0	1.5	1.5	1.0	1.4	.8	1.4
Standard error	.07	.12	.22	.12	.25	.20	.11	.08	.23	.21	.17
Standard deviation	.63	.59	.79	.55	.76	.56	.51	.34	.84	.70	.54

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	82	15	16	18	15	11	62	5	8	46	36	58	18
Effective base	34	9	6	9	8	3	27	4	5	20	15	25	6
Weighted Base	76	24	16	10	17	6	59	2	12	47	28	56	11
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	*	*	2	4	6	1	-	5	4	5	3
		12%	1%	*%	22%	26%	10%	61%	-%	10%	15%	9%	29%
Fairly satisfied	(1)	42	13	11	3	11	33	1	8	33	10	37	1
		56%	53%	71%	32%	63%	56%	39%	68%	69%	34%	67%	10%
Very satisfied	(2)	24	11	5	5	2	20	-	4	10	14	14	7
		32%	46%	29%	46%	11%	34%	-%	32%	21%	51%	25%	60%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
NET: Satisfied		67	24	16	8	12	53	1	12	43	24	51	8
		88%	99%	100%	78%	74%	90%	39%	100%	90%	85%	91%	70%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	24	16	10	17	59	2	12	47	28	56	11
Mean Score		1.2	1.4	1.3	1.2	.9	1.2	.4	1.3	1.1	1.4	1.2	1.3
Standard error		.07	.14	.12	.20	.16	.08	.31	.17	.08	.12	.07	.23
Standard deviation		.63	.53	.47	.83	.61	.62	.70	.49	.55	.74	.56	.94

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	*a	b	a	*b	a	b	*a	b
Significance Level: 95%											
Unweighted Base	82	41	32	15	60	56	20	40	33	18	57
Effective base	34	20	11	10	23	26	6	19	12	9	24
Weighted Base	76	43	25	20	53	56	11	45	23	19	54
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	4	3	5	2	6	2	4	2	4
		12%	9%	11%	26%	3%	11%	17%	9%	10%	19%
Fairly satisfied	(1)	42	25	15	11	32	36	2	26	15	12
		56%	60%	61%	53%	59%	64%	18%	59%	63%	61%
Very satisfied	(2)	24	14	7	4	20	14	7	14	6	4
		32%	32%	28%	20%	37%	24%	64%	32%	27%	20%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied		67	39	23	14	52	50	9	40	21	16
		88%	91%	89%	74%	97%	89%	83%	91%	90%	81%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	43	25	20	53	56	11	45	23	19
Mean Score		1.2	1.2	1.2	.9	1.3	1.1	1.5	1.2	1.2	1.0
Standard error		.07	.09	.11	.18	.07	.08	.19	.10	.10	.15
Standard deviation		.63	.60	.61	.70	.54	.59	.81	.61	.60	.64

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	*c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	82	60	54	35	-	65	41	24	-	73	34	33	-
Effective base	34	24	26	15	-	27	19	9	-	33	14	15	-
Weighted Base	76	52	53	25	-	58	38	17	-	73	29	29	-
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	4	6	3	-	6	5	3	-	7	5	4	-
	12%	8%	12%	12%	-%	11%	12%	18%	-%	10%	16%	15%	-%
Fairly satisfied (1)	42	31	31	15	-	37	19	6	-	42	15	15	-
	56%	59%	59%	60%	-%	64%	49%	36%	-%	58%	53%	51%	-%
Very satisfied (2)	24	17	15	7	-	14	15	8	-	24	9	10	-
	32%	33%	29%	28%	-%	24%	39%	46%	-%	33%	31%	34%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	67	48	46	22	-	51	34	14	-	66	24	25	-
	88%	92%	88%	88%	-%	89%	88%	82%	-%	90%	84%	85%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	52	53	25	-	58	38	17	-	73	29	29	-
Mean Score	1.2	1.2	1.2	1.2	-	1.1	1.3	1.3	-	1.2	1.1	1.2	-
Standard error	.07	.08	.09	.11	-	.07	.10	.16	-	.07	.12	.12	-
Standard deviation	.63	.59	.63	.63	-	.59	.67	.77	-	.61	.68	.69	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	*a	*b	c	*d	*e	*a	*b
Unweighted Base	82	61	54	39	54	37	9	25	27	31	20	9	16	10
Effective base	34	26	25	17	21	19	5	12	13	12	11	6	6	3
Weighted Base	76	57	50	41	46	43	3	31	28	31	22	11	14	6
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	6	6	5	3	5	-	2	5	4	5	2	-	-
	12%	10%	13%	13%	7%	11%	-%	7%	19%	12%	24%	20%	-%	-%
Fairly satisfied (1)	42	37	30	29	33	28	2	23	20	26	13	5	9	4
	56%	65%	60%	72%	72%	66%	73%	74%	71%	83%	58%	42%	66%	79%
Very satisfied (2)	24	14	14	6	10	10	1	6	3	2	4	4	5	1
	32%	25%	27%	15%	21%	23%	27%	19%	10%	5%	18%	38%	34%	21%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	67	51	44	36	43	38	3	29	23	27	17	9	14	6
	88%	90%	87%	87%	93%	89%	100%	93%	81%	88%	76%	80%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	57	50	41	46	43	3	31	28	31	22	11	14	6
Mean Score	1.2	1.1	1.1	1.0	1.1	1.1	1.3	1.1	.9	.9	.9	1.2	1.3	1.2
Standard error	.07	.07	.08	.09	.07	.09	.18	.10	.10	.07	.15	.26	.12	.14
Standard deviation	.63	.57	.62	.54	.52	.57	.55	.51	.54	.42	.66	.77	.49	.45

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		82	12	8	9	2	69	54	77	62	59	61	64	30	-	54	5
Effective base		34	6	2	5	2	30	24	33	28	25	28	30	15	-	23	3
Weighted Base		76	12	4	6	2	69	52	74	56	60	56	65	27	-	50	2
Very dissatisfied (-2)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)		9	2	-	1	1	7	6	8	8	5	8	8	2	-	3	1
		12%	17%	-%	14%	72%	9%	11%	11%	14%	9%	14%	12%	8%	-%	7%	34%
Fairly satisfied (1)		42	10	3	3	1	42	31	42	32	38	34	35	13	-	33	*
		56%	83%	80%	58%	28%	60%	60%	58%	57%	64%	60%	54%	50%	-%	67%	1%
Very satisfied (2)		24	-	1	2	-	21	15	23	16	16	14	22	11	-	13	2
		32%	-%	20%	29%	-%	30%	29%	31%	28%	27%	25%	34%	42%	-%	27%	65%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
NET: Satisfied		67	10	4	5	1	62	46	65	48	55	48	57	24	-	46	2
		88%	83%	100%	86%	28%	91%	89%	89%	86%	91%	86%	88%	92%	-%	93%	66%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		75	12	4	6	2	69	52	74	56	60	56	65	27	-	50	2
Mean Score		1.2	.8	1.2	1.1	.3	1.2	1.2	1.2	1.1	1.2	1.1	1.2	1.3	-	1.2	1.3
Standard error		.07	.11	.16	.23	.45	.07	.08	.07	.08	.08	.08	.08	.12	-	.08	.56
Standard deviation		.63	.39	.46	.70	.63	.60	.62	.62	.64	.58	.63	.65	.64	-	.55	1.25

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	a	*b	a	b	*a	b	*c	*a	*b	*c
Unweighted Base	82	40	26	69	2	41	41	24	34	22	24	28	26
Effective base	34	18	10	28	2	17	18	10	16	10	12	13	11
Weighted Base	76	37	22	62	4	39	36	13	40	22	25	35	15
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	9	5	1	2	1	3	6	3	4	2	4	3	2
	12%	13%	7%	4%	22%	8%	16%	20%	10%	10%	17%	8%	11%
Fairly satisfied (1)	42	24	14	42	-	26	17	8	20	14	12	23	8
	56%	65%	62%	67%	-%	66%	46%	60%	51%	62%	48%	66%	51%
Very satisfied (2)	24	8	7	18	3	10	14	3	15	6	9	9	6
	32%	21%	31%	29%	78%	25%	39%	20%	39%	27%	35%	26%	38%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied	67	32	21	60	3	36	31	11	36	20	21	32	13
	88%	86%	93%	96%	78%	92%	84%	80%	90%	90%	83%	92%	89%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	37	22	62	4	39	36	13	40	22	25	35	15
Mean Score	1.2	1.1	1.2	1.3	1.6	1.2	1.2	1.0	1.3	1.2	1.2	1.2	1.3
Standard error	.07	.09	.11	.06	.69	.09	.11	.13	.11	.13	.15	.11	.13
Standard deviation	.63	.59	.58	.52	.97	.56	.71	.66	.64	.60	.71	.57	.66

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		82	47	35
Effective base		34	18	16
Weighted Base		76	38	37
Very dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	3	6
		12%	7%	16%
Fairly satisfied	(1)	42	25	17
		56%	65%	47%
Very satisfied	(2)	24	10	14
		32%	27%	37%
Don't Know (DO NOT READ OUT)		*	*	-
		*%	*%	-%
NET: Satisfied		67	36	31
		88%	93%	84%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		75	38	37
Mean Score		1.2	1.2	1.2
Standard error		.07	.08	.12
Standard deviation		.63	.56	.71

Columns Tested: a,b

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	82	-	4	15	8	1	9	3	5	8	9	11	9
Effective base	34	-	3	6	3	1	5	2	4	5	3	7	4
Weighted Base	76	-	1	13	6	*	15	*	6	10	1	17	6
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	*	2	2	-	-	*	2	-	*	2	-
		12%	20%	14%	42%	-%	-%	12%	38%	-%	1%	14%	-%
Fairly satisfied	(1)	42	*	7	3	*	9	-	3	5	1	10	4
		56%	75%	56%	50%	100%	59%	-%	49%	49%	59%	62%	61%
Very satisfied	(2)	24	*	4	*	-	6	*	1	5	1	4	2
		32%	5%	30%	8%	-%	41%	88%	13%	51%	37%	24%	39%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
NET: Satisfied		67	1	11	3	*	15	*	4	10	1	14	6
		88%	80%	86%	58%	100%	100%	88%	62%	100%	96%	86%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	75	-	1	13	6	*	15	*	6	10	1	17	6
Mean Score	1.2	-	.9	1.2	.7	1.0	1.4	1.8	.7	1.5	1.4	1.1	1.4
Standard error	.07	-	-	.17	.24	-	.17	-	.33	.19	.34	.19	.18
Standard deviation	.63	-	-	.67	.68	-	.51	-	.73	.53	.97	.63	.53

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 376 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	82	20	17	16	29	37	45
Effective base	34	8	7	8	12	14	21
Weighted Base	76	15	19	17	24	35	41
Very dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	9	4	1	2	4	5
		12%	25%	3%	14%	10%	11%
Fairly satisfied	(1)	42	8	12	8	15	20
		56%	50%	62%	48%	61%	57%
Very satisfied	(2)	24	4	7	6	7	11
		32%	26%	35%	39%	29%	31%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-
		*%	-%	-%	-%	*%	-%
NET: Satisfied	67	11	19	14	22	30	36
		88%	75%	97%	86%	90%	88%
NET: Dissatisfied	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Answered	75	15	19	17	24	35	41
Mean Score	1.2	1.0	1.3	1.3	1.2	1.2	1.2
Standard error	.07	.16	.13	.17	.11	.11	.10
Standard deviation	.63	.73	.54	.70	.60	.64	.64

Columns Tested:: a,b,c,d - a,b

Table 378

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	21	3	18	8	8	2	3	13
Effective base	10	1	10	7	5	2	2	6
Weighted Base	15	1	14	12	3	*	*	4
Very dissatisfied	(-2)	*	*	-	-	*	-	*
		*%	8%	-%	-%	22%	-%	1%
Fairly dissatisfied	(-1)	2	-	2	2	-	-	-
		12%	-%	13%	16%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	*	3	3	*	-	*
		20%	9%	20%	23%	12%	-%	-%
Fairly satisfied	(1)	7	-	7	6	1	*	*
		49%	-%	52%	50%	43%	78%	94%
Very satisfied	(2)	3	1	2	1	1	-	*
		18%	83%	15%	12%	45%	-%	6%
NET: Satisfied		10	1	10	7	3	*	*
		68%	83%	67%	62%	88%	78%	100%
NET: Dissatisfied		2	*	2	2	-	*	-
		12%	8%	13%	16%	-%	22%	-%
Answered		15	1	14	12	3	*	*
Mean Score		.7	1.5	.7	.6	1.3	.3	1.1
Standard error		.21	-	.21	.33	.29	-	-
Standard deviation		.94	-	.91	.93	.82	-	-

Columns Tested:: a,b - a,b,c,d,e

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	21	3	3	2	7	3	3	8	8	5
Effective base	10	3	2	2	5	1	2	7	5	3
Weighted Base	15	6	4	2	2	1	*	12	3	*
Very dissatisfied	(-2)	*	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	4%	-%	-%	-%	15%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	2	-	-
		12%	33%	-%	-%	-%	-%	16%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	2	1	*	-	-	3	*	-
		20%	-%	41%	50%	18%	-%	23%	12%	-%
Fairly satisfied	(1)	7	2	-	*	1	*	6	1	*
		49%	67%	46%	-%	16%	96%	94%	50%	43%
Very satisfied	(2)	3	1	1	1	-	*	1	1	*
		18%	-%	12%	50%	66%	-%	6%	12%	45%
NET: Satisfied		10	3	1	2	1	*	7	3	*
		68%	67%	59%	50%	82%	96%	100%	62%	88%
NET: Dissatisfied		2	-	-	-	*	-	2	-	*
		12%	33%	-%	-%	4%	-%	16%	-%	15%
Answered	15	6	4	2	2	1	*	12	3	*
Mean Score	.7	.3	.7	1.0	1.5	.9	1.1	.6	1.3	.6
Standard error	.21	.60	.44	1.15	.40	.76	-	.33	.29	-
Standard deviation	.94	1.04	.77	1.62	1.06	1.32	-	.93	.82	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	21	4	4	8	2	3	5	3	4	4	2
Effective base	10	4	3	5	2	2	3	3	2	3	2
Weighted Base	15	8	4	3	*	*	5	5	3	1	*
Very dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	-
		-%	-%	-%	22%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	2	-	-
		12%	24%	-%	-%	-%	-%	-%	61%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	3	*	-	-	1	2	-	-	-
		20%	-%	66%	12%	-%	21%	37%	-%	-%	-%
Fairly satisfied	(1)	7	-	1	*	*	4	3	-	1	*
		49%	76%	-%	43%	78%	69%	63%	-%	49%	100%
Very satisfied	(2)	3	1	1	-	*	1	-	1	1	-
		18%	-%	34%	45%	-%	10%	-%	39%	51%	-%
NET: Satisfied		10	1	3	*	*	4	3	1	1	*
		68%	76%	34%	88%	78%	79%	63%	39%	100%	100%
NET: Dissatisfied		2	-	-	*	-	-	-	2	-	-
		12%	24%	-%	-%	22%	-%	-%	61%	-%	-%
Answered	15	8	4	3	*	*	5	5	3	1	*
Mean Score	.7	.5	.7	1.3	.3	1.1	.9	.6	.2	1.5	1.0
Standard error	.21	.46	.55	.29	-	-	.27	.31	.90	.87	-
Standard deviation	.94	.92	1.10	.82	-	-	.60	.54	1.79	1.75	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	21	1	-	2	-	1	2	6	4	1
Effective base	10	1	-	2	-	1	1	4	3	1
Weighted Base	15	1	-	1	-	1	1	6	5	2
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	-	2
		12%	-%	-%	-%	-%	-%	-%	-%	100%
Neither satisfied nor dissatisfied	(0)	3	-	*	-	1	-	2	-	-
		20%	-%	-%	65%	100%	-%	29%	-%	-%
Fairly satisfied	(1)	7	-	*	-	-	*	4	3	-
		49%	-%	-%	35%	-%	9%	63%	74%	-%
Very satisfied	(2)	3	1	-	-	-	1	1	1	-
		18%	100%	-%	-%	-%	91%	8%	26%	-%
NET: Satisfied		10	1	-	*	-	-	1	4	5
		68%	100%	-%	35%	-%	-%	100%	71%	100%
NET: Dissatisfied		2	-	-	-	-	-	-	-	2
		12%	-%	-%	-%	-%	-%	-%	-%	100%
Answered	15	1	-	1	-	1	1	6	5	2
Mean Score	.7	2.0	-	.3	-	-	1.9	.8	1.3	-1.0
Standard error	.21	-	-	-	-	-	-	.26	.25	-
Standard deviation	.94	-	-	-	-	-	-	.63	.50	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		21	2	5	10	17	4	1	2	1
Effective base		10	2	4	5	10	3	1	1	1
Weighted Base		15	3	5	7	15	*	*	*	*
Very dissatisfied	(-2)	* *%	- -%	- -%	- -%	- -%	* 34%	* 100%	- -%	- -%
Fairly dissatisfied	(-1)	2 12%	2 69%	- -%	- -%	2 12%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0)	3 20%	1 31%	- -%	2 29%	3 20%	* 40%	- -%	* 89%	- -%
Fairly satisfied	(1)	7 49%	- -%	3 66%	4 56%	7 50%	* 20%	- -%	- -%	* 100%
Very satisfied	(2)	3 18%	- -%	2 34%	1 15%	3 19%	* 5%	- -%	* 11%	- -%
NET: Satisfied		10 68%	- -%	5 100%	5 71%	10 68%	* 25%	- -%	* 11%	* 100%
NET: Dissatisfied		2 12%	2 69%	- -%	- -%	2 12%	* 34%	* 100%	- -%	- -%
Answered		15	3	5	7	15	*	*	*	*
Mean Score		.7	-.7	1.3	.9	.7	-.4	-2.0	.2	1.0
Standard error		.21	.41	.24	.22	.23	-	-	-	-
Standard deviation		.94	.59	.53	.69	.93	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	21	-	7	-	7	1	4	-	-	9
Effective base	10	-	5	-	5	1	2	-	-	4
Weighted Base	15	-	5	-	5	*	5	-	-	5
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	1%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	2	-	-	-
		12%	-%	-%	-%	-%	39%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	-	3	-	3	-	-	-	*
		20%	-%	51%	-%	51%	-%	-%	-%	7%
Fairly satisfied	(1)	7	-	1	-	1	*	3	-	4
		49%	-%	21%	-%	21%	100%	60%	-%	67%
Very satisfied	(2)	3	-	1	-	1	-	-	-	1
		18%	-%	28%	-%	28%	-%	-%	-%	26%
NET: Satisfied		10	-	3	-	3	*	3	-	5
		68%	-%	49%	-%	49%	100%	60%	-%	93%
NET: Dissatisfied		2	-	-	-	-	-	2	-	-
		12%	-%	-%	-%	-%	-%	40%	-%	-%
Answered	15	-	5	-	5	*	5	-	-	5
Mean Score	.7	-	.8	-	.8	1.0	.2	-	-	1.2
Standard error	.21	-	.36	-	.36	-	.56	-	-	.20
Standard deviation	.94	-	.96	-	.96	-	1.13	-	-	.61

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Industry				Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK		Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
				*a	*b							
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	
Unweighted Base	21	8	4	9	19	2	-	18	3	21	-	
Effective base	10	5	2	4	9	2	-	9	2	10	-	
Weighted Base	15	5	5	5	11	4	-	14	1	15	-	
Very dissatisfied	(-2)	*	*	-	*	-	-	*	-	*	-	
	*%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%	
Fairly dissatisfied	(-1)	2	2	-	2	-	-	2	-	2	-	
	12%	-%	39%	-%	17%	-%	-%	13%	-%	12%	-%	
Neither satisfied nor dissatisfied	(0)	3	-	*	1	2	-	3	*	3	-	
	20%	50%	-%	7%	11%	42%	-%	18%	44%	20%	-%	
Fairly satisfied	(1)	7	3	4	5	2	-	7	-	7	-	
	49%	22%	60%	67%	46%	58%	-%	52%	-%	49%	-%	
Very satisfied	(2)	3	-	1	3	-	-	2	1	3	-	
	18%	28%	-%	26%	26%	-%	-%	16%	56%	18%	-%	
NET: Satisfied		10	3	5	8	2	-	10	1	10	-	
	68%	50%	60%	93%	72%	58%	-%	68%	56%	68%	-%	
NET: Dissatisfied		2	2	-	2	-	-	2	-	2	-	
	12%	-%	40%	-%	17%	-%	-%	13%	-%	12%	-%	
Answered	15	5	5	5	11	4	-	14	1	15	-	
Mean Score	.7	.8	.2	1.2	.8	.6	-	.7	1.1	.7	-	
Standard error	.21	.34	.56	.20	.25	.40	-	.22	-	.21	-	
Standard deviation	.94	.95	1.13	.61	1.07	.56	-	.93	-	.94	-	

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		21	8	7	6
Effective base		10	5	4	1
Weighted Base		15	7	5	3
Very dissatisfied	(-2)	*	-	-	*
		*%	-%	-%	2%
Fairly dissatisfied	(-1)	2	2	-	-
		12%	26%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	2	1	*
		20%	25%	23%	2%
Fairly satisfied	(1)	7	2	2	3
		49%	34%	44%	96%
Very satisfied	(2)	3	1	2	-
		18%	15%	34%	-%
NET: Satisfied		10	3	4	3
		68%	49%	77%	96%
NET: Dissatisfied		2	2	-	*
		12%	26%	-%	2%
Answered		15	7	5	3
Mean Score		.7	.4	1.1	.9
Standard error		.21	.39	.31	.20
Standard deviation		.94	1.11	.83	.50

Columns Tested: a,b,c

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	21	12	4	3	1	1	-	-	-	16	5	2
Effective base	10	7	2	2	1	1	-	-	-	9	2	1
Weighted Base	15	11	2	2	*	*	-	-	-	13	2	*
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	-	2	-	-
		12%	17%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	2	-	-	-	-	-	-	3	-	-
		20%	11%	74%	-%	-%	-%	-%	-%	23%	-%	-%
Fairly satisfied	(1)	7	*	1	-	*	-	-	-	6	1	*
		49%	55%	3%	78%	-%	100%	-%	-%	45%	79%	88%
Very satisfied	(2)	3	1	*	*	-	-	-	-	2	*	*
		18%	17%	22%	22%	100%	-%	-%	-%	18%	21%	12%
NET: Satisfied		10	1	2	*	*	-	-	-	8	2	*
		68%	72%	26%	100%	100%	-%	-%	-%	63%	100%	100%
NET: Dissatisfied		2	-	-	-	-	-	-	-	2	-	-
		12%	17%	-%	-%	-%	-%	-%	-%	14%	-%	-%
Answered		15	2	2	*	*	-	-	-	13	2	*
Mean Score		.7	.5	1.2	2.0	1.0	-	-	-	.7	1.2	1.1
Standard error		.21	.54	.37	-	-	-	-	-	.24	.28	-
Standard deviation		.94	1.09	.63	-	-	-	-	-	.97	.62	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	21	5	7	9	18	17	18	20	15	10	1	7	1	2	3	4	-
Effective base	10	4	3	4	10	9	10	10	6	5	1	6	1	2	2	1	-
Weighted Base	15	6	5	4	14	13	14	15	10	5	2	10	1	1	1	1	-
Very dissatisfied (-2)	* %	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	2 12%	2 30%	- -%	- -%	2 13%	2 14%	2 13%	2 12%	2 18%	2 33%	- -%	2 19%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	3 20%	1 13%	* 8%	2 43%	3 20%	1 9%	3 20%	3 20%	3 30%	1 21%	2 100%	1 8%	- -%	* 47%	- -%	- -%	- -%
Fairly satisfied (1)	7 49%	3 55%	3 54%	1 35%	7 52%	7 59%	7 52%	7 49%	4 42%	2 29%	- -%	6 59%	- -%	- -%	1 100%	1 99%	- -%
Very satisfied (2)	3 18%	- -%	2 38%	1 22%	2 15%	2 18%	2 15%	3 19%	1 9%	1 17%	- -%	1 13%	1 100%	* 53%	- -%	* 1%	- -%
NET: Satisfied	10 68%	3 55%	5 92%	2 57%	10 67%	10 77%	10 67%	10 68%	5 51%	3 46%	- -%	7 73%	1 100%	* 53%	1 100%	1 100%	- -%
NET: Dissatisfied	2 12%	2 31%	- -%	- -%	2 13%	2 14%	2 13%	2 12%	2 18%	2 33%	- -%	2 19%	- -%	- -%	- -%	- -%	- -%
Answered	15	6	5	4	14	13	14	15	10	5	2	10	1	1	1	1	-
Mean Score	.7	.2	1.3	.8	.7	.8	.7	.7	.4	.3	-	.7	2.0	1.1	1.0	1.0	-
Standard error	.21	.45	.26	.30	.21	.23	.21	.21	.24	.39	-	.37	-	-	-	.11	-
Standard deviation	.94	1.00	.68	.89	.91	.93	.91	.93	.94	1.22	-	.98	-	-	-	.23	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	21	11	1	-	4	2	-	-	6	1	3	3	3	1	-
Effective base	10	8	1	-	2	1	-	-	5	1	2	2	2	1	-
Weighted Base	15	13	*	-	*	1	-	-	9	1	1	2	*	*	-
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-	-	-	-	-
		12%	14%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	3	*	-	-	-	-	-	1	-	*	-	-	-
		20%	20%	100%	-%	-%	-%	-%	-%	100%	-%	19%	-%	-%	-%
Fairly satisfied	(1)	7	6	-	*	1	-	-	6	-	*	1	*	-	-
		49%	48%	-%	97%	100%	-%	-%	65%	-%	28%	59%	100%	-%	-%
Very satisfied	(2)	3	2	-	*	-	-	-	1	-	1	*	-	*	-
		18%	17%	-%	3%	-%	-%	-%	15%	-%	72%	22%	-%	100%	-%
NET: Satisfied		10	8	-	*	1	-	-	7	-	1	1	*	*	-
		68%	65%	-%	100%	100%	-%	-%	80%	-%	100%	81%	100%	100%	-%
NET: Dissatisfied		2	2	-	-	-	-	-	2	-	-	-	-	-	-
		12%	14%	-%	-%	-%	-%	-%	20%	-%	-%	-%	-%	-%	-%
Answered		15	13	*	*	1	-	-	9	1	1	2	*	*	-
Mean Score		.7	.7	-	1.0	1.0	-	-	.7	-	1.7	1.0	1.0	2.0	-
Standard error		.21	.29	-	-	-	-	-	.41	-	-	.57	-	-	-
Standard deviation		.94	.96	-	-	-	-	-	1.00	-	-	.98	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	21	10	2	4	1	2	-	1	4	3	6	2	3
Effective base	10	7	2	2	1	1	-	1	3	2	3	1	1
Weighted Base	15	10	*	2	2	*	-	1	7	2	5	*	*
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-	-	-
		12%	19%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	2	-	1	-	-	-	2	1	-	-	*
		20%	23%	-%	40%	-%	-%	-%	27%	33%	-%	-%	90%
Fairly satisfied	(1)	7	4	*	1	2	*	-	2	1	3	*	*
		49%	38%	100%	60%	100%	13%	-%	37%	52%	71%	100%	8%
Very satisfied	(2)	3	2	-	*	-	*	1	1	*	1	-	*
		18%	20%	-%	*%	-%	87%	-%	8%	15%	29%	-%	2%
NET: Satisfied		10	6	*	1	2	*	1	3	2	5	*	*
		68%	58%	100%	60%	100%	100%	-%	45%	67%	100%	100%	10%
NET: Dissatisfied		2	2	-	-	-	-	-	2	-	-	-	-
		12%	19%	-%	-%	-%	-%	-%	28%	-%	-%	-%	-%
Answered		15	10	*	2	2	*	1	7	2	5	*	*
Mean Score		.7	.6	1.0	.6	1.0	1.9	-	.3	.8	1.3	1.0	.1
Standard error		.21	.34	-	.35	-	-	-	.51	.50	.21	-	-
Standard deviation		.94	1.07	-	.70	-	-	-	1.03	.87	.51	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	21	8	2	5	2	1	4	3	6	1	3
Effective base	10	5	1	3	1	1	3	2	3	1	1
Weighted Base	15	9	1	4	*	*	5	2	5	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	2	-	-	-	-
	12%	21%	-%	-%	-%	-%	36%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	3	-	-	-	-	1	-	-	*
	20%	34%	-%	-%	-%	-%	-%	33%	-%	-%	90%
Fairly satisfied	(1)	7	2	1	3	*	3	1	3	*	*
	49%	28%	100%	80%	100%	100%	54%	52%	71%	100%	8%
Very satisfied	(2)	3	1	-	1	-	1	*	1	-	*
	18%	17%	-%	20%	-%	-%	10%	15%	29%	-%	2%
NET: Satisfied	10	4	1	4	*	*	3	2	5	*	*
	68%	45%	100%	100%	100%	100%	64%	67%	100%	100%	10%
NET: Dissatisfied	2	2	-	-	-	-	2	-	-	-	-
	12%	21%	-%	-%	-%	-%	36%	-%	-%	-%	-%
Answered	15	9	1	4	*	*	5	2	5	*	*
Mean Score	.7	.4	1.0	1.2	1.0	1.0	.4	.8	1.3	1.0	.1
Standard error	.21	.37	-	.21	-	-	.60	.50	.21	-	-
Standard deviation	.94	1.06	-	.46	-	-	1.19	.87	.51	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	21	5	1	9	5	-	10	5	4	11	10	14	4
Effective base	10	3	1	4	2	-	5	3	3	6	4	8	2
Weighted Base	15	5	2	6	2	-	7	4	4	10	6	12	2
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	2	-	-	2	-	2
		12%	-%	100%	-%	-%	-%	52%	-%	-%	33%	-%	78%
Neither satisfied nor dissatisfied	(0)	3	*	-	1	2	2	1	*	1	2	3	*
		20%	1%	-%	19%	74%	30%	23%	1%	12%	33%	22%	14%
Fairly satisfied	(1)	7	3	-	4	*	4	-	3	7	*	7	*
		49%	71%	-%	66%	3%	55%	-%	79%	74%	7%	60%	8%
Very satisfied	(2)	3	1	-	1	1	1	1	1	1	1	2	*
		18%	28%	-%	15%	23%	15%	25%	19%	14%	26%	18%	*%
NET: Satisfied		10	5	-	5	1	5	1	4	8	2	10	*
		68%	99%	-%	81%	26%	70%	25%	99%	88%	33%	78%	8%
NET: Dissatisfied		2	-	2	-	-	-	2	-	-	2	-	2
		12%	-%	100%	-%	-%	-%	52%	-%	-%	34%	-%	78%
Answered		15	5	2	6	2	7	4	4	10	6	12	2
Mean Score		.7	1.3	-1.0	1.0	.5	.9	*	1.2	1.0	.2	1.0	-.7
Standard error		.21	.24	-	.21	.49	.22	.65	.24	.16	.42	.18	.41
Standard deviation		.94	.53	-	.63	1.09	.71	1.46	.48	.54	1.31	.66	.81

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Significance Level: 95%											
Unweighted Base	21	9	8	6	14	16	2	10	7	6	14
Effective base	10	6	3	4	7	9	1	5	3	4	7
Weighted Base	15	9	4	7	8	13	2	9	4	7	8
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-	2	-	2	-	2	-
		12%	-%	50%	-%	23%	-%	100%	-%	46%	-%
Neither satisfied nor dissatisfied	(0)	3	-	1	-	3	-	1	-	3	-
		20%	-%	31%	-%	37%	-%	29%	-%	38%	-%
Fairly satisfied	(1)	7	7	*	6	2	7	-	7	*	6
		49%	79%	8%	83%	20%	59%	-%	85%	1%	81%
Very satisfied	(2)	3	2	*	1	2	2	*	1	1	1
		18%	21%	10%	17%	20%	18%	*%	15%	23%	19%
NET: Satisfied		10	9	1	7	3	10	*	9	1	7
		68%	100%	18%	100%	40%	77%	*%	100%	25%	100%
NET: Dissatisfied		2	-	2	-	2	-	2	-	2	-
		12%	-%	50%	-%	23%	-%	100%	-%	46%	-%
Answered		15	9	4	7	8	13	2	9	4	7
Mean Score		.7	1.2	-.2	1.2	.4	.9	-1.0	1.2	*	1.2
Standard error		.21	.14	.41	.16	.30	.17	.20	.12	.52	.17
Standard deviation		.94	.43	1.15	.40	1.11	.66	.28	.38	1.38	.42

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	21	12	13	2	-	12	12	6	-	17	11	4	-
Effective base	10	6	7	1	-	5	6	3	-	8	6	2	-
Weighted Base	15	7	10	*	-	7	9	2	-	12	9	1	-
Very dissatisfied (-2)	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	2	2	-	-	-	2	-	-	-	2	-	-	-
	12%	26%	-%	-%	-%	24%	-%	-%	-%	16%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	3	3	1	-	-	1	1	1	-	3	3	1	-
	20%	42%	12%	-%	-%	15%	12%	60%	-%	26%	31%	59%	-%
Fairly satisfied (1)	7	1	7	*	-	4	7	*	-	5	5	*	-
	49%	19%	76%	100%	-%	55%	75%	11%	-%	46%	55%	13%	-%
Very satisfied (2)	3	1	1	-	-	*	1	1	-	1	1	*	-
	18%	13%	12%	-%	-%	5%	12%	29%	-%	13%	14%	28%	-%
NET: Satisfied	10	2	9	*	-	5	8	1	-	7	6	1	-
	68%	32%	88%	100%	-%	60%	88%	40%	-%	59%	69%	41%	-%
NET: Dissatisfied	2	2	-	-	-	2	-	-	-	2	-	-	-
	12%	26%	-%	-%	-%	24%	-%	-%	-%	16%	-%	-%	-%
Answered	15	7	10	*	-	7	9	2	-	12	9	1	-
Mean Score	.7	.2	1.0	1.0	-	.4	1.0	.7	-	.6	.8	.7	-
Standard error	.21	.30	.14	-	-	.28	.15	.53	-	.23	.21	.85	-
Standard deviation	.94	1.05	.51	-	-	.98	.52	1.29	-	.94	.69	1.70	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															*a
Significance Level: 95%															
Unweighted Base	21	14	13	10	12	11	3	9	6	6	2	1	5	4	
Effective base	10	7	7	5	5	7	2	4	3	3	2	1	3	3	
Weighted Base	15	12	10	8	7	11	1	8	5	5	1	*	5	5	
Very dissatisfied (-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	2	-	-	-	-	-	-	-	-	-	-	-	-	-	
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither satisfied nor dissatisfied (0)	3	2	1	-	1	3	-	-	-	-	-	-	-	-	
	20%	16%	12%	-%	16%	24%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly satisfied (1)	7	7	7	7	4	7	*	7	4	5	*	*	4	5	
	49%	65%	75%	86%	61%	68%	38%	95%	82%	93%	32%	100%	82%	100%	
Very satisfied (2)	3	2	1	1	2	1	*	*	1	*	*	-	1	-	
	18%	19%	13%	14%	24%	8%	62%	5%	18%	7%	68%	-%	18%	-%	
NET: Satisfied	10	10	9	8	6	8	1	8	5	5	1	*	5	5	
	68%	84%	88%	100%	84%	76%	100%	100%	100%	100%	100%	100%	100%	100%	
NET: Dissatisfied	2	-	-	-	-	-	-	-	-	-	-	-	-	-	
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Answered	15	12	10	8	7	11	1	8	5	5	1	*	5	5	
Mean Score	.7	1.0	1.0	1.1	1.1	.8	1.6	1.0	1.2	1.1	1.7	1.0	1.2	1.0	
Standard error	.21	.17	.15	.12	.19	.17	-	.08	.18	.11	-	-	.19	-	
Standard deviation	.94	.62	.52	.37	.67	.57	-	.23	.43	.28	-	-	.43	-	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	
Significance Level: 95%																	
Unweighted Base		21	3	2	1	1	14	12	15	13	16	13	14	3	-	13	2
Effective base		10	3	2	1	1	7	5	7	6	9	6	8	2	-	7	2
Weighted Base		15	5	1	1	*	11	9	11	9	13	10	13	4	-	11	1
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	*	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	1%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	-	2	2	2	2	-	-	-	-
		12%	-%	-%	-%	-%	-%	-%	-%	19%	14%	19%	14%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	-	*	1	-	2	*	2	2	3	2	2	-	-	2	1
		20%	-%	38%	100%	-%	17%	5%	19%	20%	21%	23%	15%	-%	-%	20%	68%
Fairly satisfied	(1)	7	5	-	-	-	7	7	7	4	5	4	7	4	-	7	-
		49%	100%	-%	-%	-%	68%	86%	66%	40%	42%	41%	57%	100%	-%	68%	-%
Very satisfied	(2)	3	-	1	-	*	2	1	2	2	3	2	2	-	-	1	*
		18%	-%	62%	-%	100%	16%	9%	15%	20%	22%	17%	14%	-%	-%	12%	32%
NET: Satisfied		10	5	1	-	*	9	8	9	6	8	6	9	4	-	9	*
		68%	100%	62%	-%	100%	83%	95%	81%	60%	64%	58%	71%	100%	-%	80%	32%
NET: Dissatisfied		2	-	-	-	-	-	-	-	2	2	2	2	-	-	-	-
		12%	-%	-%	-%	-%	-%	-%	-%	20%	15%	19%	14%	-%	-%	-%	-%
Answered		15	5	1	1	*	11	9	11	9	13	10	13	4	-	11	1
Mean Score		.7	1.0	1.2	-	2.0	1.0	1.0	1.0	.6	.7	.6	.7	1.0	-	.9	.6
Standard error		.21	-	-	-	-	.16	.11	.16	.30	.26	.29	.24	-	-	.16	1.68
Standard deviation		.94	-	-	-	-	.60	.39	.61	1.09	1.02	1.06	.91	-	-	.58	2.37

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	21	9	7	13	3	13	8	5	12	4	5	5	9
Effective base	10	5	4	8	2	6	5	3	7	2	3	4	5
Weighted Base	15	7	6	12	3	7	8	2	11	3	1	5	8
Very dissatisfied (-2)	*	-	-	-	*	*	-	-	*	-	*	-	-
	*%	-%	-%	-%	2%	1%	-%	-%	-%	-%	4%	-%	-%
Fairly dissatisfied (-1)	2	-	-	2	-	2	-	-	2	-	-	2	-
	12%	-%	-%	15%	-%	26%	-%	-%	17%	-%	-%	33%	-%
Neither satisfied nor dissatisfied (0)	3	1	2	*	3	3	-	1	-	2	*	3	-
	20%	16%	32%	3%	98%	42%	-%	70%	-%	68%	25%	48%	-%
Fairly satisfied (1)	7	5	3	7	-	1	6	*	7	*	*	1	6
	49%	70%	45%	61%	-%	18%	77%	7%	65%	12%	4%	19%	83%
Very satisfied (2)	3	1	1	2	-	1	2	*	2	1	1	*	1
	18%	13%	23%	21%	-%	13%	23%	23%	17%	20%	68%	-%	17%
NET: Satisfied	10	6	4	10	-	2	8	*	9	1	1	1	8
	68%	84%	68%	82%	-%	31%	100%	30%	83%	32%	72%	19%	100%
NET: Dissatisfied	2	-	-	2	*	2	-	-	2	-	*	2	-
	12%	-%	-%	15%	2%	26%	-%	-%	17%	-%	4%	33%	-%
Answered	15	7	6	12	3	7	8	2	11	3	1	5	8
Mean Score	.7	1.0	.9	.9	*	.2	1.2	.5	.8	.5	1.3	-.1	1.2
Standard error	.21	.20	.31	.27	.20	.29	.16	.61	.28	.51	.94	.35	.14
Standard deviation	.94	.59	.81	.96	.35	1.06	.45	1.36	.97	1.01	2.09	.79	.41

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		21	15	6
Effective base		10	8	3
Weighted Base		15	10	5
Very dissatisfied	(-2)	*	-	*
		*%	-%	1%
Fairly dissatisfied	(-1)	2	-	2
		12%	-%	38%
Neither satisfied nor dissatisfied	(0)	3	3	-
		20%	29%	-%
Fairly satisfied	(1)	7	5	2
		49%	49%	50%
Very satisfied	(2)	3	2	1
		18%	22%	11%
NET: Satisfied		10	7	3
		68%	71%	61%
NET: Dissatisfied		2	-	2
		12%	-%	39%
Answered		15	10	5
Mean Score		.7	.9	.3
Standard error		.21	.19	.51
Standard deviation		.94	.75	1.26

Columns Tested: a,b

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	21	-	1	1	2	1	3	-	4	4	-	3	2
Effective base	10	-	1	1	1	1	2	-	1	4	-	3	2
Weighted Base	15	-	*	1	1	*	5	-	2	2	-	5	*
Very dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	2	-	-	-	-
		12%	-%	-%	-%	-%	-%	-%	81%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	-	-	*	-	-	-	-	*	-	3	-
		20%	-%	-%	-%	5%	-%	-%	-%	19%	-%	56%	-%
Fairly satisfied	(1)	7	-	*	-	1	*	4	-	-	*	2	*
		49%	-%	100%	-%	95%	100%	82%	-%	-%	19%	-%	100%
Very satisfied	(2)	3	-	-	1	-	1	-	*	1	-	-	-
		18%	-%	-%	100%	-%	-%	18%	-%	17%	61%	-%	-%
NET: Satisfied		10	-	*	1	1	*	5	-	*	1	-	2
		68%	-%	100%	100%	95%	100%	100%	-%	17%	81%	-%	44%
NET: Dissatisfied		2	-	-	-	-	-	-	2	-	-	-	-
		12%	-%	-%	-%	-%	-%	-%	83%	-%	-%	-%	-%
Answered		15	-	*	1	1	*	5	-	2	2	-	5
Mean Score		.7	-	1.0	2.0	.9	1.0	1.2	-	-.5	1.4	-	.4
Standard error		.21	-	-	-	.58	-	.25	-	.77	.61	-	.32
Standard deviation		.94	-	-	-	.82	-	.43	-	1.53	1.23	-	.56

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 378 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	21	2	6	8	5	8	13
Effective base	10	2	3	4	3	4	6
Weighted Base	15	1	6	4	5	6	9
Very dissatisfied	(-2) *	-	-	*	-	-	*
	*%	-%	-%	1%	-%	-%	1%
Fairly dissatisfied	(-1) 2	-	-	2	-	-	2
	12%	-%	-%	46%	-%	-%	21%
Neither satisfied nor dissatisfied	(0) 3	-	*	*	3	*	3
	20%	-%	1%	8%	55%	1%	34%
Fairly satisfied	(1) 7	*	5	*	2	5	2
	49%	24%	85%	8%	45%	78%	28%
Very satisfied	(2) 3	1	1	1	-	1	1
	18%	76%	14%	36%	-%	21%	16%
NET: Satisfied	10	1	6	2	2	6	4
	68%	100%	99%	44%	45%	99%	45%
NET: Dissatisfied	2	-	-	2	-	-	2
	12%	-%	-%	47%	-%	-%	21%
Answered	15	1	6	4	5	6	9
Mean Score	.7	1.8	1.1	.3	.5	1.2	.4
Standard error	.21	-	.17	.57	.25	.16	.30
Standard deviation	.94	-	.40	1.61	.56	.46	1.07

Columns Tested:: a,b,c,d - a,b

Table 381

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	29	4	25	15	4	2	8	14
Effective base	12	3	10	11	2	2	5	3
Weighted Base	17	4	13	15	1	*	*	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	3	3	-	-	*	*
		17%	22%	19%	-%	-%	3%	*%
Neither satisfied nor dissatisfied	(0)	1	*	1	-	-	*	*
		6%	*%	6%	-%	-%	7%	1%
Fairly satisfied	(1)	9	9	8	*	*	*	*
		51%	66%	53%	14%	24%	66%	21%
Very satisfied	(2)	4	2	3	1	*	*	1
		26%	12%	22%	86%	76%	24%	77%
NET: Satisfied		13	10	12	1	*	*	1
		77%	77%	75%	100%	100%	90%	99%
NET: Dissatisfied		3	3	3	-	-	*	*
		17%	22%	19%	-%	-%	3%	*%
Answered	17	4	13	15	1	*	*	1
Mean Score	.9	1.5	.7	.8	1.9	1.8	1.1	1.8
Standard error	.19	.51	.20	.26	1.39	-	-	.26
Standard deviation	1.03	1.02	.99	1.02	2.79	-	-	.97

Columns Tested:: a,b - a,b,c,d,e

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	3	8	4	1	5	8	15	4	10
Effective base	12	3	5	3	1	2	5	11	2	5
Weighted Base	17	4	8	4	*	1	*	15	1	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	2	1	-	-	*	3	-	*
		17%	28%	23%	-%	-%	3%	19%	-%	2%
Neither satisfied nor dissatisfied	(0)	1	-	-	-	-	*	1	-	*
		6%	-%	-%	-%	-%	7%	6%	-%	4%
Fairly satisfied	(1)	9	5	2	-	*	*	8	*	*
		51%	63%	57%	-%	16%	66%	53%	14%	48%
Very satisfied	(2)	4	1	1	*	1	*	3	1	*
		26%	43%	9%	21%	100%	84%	24%	22%	86%
NET: Satisfied		13	5	3	*	1	*	12	1	*
		77%	72%	77%	100%	100%	90%	75%	100%	94%
NET: Dissatisfied		3	2	1	-	-	*	3	-	*
		17%	28%	23%	-%	-%	3%	19%	-%	2%
Answered	17	4	8	4	*	1	*	15	1	*
Mean Score	.9	1.2	.5	.8	2.0	1.8	1.1	.8	1.9	1.4
Standard error	.19	.52	.38	.60	-	.85	-	.26	1.39	-
Standard deviation	1.03	.90	1.07	1.21	-	1.90	-	1.02	2.79	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	5	10	4	2	8	9	4	1	3	9
Effective base	12	5	6	2	2	5	6	3	1	2	6
Weighted Base	17	8	8	1	*	*	9	2	*	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	3	-	-	*	3	-	-	-	*
		17%	37%	-%	-%	3%	33%	-%	-%	-%	2%
Neither satisfied nor dissatisfied	(0)	1	-	-	-	*	-	1	-	-	*
		6%	13%	-%	-%	7%	-%	43%	-%	-%	6%
Fairly satisfied	(1)	9	3	*	*	*	5	1	*	2	*
		51%	44%	14%	24%	66%	58%	35%	100%	96%	71%
Very satisfied	(2)	4	1	1	*	*	1	1	-	*	*
		26%	19%	86%	76%	24%	10%	23%	-%	4%	20%
NET: Satisfied		13	5	1	*	*	6	1	*	2	*
		77%	63%	100%	100%	90%	67%	57%	100%	100%	91%
NET: Dissatisfied		3	3	-	-	*	3	-	-	-	*
		17%	37%	-%	-%	3%	33%	-%	-%	-%	2%
Answered	17	8	8	1	*	*	9	2	*	2	*
Mean Score	.9	1.1	.4	1.9	1.8	1.1	.4	.8	1.0	1.0	1.1
Standard error	.19	.29	.40	1.39	-	-	.37	.52	-	.15	-
Standard deviation	1.03	.64	1.25	2.79	-	-	1.11	1.03	-	.26	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%											
Unweighted Base		29	2	2	2	3	1	2	-	3	2
Effective base		12	1	2	1	2	1	2	-	2	1
Weighted Base		17	2	2	2	3	1	2	-	3	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	2	-	-	-	1	-	-	-	-
		17%	99%	-%	-%	-%	100%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	-	-	-	-	-	-	-	1
		6%	-%	-%	-%	-%	-%	-%	-%	-%	91%
Fairly satisfied	(1)	9	-	1	2	1	-	2	-	2	-
		51%	-%	65%	100%	26%	-%	70%	-%	81%	-%
Very satisfied	(2)	4	*	1	-	2	-	1	-	1	*
		26%	1%	35%	-%	74%	-%	30%	-%	19%	9%
NET: Satisfied		13	*	2	2	3	-	2	-	3	*
		77%	1%	100%	100%	100%	-%	100%	-%	100%	9%
NET: Dissatisfied		3	2	-	-	-	1	-	-	-	-
		17%	99%	-%	-%	-%	100%	-%	-%	-%	-%
Answered		17	2	2	2	3	1	2	-	3	1
Mean Score		.9	-1.0	1.3	1.0	1.7	-1.0	1.3	-	1.2	.2
Standard error		.19	.34	.45	-	.32	-	.42	-	.28	1.32
Standard deviation		1.03	.48	.64	-	.56	-	.60	-	.48	1.87

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%										
Unweighted Base		29	6	7	4	17	12	3	7	2
Effective base		12	4	5	3	11	5	2	3	1
Weighted Base		17	4	7	4	16	1	1	1	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	2	-	3	*	*	-	-
		17%	18%	29%	-%	19%	*%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	-	1	*	-	*	*
		6%	23%	-%	-%	6%	1%	-%	1%	17%
Fairly satisfied	(1)	9	1	4	3	8	1	*	*	*
		51%	15%	52%	82%	49%	72%	63%	78%	83%
Very satisfied	(2)	4	2	1	1	4	*	*	*	-
		26%	45%	19%	18%	26%	27%	36%	20%	-%
NET: Satisfied		13	3	5	4	12	1	*	1	*
		77%	59%	71%	100%	75%	98%	99%	99%	83%
NET: Dissatisfied		3	1	2	-	3	*	*	-	-
		17%	18%	29%	-%	19%	*%	1%	-%	-%
Answered		17	4	7	4	16	1	1	1	*
Mean Score		.9	.9	.6	1.2	.8	1.2	1.3	1.2	.8
Standard error		.19	.55	.44	.22	.25	.46	-	-	-
Standard deviation		1.03	1.34	1.18	.45	1.05	1.59	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	1	5	1	6	5	12	-	1	4
Effective base	12	1	2	1	2	2	7	-	1	1
Weighted Base	17	*	3	*	3	3	10	-	*	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	-	1	2	-	-	-	-
		17%	30%	-%	29%	71%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	*	-	1	-	-	*
		6%	*%	-%	*%	-%	10%	-%	-%	1%
Fairly satisfied	(1)	9	*	-	*	*	8	-	-	*
		51%	100%	1%	-%	1%	2%	82%	-%	-%
Very satisfied	(2)	4	2	*	2	1	1	-	*	1
		26%	69%	100%	70%	26%	8%	-%	100%	84%
NET: Satisfied	13	*	2	*	2	1	9	-	*	1
		77%	100%	70%	100%	71%	29%	90%	-%	100%
NET: Dissatisfied	3	-	1	-	1	2	-	-	-	-
		17%	30%	-%	29%	71%	-%	-%	-%	-%
Answered	17	*	3	*	3	3	10	-	*	1
Mean Score	.9	1.0	1.1	2.0	1.1	-.2	1.0	-	2.0	1.8
Standard error	.19	-	.77	-	.69	.73	.13	-	-	-
Standard deviation	1.03	-	1.72	-	1.68	1.63	.45	-	-	-

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	29	12	12	5	23	6	-	27	2	29	-
Effective base	12	4	7	1	9	4	-	12	1	12	-
Weighted Base	17	6	10	1	10	7	-	16	*	17	-
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	3	3	-	-	1	2	-	3	-	3	-
	17%	48%	-%	-%	8%	32%	-%	18%	-%	17%	-%
Neither satisfied nor dissatisfied (0)	1	*	1	*	*	1	-	1	-	1	-
	6%	*%	10%	1%	*%	15%	-%	6%	-%	6%	-%
Fairly satisfied (1)	9	*	8	*	5	4	-	8	*	9	-
	51%	7%	82%	15%	49%	53%	-%	50%	100%	51%	-%
Very satisfied (2)	4	3	1	1	4	-	-	4	-	4	-
	26%	45%	8%	84%	43%	-%	-%	26%	-%	26%	-%
NET: Satisfied	13	3	9	1	9	4	-	13	*	13	-
	77%	52%	90%	99%	92%	53%	-%	76%	100%	77%	-%
NET: Dissatisfied	3	3	-	-	1	2	-	3	-	3	-
	17%	48%	-%	-%	8%	32%	-%	18%	-%	17%	-%
Answered	17	6	10	1	10	7	-	16	*	17	-
Mean Score	.9	.5	1.0	1.8	1.3	.2	-	.8	1.0	.9	-
Standard error	.19	.46	.13	-	.18	.40	-	.20	-	.19	-
Standard deviation	1.03	1.59	.45	-	.87	.97	-	1.04	-	1.03	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		29	10	10	9
Effective base		12	4	3	5
Weighted Base		17	6	4	6
Very dissatisfied	(-2)	-	-	-	-
		-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	*	3	-
		17%	*%	67%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	-
		6%	17%	*%	-%
Fairly satisfied	(1)	9	3	1	5
		51%	49%	18%	74%
Very satisfied	(2)	4	2	1	2
		26%	34%	15%	26%
NET: Satisfied		13	5	1	6
		77%	83%	33%	100%
NET: Dissatisfied		3	*	3	-
		17%	*%	67%	-%
Answered		17	6	4	6
Mean Score		.9	1.2	-.2	1.3
Standard error		.19	.24	.43	.16
Standard deviation		1.03	.76	1.35	.47

Columns Tested:: a,b,c

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	29	16	7	2	1	1	1	1	-	23	6	4
Effective base	12	10	2	1	1	1	1	1	-	11	2	1
Weighted Base	17	14	1	1	*	*	*	1	-	15	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	-	-	-	-	-	-	3	-	-
		17%	20%	-%	-%	-%	-%	-%	-%	19%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	*	-	-	-	-	1	*	*
		6%	7%	1%	-%	100%	-%	-%	-%	7%	*%	1%
Fairly satisfied	(1)	9	*	*	-	*	*	-	-	8	*	*
		51%	58%	6%	5%	-%	100%	100%	-%	55%	8%	10%
Very satisfied	(2)	4	1	1	-	-	-	1	-	3	1	1
		26%	15%	93%	95%	-%	-%	100%	-%	20%	91%	89%
NET: Satisfied		13	1	1	-	*	*	1	-	11	1	1
		77%	73%	99%	100%	-%	100%	100%	100%	74%	100%	99%
NET: Dissatisfied		3	-	-	-	-	-	-	-	3	-	-
		17%	20%	-%	-%	-%	-%	-%	-%	19%	-%	-%
Answered		17	1	1	*	*	*	1	-	15	1	1
Mean Score		.9	1.9	1.9	-	1.0	1.0	2.0	-	.8	1.9	1.9
Standard error		.19	-	-	-	-	-	-	-	.21	.23	-
Standard deviation		1.03	-	-	-	-	-	-	-	1.01	.57	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	29	4	12	13	25	27	27	28	18	14	2	15	-	-	2	4	4
Effective base	12	2	8	4	9	11	11	12	6	3	2	7	-	-	1	2	3
Weighted Base	17	3	11	2	12	16	16	17	7	4	4	9	-	-	*	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	2	3	3	3	3	3	3	-	3	-	-	-	*	-
		17%	26%	19%	24%	19%	19%	17%	41%	70%	-%	31%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	*	*	*	1	*	*	-	*	-	-	*	-	-
		6%	-%	9%	1%	1%	1%	6%	1%	1%	-%	1%	-%	-%	15%	-%	-%
Fairly satisfied	(1)	9	*	8	5	9	9	8	3	*	4	3	-	-	*	2	*
		51%	9%	71%	41%	55%	55%	50%	37%	6%	100%	35%	-%	-%	85%	67%	30%
Very satisfied	(2)	4	2	*	4	4	4	4	2	1	-	3	-	-	-	1	*
		26%	65%	1%	34%	27%	27%	26%	22%	23%	-%	34%	-%	-%	-%	33%	70%
NET: Satisfied		13	2	8	9	13	13	13	4	1	4	7	-	-	*	2	*
		77%	74%	72%	76%	81%	81%	76%	58%	30%	100%	69%	-%	-%	85%	100%	100%
NET: Dissatisfied		3	1	2	3	3	3	3	3	3	-	3	-	-	-	*	-
		17%	26%	19%	24%	19%	19%	17%	41%	70%	-%	31%	-%	-%	-%	-%	-%
Answered	17	3	11	2	12	16	16	17	7	4	4	9	-	-	*	2	*
Mean Score	.9	1.1	.5	1.9	.9	.9	.9	.8	.4	-.2	1.0	.7	-	-	.9	1.3	1.7
Standard error	.19	.78	.24	.11	.24	.20	.20	.19	.31	.40	-	.33	-	-	-	.32	-
Standard deviation	1.03	1.56	.84	.39	1.19	1.04	1.04	1.03	1.32	1.48	-	1.29	-	-	-	.64	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	29	15	1	2	1	2	2	2	15	2	-	3	3	2	2
Effective base	12	7	1	1	1	1	1	2	8	1	-	2	1	1	2
Weighted Base	17	9	2	*	*	1	*	*	12	1	-	*	1	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	3	-	-	-	*	-	2	1	-	*	-	-	-
		17%	31%	-%	-%	-%	5%	-%	17%	96%	-%	10%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	*	-	-	-	*	-	-	*	-	-	-
		6%	*%	-%	6%	-%	-%	-%	*%	-%	-%	13%	-%	-%	-%
Fairly satisfied	(1)	9	3	2	-	*	-	*	7	*	-	*	*	2	*
		51%	35%	100%	-%	100%	-%	-%	56%	4%	-%	77%	7%	94%	23%
Very satisfied	(2)	4	3	-	*	-	1	*	3	-	-	-	1	*	*
		26%	34%	-%	94%	-%	100%	95%	26%	-%	-%	-%	93%	6%	77%
NET: Satisfied		13	7	2	*	*	1	*	10	*	-	*	1	2	*
		77%	69%	100%	94%	100%	100%	95%	83%	4%	-%	77%	100%	100%	100%
NET: Dissatisfied		3	3	-	-	-	-	*	2	1	-	*	-	-	-
		17%	31%	-%	-%	-%	-%	5%	17%	96%	-%	10%	-%	-%	-%
Answered		17	9	2	*	*	1	*	12	1	-	*	1	2	*
Mean Score		.9	.7	1.0	1.9	1.0	2.0	1.9	.9	-.9	-	.7	1.9	1.1	1.8
Standard error		.19	.33	-	-	-	-	-	.26	-	-	-	-	.27	-
Standard deviation		1.03	1.29	-	-	-	-	-	1.02	-	-	-	-	.38	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	29	15	3	2	1	5	1	1	4	3	7	6	7
Effective base	12	8	1	2	1	1	1	1	2	2	4	2	2
Weighted Base	17	12	1	2	*	1	*	*	4	1	7	2	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	2	-	1	-	*	-	-	1	2	-	*
		17%	17%	-%	34%	-%	1%	-%	-%	57%	32%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	-	-	*	-	*	-	-	*	-
		6%	8%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	9	7	*	2	-	*	*	4	1	2	2	*
		51%	54%	2%	66%	-%	4%	100%	100%	43%	32%	63%	34%
Very satisfied	(2)	4	3	1	-	*	1	-	-	-	2	1	1
		26%	21%	98%	-%	100%	95%	-%	-%	-%	37%	36%	66%
NET: Satisfied		13	9	1	2	*	1	*	4	1	5	2	1
		77%	75%	100%	66%	100%	99%	100%	100%	43%	68%	100%	100%
NET: Dissatisfied		3	2	-	1	-	*	-	-	1	2	-	*
		17%	17%	-%	34%	-%	1%	-%	-%	57%	32%	-%	-%
Answered		17	12	1	2	*	1	*	4	1	7	2	1
Mean Score		.9	.8	2.0	.3	2.0	1.9	1.0	1.0	-1	.7	1.4	1.7
Standard error		.19	.26	-	.88	-	-	-	.02	1.06	.51	.26	.40
Standard deviation		1.03	1.00	-	1.25	-	-	-	.05	1.83	1.36	.63	1.06

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	29	4	2	7	6	6	6	5	6	7	3
Effective base	12	2	1	3	2	2	2	3	4	3	2
Weighted Base	17	3	1	5	2	1	4	2	6	3	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	-	2	-	*	-	1	2	-
		17%	32%	-%	38%	-%	1%	-%	42%	35%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	-	*	-	*	-	-	-
		6%	*%	-%	-%	*%	-%	*%	-%	-%	-%
Fairly satisfied	(1)	9	2	1	1	2	*	4	1	1	2
		51%	68%	100%	18%	63%	12%	100%	58%	24%	49%
Very satisfied	(2)	4	-	-	2	1	1	-	-	3	2
		26%	-%	-%	44%	36%	88%	-%	-%	41%	51%
NET: Satisfied		13	2	1	3	2	1	4	1	4	3
		77%	68%	100%	62%	100%	99%	100%	58%	65%	100%
NET: Dissatisfied		3	1	-	2	-	*	-	1	2	-
		17%	32%	-%	38%	-%	1%	-%	42%	35%	-%
Answered		17	3	1	5	2	1	4	2	6	3
Mean Score		.9	.4	1.0	.7	1.4	1.9	1.0	.2	.7	1.5
Standard error		.19	.60	-	.57	.26	-	.03	.63	.59	.23
Standard deviation		1.03	1.19	-	1.51	.63	-	.07	1.41	1.43	.60

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	29	7	1	7	9	4	21	2	5	15	14	19	6
Effective base	12	3	1	3	4	2	10	1	2	5	7	8	1
Weighted Base	17	5	2	5	4	1	15	1	1	7	10	10	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	2	1	*	2	1	-	3	*	3	*
		17%	-%	100%	17%	-%	14%	100%	-%	44%	-%	28%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	*	-	1	-	-	*	1	*	-
		6%	20%	-%	-%	-%	7%	-%	-%	-%	10%	-%	-%
Fairly satisfied	(1)	9	4	-	2	2	8	-	1	3	6	3	2
		51%	76%	-%	44%	58%	51%	-%	95%	43%	56%	32%	94%
Very satisfied	(2)	4	*	-	2	2	4	-	*	1	3	4	*
		26%	4%	-%	39%	42%	29%	-%	5%	13%	34%	39%	6%
NET: Satisfied		13	4	-	4	4	12	-	1	4	9	7	2
		77%	80%	-%	83%	100%	79%	-%	100%	56%	90%	72%	100%
NET: Dissatisfied		3	-	2	1	*	2	1	-	3	*	3	*
		17%	-%	100%	17%	-%	14%	100%	-%	44%	-%	28%	-%
Answered		17	5	2	5	4	15	1	1	7	10	10	2
Mean Score		.9	.8	-1.0	1.1	1.4	.9	-1.0	1.0	.3	1.2	.8	1.1
Standard error		.19	.19	-	.44	.20	.22	-	-	.32	.17	.29	.16
Standard deviation		1.03	.51	-	1.16	.59	.99	-	-	1.25	.65	1.29	.40

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base											
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	29	16	11	6	22	18	7	17	10	5	23
Effective base	12	8	3	3	9	9	5	8	3	3	10
Weighted Base	17	11	5	4	13	12	*	11	4	4	12
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	2	1	-	3	3	*	2	1	2
		17%	19%	18%	-%	23%	25%	1%	19%	18%	47%
Neither satisfied nor dissatisfied	(0)	1	*	-	-	1	*	-	*	*	*
		6%	*%	-%	-%	8%	*%	-%	*%	*%	*%
Fairly satisfied	(1)	9	5	4	4	4	*	5	3	2	6
		51%	45%	78%	98%	35%	41%	43%	45%	79%	53%
Very satisfied	(2)	4	4	*	*	4	*	4	*	-	4
		26%	36%	4%	2%	34%	34%	56%	36%	2%	-%
NET: Satisfied		13	9	4	4	9	9	*	9	4	2
		77%	81%	82%	100%	69%	75%	99%	81%	81%	53%
NET: Dissatisfied		3	2	1	-	3	3	*	2	1	2
		17%	19%	18%	-%	23%	25%	1%	19%	18%	47%
Answered		17	11	5	4	13	12	*	11	4	4
Mean Score		.9	1.0	.7	1.0	.8	.8	1.5	1.0	.7	.1
Standard error		.19	.28	.28	.07	.25	.28	-	.27	.29	.51
Standard deviation		1.03	1.11	.92	.18	1.19	1.20	-	1.11	.91	1.13

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	29	17	19	11	-	21	20	10	-	26	14	10	-
Effective base	12	7	7	5	-	9	9	4	-	12	6	6	-
Weighted Base	17	9	10	7	-	13	13	6	-	17	10	7	-
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	3	3	3	2	-	3	3	3	-	3	3	1	-
	17%	33%	30%	30%	-%	23%	23%	46%	-%	18%	30%	12%	-%
Neither satisfied nor dissatisfied (0)	1	*	*	*	-	*	*	*	-	1	*	*	-
	6%	*%	*%	*%	-%	*%	*%	*%	-%	6%	*%	*%	-%
Fairly satisfied (1)	9	4	3	4	-	8	6	3	-	8	7	4	-
	51%	50%	36%	59%	-%	65%	50%	39%	-%	51%	68%	67%	-%
Very satisfied (2)	4	1	3	1	-	1	3	1	-	4	*	1	-
	26%	17%	33%	11%	-%	12%	27%	15%	-%	26%	1%	21%	-%
NET: Satisfied	13	6	7	5	-	10	10	3	-	13	7	6	-
	77%	67%	70%	70%	-%	77%	77%	54%	-%	76%	70%	88%	-%
NET: Dissatisfied	3	3	3	2	-	3	3	3	-	3	3	1	-
	17%	33%	30%	30%	-%	23%	23%	46%	-%	18%	30%	12%	-%
Answered	17	9	10	7	-	13	13	6	-	17	10	7	-
Mean Score	.9	.5	.7	.5	-	.7	.8	.2	-	.8	.4	1.0	-
Standard error	.19	.29	.29	.33	-	.22	.25	.41	-	.20	.26	.29	-
Standard deviation	1.03	1.19	1.28	1.11	-	1.00	1.12	1.28	-	1.03	.99	.91	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	29	20	21	13	18	13	3	9	11	10	6	4	6	4		
Effective base	12	8	10	6	7	7	1	4	5	4	3	2	2	1		
Weighted Base	17	11	14	8	9	11	1	5	7	6	4	4	3	3		
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	3	2	3	2	3	3	-	2	2	2	-	2	2	2		
	17%	19%	21%	26%	33%	27%	-%	44%	28%	35%	-%	59%	63%	83%		
Neither satisfied nor dissatisfied (0)	1	*	*	*	*	*	-	*	*	*	*	-	-	-		
	6%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%		
Fairly satisfied (1)	9	5	7	4	2	5	*	1	4	3	3	1	*	*		
	51%	44%	49%	54%	22%	48%	4%	21%	60%	51%	78%	17%	10%	12%		
Very satisfied (2)	4	4	4	2	4	3	1	2	1	1	1	1	1	*		
	26%	37%	30%	20%	45%	25%	96%	35%	11%	14%	22%	24%	27%	5%		
NET: Satisfied	13	9	11	6	6	8	1	3	5	4	4	1	1	*		
	77%	81%	79%	74%	67%	73%	100%	55%	72%	65%	100%	41%	37%	17%		
NET: Dissatisfied	3	2	3	2	3	3	-	2	2	2	-	2	2	2		
	17%	19%	21%	26%	33%	27%	-%	44%	28%	35%	-%	59%	63%	83%		
Answered	17	11	14	8	9	11	1	5	7	6	4	4	3	3		
Mean Score	.9	1.0	.9	.7	.8	.7	2.0	.5	.5	.4	1.2	.1	*	-.6		
Standard error	.19	.25	.24	.31	.33	.33	-	.51	.33	.38	.20	.77	.66	.57		
Standard deviation	1.03	1.11	1.11	1.13	1.40	1.18	-	1.52	1.10	1.22	.48	1.54	1.61	1.14		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	29	4	1	5	2	27	25	28	26	22	21	25	11	-	16	3
Effective base	12	2	1	3	1	11	10	12	11	9	8	11	5	-	7	2
Weighted Base	17	2	1	4	2	14	14	16	16	13	9	14	7	-	9	4
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	3	-	-	3	-	2	2	2	2	3	*	2	2	-	-	3
	17%	-%	-%	72%	-%	15%	15%	13%	13%	23%	*%	15%	32%	-%	-%	83%
Neither satisfied nor dissatisfied (0)	1	*	-	-	-	1	1	1	1	1	1	1	*	-	*	-
	6%	*%	-%	-%	-%	7%	7%	6%	6%	8%	11%	7%	*%	-%	*%	-%
Fairly satisfied (1)	9	2	-	1	1	7	7	9	8	5	7	7	3	-	6	1
	51%	98%	-%	15%	94%	48%	48%	53%	53%	39%	73%	48%	46%	-%	61%	17%
Very satisfied (2)	4	*	1	1	*	4	4	4	4	4	1	4	1	-	4	-
	26%	1%	100%	13%	6%	30%	30%	27%	27%	30%	16%	30%	21%	-%	39%	-%
NET: Satisfied	13	2	1	1	2	11	11	13	13	9	8	11	4	-	9	1
	77%	100%	100%	28%	100%	78%	78%	80%	80%	69%	89%	78%	67%	-%	100%	17%
NET: Dissatisfied	3	-	-	3	-	2	2	2	2	3	*	2	2	-	-	3
	17%	-%	-%	72%	-%	15%	15%	13%	13%	23%	*%	15%	32%	-%	-%	83%
Answered	17	2	1	4	2	14	14	16	16	13	9	14	7	-	9	4
Mean Score	.9	1.0	2.0	-.3	1.1	.9	.9	.9	.9	.8	1.0	.9	.6	-	1.4	-.7
Standard error	.19	.09	-	.59	.29	.19	.20	.18	.19	.25	.12	.20	.38	-	.13	.52
Standard deviation	1.03	.17	-	1.31	.40	1.01	1.01	.96	.96	1.16	.55	1.02	1.25	-	.52	.89

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	29	12	10	22	1	13	16	8	14	7	14	7	8
Effective base	12	5	5	8	1	5	7	4	7	3	7	3	3
Weighted Base	17	8	6	10	1	7	10	2	10	5	11	3	3
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	3	3	-	-	1	3	-	1	-	2	2	1	-
	17%	37%	-%	-%	100%	41%	-%	35%	-%	46%	20%	28%	-%
Neither satisfied nor dissatisfied (0)	1	*	*	1	-	1	*	*	1	*	1	-	*
	6%	*%	*%	10%	-%	14%	*%	*%	10%	*%	10%	-%	*%
Fairly satisfied (1)	9	5	2	4	-	3	6	1	5	2	5	2	2
	51%	63%	31%	45%	-%	41%	57%	37%	55%	48%	44%	69%	56%
Very satisfied (2)	4	*	4	4	-	*	4	1	3	*	3	*	1
	26%	*%	69%	45%	-%	3%	42%	28%	35%	6%	27%	4%	43%
NET: Satisfied	13	5	6	9	-	3	10	1	9	2	8	2	3
	77%	63%	100%	90%	-%	44%	100%	64%	90%	54%	71%	72%	100%
NET: Dissatisfied	3	3	-	-	1	3	-	1	-	2	2	1	-
	17%	37%	-%	-%	100%	41%	-%	35%	-%	46%	20%	28%	-%
Answered	17	8	6	10	1	7	10	2	10	5	11	3	3
Mean Score	.9	.3	1.7	1.3	-1.0	.1	1.4	.6	1.2	.1	.8	.5	1.4
Standard error	.19	.30	.16	.15	-	.29	.13	.58	.18	.46	.29	.44	.21
Standard deviation	1.03	1.04	.51	.70	-	1.05	.52	1.63	.66	1.22	1.10	1.15	.60

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		29	18	11
Effective base		12	8	5
Weighted Base		17	9	8
Very dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly dissatisfied	(-1)	3	1	2
		17%	9%	28%
Neither satisfied nor dissatisfied	(0)	1	*	1
		6%	*%	13%
Fairly satisfied	(1)	9	5	4
		51%	51%	50%
Very satisfied	(2)	4	4	1
		26%	40%	8%
NET: Satisfied		13	8	4
		77%	91%	59%
NET: Dissatisfied		3	1	2
		17%	9%	28%
Answered		17	9	8
Mean Score		.9	1.2	.4
Standard error		.19	.21	.32
Standard deviation		1.03	.89	1.05

Columns Tested: a,b

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	29	-	-	6	1	1	5	2	3	1	3	6	1
Effective base	12	-	-	3	1	1	2	2	3	1	3	3	1
Weighted Base	17	-	-	3	1	*	4	*	2	1	*	5	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	*	-	-	2	-	-	-	-	1	-
		17%	-%	-%	*%	-%	54%	-%	-%	-%	-%	17%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	-	-	*	-	-	-	-	*	-
		6%	-%	-%	34%	-%	*%	-%	-%	-%	-%	*%	-%
Fairly satisfied	(1)	9	-	2	-	*	2	*	1	-	*	4	-
		51%	-%	-%	62%	-%	100%	45%	74%	54%	-%	28%	83%
Very satisfied	(2)	4	-	*	1	-	*	*	1	1	*	-	2
		26%	-%	-%	3%	100%	-%	1%	26%	46%	100%	72%	-%
NET: Satisfied		13	-	2	1	*	2	*	2	1	*	4	2
		77%	-%	-%	65%	100%	100%	45%	100%	100%	100%	83%	100%
NET: Dissatisfied		3	-	*	-	-	2	-	-	-	-	1	-
		17%	-%	-%	*%	-%	-%	54%	-%	-%	-%	17%	-%
Answered		17	-	3	1	*	4	*	2	1	*	5	2
Mean Score		.9	-	.7	2.0	1.0	-.1	1.3	1.5	2.0	1.7	.7	2.0
Standard error		.19	-	.27	-	-	.52	-	.46	-	-	.35	-
Standard deviation		1.03	-	.66	-	-	1.17	-	.80	-	-	.85	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 381 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	29	6	7	6	10	13	16
Effective base	12	3	3	4	5	5	7
Weighted Base	17	3	5	2	7	8	9
Very dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	2	-	1	2	1
		17%	45%	-%	12%	28%	9%
Neither satisfied nor dissatisfied	(0)	1	*	-	*	1	*
		6%	34%	-%	6%	13%	6%
Fairly satisfied	(1)	9	2	1	4	4	5
		51%	62%	42%	58%	47%	54%
Very satisfied	(2)	4	1	1	2	1	3
		26%	17%	58%	31%	12%	37%
NET: Satisfied		13	3	2	6	4	8
		77%	65%	100%	88%	59%	91%
NET: Dissatisfied		3	2	-	1	2	1
		17%	45%	-%	12%	28%	9%
Answered		17	5	2	7	8	9
Mean Score		.9	.3	1.6	1.1	.4	1.2
Standard error		.19	.51	.27	.30	.30	.22
Standard deviation		1.03	1.35	.67	.94	1.09	.88

Columns Tested:: a,b,c,d - a,b

Table 382

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	16	-	16	8	-	3	5	8
Effective base	5	-	5	5	-	3	2	5
Weighted Base	9	-	9	9	-	*	*	*
Very dissatisfied	(-2) 1	-	1	1	-	-	-	-
	9%	-%	9%	9%	-%	-%	-%	-%
Fairly dissatisfied	(-1) -	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0) -	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1) 7	-	7	7	-	*	*	*
	78%	-%	78%	78%	-%	70%	96%	81%
Very satisfied	(2) 1	-	1	1	-	*	*	*
	13%	-%	13%	13%	-%	30%	4%	19%
NET: Satisfied	8	-	8	8	-	*	*	*
	91%	-%	91%	91%	-%	100%	100%	100%
NET: Dissatisfied	1	-	1	1	-	-	-	-
	9%	-%	9%	9%	-%	-%	-%	-%
Answered	9	-	9	9	-	*	*	*
Mean Score	.9	-	.9	.9	-	1.3	1.0	1.2
Standard error	.25	-	.25	.36	-	-	-	-
Standard deviation	1.00	-	1.00	1.01	-	-	-	-

Columns Tested:: a,b - a,b,c,d,e

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	16	4	1	3	-	3	5	8	-	8
Effective base	5	3	1	2	-	3	2	5	-	5
Weighted Base	9	6	2	2	-	*	*	9	-	*
Very dissatisfied	(-2) 1	-	-	1	-	-	-	1	-	-
	9%	-%	-%	48%	-%	-%	-%	9%	-%	-%
Fairly dissatisfied	(-1) -	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0) -	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1) 7	5	2	*	-	*	*	7	-	*
	78%	93%	100%	8%	-%	70%	96%	78%	-%	81%
Very satisfied	(2) 1	*	-	1	-	*	*	1	-	*
	13%	7%	-%	44%	-%	30%	4%	13%	-%	19%
NET: Satisfied	8	6	2	1	-	*	*	8	-	*
	91%	100%	100%	52%	-%	100%	100%	91%	-%	100%
NET: Dissatisfied	1	-	-	1	-	-	-	1	-	-
	9%	-%	-%	48%	-%	-%	-%	9%	-%	-%
Answered	9	6	2	2	-	*	*	9	-	*
Mean Score	.9	1.1	1.0	*	-	1.3	1.0	.9	-	1.2
Standard error	.25	.14	-	1.75	-	-	-	.36	-	-
Standard deviation	1.00	.28	-	3.03	-	-	-	1.01	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	16	5	3	-	3	5	6	3	-	1	6
Effective base	5	3	2	-	3	2	4	2	-	1	4
Weighted Base	9	7	2	-	*	*	4	5	-	*	*
Very dissatisfied	(-2) 1	-	1	-	-	-	1	-	-	-	-
	9%	-%	48%	-%	-%	-%	20%	-%	-%	-%	-%
Fairly dissatisfied	(-1) -	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0) -	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1) 7	7	*	-	*	*	2	5	-	-	*
	78%	94%	8%	-%	70%	96%	50%	100%	-%	-%	80%
Very satisfied	(2) 1	*	1	-	*	*	1	-	-	*	*
	13%	6%	44%	-%	30%	4%	29%	-%	-%	100%	20%
NET: Satisfied	8	7	1	-	*	*	3	5	-	*	*
	91%	100%	52%	-%	100%	100%	80%	100%	-%	100%	100%
NET: Dissatisfied	1	-	1	-	-	-	1	-	-	-	-
	9%	-%	48%	-%	-%	-%	20%	-%	-%	-%	-%
Answered	9	7	2	-	*	*	4	5	-	*	*
Mean Score	.9	1.1	*	-	1.3	1.0	.7	1.0	-	2.0	1.2
Standard error	.25	.11	1.75	-	-	-	.67	-	-	-	-
Standard deviation	1.00	.25	3.03	-	-	-	1.65	-	-	-	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	16	-	-	1	-	1	3	1	-	-
Effective base	5	-	-	1	-	1	2	1	-	-
Weighted Base	9	-	-	2	-	1	6	*	-	-
Very dissatisfied	(-2)	1	-	-	-	1	-	-	-	-
	9%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	-	2	-	-	5	*	-	-
	78%	-%	-%	100%	-%	-%	87%	100%	-%	-%
Very satisfied	(2)	1	-	-	-	-	1	-	-	-
	13%	-%	-%	-%	-%	-%	13%	-%	-%	-%
NET: Satisfied	8	-	-	2	-	-	6	*	-	-
	91%	-%	-%	100%	-%	-%	100%	100%	-%	-%
NET: Dissatisfied	1	-	-	-	-	1	-	-	-	-
	9%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Answered	9	-	-	2	-	1	6	*	-	-
Mean Score	.9	-	-	1.0	-	-2.0	1.1	1.0	-	-
Standard error	.25	-	-	-	-	-	.21	-	-	-
Standard deviation	1.00	-	-	-	-	-	.37	-	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		GOR (QC3)									
		Net: North		Net: Midlands		Net: South		Net: England		Net: Scotland, Wales and Northern Ireland	
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
			*a	*b	*c	*d	*e	*f	*g	*h	
Significance Level: 95%											
Unweighted Base		16	1	-	5	6	10	-	4	6	
Effective base		5	1	-	3	4	3	-	3	3	
Weighted Base		9	1	-	7	8	1	-	1	*	
Very dissatisfied	(-2)	1	1	-	-	1	-	-	-	-	
		9%	100%	-%	-%	10%	-%	-%	-%	-%	
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	
		-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly satisfied	(1)	7	-	-	7	7	1	-	*	*	
		78%	-%	-%	90%	81%	54%	-%	49%	97%	
Very satisfied	(2)	1	-	-	1	1	*	-	*	*	
		13%	-%	-%	10%	9%	46%	-%	51%	3%	
NET: Satisfied		8	-	-	7	7	1	-	1	*	
		91%	-%	-%	100%	90%	100%	-%	100%	100%	
NET: Dissatisfied		1	1	-	-	1	-	-	-	-	
		9%	100%	-%	-%	10%	-%	-%	-%	-%	
Answered		9	1	-	7	8	1	-	1	*	
Mean Score		.9	-2.0	-	1.1	.8	1.5	-	1.5	1.0	
Standard error		.25	-	-	.14	.42	-	-	-	-	
Standard deviation		1.00	-	-	.32	1.03	-	-	-	-	

Columns Tested:: a,b,c,d,e,f,g,h

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	16	-	3	-	3	1	2	1	-	9
Effective base	5	-	1	-	1	1	1	1	-	3
Weighted Base	9	-	1	-	1	*	2	*	-	7
Very dissatisfied	(-2)	1	1	-	1	-	-	-	-	-
	9%	-%	98%	-%	98%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	*	-	*	*	2	*	-	5
	78%	-%	2%	-%	2%	100%	98%	100%	-%	82%
Very satisfied	(2)	1	-	-	-	-	*	-	-	1
	13%	-%	-%	-%	-%	-%	2%	-%	-%	18%
NET: Satisfied	8	-	*	-	*	*	2	*	-	7
	91%	-%	2%	-%	2%	100%	100%	100%	-%	100%
NET: Dissatisfied	1	-	1	-	1	-	-	-	-	-
	9%	-%	98%	-%	98%	-%	-%	-%	-%	-%
Answered	9	-	1	-	1	*	2	*	-	7
Mean Score	.9	-	-1.9	-	-1.9	1.0	1.0	1.0	-	1.2
Standard error	.25	-	-	-	-	-	.16	-	-	.14
Standard deviation	1.00	-	-	-	-	-	.23	-	-	.41

Columns Tested: a,b,c,d,e,f,g,h,i

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	16	4	2	10	15	1	-	15	1	16	-
Effective base	5	1	1	3	5	1	-	5	1	5	-
Weighted Base	9	1	2	7	9	*	-	9	*	9	-
Very dissatisfied (-2)	1 9%	1 92%	- -%	- -%	1 9%	- -%	- -%	1 9%	- -%	1 9%	- -%
Fairly dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly satisfied (1)	7 78%	* 8%	2 98%	6 83%	7 78%	* 100%	- -%	7 78%	* 100%	7 78%	- -%
Very satisfied (2)	1 13%	- -%	* 2%	1 17%	1 13%	- -%	- -%	1 13%	- -%	1 13%	- -%
NET: Satisfied	8 91%	* 8%	2 100%	7 100%	8 91%	* 100%	- -%	8 91%	* 100%	8 91%	- -%
NET: Dissatisfied	1 9%	1 92%	- -%	- -%	1 9%	- -%	- -%	1 9%	- -%	1 9%	- -%
Answered	9	1	2	7	9	*	-	9	*	9	-
Mean Score	.9	-1.8	1.0	1.2	.9	1.0	-	.9	1.0	.9	-
Standard error	.25	-	.16	.13	.26	-	-	.26	-	.25	-
Standard deviation	1.00	-	.23	.41	1.01	-	-	1.01	-	1.00	-

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		16	7	3	6
Effective base		5	3	1	2
Weighted Base		9	6	1	2
Very dissatisfied	(-2)	1	-	1	-
		9%	-%	85%	-%
Fairly dissatisfied	(-1)	-	-	-	-
		-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-
		-%	-%	-%	-%
Fairly satisfied	(1)	7	6	*	2
		78%	93%	15%	67%
Very satisfied	(2)	1	*	-	1
		13%	7%	-%	33%
NET: Satisfied		8	6	*	2
		91%	100%	15%	100%
NET: Dissatisfied		1	-	1	-
		9%	-%	85%	-%
Answered		9	6	1	2
Mean Score		.9	1.1	-1.5	1.3
Standard error		.25	.11	-	.25
Standard deviation		1.00	.28	-	.62

Columns Tested: a,b,c

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Significance Level: 95%												
Unweighted Base	16	8	4	1	-	1	1	1	-	12	4	3
Effective base	5	4	2	1	-	1	1	1	-	4	1	1
Weighted Base	9	8	*	*	-	*	*	1	-	8	1	1
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	-	-
		9%	10%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	*	*	-	-	*	-	-	7	*	*
		78%	85%	95%	100%	-%	-%	100%	-%	85%	4%	3%
Very satisfied	(2)	1	*	*	-	*	-	1	-	*	1	1
		13%	5%	5%	-%	-%	100%	-%	100%	5%	96%	97%
NET: Satisfied		8	*	*	-	*	*	1	-	8	1	1
		91%	90%	100%	100%	-%	100%	100%	-%	90%	100%	100%
NET: Dissatisfied		1	-	-	-	-	-	-	-	1	-	-
		9%	10%	-%	-%	-%	-%	-%	-%	10%	-%	-%
Answered		9	*	*	-	*	*	1	-	8	1	1
Mean Score		.9	1.0	1.0	-	2.0	1.0	2.0	-	.8	2.0	2.0
Standard error		.25	-	-	-	-	-	-	-	.28	-	-
Standard deviation		1.00	.99	-	-	-	-	-	-	.99	-	-

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	16	3	5	8	16	16	16	16	12	12	-	8	-	1	-	6	1
Effective base	5	2	3	1	5	5	5	5	4	3	-	3	-	1	-	2	1
Weighted Base	9	4	4	1	9	9	9	9	8	4	-	7	-	*	-	2	*
Very dissatisfied	(-2)	1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		9%	20%	-%	9%	9%	9%	9%	10%	20%	-%	12%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	3	4	7	7	7	7	7	3	-	6	-	*	-	2	-
		78%	80%	91%	78%	78%	78%	78%	81%	62%	-%	82%	-%	100%	-%	69%	-%
Very satisfied	(2)	1	-	*	1	1	1	1	1	1	-	*	-	-	-	1	*
		13%	-%	9%	13%	13%	13%	13%	9%	19%	-%	6%	-%	-%	-%	31%	100%
NET: Satisfied		8	3	4	8	8	8	8	8	3	-	6	-	*	-	2	*
		91%	80%	100%	91%	91%	91%	91%	90%	80%	-%	88%	-%	100%	-%	100%	100%
NET: Dissatisfied		1	1	-	1	1	1	1	1	1	-	1	-	-	-	-	-
		9%	20%	-%	9%	9%	9%	9%	10%	20%	-%	12%	-%	-%	-%	-%	-%
Answered	9	4	4	1	9	9	9	9	8	4	-	7	-	*	-	2	*
Mean Score	.9	.4	1.1	1.9	.9	.9	.9	.9	.8	.6	-	.7	-	1.0	-	1.3	2.0
Standard error	.25	.81	.15	-	.25	.25	.25	.25	.29	.44	-	.39	-	-	-	.25	-
Standard deviation	1.00	1.40	.33	-	1.00	1.00	1.00	1.00	1.02	1.54	-	1.11	-	-	-	.61	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Number of letters sent						Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	16	8	2	1	-	3	1	1	8	2	-	-	3	2	1
Effective base	5	3	1	1	-	1	1	1	3	1	-	-	1	1	1
Weighted Base	9	7	2	*	-	1	*	*	6	1	-	-	1	2	*
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	1	-	-	-	-	-
		9%	12%	-%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	6	2	*	-	*	*	6	*	-	-	*	2	-
		78%	82%	100%	100%	-%	8%	100%	93%	1%	-%	-%	8%	100%	-%
Very satisfied	(2)	1	*	*	-	-	1	-	*	-	-	-	1	-	*
		13%	6%	*%	-%	-%	92%	-%	7%	-%	-%	-%	92%	-%	100%
NET: Satisfied		8	6	2	*	-	1	*	6	*	-	-	1	2	*
		91%	88%	100%	100%	-%	100%	100%	100%	1%	-%	-%	100%	100%	100%
NET: Dissatisfied		1	1	-	-	-	-	-	-	1	-	-	-	-	-
		9%	12%	-%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%
Answered		9	7	2	*	-	1	*	6	1	-	-	1	2	*
Mean Score		.9	.7	1.0	1.0	-	1.9	1.0	2.0	1.1	-2.0	-	-	1.9	1.0
Standard error		.25	.39	.05	-	-	-	-	.10	-	-	-	-	-	-
Standard deviation		1.00	1.10	.08	-	-	-	-	.28	-	-	-	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Significance Level: 95%													
Unweighted Base	16	9	-	3	1	3	-	-	3	4	4	3	2
Effective base	5	3	-	2	1	1	-	-	2	1	1	1	1
Weighted Base	9	6	-	2	*	1	-	-	4	1	2	2	1
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	-	-
		9%	-%	-%	34%	-%	-%	-%	-%	91%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	6	-	2	*	*	-	3	*	2	2	-
		78%	93%	-%	66%	100%	7%	-%	88%	9%	100%	100%	-%
Very satisfied	(2)	1	*	-	-	-	1	-	*	-	-	*	1
		13%	7%	-%	-%	-%	93%	-%	12%	-%	-%	*%	100%
NET: Satisfied		8	6	-	2	*	1	-	4	*	2	2	1
		91%	100%	-%	66%	100%	100%	-%	100%	9%	100%	100%	100%
NET: Dissatisfied		1	-	-	1	-	-	-	-	1	-	-	-
		9%	-%	-%	34%	-%	-%	-%	-%	91%	-%	-%	-%
Answered	9	6	-	2	*	1	-	-	4	1	2	2	1
Mean Score	.9	1.1	-	*	1.0	1.9	-	-	1.1	-1.7	1.0	1.0	2.0
Standard error	.25	.09	-	1.08	-	-	-	-	.22	-	-	.04	-
Standard deviation	1.00	.28	-	1.87	-	-	-	-	.38	-	-	.08	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	16	5	3	3	3	2	5	3	3	4	1
Effective base	5	2	2	1	1	1	2	1	1	2	1
Weighted Base	9	4	*	2	2	1	4	1	2	2	*
Very dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	-
	9%	18%	-%	-%	-%	-%	-%	82%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	3	*	2	-	3	*	2	2	-
	78%	72%	100%	100%	100%	-%	88%	18%	100%	68%	-%
Very satisfied	(2)	1	*	-	-	1	*	-	-	1	*
	13%	9%	-%	-%	*%	100%	12%	-%	-%	32%	100%
NET: Satisfied	8	4	*	2	2	1	4	*	2	2	*
	91%	82%	100%	100%	100%	100%	100%	18%	100%	100%	100%
NET: Dissatisfied	1	1	-	-	-	-	-	1	-	-	-
	9%	18%	-%	-%	-%	-%	-%	82%	-%	-%	-%
Answered	9	4	*	2	2	1	4	1	2	2	*
Mean Score	.9	.5	1.0	1.0	1.0	2.0	1.1	-1.4	1.0	1.3	2.0
Standard error	.25	.63	-	-	.04	-	.17	-	-	.31	-
Standard deviation	1.00	1.41	-	-	.08	-	.38	-	-	.62	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	16	4	2	5	3	2	11	1	4	7	9	10	6
Effective base	5	2	1	2	2	1	4	1	1	3	2	4	1
Weighted Base	9	4	*	3	2	*	5	1	3	7	2	8	2
Very dissatisfied	(-2)	1	-	-	1	-	-	1	-	1	-	1	-
		9%	-%	-%	26%	-%	-%	100%	-%	12%	-%	11%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	3	*	2	2	4	-	3	5	2	6	2
		78%	88%	100%	74%	68%	78%	-%	100%	77%	81%	74%	98%
Very satisfied	(2)	1	*	-	-	1	1	-	-	1	*	1	*
		13%	12%	-%	-%	32%	22%	-%	-%	11%	19%	15%	2%
NET: Satisfied		8	4	*	2	2	5	-	3	6	2	7	2
		91%	100%	100%	74%	100%	100%	-%	100%	88%	100%	89%	100%
NET: Dissatisfied		1	-	-	1	-	-	1	-	1	-	1	-
		9%	-%	-%	26%	-%	-%	100%	-%	12%	-%	11%	-%
Answered		9	4	*	3	2	5	1	3	7	2	8	2
Mean Score		.9	1.1	1.0	.2	1.3	1.2	-2.0	1.0	.8	1.2	.8	1.0
Standard error		.25	.19	-	.71	.36	.14	-	-	.43	.17	.35	.09
Standard deviation		1.00	.38	-	1.58	.62	.46	-	-	1.14	.51	1.12	.21

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	16	5	11	3	13	11	5	7	9	3	13
Effective base	5	3	3	2	3	5	4	3	2	2	4
Weighted Base	9	6	3	4	5	9	*	6	3	5	4
Very dissatisfied	(-2) 1 9%	- -%	1 25%	- -%	1 15%	1 9%	- -%	- -%	1 29%	- -%	1 20%
Fairly dissatisfied	(-1) - -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) - -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly satisfied	(1) 7 78%	5 88%	2 61%	4 100%	3 63%	7 78%	* 74%	5 82%	2 70%	5 100%	2 52%
Very satisfied	(2) 1 13%	1 12%	* 14%	* *%	1 22%	1 13%	* 26%	1 18%	* 1%	* *%	1 29%
NET: Satisfied	8 91%	6 100%	2 75%	4 100%	5 85%	8 91%	* 100%	6 100%	2 71%	5 100%	3 80%
NET: Dissatisfied	1 9%	- -%	1 25%	- -%	1 15%	1 9%	- -%	- -%	1 29%	- -%	1 20%
Answered	9	6	3	4	5	9	*	6	3	5	4
Mean Score	.9	1.1	.4	1.0	.8	.9	1.3	1.2	.1	1.0	.7
Standard error	.25	.16	.51	.02	.38	.30	-	.16	.57	.02	.45
Standard deviation	1.00	.36	1.70	.03	1.36	1.01	-	.42	1.72	.03	1.61

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	16	11	14	6	-	10	15	3	-	12	13	6	-
Effective base	5	4	4	2	-	4	4	2	-	4	4	2	-
Weighted Base	9	6	8	2	-	6	8	2	-	8	8	5	-
Very dissatisfied (-2)	1 9%	1 14%	1 10%	- -%	- -%	1 14%	1 10%	1 52%	- -%	1 10%	1 10%	1 17%	- -%
Fairly dissatisfied (-1)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly satisfied (1)	7 78%	4 72%	7 85%	2 69%	- -%	4 72%	7 85%	- -%	- -%	7 81%	7 85%	3 59%	- -%
Very satisfied (2)	1 13%	1 14%	* 5%	1 31%	- -%	1 14%	* 5%	1 48%	- -%	1 9%	* 5%	1 24%	- -%
NET: Satisfied	8 91%	5 86%	8 90%	2 100%	- -%	5 86%	8 90%	1 48%	- -%	8 90%	8 90%	4 83%	- -%
NET: Dissatisfied	1 9%	1 14%	1 10%	- -%	- -%	1 14%	1 10%	1 52%	- -%	1 10%	1 10%	1 17%	- -%
Answered	9	6	8	2	-	6	8	2	-	8	8	5	-
Mean Score	.9	.7	.8	1.3	-	.7	.8	-.1	-	.8	.8	.7	-
Standard error	.25	.39	.26	.24	-	.41	.25	1.93	-	.29	.27	.59	-
Standard deviation	1.00	1.28	.99	.60	-	1.28	.98	3.34	-	1.02	.98	1.45	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b
Significance Level: 95%														
Unweighted Base	16	12	11	7	9	11	3	6	5	6	3	2	3	3
Effective base	5	4	5	4	4	4	1	3	3	3	2	1	1	1
Weighted Base	9	8	9	8	2	8	1	6	5	5	2	1	*	3
Very dissatisfied (-2)	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	9%	-%	9%	-%	32%	10%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied (1)	7	7	7	7	*	7	-	5	4	5	2	-	*	3
	78%	86%	77%	90%	20%	81%	-%	88%	84%	86%	67%	-%	99%	100%
Very satisfied (2)	1	1	1	1	1	1	1	1	1	1	1	1	*	*
	13%	14%	13%	10%	48%	9%	100%	12%	16%	14%	33%	100%	1%	100%
NET: Satisfied	8	8	8	8	2	8	1	6	5	5	2	1	*	3
	91%	100%	91%	100%	68%	90%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	1	-	1	-	1	1	-	-	-	-	-	-	-	-
	9%	-%	9%	-%	32%	10%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	9	8	9	8	2	8	1	6	5	5	2	1	*	3
Mean Score	.9	1.1	.9	1.1	.5	.8	2.0	1.1	1.2	1.1	1.3	2.0	1.0	1.0
Standard error	.25	.11	.31	.12	.76	.31	-	.15	.19	.16	.36	-	-	.02
Standard deviation	1.00	.37	1.03	.32	2.29	1.02	-	.36	.42	.38	.62	-	-	.04

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b
Significance Level: 95%																
Unweighted Base	16	1	1	2	-	13	15	15	13	11	11	15	6	-	12	1
Effective base	5	1	1	1	-	3	4	4	4	4	3	4	2	-	4	1
Weighted Base	9	2	1	1	-	7	8	8	8	8	5	8	4	-	8	1
Very dissatisfied (-2)	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	9%	-%	-%	99%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	100%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied (1)	7	2	-	*	-	6	7	7	7	6	4	7	3	-	7	-
	78%	100%	-%	1%	-%	83%	86%	86%	85%	74%	77%	86%	81%	-%	86%	-%
Very satisfied (2)	1	-	1	-	-	1	1	1	1	1	1	1	1	-	1	-
	13%	-%	100%	-%	-%	17%	14%	14%	15%	15%	23%	14%	19%	-%	14%	-%
NET: Satisfied	8	2	1	*	-	7	8	8	8	7	5	8	4	-	8	-
	91%	100%	100%	1%	-%	100%	100%	100%	100%	89%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	9%	-%	-%	99%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	100%
Answered	9	2	1	1	-	7	8	8	8	8	5	8	4	-	8	1
Mean Score	.9	1.0	2.0	-2.0	-	1.2	1.1	1.1	1.1	.8	1.2	1.1	1.2	-	1.1	-2.0
Standard error	.25	-	-	-	-	.11	.10	.10	.10	.34	.14	.10	.19	-	.11	-
Standard deviation	1.00	-	-	-	-	.41	.37	.37	.38	1.12	.46	.37	.46	-	.37	-

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	16	6	7	14	1	6	10	3	11	2	2	5	8
Effective base	5	3	3	4	1	2	3	1	4	2	2	2	3
Weighted Base	9	8	2	8	1	3	6	1	8	*	*	3	3
Very dissatisfied (-2)	1	1	-	-	1	1	-	1	-	-	-	1	-
	9%	11%	-%	-%	100%	25%	-%	93%	-%	-%	-%	26%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied (1)	7	7	*	7	-	2	5	*	7	*	*	2	2
	78%	89%	27%	86%	-%	75%	80%	7%	85%	100%	64%	74%	63%
Very satisfied (2)	1	-	1	1	-	-	1	-	1	-	*	-	1
	13%	-%	73%	14%	-%	-%	20%	-%	15%	-%	36%	-%	37%
NET: Satisfied	8	7	2	8	-	2	6	*	8	*	*	2	3
	91%	89%	100%	100%	-%	75%	100%	7%	100%	100%	100%	74%	100%
NET: Dissatisfied	1	1	-	-	1	1	-	1	-	-	-	1	-
	9%	11%	-%	-%	100%	25%	-%	93%	-%	-%	-%	26%	-%
Answered	9	8	2	8	1	3	6	1	8	*	*	3	3
Mean Score	.9	.7	1.7	1.1	-2.0	.2	1.2	-1.8	1.2	1.0	1.4	.2	1.4
Standard error	.25	.41	.27	.10	-	.64	.14	-	.12	-	-	.71	.21
Standard deviation	1.00	1.00	.71	.37	-	1.57	.44	-	.38	-	-	1.59	.58

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		16	6	10
Effective base		5	3	3
Weighted Base		9	2	7
Very dissatisfied	(-2)	1	1	-
		9%	45%	-%
Fairly dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-
		-%	-%	-%
Fairly satisfied	(1)	7	*	7
		78%	14%	94%
Very satisfied	(2)	1	1	*
		13%	41%	6%
NET: Satisfied		8	1	7
		91%	55%	100%
NET: Dissatisfied		1	1	-
		9%	45%	-%
Answered		9	2	7
Mean Score		.9	.1	1.1
Standard error		.25	1.16	.08
Standard deviation		1.00	2.84	.26

Columns Tested: a,b

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		16	-	1	2	2	-	-	1	6	-	1	2	1
Effective base		5	-	1	1	1	-	-	1	2	-	1	2	1
Weighted Base		9	-	*	3	*	-	-	*	4	-	*	2	*
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-	-	1	-
		9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	7	-	*	3	*	-	-	-	2	-	*	2	*
		78%	-%	100%	100%	99%	-%	-%	-%	68%	-%	100%	66%	100%
Very satisfied	(2)	1	-	-	-	*	-	-	*	1	-	-	-	-
		13%	-%	-%	-%	1%	-%	-%	100%	32%	-%	-%	-%	-%
NET: Satisfied		8	-	*	3	*	-	-	*	4	-	*	2	*
		91%	-%	100%	100%	100%	-%	-%	100%	100%	-%	100%	66%	100%
NET: Dissatisfied		1	-	-	-	-	-	-	-	-	-	-	1	-
		9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%
Answered		9	-	*	3	*	-	-	*	4	-	*	2	*
Mean Score		.9	-	1.0	1.0	1.0	-	-	2.0	1.3	-	1.0	*	1.0
Standard error		.25	-	-	-	-	-	-	-	.23	-	-	1.33	-
Standard deviation		1.00	-	-	-	-	-	-	-	.55	-	-	1.88	-

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 382 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	16	3	2	7	4	5	11
Effective base	5	1	1	2	2	1	4
Weighted Base	9	3	*	4	2	3	6
Very dissatisfied	(-2) 1 9%	- -%	- -%	- -%	1 33%	- -%	1 13%
Fairly dissatisfied	(-1) - -%	- -%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) - -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly satisfied	(1) 7 78%	3 100%	* 99%	2 67%	2 67%	3 100%	4 67%
Very satisfied	(2) 1 13%	- -%	* 1%	1 33%	- -%	* *%	1 20%
NET: Satisfied	8 91%	3 100%	* 100%	4 100%	2 67%	3 100%	5 87%
NET: Dissatisfied	1 9%	- -%	- -%	- -%	1 33%	- -%	1 13%
Answered	9	3	*	4	2	3	6
Mean Score	.9	1.0	1.0	1.3	*	1.0	.8
Standard error	.25	-	-	.21	.91	.02	.38
Standard deviation	1.00	-	-	.55	1.83	.04	1.27

Columns Tested:: a,b,c,d - a,b

Table 384

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		*a	*b	*a	*b	*c	*d	*e
Significance Level: 95%								
Unweighted Base	38	9	29	28	3	5	2	10
Effective base	22	6	16	20	3	3	2	7
Weighted Base	32	8	25	31	1	1	*	2
Very dissatisfied	(-2) 1	1	-	1	-	-	-	-
	5%	19%	-%	5%	-%	-%	-%	-%
Fairly dissatisfied	(-1) 2	-	2	2	-	*	-	*
	6%	-%	8%	7%	-%	4%	-%	2%
Neither satisfied nor dissatisfied	(0) 4	1	3	4	-	-	-	-
	13%	14%	13%	14%	-%	-%	-%	-%
Fairly satisfied	(1) 9	1	8	9	*	-	*	*
	28%	12%	33%	28%	34%	-%	100%	22%
Very satisfied	(2) 15	4	11	14	1	1	-	1
	48%	55%	46%	46%	66%	96%	-%	77%
NET: Satisfied	25	5	19	23	1	1	*	2
	76%	67%	79%	74%	100%	96%	100%	98%
NET: Dissatisfied	4	1	2	4	-	*	-	*
	11%	19%	8%	12%	-%	4%	-%	2%
Answered	32	8	25	31	1	1	*	2
Mean Score	1.1	.8	1.2	1.0	1.7	1.9	1.0	1.7
Standard error	.19	.55	.18	.22	-	-	-	.26
Standard deviation	1.15	1.66	.97	1.16	-	-	-	.81

Columns Tested:: a,b - a,b,c,d,e

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		38	12	13	3	2	6	2	28	3	7
Effective base		22	9	9	2	2	4	2	20	3	4
Weighted Base		32	15	14	2	1	1	*	31	1	1
Very dissatisfied	(-2)	1	-	1	-	-	-	-	1	-	-
		5%	-%	11%	-%	-%	-%	-%	5%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	*	-	2	-	*
		6%	14%	-%	-%	-%	3%	-%	7%	-%	4%
Neither satisfied nor dissatisfied	(0)	4	2	2	1	-	-	-	4	-	-
		13%	11%	12%	48%	-%	-%	-%	14%	-%	-%
Fairly satisfied	(1)	9	3	6	-	*	-	*	9	*	*
		28%	18%	43%	-%	50%	-%	100%	28%	34%	7%
Very satisfied	(2)	15	8	5	1	*	1	-	14	1	1
		48%	56%	34%	52%	50%	97%	-%	46%	66%	89%
NET: Satisfied		25	11	11	1	1	1	*	23	1	1
		76%	75%	77%	52%	100%	97%	100%	74%	100%	96%
NET: Dissatisfied		4	2	1	-	-	*	-	4	-	*
		11%	14%	11%	-%	-%	3%	-%	12%	-%	4%
Answered		32	15	14	2	1	1	*	31	1	1
Mean Score		1.1	1.2	.9	1.0	1.5	1.9	1.0	1.0	1.7	1.8
Standard error		.19	.33	.34	.90	-	.82	-	.22	-	-
Standard deviation		1.15	1.13	1.24	1.57	-	2.02	-	1.16	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Unweighted Base	38	17	11	3	5	2	14	5	2	3	4
Effective base	22	13	8	3	3	2	8	4	1	2	3
Weighted Base	32	23	8	1	1	*	13	7	1	1	1
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-
	5%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	*	-	*	2	-	-	-
	6%	9%	-%	-%	4%	-%	*%	31%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	3	-	-	-	1	-	1	-	-
	13%	7%	33%	-%	-%	-%	6%	-%	93%	-%	-%
Fairly satisfied	(1)	9	1	*	-	*	7	*	-	*	*
	28%	33%	14%	34%	-%	100%	55%	5%	-%	3%	41%
Very satisfied	(2)	15	4	1	1	-	5	4	*	1	1
	48%	44%	53%	66%	96%	-%	39%	65%	7%	97%	59%
NET: Satisfied	25	18	5	1	1	*	13	5	*	1	1
	76%	77%	67%	100%	96%	100%	94%	69%	7%	100%	100%
NET: Dissatisfied	4	4	-	-	*	-	*	2	-	-	-
	11%	16%	-%	-%	4%	-%	*%	31%	-%	-%	-%
Answered	32	23	8	1	1	*	13	7	1	1	1
Mean Score	1.1	1.0	1.2	1.7	1.9	1.0	1.3	1.0	.1	2.0	1.6
Standard error	.19	.30	.29	-	-	-	.16	.66	-	.24	-
Standard deviation	1.15	1.23	.97	-	-	-	.62	1.48	-	.41	-

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		38	1	4	10	2	3	3	2	-	2
Effective base		22	1	3	7	1	3	3	2	-	1
Weighted Base		32	1	6	12	*	3	3	3	-	*
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	-	-
		5%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	-	-	-	-
		6%	-%	33%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	2	-	2	1	-	-	-
		13%	-%	-%	14%	-%	56%	23%	-%	-%	-%
Fairly satisfied	(1)	9	-	-	4	*	-	2	2	-	*
		28%	-%	-%	31%	10%	-%	52%	50%	-%	14%
Very satisfied	(2)	15	1	4	7	*	-	1	2	-	*
		48%	100%	67%	55%	90%	-%	25%	50%	-%	86%
NET: Satisfied		25	1	4	10	*	-	2	3	-	*
		76%	100%	67%	86%	100%	-%	77%	100%	-%	100%
NET: Dissatisfied		4	-	2	-	-	1	-	-	-	-
		11%	-%	33%	-%	-%	44%	-%	-%	-%	-%
Answered		32	1	6	12	*	3	3	3	-	*
Mean Score		1.1	2.0	1.0	1.4	1.9	-.9	1.0	1.5	-	1.9
Standard error		.19	-	.77	.24	-	.68	.49	.42	-	-
Standard deviation		1.15	-	1.55	.76	-	1.19	.85	.59	-	-

Columns Tested: a,b,c,d,e,f,g,h,i

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		GOR (QC3)							
		Net: Scotland, Wales and Northern Ireland							
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland
		*a	*b	*c	*d	*e	*f	*g	*h
Significance Level: 95%									
Unweighted Base	38	7	5	15	27	11	6	1	4
Effective base	22	4	4	11	18	6	4	1	4
Weighted Base	32	4	7	18	29	3	2	1	1
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-
	5%	39%	-%	-%	5%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	2	*	*	-	-
	6%	-%	29%	-%	7%	1%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	2	4	-	-	-	-
	13%	49%	-%	13%	15%	-%	-%	-%	-%
Fairly satisfied	(1)	9	-	7	7	2	2	-	-
	28%	1%	-%	38%	24%	64%	96%	-%	-%
Very satisfied	(2)	15	5	9	14	1	*	1	1
	48%	11%	71%	49%	49%	35%	2%	100%	100%
NET: Satisfied		25	5	16	21	3	2	1	1
	76%	13%	71%	87%	73%	99%	99%	100%	100%
NET: Dissatisfied		4	2	-	4	*	*	-	-
	11%	39%	29%	-%	12%	1%	1%	-%	-%
Answered	32	4	7	18	29	3	2	1	1
Mean Score	1.1	-.5	1.1	1.4	1.1	1.3	1.0	2.0	2.0
Standard error	.19	.58	.66	.19	.23	.19	.16	-	-
Standard deviation	1.15	1.53	1.48	.72	1.19	.64	.39	-	-

Columns Tested:: a,b,c,d,e,f,g,h

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Industry								
Total base		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	38	1	1	1	2	1	13	3	1	17
Effective base	22	1	1	1	2	1	8	3	1	9
Weighted Base	32	1	1	2	3	3	13	*	1	12
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	-
	5%	-%	-%	-%	-%	-%	11%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	2	-	-	*
	6%	-%	-%	-%	-%	-%	16%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	4	-	1	-	1	-	1	-	3
	13%	-%	100%	-%	29%	-%	5%	-%	-%	24%
Fairly satisfied	(1)	9	-	-	-	3	3	*	-	3
	28%	-%	-%	-%	-%	100%	20%	52%	-%	30%
Very satisfied	(2)	15	1	-	2	2	-	6	*	1
	48%	100%	-%	100%	71%	-%	48%	48%	100%	47%
NET: Satisfied	25	1	-	2	2	3	9	*	1	9
	76%	100%	-%	100%	71%	100%	68%	100%	100%	76%
NET: Dissatisfied	4	-	-	-	-	-	4	-	-	*
	11%	-%	-%	-%	-%	-%	27%	-%	-%	*%
Answered	32	1	1	2	3	3	13	*	1	12
Mean Score	1.1	2.0	-	2.0	1.4	1.0	.8	1.5	2.0	1.2
Standard error	.19	-	-	-	.80	-	.42	-	-	.21
Standard deviation	1.15	-	-	-	1.14	-	1.51	-	-	.85

Columns Tested: a,b,c,d,e,f,g,h,i

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	38	4	13	21	35	3	-	32	6	38	-
Effective base	22	3	8	11	20	1	-	20	4	22	-
Weighted Base	32	6	13	13	30	3	-	31	1	32	-
Very dissatisfied (-2)	1 5%	- -%	1 11%	- -%	1 5%	- -%	- -%	1 5%	- -%	1 5%	- -%
Fairly dissatisfied (-1)	2 6%	- -%	2 16%	* *%	* *%	2 81%	- -%	2 7%	- -%	2 6%	- -%
Neither satisfied nor dissatisfied (0)	4 13%	1 13%	1 5%	3 22%	4 14%	- -%	- -%	4 14%	- -%	4 13%	- -%
Fairly satisfied (1)	9 28%	3 42%	3 20%	4 29%	9 29%	* 10%	- -%	9 28%	* 23%	9 28%	- -%
Very satisfied (2)	15 48%	3 45%	6 48%	6 49%	15 51%	* 9%	- -%	14 46%	1 77%	15 48%	- -%
NET: Satisfied	25 76%	5 87%	9 68%	10 78%	24 81%	* 19%	- -%	23 75%	1 100%	25 76%	- -%
NET: Dissatisfied	4 11%	- -%	4 27%	* *%	2 5%	2 81%	- -%	4 12%	- -%	4 11%	- -%
Answered	32	6	13	13	30	3	-	31	1	32	-
Mean Score	1.1	1.3	.8	1.3	1.2	-.5	-	1.0	1.8	1.1	-
Standard error	.19	.38	.42	.18	.18	.73	-	.21	.31	.19	-
Standard deviation	1.15	.75	1.51	.83	1.05	1.26	-	1.16	.76	1.15	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c
Unweighted Base		38	11	11	14
Effective base		22	8	5	8
Weighted Base		32	13	7	11
Very dissatisfied	(-2)	1	1	-	-
		5%	11%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-
		6%	-%	30%	-%
Neither satisfied nor dissatisfied	(0)	4	3	1	1
		13%	21%	11%	6%
Fairly satisfied	(1)	9	3	1	4
		28%	26%	19%	36%
Very satisfied	(2)	15	5	3	7
		48%	41%	40%	59%
NET: Satisfied		25	9	4	11
		76%	67%	59%	94%
NET: Dissatisfied		4	1	2	-
		11%	11%	30%	-%
Answered		32	13	7	11
Mean Score		1.1	.9	.7	1.5
Standard error		.19	.40	.41	.17
Standard deviation		1.15	1.33	1.37	.63

Columns Tested:: a,b,c

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	38	22	8	3	2	-	1	1	1	30	8	5
Effective base	22	13	4	2	2	-	1	1	1	18	4	3
Weighted Base	32	21	6	1	1	-	2	1	*	27	5	4
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	-	-
		5%	7%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	2	-	-	*	2	2
		6%	*%	-%	-%	-%	100%	-%	-%	*%	41%	52%
Neither satisfied nor dissatisfied	(0)	4	-	1	-	-	-	-	-	4	1	-
		13%	17%	-%	65%	-%	-%	-%	-%	13%	13%	-%
Fairly satisfied	(1)	9	2	-	-	-	-	-	*	9	*	*
		28%	34%	30%	-%	-%	-%	-%	100%	33%	*%	1%
Very satisfied	(2)	15	4	*	1	-	-	1	-	13	2	2
		48%	42%	70%	35%	100%	-%	-%	100%	48%	45%	48%
NET: Satisfied		25	6	*	1	-	-	1	*	22	2	2
		76%	76%	100%	35%	100%	-%	-%	100%	81%	45%	48%
NET: Dissatisfied		4	-	-	-	-	2	-	-	2	2	2
		11%	7%	-%	-%	-%	100%	-%	-%	6%	41%	52%
Answered		32	6	1	1	-	2	1	*	27	5	4
Mean Score		1.1	1.0	1.7	2.0	-	-1.0	2.0	1.0	1.2	.5	.4
Standard error		.19	.24	.18	3.76	-	-	-	-	.19	.56	.77
Standard deviation		1.15	1.14	.50	6.52	-	-	-	-	1.06	1.57	1.73

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	38	13	9	16	29	26	29	28	22	20	3	11	5	4	1	3	2
Effective base	22	9	4	8	15	14	15	16	12	9	1	8	4	2	1	3	1
Weighted Base	32	16	5	11	23	21	23	24	20	12	2	15	1	3	*	2	*
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		5%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	*	-	2	2	2	2	2	2	-	2	-	-	-	-	-
		6%	*%	-%	18%	9%	10%	9%	9%	11%	-%	14%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	4	-	1	3	1	3	3	1	2	1	-	-	-	-	-
		13%	23%	-%	6%	14%	7%	14%	11%	8%	7%	88%	10%	-%	-%	-%	-%
Fairly satisfied	(1)	9	5	2	2	6	6	8	7	2	-	5	1	1	-	-	*
		28%	34%	34%	17%	28%	30%	28%	35%	38%	-%	33%	66%	26%	-%	-%	6%
Very satisfied	(2)	15	5	3	7	11	11	11	9	8	*	6	*	2	*	2	*
		48%	34%	66%	59%	50%	53%	50%	45%	61%	12%	43%	34%	74%	100%	100%	94%
NET: Satisfied		25	11	5	9	18	18	18	19	9	*	11	1	3	*	2	*
		76%	67%	100%	76%	77%	83%	77%	81%	77%	12%	76%	100%	100%	100%	100%	100%
NET: Dissatisfied		4	2	-	2	2	2	2	2	2	-	2	-	-	-	-	-
		11%	10%	-%	18%	9%	10%	9%	9%	11%	-%	14%	-%	-%	-%	-%	-%
Answered	32	16	5	11	23	21	23	24	20	12	2	15	1	3	*	2	*
Mean Score	1.1	.8	1.7	1.2	1.2	1.3	1.2	1.2	1.2	1.2	.2	1.1	1.3	1.7	2.0	2.0	1.9
Standard error	.19	.34	.18	.30	.19	.19	.19	.18	.21	.27	.54	.32	-	.27	-	-	-
Standard deviation	1.15	1.22	.53	1.21	1.00	.98	1.00	.96	.98	1.20	.93	1.07	-	.55	-	-	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	38	17	4	3	1	3	-	1	9	5	4	4	2	1	1
Effective base	22	11	3	3	1	3	-	1	6	3	3	3	1	1	1
Weighted Base	32	19	2	1	*	2	-	*	10	6	1	4	1	*	*
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-	-	-	2	-	-	-	-	-
		6%	11%	-%	-%	-%	-%	-%	-%	36%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	3	-	-	-	-	-	1	1	-	-	-	-	-
		13%	17%	-%	-%	-%	-%	-%	7%	14%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	9	5	1	-	-	-	*	5	1	-	1	*	-	-
		28%	27%	80%	-%	-%	-%	100%	50%	11%	-%	21%	3%	-%	-%
Very satisfied	(2)	15	8	*	1	*	2	-	4	2	1	3	1	*	*
		48%	45%	20%	100%	100%	100%	-%	43%	38%	100%	79%	97%	100%	100%
NET: Satisfied		25	13	2	1	*	2	-	9	3	1	4	1	*	*
		76%	72%	100%	100%	100%	100%	-%	93%	50%	100%	100%	100%	100%	100%
NET: Dissatisfied		4	2	-	-	-	-	-	-	2	-	-	-	-	-
		11%	11%	-%	-%	-%	-%	-%	-%	36%	-%	-%	-%	-%	-%
Answered		32	19	2	1	*	2	-	10	6	1	4	1	*	*
Mean Score		1.1	1.1	1.2	2.0	2.0	2.0	-	1.4	.5	2.0	1.8	2.0	2.0	2.0
Standard error		.19	.26	.31	-	-	-	-	.21	.65	-	.24	-	-	-
Standard deviation		1.15	1.06	.61	-	-	-	-	.64	1.45	-	.48	-	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	38	12	3	4	2	2	3	2	5	3	10	2	9
Effective base	22	8	2	2	2	2	2	1	3	2	6	2	4
Weighted Base	32	13	*	4	1	2	1	2	5	3	6	4	5
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	2	-	-	-	2	-
	6%	-%	-%	-%	-%	-%	-%	86%	-%	-%	-%	56%	-%
Neither satisfied nor dissatisfied	(0)	4	1	-	1	-	-	-	2	1	1	-	-
	13%	8%	-%	39%	-%	-%	-%	-%	33%	23%	11%	-%	-%
Fairly satisfied	(1)	9	6	*	-	*	2	*	2	3	2	-	-
	28%	49%	11%	-%	29%	68%	4%	-%	30%	77%	36%	-%	-%
Very satisfied	(2)	15	6	*	2	1	1	*	2	-	3	2	5
	48%	43%	89%	61%	71%	32%	96%	14%	37%	-%	53%	44%	100%
NET: Satisfied		25	12	*	2	1	2	*	4	3	5	2	5
	76%	92%	100%	61%	100%	100%	100%	14%	67%	77%	89%	44%	100%
NET: Dissatisfied		4	-	-	-	-	-	2	-	-	-	2	-
	11%	-%	-%	-%	-%	-%	-%	86%	-%	-%	-%	56%	-%
Answered	32	13	*	4	1	2	1	2	5	3	6	4	5
Mean Score	1.1	1.4	1.9	1.2	1.7	1.3	2.0	-6	1.0	.8	1.4	.3	2.0
Standard error	.19	.19	-	.57	.85	.44	-	.96	.42	.29	.24	1.23	-
Standard deviation	1.15	.65	-	1.13	1.20	.62	-	1.35	.93	.50	.75	1.74	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	38	8	3	14	-	4	3	5	8	3	7
Effective base	22	5	1	7	-	3	2	3	4	3	3
Weighted Base	32	8	3	10	-	1	3	5	5	4	4
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-	-	-	2	-
	6%	25%	-%	-%	-%	-%	-%	-%	-%	47%	-%
Neither satisfied nor dissatisfied	(0)	4	3	-	1	-	-	1	1	-	-
	13%	30%	-%	7%	-%	-%	-%	18%	13%	-%	-%
Fairly satisfied	(1)	9	2	3	2	-	2	4	1	-	-
	28%	18%	83%	21%	-%	-%	47%	82%	22%	-%	-%
Very satisfied	(2)	15	2	1	7	-	2	-	3	2	4
	48%	27%	17%	72%	-%	100%	53%	-%	65%	53%	100%
NET: Satisfied	25	4	3	9	-	1	3	4	4	2	4
	76%	46%	100%	93%	-%	100%	100%	82%	87%	53%	100%
NET: Dissatisfied	4	2	-	-	-	-	-	-	-	2	-
	11%	25%	-%	-%	-%	-%	-%	-%	-%	47%	-%
Answered	32	8	3	10	-	1	3	5	5	4	4
Mean Score	1.1	.5	1.2	1.7	-	2.0	1.5	.8	1.5	.6	2.0
Standard error	.19	.43	.26	.17	-	-	.34	.19	.28	.98	-
Standard deviation	1.15	1.21	.45	.63	-	-	.60	.43	.81	1.70	-

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
Total base		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Significance Level: 95%													
Unweighted Base	38	6	6	8	3	4	20	3	5	23	15	22	7
Effective base	22	4	2	3	2	3	10	3	3	12	9	13	3
Weighted Base	32	6	4	4	3	5	16	2	5	18	14	18	5
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	-	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	2	*	2	-	2
		6%	-%	-%	-%	-%	-%	-%	38%	*%	15%	-%	42%
Neither satisfied nor dissatisfied	(0)	4	1	-	1	-	1	1	1	3	2	3	-
		13%	18%	-%	20%	-%	4%	44%	20%	14%	12%	18%	-%
Fairly satisfied	(1)	9	3	3	*	-	5	1	2	6	3	6	*
		28%	52%	77%	9%	-%	31%	56%	42%	33%	21%	35%	*%
Very satisfied	(2)	15	2	1	3	3	11	-	-	8	7	9	3
		48%	30%	23%	71%	100%	65%	-%	-%	45%	52%	48%	57%
NET: Satisfied		25	5	4	3	4	16	1	2	14	10	15	3
		76%	82%	100%	80%	100%	96%	56%	42%	78%	73%	82%	58%
NET: Dissatisfied		4	-	-	-	-	-	-	2	2	2	-	2
		11%	-%	-%	-%	-%	-%	-%	38%	8%	15%	-%	42%
Answered		32	6	4	4	3	16	2	5	18	14	18	5
Mean Score		1.1	1.1	1.2	1.5	2.0	1.6	.6	*	1.1	1.1	1.3	.7
Standard error		.19	.31	.19	.33	-	.13	.42	.44	.25	.30	.16	.63
Standard deviation		1.15	.75	.48	.93	-	.58	.73	.99	1.18	1.15	.77	1.66

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
Total base		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	38	13	13	6	22	21	8	13	13	9	19
Effective base	22	7	7	4	12	12	4	8	6	7	9
Weighted Base	32	12	9	8	15	17	6	13	9	12	12
Very dissatisfied	(-2) 1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 2 6%	- -%	2 24%	- -%	2 13%	- -%	2 34%	- -%	2 24%	- -%	2 17%
Neither satisfied nor dissatisfied	(0) 4 13%	1 5%	1 9%	- -%	3 16%	3 19%	- -%	1 5%	1 9%	- -%	3 21%
Fairly satisfied	(1) 9 28%	5 40%	1 16%	4 51%	4 27%	6 33%	1 12%	5 43%	1 12%	5 43%	3 28%
Very satisfied	(2) 15 48%	7 54%	5 52%	4 49%	7 43%	8 48%	3 54%	7 52%	5 55%	7 57%	4 34%
NET: Satisfied	25 76%	12 95%	6 67%	8 100%	11 70%	14 81%	4 66%	12 95%	6 67%	12 100%	8 62%
NET: Dissatisfied	4 11%	- -%	2 24%	- -%	2 13%	- -%	2 34%	- -%	2 24%	- -%	2 17%
Answered	32	12	9	8	15	17	6	13	9	12	12
Mean Score	1.1	1.5	1.0	1.5	1.0	1.3	.9	1.5	1.0	1.6	.8
Standard error	.19	.17	.37	.22	.23	.17	.53	.17	.37	.17	.26
Standard deviation	1.15	.62	1.32	.53	1.10	.79	1.49	.62	1.34	.52	1.14

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base	38	22	21	12	-	21	17	12	1	24	20	13	-
Effective base	22	12	11	5	-	11	9	6	1	13	11	7	-
Weighted Base	32	17	17	8	-	16	15	8	1	18	19	11	-
Very dissatisfied (-2)	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	2 6%	2 12%	2 12%	2 26%	- -%	2 13%	- -%	2 25%	- -%	2 11%	2 11%	2 19%	- -%
Neither satisfied nor dissatisfied (0)	4 13%	3 15%	3 19%	- -%	- -%	1 5%	1 10%	1 10%	- -%	1 8%	2 10%	1 8%	- -%
Fairly satisfied (1)	9 28%	2 13%	5 30%	1 15%	- -%	2 14%	5 34%	* 5%	- -%	4 21%	7 37%	1 10%	- -%
Very satisfied (2)	15 48%	10 61%	7 39%	5 59%	- -%	10 67%	8 56%	5 60%	1 100%	11 59%	8 42%	7 63%	- -%
NET: Satisfied	25 76%	13 73%	12 69%	6 74%	- -%	13 82%	13 90%	5 65%	1 100%	14 80%	15 79%	8 73%	- -%
NET: Dissatisfied	4 11%	2 12%	2 12%	2 26%	- -%	2 13%	- -%	2 25%	- -%	2 11%	2 11%	2 19%	- -%
Answered	32	17	17	8	-	16	15	8	1	18	19	11	-
Mean Score	1.1	1.2	1.0	1.1	-	1.4	1.5	1.0	2.0	1.3	1.1	1.2	-
Standard error	.19	.24	.23	.40	-	.24	.17	.40	-	.22	.22	.35	-
Standard deviation	1.15	1.12	1.07	1.37	-	1.10	.70	1.40	-	1.06	1.00	1.27	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:			
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services		
															*a	*b
Significance Level: 95%																
Unweighted Base	38	23	17	13	22	17	2	9	8	13	7	3	1	3		
Effective base	22	13	10	8	12	11	2	5	4	8	4	2	1	2		
Weighted Base	32	20	12	12	16	18	2	8	6	12	5	2	*	3		
Very dissatisfied (-2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	2	2	-	2	2	2	-	-	-	2	2	-	-	-	-	-
	6%	11%	-%	17%	13%	12%	-%	-%	-%	17%	44%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	4	2	1	-	3	3	-	-	-	-	-	-	-	-	2	
	13%	12%	12%	-%	20%	18%	-%	-%	-%	-%	-%	-%	-%	-%	68%	
Fairly satisfied (1)	9	6	3	2	3	5	-	2	2	2	1	*	*	1		
	28%	33%	22%	20%	19%	28%	-%	31%	40%	20%	17%	2%	100%	32%		
Very satisfied (2)	15	9	8	8	7	8	2	5	3	8	2	2	-	-		
	48%	44%	66%	63%	47%	43%	100%	69%	60%	63%	39%	98%	-%	-%		
NET: Satisfied	25	15	11	10	10	13	2	8	6	10	3	2	*	1		
	76%	77%	88%	83%	66%	71%	100%	100%	100%	83%	56%	100%	100%	32%		
NET: Dissatisfied	4	2	-	2	2	2	-	-	-	2	2	-	-	-		
	11%	11%	-%	17%	13%	12%	-%	-%	-%	17%	44%	-%	-%	-%		
Answered	32	20	12	12	16	18	2	8	6	12	5	2	*	3		
Mean Score	1.1	1.1	1.5	1.3	1.0	1.0	2.0	1.7	1.6	1.3	.5	2.0	1.0	.3		
Standard error	.19	.21	.18	.32	.24	.26	-	.17	.19	.32	.59	.13	-	.35		
Standard deviation	1.15	1.02	.73	1.16	1.13	1.06	-	.50	.54	1.16	1.55	.23	-	.60		

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		*a	*b	*c	*d	a	*b	c	*d	*e	*a	*b	*c	*d	*a	*b	
Significance Level: 95%																	
Unweighted Base	38	8	6	3	3	30	24	33	27	29	26	25	9	-	22	4	
Effective base	22	4	3	3	2	17	14	19	16	17	14	15	6	-	12	3	
Weighted Base	32	5	5	2	3	25	20	28	20	21	20	22	6	-	17	2	
Very dissatisfied	(-2)	1	-	-	-	1	1	1	1	1	-	1	-	-	1	-	
		5%	-%	-%	-%	6%	7%	5%	7%	7%	-%	7%	-%	-%	9%	-%	
Fairly dissatisfied	(-1)	2	*	-	-	2	-	-	-	2	2	-	-	-	2	*	
		6%	1%	-%	-%	60%	-%	-%	-%	10%	10%	10%	-%	-%	12%	2%	
Neither satisfied nor dissatisfied	(0)	4	2	-	1	1	3	3	3	3	4	2	3	2	-	1	1
		13%	36%	-%	48%	19%	14%	14%	12%	17%	17%	12%	15%	31%	-%	4%	47%
Fairly satisfied	(1)	9	2	2	*	1	7	5	8	4	5	4	6	2	-	6	*
		28%	40%	34%	20%	21%	26%	25%	30%	19%	23%	19%	25%	33%	-%	36%	20%
Very satisfied	(2)	15	1	3	1	-	14	11	15	9	9	12	12	2	-	7	1
		48%	23%	66%	32%	-%	54%	53%	53%	46%	44%	59%	53%	36%	-%	39%	32%
NET: Satisfied		25	3	5	1	1	20	16	23	13	14	16	17	4	-	13	1
		76%	64%	100%	52%	21%	81%	79%	83%	66%	67%	78%	78%	69%	-%	76%	51%
NET: Dissatisfied		4	*	-	-	2	1	1	1	4	4	2	1	-	4	*	
		11%	1%	-%	-%	60%	6%	7%	5%	17%	17%	10%	7%	-%	20%	2%	
Answered		32	5	5	2	3	25	20	28	20	21	20	22	6	-	17	2
Mean Score		1.1	.9	1.7	.8	-.4	1.2	1.2	1.2	.9	.9	1.3	1.2	1.1	-	.9	.8
Standard error		.19	.31	.22	.80	.56	.20	.24	.18	.26	.24	.21	.23	.30	-	.28	.70
Standard deviation		1.15	.87	.53	1.38	.96	1.10	1.18	1.05	1.33	1.30	1.05	1.15	.90	-	1.33	1.40

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		*a	*b	a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	38	16	13	30	2	15	23	11	17	4	10	11	14
Effective base	22	9	8	16	1	8	13	6	9	3	6	6	8
Weighted Base	32	12	12	22	1	12	20	9	15	3	9	9	12
Very dissatisfied (-2)	1 5%	- -%	1 12%	- -%	- -%	1 13%	- -%	- -%	1 10%	- -%	1 17%	- -%	- -%
Fairly dissatisfied (-1)	2 6%	2 18%	- -%	- -%	* 3%	2 18%	- -%	2 22%	- -%	- -%	2 23%	* %	- -%
Neither satisfied nor dissatisfied (0)	4 13%	1 7%	2 19%	2 11%	1 97%	1 12%	3 14%	1 9%	3 24%	- -%	2 19%	1 9%	2 15%
Fairly satisfied (1)	9 28%	3 26%	5 43%	4 20%	- -%	3 23%	6 31%	1 7%	6 43%	1 43%	* 4%	3 36%	5 41%
Very satisfied (2)	15 48%	6 49%	3 26%	15 70%	- -%	4 35%	11 55%	6 63%	3 24%	2 57%	3 37%	5 54%	5 44%
NET: Satisfied	25 76%	9 75%	8 69%	20 89%	- -%	7 57%	18 86%	6 69%	10 66%	3 100%	4 41%	8 91%	10 85%
NET: Dissatisfied	4 11%	2 18%	1 12%	- -%	* 3%	4 30%	- -%	2 22%	1 10%	- -%	4 40%	* %	- -%
Answered	32	12	12	22	1	12	20	9	15	3	9	9	12
Mean Score	1.1	1.1	.7	1.6	*	.5	1.4	1.1	.7	1.6	.2	1.4	1.3
Standard error	.19	.29	.35	.13	-	.39	.15	.40	.29	.29	.52	.21	.20
Standard deviation	1.15	1.17	1.26	.69	-	1.49	.74	1.33	1.18	.59	1.63	.71	.74

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			*a	*b
Unweighted Base		38	25	13
Effective base		22	13	10
Weighted Base		32	15	17
Very dissatisfied	(-2)	1	1	-
		5%	10%	-%
Fairly dissatisfied	(-1)	2	2	-
		6%	14%	-%
Neither satisfied nor dissatisfied	(0)	4	3	2
		13%	16%	10%
Fairly satisfied	(1)	9	3	6
		28%	20%	35%
Very satisfied	(2)	15	6	9
		48%	40%	55%
NET: Satisfied		25	9	15
		76%	61%	90%
NET: Dissatisfied		4	4	-
		11%	23%	-%
Answered		32	15	17
Mean Score		1.1	.7	1.4
Standard error		.19	.28	.19
Standard deviation		1.15	1.41	.69

Columns Tested: a,b

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	38	-	-	4	6	1	4	2	5	8	2	4	2
Effective base	22	-	-	3	4	1	3	2	3	6	2	3	1
Weighted Base	32	-	-	2	6	*	5	1	2	9	*	7	1
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	-	-	-	-
		5%	-%	-%	-%	26%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	*	-	-	-	-	2	-	-	-
		6%	-%	-%	-%	*%	-%	-%	-%	24%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	1	2	-	-	-	-	-	1	1
		13%	-%	-%	44%	30%	-%	-%	-%	-%	-%	12%	97%
Fairly satisfied	(1)	9	-	-	1	-	2	-	1	1	-	4	*
		28%	-%	-%	56%	-%	34%	-%	42%	12%	-%	60%	3%
Very satisfied	(2)	15	-	-	-	2	*	3	1	1	6	*	2
		48%	-%	-%	-%	43%	100%	66%	100%	58%	64%	100%	28%
NET: Satisfied		25	-	-	1	2	*	5	1	2	7	*	6
		76%	-%	-%	56%	43%	100%	100%	100%	100%	76%	100%	88%
NET: Dissatisfied		4	-	-	-	2	-	-	-	2	-	-	-
		11%	-%	-%	-%	27%	-%	-%	-%	24%	-%	-%	-%
Answered		32	-	-	2	6	*	5	1	2	9	*	7
Mean Score		1.1	-	-	.6	.3	2.0	1.7	2.0	1.6	1.2	2.0	1.2
Standard error		.19	-	-	.33	.73	-	.26	-	.34	-	.33	-
Standard deviation		1.15	-	-	.65	1.80	-	.53	-	.75	1.34	-	.66

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 384 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	38	5	10	15	8	15	23
Effective base	22	4	6	8	5	9	12
Weighted Base	32	3	10	11	8	13	19
Very dissatisfied	(-2) 1	-	1	-	-	1	-
	5%	-%	14%	-%	-%	11%	-%
Fairly dissatisfied	(-1) 2	-	*	2	-	*	2
	6%	-%	*%	19%	-%	*%	11%
Neither satisfied nor dissatisfied	(0) 4	1	2	-	1	3	1
	13%	36%	16%	-%	18%	21%	8%
Fairly satisfied	(1) 9	1	2	2	4	3	6
	28%	45%	17%	16%	52%	23%	31%
Very satisfied	(2) 15	1	5	7	2	6	9
	48%	19%	52%	65%	29%	45%	50%
NET: Satisfied	25	2	7	9	7	9	15
	76%	64%	69%	81%	82%	68%	81%
NET: Dissatisfied	4	-	2	2	-	2	2
	11%	-%	15%	19%	-%	11%	11%
Answered	32	3	10	11	8	13	19
Mean Score	1.1	.8	.9	1.3	1.1	.9	1.2
Standard error	.19	.40	.47	.31	.26	.35	.21
Standard deviation	1.15	.88	1.48	1.21	.73	1.34	1.01

Columns Tested:: a,b,c,d - a,b

Table 385

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	155	49	106	99	33	9	14	56
Effective base	67	21	46	60	20	6	9	26
Weighted Base	135	40	96	127	7	1	*	9
Very dissatisfied	(-2) 6 4%	- -%	6 6%	6 4%	- -%	- -%	- -%	- -%
Fairly dissatisfied	(-1) 1 1%	- -%	1 1%	1 1%	* 1%	- -%	- -%	* *%
Neither satisfied nor dissatisfied	(0) 8 6%	1 4%	6 7%	6 5%	1 14%	* 30%	- -%	1 15%
Fairly satisfied	(1) 59 43%	19 48%	40 42%	55 43%	3 42%	1 52%	* 48%	4 43%
Very satisfied	(2) 59 43%	15 39%	43 45%	55 43%	3 44%	* 18%	* 52%	3 41%
Don't Know (DO NOT READ OUT)	4 3%	4 10%	- -%	4 3%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	34 87%	83 87%	110 87%	6 86%	1 70%	* 100%	7 84%
NET: Dissatisfied	6 5%	- -%	6 7%	6 5%	* 1%	- -%	- -%	* *%
Answered	131	36	96	123	7	1	*	9
Mean Score	1.2	1.4	1.2	1.2	1.3	.9	1.5	1.2
Standard error	.07	.08	.10	.09	.13	.88	-	.10
Standard deviation	.93	.57	1.03	.94	.77	2.64	-	.77

Columns Tested: a,b - a,b,c,d,e

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	*c	*d	*e	*f	g	h	*i
Significance Level: 95%											
Unweighted Base		155	51	38	10	18	24	14	99	33	23
Effective base		67	36	20	7	13	13	9	60	20	10
Weighted Base		135	76	45	5	5	3	*	127	7	1
Very dissatisfied	(-2)	6 4%	1 2%	4 9%	- -%	- -%	- -%	- -%	6 4%	- -%	- -%
Fairly dissatisfied	(-1)	1 1%	- -%	- -%	1 15%	- -%	* 1%	- -%	1 1%	* 1%	- -%
Neither satisfied nor dissatisfied	(0)	8 6%	6 8%	* *%	- -%	1 20%	* 10%	- -%	6 5%	1 14%	* 22%
Fairly satisfied	(1)	59 43%	39 51%	14 30%	3 51%	1 26%	2 70%	* 48%	55 43%	3 42%	1 51%
Very satisfied	(2)	59 43%	26 34%	27 60%	2 34%	3 54%	1 19%	* 52%	55 43%	3 44%	* 27%
Don't Know (DO NOT READ OUT)		4 3%	4 5%	- -%	- -%	- -%	- -%	- -%	4 3%	- -%	- -%
NET: Satisfied		117 87%	64 85%	41 90%	4 85%	4 80%	3 89%	* 100%	110 87%	6 86%	1 78%
NET: Dissatisfied		6 5%	1 2%	4 9%	1 15%	- -%	* 1%	- -%	6 5%	* 1%	- -%
Answered		131	72	45	5	5	3	*	123	7	1
Mean Score		1.2	1.2	1.3	1.0	1.3	1.1	1.5	1.2	1.3	1.0
Standard error		.07	.11	.19	.34	.21	.14	-	.09	.13	.26
Standard deviation		.93	.77	1.16	1.08	.89	.69	-	.94	.77	1.26

Columns Tested: a,b,c,d,e,f,g,h,i

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	*e	a	*b	*c	*d	*e
Significance Level: 95%											
Unweighted Base	155	63	36	33	9	14	52	19	9	15	23
Effective base	67	43	20	20	6	9	32	11	5	6	10
Weighted Base	135	102	25	7	1	*	73	20	3	5	2
Very dissatisfied	(-2)	6	3	2	-	-	6	-	-	-	-
		4%	3%	8%	-%	-%	8%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	1	*	-	1	-	-	-	*
		1%	-%	3%	1%	-%	1%	-%	-%	-%	2%
Neither satisfied nor dissatisfied	(0)	8	6	*	1	*	2	3	*	*	*
		6%	6%	1%	14%	30%	3%	15%	13%	4%	10%
Fairly satisfied	(1)	59	45	10	3	1	33	9	*	2	1
		43%	45%	39%	42%	52%	45%	46%	4%	47%	49%
Very satisfied	(2)	59	43	12	3	*	32	8	2	2	1
		43%	42%	49%	44%	18%	43%	39%	82%	49%	39%
Don't Know (DO NOT READ OUT)		4	4	-	-	-	-	-	-	-	-
		3%	4%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	117	88	22	6	1	*	65	17	2	4	2
	87%	87%	88%	86%	70%	100%	88%	85%	87%	96%	88%
NET: Dissatisfied	6	3	3	*	-	-	6	-	-	-	*
	5%	3%	12%	1%	-%	-%	9%	-%	-%	-%	2%
Answered	131	98	25	7	1	*	73	20	3	5	2
Mean Score	1.2	1.3	1.2	1.3	.9	1.5	1.2	1.2	1.7	1.5	1.3
Standard error	.07	.11	.20	.13	.88	-	.15	.16	.29	.17	.19
Standard deviation	.93	.87	1.19	.77	2.64	-	1.09	.71	.87	.64	.92

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)								
Total base		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	*c	*d	*e	*f	*g	*h	*i
Significance Level: 95%										
Unweighted Base	155	8	7	16	9	12	9	14	11	6
Effective base	67	6	5	9	6	8	6	9	8	4
Weighted Base	135	13	7	26	8	12	16	20	12	9
Very dissatisfied	(-2)	6	4	1	-	-	-	-	-	-
		4%	33%	22%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	-	-	-	1	-	-	-	-
		1%	-%	-%	-%	7%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	8	-	*	1	2	-	-	3	2
		6%	-%	2%	3%	25%	-%	-%	14%	14%
Fairly satisfied	(1)	59	7	2	2	4	8	9	11	8
		43%	54%	31%	8%	48%	67%	55%	57%	62%
Very satisfied	(2)	59	2	3	20	2	3	7	6	3
		43%	13%	45%	75%	27%	26%	45%	29%	24%
Don't Know (DO NOT READ OUT)		4	-	-	4	-	-	-	-	-
		3%	-%	-%	14%	-%	-%	-%	-%	-%
NET: Satisfied		117	8	5	22	6	11	16	17	11
		87%	67%	76%	83%	75%	93%	100%	86%	86%
NET: Dissatisfied		6	4	1	-	-	1	-	-	-
		5%	33%	22%	-%	-%	7%	-%	-%	-%
Answered		131	13	7	22	8	12	16	20	12
Mean Score		1.2	.1	.8	1.8	1.0	1.1	1.4	1.1	1.1
Standard error		.07	.57	.63	.12	.26	.22	.17	.18	.19
Standard deviation		.93	1.61	1.68	.45	.77	.75	.51	.66	.63

Columns Tested: a,b,c,d,e,f,g,h,i

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		*a	*b	c	d	e	*f	*g	*h	
Total base										
Significance Level: 95%										
Unweighted Base		155	27	26	39	92	63	17	22	24
Effective base		67	17	18	23	56	31	12	13	11
Weighted Base		135	29	32	62	122	13	7	4	3
Very dissatisfied	(-2)	6	-	6	-	6	-	-	-	-
		4%	-%	18%	-%	5%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	1	-	-	1	*	-	-	*
		1%	3%	-%	-%	1%	*%	-%	-%	1%
Neither satisfied nor dissatisfied	(0)	8	2	2	4	7	*	-	*	-
		6%	7%	6%	6%	6%	3%	-%	11%	-%
Fairly satisfied	(1)	59	12	16	22	51	8	5	2	1
		43%	42%	52%	36%	41%	62%	72%	63%	38%
Very satisfied	(2)	59	14	8	33	54	4	2	1	2
		43%	48%	24%	52%	44%	34%	28%	26%	60%
Don't Know (DO NOT READ OUT)		4	-	-	4	4	-	-	-	-
		3%	-%	-%	6%	3%	-%	-%	-%	-%
NET: Satisfied		117	26	24	55	105	12	7	3	3
		87%	90%	76%	88%	86%	96%	100%	89%	99%
NET: Dissatisfied		6	1	6	-	6	*	-	-	*
		5%	3%	18%	-%	5%	*%	-%	-%	1%
Answered		131	29	32	59	119	13	7	4	3
Mean Score		1.2	1.4	.7	1.5	1.2	1.3	1.3	1.1	1.6
Standard error		.07	.14	.27	.10	.10	.07	.12	.15	.15
Standard deviation		.93	.75	1.36	.61	.96	.56	.49	.70	.73

Columns Tested:: a,b,c,d,e,f,g,h

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	155	8	17	3	20	12	58	9	2	44
Effective base	67	3	7	1	9	6	24	3	1	24
Weighted Base	135	8	18	4	21	15	35	4	2	50
Very dissatisfied	(-2) 6 4%	- -%	- -%	- -%	- -%	2 14%	1 4%	- -%	- -%	2 4%
Fairly dissatisfied	(-1) 1 1%	- -%	1 5%	- -%	1 4%	- -%	* *%	- -%	- -%	- -%
Neither satisfied nor dissatisfied	(0) 8 6%	- -%	* 2%	- -%	* 2%	1 4%	* 1%	* 5%	- -%	6 13%
Fairly satisfied	(1) 59 43%	2 22%	4 25%	* 3%	4 21%	9 60%	18 51%	2 53%	* 3%	22 45%
Very satisfied	(2) 59 43%	2 30%	12 68%	3 97%	15 73%	3 21%	15 43%	1 42%	2 97%	19 38%
Don't Know (DO NOT READ OUT)	4 3%	4 49%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	4 51%	16 93%	4 100%	20 94%	12 82%	33 95%	3 95%	2 100%	41 83%
NET: Dissatisfied	6 5%	- -%	1 5%	- -%	1 4%	2 14%	1 4%	- -%	- -%	2 4%
Answered	131	4	18	4	21	15	35	4	2	50
Mean Score	1.2	1.6	1.6	2.0	1.6	.7	1.3	1.4	2.0	1.1
Standard error	.07	.22	.19	.12	.16	.36	.11	.23	.16	.14
Standard deviation	.93	.57	.77	.20	.72	1.25	.87	.68	.23	.94

Columns Tested: a,b,c,d,e,f,g,h,i

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	*b	*c	a	*b	a	*b
Unweighted Base	155	40	58	57	126	29	-	132	23	153	2
Effective base	67	18	24	29	54	13	-	60	8	66	2
Weighted Base	135	44	35	57	106	29	-	125	11	132	4
Very dissatisfied (-2)	6 4%	2 5%	1 4%	2 4%	2 2%	4 12%	- -%	6 4%	- -%	6 4%	- -%
Fairly dissatisfied (-1)	1 1%	1 2%	* *%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%
Neither satisfied nor dissatisfied (0)	8 6%	1 2%	* 1%	7 11%	8 7%	* *%	- -%	8 6%	- -%	8 6%	- -%
Fairly satisfied (1)	59 43%	15 35%	18 51%	26 45%	46 43%	13 44%	- -%	54 43%	5 46%	58 44%	1 22%
Very satisfied (2)	59 43%	21 48%	15 43%	22 40%	46 43%	13 43%	- -%	53 42%	6 54%	56 42%	3 78%
Don't Know (DO NOT READ OUT)	4 3%	4 9%	- -%	- -%	4 4%	- -%	- -%	4 3%	- -%	4 3%	- -%
NET: Satisfied	117 87%	36 82%	33 95%	48 85%	92 87%	25 87%	- -%	107 86%	11 100%	114 86%	4 100%
NET: Dissatisfied	6 5%	3 7%	1 4%	2 4%	3 3%	4 12%	- -%	6 5%	- -%	6 5%	- -%
Answered	131	40	35	57	102	29	-	121	11	128	4
Mean Score	1.2	1.3	1.3	1.2	1.3	1.1	-	1.2	1.5	1.2	1.8
Standard error	.07	.16	.11	.12	.07	.23	-	.08	.11	.08	.34
Standard deviation	.93	1.02	.87	.90	.81	1.26	-	.95	.52	.93	.49

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		155	65	34	52
Effective base		67	28	12	25
Weighted Base		135	52	25	54
Very dissatisfied	(-2)	6 4%	2 4%	2 8%	1 3%
Fairly dissatisfied	(-1)	1 1%	- -%	1 3%	* *%
Neither satisfied nor dissatisfied	(0)	8 6%	4 7%	3 11%	1 2%
Fairly satisfied	(1)	59 43%	21 41%	10 40%	24 45%
Very satisfied	(2)	59 43%	22 41%	9 37%	27 50%
Don't Know (DO NOT READ OUT)		4 3%	4 7%	- -%	- -%
NET: Satisfied		117 87%	43 82%	19 77%	52 95%
NET: Dissatisfied		6 5%	2 4%	3 12%	1 3%
Answered		131	48	25	54
Mean Score		1.2	1.2	.9	1.4
Standard error		.07	.12	.20	.11
Standard deviation		.93	.93	1.19	.79

Columns Tested: a,b,c

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	155	100	37	12	1	2	1	2	-	137	18	6
Effective base	67	51	11	3	1	2	1	1	-	62	5	4
Weighted Base	135	107	20	5	1	1	*	1	-	127	8	3
Very dissatisfied	(-2)	6	6	-	-	-	-	-	-	6	-	-
		4%	5%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Fairly dissatisfied	(-1)	1	1	*	-	-	-	-	-	1	-	-
		1%	1%	*%	-%	-%	-%	-%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	8	6	1	1	-	-	-	-	7	1	-
		6%	6%	7%	9%	-%	-%	-%	-%	6%	6%	-%
Fairly satisfied	(1)	59	46	9	5	-	-	*	-	54	5	*
		43%	42%	43%	83%	-%	-%	100%	-%	43%	56%	7%
Very satisfied	(2)	59	49	6	*	1	1	-	1	55	3	3
		43%	46%	30%	7%	100%	100%	-%	100%	44%	38%	93%
Don't Know (DO NOT READ OUT)		4	-	4	-	-	-	-	-	4	-	-
		3%	-%	19%	-%	-%	-%	-%	-%	3%	-%	-%
			ai									
NET: Satisfied	117	95	14	5	1	1	*	1	-	109	8	3
	87%	88%	74%	91%	100%	100%	100%	100%	-%	86%	94%	100%
NET: Dissatisfied	6	6	*	-	-	-	-	-	-	6	-	-
	5%	6%	*%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Answered	131	107	16	5	1	1	*	1	-	123	8	3
Mean Score	1.2	1.2	1.3	1.0	2.0	2.0	1.0	2.0	-	1.2	1.3	1.9
Standard error	.07	.10	.11	.13	-	-	-	-	-	.08	.15	.12
Standard deviation	.93	.99	.64	.45	-	-	-	-	-	.95	.62	.30

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	155	37	63	55	120	114	125	138	82	65	16	71	10	9	8	8	3
Effective base	67	20	32	16	50	48	53	59	34	21	9	33	4	4	5	4	2
Weighted Base	135	45	62	28	97	90	102	121	53	41	18	65	1	10	2	5	*
Very dissatisfied (-2)	6 4%	2 4%	4 6%	- -%	6 6%	6 6%	6 5%	6 5%	4 8%	2 5%	- -%	6 9%	- -%	- -%	- -%	- -%	- -%
Fairly dissatisfied (-1)	1 1%	1 2%	- -%	* *%	1 1%	1 1%	1 1%	1 1%	1 2%	1 2%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%
Neither satisfied nor dissatisfied (0)	8 6%	* *%	6 9%	2 6%	6 6%	6 7%	6 6%	8 6%	3 6%	1 2%	1 3%	3 5%	* 22%	* 4%	* 11%	2 39%	- -%
Fairly satisfied (1)	59 43%	18 39%	28 45%	13 47%	43 44%	33 37%	43 42%	51 42%	22 41%	16 39%	10 59%	25 38%	1 66%	5 50%	1 68%	* 7%	* 99%
Very satisfied (2)	59 43%	25 54%	25 40%	9 33%	42 43%	44 49%	46 45%	56 46%	23 44%	21 52%	7 39%	31 48%	* 12%	5 47%	* 21%	3 54%	* 1%
Don't Know (DO NOT READ OUT)	4 3%	- -%	- -%	4 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	42 93%	52 85%	22 80%	85 87%	77 86%	90 88%	107 88%	45 85%	37 91%	17 97%	56 86%	1 78%	10 96%	1 89%	3 61%	* 100%
NET: Dissatisfied	6 5%	3 6%	4 6%	* *%	6 7%	6 7%	6 6%	6 5%	5 9%	3 7%	- -%	6 10%	- -%	- -%	- -%	- -%	- -%
Answered	131	45	62	24	97	90	102	121	53	41	18	65	1	10	2	5	*
Mean Score	1.2	1.4	1.1	1.3	1.2	1.2	1.2	1.2	1.1	1.3	1.4	1.1	.9	1.4	1.1	1.2	1.0
Standard error	.07	.16	.13	.08	.09	.10	.09	.08	.12	.13	.14	.14	.31	.20	.32	.38	-
Standard deviation	.93	.95	1.01	.62	1.01	1.06	1.00	.96	1.13	1.01	.55	1.16	.99	.59	.92	1.06	-

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	155	81	17	7	5	7	2	1	70	17	10	7	6	2	2
Effective base	67	37	6	2	2	4	2	1	35	6	2	3	3	2	2
Weighted Base	135	76	10	5	3	3	1	*	61	15	3	6	4	1	*
Very dissatisfied	(-2)	6	6	-	-	-	-	-	6	-	-	-	-	-	-
		4%	7%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	1	1	-	-	-	-	-	*	1	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	*%	5%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	8	3	*	*	2	-	-	4	-	*	*	2	-	-
		6%	4%	1%	3%	77%	-%	-%	6%	-%	11%	7%	48%	-%	-%
Fairly satisfied	(1)	59	37	4	*	1	*	*	23	3	2	4	*	*	*
		43%	49%	44%	5%	20%	13%	70%	37%	19%	86%	72%	9%	54%	100%
Very satisfied	(2)	59	29	5	5	*	3	*	29	11	*	1	2	*	-
		43%	38%	55%	91%	3%	87%	30%	48%	76%	3%	21%	43%	46%	-%
Don't Know (DO NOT READ OUT)		4	-	-	-	-	-	-	-	-	-	-	-	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	117	66	10	5	1	3	1	*	52	14	3	5	2	1	*
		87%	87%	99%	97%	23%	100%	100%	85%	95%	89%	93%	52%	100%	100%
NET: Dissatisfied	6	6	-	-	-	-	-	-	6	1	-	-	-	-	-
		5%	8%	-%	-%	-%	-%	-%	9%	5%	-%	-%	-%	-%	-%
Answered	131	76	10	5	3	3	1	*	61	15	3	6	4	1	*
Mean Score	1.2	1.1	1.5	1.9	.3	1.9	1.3	2.0	1.1	1.6	.9	1.1	1.0	1.5	1.0
Standard error	.07	.12	.13	.18	.28	.16	-	-	.14	.19	.14	.21	.45	-	-
Standard deviation	.93	1.07	.55	.47	.63	.41	-	-	1.17	.77	.46	.56	1.09	-	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	*c	*d	*e	*f	*g	*a	*b	c	*d	*e	
Significance Level: 95%														
Unweighted Base	155	82	23	12	9	7	2	3	29	25	36	20	13	
Effective base	67	38	9	4	3	5	1	2	17	11	14	6	5	
Weighted Base	135	84	19	6	5	6	*	*	36	24	21	13	6	
Very dissatisfied	(-2)	6 4%	6 7%	- -%	- -%	- -%	- -%	- -%	- -%	2 9%	4 17%	- -%	- -%	
Fairly dissatisfied	(-1)	1 1%	- -%	- -%	1 14%	- -%	- -%	- -%	- -%	1 3%	* *%	- -%	- -%	
Neither satisfied nor dissatisfied	(0)	8 6%	5 6%	2 11%	* 3%	* 3%	* 7%	- -%	- -%	1 4%	3 16%	- -%	* 2%	
Fairly satisfied	(1)	59 43%	30 36%	11 59%	3 43%	3 64%	3 54%	* 100%	- -%	6 27%	9 41%	5 37%	2 34%	
Very satisfied	(2)	59 43%	43 52%	6 30%	2 40%	2 33%	2 40%	- -%	* 100%	15 42%	14 57%	5 26%	8 63%	4 64%
Don't Know (DO NOT READ OUT)		4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
NET: Satisfied		117 87%	74 87%	17 89%	5 83%	5 97%	5 93%	* 100%	* 100%	36 100%	20 84%	14 67%	13 100%	6 98%
NET: Dissatisfied		6 5%	6 7%	- -%	1 14%	- -%	- -%	- -%	- -%	3 12%	4 17%	- -%	- -%	
Answered	131	84	19	6	5	6	*	*	36	24	21	13	6	
Mean Score	1.2	1.3	1.2	1.1	1.3	1.3	1.0	2.0	1.4	1.2	.6	1.6	1.6	
Standard error	.07	.12	.13	.31	.19	.25	-	-	.09	.25	.23	.11	.16	
Standard deviation	.93	1.06	.63	1.07	.57	.65	-	-	.50	1.24	1.37	.50	.58	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Frequency - letters sent					Frequency - large letters sent					
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	*b	c	*d	*e	a	*b	c	*d	*e	
Significance Level: 95%												
Unweighted Base	155	40	20	32	18	8	33	25	31	11	11	
Effective base	67	22	9	11	5	3	20	9	12	3	4	
Weighted Base	135	47	16	18	10	3	38	19	16	8	5	
Very dissatisfied	(-2)	6 4%	1 3%	2 13%	2 12%	- -%	- -%	2 5%	- -%	4 22%	- -%	- -%
Fairly dissatisfied	(-1)	1 1%	1 2%	- -%	* *%	- -%	- -%	1 4%	* *%	- -%	- -%	
Neither satisfied nor dissatisfied	(0)	8 6%	* 1%	- -%	3 18%	- -%	* 5%	4 21%	* 1%	- -%	* 3%	
Fairly satisfied	(1)	59 43%	25 54%	7 40%	7 39%	1 15%	2 59%	17 45%	2 13%	7 41%	4 49%	2 37%
Very satisfied	(2)	59 43%	19 41%	8 47%	6 31%	8 85%	1 36%	19 50%	12 62%	6 35%	4 51%	3 60%
Don't Know (DO NOT READ OUT)		4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		117 87%	44 94%	14 87%	13 70%	10 100%	3 95%	36 94%	14 75%	12 77%	8 100%	5 97%
NET: Dissatisfied		6 5%	2 5%	2 13%	2 12%	- -%	- -%	2 5%	1 4%	4 22%	- -%	- -%
Answered	131	47	16	18	10	3	38	19	16	8	5	
Mean Score	1.2	1.3	1.1	.8	1.9	1.3	1.3	1.3	.7	1.5	1.6	
Standard error	.07	.13	.29	.22	.09	.24	.17	.19	.28	.16	.18	
Standard deviation	.93	.84	1.31	1.26	.37	.68	.95	.97	1.55	.53	.60	

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	155	31	28	43	22	13	108	11	17	79	76	96	24
Effective base	67	17	10	21	7	5	46	4	9	36	31	39	12
Weighted Base	135	40	23	33	16	7	97	5	16	72	63	82	15
Very dissatisfied	(-2)	6	2	2	1	-	4	-	2	6	-	6	-
		4%	5%	9%	4%	-%	4%	-%	13%	8%	-%	7%	-%
Fairly dissatisfied	(-1)	1	-	-	1	-	*	1	-	1	-	1	-
		1%	-%	-%	2%	-%	*%	17%	-%	1%	-%	1%	-%
Neither satisfied nor dissatisfied	(0)	8	*	3	2	-	2	1	3	3	4	4	2
		6%	*%	15%	6%	-%	2%	11%	18%	5%	7%	4%	15%
Fairly satisfied	(1)	59	15	9	17	7	41	2	7	33	26	39	4
		43%	38%	38%	51%	45%	42%	46%	45%	46%	40%	48%	25%
Very satisfied	(2)	59	22	9	12	9	51	1	4	29	30	33	9
		43%	56%	38%	36%	55%	52%	26%	24%	40%	47%	40%	60%
Don't Know (DO NOT READ OUT)		4	-	-	-	-	-	-	-	-	4	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%
NET: Satisfied		117	37	18	29	16	92	4	11	62	55	72	13
		87%	94%	76%	88%	100%	94%	72%	69%	86%	87%	88%	85%
NET: Dissatisfied		6	2	2	2	-	4	1	2	6	-	6	-
		5%	5%	9%	7%	-%	4%	17%	13%	9%	-%	8%	-%
Answered		131	40	23	33	16	97	5	16	72	59	82	15
Mean Score		1.2	1.4	1.0	1.1	1.5	1.4	.8	.7	1.1	1.4	1.1	1.5
Standard error		.07	.17	.22	.15	.11	.08	.34	.30	.12	.07	.11	.16
Standard deviation		.93	.94	1.18	.96	.51	.85	1.12	1.24	1.10	.63	1.05	.76

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Total base		a	b	*a	b	a	*b	a	b	*a	b
Significance Level: 95%											
Unweighted Base	155	83	31	28	110	98	22	81	33	26	112
Effective base	67	35	14	15	44	40	11	34	16	15	44
Weighted Base	135	72	18	29	92	83	14	70	20	27	94
Very dissatisfied	(-2) 6 4%	6 8%	- -%	1 5%	4 5%	6 7%	- -%	6 8%	- -%	4 13%	2 2%
Fairly dissatisfied	(-1) 1 1%	* *%	1 5%	- -%	1 1%	1 1%	- -%	* *%	1 4%	- -%	1 1%
Neither satisfied nor dissatisfied	(0) 8 6%	4 5%	3 15%	3 11%	4 5%	4 5%	2 14%	4 5%	3 13%	- -%	8 8%
Fairly satisfied	(1) 59 43%	29 41%	4 22%	15 53%	36 39%	39 47%	4 30%	28 41%	5 24%	13 50%	37 40%
Very satisfied	(2) 59 43%	33 46%	10 58%	9 31%	47 51%	34 41%	8 55%	32 46%	12 59%	10 37%	46 49%
Don't Know (DO NOT READ OUT)	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	63 87%	14 80%	24 84%	83 90%	73 88%	12 86%	60 86%	17 83%	23 87%	83 89%
NET: Dissatisfied	6 5%	6 8%	1 5%	1 5%	5 5%	6 8%	- -%	6 8%	1 4%	4 13%	3 3%
Answered	131	72	18	29	92	83	14	70	20	27	94
Mean Score	1.2	1.2	1.3	1.0	1.3	1.1	1.4	1.2	1.4	1.0	1.3
Standard error	.07	.12	.17	.18	.09	.11	.16	.12	.15	.25	.08
Standard deviation	.93	1.10	.92	.95	.96	1.05	.75	1.11	.88	1.28	.84

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	155	82	90	41	-	77	81	33	-	118	69	39	-
Effective base	67	31	39	18	-	30	34	14	-	50	30	18	-
Weighted Base	135	57	78	28	-	58	59	22	-	101	62	32	-
Very dissatisfied (-2)	6 4%	6 10%	4 5%	4 13%	- -%	4 6%	4 7%	2 9%	- -%	4 4%	4 7%	1 5%	- -%
Fairly dissatisfied (-1)	1 1%	1 1%	1 1%	* *%	- -%	1 1%	1 1%	1 4%	- -%	1 1%	1 1%	1 3%	- -%
Neither satisfied nor dissatisfied (0)	8 6%	4 7%	4 5%	3 11%	- -%	4 6%	4 7%	* 1%	- -%	8 7%	2 4%	5 17%	- -%
Fairly satisfied (1)	59 43%	20 36%	39 50%	9 31%	- -%	24 42%	25 43%	9 42%	- -%	41 41%	31 49%	13 40%	- -%
Very satisfied (2)	59 43%	26 46%	31 39%	13 46%	- -%	26 44%	25 42%	10 44%	- -%	47 47%	24 39%	12 36%	- -%
Don't Know (DO NOT READ OUT)	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	47 82%	69 89%	22 77%	- -%	50 86%	50 85%	19 86%	- -%	89 88%	55 88%	24 76%	- -%
NET: Dissatisfied	6 5%	6 11%	5 6%	4 13%	- -%	4 8%	5 8%	3 13%	- -%	4 4%	5 8%	2 7%	- -%
Answered	131	57	78	28	-	58	59	22	-	101	62	32	-
Mean Score	1.2	1.1	1.2	1.0	-	1.2	1.1	1.1	-	1.3	1.1	1.0	-
Standard error	.07	.13	.10	.21	-	.12	.12	.21	-	.08	.13	.17	-
Standard deviation	.93	1.22	.97	1.33	-	1.05	1.09	1.22	-	.91	1.04	1.04	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	155	100	91	59	83	69	14	46	44	49	22	11	29	25			
Effective base	67	41	37	27	34	30	7	20	21	20	11	6	11	8			
Weighted Base	135	85	71	54	74	57	4	41	39	42	21	10	24	14			
Very dissatisfied (-2)	6 4%	6 7%	6 8%	6 10%	4 6%	4 7%	- -%	4 10%	4 9%	4 10%	1 7%	2 22%	2 9%	2 15%			
Fairly dissatisfied (-1)	1 1%	* *%	1 1%	* *%	1 1%	1 1%	* 1%	* *%	* *%	* *%	- -%	- -%	- -%	- -%			
Neither satisfied nor dissatisfied (0)	8 6%	4 5%	4 6%	4 7%	4 5%	4 7%	1 12%	1 2%	3 8%	4 9%	3 16%	* 2%	3 14%	3 21%			
Fairly satisfied (1)	59 43%	39 46%	29 40%	25 46%	32 43%	24 43%	1 20%	20 48%	22 56%	19 45%	10 47%	3 34%	14 61%	8 53%			
Very satisfied (2)	59 43%	36 42%	32 45%	20 37%	34 45%	23 41%	3 67%	17 40%	10 27%	15 36%	6 30%	4 43%	4 17%	2 11%			
Don't Know (DO NOT READ OUT)	4 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
NET: Satisfied	117 87%	75 89%	60 85%	45 83%	66 88%	48 84%	4 87%	36 88%	32 83%	34 81%	16 77%	7 77%	18 77%	9 64%			
NET: Dissatisfied	6 5%	6 7%	6 9%	6 10%	5 7%	5 9%	* 1%	4 10%	4 9%	4 10%	1 7%	2 22%	2 9%	2 15%			
Answered	131	85	71	54	74	57	4	41	39	42	21	10	24	14			
Mean Score	1.2	1.2	1.1	1.0	1.2	1.1	1.5	1.1	.9	1.0	.9	.8	.8	.5			
Standard error	.07	.10	.12	.15	.11	.13	.22	.17	.16	.17	.23	.49	.19	.24			
Standard deviation	.93	1.02	1.13	1.18	1.01	1.10	.84	1.16	1.09	1.17	1.06	1.61	1.05	1.21			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		*a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b	
Significance Level: 95%																	
Unweighted Base		155	20	9	7	5	126	106	135	124	115	93	127	31	-	95	10
Effective base		67	9	3	3	4	55	45	60	54	49	38	56	12	-	39	6
Weighted Base		135	16	4	4	5	107	90	117	112	92	71	115	23	-	81	12
Very dissatisfied	(-2)	6	-	-	2	1	6	4	6	6	2	1	6	2	-	1	4
		4%	-%	-%	57%	28%	5%	5%	5%	5%	2%	2%	5%	9%	-%	2%	36%
Fairly dissatisfied	(-1)	1	*	-	1	-	*	*	*	*	1	*	*	-	-	-	1
		1%	*%	-%	22%	-%	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	7%
Neither satisfied nor dissatisfied	(0)	8	*	-	-	*	5	5	5	5	6	4	4	3	-	*	3
		6%	1%	-%	-%	7%	5%	5%	4%	4%	6%	5%	3%	12%	-%	1%	28%
Fairly satisfied	(1)	59	9	2	1	2	53	46	55	50	44	31	54	11	-	34	3
		43%	58%	62%	16%	31%	50%	51%	47%	44%	48%	44%	47%	49%	-%	42%	29%
Very satisfied	(2)	59	7	1	*	2	43	35	51	52	39	34	52	7	-	45	-
		43%	41%	38%	5%	33%	40%	39%	44%	46%	42%	48%	45%	30%	-%	56%	-%
Don't Know (DO NOT READ OUT)		4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		117	16	4	1	3	96	81	106	101	83	66	106	18	-	79	3
		87%	99%	100%	21%	64%	90%	90%	91%	91%	91%	93%	92%	78%	-%	98%	29%
NET: Dissatisfied		6	*	-	3	1	6	4	6	6	3	1	6	2	-	1	5
		5%	*%	-%	79%	28%	5%	5%	5%	5%	3%	2%	5%	9%	-%	2%	43%
Answered		131	16	4	4	5	107	90	117	112	92	71	115	23	-	81	12
Mean Score		1.2	1.4	1.4	-1.1	.4	1.2	1.2	1.2	1.3	1.3	1.4	1.3	.9	-	1.5	-.5
Standard error		.07	.12	.19	.57	.80	.08	.09	.08	.08	.08	.08	.08	.20	-	.07	.41
Standard deviation		.93	.54	.57	1.51	1.80	.95	.91	.93	.94	.81	.77	.93	1.14	-	.70	1.30

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	155	59	56	133	3	60	95	32	87	30	50	34	61
Effective base	67	27	22	55	2	28	41	16	38	13	22	14	27
Weighted Base	135	52	48	111	4	46	89	23	77	28	37	30	58
Very dissatisfied (-2)	6 4%	4 8%	1 3%	- -%	- -%	2 5%	3 4%	- -%	1 2%	4 15%	2 6%	1 5%	2 4%
Fairly dissatisfied (-1)	1 1%	1 2%	- -%	- -%	1 18%	1 2%	- -%	1 3%	- -%	* *%	* *%	1 3%	- -%
Neither satisfied nor dissatisfied (0)	8 6%	4 8%	* 1%	2 1%	3 64%	7 16%	* *%	2 7%	6 8%	- -%	2 5%	* *%	4 7%
Fairly satisfied (1)	59 43%	26 50%	17 36%	52 47%	- -%	22 47%	37 41%	11 46%	34 44%	12 42%	16 43%	15 51%	25 43%
Very satisfied (2)	59 43%	17 32%	29 60%	58 52%	1 18%	14 30%	44 50%	10 43%	36 46%	12 43%	17 47%	13 41%	27 47%
Don't Know (DO NOT READ OUT)	4 3%	- -%	- -%	- -%	- -%	- -%	4 4%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	117 87%	43 83%	46 96%	109 99%	1 18%	36 78%	81 91%	21 89%	70 90%	24 85%	33 90%	28 92%	52 90%
NET: Dissatisfied	6 5%	5 10%	1 3%	- -%	1 18%	3 6%	3 4%	1 3%	1 2%	4 15%	2 6%	2 7%	2 4%
Answered	131	52	48	111	4	46	85	23	77	28	37	30	58
Mean Score	1.2	1.0	1.5	1.5	.2	1.0	1.4	1.3	1.3	1.0	1.2	1.2	1.3
Standard error	.07	.14	.11	.05	.61	.13	.09	.13	.08	.25	.14	.17	.11
Standard deviation	.93	1.10	.80	.53	1.06	.98	.86	.76	.78	1.35	1.00	.97	.88

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		155	82	73
Effective base		67	33	34
Weighted Base		135	69	66
Very dissatisfied	(-2)	6 4%	1 2%	4 6%
Fairly dissatisfied	(-1)	1 1%	1 1%	- -%
Neither satisfied nor dissatisfied	(0)	8 6%	4 5%	4 6%
Fairly satisfied	(1)	59 43%	31 45%	27 42%
Very satisfied	(2)	59 43%	28 41%	30 46%
Don't Know (DO NOT READ OUT)		4 3%	4 5%	- -%
NET: Satisfied		117 87%	60 86%	58 88%
NET: Dissatisfied		6 5%	2 3%	4 6%
Answered		131	66	66
Mean Score		1.2	1.3	1.2
Standard error		.07	.09	.12
Standard deviation		.93	.82	1.03

Columns Tested: a,b

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

		Month											
Total base		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Significance Level: 95%													
Unweighted Base	155	-	7	24	28	3	9	8	19	14	16	18	9
Effective base	67	-	4	10	10	1	5	3	10	9	8	11	4
Weighted Base	135	-	7	20	22	5	10	7	17	15	3	23	6
Very dissatisfied	(-2)	6	-	-	1	-	-	2	-	-	-	2	-
		4%	-%	-%	7%	-%	-%	22%	-%	-%	-%	9%	-%
Fairly dissatisfied	(-1)	1	-	-	-	-	-	-	*	-	-	1	-
		1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	3%	-%
Neither satisfied nor dissatisfied	(0)	8	-	2	3	1	-	*	-	*	1	*	-
		6%	-%	37%	14%	6%	-%	2%	-%	2%	3%	3%	-%
Fairly satisfied	(1)	59	-	4	10	8	*	4	3	10	6	2	7
		43%	-%	63%	47%	36%	1%	44%	46%	60%	41%	63%	31%
Very satisfied	(2)	59	-	-	6	9	5	3	4	6	9	1	13
		43%	-%	-%	31%	41%	99%	32%	54%	38%	56%	34%	57%
Don't Know (DO NOT READ OUT)		4	-	-	-	4	-	-	-	-	-	-	-
		3%	-%	-%	-%	17%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		117	-	4	16	17	5	7	7	17	15	3	21
		87%	-%	63%	79%	77%	100%	76%	100%	98%	97%	97%	88%
NET: Dissatisfied		6	-	-	1	-	-	2	-	*	-	-	3
		5%	-%	-%	7%	-%	-%	22%	-%	*%	-%	-%	12%
Answered	131	-	7	20	18	5	10	7	17	15	3	23	6
Mean Score	1.2	-	.6	1.0	1.4	2.0	.6	1.5	1.4	1.5	1.3	1.2	1.4
Standard error	.07	-	.20	.22	.12	.07	.52	.19	.13	.16	.16	.29	.18
Standard deviation	.93	-	.52	1.08	.64	.11	1.56	.54	.55	.58	.62	1.22	.53

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 385 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	155	33	38	41	43	71	84
Effective base	67	15	14	21	18	28	39
Weighted Base	135	32	31	39	33	63	72
Very dissatisfied (-2)	6 4%	1 5%	2 7%	- -%	2 6%	4 6%	2 3%
Fairly dissatisfied (-1)	1 1%	- -%	- -%	* *%	1 2%	- -%	1 1%
Neither satisfied nor dissatisfied (0)	8 6%	5 17%	1 5%	1 2%	* *%	7 11%	1 1%
Fairly satisfied (1)	59 43%	15 47%	11 34%	20 50%	13 40%	26 41%	33 46%
Very satisfied (2)	59 43%	6 20%	17 54%	19 48%	17 51%	23 37%	36 49%
Don't Know (DO NOT READ OUT)	4 3%	4 12%	- -%	- -%	- -%	4 6%	- -%
NET: Satisfied	117 87%	22 67%	27 88%	38 98%	30 91%	49 78%	68 95%
NET: Dissatisfied	6 5%	1 5%	2 7%	* *%	3 9%	4 6%	3 4%
Answered	131	28	31	39	33	59	72
Mean Score	1.2	.9	1.3	1.5	1.3	1.1	1.4
Standard error	.07	.17	.17	.09	.16	.12	.09
Standard deviation	.93	.94	1.07	.55	1.06	1.03	.82

Columns Tested: a,b,c,d - a,b

Table OP5BRESP
QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers
 Base: All who use any provider other than RM at QV4

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1203	157	1046	748	196	79	180	455
Effective base	540	76	468	484	111	49	111	162
Weighted Base	1077	120	956	1014	51	8	4	63
Very dissatisfied (-2)	30 3%	6 5%	24 2%	29 3%	1 2%	* 1%	- -%	1 1%
Fairly dissatisfied (-1)	48 4%	* *%	48 5%	46 5%	2 4%	* 4%	* 2%	2 4%
Neither satisfied nor dissatisfied (0)	147 14%	11 9%	137 14%	140 14%	6 12%	1 8%	* 6%	7 11%
Fairly satisfied (1)	461 43%	43 36%	418 44%	435 43%	20 40%	4 47%	2 48%	26 41%
Very satisfied (2)	378 35%	56 47%	322 34%	352 35%	21 42%	3 40%	2 44%	27 42%
Don't Know (DO NOT READ OUT)	12 1%	4 4%	7 1%	12 1%	* *%	* 1%	- -%	* *%
NET: Satisfied	839 78%	99 82%	740 77%	787 78%	42 82%	7 87%	4 92%	53 84%
NET: Dissatisfied	78 7%	6 5%	72 8%	75 7%	3 5%	* 4%	* 2%	3 5%
Answered	1065	116	949	1002	50	8	4	63
Mean Score	1.0	1.2	1.0	1.0	1.2	1.2	1.3	1.2
Standard error	.03	.08	.03	.04	.07	.10	a .06	a .04
Standard deviation	.96	1.01	.95	.97	.91	.85	.77	.88

Columns Tested: a,b - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1203	386	246	116	101	174	180	748	196	259
Effective base	540	277	157	84	71	71	111	484	111	106
Weighted Base	1077	650	287	76	28	30	4	1014	51	12
Very dissatisfied	(-2) 30 3%	11 2%	13 4%	5 7%	1 3%	* *%	- -%	29 3%	1 2%	* *%
Fairly dissatisfied	(-1) 48 4%	22 3%	18 6%	6 9%	1 4%	1 4%	* 2%	46 5%	2 4%	* 3%
Neither satisfied nor dissatisfied	(0) 147 14%	96 15%	36 13%	9 11%	4 14%	3 9%	* 6%	140 14%	6 12%	1 7%
Fairly satisfied	(1) 461 43%	303 47%	109 38%	23 31%	9 32%	15 49%	2 48%	435 43%	20 40%	6 47%
Very satisfied	(2) 378 35%	209 32%	111 39%	32 42%	13 47%	12 38%	2 44%	352 35%	21 42%	5 42%
Don't Know (DO NOT READ OUT)	12 1%	10 2%	1 *%	- -%	* *%	* *%	- -%	12 1%	* *%	* *%
NET: Satisfied	839 78%	511 79%	220 76%	56 73%	22 79%	27 87%	4 92%	787 78%	42 82%	11 89%
NET: Dissatisfied	78 7%	33 5%	31 11%	12 15%	2 7%	1 4%	* 2%	75 7%	3 5%	* 3%
Answered	1065	640	286	76	28	30	4	1002	50	12
Mean Score	1.0	1.1	1.0	.9	1.2	1.2	1.3	1.0	1.2	1.3
Standard error	.03	.04	.07	.11	.10	.06	.06	.04	.07	.05
Standard deviation	.96	.87	1.08	1.23	1.02	.78	.77	.97	.91	.79

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1203	487	261	196	79	180	494	206	93	87	171
Effective base	540	354	184	111	49	111	305	97	38	29	36
Weighted Base	1077	827	187	51	8	4	652	210	40	40	20
Very dissatisfied (-2)	30 3%	22 3%	7 4%	1 2%	* 1%	- -%	19 3%	3 1%	2 4%	- -%	1 6%
Fairly dissatisfied (-1)	48 4%	31 4%	15 8%	2 4%	* 4%	* 2%	33 5%	8 4%	4 9%	- -%	2 8%
Neither satisfied nor dissatisfied (0)	147 14%	122 15%	19 10%	6 12%	1 8%	* 6%	88 13%	37 18%	5 12%	1 2%	1 5%
Fairly satisfied (1)	461 43%	367 44%	68 36%	20 40%	4 47%	2 48%	295 45%	87 41%	14 35%	17 42%	10 51%
Very satisfied (2)	378 35%	275 33%	77 41%	21 42%	3 40%	2 44%	211 32%	74 35%	16 40%	23 56%	6 31%
Don't Know (DO NOT READ OUT)	12 1%	10 1%	1 1%	* *%	* 1%	- -%	6 1%	2 1%	* *%	- -%	- -%
NET: Satisfied	839 78%	642 78%	145 78%	42 82%	7 87%	4 92%	506 78%	160 76%	30 75%	40 98%	17 82%
NET: Dissatisfied	78 7%	53 6%	22 12%	3 5%	* 4%	* 2%	52 8%	11 5%	5 13%	- -%	3 13%
Answered	1065	816	186	50	8	4	646	209	40	40	20
Mean Score	1.0	1.0	1.0	1.2	1.2	1.3	1.0	1.1	1.0	1.5	.9
Standard error	.03	.04	.07	.07	.10	.06	.04	.06	.12	.06	.08
Standard deviation	.96	.94	1.09	.91	.85	.77	.97	.91	1.12	.55	1.11

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		1203	69	62	152	56	97	97	78	87	59
Effective base		540	45	39	81	36	69	66	47	61	39
Weighted Base		1077	86	73	210	57	105	167	114	111	65
Very dissatisfied	(-2)	30 3%	9 11% cdfh	3 4%	2 1%	- -%	4 4%	- -%	2 2%	2 2%	5 8% cf
Fairly dissatisfied	(-1)	48 4%	14 17% bcfgh	2 3%	8 4%	2 3%	10 9% fh	1 1%	1 1%	1 1%	6 9% f
Neither satisfied nor dissatisfied	(0)	147 14%	16 19% h	5 6%	55 26% bdefh	4 7%	14 13% h	17 10% h	14 13% h	2 2%	11 17% h
Fairly satisfied	(1)	461 43%	27 32%	34 46%	71 34%	26 46%	43 41%	86 52% ac	57 50%	52 47%	21 33%
Very satisfied	(2)	378 35%	19 22%	29 40%	69 33%	25 44% a	35 33%	62 37%	40 35%	51 46% a	22 35%
Don't Know (DO NOT READ OUT)		12 1%	- -%	- -%	7 3%	- -%	- -%	1 1%	- -%	3 3%	- -%
NET: Satisfied		839 78%	46 54%	63 87% aci	139 66%	51 90% aci	78 74% a	148 89% acei	96 84% ac	103 93% acei	44 67%
NET: Dissatisfied		78 7%	24 28% bcd fgh	5 7%	9 4%	2 3%	14 13% cfh	1 1%	4 3%	3 3%	11 16% cfgh
Answered		1065	86	73	203	57	105	166	114	108	65
Mean Score		1.0	.4	1.2 a	1.0 a	1.3 aei	.9 a	1.3 acei	1.1 a	1.4 acei	.8
Standard error		.03	.16	.12	.07	.10	.11	.07	.09	.08	.16
Standard deviation		.96	1.30	.97	.91	.74	1.08	.66	.83	.72	1.23

Columns Tested: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		GOR (QC3)								
		Net: Scotland, Wales and Northern Ireland								
		Net: North	Net: Midlands	Net: South	Net: England	Northern Ireland	Scotland	Wales	Northern Ireland	
		a	b	c	d	e	f	g	h	
Significance Level: 95%										
Unweighted Base		1203	212	218	327	757	446	171	149	126
Effective base		540	144	145	194	464	186	86	69	58
Weighted Base		1077	227	269	491	987	89	52	25	13
Very dissatisfied	(-2)	30 3%	9 4%	14 5%	4 1%	26 3%	3 4%	3 6%	- -%	* 1%
Fairly dissatisfied	(-1)	48 4%	17 8%	18 7%	10 2%	46 5%	3 3%	2 4%	* 1%	* 3%
Neither satisfied nor dissatisfied	(0)	147 14%	28 12%	22 8%	86 17%	136 14%	11 13%	8 16%	2 9%	1 7%
Fairly satisfied	(1)	461 43%	91 40%	113 42%	214 43%	418 42%	44 49%	26 50%	12 50%	5 43%
Very satisfied	(2)	378 35%	82 36%	99 37%	170 35%	351 36%	27 30%	12 23%	10 40%	5 41%
Don't Know (DO NOT READ OUT)		12 1%	- -%	3 1%	8 2%	11 1%	1 1%	* 1%	- -%	1 6%
NET: Satisfied		839 78%	173 76%	213 79%	384 78%	769 78%	71 79%	38 73%	22 90%	11 84%
NET: Dissatisfied		78 7%	26 12%	32 12%	14 3%	72 7%	6 7%	6 11%	* 1%	* 3%
Answered		1065	227	267	483	977	88	51	25	12
Mean Score		1.0	1.0	1.0	1.1	1.0	1.0	.8	1.3	1.3
Standard error		.03	.07	.07	.05	.04	.05	.08	.06	.07
Standard deviation		.96	1.07	1.09	.82	.96	.96	1.06	.68	.81

Columns Tested:: a,b,c,d,e,f,g,h

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	*h	i
Significance Level: 95%										
Unweighted Base	1203	39	124	24	148	102	421	35	29	427
Effective base	540	15	56	10	65	52	215	12	6	199
Weighted Base	1077	37	106	28	134	146	318	20	7	411
Very dissatisfied	(-2)	30	4	-	4	6	12	-	-	7
		3%	4%	-%	3%	4%	4%	-%	-%	2%
Fairly dissatisfied	(-1)	48	5	1	6	11	14	-	-	17
		4%	4%	4%	4%	8%	4%	-%	-%	4%
Neither satisfied nor dissatisfied	(0)	147	9	2	10	24	40	2	1	64
		14%	8%	6%	8%	16%	13%	12%	11%	16%
Fairly satisfied	(1)	461	39	15	54	39	143	13	3	193
		43%	37%	55%	40%	27%	45%	64%	37%	47%
							e	e		e
Very satisfied	(2)	378	49	10	59	65	106	5	4	126
		35%	47%	36%	44%	44%	33%	24%	52%	31%
			i		i					
Don't Know (DO NOT READ OUT)		12	*	-	*	1	4	-	-	3
		1%	10%	-%	10%	1%	1%	-%	-%	1%
			bdfi							
NET: Satisfied	839	28	88	25	113	104	249	18	7	319
		78%	83%	91%	85%	71%	78%	88%	89%	78%
NET: Dissatisfied	78	-	9	1	10	18	26	-	-	25
		7%	9%	4%	8%	12%	8%	-%	-%	6%
Answered	1065	33	106	28	134	146	314	20	7	408
Mean Score	1.0	1.2	1.2	1.2	1.2	1.0	1.0	1.1	1.4	1.0
Standard error	.03	.12	.09	.15	.08	.11	.05	.10	.14	.04
Standard deviation	.96	.72	1.04	.73	.98	1.15	.99	.60	.73	.89

Columns Tested:: a,b,c,d,e,f,g,h,i

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%											
Unweighted Base	1203	289	421	493	1049	154	-	1045	158	1191	12
Effective base	540	130	215	217	465	82	-	498	49	534	6
Weighted Base	1077	318	318	441	872	204	-	1016	61	1063	13
Very dissatisfied (-2)	30 3%	11 3%	12 4%	7 2%	22 2%	8 4%	- -%	30 3%	* 1%	30 3%	- -%
Fairly dissatisfied (-1)	48 4%	17 5%	14 4%	17 4%	39 4%	10 5%	- -%	43 4%	5 8%	48 5%	- -%
Neither satisfied nor dissatisfied (0)	147 14%	40 13%	40 13%	68 15%	98 11%	50 24%	- -%	143 14%	5 8%	147 14%	* *%
Fairly satisfied (1)	461 43%	108 34%	143 45%	210 48%	378 43%	83 41%	- -%	434 43%	27 44%	456 43%	6 41%
Very satisfied (2)	378 35%	138 43%	106 33%	135 31%	324 37%	54 26%	- -%	354 35%	24 39%	370 35%	8 59%
Don't Know (DO NOT READ OUT)	12 1%	4 1%	4 1%	3 1%	12 1%	- -%	- -%	12 1%	- -%	12 1%	- -%
NET: Satisfied	839 78%	246 77%	249 78%	345 78%	702 81%	137 67%	- -%	788 78%	51 83%	826 78%	13 100%
NET: Dissatisfied	78 7%	28 9%	26 8%	25 6%	60 7%	18 9%	- -%	73 7%	5 9%	78 7%	- -%
Answered	1065	313	314	437	860	204	-	1004	61	1051	13
Mean Score	1.0	1.1	1.0	1.0	1.1	.8	-	1.0	1.1	1.0	1.6
Standard error	.03	.06	.05	.04	.03	.08	-	.03	.07	.03	.15
Standard deviation	.96	1.04	.99	.88	.94	1.01	-	.97	.92	.97	.52

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		1203	468	317	405
Effective base		540	220	115	200
Weighted Base		1077	416	239	410
Very dissatisfied	(-2)	30 3%	10 3%	10 4%	10 2%
Fairly dissatisfied	(-1)	48 4%	19 5%	22 9%	7 2%
Neither satisfied nor dissatisfied	(0)	147 14%	51 12%	41 17%	54 13%
Fairly satisfied	(1)	461 43%	186 45%	91 38%	181 44%
Very satisfied	(2)	378 35%	144 35%	76 32%	152 37%
Don't Know (DO NOT READ OUT)		12 1%	6 1%	* *%	6 1%
NET: Satisfied		839 78%	330 79%	167 70%	333 81%
NET: Dissatisfied		78 7%	30 7%	31 13%	17 4%
Answered		1065	410	239	405
Mean Score		1.0	1.1	.8	1.1
Standard error		.03	.04	.06	.04
Standard deviation		.96	.94	1.09	.89

Columns Tested:: a,b,c

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Annual postal spend											
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+	
		a	b	c	*d	e	*f	*g	*h	i	j	k	
Significance Level: 95%													
Unweighted Base	1203	728	254	103	27	35	29	19	8	982	221	118	
Effective base	540	395	93	26	14	6	5	15	2	488	53	27	
Weighted Base	1077	801	181	47	11	19	7	10	*	982	95	48	
Very dissatisfied	(-2)	30	26	3	*	-	-	*	-	29	*	*	
		3%	3%	2%	1%	-%	-%	1%	-%	-%	3%	*%	*%
Fairly dissatisfied	(-1)	48	37	5	*	*	3	3	-	42	6	6	
		4%	5%	3%	1%	*%	14%	43%	-%	-%	4%	6%	12%
Neither satisfied nor dissatisfied	(0)	147	110	32	4	*	*	*	1	-	142	5	1
		14%	14%	18%	9%	*%	*%	*%	8%	-%	14%	5%	2%
				jk									
Fairly satisfied	(1)	461	354	62	26	3	13	3	1	*	416	45	19
		43%	44%	34%	56%	27%	66%	37%	6%	17%	42%	48%	40%
				b									
Very satisfied	(2)	378	266	75	16	8	4	1	9	*	341	38	22
		35%	33%	41%	33%	73%	20%	18%	86%	83%	35%	40%	46%
Don't Know (DO NOT READ OUT)		12	7	5	-	-	*	-	-	-	12	*	*
		1%	1%	3%	-%	-%	*%	-%	-%	-%	1%	*%	*%
NET: Satisfied		839	620	136	42	11	16	4	9	*	756	83	41
		78%	77%	75%	89%	100%	86%	55%	92%	100%	77%	88%	86%
NET: Dissatisfied		78	64	8	1	*	3	3	-	-	72	7	6
		7%	8%	4%	2%	*%	14%	44%	-%	-%	7%	7%	12%
Answered	1065	794	176	47	11	19	7	10	*	970	94	47	
Mean Score	1.0	1.0	1.1	1.2	1.7	.9	.3	1.8	1.8	1.0	1.2	1.2	
Standard error	.03	.04	.06	.07	.09	.15	.25	.14	-	.03	.06	.09	
Standard deviation	.96	.98	.92	.71	.48	.88	1.32	.59	-	.97	.85	.97	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1203	251	477	475	1062	1027	1098	1120	787	640	94	588	79	94	74	106	63
Effective base	540	139	256	146	454	440	480	501	319	213	62	307	23	32	17	30	16
Weighted Base	1077	293	508	275	918	889	962	1009	647	460	108	626	34	76	32	64	22
Very dissatisfied (-2)	30 3%	6 2%	20 4%	3 1%	24 3%	21 2%	25 3%	27 3%	15 2%	13 3%	5 5%	17 3%	- -%	1 1%	2 6%	- -%	- -%
Fairly dissatisfied (-1)	48 4%	18 6%	19 4%	11 4%	43 5%	43 5%	43 5%	48 5%	31 5%	32 7%	1 1%	37 6%	2 6%	2 2%	* *%	1 2%	* 2%
Neither satisfied nor dissatisfied (0)	147 14%	51 17%	60 12%	37 13%	139 15%	127 14%	140 15%	139 14%	105 16%	65 14%	14 13%	74 12%	8 24%	11 15%	* 1%	30 47%	2 10%
Fairly satisfied (1)	461 43%	130 44%	225 44%	107 39%	391 43%	384 43%	418 43%	431 43%	273 42%	180 39%	55 51%	266 43%	13 39%	41 55%	14 44%	12 18%	16 73%
Very satisfied (2)	378 35%	88 30%	178 35%	112 41%	313 34%	307 35%	328 34%	356 35%	222 34%	167 36%	33 31%	225 36%	11 31%	20 27%	15 45%	21 33%	3 15%
Don't Know (DO NOT READ OUT)	12 1%	1 *%	6 1%	5 2%	7 1%	7 1%	7 1%	7 1%	2 *%	4 1%	- -%	6 1%	- -%	- -%	1 4%	- -%	* *%
NET: Satisfied	839 78%	217 74%	403 79%	219 80%	704 77%	690 78%	746 78%	787 78%	494 76%	346 75%	89 82%	491 78%	24 70%	62 82%	29 89%	33 51%	19 88%
NET: Dissatisfied	78 7%	24 8%	40 8%	14 5%	68 7%	63 7%	68 7%	75 7%	46 7%	45 10%	5 5%	55 9%	2 6%	2 3%	2 6%	1 2%	* 2%
Answered Mean Score	1065 1.0	292 .9	502 1.0	270 1.2	911 1.0	881 1.0	955 1.0	1001 1.0	645 1.0	456 1.0	108 1.0	620 1.0	34 1.0	76 1.0	31 1.3	64 .8	22 1.0
Standard error	.03	.06	.05	.04	.03	.03	.03	.03	.03	.04	.10	.04	.10	.08	.12	.09	.07
Standard deviation	.96	.95	1.00	.90	.96	.95	.95	.96	.95	1.02	.93	.99	.90	.78	.99	.92	.58

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	g	a	b	c	d	e	f	g
Unweighted Base	1203	652	123	83	63	68	29	44	534	185	91	74	70	40	33
Effective base	540	343	46	22	11	28	6	11	292	69	22	29	18	15	9
Weighted Base	1077	695	80	49	12	40	24	18	550	184	46	54	21	19	13
Very dissatisfied	(-2)	30	22	*	2	-	-	-	12	6	-	3	-	-	-
		3%	3%	*%	4%	-%	-%	-%	2%	3%	-%	5%	-%	-%	-%
Fairly dissatisfied	(-1)	48	36	5	2	*	-	*	30	9	1	1	*	1	*
		4%	5%	6%	4%	*%	-%	*%	6%	5%	2%	2%	1%	6%	2%
Neither satisfied nor dissatisfied	(0)	147	101	9	3	2	*	22	63	39	8	8	3	6	*
		14%	15%	11%	5%	20%	*%	92%	11%	21%	17%	15%	15%	30%	3%
Fairly satisfied	(1)	461	301	33	24	4	13	1	250	58	28	24	6	9	10
		43%	43%	42%	48%	32%	32%	5%	45%	31%	60%	44%	26%	46%	78%
Very satisfied	(2)	378	228	32	19	4	27	1	190	72	8	19	12	3	2
		35%	33%	41%	39%	36%	68%	2%	34%	39%	18%	34%	58%	18%	17%
Don't Know (DO NOT READ OUT)		12	6	-	-	1	-	*	6	-	1	-	-	-	-
		1%	1%	-%	-%	11%	-%	-%	1%	-%	3%	-%	-%	-%	-%
NET: Satisfied		839	530	66	43	8	40	2	439	130	36	42	18	12	12
		78%	76%	82%	87%	69%	100%	8%	80%	71%	78%	78%	84%	64%	96%
NET: Dissatisfied		78	58	5	4	*	-	*	42	15	1	4	*	1	*
		7%	8%	6%	8%	*%	-%	*%	8%	8%	2%	7%	1%	6%	2%
Answered		1065	689	80	49	11	40	24	544	184	45	54	21	19	13
Mean Score		1.0	1.0	1.2	1.1	1.2	1.7	.1	1.1	1.0	1.0	1.0	1.4	.8	1.1
Standard error		.03	.04	.08	.11	.10	.06	.07	.04	.08	.07	.12	.10	.13	.09
Standard deviation		.96	.99	.88	.97	.82	.48	.37	.94	1.05	.67	1.01	.80	.83	.52

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1203	568	149	145	89	101	36	32	245	233	322	139	145
Effective base	540	307	57	50	36	37	7	8	151	97	142	44	40
Weighted Base	1077	627	120	99	66	67	11	19	313	195	275	81	86
Very dissatisfied	(-2)	30	19	2	4	-	2	-	2	9	11	-	2
		3%	3%	1%	4%	-%	3%	-%	1%	5%	4%	-%	3%
Fairly dissatisfied	(-1)	48	31	2	8	3	2	1	13	12	12	3	4
		4%	5%	1%	8%	4%	3%	6%	4%	6%	4%	3%	4%
Neither satisfied nor dissatisfied	(0)	147	80	12	35	6	2	1	39	25	31	16	25
		14%	13%	10%	36%	9%	3%	11%	12%	13%	11%	19%	29%
Fairly satisfied	(1)	461	267	59	20	30	38	8	132	86	132	41	24
		43%	43%	49%	20%	45%	57%	69%	42%	44%	48%	50%	27%
Very satisfied	(2)	378	226	42	30	27	23	2	122	63	87	22	31
		35%	36%	35%	30%	42%	34%	13%	39%	32%	32%	28%	36%
Don't Know (DO NOT READ OUT)		12	3	3	1	-	-	-	6	-	1	-	-
		1%	1%	2%	1%	-%	-%	-%	2%	-%	*%	-%	-%
NET: Satisfied		839	493	102	50	57	61	9	254	149	219	63	55
		78%	79%	85%	51%	87%	91%	82%	81%	76%	80%	78%	64%
NET: Dissatisfied		78	50	3	12	3	4	1	16	21	23	3	6
		7%	8%	3%	12%	4%	6%	6%	5%	11%	8%	3%	7%
Answered	1065	624	117	97	66	67	11	19	308	195	273	81	86
Mean Score	1.0	1.0	1.2	.7	1.2	1.2	.9	1.0	1.2	.9	1.0	1.0	.9
Standard error	.03	c	c		c	c			.05	.07	.06	.07	.09
Standard deviation	.96	.98	.78	1.12	.79	.88	.73	.96	.86	1.06	.99	.77	1.03

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1203	378	180	273	115	102	295	239	257	116	104
Effective base	540	203	74	120	34	22	169	91	101	42	31
Weighted Base	1077	442	130	222	52	55	354	187	187	73	74
Very dissatisfied (-2)	30 3%	8 2%	8 6%	6 3%	2 3%	- -%	4 1%	7 4%	7 4%	- -%	2 3%
Fairly dissatisfied (-1)	48 4%	26 6%	6 4%	9 4%	* 1%	2 4%	15 4%	12 6%	10 5%	3 5%	3 4%
Neither satisfied nor dissatisfied (0)	147 14%	58 13%	19 15%	27 12%	7 13%	24 43%	49 14%	26 14%	10 6%	14 19%	24 33%
Fairly satisfied (1)	461 43%	195 44%	65 50%	96 43%	24 47%	8 15%	149 42%	81 43%	93 50%	33 45%	23 30%
Very satisfied (2)	378 35%	149 34%	32 25%	82 37%	19 36%	20 37%	132 37%	61 33%	65 35%	23 31%	22 30%
Don't Know (DO NOT READ OUT)	12 1%	6 1%	- -%	1 1%	- -%	- -%	6 2%	- -%	1 1%	- -%	- -%
NET: Satisfied	839 78%	344 78%	98 75%	178 80%	43 83%	28 52%	281 79%	142 76%	158 85%	56 77%	45 61%
NET: Dissatisfied	78 7%	34 8%	13 10%	15 7%	2 4%	2 4%	19 5%	19 10%	17 9%	3 5%	5 7%
Answered	1065	436	130	221	52	55	349	187	185	73	74
Mean Score	1.0	1.0	.8	1.1	1.1	.8	1.1	1.0	1.1	1.0	.8
Standard error	.03	.05	.08	.06	.08	.10	.05	.07	.06	.08	.10
Standard deviation	.96	.94	1.04	.96	.91	.99	.88	1.03	.99	.83	1.01

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		1203	273	209	321	193	113	822	108	183	723	480	802	260
Effective base		540	150	86	150	81	41	376	50	86	341	199	363	91
Weighted Base		1077	325	201	242	167	62	741	60	205	694	383	734	184
Very dissatisfied	(-2)	30 3%	7 2%	6 3%	11 4%	2 1%	2 3%	17 2%	3 5%	8 4%	27 4%	3 1%	24 3%	* *%
Fairly dissatisfied	(-1)	48 4%	15 5%	12 6%	13 5%	4 2%	2 4%	30 4%	9 15%	9 5%	36 5%	13 3%	35 5%	9 5%
Neither satisfied nor dissatisfied	(0)	147 14%	42 13%	20 10%	22 9%	49 29%	2 3%	72 10%	13 21%	52 25%	94 14%	53 14%	93 13%	46 25%
Fairly satisfied	(1)	461 43%	142 44%	92 46%	113 47%	55 33%	27 43%	323 44%	26 43%	82 40%	325 47%	136 36%	335 46%	56 31%
Very satisfied	(2)	378 35%	116 36%	68 34%	82 34%	58 35%	30 48%	293 40%	10 16%	53 26%	207 30%	171 45%	240 33%	72 39%
Don't Know (DO NOT READ OUT)		12 1%	3 1%	3 1%	1 *%	- -%	- -%	7 1%	- -%	* *%	5 1%	7 2%	7 1%	* *%
NET: Satisfied		839 78%	258 79%	160 80%	195 81%	113 68%	56 90%	616 83%	35 59%	135 66%	532 77%	307 80%	575 78%	129 70%
NET: Dissatisfied		78 7%	23 7%	18 9%	24 10%	5 3%	4 7%	46 6%	12 20%	17 8%	62 9%	16 4%	59 8%	9 5%
Answered		1065	322	198	240	167	62	734	60	204	689	376	727	184
Mean Score		1.0	1.1	1.0	1.0	1.0	1.3	1.2	.5	.8	.9	1.2	1.0	1.0
Standard error		.03	.06	.07	.06	.06	.09	.03	.10	.07	.04	.04	.03	.06
Standard deviation		.96	.94	.98	1.02	.90	.92	.92	1.09	1.00	.99	.87	.97	.92

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets		
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	a	b	a	b	a	b	a	b	
Significance Level: 95%												
Unweighted Base	1203	615	412	294	826	806	256	610	417	305	815	
Effective base	540	310	131	174	328	368	86	297	143	179	322	
Weighted Base	1077	614	274	355	654	737	181	610	278	364	645	
Very dissatisfied	(-2)	30	16	5	10	17	24	-	16	5	13	14
		3%	3%	2%	3%	3%	3%	-%	3%	2%	4%	2%
Fairly dissatisfied	(-1)	48	28	15	13	35	35	9	27	16	20	29
		4%	5%	5%	4%	5%	5%	5%	4%	6%	5%	4%
Neither satisfied nor dissatisfied	(0)	147	73	54	70	68	95	44	79	48	59	80
		14%	12%	20%	20%	10%	13%	24%	13%	17%	16%	12%
Fairly satisfied	(1)	461	281	102	163	268	342	49	272	111	170	261
		43%	46%	37%	46%	41%	46%	27%	45%	40%	47%	41%
Very satisfied	(2)	378	208	98	94	262	234	79	209	98	98	258
		35%	34%	36%	26%	40%	32%	43%	34%	35%	27%	40%
Don't Know (DO NOT READ OUT)		12	7	-	4	3	7	*	7	-	4	3
		1%	1%	-%	1%	-%	1%	-%	1%	-%	1%	-%
NET: Satisfied		839	490	201	257	530	576	128	481	209	268	520
		78%	80%	73%	72%	81%	78%	71%	79%	75%	74%	81%
NET: Dissatisfied		78	44	19	23	52	59	9	42	21	33	43
		7%	7%	7%	7%	8%	8%	5%	7%	8%	9%	7%
Answered	1065	607	274	351	651	730	181	603	278	359	642	
Mean Score	1.0	1.1	1.0	.9	1.1	1.0	1.1	1.0	1.0	.9	1.1	
Standard error	.03	.04	.05	.05	.03	.03	.06	.04	.05	.06	.03	
Standard deviation	.96	.94	.96	.93	.97	.97	.93	.94	.96	.99	.94	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1203	792	741	334	2	777	666	272	2	988	554	335	1
Effective base	540	313	350	129	2	313	313	108	2	436	263	148	1
Weighted Base	1077	643	675	228	3	643	566	193	2	886	482	268	2
Very dissatisfied (-2)	30 3%	19 3%	18 3%	8 4%	- -%	15 2%	13 2%	6 3%	2 77%	23 3%	15 3%	7 3%	- -%
Fairly dissatisfied (-1)	48 4%	40 6%	31 5%	13 6%	- -%	34 5%	29 5%	18 9%	- -%	43 5%	25 5%	17 6%	- -%
Neither satisfied nor dissatisfied (0)	147 14%	113 18%	74 11%	28 12%	1 50%	103 16%	60 11%	28 15%	- -%	126 14%	59 12%	35 13%	- -%
Fairly satisfied (1)	461 43%	267 42%	310 46%	94 41%	1 50%	285 44%	244 43%	61 32%	- -%	376 42%	218 45%	103 38%	- -%
Very satisfied (2)	378 35%	201 31%	236 35%	83 36%	- -%	205 32%	216 38%	79 41%	1 23%	311 35%	161 33%	103 39%	2 100%
Don't Know (DO NOT READ OUT)	12 1%	3 *%	7 1%	3 1%	- -%	- -%	5 1%	- -%	- -%	6 1%	4 1%	3 1%	- -%
NET: Satisfied	839 78%	468 73%	545 81%	177 77%	1 50%	490 76%	460 81%	140 73%	1 23%	687 78%	379 79%	206 77%	2 100%
NET: Dissatisfied	78 7%	59 9%	49 7%	21 9%	- -%	49 8%	42 7%	25 13%	2 77%	67 8%	40 8%	24 9%	- -%
Answered	1065	640	668	226	3	643	562	193	2	880	477	265	2
Mean Score	1.0	.9	1.1	1.0	.5	1.0	1.1	1.0	-1.1	1.0	1.0	1.1	2.0
Standard error	.03	.04	.03	.06	.44	.03	.04	.07	1.56	.03	.04	.06	-
Standard deviation	.96	1.00	.94	1.02	.62	.95	.95	1.11	2.21	.97	.98	1.01	-

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%															
Unweighted Base	1203	819	770	551	692	597	97	396	384	422	184	97	206	188	
Effective base	540	362	349	263	280	294	39	189	179	183	90	51	87	89	
Weighted Base	1077	745	699	534	578	596	28	388	353	382	169	97	170	186	
Very dissatisfied (-2)	30 3%	21 3%	19 3%	19 4%	17 3%	17 3%	* 1%	8 2%	14 4%	14 4%	3 2%	4 4%	5 3%	5 3%	
Fairly dissatisfied (-1)	48 4%	32 4%	34 5%	26 5%	28 5%	31 5%	* 1%	18 5%	20 6%	20 5%	7 4%	10 10%	16 9%	12 6%	
Neither satisfied nor dissatisfied (0)	147 14%	112 15%	104 15%	93 17%	96 17%	105 18%	1 3%	70 18%	69 19%	73 19%	36 21%	10 10%	13 8%	15 8%	
Fairly satisfied (1)	461 43%	335 45%	308 44%	243 45%	235 41%	255 43%	8 30%	184 47%	172 49%	165 43%	65 39%	28 29%	78 46%	100 54%	
Very satisfied (2)	378 35%	236 32%	227 32%	149 28%	197 34%	181 30%	18 64%	104 27%	75 21%	110 29%	54 32%	46 48%	54 32%	50 27%	
Don't Know (DO NOT READ OUT)	12 1%	7 1%	7 1%	4 1%	4 1%	7 1%	- -%	4 1%	3 1%	* *%	3 2%	- -%	4 3%	5 2%	
NET: Satisfied	839 78%	571 77%	535 77%	391 73%	432 75%	436 73%	26 94%	288 74%	247 70%	275 72%	119 71%	74 76%	132 78%	151 81%	
NET: Dissatisfied	78 7%	54 7%	52 8%	45 8%	45 8%	48 8%	1 2%	26 7%	34 10%	34 9%	11 6%	13 14%	21 12%	17 9%	
Answered	1065	737	692	529	574	589	28	384	350	382	166	97	165	182	
Mean Score	1.0	1.0	1.0	.9	1.0	.9	1.5	.9	.8	.9	1.0	1.1	1.0	1.0	
Standard error	.03	.03	.03	.04	.04	.04	.08	.05	.05	.05	.07	.12	.07	.07	
Standard deviation	.96	.95	.96	.98	.99	.98	.75	.91	.98	1.00	.95	1.15	1.02	.93	

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
Total base		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		1203	185	101	105	44	952	787	1052	872	805	793	897	282	2	800	82
Effective base		540	87	39	51	24	426	339	470	395	344	332	428	119	2	352	50
Weighted Base		1077	147	70	79	48	860	649	939	787	680	669	835	211	*	707	90
Very dissatisfied	(-2)	30 3%	5 3%	* 1%	5 6%	3 7%	25 3%	18 3%	25 3%	23 3%	17 2%	12 2%	24 3%	2 1%	- -%	20 3%	9 10% a
Fairly dissatisfied	(-1)	48 4%	5 3%	1 1%	13 17% ab	3 7%	32 4%	26 4%	33 4%	28 4%	31 5%	18 3%	32 4%	9 4%	- -%	25 3%	10 12% a
Neither satisfied nor dissatisfied	(0)	147 14%	21 15%	10 15%	8 10%	7 14%	118 14%	92 14%	128 14%	109 14%	91 13%	101 15%	88 11%	22 11%	- -%	59 8%	24 26% a
Fairly satisfied	(1)	461 43%	71 49%	25 36%	27 34%	24 49%	387 45%	304 47%	418 45%	352 45%	296 44%	299 45%	381 46%	109 51%	* 100%	336 48% b	27 30%
Very satisfied	(2)	378 35%	44 30%	33 48%	27 34%	11 24%	290 34%	209 32%	326 35%	267 34%	239 35%	234 35%	302 36%	69 33%	- -%	261 37% b	20 22%
Don't Know (DO NOT READ OUT)		12 1%	* *%	- -%	- -%	- -%	8 1%	2 *%	8 1%	7 1%	6 1%	6 1%	8 1%	- -%	- -%	6 1%	- -%
NET: Satisfied		839 78%	116 79%	58 84%	53 68%	35 73%	677 79%	512 79%	744 79%	620 79%	535 79%	533 80%	684 82%	178 84%	* 100%	597 84% b	47 52%
NET: Dissatisfied		78 7%	10 7%	1 1%	18 23% ab	6 13% b	57 7%	44 7%	59 6%	51 7%	48 7%	29 4%	56 7%	11 5%	- -%	44 6% a	19 22%
Answered		1065	147	70	79	48	852	648	931	780	673	663	828	211	* 1.0	701 1.1	90 .4
Mean Score		1.0	1.0	1.3	.7	.8	1.0	1.0	1.1	1.0	1.1	1.1	1.1	1.1	1.0	b	
Standard error		.03	.07	.08	.12	.17	.03	.03	.03	.03	.03	.03	.03	.05	-	.03	.14
Standard deviation		.96	.94	.80	1.26	1.10	.94	.93	.93	.95	.95	.87	.94	.82	-	.91	1.24

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1203	579	381	974	52	555	648	295	653	234	368	339	449
Effective base	540	265	175	426	32	236	304	138	301	106	171	151	207
Weighted Base	1077	562	328	843	57	474	603	210	599	254	289	346	404
Very dissatisfied (-2)	30 3%	11 2%	18 5%	6 1%	13 22%	23 5%	6 1%	6 3%	19 3%	4 2%	12 4%	10 3%	7 2%
Fairly dissatisfied (-1)	48 4%	32 6%	9 3%	14 2%	17 31%	41 9%	8 1%	13 6%	23 4%	13 5%	23 8%	17 5%	9 2%
Neither satisfied nor dissatisfied (0)	147 14%	104 18%	25 8%	62 7%	13 24%	89 19%	59 10%	22 10%	70 12%	55 22%	36 12%	28 8%	81 20%
Fairly satisfied (1)	461 43%	250 44%	144 44%	404 48%	4 8%	191 40%	270 45%	69 33%	274 46%	115 45%	102 35%	184 53%	152 38%
Very satisfied (2)	378 35%	160 28%	130 40%	350 41%	9 15%	127 27%	251 42%	99 47%	209 35%	64 25%	111 38%	107 31%	153 38%
Don't Know (DO NOT READ OUT)	12 1%	6 1%	2 1%	7 1%	- -%	3 1%	9 1%	1 1%	3 1%	3 1%	6 2%	- -%	2 1%
NET: Satisfied	839 78%	410 73%	274 84%	753 89%	13 23%	318 67%	521 87%	168 80%	483 81%	179 70%	212 74%	291 84%	305 75%
NET: Dissatisfied	78 7%	43 8%	27 8%	20 2%	30 53%	64 14%	14 2%	19 9%	42 7%	17 7%	35 12%	27 8%	16 4%
Answered	1065	556	326	836	57	471	594	209	596	251	283	346	402
Mean Score	1.0	.9	1.1	1.3	-.4	.8	1.3	1.2	1.1	.9	1.0	1.0	1.1
Standard error	.03	.04	.05	.02	.19	.05	.03	.06	.04	.06	.06	.05	.04
Standard deviation	.96	.93	1.03	.74	1.34	1.09	.78	1.04	.96	.90	1.11	.92	.91

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		1203	636	567
Effective base		540	242	298
Weighted Base		1077	493	583
Very dissatisfied	(-2)	30 3%	14 3%	16 3%
Fairly dissatisfied	(-1)	48 4%	17 3%	32 5%
Neither satisfied nor dissatisfied	(0)	147 14%	87 18%	60 10%
			b	
Fairly satisfied	(1)	461 43%	198 40%	263 45%
Very satisfied	(2)	378 35%	171 35%	208 36%
Don't Know (DO NOT READ OUT)		12 1%	7 1%	5 1%
NET: Satisfied		839 78%	369 75%	471 81%
NET: Dissatisfied		78 7%	31 6%	48 8%
Answered		1065	487	578
Mean Score		1.0	1.0	1.1
Standard error		.03	.04	.04
Standard deviation		.96	.96	.96

Columns Tested:: a,b

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	*e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		1203	-	51	178	143	29	100	77	159	118	110	165	73
Effective base		540	-	16	85	58	10	50	19	76	64	41	113	36
Weighted Base		1077	-	32	176	94	23	124	30	119	141	31	244	63
Very dissatisfied	(-2)	30	-	-	6	5	-	4	-	2	3	-	9	2
		3%	-%	-%	3%	5%	-%	3%	-%	2%	2%	-%	4%	3%
Fairly dissatisfied	(-1)	48	-	*	9	4	*	6	2	8	4	1	12	3
		4%	-%	*%	5%	5%	1%	5%	6%	6%	3%	2%	5%	4%
Neither satisfied nor dissatisfied	(0)	147	-	4	12	14	*	13	*	15	30	4	44	12
		14%	-%	12%	7%	15%	1%	10%	1%	12%	21%	13%	18%	19%
											cg		cg	g
Fairly satisfied	(1)	461	-	18	82	36	12	61	19	54	41	17	95	25
		43%	-%	56%	47%	38%	53%	49%	64%	45%	29%	55%	39%	40%
					i			i	dik		i			
Very satisfied	(2)	378	-	9	64	29	10	40	8	40	64	9	84	21
		35%	-%	29%	36%	30%	45%	32%	28%	34%	45%	29%	34%	34%
Don't Know (DO NOT READ OUT)		12	-	1	4	7	-	-	-	-	-	*	-	-
		1%	-%	4%	2%	7%	-%	-%	-%	-%	-%	*%	-%	-%
						hik								
NET: Satisfied		839	-	27	146	65	22	101	28	94	105	26	179	46
		78%	-%	84%	83%	68%	98%	82%	93%	79%	74%	85%	73%	74%
					d				d					
NET: Dissatisfied		78	-	*	14	9	*	10	2	10	6	1	21	5
		7%	-%	*%	8%	9%	1%	8%	6%	8%	5%	2%	9%	7%
Answered		1065	-	30	173	87	23	124	30	119	141	31	244	63
Mean Score		1.0	-	1.2	1.1	.9	1.4	1.0	1.1	1.0	1.1	1.1	1.0	1.0
Standard error		.03	-	.09	.07	.09	.11	.09	.08	.08	.09	.07	.08	.12
Standard deviation		.96	-	.65	.97	1.08	.59	.95	.73	.95	.96	.72	1.03	.99

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table OP5BRESP (continuation)

QOP5B. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers

Base: All who use any provider other than RM at QV4

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1203	233	268	354	348	501	702
Effective base	540	104	111	154	172	214	327
Weighted Base	1077	215	233	290	338	449	628
Very dissatisfied	(-2)	30	6	8	5	11	14
		3%	3%	3%	2%	3%	3%
Fairly dissatisfied	(-1)	48	9	11	13	15	20
		4%	4%	5%	5%	4%	5%
Neither satisfied nor dissatisfied	(0)	147	18	25	45	60	43
		14%	8%	11%	15%	18%	10%
					a		a
Fairly satisfied	(1)	461	101	108	115	137	209
		43%	47%	46%	40%	41%	47%
Very satisfied	(2)	378	73	78	112	114	151
		35%	34%	34%	39%	34%	34%
Don't Know (DO NOT READ OUT)		12	8	3	-	*	12
		1%	4%	1%	-%	*%	3%
			cd			b	
NET: Satisfied	839	175	186	227	252	360	479
	78%	81%	80%	78%	75%	80%	76%
NET: Dissatisfied	78	15	19	18	26	34	45
	7%	7%	8%	6%	8%	7%	7%
Answered	1065	207	230	290	338	437	628
Mean Score	1.0	1.1	1.0	1.1	1.0	1.1	1.0
Standard error	.03	.06	.06	.05	.05	.04	.04
Standard deviation	.96	.92	.98	.93	1.00	.95	.97

Columns Tested:: a,b,c,d - a,b

Table 386

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from providers: SUMMARY TABLE

Base: All who use each provider at QV4

		DHL	UK Mail	UPS	Yodel	Parcelforce	Evri (formerly known as Hermes)	FedEx	DX	TNT Express	Whistl	Amazon Logistics	DPD/DPD Local
Unweighted Base		179	83	102	81	233	154	82	21	29	16	38	155
Effective base		70	33	46	37	104	95	34	10	12	5	22	67
Weighted Base		153	74	88	81	202	173	76	15	17	9	32	135
Very dissatisfied	(-2)	3 2%	* *%	2 2%	1 1%	3 2%	12 7%	- -%	* *%	- -%	1 9%	1 5%	6 4%
Fairly dissatisfied	(-1)	7 5%	6 8%	1 1%	7 8%	4 2%	16 9%	- -%	2 12%	3 17%	- -%	2 6%	1 1%
Neither satisfied nor dissatisfied	(0)	19 12%	20 27%	17 19%	12 15%	29 14%	18 10%	9 12%	3 20%	1 6%	- -%	4 13%	8 6%
Fairly satisfied	(1)	51 33%	26 35%	44 50%	40 49%	85 42%	73 42%	42 56%	7 49%	9 51%	7 78%	9 28%	59 43%
Very satisfied	(2)	70 46%	21 28%	21 24%	21 26%	80 40%	55 32%	24 32%	3 18%	4 26%	1 13%	15 48%	59 43%
Don't Know (DO NOT READ OUT)		3 2%	2 2%	3 3%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	4 3%
NET: Satisfied		120 79%	47 63%	65 74%	62 76%	165 82%	128 74%	67 88%	10 68%	13 77%	8 91%	25 76%	117 87%
NET: Dissatisfied		10 7%	6 8%	3 3%	8 9%	8 4%	28 16%	- -%	2 12%	3 17%	1 9%	4 11%	6 5%
Answered		150	73	85	81	202	173	75	15	17	9	32	131
Mean Score		1.2	.8	1.0	.9	1.2	.8	1.2	.7	.9	.9	1.1	1.2
Standard error		.07	.10	.08	.10	.06	.09	.07	.21	.19	.25	.19	.07
Standard deviation		.97	.94	.85	.91	.87	1.17	.63	.94	1.03	1.00	1.15	.93

Table 387

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Method		Business Size 1					
		CATI	CAWI	0-9	10-49	50-99	100-249	10+	
Significance Level: 95%		a	b	a	b	c	d	e	
Unweighted Base	2223	820	1403	1588	337	101	197	635	
Effective base	1068	367	708	982	192	62	121	257	
Weighted Base	2000	605	1395	1910	76	9	5	90	
Disagree very strongly	(-2)	59	22	37	57	2	*	*	2
		3%	4%	3%	3%	2%	*%	1%	2%
Disagree	(-1)	226	39	187	219	7	1	*	7
		11%	6%	13%	11%	9%	6%	4%	8%
Neither Agree nor disagree	(0)	480	124	356	459	19	2	1	21
		24%	21%	26%	24%	24%	19%	16%	23%
Agree	(1)	853	237	615	817	29	5	3	36
		43%	39%	44%	43%	38%	52%	53%	40%
Agree very strongly	(2)	372	175	197	348	20	2	1	24
		19%	29%	14%	18%	27%	23%	25%	26%
			b	a	a				a
Don't Know (DO NOT READ OUT)		10	8	2	10	*	-	*	*
		*%	1%	*%	1%	*%	-%	1%	*%
NET: Agree		1225	412	812	1165	49	7	4	60
		61%	68%	58%	61%	65%	75%	77%	66%
NET: Disagree		285	61	224	276	8	1	*	9
		14%	10%	16%	14%	11%	6%	6%	10%
			a	d	d				
Answered	1990	598	1393	1900	76	9	5	90	
Mean Score	.6	.8	.5	.6	.8	.9	1.0	.8	
		b	a	a	a	a	a	a	
Standard error	.02	.04	.03	.03	.06	.09	.07	.04	
Standard deviation	1.01	1.03	.98	1.01	1.01	.86	.94	.98	

Columns Tested: a,b - a,b,c,d,e

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Business Size 2									
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2223	837	540	211	207	231	197	1588	337	298
Effective base		1068	581	305	123	131	103	121	982	192	130
Weighted Base		2000	1221	549	140	52	33	5	1910	76	14
Disagree very strongly	(-2)	59 3%	39 3%	14 2%	5 4%	1 2%	1 2%	* 1%	57 3%	2 2%	* 1%
Disagree	(-1)	226 11%	139 11%	70 13%	9 6%	4 7%	3 10%	* 4%	219 11%	7 9%	1 5%
Neither Agree nor disagree	(0)	480 24%	289 24%	143 26%	27 19%	14 26%	7 21%	1 16%	459 24%	19 24%	3 18%
Agree	(1)	853 43%	525 43%	225 41%	67 48%	20 37%	14 42%	3 53%	817 43%	29 38%	7 52%
Agree very strongly	(2)	372 19%	222 18%	94 17%	32 23%	14 27%	8 25%	1 25%	348 18%	20 27%	3 24%
Don't Know (DO NOT READ OUT)		10 *%	7 1%	2 *%	* *%	* *%	* *%	* 1%	10 1%	* *%	* *%
NET: Agree		1225 61%	747 61%	319 58%	99 71%	34 65%	22 67%	4 77%	1165 61%	49 65%	11 76%
NET: Disagree		285 14%	178 15%	84 15%	14 10%	5 9%	4 12%	* 6%	276 14%	8 11%	1 6%
Answered		1990	1214	546	140	52	33	5	1900	76	14
Mean Score		.6	.6	.6	.8	.8	.8	1.0	.6	.8	.9
Standard error		.02	.04	.04	.07	.07	.07	.07	.03	.06	.05
Standard deviation		1.01	1.01	1.00	.98	.99	1.01	.94	1.01	1.01	.85

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Disagree very strongly	(-2) 59 3%	46 3%	12 3%	2 2%	* *% 1%	* 1%	32 3%	7 3%	1 2%	3 6%	1 2%
Disagree	(-1) 226 11%	190 12%	29 8%	7 9%	1 6%	* 4%	146 13%	25 10%	6 10%	6 13%	4 9%
Neither Agree nor disagree	(0) 480 24%	383 25%	76 22%	19 24%	2 19%	1 16%	283 26%	52 20%	13 24%	6 14%	11 24%
Agree	(1) 853 43%	655 42%	162 46%	29 38%	5 52%	3 53%	479 43%	134 51%	26 48%	16 36%	23 50%
Agree very strongly	(2) 372 19%	276 18%	72 20%	20 27%	2 23%	1 25%	168 15%	45 17%	8 15%	14 32%	6 12%
Don't Know (DO NOT READ OUT)	10 *%	8 1%	2 *%	* *% 1%	- -% 1%	* 1%	3 *%	- -% -%	- -% -%	- -% -%	1 2%
NET: Agree	1225 61%	931 60%	234 66%	49 65%	7 75%	4 77%	647 58%	179 68%	34 63%	31 68%	29 63%
NET: Disagree	285 14%	236 15%	41 12%	8 11%	1 6%	* 6%	178 16%	32 12%	7 13%	8 18%	5 11%
Answered	1990	1550	350	76	9	5	1108	263	54	46	46
Mean Score	.6	.6	.7	.8	.9	1.0	.5	.7	.6	.8	.6
Standard error	.02	.03	.04	.06	.09	.07	.03	.05	.09	.12	.06
Standard deviation	1.01	1.01	.99	1.01	.86	.94	.99	.95	.94	1.20	.91

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		GOR (QC3)									
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2223	125	112	230	86	136	162	140	133	126
Effective base		1068	86	81	151	60	96	118	104	93	87
Weighted Base		2000	168	150	360	98	155	271	249	163	147
Disagree very strongly	(-2)	59 3%	12 7%	1 *	13 4%	2 2%	9 6%	9 3%	2 1%	4 3%	2 1%
			bg				bg				
Disagree	(-1)	226 11%	17 10%	7 5%	49 14%	9 10%	24 15%	30 11%	27 11%	25 15%	22 15%
					b		b			b	b
Neither Agree nor disagree	(0)	480 24%	45 27%	40 27%	89 25%	18 18%	35 22%	72 27%	54 22%	36 22%	35 24%
Agree	(1)	853 43%	68 40%	75 50%	131 36%	39 40%	54 35%	120 44%	116 47%	77 47%	62 42%
				ce							
Agree very strongly	(2)	372 19%	25 15%	27 18%	78 22%	30 31%	33 21%	38 14%	49 20%	21 13%	24 16%
						afhi					
Don't Know (DO NOT READ OUT)		10 *%	1 1%	- -%	- -%	- -%	1 1%	2 1%	2 1%	- -%	1 1%
NET: Agree		1225 61%	93 55%	102 68%	208 58%	69 71%	87 56%	158 58%	165 66%	98 60%	87 59%
NET: Disagree		285 14%	29 17%	8 5%	63 17%	11 11%	33 21%	39 14%	28 11%	29 18%	24 17%
			b		b		b	b		b	b
Answered		1990	167	150	360	98	154	270	247	163	146
Mean Score		.6	.5	.8	.6	.9	.5	.6	.7	.5	.6
				ae fh		ae fh					
Standard error		.02	.10	.08	.07	.11	.10	.08	.08	.09	.09
Standard deviation		1.01	1.09	.80	1.08	1.01	1.16	.98	.92	.99	.99

Columns Tested: a,b,c,d,e,f,g,h,i

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		GOR (QC3)								
		Total base	Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
			a	b	c	d	e	f	g	h
Significance Level: 95%										
Unweighted Base		2223	348	370	532	1250	973	345	323	305
Effective base		1068	243	259	373	856	456	175	186	164
Weighted Base		2000	400	480	880	1760	240	120	80	40
Disagree very strongly	(-2)	59 3%	12 3%	16 3%	24 3%	52 3%	7 3%	3 2%	2 2%	2 6%
Disagree	(-1)	226 11%	56 14%	49 10%	106 12%	211 12%	15 6%	7 6%	5 7%	2 5%
Neither Agree nor disagree	(0)	480 24%	efgh 22%	eh 25%	efh 24%	efgh 24%	56 23%	29 24%	20 24%	8 20%
Agree	(1)	853 43%	155 39%	219 46%	367 42%	741 42%	112 47%	55 46%	39 48%	18 45%
Agree very strongly	(2)	372 19%	87 22%	74 15%	164 19%	326 18%	47 19%	23 19%	14 18%	9 23%
Don't Know (DO NOT READ OUT)		10 *%	2 *%	1 *%	3 *%	6 *%	4 2%	3 2%	* *%	1 2%
NET: Agree		1225 61%	242 61%	293 61%	531 60%	1066 61%	158 66%	78 65%	53 66%	27 68%
NET: Disagree		285 14%	efg 17%	efg 14%	efg 15%	efg 15%	22 9%	10 8%	7 9%	4 11%
Answered		1990	398	479	877	1754	236	117	80	39
Mean Score		.6	.6	.6	.6	.6	.7	.8	.7	.7
Standard error		.02	.06	.05	.04	.03	bd .03	.05	.05	.06
Standard deviation		1.01	1.07	.98	1.01	1.01	.94	.93	.91	1.07

Columns Tested:: a,b,c,d,e,f,g,h

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Industry									
		Total base	Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
			a	b	c	d	e	f	g	h	i
Significance Level: 95%											
Unweighted Base		2223	88	144	30	174	185	523	106	98	1039
Effective base		1068	43	55	15	70	95	276	43	37	526
Weighted Base		2000	102	131	39	170	229	420	72	58	940
Disagree very strongly	(-2)	59	*	3	-	3	2	15	1	3	35
		3%	*%	3%	-%	2%	1%	4%	1%	4%	4%
Disagree	(-1)	226	2	19	4	23	21	53	9	8	111
		11%	2%	14%	10%	13%	9%	13%	13%	13%	12%
			a	a	a	a	a	a	a	a	a
Neither Agree nor disagree	(0)	480	20	25	7	32	56	101	10	13	247
		24%	20%	19%	17%	19%	24%	24%	14%	23%	26%
Agree	(1)	853	57	58	17	75	106	172	35	26	377
		43%	56%	44%	45%	44%	46%	41%	49%	44%	40%
			i								
Agree very strongly	(2)	372	23	26	11	37	42	78	16	9	164
		19%	22%	20%	28%	22%	18%	19%	22%	15%	17%
Don't Know (DO NOT READ OUT)		10	-	*	-	*	2	1	-	*	6
		*%	-%	*%	-%	*%	1%	*%	-%	*%	1%
NET: Agree		1225	80	84	28	112	148	250	51	35	541
		61%	78%	64%	73%	66%	65%	60%	71%	59%	58%
			fi								
NET: Disagree		285	2	22	4	26	23	67	10	10	146
		14%	2%	17%	10%	15%	10%	16%	15%	17%	15%
			a	a	a	a	a	a	a	a	a
Answered		1990	102	131	39	170	227	419	72	58	934
Mean Score		.6	1.0	.6	.9	.7	.7	.6	.8	.5	.6
			fhi								
Standard error		.02	.08	.09	.17	.08	.07	.05	.10	.11	.03
Standard deviation		1.01	.72	1.04	.93	1.02	.90	1.04	.99	1.05	1.03

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Disagree very strongly (-2)	59 3%	6 1%	15 4%	38 4%	50 3%	9 3%	- -%	56 3%	3 2%	55 3%	5 6%
Disagree (-1)	226 11%	46 9%	53 13%	128 12%	183 11%	42 13%	- -%	213 12%	13 8%	222 12%	4 5%
Neither Agree nor disagree (0)	480 24%	107 21%	101 24%	271 25%	392 24%	88 26%	- -%	450 24%	30 20%	461 24%	19 25%
Agree (1)	853 43%	238 48%	172 41%	442 41%	718 43%	135 40%	- -%	787 43%	65 43%	825 43%	27 36%
Agree very strongly (2)	372 19%	101 20%	78 19%	193 18%	314 19%	58 18%	- -%	332 18%	40 26%	351 18%	21 28%
Don't Know (DO NOT READ OUT)	10 *%	2 *%	1 *%	7 1%	10 1%	- -%	- -%	9 *%	1 *%	10 1%	* *%
NET: Agree	1225 61%	339 68%	250 60%	635 59%	1032 62%	193 58%	- -%	1120 61%	105 69%	1176 61%	49 64%
NET: Disagree	285 14%	52 10%	67 16%	166 15%	234 14%	52 16%	- -%	269 15%	16 10%	277 14%	8 11%
Answered	1990	498	419	1073	1658	332	-	1839	151	1914	76
Mean Score	.6	.8	.6	.6	.6	.6	-	.6	.8	.6	.7
Standard error	.02	.04	.05	.03	.02	.05	-	.02	.05	.02	.12
Standard deviation	1.01	.92	1.04	1.03	1.01	1.01	-	1.01	.98	1.00	1.11

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Role of mail services			
		Total base	Administrative	Critical for communications	Core to business operations
			a	b	c
Significance Level: 95%					
Unweighted Base		2223	1303	420	459
Effective base		1068	669	158	222
Weighted Base		2000	1255	294	419
Disagree very strongly	(-2)	59 3%	43 3%	5 2%	11 3%
Disagree	(-1)	226 11%	137 11%	30 10%	58 14%
Neither Agree nor disagree	(0)	480 24%	296 24%	66 22%	106 25%
Agree	(1)	853 43%	563 45%	127 43%	155 37%
Agree very strongly	(2)	372 19%	210 17%	67 23%	86 20%
Don't Know (DO NOT READ OUT)		10 *%	7 1%	* *%	3 1%
NET: Agree		1225 61%	772 62%	194 66%	241 57%
NET: Disagree		285 14%	180 14%	35 12%	69 17%
Answered		1990	1248	294	416
Mean Score		.6	.6	.8	.6
Standard error		.02	.03	.05	.05
Standard deviation		1.01	1.00	.97	1.05

Columns Tested: a,b,c

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Annual postal spend										
Total base		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Disagree very strongly	(-2)	59	54	2	*	3	-	-	-	56	3	3
		3%	3%	1%	*%	37%	-%	-%	-%	3%	4%	8%
Disagree	(-1)	226	203	19	1	*	2	*	-	222	4	2
		11%	12%	10%	4%	*%	10%	9%	-%	12%	5%	7%
Neither Agree nor disagree	(0)	480	414	51	13	*	1	1	1	464	16	3
		24%	24%	27%	35%	1%	5%	29%	35%	24%	23%	9%
Agree	(1)	853	747	72	17	2	11	2	1	*	819	33
		43%	43%	39%	45%	30%	57%	52%	24%	99%	42%	47%
Agree very strongly	(2)	372	315	42	6	2	5	1	1	*	357	15
		19%	18%	23%	16%	32%	28%	11%	41%	1%	19%	21%
Don't Know (DO NOT READ OUT)		10	9	1	-	-	-	-	-	10	-	-
		*%	*%	1%	-%	-%	-%	-%	-%	1%	-%	-%
NET: Agree		1225	1062	114	23	5	16	3	1	*	1176	48
		61%	61%	61%	61%	62%	85%	63%	65%	100%	61%	68%
NET: Disagree		285	258	21	2	3	2	*	-	278	7	5
		14%	15%	11%	4%	37%	10%	9%	-%	14%	9%	15%
Answered		1990	1734	185	37	7	19	5	2	*	1919	71
Mean Score		.6	.6	.7	.7	.2	1.0	.6	1.1	1.0	.6	.8
Standard error		.02	.02	.05	.09	.43	.16	.21	.42	-	.02	.08
Standard deviation		1.01	1.01	.96	.80	1.87	.88	.88	1.19	-	1.01	.99

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Disagree very strongly (-2)	59 3%	27 2%	28 4%	5 2%	48 3%	34 3%	49 3%	37 3%	23 3%	13 3%	14 3%	26 3%	* *%	* 1%	5 13%	3 8%	* 1%
Disagree (-1)	226 11%	131 12%	73 12%	23 9%	182 11%	165 13%	196 11%	148 12%	77 11%	57 11%	41 8%	139 14%	5 10%	6 8%	* 1%	3 7%	1 7%
Neither Agree nor disagree (0)	480 24%	275 24%	139 22%	67 26%	386 24%	295 23%	416 24%	304 24%	139 20%	96 19%	135 27%	228 23%	15 31%	16 20%	9 22%	10 28%	4 26%
Agree (1)	853 43%	471 42%	276 45%	105 41%	701 43%	553 44%	740 43%	569 44%	317 47%	241 48%	207 42%	438 44%	19 41%	44 55%	13 34%	10 29%	8 47%
Agree very strongly (2)	372 19%	214 19%	101 16%	57 22%	293 18%	217 17%	305 18%	220 17%	125 18%	93 19%	91 19%	169 17%	8 18%	12 15%	12 30%	9 27%	3 20%
Don't Know (DO NOT READ OUT)	10 *%	6 1%	2 *%	1 *%	6 *%	2 *%	6 *%	2 *%	* *%	* *%	4 1%	1 *%	- -%	1 1%	- -%	- -%	- -%
NET: Agree	1225 61%	686 61%	377 61%	162 63%	994 62%	770 61%	1046 61%	789 62%	442 65%	334 67%	299 61%	607 61%	28 59%	56 70%	25 64%	20 56%	12 66%
NET: Disagree	285 14%	157 14%	100 16%	27 11%	230 14%	199 16%	244 14%	184 14%	100 15%	70 14%	55 11%	165 17%	5 10%	7 8%	6 14%	5 15%	1 8%
Answered	1990	1118	616	256	1610	1265	1706	1277	681	500	489	1000	47	79	39	35	17
Mean Score	.6	.6	.6	.7	.6	.6	.6	.6	.7	.7	.7	.6	.7	.8	.7	.6	.8
Standard error	.02	.03	.04	.04	.02	.03	.02	.03	.04	.04	.04	.03	.09	.08	.15	.13	.14
Standard deviation	1.01	1.00	1.04	.97	1.00	1.00	1.00	.99	1.01	.99	.97	1.01	.89	.83	1.29	1.20	.89

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21	
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7	
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9	
Disagree very strongly	(-2)	59 3%	36 3%	3 3%	1 2%	4 12%	3 17%	- -%	- -%	26 3%	3 3%	1 2%	- -%	4 19%	- -%	* 1%
Disagree	(-1)	226 11%	168 12%	8 9%	4 6%	1 4%	- -%	* 2%	* *%	133 13%	22 17%	4 9%	2 4%	* *%	2 19%	1 13%
Neither Agree nor disagree	(0)	480 24%	339 25%	16 17%	12 18%	6 18%	3 15%	8 57%	3 24%	232 23%	28 21%	9 17%	19 39%	3 13%	2 20%	3 34%
Agree	(1)	853 43%	597 43%	41 46%	34 51%	14 39%	7 42%	2 13%	6 54%	434 44%	58 44%	22 42%	22 45%	8 40%	5 39%	4 45%
Agree very strongly	(2)	372 19%	235 17%	23 25%	15 22%	10 27%	5 26%	4 28%	2 22%	166 17%	21 16%	15 29%	5 11%	6 29%	3 22%	1 7%
Don't Know (DO NOT READ OUT)		10 *%	5 *%	- -%	1 1%	- -%	- -%	- -%	- -%	1 *%	- -%	1 2%	- -%	- -%	- -%	- -%
NET: Agree		1225 61%	832 60%	64 71%	49 73%	23 66%	12 68%	6 41%	8 76%	601 61%	78 60%	37 71%	27 57%	14 68%	8 61%	5 52%
NET: Disagree		285 14%	204 15%	11 12%	5 8%	6 16%	3 17%	* 2%	* *%	159 16%	25 19%	6 11%	2 4%	4 19%	2 19%	1 14%
Answered		1990	1374	91	67	35	17	14	11	991	131	51	49	21	12	9
Mean Score		.6	.6	.8	.9	.6	.6	.7	1.0	.6	.5	.9	.6	.6	.7	.4
Standard error		.02	.03	.08	.09	.14	.21	.14	.15	.03	.08	.10	.09	.21	.21	.20
Standard deviation		1.01	.99	1.02	.90	1.27	1.37	.95	.71	1.00	1.03	1.01	.74	1.43	1.07	.90

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	
		a	b	c	d	e	*f	g	a	b	c	d	e	
Significance Level: 95%														
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101	
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30	
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54	
Disagree very strongly	(-2)	59 3%	28 3%	4 3%	2 3%	- -%	* *%	3 19%	* 1%	23 3%	7 2%	14 4%	2 2%	* *%
Disagree	(-1)	226 11%	114 12%	16 13%	14 22%	2 5%	* *%	- -%	1 5%	99 11%	44 13%	35 10%	11 9%	4 7%
Neither Agree nor disagree	(0)	480 24%	246 25%	26 20%	17 26%	2 5%	7 23%	1 4%	6 26%	223 25%	59 18%	84 25%	33 29%	16 31%
Agree	(1)	853 43%	425 43%	66 52%	20 32%	26 60%	16 50%	7 46%	9 42%	383 44%	144 44%	141 42%	42 37%	27 50%
Agree very strongly	(2)	372 19%	162 17%	16 12%	10 16%	13 30%	9 27%	4 31%	6 27%	143 16%	73 22%	57 17%	24 22%	7 12%
Don't Know (DO NOT READ OUT)		10 *%	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	3 *%	* *%	3 1%	* *%	- -%
NET: Agree		1225 61%	587 60%	82 64%	30 49%	38 91%	25 77%	11 77%	15 68%	526 60%	217 66%	198 59%	66 59%	33 62%
NET: Disagree		285 14%	142 15%	20 16%	16 25%	2 5%	* 1%	3 19%	1 6%	122 14%	51 16%	49 15%	13 12%	4 7%
Answered		1990	975	128	63	42	32	15	22	871	327	331	113	54
Mean Score		.6	.6	.6	.4	1.2	1.0	.7	.9	.6	.7	.6	.7	.7
Standard error		.02	.03	.08	.10	.09	.10	.30	.15	.03	.05	.05	.06	.08
Standard deviation		1.01	.99	.96	1.09	.73	.74	1.45	.90	.98	1.02	1.03	.99	.80

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent						
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily		
		a	b	c	d	e	a	b	c	d	e		
Significance Level: 95%													
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72		
Effective base	1068	479	168	145	58	18	344	126	123	53	23		
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44		
Disagree very strongly	(-2)	59 3%	23 2%	7 2%	14 5%	2 3%	*	12 2%	7 3%	11 5%	2 3%	*	1%
Disagree	(-1)	226 11%	114 12%	35 12%	24 10%	4 5%	*	87 13%	36 15%	27 13%	9 11%	3 7%	
Neither Agree nor disagree	(0)	480 24%	231 24%	65 22%	55 22%	23 28%	11 37%	151 22%	50 21%	50 23%	25 30%	16 35%	
Agree	(1)	853 43%	411 44%	128 43%	109 44%	34 41%	13 43%	313 46%	102 43%	85 40%	29 35%	19 44%	
Agree very strongly	(2)	372 19%	159 17%	64 21%	44 18%	19 23%	6 18%	109 16%	43 18%	40 19%	18 22%	6 13%	
Don't Know (DO NOT READ OUT)		10 *%	3 *%	* *%	3 1%	* *%	- -%	1 *%	* *%	1 *%	- -%	- -%	
NET: Agree		1225 61%	570 61%	192 64%	153 62%	52 64%	19 62%	422 63%	145 61%	124 58%	47 57%	25 57%	
NET: Disagree		285 14%	138 15%	42 14%	38 15%	7 8%	* 1%	100 15%	42 18%	38 18%	11 13%	4 8%	
Answered		1990	939	299	246	82	30	673	237	212	84	44	
Mean Score		.6	.6	.7	.6	.8	.8	.6	.6	.5	.6	.6	
Standard error		.02	.03	.05	.06	.07	.09	.04	.06	.06	.08	.10	
Standard deviation		1.01	.99	1.01	1.06	.97	.75	.96	1.04	1.10	1.02	.83	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters		
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	
Total base		a	b	c	d	e	a	b	c	a	b	a	b	
Significance Level: 95%														
Unweighted Base		2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base		1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base		2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Disagree very strongly	(-2)	59	23	8	3	*	*	17	4	15	57	2	47	*
		3%	4%	4%	1%	*%	*%	2%	6%	3%	3%	1%	3%	*%
Disagree	(-1)	226	85	24	25	10	4	83	6	57	203	23	172	9
		11%	13%	11%	11%	8%	8%	11%	8%	12%	12%	9%	11%	9%
Neither Agree nor disagree	(0)	480	172	41	39	35	14	171	22	110	424	56	369	17
		24%	26%	20%	18%	29%	28%	24%	34%	23%	24%	21%	25%	15%
Agree	(1)	853	288	104	91	58	15	314	23	226	729	124	647	54
		43%	44%	51%	42%	47%	30%	43%	35%	48%	42%	47%	43%	49%
Agree very strongly	(2)	372	91	28	60	20	17	141	11	62	316	56	265	28
		19%	14%	14%	28%	16%	35%	19%	17%	13%	18%	21%	18%	26%
Don't Know (DO NOT READ OUT)		10	2	-	*	-	-	1	-	1	8	1	5	1
		*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	1%	*%	1%
NET: Agree		1225	379	132	151	78	32	454	35	288	1044	180	912	83
		61%	57%	65%	69%	63%	64%	63%	52%	61%	60%	68%	61%	75%
NET: Disagree		285	108	32	28	10	4	100	9	73	260	25	220	10
		14%	16%	15%	13%	8%	8%	14%	14%	15%	15%	10%	15%	9%
Answered		1990	660	205	218	123	50	726	66	470	1728	262	1500	110
Mean Score		.6	.5	.6	.8	.7	.9	.7	.5	.6	.6	.8	.6	.9
Standard error		.02	.04	.07	.06	.11	.11	.03	.10	.04	.02	.05	.02	.07
Standard deviation		1.01	1.00	1.00	1.00	.84	.98	.99	1.06	.97	1.02	.91	1.01	.89

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail		
		a	b	a	b	a	b	a	b	a	b		
Significance Level: 95%													
Unweighted Base		2223		935	480	1695	161	1251	222	936	479		
Effective base		1068		470	193	811	57	597	78	472	192		
Weighted Base		2000		896	383	1507	109	1117	150	896	383		
Disagree very strongly	(-2)	59 3%	34 3%	* *% 29 3%	7 2% 7 2%	47 3%	* *% 47 3%	34 3%	* *% 34 3%	32 4%	5 1%		
Disagree	(-1)	226 11%	148 13%	17 12%	38 10%	110 12%	38 10%	172 11%	10 9%	146 13%	19 12%	106 12%	42 11%
Neither Agree nor disagree	(0)	480 24%	271 24%	24 17%	88 23%	215 24%	88 23%	371 25%	15 14%	270 24%	26 17%	212 24%	91 24%
Agree	(1)	853 43%	477 42%	76 54%	397 44%	172 45%	172 45%	643 43%	58 53%	481 43%	72 48%	395 44%	174 45%
Agree very strongly	(2)	372 19%	194 17%	23 16%	77 20%	143 16%	77 20%	269 18%	24 22%	184 16%	33 22%	149 17%	70 18%
Don't Know (DO NOT READ OUT)		10 *%	2 *%	* *% 2 *%	1 *% 1 *%	5 *%	1 1% 1 1%	2 *%	* *% 2 *%	2 *%	1 *% 1 *%	2 *%	1 *%
NET: Agree		1225 61%	671 60%	99 70%	540 60%	249 65%	249 65%	912 61%	82 75%	665 60%	105 70%	544 61%	244 64%
NET: Disagree		285 14%	182 16%	18 13%	46 12%	139 15%	46 12%	219 15%	10 10%	181 16%	19 13%	138 15%	46 12%
Answered		1990	1124	140	894	383	1502	108	1115	150	895	382	
Mean Score		.6	.6	.7	.6	.7	.6	.9	.6	.8	.6	.7	
Standard error		.02	.03	.06	.03	.04	.02	.07	.03	.06	.03	.04	
Standard deviation		1.01	1.02	.88	1.00	.96	1.01	.88	1.01	.93	1.01	.94	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets				
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d	
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2	
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2	
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4	
Disagree very strongly	(-2)	59 3%	20 3%	43 3%	6 3%	- -%	13 2%	30 3%	5 3%	- -%	15 2%	28 4%	3 2%	- -%
Disagree	(-1)	226 11%	83 12%	155 12%	39 19%	- -%	73 11%	135 15%	29 17%	- -%	97 11%	88 13%	30 15%	- -%
Neither Agree nor disagree	(0)	480 24%	168 23%	296 23%	37 18%	2 53%	149 23%	211 24%	36 21%	2 47%	197 22%	162 24%	46 23%	- -%
Agree	(1)	853 43%	321 45%	565 44%	90 43%	1 47%	299 46%	383 43%	69 40%	1 13%	405 46%	293 43%	84 42%	4 100%
Agree very strongly	(2)	372 19%	127 18%	228 18%	37 18%	- -%	119 18%	137 15%	33 19%	2 39%	168 19%	106 16%	37 18%	- -%
Don't Know (DO NOT READ OUT)		10 *%	1 *%	5 *%	- -%	- -%	1 *%	2 *%	- -%	- -%	2 *%	2 *%	* *%	- -%
NET: Agree		1225 61%	448 62%	792 61%	127 61%	1 47%	418 64%	520 58%	102 59%	2 53%	574 65%	399 59%	121 60%	4 100%
NET: Disagree		285 14%	103 14%	198 15%	45 22%	- -%	86 13%	164 18%	34 20%	- -%	113 13%	117 17%	33 16%	- -%
Answered		1990	719	1287	209	3	653	896	172	4	884	677	199	4
Mean Score		.6	.6	.6	.5	.5	.7 b	.5	.6	.9	.7 b	.5	.6	1.0
Standard error		.02	.03	.03	.07	.35	.03	.03	.07	.53	.03	.04	.06	-
Standard deviation		1.01	.99	1.02	1.08	.61	.97	1.03	1.07	1.07	.96	1.04	1.00	-

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services	
															a
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b	
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436	
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210	
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399	
Disagree very strongly	(-2)	59	44	31	30	29	30	*	17	12	13	3	6	11	13
		3%	3%	3%	4%	2%	3%	*%	3%	3%	3%	2%	6%	2%	3%
Disagree	(-1)	226	171	142	102	113	131	2	82	64	39	26	18	47	56
		11%	12%	13%	12%	10%	14%	16%	14%	15%	9%	22%	20%	11%	14%
						a					c		c		
Neither Agree nor disagree	(0)	480	366	267	214	284	264	1	153	105	100	27	15	95	102
		24%	25%	25%	25%	25%	27%	9%	26%	24%	23%	23%	17%	21%	26%
Agree	(1)	853	612	444	372	504	397	6	231	179	198	41	37	189	163
		43%	42%	42%	43%	44%	41%	41%	39%	41%	46%	35%	41%	43%	41%
Agree very strongly	(2)	372	262	176	144	224	144	5	103	76	78	20	14	99	65
		19%	18%	17%	17%	19%	15%	34%	18%	17%	18%	17%	16%	22%	16%
						b		b							
Don't Know (DO NOT READ OUT)		10	4	2	2	4	2	-	2	-	1	-	-	2	1
		*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%
NET: Agree		1225	875	620	515	728	541	10	334	255	276	61	51	288	227
		61%	60%	58%	60%	63%	56%	75%	57%	59%	64%	52%	57%	65%	57%
						b									
NET: Disagree		285	215	173	132	142	161	2	99	75	53	29	23	57	69
		14%	15%	16%	15%	12%	17%	16%	17%	17%	12%	25%	26%	13%	17%
						a					c		c		
Answered		1990	1455	1060	861	1153	966	14	586	436	429	117	90	441	398
Mean Score		.6	.6	.6	.6	.7	.5	.9	.5	.6	.7	.4	.4	.7	.5
						b								b	
Standard error		.02	.02	.03	.03	.03	.03	.15	.04	.05	.05	.10	.13	.05	.05
Standard deviation		1.01	1.01	1.01	1.01	.98	1.00	1.08	1.03	1.03	.98	1.08	1.16	1.01	1.02

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base		2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base		1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base		2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Disagree very strongly (-2)		59 3%	3 2%	* *%	6 10%	- -%	51 3%	32 3%	51 3%	38 3%	35 3%	18 2%	49 3%	11 5%	- -%	25 2%	21 17%
					ab												a
Disagree (-1)		226 11%	29 19%	7 10%	8 13%	- -%	189 11%	133 12%	199 11%	135 11%	127 11%	99 13%	187 11%	26 11%	- -%	117 8%	46 37%
					d												a
Neither Agree nor disagree (0)		480 24%	44 29%	6 8%	12 18%	4 10%	424 25%	278 24%	438 25%	276 23%	237 20%	166 21%	400 24%	50 22%	* 65%	305 21%	20 16%
					b		e										
Agree (1)		853 43%	39 26%	40 58%	30 46%	30 73%	718 42%	465 41%	749 42%	517 42%	509 44%	338 43%	707 42%	89 39%	* 35%	698 48%	19 16%
					a		a										b
Agree very strongly (2)		372 19%	38 25%	16 23%	9 14%	7 17%	319 19%	223 20%	339 19%	248 20%	244 21%	162 21%	319 19%	51 22%	- -%	316 22%	17 13%
Don't Know (DO NOT READ OUT)		10 *%	* *%	- -%	- -%	- -%	5 *%	4 *%	5 *%	4 *%	7 1%	3 *%	6 *%	- -%	- -%	7 1%	1 1%
NET: Agree		1225 61%	78 51%	56 81%	39 59%	36 90%	1037 61%	688 61%	1089 61%	765 63%	753 65%	500 64%	1026 62%	140 62%	* 35%	1014 69%	36 29%
					ac		ac										b
NET: Disagree		285 14%	32 21%	7 10%	15 23%	- -%	240 14%	165 15%	249 14%	174 14%	162 14%	117 15%	236 14%	37 16%	- -%	142 10%	68 54%
					d												a
Answered Mean Score		1990 .6	153 .5	69 .9	66 .4	40 1.1	1701 .6	1132 .6	1776 .6	1215 .7	1152 .7	783 .7	1662 .6	227 .6	* .4	1461 .8	124 -.3
					ac												b
Standard error		.02	.09	.09	.13	.09	.02	.03	.02	.03	.03	.03	.02	.07	-	.02	.12
Standard deviation		1.01	1.11	.86	1.17	.52	1.01	1.02	1.00	1.02	1.02	1.01	1.01	1.09	-	.93	1.30

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Disagree very strongly	(-2)	59 3%	36 5% 22 2%	4 1%	- -%	3 1%	10 3%	5 3%	34 3%	17 4%	15 6%	10 3%	30 2%
Disagree	(-1)	226 11%	b 149 22% 64 6%	54 10%	12 30%	32 13%	45 11%	26 13%	125 9%	68 17%	34 13%	40 13%	147 11%
Neither Agree nor disagree	(0)	480 24%	b 173 25% 273 24%	98 19%	16 41%	54 22%	88 22%	30 15%	313 24%	118 30%	63 24%	70 23%	325 24%
Agree	(1)	853 43%	a 251 36% 531 46%	263 50%	8 20%	119 49%	184 46%	82 42%	594 45%	160 40%	106 40%	148 49%	570 42%
Agree very strongly	(2)	372 19%	a 81 12% 262 23% a	102 20%	4 10%	34 14%	74 18%	53 27% c	256 19% c	34 9%	48 18%	37 12%	263 20% b
Don't Know (DO NOT READ OUT)		10 *%	1 *% 7 1%	1 *%	- -%	1 *%	1 *%	* *% 4 *% *			- -% -	- -% -	5 *%
NET: Agree		1225 61%	a 332 48% 793 68%	365 70%	12 30%	153 63%	257 64%	134 68% c	851 64% c	194 49%	154 58%	185 61%	833 62%
NET: Disagree		285 14%	b 185 27% 86 7%	59 11%	12 30% a	36 15%	55 14%	31 16%	159 12%	85 21% b	49 18%	50 16%	178 13%
Answered	1990	690	1152	523	40	243	401	196	1322	397	266	305	1336
Mean Score	.6	.3	.8	.8	.1	.6	.7	.8	.7	.3	.5	.5	.7
Standard error	.02	.04	.03	.04	.17	.05	.05	.07	.03	.05	.06	.05	.03
Standard deviation	1.01	1.09	.91	.91	.95	.93	.99	1.07	.97	.99	1.10	.98	.99

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Have moved to communication methods other than post		
		Total base	Yes	No
Significance Level: 95%			a	b
Unweighted Base		2223	1165	1058
Effective base		1068	513	555
Weighted Base		2000	930	1070
Disagree very strongly	(-2)	59 3%	28 3%	31 3%
Disagree	(-1)	226 11%	104 11%	122 11%
Neither Agree nor disagree	(0)	480 24%	198 21%	282 26% a
Agree	(1)	853 43%	406 44%	447 42%
Agree very strongly	(2)	372 19%	189 20%	183 17%
Don't Know (DO NOT READ OUT)		10 *%	5 1%	5 *%
NET: Agree		1225 61%	595 64%	630 59%
NET: Disagree		285 14%	132 14%	153 14%
Answered		1990	925	1065
Mean Score		.6	.7	.6
Standard error		.02	.03	.03
Standard deviation		1.01	1.02	.99

Columns Tested:: a,b

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

		Month												
		Total base	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
			*a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%														
Unweighted Base		2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base		1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base		2000	-	68	360	356	35	182	53	204	243	66	310	123
Disagree very strongly	(-2)	59 3%	- -%	2 3%	9 2%	7 2%	* 1%	10 5%	* 1%	3 2%	12 5%	1 2%	13 4%	2 2%
Disagree	(-1)	226 11%	- -%	4 5%	37 10%	30 8%	5 14%	24 13%	5 10%	23 11%	28 11%	7 10%	49 16%	15 12%
Neither Agree nor disagree	(0)	480 24%	- -%	11 16%	82 23%	74 21%	6 19%	41 22%	7 13%	54 26%	78 32%	21 31%	78 25%	29 23%
Agree	(1)	853 43%	- -%	41 61%	147 41%	146 41%	14 39%	75 41%	30 57%	99 49%	86 35%	29 44%	129 42%	57 46%
Agree very strongly	(2)	372 19%	- -%	10 15%	84 23%	94 26%	10 28%	33 18%	10 19%	24 12%	39 16%	7 11%	40 13%	20 16%
Don't Know (DO NOT READ OUT)		10 *%	- -%	- -%	1 *%	6 2%	- -%	- -%	* 1%	* *%	* *%	1 1%	* *%	1 1%
NET: Agree		1225 61%	- -%	52 76%	231 64%	239 67%	23 67%	108 59%	41 76%	123 60%	125 52%	37 55%	169 55%	77 62%
NET: Disagree		285 14%	- -%	6 8%	46 13%	37 10%	5 14%	33 18%	6 10%	26 13%	39 16%	8 12%	62 20%	17 14%
Answered		1990	-	68	359	350	35	182	53	204	243	66	310	122
Mean Score		.6	-	.8	.7	.8	.8	.5	.8	.6	.5	.5	.4	.6
Standard error		.02	-	.09	.05	.05	.16	.09	.08	.06	.07	.07	.07	.09
Standard deviation		1.01	-	.87	1.01	.98	1.03	1.09	.88	.90	1.05	.90	1.04	.96

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 387 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

	Total base	Quarter				Half		
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023	
Significance Level: 95%		a	b	c	d	a	b	
Unweighted Base	2223	492	586	601	544	1078	1145	
Effective base	1068	240	284	278	271	520	548	
Weighted Base	2000	500	500	500	500	1000	1000	
Disagree very strongly	(-2)	59	11	17	15	16	27	32
		3%	2%	3%	3%	3%	3%	3%
Disagree	(-1)	226	44	55	56	71	99	127
		11%	9%	11%	11%	14%	10%	13%
Neither Agree nor disagree	(0)	480	104	109	139	128	214	267
		24%	21%	22%	28%	26%	21%	27%
Agree	(1)	853	222	201	215	215	422	430
		43%	44%	40%	43%	43%	42%	43%
Agree very strongly	(2)	372	119	112	74	68	231	142
		19%	24%	22%	15%	14%	23%	14%
			cd	cd			b	
Don't Know (DO NOT READ OUT)		10	1	6	1	2	7	3
		*%	*%	1%	*%	*%	1%	*%
NET: Agree		1225	340	313	289	283	653	572
		61%	68%	63%	58%	57%	65%	57%
			cd				b	
NET: Disagree		285	55	72	71	87	126	159
		14%	11%	14%	14%	17%	13%	16%
					a			
Answered		1990	499	494	499	498	993	997
Mean Score		.6	.8	.7	.6	.5	.7	.5
			cd	d			b	
Standard error		.02	.04	.04	.04	.04	.03	.03
Standard deviation		1.01	.97	1.05	.98	1.00	1.01	.99

Columns Tested: a,b,c,d - a,b

Table 388

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Increased	196	38	158	186	8	2	1	11
	10%	6%	11%	10%	11%	18%	19%	12%
			a			a	ab	
Stayed about the same	1327	381	946	1268	50	6	3	58
	66%	63%	68%	66%	66%	62%	60%	65%
Decreased	397	118	279	380	14	2	1	17
	20%	20%	20%	20%	19%	18%	19%	19%
Don't Know (DO NOT READ OUT)	80	68	12	76	4	*	*	4
	4%	11%	1%	4%	5%	2%	2%	4%
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Increased	196 10%	107 9%	65 12%	14 10%	5 10%	4 13%	1 19%	186 10%	8 11%	3 18%
							acgh			ag
Stayed about the same	1327 66%	829 68%	342 62%	97 69%	36 69%	19 58%	3 60%	1268 66%	50 66%	9 61%
Decreased	397 20%	229 19%	125 23%	26 18%	7 14%	8 26%	1 19%	380 20%	14 19%	3 18%
			d			d				
Don't Know (DO NOT READ OUT)	80 4%	57 5%	16 3%	3 2%	3 6%	1 2%	* 2%	76 4%	4 5%	* 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Increased	196 10%	142 9%	43 12%	8 11%	2 18%	1 19%	118 11%	30 11%	14 27%	5 12%	4 8%
Stayed about the same	1327 66%	1041 67%	228 65%	50 66%	6 62%	3 60%	770 69%	168 64%	31 57%	34 75%	25 53%
Decreased	397 20%	311 20%	70 20%	14 19%	2 18%	1 19%	215 19%	60 23%	9 16%	5 11%	15 33%
Don't Know (DO NOT READ OUT)	80 4%	65 4%	11 3%	4 5%	* 2%	* 2%	10 1%	6 2%	1 1%	1 2%	3 5%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Increased	196 10%	9 5%	10 7%	40 11%	11 11%	18 12%	19 7%	26 10%	26 16% af	17 12%
Stayed about the same	1327 66%	129 77% cgh	101 68%	212 59%	68 70%	106 68%	204 75% cgh	157 63%	96 59%	100 68%
Decreased	397 20%	23 14%	33 22%	80 22%	16 16%	27 17%	45 17%	56 23%	33 21%	27 18%
Don't Know (DO NOT READ OUT)	80 4%	7 4%	5 3%	28 8% f	3 3%	4 3%	3 1%	10 4%	8 5%	3 2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Increased	196 10%	47 12%	45 9%	84 10%	176 10%	20 8%	11 9%	5 6%	4 10%
Stayed about the same	1327 66%	274 68%	325 68%	573 65%	1172 67%	155 64%	77 64%	53 66%	25 62%
Decreased	397 20%	69 17%	90 19%	182 21%	341 19%	56 23%	29 25%	18 23%	9 21%
Don't Know (DO NOT READ OUT)	80 4%	10 2%	20 4%	41 5%	71 4%	9 4%	2 2%	4 6%	2 6%
								f	f

Columns Tested:: a,b,c,d,e,f,g,h

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Increased	196	10	15	5	21	27	72	6	2	58
	10%	9%	12%	13%	12%	i	hi	9%	4%	6%
Stayed about the same	1327	68	84	24	108	159	261	52	35	635
	66%	67%	64%	62%	64%	70%	62%	73%	60%	68%
Decreased	397	17	27	10	37	37	74	8	21	203
	20%	17%	21%	25%	22%	16%	18%	11%	36%	22%
Don't Know (DO NOT READ OUT)	80	7	4	-	4	5	13	5	1	44
	4%	7%	3%	-%	3%	2%	3%	7%	1%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Increased	196 10%	58 12%	72 17%	66 6%	169 10%	27 8%	- -%	183 10%	13 9%	194 10%	2 3%
Stayed about the same	1327 66%	334 67%	261 62%	731 68%	1113 67%	214 64%	- -%	1223 66%	104 69%	1275 66%	51 67%
Decreased	397 20%	91 18%	74 18%	232 21%	320 19%	77 23%	- -%	368 20%	29 19%	385 20%	12 16%
Don't Know (DO NOT READ OUT)	80 4%	17 3%	13 3%	50 5%	66 4%	14 4%	- -%	74 4%	6 4%	69 4%	11 14%
											a

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Increased	196 10%	62 5%	40 13%	93 22%
			a	ab
Stayed about the same	1327 66%	885 71%	195 66%	231 55%
		c	c	
Decreased	397 20%	266 21%	46 15%	83 20%
Don't Know (DO NOT READ OUT)	80 4%	41 3%	14 5%	12 3%

Columns Tested: a,b,c

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Increased	196	122	49	8	4	10	3	*	*	171	25	18
	10%	7%	26%	21%	59%	52%	61%	19%	7%	9%	36%	52%
			ai	a							ai	abci
Stayed about the same	1327	1191	103	24	3	2	2	1	*	1294	32	9
	66%	68%	55%	63%	41%	13%	39%	45%	93%	67%	46%	26%
		bjk	k	k						bjk		
Decreased	397	357	27	6	-	7	-	1	-	384	13	7
	20%	20%	15%	16%	-%	35%	-%	35%	-%	20%	19%	22%
Don't Know (DO NOT READ OUT)	80	73	7	-	-	-	-	-	-	80	-	-
	4%	4%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Increased	196 10%	30 3%	92 15%	74 29%	157 10%	153 12%	168 10%	176 14%	112 16%	95 19%	20 4%	90 9%	8 16%	19 24%	18 45%	8 24%	5 26%
Stayed about the same	1327 66%	805 72%	386 63%	135 53%	1113 69%	834 66%	1174 69%	831 65%	423 62%	321 64%	368 75%	684 68%	35 75%	40 50%	17 44%	18 52%	12 67%
Decreased	397 20%	224 20%	132 21%	41 16%	330 20%	267 21%	354 21%	259 20%	138 20%	80 16%	99 20%	218 22%	3 7%	19 24%	4 10%	8 24%	1 7%
Don't Know (DO NOT READ OUT)	80 4%	65 6%	8 1%	7 3%	15 1%	13 1%	16 1%	13 1%	8 1%	6 1%	5 1%	9 1%	1 2%	1 2%	* *%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Increased	196	107	14	21	7	6	2	*	79	26	16	16	7	5	4
	10%	8%	16%	31%	20%	32%	14%	4%	8%	20%	30%	33%	34%	41%	43%
		a	a	a	a	a			a	a	a	a	a		
Stayed about the same	1327	970	62	34	24	9	4	9	687	73	26	24	12	7	5
	66%	70%	69%	50%	68%	50%	31%	86%	69%	56%	50%	49%	58%	54%	56%
		cf							bcd						
Decreased	397	289	13	11	4	3	8	1	218	29	9	8	2	1	*
	20%	21%	15%	17%	12%	18%	55%	10%	22%	22%	17%	17%	8%	5%	1%
							abcd								
Don't Know (DO NOT READ OUT)	80	13	1	1	*	-	-	-	8	3	1	*	-	-	-
	4%	1%	1%	2%	*%	-%	-%	-%	1%	2%	3%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Increased	196 10%	87 9%	28 22%	18 29%	18 42%	11 35%	5 34%	10 43%	49 6%	28 9%	52 16%	21 18%	17 32%
			a	a	a	a		a			ab	ab	abc
Stayed about the same	1327 66%	674 69%	76 59%	27 44%	22 52%	13 42%	9 61%	10 44%	619 71%	232 71%	219 66%	69 61%	25 47%
			ce						e	e	e		
Decreased	397 20%	206 21%	24 19%	15 23%	3 6%	7 23%	1 5%	3 13%	194 22%	66 20%	59 18%	23 21%	11 21%
Don't Know (DO NOT READ OUT)	80 4%	10 1%	* *0%	3 4%	* *0%	- -%	- -%	- -%	12 1%	1 *0%	3 1%	* *0%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Increased	196 10%	63 7%	23 8%	41 17%	17 21%	8 26%	45 7%	31 13%	46 22%	15 18%	15 34%
Stayed about the same	1327 66%	647 69%	221 74%	173 70%	49 59%	15 49%	471 70%	157 66%	121 57%	52 63%	20 44%
Decreased	397 20%	221 24%	52 17%	33 13%	16 20%	8 25%	149 22%	49 20%	43 20%	16 19%	10 22%
Don't Know (DO NOT READ OUT)	80 4%	11 1%	3 1%	1 1%	* *%	- -%	9 1%	* *%	3 1%	* *%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Increased	196 10%	37 6%	31 15%	52 24%	34 28%	20 41%	149 20%	8 11%	20 4%	148 9%	48 18%	131 9%	26 24%
			a	a	ab	ab	c	c			a		a
Stayed about the same	1327 66%	471 71%	133 65%	123 56%	63 51%	23 47%	433 60%	43 65%	343 73%	1162 67%	164 62%	1046 70%	66 60%
			cde						a				
Decreased	397 20%	144 22%	39 19%	43 20%	25 21%	6 12%	139 19%	11 17%	107 23%	358 21%	39 15%	313 21%	18 16%
Don't Know (DO NOT READ OUT)	80 4%	9 1%	2 1%	* *%	1 *%	* *%	6 1%	4 6%	2 *%	68 4%	12 5%	15 1%	* *%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Increased	196 10%	121 11%	32 23% a	109 12%	67 18%	132 9%	26 23% a	118 11%	35 23% a	103 11%	73 19% a
Stayed about the same	1327 66%	750 67%	84 60%	593 66%	239 62%	1048 70%	64 59%	747 67%	87 58%	594 66%	238 62%
Decreased	397 20%	244 22%	23 17%	182 20%	76 20%	312 21%	19 17%	240 21%	27 18%	188 21%	71 18%
Don't Know (DO NOT READ OUT)	80 4%	12 1%	1 1%	12 1%	1 *% *%	15 1%	* *% *%	12 1%	1 1%	12 1%	1 *% *%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Increased	196 10%	104 14%	121 9%	37 18%	- -%	104 16%	96 11%	34 20%	2 44%	156 18%	91 13%	47 24%	- -%
Stayed about the same	1327 66%	455 63%	895 69%	115 55%	3 100%	409 62%	605 67%	87 50%	2 56%	545 62%	440 65%	104 52%	4 100%
Decreased	397 20%	156 22%	274 21%	57 27%	- -%	138 21%	194 22%	51 30%	- -%	176 20%	147 22%	48 24%	- -%
Don't Know (DO NOT READ OUT)	80 4%	6 1%	3 *%	1 *%	- -%	3 1%	3 *%	1 *%	- -%	8 1%	2 *%	1 *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Increased	196	133	120	121	105	85	5	82	61	68	32	21	32	34
	10%	9%	11%	14%	9%	9%	33%	14%	14%	16%	27%	23%	7%	9%
				a			ab				abc			
Stayed about the same	1327	1011	707	565	815	639	9	373	273	265	53	41	325	276
	66%	69%	67%	66%	70%	66%	63%	63%	63%	62%	45%	45%	73%	69%
								de	de	de				
Decreased	397	308	227	171	231	239	1	129	100	92	33	28	85	89
	20%	21%	21%	20%	20%	25%	4%	22%	23%	21%	28%	31%	19%	22%
						c								
Don't Know (DO NOT READ OUT)	80	7	8	6	7	6	-	4	1	5	-	-	*	*
	4%	1%	1%	1%	1%	1%	-%	1%	*%	1%	-%	-%	*%	*%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Increased	196 10%	45 29%	22 32%	22 33%	5 13%	164 10%	106 9%	172 10%	142 12%	123 11%	133 17%	150 9%	19 8%	- -%	126 9%	23 18%
Stayed about the same	1327 66%	66 43%	40 58%	29 45%	24 58%	1141 67%	755 67%	1196 67%	791 65%	735 63%	483 61%	1121 67%	132 58%	- -%	1012 69%	60 48%
Decreased	397 20%	42 28%	7 9%	13 19%	11 28%	348 20%	232 20%	358 20%	239 20%	246 21%	141 18%	335 20%	58 25%	* 100%	280 19%	37 29%
Don't Know (DO NOT READ OUT)	80 4%	* *%	1 1%	2 3%	- -%	53 3%	42 4%	55 3%	48 4%	56 5%	30 4%	61 4%	18 8%	- -%	50 3%	5 4%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Increased	196 10%	113 16%	58 5%	97 18%	10 26%	65 27%	54 13%	196 100%	- -%	- -%	65 24%	50 16%	81 6%
Stayed about the same	1327 66%	385 56%	849 73%	307 59%	27 67%	136 56%	243 61%	- -%	1327 100%	- -%	142 53%	188 62%	963 72%
Decreased	397 20%	179 26%	198 17%	111 21%	3 7%	42 17%	92 23%	- -%	- -%	397 100%	59 22%	64 21%	272 20%
Don't Know (DO NOT READ OUT)	80 4%	14 2%	55 5%	9 2%	* *%	* *%	13 3%	- -%	- -%	- -%	* *%	3 1%	25 2%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Increased	196	90	107
	10%	10%	10%
Stayed about the same	1327	511	815
	66%	55%	76%
		a	
Decreased	397	268	129
	20%	29%	12%
		b	
Don't Know (DO NOT READ OUT)	80	61	19
	4%	7%	2%
		b	

Columns Tested: a,b

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Increased	196	-	7	39	21	*	18	5	18	38	6	36	9
	10%	-%	10%	11%	6%	1%	10%	9%	9%	15%	9%	12%	7%
										d	d		
Stayed about the same	1327	-	34	256	232	28	110	35	143	151	43	199	97
	66%	-%	50%	71%	65%	80%	60%	66%	70%	62%	65%	64%	78%
				b		b			b				bdfik
Decreased	397	-	27	52	62	7	44	8	43	52	17	69	17
	20%	-%	40%	14%	17%	19%	24%	15%	21%	21%	25%	22%	14%
			cdghikl				c						
Don't Know (DO NOT READ OUT)	80	-	*	13	41	-	10	5	*	2	*	6	1
	4%	-%	*%	4%	12%	-%	6%	9%	*%	1%	*%	2%	1%
				h	bchijkl		hi	hij					

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 388 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Increased	196 10%	53 11%	32 6%	61 12%	51 10%	85 8%	111 11%
Stayed about the same	1327 66%	331 66%	328 66%	329 66%	339 68%	659 66%	668 67%
Decreased	397 20%	85 17%	107 21%	103 21%	103 21%	192 19%	206 21%
Don't Know (DO NOT READ OUT)	80 4%	31 6%	33 7%	7 1%	8 2%	65 6%	15 2%
		cd	cd			b	

Columns Tested:: a,b,c,d - a,b

Table 389

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	249	56	193	152	43	18	36	97
Effective base	113	24	89	102	25	12	24	39
Weighted Base	196	38	158	186	8	2	1	11
Parcels and packets	108	20	88	104	3	1	1	4
	55%	52%	56%	56%	37%	46%	67%	41%
							be	
Large letters	71	6	65	67	3	1	*	4
	36%	17%	41%	36%	33%	36%	37%	34%
			a					
Letters	67	11	56	62	4	1	1	6
	34%	29%	36%	33%	54%	45%	62%	53%
							a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	18	-	18	17	1	*	*	1
	9%	-%	11%	9%	9%	15%	13%	10%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	-	15	14	1	*	*	1
	8%	-%	9%	7%	11%	15%	9%	12%
Order fulfilment (sending ordered goods to customers)	14	-	14	13	1	*	*	1
	7%	-%	9%	7%	7%	11%	1%	7%
Other everyday correspondence, such as invoices, one off bills etc.	9	-	9	8	1	*	-	1
	5%	-%	6%	4%	11%	6%	-%	10%
Publications, such as magazines, periodicals, customer newsletters	9	-	9	8	*	*	*	*
	4%	-%	5%	5%	1%	1%	6%	1%
None of these (DO NOT READ OUT)	4	2	2	3	1	-	*	1
	2%	5%	1%	2%	12%	-%	1%	9%
					a			a

Columns Tested: a,b - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Unweighted Base	249	56	193	152	43	18	36	97
Effective base	113	24	89	102	25	12	24	39
Weighted Base	196	38	158	186	8	2	1	11
Don't Know (DO NOT READ OUT)	2	2	*	2	-	-	-	-
	1%	5%	*%	1%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	*c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	249	74	58	20	25	36	36	152	43	54
Effective base	113	53	38	15	15	19	24	102	25	25
Weighted Base	196	107	65	14	5	4	1	186	8	3
Parcels and packets	108	66	32	6	2	2	1	104	3	1
	55%	62%	49%	44%	30%	49%	67%	56%	37%	54%
		h					h			
Large letters	71	41	23	4	2	1	*	67	3	1
	36%	38%	36%	25%	37%	29%	37%	36%	33%	37%
Letters	67	33	23	5	3	2	1	62	4	1
	34%	31%	36%	39%	51%	55%	62%	33%	54%	51%
							ag			
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	5	1	1	*	*	17	1	*
	9%	10%	8%	7%	12%	7%	13%	9%	9%	14%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	9	4	1	1	*	*	14	1	*
	8%	8%	6%	6%	17%	6%	9%	7%	11%	13%
Order fulfilment (sending ordered goods to customers)	14	10	3	-	*	*	*	13	1	*
	7%	10%	4%	-%	6%	9%	1%	7%	7%	7%
Other everyday correspondence, such as invoices, one off bills etc.	9	4	3	1	1	*	-	8	1	*
	5%	4%	5%	6%	17%	2%	-%	4%	11%	4%
Publications, such as magazines, periodicals, customer newsletters	9	6	2	1	*	*	*	8	*	*
	4%	6%	3%	5%	1%	*%	6%	5%	1%	3%
None of these (DO NOT READ OUT)	4	1	1	1	1	-	*	3	1	*
	2%	1%	2%	7%	18%	-%	1%	2%	12%	*%
								ag		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	249	74	58	20	25	36	36	152	43	54
Effective base	113	53	38	15	15	19	24	102	25	25
Weighted Base	196	107	65	14	5	4	1	186	8	3
Don't Know (DO NOT READ OUT)	2	-	2	-	-	-	-	2	-	-
	1%	-%	4%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	249	94	58	43	18	36	96	34	25	16	36
Effective base	113	68	44	25	12	24	64	16	11	8	11
Weighted Base	196	142	43	8	2	1	118	30	14	5	4
Parcels and packets	108	79	25	3	1	1	69	13	10	5	2
	55%	56%	57%	37%	46%	67%	59%	45%	67%	89%	44%
						c					
Large letters	71	54	13	3	1	*	44	12	6	2	1
	36%	38%	30%	33%	36%	37%	38%	41%	42%	30%	25%
Letters	67	46	15	4	1	1	34	13	5	3	1
	34%	33%	35%	54%	45%	62%	29%	44%	36%	56%	33%
						ab					
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	6	1	*	*	4	10	1	3	*
	9%	8%	13%	9%	15%	13%	3%	34%	9%	49%	2%
								ae			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	10	4	1	*	*	5	8	1	1	*
	8%	7%	9%	11%	15%	9%	5%	27%	4%	16%	1%
								a			
Order fulfilment (sending ordered goods to customers)	14	13	-	1	*	*	7	6	*	*	*
	7%	9%	-%	7%	11%	1%	6%	21%	2%	3%	*%
		b									
Other everyday correspondence, such as invoices, one off bills etc.	9	4	4	1	*	-	3	3	1	2	-
	5%	3%	9%	11%	6%	-%	3%	11%	6%	32%	-%
Publications, such as magazines, periodicals, customer newsletters	9	6	2	*	*	*	2	5	*	2	*
	4%	4%	6%	1%	1%	6%	2%	15%	*%	32%	*%
								a			

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	249	94	58	43	18	36	96	34	25	16	36
Effective base	113	68	44	25	12	24	64	16	11	8	11
Weighted Base	196	142	43	8	2	1	118	30	14	5	4
None of these (DO NOT READ OUT)	4	1	2	1	-	*	*	1	2	-	1
	2%	1%	4%	12%	-%	1%	*%	2%	13%	-%	15%
			a								a
Don't Know (DO NOT READ OUT)	2	-	2	-	-	-	2	-	-	-	-
	1%	-%	6%	-%	-%	-%	2%	-%	-%	-%	-%
			a								

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	249	9	9	38	11	17	13	17	21	15
Effective base	113	7	7	20	8	11	8	11	13	11
Weighted Base	196	9	10	40	11	18	19	26	26	17
Parcels and packets	108	5	6	26	7	9	6	19	10	7
	55%	58%	54%	67%	63%	51%	34%	72%	38%	39%
Large letters	71	4	7	17	4	7	2	6	8	10
	36%	48%	67%	43%	32%	36%	10%	24%	33%	56%
Letters	67	5	4	13	2	3	9	8	9	7
	34%	59%	42%	33%	21%	19%	48%	31%	34%	39%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	3	5	3	1	-	-	*	4	-
	9%	37%	49%	9%	10%	-%	-%	*%	16%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	2	4	2	-	1	-	-	4	*
	8%	28%	41%	5%	-%	6%	-%	-%	15%	*%
Order fulfilment (sending ordered goods to customers)	14	-	4	*	-	-	2	-	6	*
	7%	-%	41%	1%	-%	-%	12%	-%	23%	1%
Other everyday correspondence, such as invoices, one off bills etc.	9	2	4	2	-	1	-	-	*	-
	5%	19%	39%	4%	-%	4%	-%	-%	1%	-%
Publications, such as magazines, periodicals, customer newsletters	9	2	2	1	-	-	-	-	4	-
	4%	19%	19%	2%	-%	-%	-%	-%	15%	-%
None of these (DO NOT READ OUT)	4	-	-	1	2	*	-	-	-	-
	2%	-%	-%	1%	16%	2%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i
Unweighted Base	249	9	9	38	11	17	13	17	21	15
Effective base	113	7	7	20	8	11	8	11	13	11
Weighted Base	196	9	10	40	11	18	19	26	26	17
Don't Know (DO NOT READ OUT)	2	-	-	2	-	*	-	-	-	-
	1%	-%	-%	5%	-%	3%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	*g	h
Significance Level: 95%									
Unweighted Base	249	43	39	68	150	99	36	29	34
Effective base	113	30	26	39	93	45	21	14	14
Weighted Base	196	47	45	84	176	20	11	5	4
Parcels and packets	108	23	20	52	95	13	8	3	2
	55%	49%	45%	61%	54%	66%	71%	65%	53%
Large letters	71	20	20	25	65	6	4	2	1
	36%	42%	44%	30%	37%	31%	31%	42%	15%
Letters	67	12	18	30	61	7	4	1	2
	34%	27%	41%	36%	35%	33%	32%	23%	46%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	13	3	17	1	*	*	*
	9%	2%	28%	4%	10%	4%	4%	4%	6%
			acdef						
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	1	11	2	14	1	1	*	*
	8%	2%	24%	2%	8%	6%	10%	1%	3%
			acde						
Order fulfilment (sending ordered goods to customers)	14	*	10	3	13	1	1	*	-
	7%	*%	23%	3%	7%	5%	9%	2%	-%
			acdeh						
Other everyday correspondence, such as invoices, one off bills etc.	9	1	6	2	9	1	*	*	*
	5%	2%	13%	2%	5%	3%	4%	2%	1%
Publications, such as magazines, periodicals, customer newsletters	9	-	7	1	8	*	*	*	*
	4%	-%	17%	1%	5%	1%	*%	3%	2%
			acde						

Columns Tested: a,b,c,d,e,f,g,h

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	*g	h
Significance Level: 95%									
Unweighted Base	249	43	39	68	150	99	36	29	34
Effective base	113	30	26	39	93	45	21	14	14
Weighted Base	196	47	45	84	176	20	11	5	4
None of these (DO NOT READ OUT)	4	2	-	1	3	1	1	1	-
	2%	5%	-%	1%	2%	6%	5%	11%	-%
Don't Know (DO NOT READ OUT)	2	*	-	2	2	-	-	-	-
	1%	1%	-%	2%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	249	11	20	7	27	21	84	10	6	90
Effective base	113	8	8	4	12	10	46	4	2	36
Weighted Base	196	10	15	5	21	27	72	6	2	58
Parcels and packets	108	6	8	4	12	11	39	4	1	36
	55%	59%	49%	80%	57%	39%	54%	67%	36%	62%
Large letters	71	4	6	4	10	9	28	2	*	17
	36%	41%	38%	85%	50%	32%	39%	32%	5%	30%
Letters	67	9	2	3	5	19	17	4	1	12
	34%	99%	10%	63%	23%	67%	23%	61%	67%	21%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	*	2	2	5	6	*	*	1
	9%	47%	3%	38%	12%	17%	8%	2%	2%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	2	-	3	3	5	4	-	*	1
	8%	17%	-%	65%	16%	18%	6%	-%	3%	1%
Order fulfilment (sending ordered goods to customers)	14	-	-	2	2	4	8	-	-	*
	7%	-%	-%	38%	10%	14%	11%	-%	-%	1%
Other everyday correspondence, such as invoices, one off bills etc.	9	2	1	3	4	1	2	-	-	*
	5%	17%	8%	49%	18%	4%	3%	-%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	9	2	-	2	2	4	*	-	*	1
	4%	17%	-%	38%	10%	14%	*%	-%	*%	2%
None of these (DO NOT READ OUT)	4	-	1	-	1	*	2	-	*	1
	2%	-%	6%	-%	4%	2%	2%	-%	*%	2%
Don't Know (DO NOT READ OUT)	2	-	2	-	2	-	*	-	-	-
	1%	-%	13%	-%	10%	-%	1%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	249	59	84	106	215	34	-	206	43	245	4
Effective base	113	27	46	41	96	17	-	102	15	111	3
Weighted Base	196	58	72	66	169	27	-	183	13	194	2
Parcels and packets	108	28	39	41	96	12	-	105	3	107	1
	55%	49%	54%	62%	57%	46%	-%	57%	26%	55%	45%
Large letters	71	23	28	20	61	10	-	66	5	70	1
	36%	40%	39%	30%	36%	37%	-%	36%	41%	36%	27%
Letters	67	33	17	18	61	6	-	63	5	66	2
	34%	57%	23%	27%	36%	24%	-%	34%	37%	34%	82%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	12	6	1	16	2	-	17	1	18	-
	9%	20%	8%	1%	9%	8%	-%	10%	5%	9%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	10	4	1	13	2	-	14	1	15	-
	8%	17%	6%	1%	8%	8%	-%	7%	9%	8%	-%
Order fulfilment (sending ordered goods to customers)	14	6	8	*	12	2	-	14	*	14	-
	7%	10%	11%	1%	7%	8%	-%	7%	2%	7%	-%
Other everyday correspondence, such as invoices, one off bills etc.	9	6	2	*	7	2	-	8	1	9	-
	5%	11%	3%	1%	4%	8%	-%	4%	8%	5%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	249	59	84	106	215	34	-	206	43	245	4
Effective base	113	27	46	41	96	17	-	102	15	111	3
Weighted Base	196	58	72	66	169	27	-	183	13	194	2
Publications, such as magazines, periodicals, customer newsletters	9 4%	8 13% bc	* *% bc	1 1% bc	8 5%	* 1%	- -%	8 4%	1 6%	9 4%	- -%
None of these (DO NOT READ OUT)	4 2%	1 2%	2 2%	1 2%	3 2%	1 3%	- -%	4 2%	- -%	4 2%	- -%
Don't Know (DO NOT READ OUT)	2 1%	2 3%	* 1%	- -%	2 1%	- -%	- -%	* *%	2 15% a	2 1%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	249	92	60	94
Effective base	113	39	22	51
Weighted Base	196	62	40	93
Parcels and packets	108	40	17	51
	55%	65%	42%	54%
Large letters	71	18	18	34
	36%	30%	46%	37%
Letters	67	25	19	22
	34%	41%	49%	24%
			c	
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	12	4
	9%	2%	31%	5%
			ac	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	3	11	1
	8%	5%	28%	1%
			ac	
Order fulfilment (sending ordered goods to customers)	14	*	8	6
	7%	1%	20%	6%
			a	
Other everyday correspondence, such as invoices, one off bills etc.	9	1	8	1
	5%	1%	19%	1%
			ac	
Publications, such as magazines, periodicals, customer newsletters	9	*	8	*
	4%	*%	21%	*%
			ac	

Columns Tested: a,b,c

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	249	92	60	94
Effective base	113	39	22	51
Weighted Base	196	62	40	93
None of these (DO NOT READ OUT)	4 2%	1 2%	1 2%	1 2%
Don't Know (DO NOT READ OUT)	2 1%	* 1%	- -%	2 2%

Columns Tested:: a,b,c

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	249	127	62	23	11	13	9	2	2	189	60	37
Effective base	113	68	29	5	6	5	2	1	1	96	17	11
Weighted Base	196	122	49	8	4	10	3	*	*	171	25	18
Parcels and packets	108	64	30	4	3	7	*	-	-	95	14	10
	55%	53%	62%	47%	68%	72%	3%	-%	-%	55%	54%	58%
Large letters	71	34	24	5	2	5	*	-	*	59	12	8
	36%	28%	50%	58%	48%	52%	16%	-%	83%	34%	48%	44%
			a									
Letters	67	41	15	1	3	7	*	*	*	56	11	11
	34%	33%	31%	8%	68%	72%	15%	100%	83%	33%	45%	62%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	8	1	2	1	2	*	*	13	6	5
	9%	4%	16%	7%	38%	9%	72%	97%	17%	7%	22%	29%
			a								a	ai
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	4	8	*	1	-	2	*	*	11	3	3
	8%	3%	16%	1%	19%	-%	72%	97%	83%	7%	14%	19%
			a									a
Order fulfilment (sending ordered goods to customers)	14	5	7	*	*	*	2	-	-	12	2	2
	7%	4%	14%	1%	5%	*%	71%	-%	-%	7%	9%	13%
Other everyday correspondence, such as invoices, one off bills etc.	9	2	3	*	1	1	2	*	-	4	5	4
	5%	2%	5%	6%	19%	8%	72%	97%	-%	3%	18%	24%
											ai	ai
Publications, such as magazines, periodicals, customer newsletters	9	*	6	*	1	2	-	-	*	6	3	2
	4%	*%	12%	1%	19%	16%	-%	-%	17%	4%	10%	14%
			a								a	a

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	249	127	62	23	11	13	9	2	2	189	60	37
Effective base	113	68	29	5	6	5	2	1	1	96	17	11
Weighted Base	196	122	49	8	4	10	3	*	*	171	25	18
None of these (DO NOT READ OUT)	4	3	1	-	-	*	-	-	-	4	*	*
	2%	3%	1%	-%	-%	*%	-%	-%	-%	2%	*%	*%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	249	39	88	122	214	200	221	228	146	136	22	105	18	24	22	21	9
Effective base	113	23	47	45	92	87	97	104	62	51	12	51	7	9	9	7	4
Weighted Base	196	30	92	74	157	153	168	176	112	95	20	90	8	19	18	8	5
Parcels and packets	108	11	53	44	79	76	84	104	63	47	14	40	4	10	7	6	2
	55%	36%	58%	59%	50%	49%	50%	59%	57%	49%	71%	45%	53%	53%	42%	69%	45%
Large letters	71	7	28	37	63	68	68	64	50	43	5	33	3	8	14	4	1
	36%	22%	30%	49%	40%	45%	41%	36%	45%	46%	24%	37%	42%	42%	81%	43%	18%
			a														
Letters	67	10	31	27	63	58	65	54	39	46	5	32	2	7	13	4	3
	34%	32%	34%	36%	40%	38%	39%	30%	35%	49%	22%	35%	33%	34%	74%	43%	57%
										d							
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	4	13	18	18	18	17	18	18	-	12	-	1	2	3	*
	9%	1%	5%	18%	11%	12%	11%	10%	16%	19%	-%	14%	-%	3%	12%	31%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	2	1	11	14	14	14	15	14	15	-	9	1	*	2	1	*
	8%	8%	1%	15%	9%	9%	8%	8%	13%	16%	-%	11%	15%	2%	11%	11%	10%
			b														
Order fulfilment (sending ordered goods to customers)	14	2	2	9	11	11	11	14	9	11	-	10	-	*	-	-	*
	7%	7%	3%	13%	7%	7%	6%	8%	8%	12%	-%	11%	-%	1%	-%	-%	2%
Other everyday correspondence, such as invoices, one off bills etc.	9	1	1	7	9	9	9	9	9	9	-	5	1	*	-	2	*
	5%	3%	1%	10%	6%	6%	5%	5%	8%	10%	-%	6%	15%	2%	-%	20%	9%
Publications, such as magazines, periodicals, customer newsletters	9	*	-	8	9	8	9	8	8	8	*	7	-	-	*	2	*
	4%	1%	-%	11%	5%	6%	5%	5%	7%	9%	*%	7%	-%	-%	*%	20%	*%
			b														

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%	a	b	c	a	b	c	d	e	f	*a	b	*c	*d	*e	*f	*g	
Unweighted Base	249	39	88	122	214	200	221	228	146	136	22	105	18	24	22	21	9
Effective base	113	23	47	45	92	87	97	104	62	51	12	51	7	9	9	7	4
Weighted Base	196	30	92	74	157	153	168	176	112	95	20	90	8	19	18	8	5
None of these (DO NOT READ OUT)	4	2	2	1	3	3	3	3	2	1	-	2	-	-	-	1	-
	2%	5%	2%	1%	2%	2%	2%	2%	1%	2%	-%	2%	-%	-%	-%	7%	-%
Don't Know (DO NOT READ OUT)	2	2	*	-	2	*	2	2	*	-	-	2	-	-	-	-	-
	1%	7%	1%	-%	2%	*%	1%	1%	*%	-%	-%	3%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	249	120	27	27	15	11	11	3	91	39	24	20	13	8	5
Effective base	113	61	11	10	4	5	3	1	46	13	9	9	3	4	3
Weighted Base	196	107	14	21	7	6	2	*	79	26	16	16	7	5	4
Parcels and packets	108	56	5	11	3	3	1	-	42	9	8	6	6	3	2
	55%	52%	32%	51%	39%	62%	63%	-%	53%	33%	52%	38%	81%	59%	51%
Large letters	71	40	5	10	7	2	*	*	29	10	6	14	5	3	1
	36%	38%	32%	46%	92%	38%	6%	5%	36%	40%	40%	89%	70%	53%	19%
Letters	67	32	7	16	2	6	*	*	27	7	8	7	7	1	2
	34%	30%	47%	74%	27%	99%	23%	99%	34%	28%	50%	41%	96%	17%	52%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	13	*	1	*	3	-	*	4	8	1	3	2	*	-
	9%	12%	3%	6%	*%	61%	-%	95%	5%	32%	7%	15%	28%	2%	-%
										a					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	9	*	2	*	2	-	*	4	7	1	1	1	*	-
	8%	9%	2%	11%	1%	31%	-%	99%	5%	27%	7%	8%	16%	1%	-%
										a					
Order fulfilment (sending ordered goods to customers)	14	10	*	-	-	-	*	-	4	6	*	-	-	*	-
	7%	10%	2%	-%	-%	-%	5%	-%	6%	23%	2%	-%	-%	2%	-%
Other everyday correspondence, such as invoices, one off bills etc.	9	6	-	1	*	2	-	*	4	3	-	2	1	-	-
	5%	5%	-%	5%	*%	30%	-%	94%	5%	12%	-%	10%	12%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	9	7	-	*	-	2	*	*	2	5	-	1	1	*	-
	4%	6%	-%	*%	-%	31%	1%	1%	3%	18%	-%	5%	12%	1%	-%
None of these (DO NOT READ OUT)	4	2	-	-	-	-	1	-	2	1	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	29%	-%	3%	2%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	*c	*d	*e	*f	*g
Unweighted Base	249	120	27	27	15	11	11	3	91	39	24	20	13	8	5
Effective base	113	61	11	10	4	5	3	1	46	13	9	9	3	4	3
Weighted Base	196	107	14	21	7	6	2	*	79	26	16	16	7	5	4
Don't Know (DO NOT READ OUT)	2	*	2	-	-	-	-	-	*	-	-	-	-	-	-
	1%	*%	14%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	249	103	33	29	22	24	7	10	45	47	59	41	28
Effective base	113	52	15	12	9	9	2	6	26	21	28	13	10
Weighted Base	196	87	28	18	18	11	5	10	49	28	52	21	17
Parcels and packets	108	47	23	8	9	8	4	5	23	12	28	13	8
	55%	54%	82%	41%	53%	67%	84%	52%	48%	41%	53%	61%	45%
Large letters	71	24	11	10	9	6	4	1	9	16	22	9	12
	36%	28%	39%	54%	51%	50%	85%	8%	17%	58%	42%	45%	70%
Letters	67	28	2	7	5	6	3	3	19	8	24	5	8
	34%	32%	6%	38%	29%	58%	70%	28%	39%	27%	47%	27%	48%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	-	3	7	1	-	2	4	1	5	5	2
	9%	4%	-%	14%	42%	12%	-%	22%	8%	3%	10%	25%	13%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	5	1	*	5	2	*	2	6	1	4	4	-
	8%	6%	2%	3%	27%	16%	1%	22%	12%	3%	7%	20%	-%
Order fulfilment (sending ordered goods to customers)	14	7	*	*	4	*	-	2	4	*	4	2	*
	7%	8%	1%	*%	22%	3%	-%	22%	8%	*%	8%	11%	2%
Other everyday correspondence, such as invoices, one off bills etc.	9	4	1	1	2	*	-	2	-	2	3	4	-
	5%	4%	2%	5%	9%	3%	-%	22%	-%	6%	6%	20%	-%
Publications, such as magazines, periodicals, customer newsletters	9	2	-	*	6	*	1	-	4	-	4	1	*
	4%	2%	-%	*%	31%	1%	15%	-%	8%	-%	7%	4%	*%
None of these (DO NOT READ OUT)	4	3	1	-	-	-	-	-	1	1	1	-	-
	2%	3%	3%	-%	-%	-%	-%	-%	2%	3%	2%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	249	103	33	29	22	24	7	10	45	47	59	41	28
Effective base	113	52	15	12	9	9	2	6	26	21	28	13	10
Weighted Base	196	87	28	18	18	11	5	10	49	28	52	21	17
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	*	-	-
	1%	3%	-%	-%	-%	-%	-%	-%	-%	7%	1%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	249	69	39	48	38	18	50	44	52	31	22
Effective base	113	38	15	23	11	4	24	20	24	10	8
Weighted Base	196	63	23	41	17	8	45	31	46	15	15
Parcels and packets	108	28	14	19	12	5	18	16	25	8	8
	55%	44%	59%	46%	67%	69%	40%	52%	54%	51%	52%
Large letters	71	24	11	14	9	5	9	17	22	9	11
	36%	38%	48%	33%	53%	70%	20%	54%	48%	60%	77%
Letters	67	21	10	21	7	4	18	8	23	4	6
	34%	33%	41%	51%	41%	53%	39%	24%	50%	28%	41%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	3	1	6	3	*	4	2	5	4	2
	9%	4%	5%	15%	17%	1%	9%	5%	11%	28%	15%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	5	1	3	2	-	6	1	5	3	-
	8%	8%	4%	6%	11%	-%	13%	3%	10%	20%	-%
Order fulfilment (sending ordered goods to customers)	14	2	*	4	*	*	4	*	4	2	*
	7%	4%	*%	10%	1%	4%	9%	*%	9%	14%	2%
Other everyday correspondence, such as invoices, one off bills etc.	9	4	*	3	2	-	-	2	5	2	-
	5%	6%	*%	8%	11%	-%	-%	6%	11%	14%	-%
Publications, such as magazines, periodicals, customer newsletters	9	1	1	2	1	*	4	-	4	*	*
	4%	2%	4%	5%	5%	*%	9%	-%	10%	*%	*%
None of these (DO NOT READ OUT)	4	1	1	1	-	-	2	-	1	-	-
	2%	1%	4%	2%	-%	-%	4%	-%	2%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	249	69	39	48	38	18	50	44	52	31	22
Effective base	113	38	15	23	11	4	24	20	24	10	8
Weighted Base	196	63	23	41	17	8	45	31	46	15	15
Don't Know (DO NOT READ OUT)	2	-	2	*	-	-	-	*	-	-	-
	1%	-%	9%	1%	-%	-%	-%	2%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	249	42	42	63	52	28	184	16	26	174	75	169	45
Effective base	113	22	17	31	23	11	87	8	11	80	34	75	17
Weighted Base	196	37	31	52	34	20	149	8	20	148	48	131	26
Parcels and packets	108	11	19	39	20	15	94	1	8	74	34	63	15
	55%	29%	62%	75%	58%	74%	63%	20%	41%	50%	71%	48%	59%
Large letters	71	11	10	18	16	10	58	5	2	61	10	55	8
	36%	30%	32%	34%	46%	49%	39%	63%	10%	41%	20%	42%	30%
Letters	67	19	7	14	8	6	41	5	8	55	13	51	12
	34%	50%	23%	26%	24%	32%	28%	66%	39%	37%	26%	39%	47%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	1	4	7	3	15	*	2	9	9	10	8
	9%	3%	3%	7%	20%	13%	10%	6%	11%	6%	19%	8%	31%
			a	a							a		a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	2	-	4	6	1	12	1	2	10	5	10	4
	8%	5%	-%	7%	19%	3%	8%	15%	11%	7%	11%	8%	15%
Order fulfilment (sending ordered goods to customers)	14	2	1	4	5	-	12	-	2	11	3	8	3
	7%	6%	2%	8%	14%	-%	8%	-%	11%	7%	7%	6%	10%
Other everyday correspondence, such as invoices, one off bills etc.	9	-	1	4	2	*	6	1	2	4	5	6	3
	5%	-%	3%	7%	6%	2%	4%	16%	11%	3%	10%	5%	11%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	*c	a	b	a	b
Significance Level: 95%													
Unweighted Base	249	42	42	63	52	28	184	16	26	174	75	169	45
Effective base	113	22	17	31	23	11	87	8	11	80	34	75	17
Weighted Base	196	37	31	52	34	20	149	8	20	148	48	131	26
Publications, such as magazines, periodicals, customer newsletters	9	*	1	3	5	*	8	1	-	6	2	6	2
	4%	*%	2%	5%	14%	*%	5%	10%	-%	4%	5%	5%	9%
None of these (DO NOT READ OUT)	4	1	*	*	1	1	3	-	-	4	-	3	-
	2%	4%	*%	1%	3%	3%	2%	-%	-%	3%	-%	2%	-%
Don't Know (DO NOT READ OUT)	2	-	2	*	-	-	2	*	-	-	2	*	2
	1%	-%	7%	1%	-%	-%	1%	6%	-%	-%	5%	*%	8%
											a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	249	135	65	117	111	170	44	132	68	114	114
Effective base	113	65	22	60	44	76	16	62	26	59	45
Weighted Base	196	121	32	109	67	132	26	118	35	103	73
Parcels and packets	108	62	14	55	48	67	11	56	20	55	49
	55%	51%	42%	51%	72%	51%	44%	47%	57%	53%	66%
Large letters	71	58	11	43	21	60	3	51	17	43	21
	36%	48%	34%	40%	31%	46%	12%	43%	50%	42%	29%
Letters	67	47	11	35	18	55	8	42	17	37	17
	34%	39%	36%	32%	27%	42%	31%	35%	48%	36%	23%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	13	8	10	6	12	8	10	5	12
	9%	4%	40%	7%	14%	4%	48%	7%	29%	5%	17%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	5	9	8	7	6	8	8	6	5	10
	8%	4%	29%	7%	10%	5%	31%	7%	18%	5%	13%
Order fulfilment (sending ordered goods to customers)	14	4	6	11	3	4	7	8	3	7	7
	7%	4%	20%	10%	5%	3%	26%	7%	8%	7%	9%
Other everyday correspondence, such as invoices, one off bills etc.	9	4	5	3	6	6	3	3	6	4	5
	5%	4%	15%	3%	8%	5%	11%	3%	17%	4%	7%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	249	135	65	117	111	170	44	132	68	114	114
Effective base	113	65	22	60	44	76	16	62	26	59	45
Weighted Base	196	121	32	109	67	132	26	118	35	103	73
Publications, such as magazines, periodicals, customer newsletters	9	3	6	6	3	3	5	6	2	3	6
	4%	2%	17%	5%	4%	2%	21%	5%	7%	3%	7%
			a				a				
None of these (DO NOT READ OUT)	4	3	-	3	-	3	-	3	-	3	-
	2%	2%	-%	3%	-%	2%	-%	2%	-%	3%	-%
Don't Know (DO NOT READ OUT)	2	-	*	-	2	*	2	*	-	-	2
	1%	-%	1%	-%	4%	*%	8%	*%	-%	-%	3%
							a				

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	249	138	152	51	-	143	119	45	1	193	107	62	-
Effective base	113	59	70	23	-	59	55	21	1	89	53	30	-
Weighted Base	196	104	121	37	-	104	96	34	2	156	91	47	-
Parcels and packets	108	52	63	20	-	56	44	15	-	93	53	29	-
	55%	49%	53%	54%	-%	54%	46%	46%	-%	59%	59%	62%	-%
Large letters	71	47	49	16	-	46	46	22	2	57	26	16	-
	36%	45%	41%	42%	-%	44%	48%	64%	100%	36%	28%	34%	-%
Letters	67	43	48	16	-	42	33	12	2	47	26	13	-
	34%	41%	40%	43%	-%	40%	35%	34%	100%	30%	28%	28%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	16	15	8	-	16	14	8	-	17	14	14	-
	9%	15%	13%	22%	-%	15%	15%	23%	-%	11%	15%	29%	-%
												a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	14	13	6	-	14	11	4	-	15	11	10	-
	8%	14%	11%	15%	-%	13%	11%	12%	-%	10%	12%	22%	-%
Order fulfilment (sending ordered goods to customers)	14	9	11	3	-	9	8	2	-	12	13	10	-
	7%	8%	9%	7%	-%	8%	9%	7%	-%	8%	14%	22%	-%
												a	
Other everyday correspondence, such as invoices, one off bills etc.	9	9	9	5	-	9	7	5	-	9	8	7	-
	5%	9%	7%	13%	-%	8%	7%	14%	-%	6%	9%	15%	-%
Publications, such as magazines, periodicals, customer newsletters	9	8	8	1	-	8	8	1	-	8	8	7	-
	4%	8%	6%	3%	-%	8%	8%	3%	-%	5%	8%	16%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	249	138	152	51	-	143	119	45	1	193	107	62	-
Effective base	113	59	70	23	-	59	55	21	1	89	53	30	-
Weighted Base	196	104	121	37	-	104	96	34	2	156	91	47	-
None of these (DO NOT READ OUT)	4	1	3	-	-	1	2	-	-	3	1	-	-
	2%	1%	2%	-%	-%	1%	3%	-%	-%	2%	1%	-%	-%
Don't Know (DO NOT READ OUT)	2	*	2	-	-	*	-	-	-	2	-	-	-
	1%	*%	2%	-%	-%	*%	-%	-%	-%	2%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	249	165	147	132	138	107	11	88	72	76	33	18	45	34			
Effective base	113	73	66	67	58	47	7	46	37	37	18	10	17	15			
Weighted Base	196	133	120	121	105	85	5	82	61	68	32	21	32	34			
Parcels and packets	108	67	57	70	49	45	4	44	35	42	16	11	11	7			
	55%	51%	48%	58%	46%	53%	82%	53%	58%	63%	50%	51%	34%	20%			
Large letters	71	56	55	48	46	38	1	37	20	25	14	7	12	17			
	36%	42%	46%	39%	44%	45%	32%	46%	32%	37%	45%	32%	37%	50%			
Letters	67	56	44	41	46	32	4	35	21	15	8	6	12	11			
	34%	42%	37%	34%	44%	38%	86%	42%	34%	23%	26%	27%	36%	33%			
Advertising and promotional material, such as catalogues, brochures and direct mail	18	13	11	12	13	11	3	5	4	12	9	6	4	4			
	9%	10%	9%	10%	12%	13%	64%	6%	6%	18%	29% ab	27%	13%	12%			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	12	9	11	12	10	1	3	4	10	8	5	4	4			
	8%	9%	7%	9%	12%	12%	31%	3%	6%	15%	25% a	22%	14%	12%			
Order fulfilment (sending ordered goods to customers)	14	10	8	13	8	10	*	7	5	11	9	6	4	6			
	7%	8%	7%	11%	8%	12%	2%	8%	8%	16%	27%	31%	12%	18%			
Other everyday correspondence, such as invoices, one off bills etc.	9	8	6	7	8	8	3	4	3	7	4	1	*	*			
	5%	6%	5%	6%	8%	9%	58%	5%	5%	11%	14%	4%	1%	1%			
Publications, such as magazines, periodicals, customer newsletters	9	8	8	7	7	8	2	4	4	7	5	5	4	4			
	4%	6%	6%	6%	7%	9%	36%	4%	6%	11%	15%	22%	12%	11%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	*c	a	b	c	d	*e	a	b
Unweighted Base	249	165	147	132	138	107	11	88	72	76	33	18	45	34
Effective base	113	73	66	67	58	47	7	46	37	37	18	10	17	15
Weighted Base	196	133	120	121	105	85	5	82	61	68	32	21	32	34
None of these (DO NOT READ OUT)	4	3	3	3	3	2	-	3	3	1	-	-	2	2
	2%	2%	2%	3%	3%	3%	-%	3%	6%	2%	-%	-%	6%	5%
Don't Know (DO NOT READ OUT)	2	*	*	-	*	*	-	-	-	-	-	-	-	-
	1%	*%	*%	-%	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	249	42	30	25	8	204	151	223	176	160	163	188	43	-	169	17
Effective base	113	22	11	14	5	94	66	101	81	70	72	88	21	-	71	10
Weighted Base	196	45	22	22	5	164	106	172	142	123	133	150	19	-	126	23
Parcels and packets	108	26	10	17	2	92	56	97	82	65	67	89	14	-	71	12
	55%	59%	46%	78%	29%	56%	53%	57%	58%	53%	50%	60%	73%	-%	57%	51%
Large letters	71	23	9	8	2	61	50	66	52	40	59	55	9	-	47	7
	36%	52%	42%	37%	38%	37%	47%	39%	36%	33%	44%	37%	47%	-%	37%	33%
Letters	67	24	8	3	2	64	42	65	40	37	49	51	10	-	48	4
	34%	53%	37%	11%	39%	39%	40%	38%	28%	31%	37%	34%	51%	-%	38%	19%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	3	7	*	3	11	8	12	14	16	17	9	5	-	13	*
	9%	6%	32%	*%	53%	7%	8%	7%	10%	13%	13%	6%	25%	-%	11%	2%
													b			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	3	6	1	3	6	6	8	12	12	13	6	2	-	12	*
	8%	8%	27%	4%	57%	4%	5%	5%	9%	10%	10%	4%	8%	-%	10%	*%
Order fulfilment (sending ordered goods to customers)	14	*	6	*	3	7	4	7	14	11	11	8	*	-	13	-
	7%	1%	27%	*%	48%	4%	4%	4%	10%	9%	8%	5%	2%	-%	10%	-%
			a													
Other everyday correspondence, such as invoices, one off bills etc.	9	3	2	1	3	4	5	6	8	9	8	5	2	-	8	1
	5%	6%	9%	4%	64%	3%	5%	4%	6%	7%	6%	3%	12%	-%	6%	5%
Publications, such as magazines, periodicals, customer newsletters	9	2	6	*	-	5	3	5	8	8	9	3	1	-	8	-
	4%	4%	27%	*%	-%	3%	3%	3%	5%	6%	6%	2%	5%	-%	6%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	249	42	30	25	8	204	151	223	176	160	163	188	43	-	169	17
Effective base	113	22	11	14	5	94	66	101	81	70	72	88	21	-	71	10
Weighted Base	196	45	22	22	5	164	106	172	142	123	133	150	19	-	126	23
None of these (DO NOT READ OUT)	4	-	1	1	-	3	2	3	2	2	3	2	1	-	3	-
	2%	-%	2%	4%	-%	2%	2%	2%	2%	2%	3%	2%	5%	-%	3%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	2	*	2	2	2	2	2	-	-	*	-
	1%	-%	-%	-%	-%	1%	*%	1%	2%	2%	2%	1%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	249	130	77	127	7	93	57	249	-	-	96	52	97
Effective base	113	60	35	56	5	38	30	113	-	-	44	25	44
Weighted Base	196	113	58	97	10	65	54	196	-	-	65	50	81
Parcels and packets	108	55	37	64	8	39	39	108	-	-	42	29	36
	55%	48%	63%	66%	75%	60%	73%	55%	-%	-%	65%	58%	45%
Large letters	71	56	13	38	3	29	14	71	-	-	24	25	23
	36%	50%	22%	39%	26%	45%	26%	36%	-%	-%	37%	50%	28%
Letters	67	39	23	30	2	23	10	67	-	-	23	14	31
	34%	34%	40%	31%	18%	35%	19%	34%	-%	-%	35%	29%	38%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	3	13	-	13	3	18	-	-	8	9	1
	9%	10%	5%	14%	-%	20%	6%	9%	-%	-%	12%	18%	2%
		b									c	c	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	11	2	11	-	9	3	15	-	-	8	7	*
	8%	10%	4%	11%	-%	14%	6%	8%	-%	-%	12%	14%	*%
											c	c	
Order fulfilment (sending ordered goods to customers)	14	8	5	9	*	7	5	14	-	-	7	4	3
	7%	7%	8%	10%	4%	10%	9%	7%	-%	-%	10%	9%	3%
Other everyday correspondence, such as invoices, one off bills etc.	9	7	2	5	1	5	3	9	-	-	6	3	-
	5%	6%	3%	5%	8%	8%	5%	5%	-%	-%	9%	7%	-%
											c		
Publications, such as magazines, periodicals, customer newsletters	9	6	2	8	-	6	2	9	-	-	4	4	*
	4%	5%	4%	9%	-%	10%	4%	4%	-%	-%	7%	8%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	*b	*c	a	b	c
Unweighted Base	249	130	77	127	7	93	57	249	-	-	96	52	97
Effective base	113	60	35	56	5	38	30	113	-	-	44	25	44
Weighted Base	196	113	58	97	10	65	54	196	-	-	65	50	81
None of these (DO NOT READ OUT)	4	2	2	-	-	1	-	4	-	-	2	-	2
	2%	2%	3%	-%	-%	1%	-%	2%	-%	-%	2%	-%	3%
Don't Know (DO NOT READ OUT)	2	*	-	2	-	*	2	2	-	-	-	-	2
	1%	*%	-%	3%	-%	1%	4%	1%	-%	-%	-%	-%	3%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	249	140	109
Effective base	113	51	62
Weighted Base	196	90	107
Parcels and packets	108 55%	45 50%	64 60%
Large letters	71 36%	35 39%	36 34%
Letters	67 34%	39 44%	28 26%
Advertising and promotional material, such as catalogues, brochures and direct mail	18 9%	11 12%	7 6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15 8%	10 12%	5 4%
Order fulfilment (sending ordered goods to customers)	14 7%	7 7%	7 7%
Other everyday correspondence, such as invoices, one off bills etc.	9 5%	5 6%	4 3%
Publications, such as magazines, periodicals, customer newsletters	9 4%	5 5%	4 4%
None of these (DO NOT READ OUT)	4 2%	2 3%	2 1%

Columns Tested:: a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	249	140	109
Effective base	113	51	62
Weighted Base	196	90	107
Don't Know (DO NOT READ OUT)	2	2	*
	1%	2%	*%

Columns Tested:: a,b

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	*f	*g	*h	i	*j	k	*l
Unweighted Base	249	-	9	47	33	4	17	20	24	32	16	31	16
Effective base	113	-	5	19	14	3	9	5	9	21	6	21	7
Weighted Base	196	-	7	39	21	*	18	5	18	38	6	36	9
Parcels and packets	108	-	6	15	11	*	9	4	9	26	3	22	3
	55%	-%	79%	39%	51%	55%	51%	79%	51%	70%	50%	61%	37%
Large letters	71	-	4	9	7	*	10	1	5	14	4	17	*
	36%	-%	52%	24%	33%	23%	57%	26%	27%	37%	61%	48%	2%
Letters	67	-	1	12	8	*	4	1	10	16	2	10	4
	34%	-%	14%	30%	37%	45%	20%	25%	52%	43%	33%	28%	52%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	-	-	4	*	-	*	*	*	9	*	4	-
	9%	-%	-%	11%	*%	-%	*%	2%	2%	24%	3%	11%	-%
										d			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	-	*	4	1	-	*	*	-	6	-	4	*
	8%	-%	1%	11%	3%	-%	*%	5%	-%	16%	-%	10%	*%
Order fulfilment (sending ordered goods to customers)	14	-	-	4	3	-	-	*	-	4	*	2	-
	7%	-%	-%	10%	15%	-%	-%	5%	-%	11%	1%	6%	-%
Other everyday correspondence, such as invoices, one off bills etc.	9	-	-	*	-	-	-	-	*	5	*	3	-
	5%	-%	-%	1%	-%	-%	-%	-%	2%	13%	1%	9%	-%
Publications, such as magazines, periodicals, customer newsletters	9	-	-	4	-	-	*	-	*	2	-	2	*
	4%	-%	-%	10%	-%	-%	*%	-%	*%	7%	-%	5%	*%
None of these (DO NOT READ OUT)	4	-	-	1	*	-	1	*	-	-	-	-	1
	2%	-%	-%	4%	*%	-%	5%	9%	-%	-%	-%	-%	13%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	*	-
	1%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 389 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	249	59	51	76	63	110	139
Effective base	113	26	20	34	33	46	67
Weighted Base	196	53	32	61	51	85	111
Parcels and packets	108	25	16	39	28	41	68
	55%	47%	50%	65%	56%	48%	61%
Large letters	71	16	14	20	21	30	41
	36%	30%	44%	33%	42%	35%	37%
Letters	67	13	11	27	17	24	44
	34%	24%	35%	44%	33%	28%	39%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	*	10	4	4	14
	9%	8%	*%	16%	8%	5%	12%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	15	4	1	6	4	5	10
	8%	8%	2%	10%	7%	6%	9%
Order fulfilment (sending ordered goods to customers)	14	4	3	5	2	7	7
	7%	7%	10%	7%	5%	8%	6%
Other everyday correspondence, such as invoices, one off bills etc.	9	*	-	5	3	*	9
	5%	1%	-%	9%	7%	*%	8%
Publications, such as magazines, periodicals, customer newsletters	9	4	*	3	2	4	4
	4%	8%	*%	4%	4%	5%	4%
None of these (DO NOT READ OUT)	4	1	1	*	1	2	2
	2%	3%	3%	1%	2%	3%	1%
Don't Know (DO NOT READ OUT)	2	2	-	-	*	2	*
	1%	4%	-%	-%	1%	2%	*%

Columns Tested: a,b,c,d - a,b

Table 390

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	443	168	275	322	71	16	34	121
Effective base	213	75	141	197	41	10	18	54
Weighted Base	397	118	279	380	14	2	1	17
Letters	247	87	159	236	9	1	1	11
	62%	74%	57%	62%	63%	56%	68%	63%
		b						
Large letters	136	41	95	131	5	*	1	6
	34%	35%	34%	34%	33%	23%	66%	33%
							abe	
Parcels and packets	117	27	90	114	3	*	*	3
	29%	23%	32%	30%	21%	12%	14%	19%
Other everyday correspondence, such as invoices, one off bills etc.	24	3	21	24	*	*	*	*
	6%	2%	8%	6%	1%	4%	7%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	-	18	16	1	*	*	1
	4%	-%	6%	4%	7%	23%	5%	9%
			a					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	*	17	17	*	*	*	*
	4%	*%	6%	4%	1%	4%	5%	2%
			a					
Publications, such as magazines, periodicals, customer newsletters	11	-	11	11	*	*	*	*
	3%	-%	4%	3%	1%	3%	1%	1%
Order fulfilment (sending ordered goods to customers)	8	-	8	7	-	*	-	*
	2%	-%	3%	2%	-%	21%	-%	2%
Other (PLEASE SPECIFY)	1	1	-	-	1	-	-	1
	*%	1%	-%	-%	4%	-%	-%	4%
					a			a

Columns Tested:: a,b - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	*c	d	e
Significance Level: 95%								
Unweighted Base	443	168	275	322	71	16	34	121
Effective base	213	75	141	197	41	10	18	54
Weighted Base	397	118	279	380	14	2	1	17
None of these (DO NOT READ OUT)	17	6	11	16	*	-	*	*
	4%	5%	4%	4%	3%	-%	1%	3%
Don't Know (DO NOT READ OUT)	9	*	9	9	*	*	-	1
	2%	*%	3%	2%	3%	17%	-%	4%
Refused (DO NOT READ OUT)	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	443	166	122	34	29	58	34	322	71	50
Effective base	213	111	70	18	20	29	18	197	41	20
Weighted Base	397	229	125	26	7	8	1	380	14	3
Letters	247	128	85	23	4	6	1	236	9	2
	62%	56%	68%	87%	55%	69%	68%	62%	63%	61%
				ag						
Large letters	136	84	36	11	2	3	1	131	5	1
	34%	37%	29%	41%	28%	35%	66%	34%	33%	39%
							abegh			
Parcels and packets	117	75	35	4	2	1	*	114	3	*
	29%	33%	28%	15%	29%	11%	14%	30%	21%	12%
		e						e		
Other everyday correspondence, such as invoices, one off bills etc.	24	15	8	1	-	*	*	24	*	*
	6%	7%	6%	4%	-%	2%	7%	6%	1%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	13	4	-	1	1	*	16	1	*
	4%	6%	3%	-%	7%	11%	5%	4%	7%	17%
										bg
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	7	10	-	*	*	*	17	*	*
	4%	3%	8%	-%	1%	2%	5%	4%	1%	5%
Publications, such as magazines, periodicals, customer newsletters	11	7	4	-	-	*	*	11	*	*
	3%	3%	3%	-%	-%	2%	1%	3%	1%	2%
Order fulfilment (sending ordered goods to customers)	8	4	4	-	-	*	-	7	-	*
	2%	2%	3%	-%	-%	4%	-%	2%	-%	13%
										agh
Other (PLEASE SPECIFY)	1	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	8%	-%	-%	-%	4%	-%
								ag		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	*d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	443	166	122	34	29	58	34	322	71	50
Effective base	213	111	70	18	20	29	18	197	41	20
Weighted Base	397	229	125	26	7	8	1	380	14	3
None of these (DO NOT READ OUT)	17	12	3	2	*	*	*	16	*	*
	4%	5%	2%	6%	4%	1%	1%	4%	3%	*%
Don't Know (DO NOT READ OUT)	9	3	5	*	*	*	-	9	*	*
	2%	1%	4%	1%	4%	5%	-%	2%	3%	11%
										ag
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	*d	e	a	b	*c	*d	e
Significance Level: 95%											
Unweighted Base	443	214	108	71	16	34	159	63	20	15	40
Effective base	213	147	60	41	10	18	104	33	11	7	7
Weighted Base	397	311	70	14	2	1	215	60	9	5	15
Letters	247	182	54	9	1	1	117	46	5	3	15
	62%	59%	78%	63%	56%	68%	55%	76%	60%	70%	95%
		a						a			a
Large letters	136	105	25	5	*	1	69	26	2	2	5
	34%	34%	36%	33%	23%	66%	32%	43%	23%	31%	32%
						abc					
Parcels and packets	117	93	21	3	*	*	70	21	2	*	*
	29%	30%	31%	21%	12%	14%	33%	35%	19%	9%	2%
Other everyday correspondence, such as invoices, one off bills etc.	24	18	6	*	*	*	9	8	1	-	*
	6%	6%	9%	1%	4%	7%	4%	13%	14%	-%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	14	2	1	*	*	10	6	*	-	*
	4%	5%	3%	7%	23%	5%	5%	10%	5%	-%	2%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	13	4	*	*	*	9	7	1	-	*
	4%	4%	5%	1%	4%	5%	4%	12%	10%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	11	9	2	*	*	*	9	3	-	-	*
	3%	3%	4%	1%	3%	1%	4%	5%	-%	-%	*%
Order fulfilment (sending ordered goods to customers)	8	4	4	-	*	-	7	*	-	-	*
	2%	1%	5%	-%	21%	-%	3%	*%	-%	-%	2%
Other (PLEASE SPECIFY)	1	-	-	1	-	-	-	-	-	1	-
	*%	-%	-%	4%	-%	-%	-%	-%	-%	11%	-%
				a							

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e	a	b	*c	*d	e
Unweighted Base	443	214	108	71	16	34	159	63	20	15	40
Effective base	213	147	60	41	10	18	104	33	11	7	7
Weighted Base	397	311	70	14	2	1	215	60	9	5	15
None of these (DO NOT READ OUT)	17	13	3	*	-	*	12	1	1	*	-
	4%	4%	4%	3%	-%	1%	6%	1%	13%	7%	-%
Don't Know (DO NOT READ OUT)	9	8	1	*	*	-	4	1	*	*	-
	2%	3%	1%	3%	17%	-%	2%	2%	4%	2%	-%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	g	h	*i
Unweighted Base	443	15	25	45	12	25	29	30	30	23
Effective base	213	11	19	33	9	17	20	23	23	16
Weighted Base	397	23	33	80	16	27	45	56	33	27
Letters	247	15	16	53	7	19	23	45	22	9
	62%	63%	49%	66%	48%	70%	51%	80%	67%	33%
Large letters	136	13	15	33	2	13	15	12	11	2
	34%	58%	46%	41%	16%	48%	34%	21%	33%	9%
Parcels and packets	117	11	15	28	10	8	10	2	6	13
	29%	46%	44%	35%	63%	30%	23%	3%	18%	49%
				g						
Other everyday correspondence, such as invoices, one off bills etc.	24	2	-	11	-	-	-	7	*	3
	6%	9%	-%	14%	-%	-%	-%	12%	*%	10%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	-	-	8	*	*	5	-	3	-
	4%	-%	-%	9%	2%	2%	11%	-%	9%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	1	-	5	-	3	4	1	1	-
	4%	4%	-%	6%	-%	10%	10%	1%	4%	-%
Publications, such as magazines, periodicals, customer newsletters	11	-	-	4	-	1	3	-	2	-
	3%	-%	-%	5%	-%	3%	6%	-%	5%	-%
Order fulfilment (sending ordered goods to customers)	8	3	-	1	*	-	3	-	-	-
	2%	13%	-%	1%	2%	-%	6%	-%	-%	-%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	g	h	*i
Unweighted Base	443	15	25	45	12	25	29	30	30	23
Effective base	213	11	19	33	9	17	20	23	23	16
Weighted Base	397	23	33	80	16	27	45	56	33	27
None of these (DO NOT READ OUT)	17	5	2	-	-	-	*	3	3	2
	4%	20%	5%	-%	-%	-%	1%	5%	8%	7%
Don't Know (DO NOT READ OUT)	9	-	-	-	-	1	-	3	*	1
	2%	-%	-%	-%	-%	2%	-%	6%	1%	6%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	443	60	70	104	234	209	74	73	62
Effective base	213	42	52	75	164	102	42	39	37
Weighted Base	397	69	90	182	341	56	29	18	9
Letters	247	35	53	121	210	37	19	12	5
	62%	51%	59%	67%	62%	65%	65%	69%	61%
Large letters	136	18	40	60	118	19	9	7	3
	34%	25%	44%	33%	34%	33%	29%	37%	41%
Parcels and packets	117	31	31	40	103	14	6	6	2
	29%	45%	35%	22%	30%	25%	22%	32%	24%
		cef							
Other everyday correspondence, such as invoices, one off bills etc.	24	3	2	18	22	2	*	2	*
	6%	4%	2%	10%	7%	3%	*%	8%	1%
				ef					
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	3	13	16	2	1	1	*
	4%	1%	3%	7%	5%	3%	3%	3%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	3	2	10	15	2	*	2	*
	4%	4%	2%	6%	4%	3%	*%	10%	*%
								f	
Publications, such as magazines, periodicals, customer newsletters	11	1	2	7	10	2	*	1	*
	3%	1%	2%	4%	3%	3%	*%	8%	3%
Order fulfilment (sending ordered goods to customers)	8	*	3	4	7	1	*	*	1
	2%	*%	3%	2%	2%	2%	*%	2%	7%

Columns Tested: a,b,c,d,e,f,g,h

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	443	60	70	104	234	209	74	73	62
Effective base	213	42	52	75	164	102	42	39	37
Weighted Base	397	69	90	182	341	56	29	18	9
Other (PLEASE SPECIFY)	1	-	-	1	1	*	-	*	-
	*%	-%	-%	*%	*%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	17	2	9	3	14	2	1	1	*
	4%	3%	10%	2%	4%	4%	3%	6%	4%
Don't Know (DO NOT READ OUT)	9	2	c	3	6	4	2	1	1
	2%	3%	*%	2%	2%	7%	8%	4%	11%
Refused (DO NOT READ OUT)	*	-	-	-	-	d	d	-	bcd
	*%	-%	-%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	443	18	32	6	38	36	91	16	29	215
Effective base	213	7	14	3	16	16	49	6	13	111
Weighted Base	397	17	27	10	37	37	74	8	21	203
Letters	247	16	12	2	14	29	32	7	14	134
	62%	92%	45%	20%	38%	78%	44%	91%	66%	66%
						df				df
Large letters	136	4	14	5	18	19	29	1	6	58
	34%	25%	51%	47%	50%	53%	39%	12%	27%	29%
Parcels and packets	117	2	14	2	16	13	37	3	*	46
	29%	14%	52%	20%	43%	36%	49%	33%	2%	23%
			i				i			
Other everyday correspondence, such as invoices, one off bills etc.	24	1	2	3	5	8	2	-	*	8
	6%	8%	7%	28%	12%	21%	3%	-%	*%	4%
						fi				
Advertising and promotional material, such as catalogues, brochures and direct mail	18	*	*	*	*	5	3	-	2	8
	4%	2%	*%	4%	1%	13%	3%	-%	9%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	2	*	*	*	6	2	*	-	7
	4%	13%	*%	1%	*%	17%	2%	*%	-%	3%
						fi				
Publications, such as magazines, periodicals, customer newsletters	11	1	*	-	*	-	2	-	-	8
	3%	6%	*%	-%	*%	-%	2%	-%	-%	4%
Order fulfilment (sending ordered goods to customers)	8	1	-	-	-	2	2	-	-	3
	2%	5%	-%	-%	-%	6%	2%	-%	-%	2%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	443	18	32	6	38	36	91	16	29	215
Effective base	213	7	14	3	16	16	49	6	13	111
Weighted Base	397	17	27	10	37	37	74	8	21	203
None of these (DO NOT READ OUT)	17	-	1	-	1	-	3	-	4	9
	4%	-%	4%	-%	3%	-%	4%	-%	17%	4%
Don't Know (DO NOT READ OUT)	9	-	2	-	2	-	2	-	*	5
	2%	-%	7%	-%	5%	-%	2%	-%	2%	3%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	443	92	91	260	363	80	-	387	56	428	15
Effective base	213	39	49	130	176	37	-	195	19	206	7
Weighted Base	397	91	74	232	320	77	-	368	29	385	12
Letters	247	59	32	155	192	55	-	225	21	238	8
	62%	65%	44%	67%	60%	71%	-%	61%	74%	62%	69%
			b								
Large letters	136	42	29	65	104	33	-	133	4	136	*
	34%	46%	39%	28%	32%	42%	-%	36%	12%	35%	1%
		c						b			
Parcels and packets	117	32	37	49	90	27	-	109	8	112	5
	29%	35%	49%	21%	28%	35%	-%	29%	29%	29%	38%
			c								
Other everyday correspondence, such as invoices, one off bills etc.	24	14	2	8	14	10	-	24	*	24	-
	6%	15%	3%	4%	5%	13%	-%	6%	1%	6%	-%
		c									
Advertising and promotional material, such as catalogues, brochures and direct mail	18	6	3	10	13	5	-	17	1	18	-
	4%	6%	3%	4%	4%	6%	-%	5%	3%	5%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	9	2	7	6	11	-	17	*	17	-
	4%	10%	2%	3%	2%	14%	-%	5%	1%	4%	-%
						a					
Publications, such as magazines, periodicals, customer newsletters	11	1	2	8	9	2	-	11	-	11	-
	3%	1%	2%	4%	3%	2%	-%	3%	-%	3%	-%
Order fulfilment (sending ordered goods to customers)	8	3	2	3	5	2	-	8	-	8	*
	2%	3%	2%	1%	2%	3%	-%	2%	-%	2%	1%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
	a	b	c		a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	443	92	91	260	363	80	-	387	56	428	15
Effective base	213	39	49	130	176	37	-	195	19	206	7
Weighted Base	397	91	74	232	320	77	-	368	29	385	12
Other (PLEASE SPECIFY)	1	1	-	*	1	-	-	1	*	1	-
	*%	1%	-%	*%	*%	-%	-%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	17	1	3	12	12	4	-	14	2	16	*
	4%	1%	4%	5%	4%	6%	-%	4%	8%	4%	1%
Don't Know (DO NOT READ OUT)	9	2	2	6	5	5	-	9	1	9	-
	2%	2%	2%	3%	1%	6%	-%	2%	2%	2%	-%
Refused (DO NOT READ OUT)	*	-	*	-	-	*	-	-	*	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	443	290	75	73
Effective base	213	151	26	36
Weighted Base	397	266	46	83
Letters	247	187	23	34
	62%	70%	51%	41%
		c		
Large letters	136	84	27	24
	34%	31%	60%	29%
			ac	
Parcels and packets	117	49	20	48
	29%	18%	44%	58%
			a	a
Other everyday correspondence, such as invoices, one off bills etc.	24	17	2	4
	6%	7%	5%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	10	2	5
	4%	4%	5%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	6	1	10
	4%	2%	2%	12%
				a
Publications, such as magazines, periodicals, customer newsletters	11	10	*	1
	3%	4%	*%	1%
Order fulfilment (sending ordered goods to customers)	8	5	2	1
	2%	2%	5%	1%
Other (PLEASE SPECIFY)	1	1	-	*
	*%	*%	-%	*%

Columns Tested:: a,b,c

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	443	290	75	73
Effective base	213	151	26	36
Weighted Base	397	266	46	83
None of these (DO NOT READ OUT)	17	15	-	2
	4%	5%	-%	2%
Don't Know (DO NOT READ OUT)	9	7	1	1
	2%	3%	2%	2%
Refused (DO NOT READ OUT)	*	-	-	-
	*%	-%	-%	-%

Columns Tested: a,b,c

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	443	365	55	16	-	6	-	1	-	420	23	7
Effective base	213	195	15	3	-	2	-	1	-	209	5	2
Weighted Base	397	357	27	6	-	7	-	1	-	384	13	7
Letters	247	230	15	1	-	*	-	-	-	245	1	*
	62%	64%	56%	20%	-%	1%	-%	-%	-%	64%	9%	1%
Large letters	136	114	14	4	-	5	-	-	-	128	8	5
	34%	32%	51%	61%	-%	69%	-%	-%	-%	33%	61%	62%
Parcels and packets	117	91	19	4	-	2	-	1	-	110	7	3
	29%	26%	70%	70%	-%	31%	-%	100%	-%	29%	52%	38%
			ai									
Other everyday correspondence, such as invoices, one off bills etc.	24	18	6	-	-	-	-	-	-	24	-	-
	6%	5%	23%	-%	-%	-%	-%	-%	-%	6%	-%	-%
			ai									
Advertising and promotional material, such as catalogues, brochures and direct mail	18	12	5	*	-	*	-	-	-	18	*	*
	4%	3%	19%	4%	-%	1%	-%	-%	-%	5%	2%	1%
			ai									
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	12	4	1	-	-	-	-	-	16	1	-
	4%	3%	16%	14%	-%	-%	-%	-%	-%	4%	6%	-%
			a									
Publications, such as magazines, periodicals, customer newsletters	11	11	*	*	-	-	-	-	-	11	*	-
	3%	3%	*%	4%	-%	-%	-%	-%	-%	3%	2%	-%
Order fulfilment (sending ordered goods to customers)	8	6	*	1	-	-	-	-	-	7	1	-
	2%	2%	1%	18%	-%	-%	-%	-%	-%	2%	8%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k
Significance Level: 95%												
Unweighted Base	443	365	55	16	-	6	-	1	-	420	23	7
Effective base	213	195	15	3	-	2	-	1	-	209	5	2
Weighted Base	397	357	27	6	-	7	-	1	-	384	13	7
None of these (DO NOT READ OUT)	17	17	*	-	-	-	-	-	-	17	-	-
	4%	5%	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Don't Know (DO NOT READ OUT)	9	9	1	-	-	-	-	-	-	9	-	-
	2%	2%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	443	219	146	78	385	303	407	268	142	112	115	229	9	27	13	9	5
Effective base	213	129	67	19	178	136	192	128	65	38	69	112	3	8	3	3	2
Weighted Base	397	224	132	41	330	267	354	259	138	80	99	218	3	19	4	8	1
Letters	247	165	65	17	217	151	219	136	72	52	66	135	1	6	3	8	*
	62%	73%	49%	41%	66%	57%	62%	53%	52%	66%	67%	62%	26%	31%	84%	94%	3%
		bc			d												
Large letters	136	65	49	22	116	115	127	98	57	36	17	89	1	12	3	4	*
	34%	29%	37%	54%	35%	43%	36%	38%	41%	45%	18%	41%	26%	59%	83%	52%	3%
				a								a					
Parcels and packets	117	40	52	26	96	87	105	110	49	23	22	68	2	4	3	5	1
	29%	18%	39%	64%	29%	33%	30%	42%	36%	29%	22%	31%	71%	19%	76%	54%	87%
			a	a				ac									
Other everyday correspondence, such as invoices, one off bills etc.	24	13	5	6	21	17	21	19	19	11	4	11	*	2	-	4	-
	6%	6%	4%	15%	6%	6%	6%	7%	14%	13%	4%	5%	*%	9%	-%	52%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	10	2	6	18	15	18	10	9	9	3	9	-	1	*	5	*
	4%	5%	2%	14%	5%	6%	5%	4%	7%	11%	3%	4%	-%	6%	7%	56%	4%
			b														
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	6	6	5	17	15	17	15	10	11	2	10	-	*	*	4	*
	4%	2%	5%	13%	5%	6%	5%	6%	7%	14%	2%	5%	-%	*%	1%	52%	9%
										ac							
Publications, such as magazines, periodicals, customer newsletters	11	9	2	*	8	8	8	6	5	2	-	8	-	1	-	-	*
	3%	4%	1%	1%	3%	3%	2%	2%	4%	2%	-%	3%	-%	4%	-%	-%	20%
Order fulfilment (sending ordered goods to customers)	8	3	3	1	8	8	8	7	7	4	-	7	-	1	-	*	*
	2%	1%	3%	3%	2%	3%	2%	3%	5%	6%	-%	3%	-%	4%	-%	3%	20%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Significance Level: 95%																	
Unweighted Base	443	219	146	78	385	303	407	268	142	112	115	229	9	27	13	9	5
Effective base	213	129	67	19	178	136	192	128	65	38	69	112	3	8	3	3	2
Weighted Base	397	224	132	41	330	267	354	259	138	80	99	218	3	19	4	8	1
Other (PLEASE SPECIFY)	1	-	1	-	1	1	1	*	*	1	-	1	-	-	-	-	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	1%	-%	*%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	17	11	5	*	14	13	16	9	8	1	3	10	*	2	-	-	-
	4%	5%	4%	*%	4%	5%	4%	3%	6%	1%	3%	5%	12%	9%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	8	*	1	7	6	9	9	5	1	4	4	-	*	-	-	-
	2%	4%	*%	2%	2%	2%	3%	3%	3%	1%	4%	2%	-%	2%	-%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	*	*	*	*	*	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	443	317	19	20	15	6	4	4	241	26	15	10	5	5	1
Effective base	213	160	8	5	3	2	2	2	119	11	3	4	4	3	1
Weighted Base	397	289	13	11	4	3	8	1	218	29	9	8	2	1	*
Letters	247	190	12	1	2	3	8	*	130	13	3	4	*	*	-
	62%	66%	94%	9%	59%	90%	100%	4%	59%	45%	40%	52%	10%	13%	-%
Large letters	136	99	4	6	*	3	4	*	86	17	5	7	*	*	-
	34%	34%	32%	50%	5%	88%	56%	4%	40%	57%	59%	81%	10%	5%	-%
Parcels and packets	117	81	5	3	*	2	4	1	67	14	1	3	2	*	-
	29%	28%	35%	23%	5%	71%	56%	96%	31%	49%	7%	42%	90%	32%	-%
Other everyday correspondence, such as invoices, one off bills etc.	24	15	-	2	-	-	4	-	11	6	-	-	-	-	-
	6%	5%	-%	15%	-%	-%	56%	-%	5%	21%	-%	-%	-%	-%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	12	1	1	-	*	4	*	9	5	*	1	-	*	-
	4%	4%	6%	5%	-%	10%	56%	4%	4%	16%	*%	12%	-%	50%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	12	1	*	*	*	4	-	6	9	*	-	-	-	*
	4%	4%	6%	1%	*%	1%	56%	-%	3%	30%	*%	-%	-%	-%	100%
Publications, such as magazines, periodicals, customer newsletters	11	7	2	-	-	-	-	*	7	*	-	1	*	-	-
	3%	2%	11%	-%	-%	-%	-%	22%	3%	1%	-%	9%	14%	-%	-%
Order fulfilment (sending ordered goods to customers)	8	7	1	-	-	*	-	*	7	-	-	1	*	*	-
	2%	2%	6%	-%	-%	9%	-%	22%	3%	-%	-%	9%	14%	50%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	17	12	-	1	2	-	-	-	13	-	*	-	-	-	-
	4%	4%	-%	6%	37%	-%	-%	-%	6%	-%	3%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g
Unweighted Base	443	317	19	20	15	6	4	4	241	26	15	10	5	5	1
Effective base	213	160	8	5	3	2	2	2	119	11	3	4	4	3	1
Weighted Base	397	289	13	11	4	3	8	1	218	29	9	8	2	1	*
Don't Know (DO NOT READ OUT)	9	7	-	*	-	-	-	-	6	*	-	-	-	-	-
	2%	2%	-%	3%	-%	-%	-%	-%	3%	1%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	443	208	24	23	6	2	3	2	189	74	73	53	17
Effective base	213	107	10	7	2	2	2	1	110	35	31	13	4
Weighted Base	397	206	24	15	3	7	1	3	194	66	59	23	11
Letters	247	114	13	7	*	-	*	3	134	42	28	10	6
	62%	55%	54%	44%	6%	-%	6%	92%	69%	63%	47%	44%	51%
Large letters	136	76	8	7	*	7	*	-	54	29	30	8	5
	34%	37%	31%	49%	4%	100%	6%	-%	28%	45%	51%	35%	45%
Parcels and packets	117	83	10	11	2	3	*	*	49	17	22	9	9
	29%	40%	44%	73%	96%	39%	6%	8%	25%	25%	37%	38%	79%
Other everyday correspondence, such as invoices, one off bills etc.	24	13	1	4	-	-	-	-	10	2	2	3	4
	6%	7%	5%	30%	-%	-%	-%	-%	5%	3%	4%	12%	39%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	5	*	4	-	-	1	-	7	2	4	*	4
	4%	2%	1%	30%	-%	-%	94%	-%	4%	3%	7%	*%	39%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	8	1	5	-	-	-	-	5	6	1	*	5
	4%	4%	4%	37%	-%	-%	-%	-%	3%	9%	2%	*%	40%
Publications, such as magazines, periodicals, customer newsletters	11	4	1	*	*	-	-	-	5	1	3	*	-
	3%	2%	3%	2%	10%	-%	-%	-%	2%	1%	5%	1%	-%
Order fulfilment (sending ordered goods to customers)	8	6	-	1	*	-	*	-	*	1	6	*	*
	2%	3%	-%	6%	10%	-%	40%	-%	*%	1%	10%	1%	2%
Other (PLEASE SPECIFY)	1	*	-	-	-	-	-	-	-	1	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Significance Level: 95%													
Unweighted Base	443	208	24	23	6	2	3	2	189	74	73	53	17
Effective base	213	107	10	7	2	2	2	1	110	35	31	13	4
Weighted Base	397	206	24	15	3	7	1	3	194	66	59	23	11
None of these (DO NOT READ OUT)	17	9	*	-	-	-	-	-	12	*	1	2	-
	4%	4%	1%	-%	-%	-%	-%	-%	6%	1%	2%	8%	-%
Don't Know (DO NOT READ OUT)	9	9	-	-	-	-	-	-	8	1	-	-	*
	2%	4%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	3%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	443	203	65	55	49	12	151	52	59	31	9
Effective base	213	115	31	21	11	3	81	22	22	9	3
Weighted Base	397	221	52	33	16	8	149	49	43	16	10
Letters	247	143	34	24	10	5	94	30	16	6	5
	62%	65%	64%	75%	63%	72%	63%	63%	38%	36%	49%
Large letters	136	68	26	15	2	5	58	21	24	8	5
	34%	31%	51%	46%	13%	61%	39%	42%	56%	48%	51%
Parcels and packets	117	65	13	9	3	6	40	12	19	8	9
	29%	29%	25%	29%	15%	79%	26%	24%	44%	50%	91%
Other everyday correspondence, such as invoices, one off bills etc.	24	10	2	2	3	4	8	*	2	3	4
	6%	5%	3%	7%	17%	58%	5%	*%	5%	17%	45%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	7	2	4	*	4	7	1	2	*	4
	4%	3%	4%	13%	*%	58%	5%	2%	4%	*%	45%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	12	*	1	*	5	4	6	*	*	4
	4%	5%	*%	2%	*%	59%	3%	12%	1%	*%	45%
Publications, such as magazines, periodicals, customer newsletters	11	6	-	2	*	-	6	1	1	*	-
	3%	3%	-%	8%	*%	-%	4%	2%	2%	2%	-%
Order fulfilment (sending ordered goods to customers)	8	5	-	3	-	-	*	1	6	*	*
	2%	2%	-%	10%	-%	-%	*%	2%	14%	1%	3%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	1	-	-	-
	*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	a	b	c	d	*e
Significance Level: 95%											
Unweighted Base	443	203	65	55	49	12	151	52	59	31	9
Effective base	213	115	31	21	11	3	81	22	22	9	3
Weighted Base	397	221	52	33	16	8	149	49	43	16	10
None of these (DO NOT READ OUT)	17	11	*	1	2	-	13	*	*	-	-
	4%	5%	1%	4%	12%	-%	9%	1%	*%	-%	-%
Don't Know (DO NOT READ OUT)	9	6	1	-	-	*	5	1	*	-	-
	2%	3%	1%	-%	-%	4%	4%	1%	1%	-%	-%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	443	141	34	52	31	6	143	14	110	398	45	361	24
Effective base	213	73	17	25	10	3	68	9	51	196	18	170	9
Weighted Base	397	144	39	43	25	6	139	11	107	358	39	313	18
Letters	247	84	22	16	13	*	46	6	82	229	17	207	10
	62%	58%	58%	36%	52%	1%	33%	54%	77%	64%	44%	66%	55%
									a				
Large letters	136	50	23	13	13	*	51	1	44	116	20	110	7
	34%	35%	59%	30%	49%	2%	36%	13%	41%	33%	51%	35%	37%
Parcels and packets	117	55	10	25	14	6	73	6	31	93	24	86	10
	29%	38%	26%	58%	53%	98%	53%	50%	29%	26%	62%	27%	59%
				b			c				a		
Other everyday correspondence, such as invoices, one off bills etc.	24	5	2	3	9	-	6	1	12	15	9	14	7
	6%	4%	5%	7%	35%	-%	4%	10%	11%	4%	23%	4%	41%
					ac						a		
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	1	1	4	-	2	1	8	13	4	13	5
	4%	3%	3%	2%	17%	-%	1%	11%	7%	4%	11%	4%	27%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	4	6	*	5	-	8	-	7	11	6	12	5
	4%	3%	15%	1%	18%	-%	6%	-%	6%	3%	16%	4%	30%
			a								a		
Publications, such as magazines, periodicals, customer newsletters	11	4	1	1	-	-	1	1	4	11	-	8	1
	3%	3%	2%	1%	-%	-%	1%	6%	3%	3%	-%	2%	4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	*e	a	*b	c	a	b	a	*b
Significance Level: 95%													
Unweighted Base	443	141	34	52	31	6	143	14	110	398	45	361	24
Effective base	213	73	17	25	10	3	68	9	51	196	18	170	9
Weighted Base	397	144	39	43	25	6	139	11	107	358	39	313	18
Order fulfilment (sending ordered goods to customers)	8 2%	1 1%	3 8%	3 8%	* 1%	- -%	7 5%	1 6%	* *%	8 2%	- -%	8 2%	- -%
Other (PLEASE SPECIFY)	1 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	* *%	1 *%	- -%
None of these (DO NOT READ OUT)	17 4%	7 5%	2 5%	* *%	- -%	- -%	3 2%	- -%	5 5%	17 5%	- -%	14 4%	* 2%
Don't Know (DO NOT READ OUT)	9 2%	8 5%	- -%	1 2%	* 1%	- -%	7 5%	- -%	1 1%	9 3%	* 1%	7 2%	- -%
Refused (DO NOT READ OUT)	* *%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	*b	a	b	a	*b	a	b	a	b
Significance Level: 95%											
Unweighted Base	443	276	27	185	83	359	26	272	31	184	84
Effective base	213	128	9	92	36	169	9	126	11	94	33
Weighted Base	397	244	23	182	76	312	19	240	27	188	71
Letters	247	143	8	96	40	206	10	139	12	104	32
	62%	59%	36%	53%	53%	66%	57%	58%	44%	55%	46%
Large letters	136	101	14	63	35	109	7	101	14	65	33
	34%	41%	61%	35%	46%	35%	38%	42%	51%	35%	47%
Parcels and packets	117	79	9	68	41	86	10	78	10	68	42
	29%	32%	38%	38%	54%	28%	55%	33%	35%	36%	59%
											a
Other everyday correspondence, such as invoices, one off bills etc.	24	10	7	7	12	14	7	10	7	9	10
	6%	4%	31%	4%	16%	5%	39%	4%	27%	5%	14%
					a				a		
Advertising and promotional material, such as catalogues, brochures and direct mail	18	10	5	3	8	13	5	9	6	3	7
	4%	4%	23%	1%	10%	4%	28%	4%	21%	2%	10%
					a				a		a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	10	5	2	13	12	5	10	5	3	12
	4%	4%	20%	1%	16%	4%	29%	4%	20%	2%	17%
					a				a		a
Publications, such as magazines, periodicals, customer newsletters	11	8	1	3	3	7	2	7	2	5	1
	3%	3%	4%	2%	3%	2%	8%	3%	6%	2%	2%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b
Unweighted Base	443	276	27	185	83	359	26	272	31	184	84
Effective base	213	128	9	92	36	169	9	126	11	94	33
Weighted Base	397	244	23	182	76	312	19	240	27	188	71
Order fulfilment (sending ordered goods to customers)	8 2%	7 3%	1 5%	1 1%	6 8% a	7 2%	1 4%	7 3%	1 5%	4 2%	3 5%
Other (PLEASE SPECIFY)	1 *%	1 *%	- -%	- -%	* *%	1 *%	- -%	1 *%	- -%	- -%	* *%
None of these (DO NOT READ OUT)	17 4%	13 5%	* 2%	9 5%	* *%	14 4%	* 2%	13 5%	* 1%	9 5%	* *%
Don't Know (DO NOT READ OUT)	9 2%	6 3%	- -%	8 5%	* *%	7 2%	- -%	6 3%	- -%	8 4%	* *%
Refused (DO NOT READ OUT)	* *%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	443	174	314	59	-	152	227	48	-	189	152	39	-
Effective base	213	78	149	28	-	67	105	23	-	86	75	21	-
Weighted Base	397	156	274	57	-	138	194	51	-	176	147	48	-
Letters	247	85	188	32	-	63	115	22	-	81	83	9	-
	62%	55%	69%	56%	-%	45%	59%	44%	-%	46%	56%	19%	-%
		a								c	c		
Large letters	136	59	92	19	-	58	88	23	-	73	54	14	-
	34%	38%	34%	33%	-%	42%	46%	45%	-%	42%	37%	28%	-%
Parcels and packets	117	65	71	29	-	56	61	31	-	84	68	38	-
	29%	42%	26%	52%	-%	41%	32%	61%	-%	48%	46%	79%	-%
		b		b				b				ab	
Other everyday correspondence, such as invoices, one off bills etc.	24	11	15	5	-	10	12	4	-	12	11	*	-
	6%	7%	5%	8%	-%	7%	6%	8%	-%	7%	8%	*%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	11	12	7	-	11	8	5	-	10	3	3	-
	4%	7%	5%	12%	-%	8%	4%	10%	-%	6%	2%	6%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	13	11	2	-	13	5	*	-	14	4	*	-
	4%	9%	4%	3%	-%	10%	3%	*%	-%	8%	3%	*%	-%
				b		b							
Publications, such as magazines, periodicals, customer newsletters	11	5	7	6	-	5	7	5	-	5	2	2	-
	3%	3%	3%	11%	-%	3%	4%	9%	-%	3%	1%	5%	-%
				b									
Order fulfilment (sending ordered goods to customers)	8	4	6	2	-	4	6	3	-	5	6	1	-
	2%	3%	2%	4%	-%	3%	3%	5%	-%	3%	4%	3%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	443	174	314	59	-	152	227	48	-	189	152	39	-
Effective base	213	78	149	28	-	67	105	23	-	86	75	21	-
Weighted Base	397	156	274	57	-	138	194	51	-	176	147	48	-
Other (PLEASE SPECIFY)	1	-	1	-	-	1	-	-	-	*	-	-	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
None of these (DO NOT READ OUT)	17	12	11	*	-	12	7	-	-	9	4	2	-
	4%	8%	4%	1%	-%	9%	4%	-%	-%	5%	2%	3%	-%
Don't Know (DO NOT READ OUT)	9	1	7	-	-	4	6	-	-	6	3	-	-
	2%	1%	3%	-%	-%	3%	3%	-%	-%	3%	2%	-%	-%
Refused (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	*d	*e	a	b
Significance Level: 95%														
Unweighted Base	443	357	256	182	274	258	7	118	99	90	23	15	94	98
Effective base	213	168	115	90	126	129	4	63	49	45	15	12	48	50
Weighted Base	397	308	227	171	231	239	1	129	100	92	33	28	85	89
Letters	247	212	131	95	144	148	*	74	49	46	10	14	64	61
	62%	69%	58%	56%	62%	62%	50%	57%	49%	50%	30%	48%	75%	69%
		c												
Large letters	136	108	108	64	83	85	*	48	34	36	10	9	24	35
	34%	35%	48%	38%	36%	36%	40%	37%	34%	39%	30%	30%	28%	39%
		a												
Parcels and packets	117	88	83	83	76	73	1	59	52	48	21	21	24	20
	29%	29%	37%	49%	33%	31%	86%	45%	52%	52%	63%	74%	28%	23%
		a												
Other everyday correspondence, such as invoices, one off bills etc.	24	16	9	9	8	16	-	9	9	7	-	3	3	3
	6%	5%	4%	5%	4%	7%	-%	7%	9%	8%	-%	10%	4%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	17	14	9	13	14	-	8	9	9	3	1	5	5
	4%	6%	6%	5%	6%	6%	-%	6%	9%	9%	8%	3%	6%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	17	14	6	14	12	-	6	6	5	-	1	1	2
	4%	5%	6%	4%	6%	5%	-%	5%	6%	6%	-%	3%	1%	3%
Publications, such as magazines, periodicals, customer newsletters	11	8	8	4	8	4	*	4	4	3	2	1	4	1
	3%	3%	3%	2%	3%	2%	39%	3%	4%	3%	5%	3%	5%	1%
Order fulfilment (sending ordered goods to customers)	8	8	6	3	5	7	*	2	3	3	1	2	2	5
	2%	3%	3%	2%	2%	3%	39%	2%	3%	3%	2%	7%	3%	6%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	*d	*e	a	b
Significance Level: 95%														
Unweighted Base	443	357	256	182	274	258	7	118	99	90	23	15	94	98
Effective base	213	168	115	90	126	129	4	63	49	45	15	12	48	50
Weighted Base	397	308	227	171	231	239	1	129	100	92	33	28	85	89
Other (PLEASE SPECIFY)	1	1	1	-	1	-	-	-	-	-	-	-	1	-
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	17	14	12	8	15	12	-	5	8	3	2	-	4	6
	4%	5%	5%	4%	7%	5%	-%	4%	8%	3%	6%	-%	5%	7%
Don't Know (DO NOT READ OUT)	9	7	5	8	7	7	-	5	7	4	-	-	1	2
	2%	2%	2%	4%	3%	3%	-%	4%	7%	4%	-%	-%	1%	2%
Refused (DO NOT READ OUT)	*	*	-	-	-	*	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	443	48	13	12	7	395	290	408	288	297	160	385	54	2	308	36
Effective base	213	22	6	7	4	189	129	195	130	133	70	186	29	2	150	22
Weighted Base	397	42	7	13	11	348	232	358	239	246	141	335	58	*	280	37
Letters	247	28	2	9	2	235	152	236	142	148	68	216	29	-	178	19
	62%	67%	29%	72%	20%	67%	66%	66%	60%	60%	48%	64%	51%	-%	63%	51%
Large letters	136	14	3	12	6	119	99	123	102	87	56	114	24	-	91	17
	34%	34%	48%	93%	50%	34%	43%	34%	43%	36%	40%	34%	41%	-%	32%	47%
Parcels and packets	117	12	2	4	1	101	77	106	85	78	54	100	28	*	74	10
	29%	29%	37%	30%	10%	29%	33%	30%	36%	32%	38%	30%	49%	35%	27%	26%
Other everyday correspondence, such as invoices, one off bills etc.	24	3	-	2	-	17	9	19	12	19	10	14	5	-	12	5
	6%	7%	-%	17%	-%	5%	4%	5%	5%	8%	7%	4%	8%	-%	4%	13%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	1	2	*	1	16	11	16	13	16	13	10	4	-	8	5
	4%	3%	32%	3%	6%	5%	5%	4%	5%	7%	10%	3%	8%	-%	3%	12%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	2	*	*	-	16	14	17	10	15	12	11	1	-	10	1
	4%	6%	3%	1%	-%	5%	6%	5%	4%	6%	8%	3%	1%	-%	4%	4%
Publications, such as magazines, periodicals, customer newsletters	11	2	*	-	1	8	3	8	3	11	4	7	3	-	11	-
	3%	4%	7%	-%	6%	2%	1%	2%	1%	5%	3%	2%	6%	-%	4%	-%
Order fulfilment (sending ordered goods to customers)	8	1	*	2	1	7	7	8	7	7	3	6	4	-	5	2
	2%	3%	4%	17%	6%	2%	3%	2%	3%	3%	2%	2%	7%	-%	2%	6%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	*b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	443	48	13	12	7	395	290	408	288	297	160	385	54	2	308	36
Effective base	213	22	6	7	4	189	129	195	130	133	70	186	29	2	150	22
Weighted Base	397	42	7	13	11	348	232	358	239	246	141	335	58	*	280	37
Other (PLEASE SPECIFY)	1	-	-	-	-	*	*	*	1	1	1	*	-	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	17	-	*	-	2	16	12	16	11	8	7	16	*	-	11	4
	4%	-%	4%	-%	14%	5%	5%	5%	5%	3%	5%	5%	1%	-%	4%	10%
Don't Know (DO NOT READ OUT)	9	3	-	*	-	8	6	8	7	3	5	9	-	*	5	*
	2%	8%	-%	3%	-%	2%	2%	2%	3%	1%	4%	3%	-%	65%	2%	*%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	*	*	*	*	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	443	172	243	116	3	47	89	-	-	443	59	61	312
Effective base	213	88	114	51	2	19	43	-	-	213	32	29	151
Weighted Base	397	179	198	111	3	42	92	-	-	397	59	64	272
Letters	247	104	135	43	2	20	38	-	-	247	28	29	189
	62%	58%	69%	39%	68%	46%	41%	-%	-%	62%	47%	45%	69%
													ab
Large letters	136	73	59	41	2	22	34	-	-	136	23	25	87
	34%	41%	30%	37%	68%	53%	38%	-%	-%	34%	39%	40%	32%
Parcels and packets	117	61	44	44	1	21	42	-	-	117	25	26	66
	29%	34%	23%	39%	32%	49%	46%	-%	-%	29%	42%	41%	24%
											c		
Other everyday correspondence, such as invoices, one off bills etc.	24	15	6	4	2	10	2	-	-	24	6	3	15
	6%	8%	3%	3%	68%	24%	2%	-%	-%	6%	10%	5%	6%
						b							
Advertising and promotional material, such as catalogues, brochures and direct mail	18	12	6	3	-	6	2	-	-	18	1	3	14
	4%	7%	3%	3%	-%	14%	2%	-%	-%	4%	2%	4%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	13	4	8	-	7	5	-	-	17	4	6	8
	4%	7%	2%	7%	-%	17%	6%	-%	-%	4%	6%	9%	3%
Publications, such as magazines, periodicals, customer newsletters	11	6	6	3	-	2	1	-	-	11	1	2	8
	3%	3%	3%	2%	-%	4%	1%	-%	-%	3%	1%	3%	3%
Order fulfilment (sending ordered goods to customers)	8	5	3	4	-	3	3	-	-	8	6	1	*
	2%	3%	2%	4%	-%	8%	3%	-%	-%	2%	10%	2%	*%
											c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	*a	*b	c	a	b	c
Unweighted Base	443	172	243	116	3	47	89	-	-	443	59	61	312
Effective base	213	88	114	51	2	19	43	-	-	213	32	29	151
Weighted Base	397	179	198	111	3	42	92	-	-	397	59	64	272
Other (PLEASE SPECIFY)	1	-	1	-	-	*	-	-	-	1	-	-	1
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%
None of these (DO NOT READ OUT)	17	9	8	5	-	2	5	-	-	17	4	2	11
	4%	5%	4%	5%	-%	4%	6%	-%	-%	4%	6%	3%	4%
Don't Know (DO NOT READ OUT)	9	3	6	5	-	*	4	-	-	9	1	2	7
	2%	2%	3%	4%	-%	1%	5%	-%	-%	2%	2%	3%	2%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	443	316	127
Effective base	213	142	71
Weighted Base	397	268	129
Letters	247 62%	196 73%	50 39%
		b	
Large letters	136 34%	87 32%	49 38%
Parcels and packets	117 29%	54 20%	63 49%
			a
Other everyday correspondence, such as invoices, one off bills etc.	24 6%	19 7%	5 4%
Advertising and promotional material, such as catalogues, brochures and direct mail	18 4%	12 5%	6 4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17 4%	15 6%	2 1%
Publications, such as magazines, periodicals, customer newsletters	11 3%	5 2%	7 5%
Order fulfilment (sending ordered goods to customers)	8 2%	2 1%	6 4%
Other (PLEASE SPECIFY)	1 *%	1 *%	- -%

Columns Tested: a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	443	316	127
Effective base	213	142	71
Weighted Base	397	268	129
None of these (DO NOT READ OUT)	17	9	8
	4%	3%	6%
Don't Know (DO NOT READ OUT)	9	4	5
	2%	2%	4%
Refused (DO NOT READ OUT)	*	*	-
	*%	*%	-%

Columns Tested: a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	j	k	*l
Unweighted Base	443	-	25	53	73	11	36	24	59	43	47	50	22
Effective base	213	-	11	28	38	6	23	8	28	24	17	30	13
Weighted Base	397	-	27	52	62	7	44	8	43	52	17	69	17
Letters	247	-	10	28	44	5	30	5	27	37	12	41	8
	62%	-%	38%	54%	71%	69%	67%	62%	63%	71%	74%	59%	48%
Large letters	136	-	8	14	20	3	18	3	12	24	4	23	8
	34%	-%	29%	26%	33%	49%	40%	42%	27%	46%	24%	33%	46%
Parcels and packets	117	-	11	21	10	3	11	2	14	13	2	24	4
	29%	-%	42%	41%	16%	49%	25%	20%	33%	26%	14%	35%	26%
Other everyday correspondence, such as invoices, one off bills etc.	24	-	-	3	3	1	4	-	*	7	*	5	1
	6%	-%	-%	6%	4%	18%	9%	-%	1%	14%	h	7%	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	-	3	1	2	*	1	*	3	6	2	*	-
	4%	-%	12%	2%	3%	4%	3%	2%	6%	11%	11%	*%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	-	*	*	*	1	1	-	1	7	*	6	-
	4%	-%	*%	*%	*%	17%	3%	-%	2%	13%	3%	9%	-%
Publications, such as magazines, periodicals, customer newsletters	11	-	3	3	-	1	-	-	3	1	*	*	-
	3%	-%	11%	6%	-%	20%	-%	-%	7%	1%	1%	*%	-%
Order fulfilment (sending ordered goods to customers)	8	-	-	3	*	*	2	-	1	1	*	*	-
	2%	-%	-%	6%	*%	7%	5%	-%	2%	2%	2%	*%	-%
Other (PLEASE SPECIFY)	1	-	-	1	*	-	-	-	-	-	-	-	-
	*%	-%	-%	1%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	*g	h	i	j	k	*l
Unweighted Base	443	-	25	53	73	11	36	24	59	43	47	50	22
Effective base	213	-	11	28	38	6	23	8	28	24	17	30	13
Weighted Base	397	-	27	52	62	7	44	8	43	52	17	69	17
None of these (DO NOT READ OUT)	17	-	2	3	4	-	2	2	*	1	*	-	2
	4%	-%	7%	6%	6%	-%	5%	19%	1%	3%	1%	-%	12%
Don't Know (DO NOT READ OUT)	9	-	-	*	1	-	1	*	2	3	*	2	-
	2%	-%	-%	1%	1%	-%	3%	2%	4%	6%	1%	2%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	443	82	116	126	119	198	245
Effective base	213	41	62	57	54	102	111
Weighted Base	397	85	107	103	103	192	206
Letters	247	43	73	69	61	116	130
	62%	51%	69%	67%	60%	61%	63%
Large letters	136	21	41	39	35	63	74
	34%	25%	39%	38%	34%	33%	36%
Parcels and packets	117	34	23	29	31	57	60
	29%	40%	21%	28%	30%	30%	29%
		b					
Other everyday correspondence, such as invoices, one off bills etc.	24	3	8	8	6	11	13
	6%	4%	7%	7%	6%	6%	7%
Advertising and promotional material, such as catalogues, brochures and direct mail	18	4	3	9	2	7	10
	4%	5%	3%	8%	2%	4%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	17	*	2	8	7	3	14
	4%	*%	2%	8%	6%	1%	7%
							a
Publications, such as magazines, periodicals, customer newsletters	11	6	1	4	*	7	4
	3%	7%	1%	4%	*%	4%	2%
Order fulfilment (sending ordered goods to customers)	8	3	3	2	1	6	2
	2%	3%	3%	2%	1%	3%	1%
Other (PLEASE SPECIFY)	1	1	*	-	-	1	-
	*%	1%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	17	6	5	3	2	11	5
	4%	7%	4%	3%	2%	6%	3%

Columns Tested:: a,b,c,d - a,b

Table 390 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	443	82	116	126	119	198	245
Effective base	213	41	62	57	54	102	111
Weighted Base	397	85	107	103	103	192	206
Don't Know (DO NOT READ OUT)	9	*	2	5	2	3	7
	2%	1%	2%	5%	2%	1%	3%
Refused (DO NOT READ OUT)	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%

Columns Tested: a,b,c,d - a,b

Table 394

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Yes, and we have tried another provider	266 13%	100 17%	166 12%	255 13%	8 11%	2 22%	1 21%	11 13%
		b				b	abe	
Yes, but we have not tried another provider	305 15%	19 3%	285 20%	289 15%	13 16%	2 21%	1 24%	16 17%
			a				a	
No	1341 67%	428 71%	913 65%	1282 67%	51 67%	5 53%	3 53%	58 65%
				cd	cd			d
Don't Know	88 4%	58 10%	30 2%	84 4%	4 5%	* 4%	* 2%	5 5%
		b						
NET:								
Yes	571 29%	119 20%	451 32%	544 28%	21 28%	4 43%	2 45%	27 30%
			a			abe	abe	

Columns Tested:: a,b - a,b,c,d,e

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Yes, and we have tried another provider	266 13%	158 13%	81 15%	15 11%	5 10%	5 16%	1 21%	255 13%	8 11%	3 22%
							acdgh			acdgh
Yes, but we have not tried another provider	305 15%	184 15%	82 15%	23 17%	7 14%	7 21%	1 24%	289 15%	13 16%	3 22%
							abdg			ag
No	1341 67%	809 66%	376 69%	97 69%	37 71%	19 57%	3 53%	1282 67%	51 67%	7 53%
		fi	efi	fi	efi			efi	fi	
Don't Know	88 4%	71 6%	9 2%	4 3%	3 5%	2 5%	* 2%	84 4%	4 5%	* 3%
		b			b	b		b	b	
NET:										
Yes	571 29%	342 28%	163 30%	38 27%	13 24%	12 37%	2 45%	544 28%	21 28%	6 44%
						d	abcdgh			abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Yes, and we have tried another provider	266 13%	203 13%	52 15%	8 11%	2 22%	1 21%	139 12%	35 13%	11 20%	6 14%	8 17%
Yes, but we have not tried another provider	305 15%	234 15%	55 16%	13 16%	2 21%	1 24%	194 17%	62 23%	14 27%	6 12%	6 12%
No	1341 67%	1045 67%	238 68%	51 67%	5 53%	3 53%	753 68%	163 62%	28 52%	33 72%	32 69%
Don't Know	88 4%	77 5%	7 2%	4 5%	* 4%	* 2%	26 2%	4 2%	1 1%	1 2%	1 2%
NET:											
Yes	571 29%	437 28%	107 30%	21 28%	4 43%	2 45%	333 30%	96 37%	26 47%	12 26%	13 29%
					abc	abc			a		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Yes, and we have tried another provider	266 13%	22 13%	21 14%	50 14%	20 20%	29 18%	27 10%	17 7%	27 16%	16 11%
					g	g			g	
Yes, but we have not tried another provider	305 15%	24 15%	17 12%	54 15%	18 18%	22 14%	51 19%	30 12%	30 18%	30 20%
No	1341 67%	107 64%	101 67%	234 65%	55 56%	102 66%	186 69%	197 79%	101 62%	101 69%
Don't Know	88 4%	14 8%	10 7%	21 6%	6 6%	3 2%	6 2%	5 2%	5 3%	1 1%
		egi	i	i				acdeh		
NET:										
Yes	571 29%	46 28%	39 26%	104 29%	38 38%	51 33%	79 29%	47 19%	56 35%	45 31%
					g	g			g	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes, and we have tried another provider	266 13%	64 16%	70 15%	95 11%	229 13%	37 16%	20 17%	11 14%	6 14%
Yes, but we have not tried another provider	305 15%	70 17%	71 15%	135 15%	276 16%	29 12%	16 13%	8 10%	5 12%
No	1341 67%	257 64%	309 64%	618 70%	1184 67%	157 65%	73 61%	57 71%	27 67%
Don't Know	88 4%	9 2%	29 6%	33 4%	71 4%	17 7%	10 9%	4 5%	3 7%
NET:			a			acd	acd		a
Yes	571 29%	134 33%	142 29%	230 26%	505 29%	66 27%	36 30%	19 24%	10 26%

Columns Tested:: a,b,c,d,e,f,g,h

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Yes, and we have tried another provider	266 13%	5 5%	24 18%	4 9%	28 16%	40 17%	82 19% ai	6 9%	4 7%	100 11%
Yes, but we have not tried another provider	305 15%	14 14%	32 24%	17 43%	48 29%	46 20%	75 18%	6 9%	5 9%	108 12%
No	1341 67%	75 74%	66 51%	19 48%	85 50%	135 59%	252 60%	58 81%	49 83%	680 72%
Don't Know	88 4%	7 7%	9 7%	* *%	9 5%	7 3%	11 3%	1 1%	1 1%	52 5%
NET:										
Yes	571 29%	20 19%	56 43%	20 52%	76 45%	86 38%	157 37%	13 18%	9 16%	209 22%
			aghi	aghi	aghi	aghi	aghi			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Yes, and we have tried another provider	266 13%	73 15%	82 19%	112 10%	236 14%	30 9%	- -%	249 13%	17 11%	257 13%	9 12%
Yes, but we have not tried another provider	305 15%	109 22%	75 18%	120 11%	258 15%	46 14%	- -%	288 16%	17 11%	298 16%	7 9%
No	1341 67%	295 59%	252 60%	794 74%	1106 66%	235 71%	- -%	1232 67%	109 72%	1285 67%	56 73%
Don't Know	88 4%	23 5%	11 3%	54 5%	67 4%	21 6%	- -%	80 4%	9 6%	83 4%	5 7%
NET:											
Yes	571 29%	182 36%	157 37%	232 21%	494 30%	76 23%	- -%	537 29%	34 23%	555 29%	15 20%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Yes, and we have tried another provider	266 13%	122 10%	52 18%	92 22%
			a	a
Yes, but we have not tried another provider	305 15%	129 10%	79 27%	95 23%
			a	a
No	1341 67%	959 76%	147 50%	219 52%
		bc		
Don't Know	88 4%	45 4%	16 5%	13 3%
NET:				
Yes	571 29%	251 20%	131 45%	187 45%
			a	a

Columns Tested:: a,b,c

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Yes, and we have tried another provider	266 13%	204 12%	37 20% ai	10 27% a	5 67%	7 38%	3 61%	* 21%	- -%	241 12%	25 36% abi	16 46% abi
Yes, but we have not tried another provider	305 15%	229 13%	55 30% ai	8 22%	2 22%	9 48%	2 33%	* 7%	* 20%	284 15%	21 29% ai	13 37% ai
No	1341 67%	1229 71% bcjk	88 47% k	18 49% k	1 11%	3 13%	* 6%	2 71%	* 80%	1317 68% bjk	24 34%	5 16%
Don't Know	88 4%	81 5%	6 3%	1 2%	- -%	* 1%	- -%	- -%	- -%	87 5%	1 2%	* 1%
NET:												
Yes	571 29%	432 25%	92 50% ai	18 49% ai	7 89%	16 85%	5 94%	1 29%	* 20%	525 27%	46 65% ai	28 83% abci

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Yes, and we have tried another provider	266 13%	94 8%	110 18%	62 24%	193 12%	187 15%	219 13%	225 18%	98 14%	85 17%	50 10%	132 13%	4 10%	11 14%	11 28%	9 25%	2 11%
			a	a			ac			a					a		
Yes, but we have not tried another provider	305 15%	84 7%	145 23%	76 30%	280 17%	245 19%	287 17%	272 21%	190 28%	147 29%	49 10%	173 17%	13 29%	29 37%	8 21%	6 16%	9 52%
			a	a			c		abcd	abcd		a	a	ab			abf
No	1341 67%	882 78%	347 56%	112 43%	1107 68%	806 64%	1167 68%	754 59%	371 54%	257 51%	381 77%	675 67%	28 60%	38 48%	20 51%	18 53%	6 37%
			bc	c	bdef	ef	def	f			bcdefg	dg					
Don't Know	88 4%	65 6%	16 3%	7 3%	37 2%	29 2%	39 2%	28 2%	22 3%	11 2%	12 3%	22 2%	1 2%	2 2%	* 1%	2 6%	* *%
			b														
NET:																	
Yes	571 29%	178 16%	254 41%	139 54%	472 29%	432 34%	506 30%	497 39%	288 42%	233 46%	99 20%	305 30%	18 38%	40 51%	19 48%	14 41%	11 63%
			a	ab		a	ac		abc	abcd		a	a	ab	a	a	ab

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Yes, and we have tried another provider	266	151	11	14	7	3	4	*	141	18	9	9	9	*	1
	13%	11%	13%	21%	20%	20%	30%	4%	14%	14%	17%	18%	44%	3%	15%
													ab		
Yes, but we have not tried another provider	305	213	27	18	3	8	1	9	151	50	17	17	3	3	4
	15%	15%	30%	27%	8%	48%	9%	79%	15%	38%	33%	34%	15%	27%	44%
			ad			ad				a	a	a			
No	1341	986	48	33	23	6	9	2	680	59	24	23	6	9	4
	67%	72%	53%	49%	65%	33%	61%	16%	68%	45%	47%	48%	31%	69%	40%
		bce							bcede						
Don't Know	88	29	4	1	2	-	-	*	22	4	1	-	2	*	-
	4%	2%	5%	2%	6%	-%	-%	*%	2%	3%	3%	-%	11%	1%	-%
NET:															
Yes	571	364	39	33	10	12	6	9	291	68	26	25	12	4	6
	29%	26%	43%	48%	29%	67%	39%	83%	29%	52%	50%	52%	58%	30%	60%
			a	a		ad				a	a	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Yes, and we have tried another provider	266 13%	142 14%	38 29%	12 20%	8 20%	11 34%	8 53%	6 29%	99 11%	40 12%	44 13%	27 24%	8 15%
		a	a	a	a	a	a	a				abc	
Yes, but we have not tried another provider	305 15%	174 18%	42 33%	22 36%	13 31%	12 36%	3 19%	6 26%	86 10%	73 22%	81 24%	27 24%	19 35%
		a	a	a	a	a	a	a		a	a	a	a
No	1341 67%	640 65%	44 35%	26 41%	21 50%	10 30%	4 28%	10 44%	670 77%	207 63%	199 60%	59 52%	26 49%
		bce							bcd				
Don't Know	88 4%	22 2%	3 3%	2 3%	- -%	* *%	* *%	* 1%	19 2%	7 2%	8 2%	* *%	* 1%
NET:													
Yes	571 29%	316 32%	80 63%	35 55%	21 50%	22 70%	10 72%	12 55%	185 21%	113 35%	126 38%	54 48%	27 50%
		a	a	a	a	a	a	a		a	a	a	a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Yes, and we have tried another provider	266 13%	113 12%	37 12%	24 10%	16 20%	2 6%	87 13%	31 13%	39 18%	22 26%	7 15%
Yes, but we have not tried another provider	305 15%	141 15%	47 16%	68 27%	12 15%	7 23%	85 13%	67 28%	52 25%	22 26%	19 42%
No	1341 67%	669 71%	208 70%	148 60%	53 65%	21 70%	483 72%	135 57%	120 56%	40 47%	19 42%
Don't Know	88 4%	18 2%	7 2%	8 3%	1 1%	* *%	19 3%	4 2%	1 1%	* *%	* 1%
NET:											
Yes	571 29%	254 27%	84 28%	92 37%	29 35%	9 29%	172 25%	98 41%	92 43%	44 52%	25 57%
				a				a	a	a	a

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Yes, and we have tried another provider	266 13%	89 13%	35 17%	51 23%	31 25%	16 32%	173 24%	6 9%	46 10%	184 11%	82 31%	161 11%	32 29%
				a	a	a	bc				a		a
Yes, but we have not tried another provider	305 15%	98 15%	56 27%	61 28%	41 34%	14 28%	189 26%	28 42%	55 12%	248 14%	57 22%	252 17%	28 25%
			a	a	a		c	ac			a		
No	1341 67%	455 69%	113 55%	102 47%	50 41%	19 39%	352 48%	28 42%	363 77%	1234 71%	107 41%	1059 70%	47 43%
		bcde							ab	b		b	
Don't Know	88 4%	20 3%	1 *%	4 2%	1 *%	1 1%	13 2%	4 7%	8 2%	71 4%	18 7%	33 2%	3 3%
								ac					
NET:													
Yes	571 29%	187 28%	91 45%	113 52%	72 59%	30 60%	362 50%	34 51%	101 21%	432 25%	138 53%	413 27%	60 54%
			a	a	a	a	c	c		a	a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Yes, and we have tried another provider	266 13%	150 13%	37 26% a	128 14%	97 25% a	165 11%	28 26% a	144 13%	43 29% a	131 15%	93 24% a
Yes, but we have not tried another provider	305 15%	192 17%	53 38% a	161 18%	111 29% a	248 16%	32 29% a	197 18%	48 32% a	156 17%	116 30% a
No	1341 67%	759 67% b	47 33% b	590 66% b	164 43% b	1061 70% b	46 42% b	750 67% b	55 37% b	589 66% b	165 43% b
Don't Know	88 4%	26 2%	4 3%	17 2%	11 3%	33 2%	3 3%	26 2%	3 2%	20 2%	8 2%
NET:											
Yes	571 29%	342 30%	90 64% a	288 32%	208 54% a	413 27%	60 55% a	341 31%	91 61% a	287 32%	210 55% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Yes, and we have tried another provider	266 13%	113 16%	153 12%	52 25% ab	1 47%	116 18%	136 15%	36 21%	2 57%	188 21%	111 16%	58 29% b	- -%
Yes, but we have not tried another provider	305 15%	191 27% b	196 15%	55 26% b	- -%	174 27% b	143 16%	48 28% b	- -%	229 26% b	118 17%	51 26%	- -%
No	1341 67%	406 56%	923 71% ac	101 48%	2 53%	359 55%	605 67% ac	87 51%	2 43%	452 51%	438 64% ac	83 42%	4 100%
Don't Know	88 4%	9 1%	20 2%	2 1%	- -%	6 1%	14 2%	1 *%	- -%	16 2%	12 2%	7 3%	- -%
NET:													
Yes	571 29%	305 42% b	349 27%	107 51% b	1 47%	290 44% b	279 31%	84 49% b	2 57%	417 47% b	229 34%	109 55% b	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Yes, and we have tried another provider	266 13%	163 11%	140 13%	135 16% a	130 11%	129 13%	3 23%	83 14%	68 16%	77 18%	36 31% abc	25 28% ab	52 12%	49 12%
Yes, but we have not tried another provider	305 15%	219 15%	192 18%	163 19%	186 16%	148 15%	3 23%	104 18%	93 21%	97 23%	34 29% a	27 29%	48 11%	40 10%
No	1341 67%	1050 72% bc	708 67%	552 64%	824 71%	673 69%	7 52%	388 66% de	273 63% de	248 58% d	46 39%	38 42%	333 75%	302 76%
Don't Know	88 4%	27 2%	22 2%	14 2%	17 1%	19 2%	* 3%	13 2%	2 1%	9 2%	1 1%	1 1%	9 2%	8 2%
NET:														
Yes	571 29%	382 26%	332 31% a	297 34% a	316 27%	277 29%	6 45%	187 32%	161 37%	174 40% a	70 60% abc	52 57% abc	100 23%	89 22%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Yes, and we have tried another provider	266	40	10	30	10	225	190	239	202	189	136	216	48	*	180	17
	13%	26%	15%	46%	25%	13%	17%	13%	17%	16%	17%	13%	21%	35%	12%	13%
				ab							b		b			
Yes, but we have not tried another provider	305	48	33	23	16	231	170	265	194	169	203	232	47	*	203	32
	15%	31%	48%	35%	39%	14%	15%	15%	16%	15%	26%	14%	21%	65%	14%	26%
						b			b		b		b		a	a
No	1341	66	24	12	15	1186	725	1213	766	740	424	1152	112	-	1032	72
	67%	43%	35%	19%	36%	70%	64%	68%	63%	64%	54%	69%	49%	-%	70%	58%
		c				bde		d			ac				b	
Don't Know	88	-	1	-	-	63	50	64	57	60	24	67	19	-	53	4
	4%	-%	2%	-%	-%	4%	4%	4%	5%	5%	3%	4%	8%	-%	4%	3%
													ab			
NET:																
Yes	571	87	43	53	26	457	360	504	396	359	339	448	96	*	383	49
	29%	57%	63%	81%	64%	27%	32%	28%	32%	31%	43%	27%	42%	100%	26%	39%
				a			a		a		b		b		a	a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Yes, and we have tried another provider	266 13%	124 18%	97 8%	128 24%	16 39%	83 34%	86 22%	65 33%	142 11%	59 15%	266 100%	- -%	- -%
		b				b		bc			bc		
Yes, but we have not tried another provider	305 15%	182 26%	92 8%	140 27%	13 33%	94 39%	73 18%	50 25%	188 14%	64 16%	- -%	305 100%	- -%
		b				b		bc				ac	
No	1341 67%	362 52%	919 79%	235 45%	11 27%	59 24%	223 56%	81 41%	963 73%	272 68%	- -%	- -%	1341 100%
			a				a		a	a			ab
Don't Know	88 4%	23 3%	51 4%	20 4%	* *%	7 3%	19 5%	1 1%	34 3%	2 1%	- -%	- -%	- -%
NET:													
Yes	571 29%	306 44%	189 16%	268 51%	29 72%	177 73%	160 40%	114 58%	330 25%	123 31%	266 100%	305 100%	- -%
		b				b		bc			c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Yes, and we have tried another provider	266 13%	150 16%	116 11%
		b	
Yes, but we have not tried another provider	305 15%	131 14%	174 16%
No	1341 67%	597 64%	744 70%
Don't Know	88 4%	53 6%	35 3%
NET:			
Yes	571 29%	280 30%	291 27%

Columns Tested:: a,b

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Yes, and we have tried another provider	266	-	7	53	49	2	21	4	16	47	11	34	22
	13%	-%	11%	15%	14%	5%	12%	8%	8%	19%	16%	11%	18%
										h			h
Yes, but we have not tried another provider	305	-	8	38	14	7	42	8	46	34	7	79	23
	15%	-%	11%	11%	4%	20%	23%	15%	22%	14%	10%	25%	18%
				d		d	cdj	d	cdj	d		cdij	d
No	1341	-	50	253	256	26	111	37	141	158	46	187	76
	67%	-%	73%	70%	72%	75%	61%	69%	69%	65%	70%	60%	62%
				k									
Don't Know	88	-	3	16	36	-	7	5	2	4	3	10	3
	4%	-%	5%	4%	10%	-%	4%	9%	1%	2%	4%	3%	2%
				chikl				h					
NET:													
Yes	571	-	15	91	64	9	64	12	61	81	17	113	44
	29%	-%	22%	25%	18%	25%	35%	23%	30%	33%	26%	36%	36%
							d		d	d		cd	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 394 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Yes, and we have tried another provider	266 13%	67 13%	65 13%	67 13%	66 13%	133 13%	133 13%
Yes, but we have not tried another provider	305 15%	47 9%	62 12%	87 17%	108 22%	110 11%	195 20%
No	1341 67%	349 70%	346 69%	335 67%	310 62%	696 70%	645 65%
Don't Know	88 4%	36 7%	26 5%	10 2%	16 3%	62 6%	26 3%
		cd	c	a	ab	b	a
NET:							
Yes	571 29%	115 23%	127 25%	154 31%	174 35%	242 24%	328 33%
				a	ab		a

Columns Tested:: a,b,c,d - a,b

Table 395

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1453	573	880	1080	212	56	105	373
Effective base	720	262	464	664	124	35	63	157
Weighted Base	1341	428	913	1282	51	5	3	58
We don't mail large enough volumes	452 34%	90 21%	362 40% a	439 34% bde	11 23%	1 24%	1 20%	13 23%
We are near a Post Office	438 33%	98 23%	340 37% a	424 33% de	12 24%	1 22%	1 19%	14 24%
Our chosen provider is reliable enough for our needs	357 27%	109 26%	247 27%	343 27% d	12 24%	1 25%	* 15%	14 24%
Our chosen provider is safe enough for our needs	320 24%	46 11%	274 30% a	304 24%	14 28%	1 29%	1 22%	16 28%
Our chosen provider is fast enough for our needs	252 19%	43 10%	209 23% a	245 19% bde	6 12%	1 18%	* 9%	7 12%
Don't know enough about what other providers offer	142 11%	17 4%	126 14% a	139 11% be	2 5%	* 4%	* 9%	3 5%
Our customers prefer our chosen provider	92 7%	42 10% b	50 6%	88 7%	3 7%	1 14%	* 14% a	4 8%
Don't know enough about other providers and their services	91 7%	12 3%	79 9% a	87 7%	4 7%	* 6%	* 6%	4 7%

Columns Tested: a,b - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1453	573	880	1080	212	56	105	373
Effective base	720	262	464	664	124	35	63	157
Weighted Base	1341	428	913	1282	51	5	3	58
Others more expensive than our current providers	78 6%	4 1%	74 8% a	76 6%	1 3%	* 3%	* 7%	2 3%
Unaware of other providers	73 5%	26 6%	47 5%	70 5%	2 4%	1 12%	* 4%	3 5%
Other operators do not provide the service I need	37 3%	8 2%	29 3%	36 3%	1 2%	* 9% ab	* 4%	1 3%
Other providers don't pick up mail in this area	25 2%	* *%	25 3% a	24 2%	* *%	* 2%	* 4%	* 1%
Other providers could not deliver to all the areas we need	20 1%	2 *%	18 2%	19 1%	* *%	* 9% abe	* 5% ab	1 1%
Effort involved in switching outweighs the benefit	108 8%	15 4%	93 10% a	104 8%	4 7%	* 10%	* 3%	4 7%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	12 3%	19 2%	31 2%	* *%	- -%	* 2%	* *%
Don't know	96 7%	50 12%	46 5% b	91 7%	4 9%	* 9%	* 14%	5 9%

Columns Tested:: a,b - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1453	560	371	149	136	132	105	1080	212	161
Effective base	720	389	206	90	88	58	63	664	124	72
Weighted Base	1341	809	376	97	37	19	3	1282	51	7
We don't mail large enough volumes	452 34%	267 33% efh	136 36% efhi	36 37% efhi	10 26%	3 16%	1 20%	439 34% efhi	11 23%	2 22%
We are near a Post Office	438 33%	285 35% efhi	110 29% e	29 30% e	11 28%	3 16%	1 19%	424 33% efi	12 24%	2 21%
Our chosen provider is reliable enough for our needs	357 27%	228 28% f	93 25%	22 23%	10 27%	4 19%	* 15%	343 27% f	12 24%	2 21%
Our chosen provider is safe enough for our needs	320 24%	201 25%	82 22%	21 22%	9 26%	6 34%	1 22%	304 24%	14 28%	2 26%
Our chosen provider is fast enough for our needs	252 19%	163 20% fh	69 18%	13 14%	4 12%	2 13%	* 9%	245 19% fh	6 12%	1 15%
Don't know enough about what other providers offer	142 11%	98 12% dh	31 8%	11 11% d	1 3%	1 7%	* 9%	139 11% dh	2 5%	* 6%
Our customers prefer our chosen provider	92 7%	58 7%	22 6%	8 8%	2 4%	2 13%	* 14% bdg	88 7%	3 7%	1 14% abdg
Don't know enough about other providers and their services	91 7%	55 7%	26 7%	6 6%	3 8%	1 5%	* 6%	87 7%	4 7%	* 6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1453	560	371	149	136	132	105	1080	212	161
Effective base	720	389	206	90	88	58	63	664	124	72
Weighted Base	1341	809	376	97	37	19	3	1282	51	7
Others more expensive than our current providers	78 6%	61 7% bh	12 3%	4 4%	1 2%	1 4%	* 7%	76 6%	1 3%	* 4%
Unaware of other providers	73 5%	45 6%	18 5%	7 7%	1 4%	1 6%	* 4%	70 5%	2 4%	1 9%
Other operators do not provide the service I need	37 3%	28 3%	6 2%	2 2%	1 2%	1 3%	* 4%	36 3%	1 2%	1 7%
Other providers don't pick up mail in this area	25 2%	23 3% b	2 *% *	* *% *	* 1% *	* 1% *	* 4% b	24 2%	* *% *	* 2%
Other providers could not deliver to all the areas we need	20 1%	15 2%	4 1%	* *% *	* *% *	1 3%	* 5% bcgh	19 1%	* *% *	1 7% abcdgh
Effort involved in switching outweighs the benefit	108 8%	57 7%	34 9%	13 13% f	3 7%	1 7%	* 3%	104 8%	4 7%	1 7%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	20 2%	8 2%	3 3%	* 1%	- -%	* 2%	31 2%	* *%	* 1%
Don't know	96 7%	59 7%	28 7%	4 4%	4 10%	1 6%	* 14% c	91 7%	4 9%	1 11%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1453	703	377	212	56	105	540	199	51	58	124
Effective base	720	489	230	124	35	63	366	99	27	22	24
Weighted Base	1341	1045	238	51	5	3	753	163	28	33	32
We don't mail large enough volumes	452 34%	367 35% ce	72 30%	11 23%	1 24%	1 20%	293 39%	56 35%	7 25%	7 22%	8 24%
We are near a Post Office	438 33%	358 34% ce	66 28%	12 24%	1 22%	1 19%	272 36%	58 35%	10 34%	6 18%	11 36%
Our chosen provider is reliable enough for our needs	357 27%	287 27% e	56 24%	12 24%	1 25%	* 15%	196 26%	42 26%	7 26%	13 40%	7 23%
Our chosen provider is safe enough for our needs	320 24%	261 25% b	43 18%	14 28% b	1 29%	1 22%	197 26%	48 29%	9 32%	9 26%	10 32%
Our chosen provider is fast enough for our needs	252 19%	212 20% bce	33 14%	6 12%	1 18%	* 9%	170 23%	31 19%	5 17%	2 7%	6 20%
Don't know enough about what other providers offer	142 11%	114 11% c	25 11%	2 5%	* 4%	* 9%	101 13%	21 13%	1 3%	1 2%	5 14%
Our customers prefer our chosen provider	92 7%	67 6%	21 9%	3 7%	1 14%	* 14% a	44 6%	12 7%	2 8%	3 8%	2 8%
Don't know enough about other providers and their services	91 7%	74 7%	13 6%	4 7%	* 6%	* 6%	63 8%	9 6%	5 17%	2 5%	5 15%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1453	703	377	212	56	105	540	199	51	58	124
Effective base	720	489	230	124	35	63	366	99	27	22	24
Weighted Base	1341	1045	238	51	5	3	753	163	28	33	32
Others more expensive than our current providers	78 6%	67 6%	10 4%	1 3%	* 3%	* 7%	51 7%	11 7%	1 3%	7 23%	* 1%
										abce	
Unaware of other providers	73 5%	55 5%	14 6%	2 4%	1 12%	* 4%	44 6%	8 5%	1 2%	* 1%	* 1%
Other operators do not provide the service I need	37 3%	32 3%	4 2%	1 2%	* 9%	* 4%	29 4%	2 1%	2 6%	* *%	1 3%
					bc						
Other providers don't pick up mail in this area	25 2%	23 2%	2 1%	* *%	* 2%	* 4%	23 3%	2 1%	* *%	* *%	* *%
Other providers could not deliver to all the areas we need	20 1%	16 2%	3 1%	* *%	* 9%	* 5%	13 2%	2 1%	* 1%	3 9%	* 1%
					abc	bc				a	
Effort involved in switching outweighs the benefit	108 8%	80 8%	24 10%	4 7%	* 10%	* 3%	66 9%	21 13%	3 11%	2 6%	5 17%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	25 2%	6 2%	* *%	- -%	* 2%	22 3%	4 2%	1 4%	- -%	* 1%
Don't know	96 7%	70 7%	20 9%	4 9%	* 9%	* 14%	39 5%	6 4%	- -%	4 12%	2 5%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1453	79	75	141	48	88	117	107	81	88
Effective base	720	56	55	101	34	65	82	83	59	60
Weighted Base	1341	107	101	234	55	102	186	197	101	101
We don't mail large enough volumes	452 34%	37 34%	50 49% efh	80 34%	20 37%	27 26%	57 31%	76 39%	28 27%	36 36%
We are near a Post Office	438 33%	43 40%	29 28%	68 29%	24 45%	31 30%	56 30%	77 39%	31 31%	29 28%
Our chosen provider is reliable enough for our needs	357 27%	36 34%	34 33%	51 22%	14 25%	18 18%	49 26%	58 29%	35 34%	24 24%
Our chosen provider is safe enough for our needs	320 24%	29 27%	24 24%	55 24%	10 18%	27 27%	42 23%	54 27%	19 19%	20 19%
Our chosen provider is fast enough for our needs	252 19%	22 21%	26 26%	19 8%	15 27%	18 17%	35 19%	54 27%	19 19%	17 16%
Don't know enough about what other providers offer	142 11%	10 10%	8 8%	25 11%	9 17%	14 14%	17 9%	20 10%	11 11%	12 12%
Our customers prefer our chosen provider	92 7%	11 10%	10 10%	17 7%	5 9%	5 5%	8 4%	14 7%	2 2%	6 6%
Don't know enough about other providers and their services	91 7%	3 3%	7 7%	10 4%	3 5%	11 11%	19 10%	13 7%	7 7%	7 7%
Others more expensive than our current providers	78 6%	11 10%	2 2%	7 3%	1 3%	8 8%	4 2%	18 9%	9 9%	4 4%
		f						f		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1453	79	75	141	48	88	117	107	81	88
Effective base	720	56	55	101	34	65	82	83	59	60
Weighted Base	1341	107	101	234	55	102	186	197	101	101
Unaware of other providers	73 5%	2 2%	8 8%	6 2%	8 15% aci	4 4%	10 5%	9 5%	8 8%	2 2%
Other operators do not provide the service I need	37 3%	2 1%	3 3%	2 1%	- -%	5 5%	6 3%	6 3%	6 5%	5 5%
Other providers don't pick up mail in this area	25 2%	1 1%	2 2%	- -%	- -%	- -%	7 4%	9 5% c	1 1%	2 2%
Other providers could not deliver to all the areas we need	20 1%	1 1%	* *%	* *%	- -%	2 2%	7 4%	1 1%	4 4% c	1 1%
Effort involved in switching outweighs the benefit	108 8%	15 14% ch	6 6%	10 4%	7 13%	16 16% ch	20 11%	15 8%	3 3%	9 9%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	3 2%	- -%	10 4%	- -%	- -%	7 4%	5 2%	1 1%	4 4%
Don't know	96 7%	1 1%	3 3%	15 6%	3 6%	6 6%	18 10% a	18 9% a	10 10% a	6 6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1453	224	235	365	824	629	219	217	193
Effective base	720	159	170	266	580	296	103	131	112
Weighted Base	1341	257	309	618	1184	157	73	57	27
We don't mail large enough volumes	452 34%	83 32%	114 37%	213 34%	410 35%	43 27%	17 24%	19 33%	6 23%
We are near a Post Office	438 33%	84 33%	103 33%	201 33%	388 33%	50 32%	22 31%	21 38%	6 24%
Our chosen provider is reliable enough for our needs	357 27%	56 22%	105 34%	157 25%	318 27%	38 25%	15 20%	18 31%	6 22%
Our chosen provider is safe enough for our needs	320 24%	57 22%	72 23%	152 25%	281 24%	39 25%	16 22%	17 31%	6 22%
Our chosen provider is fast enough for our needs	252 19%	49 19%	68 22%	107 17%	224 19%	29 18%	12 16%	13 23%	4 14%
Don't know enough about what other providers offer	142 11%	36 14%	30 10%	62 10%	128 11%	14 9%	8 11%	4 7%	2 9%
Our customers prefer our chosen provider	92 7%	15 6%	22 7%	39 6%	77 6%	15 10%	8 10%	5 8%	3 11%
Don't know enough about other providers and their services	91 7%	21 8%	18 6%	42 7%	81 7%	10 7%	6 8%	3 6%	1 4%

Columns Tested:: a,b,c,d,e,f,g,h

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1453	224	235	365	824	629	219	217	193
Effective base	720	159	170	266	580	296	103	131	112
Weighted Base	1341	257	309	618	1184	157	73	57	27
Others more expensive than our current providers	78 6%	14 5%	21 7%	29 5%	64 5%	13 9%	9 12%	4 7%	1 3%
Unaware of other providers	73 5%	14 5%	18 6%	24 4%	56 5%	17 11%	9 13%	4 8%	3 12%
Other operators do not provide the service I need	37 3%	10 4%	10 3%	14 2%	34 3%	3 2%	2 2%	2 3%	* **%
Other providers don't pick up mail in this area	25 2%	2 1%	4 1%	16 3%	21 2%	4 2%	3 4%	* 1%	* 2%
Other providers could not deliver to all the areas we need	20 1%	3 1%	5 2%	8 1%	16 1%	3 2%	1 2%	1 3%	1 2%
Effort involved in switching outweighs the benefit	108 8%	32 13%	23 8%	45 7%	101 9%	7 5%	4 5%	3 5%	1 2%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	4 2%	4 1%	22 4%	30 3%	1 1%	1 1%	1 1%	- -%
Don't know	96 7%	15 6%	14 5%	51 8%	80 7%	16 10%	8 11%	4 7%	4 13%

Columns Tested:: a,b,c,d,e,f,g,h

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1453	62	76	13	89	122	296	75	70	732
Effective base	720	30	28	8	36	58	161	34	29	382
Weighted Base	1341	75	66	19	85	135	252	58	49	680
We don't mail large enough volumes	452	21	21	6	27	48	62	22	20	253
	34%	29%	31%	35%	32%	35%	24%	37%	41%	37%
										f
We are near a Post Office	438	21	18	5	24	41	83	17	12	239
	33%	28%	28%	29%	28%	30%	33%	29%	25%	35%
Our chosen provider is reliable enough for our needs	357	18	25	1	26	28	74	20	7	183
	27%	23%	38%	4%	30%	21%	29%	34%	13%	27%
			h							
Our chosen provider is safe enough for our needs	320	19	22	-	22	28	52	21	14	163
	24%	25%	33%	-%	26%	21%	21%	37%	29%	24%
							f			
Our chosen provider is fast enough for our needs	252	14	19	1	19	17	51	16	1	132
	19%	19%	28%	4%	23%	12%	20%	27%	3%	19%
		h	h		h		h	h		h
Don't know enough about what other providers offer	142	1	4	2	6	12	31	4	8	79
	11%	2%	6%	11%	7%	9%	12%	7%	16%	12%
Our customers prefer our chosen provider	92	3	3	1	4	8	28	9	2	38
	7%	4%	4%	4%	4%	6%	11%	16%	3%	6%
							i	i		
Don't know enough about other providers and their services	91	6	3	3	6	6	17	4	3	49
	7%	8%	4%	15%	7%	4%	7%	7%	6%	7%
Others more expensive than our current providers	78	12	6	-	6	8	28	1	1	21
	6%	17%	9%	-%	7%	6%	11%	2%	1%	3%
		ghi					i			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1453	62	76	13	89	122	296	75	70	732
Effective base	720	30	28	8	36	58	161	34	29	382
Weighted Base	1341	75	66	19	85	135	252	58	49	680
Unaware of other providers	73	4	3	-	3	10	18	6	4	25
	5%	6%	5%	-%	4%	7%	7%	10%	8%	4%
Other operators do not provide the service I need	37	9	*	*	*	*	13	*	*	15
	3%	12%	*%	*%	*%	*%	5%	*%	*%	2%
		bdegi								
Other providers don't pick up mail in this area	25	6	*	-	*	5	3	*	*	10
	2%	8%	*%	-%	*%	4%	1%	1%	*%	1%
		fi								
Other providers could not deliver to all the areas we need	20	1	-	1	1	1	4	-	-	13
	1%	1%	-%	4%	1%	1%	2%	-%	-%	2%
Effort involved in switching outweighs the benefit	108	4	2	2	4	8	18	6	5	62
	8%	5%	3%	13%	5%	6%	7%	10%	9%	9%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	2	-	-	-	3	11	2	*	14
	2%	2%	-%	-%	-%	2%	4%	4%	*%	2%
Don't know	96	11	5	4	9	11	12	1	1	50
	7%	15%	8%	21%	11%	8%	5%	2%	1%	7%
		f								

Columns Tested: a,b,c,d,e,f,g,h,i

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1453	273	296	884	1190	263	-	1228	225	1391	62
Effective base	720	124	161	449	598	122	-	647	78	686	35
Weighted Base	1341	295	252	794	1106	235	-	1232	109	1285	56
We don't mail large enough volumes	452 34%	96 33%	62 24%	294 37%	374 34%	78 33%	- -%	417 34%	36 33%	433 34%	19 34%
We are near a Post Office	438 33%	86 29%	83 33%	270 34%	357 32%	81 34%	- -%	403 33%	36 33%	421 33%	17 30%
Our chosen provider is reliable enough for our needs	357 27%	71 24%	74 29%	211 27%	286 26%	70 30%	- -%	336 27%	20 19%	340 27%	16 29%
Our chosen provider is safe enough for our needs	320 24%	69 23%	52 21%	199 25%	269 24%	51 22%	- -%	290 24%	30 28%	311 24%	9 16%
Our chosen provider is fast enough for our needs	252 19%	51 17%	51 20%	151 19%	200 18%	52 22%	- -%	240 19%	12 11%	236 18%	16 29%
Don't know enough about what other providers offer	142 11%	19 6%	31 12%	92 12%	121 11%	22 9%	- -%	132 11%	11 10%	142 11%	* 1%
Our customers prefer our chosen provider	92 7%	15 5%	28 11%	49 6%	74 7%	18 8%	- -%	81 7%	11 10%	90 7%	2 4%
Don't know enough about other providers and their services	91 7%	18 6%	17 7%	56 7%	84 8%	8 3%	- -%	89 7%	2 2%	90 7%	2 3%
Others more expensive than our current providers	78 6%	26 9%	28 11%	23 3%	54 5%	23 10%	- -%	76 6%	2 2%	77 6%	1 1%
		c	c	c		a					

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1453	273	296	884	1190	263	-	1228	225	1391	62
Effective base	720	124	161	449	598	122	-	647	78	686	35
Weighted Base	1341	295	252	794	1106	235	-	1232	109	1285	56
Unaware of other providers	73	17	18	37	58	15	-	69	4	70	3
	5%	6%	7%	5%	5%	6%	-%	6%	3%	5%	5%
Other operators do not provide the service I need	37	9	13	15	27	10	-	37	1	37	-
	3%	3%	5%	2%	2%	4%	-%	3%	1%	3%	-%
Other providers don't pick up mail in this area	25	11	3	10	19	6	-	25	*	25	-
	2%	4%	1%	1%	2%	2%	-%	2%	*%	2%	-%
Other providers could not deliver to all the areas we need	20	3	4	13	14	5	-	18	1	20	-
	1%	1%	2%	2%	1%	2%	-%	1%	1%	2%	-%
Effort involved in switching outweighs the benefit	108	16	18	74	94	14	-	97	11	107	1
	8%	5%	7%	9%	9%	6%	-%	8%	10%	8%	2%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	4	11	16	20	12	-	31	*	28	3
	2%	1%	4%	2%	2%	5%	-%	3%	*%	2%	5%
Don't know	96	31	12	53	72	24	-	85	11	90	6
	7%	11%	5%	7%	7%	10%	-%	7%	10%	7%	11%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1453	949	243	240
Effective base	720	509	92	113
Weighted Base	1341	959	147	219
We don't mail large enough volumes	452 34%	364 38% bc	38 26%	46 21%
We are near a Post Office	438 33%	306 32%	54 37%	76 35%
Our chosen provider is reliable enough for our needs	357 27%	238 25%	49 33%	64 29%
Our chosen provider is safe enough for our needs	320 24%	202 21%	34 23%	81 37% ab
Our chosen provider is fast enough for our needs	252 19%	162 17%	38 26% a	46 21%
Don't know enough about what other providers offer	142 11%	105 11%	10 7%	23 11%
Our customers prefer our chosen provider	92 7%	51 5%	13 9%	25 12% a
Don't know enough about other providers and their services	91 7%	64 7%	10 7%	15 7%
Others more expensive than our current providers	78 6%	40 4%	8 5%	30 14% ab

Columns Tested:: a,b,c

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1453	949	243	240
Effective base	720	509	92	113
Weighted Base	1341	959	147	219
Unaware of other providers	73 5%	43 4%	8 5%	21 9%
				a
Other operators do not provide the service I need	37 3%	18 2%	7 5%	12 5%
				a
Other providers don't pick up mail in this area	25 2%	9 1%	9 6%	6 3%
			a	
Other providers could not deliver to all the areas we need	20 1%	14 1%	2 1%	4 2%
Effort involved in switching outweighs the benefit	108 8%	71 7%	20 13%	12 6%
No reason	- -%	- -%	- -%	- -%
Other	31 2%	25 3%	1 1%	5 2%
Don't know	96 7%	72 7%	10 7%	10 5%

Columns Tested: a,b,c

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1453	1214	176	41	6	7	3	4	2	1390	63	22
Effective base	720	650	59	10	3	2	2	2	1	706	14	5
Weighted Base	1341	1229	88	18	1	3	*	2	*	1317	24	5
We don't mail large enough volumes	452	436	15	2	-	*	-	-	-	450	2	*
	34%	35%	17%	9%	-%	*%	-%	-%	-%	34%	7%	*%
		bj								bj		
We are near a Post Office	438	396	34	6	*	2	-	*	*	430	8	2
	33%	32%	38%	32%	14%	78%	-%	1%	99%	33%	35%	44%
Our chosen provider is reliable enough for our needs	357	324	29	3	-	*	-	-	-	353	3	*
	27%	26%	33%	18%	-%	2%	-%	-%	-%	27%	14%	1%
Our chosen provider is safe enough for our needs	320	285	30	5	-	*	*	-	*	314	6	1
	24%	23%	34%	27%	-%	19%	12%	-%	99%	24%	24%	15%
Our chosen provider is fast enough for our needs	252	229	21	2	*	-	-	-	-	250	2	*
	19%	19%	24%	11%	42%	-%	-%	-%	-%	19%	10%	6%
Don't know enough about what other providers offer	142	129	12	1	-	*	-	-	*	141	1	*
	11%	11%	14%	5%	-%	*%	-%	-%	1%	11%	4%	*%
Our customers prefer our chosen provider	92	76	15	2	-	-	-	-	-	90	2	-
	7%	6%	17%	9%	-%	-%	-%	-%	-%	7%	7%	-%
			ai									
Don't know enough about other providers and their services	91	86	5	1	*	-	-	-	-	91	1	*
	7%	7%	5%	3%	30%	-%	-%	-%	-%	7%	3%	4%
Others more expensive than our current providers	78	66	10	1	-	-	*	1	-	76	2	1
	6%	5%	11%	6%	-%	-%	10%	50%	-%	6%	8%	15%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1453	1214	176	41	6	7	3	4	2	1390	63	22
Effective base	720	650	59	10	3	2	2	2	1	706	14	5
Weighted Base	1341	1229	88	18	1	3	*	2	*	1317	24	5
Unaware of other providers	73	61	11	*	-	-	*	-	-	72	1	*
	5%	5%	12% ai	2%	-%	-%	78%	-%	-%	5%	2%	4%
Other operators do not provide the service I need	37	30	4	2	*	*	-	1	*	34	3	1
	3%	2%	5%	12%	13%	1%	-%	49%	1%	3%	13% ai	16%
Other providers don't pick up mail in this area	25	22	2	1	*	*	-	-	-	24	1	*
	2%	2%	2%	3%	14%	2%	-%	-%	-%	2%	3%	3%
Other providers could not deliver to all the areas we need	20	17	2	1	-	*	-	-	-	19	1	*
	1%	1%	2%	6%	-%	*%	-%	-%	-%	1%	5%	*%
Effort involved in switching outweighs the benefit	108	98	9	1	-	-	*	-	-	107	1	*
	8%	8%	11%	5%	-%	-%	10%	-%	-%	8%	4%	*%
No reason	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	28	1	3	-	-	-	-	-	28	3	-
	2%	2%	1%	15% abi	-%	-%	-%	-%	-%	2%	12% ai	-%
Don't know	96	91	4	1	*	-	-	-	-	95	1	*
	7%	7%	4%	4%	1%	-%	-%	-%	-%	7%	3%	*%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1453	774	440	239	1248	926	1305	807	416	347	394	704	48	57	43	43	16
Effective base	720	452	199	73	605	436	638	388	188	136	215	362	14	20	13	10	7
Weighted Base	1341	882	347	112	1107	806	1167	754	371	257	381	675	28	38	20	18	6
We don't mail large enough volumes	452 34%	349 40%	87 25%	16 15%	375 34%	258 32%	391 34%	252 33%	113 31%	78 31%	136 36%	239 35%	2 7%	7 18%	* 2%	6 34%	* 6%
We are near a Post Office	438 33%	268 30%	129 37%	42 38%	367 33%	293 36%	392 34%	270 36%	131 35%	98 38%	110 29%	245 36%	8 29%	10 27%	9 45%	7 38%	3 45%
Our chosen provider is reliable enough for our needs	357 27%	209 24%	115 33%	33 29%	295 27%	218 27%	309 26%	220 29%	90 24%	65 25%	98 26%	182 27%	8 29%	9 24%	7 34%	4 24%	1 10%
Our chosen provider is safe enough for our needs	320 24%	194 22%	91 26%	35 32%	267 24%	218 27%	284 24%	206 27%	113 31%	62 24%	79 21%	188 28%	4 14%	8 21%	1 7%	3 15%	1 9%
Our chosen provider is fast enough for our needs	252 19%	153 17%	76 22%	23 21%	212 19%	163 20%	223 19%	167 22%	79 21%	48 19%	67 18%	140 21%	3 12%	4 9%	3 16%	4 22%	1 15%
Don't know enough about what other providers offer	142 11%	96 11%	34 10%	13 12%	128 12%	118 15%	140 12%	96 13%	52 14%	36 14%	34 9%	94 14%	1 3%	3 9%	1 4%	7 37%	* 1%
Our customers prefer our chosen provider	92 7%	49 6%	26 8%	17 15%	71 6%	47 6%	76 7%	52 7%	16 4%	23 9%	30 8%	28 4%	1 5%	6 16%	3 13%	8 46%	* 6%
Don't know enough about other providers and their services	91 7%	54 6%	32 9%	6 5%	85 8%	71 9%	90 8%	63 8%	31 8%	14 6%	22 6%	59 9%	* 1%	3 7%	4 19%	2 9%	* 2%
Others more expensive than our current providers	78 6%	36 4%	30 9%	12 10%	60 5%	60 7%	65 6%	62 8%	31 8%	19 8%	9 2%	43 6%	1 2%	5 12%	1 3%	6 33%	1 13%
			a	a								a		a		ab	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1453	774	440	239	1248	926	1305	807	416	347	394	704	48	57	43	43	16
Effective base	720	452	199	73	605	436	638	388	188	136	215	362	14	20	13	10	7
Weighted Base	1341	882	347	112	1107	806	1167	754	371	257	381	675	28	38	20	18	6
Unaware of other providers	73 5%	43 5%	18 5%	11 10%	60 5%	44 5%	68 6%	33 4%	14 4%	12 5%	32 8%	28 4%	1 3%	2 4%	* 1%	5 29%	* 2%
Other operators do not provide the service I need	37 3%	19 2%	11 3%	7 6%	30 3%	28 3%	34 3%	28 4%	14 4%	6 2%	10 3%	22 3%	1 3%	* 1%	* *%	1 4%	* *%
Other providers don't pick up mail in this area	25 2%	15 2%	7 2%	3 2%	21 2%	17 2%	21 2%	25 3%	8 2%	9 4%	4 1%	17 2%	* 1%	* *%	* *%	* *%	- -%
Other providers could not deliver to all the areas we need	20 1%	8 1%	9 3%	3 3%	20 2%	17 2%	20 2%	13 2%	8 2%	8 3%	3 1%	11 2%	2 9%	3 8%	* *%	* *%	1 13%
Effort involved in switching outweighs the benefit	108 8%	73 8%	24 7%	10 9%	101 9%	76 9%	104 9%	64 8%	33 9%	27 10%	24 6%	62 9%	9 33%	5 14%	2 11%	1 6%	* 1%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	24 3%	4 1%	3 3%	23 2%	11 1%	23 2%	16 2%	8 2%	2 1%	13 3%	10 2%	- -%	- -%	- -%	- -%	- -%
Don't know	96 7%	66 7%	26 7%	5 4%	78 7%	54 7%	80 7%	48 6%	29 8%	15 6%	29 8%	43 6%	2 8%	3 7%	2 12%	* *%	1 10%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	1453	1008	85	53	53	17	25	7	730	76	47	28	21	16	8
Effective base	720	532	37	16	16	5	4	3	371	28	12	12	7	7	3
Weighted Base	1341	986	48	33	23	6	9	2	680	59	24	23	6	9	4
We don't mail large enough volumes	452	353	11	2	3	*	5	-	238	14	1	3	*	2	-
	34%	36%	24%	7%	13%	5%	55%	-%	35%	23%	5%	12%	4%	23%	-%
		c							c						
We are near a Post Office	438	327	13	10	9	2	6	-	243	27	13	6	*	2	2
	33%	33%	28%	29%	38%	41%	68%	-%	36%	46%	52%	24%	6%	29%	52%
Our chosen provider is reliable enough for our needs	357	261	13	10	6	4	1	-	187	16	6	4	2	3	*
	27%	26%	28%	29%	26%	65%	10%	-%	28%	26%	25%	17%	37%	30%	7%
Our chosen provider is safe enough for our needs	320	241	14	8	2	*	2	*	191	18	5	2	*	2	*
	24%	24%	29%	23%	9%	3%	19%	10%	28%	30%	21%	7%	1%	21%	5%
Our chosen provider is fast enough for our needs	252	192	10	3	3	4	*	-	147	7	2	1	2	3	1
	19%	19%	21%	10%	12%	64%	4%	-%	22%	12%	10%	5%	33%	30%	16%
Don't know enough about what other providers offer	142	116	3	4	1	*	5	*	99	15	1	1	*	2	-
	11%	12%	6%	13%	3%	*%	54%	2%	15%	25%	4%	3%	4%	24%	-%
Our customers prefer our chosen provider	92	53	2	6	3	2	5	-	26	12	2	3	2	2	*
	7%	5%	4%	19%	14%	30%	56%	-%	4%	20%	9%	11%	29%	26%	9%
			a						a						
Don't know enough about other providers and their services	91	74	5	1	3	2	*	-	63	3	2	*	*	2	-
	7%	8%	10%	4%	13%	31%	2%	-%	9%	5%	8%	1%	5%	20%	-%
Others more expensive than our current providers	78	47	6	1	1	-	4	1	47	5	*	5	1	2	-
	6%	5%	13%	2%	3%	-%	51%	45%	7%	8%	1%	23%	13%	18%	-%
			a												

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	1453	1008	85	53	53	17	25	7	730	76	47	28	21	16	8
Effective base	720	532	37	16	16	5	4	3	371	28	12	12	7	7	3
Weighted Base	1341	986	48	33	23	6	9	2	680	59	24	23	6	9	4
Unaware of other providers	73	50	3	1	*	*	5	-	36	7	1	-	*	*	-
	5%	5%	7%	4%	1%	4%	57%	-%	5%	11%	2%	-%	6%	4%	-%
Other operators do not provide the service I need	37	26	3	1	*	1	-	*	27	*	*	*	1	*	-
	3%	3%	6%	3%	1%	13%	-%	*%	4%	*%	*%	*%	12%	*%	-%
Other providers don't pick up mail in this area	25	21	*	-	*	*	-	-	17	*	*	-	*	-	-
	2%	2%	*%	-%	1%	*%	-%	-%	2%	*%	1%	-%	1%	-%	-%
Other providers could not deliver to all the areas we need	20	16	1	2	*	-	-	1	12	1	1	3	*	*	-
	1%	2%	2%	7%	*%	-%	-%	45%	2%	2%	4%	12%	1%	1%	-%
Effort involved in switching outweighs the benefit	108	87	4	8	*	2	*	*	61	6	6	2	*	1	-
	8%	9%	8%	23%	2%	35%	*%	2%	9%	9%	26%	9%	4%	11%	-%
											a				
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	23	-	-	-	-	-	-	11	-	-	-	-	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Don't know	96	72	4	-	2	-	*	-	42	6	-	4	1	-	1
	7%	7%	8%	-%	9%	-%	*%	-%	6%	10%	-%	18%	18%	-%	18%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1453	631	65	37	31	21	8	14	607	247	247	152	46
Effective base	720	328	21	14	13	6	3	4	348	117	117	42	15
Weighted Base	1341	640	44	26	21	10	4	10	670	207	199	59	26
We don't mail large enough volumes	452 34%	238 37%	6 13%	8 29%	* 1%	* *%	- -%	1 6%	264 39%	55 27%	49 25%	11 19%	11 44%
		bd							bcd				
We are near a Post Office	438 33%	228 36%	18 40%	10 38%	10 45%	3 31%	1 14%	2 20%	215 32%	69 34%	71 36%	21 36%	13 50%
Our chosen provider is reliable enough for our needs	357 27%	195 31%	12 26%	6 25%	4 18%	1 6%	* 7%	2 23%	163 24%	61 30%	64 32%	14 24%	5 21%
Our chosen provider is safe enough for our needs	320 24%	178 28%	8 17%	3 12%	6 29%	5 55%	2 51%	4 39%	166 25%	54 26%	49 25%	7 12%	7 26%
										d			
Our chosen provider is fast enough for our needs	252 19%	150 24%	2 4%	6 24%	4 20%	2 17%	* 7%	3 26%	133 20%	42 20%	36 18%	6 10%	5 20%
		b											
Don't know enough about what other providers offer	142 11%	81 13%	4 9%	8 31%	* 1%	1 6%	2 47%	1 7%	79 12%	24 12%	20 10%	9 15%	8 30%
				d									ac
Our customers prefer our chosen provider	92 7%	35 5%	2 5%	10 40%	2 12%	* 2%	- -%	2 23%	38 6%	8 4%	16 8%	4 7%	9 36%
				ab									abcd
Don't know enough about other providers and their services	91 7%	55 9%	4 10%	3 11%	* *%	* 5%	* *%	* 1%	50 7%	16 8%	16 8%	4 7%	4 15%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1453	631	65	37	31	21	8	14	607	247	247	152	46
Effective base	720	328	21	14	13	6	3	4	348	117	117	42	15
Weighted Base	1341	640	44	26	21	10	4	10	670	207	199	59	26
Others more expensive than our current providers	78 6%	46 7%	4 8%	8 32%	4 17%	1 5%	* 1%	- -%	26 4%	10 5%	15 8%	5 9%	6 22%
			a										ab
Unaware of other providers	73 5%	26 4%	* *%	5 19%	1 3%	* 3%	1 23%	- -%	31 5%	8 4%	14 7%	9 15%	6 23%
				ab								ab	abc
Other operators do not provide the service I need	37 3%	26 4%	1 2%	1 3%	* *%	1 13%	- -%	- -%	16 2%	8 4%	5 3%	3 5%	2 8%
Other providers don't pick up mail in this area	25 2%	24 4%	* 1%	* *%	- -%	* 1%	- -%	- -%	15 2%	2 1%	1 1%	1 2%	2 6%
Other providers could not deliver to all the areas we need	20 1%	12 2%	* *%	- -%	- -%	1 9%	- -%	- -%	7 1%	3 1%	8 4%	* *%	2 6%
Effort involved in switching outweighs the benefit	108 8%	56 9%	2 3%	3 10%	3 13%	* 2%	* 5%	1 6%	55 8%	26 12%	13 7%	5 8%	5 19%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	16 3%	- -%	- -%	- -%	- -%	- -%	- -%	17 2%	5 2%	1 1%	* *%	- -%
Don't know	96 7%	40 6%	6 14%	* 1%	1 3%	- -%	- -%	1 7%	51 8%	15 7%	10 5%	3 6%	* 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1453	603	247	208	145	39	448	166	173	96	34
Effective base	720	346	118	93	38	12	249	76	70	29	9
Weighted Base	1341	669	208	148	53	21	483	135	120	40	19
We don't mail large enough volumes	452 34%	263 39% bcd	56 27%	33 22%	11 21%	11 53% cd	180 37% bcd	32 24%	29 24%	7 19%	8 41%
We are near a Post Office	438 33%	217 32%	71 34%	45 30%	21 39%	10 47%	167 35%	57 42%	44 37%	12 30%	11 57%
Our chosen provider is reliable enough for our needs	357 27%	163 24%	66 32%	47 32%	12 23%	5 23%	121 25%	45 33%	40 33%	10 24%	3 14%
Our chosen provider is safe enough for our needs	320 24%	166 25%	56 27% d	33 23%	6 12%	6 26%	136 28% d	39 29% d	33 28% d	3 9%	6 31%
Our chosen provider is fast enough for our needs	252 19%	129 19%	49 23%	23 16%	6 11%	5 24%	110 23% d	20 15%	27 23%	3 7%	3 15%
Don't know enough about what other providers offer	142 11%	72 11%	26 12%	14 9%	9 17%	8 35% abc	76 16%	20 15%	11 9%	5 12%	7 35% c
Our customers prefer our chosen provider	92 7%	37 6%	9 4%	13 9%	4 7%	9 42% abcd	23 5%	4 3%	10 8%	2 5%	9 46% abcd
Don't know enough about other providers and their services	91 7%	47 7%	16 8%	14 9%	4 8%	4 17%	46 9%	14 10%	9 7%	3 7%	* 1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1453	603	247	208	145	39	448	166	173	96	34
Effective base	720	346	118	93	38	12	249	76	70	29	9
Weighted Base	1341	669	208	148	53	21	483	135	120	40	19
Others more expensive than our current providers	78 6%	27 4%	12 6%	8 6%	4 8%	6 27% abc	27 6%	9 7%	10 9%	5 13%	6 31% ab
Unaware of other providers	73 5%	28 4%	8 4%	12 8%	6 12%	6 28% abc	21 4%	7 5%	7 6%	5 13%	5 26% abc
Other operators do not provide the service I need	37 3%	17 3%	4 2%	5 4%	2 4%	2 10%	15 3%	5 4%	2 2%	4 9%	1 8%
Other providers don't pick up mail in this area	25 2%	15 2%	2 1%	1 1%	1 2%	1 7%	13 3%	* *%	1 1%	1 2%	2 8%
Other providers could not deliver to all the areas we need	20 1%	7 1%	6 3%	5 3%	* *%	1 7%	8 2%	2 1%	5 4%	* *%	2 8%
Effort involved in switching outweighs the benefit	108 8%	53 8%	26 13%	12 8%	5 9%	5 23%	54 11%	11 8%	5 4%	4 11%	2 9%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	17 2%	5 2%	1 1%	* *%	- -%	6 1%	5 3%	* *%	- -%	- -%
Don't know	96 7%	57 9%	11 5%	6 4%	3 6%	* 1%	36 7%	7 5%	6 5%	3 7%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1453	419	125	130	86	32	394	45	358	1342	111	1193	55
Effective base	720	232	53	58	28	12	187	21	176	672	49	586	21
Weighted Base	1341	455	113	102	50	19	352	28	363	1234	107	1059	47
We don't mail large enough volumes	452 34%	181 40%	40 35%	15 15%	12 24%	1 7%	108 31%	9 32%	135 37%	429 35%	23 22%	366 35%	9 19%
We are near a Post Office	438 33%	152 33%	47 42%	37 36%	18 36%	6 29%	137 39%	10 35%	121 33%	428 35%	10 10%	356 34%	11 24%
Our chosen provider is reliable enough for our needs	357 27%	128 28%	35 31%	35 35%	13 26%	7 36%	110 31%	10 34%	96 26%	327 27%	30 28%	286 27%	9 19%
Our chosen provider is safe enough for our needs	320 24%	129 28%	27 24%	34 33%	12 24%	3 16%	101 29%	7 23%	96 27%	292 24%	28 26%	254 24%	13 28%
Our chosen provider is fast enough for our needs	252 19%	102 22%	27 24%	24 23%	7 13%	6 31%	85 24%	6 23%	74 20%	236 19%	16 15%	209 20%	3 7%
Don't know enough about what other providers offer	142 11%	63 14%	14 13%	7 7%	10 20%	1 4%	32 9%	6 20%	56 16%	134 11%	8 8%	120 11%	8 18%
Our customers prefer our chosen provider	92 7%	21 5%	5 4%	12 11%	10 19%	5 28%	33 9%	* 1%	17 5%	72 6%	20 18%	60 6%	11 23%
					ab	ab					a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1453	419	125	130	86	32	394	45	358	1342	111	1193	55
Effective base	720	232	53	58	28	12	187	21	176	672	49	586	21
Weighted Base	1341	455	113	102	50	19	352	28	363	1234	107	1059	47
Don't know enough about other providers and their services	91 7%	44 10%	9 8%	4 4%	3 6%	* 2%	25 7%	3 9%	32 9%	87 7%	5 4%	83 8%	2 5%
Others more expensive than our current providers	78 6%	25 6%	14 13%	11 11%	9 19%	2 8%	35 10%	4 14%	23 6%	66 5%	12 11%	51 5%	9 19%
Unaware of other providers	73 5%	16 3%	4 4%	5 5%	7 13%	1 7%	14 4%	* *%	19 5%	67 5%	6 5%	54 5%	6 12%
Other operators do not provide the service I need	37 3%	19 4%	1 1%	2 2%	4 7%	2 11%	15 4%	2 6%	12 3%	34 3%	3 3%	29 3%	1 2%
Other providers don't pick up mail in this area	25 2%	18 4%	4 3%	1 1%	1 1%	1 7%	15 4%	2 7%	8 2%	20 2%	5 4%	21 2%	- -%
Other providers could not deliver to all the areas we need	20 1%	7 1%	* *%	4 4%	* *%	1 8%	4 1%	2 5%	8 2%	19 2%	1 1%	19 2%	1 2%
Effort involved in switching outweighs the benefit	108 8%	48 11%	5 5%	7 7%	3 6%	* 1%	26 7%	4 13%	32 9%	100 8%	8 8%	89 8%	12 24%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1453	419	125	130	86	32	394	45	358	1342	111	1193	55
Effective base	720	232	53	58	28	12	187	21	176	672	49	586	21
Weighted Base	1341	455	113	102	50	19	352	28	363	1234	107	1059	47
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	12	*	4	-	-	7	-	9	26	5	23	-
	2%	3%	*%	4%	-%	-%	2%	-%	2%	2%	5%	2%	-%
Don't know	96	25	9	6	8	-	20	1	25	87	9	73	5
	7%	5%	8%	6%	17%	-%	6%	2%	7%	7%	8%	7%	10%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1453	862	64	618	189	1194	54	858	68	620	187
Effective base	720	416	21	307	81	587	20	412	25	307	81
Weighted Base	1341	759	47	590	164	1061	46	750	55	589	165
We don't mail large enough volumes	452 34%	248 33%	10 22%	220 37%	32 19%	368 35%	8 16%	247 33%	12 21%	216 37%	36 22%
We are near a Post Office	438 33%	285 38%	9 19%	232 39%	39 24%	357 34%	10 21%	280 37%	14 25%	231 39%	40 24%
Our chosen provider is reliable enough for our needs	357 27%	209 28%	9 20%	175 30%	45 27%	286 27%	9 19%	210 28%	9 15%	173 29%	47 29%
Our chosen provider is safe enough for our needs	320 24%	200 26%	18 38%	159 27%	47 29%	254 24%	13 28%	198 26%	20 36%	160 27%	46 28%
Our chosen provider is fast enough for our needs	252 19%	159 21%	4 8%	143 24%	24 14%	209 20%	3 7%	159 21%	4 6%	145 25%	22 13%
Don't know enough about what other providers offer	142 11%	111 15%	7 16%	80 14%	16 10%	120 11%	8 18%	106 14%	12 22%	78 13%	18 11%
Our customers prefer our chosen provider	92 7%	39 5%	8 18%	33 6%	19 11%	60 6%	11 24%	39 5%	8 15%	32 5%	20 12%
Don't know enough about other providers and their services	91 7%	68 9%	3 6%	55 9%	8 5%	84 8%	1 3%	68 9%	3 5%	53 9%	10 6%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1453	862	64	618	189	1194	54	858	68	620	187
Effective base	720	416	21	307	81	587	20	412	25	307	81
Weighted Base	1341	759	47	590	164	1061	46	750	55	589	165
Others more expensive than our current providers	78 6%	48 6%	12 26%	45 8%	17 11%	52 5%	8 16%	48 6%	12 22%	41 7%	21 13%
Unaware of other providers	73 5%	39 5%	5 11%	24 4%	9 6%	54 5%	6 12%	39 5%	5 9%	23 4%	10 6%
Other operators do not provide the service I need	37 3%	27 4%	* 1%	22 4%	6 4%	28 3%	3 6%	25 3%	2 4%	23 4%	5 3%
Other providers don't pick up mail in this area	25 2%	16 2%	* 1%	20 3%	5 3%	21 2%	- -%	17 2%	* 1%	19 3%	5 3%
Other providers could not deliver to all the areas we need	20 1%	13 2%	4 9%	10 2%	3 2%	19 2%	1 2%	13 2%	4 7%	10 2%	3 2%
Effort involved in switching outweighs the benefit	108 8%	70 9%	6 13%	51 9%	13 8%	89 8%	12 25%	66 9%	10 19%	54 9%	10 6%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	11 1%	- -%	10 2%	6 4%	23 2%	- -%	11 1%	- -%	10 2%	6 4%
Don't know	96 7%	48 6%	5 12%	38 7%	10 6%	73 7%	4 9%	48 6%	6 10%	38 7%	10 6%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1453	491	1035	138	2	427	705	111	2	505	473	119	2
Effective base	720	220	511	57	1	194	333	48	1	236	231	49	2
Weighted Base	1341	406	923	101	2	359	605	87	2	452	438	83	4
We don't mail large enough volumes	452	135	325	37	-	110	201	28	2	146	155	26	-
	34%	33%	35%	36%	-%	31%	33%	32%	92%	32%	35%	31%	-%
We are near a Post Office	438	147	312	38	-	142	213	34	2	166	166	34	-
	33%	36%	34%	37%	-%	40%	35%	39%	92%	37%	38%	40%	-%
Our chosen provider is reliable enough for our needs	357	109	255	36	-	109	176	25	2	147	132	32	-
	27%	27%	28%	36%	-%	30%	29%	29%	92%	32%	30%	38%	-%
Our chosen provider is safe enough for our needs	320	100	228	27	*	105	171	18	2	138	115	25	-
	24%	25%	25%	27%	10%	29%	28%	21%	100%	30%	26%	30%	-%
Our chosen provider is fast enough for our needs	252	83	187	23	-	87	129	21	2	123	94	21	-
	19%	20%	20%	23%	-%	24%	21%	24%	92%	27%	21%	26%	-%
Don't know enough about what other providers offer	142	55	106	9	-	59	89	7	-	61	53	5	2
	11%	14%	12%	9%	-%	16%	15%	8%	-%	13%	12%	6%	59%
Our customers prefer our chosen provider	92	31	53	8	-	27	32	7	-	39	20	8	-
	7%	8%	6%	8%	-%	8%	5%	8%	-%	9%	5%	9%	-%
Don't know enough about other providers and their services	91	41	77	17	-	39	63	14	-	38	51	14	-
	7%	10%	8%	17%	-%	11%	10%	16%	-%	8%	12%	16%	-%
Others more expensive than our current providers	78	32	46	13	-	33	45	4	-	36	37	9	-
	6%	8%	5%	13%	-%	9%	7%	5%	-%	8%	9%	10%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1453	491	1035	138	2	427	705	111	2	505	473	119	2
Effective base	720	220	511	57	1	194	333	48	1	236	231	49	2
Weighted Base	1341	406	923	101	2	359	605	87	2	452	438	83	4
Unaware of other providers	73 5%	24 6%	48 5%	4 4%	- -%	16 4%	36 6%	2 2%	- -%	21 5%	17 4%	3 4%	- -%
Other operators do not provide the service I need	37 3%	16 4%	28 3%	6 6%	- -%	12 3%	22 4%	6 7%	- -%	19 4%	10 2%	6 7%	2 41%
Other providers don't pick up mail in this area	25 2%	10 2%	20 2%	2 2%	- -%	12 3%	10 2%	2 3%	- -%	20 4%	13 3%	3 4%	- -%
Other providers could not deliver to all the areas we need	20 1%	13 3%	13 1%	6 6% b	- -%	9 2%	14 2%	3 3%	- -%	9 2%	7 2%	3 4%	- -%
Effort involved in switching outweighs the benefit	108 8%	33 8%	90 10%	5 5%	1 90%	34 10%	57 9%	7 8%	- -%	41 9%	37 8%	7 8%	- -%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	5 1%	19 2%	- -%	- -%	3 1%	9 1%	1 1%	- -%	8 2%	13 3%	3 3%	- -%
Don't know	96 7%	27 7%	58 6%	5 5%	- -%	22 6%	42 7%	4 5%	- -%	21 5%	28 6%	2 2%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1453	1180	822	589	907	742	24	397	279	255	53	38	347	339			
Effective base	720	579	396	290	444	369	7	202	138	122	26	19	175	170			
Weighted Base	1341	1050	708	552	824	673	7	388	273	248	46	38	333	302			
We don't mail large enough volumes	452	366	230	195	282	265	1	142	108	101	20	18	92	93			
	34%	35%	32%	35%	34%	39%	21%	37%	39%	41%	44%	47%	28%	31%			
We are near a Post Office	438	358	274	226	292	246	*	160	131	108	19	21	104	103			
	33%	34%	39%	41%	35%	36%	*%	41%	48%	44%	42%	55%	31%	34%			
				a													
Our chosen provider is reliable enough for our needs	357	275	198	164	207	196	1	114	92	92	21	15	92	84			
	27%	26%	28%	30%	25%	29%	17%	29%	34%	37%	46%	39%	28%	28%			
Our chosen provider is safe enough for our needs	320	250	190	159	198	177	3	118	82	85	20	12	68	63			
	24%	24%	27%	29%	24%	26%	41%	30%	30%	34%	42%	31%	20%	21%			
Our chosen provider is fast enough for our needs	252	206	151	133	156	149	*	84	84	80	17	11	66	65			
	19%	20%	21%	24%	19%	22%	1%	22%	31%	32%	37%	28%	20%	22%			
										a							
Don't know enough about what other providers offer	142	123	108	82	103	87	3	65	50	43	4	3	37	40			
	11%	12%	15%	15%	13%	13%	42%	17%	18%	17%	8%	9%	11%	13%			
Our customers prefer our chosen provider	92	65	42	36	43	45	*	15	19	20	5	2	20	19			
	7%	6%	6%	7%	5%	7%	5%	4%	7%	8%	10%	6%	6%	6%			
Don't know enough about other providers and their services	91	83	69	56	58	70	1	45	31	35	13	8	27	29			
	7%	8%	10%	10%	7%	10%	8%	12%	12%	14%	28%	22%	8%	10%			
											ab						

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1453	1180	822	589	907	742	24	397	279	255	53	38	347	339			
Effective base	720	579	396	290	444	369	7	202	138	122	26	19	175	170			
Weighted Base	1341	1050	708	552	824	673	7	388	273	248	46	38	333	302			
Others more expensive than our current providers	78 6%	54 5%	48 7%	41 7%	36 4%	50 7%	1 9%	30 8%	25 9%	21 8%	9 20% a	2 5%	21 6%	21 7%			
Unaware of other providers	73 5%	56 5%	43 6%	29 5%	56 7%	37 5%	* 4%	22 6%	17 6%	15 6%	2 5%	* *%	23 7%	22 7%			
Other operators do not provide the service I need	37 3%	30 3%	22 3%	19 3%	22 3%	24 4%	1 16%	13 3%	10 4%	11 4%	4 8%	3 7%	9 3%	9 3%			
Other providers don't pick up mail in this area	25 2%	21 2%	12 2%	16 3%	16 2%	13 2%	* 3%	14 4%	14 5%	12 5%	2 5%	2 6%	6 2%	3 1%			
Other providers could not deliver to all the areas we need	20 1%	16 2%	15 2%	8 1%	15 2%	13 2%	* *%	6 2%	4 1%	4 2%	3 6%	2 4%	5 2%	5 2%			
Effort involved in switching outweighs the benefit	108 8%	92 9%	68 10%	45 8%	72 9%	58 9%	2 22%	39 10%	20 7%	22 9%	2 5%	2 4%	30 9%	23 7%			
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Other	31 2%	23 2%	10 1%	10 2%	11 1%	17 2%	- -%	8 2%	5 2%	2 1%	- -%	- -%	3 1%	6 2%			
Don't know	96 7%	73 7%	42 6%	27 5%	60 7%	48 7%	* *%	21 5%	7 3%	7 3%	4 9%	- -%	26 8%	24 8%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1453	77	34	18	9	1315	892	1344	907	892	482	1259	135	-	1159	63	
Effective base	720	36	14	7	6	642	414	656	418	421	228	621	64	-	564	38	
Weighted Base	1341	66	24	12	15	1186	725	1213	766	740	424	1152	112	-	1032	72	
We don't mail large enough volumes	452 34%	21 33%	5 19%	2 13%	5 32%	399 34%	245 34%	403 33%	238 31%	278 38% d	132 31%	383 33%	40 36%	- -%	370 36%	21 30%	
We are near a Post Office	438 33%	20 30%	13 55%	2 16%	3 22%	397 33%	259 36%	404 33%	275 36%	267 36%	158 37%	385 33%	42 37%	- -%	359 35%	19 27%	
Our chosen provider is reliable enough for our needs	357 27%	16 25%	1 6%	3 22%	6 39%	313 26%	212 29%	321 26%	219 29%	250 34% ac	146 34% b	308 27%	38 34%	- -%	313 30% b	10 14%	
Our chosen provider is safe enough for our needs	320 24%	23 35%	6 27%	* 2%	3 19%	282 24%	171 24%	290 24%	186 24%	179 24%	132 31%	282 25%	35 31%	- -%	274 27% b	7 10%	
Our chosen provider is fast enough for our needs	252 19%	13 19%	1 5%	3 22%	5 32%	228 19%	146 20%	230 19%	149 19%	165 22%	107 25%	221 19%	33 29% b	- -%	219 21%	6 8%	
Don't know enough about what other providers offer	142 11%	12 18%	3 11%	2 16%	3 19%	125 11%	80 11%	129 11%	86 11%	79 11%	69 16% b	117 10%	13 12%	- -%	105 10%	10 14%	
Our customers prefer our chosen provider	92 7%	4 6%	* 1%	4 32%	4 27%	75 6%	41 6%	77 6%	55 7%	53 7%	34 8%	68 6%	7 6%	- -%	71 7%	4 5%	
Don't know enough about other providers and their services	91 7%	9 14%	2 8%	1 7%	2 14%	76 6%	49 7%	79 6%	57 8%	60 8%	41 10%	76 7%	18 16% b	- -%	73 7%	5 7%	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	*c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1453	77	34	18	9	1315	892	1344	907	892	482	1259	135	-	1159	63	
Effective base	720	36	14	7	6	642	414	656	418	421	228	621	64	-	564	38	
Weighted Base	1341	66	24	12	15	1186	725	1213	766	740	424	1152	112	-	1032	72	
Others more expensive than our current providers	78 6%	8 12%	* 1%	- -%	5 33%	58 5%	35 5%	60 5%	45 6%	44 6%	38 9%	56 5%	10 9%	- -%	58 6%	3 4%	
Unaware of other providers	73 5%	6 9%	2 8%	- -%	* 1%	65 5%	44 6%	67 6%	38 5%	36 5%	18 4%	55 5%	4 4%	- -%	50 5%	5 7%	
Other operators do not provide the service I need	37 3%	1 2%	3 12%	1 4%	5 37%	32 3%	23 3%	32 3%	24 3%	21 3%	19 4%	33 3%	4 3%	- -%	33 3%	3 4%	
Other providers don't pick up mail in this area	25 2%	1 1%	3 13%	1 4%	5 32%	24 2%	14 2%	24 2%	16 2%	13 2%	12 3%	23 2%	6 5%	- -%	24 2%	* *%	
Other providers could not deliver to all the areas we need	20 1%	1 2%	2 7%	* *%	3 20%	17 1%	10 1%	17 1%	9 1%	13 2%	11 3%	12 1%	* *%	- -%	17 2%	2 2%	
Effort involved in switching outweighs the benefit	108 8%	2 2%	4 15%	2 14%	3 21%	94 8%	55 8%	98 8%	58 8%	58 8%	44 10%	96 8%	8 8%	- -%	87 8%	5 6%	
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Other	31 2%	- -%	- -%	3 23%	- -%	31 3%	15 2%	31 3%	16 2%	15 2%	5 1%	31 3%	* *%	- -%	16 2%	5 7% a	
Don't know	96 7%	3 5%	* 1%	- -%	- -%	83 7%	49 7%	84 7%	54 7%	37 5%	21 5%	74 6%	4 4%	- -%	63 6%	7 10%	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	*a	*b	c
Significance Level: 95%													
Unweighted Base	1453	354	1039	262	10	75	231	97	1012	312	-	-	1453
Effective base	720	189	504	120	7	34	110	44	509	151	-	-	720
Weighted Base	1341	362	919	235	11	59	223	81	963	272	-	-	1341
We don't mail large enough volumes	452 34%	138 38%	305 33%	57 24%	7 65%	20 34%	55 25%	10 12%	316 33%	124 45%	- -%	- -%	452 34%
We are near a Post Office	438 33%	158 44%	279 30%	56 24%	2 17%	19 33%	57 26%	36 45%	316 33%	86 32%	- -%	- -%	438 33%
Our chosen provider is reliable enough for our needs	357 27%	76 21%	261 28%	72 31%	1 14%	17 28%	62 28%	23 29%	260 27%	68 25%	- -%	- -%	357 27%
Our chosen provider is safe enough for our needs	320 24%	92 25%	212 23%	76 32%	3 24%	15 26%	70 32%	18 22%	224 23%	73 27%	- -%	- -%	320 24%
Our chosen provider is fast enough for our needs	252 19%	61 17%	184 20%	47 20%	1 14%	9 16%	39 18%	13 17%	198 21%	40 15%	- -%	- -%	252 19%
Don't know enough about what other providers offer	142 11%	62 17%	78 9%	20 8%	2 14%	10 18%	18 8%	9 11%	94 10%	40 15%	- -%	- -%	142 11%
Our customers prefer our chosen provider	92 7%	26 7%	56 6%	22 10%	1 11%	12 21%	17 8%	10 13%	61 6%	19 7%	- -%	- -%	92 7%
Don't know enough about other providers and their services	91 7%	43 12%	48 5%	13 6%	3 24%	5 8%	12 5%	8 10%	53 6%	30 11%	- -%	- -%	91 7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	*a	*b	c
Unweighted Base	1453	354	1039	262	10	75	231	97	1012	312	-	-	1453
Effective base	720	189	504	120	7	34	110	44	509	151	-	-	720
Weighted Base	1341	362	919	235	11	59	223	81	963	272	-	-	1341
Others more expensive than our current providers	78 6%	34 9% b	39 4%	26 11%	4 33%	17 28% b	21 10%	6 8%	53 5%	19 7%	- -%	- -%	78 6%
Unaware of other providers	73 5%	23 6%	48 5%	7 3%	- -%	8 13% b	6 3%	1 1%	55 6%	13 5%	- -%	- -%	73 5%
Other operators do not provide the service I need	37 3%	16 4%	21 2%	14 6%	* 3%	7 11%	8 3%	6 7%	26 3%	6 2%	- -%	- -%	37 3%
Other providers don't pick up mail in this area	25 2%	8 2%	17 2%	10 4%	- -%	5 8%	5 2%	4 5%	19 2%	2 1%	- -%	- -%	25 2%
Other providers could not deliver to all the areas we need	20 1%	11 3% b	8 1%	9 4%	- -%	5 9% b	4 2%	2 2%	13 1%	4 2%	- -%	- -%	20 1%
Effort involved in switching outweighs the benefit	108 8%	43 12% b	59 6%	21 9%	- -%	10 17% b	12 5%	4 5%	82 9%	22 8%	- -%	- -%	108 8%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	8 2%	20 2%	6 3%	1 11%	4 6%	4 2%	* -%	22 2%	9 3%	- -%	- -%	31 2%
Don't know	96 7%	21 6%	70 8%	16 7%	- -%	3 5%	16 7%	2 2%	74 8%	12 4%	- -%	- -%	96 7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1453	710	743
Effective base	720	327	393
Weighted Base	1341	597	744
We don't mail large enough volumes	452 34%	210 35%	242 33%
We are near a Post Office	438 33%	199 33%	239 32%
Our chosen provider is reliable enough for our needs	357 27%	146 24%	211 28%
Our chosen provider is safe enough for our needs	320 24%	122 20%	198 27%
Our chosen provider is fast enough for our needs	252 19%	90 15%	162 22%
Don't know enough about what other providers offer	142 11%	53 9%	89 12%
Our customers prefer our chosen provider	92 7%	45 8%	47 6%
Don't know enough about other providers and their services	91 7%	36 6%	56 7%
Others more expensive than our current providers	78 6%	25 4%	53 7%

Columns Tested:: a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1453	710	743
Effective base	720	327	393
Weighted Base	1341	597	744
Unaware of other providers	73 5%	28 5%	44 6%
Other operators do not provide the service I need	37 3%	9 1%	29 4%
			a
Other providers don't pick up mail in this area	25 2%	10 2%	15 2%
Other providers could not deliver to all the areas we need	20 1%	3 1%	16 2%
Effort involved in switching outweighs the benefit	108 8%	37 6%	70 9%
No reason	- -%	- -%	- -%
Other	31 2%	17 3%	15 2%
Don't know	96 7%	47 8%	49 7%

Columns Tested: a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1453	-	63	246	297	25	103	85	162	132	129	133	78
Effective base	720	-	27	124	148	11	63	26	81	78	42	87	47
Weighted Base	1341	-	50	253	256	26	111	37	141	158	46	187	76
We don't mail large enough volumes	452 34%	- -%	21 42%	69 27%	61 24%	14 54%	37 33%	9 25%	58 41%	62 39%	13 27%	75 40%	35 46%
									cd	d		cd	cd
We are near a Post Office	438 33%	- -%	18 36%	78 31%	73 29%	8 32%	40 36%	11 29%	32 23%	68 43%	16 34%	66 35%	29 37%
										dh			
Our chosen provider is reliable enough for our needs	357 27%	- -%	14 29%	75 30%	87 34%	1 4%	24 22%	6 17%	38 27%	34 22%	10 21%	54 29%	13 17%
					l								
Our chosen provider is safe enough for our needs	320 24%	- -%	14 29%	56 22%	38 15%	8 33%	24 21%	13 37%	43 30%	46 29%	15 32%	49 26%	14 18%
								d	d	d	d	d	
Our chosen provider is fast enough for our needs	252 19%	- -%	10 20%	50 20%	48 19%	* 1%	19 17%	7 19%	40 28%	20 13%	8 18%	43 23%	7 9%
									il			l	
Don't know enough about what other providers offer	142 11%	- -%	4 9%	30 12%	16 6%	4 14%	12 11%	2 5%	11 8%	18 12%	2 5%	34 18%	8 11%
												dhj	
Our customers prefer our chosen provider	92 7%	- -%	2 3%	18 7%	21 8%	2 7%	10 9%	2 5%	6 4%	16 10%	4 10%	8 4%	4 5%
Don't know enough about other providers and their services	91 7%	- -%	8 16%	17 7%	7 3%	* 2%	8 7%	* 1%	16 11%	11 7%	3 6%	17 9%	3 4%
			dg						d			d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1453	-	63	246	297	25	103	85	162	132	129	133	78
Effective base	720	-	27	124	148	11	63	26	81	78	42	87	47
Weighted Base	1341	-	50	253	256	26	111	37	141	158	46	187	76
Others more expensive than our current providers	78 6%	- -%	1 2%	16 6%	11 4%	2 8%	8 7%	3 7%	4 3%	6 4%	3 7%	19 10%	5 6%
Unaware of other providers	73 5%	- -%	1 2%	14 6%	19 7%	* 1%	5 4%	1 2%	7 5%	10 7%	2 4%	9 5%	5 7%
Other operators do not provide the service I need	37 3%	- -%	1 2%	7 3%	7 3%	- -%	1 1%	* 1%	4 3%	3 2%	2 5%	12 6%	1 1%
Other providers don't pick up mail in this area	25 2%	- -%	* *%	5 2%	3 1%	1 2%	- -%	* 1%	2 1%	1 *%	* 1%	12 7%	* *%
Other providers could not deliver to all the areas we need	20 1%	- -%	2 4%	5 2%	3 1%	* 1%	* *%	* *%	3 2%	3 2%	2 5%	1 *%	1 1%
Effort involved in switching outweighs the benefit	108 8%	- -%	5 11%	26 10%	13 5%	2 9%	3 3%	1 3%	16 11%	14 9%	6 12%	11 6%	10 14%
No reason	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 2%	- -%	2 4%	7 3%	5 2%	- -%	5 4%	6 15%	3 2%	3 2%	* *%	2 1%	- -%
Don't know	96 7%	- -%	1 1%	16 6%	36 14%	* *%	3 3%	3 8%	5 4%	11 7%	4 9%	13 7%	4 5%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1453	332	402	379	340	734	719
Effective base	720	168	207	183	166	371	349
Weighted Base	1341	349	346	335	310	696	645
We don't mail large enough volumes	452	93	108	129	123	200	252
	34%	27%	31%	38%	40%	29%	39%
			a	a		a	
We are near a Post Office	438	108	109	111	111	217	221
	33%	31%	32%	33%	36%	31%	34%
Our chosen provider is reliable enough for our needs	357	116	86	79	76	202	155
	27%	33%	25%	23%	25%	29%	24%
		c					
Our chosen provider is safe enough for our needs	320	78	63	102	77	141	179
	24%	22%	18%	30%	25%	20%	28%
			b				a
Our chosen provider is fast enough for our needs	252	62	65	66	58	128	124
	19%	18%	19%	20%	19%	18%	19%
Don't know enough about what other providers offer	142	37	29	31	45	66	76
	11%	11%	8%	9%	14%	10%	12%
Our customers prefer our chosen provider	92	24	27	24	16	52	40
	7%	7%	8%	7%	5%	7%	6%
Don't know enough about other providers and their services	91	25	15	28	23	41	51
	7%	7%	4%	8%	8%	6%	8%
Others more expensive than our current providers	78	17	21	13	26	39	39
	6%	5%	6%	4%	9%	6%	6%

Columns Tested:: a,b,c,d - a,b

Table 395 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1453	332	402	379	340	734	719
Effective base	720	168	207	183	166	371	349
Weighted Base	1341	349	346	335	310	696	645
Unaware of other providers	73	22	17	18	16	39	33
	5%	6%	5%	5%	5%	6%	5%
Other operators do not provide the service I need	37	8	8	7	15	15	22
	3%	2%	2%	2%	5%	2%	3%
Other providers don't pick up mail in this area	25	5	4	3	13	9	16
	2%	2%	1%	1%	4%	1%	2%
Other providers could not deliver to all the areas we need	20	7	3	6	4	10	10
	1%	2%	1%	2%	1%	1%	2%
Effort involved in switching outweighs the benefit	108	37	13	31	27	50	58
	8%	10%	4%	9%	9%	7%	9%
No reason	-	b		b			
	-%	-%	-%	-%	-%	-%	-%
Other	31	10	8	11	2	18	13
	2%	3%	2%	3%	1%	3%	2%
Don't know	96	17	39	19	21	56	40
	7%	5%	11%	6%	7%	8%	6%

Columns Tested:: a,b,c,d - a,b

Table 396

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Yes	930	456	474	880	42	5	3	50
	47%	75%	34%	46%	55%	51%	66%	56%
		b			a		a	a
No	1070	149	920	1030	34	4	2	40
	53%	25%	66%	54%	45%	49%	34%	44%
			a	bde				

Columns Tested: a,b - a,b,c,d,e

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Business Size 2								
Total base		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Yes	930 47%	540 44%	266 49%	74 53%	26 49%	21 65%	3 66%	880 46%	42 55%	8 56%
						abdg	abcdg		ag	ag
No	1070 53%	681 56%	282 51%	66 47%	27 51%	12 35%	2 34%	1030 54%	34 45%	6 44%
		efhi	ef	f	ef			efhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Yes	930 47%	694 45%	186 53%	42 55%	5 51%	3 66%	379 34%	148 56%	26 48%	16 36%	25 53%
		a	a	a		ab		ad	a		a
No	1070 53%	864 55%	166 47%	34 45%	4 49%	2 34%	733 66%	115 44%	28 52%	29 64%	22 47%
		bce	e				bce			b	

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Yes	930 47%	57 34%	64 43%	194 54% aef	57 58% aef	57 37%	99 36%	122 49% a	87 53% aef	63 43%
No	1070 53%	111 66% cdgh	85 57%	165 46%	41 42%	98 63% cdh	173 64% cdh	127 51%	76 47%	85 57%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Yes	930 47%	176 44%	208 43%	415 47%	799 45%	131 55%	63 53%	42 52%	26 65%
						abcd			abcdefg
No	1070 53%	224 56%	272 57%	465 53%	961 55%	109 45%	57 47%	38 48%	14 35%
		eh	eh	eh	eh	h	h	h	

Columns Tested:: a,b,c,d,e,f,g,h

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Yes	930	60	50	28	79	123	166	34	40	426
	47%	59%	38%	73%	46%	54%	40%	48%	68%	45%
		bf		bfi		f			bdfi	
No	1070	42	81	11	91	106	254	38	19	514
	53%	41%	62%	27%	54%	46%	60%	52%	32%	55%
			ach		h		aceh			ch

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Yes	930 47%	261 52%	166 40%	503 47%	779 47%	152 46%	- -%	845 46%	85 56%	899 47%	31 40%
No	1070 53%	239 48%	254 60%	577 53%	889 53%	181 54%	- -%	1003 54%	67 44%	1024 53%	46 60%
		b	a					a	b		

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Yes	930 47%	614 49%	139 47%	158 38%
No	1070 53%	641 51%	156 53%	261 62%

Columns Tested: a,b,c

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Yes	930 47%	823 47%	70 38%	16 43%	2 28%	13 68%	4 90%	1 63%	* 96%	893 46%	37 52%	21 63% b
No	1070 53%	920 53%	116 62% k	21 57%	5 72%	6 32%	* 10%	1 37%	* 4%	1036 54%	34 48%	13 37%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Yes	930 47%	548 49%	275 44%	107 42%	705 44%	534 42%	742 43%	542 42%	273 40%	255 51%	217 44%	419 42%	22 46%	45 56%	16 42%	16 46%	7 40%
No	1070 53%	576 51%	343 56%	150 58%	911 56%	733 58%	970 57%	737 58%	408 60%	246 49%	275 56%	582 58%	25 54%	35 44%	23 58%	19 54%	10 60%
					f	f	f	f	f	abcde							

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Yes	930	587	46	38	14	7	12	2	401	62	35	20	9	2	5
	47%	43%	51%	56%	38%	40%	82%	17%	40%	47%	68%	42%	45%	17%	53%
		a					a				a				
No	1070	793	45	29	22	10	3	9	592	69	17	28	12	10	4
	53%	57%	49%	44%	62%	60%	18%	83%	60%	53%	32%	58%	55%	83%	47%
		f									c				

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Yes	930	395	64	29	19	13	7	14	381	156	129	49	21
	47%	40%	50%	47%	46%	40%	47%	63%	44%	48%	39%	44%	40%
No	1070	582	63	33	23	19	8	8	493	171	204	64	32
	53%	60%	50%	53%	54%	60%	53%	37%	56%	52%	61%	56%	60%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Yes	930 47%	402 43%	127 42%	108 43%	42 51%	16 52%	277 41%	122 52%	77 36%	34 41%	17 38%
No	1070 53%	539 57%	172 58%	141 57%	40 49%	15 48%	397 59%	115 48%	137 64%	50 59%	28 62%
							b	ac	b		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Yes	930 47%	293 44%	88 43%	71 32%	55 44%	23 47%	279 38%	27 41%	233 50%	807 46%	123 47%	654 43%	50 46%
No	1070 53%	368 56%	116 57%	148 68%	68 56%	27 53%	447 62%	39 59%	238 50%	929 54%	141 53%	851 57%	60 54%
				a			c						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Yes	930	469	65	372	170	655	49	463	71	370	172
	47%	42%	47%	42%	44%	43%	45%	41%	47%	41%	45%
No	1070	658	75	524	214	851	60	654	79	526	211
	53%	58%	53%	58%	56%	57%	55%	59%	53%	59%	55%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Yes	930 47%	317 44%	578 45%	100 48%	1 47%	294 45%	359 40%	55 32%	2 39%	386 44%	277 41%	78 39%	- -%
No	1070 53%	404 56%	714 55%	110 52%	2 53%	360 55%	539 60%	117 68%	3 61%	499 56%	402 59%	122 61%	4 100%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Yes	930	639	442	351	523	408	6	224	166	176	44	30	244	194
	47%	44%	42%	41%	45%	42%	44%	38%	38%	41%	38%	34%	55%	49%
No	1070	820	620	512	634	561	8	363	270	255	73	60	198	205
	53%	56%	58%	59%	55%	58%	56%	62%	62%	59%	62%	66%	45%	51%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Yes	930	92	32	34	20	833	628	868	634	655	365	807	129	*	651	70
	47%	60%	46%	51%	51%	49%	55%	49%	52%	56%	46%	48%	57%	35%	44%	56%
							ac			ac			a			
No	1070	61	37	32	20	873	507	913	585	504	421	860	98	*	818	55
	53%	40%	54%	49%	49%	51%	45%	51%	48%	44%	54%	52%	43%	65%	56%	44%
						be		be			c					

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Yes	930 47%	336 49%	511 44%	251 48%	14 36%	120 49%	179 45%	90 46%	511 39%	268 68%	150 56%	131 43%	597 44%
No	1070 53%	355 51%	648 56%	272 52%	26 64%	123 51%	223 55%	107 54%	815 61%	129 32%	116 44%	174 57%	744 56%
								c	c			a	a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Yes	930 47%	930 100% b	- -%
No	1070 53%	- -%	1070 100% a

Columns Tested:: a,b

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Yes	930	-	30	171	213	20	90	21	70	120	26	112	57
	47%	-%	45%	47%	60%	57%	50%	40%	34%	49%	40%	36%	46%
				hk	cghjkl		hk			hk			
No	1070	-	38	189	143	15	92	32	134	123	40	198	66
	53%	-%	55%	53%	40%	43%	50%	60%	66%	51%	60%	64%	54%
				d			d	cdfi		d	cdfi	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 396 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Yes	930	247	277	211	195	524	406
	47%	49%	55%	42%	39%	52%	41%
		d	cd			b	
No	1070	253	223	289	305	476	594
	53%	51%	45%	58%	61%	48%	59%
				b	ab		a

Columns Tested: a,b,c,d - a,b

Table 397

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	1058	193	865	790	135	50	83	268
Effective base	555	89	468	518	87	32	48	115
Weighted Base	1070	149	920	1030	34	4	2	40
We have already moved everything that is possible to move	262 25%	6 4%	257 28% a	255 25%	7 19%	1 14%	* 19%	7 19%
Happy with sending things by post	209 20%	32 21%	177 19%	203 20%	5 14%	1 20%	* 23%	6 15%
There is no pressure from customers for us to move	140 13%	4 3%	136 15% a	135 13%	4 13%	1 15%	* 7%	5 13%
No alternative media that would meet my needs	119 11%	10 6%	110 12%	116 11%	3 9%	* 8%	* 9%	3 8%
We prefer to send things to customers by post	113 11%	20 13%	93 10%	109 11%	3 10%	* 9%	* 6%	4 10%
Not considered this	79 7%	15 10%	64 7%	75 7%	3 9%	* 8%	* 11%	3 9%
Cost	75 7%	1 1%	74 8% a	73 7%	2 5%	1 16%	* 17% ab	3 7%
Reliability / trust	65 6%	5 4%	59 6%	60 6%	4 11%	1 20% a	* 14% a	5 13% a
Hassle of moving	56 5%	11 8%	45 5%	55 5%	1 2%	- -%	* 12% bce	1 2%
Time or extra admin required	36 3%	3 2%	33 4%	34 3%	2 7%	* 1%	* 5%	2 6%
Lack of information about products and costs by other providers	34 3%	1 1%	33 4%	33 3%	1 2%	* *% *	* 2%	1 2%

Columns Tested:: a,b - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1058	193	865	790	135	50	83	268
Effective base	555	89	468	518	87	32	48	115
Weighted Base	1070	149	920	1030	34	4	2	40
Customers are unwilling to give email addresses	25 2%	1 1%	24 3%	24 2%	1 4%	* 2%	* 3%	2 4%
The unreliability of email address lists	22 2%	* *%	22 2%	21 2%	1 2%	* 5%	* 2%	1 2%
Other media ineffective	19 2%	* *%	19 2%	19 2%	* 1%	* 3%	* 1%	1 1%
Contracted with postal provider / franking machine	10 1%	2 2%	8 1%	10 1%	- -%	- -%	- -%	- -%
No particular reason	174 16%	38 25%	136 15%	166 16%	7 20%	1 20%	* 15%	8 20%
Other	35 3%	11 7%	24 3%	34 3%	* 1%	- -%	* *%	* 1%
Don't know	60 6%	15 10%	45 5%	57 6%	3 8%	* 8%	* 11%	3 8%

Columns Tested:: a,b - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1058	430	255	105	91	94	83	790	135	133
Effective base	555	317	154	66	65	48	48	518	87	56
Weighted Base	1070	681	282	66	27	12	2	1030	34	6
We have already moved everything that is possible to move	262 25%	166 24%	71 25%	17 26%	5 21%	2 14%	* 19%	255 25%	7 19%	1 16%
Happy with sending things by post	209 20%	141 21%	49 17%	13 20%	5 17%	1 10%	* 23%	203 20%	5 14%	1 21%
There is no pressure from customers for us to move	140 13%	101 15%	26 9%	8 13%	4 14%	1 11%	* 7%	135 13%	4 13%	1 13%
No alternative media that would meet my needs	119 11%	78 12%	31 11%	6 9%	3 10%	1 6%	* 9%	116 11%	3 9%	* 8%
We prefer to send things to customers by post	113 11%	64 9%	32 11%	13 19%	3 11%	1 7%	* 6%	109 11%	3 10%	* 8%
Not considered this	79 7%	41 6%	30 11%	5 7%	3 10%	1 5%	* 11%	75 7%	3 9%	1 9%
Cost	75 7%	53 8%	14 5%	6 9%	1 3%	2 14%	* 17%	73 7%	2 5%	1 16%
Reliability / trust	65 6%	40 6%	13 5%	7 10%	2 7%	3 25%	* 14%	60 6%	4 11%	1 19%
Hassle of moving	56 5%	37 5%	15 5%	4 6%	* 1%	* 2%	* 12%	55 5%	1 2%	* 3%
Time or extra admin required	36 3%	24 3%	5 2%	4 7%	2 7%	1 4%	* 5%	34 3%	2 7%	* 2%
Lack of information about products and costs by other providers	34 3%	27 4%	6 2%	1 1%	* *%	1 5%	* 2%	33 3%	1 2%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1058	430	255	105	91	94	83	790	135	133
Effective base	555	317	154	66	65	48	48	518	87	56
Weighted Base	1070	681	282	66	27	12	2	1030	34	6
Customers are unwilling to give email addresses	25 2%	17 2%	7 3%	- -%	1 5%	* 2%	* 3%	24 2%	1 4%	* 2%
The unreliability of email address lists	22 2%	12 2%	9 3%	1 2%	1 3%	* 2%	* 2%	21 2%	1 2%	* 4%
Other media ineffective	19 2%	16 2%	3 1%	- -%	* 1%	* 1%	* 1%	19 2%	* 1%	* 3%
Contracted with postal provider / franking machine	10 1%	5 1%	2 1%	3 5%	- -%	- -%	- -%	10 1%	- -%	- -%
No particular reason	174 16%	110 16%	47 16%	9 14%	6 21%	2 18%	* 15%	166 16%	7 20%	1 19%
Other	35 3%	28 4%	4 2%	1 2%	* 2%	- -%	* *%	34 3%	* 1%	* *%
Don't know	60 6%	40 6%	15 5%	2 3%	1 5%	2 15%	* 11%	57 6%	3 8%	1 9%
				abgh			abcg			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1058	544	246	135	50	83	500	146	53	53	103
Effective base	555	398	159	87	32	48	352	73	25	22	19
Weighted Base	1070	864	166	34	4	2	733	115	28	29	22
We have already moved everything that is possible to move	262 25%	224 26%	31 19%	7 19%	1 14%	* 19%	191 26%	28 25%	6 23%	9 30%	1 5%
Happy with sending things by post	209 20%	168 19%	34 21%	5 14%	1 20%	* 23%	132 18%	34 29%	6 22%	6 21%	3 12%
There is no pressure from customers for us to move	140 13%	116 13%	19 12%	4 13%	1 15%	* 7%	101 14%	11 9%	11 38%	5 17%	4 18%
No alternative media that would meet my needs	119 11%	98 11%	18 11%	3 9%	* 8%	* 9%	88 12%	11 9%	2 6%	1 4%	4 18%
We prefer to send things to customers by post	113 11%	84 10%	25 15%	3 10%	* 9%	* 6%	65 9%	22 19%	6 21%	8 28%	1 6%
Not considered this	79 7%	65 7%	11 6%	3 9%	* 8%	* 11%	49 7%	12 11%	2 7%	4 13%	1 6%
Cost	75 7%	61 7%	12 7%	2 5%	1 16%	* 17%	54 7%	12 10%	1 5%	3 9%	1 4%
Reliability / trust	65 6%	45 5%	14 9%	4 11%	1 20%	* 14%	39 5%	11 9%	2 6%	5 16%	2 7%
Hassle of moving	56 5%	43 5%	12 7%	1 2%	- -%	* 12%	37 5%	6 5%	4 13%	3 9%	1 4%
Time or extra admin required	36 3%	27 3%	7 4%	2 7%	* 1%	* 5%	25 3%	3 3%	1 4%	2 7%	4 17%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1058	544	246	135	50	83	500	146	53	53	103
Effective base	555	398	159	87	32	48	352	73	25	22	19
Weighted Base	1070	864	166	34	4	2	733	115	28	29	22
Lack of information about products and costs by other providers	34 3%	32 4%	1 1%	1 2%	* *%	* 2%	32 4%	* *%	* *%	- -%	* *%
Customers are unwilling to give email addresses	25 2%	19 2%	5 3%	1 4%	* 2%	* 3%	18 2%	3 3%	- -%	2 6%	1 4%
The unreliability of email address lists	22 2%	16 2%	5 3%	1 2%	* 5%	* 2%	15 2%	4 3%	- -%	3 12%	* 1%
Other media ineffective	19 2%	16 2%	3 2%	* 1%	* 3%	* 1%	10 1%	3 3%	1 4%	2 6%	- -%
Contracted with postal provider / franking machine	10 1%	5 1%	5 3%	- -%	- -%	- -%	3 *%	4 4%	- -%	1 5%	- -%
No particular reason	174 16%	138 16%	28 17%	7 20%	1 20%	* 15%	114 15%	15 13%	4 15%	5 17%	6 26%
Other	35 3%	31 4%	3 2%	* 1%	- -%	* *%	22 3%	6 5%	- -%	- -%	* 2%
Don't know	60 6%	43 5%	13 8%	3 8%	* 8%	* 11%	37 5%	3 3%	1 3%	2 6%	2 7%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1058	76	55	95	38	86	96	71	57	72
Effective base	555	54	43	67	27	62	77	52	41	52
Weighted Base	1070	111	85	165	41	98	173	127	76	85
We have already moved everything that is possible to move	262 25%	34 30%	22 25%	52 31%	9 22%	10 10%	51 29%	29 23%	14 19%	19 22%
Happy with sending things by post	209 20%	26 24%	15 17%	20 12%	2 5%	17 17%	46 27%	25 20%	18 24%	13 15%
There is no pressure from customers for us to move	140 13%	22 20%	13 15%	17 10%	1 2%	12 12%	25 15%	13 10%	10 13%	13 16%
No alternative media that would meet my needs	119 11%	19 17%	3 3%	17 11%	7 17%	7 8%	23 13%	5 4%	9 11%	14 16%
We prefer to send things to customers by post	113 11%	10 9%	20 24%	7 4%	2 4%	8 8%	18 10%	19 15%	12 15%	7 8%
Not considered this	79 7%	6 5%	10 12%	8 5%	- -%	15 16%	6 4%	12 10%	3 4%	6 8%
Cost	75 7%	8 8%	9 11%	16 9%	3 6%	14 14%	7 4%	2 2%	6 7%	5 6%
Reliability / trust	65 6%	13 12%	11 13%	5 3%	* *%	1 1%	11 6%	4 3%	7 9%	3 3%
Hassle of moving	56 5%	8 7%	2 2%	7 4%	2 6%	10 10%	7 4%	7 6%	1 2%	5 6%
Time or extra admin required	36 3%	10 9%	4 5%	4 3%	2 4%	7 7%	3 2%	2 1%	1 1%	* 1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1058	76	55	95	38	86	96	71	57	72
Effective base	555	54	43	67	27	62	77	52	41	52
Weighted Base	1070	111	85	165	41	98	173	127	76	85
Lack of information about products and costs by other providers	34 3%	2 2%	4 5%	4 2%	2 5%	3 3%	3 2%	6 5%	4 5%	3 4%
Customers are unwilling to give email addresses	25 2%	7 6%	1 1%	4 3%	- -%	2 2%	1 1%	4 3%	2 2%	2 2%
The unreliability of email address lists	22 2%	3 3%	2 2%	3 2%	- -%	2 2%	2 1%	8 6%	* *%	- -%
Other media ineffective	19 2%	6 6%	- -%	6 3%	- -%	1 1%	6 3%	- -%	- -%	* *%
Contracted with postal provider / franking machine	10 1%	- -%	3 4%	1 1%	2 4%	2 2%	- -%	2 1%	- -%	- -%
No particular reason	174 16%	22 20%	18 21%	29 17%	10 25%	16 16%	15 9%	28 22%	7 10%	15 17%
Other	35 3%	- -%	2 2%	6 3%	1 2%	4 4%	15 9%	- -%	1 2%	3 4%
Don't know	60 6%	2 2%	2 3%	8 5%	4 9%	5 5%	10 6%	5 4%	7 9%	6 7%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1058	196	188	262	646	412	161	137	114
Effective base	555	141	138	196	463	179	70	85	57
Weighted Base	1070	224	272	465	961	109	57	38	14
We have already moved everything that is possible to move	262 25%	38 17%	69 26%	132 28%	239 25%	23 21%	11 20%	9 25%	3 19%
Happy with sending things by post	209 20%	32 14%	60 22%	92 20%	183 19%	26 24%	12 21%	11 28%	3 24%
There is no pressure from customers for us to move	140 13%	26 12%	44 16%	55 12%	125 13%	15 13%	6 10%	7 19%	2 11%
No alternative media that would meet my needs	119 11%	28 13%	30 11%	45 10%	103 11%	16 14%	9 16%	6 15%	1 6%
We prefer to send things to customers by post	113 11%	16 7%	42 15%	43 9%	101 10%	12 11%	4 6%	6 17%	2 15%
Not considered this	79 7%	22 10%	19 7%	27 6%	68 7%	11 10%	3 5%	6 16%	1 11%
Cost	75 7%	22 10%	23 9%	24 5%	70 7%	6 5%	4 7%	1 3%	1 4%
Reliability / trust	65 6%	4 2%	32 12%	20 4%	56 6%	9 8%	3 6%	5 13%	1 5%
Hassle of moving	56 5%	18 8%	11 4%	21 4%	50 5%	6 6%	4 8%	2 5%	* 1%
Time or extra admin required	36 3%	9 4%	15 6%	9 2%	33 3%	3 3%	2 3%	1 3%	* 3%

Columns Tested: a,b,c,d,e,f,g,h

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1058	196	188	262	646	412	161	137	114
Effective base	555	141	138	196	463	179	70	85	57
Weighted Base	1070	224	272	465	961	109	57	38	14
Lack of information about products and costs by other providers	34 3%	9 4%	10 4%	13 3%	31 3%	3 2%	2 3%	1 2%	* 3%
Customers are unwilling to give email addresses	25 2%	4 2%	9 3%	10 2%	22 2%	3 3%	2 4%	1 2%	* 3%
The unreliability of email address lists	22 2%	2 1%	5 2%	13 3%	20 2%	2 2%	2 3%	1 2%	* 1%
Other media ineffective	19 2%	1 *%	6 2%	12 2%	19 2%	1 1%	1 1%	- -%	- -%
Contracted with postal provider / franking machine	10 1%	4 2%	3 1%	3 1%	10 1%	* *%	* 1%	- -%	- -%
No particular reason	174 16%	41 18%	48 18%	71 15%	160 17%	13 12%	9 16%	3 8%	1 10%
Other	35 3%	8 3%	3 1%	21 4%	32 3%	3 2%	2 4%	* *%	* 2%
Don't know	60 6%	15 7%	12 4%	23 5%	49 5%	10 10%	7 13%	1 3%	2 14%
						d	bcdg		bcdg

Columns Tested:: a,b,c,d,e,f,g,h

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1058	35	79	9	88	85	284	50	34	475
Effective base	555	16	31	4	35	44	167	24	14	268
Weighted Base	1070	42	81	11	91	106	254	38	19	514
We have already moved everything that is possible to move	262 25%	7 17%	19 23%	1 8%	19 21%	30 28%	38 15%	7 19%	10 55%	150 29%
Happy with sending things by post	209 20%	9 21%	18 23%	* 1%	19 20%	12 12%	46 18%	7 18%	1 6%	115 22%
There is no pressure from customers for us to move	140 13%	9 21%	10 13%	1 8%	11 12%	16 15%	36 14%	2 4%	1 6%	65 13%
No alternative media that would meet my needs	119 11%	8 19%	10 12%	- -%	10 11%	6 6%	32 13%	3 7%	2 11%	58 11%
We prefer to send things to customers by post	113 11%	7 16%	16 20%	5 43%	21 23%	7 7%	19 8%	5 13%	1 7%	52 10%
Not considered this	79 7%	5 12%	7 8%	1 8%	8 8%	18 17%	18 7%	- -%	1 3%	28 5%
Cost	75 7%	1 3%	3 4%	* 1%	4 4%	5 5%	30 12%	2 6%	1 4%	33 6%
Reliability / trust	65 6%	4 8%	* *%	* 1%	* *%	2 2%	21 8%	2 6%	1 3%	36 7%
Hassle of moving	56 5%	4 9%	1 1%	1 7%	2 2%	1 1%	18 7%	2 6%	1 6%	26 5%
Time or extra admin required	36 3%	3 7%	1 2%	- -%	1 2%	3 3%	9 4%	* 1%	1 3%	19 4%
Lack of information about products and costs by other providers	34 3%	6 15%	1 1%	- -%	1 1%	1 1%	13 5%	- -%	- -%	12 2%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1058	35	79	9	88	85	284	50	34	475
Effective base	555	16	31	4	35	44	167	24	14	268
Weighted Base	1070	42	81	11	91	106	254	38	19	514
Customers are unwilling to give email addresses	25 2%	6 15% bdfi	- -%	* *%	* *%	2 2%	3 1%	2 5%	1 3%	11 2%
The unreliability of email address lists	22 2%	4 9% f	5 6%	- -%	5 5%	1 1%	2 1%	1 2%	1 3%	9 2%
Other media ineffective	19 2%	2 4%	4 5%	- -%	4 4%	1 1%	1 *%	- -%	- -%	12 2%
Contracted with postal provider / franking machine	10 1%	- -%	- -%	- -%	- -%	5 5% i	2 1%	- -%	- -%	3 1%
No particular reason	174 16%	7 17%	6 8%	2 19%	8 9%	17 16%	47 18%	14 37% bdfi	5 26%	75 15%
Other	35 3%	* *%	4 5%	- -%	4 4%	2 2%	14 5%	* 1%	- -%	15 3%
Don't know	60 6%	3 8%	6 7%	3 29%	9 10%	12 11% f	9 3%	1 3%	- -%	25 5%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1058	208	284	566	888	170	-	914	144	1012	46
Effective base	555	96	167	309	462	93	-	508	54	530	25
Weighted Base	1070	239	254	577	889	181	-	1003	67	1024	46
We have already moved everything that is possible to move	262 25%	56 24%	38 15%	168 29%	220 25%	42 23%	- -%	252 25%	10 15%	257 25%	6 12%
Happy with sending things by post	209 20%	40 17%	46 18%	123 21%	175 20%	34 19%	- -%	196 20%	12 18%	197 19%	11 24%
There is no pressure from customers for us to move	140 13%	36 15%	36 14%	68 12%	124 14%	15 9%	- -%	130 13%	10 15%	135 13%	5 10%
No alternative media that would meet my needs	119 11%	24 10%	32 13%	63 11%	98 11%	21 12%	- -%	111 11%	8 12%	114 11%	5 12%
We prefer to send things to customers by post	113 11%	35 15%	19 8%	59 10%	98 11%	15 8%	- -%	108 11%	5 8%	106 10%	7 14%
Not considered this	79 7%	31 13%	18 7%	30 5%	59 7%	20 11%	- -%	70 7%	9 14%	75 7%	4 9%
Cost	75 7%	10 4%	30 12%	36 6%	64 7%	11 6%	- -%	71 7%	4 6%	74 7%	1 3%
Reliability / trust	65 6%	6 2%	21 8%	38 7%	53 6%	11 6%	- -%	56 6%	8 13%	62 6%	2 5%
Hassle of moving	56 5%	7 3%	18 7%	31 5%	52 6%	4 2%	- -%	53 5%	3 5%	56 5%	- -%
Time or extra admin required	36 3%	8 3%	9 4%	19 3%	31 3%	5 3%	- -%	32 3%	4 6%	34 3%	2 5%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1058	208	284	566	888	170	-	914	144	1012	46
Effective base	555	96	167	309	462	93	-	508	54	530	25
Weighted Base	1070	239	254	577	889	181	-	1003	67	1024	46
Lack of information about products and costs by other providers	34 3%	8 4%	13 5%	13 2%	26 3%	8 5%	- -%	34 3%	- -%	34 3%	- -%
Customers are unwilling to give email addresses	25 2%	9 4%	3 1%	13 2%	20 2%	6 3%	- -%	24 2%	1 2%	25 2%	* 1%
The unreliability of email address lists	22 2%	9 4%	2 1%	11 2%	21 2%	1 1%	- -%	21 2%	1 2%	21 2%	2 4%
Other media ineffective	19 2%	6 3%	1 *%	12 2%	15 2%	5 3%	- -%	19 2%	1 1%	19 2%	- -%
Contracted with postal provider / franking machine	10 1%	5 2%	2 1%	3 1%	6 1%	4 2%	- -%	8 1%	2 3%	10 1%	- -%
No particular reason	174 16%	32 14%	47 18%	95 16%	149 17%	24 13%	- -%	160 16%	14 20%	160 16%	14 30%
Other	35 3%	6 2%	14 5%	15 3%	26 3%	9 5%	- -%	34 3%	* *%	34 3%	* *%
Don't know	60 6%	24 10%	9 3%	27 5%	44 5%	16 9%	- -%	55 5%	5 7%	57 6%	3 7%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1058	580	197	265
Effective base	555	327	78	145
Weighted Base	1070	641	156	261
We have already moved everything that is possible to move	262 25%	187 29%	37 24%	39 15%
Happy with sending things by post	209 20%	130 20%	22 14%	52 20%
There is no pressure from customers for us to move	140 13%	93 14%	19 12%	28 11%
No alternative media that would meet my needs	119 11%	53 8%	14 9%	53 20%
We prefer to send things to customers by post	113 11%	60 9%	22 14%	31 12%
Not considered this	79 7%	42 7%	23 15%	10 4%
Cost	75 7%	25 4%	24 15%	26 10%
Reliability / trust	65 6%	41 6%	15 10%	9 3%
Hassle of moving	56 5%	25 4%	13 8%	16 6%
Time or extra admin required	36 3%	15 2%	10 6%	11 4%

Columns Tested: a,b,c

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1058	580	197	265
Effective base	555	327	78	145
Weighted Base	1070	641	156	261
Lack of information about products and costs by other providers	34 3%	18 3%	6 4%	9 4%
Customers are unwilling to give email addresses	25 2%	14 2%	7 4%	4 2%
The unreliability of email address lists	22 2%	9 1%	10 6%	4 2%
Other media ineffective	19 2%	5 1%	5 3%	9 3%
Contracted with postal provider / franking machine	10 1%	- -%	4 2%	6 2%
No particular reason	174 16%	113 18%	18 11%	42 16%
Other	35 3%	19 3%	1 1%	14 5%
Don't know	60 6%	34 5%	10 6%	16 6%

Columns Tested: a,b,c

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1058	799	185	45	8	11	5	4	1	984	74	29
Effective base	555	462	76	13	3	4	3	1	1	535	21	9
Weighted Base	1070	920	116	21	5	6	*	1	*	1036	34	13
We have already moved everything that is possible to move	262	236	21	4	*	*	*	-	-	258	5	*
	25%	26%	18%	20%	*%	2%	45%	-%	-%	25%	13%	3%
Happy with sending things by post	209	182	17	8	*	1	*	*	-	200	9	1
	20%	20%	15%	38%	1%	14%	7%	3%	-%	19%	27%	8%
There is no pressure from customers for us to move	140	124	5	8	-	2	*	1	-	129	11	3
	13%	14%	4%	36%	-%	36%	6%	95%	-%	12%	31%	23%
		b		abi						b	abi	
No alternative media that would meet my needs	119	88	24	5	1	2	-	-	-	112	8	3
	11%	10%	21%	23%	16%	31%	-%	-%	-%	11%	23%	21%
			ai									
We prefer to send things to customers by post	113	91	12	7	1	2	-	*	-	103	9	3
	11%	10%	11%	32%	15%	30%	-%	2%	-%	10%	28%	21%
				abi							ai	
Not considered this	79	72	5	1	1	-	*	-	-	77	2	1
	7%	8%	4%	6%	16%	-%	6%	-%	-%	7%	6%	7%
Cost	75	51	18	2	4	-	*	*	*	70	6	4
	7%	6%	16%	10%	68%	-%	2%	3%	100%	7%	17%	29%
			ai								a	
Reliability / trust	65	53	8	2	1	1	*	-	*	61	4	2
	6%	6%	7%	9%	16%	14%	43%	-%	100%	6%	11%	15%
Hassle of moving	56	42	10	1	2	-	-	-	*	53	3	2
	5%	5%	9%	4%	45%	-%	-%	-%	100%	5%	10%	19%
Time or extra admin required	36	28	7	*	1	-	*	-	-	35	1	1
	3%	3%	6%	1%	16%	-%	8%	-%	-%	3%	3%	7%
Lack of information about products and costs by other providers	34	29	5	-	-	-	-	-	-	34	-	-
	3%	3%	4%	-%	-%	-%	-%	-%	-%	3%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	*k
Significance Level: 95%												
Unweighted Base	1058	799	185	45	8	11	5	4	1	984	74	29
Effective base	555	462	76	13	3	4	3	1	1	535	21	9
Weighted Base	1070	920	116	21	5	6	*	1	*	1036	34	13
Customers are unwilling to give email addresses	25 2%	18 2%	4 3%	* *%	1 16%	3 45%	- -%	- -%	- -%	22 2%	4 11%	4 28%
The unreliability of email address lists	22 2%	19 2%	1 1%	* *%	2 31%	1 14%	- -%	- -%	- -%	20 2%	3 7%	2 20%
Other media ineffective	19 2%	13 1%	1 1%	4 17% abi	1 16%	1 14%	- -%	- -%	- -%	14 1%	5 15% abi	2 13%
Contracted with postal provider / franking machine	10 1%	6 1%	4 3% a	- -%	- -%	- -%	- -%	- -%	- -%	10 1%	- -%	- -%
No particular reason	174 16%	157 17%	16 14%	* 1%	- -%	1 17%	- -%	- -%	- -%	172 17%	1 4%	1 8%
Other	35 3%	30 3%	5 4%	- -%	- -%	- -%	- -%	- -%	- -%	35 3%	- -%	- -%
Don't know	60 6%	55 6%	4 3%	1 4%	* *%	- -%	- -%	- -%	- -%	59 6%	1 2%	* *%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1058	440	359	259	920	768	973	752	438	326	235	553	42	56	35	38	14
Effective base	555	274	190	98	477	390	511	383	211	135	145	301	15	20	13	13	6
Weighted Base	1070	576	343	150	911	733	970	737	408	246	275	582	25	35	23	19	10
We have already moved everything that is possible to move	262 25%	159 28%	77 22%	26 17%	236 26%	185 25%	244 25%	174 24%	82 20%	58 24%	68 25%	167 29%	3 11%	4 12%	* 2%	2 11%	* 1%
Happy with sending things by post	209 20%	102 18%	80 23%	26 18%	171 19%	152 21%	192 20%	146 20%	86 21%	50 20%	55 20%	113 19%	7 28%	11 31%	4 18%	2 8%	* 1%
There is no pressure from customers for us to move	140 13%	79 14%	45 13%	15 10%	126 14%	110 15%	129 13%	110 15%	76 19%	45 18%	20 7%	83 14%	2 9%	11 30%	4 16%	3 18%	5 52%
No alternative media that would meet my needs	119 11%	56 10%	32 9%	32 21% ab	96 11%	83 11%	107 11%	97 13%	48 12%	27 11%	32 12%	60 10%	2 7%	7 19%	3 14%	4 19%	- -%
We prefer to send things to customers by post	113 11%	39 7%	52 15% a	22 15% a	92 10%	85 12%	104 11%	82 11%	40 10%	34 14%	25 9%	57 10%	8 31% ab	7 19%	3 13%	2 12%	2 23%
Not considered this	79 7%	47 8%	25 7%	7 5%	72 8%	53 7%	74 8%	55 8%	33 8%	18 7%	21 8%	46 8%	1 4%	1 2%	2 10%	1 5%	2 22%
Cost	75 7%	27 5%	24 7%	24 16% ab	71 8%	64 9%	75 8%	55 8%	45 11%	36 15% acd	13 5%	40 7%	4 15%	6 17%	5 23% a	5 28% ab	2 18%
Reliability / trust	65 6%	28 5%	25 7%	12 8%	62 7%	53 7%	63 7%	48 7%	30 7%	35 14% abcde	11 4%	44 8%	1 4%	2 7%	3 11%	2 10%	* *%
Hassle of moving	56 5%	25 4%	17 5%	14 9%	50 5%	41 6%	52 5%	45 6%	32 8%	22 9%	13 5%	28 5%	4 15%	2 7%	* *%	3 15%	2 22%
Time or extra admin required	36 3%	15 3%	14 4%	8 5%	32 4%	28 4%	35 4%	24 3%	22 5%	13 5%	7 2%	23 4%	* *%	4 10%	* *%	1 5%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1058	440	359	259	920	768	973	752	438	326	235	553	42	56	35	38	14
Effective base	555	274	190	98	477	390	511	383	211	135	145	301	15	20	13	13	6
Weighted Base	1070	576	343	150	911	733	970	737	408	246	275	582	25	35	23	19	10
Lack of information about products and costs by other providers	34 3%	17 3%	12 4%	5 3%	33 4%	30 4%	33 3%	30 4%	25 6%	5 2%	2 1%	23 4%	* *%	2 6%	3 12%	2 11%	- -%
Customers are unwilling to give email addresses	25 2%	13 2%	5 1%	7 5%	25 3%	24 3%	25 3%	24 3%	20 5%	14 6%	2 1%	18 3%	2 9%	2 5%	- -%	2 9%	- -%
The unreliability of email address lists	22 2%	8 1%	11 3%	3 2%	16 2%	14 2%	16 2%	20 3%	13 3%	12 c	2 1%	10 2%	1 3%	- -%	* 1%	3 13%	- -%
Other media ineffective	19 2%	6 1%	7 2%	6 4%	19 2%	19 3%	19 2%	19 3%	15 4%	8 3%	1 *%	13 2%	1 3%	3 9%	* *%	2 9%	- -%
Contracted with postal provider / franking machine	10 1%	2 *%	5 1%	4 3%	9 1%	9 1%	9 1%	10 1%	8 2%	6 3%	- -%	7 1%	- -%	2 5%	- -%	- -%	- -%
No particular reason	174 16%	95 16%	62 18%	17 11%	142 16%	98 13%	152 16%	100 14%	55 13%	37 15%	60 22%	87 15%	1 3%	2 4%	2 7%	* 2%	1 6%
Other	35 3%	16 3%	13 4%	5 3%	23 3%	23 3%	26 3%	25 3%	11 3%	3 1%	4 2%	19 3%	- -%	1 3%	2 8%	- -%	- -%
Don't know	60 6%	39 7%	17 5%	5 3%	51 6%	39 5%	54 6%	37 5%	20 5%	7 3%	18 6%	29 5%	1 5%	2 5%	1 5%	1 3%	2 23%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1058	717	64	52	42	16	19	10	575	82	42	30	18	14	7
Effective base	555	406	27	18	14	6	7	5	314	34	13	14	7	6	3
Weighted Base	1070	793	45	29	22	10	3	9	592	69	17	28	12	10	4
We have already moved everything that is possible to move	262	216	15	3	2	*	*	*	167	11	1	3	2	*	*
	25%	27%	33%	9%	9%	2%	12%	1%	28%	16%	8%	11%	16%	1%	2%
Happy with sending things by post	209	149	9	8	3	1	*	*	120	15	7	9	1	*	*
	20%	19%	20%	26%	14%	10%	18%	1%	20%	22%	40%	31%	7%	3%	1%
There is no pressure from customers for us to move	140	98	13	7	2	*	1	5	85	7	3	8	2	5	*
	13%	12%	29%	23%	10%	2%	29%	59%	14%	10%	17%	30%	16%	49%	1%
No alternative media that would meet my needs	119	87	2	2	1	4	*	-	67	8	2	4	1	2	-
	11%	11%	4%	8%	6%	38%	4%	-%	11%	11%	11%	14%	6%	21%	-%
We prefer to send things to customers by post	113	70	10	7	3	*	*	2	62	9	2	7	-	5	-
	11%	9%	22%	23%	13%	2%	1%	26%	10%	12%	13%	26%	-%	44%	-%
Not considered this	79	59	7	2	1	1	*	2	49	*	1	3	*	*	-
	7%	7%	15%	8%	3%	8%	1%	25%	8%	*%	5%	11%	*%	*%	-%
Cost	75	53	5	2	6	3	*	2	42	5	7	4	3	2	2
	7%	7%	11%	8%	26%	31%	2%	21%	7%	7%	42%	15%	25%	16%	42%
Reliability / trust	65	50	4	3	1	4	-	*	43	8	1	1	1	*	*
	6%	6%	9%	9%	3%	39%	-%	*%	7%	11%	4%	3%	8%	1%	*%
Hassle of moving	56	42	2	1	*	2	-	2	31	1	6	2	-	1	*
	5%	5%	5%	3%	*%	16%	-%	25%	5%	2%	36%	6%	-%	12%	*%
Time or extra admin required	36	28	1	2	*	1	-	-	20	5	*	3	-	*	-
	3%	4%	3%	6%	*%	9%	-%	-%	3%	7%	1%	10%	-%	1%	-%
Lack of information about products and costs by other providers	34	26	2	*	2	3	-	-	23	3	2	-	2	-	-
	3%	3%	4%	1%	9%	27%	-%	-%	4%	4%	12%	-%	18%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1058	717	64	52	42	16	19	10	575	82	42	30	18	14	7
Effective base	555	406	27	18	14	6	7	5	314	34	13	14	7	6	3
Weighted Base	1070	793	45	29	22	10	3	9	592	69	17	28	12	10	4
Customers are unwilling to give email addresses	25 2%	18 2%	1 2%	4 13% a	- -%	2 16%	* *%	- -%	20 3%	2 3%	* *%	1 3%	1 7%	- -%	- -%
The unreliability of email address lists	22 2%	11 1%	1 3%	1 3%	* 1%	3 24%	* *%	- -%	10 2%	1 1%	* *%	2 6%	1 7%	- -%	- -%
Other media ineffective	19 2%	16 2%	2 4%	- -%	* *%	2 16%	- -%	- -%	13 2%	1 1%	* *%	4 14% a	1 7%	- -%	- -%
Contracted with postal provider / franking machine	10 1%	2 *%	5 10% a	2 6% a	- -%	- -%	- -%	- -%	7 1%	2 2%	- -%	- -%	- -%	- -%	- -%
No particular reason	174 16%	130 16%	9 20%	1 2%	2 7%	* 2%	1 29%	- -%	77 13%	16 24%	1 5%	3 9%	* 2%	1 6%	- -%
Other	35 3%	19 2%	1 3%	- -%	1 5%	2 17%	- -%	- -%	21 4%	2 2%	- -%	* 1%	- -%	- -%	- -%
Don't know	60 6%	45 6%	1 2%	2 6%	1 4%	- -%	1 23%	2 19%	29 5%	4 6%	2 10%	* *%	1 10%	- -%	2 54%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1058	539	78	45	40	26	12	12	393	189	219	120	46
Effective base	555	294	33	22	17	11	5	4	246	91	114	42	19
Weighted Base	1070	582	63	33	23	19	8	8	493	171	204	64	32
We have already moved everything that is possible to move	262 25%	151 26%	10 16%	6 18%	2 10%	3 14%	* *%	2 25%	159 32%	36 21%	39 19%	7 11%	4 12%
Happy with sending things by post	209 20%	114 20%	15 24%	6 19%	5 20%	4 19%	* 2%	3 34%	79 16%	39 23%	47 23%	16 25%	9 29%
There is no pressure from customers for us to move	140 13%	79 14%	13 20%	8 24%	3 13%	3 18%	* 6%	3 37%	60 12%	23 13%	28 13%	10 15%	9 27%
No alternative media that would meet my needs	119 11%	81 14%	10 15%	1 2%	2 8%	2 9%	* 6%	2 27%	52 11%	9 5%	31 15%	11 17%	2 7%
We prefer to send things to customers by post	113 11%	64 11%	6 9%	7 21%	5 21%	1 3%	- -%	* 1%	40 8%	18 11%	26 13%	13 20%	6 19%
Not considered this	79 7%	44 8%	2 3%	2 5%	4 17%	4 21%	- -%	- -%	27 5%	21 13%	21 10%	2 4%	3 8%
Cost	75 7%	33 6%	6 10%	6 19%	4 16%	2 12%	3 36%	1 9%	32 6%	6 3%	23 11%	9 13%	6 20%
Reliability / trust	65 6%	37 6%	7 12%	* *%	3 11%	* 2%	* 3%	* 2%	23 5%	21 12%	14 7%	4 7%	1 2%
Hassle of moving	56 5%	31 5%	4 7%	2 5%	6 26%	2 12%	- -%	* 1%	25 5%	5 3%	16 8%	2 3%	4 11%
Time or extra admin required	36 3%	19 3%	2 4%	2 6%	1 4%	* *%	- -%	* 1%	17 3%	7 4%	7 3%	* 1%	4 12%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1058	539	78	45	40	26	12	12	393	189	219	120	46
Effective base	555	294	33	22	17	11	5	4	246	91	114	42	19
Weighted Base	1070	582	63	33	23	19	8	8	493	171	204	64	32
Lack of information about products and costs by other providers	34 3%	24 4%	4 6%	2 5%	- -%	* 2%	- -%	* 1%	17 3%	2 1%	10 5%	2 3%	- -%
Customers are unwilling to give email addresses	25 2%	16 3%	3 5%	2 6%	2 7%	2 11%	- -%	- -%	16 3%	4 3%	2 1%	2 3%	1 2%
The unreliability of email address lists	22 2%	14 2%	4 6%	- -%	2 11%	* 1%	- -%	- -%	4 1%	3 1%	6 3%	2 2%	2 5%
Other media ineffective	19 2%	13 2%	4 6%	- -%	2 7%	- -%	- -%	- -%	7 1%	5 3%	4 2%	4 6%	- -%
Contracted with postal provider / franking machine	10 1%	9 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	4 2%	1 2%	2 5%
No particular reason	174 16%	80 14%	6 9%	5 14%	1 4%	7 37%	1 19%	- -%	84 17%	30 18%	22 11%	13 20%	3 9%
Other	35 3%	22 4%	2 3%	* *%	2 7%	- -%	- -%	- -%	12 2%	2 1%	9 4%	1 1%	2 5%
Don't know	60 6%	24 4%	6 10%	3 10%	1 2%	- -%	2 28%	1 8%	34 7%	4 2%	11 6%	2 3%	2 5%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1058	423	191	170	99	32	337	140	160	85	38
Effective base	555	264	94	82	29	11	199	62	78	32	16
Weighted Base	1070	539	172	141	40	15	397	115	137	50	28
We have already moved everything that is possible to move	262 25%	165 31%	34 20%	27 19%	7 17%	3 22%	127 32%	26 23%	26 19%	3 6%	3 9%
Happy with sending things by post	209 20%	85 16%	41 24%	34 24%	11 26%	* 1%	74 19%	30 26%	28 20%	9 19%	9 34%
There is no pressure from customers for us to move	140 13%	66 12%	29 17%	25 18%	6 15%	* 2%	61 15%	21 18%	13 9%	7 14%	9 32% c
No alternative media that would meet my needs	119 11%	64 12%	11 7%	17 12%	3 8%	1 10%	32 8%	8 7%	28 20% ab	10 21% ab	2 8%
We prefer to send things to customers by post	113 11%	44 8%	19 11%	22 15%	7 17%	* 1%	38 9%	17 14%	13 10%	11 22% a	6 22%
Not considered this	79 7%	28 5%	23 13% a	16 12%	4 10%	- -%	31 8%	10 9%	8 6%	2 4%	3 10%
Cost	75 7%	34 6%	10 6%	19 13% a	6 14%	3 23% a	27 7%	10 9%	14 10%	7 13%	6 23% a
Reliability / trust	65 6%	24 4%	20 12% a	14 10%	3 7%	* 3%	24 6%	15 13%	10 8%	3 6%	1 3%
Hassle of moving	56 5%	28 5%	9 5%	12 8%	1 3%	- -%	20 5%	4 3%	12 9%	2 4%	4 13%
Time or extra admin required	36 3%	17 3%	8 5%	3 2%	* 1%	3 23% abcd	14 4%	5 4%	6 4%	* 1%	2 8%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1058	423	191	170	99	32	337	140	160	85	38
Effective base	555	264	94	82	29	11	199	62	78	32	16
Weighted Base	1070	539	172	141	40	15	397	115	137	50	28
Lack of information about products and costs by other providers	34 3%	19 4%	2 1%	10 7%	- -%	- -%	16 4%	* *%	10 7%	2 4%	- -%
Customers are unwilling to give email addresses	25 2%	19 4%	3 2%	2 1%	1 3%	* *%	15 4%	5 4%	3 2%	1 2%	1 2%
The unreliability of email address lists	22 2%	6 1%	2 1%	5 4%	2 4%	2 11% ab	4 1%	3 2%	6 5%	1 1%	- -%
Other media ineffective	19 2%	15 3%	* *%	3 2%	1 2%	- -%	7 2%	5 4%	4 3%	3 7%	- -%
Contracted with postal provider / franking machine	10 1%	1 *%	* *%	6 4%	- -%	2 11% ab	3 1%	1 1%	1 1%	1 2%	2 6%
No particular reason	174 16%	90 17% c	31 18% c	11 8%	9 22%	1 4%	51 13%	15 13%	18 13%	10 21%	3 10%
Other	35 3%	15 3%	4 2%	2 2%	- -%	2 12%	13 3%	3 2%	7 5%	1 1%	- -%
Don't know	60 6%	33 6%	5 3%	10 7%	1 3%	2 12%	27 7%	2 2%	5 4%	2 4%	2 6%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1058	303	126	161	105	42	451	53	235	900	158	849	71
Effective base	555	180	55	84	46	18	235	24	118	485	70	446	30
Weighted Base	1070	368	116	148	68	27	447	39	238	929	141	851	60
Time or extra admin required	36	13	2	6	3	*	15	*	9	29	8	26	6
	3%	4%	2%	4%	4%	*%	3%	1%	4%	3%	5%	3%	10%
Lack of information about products and costs by other providers	34	18	5	5	-	-	17	2	9	31	3	31	2
	3%	5%	4%	3%	-%	-%	4%	4%	4%	3%	2%	4%	3%
Customers are unwilling to give email addresses	25	15	3	5	2	*	8	4	12	22	4	21	4
	2%	4%	2%	3%	2%	*%	2%	10% a	5%	2%	3%	2%	7%
The unreliability of email address lists	22	6	6	5	1	*	15	1	4	17	5	13	3
	2%	2%	6%	4%	2%	*%	3%	2%	2%	2%	4%	1%	6%
Other media ineffective	19	9	2	2	5	-	16	-	3	14	6	18	2
	2%	3%	2%	2%	8%	-%	4%	-%	1%	1%	4%	2%	3%
Contracted with postal provider / franking machine	10	5	1	1	3	-	5	-	6	3	7	3	6
	1%	1%	1%	1%	5%	-%	1%	-%	2%	*%	5% a	*%	10% a
No particular reason	174	53	13	19	9	5	57	5	38	162	12	136	7
	16%	14%	11%	13%	13%	21%	13%	13%	16%	17%	8%	16%	11%
Other	35	14	3	7	2	-	16	*	9	27	7	20	3
	3%	4%	2%	5%	2%	-%	4%	*%	4%	3%	5%	2%	5%
Don't know	60	16	7	5	5	*	20	1	14	52	8	49	1
	6%	4%	6%	4%	7%	*%	5%	1%	6%	6%	6%	6%	2%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1058	679	89	520	232	849	71	672	96	517	235
Effective base	555	354	37	280	104	446	30	349	42	280	104
Weighted Base	1070	658	75	524	214	851	60	654	79	526	211
We have already moved everything that is possible to move	262 25%	163 25%	21 28%	131 25%	43 20%	224 26%	12 20%	167 25%	18 23%	132 25%	42 20%
Happy with sending things by post	209 20%	130 20%	22 29%	100 19%	46 22%	154 18%	17 28%	125 19%	27 34%	105 20%	41 19%
There is no pressure from customers for us to move	140 13%	97 15%	13 17%	70 13%	40 19%	115 13%	11 19%	92 14%	18 22%	69 13%	41 19%
No alternative media that would meet my needs	119 11%	81 12%	2 3%	70 13%	28 13%	95 11%	1 2%	82 12%	1 2%	75 14%	22 10%
We prefer to send things to customers by post	113 11%	71 11%	13 18%	61 12%	22 10%	85 10%	7 11%	67 10%	17 22%	64 12%	19 9%
Not considered this	79 7%	43 7%	10 14%	32 6%	23 11%	61 7%	11 18%	41 6%	13 16%	33 6%	22 10%
Cost	75 7%	55 8%	9 12%	33 6%	22 10%	62 7%	9 16%	53 8%	11 14%	35 7%	20 10%
Reliability / trust	65 6%	51 8%	2 2%	36 7%	12 6%	60 7%	2 3%	50 8%	3 3%	39 7%	10 5%
Hassle of moving	56 5%	34 5%	7 9%	27 5%	18 8%	41 5%	9 15%	31 5%	10 12%	30 6%	15 7%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1058	679	89	520	232	849	71	672	96	517	235
Effective base	555	354	37	280	104	446	30	349	42	280	104
Weighted Base	1070	658	75	524	214	851	60	654	79	526	211
Time or extra admin required	36	20	8	15	10	26	6	21	7	15	9
	3%	3%	10%	3%	5%	3%	10%	3%	8%	3%	4%
Lack of information about products and costs by other providers	34	28	2	24	6	31	2	28	2	22	7
	3%	4%	3%	5%	3%	4%	3%	4%	3%	4%	3%
Customers are unwilling to give email addresses	25	20	3	15	9	22	3	19	5	17	8
	2%	3%	4%	3%	4%	3%	6%	3%	6%	3%	4%
The unreliability of email address lists	22	11	3	11	9	13	3	9	4	13	7
	2%	2%	4%	2%	4%	1%	6%	1%	5%	3%	3%
Other media ineffective	19	18	1	6	13	18	2	16	2	8	11
	2%	3%	1%	1%	6%	2%	3%	2%	3%	2%	5%
Contracted with postal provider / franking machine	10	3	5	2	8	3	6	3	6	3	7
	1%	1%	7%	*	4%	*	10%	*	7%	1%	3%
No particular reason	174	92	6	81	20	136	7	92	6	81	19
	16%	14%	8%	15%	9%	16%	11%	14%	7%	15%	9%
Other	35	19	4	16	9	20	3	19	4	15	10
	3%	3%	5%	3%	4%	2%	5%	3%	5%	3%	5%
Don't know	60	37	1	25	12	50	1	37	1	25	12
	6%	6%	1%	5%	6%	6%	2%	6%	2%	5%	6%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1058	440	711	133	2	403	556	122	3	515	417	142	2
Effective base	555	216	378	58	1	197	289	61	2	260	219	67	2
Weighted Base	1070	404	714	110	2	360	539	117	3	499	402	122	4
We have already moved everything that is possible to move	262 25%	116 29%	189 27%	39 35%	- -%	104 29%	144 27%	24 21%	1 22%	124 25%	98 25%	35 29%	2 41%
Happy with sending things by post	209 20%	82 20%	135 19%	15 14%	* 10%	84 23%	108 20%	26 22%	2 78%	106 21%	88 22%	24 20%	2 59%
There is no pressure from customers for us to move	140 13%	69 17%	96 13%	20 18%	- -%	67 18%	81 15%	21 18%	- -%	80 16%	70 17%	19 15%	2 41%
No alternative media that would meet my needs	119 11%	53 13%	73 10%	19 17%	- -%	47 13%	66 12%	23 20%	1 22%	78 16%	62 16%	30 25%	- -%
We prefer to send things to customers by post	113 11%	43 11%	76 11%	11 10%	- -%	45 12%	61 11%	8 7%	1 22%	62 13%	43 11%	9 7%	- -%
Not considered this	79 7%	31 8%	57 8%	7 6%	- -%	19 5%	43 8%	7 6%	2 72%	37 7%	29 7%	3 3%	- -%
Cost	75 7%	42 10%	60 8%	15 13%	- -%	38 10%	50 9%	18 16%	- -%	42 8%	31 8%	18 15%	- -%
Reliability / trust	65 6%	40 10%	48 7%	10 9%	- -%	35 10%	42 8%	11 9%	- -%	40 8%	29 7%	9 7%	- -%
Hassle of moving	56 5%	35 9%	35 5%	11 10%	- -%	32 9%	28 5%	14 12%	- -%	36 7%	26 6%	13 11%	- -%
Time or extra admin required	36 3%	21 5%	27 4%	6 5%	1 90%	19 5%	22 4%	7 6%	1 22%	22 4%	14 4%	6 5%	- -%
Lack of information about products and costs by other providers	34 3%	21 5%	26 4%	7 6%	- -%	19 5%	18 3%	9 8%	- -%	23 5%	16 4%	8 7%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1058	440	711	133	2	403	556	122	3	515	417	142	2
Effective base	555	216	378	58	1	197	289	61	2	260	219	67	2
Weighted Base	1070	404	714	110	2	360	539	117	3	499	402	122	4
Customers are unwilling to give email addresses	25 2%	11 3%	23 3%	8 7%	- -%	10 3%	14 3%	8 7%	1 22%	14 3%	12 3%	6 5%	- -%
The unreliability of email address lists	22 2%	10 3%	15 2%	3 3%	- -%	10 3%	10 2%	2 2%	- -%	14 3%	11 3%	2 2%	- -%
Other media ineffective	19 2%	10 2%	15 2%	6 5%	- -%	12 3%	12 2%	8 7%	- -%	16 3%	10 3%	9 7%	- -%
Contracted with postal provider / franking machine	10 1%	4 1%	5 1%	2 2%	- -%	1 *%	9 2%	1 1%	- -%	6 1%	6 1%	2 1%	- -%
No particular reason	174 16%	57 14%	115 16%	10 9%	- -%	48 13%	72 13%	14 12%	- -%	67 14%	52 13%	17 14%	- -%
Other	35 3%	8 2%	20 3%	6 6%	- -%	8 2%	19 3%	5 4%	- -%	19 4%	8 2%	3 3%	- -%
Don't know	60 6%	13 3%	37 5%	* *%	- -%	11 3%	27 5%	- -%	- -%	18 4%	19 5%	* *%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	*c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1058	825	643	517	647	534	26	362	277	258	74	53	201	199
Effective base	555	431	337	274	329	291	10	195	147	132	41	31	98	102
Weighted Base	1070	820	620	512	634	561	8	363	270	255	73	60	198	205
We have already moved everything that is possible to move	262 25%	218 27%	157 25%	133 26%	191 30%	150 27%	1 12%	95 26%	81 30%	76 30%	18 24%	18 30%	49 25%	61 30%
Happy with sending things by post	209 20%	154 19%	127 21%	103 20%	110 17%	119 21%	2 27%	74 20%	57 21%	59 23%	14 19%	9 15%	27 14%	47 23%
There is no pressure from customers for us to move	140 13%	109 13%	88 14%	69 14%	83 13%	80 14%	2 24%	51 14%	46 17%	48 19%	14 20%	8 13%	32 16%	27 13%
No alternative media that would meet my needs	119 11%	91 11%	79 13%	78 15%	62 10%	63 11%	1 11%	63 17%	41 15%	45 18%	20 27%	20 34%	15 7%	22 11%
We prefer to send things to customers by post	113 11%	78 9%	69 11%	58 11%	64 10%	65 12%	* 6%	41 11%	32 12%	31 12%	1 1%	1 2%	24 12%	24 12%
Not considered this	79 7%	57 7%	34 6%	31 6%	45 7%	39 7%	1 11%	24 7%	16 6%	12 5%	4 5%	3 4%	15 8%	9 5%
Cost	75 7%	61 7%	55 9%	36 7%	40 6%	57 10%	2 22%	28 8%	24 9%	23 9%	13 18%	9 15%	13 7%	19 9%
Reliability / trust	65 6%	58 7%	46 7%	38 7%	49 8%	42 7%	3 35%	28 8%	29 11%	27 11%	7 9%	5 8%	14 7%	9 4%
Hassle of moving	56 5%	42 5%	36 6%	30 6%	31 5%	35 6%	3 37%	25 7%	21 8%	19 8%	8 11%	9 14%	14 7%	13 6%
Time or extra admin required	36 3%	28 3%	21 3%	16 3%	23 4%	20 4%	1 18%	11 3%	14 5%	9 3%	4 6%	4 6%	8 4%	13 6%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1058	825	643	517	647	534	26	362	277	258	74	53	201	199
Effective base	555	431	337	274	329	291	10	195	147	132	41	31	98	102
Weighted Base	1070	820	620	512	634	561	8	363	270	255	73	60	198	205
Lack of information about products and costs by other providers	34 3%	28 3%	24 4%	22 4%	17 3%	19 3%	* 1%	16 4%	16 6%	11 4%	9 12%	9 15% ac	6 3%	5 2%
Customers are unwilling to give email addresses	25 2%	21 3%	15 2%	12 2%	12 2%	18 3%	2 27%	12 3%	8 3%	9 3%	6 8%	6 10%	5 2%	6 3%
The unreliability of email address lists	22 2%	15 2%	13 2%	13 2%	7 1%	13 2%	3 38%	8 2%	11 4%	10 4%	2 2%	2 3%	2 1%	3 2%
Other media ineffective	19 2%	19 2%	18 3%	11 2%	14 2%	12 2%	2 22%	10 3%	10 4%	6 2%	4 6%	1 2%	1 *% *% *% *%	* *% *% *%
Contracted with postal provider / franking machine	10 1%	3 *% *% *%	3 1% 1% 1%	2 *% *% *%	2 *% *% *%	2 *% *% *%	* 5% 5% 5%	2 1% 1% 1%	1 *% *% *%	2 1% 1% 1%	- -% -% -%	1 2% 2% 2%	2 1% 1% 1%	1 1% 1% 1%
No particular reason	174 16%	136 17%	90 14%	78 15%	113 18%	76 14%	* 6%	58 16%	39 14%	35 14%	9 12%	6 10%	38 19%	22 11%
Other	35 3%	17 2%	20 3%	16 3%	18 3%	10 2%	- -%	7 2%	8 3%	11 4%	3 3%	- -%	11 5%	5 2%
Don't know	60 6%	46 6%	32 5%	22 4%	30 5%	36 6%	* 1%	15 4%	6 2%	9 3%	- -%	- -%	15 8%	17 8%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																	
Unweighted Base	1058	64	41	36	20	891	559	925	618	526	444	844	115	1	810	42	
Effective base	555	35	21	18	12	455	275	475	305	266	217	444	51	1	420	29	
Weighted Base	1070	61	37	32	20	873	507	913	585	504	421	860	98	*	818	55	
We have already moved everything that is possible to move	262	12	4	9	5	235	116	238	140	125	115	226	22	-	209	16	
	25%	20%	12%	28%	25%	27%	23%	26%	24%	25%	27%	26%	23%	-%	26%	29%	
Happy with sending things by post	209	15	8	6	2	182	116	187	133	130	99	186	28	*	166	5	
	20%	25%	20%	17%	12%	21%	23%	21%	23%	26%	23%	22%	28%	100%	20%	9%	
There is no pressure from customers for us to move	140	15	2	6	5	113	83	125	87	80	75	118	24	-	107	5	
	13%	24%	7%	19%	27%	13%	16%	14%	15%	16%	18%	14%	24%	-%	13%	9%	
No alternative media that would meet my needs	119	11	7	6	4	88	54	92	71	59	56	91	15	*	94	12	
	11%	19%	20%	19%	21%	10%	11%	10%	12%	12%	13%	11%	15%	100%	12%	22%	
We prefer to send things to customers by post	113	7	3	5	10	94	69	97	82	79	64	89	13	-	82	9	
	11%	12%	7%	16%	49%	11%	14%	11%	14%	16%	15%	10%	13%	-%	10%	16%	
Not considered this	79	5	2	*	2	62	43	70	43	37	28	69	10	*	56	3	
	7%	9%	4%	-%	10%	7%	9%	8%	7%	7%	7%	8%	10%	100%	7%	5%	
Cost	75	13	5	7	*	61	43	65	41	25	34	53	17	-	52	7	
	7%	21%	14%	22%	1%	7%	8%	7%	7%	5%	8%	6%	18%	-%	6%	12%	
Reliability / trust	65	3	4	3	*	59	39	60	43	38	41	51	10	-	54	4	
	6%	6%	12%	11%	-%	7%	8%	7%	7%	8%	10%	6%	10%	-%	7%	7%	
Hassle of moving	56	6	4	1	2	44	33	49	35	33	27	47	11	-	42	5	
	5%	10%	11%	2%	12%	5%	6%	5%	6%	7%	6%	5%	12%	-%	5%	8%	
Time or extra admin required	36	2	3	1	2	34	23	36	20	20	19	32	7	-	22	3	
	3%	4%	8%	3%	10%	4%	4%	4%	3%	4%	5%	4%	7%	-%	3%	6%	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1058	64	41	36	20	891	559	925	618	526	444	844	115	1	810	42
Effective base	555	35	21	18	12	455	275	475	305	266	217	444	51	1	420	29
Weighted Base	1070	61	37	32	20	873	507	913	585	504	421	860	98	*	818	55
Lack of information about products and costs by other providers	34 3%	5 9%	* *%	* *%	2 10%	30 3%	16 3%	32 4%	19 3%	16 3%	17 4%	32 4%	7 7%	- -%	26 3%	* *%
Customers are unwilling to give email addresses	25 2%	2 4%	2 6%	1 3%	* 1%	21 2%	14 3%	21 2%	14 2%	16 3%	13 3%	20 2%	7 7%	- -%	22 3%	1 1%
The unreliability of email address lists	22 2%	5 8%	4 10%	- -%	- -%	18 2%	18 4%	21 2%	14 2%	15 3%	14 3%	16 2%	2 2%	- -%	20 2%	- -%
Other media ineffective	19 2%	6 9%	- -%	- -%	- -%	19 2%	16 3%	19 2%	15 3%	13 3%	13 3%	19 2%	6 6%	- -%	16 2%	- -%
Contracted with postal provider / franking machine	10 1%	1 1%	2 5%	- -%	- -%	9 1%	8 2%	10 1%	6 1%	7 1%	7 2%	7 1%	- -%	- -%	3 *%	- -%
No particular reason	174 16%	9 14%	6 15%	1 4%	4 19%	137 16%	89 18%	144 16%	89 15%	72 14%	55 13%	135 16%	13 13%	- -%	136 17%	10 17%
Other	35 3%	- -%	2 5%	- -%	- -%	27 3%	14 3%	27 3%	23 4%	25 5%	16 4%	29 3%	1 1%	- -%	24 3%	1 2%
Don't know	60 6%	1 1%	1 2%	2 6%	3 15%	40 5%	18 4%	42 5%	33 6%	16 3%	17 4%	35 4%	4 4%	- -%	46 6%	2 3%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1058	330	654	291	20	128	229	109	800	127	109	172	743
Effective base	555	186	336	140	11	65	111	62	414	71	59	89	393
Weighted Base	1070	355	648	272	26	123	223	107	815	129	116	174	744
We have already moved everything that is possible to move	262 25%	96 27%	152 24%	61 22%	10 38%	33 27%	45 20%	22 20%	219 27%	19 14%	34 29%	53 31%	174 23%
Happy with sending things by post	209 20%	65 18%	123 19%	70 26%	3 13%	27 22%	55 24%	26 24%	161 20%	22 17%	23 20%	24 14%	156 21%
There is no pressure from customers for us to move	140 13%	52 15%	76 12%	45 17%	5 18%	22 18%	38 17%	8 7%	117 14%	15 12%	13 12%	34 19%	88 12%
No alternative media that would meet my needs	119 11%	56 16%	63 10%	37 14%	5 19%	16 13%	34 15%	19 18%	78 10%	22 17%	19 16%	29 17%	67 9%
We prefer to send things to customers by post	113 11%	38 11%	63 10%	35 13%	* *%	18 15%	19 9%	14 13%	87 11%	12 9%	10 8%	22 12%	76 10%
Not considered this	79 7%	15 4%	53 8%	23 9%	3 10%	13 11%	19 9%	7 6%	62 8%	7 6%	3 3%	11 6%	61 8%
Cost	75 7%	50 14%	22 3%	32 12%	- -%	18 15%	24 11%	14 13%	47 6%	15 11%	16 14%	19 11%	32 4%
Reliability / trust	65 6%	31 9%	33 5%	19 7%	* *%	6 5%	16 7%	6 6%	48 6%	11 8%	7 6%	16 9%	39 5%
Hassle of moving	56 5%	32 9%	17 3%	23 9%	1 5%	16 13%	15 7%	8 8%	43 5%	5 4%	11 9%	15 9%	29 4%
Time or extra admin required	36 3%	13 4%	18 3%	17 6%	1 5%	6 5%	12 5%	4 4%	31 4%	1 1%	5 4%	10 6%	21 3%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1058	330	654	291	20	128	229	109	800	127	109	172	743
Effective base	555	186	336	140	11	65	111	62	414	71	59	89	393
Weighted Base	1070	355	648	272	26	123	223	107	815	129	116	174	744
Lack of information about products and costs by other providers	34 3%	15 4%	16 2%	4 2%	1 5%	5 4%	7 3%	4 4%	27 3%	3 2%	- -%	15 8%	17 2%
Customers are unwilling to give email addresses	25 2%	11 3%	12 2%	13 5%	- -%	6 5%	8 3%	3 3%	19 2%	3 2%	5 5%	4 3%	13 2%
The unreliability of email address lists	22 2%	14 4%	8 1%	10 4%	1 4%	11 9%	2 1%	3 3%	18 2%	1 1%	2 1%	7 4%	11 1%
Other media ineffective	19 2%	18 5%	1 *%	15 5%	- -%	7 6%	8 3%	2 2%	7 1%	11 8%	1 1%	10 6%	5 1%
Contracted with postal provider / franking machine	10 1%	2 1%	3 *%	6 2%	- -%	8 6%	- -%	* *%	9 1%	1 1%	1 1%	5 3%	4 1%
No particular reason	174 16%	32 9%	136 21%	27 10%	5 19%	18 15%	20 9%	9 9%	134 16%	27 21%	15 13%	16 9%	136 18%
Other	35 3%	11 3%	17 3%	12 4%	- -%	3 2%	11 5%	5 5%	21 3%	8 7%	8 7%	4 2%	22 3%
Don't know	60 6%	13 4%	46 7%	14 5%	- -%	3 2%	12 6%	6 6%	41 5%	5 4%	7 6%	4 3%	41 5%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	1058	-	1058
Effective base	555	-	555
Weighted Base	1070	-	1070
We have already moved everything that is possible to move	262 25%	- -%	262 25%
Happy with sending things by post	209 20%	- -%	209 20%
There is no pressure from customers for us to move	140 13%	- -%	140 13%
No alternative media that would meet my needs	119 11%	- -%	119 11%
We prefer to send things to customers by post	113 11%	- -%	113 11%
Not considered this	79 7%	- -%	79 7%
Cost	75 7%	- -%	75 7%
Reliability / trust	65 6%	- -%	65 6%
Hassle of moving	56 5%	- -%	56 5%
Time or extra admin required	36 3%	- -%	36 3%
Lack of information about products and costs by other providers	34 3%	- -%	34 3%

Columns Tested: a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		*a	b
Unweighted Base	1058	-	1058
Effective base	555	-	555
Weighted Base	1070	-	1070
Customers are unwilling to give email addresses	25 2%	- -%	25 2%
The unreliability of email address lists	22 2%	- -%	22 2%
Other media ineffective	19 2%	- -%	19 2%
Contracted with postal provider / franking machine	10 1%	- -%	10 1%
No particular reason	174 16%	- -%	174 16%
Other	35 3%	- -%	35 3%
Don't know	60 6%	- -%	60 6%

Columns Tested:: a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1058	-	39	162	183	19	74	69	132	98	99	124	59
Effective base	555	-	19	89	81	6	42	21	74	65	33	97	38
Weighted Base	1070	-	38	189	143	15	92	32	134	123	40	198	66
We have already moved everything that is possible to move	262	-	5	47	15	*	34	8	32	40	7	56	18
	25%	-%	12%	25%	11%	1%	37%	26%	24%	33%	19%	28%	28%
				d			d		d	d		d	d
Happy with sending things by post	209	-	8	36	26	2	23	3	25	27	9	34	15
	20%	-%	21%	19%	18%	10%	25%	10%	19%	22%	22%	17%	23%
There is no pressure from customers for us to move	140	-	4	19	9	8	12	4	15	17	6	41	5
	13%	-%	10%	10%	6%	52%	13%	13%	11%	14%	16%	21%	7%
												cd	
No alternative media that would meet my needs	119	-	5	15	12	1	11	1	21	14	7	30	3
	11%	-%	13%	8%	8%	5%	12%	2%	16%	12%	17%	15%	5%
We prefer to send things to customers by post	113	-	5	24	18	-	10	2	15	13	3	18	6
	11%	-%	13%	13%	12%	-%	10%	7%	11%	10%	9%	9%	10%
Not considered this	79	-	4	13	11	*	4	7	6	10	3	18	3
	7%	-%	10%	7%	8%	2%	5%	21%	4%	8%	7%	9%	4%
								h					
Cost	75	-	1	13	3	3	5	1	18	7	5	15	3
	7%	-%	4%	7%	2%	22%	6%	4%	13%	6%	12%	8%	4%
									d		d		
Reliability / trust	65	-	1	14	10	-	4	1	8	6	6	10	3
	6%	-%	2%	8%	7%	-%	4%	4%	6%	5%	16%	5%	5%
Hassle of moving	56	-	1	10	5	1	8	*	14	6	*	10	1
	5%	-%	3%	5%	3%	10%	9%	*%	11%	5%	1%	5%	1%
									j				
Time or extra admin required	36	-	3	5	3	3	4	1	9	3	1	5	-
	3%	-%	8%	3%	2%	22%	4%	2%	6%	2%	2%	2%	-%
Lack of information about products and costs by other providers	34	-	2	*	5	1	4	-	4	5	*	12	1
	3%	-%	5%	*%	3%	10%	4%	-%	3%	4%	1%	6%	1%
												c	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1058	-	39	162	183	19	74	69	132	98	99	124	59
Effective base	555	-	19	89	81	6	42	21	74	65	33	97	38
Weighted Base	1070	-	38	189	143	15	92	32	134	123	40	198	66
Customers are unwilling to give email addresses	25	-	1	4	3	-	*	*	4	3	*	9	-
	2%	-%	3%	2%	2%	-%	*%	1%	3%	2%	1%	5%	-%
The unreliability of email address lists	22	-	-	1	6	1	2	*	5	3	*	4	1
	2%	-%	-%	*%	4%	10%	2%	1%	3%	3%	*%	2%	1%
Other media ineffective	19	-	4	*	*	-	*	*	3	2	-	10	-
	2%	-%	10%	*%	*%	-%	*%	1%	2%	1%	-%	5%	-%
			cdj									cd	
Contracted with postal provider / franking machine	10	-	-	3	-	2	5	-	1	-	-	-	-
	1%	-%	-%	1%	-%	11%	6%	-%	1%	-%	-%	-%	-%
							dk						
No particular reason	174	-	8	28	35	*	10	5	22	19	6	25	16
	16%	-%	21%	15%	25%	*%	10%	16%	16%	15%	16%	13%	25%
					k								
Other	35	-	3	8	11	-	1	-	1	2	3	2	5
	3%	-%	8%	4%	8%	-%	1%	-%	1%	1%	8%	1%	7%
					hk								h
Don't know	60	-	*	16	13	3	3	2	3	3	3	10	3
	6%	-%	1%	8%	9%	22%	4%	8%	2%	3%	7%	5%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1058	213	264	299	282	477	581
Effective base	555	117	118	159	163	234	323
Weighted Base	1070	253	223	289	305	476	594
We have already moved everything that is possible to move	262	56	45	80	81	101	162
	25%	22%	20%	28%	27%	21%	27%
Happy with sending things by post	209	49	46	56	58	95	114
	20%	19%	20%	19%	19%	20%	19%
There is no pressure from customers for us to move	140	23	28	36	52	51	88
	13%	9%	13%	12%	17%	11%	15%
No alternative media that would meet my needs	119	20	23	36	40	43	76
	11%	8%	10%	13%	13%	9%	13%
We prefer to send things to customers by post	113	37	19	29	27	56	57
	11%	14%	9%	10%	9%	12%	10%
Not considered this	79	17	16	23	23	33	46
	7%	7%	7%	8%	8%	7%	8%
Cost	75	14	12	26	23	26	49
	7%	6%	5%	9%	7%	6%	8%
Reliability / trust	65	18	11	16	19	29	36
	6%	7%	5%	6%	6%	6%	6%
Hassle of moving	56	11	14	21	10	25	31
	5%	4%	6%	7%	3%	5%	5%
Time or extra admin required	36	8	10	12	5	19	18
	3%	3%	5%	4%	2%	4%	3%
Lack of information about products and costs by other providers	34	2	10	9	12	12	22
	3%	1%	4%	3%	4%	3%	4%
Customers are unwilling to give email addresses	25	5	4	7	9	8	17
	2%	2%	2%	3%	3%	2%	3%

Columns Tested: a,b,c,d - a,b

Table 397 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1058	213	264	299	282	477	581
Effective base	555	117	118	159	163	234	323
Weighted Base	1070	253	223	289	305	476	594
The unreliability of email address lists	22 2%	1 *%	9 4%	8 3%	4 1%	10 2%	12 2%
Other media ineffective	19 2%	4 1%	1 *%	5 2%	10 3%	5 1%	15 2%
Contracted with postal provider / franking machine	10 1%	3 1%	7 3%	1 *%	- -%	9 2%	1 *%
No particular reason	174 16%	45 18%	36 16%	45 16%	48 16%	81 17%	93 16%
Other	35 3%	17 7%	6 3%	3 1%	9 3%	22 5%	12 2%
Don't know	60 6%	16 6%	20 9%	9 3%	16 5%	35 7%	24 4%

Columns Tested: a,b,c,d - a,b

Table 398

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1165	627	538	798	202	51	114	367
Effective base	513	278	240	464	106	31	74	142
Weighted Base	930	456	474	880	42	5	3	50
Quicker	537	313	224	508	25	2	2	29
	58%	69%	47%	58%	60%	38%	48%	57%
		b		c	c			
Cost saving	405	113	292	384	17	3	1	21
	44%	25%	62%	44%	39%	58%	44%	41%
			a					
Customer preferences	240	104	136	230	7	2	1	10
	26%	23%	29%	26%	18%	35%	35%	20%
						b	be	
Price of postage	232	36	197	223	8	1	1	10
	25%	8%	41%	25%	19%	21%	23%	19%
			a					
Royal Mail strike action	160	4	157	155	4	1	*	5
	17%	1%	33%	18%	9%	22%	15%	11%
			a	b				
Increase in postal prices	135	6	129	128	5	1	1	7
	15%	1%	27%	15%	13%	28%	17%	14%
			a			ab		
Environmental reasons	104	34	70	100	3	*	*	4
	11%	7%	15%	11%	8%	8%	15%	8%
			a					
Reduce admin time spent on alternative media	91	17	74	84	6	1	*	7
	10%	4%	16%	10%	14%	18%	15%	14%
			a					
The pandemic/lockdowns	82	9	73	76	4	1	*	6
	9%	2%	15%	9%	10%	19%	12%	11%
			a			a		
Offers more creative choices	79	29	50	74	3	1	*	4
	8%	6%	10%	8%	6%	27%	13%	9%
						abe		
Unreliable postal service	77	7	70	75	1	*	*	2
	8%	2%	15%	8%	4%	5%	7%	4%
			a					

Columns Tested:: a,b - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1165	627	538	798	202	51	114	367
Effective base	513	278	240	464	106	31	74	142
Weighted Base	930	456	474	880	42	5	3	50
Changes in working patterns - e.g. more working from home	71 8%	13 3%	58 12% a	68 8%	2 4%	1 18% abe	* 8%	3 5%
Company budget has been diverted to other media	39 4%	7 2%	32 7% a	36 4%	2 4%	1 14% ad	* 3%	3 5%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1165	627	538	798	202	51	114	367
Effective base	513	278	240	464	106	31	74	142
Weighted Base	930	456	474	880	42	5	3	50
Other	2	1	2	2	1	-	-	1
	*%	*%	*%	*%	2%	-%	-%	1%
Don't know	15	11	3	13	2	*	-	2
	2%	2%	1%	1%	4%	2%	-%	4%
Cost/price - any mention (net)	468	116	353	442	21	3	2	26
	50%	25%	74%	50%	50%	69%	57%	52%
			a			abe		

Columns Tested:: a,b - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	407	285	106	116	137	114	798	202	165
Effective base	513	264	151	59	66	59	74	464	106	75
Weighted Base	930	540	266	74	26	21	3	880	42	8
Quicker	537	316	155	38	19	8	2	508	25	3
	58%	58%	58%	51%	74%	39%	48%	58%	60%	42%
		ei	ei		abcefgi			ei	ei	
Cost saving	405	242	111	31	10	9	1	384	17	4
	44%	45%	42%	42%	40%	43%	44%	44%	39%	52%
Customer preferences	240	131	74	24	5	4	1	230	7	3
	26%	24%	28%	33%	19%	19%	35%	26%	18%	35%
				h			deh			deh
Price of postage	232	135	74	14	6	3	1	223	8	2
	25%	25%	28%	19%	21%	16%	23%	25%	19%	22%
Royal Mail strike action	160	91	52	11	2	3	*	155	4	2
	17%	17%	20%	15%	9%	12%	15%	18%	9%	19%
			h					h		
Increase in postal prices	135	68	46	13	3	3	1	128	5	2
	15%	13%	17%	18%	13%	15%	17%	15%	13%	24%
										ag
Environmental reasons	104	61	34	5	2	2	*	100	3	1
	11%	11%	13%	6%	7%	9%	15%	11%	8%	11%
Reduce admin time spent on alternative media	91	57	22	5	3	4	*	84	6	1
	10%	11%	8%	6%	12%	17%	15%	10%	14%	16%
The pandemic/lockdowns	82	50	22	4	2	4	*	76	4	1
	9%	9%	8%	6%	6%	17%	12%	9%	10%	17%
						g				g
Offers more creative choices	79	38	33	4	2	2	*	74	3	2
	8%	7%	12%	5%	9%	8%	13%	8%	6%	21%
										acdegh
Unreliable postal service	77	53	19	3	1	1	*	75	1	*
	8%	10%	7%	4%	4%	4%	7%	8%	4%	6%
		h								

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	407	285	106	116	137	114	798	202	165
Effective base	513	264	151	59	66	59	74	464	106	75
Weighted Base	930	540	266	74	26	21	3	880	42	8
Changes in working patterns - e.g. more working from home	71 8%	38 7%	25 9%	5 7%	1 5%	1 6%	* 8%	68 8%	2 4%	1 14%
Company budget has been diverted to other media	39 4%	24 5%	9 4%	3 4%	1 4%	2 8%	* 3%	36 4%	2 4%	1 10%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1165	407	285	106	116	137	114	798	202	165
Effective base	513	264	151	59	66	59	74	464	106	75
Weighted Base	930	540	266	74	26	21	3	880	42	8
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	-	*	1	-	2	1	-
	*%	-%	1%	-%	*%	3%	-%	*%	2%	-%
						ag				
Don't know	15	10	2	1	1	1	-	13	2	*
	2%	2%	1%	2%	3%	5%	-%	1%	4%	1%
						b			b	
Cost/price - any mention (net)	468	275	130	37	12	12	2	442	21	5
	50%	51%	49%	50%	47%	59%	57%	50%	50%	64%
										abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1165	498	300	202	51	114	317	154	57	42	109
Effective base	513	330	167	106	31	74	189	78	24	11	18
Weighted Base	930	694	186	42	5	3	379	148	26	16	25
Quicker	537	400	108	25	2	2	205	73	15	10	14
	58%	58%	58%	60%	38%	48%	54%	49%	58%	61%	55%
		d	d	d							
Cost saving	405	313	71	17	3	1	195	75	14	7	8
	44%	45%	38%	39%	58%	44%	51%	51%	55%	43%	31%
					b						
Customer preferences	240	183	47	7	2	1	105	45	9	1	7
	26%	26%	25%	18%	35%	35%	28%	31%	34%	7%	29%
					c	c					
Price of postage	232	183	39	8	1	1	115	60	7	3	2
	25%	26%	21%	19%	21%	23%	30%	41%	29%	19%	9%
					e	e					
Royal Mail strike action	160	135	20	4	1	*	99	32	10	1	2
	17%	19%	11%	9%	22%	15%	26%	21%	37%	5%	7%
		bc							de		
Increase in postal prices	135	101	27	5	1	1	71	32	6	2	2
	15%	15%	14%	13%	28%	17%	19%	22%	23%	11%	7%
					ac						
Environmental reasons	104	85	15	3	*	*	50	20	3	*	1
	11%	12%	8%	8%	8%	15%	13%	14%	11%	1%	5%
Reduce admin time spent on alternative media	91	73	11	6	1	*	52	21	1	4	2
	10%	10%	6%	14%	18%	15%	14%	14%	6%	24%	9%
				b	b	b					
The pandemic/lockdowns	82	65	11	4	1	*	48	20	2	1	1
	9%	9%	6%	10%	19%	12%	13%	14%	8%	9%	6%
					b						
Offers more creative choices	79	61	14	3	1	*	34	18	3	2	2
	8%	9%	7%	6%	27%	13%	9%	12%	13%	11%	7%
					abc						
Unreliable postal service	77	66	9	1	*	*	42	16	3	*	1
	8%	10%	5%	4%	5%	7%	11%	11%	12%	1%	4%
		c									

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1165	498	300	202	51	114	317	154	57	42	109
Effective base	513	330	167	106	31	74	189	78	24	11	18
Weighted Base	930	694	186	42	5	3	379	148	26	16	25
Changes in working patterns - e.g. more working from home	71 8%	58 8%	10 6%	2 4%	1 18%	* 8%	40 11%	12 8%	5 18%	1 8%	2 6%
Company budget has been diverted to other media	39 4%	28 4%	9 5%	2 4%	1 14%	* 3%	20 5%	12 8%	* 1%	* 1%	3 10%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1165	498	300	202	51	114	317	154	57	42	109
Effective base	513	330	167	106	31	74	189	78	24	11	18
Weighted Base	930	694	186	42	5	3	379	148	26	16	25
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	1	-	-	-	2	-	-	1
	*%	-%	1%	2%	-%	-%	-%	1%	-%	-%	2%
				a							
Don't know	15	10	3	2	*	-	6	-	-	-	*
	2%	1%	1%	4%	2%	-%	2%	-%	-%	-%	*%
Cost/price - any mention (net)	468	360	82	21	3	2	227	96	16	8	9
	50%	52%	44%	50%	69%	57%	60%	65%	63%	47%	35%
		b			abc	b	e	e	e		

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	49	57	135	48	50	66	69	76	54
Effective base	513	32	38	84	33	34	41	52	52	36
Weighted Base	930	57	64	194	57	57	99	122	87	63
Quicker	537	25	40	123	28	39	55	50	51	41
	58%	44%	63%	63%	49%	69%	56%	41%	59%	66%
			g	g		ag				g
Cost saving	405	25	27	84	23	28	28	69	36	30
	44%	44%	43%	43%	41%	49%	28%	57%	42%	48%
								f		
Customer preferences	240	9	14	45	21	9	26	42	20	18
	26%	16%	22%	23%	38%	16%	26%	35%	23%	28%
					ae					
Price of postage	232	22	25	45	15	13	11	43	22	12
	25%	39%	38%	23%	26%	23%	11%	35%	25%	19%
		f	f					f		
Royal Mail strike action	160	12	6	39	10	12	24	26	9	11
	17%	21%	10%	20%	17%	21%	25%	21%	11%	17%
Increase in postal prices	135	5	7	33	8	12	12	27	10	12
	15%	10%	11%	17%	14%	21%	12%	22%	11%	19%
Environmental reasons	104	2	2	17	13	7	18	16	10	6
	11%	3%	3%	9%	22%	11%	18%	13%	11%	9%
					abc		b			
Reduce admin time spent on alternative media	91	7	8	21	7	7	6	7	10	10
	10%	13%	12%	11%	12%	12%	6%	6%	11%	15%
The pandemic/lockdowns	82	2	4	18	7	2	7	17	4	9
	9%	3%	5%	9%	12%	3%	7%	14%	4%	15%
Offers more creative choices	79	5	2	20	1	11	10	8	9	2
	8%	8%	4%	10%	2%	19%	10%	7%	10%	4%
						bdi				
Unreliable postal service	77	4	5	31	3	7	3	5	9	4
	8%	6%	8%	16%	6%	12%	3%	4%	10%	6%
				fg						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	49	57	135	48	50	66	69	76	54
Effective base	513	32	38	84	33	34	41	52	52	36
Weighted Base	930	57	64	194	57	57	99	122	87	63
Changes in working patterns - e.g. more working from home	71	8	2	20	6	4	7	5	5	3
	8%	14%	3%	10%	10%	7%	7%	4%	6%	4%
Company budget has been diverted to other media	39	2	4	11	2	6	1	3	5	-
	4%	4%	6%	6%	3%	10%	1%	3%	6%	-%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices / attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	49	57	135	48	50	66	69	76	54
Effective base	513	32	38	84	33	34	41	52	52	36
Weighted Base	930	57	64	194	57	57	99	122	87	63
Other	2	-	-	-	-	-	-	2	1	-
	*%	-%	-%	-%	-%	-%	-%	1%	1%	-%
Don't know	15	-	1	4	3	2	-	2	1	-
	2%	-%	2%	2%	5%	3%	-%	1%	1%	-%
Cost/price - any mention (net)	468	37	31	97	29	32	32	74	46	31
	50%	64%	48%	50%	52%	56%	33%	61%	53%	49%
		bci	f	f	f	f	f	f	f	f

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1165	152	182	270	604	561	184	186	191
Effective base	513	103	122	177	393	287	110	102	106
Weighted Base	930	176	208	415	799	131	63	42	26
Quicker	537 58%	108 61%	117 56%	228 55%	453 57%	84 64%	41 64%	27 66%	16 60%
Cost saving	405 44%	81 46%	89 43%	181 44%	352 44%	53 41%	25 39%	17 41%	11 44%
Customer preferences	240 26%	48 28%	43 21%	113 27%	204 26%	35 27%	18 29%	10 25%	7 25%
Price of postage	232 25%	39 22%	69 33%	98 24%	206 26%	26 20%	11 17%	10 24%	5 19%
Royal Mail strike action	160 17%	33 18%	28 13%	89 22%	149 19%	11 8%	5 8%	3 8%	2 9%
Increase in postal prices	135 15%	efgh 32 18%	efgh 22 11%	efgh 71 17%	efgh 125 16%	efgh 10 8%	efgh 5 8%	efgh 2 6%	efgh 3 10%
Environmental reasons	104 11%	efg 25 14%	efg 14 7%	efg 50 12%	efg 89 11%	efg 15 12%	efg 8 12%	efg 5 13%	efg 2 9%
Reduce admin time spent on alternative media	91 10%	efg 23 13%	efg 25 12%	efg 33 8%	efg 81 10%	efg 10 8%	efg 4 6%	efg 4 9%	efg 3 10%
The pandemic/lockdowns	82 9%	efg 18 10%	efg 9 4%	efg 42 10%	efg 69 9%	efg 13 10%	efg 8 12%	efg 4 9%	efg 1 5%
Offers more creative choices	79 8%	b 14 8%	b 16 8%	b 37 9%	b 68 8%	b 11 8%	b 7 11%	b 2 5%	b 2 8%
Unreliable postal service	77 8%	e 14 8%	e 17 8%	e 40 10%	e 71 9%	e 6 5%	e 2 4%	e 2 5%	e 1 6%

Columns Tested:: a,b,c,d,e,f,g,h

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1165	152	182	270	604	561	184	186	191
Effective base	513	103	122	177	393	287	110	102	106
Weighted Base	930	176	208	415	799	131	63	42	26
Changes in working patterns - e.g. more working from home	71 8%	12 7%	15 7%	31 7%	58 7%	13 10%	6 9%	5 12%	2 8%
Company budget has been diverted to other media	39 4%	7 4%	12 6%	16 4%	35 4%	4 3%	2 3%	1 2%	1 4%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1165	152	182	270	604	561	184	186	191
Effective base	513	103	122	177	393	287	110	102	106
Weighted Base	930	176	208	415	799	131	63	42	26
Security / data protection	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	1	2	2	*	-	-	*
	*%	-%	*%	*%	*%	*%	-%	-%	*%
Don't know	15	4	2	6	12	2	1	1	*
	2%	3%	1%	1%	2%	2%	2%	2%	1%
Cost/price - any mention (net)	468	92	113	203	409	60	26	20	13
	50%	52%	55%	49%	51%	45%	41%	48%	51%
		f	ef		f				

Columns Tested:: a,b,c,d,e,f,g,h

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	53	65	21	86	100	239	56	64	564
Effective base	513	27	24	11	35	50	108	20	24	261
Weighted Base	930	60	50	28	79	123	166	34	40	426
Quicker	537	35	25	14	39	64	100	25	28	246
	58%	59%	51%	48%	50%	52%	60%	74%	70%	58%
Cost saving	405	22	14	4	18	58	67	20	21	198
	44%	38%	27%	15%	23%	48%	40%	57%	52%	47%
						d		bd	d	d
Customer preferences	240	9	13	7	20	33	53	11	6	105
	26%	14%	25%	25%	25%	27%	32%	33%	16%	25%
Price of postage	232	4	8	5	13	27	34	13	10	131
	25%	6%	17%	17%	17%	22%	21%	37%	25%	31%
								a		af
Royal Mail strike action	160	2	1	6	7	19	23	6	5	100
	17%	3%	3%	21%	9%	15%	14%	17%	12%	23%
										abf
Increase in postal prices	135	6	4	10	15	16	22	3	5	69
	15%	10%	8%	37%	19%	13%	13%	9%	12%	16%
Environmental reasons	104	3	5	-	5	21	19	1	6	48
	11%	6%	10%	-%	6%	17%	11%	3%	16%	11%
Reduce admin time spent on alternative media	91	4	8	1	9	13	14	8	7	36
	10%	7%	16%	3%	11%	11%	8%	24%	17%	8%
								fi		
The pandemic/lockdowns	82	3	4	1	4	10	10	4	2	47
	9%	6%	7%	3%	6%	8%	6%	10%	6%	11%
Offers more creative choices	79	6	4	*	5	9	16	2	2	39
	8%	11%	9%	1%	6%	7%	10%	5%	4%	9%
Unreliable postal service	77	1	3	-	3	7	14	1	4	46
	8%	2%	7%	-%	4%	6%	9%	3%	9%	11%
Changes in working patterns - e.g. more working from home	71	4	2	-	2	6	9	1	6	41
	8%	7%	4%	-%	2%	5%	5%	2%	15%	10%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1165	53	65	21	86	100	239	56	64	564
Effective base	513	27	24	11	35	50	108	20	24	261
Weighted Base	930	60	50	28	79	123	166	34	40	426
Company budget has been diverted to other media	39	1	1	8	9	8	10	1	1	9
	4%	1%	1%	29%	11%	7%	6%	2%	2%	2%
				i						
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	1	-	1	-	-	-	-	-
	*%	3%	1%	-%	1%	-%	-%	-%	-%	-%
		i								

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1165	53	65	21	86	100	239	56	64	564
Effective base	513	27	24	11	35	50	108	20	24	261
Weighted Base	930	60	50	28	79	123	166	34	40	426
Don't know	15	3	*	-	*	4	1	*	1	5
	2%	4%	*%	-%	*%	3%	1%	1%	3%	1%
Cost/price - any mention (net)	468	24	19	13	32	69	74	22	21	225
	50%	41%	38%	45%	40%	56%	45%	63%	53%	53%
						bd		abdf		bdf

Columns Tested: a,b,c,d,e,f,g,h,i

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	1165	239	239	687	969	196	-	977	188	1128	37
Effective base	513	112	108	307	435	79	-	458	57	495	18
Weighted Base	930	261	166	503	779	152	-	845	85	899	31
Quicker	537	138	100	299	462	74	-	490	46	514	22
	58%	53%	60%	59%	59%	49%	-%	58%	55%	57%	72%
Cost saving	405	99	67	239	341	64	-	373	32	396	9
	44%	38%	40%	48%	44%	42%	-%	44%	38%	44%	29%
Customer preferences	240	61	53	125	199	41	-	222	18	229	11
	26%	24%	32%	25%	26%	27%	-%	26%	21%	25%	35%
Price of postage	232	44	34	154	184	49	-	213	19	231	1
	25%	17%	21%	31%	24%	32%	-%	25%	23%	26%	4%
				ab						b	
Royal Mail strike action	160	28	23	110	136	25	-	152	8	160	-
	17%	11%	14%	22%	17%	16%	-%	18%	10%	18%	-%
				a						b	
Increase in postal prices	135	36	22	77	120	15	-	127	8	135	-
	15%	14%	13%	15%	15%	10%	-%	15%	9%	15%	-%
Environmental reasons	104	30	19	56	96	8	-	93	11	99	5
	11%	11%	11%	11%	12%	5%	-%	11%	13%	11%	17%
Reduce admin time spent on alternative media	91	26	14	51	75	16	-	83	8	87	4
	10%	10%	8%	10%	10%	11%	-%	10%	9%	10%	11%
The pandemic/lockdowns	82	18	10	54	76	6	-	77	5	81	1
	9%	7%	6%	11%	10%	4%	-%	9%	6%	9%	4%
Offers more creative choices	79	20	16	42	69	10	-	67	11	78	1
	8%	8%	10%	8%	9%	7%	-%	8%	14%	9%	3%
Unreliable postal service	77	12	14	51	62	15	-	74	3	77	-
	8%	5%	9%	10%	8%	10%	-%	9%	3%	9%	-%
Changes in working patterns - e.g. more working from home	71	13	9	49	58	13	-	63	8	71	-
	8%	5%	5%	10%	7%	9%	-%	7%	9%	8%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	1165	239	239	687	969	196	-	977	188	1128	37
Effective base	513	112	108	307	435	79	-	458	57	495	18
Weighted Base	930	261	166	503	779	152	-	845	85	899	31
Company budget has been diverted to other media	39 4%	18 7%	10 6%	11 2%	35 5%	4 2%	- -%	37 4%	2 2%	37 4%	2 8%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
	a	b	c	a	b	*c	a	b	a	b	
Significance Level: 95%											
Unweighted Base	1165	239	239	687	969	196	-	977	188	1128	37
Effective base	513	112	108	307	435	79	-	458	57	495	18
Weighted Base	930	261	166	503	779	152	-	845	85	899	31
Other	2	2	-	-	1	2	-	2	1	2	-
	*%	1%	-%	-%	*%	1%	-%	*%	1%	*%	-%
Don't know	15	7	1	6	14	*	-	14	*	14	1
	2%	3%	1%	1%	2%	*%	-%	2%	*%	2%	3%
Cost/price - any mention (net)	468	125	74	269	392	76	-	427	41	459	9
	50%	48%	45%	53%	50%	50%	-%	51%	49%	51%	30%
			b							b	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1165	723	223	194
Effective base	513	344	81	78
Weighted Base	930	614	139	158
Quicker	537	362	72	96
	58%	59%	52%	61%
Cost saving	405	270	63	63
	44%	44%	45%	40%
Customer preferences	240	157	37	39
	26%	26%	27%	25%
Price of postage	232	166	24	37
	25%	27%	17%	24%
Royal Mail strike action	160	101	30	28
	17%	17%	22%	18%
Increase in postal prices	135	94	23	17
	15%	15%	17%	11%
Environmental reasons	104	79	15	7
	11%	13%	11%	4%
		c		
Reduce admin time spent on alternative media	91	56	18	17
	10%	9%	13%	11%
The pandemic/lockdowns	82	47	21	13
	9%	8%	15%	8%
			a	
Offers more creative choices	79	47	12	20
	8%	8%	8%	13%
Unreliable postal service	77	52	10	14
	8%	9%	7%	9%
Changes in working patterns - e.g. more working from home	71	45	15	9
	8%	7%	11%	6%

Columns Tested:: a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	1165	723	223	194
Effective base	513	344	81	78
Weighted Base	930	614	139	158
Company budget has been diverted to other media	39 4%	11 2%	20 14%	6 4%
			ac	
Convenience / ease of use	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%
Other	2 *%	2 *%	- -%	- -%

Columns Tested: a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1165	723	223	194
Effective base	513	344	81	78
Weighted Base	930	614	139	158
Don't know	15	10	2	3
	2%	2%	1%	2%
Cost/price - any mention (net)	468	308	81	70
	50%	50%	59%	44%
			c	

Columns Tested: a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1165	934	141	41	11	18	12	4	4	1075	90	49
Effective base	513	456	40	9	3	4	3	2	1	495	18	10
Weighted Base	930	823	70	16	2	13	4	1	*	893	37	21
Quicker	537	479	46	8	*	2	1	*	*	524	12	4
	58%	58%	65%	49%	21%	14%	32%	30%	93%	59%	33%	21%
		jk	jk							jk		
Cost saving	405	358	34	2	1	8	*	1	-	392	13	10
	44%	44%	48%	14%	63%	61%	1%	89%	-%	44%	34%	50%
Customer preferences	240	212	24	3	1	*	*	-	*	235	5	2
	26%	26%	34%	16%	55%	4%	11%	-%	1%	26%	13%	10%
Price of postage	232	206	22	2	*	2	*	-	*	228	4	3
	25%	25%	31%	11%	16%	15%	11%	-%	7%	26%	12%	13%
Royal Mail strike action	160	146	11	2	*	1	-	*	-	157	3	1
	17%	18%	15%	10%	*%	9%	-%	11%	-%	18%	8%	6%
Increase in postal prices	135	117	9	1	1	5	*	1	-	126	9	7
	15%	14%	13%	9%	62%	36%	10%	45%	-%	14%	23%	33%
Environmental reasons	104	96	7	*	-	*	-	*	*	103	1	1
	11%	12%	10%	1%	-%	1%	-%	30%	6%	12%	2%	3%
Reduce admin time spent on alternative media	91	76	6	5	*	*	3	*	*	83	8	3
	10%	9%	9%	33%	2%	3%	59%	11%	6%	9%	23%	15%
			ai									
The pandemic/lockdowns	82	72	2	1	*	4	2	1	-	74	8	7
	9%	9%	2%	7%	11%	32%	50%	41%	-%	8%	22%	34%
										bi	abi	
Offers more creative choices	79	68	10	-	*	*	*	*	*	78	1	1
	8%	8%	15%	-%	9%	1%	1%	30%	6%	9%	2%	4%
Unreliable postal service	77	66	7	*	*	1	2	*	*	72	4	4
	8%	8%	9%	2%	6%	8%	48%	30%	88%	8%	11%	18%
Changes in working patterns - e.g. more working from home	71	64	6	1	*	*	-	-	*	70	1	*
	8%	8%	8%	6%	2%	*%	-%	-%	6%	8%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1165	934	141	41	11	18	12	4	4	1075	90	49
Effective base	513	456	40	9	3	4	3	2	1	495	18	10
Weighted Base	930	823	70	16	2	13	4	1	*	893	37	21
Company budget has been diverted to other media	39	23	4	1	*	8	2	-	*	27	12	11
	4%	3%	6%	8%	*%	63%	56%	-%	1%	3%	32% abi	50% abi
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices / attachments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1165	934	141	41	11	18	12	4	4	1075	90	49
Effective base	513	456	40	9	3	4	3	2	1	495	18	10
Weighted Base	930	823	70	16	2	13	4	1	*	893	37	21
Don't know	15	13	1	1	-	-	-	-	-	14	1	-
	2%	2%	1%	3%	-%	-%	-%	-%	-%	2%	1%	-%
Cost/price - any mention (net)	468	406	40	5	2	13	1	1	*	446	22	17
	50%	49%	58%	31%	85%	97%	21%	100%	7%	50%	58%	79%
			c								c	aci

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1165	576	358	231	936	705	970	663	356	360	264	475	53	64	43	47	24
Effective base	513	304	152	58	392	285	411	280	138	128	134	223	13	21	9	8	8
Weighted Base	930	548	275	107	705	534	742	542	273	255	217	419	22	45	16	16	7
Quicker	537	332	146	58	392	281	416	287	114	100	139	233	7	25	7	3	3
	58%	61%	53%	54%	56%	53%	56%	53%	42%	39%	64%	56%	30%	56%	42%	18%	38%
					ef	ef	ef	ef			cf	f					
Cost saving	405	235	123	46	343	269	357	257	160	135	88	218	9	19	9	10	4
	44%	43%	45%	43%	49%	50%	48%	47%	59%	53%	40%	52%	42%	43%	52%	64%	63%
									acd			a					
Customer preferences	240	139	72	28	189	142	199	152	72	76	61	110	5	9	5	9	1
	26%	25%	26%	26%	27%	27%	27%	28%	26%	30%	28%	26%	23%	21%	28%	53%	15%
Price of postage	232	129	77	26	203	176	212	149	102	80	38	142	4	13	5	9	1
	25%	23%	28%	25%	29%	33%	29%	27%	37%	31%	18%	34%	16%	29%	29%	54%	21%
									cd			a				a	
Royal Mail strike action	160	79	67	14	153	132	157	129	68	70	23	113	4	8	1	7	1
	17%	14%	25%	13%	22%	25%	21%	24%	25%	27%	11%	27%	17%	18%	4%	42%	14%
			a									a				a	
Increase in postal prices	135	66	52	18	129	120	132	108	81	55	12	96	5	10	2	7	1
	15%	12%	19%	16%	18%	22%	18%	20%	30%	22%	5%	23%	23%	22%	11%	43%	12%
			a						acd			a	a	a		a	
Environmental reasons	104	72	24	8	83	58	86	65	37	25	30	49	*	3	2	*	*
	11%	13%	9%	8%	12%	11%	12%	12%	14%	10%	14%	12%	1%	7%	13%	3%	6%
Reduce admin time spent on alternative media	91	50	26	15	83	59	83	62	44	33	22	53	1	4	1	2	1
	10%	9%	10%	14%	12%	11%	11%	11%	16%	13%	10%	13%	6%	8%	4%	11%	13%
The pandemic/lockdowns	82	34	38	10	75	72	78	72	45	43	9	54	*	7	6	2	1
	9%	6%	14%	9%	11%	13%	11%	13%	16%	17%	4%	13%	17%	34%	11%	8%	
			a									a		a	ac		
Offers more creative choices	79	44	23	11	57	48	61	56	33	32	16	36	*	5	2	*	*
	8%	8%	8%	10%	8%	9%	8%	10%	12%	12%	7%	9%	1%	11%	15%	3%	7%
Unreliable postal service	77	37	28	11	70	65	73	51	28	25	6	59	*	1	*	5	1
	8%	7%	10%	10%	10%	12%	10%	9%	10%	10%	3%	14%	1%	3%	1%	29%	20%
												a	1%	3%	1%	a	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1165	576	358	231	936	705	970	663	356	360	264	475	53	64	43	47	24
Effective base	513	304	152	58	392	285	411	280	138	128	134	223	13	21	9	8	8
Weighted Base	930	548	275	107	705	534	742	542	273	255	217	419	22	45	16	16	7
Changes in working patterns - e.g. more working from home	71 8%	38 7%	26 10%	7 6%	61 9%	51 10%	63 8%	58 11%	31 11%	22 9%	11 5%	40 9%	* 2%	9 21%	1 4%	1 7%	* 4%
Company budget has been diverted to other media	39 4%	6 1%	17 6%	16 15% ab	34 5%	33 6%	34 5%	31 6%	29 11% ac	30 12% acd	2 1%	19 4%	3 16% a	5 12% a	5 27% ab	* 3%	* 3%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent							
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Unweighted Base	1165	576	358	231	936	705	970	663	356	360	264	475	53	64	43	47	24
Effective base	513	304	152	58	392	285	411	280	138	128	134	223	13	21	9	8	8
Weighted Base	930	548	275	107	705	534	742	542	273	255	217	419	22	45	16	16	7
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	2	2	2	2	2	-	*	2	-	-	-	-	-
	*%	*%	-%	-%	*%	*%	*%	*%	1%	-%	*%	1%	-%	-%	-%	-%	-%
Don't know	15	7	6	1	10	8	11	5	1	8	4	4	*	1	-	2	-
	2%	1%	2%	1%	1%	1%	1%	1%	*%	3%	2%	1%	2%	2%	-%	11%	-%
																b	
Cost/price - any mention (net)	468	265	141	62	401	320	417	304	199	174	98	252	13	25	11	12	5
	50%	48%	51%	58%	57%	60%	56%	56%	73%	68%	45%	60%	61%	55%	69%	76%	74%
				a					abcd	abcd		a			a	a	

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g
Unweighted Base	1165	690	86	54	43	26	25	12	457	98	61	35	28	12	14
Effective base	513	325	32	16	9	8	5	4	219	29	16	11	5	5	5
Weighted Base	930	587	46	38	14	7	12	2	401	62	35	20	9	2	5
Quicker	537	346	16	17	9	1	2	1	231	22	15	11	*	1	1
	58%	59%	36%	44%	63%	15%	19%	69%	58%	35%	41%	54%	5%	71%	28%
		b							b						
Cost saving	405	281	25	18	7	2	10	1	211	28	10	10	5	2	3
	44%	48%	54%	49%	49%	31%	83%	31%	53%	45%	29%	48%	54%	74%	72%
Customer preferences	240	155	14	7	4	1	8	*	106	18	11	4	1	1	1
	26%	26%	32%	17%	27%	11%	71%	16%	26%	29%	32%	22%	10%	35%	12%
Price of postage	232	162	19	8	4	3	8	*	137	20	7	8	*	1	1
	25%	28%	41%	20%	28%	36%	71%	7%	34%	32%	21%	41%	4%	58%	28%
Royal Mail strike action	160	129	10	5	*	2	6	*	104	18	3	5	1	*	1
	17%	22%	23%	14%	2%	22%	53%	2%	26%	29%	10%	23%	7%	14%	19%
Increase in postal prices	135	104	5	9	3	2	5	1	85	22	10	2	1	*	*
	15%	18%	11%	23%	26%	22%	45%	38%	21%	35%	28%	9%	6%	21%	2%
Environmental reasons	104	71	6	4	*	1	*	*	52	3	1	1	1	*	-
	11%	12%	14%	11%	2%	16%	1%	24%	13%	6%	3%	3%	13%	5%	-%
Reduce admin time spent on alternative media	91	71	8	1	1	2	*	*	41	12	*	4	1	*	1
	10%	12%	17%	3%	6%	22%	2%	18%	10%	19%	1%	20%	8%	22%	13%
The pandemic/lockdowns	82	55	10	7	1	2	*	*	53	7	1	6	4	*	*
	9%	9%	21%	19%	9%	33%	1%	26%	13%	11%	3%	31%	43%	18%	2%
		a										c			
Offers more creative choices	79	48	1	6	*	1	*	*	29	14	3	*	1	*	-
	8%	8%	3%	15%	2%	17%	1%	27%	7%	22%	9%	2%	16%	14%	-%
		a							a						
Unreliable postal service	77	58	6	*	1	*	5	*	53	9	-	1	*	*	1
	8%	10%	13%	*%	4%	3%	47%	24%	13%	15%	-%	7%	1%	2%	19%
Changes in working patterns - e.g. more working from home	71	51	4	3	1	*	1	*	39	3	1	7	1	*	-
	8%	9%	9%	9%	4%	4%	6%	17%	10%	5%	2%	34%	6%	18%	-%
												abc			

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	*e	*f	*g	a	b	c	d	*e	*f	*g	
Significance Level: 95%																
Unweighted Base	1165	690	86	54	43	26	25	12	457	98	61	35	28	12	14	
Effective base	513	325	32	16	9	8	5	4	219	29	16	11	5	5	5	
Weighted Base	930	587	46	38	14	7	12	2	401	62	35	20	9	2	5	
Company budget has been diverted to other media	39	21	4	9	-	1	*	*	9	10	8	1	4	*	*	
	4%	4%	9%	23%	-%	10%	*%	6%	2%	17%	23%	6%	40%	14%	5%	
			a							a	a					
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-	
	*%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	
Don't know	15	7	*	1	-	2	-	-	5	1	1	-	2	-	-	
	2%	1%	1%	2%	-%	25%	-%	-%	1%	1%	2%	-%	19%	-%	-%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1165	690	86	54	43	26	25	12	457	98	61	35	28	12	14
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	930	587	46	38	14	7	12	2	401	62	35	20	9	2	5
Cost/price - any mention (net)	468	320	33	25	7	5	10	1	238	39	19	13	5	2	4
	50%	55%	72%	64%	54%	66%	90%	48%	59%	63%	55%	62%	58%	77%	80%
		a													

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1165	426	77	69	29	28	11	23	399	203	190	117	55
Effective base	513	206	31	18	10	6	3	7	206	88	71	31	12
Weighted Base	930	395	64	29	19	13	7	14	381	156	129	49	21
Quicker	537	237	27	9	7	4	2	1	234	75	64	27	10
	58%	60%	42%	29%	37%	32%	32%	11%	61%	48%	50%	56%	48%
Cost saving	405	174	43	15	8	2	6	7	171	81	68	18	14
	44%	44%	67%	53%	43%	18%	95%	51%	45%	52%	53%	37%	65%
Customer preferences	240	118	15	9	5	2	1	3	100	43	31	11	12
	26%	30%	24%	29%	27%	12%	9%	24%	26%	28%	24%	23%	55%
Price of postage	232	104	19	11	7	4	*	4	95	46	42	17	12
	25%	26%	29%	36%	36%	27%	7%	31%	25%	29%	33%	34%	57%
Royal Mail strike action	160	101	14	7	3	1	*	2	67	40	33	6	9
	17%	26%	22%	24%	18%	5%	5%	15%	17%	26%	26%	12%	44%
Increase in postal prices	135	76	6	15	5	5	*	1	44	30	43	8	7
	15%	19%	10%	51%	25%	36%	5%	8%	12%	19%	33%	16%	31%
Environmental reasons	104	61	*	2	1	1	*	*	53	13	15	3	1
	11%	15%	*%	5%	6%	7%	2%	1%	14%	8%	12%	7%	3%
Reduce admin time spent on alternative media	91	40	9	3	2	2	*	6	46	15	12	9	1
	10%	10%	13%	10%	10%	14%	5%	44%	12%	10%	9%	19%	3%
The pandemic/lockdowns	82	53	7	4	*	1	5	2	32	18	22	6	1
	9%	13%	11%	13%	*%	9%	67%	17%	9%	11%	17%	12%	3%
Offers more creative choices	79	33	9	3	9	2	*	-	32	15	10	3	1
	8%	8%	14%	10%	45%	16%	6%	-%	8%	10%	7%	5%	4%
Unreliable postal service	77	35	6	6	*	*	*	3	28	17	18	4	5
	8%	9%	10%	22%	*%	1%	1%	23%	7%	11%	14%	8%	25%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1165	426	77	69	29	28	11	23	399	203	190	117	55
Effective base	513	206	31	18	10	6	3	7	206	88	71	31	12
Weighted Base	930	395	64	29	19	13	7	14	381	156	129	49	21
Changes in working patterns - e.g. more working from home	71 8%	47 12%	7 11%	2 6%	1 3%	1 10%	* 5%	- -%	24 6%	14 9%	18 14%	4 8%	2 10%
Company budget has been diverted to other media	39 4%	6 2%	1 2%	3 12% a	9 44%	5 40%	4 55%	3 19%	8 2%	8 5%	16 12% a	3 5%	1 3%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	*d	*e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1165	426	77	69	29	28	11	23	399	203	190	117	55
Effective base	513	206	31	18	10	6	3	7	206	88	71	31	12
Weighted Base	930	395	64	29	19	13	7	14	381	156	129	49	21
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	-	2	1	-	-	-
	*%	1%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Don't know	15	4	1	*	-	-	-	-	8	1	1	1	-
	2%	1%	1%	1%	-%	-%	-%	-%	2%	*%	1%	2%	-%
Cost/price - any mention (net)	468	197	45	22	16	10	6	8	196	90	87	24	15
	50%	50%	71%	75%	82%	74%	96%	57%	52%	57%	67%	50%	72%
			a	a							abd		ad

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1165	436	173	167	112	41	288	157	142	76	34
Effective base	513	216	73	63	29	8	144	64	45	21	8
Weighted Base	930	402	127	108	42	16	277	122	77	34	17
Quicker	537 58%	226 56%	67 52%	57 53%	27 64%	6 41%	155 56%	55 45%	37 48%	19 57%	8 50%
Cost saving	405 44%	184 46%	67 53%	60 55%	16 39%	12 74%	138 50%	64 52%	40 52%	10 29%	11 65%
Customer preferences	240 26%	100 25%	34 27%	29 27%	11 27%	9 56%	75 27%	35 29%	13 17%	6 17%	11 67%
Price of postage	232 25%	96 24%	37 29%	42 39%	15 36%	10 63%	92 33%	41 34%	23 30%	7 21%	10 61%
Royal Mail strike action	160 17%	70 17%	34 27%	33 31%	6 15%	9 55%	69 25%	31 26%	17 22%	3 10%	8 50%
Increase in postal prices	135 15%	53 13%	30 24%	34 32%	5 12%	6 41%	56 20%	26 21%	27 35%	5 15%	5 33%
Environmental reasons	104 11%	53 13%	11 9%	15 14%	3 8%	* 2%	38 14%	13 11%	4 5%	2 7%	* 2%
Reduce admin time spent on alternative media	91 10%	54 13%	12 9%	11 10%	5 12%	* 3%	31 11%	16 13%	4 5%	6 17%	* 3%
The pandemic/lockdowns	82 9%	36 9%	17 14%	18 16%	4 9%	* 2%	46 17%	13 11%	9 12%	3 8%	* 2%
Offers more creative choices	79 8%	34 8%	6 5%	10 9%	3 6%	1 5%	25 9%	15 12%	4 6%	3 7%	1 3%
Unreliable postal service	77 8%	28 7%	17 14%	18 16%	2 5%	5 34%	31 11%	13 10%	11 14%	4 13%	4 27%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1165	436	173	167	112	41	288	157	142	76	34
Effective base	513	216	73	63	29	8	144	64	45	21	8
Weighted Base	930	402	127	108	42	16	277	122	77	34	17
Changes in working patterns - e.g. more working from home	71 8%	28 7%	10 8%	19 18% a	2 4%	* 2%	29 11%	11 9%	4 5%	3 10%	2 10%
Company budget has been diverted to other media	39 4%	16 4%	6 5%	8 7%	1 2%	* 1%	8 3%	13 11% a	9 11% a	2 7%	1 3%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1165	436	173	167	112	41	288	157	142	76	34
Effective base	513	216	73	63	29	8	144	64	45	21	8
Weighted Base	930	402	127	108	42	16	277	122	77	34	17
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	1	-	-	-	2	-	-	-	-
	*%	*%	*%	-%	-%	-%	1%	-%	-%	-%	-%
Don't know	15	8	-	1	1	-	4	1	1	1	-
	2%	2%	-%	1%	3%	-%	2%	1%	1%	3%	-%
Cost/price - any mention (net)	468	213	76	72	19	13	164	70	53	14	12
	50%	53%	60%	67%	46%	80%	59%	57%	69%	43%	73%
				ad		ad	d		d		d

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1165	299	108	125	76	43	357	53	250	994	171	844	92
Effective base	513	150	44	46	25	12	146	24	114	447	66	363	28
Weighted Base	930	293	88	71	55	23	279	27	233	807	123	654	50
Unreliable postal service	77 8%	26 9%	10 11%	5 7%	6 11%	2 9%	21 8%	2 7%	28 12%	60 7%	17 14%	60 9%	10 20%
Changes in working patterns - e.g. more working from home	71 8%	35 12%	10 12%	5 7%	5 9%	3 12%	21 7%	4 16%	33 14%	65 8%	5 4%	57 9%	3 7%
Company budget has been diverted to other media	39 4%	4 1%	10 11%	5 7%	7 12%	3 12%	23 8%	1 3%	7 3%	32 4%	7 6%	23 4%	11 21%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1165	299	108	125	76	43	357	53	250	994	171	844	92
Effective base	513	150	44	46	25	12	146	24	114	447	66	363	28
Weighted Base	930	293	88	71	55	23	279	27	233	807	123	654	50
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	2	-	-	-	-	-	1	2	2	-	2	-
	*%	1%	-%	-%	-%	-%	-%	2%	1%	*%	-%	*%	-%
Don't know	15	4	-	*	*	1	4	-	1	13	1	10	*
	2%	1%	-%	1%	*%	3%	1%	-%	*%	2%	1%	2%	*%
Cost/price - any mention (net)	468	160	52	41	34	15	161	18	125	410	58	365	36
	50%	54%	59%	58%	63%	66%	58%	66%	54%	51%	47%	56%	71%
													a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1165	579	126	415	248	846	90	579	126	419	244
Effective base	513	252	33	190	90	365	26	249	36	192	88
Weighted Base	930	469	65	372	170	655	49	463	71	370	172
Quicker	537	257	24	200	87	371	22	259	22	193	94
	58%	55%	37%	54%	51%	57%	44%	56%	31%	52%	55%
Cost saving	405	239	29	173	84	321	23	230	39	175	82
	44%	51%	45%	46%	49%	49%	46%	50%	55%	47%	48%
Customer preferences	240	124	18	110	43	177	12	125	17	108	45
	26%	27%	27%	30%	25%	27%	25%	27%	23%	29%	26%
Price of postage	232	154	22	108	41	186	18	153	23	105	44
	25%	33%	33%	29%	24%	28%	36%	33%	32%	28%	26%
Royal Mail strike action	160	114	18	85	44	142	12	111	21	82	47
	17%	24%	28%	23%	26%	22%	24%	24%	30%	22%	28%
Increase in postal prices	135	100	20	81	28	119	10	98	22	79	30
	15%	21%	30%	22%	16%	18%	20%	21%	31%	21%	17%
Environmental reasons	104	54	4	45	19	82	2	54	4	45	19
	11%	12%	6%	12%	11%	12%	3%	12%	6%	12%	11%
Reduce admin time spent on alternative media	91	43	16	32	29	76	7	39	19	35	27
	10%	9%	24%	9%	17%	12%	15%	8%	27%	9%	16%
The pandemic/lockdowns	82	62	10	47	25	71	5	56	16	51	21
	9%	13%	15%	13%	15%	11%	10%	12%	22%	14%	12%
Offers more creative choices	79	40	9	36	21	51	6	43	5	33	23
	8%	8%	13%	10%	12%	8%	13%	9%	7%	9%	14%
Unreliable postal service	77	52	13	30	22	60	10	51	14	28	23
	8%	11%	20%	8%	13%	9%	21%	11%	19%	8%	14%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	1165	579	126	415	248	846	90	579	126	419	244
Effective base	513	252	33	190	90	365	26	249	36	192	88
Weighted Base	930	469	65	372	170	655	49	463	71	370	172
Changes in working patterns - e.g. more working from home	71 8%	47 10%	4 7%	42 11%	16 9%	57 9%	3 7%	47 10%	4 6%	39 11%	19 11%
Company budget has been diverted to other media	39 4%	16 3%	17 26% a	20 5%	11 6%	23 4%	11 22% a	15 3%	18 26% a	16 4%	15 9%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1165	579	126	415	248	846	90	579	126	419	244
Effective base	513	252	33	190	90	365	26	249	36	192	88
Weighted Base	930	469	65	372	170	655	49	463	71	370	172
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	2 *%	2 1%	- -%	2 1%	- -%	2 *%	- -%	2 1%	- -%	2 1%	- -%
Don't know	15 2%	8 2%	* *%	3 1%	2 1%	10 2%	* *%	8 2%	* *%	3 1%	2 1%
Cost/price - any mention (net)	468 50%	275 59%	45 69%	210 56%	94 56%	366 56%	35 70%	270 58%	50 71%	208 56%	96 56%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1165	434	737	138	1	386	489	99	1	479	339	105	-
Effective base	513	166	324	55	1	151	204	36	1	200	148	44	-
Weighted Base	930	317	578	100	1	294	359	55	2	386	277	78	-
Quicker	537	158	337	54	1	133	211	27	2	199	158	51	-
	58%	50%	58%	54%	100%	45%	59%	49%	100%	51%	57%	65%	-%
Cost saving	405	152	297	52	-	149	180	26	-	188	137	37	-
	44%	48%	51%	52%	-%	51%	50%	48%	-%	49%	49%	48%	-%
Customer preferences	240	87	156	20	-	84	96	9	-	109	76	17	-
	26%	27%	27%	20%	-%	28%	27%	17%	-%	28%	27%	22%	-%
Price of postage	232	102	166	40	1	92	130	19	-	100	82	26	-
	25%	32%	29%	40%	100%	31%	36%	35%	-%	26%	30%	34%	-%
Royal Mail strike action	160	94	125	28	-	92	82	9	-	107	54	17	-
	17%	30%	22%	28%	-%	31%	23%	17%	-%	28%	19%	22%	-%
Increase in postal prices	135	78	105	32	-	70	76	9	-	74	58	14	-
	15%	25%	18%	32%	-%	24%	21%	17%	-%	19%	21%	18%	-%
Environmental reasons	104	38	77	15	-	36	44	6	-	52	39	7	-
	11%	12%	13%	15%	-%	12%	12%	12%	-%	14%	14%	9%	-%
Reduce admin time spent on alternative media	91	53	64	17	-	46	34	13	-	58	22	11	-
	10%	17%	11%	17%	-%	16%	10%	24%	-%	15%	8%	15%	-%
The pandemic/lockdowns	82	51	69	18	-	53	42	7	-	56	41	13	-
	9%	16%	12%	18%	-%	18%	12%	13%	-%	15%	15%	17%	-%
Offers more creative choices	79	33	49	13	-	39	26	5	-	43	31	13	-
	8%	10%	9%	13%	-%	13%	7%	8%	-%	11%	11%	16%	-%
Unreliable postal service	77	44	54	12	-	37	40	6	-	43	24	15	-
	8%	14%	9%	12%	-%	12%	11%	11%	-%	11%	9%	19%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1165	434	737	138	1	386	489	99	1	479	339	105	-
Effective base	513	166	324	55	1	151	204	36	1	200	148	44	-
Weighted Base	930	317	578	100	1	294	359	55	2	386	277	78	-
Changes in working patterns - e.g. more working from home	71 8%	43 14%	57 10%	25 25% ab	- -%	39 13%	40 11%	15 28% ab	- -%	47 12%	34 12%	15 20%	- -%
Company budget has been diverted to other media	39 4%	31 10% b	22 4%	10 10%	- -%	31 10% b	13 4%	4 8%	- -%	30 8%	11 4%	10 13% b	- -%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1165	434	737	138	1	386	489	99	1	479	339	105	-
Effective base	513	166	324	55	1	151	204	36	1	200	148	44	-
Weighted Base	930	317	578	100	1	294	359	55	2	386	277	78	-
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	-	-	-	2	-	-	-	2	-	-
	*%	-%	*%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%
Don't know	15	*	8	2	-	1	4	2	-	5	2	-	-
	2%	*%	1%	2%	-%	*%	1%	3%	-%	1%	1%	-%	-%
Cost/price - any mention (net)	468	191	332	64	1	185	208	28	-	223	157	44	-
	50%	60%	57%	65%	100%	63%	58%	51%	-%	58%	56%	56%	-%
						c							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1165	819	577	407	639	525	24	241	189	195	44	28	270	237			
Effective base	513	354	237	184	282	225	8	114	81	87	21	15	130	108			
Weighted Base	930	639	442	351	523	408	6	224	166	176	44	30	244	194			
Quicker	537	369	249	196	287	238	4	123	98	101	28	24	158	127			
	58%	58%	56%	56%	55%	58%	66%	55%	59%	57%	64%	79%	65%	65%			
Cost saving	405	316	222	174	246	225	5	124	99	93	22	19	112	102			
	44%	50%	50%	50%	47%	55%	87%	55%	60%	53%	51%	64%	46%	52%			
Customer preferences	240	185	125	110	159	101	*	64	56	55	11	14	79	50			
	26%	29%	28%	31%	30%	25%	4%	28%	33%	31%	25%	47%	32%	26%			
Price of postage	232	191	151	115	144	155	1	80	58	58	18	19	61	56			
	25%	30%	34%	33%	28%	38%	18%	36%	35%	33%	42%	62%	25%	29%			
						a											
Royal Mail strike action	160	146	120	99	122	94	1	67	68	55	16	9	35	25			
	17%	23%	27%	28%	23%	23%	15%	30%	41%	31%	36%	29%	14%	13%			
Increase in postal prices	135	113	99	75	83	92	*	59	44	36	10	12	25	35			
	15%	18%	22%	21%	16%	22%	7%	26%	26%	21%	22%	41%	10%	18%			
Environmental reasons	104	82	54	50	77	46	*	35	34	36	7	9	35	24			
	11%	13%	12%	14%	15%	11%	2%	15%	20%	20%	15%	30%	14%	12%			
Reduce admin time spent on alternative media	91	75	50	46	62	45	1	23	32	35	8	3	26	16			
	10%	12%	11%	13%	12%	11%	14%	10%	19%	20%	18%	9%	11%	8%			
						a											
The pandemic/lockdowns	82	70	55	51	61	50	*	42	37	34	13	5	32	18			
	9%	11%	12%	14%	12%	12%	6%	19%	22%	19%	29%	17%	13%	9%			
Offers more creative choices	79	53	42	38	48	33	*	24	15	18	9	9	21	19			
	8%	8%	10%	11%	9%	8%	1%	11%	9%	10%	20%	30%	9%	10%			
Unreliable postal service	77	67	52	36	46	55	*	22	19	21	10	4	18	19			
	8%	10%	12%	10%	9%	13%	1%	10%	11%	12%	23%	14%	7%	10%			

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1165	819	577	407	639	525	24	241	189	195	44	28	270	237			
Effective base	513	354	237	184	282	225	8	114	81	87	21	15	130	108			
Weighted Base	930	639	442	351	523	408	6	224	166	176	44	30	244	194			
Changes in working patterns - e.g. more working from home	71 8%	56 9%	48 11%	45 13%	48 9%	39 10%	1 12%	38 17%	29 18%	36 20%	13 29%	9 30%	19 8%	9 5%			
Company budget has been diverted to other media	39 4%	21 3%	20 5%	16 5%	20 4%	23 6%	* 2%	6 3%	3 2%	13 7%	8 19%	6 21%	5 2%	9 5%			
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Good for sending invoices / attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	1165	819	577	407	639	525	24	241	189	195	44	28	270	237			
Effective base	513	354	237	184	282	225	8	114	81	87	21	15	130	108			
Weighted Base	930	639	442	351	523	408	6	224	166	176	44	30	244	194			
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%			
Other	2	2	2	2	1	2	-	2	-	-	-	-	1	1			
	*%	*%	1%	1%	*%	1%	-%	1%	-%	-%	-%	-%	*%	*%			
Don't know	15	10	7	3	5	5	*	3	-	3	-	-	3	2			
	2%	2%	2%	1%	1%	1%	7%	2%	-%	2%	-%	-%	1%	1%			
Cost/price - any mention (net)	468	357	261	205	281	262	6	145	108	103	27	24	124	115			
	50%	56%	59%	58%	54%	64%	93%	64%	65%	59%	61%	78%	51%	59%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1165	106	57	43	16	1041	826	1089	827	883	461	1003	154	1	849	73
Effective base	513	47	20	19	8	462	355	482	358	380	194	452	74	1	366	37
Weighted Base	930	92	32	34	20	833	628	868	634	655	365	807	129	*	651	70
Quicker	537	34	13	15	7	491	375	506	388	426	199	493	90	*	369	47
	58%	37%	41%	46%	34%	59%	60%	58%	61%	65%	55%	61%	70%	100%	57%	67%
										c			a			
Cost saving	405	60	17	16	2	382	267	395	265	278	182	360	68	*	283	32
	44%	65%	54%	47%	12%	46%	43%	45%	42%	43%	50%	45%	53%	100%	43%	46%
Customer preferences	240	29	12	7	4	224	174	227	176	176	99	213	28	-	188	15
	26%	31%	37%	19%	18%	27%	28%	26%	28%	27%	27%	26%	22%	-%	29%	22%
Price of postage	232	48	9	13	4	213	157	224	153	141	120	199	46	-	153	33
	25%	52%	29%	40%	19%	26%	25%	26%	24%	22%	33%	25%	36%	-%	24%	47%
											b		b		a	
Royal Mail strike action	160	25	4	12	6	152	120	159	108	105	104	148	29	-	106	22
	17%	27%	12%	36%	31%	18%	19%	18%	17%	16%	29%	18%	23%	-%	16%	32%
											b				a	
Increase in postal prices	135	25	6	14	5	116	90	127	94	91	82	114	31	-	82	28
	15%	27%	17%	41%	25%	14%	14%	15%	15%	14%	22%	14%	24%	-%	13%	39%
											b		b		a	
Environmental reasons	104	9	4	*	*	94	67	95	70	88	36	95	21	-	82	6
	11%	10%	12%	*%	2%	11%	11%	11%	11%	13%	10%	12%	16%	-%	13%	8%
Reduce admin time spent on alternative media	91	11	2	6	3	81	55	87	56	64	50	81	20	-	66	9
	10%	11%	5%	19%	16%	10%	9%	10%	9%	10%	14%	10%	15%	-%	10%	13%
The pandemic/lockdowns	82	12	4	8	3	71	44	74	57	51	57	67	16	-	69	4
	9%	13%	14%	25%	16%	9%	7%	9%	9%	8%	16%	8%	12%	-%	11%	6%
											b					
Offers more creative choices	79	9	10	1	*	68	59	72	61	59	39	67	22	-	56	7
	8%	9%	32%	3%	2%	8%	9%	8%	10%	9%	11%	8%	17%	-%	9%	10%
			ac										b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1165	106	57	43	16	1041	826	1089	827	883	461	1003	154	1	849	73
Effective base	513	47	20	19	8	462	355	482	358	380	194	452	74	1	366	37
Weighted Base	930	92	32	34	20	833	628	868	634	655	365	807	129	*	651	70
Unreliable postal service	77	10	1	11	3	71	54	73	48	50	47	64	12	-	24	29
	8%	11%	3%	32%	16%	9%	9%	8%	8%	8%	13%	8%	9%	-%	4%	41%
				ab							b				a	
Changes in working patterns - e.g. more working from home	71	5	5	5	-	63	44	65	49	57	46	59	21	-	61	6
	8%	6%	14%	15%	-%	8%	7%	7%	8%	9%	12%	7%	17%	-%	9%	8%
											b		b			
Company budget has been diverted to other media	39	10	7	3	7	20	15	27	27	18	33	13	7	-	30	*
	4%	11%	21%	10%	32%	2%	2%	3%	4%	3%	9%	2%	5%	-%	5%	-%
											b		b			-%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1165	106	57	43	16	1041	826	1089	827	883	461	1003	154	1	849	73
Effective base	513	47	20	19	8	462	355	482	358	380	194	452	74	1	366	37
Weighted Base	930	92	32	34	20	833	628	868	634	655	365	807	129	*	651	70
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	-	-	-	2	1	2	2	1	-	2	-	-	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%
Don't know	15	3	*	-	-	12	10	12	9	9	6	11	-	-	10	-
	2%	3%	*%	-%	-%	1%	2%	1%	1%	1%	2%	1%	-%	-%	2%	-%
Cost/price - any mention (net)	468	70	27	25	10	427	301	447	300	298	221	398	78	*	325	39
	50%	76%	85%	74%	51%	51%	48%	51%	47%	46%	61%	49%	61%	100%	50%	56%
						e		e			b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1165	385	661	310	13	169	202	140	639	316	217	165	710
Effective base	513	170	297	126	6	59	90	51	286	142	95	64	327
Weighted Base	930	336	511	251	14	120	179	90	511	268	150	131	597
Quicker	537	173	312	132	9	46	110	43	290	161	78	59	366
	58%	52%	61%	53%	64%	38%	61%	48%	57%	60%	52%	45%	61%
		a	a			a	a						b
Cost saving	405	185	194	122	5	66	75	40	213	135	75	60	248
	44%	55%	38%	49%	39%	55%	42%	44%	42%	50%	50%	46%	42%
		b											
Customer preferences	240	90	139	70	3	35	45	22	153	59	44	39	155
	26%	27%	27%	28%	21%	29%	25%	24%	30%	22%	29%	30%	26%
Price of postage	232	124	96	72	6	52	35	23	106	94	42	46	129
	25%	37%	19%	29%	39%	44%	20%	26%	21%	35%	28%	35%	22%
		b				b				b			c
Royal Mail strike action	160	106	47	68	4	42	39	15	79	66	26	44	90
	17%	32%	9%	27%	25%	35%	22%	17%	15%	25%	18%	34%	15%
		b								b			ac
Increase in postal prices	135	83	48	46	3	31	24	10	61	62	26	39	70
	15%	25%	9%	18%	20%	26%	14%	11%	12%	23%	17%	29%	12%
		b								b			c
Environmental reasons	104	44	56	27	2	9	23	5	55	35	7	18	70
	11%	13%	11%	11%	13%	8%	13%	6%	11%	13%	5%	14%	12%
												a	
Reduce admin time spent on alternative media	91	48	39	36	1	25	19	10	48	29	19	18	53
	10%	14%	8%	14%	6%	21%	11%	11%	9%	11%	13%	14%	9%
		b											
The pandemic/lockdowns	82	46	32	44	-	26	22	11	34	37	15	26	40
	9%	14%	6%	17%	-%	21%	12%	12%	7%	14%	10%	20%	7%
		b								b			c
Offers more creative choices	79	34	41	35	-	14	21	12	43	24	17	19	41
	8%	10%	8%	14%	-%	12%	12%	13%	8%	9%	11%	15%	7%
													c

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1165	385	661	310	13	169	202	140	639	316	217	165	710
Effective base	513	170	297	126	6	59	90	51	286	142	95	64	327
Weighted Base	930	336	511	251	14	120	179	90	511	268	150	131	597
Unreliable postal service	77 8%	69 20%	5 1%	20 8%	7 50%	20 16%	16 9%	7 8%	26 5%	42 16%	22 15%	13 10%	41 7%
Changes in working patterns - e.g. more working from home	71 8%	b 28 8%	40 8%	31 12%	- -%	11 9%	22 12%	6 6%	32 6%	29 11%	11 8%	13 10%	43 7%
Company budget has been diverted to other media	39 4%	27 8%	7 1%	22 9%	* *%	24 20%	1 1%	13 14%	14 3%	9 3%	15 10%	14 11%	8 1%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1165	385	661	310	13	169	202	140	639	316	217	165	710
Effective base	513	170	297	126	6	59	90	51	286	142	95	64	327
Weighted Base	930	336	511	251	14	120	179	90	511	268	150	131	597
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	2	-	2	-	-	-	-	-	-	2	-	-	2
	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Don't know	15	2	12	2	-	*	2	4	7	1	2	4	5
	2%	1%	2%	1%	-%	*%	1%	4%	1%	*%	1%	3%	1%
Cost/price - any mention (net)	468	221	215	153	6	92	83	50	241	158	85	86	276
	50%	66%	42%	61%	39%	77%	47%	56%	47%	59%	57%	66%	46%
		b				b				b	c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1165	1165	-
Effective base	513	513	-
Weighted Base	930	930	-
Quicker	537	537	-
	58%	58%	-%
Cost saving	405	405	-
	44%	44%	-%
Customer preferences	240	240	-
	26%	26%	-%
Price of postage	232	232	-
	25%	25%	-%
Royal Mail strike action	160	160	-
	17%	17%	-%
Increase in postal prices	135	135	-
	15%	15%	-%
Environmental reasons	104	104	-
	11%	11%	-%
Reduce admin time spent on alternative media	91	91	-
	10%	10%	-%
The pandemic/lockdowns	82	82	-
	9%	9%	-%
Offers more creative choices	79	79	-
	8%	8%	-%
Unreliable postal service	77	77	-
	8%	8%	-%
Changes in working patterns - e.g. more working from home	71	71	-
	8%	8%	-%
Company budget has been diverted to other media	39	39	-
	4%	4%	-%

Columns Tested: a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	*b
Unweighted Base	1165	1165	-
Effective base	513	513	-
Weighted Base	930	930	-
Convenience / ease of use	-	-	-
	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-
	-%	-%	-%
Speed - instantaneous / fast response	-	-	-
	-%	-%	-%
Good for sending invoices /attachments	-	-	-
	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-
	-%	-%	-%
For BACS transfers	-	-	-
	-%	-%	-%
More efficient	-	-	-
	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-
	-%	-%	-%
Security / data protection	-	-	-
	-%	-%	-%
Other	2	2	-
	*%	*%	-%
Don't know	15	15	-
	2%	2%	-%

Columns Tested: a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1165	1165	-
Effective base	1068	513	555
Weighted Base	930	930	-
Cost/price - any mention (net)	468	468	-
	50%	50%	-%

Columns Tested:: a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1165	-	53	204	234	24	86	63	127	112	91	101	70
Effective base	513	-	19	89	119	11	50	18	45	59	33	50	38
Weighted Base	930	-	30	171	213	20	90	21	70	120	26	112	57
Quicker	537	-	17	109	143	13	53	12	35	52	17	57	28
	58%	-%	57%	64%	67%	65%	59%	54%	51%	43%	64%	51%	50%
			i	ik									
Cost saving	405	-	12	68	72	9	46	13	39	58	13	60	16
	44%	-%	40%	40%	34%	47%	51%	60%	56%	48%	48%	53%	27%
							dl	dl	dl	l		dl	
Customer preferences	240	-	3	51	47	5	35	3	23	24	7	26	16
	26%	-%	11%	30%	22%	24%	39%	13%	33%	20%	28%	23%	28%
							bdgi						
Price of postage	232	-	7	35	29	3	32	9	23	38	9	40	7
	25%	-%	24%	21%	13%	16%	35%	43%	34%	32%	33%	35%	12%
							dl	dl	dl	dl	dl	dl	dl
Royal Mail strike action	160	-	-	28	7	4	24	4	24	30	2	30	7
	17%	-%	-%	16%	3%	21%	27%	17%	34%	25%	6%	27%	12%
			d	d			bdj	d	bcdjl	bdj		bdj	d
Increase in postal prices	135	-	4	12	5	5	30	1	20	18	5	26	9
	15%	-%	15%	7%	2%	25%	33%	7%	28%	15%	17%	23%	16%
			d				cdgi		cd	d	d	cd	d
Environmental reasons	104	-	1	28	11	3	14	*	10	9	3	15	8
	11%	-%	5%	16%	5%	17%	15%	2%	14%	8%	12%	14%	14%
			d	d			d						
Reduce admin time spent on alternative media	91	-	2	20	14	2	11	*	14	8	5	11	4
	10%	-%	8%	11%	7%	8%	12%	1%	20%	7%	18%	10%	7%
									d				
The pandemic/lockdowns	82	-	2	23	10	2	5	3	7	12	1	12	4
	9%	-%	6%	13%	5%	10%	6%	14%	11%	10%	5%	11%	7%
				d									
Offers more creative choices	79	-	2	20	9	3	7	1	9	6	2	12	8
	8%	-%	6%	12%	4%	16%	8%	3%	12%	5%	9%	11%	14%
			d	d									d
Unreliable postal service	77	-	1	5	9	1	16	1	10	17	1	14	2
	8%	-%	3%	3%	4%	8%	18%	4%	14%	14%	5%	12%	3%
							cdl		cd	cd		cd	

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1165	-	53	204	234	24	86	63	127	112	91	101	70
Effective base	513	-	19	89	119	11	50	18	45	59	33	50	38
Weighted Base	930	-	30	171	213	20	90	21	70	120	26	112	57
Changes in working patterns - e.g. more working from home	71 8%	- -%	2 6%	7 4%	11 5%	4 18%	6 7%	1 5%	9 12%	2 2%	3 12%	23 21%	3 6%
Company budget has been diverted to other media	39 4%	- -%	2 7%	9 5%	* *%	3 14%	7 8%	1 4%	2 4%	10 9%	2 8%	1 1%	1 2%
Convenience / ease of use	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Everyone else is doing it / client's like this method	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Speed - instantaneous / fast response	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Good for sending invoices /attachments	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Proof of delivery / know it has got there / reliable	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
More efficient	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Forced to by colleagues / system changes in the company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Security / data protection	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	*e	f	g	h	i	j	k	l
Unweighted Base	1165	-	53	204	234	24	86	63	127	112	91	101	70
Effective base	513	-	19	89	119	11	50	18	45	59	33	50	38
Weighted Base	930	-	30	171	213	20	90	21	70	120	26	112	57
Other	2	-	1	-	*	-	-	-	-	-	-	2	-
	*%	-%	2%	-%	*%	-%	-%	-%	-%	-%	-%	2%	-%
Don't know	15	-	1	3	5	-	*	-	*	1	-	3	1
	2%	-%	4%	2%	2%	-%	*%	-%	*%	1%	-%	3%	2%
Cost/price - any mention (net)	468	-	12	78	74	13	57	15	47	67	18	68	19
	50%	-%	41%	46%	35%	64%	63%	68%	68%	56%	67%	61%	33%
				d			bcdl	bcdl	bcdl	dl	bcdl	bcdl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1165	279	322	302	262	601	564
Effective base	513	123	167	118	108	288	226
Weighted Base	930	247	277	211	195	524	406
Quicker	537	158	177	99	102	335	201
	58%	64%	64%	47%	52%	64%	50%
		c	c			b	
Cost saving	405	94	113	109	88	207	198
	44%	38%	41%	52%	45%	40%	49%
				a			a
Customer preferences	240	58	83	49	49	141	98
	26%	23%	30%	23%	25%	27%	24%
Price of postage	232	50	56	71	56	106	126
	25%	20%	20%	34%	28%	20%	31%
				ab			a
Royal Mail strike action	160	28	36	58	39	63	97
	17%	11%	13%	27%	20%	12%	24%
				ab			a
Increase in postal prices	135	16	40	39	40	56	79
	15%	7%	15%	18%	20%	11%	19%
			a	a	a		a
Environmental reasons	104	29	29	20	27	58	46
	11%	12%	10%	9%	14%	11%	11%
Reduce admin time spent on alternative media	91	28	21	22	20	49	42
	10%	11%	8%	11%	10%	9%	10%
The pandemic/lockdowns	82	27	15	22	18	42	40
	9%	11%	5%	11%	9%	8%	10%
Offers more creative choices	79	24	17	15	23	41	38
	8%	10%	6%	7%	12%	8%	9%
Unreliable postal service	77	6	26	28	17	32	44
	8%	2%	9%	13%	9%	6%	11%
			a	a	a		
Changes in working patterns - e.g. more working from home	71	12	17	12	30	29	42
	8%	5%	6%	6%	15%	6%	10%
				abc			

Columns Tested: a,b,c,d - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1165	279	322	302	262	601	564
Effective base	513	123	167	118	108	288	226
Weighted Base	930	247	277	211	195	524	406
Company budget has been diverted to other media	39	11	10	14	5	21	18
	4%	4%	4%	7%	2%	4%	5%
Convenience / ease of use	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	2	1	*	-	2	1	2
	-%	-%	-%	-%	1%	-%	-%
Don't know	15	4	5	1	4	9	6
	2%	2%	2%	1%	2%	2%	1%

Columns Tested:: a,b,c,d - a,b

Table 398 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1165	279	322	302	262	601	564
Effective base	1068	240	284	278	271	520	548
Weighted Base	930	247	277	211	195	524	406
Cost/price - any mention (net)	468	105	129	129	105	234	234
	50%	42%	47%	61%	54%	45%	58%
				ab	a		a

Columns Tested:: a,b,c,d - a,b

Table 400

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Royal Mail	1866	512	1354	1785	68	8	4	81
	93%	85%	97%	93%	90%	91%	85%	90%
			a	de				
DHL	1039	78	961	998	33	6	2	41
	52%	13%	69%	52%	43%	63%	49%	46%
			a	b		be		
Parcelforce	1002	70	932	966	30	4	2	36
	50%	12%	67%	51%	40%	43%	42%	40%
			a	be				
Evri (formerly known as Hermes)	943	84	858	908	30	3	2	34
	47%	14%	62%	48%	39%	31%	33%	38%
			a	bcde				
DPD/DPD Local	900	121	779	863	32	3	2	36
	45%	20%	56%	45%	42%	30%	33%	40%
			a	cd				
Yodel	859	19	840	827	27	3	2	31
	43%	3%	60%	43%	35%	32%	36%	35%
			a	be				
UPS	848	47	801	811	31	3	2	36
	42%	8%	57%	42%	41%	35%	40%	40%
			a					
FedEx	810	33	777	778	27	3	2	32
	40%	5%	56%	41%	35%	38%	33%	36%
			a					
TNT Express	565	5	560	540	21	2	1	25
	28%	1%	40%	28%	28%	27%	25%	28%
			a					
UK Mail	427	4	422	410	13	2	1	17
	21%	1%	30%	21%	17%	27%	25%	18%
			a					
Amazon Logistics	412	15	397	398	11	2	1	14
	21%	2%	28%	21%	15%	18%	14%	15%
			a	e				

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Whistl (Previously known as TNT Post)	318	*	318	308	9	1	1	10
	16%	*%	23%	16%	12%	7%	14%	11%
			a					
DX	209	3	207	201	7	1	1	8
	10%	*%	15%	11%	9%	6%	10%	9%
			a					
Citipost	139	-	139	135	4	*	*	4
	7%	-%	10%	7%	5%	3%	6%	5%
			a					
Pitney Bowes	120	-	120	115	4	*	*	5
	6%	-%	9%	6%	5%	4%	9%	5%
			a					
MHI (Mail Handling International)	33	*	33	32	1	*	*	2
	2%	*%	2%	2%	2%	1%	3%	2%
			a					
Secured Mail	24	1	23	24	1	*	*	1
	1%	*%	2%	1%	1%	2%	2%	1%
			a					
Other	41	27	14	39	2	*	*	2
	2%	4%	1%	2%	3%	1%	3%	3%
		b						
NET: Royal Mail	1866	512	1354	1785	68	8	4	81
	93%	85%	97%	93%	90%	91%	85%	90%
			a	de				
NET: Provider other than RM	1486	265	1221	1419	56	8	4	67
	74%	44%	88%	74%	74%	84%	73%	75%
			a					
NET: RM ONLY	500	326	174	478	19	1	1	22
	25%	54%	12%	25%	25%	15%	24%	24%
		b						
NET: Provider other than RM ONLY	120	79	41	112	7	1	1	8
	6%	13%	3%	6%	9%	9%	12%	9%
		b					a	

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
NET: RM/Parcelforce	1880	516	1364	1798	69	8	4	82
	94%	85%	98%	94%	91%	93%	88%	91%
			a	d				

Columns Tested:: a,b - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Royal Mail	1866 93%	1143 94% fi	515 94% f	127 91%	47 91%	29 89%	4 85%	1785 93% fi	68 90%	12 88%
DHL	1039 52%	648 53% h	280 51%	69 49%	24 46%	15 45%	2 49%	998 52% h	33 43%	8 58% eh
Parcelforce	1002 50%	608 50% eh	301 55% cdefhi	58 41%	22 41%	12 37%	2 42%	966 51% ceh	30 40%	6 43%
Evri (formerly known as Hermes)	943 47%	580 48% efi	268 49% efhi	60 43%	22 42%	11 33%	2 33%	908 48% efhi	30 39%	4 32%
DPD/DPD Local	900 45%	549 45% efi	261 47% efi	54 39%	24 46% fi	11 33%	2 33%	863 45% efi	32 42% i	4 31%
Yodel	859 43%	530 43% cehi	252 46% cehi	46 33%	19 36%	11 33%	2 36%	827 43% cehi	27 35%	5 33%
UPS	848 42%	520 43%	233 43%	58 41%	22 41%	12 38%	2 40%	811 42%	31 41%	5 37%
FedEx	810 40%	508 42% e	222 40% e	48 34%	21 40%	9 29%	2 33%	778 41% e	27 35%	5 36%
TNT Express	565 28%	338 28%	167 30%	35 25%	17 32%	7 21%	1 25%	540 28%	21 28%	4 27%
UK Mail	427 21%	259 21%	131 24% c	20 15%	8 16%	7 22%	1 25% c	410 21%	13 17%	4 26% cdh
Amazon Logistics	412 21%	267 22% h	111 20%	20 14%	8 16%	5 14%	1 14%	398 21%	11 15%	2 17%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Whistl (Previously known as TNT Post)	318 16%	198 16%	97 18%	13 9%	7 14%	2 7%	1 14%	308 16%	9 12%	1 10%
		e	cei					ce		
DX	209 10%	129 11%	62 11%	10 7%	5 10%	2 7%	1 10%	201 11%	7 9%	1 8%
Citipost	139 7%	81 7%	46 8%	9 6%	3 5%	1 4%	* 6%	135 7%	4 5%	1 4%
Pitney Bowes	120 6%	81 7%	28 5%	7 5%	3 6%	1 3%	* 9%	115 6%	4 5%	1 6%
MHI (Mail Handling International)	33 2%	25 2%	4 1%	2 1%	1 2%	1 2%	* 3%	32 2%	1 2%	* 2%
Secured Mail	24 1%	19 2%	5 1%	* *%	1 1%	* 1%	* 2%	24 1%	1 1%	* 2%
Other	41 2%	25 2%	13 2%	1 1%	1 3%	1 2%	* 3%	39 2%	2 3%	* 2%
NET: Royal Mail	1866 93%	1143 94%	515 94%	127 91%	47 91%	29 89%	4 85%	1785 93%	68 90%	12 88%
		fi	f					fi		
NET: Provider other than RM	1486 74%	884 72%	432 79%	103 73%	38 73%	25 77%	4 73%	1419 74%	56 74%	11 80%
		a								
NET: RM ONLY	500 25%	328 27%	114 21%	37 26%	13 25%	7 23%	1 24%	478 25%	19 25%	3 18%
		bi								
NET: Provider other than RM ONLY	120 6%	68 6%	31 6%	12 9%	4 8%	3 10%	1 12%	112 6%	7 9%	1 10%
							abg			
NET: RM/Parcelforce	1880 94%	1149 94%	519 95%	130 93%	48 91%	30 91%	4 88%	1798 94%	69 91%	13 91%
		f	f					f		

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Whistl (Previously known as TNT Post)	318	276	32	9	1	1	243	53	7	3	5
	16%	18%	9%	12%	7%	14%	22%	20%	13%	7%	11%
		bcd					d				
DX	209	166	35	7	1	1	147	38	6	1	3
	10%	11%	10%	9%	6%	10%	13%	14%	12%	3%	7%
Citipost	139	115	20	4	*	*	102	24	2	1	4
	7%	7%	6%	5%	3%	6%	9%	9%	4%	1%	8%
Pitney Bowes	120	98	17	4	*	*	90	22	3	*	2
	6%	6%	5%	5%	4%	9%	8%	8%	5%	1%	4%
MHI (Mail Handling International)	33	29	3	1	*	*	25	7	*	-	*
	2%	2%	1%	2%	1%	3%	2%	3%	1%	-%	1%
Secured Mail	24	22	2	1	*	*	19	2	*	*	*
	1%	1%	1%	1%	2%	2%	2%	1%	*%	1%	*%
Other	41	33	6	2	*	*	11	2	1	1	*
	2%	2%	2%	3%	1%	3%	1%	1%	1%	1%	1%
NET: Royal Mail	1866	1474	311	68	8	4	1068	246	50	41	43
	93%	95%	88%	90%	91%	85%	96%	93%	93%	90%	93%
		bce									
NET: Provider other than RM	1486	1162	257	56	8	4	920	223	49	38	32
	74%	75%	73%	74%	84%	73%	83%	85%	90%	83%	68%
		e					e	e	e		
NET: RM ONLY	500	386	92	19	1	1	190	40	5	8	15
	25%	25%	26%	25%	15%	24%	17%	15%	10%	17%	31%
											abc
NET: Provider other than RM ONLY	120	74	38	7	1	1	42	17	4	4	3
	6%	5%	11%	9%	9%	12%	4%	7%	7%	10%	7%
			a	a		a					
NET: RM/Parcelforce	1880	1481	317	69	8	4	1076	247	51	42	43
	94%	95%	90%	91%	93%	88%	97%	94%	94%	93%	93%
		bce									

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Royal Mail	1866 93%	159 95%	137 92%	338 94%	90 92%	142 92%	252 93%	236 95%	155 95%	142 97%
DHL	1039 52%	91 54%	84 56%	168 47%	50 52%	88 57%	159 58%	133 53%	91 56%	86 58%
Parcelforce	1002 50%	74 44%	75 50%	178 49%	40 41%	87 56%	156 57%	131 53%	87 53%	86 59%
Evri (formerly known as Hermes)	943 47%	93 55%	77 51%	146 41%	45 46%	72 46%	145 53%	114 46%	95 59%	78 53%
DPD/DPD Local	900 45%	87 52%	63 42%	144 40%	38 38%	73 47%	147 54%	114 46%	80 49%	74 50%
Yodel	859 43%	75 45%	69 46%	130 36%	37 38%	80 51%	130 48%	106 43%	75 46%	81 55%
UPS	848 42%	84 50%	74 49%	144 40%	33 34%	72 46%	141 52%	93 37%	72 45%	70 48%
FedEx	810 40%	75 45%	70 47%	136 38%	32 33%	59 38%	140 51%	101 41%	66 41%	64 44%
TNT Express	565 28%	55 33%	62 41%	85 24%	16 17%	54 35%	87 32%	59 24%	51 31%	49 33%
UK Mail	427 21%	43 26%	43 28%	66 18%	21 21%	31 20%	64 24%	49 20%	46 28%	39 26%
Amazon Logistics	412 21%	45 27%	38 25%	57 16%	16 16%	36 23%	60 22%	50 20%	44 27%	31 21%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Whistl (Previously known as TNT Post)	318	18	34	56	11	27	53	39	32	26
	16%	11%	22%	16%	11%	18%	19%	16%	20%	18%
			a							
DX	209	26	19	27	6	17	31	37	15	16
	10%	16%	12%	8%	6%	11%	12%	15%	9%	11%
Citipost	139	6	18	23	8	7	23	14	13	14
	7%	4%	12%	7%	8%	5%	9%	6%	8%	9%
			a							
Pitney Bowes	120	13	15	29	-	14	19	8	12	4
	6%	8%	10%	8%	-%	9%	7%	3%	7%	3%
		d	d	d		d	d		d	
MHI (Mail Handling International)	33	1	4	5	4	4	7	6	-	1
	2%	*%	3%	1%	5%	2%	3%	3%	-%	*%
					h					
Secured Mail	24	*	4	4	*	1	2	5	1	2
	1%	*%	3%	1%	*%	1%	1%	2%	1%	1%
Other	41	3	2	12	1	1	3	2	*	3
	2%	2%	1%	3%	1%	1%	1%	1%	*%	2%
NET: Royal Mail	1866	159	137	338	90	142	252	236	155	142
	93%	95%	92%	94%	92%	92%	93%	95%	95%	97%
NET: Provider other than RM	1486	135	123	248	73	120	213	189	130	113
	74%	81%	82%	69%	75%	78%	79%	76%	80%	77%
			c							
NET: RM ONLY	500	30	26	111	24	35	58	60	33	34
	25%	18%	18%	31%	24%	22%	21%	24%	20%	23%
				ab						
NET: Provider other than RM ONLY	120	6	12	22	6	13	19	13	8	5
	6%	4%	8%	6%	7%	8%	7%	5%	5%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
NET: RM/Parcelforce	1880	160	138	341	90	146	256	237	155	142
	94%	95%	92%	95%	92%	94%	94%	95%	95%	97%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Royal Mail	1866 93%	375 94%	451 94%	827 94%	1653 94%	213 89%	106 88%	72 90%	35 88%
DHL	1039 52%	224 56%	265 55%	460 52%	950 54%	89 37%	45 38%	30 38%	14 34%
Parcelforce	1002 50%	213 53%	236 49%	465 53%	913 52%	89 37%	47 39%	29 36%	13 33%
Evri (formerly known as Hermes)	943 47%	194 49%	265 55%	404 46%	864 49%	79 33%	37 30%	30 38%	12 31%
DPD/DPD Local	900 45%	185 46%	231 48%	406 46%	821 47%	78 33%	41 34%	24 30%	13 33%
Yodel	859 43%	197 49%	220 46%	366 42%	783 44%	76 32%	37 31%	27 34%	11 28%
UPS	848 42%	175 44%	230 48%	377 43%	782 44%	65 27%	34 28%	22 28%	10 24%
FedEx	810 40%	155 39%	211 44%	377 43%	742 42%	68 28%	32 27%	26 32%	10 24%
TNT Express	565 28%	119 30%	168 35%	232 26%	518 29%	46 19%	24 20%	17 22%	5 12%
UK Mail	427 21%	90 23%	132 27%	179 20%	401 23%	25 11%	12 10%	10 13%	3 8%

Columns Tested: a,b,c,d,e,f,g,h

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Amazon Logistics	412 21%	83 21%	127 26%	167 19%	377 21%	35 15%	19 16%	12 15%	5 13%
Whistl (Previously known as TNT Post)	318 16%	eh 16%	cefg 18%	efgh 17%	efgh 17%	efgh 9%	efgh 9%	efgh 10%	efgh 8%
DX	209 10%	efh 10%	efgh 12%	efgh 11%	efgh 11%	efgh 6%	efgh 8%	efgh 5%	efgh 3%
Citipost	139 7%	h 7%	efgh 8%	efgh 7%	efgh 7%	efgh 5%	efgh 4%	efgh 9%	efgh 3%
Pitney Bowes	120 6%	h 5%	efgh 8%	efgh 6%	efgh 6%	efgh 2%	efgh 2%	efgh 3%	efgh 3%
MHI (Mail Handling International)	33 2%	eh 2%	efgh 1%	efgh 2%	efgh 2%	efgh 1%	efgh 1%	efgh *	efgh -
Secured Mail	24 1%	eh 1%	efgh 1%	efgh 1%	efgh 1%	efgh 2%	efgh 2%	efgh *	efgh 2%
Other	41 2%	eh 1%	efgh 1%	efgh 2%	efgh 2%	efgh 6%	efgh 6%	efgh 5%	efgh 9%
NET: Royal Mail	1866 93%	eh 94%	cefg 94%	efgh 94%	efgh 94%	efgh 89%	efgh 88%	efgh 90%	efgh 88%
NET: Provider other than RM	1486 74%	efgh 77%	cefg 81%	efgh 74%	efgh 76%	efgh 59%	efgh 60%	efgh 59%	efgh 57%

Columns Tested:: a,b,c,d,e,f,g,h

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
NET: RM ONLY	500	93	89	229	411	89	44	30	15
	25%	23%	19%	26%	23%	37%	37%	38%	37%
				b		abcd	abcd	abcd	abcd
NET: Provider other than RM ONLY	120	24	26	53	103	17	10	5	2
	6%	6%	5%	6%	6%	7%	8%	7%	6%
NET: RM/Parcelforce	1880	379	453	834	1665	215	107	72	36
	94%	95%	94%	95%	95%	89%	89%	90%	89%
		efh	eh	efh	efgh				

Columns Tested:: a,b,c,d,e,f,g,h

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Royal Mail	1866 93%	95 93%	114 87%	34 87%	147 87%	212 93%	395 94%	67 93%	53 91%	890 95% bd
DHL	1039 52%	24 24%	62 47%	16 40%	78 46%	120 52%	212 51%	35 48%	23 39%	546 58% afh
Parcelforce	1002 50%	19 18%	73 56%	12 30%	85 50%	113 50%	222 53%	43 59%	29 49%	491 52% a
Evri (formerly known as Hermes)	943 47%	19 19%	51 39%	7 19%	59 35%	89 39%	233 56%	37 51%	26 45%	479 51% acde
DPD/DPD Local	900 45%	29 29%	60 46%	15 40%	75 44%	93 41%	202 48%	33 46%	26 44%	439 47% a
Yodel	859 43%	14 14%	45 35%	10 26%	55 33%	94 41%	210 50%	34 48%	23 39%	428 46% ad
UPS	848 42%	14 14%	48 36%	17 43%	64 38%	93 41%	182 43%	33 46%	21 36%	440 47% a
FedEx	810 40%	15 15%	51 39%	10 25%	60 36%	89 39%	178 42%	41 56%	24 41%	403 43% a
TNT Express	565 28%	13 12%	39 30%	8 19%	47 28%	73 32%	123 29%	23 32%	13 22%	273 29% a
UK Mail	427 21%	14 13%	31 24%	12 32%	44 26%	45 20%	104 25%	18 25%	6 10%	197 21% h
Amazon Logistics	412 21%	11 11%	15 12%	7 18%	22 13%	38 16%	112 27%	12 16%	7 12%	211 22% abde

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Whistl (Previously known as TNT Post)	318	8	14	7	21	23	88	7	6	165
	16%	8%	11%	17%	12%	10%	21%	9%	11%	18%
							ae			
DX	209	7	14	2	16	28	58	5	6	89
	10%	7%	11%	5%	10%	12%	14%	7%	10%	10%
Citipost	139	7	10	6	16	15	41	5	4	50
	7%	7%	8%	15%	10%	7%	10%	6%	7%	5%
							i			
Pitney Bowes	120	4	2	6	8	3	32	4	3	65
	6%	4%	1%	17%	5%	1%	8%	6%	6%	7%
				be			e			e
MHI (Mail Handling International)	33	3	-	5	5	7	5	3	-	12
	2%	3%	-%	12%	3%	3%	1%	4%	-%	1%
				bfni						
Secured Mail	24	2	*	2	2	-	8	*	*	13
	1%	2%	*%	5%	1%	-%	2%	*%	*%	1%
				e						
Other	41	3	7	3	10	4	11	2	1	10
	2%	3%	6%	7%	6%	2%	3%	3%	2%	1%
			i	i	i					
NET: Royal Mail	1866	95	114	34	147	212	395	67	53	890
	93%	93%	87%	87%	87%	93%	94%	93%	91%	95%
										bd
NET: Provider other than RM	1486	43	109	31	140	172	332	55	47	694
	74%	42%	83%	79%	82%	75%	79%	76%	81%	74%
		a	a	a	a	a	a	a	a	a
NET: RM ONLY	500	58	21	8	29	56	84	16	10	242
	25%	57%	16%	21%	17%	25%	20%	22%	17%	26%
		bcdefghi								
NET: Provider other than RM ONLY	120	6	17	5	22	17	21	3	4	46
	6%	6%	13%	13%	13%	7%	5%	5%	7%	5%
			fi		fi					

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
NET: RM/Parcelforce	1880	95	114	36	151	216	398	67	54	892
	94%	93%	88%	94%	89%	94%	95%	93%	93%	95%
							b			b

Columns Tested: a,b,c,d,e,f,g,h,i

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Royal Mail	1866	454	395	1017	1547	319	-	1731	136	1799	67
	93%	91%	94%	94%	93%	96%	-%	94%	89%	94%	87%
DHL	1039	221	212	605	874	165	-	977	62	1012	27
	52%	44%	51%	56%	52%	50%	-%	53%	41%	53%	35%
			a	a				b		b	
Parcelforce	1002	217	222	564	850	153	-	932	70	977	25
	50%	43%	53%	52%	51%	46%	-%	50%	46%	51%	32%
			a	a						b	
Evri (formerly known as Hermes)	943	167	233	542	799	144	-	878	65	924	19
	47%	33%	56%	50%	48%	43%	-%	48%	43%	48%	25%
			a	a						b	
DPD/DPD Local	900	197	202	501	753	146	-	843	56	877	23
	45%	39%	48%	46%	45%	44%	-%	46%	37%	46%	30%
										b	
Yodel	859	164	210	486	719	140	-	798	61	837	22
	43%	33%	50%	45%	43%	42%	-%	43%	40%	43%	29%
			a	a							
UPS	848	171	182	494	715	132	-	798	50	832	15
	42%	34%	43%	46%	43%	40%	-%	43%	33%	43%	20%
			a	a				b		b	
FedEx	810	165	178	468	682	128	-	761	49	788	22
	40%	33%	42%	43%	41%	39%	-%	41%	32%	41%	29%
			a	a							
TNT Express	565	133	123	309	464	101	-	540	25	555	10
	28%	27%	29%	29%	28%	30%	-%	29%	16%	29%	13%
								b		b	
UK Mail	427	102	104	221	348	78	-	403	24	420	6
	21%	20%	25%	20%	21%	24%	-%	22%	16%	22%	8%
										b	
Amazon Logistics	412	71	112	230	350	62	-	392	20	400	12
	21%	14%	27%	21%	21%	19%	-%	21%	13%	21%	16%
			a	a				b			

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Whistl (Previously known as TNT Post)	318 16%	53 11%	88 21%	178 16%	272 16%	46 14%	- -%	308 17%	10 7%	313 16%	5 7%
DX	209 10%	51 10%	58 14%	100 9%	178 11%	31 9%	- -%	204 11%	5 3%	208 11%	2 2%
Citipost	139 7%	38 8%	41 10%	60 6%	110 7%	29 9%	- -%	132 7%	7 5%	137 7%	2 3%
Pitney Bowes	120 6%	15 3%	32 8%	73 7%	99 6%	21 6%	- -%	119 6%	1 1%	119 6%	1 1%
MHI (Mail Handling International)	33 2%	14 3%	5 1%	14 1%	33 2%	- -%	- -%	32 2%	1 1%	33 2%	- -%
Secured Mail	24 1%	4 1%	8 2%	13 1%	21 1%	3 1%	- -%	23 1%	2 1%	24 1%	- -%
Other	41 2%	17 3%	11 3%	14 1%	36 2%	5 1%	- -%	39 2%	2 1%	40 2%	1 1%
NET: Royal Mail	1866 93%	454 91%	395 94%	1017 94%	1547 93%	319 96%	- -%	1731 94%	136 89%	1799 94%	67 87%
NET: Provider other than RM	1486 74%	355 71%	332 79%	800 74%	1267 76%	219 66%	- -%	1371 74%	115 76%	1440 75%	46 61%
NET: RM ONLY	500 25%	144 29%	84 20%	272 25%	391 23%	109 33%	- -%	465 25%	35 23%	471 24%	29 38%
NET: Provider other than RM ONLY	120 6%	44 9%	21 5%	55 5%	111 7%	9 3%	- -%	105 6%	15 10%	111 6%	9 11%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
NET: RM/Parcelforce	1880	462	398	1020	1560	320	-	1742	138	1813	67
	94%	92%	95%	94%	94%	96%	-%	94%	91%	94%	87%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Royal Mail	1866 93%	1186 94%	266 90%	388 93%
DHL	1039 52%	667 53%	138 47%	224 53%
Parcelforce	1002 50%	652 52%	141 48%	205 49%
Evri (formerly known as Hermes)	943 47%	607 48%	113 39%	211 50%
		b		b
DPD/DPD Local	900 45%	559 45%	113 39%	223 53%
				ab
Yodel	859 43%	568 45%	98 33%	187 45%
		b		b
UPS	848 42%	543 43%	108 37%	193 46%
FedEx	810 40%	525 42%	100 34%	185 44%
				b
TNT Express	565 28%	367 29%	90 31%	107 26%
UK Mail	427 21%	262 21%	77 26%	87 21%
Amazon Logistics	412 21%	262 21%	56 19%	94 22%
Whistl (Previously known as TNT Post)	318 16%	205 16%	41 14%	69 16%
DX	209 10%	129 10%	41 14%	39 9%

Columns Tested:: a,b,c

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Citipost	139 7%	82 7%	27 9%	30 7%
Pitney Bowes	120 6%	72 6%	20 7%	27 7%
MHI (Mail Handling International)	33 2%	7 1%	17 6%	10 2%
Secured Mail	24 1%	12 1%	7 2%	6 1%
Other	41 2%	22 2%	10 3%	9 2%
NET: Royal Mail	1866 93%	1186 94%	266 90%	388 93%
NET: Provider other than RM	1486 74%	899 72%	229 78%	339 81%
NET: RM ONLY	500 25%	349 28%	62 21%	76 18%
NET: Provider other than RM ONLY	120 6%	63 5%	25 9%	27 7%
NET: RM/Parcelforce	1880 94%	1195 95%	267 91%	391 93%

Columns Tested:: a,b,c

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Royal Mail	1866	1635	168	37	7	16	1	1	*	1803	63	26
	93%	94%	90%	99%	100%	82%	20%	64%	100%	93%	88%	76%
		k	k	k						k		
DHL	1039	903	107	22	*	3	3	2	-	1009	30	7
	52%	52%	57%	60%	5%	15%	53%	78%	-%	52%	42%	22%
		k	k	k						k		
Parcelforce	1002	892	95	8	*	5	1	1	-	987	15	7
	50%	51%	51%	21%	6%	28%	14%	38%	-%	51%	21%	22%
		cjk	cjk							cjk		
Evri (formerly known as Hermes)	943	827	97	14	*	3	*	1	-	924	19	5
	47%	47%	52%	38%	6%	14%	8%	61%	-%	48%	27%	14%
		jk	jk							jk		
DPD/DPD Local	900	787	96	12	2	1	1	1	-	882	17	5
	45%	45%	51%	32%	29%	8%	14%	35%	-%	46%	24%	15%
		jk	jk							jk		
Yodel	859	760	84	10	*	4	*	1	-	844	15	5
	43%	44%	45%	26%	6%	19%	10%	38%	-%	44%	21%	16%
		jk	jk							jk		
UPS	848	737	82	21	2	2	1	1	*	819	28	7
	42%	42%	44%	56%	25%	13%	31%	61%	79%	42%	40%	22%
			k									
FedEx	810	712	77	14	3	2	*	1	*	790	20	6
	40%	41%	42%	39%	44%	8%	3%	34%	6%	41%	28%	17%
		k	k							k		
TNT Express	565	509	46	6	*	2	*	1	-	556	9	3
	28%	29%	25%	16%	3%	12%	1%	35%	-%	29%	13%	10%
		j								j		
UK Mail	427	351	55	4	3	10	3	1	*	406	20	17
	21%	20%	30%	10%	46%	51%	54%	53%	11%	21%	29%	50%
			ai									aci
Amazon Logistics	412	353	48	5	2	1	2	1	-	402	10	6
	21%	20%	26%	12%	25%	5%	50%	34%	-%	21%	15%	17%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Whistl (Previously known as TNT Post)	318	270	39	4	*	3	*	1	-	309	9	5
	16%	16%	21%	10%	2%	18%	1%	56%	-%	16%	12%	15%
DX	209	179	24	4	*	1	2	*	-	203	7	3
	10%	10%	13%	10%	2%	3%	43%	19%	-%	10%	10%	10%
Citipost	139	120	17	1	*	-	-	1	-	137	2	1
	7%	7%	9%	4%	*%	-%	-%	26%	-%	7%	3%	2%
Pitney Bowes	120	97	16	2	*	5	*	*	-	114	7	5
	6%	6%	9%	5%	*%	24%	*%	10%	-%	6%	9%	14%
MHI (Mail Handling International)	33	23	6	*	*	4	-	-	-	29	4	4
	2%	1%	3%	*%	1%	22%	-%	-%	-%	1%	6%	13%
											ai	ai
Secured Mail	24	20	3	-	*	1	*	-	-	23	1	1
	1%	1%	1%	-%	2%	6%	4%	-%	-%	1%	2%	4%
Other	41	36	5	*	*	-	*	-	-	41	*	*
	2%	2%	3%	*%	*%	-%	7%	-%	-%	2%	1%	1%
NET: Royal Mail	1866	1635	168	37	7	16	1	1	*	1803	63	26
	93%	94%	90%	99%	100%	82%	20%	64%	100%	93%	88%	76%
		k		k						k		
NET: Provider other than RM	1486	1272	155	33	4	15	5	2	*	1427	59	26
	74%	73%	83%	88%	48%	80%	100%	99%	90%	74%	83%	77%
			ai									
NET: RM ONLY	500	457	31	4	4	4	-	*	*	488	12	8
	25%	26%	17%	12%	52%	20%	-%	1%	10%	25%	17%	23%
		b								b		
NET: Provider other than RM ONLY	120	94	18	*	*	3	4	1	-	112	8	8
	6%	5%	9%	1%	*%	18%	80%	36%	-%	6%	12%	24%
												aci
NET: RM/Parcelforce	1880	1647	169	37	7	16	1	1	*	1816	64	27
	94%	95%	91%	99%	100%	86%	20%	65%	100%	94%	89%	79%
		k		k						k		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Royal Mail	1866	1054	581	231	1531	1205	1621	1210	642	467	462	966	39	74	36	32	11
	93%	94%	94%	90%	95%	95%	95%	95%	94%	93%	94%	96%	84%	93%	93%	91%	61%
											g	cg		g		g	
DHL	1039	543	359	136	918	744	961	738	436	305	241	622	18	36	13	21	9
	52%	48%	58%	53%	57%	59%	56%	58%	64%	61%	49%	62%	38%	45%	34%	60%	55%
			a						ac			acde					
Parcelforce	1002	551	341	110	879	712	922	715	413	270	234	615	16	26	9	15	7
	50%	49%	55%	43%	54%	56%	54%	56%	61%	54%	48%	61%	34%	33%	22%	44%	39%
			c						ac		e	acde					
Evri (formerly known as Hermes)	943	507	319	116	808	673	858	679	375	232	213	562	20	30	15	11	6
	47%	45%	52%	45%	50%	53%	50%	53%	55%	46%	43%	56%	42%	38%	40%	33%	32%
									f			adf					
DPD/DPD Local	900	482	305	113	756	616	807	636	315	215	222	522	14	25	6	15	4
	45%	43%	49%	44%	47%	49%	47%	50%	46%	43%	45%	52%	29%	31%	15%	42%	25%
											e	cde					
Yodel	859	474	286	99	750	618	795	608	348	237	205	528	17	17	8	15	5
	43%	42%	46%	38%	46%	49%	46%	48%	51%	47%	42%	53%	35%	21%	20%	44%	29%
											de	ade					
UPS	848	443	294	110	741	618	788	608	347	238	201	515	16	28	7	18	4
	42%	39%	48%	43%	46%	49%	46%	48%	51%	48%	41%	51%	33%	34%	18%	52%	20%
			a								e	adeg				e	
FedEx	810	429	283	98	708	595	750	594	330	224	181	514	11	20	8	12	3
	40%	38%	46%	38%	44%	47%	44%	46%	48%	45%	37%	51%	25%	26%	21%	35%	20%
			a									acdeg					
TNT Express	565	312	198	55	498	405	525	406	211	165	137	354	9	9	4	8	4
	28%	28%	32%	22%	31%	32%	31%	32%	31%	33%	28%	35%	20%	11%	11%	24%	21%
			c								d	ade					
UK Mail	427	214	138	75	385	321	400	339	207	157	83	265	13	14	6	16	3
	21%	19%	22%	29%	24%	25%	23%	27%	30%	31%	17%	26%	29%	18%	15%	45%	20%
			a						ac	ac		a				ade	
Amazon Logistics	412	216	138	59	351	295	375	298	171	132	95	241	8	14	4	10	2
	21%	19%	22%	23%	22%	23%	22%	23%	25%	26%	19%	24%	18%	18%	10%	29%	14%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Whistl (Previously known as TNT Post)	318 16%	172 15%	99 16%	48 19%	282 17%	242 19%	294 17%	239 19%	118 17%	73 15%	61 12%	212 21% ad	5 11%	3 4%	6 16%	5 15%	2 14%
DX	209 10%	105 9%	74 12%	31 12%	186 12%	160 13%	196 11%	162 13%	99 15%	62 12%	42 8%	132 13%	6 13%	7 8%	2 6%	4 12%	3 17%
Citipost	139 7%	67 6%	53 9%	19 8%	121 7%	106 8%	125 7%	114 9%	69 10%	41 8%	22 4%	95 9%	2 4%	3 3%	* *%	2 5%	3 17%
Pitney Bowes	120 6%	60 5%	37 6%	23 9%	103 6%	93 7%	108 6%	90 7%	60 9%	38 8%	16 3%	77 8%	2 5%	7 9%	2 6%	1 3%	2 11%
MHI (Mail Handling International)	33 2%	9 1%	14 2%	10 4% a	30 2%	30 2%	30 2%	33 3%	31 5% ac	25 5% abc	- -%	14 1%	4 8%	1 1%	5 12%	4 10%	2 14%
Secured Mail	24 1%	14 1%	6 1%	4 2%	19 1%	18 1%	20 1%	18 1%	13 2%	8 2%	3 1%	15 2%	* *%	- -%	* *%	2 5%	* *%
Other	41 2%	32 3% b	4 1%	5 2%	30 2%	21 2%	30 2%	31 2%	11 2%	3 1%	5 1%	17 2%	4 9% ab	2 2%	- -%	2 6%	- -%
NET: Royal Mail	1866 93%	1054 94%	581 94%	231 90%	1531 95%	1205 95%	1621 95%	1210 95%	642 94%	467 93%	462 94%	966 96%	39 84%	74 93%	36 93%	32 91%	11 61%
NET: Provider other than RM	1486 74%	779 69%	493 80% a	214 83% a	1252 78%	1020 81%	1325 77%	1055 82% ac	588 86% abc	443 89% abcd	347 70%	813 81%	33 71%	62 77%	29 74%	28 80%	13 77%
NET: RM ONLY	500 25%	334 30% bc	123 20%	43 17%	356 22% def	242 19% ef	380 22% def	221 17% f	92 14%	57 11%	143 29%	186 19%	13 29%	16 21%	10 26%	7 20%	4 23%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
NET: Provider other than RM ONLY	120	60	34	26	78	57	84	65	39	33	27	32	7	4	3	3	7
	6%	5%	6%	10%	5%	5%	5%	5%	6%	7%	6%	3%	16%	5%	7%	9%	39%
				a									ab				abdef
NET: RM/Parcelforce	1880	1060	588	233	1542	1213	1633	1216	651	474	466	971	42	75	37	32	11
	94%	94%	95%	90%	95%	96%	95%	95%	96%	95%	95%	97%	90%	93%	94%	91%	61%
											g	cg	g	g	g	g	

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Royal Mail	1866	1319	84	61	32	17	14	5	957	123	46	44	18	9	9
	93%	96%	93%	90%	90%	95%	99%	43%	96%	94%	90%	90%	85%	71%	93%
DHL	1039	806	48	27	11	8	10	7	599	85	22	19	6	11	3
	52%	58%	53%	40%	32%	49%	72%	69%	60%	65%	43%	38%	29%	87%	33%
		cd							de	de					
Parcelforce	1002	782	47	25	5	8	8	4	607	67	16	8	2	7	4
	50%	57%	52%	38%	13%	43%	59%	39%	61%	51%	32%	16%	12%	60%	38%
		cd	d	d		d	d		cde	de					
Evri (formerly known as Hermes)	943	720	42	22	10	8	4	3	567	54	12	25	4	8	4
	47%	52%	46%	33%	28%	45%	26%	25%	57%	41%	23%	51%	19%	65%	42%
		cd							bce		c				
DPD/DPD Local	900	681	37	16	9	7	3	2	531	44	11	14	7	5	3
	45%	49%	41%	24%	26%	41%	24%	18%	54%	33%	21%	29%	35%	44%	37%
		cd							bcd						
Yodel	859	680	34	15	5	5	8	2	526	54	16	7	4	7	4
	43%	49%	37%	23%	15%	27%	60%	22%	53%	41%	30%	15%	21%	57%	41%
		cd	d				d		cde	d					
UPS	848	663	36	18	3	10	9	3	515	60	14	17	4	4	3
	42%	48%	39%	26%	9%	57%	63%	25%	52%	46%	27%	36%	18%	35%	30%
		cd	d			d	d		ce						
FedEx	810	635	41	15	3	9	2	2	512	49	9	11	4	7	3
	40%	46%	46%	23%	8%	54%	15%	21%	52%	38%	17%	23%	17%	58%	28%
		cd	cd			cd			bcde						
TNT Express	565	445	29	12	3	3	4	3	358	28	7	3	2	3	3
	28%	32%	32%	17%	8%	19%	30%	25%	36%	22%	14%	7%	11%	26%	28%
		d	d						bcd						
UK Mail	427	321	30	15	5	6	6	3	243	42	13	11	6	4	2
	21%	23%	33%	23%	14%	33%	39%	29%	24%	32%	25%	24%	28%	31%	23%
Amazon Logistics	412	312	22	9	2	4	1	2	232	35	8	8	4	7	2
	21%	23%	25%	13%	5%	23%	6%	17%	23%	27%	15%	16%	18%	54%	20%
		d	d												
Whistl (Previously known as TNT Post)	318	251	20	4	*	3	1	2	212	12	6	1	5	4	2
	16%	18%	22%	7%	1%	17%	4%	22%	21%	9%	12%	1%	22%	31%	21%
		d	cd						bd			d			

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
DX	209 10%	161 12%	14 15%	6 9%	1 3%	2 10%	* 3%	2 21%	129 13%	15 11%	4 8%	5 10%	2 9%	3 23%	3 27%
Citipost	139 7%	108 8%	10 11%	1 1%	* *%	- -%	* 1%	3 26%	95 10%	6 5%	* 1%	2 5%	* 1%	2 13%	- -%
Pitney Bowes	120 6%	83 6%	9 10%	5 8%	1 3%	2 10%	1 5%	2 17%	77 8%	6 5%	5 9%	2 4%	* 2%	* 1%	2 20%
MHI (Mail Handling International)	33 2%	14 1%	6 7%	5 7%	2 6%	- -%	* *%	2 21%	13 1%	4 3%	4 7%	* *%	7 31%	2 13%	* 2%
Secured Mail	24 1%	17 1%	2 2%	* *%	* 1%	* *%	* *%	* *%	16 2%	* *%	* *%	* *%	* 1%	2 13%	- -%
Other	41 2%	23 2%	1 1%	6 9%	- -%	- -%	* *%	- -%	16 2%	2 2%	1 1%	- -%	- -%	2 18%	- -%
NET: Royal Mail	1866 93%	1319 96%	84 93%	61 90%	32 90%	17 95%	14 99%	5 43%	957 96%	123 94%	46 90%	44 90%	18 85%	9 71%	9 93%
NET: Provider other than RM	1486 74%	1074 78%	71 79%	49 73%	24 67%	13 74%	12 86%	9 84%	802 81%	106 80%	39 76%	41 84%	15 70%	12 100%	5 56%
NET: RM ONLY	500 25%	301 22%	19 21%	17 25%	12 33%	4 26%	2 14%	2 16%	188 19%	24 18%	12 24%	8 16%	6 30%	- -%	4 44%
NET: Provider other than RM ONLY	120 6%	55 4%	6 7%	5 8%	4 10%	1 5%	* 1%	6 57%	33 3%	7 5%	5 10%	5 10%	3 15%	4 29%	1 7%
NET: RM/Parcelforce	1880 94%	1330 96%	84 93%	61 90%	32 90%	17 95%	14 99%	5 43%	960 97%	125 95%	49 95%	44 90%	18 87%	9 71%	9 93%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Royal Mail	1866	949	114	51	38	27	14	17	846	304	315	103	43
	93%	97%	90%	81%	90%	85%	94%	77%	97%	93%	94%	92%	81%
		bceg							bde	e	e		
DHL	1039	584	67	33	24	16	2	13	492	180	194	59	30
	52%	60%	52%	52%	56%	50%	13%	58%	56%	55%	58%	53%	55%
Parcelforce	1002	582	68	30	11	15	4	5	500	175	170	50	23
	50%	60%	53%	48%	27%	46%	28%	21%	57%	54%	51%	44%	43%
		dg	dg						d				
Evri (formerly known as Hermes)	943	555	61	24	16	15	1	5	454	143	184	48	26
	47%	57%	48%	39%	38%	48%	10%	25%	52%	44%	55%	43%	48%
		cg									b		
DPD/DPD Local	900	518	68	20	13	11	3	4	428	147	147	53	24
	45%	53%	53%	31%	30%	34%	22%	19%	49%	45%	44%	47%	45%
		cdg	cdg										
Yodel	859	494	51	30	13	12	2	6	425	139	156	44	25
	43%	51%	40%	47%	30%	38%	16%	25%	49%	42%	47%	39%	47%
		d											
UPS	848	494	52	24	15	10	1	12	403	144	157	49	31
	42%	51%	41%	38%	36%	30%	10%	53%	46%	44%	47%	44%	58%
FedEx	810	490	57	19	12	10	1	4	405	118	156	48	20
	40%	50%	44%	30%	28%	33%	10%	19%	46%	36%	47%	42%	37%
		cdg							b		b		
TNT Express	565	355	24	13	2	6	1	4	266	93	128	26	9
	28%	36%	19%	21%	6%	20%	6%	18%	30%	28%	38%	23%	17%
		bcd									bde		
UK Mail	427	254	28	16	18	14	1	7	186	61	98	30	19
	21%	26%	22%	26%	42%	45%	8%	34%	21%	19%	29%	27%	35%
											ab		b
Amazon Logistics	412	231	29	17	8	6	1	5	186	69	84	25	8
	21%	24%	23%	28%	19%	17%	9%	24%	21%	21%	25%	22%	15%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Whistl (Previously known as TNT Post)	318	213	7	7	1	4	3	3	146	49	67	21	9
	16%	22%	6%	11%	3%	12%	24%	16%	17%	15%	20%	19%	16%
		bd											
DX	209	134	13	5	3	3	1	4	92	28	56	13	5
	10%	14%	10%	7%	7%	9%	4%	18%	11%	8%	17%	12%	10%
											ab		
Citipost	139	96	4	5	3	5	*	*	61	15	34	13	*
	7%	10%	3%	8%	8%	15%	3%	1%	7%	5%	10%	11%	1%
											b		
Pitney Bowes	120	74	5	2	1	7	*	*	44	14	29	14	7
	6%	8%	4%	3%	2%	22%	3%	1%	5%	4%	9%	12%	13%
						abc						ab	
MHI (Mail Handling International)	33	11	6	3	4	4	4	*	3	1	19	4	*
	2%	1%	5%	5%	9%	13%	29%	1%	*%	*%	6%	4%	*%
			a	a	a	a					ab	ab	
Secured Mail	24	14	2	2	-	1	*	*	9	1	6	4	*
	1%	1%	1%	3%	-%	4%	*%	*%	1%	*%	2%	3%	*%
Other	41	21	7	*	-	-	-	2	20	2	4	3	-
	2%	2%	6%	1%	-%	-%	-%	10%	2%	1%	1%	3%	-%
NET: Royal Mail	1866	949	114	51	38	27	14	17	846	304	315	103	43
	93%	97%	90%	81%	90%	85%	94%	77%	97%	93%	94%	92%	81%
		bceg							bde	e	e		
NET: Provider other than RM	1486	797	107	52	39	31	9	20	657	256	269	86	48
	74%	81%	84%	84%	91%	97%	60%	89%	75%	78%	81%	76%	90%
NET: RM ONLY	500	179	19	10	4	1	6	2	211	70	64	27	5
	25%	18%	15%	16%	9%	3%	40%	11%	24%	21%	19%	24%	10%
NET: Provider other than RM ONLY	120	27	12	12	4	5	1	5	22	23	18	9	10
	6%	3%	9%	19%	10%	15%	6%	23%	3%	7%	5%	8%	19%
			a	a	a	a		a		a		a	abc

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
NET: RM/Parcelforce	1880	950	114	52	41	27	14	17	849	307	319	103	45
	94%	97%	90%	83%	96%	85%	100%	77%	97%	94%	96%	92%	83%
		bceg							de	e	e		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Royal Mail	1866	902	282	235	75	26	657	221	202	76	36
	93%	96%	94%	95%	91%	84%	98%	93%	95%	91%	81%
		e					bde		e		
DHL	1039	543	164	146	38	19	413	138	115	47	24
	52%	58%	55%	59%	46%	63%	61%	58%	54%	56%	53%
Parcelforce	1002	540	158	130	35	14	412	133	108	35	18
	50%	57%	53%	53%	43%	45%	61%	56%	51%	42%	40%
		d					cde				
Evri (formerly known as Hermes)	943	491	141	132	31	11	381	97	129	42	20
	47%	52%	47%	53%	38%	37%	56%	41%	60%	50%	44%
		d		d			b		b		
DPD/DPD Local	900	458	134	108	35	15	354	95	101	40	18
	45%	49%	45%	43%	43%	49%	52%	40%	47%	47%	41%
							b				
Yodel	859	460	129	116	27	14	351	98	104	36	21
	43%	49%	43%	47%	33%	44%	52%	41%	49%	43%	47%
		d					b				
UPS	848	434	137	122	29	17	340	112	97	38	25
	42%	46%	46%	49%	36%	57%	50%	47%	46%	45%	56%
FedEx	810	433	112	122	28	12	349	90	98	38	14
	40%	46%	37%	49%	34%	39%	52%	38%	46%	46%	31%
				bd			b				
TNT Express	565	284	91	97	20	6	232	63	77	23	6
	28%	30%	31%	39%	24%	18%	34%	27%	36%	28%	13%
				ad			e		e		
UK Mail	427	208	60	75	22	13	167	54	58	22	15
	21%	22%	20%	30%	27%	41%	25%	23%	27%	27%	34%
				ab		b					
Amazon Logistics	412	196	71	65	14	4	158	45	60	21	6
	21%	21%	24%	26%	17%	13%	23%	19%	28%	25%	14%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Whistl (Previously known as TNT Post)	318	159	53	51	13	5	135	37	44	19	5
	16%	17%	18%	21%	15%	17%	20%	16%	21%	23%	11%
DX	209	95	25	50	10	4	85	22	35	12	4
	10%	10%	8%	20%	12%	13%	13%	9%	16%	14%	10%
Citipost	139	69	19	23	8	*	58	8	28	10	-
	7%	7%	6%	9%	10%	1%	9%	3%	13%	12%	-%
Pitney Bowes	120	55	15	18	11	4	42	14	21	11	4
	6%	6%	5%	7%	13%	13%	6%	6%	10%	13%	10%
MHI (Mail Handling International)	33	7	6	9	4	*	4	9	13	2	*
	2%	1%	2%	4%	5%	*%	1%	4%	6%	2%	*%
Secured Mail	24	9	2	5	2	*	8	2	5	3	*
	1%	1%	1%	2%	3%	1%	1%	1%	2%	3%	*%
Other	41	20	2	4	3	-	15	3	*	3	-
	2%	2%	1%	2%	4%	-%	2%	1%	*%	4%	-%
NET: Royal Mail	1866	902	282	235	75	26	657	221	202	76	36
	93%	96%	94%	95%	91%	84%	98%	93%	95%	91%	81%
		e					bde		e		
NET: Provider other than RM	1486	731	231	191	62	26	538	196	171	64	40
	74%	78%	77%	77%	76%	85%	80%	83%	80%	77%	91%
NET: RM ONLY	500	205	67	56	20	4	132	41	42	19	4
	25%	22%	22%	23%	24%	15%	20%	17%	20%	23%	9%
NET: Provider other than RM ONLY	120	35	17	13	7	5	13	16	11	7	8
	6%	4%	6%	5%	8%	16%	2%	7%	5%	9%	19%
					a			a		a	ac

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
NET: RM/Parcelforce	1880	905	284	239	75	27	659	225	203	76	37
	94%	96%	95%	96%	91%	88%	98%	95%	95%	91%	84%
							de		e		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Royal Mail	1866	644	199	196	108	45	682	55	459	1669	197	1457	74
	93%	97%	97%	90%	88%	91%	94%	83%	98%	96%	75%	97%	67%
		cd	cd				b		ab	b		b	
DHL	1039	389	108	127	72	26	404	39	287	910	129	852	67
	52%	59%	53%	58%	58%	52%	56%	59%	61%	52%	49%	57%	60%
Parcelforce	1002	391	122	116	55	18	400	35	273	870	132	833	47
	50%	59%	60%	53%	45%	37%	55%	53%	58%	50%	50%	55%	42%
		de	e										
Evri (formerly known as Hermes)	943	360	106	122	61	25	377	35	260	827	115	771	37
	47%	54%	52%	56%	50%	50%	52%	53%	55%	48%	44%	51%	33%
												b	
DPD/DPD Local	900	347	91	103	59	25	371	25	235	774	125	724	32
	45%	52%	44%	47%	48%	50%	51%	37%	50%	45%	48%	48%	29%
												b	
Yodel	859	328	94	105	54	21	346	34	223	746	113	709	41
	43%	50%	46%	48%	44%	43%	48%	52%	47%	43%	43%	47%	37%
UPS	848	336	84	98	55	24	323	39	244	753	95	702	39
	42%	51%	41%	45%	45%	47%	44%	58%	52%	43%	36%	47%	35%
FedEx	810	334	80	94	54	22	317	32	242	719	91	683	25
	40%	51%	39%	43%	44%	44%	44%	48%	51%	41%	35%	45%	23%
		b										b	
TNT Express	565	240	56	68	26	10	222	26	157	493	71	478	20
	28%	36%	27%	31%	22%	19%	31%	39%	33%	28%	27%	32%	18%
		d										b	
UK Mail	427	170	55	57	39	11	200	21	116	361	66	350	35
	21%	26%	27%	26%	32%	23%	28%	32%	25%	21%	25%	23%	32%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Amazon Logistics	412 21%	153 23%	48 23%	55 25%	29 24%	9 19%	170 23%	17 25%	111 24%	362 21%	50 19%	334 22%	18 16%
Whistl (Previously known as TNT Post)	318 16%	136 21%	31 15%	40 18%	21 17%	10 20%	138 19%	9 14%	92 19%	292 17%	26 10%	275 18%	7 6%
DX	209 10%	78 12%	30 15%	26 12%	17 14%	5 11%	100 14%	11 17%	50 11%	180 10%	30 11%	177 12%	9 8%
Citipost	139 7%	68 10%	8 4%	22 10%	12 10%	2 4%	62 8%	6 10%	46 10%	118 7%	21 8%	116 8%	5 5%
Pitney Bowes	120 6%	45 7%	12 6%	13 6%	13 11%	5 10%	48 7%	6 9%	37 8%	108 6%	12 5%	102 7%	2 1%
MHI (Mail Handling International)	33 2%	5 1%	6 3%	11 5%	8 7%	* *%	26 4%	5 7%	1 *%	22 1%	12 4%	16 1%	14 12%
Secured Mail	24 1%	8 1%	2 1%	4 2%	3 2%	* *%	14 2%	1 2%	4 1%	18 1%	7 3%	17 1%	2 2%
Other	41 2%	21 3%	* *%	2 1%	4 3%	2 4%	20 3%	2 2%	9 2%	17 1%	24 9%	21 1%	9 8%
NET: Royal Mail	1866 93%	644 97%	199 97%	196 90%	108 88%	45 91%	682 94%	55 83%	459 98%	1669 96%	197 75%	1457 97%	74 67%
NET: Provider other than RM	1486 74%	523 79%	174 85%	189 87%	110 89%	41 83%	617 85%	59 89%	368 78%	1245 72%	241 92%	1150 76%	102 93%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
NET: RM ONLY	500 25%	135 20%	31 15%	29 13%	13 11%	8 17%	107 15%	7 11%	102 22%	483 28%	17 6%	350 23%	6 5%
NET: Provider other than RM ONLY	120 6%	14 2%	5 3%	22 10%	15 12%	5 9%	42 6%	11 17%	10 2%	59 3%	61 23%	44 3%	34 31%
NET: RM/Parcelforce	1880 94%	646 98%	200 98%	197 90%	110 90%	45 91%	686 94%	58 87%	459 98%	1677 97%	203 77%	1465 97%	78 71%
		cde	cd				b		b	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Royal Mail	1866	1096	109	896	314	1455	76	1090	115	896	314
	93%	97%	78%	100%	82%	97%	70%	98%	77%	100%	82%
DHL	1039	b	b	b	b	b	b	b	b	b	b
	52%	655	88	502	237	849	69	656	88	494	245
		58%	63%	56%	62%	56%	63%	59%	59%	55%	64%
											a
Parcelforce	1002	646	66	484	230	833	47	643	69	486	228
	50%	57%	47%	54%	60%	55%	43%	58%	46%	54%	60%
Evri (formerly known as Hermes)	943	618	55	480	199	771	37	613	60	476	203
	47%	55%	39%	54%	52%	51%	34%	55%	40%	53%	53%
DPD/DPD Local	900	b	b	b	b	b	b	b	b	b	b
	45%	569	47	423	214	726	30	566	50	422	215
		51%	33%	47%	56%	48%	28%	51%	34%	47%	56%
					a						a
Yodel	859	559	59	416	192	709	41	553	65	414	194
	43%	50%	42%	46%	50%	47%	38%	50%	43%	46%	51%
UPS	848	558	59	423	185	702	39	553	65	419	189
	42%	50%	42%	47%	48%	47%	36%	50%	43%	47%	49%
FedEx	810	546	48	416	177	683	26	543	52	415	179
	40%	49%	34%	46%	46%	45%	24%	49%	35%	46%	47%
TNT Express	565	b	b	b	b	b	b	b	b	b	b
	28%	370	35	279	127	479	19	368	37	272	135
		33%	25%	31%	33%	32%	17%	33%	24%	30%	35%
UK Mail	427	266	55	221	118	349	37	261	60	227	112
	21%	24%	39%	25%	31%	23%	33%	23%	40%	25%	29%
			a						a		

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Amazon Logistics	412 21%	268 24%	28 20%	204 23%	93 24%	335 22%	16 15%	267 24%	28 19%	207 23%	91 24%
Whistl (Previously known as TNT Post)	318 16%	235 21%	7 5%	180 20%	60 16%	280 19%	2 2%	229 21%	13 9%	174 19%	65 17%
DX	209 10%	147 13%	13 9%	109 12%	53 14%	176 12%	10 9%	147 13%	12 8%	105 12%	57 15%
Citipost	139 7%	94 8%	12 8%	86 10%	28 7%	118 8%	4 3%	95 9%	11 7%	85 9%	29 8%
Pitney Bowes	120 6%	82 7%	11 8%	68 8%	22 6%	102 7%	2 1%	82 7%	11 7%	71 8%	19 5%
MHI (Mail Handling International)	33 2%	19 2%	11 8%	17 2%	16 4%	22 1%	8 8%	13 1%	16 11%	18 2%	15 4%
Secured Mail	24 1%	17 1%	2 1%	15 2%	4 1%	19 1%	* *%	17 1%	2 1%	14 2%	5 1%
Other	41 2%	18 2%	3 2%	8 1%	22 6%	19 1%	10 9%	17 1%	5 3%	8 1%	22 6%
NET: Royal Mail	1866 93%	1096 97%	109 78%	896 100%	314 82%	1455 97%	76 70%	1090 98%	115 77%	896 100%	314 82%
NET: Provider other than RM	1486 74%	883 78%	137 98%	679 76%	376 98%	1151 76%	101 93%	874 78%	146 98%	680 76%	375 98%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
NET: RM ONLY	500	241	2	216	4	350	6	241	2	216	4
	25%	21%	1%	24%	1%	23%	5%	22%	1%	24%	1%
		b		b		b		b		b	
NET: Provider other than RM ONLY	120	27	30	-	65	47	31	24	33	-	65
	6%	2%	21%	-%	17%	3%	28%	2%	22%	-%	17%
			a		a		a		a		a
NET: RM/Parcelforce	1880	1099	114	896	320	1462	80	1093	120	896	320
	94%	98%	81%	100%	84%	97%	73%	98%	80%	100%	84%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Royal Mail	1866	677	1236	194	2	616	870	156	4	825	655	184	4
	93%	94%	96%	93%	52%	94%	97%	91%	100%	93%	96%	92%	100%
DHL	1039	466	746	146	1	432	540	120	1	552	403	139	2
	52%	65%	58%	70%	48%	66%	60%	70%	13%	62%	59%	70%	41%
		b		b			ac			a			
Parcelforce	1002	428	736	138	-	384	534	110	1	511	391	126	2
	50%	59%	57%	66%	-%	59%	59%	64%	13%	58%	58%	63%	41%
Evri (formerly known as Hermes)	943	403	684	116	-	380	520	98	2	507	384	116	2
	47%	56%	53%	55%	-%	58%	58%	57%	57%	57%	57%	58%	41%
DPD/DPD Local	900	377	639	121	*	356	475	101	1	474	365	124	-
	45%	52%	49%	58%	5%	54%	53%	59%	17%	54%	54%	62%	-%
Yodel	859	375	625	101	-	352	469	87	1	454	326	102	2
	43%	52%	48%	48%	-%	54%	52%	51%	13%	51%	48%	51%	41%
UPS	848	381	612	125	3	364	473	106	1	445	355	119	2
	42%	53%	47%	60%	95%	56%	53%	62%	13%	50%	52%	59%	41%
				b									
FedEx	810	354	601	113	-	338	454	100	1	430	345	116	2
	40%	49%	47%	54%	-%	52%	51%	58%	13%	49%	51%	58%	41%
TNT Express	565	254	439	84	-	226	326	66	1	291	246	73	-
	28%	35%	34%	40%	-%	34%	36%	38%	13%	33%	36%	37%	-%
UK Mail	427	218	321	71	-	200	231	66	1	260	181	76	-
	21%	30%	25%	34%	-%	31%	26%	38%	13%	29%	27%	38%	-%
				b				b				b	
Amazon Logistics	412	171	309	61	-	172	227	59	1	216	182	68	-
	21%	24%	24%	29%	-%	26%	25%	34%	13%	24%	27%	34%	-%
												a	
Whistl (Previously known as TNT Post)	318	161	256	55	-	143	194	43	1	182	146	58	-
	16%	22%	20%	26%	-%	22%	22%	25%	13%	21%	22%	29%	-%

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
DX	209	99	158	23	-	100	121	18	1	132	84	23	-
	10%	14%	12%	11%	-%	15%	14%	11%	13%	15%	12%	11%	-%
Citipost	139	72	106	28	-	76	77	18	-	93	64	19	-
	7%	10%	8%	13%	-%	12%	9%	10%	-%	10%	9%	10%	-%
Pitney Bowes	120	54	95	21	-	54	71	21	-	67	57	25	-
	6%	7%	7%	10%	-%	8%	8%	12%	-%	8%	8%	13%	-%
MHI (Mail Handling International)	33	24	17	8	-	24	11	3	-	33	7	7	-
	2%	3%	1%	4%	-%	4%	1%	2%	-%	4%	1%	4%	-%
Secured Mail	24	12	17	4	-	13	14	1	-	14	14	3	-
	1%	2%	1%	2%	-%	2%	2%	1%	-%	2%	2%	2%	-%
Other	41	10	29	6	-	8	17	*	-	18	15	1	2
	2%	1%	2%	3%	-%	1%	2%	*%	-%	2%	2%	1%	41%
NET: Royal Mail	1866	677	1236	194	2	616	870	156	4	825	655	184	4
	93%	94%	96%	93%	52%	94%	97%	91%	100%	93%	96%	92%	100%
NET: Provider other than RM	1486	633	992	186	3	579	715	152	3	786	544	183	2
	74%	88%	77%	89%	100%	88%	80%	88%	61%	89%	80%	92%	41%
NET: RM ONLY	500	85	293	23	-	74	179	20	2	96	133	17	2
	25%	12%	23%	11%	-%	11%	20%	12%	39%	11%	20%	8%	59%
NET: Provider other than RM ONLY	120	41	49	15	1	37	24	16	-	57	22	15	-
	6%	6%	4%	7%	48%	6%	3%	9%	-%	6%	3%	8%	-%
NET: RM/Parcelforce	1880	684	1244	200	2	621	874	157	4	831	656	186	4
	94%	95%	96%	96%	52%	95%	97%	91%	100%	94%	97%	93%	100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Royal Mail	1866	1408	1030	856	1122	932	13	584	433	428	114	90	427	384
	93%	96%	97%	99%	97%	96%	96%	99%	99%	99%	98%	100%	97%	96%
DHL	1039	841	639	518	675	574	6	364	303	284	95	70	228	207
	52%	58%	60%	60%	58%	59%	44%	62%	70%	66%	81%	77%	52%	52%
				ab							ac	a		
Parcelforce	1002	826	622	500	661	572	9	363	299	272	81	64	217	216
	50%	57%	59%	58%	57%	59%	62%	62%	69%	63%	69%	71%	49%	54%
Evri (formerly known as Hermes)	943	755	597	500	592	543	5	370	305	268	90	62	191	191
	47%	52%	56%	58%	51%	56%	39%	63%	70%	62%	76%	69%	43%	48%
				a							ac			
DPD/DPD Local	900	714	551	457	565	499	11	318	277	257	81	59	210	203
	45%	49%	52%	53%	49%	51%	81%	54%	64%	60%	69%	65%	48%	51%
							ab		a		a			
Yodel	859	703	543	437	552	492	6	320	271	248	71	51	178	181
	43%	48%	51%	51%	48%	51%	41%	54%	62%	58%	60%	56%	40%	45%
UPS	848	698	541	446	567	477	9	319	275	248	85	60	191	180
	42%	48%	51%	52%	49%	49%	63%	54%	63%	58%	72%	66%	43%	45%
									a		ac			
FedEx	810	671	527	443	531	466	8	324	264	237	83	61	180	173
	40%	46%	50%	51%	46%	48%	57%	55%	61%	55%	71%	68%	41%	43%
											ac			
TNT Express	565	475	358	290	376	343	6	219	180	152	59	44	129	132
	28%	33%	34%	34%	32%	35%	41%	37%	41%	35%	50%	49%	29%	33%
											c			
UK Mail	427	350	270	240	272	266	6	170	140	141	58	43	83	99
	21%	24%	25%	28%	23%	27%	44%	29%	32%	33%	49%	48%	19%	25%
							a				abc	ab		
Amazon Logistics	412	331	257	221	260	248	7	165	130	128	49	38	92	99
	21%	23%	24%	26%	22%	26%	48%	28%	30%	30%	42%	43%	21%	25%
							ab				a	a		

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Whistl (Previously known as TNT Post)	318	278	227	193	228	205	2	151	131	111	49	37	83	81
	16%	19%	21%	22%	20%	21%	17%	26%	30%	26%	41%	41%	19%	20%
DX	209	178	145	125	134	141	2	87	77	82	18	13	60	55
	10%	12%	14%	14%	12%	15%	18%	15%	18%	19%	15%	14%	13%	14%
Citipost	139	116	91	90	100	77	2	63	65	52	23	14	38	28
	7%	8%	9%	10%	9%	8%	13%	11%	15%	12%	19%	15%	9%	7%
Pitney Bowes	120	93	87	71	76	74	1	56	41	43	18	10	31	31
	6%	6%	8%	8%	7%	8%	4%	10%	9%	10%	15%	11%	7%	8%
MHI (Mail Handling International)	33	18	16	17	17	15	-	12	12	12	2	-	3	1
	2%	1%	1%	2%	2%	2%	-%	2%	3%	3%	2%	-%	1%	*%
Secured Mail	24	19	15	13	13	13	*	10	9	10	2	-	5	4
	1%	1%	1%	2%	1%	1%	*%	2%	2%	2%	2%	-%	1%	1%
Other	41	18	13	5	15	12	-	5	4	4	-	-	2	7
	2%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	*%	2%
NET: Royal Mail	1866	1408	1030	856	1122	932	13	584	433	428	114	90	427	384
	93%	96%	97%	99%	97%	96%	96%	99%	99%	99%	98%	100%	97%	96%
NET: Provider other than RM	1486	1126	856	693	909	770	13	484	385	380	109	83	315	293
	74%	77%	81%	80%	79%	79%	91%	82%	88%	88%	93%	92%	71%	73%
				ab							a			
NET: RM ONLY	500	329	203	170	244	196	1	103	51	50	8	8	128	106
	25%	23%	19%	20%	21%	20%	9%	18%	12%	12%	7%	8%	29%	27%
								d						
NET: Provider other than RM ONLY	120	46	29	7	31	34	1	4	3	2	3	-	15	15
	6%	3%	3%	1%	3%	4%	4%	1%	1%	1%	2%	-%	3%	4%
		c	c											

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
NET: RM/Parcelforce	1880	1415	1034	858	1128	938	13	585	434	428	115	90	429	385
	94%	97%	97%	99%	97%	97%	96%	99%	100%	99%	98%	100%	97%	97%
				ab										

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Royal Mail	1866	148	63	61	38	1606	1055	1666	1123	1057	730	1566	211	*	1408	113
	93%	96%	91%	92%	93%	94%	93%	94%	92%	91%	93%	94%	93%	65%	96%	90%
						e									b	
DHL	1039	95	39	39	16	889	548	931	608	564	484	879	140	*	776	82
	52%	62%	56%	59%	41%	52%	48%	52%	50%	49%	62%	53%	62%	65%	53%	65%
											b					
Parcelforce	1002	88	22	37	13	875	538	906	601	550	462	863	140	-	744	80
	50%	58%	31%	56%	33%	51%	47%	51%	49%	47%	59%	52%	62%	-%	51%	64%
		b		b							b		b		a	
Evri (formerly known as Hermes)	943	75	21	43	20	811	501	834	593	520	451	811	119	-	708	84
	47%	49%	31%	65%	49%	48%	44%	47%	49%	45%	57%	49%	53%	-%	48%	67%
				b							b				a	
DPD/DPD Local	900	72	22	31	13	784	513	813	569	515	410	791	127	*	678	66
	45%	47%	32%	48%	33%	46%	45%	46%	47%	44%	52%	47%	56%	35%	46%	53%
Yodel	859	77	17	32	16	733	440	757	504	440	385	731	98	-	641	71
	43%	50%	25%	49%	40%	43%	39%	43%	41%	38%	49%	44%	43%	-%	44%	57%
		b		b		e									a	
UPS	848	81	21	29	17	745	464	774	518	462	414	729	123	-	621	73
	42%	53%	31%	44%	41%	44%	41%	43%	43%	40%	53%	44%	54%	-%	42%	59%
		b									b		b		a	
FedEx	810	77	17	27	12	715	435	732	493	459	386	706	113	*	612	68
	40%	50%	24%	42%	30%	42%	38%	41%	40%	40%	49%	42%	50%	65%	42%	54%
		b									b				a	
TNT Express	565	43	8	17	6	513	316	522	340	319	264	501	74	*	422	58
	28%	28%	11%	26%	14%	30%	28%	29%	28%	28%	34%	30%	33%	65%	29%	46%
		b													a	
UK Mail	427	56	25	17	15	360	241	374	255	231	211	347	62	-	312	41
	21%	36%	36%	27%	37%	21%	21%	21%	21%	20%	27%	21%	28%	-%	21%	33%
											b				a	

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Amazon Logistics	412	41	11	18	13	349	223	364	253	226	206	351	64	-	293	47
	21%	27%	16%	28%	31%	20%	20%	20%	21%	20%	26%	21%	28%	-%	20%	37%
Whistl (Previously known as TNT Post)	318	34	11	10	8	292	196	298	208	192	159	283	54	-	249	26
	16%	22%	17%	15%	20%	17%	17%	17%	17%	17%	20%	17%	24%	-%	17%	21%
DX	209	26	11	9	4	184	125	193	141	116	116	188	33	-	153	30
	10%	17%	16%	14%	11%	11%	11%	11%	12%	10%	15%	11%	15%	-%	10%	24%
															a	
Citipost	139	19	6	2	8	121	75	127	83	91	65	123	20	-	112	6
	7%	12%	8%	3%	19%	7%	7%	7%	7%	8%	8%	7%	9%	-%	8%	4%
					c											
Pitney Bowes	120	9	3	7	8	101	65	103	81	77	58	104	27	-	100	5
	6%	6%	4%	10%	20%	6%	6%	6%	7%	7%	7%	6%	12%	-%	7%	4%
					b											
MHI (Mail Handling International)	33	10	4	4	2	22	16	28	19	18	26	18	4	-	18	*
	2%	7%	5%	6%	5%	1%	1%	2%	2%	2%	3%	1%	2%	-%	1%	***
											b					
Secured Mail	24	6	2	-	2	21	11	23	14	10	13	23	3	-	15	3
	1%	4%	3%	-%	5%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	2%
Other	41	*	2	2	2	36	27	37	25	34	11	35	3	-	20	3
	2%	*%	2%	3%	5%	2%	2%	2%	2%	3%	1%	2%	2%	-%	1%	2%
NET: Royal Mail	1866	148	63	61	38	1606	1055	1666	1123	1057	730	1566	211	*	1408	113
	93%	96%	91%	92%	93%	94%	93%	94%	92%	91%	93%	94%	93%	65%	96%	90%
						e									b	
NET: Provider other than RM	1486	132	59	59	36	1259	815	1321	910	834	665	1238	191	*	1083	104
	74%	87%	86%	89%	90%	74%	72%	74%	75%	72%	85%	74%	84%	100%	74%	83%
											b		b			

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
NET: RM ONLY	500	20	10	7	4	434	310	447	299	313	119	417	36	-	380	20
	25%	13%	14%	11%	10%	25%	27%	25%	25%	27%	15%	25%	16%	-%	26%	16%
												ac				
NET: Provider other than RM ONLY	120	5	6	5	3	87	70	101	85	90	54	89	15	*	55	11
	6%	3%	9%	8%	7%	5%	6%	6%	7%	8%	7%	5%	7%	35%	4%	9%
										a						a
NET: RM/Parcelforce	1880	150	63	62	38	1616	1061	1679	1134	1063	740	1575	215	*	1412	116
	94%	98%	92%	94%	93%	95%	93%	94%	93%	92%	94%	94%	95%	65%	96%	93%
						e		e								

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Royal Mail	1866 93%	669 97%	1100 95%	457 87%	35 89%	204 84%	363 90%	175 89%	1243 94%	376 95%	229 86%	279 92%	1279 95%
DHL	1039 52%	426 62%	548 47%	323 62%	23 59%	147 60%	250 62%	111 57%	693 52%	224 56%	129 48%	208 68%	684 51%
Parcelforce	1002 50%	398 58%	547 47%	310 59%	24 59%	118 49%	262 65%	103 53%	686 52%	209 53%	136 51%	177 58%	675 50%
Evri (formerly known as Hermes)	943 47%	398 58%	495 43%	295 56%	28 70%	123 51%	240 60%	116 59%	620 47%	193 49%	135 51%	162 53%	632 47%
DPD/DPD Local	900 45%	352 51%	491 42%	279 53%	26 65%	111 45%	231 58%	103 52%	605 46%	185 47%	131 49%	159 52%	595 44%
Yodel	859 43%	365 53%	449 39%	270 52%	26 65%	110 45%	222 55%	95 49%	578 44%	179 45%	114 43%	150 49%	585 44%
UPS	848 42%	364 53%	444 38%	260 50%	25 63%	119 49%	211 53%	87 44%	579 44%	175 44%	117 44%	167 55%	552 41%
FedEx	810 40%	334 48%	438 38%	250 48%	21 53%	101 42%	203 51%	87 45%	540 41%	179 45%	109 41%	156 51%	530 40%
TNT Express	565 28%	229 33%	309 27%	163 31%	24 62%	68 28%	147 37%	56 29%	378 28%	129 32%	83 31%	102 33%	374 28%
UK Mail	427 21%	210 30%	191 16%	157 30%	16 41%	99 41%	99 25%	68 35%	276 21%	81 20%	74 28%	100 33%	244 18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Amazon Logistics	412 21%	188 27%	203 18%	124 24%	16 40%	54 22%	114 28%	63 32%	267 20%	78 20%	62 23%	71 23%	272 20%
Whistl (Previously known as TNT Post)	318 16%	166 24%	144 12%	96 18%	13 33%	40 17%	88 22%	40 20%	212 16%	66 17%	52 19%	65 21%	196 15%
DX	209 10%	99 14%	102 9%	58 11%	15 37%	37 15%	51 13%	29 15%	142 11%	36 9%	35 13%	50 16%	122 9%
Citipost	139 7%	72 10%	59 5%	50 10%	3 9%	19 8%	41 10%	24 12%	83 6%	32 8%	29 11%	33 11%	78 6%
Pitney Bowes	120 6%	60 9%	56 5%	37 7%	4 9%	16 7%	32 8%	13 6%	73 5%	34 9%	17 6%	26 8%	74 5%
MHI (Mail Handling International)	33 2%	16 2%	8 1%	24 5%	* *%	17 7%	9 2%	10 5%	17 1%	4 1%	10 4%	15 5%	7 *%
Secured Mail	24 1%	7 1%	13 1%	12 2%	- -%	1 *%	11 3%	6 3%	13 1%	5 1%	5 2%	3 1%	16 1%
Other	41 2%	10 1%	17 1%	16 3%	5 12%	4 2%	20 5%	4 2%	28 2%	8 2%	10 4%	3 1%	25 2%
NET: Royal Mail	1866 93%	669 97%	1100 95%	457 87%	35 89%	204 84%	363 90%	175 89%	1243 94%	376 95%	229 86%	279 92%	1279 95%
NET: Provider other than RM	1486 74%	580 84%	778 67%	492 94%	36 91%	234 96%	364 91%	171 87%	999 75%	296 74%	228 86%	272 89%	955 71%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
NET: RM ONLY	500	109	374	26	3	9	32	25	318	99	36	32	378
	25%	16%	32%	5%	9%	4%	8%	13%	24%	25%	13%	11%	28%
		a	a						a	a			ab
NET: Provider other than RM ONLY	120	20	52	62	4	39	34	21	74	18	35	26	54
	6%	3%	4%	12%	11%	16%	8%	11%	6%	5%	13%	8%	4%
						b		bc			c	c	
NET: RM/Parcelforce	1880	670	1108	466	36	211	366	178	1251	377	230	287	1284
	94%	97%	96%	89%	91%	87%	91%	90%	94%	95%	87%	94%	96%
											a	a	a

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Royal Mail	1866 93%	842 91%	1024 96%
			a
DHL	1039 52%	385 41%	653 61%
			a
Parcelforce	1002 50%	358 38%	644 60%
			a
Evri (formerly known as Hermes)	943 47%	330 35%	613 57%
			a
DPD/DPD Local	900 45%	347 37%	552 52%
			a
Yodel	859 43%	302 33%	557 52%
			a
UPS	848 42%	316 34%	531 50%
			a
FedEx	810 40%	285 31%	525 49%
			a
TNT Express	565 28%	186 20%	379 35%
			a
UK Mail	427 21%	163 17%	264 25%
			a
Amazon Logistics	412 21%	140 15%	272 25%
			a

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Whistl (Previously known as TNT Post)	318	112	206
	16%	12%	19%
		a	
DX	209	86	123
	10%	9%	12%
Citipost	139	62	77
	7%	7%	7%
Pitney Bowes	120	42	78
	6%	5%	7%
MHI (Mail Handling International)	33	16	17
	2%	2%	2%
Secured Mail	24	7	17
	1%	1%	2%
Other	41	25	16
	2%	3%	2%
NET: Royal Mail	1866	842	1024
	93%	91%	96%
		a	
NET: Provider other than RM	1486	613	873
	74%	66%	82%
		a	
NET: RM ONLY	500	305	195
	25%	33%	18%
		b	
NET: Provider other than RM ONLY	120	76	44
	6%	8%	4%
		b	
NET: RM/Parcelforce	1880	854	1026
	94%	92%	96%
		a	

Columns Tested:: a,b

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Royal Mail	1866	-	61	345	319	32	170	50	197	216	61	304	111
	93%	-%	90%	96%	90%	92%	94%	93%	97%	89%	92%	98%	90%
				di					di			bdil	
DHL	1039	-	35	186	102	12	100	19	136	131	40	211	67
	52%	-%	51%	52%	29%	36%	55%	35%	67%	54%	60%	68%	54%
			d	d			dg		cdegi	dg	dg	cdefgil	d
Parcelforce	1002	-	31	180	91	17	96	27	127	127	35	209	63
	50%	-%	46%	50%	26%	48%	53%	50%	63%	52%	53%	67%	51%
			d	d			d	d	cd	d	d	bcdfil	d
Evri (formerly known as Hermes)	943	-	22	157	97	9	85	25	127	112	38	211	61
	47%	-%	33%	44%	27%	26%	47%	46%	62%	46%	56%	68%	49%
				d			d	d	bcdefi	d	bde	bcdefgil	d
DPD/DPD Local	900	-	37	175	93	12	84	19	119	109	33	170	47
	45%	-%	55%	49%	26%	36%	46%	36%	58%	45%	50%	55%	38%
			d	d			d		dgil	d	d	dgl	d
Yodel	859	-	30	144	65	17	71	21	123	115	32	190	51
	43%	-%	44%	40%	18%	48%	39%	40%	60%	47%	48%	61%	42%
			d	d		d	d	d	cdfgil	d	d	cdfgil	d
UPS	848	-	28	158	69	12	76	18	118	107	30	174	59
	42%	-%	41%	44%	19%	33%	42%	33%	58%	44%	46%	56%	47%
			d	d			d		cdfgi	d	d	cdfg	d
FedEx	810	-	27	158	58	8	76	18	108	107	33	168	48
	40%	-%	39%	44%	16%	23%	42%	33%	53%	44%	50%	54%	39%
			d	d			d	d	deg	d	d	degl	d
TNT Express	565	-	19	94	46	6	58	13	79	75	25	112	36
	28%	-%	28%	26%	13%	18%	32%	24%	39%	31%	38%	36%	29%
			d	d			d		cd	d	d	cd	d
UK Mail	427	-	12	71	30	4	49	4	74	68	7	88	19
	21%	-%	18%	20%	8%	12%	27%	8%	36%	28%	11%	28%	15%
				d			dgj		bcdgjl	dgjl		dgjl	
Amazon Logistics	412	-	8	85	34	4	42	7	56	40	18	99	18
	21%	-%	12%	24%	10%	13%	23%	13%	27%	16%	28%	32%	14%
				d			d		dil		d	bdgil	

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Whistl (Previously known as TNT Post)	318	-	6	58	24	3	33	3	40	49	12	76	12
	16%	-%	9%	16%	7%	10%	18%	6%	20%	20%	19%	25%	10%
				d			dg		dg	dg	d	bdgl	
DX	209	-	6	33	8	2	30	2	24	34	7	52	11
	10%	-%	9%	9%	2%	7%	17%	4%	12%	14%	10%	17%	9%
			d	d			dg		d	d	d	cdg	d
Citipost	139	-	2	30	9	1	12	2	22	19	4	33	6
	7%	-%	2%	8%	3%	3%	7%	3%	11%	8%	6%	11%	5%
			d	d					d	d		d	
Pitney Bowes	120	-	2	23	6	*	19	*	19	15	3	26	6
	6%	-%	2%	6%	2%	1%	10%	1%	9%	6%	5%	8%	5%
			d	d			dg		d	d		d	
MHI (Mail Handling International)	33	-	2	4	*	3	2	2	1	8	2	9	-
	2%	-%	3%	1%	***	8%	1%	4%	***	3%	3%	3%	-%
			d			dhl		d		d		d	
Secured Mail	24	-	-	5	1	2	2	*	2	*	2	8	3
	1%	-%	-%	1%	***	5%	1%	***	1%	***	2%	3%	2%
						di						d	
Other	41	-	*	3	12	-	8	2	2	7	1	4	2
	2%	-%	***	1%	3%	-%	4%	5%	1%	3%	1%	1%	1%
NET: Royal Mail	1866	-	61	345	319	32	170	50	197	216	61	304	111
	93%	-%	90%	96%	90%	92%	94%	93%	97%	89%	92%	98%	90%
				di					di			bdil	
NET: Provider other than RM	1486	-	53	289	180	22	139	39	170	197	51	260	88
	74%	-%	78%	80%	50%	63%	76%	73%	83%	81%	77%	84%	71%
			d	d			d	d	dl	d	d	del	d
NET: RM ONLY	500	-	15	71	173	13	43	12	33	42	14	50	34
	25%	-%	22%	20%	49%	37%	24%	23%	16%	17%	22%	16%	28%
				bcfghijkl		hk						hk	
NET: Provider other than RM ONLY	120	-	6	15	33	3	12	1	5	23	5	6	10
	6%	-%	10%	4%	9%	8%	6%	3%	3%	9%	7%	2%	8%
			k		chk					hk		k	

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
NET: RM/Parcelforce	1880	-	61	347	320	35	172	50	197	217	61	307	114
	94%	-%	90%	96%	90%	100%	94%	93%	97%	89%	93%	99%	92%
				di					di			bdijl	

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1866	468	459	462	476	927	939
	93%	94%	92%	92%	95%	93%	94%
DHL	1039	230	205	286	318	435	604
	52%	46%	41%	57%	64%	43%	60%
				ab	ab		a
Parcelforce	1002	223	191	281	307	414	588
	50%	45%	38%	56%	61%	41%	59%
				ab	ab		a
Evri (formerly known as Hermes)	943	198	172	263	309	370	572
	47%	40%	34%	53%	62%	37%	57%
				ab	abc		a
DPD/DPD Local	900	225	176	248	250	401	498
	45%	45%	35%	50%	50%	40%	50%
		b		b	b		a
Yodel	859	174	152	259	274	326	533
	43%	35%	30%	52%	55%	33%	53%
				ab	ab		a
UPS	848	191	152	242	263	343	505
	42%	38%	30%	48%	53%	34%	50%
				ab	ab		a
FedEx	810	188	139	233	249	327	483
	40%	38%	28%	47%	50%	33%	48%
		b		ab	ab		a
TNT Express	565	113	111	168	174	224	341
	28%	23%	22%	34%	35%	22%	34%
				ab	ab		a
UK Mail	427	83	83	147	114	166	261
	21%	17%	17%	29%	23%	17%	26%
				ab			a
Amazon Logistics	412	96	78	103	135	174	238
	21%	19%	16%	21%	27%	17%	24%
					ab		a

Table 400 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Whistl (Previously known as TNT Post)	318	64	61	92	101	125	193
	16%	13%	12%	18%	20%	12%	19%
			b	ab			a
DX	209	39	40	60	70	80	130
	10%	8%	8%	12%	14%	8%	13%
				ab			a
Citipost	139	31	22	42	44	54	85
	7%	6%	4%	8%	9%	5%	9%
				b			a
Pitney Bowes	120	25	25	35	36	50	71
	6%	5%	5%	7%	7%	5%	7%
MHI (Mail Handling International)	33	6	5	11	11	11	22
	2%	1%	1%	2%	2%	1%	2%
Secured Mail	24	5	5	2	13	10	15
	1%	1%	1%	*%	3%	1%	1%
				c			
Other	41	9	14	12	6	23	18
	2%	2%	3%	2%	1%	2%	2%
NET: Royal Mail	1866	468	459	462	476	927	939
	93%	94%	92%	92%	95%	93%	94%
NET: Provider other than RM	1486	372	310	406	399	682	805
	74%	74%	62%	81%	80%	68%	80%
		b		b	b		a
NET: RM ONLY	500	126	188	86	99	315	185
	25%	25%	38%	17%	20%	31%	19%
		c	acd			b	
NET: Provider other than RM ONLY	120	30	39	30	21	69	51
	6%	6%	8%	6%	4%	7%	5%
NET: RM/Parcelforce	1880	470	464	463	482	935	945
	94%	94%	93%	93%	96%	93%	95%

Columns Tested: a,b,c,d - a,b

Table 402

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Royal Mail	932	173	759	884	39	6	3	48
	73%	67%	74%	73%	71%	79%	80%	72%
Evri (formerly known as Hermes)	132	8	124	126	4	1	*	5
	10%	3%	12%	10%	8%	9%	7%	8%
			a					
Parcelforce	97	11	86	90	6	1	*	7
	8%	4%	8%	7%	11%	8%	11%	11%
DHL	85	12	73	75	6	2	1	10
	7%	4%	7%	6%	12%	27%	27%	14%
					a	abe	abe	a
DPD/DPD Local	64	23	41	57	6	1	*	7
	5%	9%	4%	5%	10%	9%	12%	10%
		b			a		a	a
UPS	63	11	52	59	3	1	1	4
	5%	4%	5%	5%	6%	9%	14%	7%
							abe	
Yodel	58	3	55	54	2	*	*	3
	5%	1%	5%	4%	5%	5%	8%	5%
			a					
UK Mail	51	1	50	46	3	1	1	5
	4%	*%	5%	4%	6%	13%	13%	8%
			a			a	a	a
FedEx	40	3	37	37	2	1	*	3
	3%	1%	4%	3%	5%	10%	5%	5%
						a		
Amazon Logistics	18	2	16	16	1	1	*	2
	1%	1%	2%	1%	3%	10%	3%	4%
						ab		
DX	15	1	15	13	2	*	*	3
	1%	*%	1%	1%	5%	*%	2%	4%
					a			a
TNT Express	8	1	7	6	1	*	*	2
	1%	*%	1%	1%	2%	4%	5%	3%
					a	a	a	a

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Secured Mail	8 1%	* *%	8 1%	7 1%	1 2% a	* *%	* 1%	1 2%
MHI (Mail Handling International)	7 1%	* *%	7 1%	6 1%	* 1%	- -%	* 1%	1 1%
Pitney Bowes	5 *%	- -%	5 *%	4 *%	* 1%	- -%	* 1%	1 1%
Citipost	5 *%	* *%	4 *%	4 *%	* 1%	- -%	* 5% abe	1 1%
Whistl (Previously known as TNT Post)	4 *%	* *%	3 *%	3 *%	1 2% a	- -%	* 2% a	1 2% a
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	50 19%	174 17%	216 18% cde	7 13% cd	* 3%	* 5%	7 11%
NET: Royal Mail	932 73%	173 67%	759 74%	884 73%	39 71%	6 79%	3 80%	48 72%
NET: Provider other than RM	404 32%	55 21%	349 34% a	377 31%	20 38%	5 63% abe	2 55% abe	27 42% a
NET: RM ONLY	652 51%	154 59% b	497 49%	620 51% cd	27 49%	3 35%	2 40%	31 47%
NET: Provider other than RM ONLY	124 10%	37 14% b	87 9%	113 9%	9 16% a	1 18% a	1 15%	11 16% a

Columns Tested: a,b - a,b,c,d,e

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Royal Mail	932	551	275	58	25	19	3	884	39	9
	73%	74%	71%	70%	69%	77%	80%	73%	71%	79%
Evri (formerly known as Hermes)	132	88	36	3	3	2	*	126	4	1
	10%	12%	9%	3%	7%	9%	7%	10%	8%	8%
		c								
Parcelforce	97	59	27	4	3	4	*	90	6	1
	8%	8%	7%	5%	8%	15%	11%	7%	11%	9%
						bg				
DHL	85	41	23	12	3	5	1	75	6	3
	7%	5%	6%	14%	9%	20%	27%	6%	12%	27%
				abg		abdg	abcdgh		ag	abdgh
DPD/DPD Local	64	28	26	4	4	3	*	57	6	1
	5%	4%	7%	4%	10%	10%	12%	5%	10%	10%
					ag	ag	ag		ag	ag
UPS	63	43	12	4	1	3	1	59	3	1
	5%	6%	3%	4%	2%	12%	14%	5%	6%	11%
						bdg	abcdgh			bdg
Yodel	58	42	8	4	*	2	*	54	2	1
	5%	6%	2%	5%	1%	10%	8%	4%	5%	6%
		b				bd	bd			
UK Mail	51	28	11	7	2	3	1	46	3	2
	4%	4%	3%	8%	4%	11%	13%	4%	6%	13%
						abg	abdg			abdg
FedEx	40	24	10	2	1	2	*	37	2	1
	3%	3%	3%	3%	4%	7%	5%	3%	5%	9%
										abg
Amazon Logistics	18	8	5	3	1	1	*	16	1	1
	1%	1%	1%	3%	3%	5%	3%	1%	3%	8%
						ag				abg
DX	15	9	4	-	1	1	*	13	2	*
	1%	1%	1%	-%	4%	4%	2%	1%	5%	1%
					g	g			abg	
TNT Express	8	2	2	2	1	*	*	6	1	1
	1%	*%	1%	2%	3%	2%	5%	1%	2%	4%
					ag		abg		ag	abg

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Secured Mail	8 1%	5 1%	1 *%	1 1%	* 1%	1 4%	* 1%	7 1%	1 2%	* 1%
						abg			bg	
MHI (Mail Handling International)	7 1%	3 *%	4 1%	- -%	* 1%	- -%	* 1%	6 1%	* 1%	* *%
Pitney Bowes	5 *%	4 1%	* *%	- -%	* 1%	- -%	* 1%	4 *%	* 1%	* *%
Citipost	5 *%	2 *%	2 *%	* *%	- -%	* 1%	* 5%	4 *%	* 1%	* 2%
							abdgh			
Whistl (Previously known as TNT Post)	4 *%	- -%	1 *%	2 2%	1 3%	- -%	* 2%	3 *%	1 2%	* 1%
				ag	abg		abg		ag	
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	131 18%	71 18%	14 17%	5 14%	2 9%	* 5%	216 18%	7 13%	* 3%
		fi	efi	fi	fi			efi	fi	
NET: Royal Mail	932 73%	551 74%	275 71%	58 70%	25 69%	19 77%	3 80%	884 73%	39 71%	9 79%
NET: Provider other than RM	404 32%	227 31%	121 31%	29 34%	14 37%	12 46%	2 55%	377 31%	20 38%	7 60%
						abg	abcdgh			abcdgh
NET: RM ONLY	652 51%	383 52%	197 51%	41 49%	18 49%	12 46%	2 40%	620 51%	27 49%	4 36%
		fi	i					fi	i	
NET: Provider other than RM ONLY	124 10%	59 8%	43 11%	12 14%	7 18%	4 15%	1 15%	113 9%	9 16%	2 17%
					ag		a		ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Royal Mail	932	727	157	39	6	3	585	152	33	17	26
	73%	74%	69%	71%	79%	80%	75%	78%	76%	65%	80%
Evri (formerly known as Hermes)	132	115	11	4	1	*	92	16	4	1	1
	10%	12%	5%	8%	9%	7%	12%	8%	8%	3%	4%
Parcelforce	97	73	18	6	1	*	62	20	2	2	3
	8%	7%	8%	11%	8%	11%	8%	10%	5%	8%	8%
DHL	85	50	25	6	2	1	37	25	3	7	3
	7%	5%	11%	12%	27%	27%	5%	13%	7%	27%	9%
DPD/DPD Local	64	41	16	6	1	*	29	8	1	5	2
	5%	4%	7%	10%	9%	12%	4%	4%	2%	18%	5%
UPS	63	49	10	3	1	1	32	15	1	5	2
	5%	5%	4%	6%	9%	14%	4%	8%	3%	19%	8%
Yodel	58	49	6	2	*	*	46	9	1	-	1
	5%	5%	3%	5%	5%	8%	6%	5%	2%	-%	3%
UK Mail	51	30	17	3	1	1	17	23	7	1	2
	4%	3%	7%	6%	13%	13%	2%	12%	16%	4%	6%
FedEx	40	28	9	2	1	*	13	15	5	2	1
	3%	3%	4%	5%	10%	5%	2%	8%	11%	9%	4%
Amazon Logistics	18	11	5	1	1	*	7	4	3	3	1
	1%	1%	2%	3%	10%	3%	1%	2%	6%	10%	3%
DX	15	9	4	2	*	*	1	11	2	1	*
	1%	1%	2%	5%	-%	2%	-%	6%	4%	2%	1%
TNT Express	8	2	4	1	*	*	2	4	1	*	1
	1%	-%	2%	2%	4%	5%	-%	2%	3%	-%	3%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Secured Mail	8 1%	5 1%	1 1%	1 2%	* *% 1%	* 1%	4 *% 2%	4 2%	* 1%	- -% 1%	- -% 1%
MHI (Mail Handling International)	7 1%	3 *% 2%	3 2%	* 1%	- -% 1%	* 1%	4 *% 1%	3 1%	* 1%	- -% 1%	- -% 1%
Pitney Bowes	5 *% 1%	4 *% -%	- -% 1%	* 1%	- -% 1%	* 1%	* *% 1%	2 1%	2 5% a	- -% 1%	- -% 1%
Citipost	5 *% 1%	2 *% 1%	2 1%	* 1%	- -% 1%	* 5% abc	* *% 1%	2 1%	* 1%	2 6% a	* *% 1%
Whistl (Previously known as TNT Post)	4 *% 1%	- -% 1%	3 1% a	1 2% a	- -% 1%	* 2% a	2 *% 1%	1 *% 1%	* 1%	- -% 1%	* 1%
Someone else	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%	- -% 1%
Have not sent a parcel in the last month	224 17%	178 18% de	38 17% de	7 13% de	* 3% 1%	* 5% 1%	132 17% 1%	29 15% 1%	5 10% 1%	2 7% 1%	2 8% 1%
NET: Royal Mail	932 73%	727 74%	157 69%	39 71%	6 79%	3 80% b	585 75%	152 78%	33 76%	17 65%	26 80%
NET: Provider other than RM	404 32%	296 30%	81 36%	20 38%	5 63% abc	2 55% abc	234 30%	71 36%	21 48% a	15 59% ab	12 38%
NET: RM ONLY	652 51%	512 52% de	108 48%	27 49%	3 35%	2 40%	413 53%	95 49%	18 42%	9 33%	18 54%
NET: Provider other than RM ONLY	124 10%	81 8%	33 14% a	9 16% a	1 18% a	1 15% a	62 8%	14 7%	6 14%	7 28% ab	4 13%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Royal Mail	932	87	69	151	54	68	134	120	77	72
	73%	74%	86% ef	70%	81%	66%	69%	73%	75%	74%
Evri (formerly known as Hermes)	132	6	8	16	4	20	23	20	16	6
	10%	5%	10%	7%	6%	19% aci	12%	12%	16%	6%
Parcelforce	97	8	11	12	9	12	13	11	3	7
	8%	7%	14% h	6%	13% h	11%	7%	7%	3%	8%
DHL	85	8	5	22	6	6	5	9	9	4
	7%	7%	6%	10% f	9%	6%	3%	5%	9%	5%
DPD/DPD Local	64	4	1	19	2	5	9	7	6	6
	5%	3%	1%	9%	3%	5%	5%	4%	5%	6%
UPS	63	6	6	11	1	5	14	8	7	*
	5%	5%	7% i	5%	2%	5%	8% i	5%	6%	*%
Yodel	58	10	4	6	2	7	5	8	11	1
	5%	9%	5%	3%	3%	6%	3%	5%	11% ci	1%
UK Mail	51	6	2	17	2	2	5	4	5	4
	4%	5%	3%	8%	2%	2%	3%	2%	5%	4%
FedEx	40	3	5	8	5	3	5	4	3	-
	3%	3%	7% i	4%	7% i	3%	2%	2%	3%	-%
Amazon Logistics	18	2	6	1	4	-	1	2	1	-
	1%	2%	8% cefi	1%	5%	-%	*%	1%	1%	-%
DX	15	-	2	3	-	1	1	6	-	2
	1%	-%	3%	1%	-%	1%	*%	4%	-%	2%
TNT Express	8	*	2	*	1	1	1	1	1	-
	1%	*%	3%	*%	1%	1%	*%	1%	1%	-%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Secured Mail	8	-	-	1	-	3	-	4	-	-
	1%	-%	-%	1%	-%	3%	-%	2%	-%	-%
MHI (Mail Handling International)	7	-	2	1	-	-	-	3	*	-
	1%	-%	3%	*%	-%	-%	-%	2%	*%	-%
Pitney Bowes	5	-	2	-	-	-	-	-	*	2
	*%	-%	3%	-%	-%	-%	-%	-%	*%	2%
Citipost	5	2	2	*	-	*	-	-	-	-
	*%	1%	3%	*%	-%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	4	1	-	*	*	1	1	-	*	-
	*%	*%	-%	*%	1%	1%	*%	-%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	24	8	38	8	20	38	35	13	18
	17%	21%	10%	18%	12%	19%	20%	21%	12%	19%
NET: Royal Mail	932	87	69	151	54	68	134	120	77	72
	73%	74%	86%	70%	81%	66%	69%	73%	75%	74%
			ef							
NET: Provider other than RM	404	33	29	77	24	44	58	40	35	24
	32%	28%	35%	36%	35%	43%	30%	24%	34%	25%
						gi				
NET: RM ONLY	652	60	44	100	36	40	97	90	55	55
	51%	51%	54%	46%	53%	38%	50%	55%	53%	56%
NET: Provider other than RM ONLY	124	6	3	26	5	16	21	10	13	7
	10%	5%	4%	12%	7%	16%	11%	6%	13%	7%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Royal Mail	932	195	233	405	833	99	50	33	17
	73%	72%	78%	71%	73%	72%	70%	76%	75%
Evri (formerly known as Hermes)	132	30	31	59	119	12	5	4	3
	10%	11%	10%	10%	10%	9%	7%	10%	13%
Parcelforce	97	28	22	37	87	11	5	4	2
	8%	10%	7%	6%	8%	8%	7%	9%	9%
DHL	85	17	21	36	74	10	5	3	2
	7%	6%	7%	6%	7%	8%	7%	8%	8%
DPD/DPD Local	64	13	10	36	59	5	3	2	1
	5%	5%	3%	6%	5%	4%	4%	4%	4%
UPS	63	6	19	33	58	5	3	1	1
	5%	2%	6%	6%	5%	4%	4%	1%	6%
Yodel	58	10	25	19	53	5	2	2	1
	5%	4%	8%	3%	5%	3%	3%	5%	3%
UK Mail	51	8	13	26	47	4	1	1	1
	4%	3%	4%	5%	4%	3%	2%	2%	6%
FedEx	40	8	12	16	36	4	2	2	1
	3%	3%	4%	3%	3%	3%	2%	4%	5%
Amazon Logistics	18	4	9	4	17	2	1	*	1
	1%	1%	3%	1%	1%	1%	1%	*%	3%
DX	15	3	2	10	15	1	*	*	*
	1%	1%	1%	2%	1%	1%	1%	*%	1%
TNT Express	8	1	4	2	7	1	1	*	*
	1%	1%	1%	*%	1%	1%	1%	*%	1%
Secured Mail	8	3	-	5	7	1	-	1	*
	1%	1%	-%	1%	1%	*%	-%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
MHI (Mail Handling International)	7 1%	- -%	3 1%	3 1%	6 1%	1 1%	* 1%	* *%	* 1%
Pitney Bowes	5 *%	2 1%	2 1%	- -%	4 *%	* *%	- -%	* *%	* 1%
Citipost	5 *%	* *%	4 1%	* *%	4 *%	* *%	- -%	* 1%	- -%
Whistl (Previously known as TNT Post)	4 *%	1 1%	1 *%	1 *%	3 *%	* *%	- -%	* 1%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	46 17%	45 15%	111 19%	202 18%	22 16%	13 18%	6 15%	2 10%
NET: Royal Mail	932 73%	195 72%	233 78%	405 71%	833 73%	99 72%	50 70%	33 76%	17 75%
NET: Provider other than RM	404 32%	93 34%	97 32%	176 31%	365 32%	39 28%	20 29%	11 25%	8 34%
NET: RM ONLY	652 51%	130 49%	158 53%	287 50%	575 50%	76 56%	38 53%	26 60%	12 56%
NET: Provider other than RM ONLY	124 10%	28 10%	22 7%	58 10%	108 9%	16 12%	8 12%	4 9%	3 15%

Columns Tested: a,b,c,d,e,f,g,h

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Royal Mail	932	48	79	23	103	95	254	25	7	396
	73%	76%	72%	66%	70%	66%	80%	66%	34%	73%
		h	h		h	h	ehi			h
Evri (formerly known as Hermes)	132	1	7	2	9	8	47	3	*	64
	10%	1%	6%	6%	6%	5%	15%	8%	1%	12%
							a			
Parcelforce	97	1	6	5	11	20	31	3	*	32
	8%	1%	6%	13%	8%	14%	10%	7%	2%	6%
						i				
DHL	85	1	12	8	20	19	14	2	*	27
	7%	2%	11%	22%	14%	13%	5%	6%	2%	5%
					fi	fi				
DPD/DPD Local	64	4	15	1	16	9	14	2	2	17
	5%	6%	14%	2%	11%	6%	5%	6%	10%	3%
			fi		i					
UPS	63	1	15	7	22	7	12	*	1	20
	5%	1%	13%	21%	15%	5%	4%	*%	3%	4%
			fi		fi					
Yodel	58	-	5	3	8	7	16	1	1	25
	5%	-%	5%	8%	6%	5%	5%	2%	3%	5%
UK Mail	51	6	2	6	8	14	10	1	*	13
	4%	9%	2%	17%	5%	10%	3%	1%	1%	2%
						fi				
FedEx	40	2	4	-	4	9	10	1	*	14
	3%	4%	4%	-%	3%	6%	3%	2%	*%	3%
Amazon Logistics	18	2	2	3	5	*	4	2	-	4
	1%	4%	2%	8%	4%	*%	1%	5%	-%	1%
								i		
DX	15	-	4	-	4	3	8	-	-	*
	1%	-%	4%	-%	3%	2%	3%	-%	-%	*%
			i		i		i			
TNT Express	8	-	2	-	2	*	4	-	*	2
	1%	-%	2%	-%	1%	*%	1%	-%	*%	*%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Secured Mail	8 1%	- -%	1 1%	3 8%	4 3%	3 2%	1 *%	- -%	- -%	* *%
MHI (Mail Handling International)	7 1%	- -%	3 2%	* *%	3 2%	3 2%	1 *%	- -%	- -%	* *%
Pitney Bowes	5 *%	- -%	* *%	* *%	* *%	- -%	4 1%	- -%	- -%	* *%
Citipost	5 *%	2 3%	- -%	- -%	- -%	* *%	3 1%	- -%	- -%	* *%
Whistl (Previously known as TNT Post)	4 *%	- -%	1 1%	1 3%	2 1%	- -%	* *%	- -%	- -%	2 *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	11 17%	15 13%	11 32%	26 18%	29 20%	28 9%	11 28%	11 54%	106 19%
NET: Royal Mail	932 73%	48 76%	79 72%	23 66%	103 70%	95 66%	254 80%	25 66%	7 34%	396 73%
NET: Provider other than RM	404 32%	11 17%	51 46%	16 44%	66 46%	59 41%	109 34%	7 20%	3 17%	147 27%
NET: RM ONLY	652 51%	41 66%	45 41%	8 23%	53 37%	56 39%	179 57%	19 52%	6 28%	293 54%
NET: Provider other than RM ONLY	124 10%	4 6%	17 15%	1 2%	17 12%	20 14%	34 11%	2 5%	2 12%	44 8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Royal Mail	932	246	254	432	781	151	-	865	67	917	14
	73%	70%	80%	71%	72%	76%	-%	73%	69%	73%	53%
			ac								
Evri (formerly known as Hermes)	132	17	47	68	107	25	-	120	11	131	1
	10%	5%	15%	11%	10%	12%	-%	10%	12%	10%	3%
			a	a							
Parcelforce	97	32	31	35	83	14	-	89	9	97	*
	8%	9%	10%	6%	8%	7%	-%	8%	9%	8%	1%
DHL	85	40	14	30	76	9	-	78	7	84	1
	7%	11%	5%	5%	7%	4%	-%	7%	7%	7%	2%
		bc									
DPD/DPD Local	64	28	14	21	61	3	-	53	11	63	1
	5%	8%	5%	3%	6%	2%	-%	5%	11%	5%	4%
		c							a		
UPS	63	30	12	21	55	8	-	61	2	63	*
	5%	8%	4%	3%	5%	4%	-%	5%	2%	5%	1%
		c									
Yodel	58	15	16	27	48	10	-	56	2	57	*
	5%	4%	5%	4%	4%	5%	-%	5%	2%	5%	1%
UK Mail	51	27	10	14	44	7	-	47	4	51	*
	4%	8%	3%	2%	4%	3%	-%	4%	4%	4%	1%
		c									
FedEx	40	15	10	15	33	7	-	38	2	40	*
	3%	4%	3%	2%	3%	4%	-%	3%	2%	3%	1%
Amazon Logistics	18	8	4	6	16	3	-	17	1	18	-
	1%	2%	1%	1%	1%	1%	-%	1%	1%	1%	-%
DX	15	7	8	*	11	5	-	14	1	15	-
	1%	2%	3%	*%	1%	2%	-%	1%	1%	1%	-%
		c	c								
TNT Express	8	2	4	2	5	3	-	7	1	8	-
	1%	1%	1%	*%	*%	1%	-%	1%	1%	1%	-%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Secured Mail	8 1%	7 2%	1 *%	* *%	8 1%	* *%	- -%	8 1%	* *%	8 1%	* 1%
MHI (Mail Handling International)	7 1%	5 2%	1 *%	* *%	7 1%	- -%	- -%	6 1%	* *%	7 1%	- -%
Pitney Bowes	5 *%	* *%	4 1%	* *%	3 *%	2 1%	- -%	5 *%	- -%	5 *%	- -%
Citipost	5 *%	2 1%	3 1%	* *%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	* 1%
Whistl (Previously known as TNT Post)	4 *%	2 *%	* *%	2 *%	4 *%	- -%	- -%	3 *%	1 1%	3 *%	* 1%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	65 19%	28 9%	130 21%	189 17%	35 17%	- -%	209 18%	15 15%	212 17%	12 44%
NET: Royal Mail	932 73%	246 70%	254 80%	432 71%	781 72%	151 76%	- -%	865 73%	67 69%	917 73%	14 53%
NET: Provider other than RM	404 32%	137 39%	109 34%	159 26%	347 32%	57 29%	- -%	367 31%	37 38%	402 32%	2 7%
NET: RM ONLY	652 51%	151 43%	179 57%	321 53%	544 50%	107 54%	- -%	606 51%	45 47%	638 51%	13 49%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
NET: Provider other than RM ONLY	124	41	34	48	111	13	-	108	16	123	1
	10%	12%	11%	8%	10%	7%	-%	9%	16%	10%	3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Royal Mail	932	470	171	282
	73%	67%	77%	84%
		a	a	a
Evri (formerly known as Hermes)	132	48	21	59
	10%	7%	10%	18%
		a	a	a
Parcelforce	97	48	21	28
	8%	7%	9%	8%
DHL	85	26	27	30
	7%	4%	12%	9%
		a	a	a
DPD/DPD Local	64	32	8	24
	5%	5%	4%	7%
UPS	63	17	16	30
	5%	2%	7%	9%
		a	a	a
Yodel	58	24	12	22
	5%	3%	5%	6%
UK Mail	51	18	21	11
	4%	3%	10%	3%
		a	ac	a
FedEx	40	19	11	10
	3%	3%	5%	3%
Amazon Logistics	18	4	9	5
	1%	1%	4%	1%
		a	a	a
DX	15	10	2	3
	1%	1%	1%	1%
TNT Express	8	2	4	2
	1%	*%	2%	1%
Secured Mail	8	5	*	3
	1%	1%	*%	1%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
MHI (Mail Handling International)	7 1%	3 *%	3 1%	* *%
Pitney Bowes	5 *%	2 *%	2 1%	* *%
Citipost	5 *%	* *%	4 2% a	* *%
Whistl (Previously known as TNT Post)	4 *%	* *%	2 1%	1 *%
Someone else	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	181 26% bc	21 9%	22 7%
NET: Royal Mail	932 73%	470 67%	171 77% a	282 84% a
NET: Provider other than RM	404 32%	169 24%	85 38% a	145 43% a
NET: RM ONLY	652 51%	356 50%	118 53%	170 50%
NET: Provider other than RM ONLY	124 10%	56 8%	32 14% a	33 10%

Columns Tested: a,b,c

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Royal Mail	932	738	137	28	5	17	4	2	*	875	56	28
	73%	70%	86% ai	79%	71%	90%	87%	99%	100%	72%	82%	86%
Evri (formerly known as Hermes)	132	93	32	3	*	*	2	1	-	126	6	3
	10%	9%	20% ai	8%	*%	1%	48%	35%	-%	10%	9%	9%
Parcelforce	97	74	16	4	*	2	*	1	-	90	7	4
	8%	7%	10%	10%	4%	10%	9%	53%	-%	7%	11%	11%
DHL	85	46	18	11	*	7	1	1	*	64	21	10
	7%	4%	11% ai	32% abi	2%	39%	25%	57%	17%	5%	31% abi	30% abi
DPD/DPD Local	64	48	10	2	2	1	*	1	-	58	6	4
	5%	5%	6%	6%	27%	6%	4%	35%	-%	5%	9%	13%
UPS	63	38	7	12	1	5	*	1	*	44	19	7
	5%	4%	4%	34% abi	12%	25%	9%	35%	100%	4%	28% abi	21% abi
Yodel	58	43	7	3	*	*	2	1	-	50	8	4
	5%	4%	5%	10%	4%	1%	56%	61%	-%	4%	11%	13%
UK Mail	51	19	17	2	2	5	3	2	*	37	14	12
	4%	2%	11% ai	6%	29%	26%	69%	99%	17%	3%	21% ai	37% abci
FedEx	40	22	8	5	1	1	2	1	-	30	10	5
	3%	2%	5%	15% ai	12%	6%	49%	53%	-%	2%	15% ai	16% ai
Amazon Logistics	18	6	6	1	2	1	2	1	-	12	6	6
	1%	1%	4% ai	2%	23%	4%	48%	42%	-%	1%	9% ai	17% abi
DX	15	9	2	1	*	1	2	*	-	11	4	3
	1%	1%	1%	3%	*%	3%	48%	19%	-%	1%	6% ai	10% ai
TNT Express	8	4	*	1	*	*	2	1	-	4	4	3
	1%	*%	*%	2%	*%	*%	48%	53%	-%	*%	6% ai	10% abi

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Secured Mail	8	7	-	1	*	-	*	-	-	7	1	*
	1%	1%	-%	3%	1%	-%	5%	-%	-%	1%	2%	1%
MHI (Mail Handling International)	7	6	-	*	*	*	-	*	-	6	1	1
	1%	1%	-%	1%	1%	1%	-%	19%	-%	*%	2%	2%
Pitney Bowes	5	2	-	*	-	*	2	-	-	2	3	2
	*%	*%	-%	1%	-%	1%	47%	-%	-%	*%	4%	7%
											ai	abi
Citipost	5	1	*	-	1	1	2	-	-	1	4	4
	*%	*%	*%	-%	12%	4%	47%	-%	-%	*%	6%	11%
											abi	abi
Whistl (Previously known as TNT Post)	4	1	1	*	-	*	1	1	-	2	2	2
	*%	*%	*%	1%	-%	*%	21%	35%	-%	*%	3%	5%
											ai	ai
Someone else	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	218	4	2	*	*	-	-	-	221	2	*
	17%	21%	2%	7%	*%	*%	-%	-%	-%	18%	4%	*%
NET: Royal Mail	932	738	137	28	5	17	4	2	*	875	56	28
	73%	70%	86%	79%	71%	90%	87%	99%	100%	72%	82%	86%
NET: Provider other than RM	404	280	81	25	3	9	4	2	*	361	43	18
	32%	27%	51%	69%	46%	47%	91%	99%	100%	30%	63%	56%
NET: RM ONLY	652	553	75	8	4	10	*	*	-	629	23	14
	51%	53%	47%	24%	54%	53%	9%	1%	-%	52%	33%	44%
NET: Provider other than RM ONLY	124	95	19	5	2	2	1	*	-	114	10	5
	10%	9%	12%	15%	29%	10%	13%	1%	-%	9%	14%	14%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Royal Mail	932 73%	333 61%	405 80%	193 85%	782 73%	756 74%	833 73%	932 73%	502 75%	322 82%	118 74%	569 71%	27 75%	49 80%	32 83%	26 86%	13 75%
Evri (formerly known as Hermes)	132 10%	36 7%	57 11%	38 17%	116 11%	115 11%	122 11%	132 10%	76 11%	53 14%	14 8%	88 11%	4 10%	4 7%	4 9%	6 20%	3 17%
Parcelforce	97 8%	22 4%	52 10%	23 10%	88 8%	72 7%	91 8%	97 8%	59 9%	36 9%	18 11%	54 7%	6 16%	6 10%	2 6%	3 11%	* 3%
DHL	85 7%	9 2%	37 7%	39 17%	74 7%	76 7%	80 7%	85 7%	68 10%	60 15%	7 4%	35 4%	5 13%	14 23%	5 14%	12 38%	3 20%
DPD/DPD Local	64 5%	23 4%	25 5%	16 7%	40 4%	35 3%	43 4%	64 5%	26 4%	27 7%	12 8%	20 3%	1 3%	3 5%	2 4%	5 16%	- -%
UPS	63 5%	4 1%	34 7%	26 11%	50 5%	52 5%	54 5%	63 5%	47 7%	40 10%	5 3%	22 3%	7 19%	9 15%	3 8%	5 15%	3 18%
Yodel	58 5%	10 2%	33 7%	15 6%	49 5%	55 5%	56 5%	58 5%	39 6%	28 7%	8 5%	34 4%	4 10%	3 5%	1 4%	2 8%	5 29%
UK Mail	51 4%	6 1%	13 3%	32 14%	49 5%	50 5%	50 4%	51 4%	49 7%	46 12%	- -%	26 3%	5 14%	5 9%	3 8%	9 29%	2 11%
FedEx	40 3%	3 1%	19 4%	18 8%	38 4%	38 4%	38 3%	40 3%	29 4%	31 8%	- -%	24 3%	3 9%	6 9%	2 4%	4 12%	1 4%
Amazon Logistics	18 1%	2 *%	4 1%	12 5%	16 2%	16 2%	16 1%	18 1%	14 2%	14 4%	* *%	8 1%	3 7%	1 1%	2 4%	4 12%	* *%
DX	15 1%	2 *%	7 1%	6 3%	15 1%	13 1%	15 1%	15 1%	14 2%	12 3%	2 1%	10 1%	- -%	1 1%	* 1%	1 4%	* 2%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
TNT Express	8 1%	2 *% %	2 *% %	4 2% %	8 1% %	7 1% %	8 1% %	8 1% %	7 1% %	5 1% %	* *% %	6 1% %	* *% %	* 1% %	* *% %	1 3% %	* 3% %
Secured Mail	8 1%	- -% %	7 1% %	1 1% %	8 1% %	8 1% %	8 1% %	8 1% %	8 1% %	8 2% %	- -% %	3 *% %	3 8% ab	1 1% %	- -% %	1 4% %	- -% %
MHI (Mail Handling International)	7 1%	- -% %	6 1% %	1 *% %	7 1% %	7 1% %	7 1% %	7 1% %	7 1% %	7 2% %	- -% %	3 *% %	- -% %	1 2% %	* 1% %	* *% %	3 17% abc
Pitney Bowes	5 *% %	2 *% %	* *% %	3 1% %	5 *% %	5 *% %	5 *% %	5 *% %	5 1% %	5 1% %	- -% %	4 *% %	- -% %	* 1% %	* 1% %	- -% %	* 1% %
Citipost	5 *% %	- -% %	1 *% %	4 2% %	4 *% %	4 *% %	4 *% %	5 *% %	4 1% %	4 1% %	- -% %	2 *% %	* 1% %	* 1% %	* *% %	2 5% b	- -% %
Whistl (Previously known as TNT Post)	4 *% %	* *% %	1 *% %	3 1% %	4 *% %	3 *% %	4 *% %	4 *% %	3 *% %	3 1% %	* *% %	1 *% %	1 2% %	1 1% %	* *% %	1 2% %	- -% %
Someone else	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Have not sent a parcel in the last month	224 17%	175 32% bc	42 8% c	6 3% %	201 19% f	175 17% f	205 18% f	224 17% f	112 17% f	33 8% f	29 19% e	163 20% e	6 16% %	6 10% %	1 1% %	1 3% %	- -% %
NET: Royal Mail	932 73%	333 61% bc	405 80% c a	193 85% a	782 73% f	756 74% f	833 73% f	932 73% f	502 75% f	322 82% abcde	118 74% e	569 71% e	27 75% %	49 80% %	32 83% %	26 86% %	13 75% %
NET: Provider other than RM	404 32%	97 18% a	182 36% a	124 54% ab	341 32% %	330 32% %	363 32% %	404 32% %	244 36% %	191 49% abcde	46 29% %	217 27% %	19 53% ab	32 53% ab	17 46% %	22 71% ab	10 57% b
NET: RM ONLY	652 51%	271 50% c	282 56% %	98 43% %	533 50% %	519 51% %	572 50% %	652 51% f	316 47% %	168 43% %	83 52% f	419 52% f	11 32% %	23 37% %	20 53% %	8 26% %	7 43% %

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
NET: Provider other than RM ONLY	124	36	59	29	93	93	102	124	57	37	12	67	3	6	6	3	4
	10%	7%	12%	13%	9%	9%	9%	10%	9%	9%	7%	8%	9%	10%	15%	11%	25%
			a	a													b

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Royal Mail	932	631	60	35	24	13	12	7	556	94	38	37	16	7	7
	73%	72%	76%	65%	83%	88%	94%	61%	71%	79%	91%	87%	89%	60%	78%
Evri (formerly known as Hermes)	132	98	6	3	3	2	1	2	73	24	5	4	1	5	2
	10%	11%	8%	6%	11%	16%	9%	18%	9%	20%	13%	10%	5%	43%	21%
Parcelforce	97	70	10	3	2	2	*	*	51	7	7	5	1	2	*
	8%	8%	13%	6%	6%	16%	%	4%	7%	6%	17%	11%	7%	14%	%
DHL	85	37	6	13	5	3	7	3	24	26	11	8	1	5	*
	7%	4%	8%	24%	16%	18%	59%	26%	3%	22%	27%	20%	5%	40%	4%
DPD/DPD Local	64	28	3	3	*	5	*	-	23	4	1	4	3	*	-
	5%	3%	4%	6%	2%	32%	3%	-%	3%	3%	2%	9%	14%	3%	-%
UPS	63	29	7	5	*	6	*	3	19	10	11	6	1	4	*
	5%	3%	9%	9%	2%	41%	1%	24%	2%	8%	28%	13%	7%	36%	3%
Yodel	58	36	4	*	1	2	*	5	39	3	5	3	1	-	2
	5%	4%	5%	%	5%	16%	1%	43%	5%	3%	13%	8%	8%	-%	25%
UK Mail	51	26	5	7	*	4	5	2	16	16	10	2	3	2	*
	4%	3%	7%	12%	1%	27%	38%	14%	2%	14%	24%	6%	19%	14%	3%
FedEx	40	26	5	2	1	4	-	1	20	6	3	7	2	*	-
	3%	3%	6%	3%	5%	26%	-%	6%	3%	5%	7%	17%	11%	3%	-%
Amazon Logistics	18	7	5	1	*	4	*	*	6	5	*	3	2	*	-
	1%	1%	6%	2%	1%	25%	1%	%	1%	4%	1%	7%	10%	1%	-%
DX	15	11	2	-	-	1	*	*	6	4	-	2	*	*	-
	1%	1%	2%	-%	-%	7%	3%	4%	1%	4%	-%	6%	1%	%	-%
TNT Express	8	5	1	-	*	1	*	*	3	2	*	1	1	*	-
	1%	1%	1%	-%	%	7%	%	4%	%	2%	%	2%	4%	2%	-%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Secured Mail	8	6	1	-	*	1	-	-	3	*	3	2	*	*	-
	1%	1%	1%	-%	1%	7%	-%	-%	*%	*%	7%	4%	1%	*%	-%
						a					a	a			
MHI (Mail Handling International)	7	3	1	*	*	-	-	3	3	-	-	2	*	2	*
	1%	*%	1%	*%	*%	-%	-%	25%	*%	-%	-%	4%	1%	20%	1%
												a			
Pitney Bowes	5	5	-	*	-	-	-	-	2	2	-	*	*	-	*
	*%	1%	-%	*%	-%	-%	-%	-%	*%	2%	-%	1%	1%	-%	1%
Citipost	5	2	1	*	-	2	-	-	-	3	*	1	1	-	-
	*%	*%	1%	*%	-%	12%	-%	-%	-%	2%	1%	2%	5%	-%	-%
						a				a	1%	a	a		
Whistl (Previously known as TNT Post)	4	2	1	*	-	1	-	-	*	1	1	1	1	-	-
	*%	*%	1%	*%	-%	5%	-%	-%	*%	1%	1%	2%	4%	-%	-%
						a						a	a		
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	182	8	10	1	-	1	-	163	9	1	1	*	*	-
	17%	21%	10%	18%	3%	-%	6%	-%	21%	7%	3%	3%	*%	*%	-%
									bcd						
NET: Royal Mail	932	631	60	35	24	13	12	7	556	94	38	37	16	7	7
	73%	72%	76%	65%	83%	88%	94%	61%	71%	79%	91%	87%	89%	60%	78%
											a				
NET: Provider other than RM	404	249	35	20	10	10	9	8	190	65	30	24	7	12	3
	32%	28%	44%	38%	36%	69%	73%	75%	24%	55%	71%	56%	37%	99%	28%
			a			a	a			a	a	a			
NET: RM ONLY	652	446	36	23	18	4	3	3	427	46	11	17	12	*	6
	51%	51%	46%	44%	61%	31%	21%	25%	55%	38%	26%	41%	62%	1%	72%
									bc				c		
NET: Provider other than RM ONLY	124	64	11	9	4	2	*	4	61	17	2	4	2	5	2
	10%	7%	14%	16%	14%	12%	*%	39%	8%	14%	6%	10%	10%	39%	22%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Royal Mail	932	691	99	49	32	28	14	18	319	161	232	70	45
	73%	71%	78%	79%	75%	86%	100%	83%	63%	72%	88%	78%	93%
											ab	a	ab
Evri (formerly known as Hermes)	132	79	20	13	8	8	1	4	47	27	26	7	13
	10%	8%	16%	20%	18%	24%	5%	19%	9%	12%	10%	8%	27%
			a	a		a							acd
Parcelforce	97	70	8	9	2	5	*	3	24	21	34	6	4
	8%	7%	6%	14%	6%	17%	*%	15%	5%	9%	13%	7%	9%
											a		
DHL	85	34	8	16	9	8	1	8	22	21	21	6	10
	7%	3%	6%	26%	22%	25%	9%	35%	4%	9%	8%	6%	21%
				ab	ab	ab		ab					ad
DPD/DPD Local	64	39	15	2	3	4	*	*	16	11	9	5	2
	5%	4%	12%	4%	7%	11%	1%	2%	3%	5%	3%	5%	4%
			a										
UPS	63	24	13	8	7	6	1	4	8	10	23	5	7
	5%	2%	10%	13%	18%	18%	6%	17%	2%	5%	9%	6%	15%
			a	a	a	a		a			a		a
Yodel	58	32	5	6	6	7	*	3	21	9	17	5	4
	5%	3%	4%	9%	14%	21%	*%	11%	4%	4%	6%	5%	7%
					a	ab							
UK Mail	51	12	6	12	10	6	*	4	11	7	19	6	7
	4%	1%	5%	19%	24%	19%	3%	18%	2%	3%	7%	7%	13%
			a	ab	ab	a		a			a		ab
FedEx	40	21	7	2	6	1	1	2	4	6	19	6	4
	3%	2%	5%	4%	14%	4%	5%	11%	1%	3%	7%	6%	8%
					a						a	a	a
Amazon Logistics	18	8	1	2	3	2	*	2	2	1	8	3	2
	1%	1%	*%	3%	7%	6%	2%	10%	*%	*%	3%	4%	4%
					a			ab			a		
DX	15	9	1	3	*	-	-	3	7	1	2	2	2
	1%	1%	1%	5%	*%	-%	-%	12%	1%	*%	1%	3%	5%
				a				ab					

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
TNT Express	8 1%	4 *%	1 1%	* *%	- -%	1 2%	* 2%	2 10%	2 *%	1 1%	2 1%	2 2%	1 3%
Secured Mail	8 1%	3 *%	* *%	1 2%	3 6%	* 1%	- -%	- -%	3 1%	* *%	5 2%	- -%	1 1%
MHI (Mail Handling International)	7 1%	4 *%	* *%	2 4%	- -%	* 1%	- -%	* 1%	3 1%	* *%	1 *%	- -%	3 6%
Pitney Bowes	5 *%	2 *%	* *%	- -%	- -%	* 1%	- -%	2 10%	2 *%	* *%	- -%	2 2%	* 1%
Citipost	5 *%	* *%	- -%	* 1%	2 5%	* *%	- -%	2 9%	- -%	* *%	1 *%	3 3%	* *%
Whistl (Previously known as TNT Post)	4 *%	1 *%	- -%	1 2%	- -%	1 3%	- -%	1 2%	* *%	1 1%	1 *%	- -%	1 2%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	205 21%	12 9%	2 2%	4 9%	* 2%	- -%	1 3%	149 29%	37 16%	10 4%	9 10%	* *%
NET: Royal Mail	932 73%	691 71%	99 78%	49 79%	32 75%	28 86%	14 100%	18 83%	319 63%	161 72%	232 88%	70 78%	45 93%
NET: Provider other than RM	404 32%	237 24%	56 44%	39 62%	30 71%	23 72%	2 15%	16 72%	108 21%	79 36%	111 42%	30 33%	32 67%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
NET: RM ONLY	652	535	60	22	8	8	12	6	250	107	143	51	16
	51%	55%	47%	36%	19%	26%	85%	25%	49%	48%	54%	57%	33%
		cdeg	d								e	e	
NET: Provider other than RM ONLY	124	82	17	12	7	4	*	3	38	25	22	11	3
	10%	8%	13%	19%	16%	13%	*%	14%	8%	11%	8%	12%	7%
				a									

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Royal Mail	932	387	145	172	42	26	332	158	161	61	39
	73%	66%	73%	88%	68%	97%	64%	81%	89%	81%	93%
Evri (formerly known as Hermes)	132	68	19	19	3	6	55	18	20	7	12
	10%	12%	9%	10%	5%	21%	11%	9%	11%	10%	29%
				abd		abd		a	a	a	a
Parcelforce	97	34	19	28	4	1	19	22	20	6	3
	8%	6%	9%	15%	7%	6%	4%	12%	11%	8%	8%
				a				a	a		
DHL	85	30	12	14	5	7	25	20	15	6	9
	7%	5%	6%	7%	9%	28%	5%	10%	8%	8%	22%
						abc					a
DPD/DPD Local	64	19	7	8	5	1	14	10	5	4	1
	5%	3%	3%	4%	8%	5%	3%	5%	3%	6%	3%
UPS	63	21	10	16	2	1	13	15	12	6	6
	5%	4%	5%	8%	3%	4%	2%	8%	6%	8%	15%
								a			a
Yodel	58	25	7	12	3	1	23	9	12	5	3
	5%	4%	4%	6%	4%	5%	4%	5%	7%	7%	6%
UK Mail	51	19	4	12	4	6	16	10	12	7	5
	4%	3%	2%	6%	7%	23%	3%	5%	7%	9%	12%
						abc					a
FedEx	40	9	7	15	3	4	13	8	9	5	3
	3%	1%	4%	8%	6%	14%	3%	4%	5%	7%	8%
				a		a					
Amazon Logistics	18	5	1	7	1	2	2	1	9	3	*
	1%	1%	*%	4%	2%	6%	*%	1%	5%	4%	1%
								a			
DX	15	10	*	4	1	-	5	1	2	2	2
	1%	2%	*%	2%	1%	-%	1%	*%	1%	3%	6%
TNT Express	8	5	1	2	*	1	2	1	1	3	*
	1%	1%	*%	1%	*%	3%	*%	1%	1%	4%	1%
									a		

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Secured Mail	8 1%	3 *%	* *%	4 2%	- -%	1 2%	3 1%	3 1%	2 1%	- -%	1 1%
MHI (Mail Handling International)	7 1%	5 1%	- -%	1 1%	* *%	* *%	3 1%	* *%	1 1%	- -%	3 6%
Pitney Bowes	5 *%	4 1%	* *%	- -%	* *%	* *%	2 *%	* *%	* *%	2 3%	* 1%
Citipost	5 *%	2 *%	1 1%	- -%	1 2%	- -%	- -%	* *%	2 1%	2 3%	* *%
Whistl (Previously known as TNT Post)	4 *%	3 *%	* *%	* *%	- -%	1 3%	- -%	1 1%	1 *%	1 1%	* 1%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	149 26%	34 17%	9 5%	9 15%	* *%	141 27%	21 11%	7 4%	5 6%	- -%
NET: Royal Mail	932 73%	387 66%	145 73%	172 88%	42 68%	26 97%	332 64%	158 81%	161 89%	61 81%	39 93%
NET: Provider other than RM	404 32%	153 26%	60 30%	87 45%	20 32%	16 62%	127 24%	74 38%	68 38%	27 36%	31 73%
NET: RM ONLY	652 51%	282 48%	105 53%	98 50%	33 53%	10 38%	253 49%	100 51%	106 59%	44 58%	11 27%
NET: Provider other than RM ONLY	124 10%	47 8%	19 10%	14 7%	11 18%	1 3%	48 9%	16 8%	13 7%	10 13%	3 7%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Royal Mail	932	428	167	180	98	43	573	51	294	816	115	729	53
	73%	65%	82%	82%	80%	87%	79%	78%	62%	78%	50%	75%	54%
			a	a	a	a	c	c		b		b	
Evri (formerly known as Hermes)	132	43	25	30	14	14	92	6	33	78	54	98	17
	10%	6%	12%	14%	12%	27%	13%	10%	7%	7%	23%	10%	18%
			a	a	a	a	c			a			
Parcelforce	97	40	21	25	10	1	64	6	26	74	24	74	13
	8%	6%	10%	12%	8%	2%	9%	10%	6%	7%	10%	8%	14%
				a									
DHL	85	27	18	17	19	4	63	7	15	58	27	51	23
	7%	4%	9%	8%	15%	9%	9%	11%	3%	6%	11%	5%	23%
				a	a		c	c			a		a
DPD/DPD Local	64	20	9	16	15	4	44	5	15	36	28	34	6
	5%	3%	5%	7%	12%	7%	6%	7%	3%	3%	12%	3%	6%
			a	a	a						a		
UPS	63	13	18	12	13	8	46	5	12	43	20	34	17
	5%	2%	9%	5%	10%	16%	6%	8%	2%	4%	9%	3%	17%
			a	a	a		c				a		a
Yodel	58	17	11	16	7	4	46	3	9	30	28	37	12
	5%	3%	5%	7%	6%	8%	6%	5%	2%	3%	12%	4%	12%
			a	a			c				a		a
UK Mail	51	8	10	10	21	1	37	3	11	32	19	29	20
	4%	1%	5%	4%	17%	2%	5%	5%	2%	3%	8%	3%	20%
			a	a	abce						a		a
FedEx	40	11	5	10	6	6	29	3	8	26	14	26	12
	3%	2%	3%	5%	5%	12%	4%	5%	2%	2%	6%	3%	13%
						ab					a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Amazon Logistics	18 1%	4 1%	2 1%	7 3%	2 2%	1 3%	12 2%	* 1%	6 1%	11 1%	7 3%	12 1%	4 5%
DX	15 1%	4 1%	3 1%	1 *%	3 2%	3 6%	10 1%	3 5%	2 *%	6 1%	9 4%	8 1%	7 7%
TNT Express	8 1%	2 *%	1 *%	1 *%	2 2%	1 1%	5 1%	1 1%	3 1%	5 *%	3 1%	5 *%	3 3%
Secured Mail	8 1%	3 1%	* *%	1 1%	3 3%	* *%	7 1%	1 2%	* *%	4 *%	4 2%	4 *%	4 4%
MHI (Mail Handling International)	7 1%	3 1%	- -%	3 1%	* *%	1 1%	6 1%	1 2%	- -%	4 *%	3 1%	4 *%	3 3%
Pitney Bowes	5 *%	- -%	2 1%	* *%	* *%	* *%	* *%	2 3%	2 *%	* *%	4 2%	* *%	4 4%
Citipost	5 *%	* *%	- -%	1 1%	1 1%	- -%	2 *%	* *%	2 *%	* *%	4 2%	* *%	4 4%
Whistl (Previously known as TNT Post)	4 *%	* *%	* *%	3 1%	1 1%	* *%	3 *%	1 2%	- -%	2 *%	2 1%	2 *%	2 2%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	194 29%	12 6%	6 3%	6 4%	2 5%	67 9%	8 12%	147 31%	184 18%	40 17%	185 19%	16 16%
		bcde							ab				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: Royal Mail	932	428	167	180	98	43	573	51	294	816	115	729	53
	73%	65%	82%	82%	80%	87%	79%	78%	62%	78%	50%	75%	54%
			a	a	a	a	c	c		b		b	
NET: Provider other than RM	404	128	84	89	68	28	280	28	95	255	149	272	69
	32%	19%	41%	41%	56%	56%	39%	43%	20%	24%	64%	28%	71%
			a	a	ac	a	c	c			a		a
NET: RM ONLY	652	339	109	123	49	19	380	30	229	609	42	521	13
	51%	51%	53%	56%	40%	39%	52%	46%	49%	58%	18%	53%	13%
				d						b		b	
NET: Provider other than RM ONLY	124	39	26	32	19	4	87	7	30	47	77	64	29
	10%	6%	13%	15%	16%	8%	12%	11%	6%	5%	33%	7%	30%
			a	a	a		c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Royal Mail	932	677	79	712	220	730	52	673	83	708	223
	73%	76%	61%	79%	57%	74%	54%	76%	60%	79%	58%
		b		b		b		b		b	
Evri (formerly known as Hermes)	132	91	24	49	83	99	17	88	27	47	84
	10%	10%	19%	5%	22%	10%	18%	10%	20%	5%	22%
		a		a		a		a		a	
Parcelforce	97	58	14	47	50	76	11	58	14	43	55
	8%	7%	11%	5%	13%	8%	12%	7%	10%	5%	14%
		a		a		a		a		a	
DHL	85	40	35	38	47	52	22	39	36	37	48
	7%	5%	28%	4%	12%	5%	23%	4%	26%	4%	13%
		a		a		a		a		a	
DPD/DPD Local	64	24	11	23	41	33	7	23	12	25	39
	5%	3%	8%	3%	11%	3%	7%	3%	8%	3%	10%
		a		a		a		a		a	
UPS	63	29	22	29	34	38	12	24	27	30	33
	5%	3%	17%	3%	9%	4%	13%	3%	20%	3%	9%
		a		a		a		a		a	
Yodel	58	41	13	20	38	37	12	41	14	20	38
	5%	5%	10%	2%	10%	4%	12%	5%	10%	2%	10%
		a		a		a		a		a	
UK Mail	51	17	33	24	27	25	24	20	29	21	30
	4%	2%	26%	3%	7%	3%	25%	2%	21%	2%	8%
		a		a		a		a		a	
FedEx	40	25	14	11	29	27	12	21	18	13	27
	3%	3%	11%	1%	8%	3%	12%	2%	13%	1%	7%
		a		a		a		a		a	
Amazon Logistics	18	11	6	9	9	12	4	10	6	11	8
	1%	1%	4%	1%	2%	1%	5%	1%	5%	1%	2%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
DX	15 1%	6 1%	7 5% a	3 *% a	12 3% a	7 1% a	8 8% a	5 1% a	8 6% a	5 1% a	11 3% a
TNT Express	8 1%	4 *% a	3 2% a	2 *% a	6 2% a	5 1% a	3 3% a	3 *% a	4 3% a	3 *% a	6 1% a
Secured Mail	8 1%	4 *% a	4 3% a	3 *% a	5 1% a	4 *% a	4 4% a	4 *% a	4 3% a	4 *% a	4 1% a
MHI (Mail Handling International)	7 1%	6 1% a	1 1% a	3 *% a	4 1% a	6 1% a	1 1% a	3 *% a	4 3% a	3 *% a	3 1% a
Pitney Bowes	5 *% a	* *% a	4 3% a	1 *% a	4 1% a	1 *% a	4 4% a	* *% a	4 3% a	* *% a	5 1% a
Citipost	5 *% a	1 *% a	3 3% a	* *% a	4 1% a	1 *% a	3 3% a	* *% a	4 3% a	1 *% a	4 1% a
Whistl (Previously known as TNT Post)	4 *% a	2 *% a	2 1% a	1 *% a	3 1% a	3 *% a	1 1% a	1 *% a	2 2% a	1 *% a	3 1% a
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	162 18%	13 10%	165 18%	59 15%	184 19%	17 18%	160 18%	15 11%	168 19%	56 15%
NET: Royal Mail	932 73%	677 76%	79 61%	712 79%	220 57%	730 74%	52 54%	673 76%	83 60%	708 79%	223 58%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
NET: Provider other than RM	404	229	100	159	245	272	69	226	104	153	251
	32%	26%	78%	18%	64%	28%	72%	25%	76%	17%	66%
			a		a		a		a		a
NET: RM ONLY	652	504	15	571	80	524	9	500	18	576	76
	51%	56%	12%	64%	21%	53%	10%	56%	13%	64%	20%
		b		b		b		b		b	
NET: Provider other than RM ONLY	124	56	37	19	105	66	27	54	39	20	104
	10%	6%	29%	2%	27%	7%	28%	6%	29%	2%	27%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Royal Mail	932	484	576	148	-	471	504	126	3	664	502	166	2
	73%	81%	70%	81%	-%	81%	73%	81%	96%	75%	74%	83%	59%
Evri (formerly known as Hermes)		b		b		b						b	
	132	75	94	20	-	72	83	21	-	108	67	20	-
	10%	12%	11%	11%	-%	12%	12%	14%	-%	12%	10%	10%	-%
Parcelforce	97	56	63	18	-	52	48	14	-	80	44	21	-
	8%	9%	8%	10%	-%	9%	7%	9%	-%	9%	6%	10%	-%
DHL	85	47	52	16	1	54	37	18	-	73	31	14	-
	7%	8%	6%	9%	48%	9%	5%	11%	-%	8%	5%	7%	-%
		b		b		b		b		b			
DPD/DPD Local	64	26	27	8	-	25	19	7	-	48	28	8	-
	5%	4%	3%	5%	-%	4%	3%	4%	-%	5%	4%	4%	-%
UPS	63	33	36	13	1	38	29	18	-	51	26	15	-
	5%	5%	4%	7%	48%	7%	4%	12%	-%	6%	4%	7%	-%
								b					
Yodel	58	30	32	11	-	39	35	10	-	51	21	8	-
	5%	5%	4%	6%	-%	7%	5%	7%	-%	6%	3%	4%	-%
UK Mail	51	41	32	12	-	44	18	12	-	46	20	18	-
	4%	7%	4%	7%	-%	8%	3%	8%	-%	5%	3%	9%	-%
						b		b				b	
FedEx	40	27	31	10	-	29	22	10	-	35	16	15	-
	3%	4%	4%	5%	-%	5%	3%	6%	-%	4%	2%	7%	-%
												b	
Amazon Logistics	18	14	12	7	-	14	10	7	-	14	13	10	-
	1%	2%	1%	4%	-%	2%	1%	4%	-%	2%	2%	5%	-%
												a	
DX	15	11	7	5	-	12	5	5	-	12	10	5	-
	1%	2%	1%	3%	-%	2%	1%	3%	-%	1%	2%	3%	-%
TNT Express	8	7	5	5	-	6	2	4	-	7	4	5	-
	1%	1%	1%	3%	-%	1%	*%	3%	-%	1%	1%	2%	-%
								b					

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Secured Mail	8 1%	5 1%	4 1%	3 2%	- -%	8 1%	2 *%	* *%	- -%	5 1%	3 *%	1 1%	- -%
MHI (Mail Handling International)	7 1%	2 *%	6 1%	- -%	- -%	5 1%	1 *%	3 2%	- -%	4 *%	3 *%	1 1%	- -%
Pitney Bowes	5 *%	5 1%	2 *%	2 1%	- -%	5 1%	1 *%	2 1%	- -%	5 1%	2 *%	2 1%	- -%
Citipost	5 *%	4 1%	4 1%	3 2%	- -%	4 1%	2 *%	3 2%	- -%	4 *%	4 1%	3 2%	- -%
Whistl (Previously known as TNT Post)	4 *%	3 1%	1 *%	1 1%	- -%	2 *%	1 *%	2 1%	- -%	3 *%	1 *%	1 1%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	71 12%	176 21%	23 13%	2 52%	64 11%	132 19%	15 9%	* 4%	117 13%	139 20%	22 11%	2 41%
NET: Royal Mail	932 73%	484 81%	576 70%	148 81%	- -%	471 81%	504 73%	126 81%	3 96%	664 75%	502 74%	166 83%	2 59%
NET: Provider other than RM	404 32%	228 38%	238 29%	69 38%	1 48%	227 39%	207 30%	63 41%	- -%	333 38%	173 25%	76 38%	- -%
NET: RM ONLY	652 51%	299 50%	408 50%	91 50%	- -%	290 50%	355 51%	78 50%	3 96%	435 49%	367 54%	102 51%	2 59%
NET: Provider other than RM ONLY	124 10%	43 7%	70 9%	12 7%	1 48%	46 8%	58 8%	15 10%	- -%	104 12%	39 6%	12 6%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Royal Mail	932	692	641	710	569	480	12	467	373	375	103	80	186	181
	73%	74%	77%	82%	75%	75%	87%	79%	86%	87%	88%	89%	75%	76%
				ab						a				
Evri (formerly known as Hermes)	132	91	90	66	62	71	1	49	42	39	13	8	24	32
	10%	10%	11%	8%	8%	11%	7%	8%	10%	9%	11%	8%	10%	14%
Parcelforce	97	74	63	60	55	50	2	33	39	44	14	9	16	15
	8%	8%	7%	7%	7%	8%	16%	6%	9%	10%	12%	10%	6%	6%
DHL	85	51	53	35	48	34	2	18	18	27	9	9	21	15
	7%	5%	6%	4%	6%	5%	16%	3%	4%	6%	7%	10%	8%	6%
												a		
DPD/DPD Local	64	35	21	32	28	19	5	26	13	23	5	5	7	7
	5%	4%	3%	4%	4%	3%	34%	4%	3%	5%	5%	6%	3%	3%
							ab							
UPS	63	29	41	33	26	25	2	23	15	24	11	5	7	11
	5%	3%	5%	4%	3%	4%	17%	4%	4%	6%	9%	5%	3%	5%
							ab							
Yodel	58	36	38	29	23	34	1	16	11	22	7	1	12	18
	5%	4%	5%	3%	3%	5%	7%	3%	3%	5%	6%	1%	5%	8%
UK Mail	51	28	34	21	30	30	2	10	11	20	12	7	7	11
	4%	3%	4%	2%	4%	5%	14%	2%	2%	5%	10%	8%	3%	5%
							a			a	ab	a		
FedEx	40	27	29	19	23	23	4	10	10	16	8	3	7	8
	3%	3%	3%	2%	3%	4%	26%	2%	2%	4%	6%	4%	3%	3%
							ab				a			
Amazon Logistics	18	16	12	14	14	15	4	12	6	10	6	4	5	4
	1%	2%	1%	2%	2%	2%	27%	2%	1%	2%	5%	4%	2%	2%
							ab							
DX	15	8	6	4	7	7	-	1	1	3	2	-	1	2
	1%	1%	1%	*%	1%	1%	-%	*%	*%	1%	2%	-%	1%	1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
TNT Express	8 1%	7 1%	4 1%	4 *%	8 1%	6 1%	1 6%	1 *%	2 *%	4 1%	3 3%	1 1%	* *%	* *%
Secured Mail	8 1%	2 *%	4 1%	1 *%	4 *%	2 *%	- -%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	1 1%
MHI (Mail Handling International)	7 1%	2 *%	5 1%	1 *%	7 1%	1 *%	* 3%	* *%	* *%	1 *%	* *%	- -%	3 1%	1 *%
Pitney Bowes	5 *%	3 *%	* *%	3 *%	2 *%	3 *%	* 3%	* *%	- -%	3 1%	2 2%	- -%	- -%	* *%
Citipost	5 *%	4 *%	2 *%	4 *%	3 *%	4 1%	2 12% ab	2 *%	2 *%	4 1%	3 2%	1 1%	* *%	* *%
Whistl (Previously known as TNT Post)	4 *%	2 *%	1 *%	2 *%	2 *%	1 *%	1 8% ab	1 *%	1 *%	1 *%	1 1%	1 1%	* *%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	179 19%	140 17%	137 16%	132 17%	122 19%	* 2%	111 19% c	57 13%	48 11%	12 10%	9 10%	45 18%	42 18%
NET: Royal Mail	932 73%	692 74%	641 77%	710 82% ab	569 75%	480 75%	12 87%	467 79%	373 86%	375 87% a	103 88%	80 89%	186 75%	181 76%
NET: Provider other than RM	404 32%	267 29% c	242 29% c	193 22%	203 27%	184 29%	8 59% ab	121 21%	107 25%	134 31% a	44 37% a	29 32%	68 28%	68 29%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
NET: RM ONLY	652	490	453	533	420	337	5	356	272	248	62	52	135	127
	51%	52%	54%	62%	56%	52%	39%	61%	62%	58%	53%	58%	54%	54%
				ab										
NET: Provider other than RM ONLY	124	65	54	16	55	41	1	10	5	7	3	2	17	14
	10%	7%	6%	2%	7%	6%	11%	2%	1%	2%	2%	2%	7%	6%
		c	c											

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Royal Mail	932	105	54	43	34	767	576	815	649	527	476	737	136	-	713	55
	73%	87%	88%	73%	96%	72%	76%	72%	75%	71%	78%	71%	78%	-%	77%	64%
Evri (formerly known as Hermes)	132	12	8	20	10	100	75	108	103	78	80	108	22	-	86	12
	10%	10%	13%	34%	28%	9%	10%	10%	12%	10%	13%	10%	12%	-%	9%	14%
Parcelforce	97	11	8	10	3	78	67	91	75	62	67	82	23	-	62	12
	8%	9%	13%	17%	7%	7%	9%	8%	9%	8%	11%	8%	13%	-%	7%	14%
DHL	85	12	12	13	6	61	42	67	51	52	53	52	15	*	46	12
	7%	10%	20%	23%	17%	6%	6%	6%	6%	7%	9%	5%	8%	100%	5%	14%
DPD/DPD Local	64	8	1	6	1	51	43	58	59	37	30	57	14	-	42	4
	5%	7%	2%	10%	4%	5%	6%	5%	7%	5%	5%	5%	8%	-%	5%	5%
UPS	63	12	5	9	7	45	35	52	46	30	44	46	9	-	39	8
	5%	10%	8%	15%	20%	4%	5%	5%	5%	4%	7%	4%	5%	-%	4%	9%
Yodel	58	11	3	9	6	39	34	51	33	26	28	43	11	-	38	7
	5%	9%	5%	15%	17%	4%	5%	5%	4%	3%	5%	4%	6%	-%	4%	9%
UK Mail	51	10	17	4	7	21	24	30	31	30	38	21	7	-	32	1
	4%	8%	28%	7%	20%	2%	3%	3%	4%	4%	6%	2%	4%	-%	3%	1%
FedEx	40	6	4	5	4	28	25	33	29	31	27	31	12	-	31	2
	3%	5%	7%	9%	10%	3%	3%	3%	3%	4%	4%	3%	7%	-%	3%	2%
Amazon Logistics	18	5	5	1	2	13	14	16	13	16	14	8	5	-	11	2
	1%	4%	9%	1%	7%	1%	2%	1%	1%	2%	2%	1%	3%	-%	1%	3%
DX	15	2	*	3	3	8	7	11	10	10	12	10	2	-	10	-
	1%	1%	*%	4%	9%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	-%
TNT Express	8	1	1	1	2	6	5	6	6	6	6	5	2	-	5	-
	1%	1%	2%	2%	7%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Secured Mail	8	1	-	3	1	2	7	8	5	2	5	4	2	-	5	-
	1%	1%	-%	5%	2%	*%	1%	1%	1%	*%	1%	*%	1%	-%	1%	-%
MHI (Mail Handling International)	7	-	*	5	2	2	3	5	4	4	4	6	1	-	4	3
	1%	-%	*%	8%	4%	*%	*%	*%	*%	1%	1%	1%	1%	-%	*%	3%
				a											a	
Pitney Bowes	5	-	*	*	2	*	*	1	4	5	5	3	*	-	2	*
	*%	-%	*%	*%	7%	*%	*%	*%	*%	1%	1%	*%	*%	-%	*%	*%
				a												
Citipost	5	2	*	*	2	2	1	2	4	4	4	1	1	-	4	*
	*%	1%	*%	*%	6%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	*%
Whistl (Previously known as TNT Post)	4	*	2	*	*	2	1	2	1	3	2	2	1	-	2	*
	*%	*%	3%	1%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	6	1	5	*	205	119	213	126	140	72	206	21	-	169	13
	17%	5%	1%	9%	1%	19%	16%	19%	15%	19%	12%	20%	12%	-%	18%	16%
						d						a				
NET: Royal Mail	932	105	54	43	34	767	576	815	649	527	476	737	136	-	713	55
	73%	87%	88%	73%	96%	72%	76%	72%	75%	71%	78%	71%	78%	-%	77%	64%
				c							b					
NET: Provider other than RM	404	48	34	38	22	309	240	344	304	237	252	310	71	*	244	43
	32%	40%	56%	65%	62%	29%	32%	30%	35%	32%	41%	30%	40%	100%	26%	51%
				a					a		b		b		a	
NET: RM ONLY	652	67	26	15	13	553	402	572	439	368	287	528	83	-	518	29
	51%	55%	43%	26%	37%	52%	53%	51%	50%	49%	47%	51%	47%	-%	56%	34%
		c													b	

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
NET: Provider other than RM ONLY	124	10	7	11	1	96	66	102	94	78	63	101	18	*	48	17
	10%	8%	11%	18%	3%	9%	9%	9%	11%	10%	10%	10%	10%	100%	5%	20%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Royal Mail	932 73%	419 80%	465 74%	315 67%	28 73%	182 80%	220 62%	138 78%	602 72%	180 70%	157 70%	224 82%	531 70%
Evri (formerly known as Hermes)	132 10%	57 11%	52 8%	96 20%	2 4%	36 16%	70 20%	33 19%	78 9%	20 8%	38 17%	36 13%	55 7%
Parcelforce	97 8%	42 8%	42 7%	60 13%	6 15%	34 15%	48 13%	21 12%	54 6%	22 9%	22 10%	34 12%	40 5%
DHL	85 7%	49 9%	20 3%	50 11%	2 6%	43 19%	23 6%	15 9%	44 5%	25 10%	20 9%	30 11%	33 4%
DPD/DPD Local	64 5%	20 4%	29 5%	46 10%	1 2%	19 8%	29 8%	16 9%	43 5%	5 2%	22 10%	8 3%	34 4%
UPS	63 5%	40 8%	14 2%	43 9%	- -%	33 14%	18 5%	10 6%	42 5%	11 4%	15 7%	28 10%	19 3%
Yodel	58 5%	34 6%	15 2%	33 7%	7 19%	22 10%	26 7%	11 6%	39 5%	8 3%	26 12%	18 7%	12 2%
UK Mail	51 4%	41 8%	1 *%	33 7%	2 5%	41 18%	3 1%	16 9%	22 3%	13 5%	11 5%	26 10%	13 2%
FedEx	40 3%	26 5%	9 1%	33 7%	- -%	28 12%	8 2%	10 5%	26 3%	4 2%	15 6%	18 7%	7 1%
Amazon Logistics	18 1%	12 2%	6 1%	9 2%	- -%	10 4%	4 1%	11 6%	5 1%	2 1%	11 5%	4 1%	4 *%
DX	15 1%	8 2%	3 *%	11 2%	2 5%	14 6%	1 *%	5 3%	6 1%	4 2%	3 1%	10 4%	2 *%

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
TNT Express	8 1%	6 1%	2 *%	4 1%	- -%	4 2%	2 1%	4 2%	1 *%	2 1%	4 2%	1 *%	4 *%
Secured Mail	8 1%	5 1%	* *%	8 2%	- -%	8 4%	- -%	* *%	7 1%	1 *%	* *%	7 3%	1 *%
MHI (Mail Handling International)	7 1%	7 1%	* *%	6 1%	- -%	7 3%	- -%	1 *%	5 1%	1 *%	1 *%	6 2%	- -%
Pitney Bowes	5 *%	3 1%	- -%	2 *%	- -%	5 2%	- -%	2 1%	2 *%	* *%	2 1%	2 1%	- -%
Citipost	5 *%	4 1%	* *%	2 *%	- -%	4 2%	* *%	4 2%	1 *%	* *%	4 2%	1 *%	- -%
Whistl (Previously known as TNT Post)	4 *%	2 *%	1 *%	2 *%	1 2%	3 1%	1 *%	1 *%	3 *%	- -%	1 1%	1 *%	1 *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	67 13%	130 21%	53 11%	9 23%	14 6%	56 16%	8 5%	155 19%	59 23%	29 13%	21 8%	169 22%
NET: Royal Mail	932 73%	419 80%	465 74%	315 67%	28 73%	182 80%	220 62%	138 78%	602 72%	180 70%	157 70%	224 82%	531 70%
NET: Provider other than RM	404 32%	192 37%	138 22%	265 56%	19 49%	151 66%	175 49%	90 51%	236 28%	78 30%	103 46%	134 49%	162 21%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
NET: RM ONLY	652	265	365	155	10	63	125	78	441	122	92	117	424
	51%	51%	58%	33%	28%	27%	35%	44%	53%	47%	41%	43%	56%
NET: Provider other than RM ONLY	124	39	38	104	1	31	79	30	74	20	39	27	54
	10%	7%	6%	22%	4%	14%	22%	17%	9%	8%	17%	10%	7%
								bc			c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Royal Mail	932	396	535
	73%	73%	73%
Evri (formerly known as Hermes)	132	50	81
	10%	9%	11%
Parcelforce	97	37	60
	8%	7%	8%
DHL	85	52	33
	7%	10%	5%
		b	
DPD/DPD Local	64	37	27
	5%	7%	4%
UPS	63	37	26
	5%	7%	4%
Yodel	58	31	27
	5%	6%	4%
UK Mail	51	38	13
	4%	7%	2%
		b	
FedEx	40	25	15
	3%	5%	2%
Amazon Logistics	18	10	9
	1%	2%	1%
DX	15	10	6
	1%	2%	1%
TNT Express	8	4	4
	1%	1%	1%
Secured Mail	8	7	1
	1%	1%	*%
		b	

Columns Tested:: a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
MHI (Mail Handling International)	7 1%	5 1%	2 *%
Pitney Bowes	5 *%	3 1%	2 *%
Citipost	5 *%	3 *%	2 *%
Whistl (Previously known as TNT Post)	4 *%	3 1%	1 *%
Someone else	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	92 17%	132 18%
NET: Royal Mail	932 73%	396 73%	535 73%
NET: Provider other than RM	404 32%	192 35%	212 29%
NET: RM ONLY	652 51%	258 48%	393 53%
NET: Provider other than RM ONLY	124 10%	54 10%	70 10%

Columns Tested:: a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Royal Mail	932	-	41	165	107	24	86	26	105	114	27	178	59
	73%	-%	82%	71%	71%	93%	74%	63%	79%	69%	67%	73%	74%
Evri (formerly known as Hermes)	132	-	1	16	11	2	14	4	17	16	7	33	10
	10%	-%	2%	7%	7%	8%	12%	10%	13%	10%	17%	14%	13%
Parcelforce	97	-	6	16	6	4	7	2	9	4	3	34	8
	8%	-%	11%	7%	4%	17%	6%	4%	6%	2%	6%	14%	10%
DHL	85	-	2	10	12	2	14	2	8	13	3	16	2
	7%	-%	4%	4%	8%	7%	12%	6%	6%	8%	7%	7%	3%
DPD/DPD Local	64	-	3	16	8	5	4	5	3	8	1	7	5
	5%	-%	6%	7%	5%	18%	3%	12%	2%	5%	4%	3%	7%
UPS	63	-	1	13	4	3	13	1	5	7	1	15	*
	5%	-%	2%	5%	2%	12%	11%	3%	4%	4%	4%	6%	*%
Yodel	58	-	1	10	4	3	8	1	6	10	3	10	2
	5%	-%	2%	4%	3%	12%	7%	1%	4%	6%	7%	4%	3%
UK Mail	51	-	1	8	1	*	6	*	4	18	1	8	2
	4%	-%	2%	4%	1%	2%	5%	1%	3%	11%	2%	3%	3%
FedEx	40	-	*	6	2	*	10	*	4	5	1	8	3
	3%	-%	1%	3%	1%	1%	9%	*%	3%	3%	3%	3%	4%
Amazon Logistics	18	-	*	5	-	2	2	*	1	5	1	2	-
	1%	-%	*%	2%	-%	7%	2%	1%	1%	3%	2%	1%	-%
DX	15	-	-	1	1	-	-	-	3	5	-	4	-
	1%	-%	-%	*%	1%	-%	-%	-%	3%	3%	-%	2%	-%
TNT Express	8	-	-	1	*	-	*	*	2	4	1	1	*
	1%	-%	-%	*%	*%	-%	*%	*%	1%	2%	1%	*%	1%
Secured Mail	8	-	*	*	1	3	-	*	1	-	-	3	-
	1%	-%	1%	*%	1%	11%	-%	1%	1%	-%	-%	1%	-%

cdfhij

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
MHI (Mail Handling International)	7	-	-	*	*	-	2	-	1	-	*	3	-
	1%	-%	-%	*%	*%	-%	2%	-%	1%	-%	*%	1%	-%
Pitney Bowes	5	-	-	-	*	-	*	-	2	2	*	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	2%	1%	*%	-%	-%
Citipost	5	-	*	*	*	-	*	-	*	4	-	-	-
	*%	-%	1%	*%	*%	-%	*%	-%	*%	2%	-%	-%	-%
Whistl (Previously known as TNT Post)	4	-	*	*	*	-	-	*	2	1	-	-	-
	*%	-%	1%	*%	*%	-%	-%	*%	2%	1%	-%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	-	5	48	28	1	18	9	18	32	7	44	12
	17%	-%	10%	21%	19%	6%	16%	22%	14%	19%	17%	18%	16%
NET: Royal Mail	932	-	41	165	107	24	86	26	105	114	27	178	59
	73%	-%	82%	71%	71%	93%	74%	63%	79%	69%	67%	73%	74%
NET: Provider other than RM	404	-	11	68	29	16	42	12	38	58	14	89	26
	32%	-%	22%	29%	20%	62%	36%	30%	28%	35%	35%	36%	33%
						bcdh	d			d		d	
NET: RM ONLY	652	-	34	117	93	8	57	19	77	76	19	111	41
	51%	-%	68%	50%	62%	32%	48%	47%	58%	46%	47%	46%	51%
			ek		ik								
NET: Provider other than RM ONLY	124	-	4	19	16	*	12	6	10	20	6	22	8
	10%	-%	8%	8%	10%	2%	11%	14%	7%	12%	15%	9%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Royal Mail	932	216	207	245	263	424	508
	73%	71%	76%	72%	73%	73%	72%
Evri (formerly known as Hermes)	132	17	27	37	50	44	87
	10%	6%	10%	11%	14%	8%	12%
				a			a
Parcelforce	97	22	18	14	44	39	58
	8%	7%	6%	4%	12%	7%	8%
				c			
DHL	85	15	25	24	21	40	45
	7%	5%	9%	7%	6%	7%	6%
DPD/DPD Local	64	19	17	15	13	35	29
	5%	6%	6%	4%	4%	6%	4%
UPS	63	13	19	13	17	33	30
	5%	4%	7%	4%	5%	6%	4%
Yodel	58	10	15	17	15	26	32
	5%	3%	6%	5%	4%	4%	5%
UK Mail	51	9	7	23	11	16	35
	4%	3%	3%	7%	3%	3%	5%
FedEx	40	6	12	9	12	19	21
	3%	2%	5%	3%	3%	3%	3%
Amazon Logistics	18	5	4	6	3	9	9
	1%	2%	1%	2%	1%	2%	1%
DX	15	1	1	9	4	2	13
	1%	*%	*%	3%	1%	*%	2%
TNT Express	8	1	*	6	1	1	7
	1%	*%	*%	2%	*%	*%	1%
Secured Mail	8	*	4	1	3	4	4
	1%	*%	1%	*%	1%	1%	1%
MHI (Mail Handling International)	7	*	3	1	3	3	4
	1%	*%	1%	*%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 402 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Pitney Bowes	5	-	*	4	*	*	4
	*%	-%	*%	1%	*%	*%	1%
Citipost	5	1	*	4	-	1	4
	*%	*%	*%	1%	-%	*%	1%
Whistl (Previously known as TNT Post)	4	1	*	3	-	1	3
	*%	*%	*%	1%	-%	*%	*%
Someone else	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	61	40	59	63	101	123
	17%	20%	15%	18%	17%	17%	17%
NET: Royal Mail	932	216	207	245	263	424	508
	73%	71%	76%	72%	73%	73%	72%
NET: Provider other than RM	404	82	85	108	129	167	237
	32%	27%	31%	32%	36%	29%	34%
NET: RM ONLY	652	161	148	172	171	309	342
	51%	53%	54%	51%	47%	54%	49%
NET: Provider other than RM ONLY	124	26	26	35	36	52	72
	10%	9%	9%	10%	10%	9%	10%

Columns Tested: a,b,c,d - a,b

Table 403

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1259	267	992	856	197	66	140	403
Effective base	597	120	481	545	118	41	83	162
Weighted Base	1166	196	970	1109	47	6	3	57
1st class - all the time	318	81	236	296	19	2	1	22
	27%	42%	24%	27%	40%	26%	37%	38%
		b			a		a	a
1st class - most of the time	258	19	239	245	11	1	1	13
	22%	9%	25%	22%	23%	21%	20%	22%
			a					
1st and 2nd class in equal amounts	138	29	108	131	5	2	1	7
	12%	15%	11%	12%	10%	26%	17%	12%
						abe		
2nd class - most of the time	306	42	265	298	7	1	1	9
	26%	21%	27%	27%	16%	11%	21%	15%
				bce				
2nd class - all the time	104	14	90	101	3	*	*	3
	9%	7%	9%	9%	6%	5%	4%	6%
Never send parcels	24	3	21	23	1	*	-	1
	2%	2%	2%	2%	2%	*%	-%	2%
Don't Know (DO NOT READ OUT)	19	7	11	16	2	1	*	2
	2%	4%	1%	1%	3%	10%	2%	4%
		b				ad		
NET: Any 1st Class	713	129	584	672	34	5	3	42
	61%	66%	60%	61%	73%	73%	74%	73%
					a		a	a
NET: Any 2nd Class	548	85	463	529	15	3	1	19
	47%	44%	48%	48%	32%	42%	41%	34%
				be				

Columns Tested: a,b - a,b,c,d,e

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1259	447	297	112	122	141	140	856	197	206
Effective base	597	314	180	65	81	64	83	545	118	85
Weighted Base	1166	686	346	76	32	22	3	1109	47	10
1st class - all the time	318 27%	178 26%	93 27%	26 34%	14 43%	7 32%	1 37%	296 27%	19 40%	3 30%
					abg		ag		abg	
1st class - most of the time	258 22%	150 22%	73 21%	22 28%	6 19%	6 28%	1 20%	245 22%	11 23%	2 21%
1st and 2nd class in equal amounts	138 12%	77 11%	48 14%	6 8%	3 11%	3 14%	1 17%	131 12%	5 10%	2 23%
										acdgh
2nd class - most of the time	306 26%	197 29%	85 24%	15 20%	5 16%	3 14%	1 21%	298 27%	7 16%	1 14%
		dehi						dehi		
2nd class - all the time	104 9%	61 9%	37 11%	3 4%	3 8%	1 3%	* 4%	101 9%	3 6%	* 5%
Never send parcels	24 2%	16 2%	4 1%	4 5%	1 3%	* 1%	- -%	23 2%	1 2%	* *%
				fi						
Don't Know (DO NOT READ OUT)	19 2%	8 1%	7 2%	1 2%	1 2%	2 7%	* 2%	16 1%	2 3%	1 8%
						ag				abg
NET: Any 1st Class	713 61%	405 59%	214 62%	53 69%	23 72%	16 74%	3 74%	672 61%	34 73%	7 73%
					a	ag	ag		ag	ag
NET: Any 2nd Class	548 47%	335 49%	170 49%	24 31%	11 34%	7 32%	1 41%	529 48%	15 32%	4 41%
		cdeh	cdeh					cdeh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1259	580	276	197	66	140	522	197	76	67	156
Effective base	597	411	178	118	41	83	347	94	33	22	24
Weighted Base	1166	919	190	47	6	3	736	172	39	25	29
1st class - all the time	318 27%	245 27%	51 27%	19 40%	2 26%	1 37%	186 25%	42 25%	9 24%	9 37%	12 44%
1st class - most of the time	258 22%	202 22%	43 23%	11 23%	1 21%	1 20%	163 22%	48 28%	11 28%	6 24%	9 30%
1st and 2nd class in equal amounts	138 12%	100 11%	31 16%	5 10%	2 26%	1 17%	85 12%	21 12%	5 12%	3 13%	2 7%
2nd class - most of the time	306 26%	252 27%	46 24%	7 16%	1 11%	1 21%	204 28%	44 25%	9 24%	2 10%	3 12%
2nd class - all the time	104 9%	89 10%	12 6%	3 6%	* 5%	* 4%	76 10%	10 6%	4 11%	3 10%	2 6%
Never send parcels	24 2%	18 2%	4 2%	1 2%	* *%	- -%	14 2%	6 4%	- -%	1 5%	* 1%
Don't Know (DO NOT READ OUT)	19 2%	13 1%	3 2%	2 3%	1 10%	* 2%	10 1%	1 1%	1 1%	* 1%	- -%
NET: Any 1st Class	713 61%	547 59%	125 66%	34 73%	5 73%	3 74%	433 59%	111 65%	25 63%	19 75%	23 81%
NET: Any 2nd Class	548 47%	441 48%	88 47%	15 32%	3 42%	1 41%	364 49%	75 43%	18 47%	8 33%	7 25%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1259	80	56	125	53	80	101	86	79	78
Effective base	597	54	38	78	36	56	74	62	53	53
Weighted Base	1166	110	72	192	62	91	178	156	95	86
1st class - all the time	318 27%	21 19%	18 25%	62 32%	25 41%	20 22%	58 32%	33 21%	20 21%	20 23%
1st class - most of the time	258 22%	23 21%	11 16%	41 21%	13 21%	22 25%	36 20%	44 28%	20 21%	25 29%
1st and 2nd class in equal amounts	138 12%	20 18%	8 11%	13 7%	5 8%	19 21%	24 14%	16 10%	12 12%	4 5%
2nd class - most of the time	306 26%	27 24%	21 30%	55 28%	10 16%	22 24%	40 22%	47 30%	33 35%	23 27%
2nd class - all the time	104 9%	18 17%	9 13%	14 7%	6 9%	6 7%	10 6%	11 7%	8 8%	12 13%
Never send parcels	24 2%	- -%	2 2%	8 4%	1 1%	- -%	6 3%	4 3%	- -%	1 1%
Don't Know (DO NOT READ OUT)	19 2%	1 1%	3 4%	* *%	3 4%	1 2%	4 2%	1 1%	3 4%	1 1%
NET: Any 1st Class	713 61%	64 58%	37 52%	116 60%	43 69%	61 67%	119 67%	93 59%	51 54%	49 57%
NET: Any 2nd Class	548 47%	65 59%	38 54%	82 42%	21 34%	47 52%	75 42%	74 47%	52 55%	39 45%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1259	211	215	312	738	521	194	166	161
Effective base	597	146	145	214	490	250	106	91	79
Weighted Base	1166	239	277	527	1043	124	64	40	20
1st class - all the time	318 27%	65 27%	59 21%	153 29%	277 27%	40 33%	21 33%	12 31%	7 35%
1st class - most of the time	258 22%	60 25%	54 20%	121 23%	235 23%	23 18%	13 21%	7 18%	2 12%
1st and 2nd class in equal amounts	138 12%	28 12%	39 14%	53 10%	121 12%	17 14%	10 15%	6 15%	1 7%
2nd class - most of the time	306 26%	55 23%	81 29%	142 27%	278 27%	29 23%	13 21%	9 23%	6 30%
2nd class - all the time	104 9%	24 10%	35 13%	35 7%	93 9%	11 9%	3 5%	4 11%	3 16%
Never send parcels	24 2%	1 1%	2 1%	18 3%	21 2%	3 2%	2 4%	1 2%	* *%
Don't Know (DO NOT READ OUT)	19 2%	5 2%	7 3%	5 1%	18 2%	1 1%	1 1%	* 1%	* *%
NET: Any 1st Class	713 61%	153 64%	152 55%	328 62%	633 61%	80 65%	44 69%	25 64%	11 54%
NET: Any 2nd Class	548 47%	107 45%	155 56%	230 44%	492 47%	56 46%	27 41%	19 49%	10 53%

Columns Tested:: a,b,c,d,e,f,g,h

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1259	50	101	17	118	113	346	50	44	533
Effective base	597	24	39	10	48	53	187	20	13	267
Weighted Base	1166	56	98	24	121	129	289	34	18	514
1st class - all the time	318	12	27	1	28	45	79	7	5	142
	27%	22%	28%	3%	23%	35%	27%	21%	28%	28%
1st class - most of the time	258	10	19	11	30	30	45	9	7	123
	22%	17%	20%	46%	25%	23%	16%	26%	38%	24%
									f	f
1st and 2nd class in equal amounts	138	11	7	7	13	16	32	8	1	55
	12%	20%	7%	28%	11%	13%	11%	23%	5%	11%
2nd class - most of the time	306	11	30	5	35	21	90	5	4	141
	26%	19%	30%	23%	29%	16%	31%	15%	21%	27%
							e			
2nd class - all the time	104	5	13	-	13	8	30	5	1	42
	9%	8%	14%	-%	11%	6%	10%	16%	7%	8%
Never send parcels	24	5	1	-	1	6	8	-	*	4
	2%	9%	1%	-%	1%	5%	3%	-%	1%	1%
		i				i				
Don't Know (DO NOT READ OUT)	19	3	1	-	1	4	4	-	*	7
	2%	5%	1%	-%	1%	3%	1%	-%	*%	1%
NET: Any 1st Class	713	33	53	18	71	91	156	24	13	321
	61%	59%	54%	77%	59%	70%	54%	69%	71%	62%
						f				
NET: Any 2nd Class	548	27	50	12	62	45	152	18	6	238
	47%	47%	51%	51%	51%	35%	53%	53%	33%	46%
							e			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1259	281	346	632	1076	183	-	1082	177	1235	24
Effective base	597	125	187	302	512	86	-	544	57	585	12
Weighted Base	1166	307	289	571	982	184	-	1084	82	1144	22
1st class - all the time	318 27%	85 28%	79 27%	154 27%	273 28%	45 24%	- -%	281 26%	37 45%	312 27%	6 27%
1st class - most of the time	258 22%	70 23%	45 16%	143 25%	226 23%	32 17%	- -%	242 22%	16 19%	253 22%	4 19%
1st and 2nd class in equal amounts	138 12%	41 13%	32 11%	65 11%	111 11%	26 14%	- -%	132 12%	6 7%	136 12%	2 8%
2nd class - most of the time	306 26%	67 22%	90 31%	150 26%	258 26%	49 26%	- -%	294 27%	13 16%	300 26%	6 27%
2nd class - all the time	104 9%	25 8%	30 10%	48 8%	86 9%	18 10%	- -%	98 9%	6 8%	103 9%	1 3%
Never send parcels	24 2%	12 4%	8 3%	4 1%	15 2%	9 5%	- -%	24 2%	* *%	24 2%	- -%
Don't Know (DO NOT READ OUT)	19 2%	8 2%	4 1%	7 1%	13 1%	6 3%	- -%	14 1%	5 6%	15 1%	4 16%
NET: Any 1st Class	713 61%	195 64%	156 54%	362 63%	610 62%	103 56%	- -%	655 60%	58 71%	701 61%	12 54%
NET: Any 2nd Class	548 47%	133 43%	152 53%	263 46%	455 46%	93 51%	- -%	524 48%	25 30%	540 47%	8 38%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1259	648	261	336
Effective base	597	330	98	165
Weighted Base	1166	651	193	311
1st class - all the time	318	177	54	84
	27%	27%	28%	27%
1st class - most of the time	258	155	45	56
	22%	24%	23%	18%
1st and 2nd class in equal amounts	138	72	26	37
	12%	11%	14%	12%
2nd class - most of the time	306	156	52	98
	26%	24%	27%	32%
2nd class - all the time	104	67	15	21
	9%	10%	8%	7%
Never send parcels	24	14	*	10
	2%	2%	*%	3%
Don't Know (DO NOT READ OUT)	19	10	1	4
	2%	2%	1%	1%
NET: Any 1st Class	713	404	125	177
	61%	62%	65%	57%
NET: Any 2nd Class	548	295	93	156
	47%	45%	48%	50%

Columns Tested:: a,b,c

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1259	896	236	69	18	22	11	5	2	1132	127	58
Effective base	597	484	86	18	5	6	5	2	1	567	30	13
Weighted Base	1166	977	138	30	7	11	1	1	*	1115	51	21
1st class - all the time	318	260	35	14	4	3	*	*	*	295	23	8
	27%	27%	25%	48%	58%	31%	36%	38%	83%	26%	45%	41%
				i							abi	
1st class - most of the time	258	222	20	6	2	6	*	1	*	242	16	10
	22%	23%	14%	20%	30%	58%	40%	62%	17%	22%	31%	47%
											b	abi
1st and 2nd class in equal amounts	138	115	17	4	1	1	*	-	-	132	5	2
	12%	12%	13%	12%	11%	8%	2%	-%	-%	12%	11%	8%
2nd class - most of the time	306	263	41	3	*	*	*	*	-	303	3	*
	26%	27%	29%	8%	1%	3%	1%	1%	-%	27%	6%	2%
		jk	jk							jk		
2nd class - all the time	104	85	18	2	-	*	*	-	-	102	2	*
	9%	9%	13%	5%	-%	1%	20%	-%	-%	9%	4%	1%
Never send parcels	24	16	7	1	-	-	-	-	-	23	1	-
	2%	2%	5%	2%	-%	-%	-%	-%	-%	2%	1%	-%
			a									
Don't Know (DO NOT READ OUT)	19	17	1	1	-	-	-	-	-	17	1	-
	2%	2%	*%	5%	-%	-%	-%	-%	-%	2%	3%	-%
NET: Any 1st Class	713	597	72	24	7	11	1	1	*	669	44	20
	61%	61%	52%	80%	99%	96%	79%	99%	100%	60%	87%	97%
				b							abi	abi
NET: Any 2nd Class	548	463	75	8	1	1	*	*	-	538	10	2
	47%	47%	55%	26%	12%	12%	23%	1%	-%	48%	20%	12%
		jk	cjk							jk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1259	404	492	363	1108	1058	1162	1259	691	473	141	710	69	91	62	61	28
Effective base	597	234	252	116	509	489	544	597	309	174	84	375	20	29	18	14	9
Weighted Base	1166	500	477	189	990	949	1050	1166	613	347	142	758	32	50	31	27	10
1st class - all the time	318	122	138	58	264	247	278	318	174	115	42	197	7	9	11	8	3
	27%	24%	29%	31%	27%	26%	26%	27%	28%	33%	30%	26%	23%	18%	34%	29%	33%
1st class - most of the time	258	114	108	35	235	217	239	258	149	95	23	171	12	17	10	4	2
	22%	23%	23%	19%	24%	23%	23%	22%	24%	27%	16%	23%	38%	34%	34%	14%	17%
												a					
1st and 2nd class in equal amounts	138	56	59	23	130	121	134	138	76	49	17	102	3	4	2	3	3
	12%	11%	12%	12%	13%	13%	13%	12%	12%	14%	12%	13%	10%	8%	7%	10%	25%
2nd class - most of the time	306	136	127	43	256	255	281	306	150	54	40	210	8	14	3	4	1
	26%	27%	27%	23%	26%	27%	27%	26%	25%	16%	28%	28%	26%	28%	10%	16%	7%
					f	f	f	f	f								
2nd class - all the time	104	49	36	19	71	75	83	104	37	24	17	52	1	5	5	2	2
	9%	10%	8%	10%	7%	8%	8%	9%	6%	7%	12%	7%	2%	11%	14%	6%	19%
Never send parcels	24	14	2	8	22	23	23	24	19	5	1	15	-	*	-	7	-
	2%	3%	*%	4%	2%	2%	2%	2%	3%	2%	*%	2%	-%	1%	-%	25%	-%
		b		b												abcde	
Don't Know (DO NOT READ OUT)	19	10	7	2	12	11	13	19	8	4	3	9	*	1	*	-	-
	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	-%	-%
NET: Any 1st Class	713	291	305	116	629	585	651	713	399	259	82	471	23	30	23	14	8
	61%	58%	64%	61%	64%	62%	62%	61%	65%	75%	58%	62%	71%	60%	75%	53%	74%
										abcde							
NET: Any 2nd Class	548	241	222	86	457	451	498	548	264	128	74	365	12	23	10	9	5
	47%	48%	46%	45%	46%	48%	47%	47%	43%	37%	52%	48%	37%	46%	32%	32%	51%
					f	f	f	f									

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1259	778	107	78	65	32	33	15	723	132	84	49	37	17	16
Effective base	597	414	42	24	15	9	5	3	383	47	22	20	8	6	6
Weighted Base	1166	825	71	42	22	13	13	5	744	105	34	35	14	8	9
1st class - all the time	318	211	28	8	11	1	4	1	185	32	12	9	7	*	3
	27%	26%	40%	20%	49%	6%	36%	15%	25%	30%	35%	25%	47%	*%	32%
		ae		ae											
1st class - most of the time	258	195	15	13	2	8	2	*	163	26	12	10	5	1	1
	22%	24%	22%	32%	10%	57%	16%	5%	22%	25%	34%	28%	32%	10%	14%
						abd									
1st and 2nd class in equal amounts	138	105	11	6	2	2	1	2	96	16	3	1	1	1	2
	12%	13%	16%	14%	11%	18%	9%	43%	13%	16%	10%	3%	7%	10%	24%
2nd class - most of the time	306	225	13	13	4	*	*	*	213	23	6	9	2	3	1
	26%	27%	18%	32%	17%	1%	2%	1%	29%	22%	17%	25%	14%	32%	8%
2nd class - all the time	104	62	2	1	2	2	*	2	62	3	1	6	-	2	2
	9%	7%	3%	2%	11%	18%	1%	37%	8%	3%	2%	18%	-%	20%	23%
												b			
Never send parcels	24	18	-	*	*	-	4	-	16	4	*	-	*	2	-
	2%	2%	-%	*%	*%	-%	36%	-%	2%	4%	*%	-%	*%	28%	-%
							abcd								
Don't Know (DO NOT READ OUT)	19	10	*	1	*	-	-	-	10	*	1	-	-	-	-
	2%	1%	1%	1%	1%	-%	-%	-%	1%	*%	2%	-%	-%	-%	-%
NET: Any 1st Class	713	510	55	27	15	11	8	3	444	74	27	20	12	2	6
	61%	62%	78%	65%	70%	81%	61%	62%	60%	71%	79%	57%	86%	20%	69%
			a												
NET: Any 2nd Class	548	391	27	20	9	5	2	4	370	42	10	16	3	5	5
	47%	47%	38%	47%	40%	37%	12%	80%	50%	40%	28%	47%	21%	62%	54%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1259	888	135	83	61	45	20	27	400	234	281	165	74
Effective base	597	466	54	27	22	15	7	8	235	106	131	49	23
Weighted Base	1166	921	111	45	36	22	14	16	486	202	241	75	41
1st class - all the time	318 27%	251 27%	27 24%	8 18%	4 12%	11 48%	7 48%	10 59%	115 24%	75 37%	55 23%	28 37%	3 7%
						cd				ace		e	
1st class - most of the time	258 22%	193 21%	31 28%	15 33%	10 26%	3 14%	4 32%	2 11%	130 27%	41 20%	44 18%	14 19%	10 23%
1st and 2nd class in equal amounts	138 12%	114 12%	12 10%	4 9%	4 12%	3 15%	1 4%	* 1%	47 10%	26 13%	39 16%	15 20%	4 10%
												a	
2nd class - most of the time	306 26%	240 26%	33 30%	10 22%	16 43%	5 23%	* *%	2 15%	140 29%	43 21%	73 30%	9 12%	16 38%
									d		d		d
2nd class - all the time	104 9%	89 10%	8 7%	3 7%	2 6%	- -%	2 15%	- -%	30 6%	16 8%	27 11%	6 9%	4 10%
Never send parcels	24 2%	17 2%	* *%	4 10%	- -%	- -%	- -%	2 13%	15 3%	1 1%	2 1%	* *%	4 11%
				ab									bcd
Don't Know (DO NOT READ OUT)	19 2%	17 2%	1 1%	1 2%	- -%	- -%	- -%	- -%	9 2%	* *%	2 1%	2 2%	- -%
NET: Any 1st Class	713 61%	558 61%	70 63%	27 60%	18 51%	17 77%	12 85%	12 72%	292 60%	143 71%	138 57%	57 77%	17 40%
										ce		ace	
NET: Any 2nd Class	548 47%	443 48%	52 47%	17 38%	22 62%	8 38%	3 20%	3 16%	217 45%	85 42%	138 57%	31 41%	24 59%
											ab		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1259	448	219	234	146	53	436	212	223	120	57
Effective base	597	257	100	105	37	13	244	90	94	41	18
Weighted Base	1166	541	180	187	50	24	502	182	163	61	35
1st class - all the time	318 27%	142 26%	55 31%	45 24%	18 36%	2 8%	123 25%	63 34%	31 19%	24 39%	3 8%
1st class - most of the time	258 22%	142 26%	39 22%	40 22%	8 17%	5 22%	128 26%	40 22%	29 18%	12 20%	7 20%
1st and 2nd class in equal amounts	138 12%	61 11%	26 14%	29 15%	11 22%	1 6%	54 11%	23 13%	28 17%	9 15%	3 10%
2nd class - most of the time	306 26%	140 26%	44 25%	52 28%	6 12%	9 35%	141 28%	42 23%	49 30%	9 15%	13 39%
2nd class - all the time	104 9%	30 6%	15 8%	19 10%	5 10%	2 10%	30 6%	13 7%	22 14%	6 10%	4 10%
Never send parcels	24 2%	15 3%	1 *%	2 1%	* *%	4 18%	15 3%	1 1%	* *%	* *%	4 13%
Don't Know (DO NOT READ OUT)	19 2%	9 2%	* *%	1 *%	2 3%	- -%	9 2%	* *%	2 1%	* *%	- -%
NET: Any 1st Class	713 61%	346 64%	120 67%	114 61%	37 75%	9 36%	306 61%	126 69%	89 55%	45 74%	13 38%
NET: Any 2nd Class	548 47%	232 43%	85 47%	99 53%	22 44%	12 52%	226 45%	78 43%	100 61%	25 41%	20 59%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1259	557	202	249	157	71	713	84	448	1059	200	1022	86
Effective base	597	308	89	111	58	25	344	37	212	516	82	480	29
Weighted Base	1166	626	187	190	102	44	662	52	439	995	172	925	65
1st class - all the time	318	164	54	60	26	8	178	13	123	277	40	255	9
	27%	26%	29%	31%	25%	19%	27%	26%	28%	28%	24%	28%	14%
1st class - most of the time	258	140	53	37	16	10	147	14	96	227	31	213	23
	22%	22%	28%	19%	16%	23%	22%	26%	22%	23%	18%	23%	35%
1st and 2nd class in equal amounts	138	73	12	31	15	5	69	7	61	121	17	115	15
	12%	12%	6%	16%	14%	12%	10%	13%	14%	12%	10%	12%	22%
2nd class - most of the time	306	167	48	43	28	17	190	7	103	257	50	247	9
	26%	27%	26%	22%	28%	38%	29%	14%	24%	26%	29%	27%	14%
2nd class - all the time	104	54	18	17	10	1	62	3	39	92	12	70	2
	9%	9%	10%	9%	10%	3%	9%	6%	9%	9%	7%	8%	2%
Never send parcels	24	13	1	*	6	2	6	3	14	10	14	16	6
	2%	2%	1%	*%	5%	5%	1%	7%	3%	1%	8%	2%	10%
					c			a	a		a	a	a
Don't Know (DO NOT READ OUT)	19	14	-	2	2	-	11	4	3	11	8	10	2
	2%	2%	-%	1%	2%	-%	2%	8%	1%	1%	5%	1%	3%
								ac			a		
NET: Any 1st Class	713	377	119	127	57	24	394	34	280	625	88	583	46
	61%	60%	64%	67%	55%	54%	59%	65%	64%	63%	51%	63%	71%
										b			
NET: Any 2nd Class	548	294	79	91	53	23	320	17	204	470	79	432	25
	47%	47%	42%	48%	52%	53%	48%	34%	46%	47%	46%	47%	39%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1259	920	138	874	385	1023	85	917	141	879	380
Effective base	597	445	44	443	154	481	29	441	48	446	152
Weighted Base	1166	855	94	849	317	924	66	851	98	851	316
1st class - all the time	318	223	24	235	83	255	9	226	21	237	81
	27%	26%	26%	28%	26%	28%	13%	27%	22%	28%	26%
1st class - most of the time	258	190	27	194	64	215	21	184	33	197	61
	22%	22%	29%	23%	20%	23%	32%	22%	33%	23%	19%
1st and 2nd class in equal amounts	138	103	17	104	34	115	15	99	22	106	32
	12%	12%	18%	12%	11%	12%	23%	12%	22%	12%	10%
2nd class - most of the time	306	239	16	225	81	243	12	243	12	222	85
	26%	28%	17%	27%	26%	26%	19%	29%	12%	26%	27%
2nd class - all the time	104	73	2	73	31	71	-	73	2	72	32
	9%	9%	2%	9%	10%	8%	-%	9%	2%	8%	10%
Never send parcels	24	16	7	9	15	15	7	15	8	9	15
	2%	2%	8%	1%	5%	2%	11%	2%	8%	1%	5%
			a		a		a		a		a
Don't Know (DO NOT READ OUT)	19	11	*	9	9	10	2	11	*	9	9
	2%	1%	*%	1%	3%	1%	3%	1%	*%	1%	3%
NET: Any 1st Class	713	516	69	533	180	584	45	509	76	539	174
	61%	60%	73%	63%	57%	63%	68%	60%	77%	63%	55%
			a						a		
NET: Any 2nd Class	548	416	35	402	146	430	27	416	36	399	149
	47%	49%	37%	47%	46%	46%	41%	49%	36%	47%	47%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1259	632	845	215	2	616	745	174	3	881	693	222	2
Effective base	597	275	406	90	1	274	357	76	2	408	342	100	2
Weighted Base	1166	541	775	171	2	535	668	139	4	793	640	181	4
1st class - all the time	318	154	192	37	*	157	139	27	2	229	143	39	-
	27%	28%	25%	22%	10%	29%	21%	19%	50%	29%	22%	22%	-%
1st class - most of the time	258	157	180	51	-	160	149	49	-	200	143	54	-
	22%	29%	23%	30%	-%	30%	22%	36%	-%	25%	22%	30%	-%
1st and 2nd class in equal amounts	138	71	107	16	-	60	105	14	-	98	89	24	-
	12%	13%	14%	10%	-%	11%	16%	10%	-%	12%	14%	13%	-%
2nd class - most of the time	306	125	219	57	-	122	200	38	2	194	188	53	2
	26%	23%	28%	33%	-%	23%	30%	27%	50%	25%	29%	29%	59%
2nd class - all the time	104	23	59	10	-	24	60	11	-	47	66	10	-
	9%	4%	8%	6%	-%	5%	9%	8%	-%	6%	10%	6%	-%
Never send parcels	24	8	18	-	-	8	14	-	-	12	8	-	2
	2%	1%	2%	-%	-%	2%	2%	-%	-%	2%	1%	-%	41%
Don't Know (DO NOT READ OUT)	19	3	*	*	1	3	2	*	-	13	2	1	-
	2%	1%	*%	*%	90%	1%	*%	*%	-%	2%	*%	1%	-%
NET: Any 1st Class	713	382	479	104	*	377	392	90	2	526	375	117	-
	61%	71%	62%	61%	10%	70%	59%	65%	50%	66%	59%	65%	-%
NET: Any 2nd Class	548	219	385	83	-	207	365	62	2	339	344	87	2
	47%	40%	50%	49%	-%	39%	55%	45%	50%	43%	54%	48%	59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1259	987	890	877	806	648	47	579	448	431	113	80	273	249
Effective base	597	460	421	436	366	316	16	298	221	209	59	45	121	115
Weighted Base	1166	894	796	830	713	615	13	571	428	415	113	90	233	224
1st class - all the time	318	246	204	222	247	59	4	122	114	104	22	11	73	12
	27%	28%	26%	27%	35%	10%	32%	21%	27%	25%	19%	12%	31%	5%
					b		b		e				b	
1st class - most of the time	258	204	177	185	198	114	4	139	125	106	34	27	60	49
	22%	23%	22%	22%	28%	19%	33%	24%	29%	26%	30%	30%	26%	22%
					b									
1st and 2nd class in equal amounts	138	110	98	101	99	94	2	79	54	58	12	14	40	36
	12%	12%	12%	12%	14%	15%	18%	14%	13%	14%	11%	16%	17%	16%
2nd class - most of the time	306	241	227	232	140	250	2	161	104	113	36	34	51	101
	26%	27%	29%	28%	20%	41%	16%	28%	24%	27%	32%	38%	22%	45%
					ac								a	
2nd class - all the time	104	67	68	77	16	78	-	59	25	24	9	4	7	23
	9%	7%	9%	9%	2%	13%	-%	10%	6%	6%	8%	5%	3%	10%
					a								a	
Never send parcels	24	21	14	7	12	15	-	7	5	5	-	-	2	4
	2%	2%	2%	1%	2%	3%	-%	1%	1%	1%	-%	-%	1%	2%
Don't Know (DO NOT READ OUT)	19	6	8	7	1	5	*	4	*	4	*	*	*	*
	2%	1%	1%	1%	*%	1%	1%	1%	*%	1%	*%	*%	*%	*%
NET: Any 1st Class	713	560	480	508	545	267	11	340	294	268	68	52	173	96
	61%	63%	60%	61%	76%	43%	82%	60%	69%	65%	60%	57%	74%	43%
					b		b		a				b	
NET: Any 2nd Class	548	417	393	410	255	422	4	300	183	196	57	52	98	160
	47%	47%	49%	49%	36%	69%	34%	52%	43%	47%	50%	58%	42%	71%
					ac			b					a	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1259	131	73	58	27	1096	820	1147	885	766	624	1036	195	1	976	67
Effective base	597	64	28	28	15	509	369	536	410	352	288	497	88	1	456	40
Weighted Base	1166	116	52	51	27	992	699	1044	792	667	565	968	163	*	878	79
1st class - all the time	318	25	17	5	8	274	178	288	213	183	153	259	36	-	245	22
	27%	21%	33%	9%	31%	28%	25%	28%	27%	27%	27%	27%	22%	-%	28%	28%
			c													
1st class - most of the time	258	26	15	16	5	223	155	241	162	132	162	204	41	-	196	6
	22%	23%	28%	31%	17%	23%	22%	23%	21%	20%	29%	21%	25%	-%	22%	7%
											b				b	
1st and 2nd class in equal amounts	138	14	12	6	7	120	99	128	105	97	73	117	23	-	93	9
	12%	12%	23%	12%	24%	12%	14%	12%	13%	15%	13%	12%	14%	-%	11%	12%
2nd class - most of the time	306	38	5	18	3	255	188	264	207	180	131	270	52	-	248	30
	26%	33%	10%	36%	13%	26%	27%	25%	26%	27%	23%	28%	32%	-%	28%	38%
		b		b												
2nd class - all the time	104	13	2	4	3	84	61	88	77	50	26	88	9	-	78	9
	9%	11%	4%	8%	11%	8%	9%	8%	10%	8%	5%	9%	5%	-%	9%	12%
												a				
Never send parcels	24	-	-	2	-	23	9	23	13	16	12	19	-	-	14	3
	2%	-%	-%	4%	-%	2%	1%	2%	2%	2%	2%	2%	-%	-%	2%	3%
Don't Know (DO NOT READ OUT)	19	-	1	-	1	12	10	13	13	9	8	10	1	*	5	-
	2%	-%	1%	-%	4%	1%	1%	1%	2%	1%	1%	1%	1%	100%	1%	-%
NET: Any 1st Class	713	65	44	27	20	618	432	657	481	412	388	581	100	-	533	37
	61%	56%	85%	52%	72%	62%	62%	63%	61%	62%	69%	60%	62%	-%	61%	47%
			ac								b					
NET: Any 2nd Class	548	65	20	28	13	459	347	480	390	327	230	476	84	-	419	49
	47%	56%	38%	55%	48%	46%	50%	46%	49%	49%	41%	49%	52%	-%	48%	61%
												a				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1259	501	668	455	20	219	328	185	819	240	219	262	749
Effective base	597	248	313	203	13	93	156	85	392	116	106	121	360
Weighted Base	1166	492	598	409	34	187	322	150	775	231	192	242	709
1st class - all the time	318	129	170	101	4	32	90	39	231	46	42	69	205
	27%	26%	28%	25%	13%	17%	28%	26%	30%	20%	22%	29%	29%
1st class - most of the time	258	106	133	97	4	54	56	40	163	54	43	65	148
	22%	22%	22%	24%	13%	29%	18%	27%	21%	23%	22%	27%	21%
1st and 2nd class in equal amounts	138	49	78	46	*	20	33	20	97	20	27	33	74
	12%	10%	13%	11%	1%	11%	10%	13%	13%	9%	14%	14%	10%
2nd class - most of the time	306	152	142	113	20	57	95	35	198	72	57	52	190
	26%	31%	24%	28%	58%	30%	29%	24%	26%	31%	29%	22%	27%
2nd class - all the time	104	46	52	37	4	12	36	12	62	28	19	14	67
	9%	9%	9%	9%	11%	7%	11%	8%	8%	12%	10%	6%	9%
Never send parcels	24	9	13	10	-	8	7	3	12	9	-	5	18
	2%	2%	2%	2%	-%	4%	2%	2%	2%	4%	-%	2%	3%
Don't Know (DO NOT READ OUT)	19	1	11	5	1	5	5	-	11	2	4	2	6
	2%	*%	2%	1%	4%	3%	1%	-%	1%	1%	2%	1%	1%
NET: Any 1st Class	713	284	381	243	9	106	179	99	492	121	112	168	428
	61%	58%	64%	59%	27%	56%	56%	66%	64%	52%	58%	69%	60%
NET: Any 2nd Class	548	247	272	196	24	90	164	67	357	120	103	100	331
	47%	50%	45%	48%	70%	48%	51%	45%	46%	52%	54%	41%	47%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1259	563	696
Effective base	597	242	355
Weighted Base	1166	475	692
1st class - all the time	318 27%	160 34%	158 23%
		b	
1st class - most of the time	258 22%	89 19%	169 24%
1st and 2nd class in equal amounts	138 12%	53 11%	85 12%
2nd class - most of the time	306 26%	120 25%	186 27%
2nd class - all the time	104 9%	36 8%	68 10%
Never send parcels	24 2%	12 3%	12 2%
Don't Know (DO NOT READ OUT)	19 2%	5 1%	14 2%
NET: Any 1st Class	713 61%	302 64%	412 60%
NET: Any 2nd Class	548 47%	209 44%	339 49%

Columns Tested:: a,b

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1259	-	59	209	183	34	92	80	158	112	111	148	73
Effective base	597	-	22	103	72	12	46	27	74	70	37	108	43
Weighted Base	1166	-	43	214	124	26	102	40	127	141	38	240	71
1st class - all the time	318	-	18	63	35	5	24	19	33	31	5	60	24
	27%	-%	41%	29%	28%	20%	24%	49%	26%	22%	14%	25%	34%
			j					fhijk					j
1st class - most of the time	258	-	14	46	17	8	19	9	28	27	12	64	14
	22%	-%	31%	22%	14%	32%	19%	22%	22%	19%	32%	27%	19%
											d	d	
1st and 2nd class in equal amounts	138	-	5	23	17	2	14	5	21	11	6	22	11
	12%	-%	11%	11%	14%	8%	14%	13%	17%	8%	15%	9%	15%
2nd class - most of the time	306	-	7	52	36	10	36	4	39	53	6	48	15
	26%	-%	16%	24%	29%	39%	35%	11%	30%	38%	17%	20%	21%
						g	gk		g	gjk			
2nd class - all the time	104	-	*	21	14	*	8	2	4	8	5	36	6
	9%	-%	*%	10%	11%	1%	8%	4%	3%	6%	13%	15%	9%
												bh	
Never send parcels	24	-	*	3	4	-	1	*	*	9	*	6	1
	2%	-%	1%	2%	3%	-%	1%	*%	*%	6%	1%	2%	2%
										h			
Don't Know (DO NOT READ OUT)	19	-	*	5	2	*	-	1	2	1	3	4	-
	2%	-%	*%	2%	1%	1%	-%	1%	2%	1%	9%	2%	-%
NET: Any 1st Class	713	-	36	132	69	15	58	34	82	69	23	146	49
	61%	-%	82%	62%	56%	60%	56%	84%	65%	49%	61%	61%	69%
			dfi					cdfijk					i
NET: Any 2nd Class	548	-	12	96	67	12	58	11	64	73	17	106	32
	47%	-%	27%	45%	54%	47%	57%	28%	50%	52%	44%	44%	45%
					bg		bg		g	bg			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 403 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1259	275	302	350	332	577	682
Effective base	597	130	123	169	177	253	345
Weighted Base	1166	271	238	308	349	509	657
1st class - all the time	318	82	62	84	89	144	173
	27%	30%	26%	27%	26%	28%	26%
1st class - most of the time	258	60	44	63	90	104	153
	22%	22%	19%	21%	26%	20%	23%
1st and 2nd class in equal amounts	138	35	27	38	39	61	76
	12%	13%	11%	12%	11%	12%	12%
2nd class - most of the time	306	64	77	96	69	141	166
	26%	24%	32%	31%	20%	28%	25%
2nd class - all the time	104	21	22	14	47	43	61
	9%	8%	9%	4%	14%	8%	9%
Never send parcels	24	4	4	9	7	8	16
	2%	1%	2%	3%	2%	2%	2%
Don't Know (DO NOT READ OUT)	19	5	2	4	8	7	11
	2%	2%	1%	1%	2%	1%	2%
NET: Any 1st Class	713	177	133	185	218	310	403
	61%	65%	56%	60%	62%	61%	61%
NET: Any 2nd Class	548	120	125	148	155	245	303
	47%	44%	53%	48%	44%	48%	46%

Columns Tested:: a,b,c,d - a,b

Table 405

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	430	66	364	243	74	42	71	187
Effective base	178	27	152	156	43	26	45	72
Weighted Base	345	48	297	320	18	5	2	24
Lower cost of postage	151	20	131	142	7	1	1	9
	44%	41%	44%	44%	41%	30%	32%	38%
Guarantee that the parcel would arrive on time	82	3	78	76	4	1	*	5
	24%	7%	26%	24%	20%	24%	23%	21%
			a					
Better ability to track the delivery	70	3	67	66	4	1	*	5
	20%	6%	23%	20%	20%	16%	18%	19%
			a					
More convenient for me to have the parcel collected	60	12	48	56	3	1	*	4
	17%	25%	16%	17%	16%	23%	21%	18%
Quicker delivery	53	7	46	50	2	1	*	3
	15%	14%	16%	16%	10%	17%	20%	12%
Parcel less likely to get lost	44	*	44	41	2	1	*	3
	13%	*%	15%	13%	9%	23%	17%	12%
			a					
More convenient for the recipient to take the delivery	39	6	33	34	3	1	*	4
	11%	12%	11%	11%	17%	13%	23%	17%
			a					
Guarantee that the parcel would arrive intact	37	-	37	34	2	1	*	3
	11%	-%	13%	11%	12%	14%	9%	12%
Ability to select an express service	32	-	32	30	1	*	*	2
	9%	-%	11%	9%	7%	11%	13%	8%
More convenient for me to drop the parcel off	30	9	21	29	1	*	*	1
	9%	18%	7%	9%	3%	11%	8%	5%

Columns Tested:: a,b - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	430	66	364	243	74	42	71	187
Effective base	178	27	152	156	43	26	45	72
Weighted Base	345	48	297	320	18	5	2	24
It's a decision taken by the business	29	9	21	27	2	*	*	2
	9%	19%	7%	8%	10%	8%	5%	9%
		b						
The business has a contract with the provider	27	5	22	24	3	*	*	3
	8%	11%	7%	8%	14%	10%	9%	13%
Lower cost of insurance	26	1	25	24	2	*	*	3
	8%	2%	9%	7%	10%	9%	25%	11%
							ae	
Ability to set a specific date/time for delivery	20	*	19	17	1	1	*	3
	6%	*%	7%	5%	6%	28%	15%	11%
						abe	a	
Recommended by other	14	*	14	13	*	*	*	1
	4%	*%	5%	4%	1%	7%	7%	3%
Other	19	7	12	18	1	*	*	1
	5%	15%	4%	6%	6%	1%	2%	5%
		b						

Columns Tested: a,b - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	430	117	90	36	45	71	71	243	74	113
Effective base	178	83	54	25	30	32	45	156	43	48
Weighted Base	345	188	106	26	12	10	2	320	18	7
Lower cost of postage	151	88	45	9	5	3	1	142	7	2
	44%	47%	42%	36%	44%	33%	32%	44%	41%	30%
Guarantee that the parcel would arrive on time	82	50	20	6	1	3	*	76	4	2
	24%	27%	19%	22%	11%	33%	23%	24%	20%	24%
					d					
Better ability to track the delivery	70	44	18	3	3	2	*	66	4	1
	20%	23%	17%	13%	23%	15%	18%	20%	20%	17%
More convenient for me to have the parcel collected	60	28	21	6	2	2	*	56	3	1
	17%	15%	20%	25%	17%	19%	21%	17%	16%	23%
Quicker delivery	53	31	15	4	1	2	*	50	2	1
	15%	16%	14%	16%	6%	17%	20%	16%	10%	18%
Parcel less likely to get lost	44	20	20	1	1	1	*	41	2	1
	13%	11%	19%	4%	10%	14%	17%	13%	9%	21%
More convenient for the recipient to take the delivery	39	11	21	2	1	2	*	34	3	1
	11%	6%	20%	9%	11%	23%	23%	11%	17%	16%
			a			a	ag		a	
Guarantee that the parcel would arrive intact	37	21	10	3	2	1	*	34	2	1
	11%	11%	9%	11%	13%	13%	9%	11%	12%	12%
Ability to select an express service	32	22	7	1	1	1	*	30	1	1
	9%	12%	6%	5%	7%	8%	13%	9%	7%	11%
More convenient for me to drop the parcel off	30	14	10	4	*	1	*	29	1	1
	9%	8%	9%	17%	1%	8%	8%	9%	3%	10%
				dh						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	430	117	90	36	45	71	71	243	74	113
Effective base	178	83	54	25	30	32	45	156	43	48
Weighted Base	345	188	106	26	12	10	2	320	18	7
It's a decision taken by the business	29 9%	17 9%	7 7%	3 11%	2 13%	1 6%	* 5%	27 8%	2 10%	* 7%
The business has a contract with the provider	27 8%	14 7%	9 9%	1 4%	1 12%	2 15%	* 9%	24 8%	3 14%	1 10%
Lower cost of insurance	26 8%	17 9%	5 5%	2 7%	1 4%	2 15%	* 25% abdg	24 7%	2 10%	1 14%
Ability to set a specific date/time for delivery	20 6%	11 6%	5 5%	1 2%	1 8%	1 13%	* 15%	17 5%	1 6%	2 24%
Recommended by other	14 4%	7 4%	6 6%	1 2%	- -%	1 6%	* 7%	13 4%	* 1%	* 7%
Other	19 5%	11 6%	5 5%	2 6%	1 9%	* *%	* 2%	18 6%	1 6%	* 1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	430	151	92	74	42	71	153	67	35	28	81
Effective base	178	109	60	43	26	45	93	31	15	9	18
Weighted Base	345	251	69	18	5	2	194	61	20	14	10
Lower cost of postage	151	121	20	7	1	1	94	22	6	3	2
	44%	48%	29%	41%	30%	32%	48%	37%	32%	24%	17%
		b					e				
Guarantee that the parcel would arrive on time	82	63	13	4	1	*	43	21	3	4	2
	24%	25%	19%	20%	24%	23%	22%	35%	17%	32%	18%
Better ability to track the delivery	70	55	11	4	1	*	48	11	3	2	2
	20%	22%	16%	20%	16%	18%	25%	18%	16%	12%	23%
More convenient for me to have the parcel collected	60	44	11	3	1	*	36	8	5	4	*
	17%	18%	16%	16%	23%	21%	18%	13%	28%	31%	4%
									e		
Quicker delivery	53	42	8	2	1	*	36	6	2	2	2
	15%	17%	12%	10%	17%	20%	19%	10%	9%	15%	18%
Parcel less likely to get lost	44	30	11	2	1	*	28	8	4	3	2
	13%	12%	16%	9%	23%	17%	14%	14%	18%	19%	16%
More convenient for the recipient to take the delivery	39	24	10	3	1	*	22	8	6	1	1
	11%	10%	15%	17%	13%	23%	11%	13%	31%	9%	6%
						a			e		
Guarantee that the parcel would arrive intact	37	26	8	2	1	*	21	13	*	*	1
	11%	10%	12%	12%	14%	9%	11%	21%	2%	1%	13%
Ability to select an express service	32	25	5	1	*	*	15	13	2	2	1
	9%	10%	7%	7%	11%	13%	8%	22%	9%	12%	7%
								a			
More convenient for me to drop the parcel off	30	20	9	1	*	*	17	1	5	*	1
	9%	8%	12%	3%	11%	8%	9%	2%	24%	1%	8%
									b		

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	*d	e
Significance Level: 95%											
Unweighted Base	430	151	92	74	42	71	153	67	35	28	81
Effective base	178	109	60	43	26	45	93	31	15	9	18
Weighted Base	345	251	69	18	5	2	194	61	20	14	10
It's a decision taken by the business	29	21	6	2	*	*	9	3	3	1	2
	9%	8%	9%	10%	8%	5%	5%	5%	14%	4%	16%
The business has a contract with the provider	27	19	5	3	*	*	13	6	2	1	*
	8%	8%	7%	14%	10%	9%	7%	9%	10%	7%	4%
Lower cost of insurance	26	19	5	2	*	*	13	11	*	*	*
	8%	7%	7%	10%	9%	25% ab	6%	18%	1%	1%	4%
Ability to set a specific date/time for delivery	20	13	4	1	1	*	12	1	3	3	1
	6%	5%	5%	6%	28% abc	15% a	6%	1%	14%	20%	12%
Recommended by other	14	12	2	*	*	*	8	5	*	*	*
	4%	5%	2%	1%	7%	7%	4%	9%	1%	1%	1%
Other	19	13	5	1	*	*	11	-	-	1	1
	5%	5%	7%	6%	1%	2%	6%	-%	-%	10%	9%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		*a	*b	c	*d	*e	*f	*g	h	*i
Significance Level: 95%										
Unweighted Base	430	27	21	63	17	29	28	28	31	19
Effective base	178	15	10	28	11	19	20	18	19	13
Weighted Base	345	29	19	70	19	36	48	37	34	21
Lower cost of postage	151	15	4	33	11	15	21	12	16	9
	44%	51%	22%	47%	56%	40%	43%	33%	48%	43%
Guarantee that the parcel would arrive on time	82	10	3	24	7	6	7	10	8	3
	24%	34%	13%	34%	37%	17%	15%	28%	22%	14%
Better ability to track the delivery	70	5	*	19	5	9	6	5	11	6
	20%	16%	1%	28%	26%	25%	12%	13%	33%	31%
More convenient for me to have the parcel collected	60	3	1	10	7	6	8	8	8	4
	17%	9%	4%	14%	38%	16%	17%	21%	22%	17%
Quicker delivery	53	1	4	12	4	6	5	3	10	5
	15%	5%	21%	17%	22%	16%	10%	8%	30%	23%
Parcel less likely to get lost	44	3	4	14	5	3	2	4	6	2
	13%	9%	22%	20%	24%	7%	5%	10%	17%	10%
More convenient for the recipient to take the delivery	39	2	1	14	*	4	4	6	4	*
	11%	8%	3%	20%	2%	10%	8%	15%	12%	*%
Guarantee that the parcel would arrive intact	37	2	8	12	2	1	-	*	7	5
	11%	8%	41%	17%	11%	2%	-%	*%	19%	23%
Ability to select an express service	32	6	5	8	2	1	6	-	3	-
	9%	20%	28%	12%	9%	3%	12%	-%	7%	-%
More convenient for me to drop the parcel off	30	2	2	4	2	-	5	2	7	1
	9%	7%	10%	6%	9%	-%	10%	6%	22%	4%
It's a decision taken by the business	29	3	2	7	1	5	1	5	1	1
	9%	11%	10%	10%	6%	15%	1%	15%	3%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	h	*i
Unweighted Base	430	27	21	63	17	29	28	28	31	19
Effective base	178	15	10	28	11	19	20	18	19	13
Weighted Base	345	29	19	70	19	36	48	37	34	21
The business has a contract with the provider	27	2	1	5	1	7	7	1	2	-
	8%	7%	4%	8%	6%	18%	15%	3%	7%	-%
Lower cost of insurance	26	*	6	5	2	6	-	1	3	-
	8%	2%	32%	8%	9%	15%	-%	3%	8%	-%
Ability to set a specific date/time for delivery	20	3	2	1	*	-	2	4	1	3
	6%	11%	11%	1%	2%	-%	5%	12%	2%	16%
Recommended by other	14	1	*	3	1	2	2	*	2	2
	4%	3%	*%	4%	3%	5%	5%	*%	6%	9%
Other	19	-	2	1	*	4	7	2	1	-
	5%	-%	8%	2%	2%	10%	14%	6%	3%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	430	65	79	119	263	167	55	57	55
Effective base	178	43	44	66	151	70	28	25	25
Weighted Base	345	76	83	154	314	31	16	9	6
Lower cost of postage	151 44%	34 45%	36 43%	65 42%	135 43%	16 51%	10 64%	3 34%	3 43%
Guarantee that the parcel would arrive on time	82 24%	16 21%	20 24%	42 27%	78 25%	4 12%	3 16%	* 4%	1 13%
Better ability to track the delivery	70 20%	21 27%	16 19%	30 19%	66 21%	4 13%	2 12%	1 15%	1 12%
More convenient for me to have the parcel collected	60 17%	16 22%	11 13%	26 17%	53 17%	6 20%	2 13%	3 35% bd	1 20%
Quicker delivery	53 15%	15 19%	16 19%	20 13%	50 16%	3 8%	1 6%	1 9%	1 13%
Parcel less likely to get lost	44 13%	9 12%	13 15%	20 13%	42 13%	2 7%	1 6%	* 5%	1 9%
More convenient for the recipient to take the delivery	39 11%	4 5%	7 9%	23 15%	34 11%	4 13%	1 9%	1 17%	1 19%
Guarantee that the parcel would arrive intact	37 11%	7 10%	17 20% cefg	12 8%	36 11%	1 4%	1 4%	* 2%	* 5%
Ability to select an express service	32 9%	3 4%	14 17% e	14 9%	31 10%	1 5%	1 4%	* 2%	1 9%

Columns Tested: a,b,c,d,e,f,g,h

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	430	65	79	119	263	167	55	57	55
Effective base	178	43	44	66	151	70	28	25	25
Weighted Base	345	76	83	154	314	31	16	9	6
More convenient for me to drop the parcel off	30	3	12	11	25	5	2	1	1
	9%	3%	14%	7%	8%	15%	13%	14%	20%
									a
It's a decision taken by the business	29	7	6	13	27	3	1	1	*
	9%	10%	8%	8%	8%	9%	8%	14%	7%
The business has a contract with the provider	27	8	5	14	26	1	1	*	*
	8%	10%	6%	9%	8%	3%	3%	2%	4%
Lower cost of insurance	26	7	9	7	23	3	2	1	1
	8%	9%	11%	4%	7%	10%	9%	7%	14%
Ability to set a specific date/time for delivery	20	4	6	7	17	2	2	*	*
	6%	5%	7%	5%	5%	7%	10%	2%	7%
Recommended by other	14	4	3	5	12	2	1	*	1
	4%	6%	4%	3%	4%	6%	6%	5%	8%
Other	19	4	3	10	17	2	1	1	*
	5%	6%	3%	7%	5%	5%	4%	9%	5%

Columns Tested:: a,b,c,d,e,f,g,h

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	430	16	49	12	61	36	133	17	12	153
Effective base	178	12	20	5	25	17	62	6	2	66
Weighted Base	345	10	48	13	61	44	89	7	3	129
Lower cost of postage	151	1	21	1	22	26	46	1	3	53
	44%	10%	44%	10%	37%	58%	52%	9%	83%	41%
Guarantee that the parcel would arrive on time	82	3	7	6	14	16	15	3	*	32
	24%	27%	15%	50%	23%	35%	17%	34%	10%	24%
Better ability to track the delivery	70	1	6	3	9	8	17	1	*	35
	20%	8%	13%	27%	16%	18%	19%	7%	*%	27%
More convenient for me to have the parcel collected	60	*	9	1	10	6	18	4	*	21
	17%	5%	18%	11%	17%	13%	21%	54%	9%	16%
Quicker delivery	53	1	4	2	6	4	16	3	-	23
	15%	10%	9%	16%	10%	9%	18%	37%	-%	18%
Parcel less likely to get lost	44	3	3	3	6	7	11	*	-	17
	13%	25%	7%	20%	10%	16%	13%	2%	-%	13%
More convenient for the recipient to take the delivery	39	4	3	4	7	2	14	*	*	12
	11%	39%	6%	28%	11%	4%	15%	1%	9%	9%
Guarantee that the parcel would arrive intact	37	1	4	5	9	7	7	*	*	13
	11%	8%	8%	42%	15%	16%	8%	2%	8%	10%
Ability to select an express service	32	2	1	-	1	8	7	1	-	14
	9%	16%	3%	-%	2%	18%	7%	10%	-%	11%
More convenient for me to drop the parcel off	30	1	2	-	2	3	13	*	-	10
	9%	9%	5%	-%	4%	6%	15%	4%	-%	8%
It's a decision taken by the business	29	*	5	2	7	3	7	2	-	10
	9%	4%	11%	15%	12%	6%	8%	22%	-%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		*a	b	*c	d	e	f	*g	*h	i
Unweighted Base	430	16	49	12	61	36	133	17	12	153
Effective base	178	12	20	5	25	17	62	6	2	66
Weighted Base	345	10	48	13	61	44	89	7	3	129
The business has a contract with the provider	27	3	4	1	5	4	7	*	*	8
	8%	28%	8%	12%	9%	8%	8%	6%	1%	6%
Lower cost of insurance	26	-	2	5	6	10	3	*	*	6
	8%	-%	3%	36%	10%	24%	4%	1%	10%	4%
						fi				
Ability to set a specific date/time for delivery	20	3	*	3	3	-	8	*	*	6
	6%	25%	*%	22%	5%	-%	9%	4%	1%	5%
Recommended by other	14	1	2	-	2	*	3	-	-	9
	4%	10%	4%	-%	3%	*%	3%	-%	-%	7%
Other	19	-	*	-	*	1	10	1	*	6
	5%	-%	1%	-%	1%	3%	11%	14%	15%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	430	113	133	184	382	48	-	355	75	425	5
Effective base	178	48	62	74	162	19	-	160	19	176	3
Weighted Base	345	115	89	140	297	48	-	315	30	343	2
Lower cost of postage	151	49	46	56	131	20	-	137	14	149	2
	44%	43%	52%	40%	44%	43%	-%	44%	46%	44%	84%
Guarantee that the parcel would arrive on time	82	32	15	34	67	15	-	71	11	81	1
	24%	28%	17%	24%	23%	31%	-%	22%	37%	24%	43%
Better ability to track the delivery	70	18	17	35	58	13	-	68	2	69	1
	20%	16%	19%	25%	19%	27%	-%	22%	7%	20%	41%
More convenient for me to have the parcel collected	60	16	18	25	51	9	-	57	3	59	1
	17%	14%	21%	18%	17%	18%	-%	18%	10%	17%	43%
Quicker delivery	53	11	16	26	48	5	-	49	4	52	1
	15%	10%	18%	18%	16%	11%	-%	15%	14%	15%	41%
Parcel less likely to get lost	44	16	11	17	38	6	-	39	5	43	1
	13%	14%	13%	12%	13%	14%	-%	13%	16%	13%	41%
More convenient for the recipient to take the delivery	39	13	14	12	35	4	-	37	2	38	1
	11%	11%	15%	9%	12%	8%	-%	12%	6%	11%	31%
Guarantee that the parcel would arrive intact	37	17	7	13	30	7	-	36	1	37	-
	11%	15%	8%	9%	10%	14%	-%	11%	3%	11%	-%
Ability to select an express service	32	11	7	14	18	14	-	31	1	32	-
	9%	9%	7%	10%	6%	30%	-%	10%	2%	9%	-%
						a					
More convenient for me to drop the parcel off	30	6	13	11	29	1	-	29	*	30	-
	9%	5%	15%	8%	10%	2%	-%	9%	1%	9%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	430	113	133	184	382	48	-	355	75	425	5
Effective base	178	48	62	74	162	19	-	160	19	176	3
Weighted Base	345	115	89	140	297	48	-	315	30	343	2
It's a decision taken by the business	29	10	7	12	22	7	-	25	5	29	-
	9%	9%	8%	8%	7%	16%	-%	8%	17%	9%	-%
The business has a contract with the provider	27	12	7	9	27	*	-	26	2	27	-
	8%	10%	8%	6%	9%	*%	-%	8%	5%	8%	-%
Lower cost of insurance	26	17	3	6	18	8	-	21	5	26	*
	8%	14%	4%	4%	6%	18%	-%	7%	17%	8%	2%
Ability to set a specific date/time for delivery	20	5	8	6	19	*	-	19	1	20	-
	6%	5%	9%	5%	6%	1%	-%	6%	2%	6%	-%
Recommended by other	14	3	3	9	14	*	-	14	*	14	*
	4%	3%	3%	6%	5%	*%	-%	4%	1%	4%	15%
Other	19	2	10	7	15	4	-	17	1	19	-
	5%	2%	11%	5%	5%	7%	-%	6%	4%	5%	-%

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	430	185	106	133
Effective base	178	82	36	60
Weighted Base	345	138	74	128
Lower cost of postage	151 44%	63 46%	18 24%	68 53%
		b	b	b
Guarantee that the parcel would arrive on time	82 24%	30 21%	23 31%	29 23%
Better ability to track the delivery	70 20%	25 18%	11 15%	30 24%
More convenient for me to have the parcel collected	60 17%	23 17%	10 14%	27 21%
Quicker delivery	53 15%	27 19%	12 17%	13 10%
Parcel less likely to get lost	44 13%	15 11%	10 13%	20 15%
More convenient for the recipient to take the delivery	39 11%	13 9%	11 15%	15 11%
Guarantee that the parcel would arrive intact	37 11%	10 8%	24 32%	3 2%
			ac	
Ability to select an express service	32 9%	3 2%	16 22%	13 10%
			a	a
More convenient for me to drop the parcel off	30 9%	12 9%	8 11%	9 7%

Columns Tested:: a,b,c

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Unweighted Base	430	185	106	133
Effective base	178	82	36	60
Weighted Base	345	138	74	128
It's a decision taken by the business	29	13	5	12
	9%	9%	7%	9%
The business has a contract with the provider	27	6	11	9
	8%	5%	15%	7%
Lower cost of insurance	26	6	8	12
	8%	4%	10%	10%
Ability to set a specific date/time for delivery	20	5	9	5
	6%	4%	13%	4%
Recommended by other	14	7	7	*
	4%	5%	10%	*%
			c	
Other	19	7	2	10
	5%	5%	3%	8%

Columns Tested: a,b,c

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	430	241	102	38	11	18	12	6	2	343	87	49
Effective base	178	117	40	12	4	3	3	3	1	157	22	10
Weighted Base	345	231	73	22	3	9	4	2	*	304	41	18
Lower cost of postage	151	114	30	4	1	1	*	*	-	144	7	3
	44%	49%	42%	19%	38%	10%	2%	19%	-%	47%	17%	15%
		cjk	j							jk		
Guarantee that the parcel would arrive on time	82	45	23	5	2	6	2	*	*	67	14	10
	24%	19%	31%	20%	56%	64%	55%	3%	83%	22%	35%	54%
												ai
Better ability to track the delivery	70	48	15	5	1	*	*	-	*	64	7	2
	20%	21%	21%	21%	41%	1%	11%	-%	100%	21%	16%	11%
More convenient for me to have the parcel collected	60	38	13	8	*	*	*	*	*	51	9	1
	17%	16%	17%	36%	5%	2%	7%	22%	83%	17%	22%	6%
Quicker delivery	53	36	11	1	1	1	2	*	-	47	6	4
	15%	16%	15%	6%	25%	9%	53%	19%	-%	16%	14%	22%
Parcel less likely to get lost	44	27	12	3	2	*	*	*	-	39	5	2
	13%	12%	17%	12%	50%	3%	5%	3%	-%	13%	12%	12%
More convenient for the recipient to take the delivery	39	26	8	4	1	*	*	*	*	34	5	1
	11%	11%	11%	17%	25%	1%	3%	3%	83%	11%	12%	6%
Guarantee that the parcel would arrive intact	37	20	6	2	*	6	2	1	-	26	11	9
	11%	8%	9%	9%	4%	72%	52%	27%	-%	9%	27%	50%
											ai	abci
Ability to select an express service	32	9	13	4	1	1	2	1	-	22	10	5
	9%	4%	18%	20%	25%	12%	54%	61%	-%	7%	24%	29%
			ai	a							ai	ai
More convenient for me to drop the parcel off	30	21	9	*	*	-	*	*	-	29	*	*
	9%	9%	12%	1%	*%	-%	2%	3%	-%	10%	1%	1%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	430	241	102	38	11	18	12	6	2	343	87	49
Effective base	178	117	40	12	4	3	3	3	1	157	22	10
Weighted Base	345	231	73	22	3	9	4	2	*	304	41	18
It's a decision taken by the business	29	14	12	4	-	-	-	-	-	26	4	-
	9%	6%	16%	17%	-%	-%	-%	-%	-%	8%	10%	-%
			a									
The business has a contract with the provider	27	9	14	2	1	*	1	*	*	23	4	2
	8%	4%	19%	10%	25%	1%	26%	3%	17%	8%	11%	11%
			ai									
Lower cost of insurance	26	11	11	3	*	1	-	1	-	21	5	2
	8%	5%	15%	14%	*%	10%	-%	43%	-%	7%	12%	10%
			a									
Ability to set a specific date/time for delivery	20	8	6	1	2	1	*	*	*	15	5	3
	6%	4%	9%	6%	49%	16%	2%	10%	83%	5%	12%	19%
Recommended by other	14	12	2	*	*	-	*	-	-	14	*	*
	4%	5%	2%	*%	*%	-%	1%	-%	-%	5%	*%	*%
Other	19	12	5	2	-	-	-	-	-	17	2	-
	5%	5%	7%	7%	-%	-%	-%	-%	-%	6%	4%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	430	85	156	189	379	372	396	430	296	254	36	184	34	44	35	40	23
Effective base	178	42	76	61	150	148	162	178	114	88	22	92	10	12	10	11	6
Weighted Base	345	84	147	114	288	285	308	345	213	173	36	181	17	27	16	22	10
Lower cost of postage	151	42	72	37	120	123	130	151	81	58	16	80	4	12	4	10	3
	44%	50%	49%	33%	42%	43%	42%	44%	38%	33%	45%	44%	23%	45%	28%	46%	33%
Guarantee that the parcel would arrive on time	82	16	29	37	68	71	73	82	66	55	3	37	3	16	5	9	*
	24%	19%	19%	32%	24%	25%	24%	24%	31%	32%	9%	21%	19%	59%	31%	41%	3%
														ab		a	
Better ability to track the delivery	70	13	36	22	60	61	66	70	44	30	9	33	4	9	3	7	*
	20%	15%	24%	19%	21%	22%	22%	20%	21%	17%	26%	18%	26%	33%	20%	34%	3%
More convenient for me to have the parcel collected	60	8	30	22	42	44	48	60	29	34	10	30	1	4	1	2	1
	17%	10%	20%	19%	14%	15%	16%	17%	14%	20%	27%	17%	9%	15%	5%	7%	7%
Quicker delivery	53	10	26	17	46	38	50	53	25	21	11	28	1	4	3	2	1
	15%	12%	18%	15%	16%	13%	16%	15%	12%	12%	32%	16%	6%	14%	18%	8%	6%
Parcel less likely to get lost	44	6	21	17	43	43	43	44	38	31	*	22	*	4	2	12	2
	13%	7%	14%	15%	15%	15%	14%	13%	18%	18%	*%	12%	1%	16%	14%	55%	25%
																abc	
More convenient for the recipient to take the delivery	39	5	21	13	31	33	33	39	29	22	2	14	4	6	3	4	*
	11%	6%	14%	11%	11%	12%	11%	11%	14%	13%	7%	8%	21%	23%	18%	20%	4%
Guarantee that the parcel would arrive intact	37	4	16	18	34	37	37	37	35	32	-	22	3	9	*	*	3
	11%	4%	11%	15%	12%	13%	12%	11%	16%	18%	-%	12%	19%	34%	*%	2%	30%
														a			
Ability to select an express service	32	*	8	23	32	32	32	32	26	24	-	11	3	7	*	7	3
	9%	1%	6%	20%	11%	11%	10%	9%	12%	14%	-%	6%	19%	27%	2%	33%	32%
				ab										ab		ab	
More convenient for me to drop the parcel off	30	7	14	9	22	22	24	30	13	8	5	14	2	3	*	*	*
	9%	8%	9%	8%	8%	8%	8%	9%	6%	4%	13%	8%	12%	12%	1%	2%	*%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	430	85	156	189	379	372	396	430	296	254	36	184	34	44	35	40	23
Effective base	178	42	76	61	150	148	162	178	114	88	22	92	10	12	10	11	6
Weighted Base	345	84	147	114	288	285	308	345	213	173	36	181	17	27	16	22	10
It's a decision taken by the business	29	7	6	16	25	22	25	29	21	15	2	16	*	3	4	*	*
	9%	9%	4%	14%	9%	8%	8%	9%	10%	9%	5%	9%	1%	11%	26%	1%	4%
The business has a contract with the provider	27	4	6	18	21	20	22	27	20	17	3	7	3	3	*	3	3
	8%	5%	4%	16%	7%	7%	7%	8%	9%	10%	9%	4%	19%	12%	3%	12%	27%
Lower cost of insurance	26	2	8	16	24	26	26	26	25	24	1	10	4	2	*	7	1
	8%	3%	6%	14%	8%	9%	9%	8%	12%	14%	3%	5%	25%	8%	1%	34%	13%
				b									b			abe	
Ability to set a specific date/time for delivery	20	3	5	11	20	17	20	20	16	14	2	10	*	*	1	4	2
	6%	4%	4%	10%	7%	6%	6%	6%	8%	8%	6%	5%	1%	1%	8%	17%	25%
Recommended by other	14	5	8	2	14	12	14	14	10	10	2	6	*	5	1	*	*
	4%	6%	5%	2%	5%	4%	5%	4%	5%	6%	6%	3%	1%	19%	6%	1%	1%
													b				
Other	19	1	11	7	15	14	17	19	5	4	5	9	1	*	*	3	*
	5%	1%	8%	6%	5%	5%	6%	5%	3%	2%	14%	5%	7%	1%	1%	12%	1%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Significance Level: 95%															
Unweighted Base	430	211	51	32	30	23	17	15	163	76	52	29	23	20	9
Effective base	178	104	19	9	6	8	3	4	87	25	12	11	9	8	2
Weighted Base	345	202	31	19	9	10	9	8	158	60	25	21	7	12	2
Lower cost of postage	151	92	8	6	3	1	8	2	77	23	10	8	*	3	2
	44%	45%	26%	33%	36%	6%	89%	31%	49%	38%	40%	39%	7%	25%	84%
Guarantee that the parcel would arrive on time	82	34	9	13	*	7	5	*	27	25	8	8	2	*	*
	24%	17%	29%	69%	4%	69%	53%	1%	17%	42%	33%	37%	33%	4%	4%
				ad						a					
Better ability to track the delivery	70	42	6	3	*	3	5	*	28	19	5	6	*	3	*
	20%	21%	20%	16%	4%	30%	50%	2%	18%	32%	21%	27%	3%	22%	7%
More convenient for me to have the parcel collected	60	33	4	3	1	*	*	*	26	13	1	2	*	1	*
	17%	16%	13%	15%	10%	4%	1%	5%	16%	22%	6%	7%	6%	11%	5%
Quicker delivery	53	34	4	3	1	4	*	1	23	11	1	1	*	1	*
	15%	17%	13%	17%	6%	38%	*%	7%	15%	18%	5%	7%	*%	6%	5%
Parcel less likely to get lost	44	24	3	3	1	2	7	2	22	8	3	5	1	5	*
	13%	12%	9%	15%	14%	25%	78%	29%	14%	13%	12%	22%	9%	45%	1%
More convenient for the recipient to take the delivery	39	14	9	5	*	3	*	*	13	6	5	6	1	2	*
	11%	7%	29%	26%	1%	35%	2%	1%	8%	11%	18%	26%	21%	19%	12%
			a												
Guarantee that the parcel would arrive intact	37	17	4	9	1	*	*	3	14	13	6	1	*	2	*
	11%	8%	14%	48%	7%	2%	2%	34%	9%	21%	26%	6%	1%	21%	4%
			a												
Ability to select an express service	32	14	4	3	*	3	5	3	11	9	3	6	2	*	*
	9%	7%	14%	17%	1%	27%	50%	37%	7%	16%	12%	26%	33%	3%	4%
More convenient for me to drop the parcel off	30	16	2	3	*	*	-	*	15	5	1	*	-	*	*
	9%	8%	7%	17%	2%	5%	-%	*%	10%	9%	3%	1%	-%	2%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	*e	*f	*g	a	b	c	*d	*e	*f	*g
Unweighted Base	430	211	51	32	30	23	17	15	163	76	52	29	23	20	9
Effective base	178	104	19	9	6	8	3	4	87	25	12	11	9	8	2
Weighted Base	345	202	31	19	9	10	9	8	158	60	25	21	7	12	2
It's a decision taken by the business	29	19	1	1	3	*	*	-	15	*	*	6	1	*	-
	9%	9%	5%	7%	32%	*%	4%	-%	9%	*%	1%	27%	17%	3%	-%
The business has a contract with the provider	27	12	*	5	*	2	-	3	5	9	3	2	*	1	*
	8%	6%	*%	24%	3%	19%	-%	32%	3%	14%	14%	9%	4%	7%	1%
Lower cost of insurance	26	11	4	3	-	1	5	1	10	7	5	1	1	2	*
	8%	5%	12%	16%	-%	13%	52%	12%	7%	12%	19%	5%	18%	14%	9%
Ability to set a specific date/time for delivery	20	10	2	1	*	3	1	2	12	*	*	3	1	*	*
	6%	5%	7%	4%	2%	30%	6%	29%	8%	*%	1%	14%	20%	4%	4%
Recommended by other	14	8	3	3	*	1	*	*	4	4	2	2	*	*	*
	4%	4%	8%	15%	1%	9%	1%	*%	3%	6%	7%	9%	1%	*%	1%
Other	19	13	2	*	-	*	-	*	10	*	1	-	*	2	-
	5%	6%	5%	*%	-%	5%	-%	*%	6%	1%	3%	-%	6%	19%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	430	201	66	57	37	35	13	21	90	92	107	53	51
Effective base	178	98	27	21	14	10	6	6	49	39	43	15	15
Weighted Base	345	193	52	36	28	20	2	13	96	69	85	26	30
Lower cost of postage	151	91	24	20	5	7	1	4	47	23	30	13	15
	44%	47%	46%	56%	17%	35%	32%	29%	49%	33%	35%	49%	51%
		d		d									
Guarantee that the parcel would arrive on time	82	35	17	10	10	7	1	3	23	10	25	8	6
	24%	18%	33%	27%	34%	37%	35%	20%	24%	15%	30%	31%	21%
Better ability to track the delivery	70	32	17	12	5	3	*	1	22	8	20	7	8
	20%	17%	32%	34%	16%	15%	4%	10%	23%	11%	24%	26%	27%
More convenient for me to have the parcel collected	60	37	11	2	1	5	*	4	12	15	16	1	4
	17%	19%	22%	6%	4%	27%	1%	27%	13%	22%	19%	2%	14%
Quicker delivery	53	32	8	5	1	3	*	3	19	6	18	4	2
	15%	16%	15%	15%	4%	17%	23%	22%	20%	9%	22%	17%	5%
Parcel less likely to get lost	44	16	8	12	4	1	*	3	9	11	10	3	10
	13%	8%	16%	33%	15%	4%	16%	24%	9%	16%	11%	12%	35%
				a									ac
More convenient for the recipient to take the delivery	39	17	7	5	7	2	*	1	1	8	14	4	6
	11%	9%	13%	13%	23%	9%	18%	7%	1%	12%	16%	15%	20%
										a	a		a
Guarantee that the parcel would arrive intact	37	12	4	7	4	6	*	4	9	5	18	3	3
	11%	6%	8%	21%	16%	30%	1%	27%	9%	7%	21%	10%	10%
				a		a							
Ability to select an express service	32	9	6	6	5	3	1	3	2	1	15	8	5
	9%	5%	11%	16%	17%	17%	40%	20%	2%	2%	18%	30%	19%
											ab	ab	ab

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	430	201	66	57	37	35	13	21	90	92	107	53	51
Effective base	178	98	27	21	14	10	6	6	49	39	43	15	15
Weighted Base	345	193	52	36	28	20	2	13	96	69	85	26	30
More convenient for me to drop the parcel off	30 9%	21 11%	4 8%	4 11%	* *%	* *%	* 15%	* 2%	11 12%	2 3%	8 10%	2 9%	* *%
It's a decision taken by the business	29 9%	17 9%	7 14%	2 5%	3 10%	* *%	- -%	* *%	12 13%	2 3%	3 4%	3 11%	3 11%
The business has a contract with the provider	27 8%	9 5%	6 11%	3 8%	6 22%	3 17%	* 10%	* *%	3 4%	2 3%	16 18%	* 1%	1 2%
Lower cost of insurance	26 8%	11 6%	* 1%	8 22%	4 14%	3 13%	* *%	* 4%	1 1%	4 6%	13 16%	1 2%	7 24%
Ability to set a specific date/time for delivery	20 6%	5 2%	3 7%	2 6%	3 9%	5 23%	1 40%	1 7%	6 6%	4 6%	7 8%	2 6%	1 3%
Recommended by other	14 4%	10 5%	1 1%	2 6%	1 3%	1 4%	- -%	* *%	2 2%	7 10%	4 5%	1 4%	* *%
Other	19 5%	9 5%	5 10%	1 4%	- -%	1 3%	- -%	2 17%	7 7%	6 9%	2 3%	* 2%	2 5%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	430	139	69	88	45	35	114	89	83	42	39
Effective base	178	67	29	36	12	7	58	32	30	13	13
Weighted Base	345	136	46	66	19	16	116	58	56	24	28
Lower cost of postage	151	61	16	25	8	9	57	17	20	12	15
	44%	45%	34%	38%	43%	55%	49%	30%	35%	50%	52%
Guarantee that the parcel would arrive on time	82	30	6	19	3	6	28	11	19	7	6
	24%	22%	12%	29%	16%	39%	24%	19%	35%	28%	22%
Better ability to track the delivery	70	30	4	17	2	5	24	9	13	7	8
	20%	22%	9%	26%	11%	30%	20%	16%	23%	28%	28%
More convenient for me to have the parcel collected	60	15	9	15	1	1	20	13	7	*	4
	17%	11%	20%	23%	3%	5%	17%	22%	12%	1%	15%
Quicker delivery	53	19	7	16	2	1	18	3	11	4	2
	15%	14%	15%	25%	12%	9%	16%	5%	20%	15%	6%
Parcel less likely to get lost	44	21	4	10	3	5	14	10	7	3	10
	13%	15%	8%	16%	17%	31%	12%	17%	12%	12%	35%
											a
More convenient for the recipient to take the delivery	39	6	6	12	4	4	9	9	5	4	6
	11%	4%	14%	18%	19%	22%	8%	16%	10%	16%	20%
				a							
Guarantee that the parcel would arrive intact	37	15	2	12	1	*	17	5	9	2	3
	11%	11%	5%	19%	3%	1%	15%	8%	17%	9%	10%
Ability to select an express service	32	11	1	13	3	5	9	4	7	8	5
	9%	8%	1%	20%	14%	32%	8%	6%	12%	32%	17%
				b		b				ab	
More convenient for me to drop the parcel off	30	11	2	9	*	*	14	1	5	2	-
	9%	8%	4%	13%	2%	*%	12%	1%	9%	10%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	430	139	69	88	45	35	114	89	83	42	39
Effective base	178	67	29	36	12	7	58	32	30	13	13
Weighted Base	345	136	46	66	19	16	116	58	56	24	28
It's a decision taken by the business	29	12	2	3	3	3	11	2	2	3	3
	9%	9%	4%	5%	16%	19%	10%	3%	4%	12%	11%
The business has a contract with the provider	27	10	*	10	*	1	4	6	9	*	1
	8%	8%	1%	15%	1%	4%	4%	10%	17%	1%	2%
Lower cost of insurance	26	2	5	11	*	6	6	7	6	*	7
	8%	2%	10%	17%	2%	38%	5%	12%	10%	1%	25%
Ability to set a specific date/time for delivery	20	9	4	4	2	1	7	1	8	*	1
	6%	7%	9%	6%	10%	4%	6%	2%	15%	1%	2%
Recommended by other	14	3	7	3	1	*	8	2	1	1	*
	4%	2%	16%	5%	5%	1%	7%	3%	2%	5%	*%
Other	19	9	3	1	*	1	4	6	2	*	2
	5%	7%	6%	1%	3%	9%	4%	9%	3%	2%	6%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	430	110	87	99	81	46	295	46	88	260	170	285	94
Effective base	178	54	33	41	32	16	124	19	37	105	73	117	34
Weighted Base	345	104	68	73	66	27	242	25	78	207	137	226	62
Lower cost of postage	151 44%	50 48%	30 43%	31 42%	29 45%	11 39%	111 46%	8 30%	33 42%	82 39%	70 51%	102 45%	19 30%
Guarantee that the parcel would arrive on time	82 24%	20 19%	20 29%	14 19%	21 32%	5 18%	56 23%	5 20%	20 26%	50 24%	32 23%	47 21%	21 34%
Better ability to track the delivery	70 20%	20 19%	11 16%	13 17%	19 29%	5 18%	50 21%	3 12%	17 22%	37 18%	33 24%	42 19%	17 28%
More convenient for me to have the parcel collected	60 17%	22 21%	12 18%	12 16%	7 11%	7 25%	45 19%	5 20%	10 12%	40 19%	19 14%	38 17%	3 5%
Quicker delivery	53 15%	19 19%	10 15%	11 15%	6 9%	4 15%	31 13%	5 20%	17 22%	37 18%	16 12%	38 17%	7 12%
Parcel less likely to get lost	44 13%	8 7%	13 19%	9 13%	11 17%	3 10%	30 13%	2 8%	12 15%	25 12%	19 14%	30 13%	13 20%
More convenient for the recipient to take the delivery	39 11%	10 10%	6 9%	7 10%	9 14%	6 22%	28 12%	4 14%	7 9%	24 12%	14 10%	21 9%	10 16%
Guarantee that the parcel would arrive intact	37 11%	10 10%	8 11%	7 10%	8 11%	2 8%	21 9%	3 12%	13 17%	25 12%	12 9%	24 11%	10 17%
Ability to select an express service	32 9%	7 7%	2 3%	7 9%	12 18%	3 10%	15 6%	3 14%	13 17%	15 7%	17 13%	15 6%	17 28%
									a				a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	430	110	87	99	81	46	295	46	88	260	170	285	94
Effective base	178	54	33	41	32	16	124	19	37	105	73	117	34
Weighted Base	345	104	68	73	66	27	242	25	78	207	137	226	62
More convenient for me to drop the parcel off	30 9%	11 10%	6 9%	9 13%	2 3%	2 6%	20 8%	2 6%	8 11%	15 7%	15 11%	21 9%	1 2%
It's a decision taken by the business	29 9%	11 11%	2 3%	3 5%	9 14%	4 14%	21 9%	2 9%	6 8%	17 8%	12 9%	21 9%	4 6%
The business has a contract with the provider	27 8%	5 5%	1 1%	13 18% ab	7 10%	1 5%	20 8%	2 9%	5 7%	15 7%	13 9%	14 6%	7 11%
Lower cost of insurance	26 8%	5 5%	2 3%	5 8%	11 17%	2 8%	14 6%	2 7%	11 14%	11 5%	16 11%	10 4%	14 23% a
Ability to set a specific date/time for delivery	20 6%	1 1%	4 6%	10 14% a	4 6%	1 4%	15 6%	4 16% c	* *% *	8 4%	12 8%	11 5%	9 14%
Recommended by other	14 4%	7 7%	6 8%	1 1% a	1 1%	* *% *	5 2%	4 16% a	5 7%	11 5%	4 3%	11 5%	3 4%
Other	19 5%	6 5%	4 5%	2 3%	1 2%	6 21% cd	12 5%	* 2%	6 8%	14 7%	5 3%	13 6%	2 4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	430	230	142	149	281	290	89	225	147	150	280
Effective base	178	102	47	66	112	119	31	97	51	67	111
Weighted Base	345	191	94	131	213	226	62	187	98	129	215
Lower cost of postage	151	89	34	47	104	104	16	86	38	47	104
	44%	47%	36%	36%	49%	46%	26%	46%	39%	36%	48%
Guarantee that the parcel would arrive on time	82	38	33	34	47	42	25	38	34	36	46
	24%	20%	36%	26%	22%	19%	41%	20%	35%	27%	21%
Better ability to track the delivery	70	36	25	20	50	44	16	36	25	19	51
	20%	19%	27%	15%	23%	19%	26%	19%	25%	15%	24%
More convenient for me to have the parcel collected	60	32	12	19	41	39	3	32	12	20	40
	17%	17%	13%	15%	19%	17%	5%	17%	12%	16%	18%
Quicker delivery	53	25	13	21	32	39	7	22	16	22	31
	15%	13%	14%	16%	15%	17%	11%	12%	17%	17%	14%
Parcel less likely to get lost	44	31	12	20	24	34	9	28	15	21	23
	13%	16%	13%	15%	11%	15%	15%	15%	15%	16%	11%
More convenient for the recipient to take the delivery	39	22	12	11	28	23	8	20	13	12	27
	11%	11%	12%	8%	13%	10%	13%	11%	14%	9%	13%
Guarantee that the parcel would arrive intact	37	14	24	17	20	21	13	16	21	11	26
	11%	7%	25%	13%	9%	9%	22%	9%	21%	9%	12%
Ability to select an express service	32	16	16	2	30	14	18	12	20	6	26
	9%	8%	17%	2%	14%	6%	29%	6%	21%	5%	12%
					a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	430	230	142	149	281	290	89	225	147	150	280
Effective base	178	102	47	66	112	119	31	97	51	67	111
Weighted Base	345	191	94	131	213	226	62	187	98	129	215
More convenient for me to drop the parcel off	30 9%	19 10%	3 3%	8 6%	22 10%	21 9%	1 2%	19 10%	3 3%	8 6%	22 10%
It's a decision taken by the business	29 9%	19 10%	3 4%	14 10%	16 7%	21 9%	4 6%	19 10%	3 3%	14 10%	16 7%
The business has a contract with the provider	27 8%	13 7%	7 7%	8 6%	19 9%	13 6%	8 13%	9 5%	11 11%	11 8%	16 8%
Lower cost of insurance	26 8%	12 6%	14 15%	7 5%	19 9%	11 5%	13 21%	10 5%	16 16%	6 4%	21 10%
Ability to set a specific date/time for delivery	20 6%	8 4%	9 9%	7 5%	13 6%	11 5%	9 14%	8 4%	10 10%	9 7%	11 5%
Recommended by other	14 4%	8 4%	4 4%	6 5%	8 4%	11 5%	3 4%	9 5%	3 4%	6 5%	8 4%
Other	19 5%	12 6%	1 2%	11 9%	8 4%	13 6%	2 4%	12 7%	1 1%	10 7%	9 4%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	430	274	237	97	1	269	223	89	-	358	196	96	-
Effective base	178	103	105	37	1	103	95	35	-	149	84	40	-
Weighted Base	345	197	200	59	1	196	175	59	-	284	152	63	-
Lower cost of postage	151	80	87	25	-	83	91	26	-	121	77	28	-
	44%	41%	44%	43%	-%	42%	52%	44%	-%	42%	51%	45%	-%
Guarantee that the parcel would arrive on time	82	59	44	16	-	62	34	22	-	77	34	24	-
	24%	30%	22%	27%	-%	32%	20%	36%	-%	27%	22%	38%	-%
Better ability to track the delivery	70	37	47	16	-	35	43	16	-	59	35	17	-
	20%	19%	23%	27%	-%	18%	25%	27%	-%	21%	23%	27%	-%
More convenient for me to have the parcel collected	60	31	35	12	-	33	29	11	-	52	20	11	-
	17%	16%	18%	20%	-%	17%	17%	19%	-%	18%	13%	17%	-%
Quicker delivery	53	34	42	13	-	28	27	11	-	47	28	19	-
	15%	17%	21%	23%	-%	14%	15%	19%	-%	17%	18%	29%	-%
Parcel less likely to get lost	44	32	29	11	-	27	24	8	-	38	18	9	-
	13%	16%	15%	19%	-%	14%	14%	14%	-%	13%	12%	15%	-%
More convenient for the recipient to take the delivery	39	22	23	14	-	26	18	5	-	34	14	7	-
	11%	11%	12%	23%	-%	13%	10%	9%	-%	12%	9%	11%	-%
Guarantee that the parcel would arrive intact	37	30	24	8	-	24	18	10	-	37	9	11	-
	11%	15%	12%	13%	-%	12%	10%	17%	-%	13%	6%	18%	-%
Ability to select an express service	32	26	20	12	-	27	15	15	-	32	11	14	-
	9%	13%	10%	21%	-%	14%	8%	26%	-%	11%	7%	23%	-%
More convenient for me to drop the parcel off	30	11	20	5	-	10	16	3	-	21	16	6	-
	9%	6%	10%	8%	-%	5%	9%	5%	-%	7%	11%	9%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	430	274	237	97	1	269	223	89	-	358	196	96	-
Effective base	178	103	105	37	1	103	95	35	-	149	84	40	-
Weighted Base	345	197	200	59	1	196	175	59	-	284	152	63	-
It's a decision taken by the business	29	13	13	1	1	15	10	*	-	28	7	4	-
	9%	7%	7%	2%	100%	8%	6%	*%	-%	10%	5%	6%	-%
The business has a contract with the provider	27	20	11	9	-	16	8	7	-	24	3	6	-
	8%	10%	6%	15%	-%	8%	5%	11%	-%	8%	2%	9%	-%
Lower cost of insurance	26	19	11	3	-	18	16	1	-	20	11	4	-
	8%	10%	5%	5%	-%	9%	9%	2%	-%	7%	8%	7%	-%
Ability to set a specific date/time for delivery	20	19	12	5	-	14	11	5	-	19	10	6	-
	6%	9%	6%	9%	-%	7%	6%	8%	-%	7%	7%	10%	-%
Recommended by other	14	8	11	4	-	12	4	*	-	11	2	1	-
	4%	4%	6%	7%	-%	6%	2%	*%	-%	4%	1%	1%	-%
Other	19	11	13	6	-	10	9	6	-	17	10	7	-
	5%	6%	6%	11%	-%	5%	5%	11%	-%	6%	6%	11%	-%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	430	278	254	183	232	189	23	122	111	126	48	28	79	61			
Effective base	178	115	101	78	87	83	11	53	42	52	20	14	30	27			
Weighted Base	345	221	202	157	169	159	7	104	80	109	36	25	59	60			
Lower cost of postage	151	102	93	72	72	79	1	53	40	50	15	11	31	33			
	44%	46%	46%	46%	42%	50%	16%	51%	49%	46%	41%	42%	53%	55%			
Guarantee that the parcel would arrive on time	82	48	46	40	39	41	3	23	19	29	18	11	11	14			
	24%	22%	23%	25%	23%	26%	39%	23%	24%	27%	49% a	42%	18%	23%			
Better ability to track the delivery	70	46	44	28	34	40	1	23	18	21	11	8	8	8			
	20%	21%	22%	18%	20%	25%	16%	22%	23%	20%	29%	30%	13%	14%			
More convenient for me to have the parcel collected	60	40	38	30	38	21	3	19	17	23	3	4	12	8			
	17%	18%	19%	19%	22%	13%	39%	18%	21%	21%	7%	14%	20%	13%			
Quicker delivery	53	42	29	32	31	27	1	19	16	21	11	9	14	8			
	15%	19%	14%	20%	18%	17%	15%	19%	19%	19%	31%	34%	25%	14%			
Parcel less likely to get lost	44	35	35	18	31	28	2	13	14	16	5	3	9	7			
	13%	16%	18%	11%	18%	18%	33%	13%	17%	14%	14%	13%	16%	12%			
More convenient for the recipient to take the delivery	39	24	23	17	18	23	1	8	10	17	6	2	3	8			
	11%	11%	12%	11%	11%	15%	13%	7%	13%	15%	17%	9%	6%	14%			
Guarantee that the parcel would arrive intact	37	19	24	10	21	22	*	3	3	10	8	5	10	12			
	11%	8%	12%	6%	12%	14%	5%	3%	3%	9%	22% ab	21%	17%	20%			
Ability to select an express service	32	22	22	16	21	23	3	13	11	15	10	3	3	3			
	9%	10%	11%	10%	12%	15%	42%	12%	14%	14%	26%	12%	6%	6%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:				
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services			
															a	b	c
Significance Level: 95%																	
Unweighted Base	430	278	254	183	232	189	23	122	111	126	48	28	79	61			
Effective base	178	115	101	78	87	83	11	53	42	52	20	14	30	27			
Weighted Base	345	221	202	157	169	159	7	104	80	109	36	25	59	60			
More convenient for me to drop the parcel off	30 9%	21 10%	19 9%	12 8%	12 7%	19 12%	* 1%	9 9%	7 9%	6 5%	3 7%	2 9%	4 8%	8 13%			
It's a decision taken by the business	29 9%	19 9%	15 8%	16 10%	13 8%	11 7%	- -%	6 6%	10 12%	7 7%	* *%	- -%	5 8%	4 7%			
The business has a contract with the provider	27 8%	13 6%	13 6%	9 5%	7 4%	12 8%	2 23%	6 6%	3 4%	7 6%	2 7%	2 9%	4 7%	4 7%			
Lower cost of insurance	26 8%	14 6%	16 8%	16 10%	9 6%	13 8%	* 4%	15 15%	10 12%	10 9%	1 4%	- -%	3 5%	3 4%			
Ability to set a specific date/time for delivery	20 6%	12 5%	9 5%	10 6%	10 6%	6 4%	2 34%	8 8%	7 9%	9 8%	3 9%	2 8%	3 4%	1 2%			
Recommended by other	14 4%	10 5%	9 4%	5 3%	9 5%	7 4%	* 3%	5 5%	5 6%	5 5%	* *%	- -%	1 1%	1 1%			
Other	19 5%	13 6%	12 6%	12 8%	7 4%	10 6%	* 7%	7 7%	7 8%	10 9%	7 20%	3 13%	2 3%	4 6%			

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	430	60	49	46	17	330	270	368	307	273	275	308	92	1	273	27
Effective base	178	26	18	21	8	139	106	154	126	110	107	134	39	1	106	15
Weighted Base	345	43	32	38	20	259	202	288	256	200	209	259	57	*	207	36
Lower cost of postage	151	22	9	20	5	119	99	131	112	85	86	120	25	-	87	18
	44%	53%	28%	53%	25%	46%	49%	45%	44%	43%	41%	46%	44%	-%	42%	49%
Guarantee that the parcel would arrive on time	82	16	13	11	11	57	44	62	60	48	61	50	22	-	43	9
	24%	38%	39%	28%	53%	22%	22%	22%	24%	24%	29%	19%	38%	-%	21%	26%
													b			
Better ability to track the delivery	70	9	6	10	1	52	38	59	55	45	46	56	18	-	41	6
	20%	20%	20%	26%	5%	20%	19%	20%	22%	23%	22%	22%	31%	-%	20%	16%
More convenient for me to have the parcel collected	60	6	7	1	4	54	43	58	41	38	33	51	13	*	38	5
	17%	15%	22%	4%	22%	21%	21%	20%	16%	19%	16%	20%	23%	100%	18%	15%
Quicker delivery	53	4	6	11	2	47	34	47	43	38	39	47	19	*	34	6
	15%	10%	17%	28%	12%	18%	17%	16%	17%	19%	19%	18%	32%	100%	17%	17%
Parcel less likely to get lost	44	9	6	6	3	34	27	38	33	28	35	33	10	-	26	6
	13%	20%	18%	16%	15%	13%	13%	13%	13%	14%	17%	13%	17%	-%	13%	16%
More convenient for the recipient to take the delivery	39	6	10	1	2	29	26	35	29	28	29	27	10	-	25	*
	11%	14%	29%	2%	12%	11%	13%	12%	11%	14%	14%	10%	18%	-%	12%	1%
			c													
Guarantee that the parcel would arrive intact	37	1	11	7	7	17	18	22	24	24	31	20	11	-	21	8
	11%	3%	34%	19%	37%	7%	9%	8%	9%	12%	15%	8%	19%	-%	10%	23%
			a										b			
Ability to select an express service	32	5	7	1	4	22	23	26	22	29	27	19	14	-	14	3
	9%	12%	21%	2%	18%	9%	11%	9%	9%	14%	13%	7%	24%	-%	7%	8%
													b			

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	*b
Significance Level: 95%																
Unweighted Base	430	60	49	46	17	330	270	368	307	273	275	308	92	1	273	27
Effective base	178	26	18	21	8	139	106	154	126	110	107	134	39	1	106	15
Weighted Base	345	43	32	38	20	259	202	288	256	200	209	259	57	*	207	36
More convenient for me to drop the parcel off	30	*	3	5	*	25	18	27	24	21	16	24	8	-	17	4
	9%	1%	9%	14%	2%	10%	9%	9%	9%	10%	8%	9%	15%	-%	8%	10%
It's a decision taken by the business	29	1	2	*	3	27	21	27	24	19	18	25	2	-	17	4
	9%	3%	6%	1%	16%	10%	10%	9%	9%	9%	9%	10%	3%	-%	8%	11%
The business has a contract with the provider	27	3	11	*	2	17	19	21	15	19	16	16	9	-	15	3
	8%	7%	33% ac	*%	9%	7%	9%	7%	6%	9%	8%	6%	16%	-%	7%	8%
Lower cost of insurance	26	6	4	1	1	20	21	25	24	16	22	14	2	-	11	*
	8%	13%	12%	2%	6%	8%	10%	9%	9%	8%	11%	5%	4%	-%	5%	*%
Ability to set a specific date/time for delivery	20	4	3	2	-	11	10	15	15	17	18	15	6	-	12	*
	6%	8%	10%	5%	-%	4%	5%	5%	6%	9%	9%	6%	10%	-%	6%	*%
Recommended by other	14	1	4	1	-	11	10	13	7	8	11	11	4	-	11	*
	4%	1%	13%	2%	-%	4%	5%	5%	3%	4%	5%	4%	8%	-%	5%	*%
Other	19	1	*	7	1	18	13	18	17	14	14	17	5	-	13	3
	5%	3%	*%	18%	6%	7%	6%	6%	7%	7%	7%	7%	9%	-%	6%	8%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	430	206	132	279	11	184	151	118	244	65	136	133	151
Effective base	178	84	56	117	6	70	69	47	102	29	59	52	65
Weighted Base	345	172	107	227	15	135	141	79	200	65	100	110	131
Lower cost of postage	151 44%	82 47%	44 41%	106 47%	5 37%	53 40%	76 54%	30 39%	87 44%	33 51%	54 54%	40 37%	53 41%
Guarantee that the parcel would arrive on time	82 24%	56 33%	11 10%	53 23%	3 24%	47 35%	21 15%	24 30%	35 18%	22 34%	29 29%	32 30%	20 16%
Better ability to track the delivery	70 20%	45 26%	13 13%	53 23%	* *%	26 19%	40 28%	15 19%	39 19%	17 25%	29 29%	19 17%	22 17%
More convenient for me to have the parcel collected	60 17%	28 16%	21 19%	40 18%	- -%	20 15%	28 20%	14 18%	35 17%	11 17%	21 21%	20 18%	19 15%
Quicker delivery	53 15%	27 16%	19 18%	37 16%	- -%	15 11%	30 21%	17 22%	25 12%	11 17%	24 24%	12 11%	17 13%
Parcel less likely to get lost	44 13%	30 17%	11 10%	24 11%	- -%	15 11%	15 11%	9 11%	23 11%	13 20%	14 14%	16 14%	14 11%
More convenient for the recipient to take the delivery	39 11%	19 11%	11 10%	28 12%	- -%	21 15%	10 7%	12 16%	22 11%	4 6%	8 8%	20 18%	11 8%
Guarantee that the parcel would arrive intact	37 11%	27 16%	4 4%	29 13%	- -%	26 19%	8 6%	10 13%	14 7%	12 19%	11 11%	24 21%	2 2%
Ability to select an express service	32 9%	21 12%	4 3%	23 10%	- -%	20 15%	10 7%	6 7%	15 8%	11 17%	9 9%	14 13%	9 7%
More convenient for me to drop the parcel off	30 9%	8 5%	15 14%	21 9%	1 9%	6 5%	16 11%	7 9%	16 8%	7 11%	11 11%	10 10%	9 7%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	430	206	132	279	11	184	151	118	244	65	136	133	151
Effective base	178	84	56	117	6	70	69	47	102	29	59	52	65
Weighted Base	345	172	107	227	15	135	141	79	200	65	100	110	131
It's a decision taken by the business	29	10	13	15	3	9	9	11	16	3	9	6	14
	9%	6%	12%	7%	18%	7%	6%	13%	8%	4%	9%	6%	11%
The business has a contract with the provider	27	12	6	23	1	17	7	9	18	*	7	12	8
	8%	7%	6%	10%	7%	12%	5%	11%	9%	1%	7%	11%	6%
Lower cost of insurance	26	13	5	19	1	19	5	6	14	5	9	10	8
	8%	7%	5%	8%	6%	14%	4%	8%	7%	8%	9%	9%	6%
Ability to set a specific date/time for delivery	20	8	5	17	-	11	6	9	10	1	7	9	3
	6%	5%	5%	7%	0%	8%	5%	11%	5%	1%	8%	8%	2%
Recommended by other	14	4	7	8	-	4	5	2	11	2	*	7	6
	4%	2%	7%	4%	0%	3%	3%	2%	5%	3%	1%	6%	5%
Other	19	8	8	14	-	5	9	3	13	3	8	1	9
	5%	5%	8%	6%	0%	3%	6%	4%	7%	4%	8%	1%	7%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	430	239	191
Effective base	178	86	93
Weighted Base	345	171	173
Lower cost of postage	151 44%	67 39%	84 48%
Guarantee that the parcel would arrive on time	82 24%	55 32%	26 15%
		b	
Better ability to track the delivery	70 20%	37 22%	33 19%
More convenient for me to have the parcel collected	60 17%	47 27%	13 7%
		b	
Quicker delivery	53 15%	27 16%	26 15%
Parcel less likely to get lost	44 13%	23 13%	21 12%
More convenient for the recipient to take the delivery	39 11%	28 17%	10 6%
		b	
Guarantee that the parcel would arrive intact	37 11%	25 15%	12 7%
Ability to select an express service	32 9%	17 10%	15 9%
More convenient for me to drop the parcel off	30 9%	17 10%	13 7%

Columns Tested:: a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	430	239	191
Effective base	178	86	93
Weighted Base	345	171	173
It's a decision taken by the business	29	15	15
	9%	9%	8%
The business has a contract with the provider	27	14	14
	8%	8%	8%
Lower cost of insurance	26	15	11
	8%	9%	6%
Ability to set a specific date/time for delivery	20	6	13
	6%	4%	8%
Recommended by other	14	9	5
	4%	5%	3%
Other	19	3	16
	5%	2%	9%
			a

Columns Tested: a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	*l
Unweighted Base	430	-	20	64	49	15	39	30	52	54	39	43	25
Effective base	178	-	6	27	16	4	19	6	21	29	14	33	13
Weighted Base	345	-	6	57	25	12	41	11	33	55	12	71	22
Lower cost of postage	151	-	1	29	14	7	19	5	9	19	9	29	10
	44%	-%	19%	52%	57%	56%	45%	49%	27%	35%	71%	42%	45%
Guarantee that the parcel would arrive on time	82	-	1	10	1	3	13	2	3	20	3	23	3
	24%	-%	10%	17%	5%	28%	31%	15%	10%	37%	25%	32%	13%
							d			dh		d	
Better ability to track the delivery	70	-	1	11	1	4	2	*	4	12	2	30	3
	20%	-%	15%	19%	6%	37%	4%	3%	11%	23%	17%	43%	12%
												cd fgh	
More convenient for me to have the parcel collected	60	-	3	11	4	2	3	3	4	12	1	15	1
	17%	-%	51%	20%	18%	14%	8%	23%	13%	22%	9%	21%	6%
Quicker delivery	53	-	3	8	4	2	6	*	2	6	1	19	3
	15%	-%	54%	14%	14%	15%	14%	3%	5%	10%	11%	27%	15%
												h	
Parcel less likely to get lost	44	-	*	4	3	2	5	1	5	7	2	11	3
	13%	-%	2%	7%	14%	15%	11%	11%	15%	14%	17%	16%	16%
More convenient for the recipient to take the delivery	39	-	3	4	2	3	7	1	4	7	2	7	*
	11%	-%	45%	7%	7%	26%	16%	5%	13%	12%	19%	9%	*%
Guarantee that the parcel would arrive intact	37	-	1	4	*	2	13	*	3	6	*	6	3
	11%	-%	9%	8%	1%	14%	31%	2%	8%	11%	2%	8%	12%
							cdj						
Ability to select an express service	32	-	-	*	*	2	5	-	2	11	*	10	*
	9%	-%	-%	1%	1%	15%	12%	-%	7%	21%	4%	15%	2%
										c		c	
More convenient for me to drop the parcel off	30	-	3	8	3	2	*	*	3	5	1	3	1
	9%	-%	48%	14%	11%	16%	1%	2%	9%	10%	11%	4%	5%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	*b	c	d	*e	f	g	h	i	j	k	*l
Unweighted Base	430	-	20	64	49	15	39	30	52	54	39	43	25
Effective base	178	-	6	27	16	4	19	6	21	29	14	33	13
Weighted Base	345	-	6	57	25	12	41	11	33	55	12	71	22
It's a decision taken by the business	29	-	-	2	4	-	5	*	4	4	*	10	1
	9%	-%	-%	4%	16%	-%	12%	1%	12%	7%	2%	14%	3%
The business has a contract with the provider	27	-	-	*	1	*	3	*	3	9	*	8	3
	8%	-%	-%	*%	5%	2%	8%	2%	10%	16%	*%	11%	12%
										c			
Lower cost of insurance	26	-	-	2	1	5	5	*	*	6	1	5	*
	8%	-%	-%	3%	4%	41%	13%	3%	1%	12%	6%	7%	2%
Ability to set a specific date/time for delivery	20	-	-	3	*	-	*	2	2	6	1	4	*
	6%	-%	-%	5%	1%	-%	*%	22%	6%	11%	11%	6%	1%
Recommended by other	14	-	-	1	*	-	1	*	7	1	*	5	*
	4%	-%	-%	1%	*%	-%	2%	1%	20%	2%	2%	7%	*%
									ci				
Other	19	-	*	7	*	*	1	1	2	2	1	2	2
	5%	-%	7%	12%	1%	1%	3%	7%	6%	4%	5%	3%	11%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	430	85	102	136	107	187	243
Effective base	178	32	36	56	55	68	111
Weighted Base	345	66	75	99	104	141	203
Lower cost of postage	151	31	39	33	48	70	81
	44%	46%	52%	34%	46%	50%	40%
Guarantee that the parcel would arrive on time	82	10	17	25	29	28	54
	24%	16%	23%	26%	28%	20%	27%
Better ability to track the delivery	70	12	7	17	35	19	51
	20%	18%	10%	17%	33%	13%	25%
				bc			
More convenient for me to have the parcel collected	60	14	9	19	17	24	36
	17%	22%	12%	19%	16%	17%	18%
Quicker delivery	53	11	11	8	23	22	31
	15%	17%	15%	8%	22%	16%	15%
				c			
Parcel less likely to get lost	44	4	10	14	17	14	30
	13%	6%	13%	14%	16%	10%	15%
More convenient for the recipient to take the delivery	39	7	12	11	9	18	20
	11%	10%	16%	11%	9%	13%	10%
Guarantee that the parcel would arrive intact	37	5	14	9	9	19	18
	11%	7%	19%	9%	8%	14%	9%
Ability to select an express service	32	*	7	13	11	7	25
	9%	1%	9%	14%	11%	5%	12%
				a			
More convenient for me to drop the parcel off	30	11	5	9	5	16	14
	9%	16%	7%	9%	5%	11%	7%

Columns Tested: a,b,c,d - a,b

Table 405 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	430	85	102	136	107	187	243
Effective base	178	32	36	56	55	68	111
Weighted Base	345	66	75	99	104	141	203
It's a decision taken by the business	29	5	6	8	11	11	18
	9%	7%	8%	8%	10%	8%	9%
The business has a contract with the provider	27	*	5	12	10	5	23
	8%	*%	6%	12%	10%	3%	11%
				a			
Lower cost of insurance	26	2	11	7	6	13	13
	8%	2%	15%	7%	6%	9%	7%
Ability to set a specific date/time for delivery	20	3	*	10	6	3	16
	6%	4%	1%	11%	6%	2%	8%
Recommended by other	14	1	1	8	5	1	13
	4%	1%	1%	8%	5%	1%	6%
Other	19	7	1	5	5	9	10
	5%	11%	2%	5%	5%	6%	5%

Columns Tested:: a,b,c,d - a,b

Table 406

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1st class - all the time	515 26%	200 33%	315 23%	481 25%	30 40%	2 27%	2 34%	34 38%
		b			a		a	a
1st class - most of the time	367 18%	51 8%	316 23%	352 18%	12 16%	2 19%	1 20%	15 16%
			a					
1st and 2nd class in equal amounts	307 15%	85 14%	222 16%	293 15%	11 14%	2 25%	1 21%	14 15%
						ab		
2nd class - most of the time	457 23%	107 18%	350 25%	441 23%	14 19%	1 15%	1 15%	16 18%
			a	d				
2nd class - all the time	181 9%	39 6%	143 10%	174 9%	6 8%	1 6%	* 5%	7 8%
			a					
We never send letters	138 7%	100 17%	38 3%	135 7%	1 2%	1 6%	* 4%	2 2%
		b		be				
Don't Know (DO NOT READ OUT)	35 2%	24 4%	11 1%	33 2%	2 2%	* 2%	* 2%	2 2%
		b						
NET: Any 1st Class	1189 59%	336 55%	854 61%	1126 59%	53 69%	6 70%	4 75%	63 70%
					a		a	a
NET: Any 2nd Class	945 47%	231 38%	714 51%	908 48%	31 41%	4 46%	2 41%	37 41%
			a					

Columns Tested: a,b - a,b,c,d,e

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1st class - all the time	515 26%	300 25%	137 25%	45 32%	20 39%	12 37%	2 34%	481 25%	30 40%	4 29%
					abg	abg	ag		abg	
1st class - most of the time	367 18%	217 18%	101 18%	34 24%	9 17%	5 14%	1 20%	352 18%	12 16%	3 19%
1st and 2nd class in equal amounts	307 15%	191 16%	82 15%	20 14%	7 13%	6 19%	1 21%	293 15%	11 14%	3 24%
										abdgh
2nd class - most of the time	457 23%	279 23%	137 25%	24 17%	10 19%	5 16%	1 15%	441 23%	14 19%	2 15%
		fi	fi					fi		
2nd class - all the time	181 9%	117 10%	47 9%	10 7%	4 9%	2 7%	* 5%	174 9%	6 8%	1 6%
We never send letters	138 7%	97 8%	34 6%	4 3%	1 2%	1 3%	* 4%	135 7%	1 2%	1 6%
		cdh	h					dh		
Don't Know (DO NOT READ OUT)	35 2%	19 2%	10 2%	4 3%	1 1%	1 4%	* 2%	33 2%	2 2%	* 2%
NET: Any 1st Class	1189 59%	708 58%	320 58%	98 70%	36 69%	23 70%	4 75%	1126 59%	53 69%	10 72%
				abg	abg	abg	abg		abg	abg
NET: Any 2nd Class	945 47%	588 48%	266 49%	54 39%	21 41%	14 42%	2 41%	908 48%	31 41%	6 44%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1st class - all the time	515 26%	387 25%	95 27%	30 40% ab	2 27%	2 34% a	275 25%	66 25%	13 25%	14 32%	14 30%
1st class - most of the time	367 18%	285 18%	67 19%	12 16%	2 19%	1 20%	226 20%	60 23%	12 21%	9 19%	11 24%
1st and 2nd class in equal amounts	307 15%	227 15%	66 19%	11 14%	2 25% ac	1 21%	163 15%	45 17%	11 20%	5 12%	6 13%
2nd class - most of the time	457 23%	369 24% e	71 20%	14 19%	1 15%	1 15%	281 25%	55 21%	10 18%	10 23%	10 22%
2nd class - all the time	181 9%	148 9%	26 8%	6 8%	1 6%	* 5%	118 11%	22 8%	7 13%	7 14%	2 4%
We never send letters	138 7%	115 7% c	20 6% c	1 2%	1 6%	* 4%	35 3%	15 6%	1 2%	* *%	3 6%
Don't Know (DO NOT READ OUT)	35 2%	27 2%	6 2%	2 2%	* 2%	* 2%	14 1%	- -%	1 1%	* *%	* *%
NET: Any 1st Class	1189 59%	899 58%	228 65% a	53 69% a	6 70%	4 75% ab	664 60%	171 65%	36 66%	28 62%	31 67%
NET: Any 2nd Class	945 47%	744 48%	164 46%	31 41%	4 46%	2 41%	562 51%	122 46%	27 51%	22 49%	18 39%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1st class - all the time	515 26%	30 18%	34 23%	104 29%	31 31%	44 28%	75 28%	67 27%	35 21%	28 19%
1st class - most of the time	367 18%	32 19%	30 20%	64 18%	18 18%	27 18%	61 23%	49 20%	19 12%	32 22%
1st and 2nd class in equal amounts	307 15%	31 19%	22 15%	46 13%	15 15%	21 14%	49 18%	37 15%	28 17%	20 14%
2nd class - most of the time	457 23%	38 23%	38 26%	87 24%	14 14%	42 27%	45 17%	54 22%	46 28%	36 24%
2nd class - all the time	181 9%	22 13%	17 12%	27 8%	12 13%	15 10%	17 6%	24 10%	13 8%	17 11%
We never send letters	138 7%	9 5%	5 4%	28 8%	6 6%	4 3%	18 7%	16 7%	15 9%	14 9%
Don't Know (DO NOT READ OUT)	35 2%	6 3%	3 2%	3 1%	3 3%	1 1%	6 2%	2 1%	6 4%	1 1%
NET: Any 1st Class	1189 59%	93 56%	86 57%	214 60%	63 65%	92 59%	186 68%	152 61%	82 50%	80 54%
NET: Any 2nd Class	945 47%	91 54%	78 52%	160 44%	41 42%	78 51%	111 41%	115 46%	87 54%	72 49%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1st class - all the time	515 26%	103 26%	98 20%	246 28%	447 25%	68 28%	32 26%	26 33%	10 26%
				b		b		bd	
1st class - most of the time	367 18%	77 19%	81 17%	174 20%	332 19%	34 14%	19 16%	12 15%	3 8%
		h	h	eh	eh	h	h	h	
1st and 2nd class in equal amounts	307 15%	56 14%	82 17%	131 15%	269 15%	38 16%	21 18%	10 13%	6 15%
2nd class - most of the time	457 23%	92 23%	123 26%	187 21%	401 23%	56 23%	29 24%	15 19%	12 31%
									cdg
2nd class - all the time	181 9%	45 11%	52 11%	68 8%	164 9%	17 7%	5 4%	8 10%	4 10%
		f	f		f			f	f
We never send letters	138 7%	23 6%	29 6%	63 7%	115 7%	22 9%	12 10%	6 7%	4 10%
Don't Know (DO NOT READ OUT)	35 2%	5 1%	15 3%	11 1%	31 2%	4 2%	2 1%	2 3%	* 1%
NET: Any 1st Class	1189 59%	236 59%	261 54%	552 63%	1049 60%	140 58%	72 60%	49 61%	19 49%
		h		bh	h	h	h	h	
NET: Any 2nd Class	945 47%	192 48%	256 53%	386 44%	834 47%	111 46%	55 46%	34 42%	22 55%
			cg						ceg

Columns Tested: a,b,c,d,e,f,g,h

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1st class - all the time	515 26%	13 13%	41 31% ac	2 5%	42 25%	73 32% ac	117 28% ac	26 37% aci	23 40% aci	218 23%
1st class - most of the time	367 18%	18 17%	18 14%	10 27%	29 17%	54 23%	62 15%	15 20%	18 31% f	170 18%
1st and 2nd class in equal amounts	307 15%	19 19%	12 9%	17 43% bdefghi	28 17%	35 15%	62 15%	7 10%	4 7%	151 16%
2nd class - most of the time	457 23%	24 23%	37 28% e	3 7%	40 23%	33 15%	96 23%	15 21%	11 19%	236 25% e
2nd class - all the time	181 9%	16 16% eg	12 9%	2 4%	13 8%	13 6%	45 11%	2 2%	2 4%	90 10%
We never send letters	138 7%	8 8%	11 9%	6 14% h	17 10%	14 6%	34 8%	6 9%	* *% *	55 6%
Don't Know (DO NOT READ OUT)	35 2%	3 3%	* *% *	- -% *	* *% *	7 3%	4 1%	* *% *	* *% *	20 2%
NET: Any 1st Class	1189 59%	50 49%	70 54%	29 74%	99 59%	162 71% abfi	241 57%	49 68%	45 77% abfi	539 57%
NET: Any 2nd Class	945 47%	59 58% egh	60 46%	21 54%	81 48%	81 35%	203 48% eh	24 34%	17 29%	476 51% egh

Columns Tested: a,b,c,d,e,f,g,h,i

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1st class - all the time	515 26%	129 26%	117 28%	270 25%	440 26%	76 23%	- -%	456 25%	59 39%	492 26%	24 31%
1st class - most of the time	367 18%	100 20%	62 15%	205 19%	330 20%	37 11%	- -%	336 18%	31 20%	359 19%	8 10%
1st and 2nd class in equal amounts	307 15%	82 16%	62 15%	163 15%	251 15%	56 17%	- -%	294 16%	13 9%	296 15%	11 14%
2nd class - most of the time	457 23%	97 19%	96 23%	264 24%	368 22%	89 27%	- -%	434 24%	22 15%	446 23%	11 15%
2nd class - all the time	181 9%	42 8%	45 11%	94 9%	138 8%	44 13%	- -%	168 9%	14 9%	177 9%	5 6%
We never send letters	138 7%	39 8%	34 8%	64 6%	114 7%	23 7%	- -%	129 7%	8 5%	124 6%	13 17%
Don't Know (DO NOT READ OUT)	35 2%	11 2%	4 1%	20 2%	28 2%	8 2%	- -%	31 2%	4 3%	30 2%	5 7%
NET: Any 1st Class	1189 59%	311 62%	241 57%	638 59%	1020 61%	169 51%	- -%	1086 59%	103 68%	1147 60%	42 55%
NET: Any 2nd Class	945 47%	221 44%	203 48%	521 48%	756 45%	188 57%	- -%	896 48%	49 32%	918 48%	27 35%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1st class - all the time	515 26%	324 26%	68 23%	122 29%
1st class - most of the time	367 18%	257 21%	46 16%	63 15%
1st and 2nd class in equal amounts	307 15%	190 15%	71 24%	44 10%
			ac	
2nd class - most of the time	457 23%	282 22%	67 23%	103 25%
2nd class - all the time	181 9%	119 10%	26 9%	34 8%
We never send letters	138 7%	59 5%	16 5%	50 12%
				ab
Don't Know (DO NOT READ OUT)	35 2%	24 2%	1 *%	4 1%
NET: Any 1st Class	1189 59%	771 61%	184 63%	228 55%
NET: Any 2nd Class	945 47%	591 47%	164 56%	181 43%
			c	

Columns Tested:: a,b,c

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1st class - all the time	515	439	52	16	4	3	1	*	*	491	25	9
	26%	25%	28%	43%	59%	18%	16%	3%	85%	25%	35%	27%
1st class - most of the time	367	329	24	5	1	6	*	1	*	354	13	8
	18%	19%	13%	13%	12%	34%	8%	35%	1%	18%	19%	25%
1st and 2nd class in equal amounts	307	260	28	7	2	7	2	*	*	288	19	12
	15%	15%	15%	19%	28%	38%	44%	19%	14%	15%	26%	35%
												abi
2nd class - most of the time	457	409	41	5	*	1	*	1	-	450	7	2
	23%	23%	22%	14%	1%	4%	8%	36%	-%	23%	10%	6%
2nd class - all the time	181	156	23	*	-	*	1	*	-	179	2	1
	9%	9%	12%	1%	-%	2%	20%	7%	-%	9%	3%	4%
We never send letters	138	117	17	3	*	1	*	-	-	134	4	1
	7%	7%	9%	7%	*%	4%	4%	-%	-%	7%	5%	3%
Don't Know (DO NOT READ OUT)	35	33	1	1	*	-	-	-	-	34	1	*
	2%	2%	*%	4%	*%	-%	-%	-%	-%	2%	2%	*%
NET: Any 1st Class	1189	1028	104	28	7	17	3	1	*	1132	57	29
	59%	59%	56%	74%	99%	90%	68%	57%	100%	59%	80%	87%
											abi	abi
NET: Any 2nd Class	945	825	92	13	2	8	3	1	*	917	28	15
	47%	47%	50%	33%	29%	44%	71%	62%	14%	48%	39%	45%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1st class - all the time	515 26%	282 25%	156 25%	77 30%	414 26%	306 24%	440 26%	331 26%	176 26%	139 28%	146 30%	246 25%	11 24%	9 11%	13 34%	11 32%	3 17%
1st class - most of the time	367 18%	208 19%	121 20%	38 15%	338 21%	262 21%	348 20%	253 20%	159 23%	127 25%	93 19%	203 20%	11 24%	23 28%	12 30%	3 7%	5 26%
1st and 2nd class in equal amounts	307 15%	167 15%	93 15%	47 18%	280 17%	234 18%	289 17%	206 16%	120 18%	98 20%	59 12%	185 18%	13 27%	18 22%	5 13%	3 9%	6 33%
2nd class - most of the time	457 23%	251 22%	158 26%	48 19%	397 25%	314 25%	423 25%	289 23%	137 20%	84 17%	117 24%	262 26%	10 21%	23 28%	2 5%	8 22%	2 11%
2nd class - all the time	181 9%	106 9%	50 8%	25 10%	145 9%	116 9%	164 10%	121 9%	63 9%	35 7%	57 12%	82 8%	2 3%	8 10%	7 17%	6 17%	2 11%
We never send letters	138 7%	86 8%	31 5%	21 8%	19 1%	24 2%	25 1%	65 5%	17 2%	11 2%	8 2%	13 1%	- -%	- -%	- -%	4 13%	* *%
Don't Know (DO NOT READ OUT)	35 2%	24 2%	9 1%	2 1%	24 1%	12 1%	24 1%	14 1%	9 1%	6 1%	12 2%	11 1%	* 1%	1 1%	* *%	- -%	- -%
NET: Any 1st Class	1189 59%	658 59%	370 60%	161 63%	1032 64%	801 63%	1076 63%	789 62%	455 67%	365 73%	298 61%	634 63%	35 75%	49 61%	30 77%	17 48%	13 77%
NET: Any 2nd Class	945 47%	524 47%	301 49%	120 47%	821 51%	664 52%	875 51%	616 48%	320 47%	218 43%	233 47%	529 53%	24 52%	48 60%	14 35%	17 48%	10 56%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21	
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7	
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9	
1st class - all the time	515 26%	347 25%	32 35%	14 21%	13 37%	4 22%	4 29%	* 1%	241 24%	31 23%	15 28%	9 18%	5 23%	3 21%	3 31%	
1st class - most of the time	367 18%	287 21%	20 23%	16 24%	4 11%	5 27%	2 17%	3 24%	200 20%	28 21%	8 16%	13 28%	8 37%	3 27%	2 16%	
1st and 2nd class in equal amounts	307 15%	234 17%	11 12%	21 31%	6 16%	3 18%	* 3%	5 49%	181 18%	24 19%	19 36%	5 10%	1 3%	2 16%	2 21%	
				ab							ade					
2nd class - most of the time	457 23%	349 25%	24 26%	13 20%	5 15%	2 9%	2 16%	1 10%	254 26%	33 25%	7 13%	13 28%	4 19%	3 21%	1 10%	
2nd class - all the time	181 9%	125 9%	3 4%	3 4%	7 20%	4 25%	* 3%	2 16%	89 9%	9 7%	2 5%	8 17%	4 19%	2 15%	2 21%	
				b	bc											
We never send letters	138 7%	15 1%	- -%	- -%	- -%	- -%	4 31%	* *%	17 2%	7 5%	- -%	- -%	- -%	- -%	- -%	
							abcd									
Don't Know (DO NOT READ OUT)	35 2%	23 2%	* *%	1 1%	* 1%	- -%	- -%	- -%	11 1%	* *%	1 1%	* *%	- -%	- -%	- -%	
NET: Any 1st Class	1189 59%	868 63%	63 70%	51 76%	23 64%	12 66%	7 50%	8 74%	622 63%	83 63%	42 81%	27 56%	13 62%	8 64%	6 69%	
											d					
NET: Any 2nd Class	945 47%	708 51%	38 42%	37 55%	18 51%	9 51%	3 23%	8 75%	524 53%	66 50%	28 54%	26 54%	8 40%	6 53%	5 52%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1st class - all the time	515 26%	257 26%	29 23%	7 11%	7 17%	12 37%	6 41%	12 54%	211 24%	107 33%	78 23%	36 32%	5 10%
		c				c		abcd		ae		e	
1st class - most of the time	367 18%	180 18%	35 28%	20 31%	7 16%	2 7%	4 29%	5 20%	197 23%	58 18%	48 15%	27 24%	16 30%
				ae					c				c
1st and 2nd class in equal amounts	307 15%	155 16%	18 14%	7 12%	11 26%	12 36%	* 3%	2 11%	134 15%	58 18%	69 21%	17 15%	8 15%
						abc							
2nd class - most of the time	457 23%	222 23%	32 25%	17 27%	11 26%	5 16%	* *%	3 12%	229 26%	74 23%	91 27%	17 15%	12 23%
									d		d		
2nd class - all the time	181 9%	100 10%	9 7%	6 10%	3 6%	1 2%	2 14%	* 2%	81 9%	21 6%	39 12%	10 9%	7 13%
We never send letters	138 7%	51 5%	3 3%	5 8%	4 8%	1 3%	2 12%	* *%	9 1%	5 1%	4 1%	4 3%	4 8%
													abc
Don't Know (DO NOT READ OUT)	35 2%	13 1%	1 1%	1 1%	* *%	- -%	- -%	- -%	13 1%	5 1%	4 1%	1 1%	- -%
NET: Any 1st Class	1189 59%	592 61%	83 65%	34 55%	25 60%	26 79%	11 74%	19 85%	542 62%	223 68%	195 59%	81 72%	30 56%
												c	
NET: Any 2nd Class	945 47%	477 49%	59 46%	30 48%	25 58%	17 54%	3 18%	6 25%	444 51%	153 47%	198 60%	44 39%	28 51%
											abd		

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1st class - all the time	515 26%	228 24%	91 30%	61 25%	29 35%	4 13%	157 23%	70 30%	44 21%	28 34%	3 8%
1st class - most of the time	367 18%	214 23%	55 19%	48 19%	16 19%	4 14%	144 21%	55 23%	27 13%	20 24%	15 33%
1st and 2nd class in equal amounts	307 15%	156 17%	49 17%	52 21%	12 14%	5 16%	123 18%	41 17%	43 20%	16 19%	5 12%
2nd class - most of the time	457 23%	239 25%	75 25%	61 25%	13 16%	8 27%	180 27%	53 22%	63 29%	8 10%	11 25%
2nd class - all the time	181 9%	79 8%	24 8%	22 9%	9 10%	5 16%	55 8%	12 5%	32 15%	7 9%	5 12%
We never send letters	138 7%	12 1%	- -%	- -%	3 3%	4 14%	7 1%	5 2%	4 2%	4 4%	4 10%
Don't Know (DO NOT READ OUT)	35 2%	13 1%	5 2%	4 2%	1 2%	- -%	9 1%	2 1%	1 *%	* *%	- -%
NET: Any 1st Class	1189 59%	598 64%	195 65%	161 65%	56 69%	13 43%	424 63%	166 70%	114 53%	64 77%	23 53%
NET: Any 2nd Class	945 47%	475 50%	148 50%	135 54%	34 41%	18 59%	357 53%	106 45%	137 64%	32 38%	22 49%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1st class - all the time	515 26%	176 27%	50 24%	57 26%	35 28%	10 21%	189 26%	15 23%	122 26%	449 26%	66 25%	392 26%	22 20%
1st class - most of the time	367 18%	119 18%	49 24%	44 20%	18 15%	14 28%	134 19%	16 24%	101 21%	332 19%	35 13%	312 21%	25 23%
1st and 2nd class in equal amounts	307 15%	97 15%	37 18%	38 18%	23 19%	5 9%	100 14%	20 30%	85 18%	268 15%	39 15%	254 17%	26 23%
2nd class - most of the time	457 23%	164 25%	44 22%	38 17%	23 19%	17 34%	179 25%	6 9%	100 21%	400 23%	57 22%	372 25%	24 22%
2nd class - all the time	181 9%	63 9%	15 7%	29 13%	10 8%	2 4%	78 11%	5 7%	34 7%	165 9%	17 6%	139 9%	5 5%
We never send letters	138 7%	31 5%	9 5%	11 5%	12 10%	1 2%	39 5%	1 1%	25 5%	91 5%	46 18%	14 1%	5 5%
Don't Know (DO NOT READ OUT)	35 2%	11 2%	- -%	1 *%	1 1%	- -%	6 1%	4 5%	4 1%	32 2%	3 1%	22 1%	2 2%
NET: Any 1st Class	1189 59%	392 59%	136 67%	140 64%	76 62%	29 59%	424 58%	51 77%	308 65%	1049 60%	140 53%	958 64%	73 66%
NET: Any 2nd Class	945 47%	324 49%	97 47%	105 48%	57 46%	24 48%	358 49%	31 47%	219 47%	832 48%	113 43%	766 51%	56 50%

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1st class - all the time	515 26%	272 24%	33 24%	232 26%	99 26%	392 26%	22 20%	271 24%	35 23%	233 26%	98 26%
1st class - most of the time	367 18%	234 21%	27 19%	185 21%	68 18%	317 21%	21 19%	224 20%	38 25%	193 22%	60 16%
1st and 2nd class in equal amounts	307 15%	193 17%	40 29%	138 15%	68 18%	249 17%	30 28%	198 18%	36 24%	132 15%	74 19%
2nd class - most of the time	457 23%	290 26%	24 17%	207 23%	82 21%	373 25%	23 21%	288 26%	25 17%	205 23%	84 22%
2nd class - all the time	181 9%	108 10%	8 6%	91 10%	31 8%	139 9%	5 5%	107 10%	10 6%	91 10%	30 8%
We never send letters	138 7%	17 2%	7 5%	32 4%	33 9%	14 1%	5 5%	17 2%	7 4%	31 3%	34 9%
Don't Know (DO NOT READ OUT)	35 2%	11 1%	1 *%	11 1%	3 1%	22 1%	2 2%	12 1%	* *%	11 1%	3 1%
NET: Any 1st Class	1189 59%	700 62%	101 72%	554 62%	235 61%	958 64%	73 67%	693 62%	108 72%	558 62%	231 60%
NET: Any 2nd Class	945 47%	591 52%	73 52%	435 49%	181 47%	762 51%	59 54%	593 53%	71 47%	428 48%	188 49%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1st class - all the time	515 26%	203 28%	305 24%	40 19%	* 5%	185 28%	177 20%	26 15%	1 17%	240 27%	142 21%	37 18%	- -%
1st class - most of the time	367 18%	199 28%	266 21%	60 29%	- -%	170 26%	183 20%	59 35%	- -%	202 23%	140 21%	56 28%	- -%
1st and 2nd class in equal amounts	307 15%	135 19%	237 18%	34 16%	- -%	124 19%	184 20%	27 16%	2 39%	153 17%	124 18%	38 19%	- -%
2nd class - most of the time	457 23%	137 19%	342 26%	61 29%	1 48%	131 20%	246 27%	41 24%	2 44%	177 20%	174 26%	41 21%	2 59%
2nd class - all the time	181 9%	31 4%	124 10%	12 6%	- -%	32 5%	91 10%	13 8%	- -%	57 6%	67 10%	14 7%	2 41%
We never send letters	138 7%	9 1%	8 1%	2 1%	- -%	10 2%	14 2%	5 3%	- -%	47 5%	31 5%	14 7%	- -%
Don't Know (DO NOT READ OUT)	35 2%	5 1%	11 1%	* *%	1 47%	3 1%	3 *%	* *%	- -%	10 1%	1 *%	* *%	- -%
NET: Any 1st Class	1189 59%	538 75%	808 63%	134 64%	* 5%	479 73%	544 61%	113 66%	2 56%	595 67%	405 60%	130 65%	- -%
NET: Any 2nd Class	945 47%	303 42%	703 54%	107 51%	1 48%	286 44%	521 58%	81 47%	3 83%	387 44%	365 54%	93 47%	4 100%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
1st class - all the time	515	385	252	209	394	45	5	115	110	100	16	8	150	16
	26%	26%	24%	24%	34%	5%	33%	19%	25%	23%	14%	9%	34%	4%
					b		b		e	e			b	
1st class - most of the time	367	301	224	179	308	169	4	132	111	98	40	30	105	54
	18%	21%	21%	21%	27%	17%	30%	22%	26%	23%	34%	33%	24%	14%
					b						a		b	
1st and 2nd class in equal amounts	307	245	195	142	227	213	1	103	71	84	21	17	100	102
	15%	17%	18%	16%	20%	22%	11%	17%	16%	20%	18%	19%	23%	26%
2nd class - most of the time	457	364	274	215	197	372	4	150	99	108	26	27	73	170
	23%	25%	26%	25%	17%	38%	25%	26%	23%	25%	22%	30%	17%	43%
					a								a	
2nd class - all the time	181	135	93	78	7	150	-	64	33	21	7	6	6	52
	9%	9%	9%	9%	1%	16%	-%	11%	8%	5%	6%	6%	1%	13%
					a			c					a	
We never send letters	138	11	17	31	12	16	-	22	12	15	6	2	1	5
	7%	1%	2%	4%	1%	2%	-%	4%	3%	3%	5%	2%	*%	1%
				ab										
Don't Know (DO NOT READ OUT)	35	18	8	7	12	4	*	4	*	4	*	*	7	*
	2%	1%	1%	1%	1%	*%	1%	1%	*%	1%	*%	*%	2%	*%
NET: Any 1st Class	1189	932	670	531	929	427	10	349	292	282	78	55	355	171
	59%	64%	63%	62%	80%	44%	73%	59%	67%	65%	66%	61%	80%	43%
					b		b						b	
NET: Any 2nd Class	945	745	562	436	431	735	5	316	202	214	54	50	179	324
	47%	51%	53%	51%	37%	76%	36%	54%	46%	50%	46%	55%	40%	81%
					ac								a	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1st class - all the time	515	24	21	11	5	462	285	483	317	281	192	449	40	-	394	35
	26%	16%	31%	17%	12%	27%	25%	27%	26%	24%	24%	27%	18%	-%	27%	28%
												c				
1st class - most of the time	367	36	18	19	8	321	210	339	210	209	188	294	62	*	273	12
	18%	24%	26%	29%	19%	19%	19%	19%	17%	18%	24%	18%	27%	35%	19%	10%
											b	b				
1st and 2nd class in equal amounts	307	28	19	6	13	256	187	272	205	199	146	244	43	-	215	24
	15%	18%	28%	10%	33%	15%	16%	15%	17%	17%	19%	15%	19%	-%	15%	19%
			c		c											
2nd class - most of the time	457	47	7	20	10	397	270	408	279	256	165	405	44	-	348	37
	23%	31%	10%	31%	26%	23%	24%	23%	23%	22%	21%	24%	19%	-%	24%	29%
		b		b												
2nd class - all the time	181	16	3	7	4	147	89	152	94	90	36	155	15	-	144	10
	9%	10%	5%	10%	9%	9%	8%	9%	8%	8%	5%	9%	7%	-%	10%	8%
												a				
We never send letters	138	1	-	2	*	100	75	103	95	106	51	100	22	*	79	3
	7%	*%	-%	3%	1%	6%	7%	6%	8%	9%	6%	6%	9%	65%	5%	3%
Don't Know (DO NOT READ OUT)	35	2	1	-	-	24	20	24	20	18	8	22	1	-	16	4
	2%	1%	1%	-%	-%	1%	2%	1%	2%	2%	1%	1%	1%	-%	1%	3%
NET: Any 1st Class	1189	88	58	37	26	1039	682	1094	732	689	526	987	144	*	882	70
	59%	58%	85%	57%	65%	61%	60%	61%	60%	59%	67%	59%	64%	35%	60%	56%
			ac								b					
NET: Any 2nd Class	945	90	30	33	27	799	545	832	577	546	347	804	102	-	707	70
	47%	59%	43%	51%	68%	47%	48%	47%	47%	47%	44%	48%	45%	-%	48%	56%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1st class - all the time	515 26%	151 22%	326 28%	134 26%	5 12%	41 17%	117 29%	66 33%	365 27%	80 20%	65 24%	77 25%	369 28%
1st class - most of the time	367 18%	137 20%	212 18%	102 19%	6 15%	50 21%	68 17%	38 19%	244 18%	85 21%	55 21%	71 23%	237 18%
1st and 2nd class in equal amounts	307 15%	115 17%	170 15%	87 17%	7 18%	57 23%	52 13%	34 18%	212 16%	58 15%	38 14%	67 22%	194 14%
2nd class - most of the time	457 23%	186 27%	248 21%	119 23%	13 33%	57 23%	94 23%	28 14%	318 24%	105 26%	67 25%	59 19%	322 24%
2nd class - all the time	181 9%	70 10%	106 9%	36 7%	8 19%	24 10%	28 7%	14 7%	121 9%	46 12%	24 9%	20 7%	131 10%
We never send letters	138 7%	26 4%	71 6%	44 8%	1 3%	12 5%	42 10%	16 8%	51 4%	24 6%	16 6%	9 3%	73 5%
Don't Know (DO NOT READ OUT)	35 2%	6 1%	26 2%	2 *	- -%	2 1%	1 *%	* *%	17 1%	* *%	2 1%	2 *%	15 1%
NET: Any 1st Class	1189 59%	403 58%	708 61%	323 62%	18 45%	149 61%	236 59%	138 70%	821 62%	222 56%	157 59%	215 71%	800 60%
NET: Any 2nd Class	945 47%	371 54%	524 45%	242 46%	28 70%	138 57%	174 43%	77 39%	650 49%	209 53%	129 48%	146 48%	647 48%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1st class - all the time	515 26%	261 28%	254 24%
1st class - most of the time	367 18%	135 15%	232 22%
		a	
1st and 2nd class in equal amounts	307 15%	161 17%	146 14%
2nd class - most of the time	457 23%	197 21%	260 24%
2nd class - all the time	181 9%	65 7%	117 11%
		a	
We never send letters	138 7%	93 10%	44 4%
		b	
Don't Know (DO NOT READ OUT)	35 2%	18 2%	17 2%
NET: Any 1st Class	1189 59%	557 60%	632 59%
NET: Any 2nd Class	945 47%	423 45%	522 49%

Columns Tested:: a,b

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1st class - all the time	515	-	22	107	96	10	34	26	45	57	16	67	35
	26%	-%	32%	30%	27%	30%	19%	48%	22%	23%	24%	22%	28%
								cdfhijkl					
1st class - most of the time	367	-	17	70	41	5	34	9	42	43	12	74	19
	18%	-%	25%	19%	12%	15%	19%	17%	21%	18%	18%	24%	16%
			d	d				d			d		
1st and 2nd class in equal amounts	307	-	7	57	51	5	35	5	42	37	12	37	19
	15%	-%	10%	16%	14%	15%	19%	10%	21%	15%	18%	12%	15%
2nd class - most of the time	457	-	14	76	77	13	49	5	44	60	11	73	33
	23%	-%	21%	21%	22%	39%	27%	10%	22%	25%	16%	23%	27%
						gj	g			g			g
2nd class - all the time	181	-	6	22	32	*	19	1	25	19	6	48	4
	9%	-%	8%	6%	9%	*%	10%	3%	12%	8%	9%	15%	3%
									l			cgl	
We never send letters	138	-	1	25	41	-	11	6	3	24	7	6	13
	7%	-%	2%	7%	12%	-%	6%	11%	1%	10%	11%	2%	11%
				hk	hk			hk		hk	hk		hk
Don't Know (DO NOT READ OUT)	35	-	1	3	17	*	-	1	3	3	2	5	-
	2%	-%	2%	1%	5%	1%	-%	1%	1%	1%	4%	2%	-%
				cf									
NET: Any 1st Class	1189	-	46	234	188	21	103	40	130	137	40	178	73
	59%	-%	67%	65%	53%	60%	57%	75%	64%	56%	60%	57%	59%
				d				dfik					
NET: Any 2nd Class	945	-	27	155	160	19	103	12	111	116	29	158	56
	47%	-%	39%	43%	45%	54%	57%	22%	55%	48%	43%	51%	45%
				g	g	g	cg		g	g	g	g	g

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 406 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1st class - all the time	515 26%	151 30%	119 24%	128 26%	118 24%	270 27%	246 25%
1st class - most of the time	367 18%	94 19%	74 15%	94 19%	105 21%	167 17%	200 20%
1st and 2nd class in equal amounts	307 15%	77 15%	77 15%	85 17%	68 14%	154 15%	152 15%
2nd class - most of the time	457 23%	97 19%	133 27%	110 22%	117 23%	230 23%	226 23%
2nd class - all the time	181 9%	30 6%	49 10%	45 9%	58 12%	79 8%	103 10%
We never send letters	138 7%	42 8%	36 7%	33 7%	27 5%	78 8%	60 6%
Don't Know (DO NOT READ OUT)	35 2%	9 2%	13 3%	6 1%	8 2%	22 2%	13 1%
NET: Any 1st Class	1189 59%	322 64%	269 54%	307 61%	291 58%	591 59%	598 60%
NET: Any 2nd Class	945 47%	204 41%	259 52%	239 48%	242 48%	463 46%	481 48%

Columns Tested:: a,b,c,d - a,b

Table 408

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2078	706	1372	1465	324	96	193	613
Effective base	995	314	689	911	187	60	118	248
Weighted Base	1862	505	1357	1775	75	8	5	88
Cost of postage	903	195	709	870	28	4	2	33
	49%	39%	52%	49%	37%	43%	39%	38%
Speed of delivery	839	296	542	798	34	4	2	41
	45%	59%	40%	45%	46%	47%	50%	46%
		b						
Value for money	504	125	379	481	18	3	1	23
	27%	25%	28%	27%	25%	40%	28%	26%
						abe		
They are the stamps I have to hand	472	122	350	454	16	2	*	18
	25%	24%	26%	26%	21%	20%	10%	20%
				d	d			d
Value of the item to be sent	259	113	146	248	9	1	1	12
	14%	22%	11%	14%	12%	17%	21%	13%
		b					abe	
Security (i.e. that items sent will reach their destination intact)	209	106	103	201	6	1	*	8
	11%	21%	8%	11%	9%	15%	9%	9%
		b						
I don't want others to think that the business doesn't want to use a 1st class stamp	116	25	91	108	7	*	*	7
	6%	5%	7%	6%	9%	5%	8%	8%
It's cheaper	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	6	12	15	2	*	*	2
	1%	1%	1%	1%	3%	1%	2%	3%
					a			a

Columns Tested:: a,b - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Method		Business Size 1				
		CATI a	CAWI b	0-9 a	10-49 b	50-99 c	100-249 d	10+ e
Significance Level: 95%								
Unweighted Base	2078	706	1372	1465	324	96	193	613
Effective base	995	314	689	911	187	60	118	248
Weighted Base	1862	505	1357	1775	75	8	5	88
No particular reason (DO NOT READ OUT)	70	15	55	66	4	*	*	4
	4%	3%	4%	4%	5%	2%	4%	5%
I Don't Know (DO NOT READ OUT)	31	21	11	29	3	*	*	3
	2%	4%	1%	2%	4%	*%	2%	3%
		b						

Columns Tested:: a,b - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2078	761	503	201	198	222	193	1465	324	289
Effective base	995	533	284	119	127	99	118	911	187	127
Weighted Base	1862	1124	514	137	51	32	5	1775	75	13
Cost of postage	903	559	252	60	18	13	2	870	28	6
	49%	50%	49%	44%	35%	42%	39%	49%	37%	42%
		dfh	dh					dfh		
Speed of delivery	839	525	211	62	23	15	2	798	34	6
	45%	47%	41%	45%	46%	46%	50%	45%	46%	48%
Value for money	504	298	144	39	11	11	1	481	18	5
	27%	27%	28%	28%	22%	34%	28%	27%	25%	36%
										adgh
They are the stamps I have to hand	472	269	148	37	13	4	*	454	16	2
	25%	24%	29%	27%	26%	13%	10%	26%	21%	17%
		ef	efi	efi	ef			efi	f	
Value of the item to be sent	259	153	74	21	8	3	1	248	9	2
	14%	14%	14%	15%	15%	9%	21%	14%	12%	19%
							aegh			e
Security (i.e. that items sent will reach their destination intact)	209	140	48	13	5	2	*	201	6	2
	11%	12%	9%	9%	10%	7%	9%	11%	9%	13%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	76	28	5	4	3	*	108	7	1
	6%	7%	5%	4%	9%	8%	8%	6%	9%	6%
It's cheaper	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	7	5	3	2	*	*	15	2	*
	1%	1%	1%	2%	3%	1%	2%	1%	3%	1%
				ag					ag	
No particular reason (DO NOT READ OUT)	70	30	31	5	3	1	*	66	4	*
	4%	3%	6%	3%	7%	3%	4%	4%	5%	3%
		a			a					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2078	761	503	201	198	222	193	1465	324	289
Effective base	995	533	284	119	127	99	118	911	187	127
Weighted Base	1862	1124	514	137	51	32	5	1775	75	13
I Don't Know (DO NOT READ OUT)	31	15	7	7	2	1	*	29	3	*
	2%	1%	1%	5%	3%	3%	2%	2%	4%	1%
				abg						

Columns Tested: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2078	954	511	324	96	193	786	282	106	94	205
Effective base	995	672	306	187	60	118	521	142	48	33	34
Weighted Base	1862	1443	332	75	8	5	1076	248	53	45	43
Cost of postage	903	721	149	28	4	2	533	139	24	24	21
	49%	50%	45%	37%	43%	39%	50%	56%	46%	53%	47%
Speed of delivery	839	657	141	34	4	2	466	100	19	25	24
	45%	46%	43%	46%	47%	50%	43%	40%	36%	55%	56%
Value for money	504	385	96	18	3	1	290	80	18	23	14
	27%	27%	29%	25%	40%	28%	27%	32%	35%	50%	32%
They are the stamps I have to hand	472	361	93	16	2	*	273	66	15	13	13
	25%	25%	28%	21%	20%	10%	25%	27%	28%	29%	30%
Value of the item to be sent	259	186	62	9	1	1	124	36	9	8	7
	14%	13%	19%	12%	17%	21%	12%	15%	16%	18%	16%
Security (i.e. that items sent will reach their destination intact)	209	164	37	6	1	*	107	31	5	7	7
	11%	11%	11%	9%	15%	9%	10%	12%	9%	16%	16%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	90	18	7	*	*	80	14	6	4	3
	6%	6%	5%	9%	5%	8%	7%	6%	11%	8%	6%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	9	6	2	*	*	10	1	3	1	*
	1%	1%	2%	3%	1%	2%	1%	*%	5%	2%	*%
No particular reason (DO NOT READ OUT)	70	52	13	4	*	*	46	6	1	*	2
	4%	4%	4%	5%	2%	4%	4%	2%	1%	1%	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2078	954	511	324	96	193	786	282	106	94	205
Effective base	995	672	306	187	60	118	521	142	48	33	34
Weighted Base	1862	1443	332	75	8	5	1076	248	53	45	43
I Don't Know (DO NOT READ OUT)	31	20	9	3	*	*	7	1	2	1	*
	2%	1%	3%	4%	*%	2%	1%	*%	3%	1%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2078	118	108	217	83	132	152	130	122	117
Effective base	995	80	77	143	58	93	110	96	84	81
Weighted Base	1862	159	144	332	92	151	253	233	148	133
Cost of postage	903	83	79	166	45	62	113	114	77	75
	49%	53%	55%	50%	49%	41%	45%	49%	52%	56%
Speed of delivery	839	59	72	167	39	78	107	107	53	57
	45%	37%	50%	50%	42%	52%	42%	46%	36%	43%
				h		h				
Value for money	504	38	53	109	26	47	49	45	45	36
	27%	24%	37%	33%	28%	31%	19%	19%	31%	27%
			fg	fg						
They are the stamps I have to hand	472	41	40	99	19	34	83	52	34	20
	25%	26%	27%	30%	21%	22%	33%	22%	23%	15%
				i			i			
Value of the item to be sent	259	24	25	64	14	14	34	17	19	15
	14%	15%	17%	19%	15%	9%	14%	8%	13%	11%
			g	eg						
Security (i.e. that items sent will reach their destination intact)	209	15	26	41	8	15	34	20	18	10
	11%	10%	18%	12%	8%	10%	13%	9%	12%	7%
			i							
I don't want others to think that the business doesn't want to use a 1st class stamp	116	14	10	18	*	7	16	17	6	9
	6%	9%	7%	5%	*%	5%	6%	7%	4%	7%
		d						d		
It's cheaper	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	*	-	1	4	1	5	3	2	-
	1%	*%	-%	*%	5%	1%	2%	1%	1%	-%
					c					

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2078	118	108	217	83	132	152	130	122	117
Effective base	995	80	77	143	58	93	110	96	84	81
Weighted Base	1862	159	144	332	92	151	253	233	148	133
No particular reason (DO NOT READ OUT)	70	10	1	8	5	7	12	5	11	4
	4%	6%	*%	2%	5%	5%	5%	2%	7%	3%
									b	
I Don't Know (DO NOT READ OUT)	31	2	3	5	2	4	2	5	3	2
	2%	1%	2%	1%	2%	3%	1%	2%	2%	1%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2078	332	348	499	1179	899	315	301	283
Effective base	995	231	241	349	803	409	152	173	155
Weighted Base	1862	377	451	817	1645	218	108	74	36
Cost of postage	903 49%	183 49%	240 53%	393 48%	815 50%	88 40%	40 37%	29 39%	19 53%
Speed of delivery	839 45%	ef 46%	efg 41%	ef 47%	efg 45%	efg 45%	efg 45%	efg 47%	efg 43%
Value for money	504 27%	109 29%	136 30%	203 25%	448 27%	56 26%	27 25%	20 27%	9 24%
They are the stamps I have to hand	472 25%	73 19%	115 26%	235 29%	423 26%	49 23%	26 25%	18 24%	5 15%
Value of the item to be sent	259 14%	42 11%	68 15%	116 14%	226 14%	34 15%	16 15%	11 15%	6 18%
Security (i.e. that items sent will reach their destination intact)	209 11%	33 9%	59 13%	95 12%	187 11%	22 10%	13 12%	6 9%	3 9%
I don't want others to think that the business doesn't want to use a 1st class stamp	116 6%	16 4%	30 7%	52 6%	98 6%	18 8%	9 8%	7 9%	3 8%
It's cheaper	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's what I can afford	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	17 1%	6 2%	2 *%	9 1%	16 1%	1 *%	* *%	1 1%	* 1%
No particular reason (DO NOT READ OUT)	70 4%	16 4%	21 5%	25 3%	62 4%	8 4%	6 6%	2 3%	* 1%

Columns Tested: a,b,c,d,e,f,g,h

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2078	332	348	499	1179	899	315	301	283
Effective base	995	231	241	349	803	409	152	173	155
Weighted Base	1862	377	451	817	1645	218	108	74	36
I Don't Know (DO NOT READ OUT)	31	8	8	12	27	4	2	2	*
	2%	2%	2%	1%	2%	2%	2%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	*c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2078	84	132	28	160	178	484	98	97	969
Effective base	995	41	50	13	63	91	253	40	37	491
Weighted Base	1862	93	119	33	153	215	386	65	58	885
Cost of postage	903	49	64	19	83	81	197	21	19	452
	49%	52%	54%	57%	54%	38%	51%	33%	32%	51%
			h		egh		egh			egh
Speed of delivery	839	34	60	12	72	96	153	35	35	411
	45%	36%	50%	36%	47%	45%	40%	53%	59%	46%
									af	
Value for money	504	39	27	19	46	53	98	14	15	236
	27%	41%	22%	58%	30%	25%	25%	21%	26%	27%
		fi								
They are the stamps I have to hand	472	29	18	12	30	51	75	24	23	238
	25%	31%	15%	36%	20%	24%	20%	37%	40%	27%
								bf	bdf	f
Value of the item to be sent	259	16	22	5	27	25	63	5	6	117
	14%	18%	19%	14%	18%	11%	16%	7%	10%	13%
Security (i.e. that items sent will reach their destination intact)	209	19	20	7	28	17	44	8	10	83
	11%	20%	17%	22%	18%	8%	11%	12%	17%	9%
		i			i					
I don't want others to think that the business doesn't want to use a 1st class stamp	116	8	3	8	12	8	31	1	9	48
	6%	9%	3%	25%	8%	4%	8%	2%	15%	5%
									begi	
It's cheaper	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	*	1	-	1	1	6	-	*	10
	1%	*%	1%	-%	*%	*%	1%	-%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	2078	84	132	28	160	178	484	98	97	969
Effective base	995	41	50	13	63	91	253	40	37	491
Weighted Base	1862	93	119	33	153	215	386	65	58	885
No particular reason (DO NOT READ OUT)	70	6	3	-	3	11	14	3	2	31
	4%	6%	3%	-%	2%	5%	4%	4%	3%	3%
I Don't Know (DO NOT READ OUT)	31	-	*	-	*	6	8	*	*	17
	2%	-%	*%	-%	*%	3%	2%	*%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2078	422	484	1172	1738	340	-	1770	308	2005	73
Effective base	995	194	253	572	835	161	-	900	101	957	38
Weighted Base	1862	461	386	1016	1553	309	-	1719	143	1799	63
Cost of postage	903	212	197	494	766	137	-	849	55	873	31
	49%	46%	51%	49%	49%	44%	-%	49%	38%	48%	49%
Speed of delivery	839	202	153	484	731	107	-	774	65	809	30
	45%	44%	40%	48%	47%	35%	-%	45%	45%	45%	47%
Value for money	504	138	98	269	426	78	-	462	42	487	17
	27%	30%	25%	26%	27%	25%	-%	27%	30%	27%	27%
They are the stamps I have to hand	472	111	75	286	389	83	-	427	45	454	18
	25%	24%	20%	28%	25%	27%	-%	25%	31%	25%	29%
Value of the item to be sent	259	68	63	128	222	37	-	242	18	246	13
	14%	15%	16%	13%	14%	12%	-%	14%	12%	14%	21%
Security (i.e. that items sent will reach their destination intact)	209	64	44	101	171	38	-	197	13	198	11
	11%	14%	11%	10%	11%	12%	-%	11%	9%	11%	17%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	27	31	58	104	12	-	108	8	115	1
	6%	6%	8%	6%	7%	4%	-%	6%	5%	6%	2%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	1	6	10	17	*	-	17	*	17	-
	1%	*%	1%	1%	1%	*%	-%	1%	*%	1%	-%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2078	422	484	1172	1738	340	-	1770	308	2005	73
Effective base	995	194	253	572	835	161	-	900	101	957	38
Weighted Base	1862	461	386	1016	1553	309	-	1719	143	1799	63
No particular reason (DO NOT READ OUT)	70	20	14	35	55	16	-	63	7	69	1
	4%	4%	4%	3%	4%	5%	-%	4%	5%	4%	1%
I Don't Know (DO NOT READ OUT)	31	6	8	17	22	10	-	25	6	25	6
	2%	1%	2%	2%	1%	3%	-%	1%	4%	1%	10%
											a

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2078	1236	401	413
Effective base	995	636	150	199
Weighted Base	1862	1196	279	369
Cost of postage	903	560	150	189
	49%	47%	54%	51%
Speed of delivery	839	523	122	187
	45%	44%	44%	51%
Value for money	504	288	99	113
	27%	24%	35%	31%
		a		
They are the stamps I have to hand	472	360	53	59
	25%	30%	19%	16%
		bc		
Value of the item to be sent	259	133	53	74
	14%	11%	19%	20%
			a	a
Security (i.e. that items sent will reach their destination intact)	209	106	35	65
	11%	9%	12%	18%
				a
I don't want others to think that the business doesn't want to use a 1st class stamp	116	64	28	23
	6%	5%	10%	6%
			a	
It's cheaper	-	-	-	-
	-%	-%	-%	-%
It's what I can afford	-	-	-	-
	-%	-%	-%	-%
Other (please specify)	17	8	5	5
	1%	1%	2%	1%

Columns Tested:: a,b,c

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Role of mail services		
		Administrative a	Critical for communications b	Core to business operations c
Unweighted Base	2078	1236	401	413
Effective base	995	636	150	199
Weighted Base	1862	1196	279	369
No particular reason (DO NOT READ OUT)	70 4%	58 5%	2 1%	10 3%
I Don't Know (DO NOT READ OUT)	31 2%	18 1%	4 1%	3 1%

Columns Tested: a,b,c

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2078	1612	307	85	18	27	16	8	5	1919	159	74
Effective base	995	850	111	21	5	7	4	4	2	958	38	17
Weighted Base	1862	1626	169	35	7	18	5	2	*	1795	67	33
Cost of postage	903	799	81	10	5	6	3	1	*	880	24	14
	49%	49%	48%	28%	64%	30%	64%	39%	20%	49%	35%	43%
Speed of delivery	839	724	88	20	3	2	2	1	*	812	27	7
	45%	45%	52%	56%	36%	11%	39%	29%	93%	45%	40%	23%
			k	k								
Value for money	504	423	58	8	2	10	1	1	*	482	23	14
	27%	26%	35%	24%	34%	54%	22%	34%	10%	27%	34%	43%
They are the stamps I have to hand	472	439	21	5	3	3	*	1	*	460	12	7
	25%	27%	12%	15%	40%	16%	10%	26%	6%	26%	18%	21%
		b								b		
Value of the item to be sent	259	211	34	11	1	2	*	*	*	245	14	4
	14%	13%	20%	31%	12%	11%	5%	19%	15%	14%	21%	11%
			a	ai								
Security (i.e. that items sent will reach their destination intact)	209	167	32	4	2	1	2	*	*	200	9	5
	11%	10%	19%	11%	32%	5%	45%	3%	10%	11%	14%	17%
			ai									
I don't want others to think that the business doesn't want to use a 1st class stamp	116	93	15	3	2	1	2	1	*	107	9	5
	6%	6%	9%	10%	24%	5%	46%	27%	7%	6%	13%	16%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	16	*	1	-	-	-	-	-	16	1	-
	1%	1%	*%	3%	-%	-%	-%	-%	-%	1%	2%	-%
No particular reason (DO NOT READ OUT)	70	63	6	1	-	-	-	-	-	69	1	-
	4%	4%	4%	3%	-%	-%	-%	-%	-%	4%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2078	1612	307	85	18	27	16	8	5	1919	159	74
Effective base	995	850	111	21	5	7	4	4	2	958	38	17
Weighted Base	1862	1626	169	35	7	18	5	2	*	1795	67	33
I Don't Know (DO NOT READ OUT)	31	28	2	1	-	*	-	-	-	30	2	*
	2%	2%	1%	4%	-%	2%	-%	-%	-%	2%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2078	919	693	466	1840	1457	1922	1358	781	678	490	1018	95	120	78	84	37
Effective base	995	526	326	148	859	665	910	630	343	259	272	516	28	41	22	23	12
Weighted Base	1862	1039	587	237	1596	1243	1687	1214	664	490	484	989	47	80	39	31	17
Cost of postage	903	478	321	105	778	625	830	604	313	232	231	484	20	48	21	17	8
	49%	46%	55%	44%	49%	50%	49%	50%	47%	47%	48%	49%	42%	60%	55%	57%	47%
			ac														
Speed of delivery	839	451	272	115	706	561	753	534	260	225	213	452	17	34	18	11	7
	45%	43%	46%	49%	44%	45%	45%	44%	39%	46%	44%	46%	37%	43%	47%	35%	43%
Value for money	504	236	187	81	455	376	481	353	205	173	113	276	17	40	20	13	2
	27%	23%	32%	34%	28%	30%	29%	29%	31%	35%	23%	28%	35%	50%	51%	43%	10%
			a	a						ac				abg	abg	ag	
They are the stamps I have to hand	472	311	128	33	424	315	437	281	151	122	125	275	7	13	7	7	3
	25%	30%	22%	14%	27%	25%	26%	23%	23%	25%	26%	28%	14%	16%	19%	24%	19%
		bc	c														
Value of the item to be sent	259	123	88	48	215	183	234	183	83	56	63	132	5	19	5	7	4
	14%	12%	15%	20%	13%	15%	14%	15%	12%	12%	13%	13%	10%	23%	12%	22%	23%
			a														
Security (i.e. that items sent will reach their destination intact)	209	100	67	42	158	147	184	141	61	60	56	99	8	12	5	3	*
	11%	10%	11%	18%	10%	12%	11%	12%	9%	12%	11%	10%	18%	15%	13%	11%	2%
			a														
I don't want others to think that the business doesn't want to use a 1st class stamp	116	56	36	23	101	88	106	82	53	39	20	67	7	5	*	6	1
	6%	5%	6%	10%	6%	7%	6%	7%	8%	8%	4%	7%	14%	6%	1%	20%	4%
			a													abe	
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	8	8	1	13	11	13	13	10	5	1	11	-	*	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	-%

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	2078	919	693	466	1840	1457	1922	1358	781	678	490	1018	95	120	78	84	37
Effective base	995	526	326	148	859	665	910	630	343	259	272	516	28	41	22	23	12
Weighted Base	1862	1039	587	237	1596	1243	1687	1214	664	490	484	989	47	80	39	31	17
No particular reason (DO NOT READ OUT)	70 4%	44 4%	19 3%	7 3%	65 4%	45 4%	67 4%	44 4%	28 4%	9 2%	24 5%	41 4%	1 2%	* *%	* *%	* 1%	* *%
I Don't Know (DO NOT READ OUT)	31 2%	21 2%	7 1%	4 2%	19 1%	12 1%	20 1%	15 1%	8 1%	1 *%	8 2%	7 1%	* 1%	2 2%	- -%	2 8%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2078	1393	150	106	85	42	43	21	1019	177	103	65	46	26	21
Effective base	995	720	59	34	23	13	9	6	524	62	27	25	12	9	7
Weighted Base	1862	1365	91	68	35	17	10	11	976	125	52	49	21	12	9
Cost of postage	903	659	41	35	21	11	6	5	496	51	23	30	11	7	7
	49%	48%	45%	51%	58%	64%	61%	43%	51%	41%	44%	62%	54%	55%	72%
Speed of delivery	839	602	42	29	13	9	4	6	445	59	27	21	3	5	1
	45%	44%	46%	43%	37%	49%	46%	57%	46%	47%	51%	43%	12%	41%	16%
									e	e	e				
Value for money	504	360	36	31	10	11	5	*	256	58	25	25	6	4	1
	27%	26%	40%	46%	29%	64%	48%	3%	26%	47%	49%	51%	31%	33%	15%
			a	a		ad				a	a	a			
They are the stamps I have to hand	472	373	24	10	10	4	3	*	269	16	16	9	1	1	2
	25%	27%	27%	14%	28%	21%	35%	4%	28%	13%	31%	18%	5%	10%	27%
									b						
Value of the item to be sent	259	180	9	9	8	2	4	3	146	10	10	13	3	1	1
	14%	13%	10%	14%	22%	14%	38%	28%	15%	8%	20%	27%	15%	5%	10%
							ab					b			
Security (i.e. that items sent will reach their destination intact)	209	129	9	9	5	6	*	*	110	16	13	5	2	*	*
	11%	9%	10%	14%	13%	34%	*%	*%	11%	13%	25%	10%	7%	3%	4%
						abf					a				
I don't want others to think that the business doesn't want to use a 1st class stamp	116	85	6	4	*	4	*	1	67	8	6	4	1	2	-
	6%	6%	7%	7%	1%	21%	2%	7%	7%	6%	11%	9%	6%	18%	-%
						ad									
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	11	1	*	-	-	*	-	11	-	*	-	-	-	-
	1%	1%	1%	*%	-%	-%	4%	-%	1%	-%	*%	-%	-%	-%	-%
No particular reason (DO NOT READ OUT)	70	60	4	*	*	*	-	*	42	2	*	*	*	*	-
	4%	4%	5%	1%	1%	1%	-%	*%	4%	2%	*%	*%	*%	3%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2078	1393	150	106	85	42	43	21	1019	177	103	65	46	26	21
Effective base	995	720	59	34	23	13	9	6	524	62	27	25	12	9	7
Weighted Base	1862	1365	91	68	35	17	10	11	976	125	52	49	21	12	9
I Don't Know (DO NOT READ OUT)	31	14	*	2	2	-	*	-	7	2	1	*	2	-	-
	2%	1%	*%	3%	6%	-%	3%	-%	1%	2%	1%	1%	10%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2078	924	151	110	65	53	21	34	781	390	405	235	100
Effective base	995	474	62	43	22	17	6	11	445	177	182	72	32
Weighted Base	1862	927	124	58	39	31	13	22	865	323	329	109	49
Cost of postage	903 49%	474 51%	50 40%	31 54%	21 53%	9 28%	12 90%	8 34%	445 51%	136 42%	173 53%	45 41%	25 52%
Speed of delivery	839 45%	409 44%	57 46%	23 39%	15 40%	18 57%	4 28%	8 36%	380 44%	155 48%	134 41%	61 56%	20 40%
Value for money	504 27%	245 26%	42 34%	23 40%	20 52%	12 40%	3 20%	7 33%	200 23%	105 33%	122 37%	35 32%	14 29%
They are the stamps I have to hand	472 25%	234 25%	22 17%	13 23%	4 11%	* 1%	* 4%	6 28%	266 31%	100 31%	47 14%	18 17%	4 8%
Value of the item to be sent	259 14%	143 15%	19 16%	6 10%	5 13%	3 10%	* 3%	6 25%	104 12%	40 13%	51 16%	27 24%	10 20%
Security (i.e. that items sent will reach their destination intact)	209 11%	109 12%	11 9%	5 9%	11 29%	3 8%	1 5%	2 10%	97 11%	26 8%	41 12%	15 13%	4 7%
I don't want others to think that the business doesn't want to use a 1st class stamp	116 6%	60 6%	7 6%	3 4%	6 16%	* 1%	1 5%	6 26%	52 6%	11 3%	29 9%	13 12%	1 2%
It's cheaper	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's what I can afford	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	17 1%	10 1%	1 1%	- -%	- -%	2 6%	- -%	- -%	5 1%	3 1%	5 2%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2078	924	151	110	65	53	21	34	781	390	405	235	100
Effective base	995	474	62	43	22	17	6	11	445	177	182	72	32
Weighted Base	1862	927	124	58	39	31	13	22	865	323	329	109	49
No particular reason (DO NOT READ OUT)	70	40	2	*	2	*	-	-	34	17	12	4	*
	4%	4%	1%	1%	4%	*%	-%	-%	4%	5%	4%	3%	*%
I Don't Know (DO NOT READ OUT)	31	10	4	1	-	-	-	*	8	3	3	3	-
	2%	1%	3%	1%	-%	-%	-%	1%	1%	1%	1%	3%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2078	846	364	337	210	72	618	295	298	159	71
Effective base	995	471	168	145	58	21	339	124	119	52	24
Weighted Base	1862	929	299	248	80	26	667	233	209	80	40
Cost of postage	903	461	135	131	29	14	345	102	113	38	21
	49%	50%	45%	53%	36%	52%	52%	44%	54%	48%	53%
Speed of delivery	839	404	144	97	44	9	302	105	86	48	16
	45%	43%	48%	39%	56%	36%	45%	45%	41%	60%	39%
Value for money	504	223	104	86	26	7	181	72	83	24	11
	27%	24%	35%	35%	32%	27%	27%	31%	40%	30%	29%
They are the stamps I have to hand	472	287	80	36	16	3	205	62	28	12	3
	25%	31%	27%	14%	20%	11%	31%	27%	14%	15%	7%
Value of the item to be sent	259	126	31	42	11	4	78	33	35	25	9
	14%	14%	10%	17%	14%	14%	12%	14%	17%	32%	24%
Security (i.e. that items sent will reach their destination intact)	209	89	20	31	10	2	77	29	26	10	1
	11%	10%	7%	12%	13%	8%	12%	12%	12%	13%	4%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	58	13	25	5	1	47	13	18	10	1
	6%	6%	4%	10%	6%	3%	7%	6%	9%	12%	1%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	5	3	5	-	-	6	2	3	-	-
	1%	1%	1%	2%	-%	-%	1%	1%	1%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2078	846	364	337	210	72	618	295	298	159	71
Effective base	995	471	168	145	58	21	339	124	119	52	24
Weighted Base	1862	929	299	248	80	26	667	233	209	80	40
No particular reason (DO NOT READ OUT)	70	35	17	10	3	*	29	8	6	1	*
	4%	4%	6%	4%	4%	1%	4%	4%	3%	1%	1%
I Don't Know (DO NOT READ OUT)	31	9	3	4	2	-	5	1	2	1	-
	2%	1%	1%	1%	2%	-%	1%	1%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2078	579	225	274	171	82	769	104	470	1791	287	1681	159
Effective base	995	315	93	122	65	28	357	46	222	878	117	800	58
Weighted Base	1862	630	195	207	111	49	687	65	446	1645	217	1491	105
Cost of postage	903 49%	320 51%	96 49%	107 52%	50 45%	27 55%	368 53%	24 36%	206 46%	803 49%	100 46%	731 49%	46 44%
Speed of delivery	839 45%	270 43%	82 42%	94 46%	54 49%	24 49%	306 44%	27 41%	195 44%	741 45%	97 45%	660 44%	46 43%
Value for money	504 27%	164 26%	60 31%	71 34%	36 33%	18 37%	212 31%	14 21%	121 27%	447 27%	57 26%	420 28%	35 33%
They are the stamps I have to hand	472 25%	174 28%	41 21%	33 16%	14 13%	6 13%	110 16%	6 9%	161 36%	437 27%	35 16%	411 28%	13 12%
Value of the item to be sent	259 14%	86 14%	16 8%	40 19%	27 25%	10 22%	107 16%	5 7%	69 16%	226 14%	33 15%	202 14%	13 12%
Security (i.e. that items sent will reach their destination intact)	209 11%	69 11%	16 8%	32 15%	15 13%	3 7%	75 11%	5 7%	59 13%	185 11%	25 11%	145 10%	13 13%
I don't want others to think that the business doesn't want to use a 1st class stamp	116 6%	36 6%	13 7%	19 9%	8 8%	3 6%	43 6%	6 10%	32 7%	97 6%	19 9%	90 6%	12 11%
It's cheaper	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's what I can afford	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2078	579	225	274	171	82	769	104	470	1791	287	1681	159
Effective base	995	315	93	122	65	28	357	46	222	878	117	800	58
Weighted Base	1862	630	195	207	111	49	687	65	446	1645	217	1491	105
Other (please specify)	17	7	2	2	1	1	12	-	2	13	4	13	-
	1%	1%	1%	1%	1%	2%	2%	0%	2%	1%	2%	1%	0%
No particular reason (DO NOT READ OUT)	70	28	9	5	2	1	23	3	18	66	4	65	*
	4%	4%	5%	3%	1%	1%	3%	5%	4%	4%	2%	4%	1%
I Don't Know (DO NOT READ OUT)	31	7	1	1	3	-	3	4	5	24	8	14	6
	2%	1%	1%	1%	3%	0%	1%	6%	1%	1%	4%	1%	5%
								ac					a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2078	1246	211	903	455	1683	157	1239	218	905	453
Effective base	995	596	69	450	180	802	57	588	77	453	178
Weighted Base	1862	1109	134	863	351	1493	104	1100	143	865	349
Cost of postage	903	571	53	443	161	731	47	563	61	449	155
	49%	51%	40%	51%	46%	49%	45%	51%	43%	52%	44%
Speed of delivery	839	494	67	379	155	660	46	496	64	377	157
	45%	45%	50%	44%	44%	44%	45%	45%	45%	44%	45%
Value for money	504	322	54	271	82	416	39	321	55	262	91
	27%	29%	40%	31%	23%	28%	37%	29%	38%	30%	26%
They are the stamps I have to hand	472	298	17	213	68	411	13	292	23	218	62
	25%	27%	13%	25%	19%	28%	13%	27%	16%	25%	18%
Value of the item to be sent	259	169	15	128	55	203	12	168	15	131	52
	14%	15%	11%	15%	16%	14%	11%	15%	11%	15%	15%
Security (i.e. that items sent will reach their destination intact)	209	125	22	103	38	141	18	125	21	101	40
	11%	11%	16%	12%	11%	9%	17%	11%	15%	12%	11%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	75	13	52	30	89	12	73	15	55	27
	6%	7%	10%	6%	8%	6%	11%	7%	11%	6%	8%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	11	-	9	5	13	-	11	-	7	6
	1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	2%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2078	1246	211	903	455	1683	157	1239	218	905	453
Effective base	995	596	69	450	180	802	57	588	77	453	178
Weighted Base	1862	1109	134	863	351	1493	104	1100	143	865	349
No particular reason (DO NOT READ OUT)	70	43	1	36	9	65	*	43	2	36	9
	4%	4%	1%	4%	2%	4%	*%	4%	1%	4%	2%
I Don't Know (DO NOT READ OUT)	31	8	4	8	7	14	5	8	4	8	7
	2%	1%	3%	1%	2%	1%	5%	1%	3%	1%	2%

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2078	867	1443	269	3	783	1035	219	4	953	731	238	2
Effective base	995	379	697	112	2	345	485	94	3	438	350	105	2
Weighted Base	1862	711	1284	208	3	644	884	167	4	839	647	185	4
Cost of postage	903 49%	328 46%	659 51%	113 55%	- -%	310 48%	483 55%	87 52%	2 39%	404 48%	366 57%	110 59%	2 41%
Speed of delivery	839 45%	340 48%	592 46%	123 59%	2 53%	300 46%	434 49%	92 55%	4 100%	385 46%	305 47%	108 58%	- -%
Value for money	504 27%	213 30%	375 29%	79 38%	- -%	198 31%	272 31%	63 38%	2 44%	237 28%	204 32%	66 36%	4 100%
They are the stamps I have to hand	472 25%	183 26%	363 28%	52 25%	- -%	158 25%	240 27%	41 25%	- -%	184 22%	166 26%	45 24%	- -%
Value of the item to be sent	259 14%	117 17%	185 14%	57 27%	- -%	120 19%	146 16%	54 32%	- -%	146 17%	122 19%	57 31%	- -%
Security (i.e. that items sent will reach their destination intact)	209 11%	111 16%	119 9%	44 21%	- -%	104 16%	101 11%	40 24%	1 13%	117 14%	79 12%	46 25%	- -%
I don't want others to think that the business doesn't want to use a 1st class stamp	116 6%	70 10%	75 6%	26 13%	- -%	68 11%	58 7%	20 12%	- -%	75 9%	40 6%	28 15%	- -%
It's cheaper	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
It's what I can afford	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	17 1%	3 *%	11 1%	- -%	- -%	1 *%	10 1%	1 *%	- -%	8 1%	8 1%	3 2%	- -%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2078	867	1443	269	3	783	1035	219	4	953	731	238	2
Effective base	995	379	697	112	2	345	485	94	3	438	350	105	2
Weighted Base	1862	711	1284	208	3	644	884	167	4	839	647	185	4
No particular reason (DO NOT READ OUT)	70 4%	19 3%	54 4%	8 4%	- -%	14 2%	35 4%	4 2%	- -%	28 3%	25 4%	3 2%	- -%
I Don't Know (DO NOT READ OUT)	31 2%	1 *%	11 1%	1 1%	1 47%	3 *%	4 *%	1 1%	- -%	10 1%	5 1%	3 2%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2078	1635	1210	894	1278	1049	50	587	456	440	114	80	469	432
Effective base	995	781	569	441	606	511	18	300	222	213	58	44	227	207
Weighted Base	1862	1449	1045	832	1145	953	14	566	424	416	111	88	441	394
Cost of postage	903	716	533	435	481	625	9	331	218	220	66	60	181	258
	49%	49%	51%	52%	42%	66%	63%	58%	51%	53%	59%	69%	41%	66%
					a							b	a	
Speed of delivery	839	653	492	394	600	357	7	265	206	224	71	52	253	163
	45%	45%	47%	47%	52%	37%	51%	47%	49%	54%	64%	59%	57%	41%
					b						ab		b	
Value for money	504	400	309	243	296	300	8	183	124	131	49	44	125	133
	27%	28%	30%	29%	26%	32%	58%	32%	29%	31%	44%	49%	28%	34%
					a		ab				b	abc		
They are the stamps I have to hand	472	407	285	203	355	242	3	146	111	93	22	24	155	118
	25%	28%	27%	24%	31%	25%	25%	26%	26%	22%	19%	27%	35%	30%
					b									
Value of the item to be sent	259	198	165	132	179	147	3	100	85	87	43	31	82	68
	14%	14%	16%	16%	16%	15%	25%	18%	20%	21%	38%	36%	19%	17%
											abc	abc		
Security (i.e. that items sent will reach their destination intact)	209	149	125	104	138	89	3	70	67	76	34	23	71	47
	11%	10%	12%	13%	12%	9%	24%	12%	16%	18%	30%	26%	16%	12%
							b				abc	a		
I don't want others to think that the business doesn't want to use a 1st class stamp	116	90	77	58	92	39	3	42	51	43	20	14	35	13
	6%	6%	7%	7%	8%	4%	25%	7%	12%	10%	18%	16%	8%	3%
					b		ab				a		b	
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2078	1635	1210	894	1278	1049	50	587	456	440	114	80	469	432
Effective base	995	781	569	441	606	511	18	300	222	213	58	44	227	207
Weighted Base	1862	1449	1045	832	1145	953	14	566	424	416	111	88	441	394
Other (please specify)	17	13	11	8	8	10	-	5	3	3	-	-	4	6
	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%	2%
No particular reason (DO NOT READ OUT)	70	64	39	32	49	33	*	22	17	10	3	3	11	8
	4%	4%	4%	4%	4%	3%	2%	4%	4%	2%	3%	3%	3%	2%
I Don't Know (DO NOT READ OUT)	31	10	4	4	8	1	-	3	1	1	-	1	5	1
	2%	1%	*%	1%	1%	*%	-%	1%	*%	*%	-%	1%	1%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2078	168	98	77	35	1822	1309	1901	1341	1292	850	1733	254	1	1569	111
Effective base	995	81	41	36	18	863	592	901	611	590	385	839	116	1	739	64
Weighted Base	1862	152	69	64	40	1606	1061	1678	1124	1053	735	1568	205	*	1390	121
Cost of postage	903	115	34	34	22	765	518	798	536	507	381	748	120	-	704	55
	49%	75%	49%	54%	55%	48%	49%	48%	48%	48%	52%	48%	58%	bc	51%	45%
Speed of delivery	839	60	34	24	10	742	528	774	569	549	405	738	128	*	645	52
	45%	40%	49%	37%	25%	46%	50%	46%	51%	52%	55%	47%	62%	100%	46%	43%
										ac	b	b	b			
Value for money	504	68	33	17	19	421	303	455	342	313	261	415	89	-	396	21
	27%	45%	47%	27%	48%	26%	29%	27%	30%	30%	36%	26%	43%	bc	28%	17%
											b	b	b			
They are the stamps I have to hand	472	43	12	10	14	428	258	440	275	274	208	415	63	*	355	27
	25%	28%	18%	16%	36%	27%	24%	26%	24%	26%	28%	26%	31%	100%	26%	22%
Value of the item to be sent	259	34	8	6	4	228	180	239	198	217	149	233	75	-	194	7
	14%	22%	11%	9%	9%	14%	17%	14%	18%	21%	20%	15%	37%	bc	14%	6%
										ac	b	b	ab			
Security (i.e. that items sent will reach their destination intact)	209	21	12	1	5	178	137	188	156	177	136	180	54	-	157	15
	11%	14%	17%	2%	12%	11%	13%	11%	14%	17%	18%	11%	26%	bc	11%	12%
		c	c							ac	b	b	b			
I don't want others to think that the business doesn't want to use a 1st class stamp	116	10	11	4	5	91	67	101	74	74	72	93	27	*	81	10
	6%	7%	17%	6%	13%	6%	6%	6%	7%	7%	10%	6%	13%	100%	6%	9%
											b	b	b			
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2078	168	98	77	35	1822	1309	1901	1341	1292	850	1733	254	1	1569	111
Effective base	995	81	41	36	18	863	592	901	611	590	385	839	116	1	739	64
Weighted Base	1862	152	69	64	40	1606	1061	1678	1124	1053	735	1568	205	*	1390	121
Other (please specify)	17	2	-	2	-	17	7	17	12	14	4	17	1	-	11	2
	1%	1%	-%	3%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	2%
No particular reason (DO NOT READ OUT)	70	3	-	3	-	65	35	65	33	31	13	57	8	-	47	7
	4%	2%	-%	4%	-%	4%	3%	4%	3%	3%	2%	4%	4%	-%	3%	6%
I Don't Know (DO NOT READ OUT)	31	*	1	-	-	19	15	20	16	14	5	19	1	-	14	4
	2%	*%	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	4%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2078	696	1228	560	30	283	395	234	1376	423	302	330	1385
Effective base	995	346	588	242	16	118	181	103	669	204	142	148	682
Weighted Base	1862	665	1088	480	39	232	360	180	1276	374	250	296	1268
Cost of postage	903	363	501	248	20	116	184	101	613	184	133	143	609
	49%	54%	46%	52%	52%	50%	51%	56%	48%	49%	53%	48%	48%
Speed of delivery	839	277	505	213	17	84	175	90	572	171	129	125	571
	45%	42%	46%	44%	43%	36%	49%	50%	45%	46%	51%	42%	45%
Value for money	504	193	274	147	4	70	96	62	356	83	84	94	316
	27%	29%	25%	31%	11%	30%	27%	35%	28%	22%	33%	32%	25%
They are the stamps I have to hand	472	162	294	86	10	52	59	36	329	105	46	69	355
	25%	24%	27%	18%	26%	22%	16%	20%	26%	28%	18%	23%	28%
Value of the item to be sent	259	98	144	76	4	29	60	29	168	61	48	50	154
	14%	15%	13%	16%	10%	13%	17%	16%	13%	16%	19%	17%	12%
Security (i.e. that items sent will reach their destination intact)	209	68	128	69	2	24	52	40	123	42	33	36	138
	11%	10%	12%	14%	5%	10%	15%	22%	10%	11%	13%	12%	11%
I don't want others to think that the business doesn't want to use a 1st class stamp	116	39	69	35	1	20	22	16	83	16	20	26	69
	6%	6%	6%	7%	3%	9%	6%	9%	7%	4%	8%	9%	5%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	10	6	7	1	5	4	4	11	2	2	3	11
	1%	1%	1%	1%	3%	2%	1%	2%	1%	*%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	2078	696	1228	560	30	283	395	234	1376	423	302	330	1385
Effective base	995	346	588	242	16	118	181	103	669	204	142	148	682
Weighted Base	1862	665	1088	480	39	232	360	180	1276	374	250	296	1268
No particular reason (DO NOT READ OUT)	70	21	48	11	1	6	9	4	50	11	3	9	54
	4%	3%	4%	2%	2%	3%	2%	2%	4%	3%	1%	3%	4%
I Don't Know (DO NOT READ OUT)	31	7	18	4	-	4	4	*	16	1	2	3	14
	2%	1%	2%	1%	-%	2%	1%	*%	1%	*%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2078	1068	1010
Effective base	995	467	530
Weighted Base	1862	837	1025
Cost of postage	903	400	503
	49%	48%	49%
Speed of delivery	839	409	430
	45%	49%	42%
		b	
Value for money	504	240	264
	27%	29%	26%
They are the stamps I have to hand	472	222	250
	25%	26%	24%
Value of the item to be sent	259	149	111
	14%	18%	11%
		b	
Security (i.e. that items sent will reach their destination intact)	209	122	87
	11%	15%	9%
		b	
I don't want others to think that the business doesn't want to use a 1st class stamp	116	55	61
	6%	7%	6%
It's cheaper	-	-	-
	-%	-%	-%
It's what I can afford	-	-	-
	-%	-%	-%
Other (please specify)	17	5	12
	1%	1%	1%
No particular reason (DO NOT READ OUT)	70	20	50
	4%	2%	5%
			a

Columns Tested:: a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2078	1068	1010
Effective base	995	467	530
Weighted Base	1862	837	1025
I Don't Know (DO NOT READ OUT)	31	19	13
	2%	2%	1%

Columns Tested:: a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2078	-	89	341	381	43	152	119	248	191	178	216	120
Effective base	995	-	36	165	177	16	84	35	115	116	58	143	70
Weighted Base	1862	-	67	335	315	35	171	47	201	218	59	304	110
Cost of postage	903	-	35	152	146	17	90	19	96	117	25	164	42
	49%	-%	53%	45%	47%	48%	52%	41%	48%	54%	42%	54%	38%
Speed of delivery	839	-	39	186	156	14	70	20	89	85	25	121	34
	45%	-%	58%	55%	50%	41%	41%	42%	44%	39%	42%	40%	31%
			l	fikl	l								
Value for money	504	-	25	99	78	7	49	15	54	47	15	92	25
	27%	-%	37%	29%	25%	20%	28%	32%	27%	21%	25%	30%	22%
They are the stamps I have to hand	472	-	26	105	74	4	44	9	47	48	14	66	34
	25%	-%	39%	31%	24%	11%	26%	19%	23%	22%	24%	22%	31%
			eik										
Value of the item to be sent	259	-	17	58	43	5	22	3	32	23	7	38	11
	14%	-%	25%	17%	14%	16%	13%	6%	16%	10%	11%	12%	10%
			gil										
Security (i.e. that items sent will reach their destination intact)	209	-	18	50	46	3	15	4	17	15	6	31	3
	11%	-%	27%	15%	15%	10%	9%	7%	8%	7%	9%	10%	3%
			fghijkl	il	l								
I don't want others to think that the business doesn't want to use a 1st class stamp	116	-	3	20	17	3	9	2	15	17	3	22	5
	6%	-%	4%	6%	5%	9%	5%	4%	7%	8%	5%	7%	4%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	-	-	7	1	-	2	3	1	2	-	1	*
	1%	-%	-%	2%	*%	-%	1%	6%	*%	1%	-%	*%	*%
								dhk					
No particular reason (DO NOT READ OUT)	70	-	*	4	11	*	5	5	16	3	5	13	6
	4%	-%	1%	1%	4%	1%	3%	12%	8%	1%	9%	4%	6%
								ci	ci		ci		c

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2078	-	89	341	381	43	152	119	248	191	178	216	120
Effective base	995	-	36	165	177	16	84	35	115	116	58	143	70
Weighted Base	1862	-	67	335	315	35	171	47	201	218	59	304	110
I Don't Know (DO NOT READ OUT)	31	-	3	2	16	-	-	1	*	2	2	4	1
	2%	-%	5%	1%	5%	-%	-%	1%	*%	1%	4%	1%	1%
			h		cfh								

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2078	455	551	558	514	1006	1072
Effective base	995	220	261	264	255	477	519
Weighted Base	1862	458	464	467	473	922	940
Cost of postage	903	207	233	233	231	440	463
	49%	45%	50%	50%	49%	48%	49%
Speed of delivery	839	264	201	195	179	464	374
	45%	58%	43%	42%	38%	50%	40%
		bcd				b	
Value for money	504	140	117	116	132	257	247
	27%	31%	25%	25%	28%	28%	26%
They are the stamps I have to hand	472	144	109	104	115	254	219
	25%	32%	24%	22%	24%	27%	23%
		bc					
Value of the item to be sent	259	84	62	58	55	146	113
	14%	18%	13%	12%	12%	16%	12%
		d					
Security (i.e. that items sent will reach their destination intact)	209	93	41	36	40	134	76
	11%	20%	9%	8%	8%	14%	8%
		bcd				b	
I don't want others to think that the business doesn't want to use a 1st class stamp	116	28	25	34	30	52	64
	6%	6%	5%	7%	6%	6%	7%
It's cheaper	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	17	7	3	6	1	11	7
	1%	2%	1%	1%	*%	1%	1%
No particular reason (DO NOT READ OUT)	70	6	14	24	25	21	50
	4%	1%	3%	5%	5%	2%	5%
				a	a		a

Columns Tested:: a,b,c,d - a,b

Table 408 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2078	455	551	558	514	1006	1072
Effective base	995	220	261	264	255	477	519
Weighted Base	1862	458	464	467	473	922	940
I Don't Know (DO NOT READ OUT)	31	7	14	3	8	21	10
	2%	2%	3%	1%	2%	2%	1%

Columns Tested:: a,b,c,d - a,b

Table 409

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	11 2%	144 10% a	147 8%	6 8%	1 13%	1 14% a	8 9%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	10 2%	107 8% a	108 6%	6 8%	2 22% abe	1 17% abe	9 10% a
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	10 2%	81 6% a	86 4%	3 4%	1 11% ab	1 11% abe	5 5%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	7 1%	57 4% a	61 3%	2 2%	1 8% ab	* 3%	3 3%
Cut back on other expenses so that you can afford to send parcels	58 3%	14 2%	45 3%	54 3%	4 5%	1 7%	* 4%	5 5%
NET: Any cost cutting	364 18%	25 4%	339 24% a	341 18%	17 23%	4 44% abe	2 40% abe	23 26% a
None of these	1636 82%	580 96% b	1056 76%	1569 82% cde	59 77% cd	5 56%	3 60%	67 74% cd

Columns Tested:: a,b - a,b,c,d,e

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	85 7%	47 9%	15 11%	4 8%	3 10%	1 14%	147 8%	6 8%	2 13%
							ag			ag
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	62 5%	33 6%	12 9%	2 4%	6 17%	1 17%	108 6%	6 8%	3 20%
						abdgh	abdgh			abcdgh
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	57 5%	23 4%	6 4%	2 4%	2 6%	1 11%	86 4%	3 4%	2 11%
							abcdgh			abcdgh
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	37 3%	22 4%	2 1%	1 2%	2 5%	* 3%	61 3%	2 2%	1 6%
Cut back on other expenses so that you can afford to send parcels	58 3%	39 3%	11 2%	3 2%	2 4%	2 7%	* 4%	54 3%	4 5%	1 6%
						abg				bg
NET: Any cost cutting	364 18%	197 16%	110 20%	33 24%	10 20%	11 34%	2 40%	341 18%	17 23%	6 42%
				a		abdgh	abcdgh		a	abcdgh
None of these	1636 82%	1024 84%	438 80%	107 76%	42 80%	22 66%	3 60%	1569 82%	59 77%	8 58%
		cefhi	efi	fi	efi			efi	efi	

Columns Tested: a,b,c,d,e,f,g,h,i

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	111 7%	36 10%	6 8%	1 13%	1 14%	95 9%	28 11%	6 11%	7 15%	3 6%
						a					
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	82 5%	26 7%	6 8%	2 22%	1 17%	74 7%	31 12%	5 9%	1 3%	3 7%
					abc	abc		a			
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	66 4%	20 6%	3 4%	1 11%	1 11%	47 4%	32 12%	2 3%	1 2%	3 6%
					ac	abc		a			
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	46 3%	15 4%	2 2%	1 8%	* 3%	40 4%	15 6%	3 5%	5 11%	* 1%
					ac					ae	
Cut back on other expenses so that you can afford to send parcels	58 3%	39 3%	14 4%	4 5%	1 7%	* 4%	36 3%	12 5%	6 10%	* 1%	1 2%
					a				a		
NET: Any cost cutting	364 18%	256 16%	85 24%	17 23%	4 44%	2 40%	224 20%	81 31%	13 24%	10 21%	10 21%
			a	a	abc	abc		a			
None of these	1636 82%	1302 84%	267 76%	59 77%	5 56%	3 60%	888 80%	182 69%	41 76%	36 79%	37 79%
		bcd	de	de			b				

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	19 11%	11 8%	28 8%	11 11%	13 8%	13 5%	22 9%	13 8%	9 6%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	8 5%	6 4%	23 7%	15 15%	10 7%	9 3%	10 4%	13 8%	12 8%
					abcfg					
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	4 2%	15 10%	24 7%	3 3%	5 3%	9 3%	11 5%	8 5%	2 1%
			ai							
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	9 6%	* *%	13 4%	4 4%	7 4%	4 1%	5 2%	8 5%	10 6%
		b							b	b
Cut back on other expenses so that you can afford to send parcels	58 3%	6 3%	6 4%	18 5%	5 5%	7 4%	- -%	5 2%	3 2%	3 2%
			f	f	f	f				
NET: Any cost cutting	364 18%	30 18%	34 23%	70 20%	27 28%	29 19%	33 12%	43 17%	33 20%	25 17%
			f		f					
None of these	1636 82%	138 82%	115 77%	289 80%	71 72%	126 81%	238 88%	206 83%	130 80%	122 83%
							bd			

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	33 8%	43 9%	64 7%	139 8%	16 7%	8 7%	4 5%	3 8%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	37 9%	27 6%	42 5%	107 6%	10 4%	4 3%	4 5%	2 4%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	10 3%	27 6%	44 5%	81 5%	9 4%	5 4%	1 2%	3 7%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	21 5%	18 4%	21 2%	60 3%	4 2%	2 2%	1 1%	1 2%
Cut back on other expenses so that you can afford to send parcels	58 3%	15 4%	15 3%	23 3%	52 3%	6 3%	1 1%	4 5%	2 4%
NET: Any cost cutting	364 18%	81 20%	97 20%	146 17%	325 18%	39 16%	19 16%	11 14%	8 21%
None of these	1636 82%	319 80%	383 80%	734 83%	1435 82%	201 84%	101 84%	69 86%	32 79%

Columns Tested:: a,b,c,d,e,f,g,h

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	8 8%	11 8%	- -%	11 6%	27 12%	35 8%	1 1%	3 5%	69 7%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	4 4%	8 6%	5 13%	13 8%	20 9%	38 9%	3 4%	1 2%	37 4%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	4 4%	8 6%	8 21% afhi	17 10% fi	19 8% i	15 4%	5 6%	* 1%	32 3%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	2 2%	13 10% fi	3 8%	16 10% fi	10 5%	13 3%	1 1%	* *%	20 2%
Cut back on other expenses so that you can afford to send parcels	58 3%	3 3%	10 7% i	1 2%	10 6% i	3 1%	22 5% i	2 3%	1 1%	17 2%
NET: Any cost cutting	364 18%	18 18%	29 22%	13 33% h	42 25% h	51 22%	92 22% hi	10 14%	5 8%	145 15%
None of these	1636 82%	83 82%	102 78%	26 67%	128 75%	178 78%	328 78%	61 86%	54 92% cdf	795 85% f

Columns Tested: a,b,c,d,e,f,g,h,i

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	46 9%	35 8%	74 7%	134 8%	21 6%	- -%	135 7%	19 13% a	151 8%	4 5%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	37 7%	38 9%	41 4%	105 6%	12 4%	- -%	102 6%	15 10%	115 6%	1 2%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	39 8% bc	15 4%	37 3%	81 5%	10 3%	- -%	85 5%	6 4%	88 5%	3 4%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	29 6% c	13 3%	21 2%	60 4%	4 1%	- -%	58 3%	5 4%	60 3%	4 5%
Cut back on other expenses so that you can afford to send parcels	58 3%	17 3%	22 5% c	20 2%	48 3%	10 3%	- -%	49 3%	9 6%	58 3%	* *%
NET: Any cost cutting	364 18%	111 22% c	92 22% c	161 15%	325 19% b	39 12%	- -%	319 17%	45 30% a	355 18%	9 12%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
None of these	1636	389	328	919	1343	293	-	1530	106	1569	67
	82%	78%	78%	85%	81%	88%	-%	83%	70%	82%	88%
				ab		a		b			

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	91 7%	27 9%	35 8%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	51 4%	37 13% a	29 7%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	32 3%	41 14% ac	17 4%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	32 3%	18 6% a	14 3%
Cut back on other expenses so that you can afford to send parcels	58 3%	19 2%	13 4% a	25 6% a
NET: Any cost cutting	364 18%	170 14%	104 35% ac	86 20% a
None of these	1636 82%	1085 86% bc	190 65%	334 80% b

Columns Tested: a,b,c

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	127 7%	13 7%	2 6%	2 30%	9 47%	* 2%	1 53%	* 7%	140 7%	15 21% abi	13 37% abci
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	95 5%	12 7%	2 5%	1 10%	3 15%	3 70%	* 10%	* 10%	108 6%	9 12%	7 21% ai
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	58 3%	19 10% ai	1 2%	1 16%	7 35%	3 69%	1 36%	* 83%	78 4%	13 18% ai	12 36% abci
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	50 3%	11 6%	* *% 23%	2 23%	1 4%	* *% 26%	1 26%	* 6%	61 3%	3 5%	3 9%
Cut back on other expenses so that you can afford to send parcels	58 3%	38 2%	10 5%	3 8%	3 42%	2 9%	2 48%	* 20%	- -% 2%	48 2%	11 15% ai	7 22% abi
NET: Any cost cutting	364 18%	274 16%	52 28% ai	6 16%	7 93%	18 92%	5 95%	2 99%	* 90%	327 17%	37 52% abci	31 93% abcij
None of these	1636 82%	1468 84% bjk	134 72% jk	32 84% jk	1 7%	2 8%	* 5%	* 1%	* 10%	1602 83% bjk	34 48% k	2 7%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	69 6%	57 9%	28 11% a	130 8%	118 9%	136 8%	113 9%	86 13% ac	72 14% abcd	21 4%	75 7%	3 6%	16 20% ab	8 19% ab	8 22% ab	5 32% abc
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	34 3%	61 10% a	21 8% a	106 7%	97 8%	108 6%	93 7%	82 12% abcd	84 17% abcd	11 2%	59 6% a	9 19% ab	14 17% ab	4 11% a	10 29% ab	1 6%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	32 3%	26 4%	32 12% ab	79 5%	74 6%	82 5%	76 6%	69 10% abcd	63 13% abcd	11 2%	37 4%	5 10% a	9 12% ab	6 16% ab	5 14% ab	8 47% abcdef
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	26 2%	24 4%	14 5%	55 3%	49 4%	55 3%	52 4%	42 6% ac	36 7% abc	5 1%	27 3%	4 8% a	13 16% ab	2 6%	3 9% a	2 14% ab
Cut back on other expenses so that you can afford to send parcels	58 3%	21 2%	17 3%	20 8% ab	45 3%	39 3%	48 3%	47 4%	30 4%	24 5%	8 2%	25 3%	1 1%	4 5%	2 6%	5 13% ab	2 12% ab
NET: Any cost cutting	364 18%	136 12%	138 22% a	90 35% ab	319 20%	296 23%	333 19%	297 23%	233 34% abcd	215 43% abcde	46 9%	175 18% a	16 35% ab	36 45% ab	22 57% ab	21 61% ab	15 88% abcd
None of these	1636 82%	988 88% bc	480 78% c	168 65%	1297 80% ef	971 77% ef	1379 81% ef	983 77% ef	448 66% f	286 57%	446 91% bcdefg	826 82% cdefg	31 65% g	44 55% g	17 43%	14 39%	2 12%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Significance Level: 95%															
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	89 6%	15 16%	11 17%	3 8%	5 29%	4 30%	2 22%	70 7%	19 14%	8 16%	9 19%	6 31%	1 8%	5 53%
			a	a		a	a			a	a	a	a		
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	64 5%	18 20%	13 19%	4 12%	3 18%	3 22%	* 3%	42 4%	31 24%	10 19%	6 12%	5 23%	3 22%	1 8%
			a	a		a	a			a	a	a	a		
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	41 3%	11 12%	10 15%	2 6%	3 20%	3 24%	8 73%	34 3%	17 13%	13 25%	3 6%	1 6%	4 33%	2 20%
			a	a		a	a			a	a				
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	42 3%	5 6%	2 3%	1 3%	2 11%	* 1%	2 20%	15 2%	11 8%	7 13%	12 25%	1 5%	1 9%	2 20%
			a							a	a	ab			
Cut back on other expenses so that you can afford to send parcels	58 3%	32 2%	4 4%	1 1%	5 14%	1 6%	1 9%	* 4%	22 2%	4 3%	3 5%	6 12%	3 13%	1 6%	2 18%
					a							a	a		
NET: Any cost cutting	364 18%	206 15%	37 41%	31 46%	16 44%	12 71%	6 40%	11 98%	154 16%	59 45%	25 49%	24 50%	16 78%	8 69%	8 88%
			a	a	a	a				a	a	a	ab		
None of these	1636 82%	1174 85%	53 59%	36 54%	20 56%	5 29%	9 60%	* 2%	838 84%	72 55%	27 51%	24 50%	5 22%	4 31%	1 12%
		bcde							bcde	e					

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	68 7%	11 9%	11 18% a	5 11%	4 11%	7 45%	8 35% ab	48 5%	22 7%	48 14% ab	12 11%	4 8%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	45 5%	11 8%	15 23% ab	13 30% abe	1 3%	1 5%	8 38% abe	28 3%	34 10% a	31 9% a	9 8%	5 9%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	31 3%	8 6%	10 16% a	7 17% a	13 39% ab	2 13%	6 26% ab	24 3%	19 6%	21 6% a	8 7%	9 17% ab
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	22 2%	5 4%	8 13% a	9 21% ab	1 4%	2 17%	3 16% a	17 2%	6 2%	19 6% a	6 5%	7 13% ab
Cut back on other expenses so that you can afford to send parcels	58 3%	20 2%	10 8% a	6 10% a	2 6%	3 9%	3 19%	3 15% a	14 2%	6 2%	17 5% a	8 7% ab	2 3%
NET: Any cost cutting	364 18%	155 16%	33 26%	39 62% ab	22 52% ab	19 58% ab	12 81%	18 79% ab	102 12%	65 20% a	104 31% ab	34 30% a	25 46% ab
None of these	1636 82%	823 84% cdeg	95 74% cdeg	24 38%	20 48%	13 42%	3 19%	5 21%	772 88% bcde	262 80% ce	230 69%	79 70%	29 54%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	59 6%	26 9%	34 14% a	8 10%	4 12%	38 6%	32 13% a	35 16% a	9 11%	2 5%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	45 5%	18 6%	30 12% a	5 6%	2 7%	40 6%	24 10%	19 9%	7 9%	5 10%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	38 4%	11 4%	14 5%	6 7%	6 20% abc	30 4%	20 8%	12 6%	5 6%	7 16% a
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	21 2%	14 5%	14 5%	* *%	2 8%	16 2%	5 2%	15 7% a	6 7%	7 15% ab
Cut back on other expenses so that you can afford to send parcels	58 3%	23 2%	6 2%	11 4%	3 4%	* 1%	9 1%	4 2%	17 8% ab	8 10% ab	1 3%
NET: Any cost cutting	364 18%	144 15%	58 19%	75 30% ab	21 26%	13 42% ab	108 16%	67 28% a	71 33% a	26 32% a	20 45% a
None of these	1636 82%	797 85% ce	241 81% ce	173 70%	61 74%	18 58%	566 84% bcde	170 72%	142 67%	57 68%	24 55%

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	48 7%	25 12%	23 11%	10 9%	7 13%	75 10%	6 10%	29 6%	141 8%	14 5%	119 8%	11 10%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	25 4%	19 9%	21 10%	16 13%	7 15%	64 9%	10 15%	17 4%	89 5%	27 10%	81 5%	24 22%
			a	a	a	a	c	c			a		a
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	27 4%	8 4%	22 10%	13 11%	4 7%	52 7%	7 10%	16 3%	65 4%	26 10%	56 4%	22 20%
				a	a			c			a		a
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	10 1%	17 8%	8 4%	14 11%	3 7%	39 5%	7 11%	6 1%	50 3%	14 5%	44 3%	12 11%
			a		ac		c	c					a
Cut back on other expenses so that you can afford to send parcels	58 3%	8 1%	11 5%	14 6%	9 7%	2 5%	37 5%	3 4%	7 1%	45 3%	13 5%	38 3%	7 6%
			a	a	a		c						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
NET: Any cost cutting	364	102	57	69	43	19	203	26	63	294	70	263	55
	18%	15%	28%	32%	35%	38%	28%	39%	13%	17%	26%	17%	50%
			a	a	a	a	c	c			a		a
None of these	1636	560	148	149	80	31	524	40	408	1442	194	1242	55
	82%	85%	72%	68%	65%	62%	72%	61%	87%	83%	74%	83%	50%
		bcde							ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	104 9%	14 10%	88 10%	25 6%	122 8%	8 7%	96 9%	22 15%	90 10%	23 6%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	63 6%	34 24% a	44 5%	48 13% a	77 5%	28 26% a	66 6%	31 21% a	40 4%	53 14% a
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	43 4%	31 22% a	39 4%	37 10% a	57 4%	22 20% a	41 4%	33 22% a	39 4%	37 10% a
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	30 3%	19 13% a	30 3%	22 6%	39 3%	16 15% a	32 3%	17 11% a	29 3%	23 6%
Cut back on other expenses so that you can afford to send parcels	58 3%	33 3%	6 4%	29 3%	18 5%	39 3%	6 6%	32 3%	7 5%	29 3%	18 5%
NET: Any cost cutting	364 18%	223 20%	72 51% a	188 21%	109 28% a	266 18%	52 48% a	213 19%	82 55% a	189 21%	108 28% a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
None of these	1636	903	68	708	275	1240	57	904	67	707	275
	82%	80%	49%	79%	72%	82%	52%	81%	45%	79%	72%
		b		b		b		b			

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	88 12% b	101 8%	35 17% b	- -%	81 12%	82 9%	24 14%	- -%	92 10%	68 10%	24 12%	- -%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	83 11% b	68 5%	25 12% b	- -%	70 11% b	56 6%	19 11%	- -%	76 9%	47 7%	17 9%	- -%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	51 7%	57 4%	16 8%	- -%	49 8% b	33 4%	23 13% b	- -%	57 6%	28 4%	16 8%	- -%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	38 5% b	36 3%	14 6% b	- -%	34 5%	32 4%	8 4%	- -%	40 5%	26 4%	11 6%	- -%
Cut back on other expenses so that you can afford to send parcels	58 3%	32 4%	30 2%	11 5%	- -%	30 5%	22 2%	11 6% b	1 13%	39 4%	26 4%	10 5%	- -%
NET: Any cost cutting	364 18%	215 30% b	224 17%	70 34% b	- -%	202 31% b	169 19%	57 33% b	1 13%	232 26%	141 21%	55 27%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d	Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d	Urgent, Tracked or Timed Services a	Standard Delivery b	International / Cross border c	Other *d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
None of these	1636	506	1068	139	3	452	729	115	4	653	538	145	4
	82%	70%	83%	66%	100%	69%	81%	67%	87%	74%	79%	73%	100%
			ac				ac						

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	115 8%	92 9%	82 10%	94 8%	85 9%	5 39% ab	70 12%	45 10%	51 12%	20 17%	18 20%	42 9%	32 8%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	75 5%	67 6%	44 5%	76 7%	59 6%	1 10%	28 5%	18 4%	35 8%	13 11% b	8 9%	25 6%	18 4%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	47 3%	44 4%	28 3%	32 3%	49 5% a	1 4%	11 2%	13 3%	19 4%	9 8% a	4 4%	13 3%	13 3%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	33 2%	31 3%	34 4%	29 3%	31 3%	2 15% ab	21 4%	13 3%	25 6%	9 8%	10 11% ab	16 4%	13 3%
Cut back on other expenses so that you can afford to send parcels	58 3%	38 3%	28 3%	28 3%	26 2%	31 3%	2 13% ab	19 3%	18 4%	18 4%	9 8%	5 5%	11 2%	9 2%
NET: Any cost cutting	364 18%	236 16%	208 20%	166 19%	193 17%	192 20%	9 66% ab	117 20%	84 19%	100 23%	39 33% ab	27 30%	69 16%	58 15%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
None of these	1636	1223	854	697	965	777	5	470	352	330	79	64	374	341
	82%	84%	80%	81%	83%	80%	34%	80%	81%	77%	67%	70%	84%	85%
					c	c		d	d					

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	50 33% c	15 22%	6 9%	12 29% c	141 8% e	75 7%	146 8%	78 6%	65 6%	89 11% b	121 7%	28 12% b	- -%	116 8%	12 9%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	25 17%	25 37% a	11 18%	5 13%	84 5%	65 6%	99 6%	64 5%	55 5%	81 10% b	66 4%	16 7%	- -%	72 5%	11 9%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	14 9%	17 25% a	9 14%	11 28% a	45 3%	47 4%	62 3%	53 4%	45 4%	57 7% b	49 3%	12 5%	- -%	62 4%	6 4%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	9 6%	5 8%	11 17%	6 14%	41 2%	32 3%	51 3%	47 4%	40 3%	47 6% b	39 2%	10 4%	- -%	42 3%	5 4%
Cut back on other expenses so that you can afford to send parcels	58 3%	16 11%	2 3%	7 11%	5 12%	46 3%	34 3%	48 3%	37 3%	39 3%	32 4%	40 2%	7 3%	- -%	37 2%	7 6%
NET: Any cost cutting	364 18%	79 52%	51 73% a	37 56%	25 62%	272 16%	188 17%	308 17%	195 16%	159 14%	221 28% b	237 14%	57 25% b	- -%	246 17%	27 22%

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
None of these	1636	74	18	29	16	1434	948	1473	1024	1000	565	1431	170	*	1223	98
	82%	48%	27%	44%	38%	84%	83%	83%	84%	86%	72%	86%	75%	100%	83%	78%
		b										ac				

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	95 14% b	55 5%	46 9%	* 1%	32 13% b	25 6%	32 16% b	75 6%	47 12% b	33 12% c	40 13% c	75 6%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	77 11% b	21 2%	54 10%	1 2%	44 18% b	25 6%	33 17% bc	55 4%	28 7%	25 9% c	58 19% ac	31 2%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	58 8% b	20 2%	49 9%	3 7%	50 21% b	6 2%	13 7%	47 4%	29 7% b	20 8% c	39 13% c	27 2%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	40 6% b	14 1%	29 5%	* *0%	27 11% b	7 2%	18 9% bc	34 3%	10 2%	14 5% c	28 9% c	22 2%
Cut back on other expenses so that you can afford to send parcels	58 3%	35 5% b	17 1%	20 4%	* 1%	22 9% b	9 2%	15 8% b	31 2%	12 3%	26 10% c	16 5% c	16 1%
NET: Any cost cutting	364 18%	226 33% b	99 9%	150 29%	4 11%	119 49% b	59 15%	74 38% bc	192 14%	94 24% b	66 25% c	138 45% ac	145 11%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
None of these	1636	465	1060	373	35	124	342	122	1135	303	200	167	1196
	82%	67%	91%	71%	89%	51%	85%	62%	86%	76%	75%	55%	89%
			a				a		ac	a	b		ab

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	95 10% b	60 6%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	64 7%	52 5%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	45 5%	45 4%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	31 3%	33 3%
Cut back on other expenses so that you can afford to send parcels	58 3%	24 3%	34 3%
NET: Any cost cutting	364 18%	195 21% b	169 16%
None of these	1636 82%	735 79%	901 84% a

Columns Tested: a,b

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	- -%	3 5%	23 6%	18 5%	3 9%	22 12% d	3 6%	18 9%	25 10%	3 5%	25 8%	12 10%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	- -%	6 9%	14 4%	14 4%	6 19% cdl	12 6%	3 6%	15 7%	20 8%	4 6%	20 7%	4 3%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	- -%	1 2%	11 3%	13 4%	* 1%	17 9% cgl	* 1%	6 3%	14 6%	4 5%	23 7% l	1 1%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	- -%	4 5%	10 3%	12 3%	3 9% g	10 5%	- -%	8 4%	5 2%	2 3%	8 3%	3 2%
Cut back on other expenses so that you can afford to send parcels	58 3%	- -%	2 3%	6 2%	12 3%	4 13% cjl	6 3%	3 6%	6 3%	8 3%	1 1%	10 3%	* *%
NET: Any cost cutting	364 18%	- -%	14 20%	46 13%	38 11%	10 28% d	45 25% cd	8 16%	40 20% d	57 24% cd	12 18%	74 24% cd	20 17%
None of these	1636 82%	- -%	54 80%	314 87% fik	318 89% efhik	25 72%	137 75%	45 84%	163 80%	186 76%	54 82%	236 76%	103 83%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 409 (continuation)

QN12. In the last three months have you had to do any of the following?

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Reduce your use of 1st class postage stamps so that you can other expenses as part of your business	155 8%	33 7%	36 7%	46 9%	40 8%	69 7%	86 9%
Cut back on other expenses so that you can afford to buy 1st class postage s for your business	116 6%	24 5%	28 6%	37 7%	28 6%	52 5%	65 6%
Reduce your use of 2nd class postage stamps so that you can other expenses as part of your business	91 5%	19 4%	23 5%	21 4%	28 6%	42 4%	49 5%
Cut back on other expenses so that you can afford to buy 2nd class postage s for your business	64 3%	17 3%	21 4%	13 3%	13 3%	38 4%	26 3%
Cut back on other expenses so that you can afford to send parcels	58 3%	12 2%	18 4%	17 3%	11 2%	30 3%	29 3%
NET: Any cost cutting	364 18%	66 13%	86 17%	106 21% a	106 21% a	152 15%	212 21% a
None of these	1636 82%	434 87% cd	414 83%	394 79%	394 79%	848 85% b	788 79%

Columns Tested: a,b,c,d - a,b

Table 411

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1 - Very Dissatisfied	363 18%	162 27%	201 14%	354 19%	8 10%	1 6%	1 14%	9 10%
		b		bce				
2 - Fairly Dissatisfied	257 13%	36 6%	221 16%	246 13%	10 13%	* 5%	* 9%	11 12%
			a					
3 - Neither Satisfied Nor Dissatisfied	653 33%	120 20%	533 38%	623 33%	25 33%	4 41%	1 19%	29 33%
			a	d	d	d		d
4 - Fairly Satisfied	405 20%	94 15%	312 22%	384 20%	18 24%	2 21%	1 29%	21 24%
			a				a	
5 - Very Satisfied	244 12%	153 25%	91 7%	228 12%	13 17%	2 22%	1 24%	16 18%
		b			a	a	a	a
Don't Know	77 4%	41 7%	36 3%	74 4%	2 3%	1 6%	* 6%	3 4%
		b						
NET: Agree	650 32%	247 41%	403 29%	612 32%	31 41%	4 43%	3 53%	37 42%
		b			a		abe	a
NET: Disagree	620 31%	197 33%	423 30%	600 31%	18 23%	1 11%	1 22%	20 22%
				bcd	c			
Answered	1923	564	1358	1836	74	8	5	87
Mean Score	3.0	3.1	2.9	2.9	3.3	3.5	3.4	3.3
		b			a	a	a	a
Standard error	.03	.06	.03	.03	.07	.12	.11	.05
Standard deviation	1.27	1.57	1.12	1.27	1.21	1.17	1.52	1.21

Columns Tested:: a,b - a,b,c,d,e

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1 - Very Dissatisfied	363 18%	214 18% ehi	115 21% dehi	25 18% ei	6 12% i	2 6% i	1 14% i	354 19% ehi	8 10% i	1 9% i
2 - Fairly Dissatisfied	257 13%	159 13% i	71 13% i	17 12% i	7 14% i	3 9% i	* 9% i	246 13% i	10 13% i	1 6% i
3 - Neither Satisfied Nor Dissatisfied	653 33%	401 33% f	181 33% f	41 29% f	18 35% f	10 32% f	1 19% f	623 33% f	25 33% f	5 33% f
4 - Fairly Satisfied	405 20%	260 21% bg	94 17% bg	30 21% bg	11 22% bg	8 26% bg	1 29% bg	384 20% bg	18 24% bg	3 24% bg
5 - Very Satisfied	244 12%	140 11% abg	66 12% abg	22 16% abg	8 15% abg	7 21% abg	1 24% abg	228 12% abg	13 17% abg	3 23% abg
Don't Know	77 4%	48 4% abg	21 4% abg	5 4% abg	1 2% abg	2 6% abg	* 6% abg	74 4% abg	2 3% abg	1 6% abg
NET: Agree	650 32%	400 33% abcdgh	160 29% abcdgh	52 37% abcdgh	19 37% abcdgh	15 47% abcdgh	3 53% abcdgh	612 32% abcdgh	31 41% abcdgh	6 46% abcdgh
NET: Disagree	620 31%	373 31% efhi	186 34% efhi	42 30% efhi	14 26% efhi	5 15% efhi	1 22% efhi	600 31% efhi	18 23% efhi	2 15% efhi
Answered	1923	1173	527	135	51	31	5	1836	74	13
Mean Score	3.0	3.0	2.9	3.1	3.1	3.5	3.4	2.9	3.3	3.5
Standard error	.03	.04	.06	.09	.09	.08	.11	.03	.07	.07
Standard deviation	1.27	1.25	1.29	1.32	1.22	1.16	1.52	1.27	1.21	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1 - Very Dissatisfied	363 18%	280 18%	74 21%	8 10%	1 6%	1 14%	167 15%	41 16%	14 25%	7 16%	13 28%
		cd	cd								a
2 - Fairly Dissatisfied	257 13%	206 13%	40 11%	10 13%	* 5%	* 9%	176 16%	24 9%	6 12%	9 21%	5 12%
							b				
3 - Neither Satisfied Nor Dissatisfied	653 33%	526 34%	97 28%	25 33%	4 41%	1 19%	398 36%	88 33%	19 36%	7 16%	11 25%
		be	e	e	be		d	d	d		
4 - Fairly Satisfied	405 20%	316 20%	68 19%	18 24%	2 21%	1 29%	249 22%	68 26%	11 20%	12 25%	7 16%
						ab					
5 - Very Satisfied	244 12%	173 11%	55 16%	13 17%	2 22%	1 24%	89 8%	32 12%	3 6%	7 16%	7 14%
			a	a	a	ab					
Don't Know	77 4%	56 4%	18 5%	2 3%	1 6%	* 6%	33 3%	10 4%	1 1%	2 5%	2 5%
NET: Agree	650 32%	489 31%	123 35%	31 41%	4 43%	3 53%	338 30%	100 38%	14 26%	19 42%	14 30%
				a		abc					
NET: Disagree	620 31%	487 31%	114 32%	18 23%	1 11%	1 22%	343 31%	65 25%	20 37%	17 37%	19 40%
		cde	cde	d							
Answered	1923	1502	334	74	8	5	1079	253	54	43	44
Mean Score	3.0	2.9	3.0	3.3	3.5	3.4	2.9	3.1	2.7	3.1	2.7
				ab	ab	ab		ace			
Standard error	.03	.04	.06	.07	.12	.11	.04	.07	.12	.14	.10
Standard deviation	1.27	1.25	1.37	1.21	1.17	1.52	1.16	1.23	1.23	1.38	1.44

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)									
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	
		a	b	c	d	e	f	g	h	i	
Significance Level: 95%											
Unweighted Base	2223	125	112	230	86	136	162	140	133	126	
Effective base	1068	86	81	151	60	96	118	104	93	87	
Weighted Base	2000	168	150	360	98	155	271	249	163	147	
1 - Very Dissatisfied	363 18%	35 21%	26 17%	79 22%	11 12%	32 21%	58 21%	19 8%	29 18%	32 22%	
		g		g		g	g		g	g	
2 - Fairly Dissatisfied	257 13%	19 11%	16 11%	45 13%	14 14%	25 16%	43 16%	46 19%	11 7%	19 13%	
							h	h			
3 - Neither Satisfied Nor Dissatisfied	653 33%	64 38%	53 36%	110 30%	14 14%	48 31%	89 33%	74 30%	68 42%	50 34%	
		d	d	d		d	d	d	d	d	
4 - Fairly Satisfied	405 20%	26 15%	35 23%	70 20%		34 35%	30 19%	48 18%	63 25%	28 17%	23 16%
					acefhi						
5 - Very Satisfied	244 12%	17 10%	14 9%	37 10%	20 21%	18 12%	24 9%	39 16%	18 11%	17 11%	
					cf						
Don't Know	77 4%	6 4%	6 4%	19 5%	5 5%	2 1%	8 3%	7 3%	7 4%	7 5%	
NET: Agree	650 32%	43 26%	49 33%	108 30%	54 55%	48 31%	73 27%	102 41%	47 29%	40 27%	
					abcefhi			afi			
NET: Disagree	620 31%	55 33%	42 28%	124 34%	25 26%	57 37%	101 37%	66 26%	41 25%	51 35%	
Answered	1923	162	144	341	93	153	263	242	156	140	
Mean Score	3.0	2.8	3.0	2.8	3.4	2.9	2.8	3.2	3.0	2.8	
					abcefhi			acefi			
Standard error	.03	.11	.12	.09	.14	.11	.10	.10	.11	.12	
Standard deviation	1.27	1.25	1.21	1.29	1.31	1.29	1.25	1.17	1.22	1.29	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1 - Very Dissatisfied	363 18%	76 19%	90 19%	156 18%	322 18%	41 17%	22 18%	12 15%	7 17%
2 - Fairly Dissatisfied	257 13%	57 14%	47 10%	134 15%	238 14%	19 8%	9 7%	7 8%	4 9%
3 - Neither Satisfied Nor Dissatisfied	653 33%	112 28%	185 39%	273 31%	570 32%	83 34%	47 39%	23 29%	13 31%
4 - Fairly Satisfied	405 20%	87 22%	89 19%	182 21%	359 20%	47 19%	18 15%	21 26%	9 22%
5 - Very Satisfied	244 12%	55 14%	50 10%	100 11%	204 12%	40 17%	21 17%	13 16%	6 16%
Don't Know	77 4%	14 3%	19 4%	34 4%	66 4%	11 4%	4 3%	5 6%	2 5%
NET: Agree	650 32%	142 35%	138 29%	282 32%	563 32%	87 36%	38 32%	33 42%	15 38%
NET: Disagree	620 31%	133 33%	137 29%	291 33%	561 32%	60 25%	31 26%	19 23%	10 26%
Answered	1923	386	461	846	1694	229	116	75	38
Mean Score	3.0	3.0	2.9	2.9	2.9	3.1	3.1	3.2	3.1
Standard error	.03	.07	.07	.06	.04	.04	.07	.07	.08
Standard deviation	1.27	1.31	1.23	1.26	1.26	1.30	1.31	1.29	1.32

Columns Tested: a,b,c,d,e,f,g,h

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1 - Very Dissatisfied	363 18%	16 15%	30 23%	7 18%	37 22%	41 18%	103 25% i	12 17%	6 11%	148 16%
2 - Fairly Dissatisfied	257 13%	9 9%	11 9%	8 22%	20 12%	21 9%	55 13%	7 10%	12 20%	134 14%
3 - Neither Satisfied Nor Dissatisfied	653 33%	35 35%	46 35%	2 6%	48 28%	78 34%	126 30%	28 39%	19 33%	316 34%
4 - Fairly Satisfied	405 20%	11 11%	29 22%	14 35% afh	42 25%	43 19%	64 15%	16 22%	5 9%	222 24% fh
5 - Very Satisfied	244 12%	25 25% di	14 11%	3 8%	17 10%	31 14%	61 15% i	8 11%	12 20% i	87 9%
Don't Know	77 4%	5 5%	* *%	5 12% bf	5 3%	15 6%	11 3%	1 2%	4 7%	33 4%
NET: Agree	650 32%	37 36%	43 33%	17 43%	60 35%	75 33%	125 30%	23 32%	17 29%	309 33%
NET: Disagree	620 31%	25 24%	41 32%	15 39%	57 33%	62 27%	158 38% i	19 27%	18 31%	281 30%
Answered	1923	97	130	34	164	214	409	70	55	907
Mean Score	3.0	3.2 f	2.9	2.9	2.9	3.0	2.8	3.0	3.1	3.0 f
Standard error	.03	.15	.11	.26	.10	.10	.06	.12	.14	.04
Standard deviation	1.27	1.37	1.29	1.37	1.30	1.29	1.37	1.21	1.29	1.20

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1 - Very Dissatisfied	363 18%	94 19%	103 25%	166 15%	304 18%	59 18%	- -%	344 19%	19 12%	338 18%	25 32%
2 - Fairly Dissatisfied	257 13%	49 10%	55 13%	153 14%	218 13%	39 12%	- -%	243 13%	14 9%	253 13%	4 5%
3 - Neither Satisfied Nor Dissatisfied	653 33%	161 32%	126 30%	366 34%	532 32%	121 36%	- -%	598 32%	55 36%	631 33%	22 28%
4 - Fairly Satisfied	405 20%	97 19%	64 15%	245 23%	339 20%	66 20%	- -%	381 21%	24 16%	400 21%	6 8%
5 - Very Satisfied	244 12%	74 15%	61 15%	109 10%	206 12%	39 12%	- -%	211 11%	33 22%	228 12%	17 22%
Don't Know	77 4%	25 5%	11 3%	41 4%	69 4%	8 2%	- -%	70 4%	7 5%	74 4%	4 5%
NET: Agree	650 32%	171 34%	125 30%	353 33%	544 33%	105 32%	- -%	592 32%	57 38%	627 33%	23 29%
NET: Disagree	620 31%	143 29%	158 38%	319 30%	522 31%	98 30%	- -%	588 32%	33 21%	592 31%	29 38%
Answered	1923	475	409	1039	1598	324	-	1778	145	1850	73
Mean Score	3.0	3.0	2.8	3.0	3.0	3.0	-	2.9	3.3	3.0	2.8
Standard error	.03	.06	.06	.03	.03	.07	-	.03	.07	.03	.18
Standard deviation	1.27	1.31	1.37	1.20	1.27	1.24	-	1.26	1.28	1.26	1.55

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1 - Very Dissatisfied	363 18%	207 17%	48 16%	100 24% a
2 - Fairly Dissatisfied	257 13%	167 13%	23 8%	63 15% b
3 - Neither Satisfied Nor Dissatisfied	653 33%	431 34%	89 30%	123 29%
4 - Fairly Satisfied	405 20%	251 20%	85 29%	62 15% ac
5 - Very Satisfied	244 12%	138 11%	39 13%	66 16%
Don't Know	77 4%	60 5%	10 3%	6 1%
NET: Agree	650 32%	389 31%	123 42% ac	127 30%
NET: Disagree	620 31%	375 30%	71 24%	163 39% ab
Answered	1923	1195	284	413
Mean Score	3.0	3.0	3.2 ac	2.8
Standard error	.03	.03	.06	.06
Standard deviation	1.27	1.23	1.26	1.37

Columns Tested:: a,b,c

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1 - Very Dissatisfied	363 18%	307 18%	41 22%	10 25%	3 38%	1 5%	2 44%	*	*	348 18%	16 22%	6 18%
2 - Fairly Dissatisfied	257 13%	233 13%	17 9%	4 11%	* 4%	2 10%	- -%	*	*	250 13%	7 10%	3 8%
3 - Neither Satisfied Nor Dissatisfied	653 33%	576 33%	65 35%	9 25%	1 12%	* 2%	*	1	-	641 33%	12 17%	2 7%
		jk	jk							jk		
4 - Fairly Satisfied	405 20%	344 20%	43 23%	3 9%	1 18%	12 61%	2 36%	*	*	387 20%	18 26%	15 44%
												aci
5 - Very Satisfied	244 12%	209 12%	18 10%	10 26%	2 28%	4 21%	1 14%	1	*	227 12%	17 25%	8 23%
				b							abi	
Don't Know	77 4%	74 4%	2 1%	1 4%	- -%	- -%	- -%	-	-	76 4%	1 2%	- -%
NET: Agree	650 32%	553 32%	62 33%	13 34%	3 46%	16 82%	2 49%	1	*	614 32%	36 50%	23 67%
											ai	abci
NET: Disagree	620 31%	540 31%	58 31%	14 37%	3 42%	3 15%	2 44%	*	*	598 31%	22 31%	9 26%
Answered	1923	1669	185	36	7	19	5	2	*	1853	70	34
Mean Score	3.0	2.9	2.9	3.0	2.9	3.8	2.8	4.1	2.1	2.9	3.2	3.5
											abi	abci
Standard error	.03	.03	.07	.17	.42	.20	.44	.50	-	.03	.12	.16
Standard deviation	1.27	1.26	1.27	1.55	1.81	1.07	1.82	1.42	-	1.26	1.49	1.41

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1 - Very Dissatisfied	363	197	110	56	272	200	288	219	69	60	103	162	7	1	6	8	1
	18%	18%	18%	22%	17%	16%	17%	17%	10%	12%	21%	16%	16%	2%	15%	23%	6%
					e	e	e	e			d	d	d			d	
2 - Fairly Dissatisfied	257	147	86	24	219	187	235	178	116	68	57	150	6	11	6	3	1
	13%	13%	14%	9%	14%	15%	14%	14%	17%	14%	12%	15%	14%	14%	16%	10%	4%
3 - Neither Satisfied Nor Dissatisfied	653	366	210	77	558	436	585	430	254	149	151	368	18	25	5	10	7
	33%	33%	34%	30%	35%	34%	34%	34%	37%	30%	31%	37%	39%	32%	13%	30%	43%
									f			e	e			e	
4 - Fairly Satisfied	405	220	123	62	334	276	356	272	163	136	94	212	7	20	13	5	5
	20%	20%	20%	24%	21%	22%	21%	21%	24%	27%	19%	21%	16%	25%	33%	14%	26%
									ac								
5 - Very Satisfied	244	137	72	35	172	128	186	149	63	72	63	76	7	19	8	8	4
	12%	12%	12%	14%	11%	10%	11%	12%	9%	14%	13%	8%	15%	23%	22%	22%	22%
											b			b	b	b	
Don't Know	77	58	16	3	61	40	62	32	16	16	24	34	*	4	1	*	-
	4%	5%	3%	1%	4%	3%	4%	3%	2%	3%	5%	3%	1%	4%	2%	1%	-%
NET: Agree	650	357	195	97	506	403	541	421	225	208	158	288	15	39	21	13	8
	32%	32%	32%	38%	31%	32%	32%	33%	33%	42%	32%	29%	31%	48%	55%	36%	48%
										abcde				ab	ab		
NET: Disagree	620	344	196	80	491	387	523	396	185	128	160	312	14	12	12	11	2
	31%	31%	32%	31%	30%	31%	31%	31%	27%	26%	33%	31%	29%	15%	31%	33%	10%
											d	d					
Answered	1923	1067	601	254	1555	1227	1650	1247	664	485	468	968	47	76	38	35	17
Mean Score	3.0	3.0	2.9	3.0	2.9	3.0	2.9	3.0	3.1	3.2	2.9	2.9	3.0	3.6	3.3	3.0	3.5
									ac	abcde				abcf	ab		abc
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.06	.04	.13	.10	.16	.16	.18
Standard deviation	1.27	1.26	1.25	1.34	1.22	1.20	1.23	1.24	1.10	1.21	1.32	1.16	1.26	1.07	1.39	1.46	1.08

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
1 - Very Dissatisfied	363 18%	244 18%	13 15%	6 8%	6 18%	* 2%	1 10%	1 8%	170 17%	13 10%	4 9%	6 11%	3 14%	4 31%	* 1%
2 - Fairly Dissatisfied	257 13%	194 14%	11 12%	6 9%	1 4%	7 38%	* *% abcdf	* 2%	148 15%	23 18%	6 12%	5 10%	4 19%	1 10%	* 5%
3 - Neither Satisfied Nor Dissatisfied	653 33%	492 36%	27 29%	18 26%	8 23%	1 3%	8 54%	5 47%	355 36%	39 30%	13 26%	17 34%	4 17%	6 46%	3 35%
4 - Fairly Satisfied	405 20%	275 20%	21 23%	22 32%	7 20%	5 26%	1 6%	4 38%	205 21%	40 31%	11 21%	8 17%	8 38%	1 12%	2 24%
5 - Very Satisfied	244 12%	120 9%	17 19%	13 20%	12 33%	5 30%	4 28%	1 5%	80 8%	16 12%	14 27%	13 26%	3 12%	* 2%	3 35%
Don't Know	77 4%	54 4%	2 2%	3 5%	1 3%	- -%	* 2%	- -%	36 4%	* *%	3 6%	1 1%	- -%	- -%	- -%
NET: Agree	650 32%	395 29%	38 42%	35 52%	19 53%	10 57%	5 33%	5 43%	285 29%	56 42%	24 47%	21 43%	10 50%	2 14%	5 59%
NET: Disagree	620 31%	438 32%	24 27%	11 17%	7 21%	7 40%	2 11%	1 10%	318 32%	36 28%	11 21%	10 22%	7 33%	5 41%	1 6%
Answered	1923	1325	89	64	34	17	14	11	957	131	48	48	21	12	9
Mean Score	3.0	2.9	3.2	3.5	3.5	3.5	3.4	3.3	2.9	3.2	3.5	3.4	3.2	2.4	3.9
Standard error	.03	.03	.11	.12	.16	.21	.19	.21	.04	.09	.13	.16	.19	.22	.23
Standard deviation	1.27	1.20	1.30	1.17	1.47	1.35	1.25	.96	1.18	1.16	1.29	1.30	1.29	1.14	1.05

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1 - Very Dissatisfied	363 18%	172 18%	22 17%	7 12%	5 11%	5 16%	3 19%	5 23%	145 17%	42 13%	67 20%	25 22%	5 9%
2 - Fairly Dissatisfied	257 13%	141 14%	20 15%	5 8%	4 9%	1 3%	* 3%	7 29%	124 14%	50 15%	42 13%	13 11%	7 12%
3 - Neither Satisfied Nor Dissatisfied	653 33%	345 35%	43 34%	23 36%	7 16%	7 21%	2 17%	3 14%	304 35%	105 32%	118 35%	34 30%	24 44%
4 - Fairly Satisfied	405 20%	191 20%	30 24%	14 22%	12 28%	18 55%	6 44%	1 3%	179 20%	70 21%	76 23%	20 18%	7 13%
5 - Very Satisfied	244 12%	97 10%	13 10%	13 21%	15 35%	2 5%	2 17%	7 31%	92 11%	43 13%	23 7%	17 15%	10 18%
Don't Know	77 4%	31 3%	- -%	1 1%	1 1%	- -%	- -%	- -%	31 4%	17 5%	7 2%	5 5%	2 3%
NET: Agree	650 32%	288 29%	43 34%	27 43%	26 62%	19 60%	9 61%	8 34%	271 31%	113 35%	98 30%	37 33%	17 31%
NET: Disagree	620 31%	313 32%	41 32%	12 20%	9 21%	6 19%	3 22%	12 52%	268 31%	92 28%	110 33%	37 33%	11 21%
Answered	1923	946	128	62	42	32	15	22	843	310	326	108	52
Mean Score	3.0	2.9	3.0	3.3	3.7	3.3	3.4	2.9	2.9	3.1	2.8	2.9	3.2
Standard error	.03	.04	.10	.12	.16	.16	.29	.27	.04	.06	.06	.09	.12
Standard deviation	1.27	1.22	1.22	1.24	1.36	1.17	1.38	1.60	1.22	1.22	1.20	1.36	1.18

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1 - Very Dissatisfied	363 18%	155 16%	45 15%	49 20%	15 19%	3 9%	100 15%	22 9%	49 23%	21 25%	4 9%
2 - Fairly Dissatisfied	257 13%	135 14%	40 13%	31 13%	8 10%	4 12%	95 14%	58 24%	23 11%	8 10%	3 7%
3 - Neither Satisfied Nor Dissatisfied	653 33%	326 35%	102 34%	94 38%	22 27%	12 40%	248 37%	63 27%	71 33%	29 34%	23 52%
4 - Fairly Satisfied	405 20%	204 22%	58 19%	50 20%	15 18%	4 14%	151 22%	56 23%	47 22%	14 16%	5 12%
5 - Very Satisfied	244 12%	90 10%	37 12%	19 8%	16 20%	6 19%	61 9%	28 12%	19 9%	9 11%	9 20%
Don't Know	77 4%	31 3%	17 6%	6 2%	5 6%	2 5%	19 3%	11 5%	4 2%	4 4%	- -%
NET: Agree	650 32%	294 31%	95 32%	68 28%	31 38%	10 33%	212 31%	84 35%	65 31%	23 27%	14 31%
NET: Disagree	620 31%	290 31%	85 28%	81 32%	24 29%	7 21%	195 29%	79 33%	73 34%	29 34%	7 17%
Answered	1923	911	282	243	77	29	655	227	209	80	44
Mean Score	3.0	2.9	3.0	2.8	3.1	3.2	3.0	3.1	2.8	2.8	3.2
Standard error	.03	.04	.07	.07	.10	.14	.05	.07	.07	.11	.14
Standard deviation	1.27	1.20	1.23	1.20	1.40	1.22	1.17	1.18	1.27	1.32	1.15

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1 - Very Dissatisfied	363 18%	116 18%	12 6%	50 23%	28 22%	9 17%	128 18%	8 11%	83 18%	319 18%	44 17%	265 18%	7 6%
2 - Fairly Dissatisfied	257 13%	99 15%	36 18%	25 11%	9 7%	5 10%	100 14%	10 15%	65 14%	240 14%	17 6%	212 14%	7 7%
3 - Neither Satisfied Nor Dissatisfied	653 33%	222 34%	76 37%	68 31%	38 31%	19 38%	229 31%	25 37%	167 35%	562 32%	91 34%	525 35%	33 30%
4 - Fairly Satisfied	405 20%	135 20%	52 25%	47 21%	23 19%	9 18%	155 21%	15 23%	99 21%	344 20%	62 23%	293 19%	41 37%
5 - Very Satisfied	244 12%	68 10%	28 14%	25 11%	20 16%	9 17%	100 14%	8 12%	41 9%	205 12%	40 15%	155 10%	16 15%
Don't Know	77 4%	21 3%	1 1%	5 2%	5 4%	- -%	15 2%	1 1%	16 3%	66 4%	11 4%	55 4%	6 6%
NET: Agree	650 32%	203 31%	79 39%	72 33%	43 35%	17 35%	255 35%	23 35%	140 30%	548 32%	101 38%	449 30%	57 52%
NET: Disagree	620 31%	216 33%	48 24%	75 34%	36 29%	13 27%	228 31%	17 26%	148 31%	560 32%	61 23%	477 32%	14 13%
Answered	1923	641	203	214	118	50	712	65	455	1670	252	1451	104
Mean Score	3.0	2.9	3.2	2.9	3.0	3.1	3.0	3.1	2.9	2.9	3.1	2.9	3.5
Standard error	.03	.05	.07	.08	.10	.14	.05	.11	.06	.03	.07	.03	.08
Standard deviation	1.27	1.23	1.08	1.31	1.38	1.30	1.28	1.16	1.20	1.26	1.27	1.22	1.05

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	a	b	a	b	a	b	a	b
Significance Level: 95%											
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1 - Very Dissatisfied	363 18%	187 17%	13 9%	153 17%	65 17%	267 18%	5 5%	185 17%	15 10%	155 17%	64 17%
2 - Fairly Dissatisfied	257 13%	171 15%	17 12%	134 15%	44 11%	212 14%	7 6%	175 16%	12 8%	132 15%	46 12%
3 - Neither Satisfied Nor Dissatisfied	653 33%	400 36%	36 26%	311 35%	119 31%	524 35%	34 32%	397 36%	39 26%	305 34%	125 33%
4 - Fairly Satisfied	405 20%	228 20%	48 34%	179 20%	92 24%	298 20%	37 34%	222 20%	53 36%	182 20%	89 23%
5 - Very Satisfied	244 12%	106 9%	22 15%	97 11%	52 14%	152 10%	20 18%	103 9%	25 17%	102 11%	47 12%
Don't Know	77 4%	35 3%	5 3%	21 2%	11 3%	55 4%	6 6%	35 3%	5 3%	21 2%	11 3%
NET: Agree	650 32%	334 30%	70 50% a	276 31%	144 38%	449 30%	57 52% a	325 29%	79 52% a	284 32%	137 36%
NET: Disagree	620 31%	358 32%	29 21%	287 32%	109 28%	479 32% b	12 11%	360 32% b	27 18%	286 32%	110 29%
Answered	1923	1092	136	875	372	1452	103	1082	145	875	372
Mean Score	3.0	2.9	3.4 a	2.9	3.1	2.9	3.6 a	2.9	3.4 a	2.9	3.0
Standard error	.03	.03	.08 a	.04	.06	.03	.08 a	.03	.08 a	.04	.06
Standard deviation	1.27	1.20	1.17	1.22	1.28	1.22	1.04	1.19	1.18	1.24	1.25

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1 - Very Dissatisfied	363 18%	106 15%	232 18%	44 21%	* 5%	86 13%	162 18%	37 22%	2 47%	147 17%	118 17%	49 25%	2 59%
2 - Fairly Dissatisfied	257 13%	106 15%	174 13%	40 19%	- -%	108 16%	130 15%	32 19%	- -%	118 13%	101 15%	30 15%	- -%
3 - Neither Satisfied Nor Dissatisfied	653 33%	234 32%	454 35%	56 27%	1 48%	196 30%	321 36%	47 28%	2 53%	283 32%	237 35%	53 27%	2 41%
4 - Fairly Satisfied	405 20%	173 24%	249 19%	50 24%	- -%	165 25%	174 19%	41 24%	- -%	201 23%	130 19%	48 24%	- -%
5 - Very Satisfied	244 12%	76 11%	141 11%	16 8%	- -%	80 12%	82 9%	11 6%	- -%	115 13%	72 11%	18 9%	- -%
Don't Know	77 4%	26 4%	42 3%	3 2%	1 47%	19 3%	29 3%	3 2%	- -%	21 2%	19 3%	1 *%	- -%
NET: Agree	650 32%	249 35%	390 30%	66 32%	- -%	245 37%	256 29%	52 30%	- -%	316 36%	203 30%	66 33%	- -%
NET: Disagree	620 31%	211 29%	405 31%	84 40%	* 5%	194 30%	292 33%	69 40%	2 47%	266 30%	220 32%	80 40%	2 59%
Answered	1923	695	1250	206	2	636	869	169	4	865	660	199	4
Mean Score	3.0	3.0	2.9	2.8	2.8	3.1	2.9	2.7	2.1	3.0	2.9	2.8	1.8
Standard error	.03	.04	.03	.08	.70	.04	.04	.08	.57	.04	.05	.08	.81
Standard deviation	1.27	1.20	1.24	1.25	.99	1.21	1.21	1.23	1.15	1.26	1.22	1.31	1.14

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%		a	b	c	a	b	c	a	b	c	d	e	a	b
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
1 - Very Dissatisfied	363 18%	263 18%	181 17%	157 18%	188 16%	189 19%	2 14%	107 18%	83 19%	72 17%	33 28% c	29 33% abc	79 18%	81 20%
2 - Fairly Dissatisfied	257 13%	205 14%	161 15%	134 15%	152 13%	142 15%	2 11%	105 18%	63 14%	67 16%	20 17%	14 16%	44 10%	41 10%
3 - Neither Satisfied Nor Dissatisfied	653 33%	510 35%	362 34%	287 33%	396 34%	340 35%	3 23%	198 34%	150 34%	147 34%	37 32%	22 24%	141 32%	140 35%
4 - Fairly Satisfied	405 20%	274 19%	225 21%	169 20%	247 21%	194 20%	2 14%	113 19%	91 21%	77 18%	16 14%	16 18%	81 18%	78 20%
5 - Very Satisfied	244 12%	155 11%	102 10%	101 12%	135 12%	78 8%	5 38% ab	53 9%	46 11%	60 14%	10 9%	8 9%	79 18%	49 12%
Don't Know	77 4%	51 4%	32 3%	15 2%	39 3%	26 3%	- -%	11 2%	3 1%	6 1%	- -%	- -%	19 4%	10 3%
NET: Agree	650 32%	430 29%	326 31%	270 31%	382 33%	272 28%	7 52% b	167 28%	137 31%	137 32%	26 22%	25 27%	159 36%	127 32%
NET: Disagree	620 31%	468 32%	342 32%	290 34%	340 29%	330 34%	3 25%	212 36%	145 33%	139 32%	54 46%	44 48% c	123 28%	122 30%
Answered	1923	1408	1030	848	1118	942	14	577	433	424	117	90	423	389
Mean Score	3.0	2.9	2.9	2.9	3.0	2.8	3.5	2.8	2.9	3.0	2.6	2.6	3.1	2.9
Standard error	.03	.03	.04	.04	.03	.04	.21	.05	.06	.06	.12	.15	.06	.06
Standard deviation	1.27	1.23	1.21	1.25	1.23	1.21	1.49	1.21	1.24	1.26	1.27	1.36	1.33	1.28

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packages and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1 - Very Dissatisfied	363 18%	28 18%	5 8%	15 23%	4 9%	318 19%	239 21%	326 18%	232 19%	231 20%	120 15%	319 19%	35 15%	- -%	237 16%	37 30%
2 - Fairly Dissatisfied	257 13%	21 14%	3 4%	10 15%	3 7%	212 12%	119 11%	228 13%	127 10%	119 10%	92 12%	208 12%	29 13%	- -%	180 12%	29 23%
3 - Neither Satisfied Nor Dissatisfied	653 33%	44 29%	19 28%	20 30%	8 19%	571 33%	346 31%	585 33%	388 32%	357 31%	254 32%	548 33%	70 31%	- -%	472 32%	41 33%
4 - Fairly Satisfied	405 20%	38 25%	21 31%	18 27%	17 41%	322 19%	217 19%	346 19%	241 20%	223 19%	196 25%	323 19%	56 25%	- -%	334 23%	1 1%
5 - Very Satisfied	244 12%	22 15%	19 27%	3 5%	9 23%	214 13%	172 15%	226 13%	180 15%	184 16%	98 12%	205 12%	31 14%	- -%	193 13%	11 9%
Don't Know	77 4%	* *%	2 3%	- -%	- -%	68 4%	41 4%	69 4%	50 4%	44 4%	26 3%	66 4%	6 2%	* 100%	53 4%	5 4%
NET: Agree	650 32%	61 40%	40 58%	21 32%	26 64%	536 31%	389 34%	572 32%	421 35%	407 35%	294 37%	527 32%	87 38%	- -%	527 36%	13 10%
NET: Disagree	620 31%	49 32%	8 12%	25 38%	7 17%	530 31%	359 32%	554 31%	360 29%	351 30%	212 27%	527 32%	64 28%	- -%	417 28%	66 53%
Answered	1923	153	67	66	40	1637	1094	1712	1169	1115	760	1602	221	-	1415	120
Mean Score	3.0	3.0	3.7	2.8	3.6	2.9	3.0	3.0	3.0	3.0	3.1	2.9	3.1	-	3.0	2.3
Standard error	.03	.10	ac	.12	ac	.03	.04	.03	.04	.04	.04	.03	.08	-	.03	.12
Standard deviation	1.27	1.31	1.16	1.22	1.19	1.27	1.35	1.27	1.31	1.34	1.23	1.28	1.25	-	1.26	1.21

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1 - Very Dissatisfied	363 18%	139 20%	199 17%	69 13%	21 52%	37 15%	73 18%	49 25%	220 17%	78 20%	77 29%	35 11%	238 18%
2 - Fairly Dissatisfied	257 13%	100 14%	151 13%	56 11%	8 19%	33 13%	46 12%	19 10%	172 13%	58 15%	22 8%	52 17%	177 13%
3 - Neither Satisfied Nor Dissatisfied	653 33%	203 29%	411 35%	175 33%	5 13%	58 24%	153 38%	41 21%	458 35%	131 33%	68 26%	87 29%	465 35%
4 - Fairly Satisfied	405 20%	168 24%	194 17%	150 29%	4 10%	81 33%	82 20%	43 22%	275 21%	74 19%	52 19%	97 32%	239 18%
5 - Very Satisfied	244 12%	65 9%	154 13%	65 12%	2 6%	34 14%	37 9%	39 20%	153 12%	41 10%	45 17%	32 11%	158 12%
Don't Know	77 4%	16 2%	50 4%	10 2%	- -%	2 1%	11 3%	5 3%	48 4%	15 4%	2 1%	1 *%	64 5%
NET: Agree	650 32%	233 34%	348 30%	215 41%	6 16%	115 47%	119 30%	82 42%	428 32%	115 29%	97 36%	130 42%	397 30%
NET: Disagree	620 31%	239 35%	350 30%	124 24%	28 71%	69 28%	119 30%	68 35%	393 30%	136 34%	99 37%	87 29%	416 31%
Answered	1923	675	1109	514	40	242	391	191	1279	382	264	304	1277
Mean Score	3.0	2.9	3.0	3.2	2.0	3.2	2.9	3.0	3.0	2.9	2.9	3.1	2.9
Standard error	.03	.05	.04	.05	.22	.07	.06	.09	.03	.06	.08	.06	.03
Standard deviation	1.27	1.26	1.26	1.19	1.27	1.27	1.20	1.47	1.23	1.25	1.46	1.17	1.25

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1 - Very Dissatisfied	363 18%	163 18%	200 19%
2 - Fairly Dissatisfied	257 13%	108 12%	149 14%
3 - Neither Satisfied Nor Dissatisfied	653 33%	263 28%	390 36%
		a	
4 - Fairly Satisfied	405 20%	186 20%	219 20%
5 - Very Satisfied	244 12%	171 18%	74 7%
		b	
Don't Know	77 4%	39 4%	39 4%
NET: Agree	650 32%	357 38%	293 27%
		b	
NET: Disagree	620 31%	272 29%	349 33%
Answered	1923	892	1031
Mean Score	3.0	3.1	2.8
		b	
Standard error	.03	.04	.04
Standard deviation	1.27	1.35	1.18

Columns Tested:: a,b

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1 - Very Dissatisfied	363 18%	- -%	10 15%	78 22%	74 21%	3 8%	30 17%	4 8%	28 14%	45 18%	8 12%	54 17%	29 24% g
2 - Fairly Dissatisfied	257 13%	- -%	8 11%	19 5%	29 8%	7 19% c	16 9%	14 26% cdf	33 16% cd	48 20% cdf	9 13%	61 20% cdf	15 12%
3 - Neither Satisfied Nor Dissatisfied	653 33%	- -%	17 25%	93 26%	116 33%	12 34%	63 34%	16 30%	79 39% c	81 33%	26 39%	117 38% c	35 28%
4 - Fairly Satisfied	405 20%	- -%	16 24%	88 24% d	55 15%	7 19%	46 25% d	13 24%	42 20%	43 18%	16 24%	57 18%	23 19%
5 - Very Satisfied	244 12%	- -%	11 17% k	66 18% fhk	60 17% fhk	7 19%	15 8%	5 10%	18 9%	25 10%	6 10%	17 5%	15 12%
Don't Know	77 4%	- -%	5 8% i	17 5% ik	23 6% ik	- -%	12 7% ik	1 1%	5 3%	2 1%	1 2%	5 2%	6 5%
NET: Agree	650 32%	- -%	28 41% k	154 43% dhik	114 32%	13 38%	61 33%	18 34%	59 29%	67 28%	23 34%	74 24%	38 31%
NET: Disagree	620 31%	- -%	18 26%	97 27%	103 29%	10 28%	46 25%	18 34%	61 30%	93 38% cf	17 25%	115 37%	45 36%
Answered	1923	-	63	343	333	35	169	53	199	241	65	305	117
Mean Score	3.0	-	3.2 ik	3.1 ikl	3.0 k	3.2 k	3.0 k	3.0 k	2.9 k	2.8 ik	3.1 ik	2.7	2.8
Standard error	.03	-	.14	.08	.07	.19	.10	.10	.07	.09	.08	.08	.12
Standard deviation	1.27	-	1.33	1.40	1.36	1.22	1.20	1.13	1.14	1.22	1.14	1.12	1.35

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 411 (continuation)

QN13. I will be willing to pay more for a parcel provider that operates in an environmentally friendly way (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1 - Very Dissatisfied	363 18%	111 22%	84 17%	77 15%	92 18%	195 19%	169 17%
		c					
2 - Fairly Dissatisfied	257 13%	34 7%	44 9%	95 19%	84 17%	78 8%	179 18%
				ab	ab		a
3 - Neither Satisfied Nor Dissatisfied	653 33%	127 25%	173 35%	176 35%	177 35%	300 30%	353 35%
			a	a	a		
4 - Fairly Satisfied	405 20%	113 23%	99 20%	98 20%	96 19%	212 21%	194 19%
5 - Very Satisfied	244 12%	89 18%	69 14%	48 10%	39 8%	158 16%	86 9%
		cd	d			b	
Don't Know	77 4%	26 5%	32 6%	8 2%	12 2%	57 6%	20 2%
		c	cd			b	
NET: Agree	650 32%	202 40%	168 34%	145 29%	135 27%	370 37%	280 28%
		cd				b	
NET: Disagree	620 31%	145 29%	127 25%	172 34%	176 35%	273 27%	348 35%
				b	b		a
Answered	1923	474	468	492	488	943	980
Mean Score	3.0	3.1	3.1	2.9	2.8	3.1	2.8
		cd	cd			b	
Standard error	.03	.07	.05	.05	.05	.04	.04
Standard deviation	1.27	1.41	1.27	1.18	1.18	1.34	1.18

Columns Tested: a,b,c,d - a,b

Table 414

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
1 - Very Dissatisfied	397 20%	210 35%	187 13%	383 20%	12 16%	* 4%	1 16%	13 15%
		b		ce	c		c	c
2 - Fairly Dissatisfied	304 15%	53 9%	251 18%	290 15%	13 17%	1 13%	* 9%	14 16%
			a					
3 - Neither Satisfied Nor Dissatisfied	604 30%	97 16%	506 36%	578 30%	23 30%	3 29%	1 20%	26 29%
			a	d				
4 - Fairly Satisfied	434 22%	109 18%	325 23%	412 22%	18 24%	3 29%	1 27%	22 25%
			a					
5 - Very Satisfied	200 10%	97 16%	103 7%	188 10%	9 12%	2 18%	1 22%	12 14%
		b				a	abe	
Don't Know	62 3%	39 6%	23 2%	60 3%	1 1%	1 7%	* 6%	2 2%
		b				b	b	
NET: Agree	634 32%	206 34%	428 31%	599 31%	28 36%	4 47%	2 49%	34 38%
						a	abe	a
NET: Disagree	701 35%	263 43%	438 31%	674 35%	25 32%	1 17%	1 25%	27 31%
		b		cd	c			c
Answered	1938	566	1372	1850	75	8	5	88
Mean Score	2.9	2.7	2.9	2.9	3.0	3.5	3.3	3.1
		a			a	abe	abe	a
Standard error	.03	.06	.03	.03	.07	.12	.11	.05
Standard deviation	1.26	1.54	1.12	1.26	1.26	1.14	1.56	1.26

Columns Tested:: a,b - a,b,c,d,e

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
1 - Very Dissatisfied	397 20%	238 19%	111 20%	35 25%	9 18%	3 9%	1 16%	383 20%	12 16%	1 8%
		ei	ei	ei	ei		i	ei	i	
2 - Fairly Dissatisfied	304 15%	202 17%	74 13%	15 10%	9 17%	5 16%	* 9%	290 15%	13 17%	2 12%
		f								
3 - Neither Satisfied Nor Dissatisfied	604 30%	356 29%	184 33%	38 27%	17 32%	8 25%	1 20%	578 30%	23 30%	4 26%
		f	f		f			f		
4 - Fairly Satisfied	434 22%	266 22%	109 20%	36 26%	11 21%	10 30%	1 27%	412 22%	18 24%	4 28%
						b				
5 - Very Satisfied	200 10%	118 10%	56 10%	14 10%	5 10%	6 17%	1 22%	188 10%	9 12%	3 19%
						ag	abcdgh			abcdg
Don't Know	62 3%	42 3%	15 3%	3 2%	1 2%	1 3%	* 6%	60 3%	1 1%	1 6%
							h			h
NET: Agree	634 32%	384 31%	165 30%	50 36%	16 31%	15 47%	2 49%	599 31%	28 36%	7 48%
						abdg	abcdgh			abcdgh
NET: Disagree	701 35%	440 36%	185 34%	49 35%	18 35%	8 25%	1 25%	674 35%	25 32%	3 20%
		efi	i	i	i			efi	i	
Answered	1938	1180	533	137	52	32	5	1850	75	13
Mean Score	2.9	2.9	2.9	2.9	2.9	3.3	3.3	2.9	3.0	3.4
						abcdgh	abcdgh		g	abcdgh
Standard error	.03	.04	.06	.09	.09	.08	.11	.03	.07	.07
Standard deviation	1.26	1.26	1.26	1.33	1.25	1.23	1.56	1.26	1.26	1.24

Columns Tested: a,b,c,d,e,f,g,h,i

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
1 - Very Dissatisfied	397 20%	304 20%	79 22%	12 16%	* 4%	1 16%	170 15%	36 14%	15 27%	10 22%	19 41%
		d	d	d	d	d			ab		ab
2 - Fairly Dissatisfied	304 15%	250 16%	41 12%	13 17%	1 13%	* 9%	199 18%	30 11%	10 19%	5 11%	7 15%
3 - Neither Satisfied Nor Dissatisfied	604 30%	488 31%	90 26%	23 30%	3 29%	1 20%	367 33%	84 32%	17 32%	15 33%	5 11%
		e					e	e	e	e	
4 - Fairly Satisfied	434 22%	326 21%	85 24%	18 24%	3 29%	1 27%	266 24%	72 27%	6 11%	8 18%	8 17%
							c	c			
5 - Very Satisfied	200 10%	145 9%	43 12%	9 12%	2 18%	1 22%	87 8%	33 13%	6 11%	5 11%	5 11%
					a	abc					
Don't Know	62 3%	45 3%	14 4%	1 1%	1 7%	* 6%	23 2%	7 3%	* *%	2 5%	2 5%
					c	c					
NET: Agree	634 32%	471 30%	128 36%	28 36%	4 47%	2 49%	353 32%	106 40%	12 22%	13 29%	13 28%
			a		a	abc		c			
NET: Disagree	701 35%	554 36%	120 34%	25 32%	1 17%	1 25%	369 33%	66 25%	25 46%	15 32%	26 56%
		de	d	d					b		abd
Answered	1938	1513	338	75	8	5	1089	256	54	43	44
Mean Score	2.9	2.8	2.9	3.0	3.5	3.3	2.9	3.1	2.6	2.9	2.4
				a	abc	abc	ce	acde		e	
Standard error	.03	.04	.06	.07	.12	.11	.04	.07	.12	.14	.10
Standard deviation	1.26	1.24	1.35	1.26	1.14	1.56	1.17	1.21	1.30	1.30	1.48

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
1 - Very Dissatisfied	397 20%	23 14%	23 15%	97 27% abg	20 21%	33 21% g	60 22% g	25 10%	34 21%	37 25%
2 - Fairly Dissatisfied	304 15%	39 24% ch	36 24% ch	46 13%	13 13%	23 15%	50 18%	33 13%	16 10%	20 13%
3 - Neither Satisfied Nor Dissatisfied	604 30%	44 26%	36 24%	106 29%	23 23%	45 29%	82 30%	104 42% abcd	57 35%	42 29%
4 - Fairly Satisfied	434 22%	42 25%	33 22%	60 17%	26 27%	37 24%	55 20%	55 22%	35 22%	35 24%
5 - Very Satisfied	200 10%	14 8%	20 13%	31 9%	14 14%	14 9%	22 8%	25 10%	16 10%	9 6%
Don't Know	62 3%	5 3%	2 1%	20 6%	3 3%	3 2%	3 1%	6 2%	5 3%	4 3%
NET: Agree	634 32%	56 33%	53 36%	91 25%	40 41% c	51 33%	77 28%	80 32%	51 31%	44 30%
NET: Disagree	701 35%	62 37% g	59 39% g	142 40% g	33 33%	56 36% g	109 40% g	58 23%	50 30%	56 38% g
Answered	1938	163	148	339	95	152	268	243	157	143
Mean Score	2.9	2.9	2.9	2.7	3.0 c	2.8	2.7	3.1 cfi	2.9	2.7
Standard error	.03	.11	.12	.09	.15 c	.11	.10	.09 cfi	.11	.12
Standard deviation	1.26	1.19	1.28	1.31	1.36	1.27	1.24	1.09	1.25	1.27

Columns Tested: a,b,c,d,e,f,g,h,i

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
1 - Very Dissatisfied	397 20%	90 22%	79 17%	182 21%	351 20%	46 19%	25 21%	13 16%	8 19%
2 - Fairly Dissatisfied	304 15%	56 14%	91 19%	128 15%	275 16%	30 12%	13 11%	13 16%	4 10%
3 - Neither Satisfied Nor Dissatisfied	604 30%	110 28%	137 29%	292 33%	540 31%	64 27%	33 28%	19 24%	12 29%
4 - Fairly Satisfied	434 22%	98 25%	110 23%	170 19%	379 22%	55 23%	27 22%	19 24%	9 23%
5 - Very Satisfied	200 10%	37 9%	50 10%	78 9%	165 9%	35 15%	19 15%	11 14%	6 14%
Don't Know	62 3%	9 2%	12 3%	29 3%	51 3%	11 4%	4 3%	5 6%	2 5%
NET: Agree	634 32%	135 34%	160 33%	249 28%	544 31%	90 38%	45 38%	30 37%	15 37%
NET: Disagree	701 35%	145 36%	170 35%	310 35%	626 36%	75 31%	38 32%	26 32%	11 28%
Answered	1938	391	468	851	1709	229	116	75	38
Mean Score	2.9	2.8	2.9	2.8	2.8	3.0	3.0	3.0	3.0
Standard error	.03	.07	.07	.05	.04	.04	.07	.08	.08
Standard deviation	1.26	1.29	1.24	1.24	1.25	1.34	1.36	1.31	1.33

Columns Tested:: a,b,c,d,e,f,g,h

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
1 - Very Dissatisfied	397 20%	16 15%	37 28%	4 10%	41 24%	51 22%	119 28%	9 12%	11 19%	151 16%
2 - Fairly Dissatisfied	304 15%	6 6%	12 9%	6 16%	18 10%	19 8%	80 19%	9 13%	10 18%	161 17%
3 - Neither Satisfied Nor Dissatisfied	604 30%	31 30%	43 33%	3 8%	46 27%	75 33%	97 23%	30 42%	21 36%	300 32%
4 - Fairly Satisfied	434 22%	23 22%	28 21%	20 50%	48 28%	41 18%	77 18%	20 27%	7 12%	216 23%
5 - Very Satisfied	200 10%	21 21%	11 9%	4 10%	15 9%	30 13%	42 10%	3 5%	5 9%	82 9%
Don't Know	62 3%	5 5%	* *	2 5%	2 1%	13 6%	5 1%	1 1%	4 6%	31 3%
NET: Agree	634 32%	44 43%	39 30%	24 60%	63 37%	71 31%	119 28%	23 32%	12 20%	298 32%
NET: Disagree	701 35%	22 22%	48 37%	10 26%	58 34%	70 31%	198 47%	18 25%	22 37%	311 33%
Answered	1938	97	130	37	167	216	415	71	55	909
Mean Score	2.9	3.3 bdefhi	2.7	3.4	2.9 f	2.9 f	2.6	3.0 f	2.7	2.9 f
Standard error	.03	.14	.11	.23	.10	.10	.06	.10	.13	.04
Standard deviation	1.26	1.33	1.31	1.21	1.31	1.33	1.34	1.05	1.21	1.20

Columns Tested: a,b,c,d,e,f,g,h,i

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
1 - Very Dissatisfied	397 20%	107 21%	119 28%	171 16%	346 21%	51 15%	- -%	370 20%	27 18%	365 19%	31 41%
2 - Fairly Dissatisfied	304 15%	43 9%	80 19%	182 17%	241 14%	63 19%	- -%	291 16%	14 9%	297 15%	7 9%
3 - Neither Satisfied Nor Dissatisfied	604 30%	152 30%	97 23%	355 33%	509 31%	95 29%	- -%	553 30%	50 33%	584 30%	20 26%
4 - Fairly Satisfied	434 22%	111 22%	77 18%	246 23%	356 21%	77 23%	- -%	403 22%	30 20%	427 22%	7 9%
5 - Very Satisfied	200 10%	67 13%	42 10%	91 8%	164 10%	36 11%	- -%	176 10%	24 16%	190 10%	10 13%
Don't Know	62 3%	20 4%	5 1%	36 3%	51 3%	11 3%	- -%	55 3%	6 4%	60 3%	1 2%
NET: Agree	634 32%	178 36%	119 28%	337 31%	520 31%	113 34%	- -%	580 31%	54 36%	617 32%	17 22%
NET: Disagree	701 35%	150 30%	198 47%	352 33%	587 35%	114 34%	- -%	660 36%	41 27%	663 34%	38 50%
Answered	1938	480	415	1044	1617	322	-	1793	145	1863	75
Mean Score	2.9	3.0	2.6	2.9	2.8	3.0	-	2.8	3.1	2.9	2.4
Standard error	.03	.06	.06	.03	.03	.07	-	.03	.07	.03	.16
Standard deviation	1.26	1.33	1.34	1.19	1.27	1.23	-	1.26	1.31	1.25	1.44

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
1 - Very Dissatisfied	397 20%	223 18%	59 20%	107 26% a
2 - Fairly Dissatisfied	304 15%	182 14%	32 11%	87 21% ab
3 - Neither Satisfied Nor Dissatisfied	604 30%	402 32%	82 28%	108 26%
4 - Fairly Satisfied	434 22%	276 22%	80 27%	69 17%
5 - Very Satisfied	200 10%	119 9%	37 12%	44 10%
Don't Know	62 3%	54 4%	5 2%	3 1%
NET: Agree	634 32%	395 31%	117 40% ac	113 27%
NET: Disagree	701 35%	405 32%	91 31%	194 46% ab
Answered	1938	1201	290	416
Mean Score	2.9	2.9	3.0	2.7
Standard error	.03	.03	.06	.06
Standard deviation	1.26	1.23	1.31	1.31

Columns Tested:: a,b,c

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
1 - Very Dissatisfied	397 20%	338 19%	47 25% k	10 27%	* 1%	1 6%	* 1%	* 1%	* 10%	385 20%	11 16%	1 4%
2 - Fairly Dissatisfied	304 15%	263 15%	36 20%	5 13%	* 2%	- -%	* 4%	* 7%	- -%	299 16%	5 7%	* 1%
3 - Neither Satisfied Nor Dissatisfied	604 30%	538 31%	51 27%	9 25%	* *%	4 21%	1 20%	1 36%	- -%	589 31%	15 21%	6 17%
4 - Fairly Satisfied	434 22%	382 22%	34 18%	6 16%	2 22%	7 35%	3 54%	1 54%	* 83%	415 22%	18 26%	12 37%
5 - Very Satisfied	200 10%	163 9%	17 9%	6 16%	6 75%	7 38%	1 21%	* 3%	* 7%	180 9%	20 28%	14 41% abi
Don't Know	62 3%	59 3%	1 1%	1 4%	- -%	- -%	- -%	- -%	- -%	60 3%	1 2%	- -%
NET: Agree	634 32%	545 31%	51 27%	12 32%	7 97%	14 73%	4 75%	1 57%	* 90%	596 31%	38 54% abi	26 78% abci
NET: Disagree	701 35%	601 34% k	84 45% aijk	15 39% k	* 3%	1 6%	* 5%	* 8%	* 10%	685 35% k	16 23%	2 5%
Answered	1938	1683	185	36	7	19	5	2	*	1869	70	34
Mean Score	2.9	2.9	2.7	2.8	4.7	4.0	3.9	3.5	3.8	2.8	3.4	4.1
Standard error	.03	b	.07	.16	.17	.20	.22	.34	-	b	abci	abcij
Standard deviation	1.26	.03	1.29	1.45	.74	1.08	.92	.96	-	1.25	1.40	1.00

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
1 - Very Dissatisfied	397 20%	207 18%	131 21%	59 23%	291 18% ef	211 17% e	314 18% ef	229 18% ef	78 11%	59 12%	121 25% bd	168 17% d	7 16%	3 4%	9 22% d	6 16%	* 1%
2 - Fairly Dissatisfied	304 15%	160 14%	103 17%	42 16%	247 15%	217 17%	271 16%	211 16%	103 15%	75 15%	68 14%	176 18%	4 10%	10 13%	5 13%	4 12%	3 15%
3 - Neither Satisfied Nor Dissatisfied	604 30%	357 32%	181 29%	66 26%	526 33%	405 32%	547 32%	393 31%	245 36% f	142 28%	139 28%	347 35% e	16 33%	24 31%	5 14%	10 29%	5 30%
4 - Fairly Satisfied	434 22%	242 21%	140 23%	52 20%	357 22%	283 22%	371 22%	303 24%	173 25%	139 28% c	96 20%	218 22%	10 22%	24 29%	12 31%	4 10%	7 38%
5 - Very Satisfied	200 10%	112 10%	50 8%	37 14% b	149 9%	124 10%	162 9%	119 9%	71 10%	73 15% abcd	45 9%	72 7%	8 17%	15 19%	8 20% b	11 32% b	3 16% ab
Don't Know	62 3%	48 4% c	12 2%	2 1%	46 3%	27 2%	48 3%	23 2%	10 2%	12 2%	22 5%	21 2%	1 2%	3 4%	- -%	* 1%	- -%
NET: Agree	634 32%	354 31%	191 31%	89 35%	506 31%	407 32%	533 31%	422 33%	244 36%	213 42% abcd	142 29%	290 29%	18 39%	39 48% ab	20 51% ab	15 42%	9 54%
NET: Disagree	701 35%	366 33%	235 38%	100 39%	538 33% ef	428 34% ef	585 34% ef	440 34% ef	180 27%	134 27%	189 38% d	344 34% d	12 25%	14 17%	14 35%	10 28%	3 16%
Answered	1938	1077	606	255	1570	1240	1664	1256	670	489	470	981	46	77	39	35	17
Mean Score	2.9	2.9	2.8	2.9	2.9	2.9	2.9	2.9	3.1 abcd	3.2 abcd	2.7	2.8	3.2 ab	3.5 ab	3.1 ab	3.3 ab	3.5 ab
Standard error	.03	.04	.05	.06	.03	.03	.03	.03	.04	.05	.06	.04	.14	.10	.17	.16	.16
Standard deviation	1.26	1.24	1.25	1.36	1.22	1.21	1.23	1.23	1.14	1.22	1.30	1.16	1.30	1.09	1.47	1.46	1.00

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
1 - Very Dissatisfied	397	263	11	7	6	2	2	*	179	15	7	5	2	2	*
	20%	19%	12%	11%	18%	11%	11%	*%	18%	12%	14%	11%	9%	18%	1%
2 - Fairly Dissatisfied	304	221	16	2	1	4	1	2	181	20	3	9	*	4	*
	15%	16%	18%	3%	3%	24%	5%	21%	18%	16%	6%	18%	2%	31%	4%
		c	c			cd									
3 - Neither Satisfied Nor Dissatisfied	604	461	24	19	9	3	7	3	330	43	7	16	6	2	3
	30%	33%	27%	28%	24%	19%	46%	32%	33%	33%	13%	32%	29%	13%	29%
									c						
4 - Fairly Satisfied	434	293	23	20	10	3	2	5	208	35	16	13	4	4	4
	22%	21%	26%	30%	29%	19%	14%	44%	21%	26%	30%	26%	21%	30%	39%
5 - Very Satisfied	200	101	15	16	9	5	3	*	72	17	16	7	8	1	3
	10%	7%	16%	24%	25%	27%	22%	3%	7%	13%	31%	14%	40%	7%	28%
		a	a	a	a	a			a		a		ab		
Don't Know	62	41	1	3	*	-	*	-	23	*	3	-	-	-	-
	3%	3%	1%	5%	1%	-%	3%	-%	2%	*%	5%	-%	-%	-%	-%
NET: Agree	634	393	38	37	19	8	5	5	280	52	32	19	13	5	6
	32%	29%	42%	54%	54%	46%	36%	47%	28%	40%	61%	40%	61%	38%	66%
		a	a	a	a				a		a		a		
NET: Disagree	701	484	27	9	7	6	2	2	359	36	11	14	2	6	*
	35%	35%	30%	13%	20%	35%	16%	21%	36%	27%	20%	28%	10%	49%	5%
		c													
Answered	1938	1339	89	64	35	17	14	11	969	131	49	49	21	12	9
Mean Score	2.9	2.8	3.2	3.6	3.4	3.3	3.3	3.3	2.8	3.1	3.6	3.1	3.8	2.8	3.9
		a	ab	a	a	a	a		a	abd	a	abd			
Standard error	.03	.03	.10	.12	.15	.22	.19	.19	.04	.09	.14	.15	.19	.26	.21
Standard deviation	1.26	1.20	1.26	1.23	1.39	1.41	1.24	.89	1.18	1.19	1.40	1.19	1.26	1.31	.96

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Number of parcels and packets sent						Frequency - letters/large letters sent					
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
1 - Very Dissatisfied	397 20%	184 19%	27 21%	9 14%	4 10%	3 11%	- -	2 11%	167 19%	39 12%	69 21%	29 25%	6 11%
									b		b	b	
2 - Fairly Dissatisfied	304 15%	175 18%	19 15%	7 12%	5 12%	4 12%	* 2%	* 1%	133 15%	51 16%	55 16%	20 18%	11 21%
3 - Neither Satisfied Nor Dissatisfied	604 30%	313 32%	43 34%	15 23%	3 8%	10 32%	2 14%	6 29%	281 32%	124 38%	101 30%	22 19%	16 30%
		d	d			d			d	d			
4 - Fairly Satisfied	434 22%	212 22%	33 26%	17 28%	17 40%	13 40%	3 22%	7 32%	185 21%	68 21%	73 22%	29 25%	13 25%
5 - Very Satisfied	200 10%	70 7%	5 4%	15 24%	13 30%	2 5%	9 62%	6 27%	82 9%	32 10%	31 9%	11 10%	7 13%
				ab	abe			ab					
Don't Know	62 3%	23 2%	- -%	- -%	- -%	- -%	- -%	- -%	26 3%	15 4%	5 1%	2 2%	- -%
NET: Agree	634 32%	282 29%	38 30%	32 51%	30 70%	14 45%	12 84%	13 59%	267 31%	99 30%	104 31%	40 35%	20 37%
				ab	ab			a					
NET: Disagree	701 35%	359 37%	46 36%	16 26%	9 22%	7 23%	* 2%	3 11%	300 34%	90 27%	124 37%	49 44%	17 33%
											b	b	
Answered	1938	954	128	63	42	32	15	22	848	313	328	111	54
Mean Score	2.9	2.8	2.8	3.4 ab	3.7 abe	3.2 ab	4.4	3.6 ab	2.9	3.0 cd	2.8	2.8	3.1
Standard error	.03	.04	.09	.13	.16	.15	.17	.21	.04	.06	.06	.09	.12
Standard deviation	1.26	1.20	1.17	1.34	1.31	1.08	.82	1.22	1.24	1.13	1.26	1.36	1.20

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
1 - Very Dissatisfied	397 20%	169 18%	40 13%	55 22%	20 25%	3 10%	105 16%	28 12%	45 21%	23 27%	6 14%
2 - Fairly Dissatisfied	304 15%	147 16%	44 15%	41 16%	10 13%	4 13%	108 16%	45 19%	38 18%	17 20%	8 19%
3 - Neither Satisfied Nor Dissatisfied	604 30%	306 32%	111 37%	73 30%	19 23%	14 45%	229 34%	80 34%	65 30%	14 17%	14 31%
4 - Fairly Satisfied	434 22%	209 22%	60 20%	57 23%	23 28%	6 19%	152 22%	57 24%	38 18%	22 26%	10 22%
5 - Very Satisfied	200 10%	85 9%	29 10%	20 8%	8 9%	4 13%	65 10%	22 9%	23 11%	7 9%	7 15%
Don't Know	62 3%	26 3%	15 5%	3 1%	2 2%	- -%	15 2%	5 2%	4 2%	* 1%	- -%
NET: Agree	634 32%	293 31%	89 30%	77 31%	31 38%	10 32%	216 32%	79 33%	61 29%	29 35%	16 37%
NET: Disagree	701 35%	316 34%	84 28%	96 38%	31 37%	7 23%	213 32%	73 31%	82 39%	39 47%	14 32%
Answered	1938	915	284	246	80	30	659	232	209	83	44
Mean Score	2.9	2.9	3.0	2.8	2.9	3.1	2.9	3.0	2.8	2.7	3.1
Standard error	.03	.04	c	.07	.09	.13	d	cd	.07	.11	.15
Standard deviation	1.26	1.22	1.16	1.25	1.35	1.13	1.19	1.14	1.28	1.36	1.26

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
1 - Very Dissatisfied	397	122	17	47	28	13	141	6	82	348	49	288	4
	20%	18%	8%	22%	23%	26%	19%	8%	18%	20%	18%	19%	4%
		b		b	b	b						b	
2 - Fairly Dissatisfied	304	113	24	36	28	7	132	7	71	272	33	236	11
	15%	17%	12%	16%	23%	15%	18%	11%	15%	16%	12%	16%	10%
3 - Neither Satisfied Nor Dissatisfied	604	220	73	52	27	12	186	29	166	527	77	498	28
	30%	33%	36%	24%	22%	24%	26%	44%	35%	30%	29%	33%	25%
		c						a	a				
4 - Fairly Satisfied	434	137	68	55	24	9	180	14	106	365	69	321	36
	22%	21%	33%	25%	19%	18%	25%	21%	22%	21%	26%	21%	32%
			ad										a
5 - Very Satisfied	200	50	21	26	13	9	79	10	31	171	29	123	26
	10%	8%	10%	12%	11%	18%	11%	15%	7%	10%	11%	8%	24%
													a
Don't Know	62	18	1	2	2	-	8	*	15	54	8	40	6
	3%	3%	1%	1%	2%	-%	1%	1%	3%	3%	3%	3%	6%
NET: Agree	634	187	89	81	37	18	259	24	137	536	98	444	62
	32%	28%	44%	37%	30%	35%	36%	36%	29%	31%	37%	29%	56%
			a										a
NET: Disagree	701	235	41	83	57	20	274	13	153	620	81	524	15
	35%	36%	20%	38%	46%	41%	38%	20%	33%	36%	31%	35%	13%
		b		b	b	b	b					b	
Answered	1938	643	203	217	121	50	719	66	456	1683	256	1466	104
Mean Score	2.9	2.8	3.3	2.9	2.7	2.9	2.9	3.2	2.9	2.8	3.0	2.8	3.7
			acde					ac					a
Standard error	.03	.05	.07	.08	.10	.16	.05	.11	.05	.03	.07	.03	.09
Standard deviation	1.26	1.19	1.07	1.33	1.32	1.44	1.28	1.10	1.17	1.26	1.27	1.21	1.08

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
1 - Very Dissatisfied	397 20%	197 18%	13 10%	152 17%	77 20%	287 19%	4 4%	195 17%	15 10%	155 17%	74 19%
2 - Fairly Dissatisfied	304 15%	206 18%	11 8%	161 18%	50 13%	237 16%	10 9%	206 18%	12 8%	156 17%	55 14%
3 - Neither Satisfied Nor Dissatisfied	604 30%	359 32%	46 33%	279 31%	114 30%	494 33%	32 29%	362 32%	44 29%	280 31%	113 29%
4 - Fairly Satisfied	434 22%	242 21%	41 29%	205 23%	98 25%	325 22%	31 29%	237 21%	46 30%	204 23%	99 26%
5 - Very Satisfied	200 10%	101 9%	23 16%	80 9%	39 10%	123 8%	26 24%	95 9%	28 19%	84 9%	35 9%
Don't Know	62 3%	22 2%	5 3%	17 2%	6 2%	40 3%	6 6%	22 2%	5 3%	17 2%	6 2%
NET: Agree	634 32%	342 30%	65 46%	286 32%	137 36%	448 30%	58 53%	333 30%	74 49%	288 32%	134 35%
NET: Disagree	701 35%	403 36%	25 18%	314 35%	126 33%	524 35%	14 13%	401 36%	27 18%	311 35%	129 34%
Answered	1938	1105	136	879	377	1467	103	1095	145	879	377
Mean Score	2.9	2.9	3.4	2.9	2.9	2.8	3.6	2.8	3.4	2.9	2.9
Standard error	.03	.03	.08	.04	.06	.03	.09	.03	.08	.04	.06
Standard deviation	1.26	1.21	1.16	1.21	1.27	1.22	1.09	1.20	1.20	1.22	1.25

Columns Tested: a,b - a,b - a,b - a,b - a,b

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
1 - Very Dissatisfied	397 20%	114 16%	253 20%	48 23%	2 53%	98 15%	171 19%	41 24%	2 47%	155 18%	121 18%	45 22%	2 59%
2 - Fairly Dissatisfied	304 15%	115 16%	205 16%	52 25% ab	- -%	116 18%	169 19%	34 20%	- -%	144 16%	127 19%	52 26% a	- -%
3 - Neither Satisfied Nor Dissatisfied	604 30%	218 30%	412 32%	49 23%	- -%	184 28%	280 31%	46 27%	2 39%	254 29% c	201 30% c	37 19%	2 41%
4 - Fairly Satisfied	434 22%	172 24%	278 22%	44 21%	- -%	164 25%	185 21%	33 19%	1 13%	219 25%	159 23%	44 22%	- -%
5 - Very Satisfied	200 10%	80 11%	115 9%	16 8%	- -%	76 12%	77 9%	16 10%	- -%	94 11%	59 9%	22 11%	- -%
Don't Know	62 3%	21 3%	29 2%	* *% 47%	1 47%	16 2%	16 2%	* *% -%	- -%	20 2%	12 2%	- -% ab	- -%
NET: Agree	634 32%	253 35%	393 30%	60 28%	- -%	241 37% b	262 29%	50 29%	1 13%	313 35%	218 32%	66 33%	- -%
NET: Disagree	701 35%	229 32%	457 35%	100 48% ab	2 53%	214 33%	339 38%	75 44% a	2 47%	300 34%	248 37%	97 49% ab	2 59%
Answered	1938	700	1263	209	2	639	882	172	4	866	667	199	4
Mean Score	2.9	3.0 bc	2.8 c	2.7	1.0	3.0 bc	2.8	2.7	2.2	2.9 c	2.9	2.7	1.8
Standard error	.03	.04	.03	.08	-	.04	.04	.09	.67	.04	.04	.08	.81
Standard deviation	1.26	1.23	1.23	1.25	-	1.24	1.22	1.29	1.34	1.25	1.22	1.33	1.14

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
1 - Very Dissatisfied	397	286	189	150	216	171	*	102	78	67	28	28	95	87
	20%	20%	18%	17%	19%	18%	4%	17%	18%	16%	24%	31%	21%	22%
												abc		
2 - Fairly Dissatisfied	304	230	198	162	184	172	2	126	89	84	37	24	65	51
	15%	16%	19%	19%	16%	18%	16%	21%	20%	20%	32%	27%	15%	13%
											c			
3 - Neither Satisfied Nor Dissatisfied	604	485	331	255	371	308	3	172	134	128	22	16	120	109
	30%	33%	31%	30%	32%	32%	18%	29%	31%	30%	19%	18%	27%	27%
4 - Fairly Satisfied	434	296	229	204	248	211	3	136	97	98	19	11	97	98
	22%	20%	22%	24%	21%	22%	20%	23%	22%	23%	16%	13%	22%	25%
5 - Very Satisfied	200	123	95	79	107	87	6	45	35	47	11	10	53	48
	10%	8%	9%	9%	9%	9%	43%	8%	8%	11%	9%	12%	12%	12%
							ab							
Don't Know	62	39	21	13	31	19	-	8	4	6	-	-	12	5
	3%	3%	2%	2%	3%	2%	-%	1%	1%	1%	-%	-%	3%	1%
NET: Agree	634	419	323	283	356	298	9	181	132	145	30	22	150	147
	32%	29%	30%	33%	31%	31%	62%	31%	30%	34%	25%	24%	34%	37%
							ab							
NET: Disagree	701	516	386	312	400	344	3	227	167	151	65	52	160	138
	35%	35%	36%	36%	35%	35%	19%	39%	38%	35%	56%	58%	36%	35%
											abc	abc		
Answered	1938	1420	1040	850	1127	950	14	580	432	425	117	90	430	394
Mean Score	2.9	2.8	2.8	2.9	2.9	2.9	3.8	2.8	2.8	2.9	2.5	2.5	2.9	2.9
							ab	de	de	de				
Standard error	.03	.03	.04	.04	.03	.04	.18	.05	.06	.06	.12	.15	.06	.06
Standard deviation	1.26	1.22	1.22	1.22	1.23	1.21	1.28	1.20	1.20	1.23	1.27	1.35	1.32	1.33

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
1 - Very Dissatisfied	397	28	8	16	1	347	267	357	257	266	130	355	47	-	263	42
	20%	18%	11%	24%	3%	20%	24%	20%	21%	23%	16%	21%	21%	-%	18%	34%
												a			a	a
2 - Fairly Dissatisfied	304	21	6	10	-	265	167	277	178	174	124	267	39	-	215	23
	15%	14%	8%	15%	-%	16%	15%	16%	15%	15%	16%	16%	17%	-%	15%	19%
3 - Neither Satisfied Nor Dissatisfied	604	46	18	13	11	518	316	537	336	298	221	490	54	*	424	35
	30%	30%	26%	20%	27%	30%	28%	30%	28%	26%	28%	29%	24%	35%	29%	28%
						e										
4 - Fairly Satisfied	434	38	17	18	22	351	230	379	270	242	195	348	57	-	351	18
	22%	25%	24%	27%	54%	21%	20%	21%	22%	21%	25%	21%	25%	-%	24%	14%
					abc											
5 - Very Satisfied	200	20	21	9	6	168	121	174	138	141	94	153	25	-	169	3
	10%	13%	30%	14%	15%	10%	11%	10%	11%	12%	12%	9%	11%	-%	11%	3%
			a												b	
Don't Know	62	*	-	-	-	56	33	56	41	36	22	55	5	*	46	4
	3%	*%	-%	-%	-%	3%	3%	3%	3%	3%	3%	3%	2%	65%	3%	3%
NET: Agree	634	58	38	27	28	519	351	553	408	384	289	501	81	-	520	21
	32%	38%	55%	41%	70%	30%	31%	31%	33%	33%	37%	30%	36%	-%	35%	17%
					ac						b				b	
NET: Disagree	701	49	13	26	1	613	435	634	435	441	254	622	86	-	478	66
	35%	32%	19%	39%	3%	36%	38%	36%	36%	38%	32%	37%	38%	-%	33%	53%
		d		d											a	a
Answered	1938	153	69	66	40	1650	1102	1725	1178	1123	763	1612	222	*	1422	121
Mean Score	2.9	3.0	3.5	2.9	3.8	2.8	2.8	2.8	2.9	2.8	3.0	2.8	2.9	3.0	3.0	2.3
			ac		ac						b				b	
Standard error	.03	.10	.13	.16	.14	.03	.04	.03	.04	.04	.04	.03	.08	-	.03	.11
Standard deviation	1.26	1.29	1.31	1.40	.82	1.26	1.31	1.26	1.31	1.34	1.26	1.27	1.31	-	1.27	1.17

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
1 - Very Dissatisfied	397 20%	142 21%	228 20%	84 16%	22 55%	38 16%	84 21%	47 24%	240 18%	88 22%	78 30%	46 15%	258 19%
2 - Fairly Dissatisfied	304 15%	135 20%	150 13%	80 15%	7 19%	33 13%	70 17%	30 15%	182 14%	86 22%	34 13%	48 16%	212 16%
3 - Neither Satisfied Nor Dissatisfied	604 30%	192 28%	374 32%	144 28%	6 15%	59 24%	124 31%	30 15%	435 33%	126 32%	51 19%	99 32%	427 32%
4 - Fairly Satisfied	434 22%	147 21%	247 21%	153 29%	4 9%	76 31%	93 23%	52 26%	303 23%	56 14%	66 25%	81 26%	270 20%
5 - Very Satisfied	200 10%	61 9%	118 10%	56 11%	* 1%	36 15%	24 6%	37 19%	123 9%	34 9%	35 13%	31 10%	126 9%
Don't Know	62 3%	13 2%	41 4%	6 1%	- -%	2 1%	6 2%	1 *%	43 3%	7 2%	2 1%	* *%	48 4%
NET: Agree	634 32%	208 30%	366 32%	209 40%	4 11%	112 46%	117 29%	89 45%	426 32%	90 23%	101 38%	111 37%	396 30%
NET: Disagree	701 35%	278 40%	378 33%	164 31%	29 74%	71 29%	153 38%	77 39%	422 32%	174 44%	112 42%	94 31%	470 35%
Answered	1938	678	1118	517	40	242	395	195	1284	390	264	304	1293
Mean Score	2.9	2.8	2.9	3.0	1.8	3.2	2.8	3.0	2.9	2.6	2.8	3.0	2.8
Standard error	.03	.05	.04	.05	.19	.07	.06	.09	.03	.06	.08	.07	.03
Standard deviation	1.26	1.25	1.26	1.24	1.09	1.29	1.20	1.47	1.23	1.22	1.44	1.20	1.24

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
1 - Very Dissatisfied	397	198	198
	20%	21%	19%
2 - Fairly Dissatisfied	304	134	170
	15%	14%	16%
3 - Neither Satisfied Nor Dissatisfied	604	244	360
	30%	26%	34%
			a
4 - Fairly Satisfied	434	205	228
	22%	22%	21%
5 - Very Satisfied	200	116	84
	10%	13%	8%
		b	
Don't Know	62	32	30
	3%	3%	3%
NET: Agree	634	322	312
	32%	35%	29%
NET: Disagree	701	333	368
	35%	36%	34%
Answered	1938	899	1040
Mean Score	2.9	2.9	2.8
Standard error	.03	.04	.04
Standard deviation	1.26	1.33	1.20

Columns Tested:: a,b

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
1 - Very Dissatisfied	397 20%	- -%	12 18%	92 25%	87 24%	3 8%	34 19%	5 10%	28 14%	40 17%	11 16%	52 17%	33 27%
				gh	gh								gh
2 - Fairly Dissatisfied	304 15%	- -%	12 17%	39 11%	50 14%	3 8%	8 5%	8 14%	44 21%	50 21%	17 25%	63 20%	11 9%
			f	f	f				chl	chl	cdfl	chl	
3 - Neither Satisfied Nor Dissatisfied	604 30%	- -%	20 30%	87 24%	79 22%	13 37%	64 35%	19 36%	66 32%	82 34%	17 25%	113 36%	43 35%
							d		d	d		cd	d
4 - Fairly Satisfied	434 22%	- -%	14 21%	82 23%	78 22%	10 29%	50 27%	18 34%	43 21%	47 20%	14 22%	55 18%	22 18%
								k					
5 - Very Satisfied	200 10%	- -%	9 13%	45 12%	44 12%	6 19%	13 7%	3 6%	21 10%	21 9%	5 8%	25 8%	7 6%
Don't Know	62 3%	- -%	- -%	15 4%	18 5%	- -%	13 7%	* *%	3 1%	2 1%	3 4%	3 1%	5 4%
				k	k		hik						
NET: Agree	634 32%	- -%	23 35%	126 35%	123 34%	16 47%	62 34%	21 40%	64 31%	68 28%	20 30%	80 26%	30 24%
NET: Disagree	701 35%	- -%	24 35%	131 36%	137 38%	6 16%	42 23%	13 24%	71 35%	90 37%	27 41%	115 37%	45 36%
				f	f					f	f	f	
Answered	1938	-	68	345	338	35	169	53	201	241	64	308	118
Mean Score	2.9	-	2.9	2.9	2.8	3.4	3.0	3.1	2.9	2.8	2.8	2.8	2.6
						bcdfhijkl	l	cdijkl	l				
Standard error	.03	-	.14	.07	.07	.17	.10	.09	.07	.08	.09	.08	.11
Standard deviation	1.26	-	1.29	1.39	1.38	1.14	1.21	1.06	1.18	1.18	1.21	1.16	1.25

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 414 (continuation)

QN13. I will be willing to use a parcel provider that operates in an environmentally friendly way even if items take longer to deliver (How much do you agree or disagree with the following statements:)

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
1 - Very Dissatisfied	397 20%	125 25%	103 21%	73 15%	96 19%	228 23%	169 17%
		c				b	
2 - Fairly Dissatisfied	304 15%	58 12%	54 11%	101 20%	92 18%	112 11%	193 19%
			ab	ab			a
3 - Neither Satisfied Nor Dissatisfied	604 30%	121 24%	143 29%	167 33%	173 35%	264 26%	340 34%
			a	a			a
4 - Fairly Satisfied	434 22%	118 24%	115 23%	109 22%	91 18%	233 23%	200 20%
5 - Very Satisfied	200 10%	59 12%	59 12%	45 9%	38 8%	118 12%	82 8%
Don't Know	62 3%	19 4%	27 5%	5 1%	11 2%	46 5%	16 2%
		c	cd			b	
NET: Agree	634 32%	177 35%	174 35%	153 31%	129 26%	351 35%	282 28%
		d	d			b	
NET: Disagree	701 35%	183 37%	156 31%	174 35%	187 37%	339 34%	362 36%
Answered	1938	481	473	495	489	954	984
Mean Score	2.9	2.9	2.9	2.9	2.8	2.9	2.8
			d				
Standard error	.03	.06	.06	.05	.05	.04	.04
Standard deviation	1.26	1.37	1.31	1.17	1.19	1.34	1.18

Columns Tested:: a,b,c,d - a,b

Table 417

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2223	820	1403	1588	337	101	197	635
Effective base	1068	367	708	982	192	62	121	257
Weighted Base	2000	605	1395	1910	76	9	5	90
Mainly from home	964 48%	206 34%	758 54% a	956 50% bcde	7 9%	1 15%	* 9%	9 10%
Office / Mainly from another location	732 37%	309 51% b	423 30%	671 35%	52 69% a	6 69% a	3 67% a	62 68% a
Both equally	292 15%	90 15%	202 14%	273 14%	17 22% a	1 16%	1 24% a	19 21% a
Don't know	11 1%	- -%	11 1%	11 1%	* 1%	- -%	- -%	* *%

Columns Tested: a,b - a,b,c,d,e

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2223	837	540	211	207	231	197	1588	337	298
Effective base	1068	581	305	123	131	103	121	982	192	130
Weighted Base	2000	1221	549	140	52	33	5	1910	76	14
Mainly from home	964 48%	721 59%	218 40%	18 13%	5 10%	3 10%	* 9%	956 50%	7 9%	2 13%
		bcdefghi	cdefhi					bcdefhi		
Office / Mainly from another location	732 37%	321 26%	255 47%	94 67%	35 67%	23 72%	3 67%	671 35%	52 69%	10 68%
			ag	abg	abg	abg	abg	a	abg	abg
Both equally	292 15%	175 14%	69 13%	28 20%	12 23%	6 18%	1 24%	273 14%	17 22%	3 19%
			b	abg			abg		abg	
Don't know	11 1%	4 *%	7 1%	- -%	- -%	* 1%	- -%	11 1%	* 1%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	2223	1042	546	337	101	197	817	300	110	95	212
Effective base	1068	728	326	192	62	121	541	150	49	33	37
Weighted Base	2000	1558	352	76	9	5	1112	263	54	46	46
Mainly from home	964 48%	888 57% bcde	67 19% ce	7 9%	1 15%	* 9%	697 63%	94 36%	9 17%	9 19%	2 5%
Office / Mainly from another location	732 37%	452 29%	219 62%	52 69%	6 69%	3 67%	271 24%	114 43%	38 71%	25 55%	37 80%
Both equally	292 15%	208 13%	64 18%	17 22%	1 16%	1 24%	137 12%	55 21%	7 12%	12 26%	6 12%
Don't know	11 1%	9 1%	2 *%	* 1%	- -%	- -%	7 1%	1 *%	- -%	- -%	1 2%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	125	112	230	86	136	162	140	133	126
Effective base	1068	86	81	151	60	96	118	104	93	87
Weighted Base	2000	168	150	360	98	155	271	249	163	147
Mainly from home	964 48%	89 53%	81 54%	153 42%	52 53%	70 45%	135 50%	136 55%	87 53%	71 48%
Office / Mainly from another location	732 37%	45 27%	50 33%	132 37%	33 33%	59 38%	102 38%	95 38%	56 35%	51 35%
Both equally	292 15%	32 19%	18 12%	73 20%	12 13%	23 15%	34 13%	18 7%	17 10%	25 17%
Don't know	11 1%	1 1%	- -%	2 *0%	1 1%	2 1%	- -%	- -%	3 2%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	2223	348	370	532	1250	973	345	323	305
Effective base	1068	243	259	373	856	456	175	186	164
Weighted Base	2000	400	480	880	1760	240	120	80	40
Mainly from home	964 48%	193 48%	258 54%	424 48%	874 50%	90 38%	43 36%	31 39%	16 39%
		ef	efgh	efg	efgh				
Office / Mainly from another location	732 37%	143 36%	151 31%	329 37%	623 35%	109 45%	55 46%	36 45%	18 46%
						abcd	abd	bd	abd
Both equally	292 15%	60 15%	67 14%	125 14%	253 14%	39 16%	22 19%	11 14%	5 14%
Don't know	11 1%	3 1%	5 1%	2 *%	9 1%	2 1%	- -%	2 2%	* 1%
								cd	

Columns Tested: a,b,c,d,e,f,g,h

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	2223	88	144	30	174	185	523	106	98	1039
Effective base	1068	43	55	15	70	95	276	43	37	526
Weighted Base	2000	102	131	39	170	229	420	72	58	940
Mainly from home	964 48%	33 32%	48 37%	13 34%	61 36%	61 26%	207 49%	31 43%	30 51%	538 57%
Office / Mainly from another location	732 37%	52 51%	64 49%	17 44%	81 48%	121 53%	166 40%	31 43%	21 35%	257 27%
Both equally	292 15%	17 17%	18 14%	9 22%	26 16%	42 18%	44 10%	10 14%	8 14%	144 15%
Don't know	11 1%	- -%	1 1%	- -%	1 1%	5 2%	3 1%	- -%	- -%	1 *%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	b
Unweighted Base	2223	447	523	1253	1857	366	-	1891	332	2140	83
Effective base	1068	208	276	613	896	172	-	966	110	1025	43
Weighted Base	2000	500	420	1080	1668	332	-	1849	151	1924	76
Mainly from home	964 48%	154 31%	207 49%	603 56%	804 48%	160 48%	- -%	923 50%	41 27%	942 49%	23 29%
		a	a					b		b	
Office / Mainly from another location	732 37%	254 51%	166 40%	313 29%	612 37%	121 36%	- -%	645 35%	87 57%	695 36%	38 49%
		bc	c					a			
Both equally	292 15%	86 17%	44 10%	162 15%	244 15%	48 14%	- -%	272 15%	20 13%	279 15%	13 17%
		b									
Don't know	11 1%	6 1%	3 1%	2 *%	8 *%	3 1%	- -%	8 *%	4 2%	8 *%	4 5%
								a		a	

Columns Tested: a,b,c - a,b,c - a,b - a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	2223	1303	420	459
Effective base	1068	669	158	222
Weighted Base	2000	1255	294	419
Mainly from home	964 48%	596 47%	135 46%	222 53%
Office / Mainly from another location	732 37%	489 39%	103 35%	131 31%
		c		
Both equally	292 15%	164 13%	56 19%	65 16%
Don't know	11 1%	7 1%	* *%	1 *%

Columns Tested: a,b,c

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	2223	1733	326	86	19	29	17	8	5	2059	164	78
Effective base	1068	915	116	22	5	8	4	4	2	1028	39	18
Weighted Base	2000	1743	186	37	7	19	5	2	*	1929	71	34
Mainly from home	964 48%	872 50% bcj	71 38%	9 25%	1 19%	9 47%	1 17%	* 19%	- -%	943 49%	21 30%	12 34%
Office / Mainly from another location	732 37%	621 36%	76 41%	22 58% ai	2 21%	9 46%	3 62%	* 12%	- -%	697 36%	35 50%	14 40%
Both equally	292 15%	238 14%	39 21% a	6 17%	4 61%	1 6%	1 20%	2 70%	* 100%	277 14%	15 21%	9 25%
Don't know	11 1%	11 1%	* *% a	- -%	- -%	- -%	- -%	- -%	- -%	11 1%	- -%	- -%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2223	1016	717	490	1856	1473	1943	1415	794	686	499	1028	95	120	78	85	38
Effective base	1068	575	342	154	867	675	922	663	350	263	277	524	28	41	22	20	12
Weighted Base	2000	1125	618	257	1616	1267	1712	1279	681	501	492	1002	47	80	39	35	17
Mainly from home	964 48%	562 50%	310 50%	92 36%	768 48%	634 50%	828 48%	610 48%	310 46%	207 41%	226 46%	511 51%	15 32%	33 41%	18 45%	14 41%	11 61%
Office / Mainly from another location	732 37%	409 36%	211 34%	112 43%	596 37%	430 34%	618 36%	453 35%	235 35%	184 37%	194 39%	337 34%	27 57%	31 39%	18 46%	8 22%	3 18%
Both equally	292 15%	146 13%	92 15%	53 21% a	240 15%	193 15%	256 15%	208 16%	128 19%	107 21% abc	70 14%	146 15%	5 10%	15 19%	4 9%	13 37% abce	4 22%
Don't know	11 1%	7 1%	4 1%	* *%	11 1%	10 1%	11 1%	8 1%	8 1%	3 1%	2 *%	8 1%	* 1%	1 1%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	2223	1407	150	106	85	42	44	22	1032	180	103	65	46	26	21
Effective base	1068	730	59	34	23	13	7	6	533	63	27	25	12	9	7
Weighted Base	2000	1380	91	68	35	17	14	11	993	131	52	49	21	12	9
Mainly from home	964	679	34	26	8	9	5	7	524	44	20	22	9	9	7
	48%	49%	37%	38%	23%	52%	36%	65%	53%	34%	39%	45%	42%	69%	75%
		d							b						
Office / Mainly from another location	732	496	39	32	21	4	3	*	342	38	22	18	5	3	2
	37%	36%	43%	48%	60%	25%	19%	4%	34%	29%	43%	38%	26%	27%	19%
				a											
Both equally	292	195	17	8	6	4	6	3	119	48	9	8	7	*	1
	15%	14%	19%	12%	18%	23%	45%	30%	12%	37%	17%	17%	32%	3%	7%
					a				a				a		
Don't know	11	9	1	1	-	-	-	-	7	1	1	-	-	-	-
	1%	1%	1%	1%	-%	-%	-%	-%	1%	1%	2%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	2223	965	155	114	69	54	23	35	792	392	409	237	101
Effective base	1068	500	64	40	25	17	7	11	451	179	185	73	30
Weighted Base	2000	978	128	63	42	32	15	22	874	327	333	113	54
Mainly from home	964 48%	486 50%	53 41%	28 44%	11 25%	18 57%	7 47%	8 38%	465 53%	136 42%	164 49%	35 31%	21 39%
		d				d			bd		d		
Office / Mainly from another location	732 37%	344 35%	53 41%	12 19%	20 48%	10 32%	4 29%	10 44%	294 34%	127 39%	111 33%	64 57%	18 34%
		c	c		c							abce	
Both equally	292 15%	142 15%	20 15%	23 37%	11 27%	4 12%	4 24%	4 18%	107 12%	64 20%	55 17%	14 12%	14 27%
				ab						a			a
Don't know	11 1%	5 1%	2 2%	* *%	- -%	- -%	- -%	- -%	8 1%	- -%	3 1%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	2223	859	364	337	211	73	625	297	302	161	72
Effective base	1068	479	168	145	58	18	344	126	123	53	23
Weighted Base	2000	941	299	248	82	30	674	237	213	84	44
Mainly from home	964 48%	506 54%	129 43%	98 39%	20 24%	11 36%	365 54%	100 42%	119 56%	27 33%	15 34%
		bcd	d	d			bd		bd		
Office / Mainly from another location	732 37%	305 32%	114 38%	104 42%	56 68%	11 35%	222 33%	83 35%	59 27%	45 54%	15 35%
			a		abce				abc		
Both equally	292 15%	122 13%	57 19%	44 18%	6 8%	9 30%	80 12%	52 22%	34 16%	11 14%	14 31%
			d			ad		a			a
Don't know	11 1%	8 1%	- -%	3 1%	- -%	- -%	7 1%	1 1%	2 1%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	2223	602	234	286	181	85	808	106	485	1894	329	1693	163
Effective base	1068	330	98	129	68	29	381	47	231	931	136	809	58
Weighted Base	2000	661	205	219	123	50	727	66	471	1737	263	1505	110
Mainly from home	964	317	105	116	45	19	376	17	208	871	93	738	30
	48%	48%	51%	53%	37%	38%	52%	25%	44%	50%	35%	49%	28%
			d				b		b	b		b	
Office / Mainly from another location	732	241	62	62	63	16	238	26	184	617	115	548	48
	37%	36%	30%	29%	51%	33%	33%	40%	39%	36%	44%	36%	44%
					abc								
Both equally	292	98	36	39	15	15	109	20	78	239	53	211	30
	15%	15%	18%	18%	12%	29%	15%	30%	17%	14%	20%	14%	27%
					ad			ac			a		a
Don't know	11	6	1	1	-	-	3	3	1	10	2	9	2
	1%	1%	1%	*%	-%	-%	*%	5%	*%	1%	1%	1%	2%
								ac					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	2223	1258	215	935	480	1695	161	1251	222	936	479
Effective base	1068	605	70	470	193	811	57	597	78	472	192
Weighted Base	2000	1126	140	896	383	1507	109	1117	150	896	383
Mainly from home	964 48%	596 53%	38 27%	462 52%	149 39%	743 49%	25 23%	588 53%	47 31%	457 51%	154 40%
Office / Mainly from another location	732 37%	367 33%	63 45%	296 33%	157 41%	545 36%	51 47%	373 33%	58 38%	295 33%	158 41%
Both equally	292 15%	155 14%	37 26%	132 15%	76 20%	209 14%	31 29%	149 13%	43 29%	138 15%	70 18%
Don't know	11 1%	8 1%	2 1%	6 1%	2 *%	9 1%	2 2%	8 1%	2 1%	6 1%	2 *%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	2223	874	1448	271	3	789	1045	221	4	994	756	247	2
Effective base	1068	382	701	113	2	348	492	95	3	460	367	111	2
Weighted Base	2000	720	1292	209	3	655	898	172	4	885	679	199	4
Mainly from home	964	346	625	109	-	328	470	101	3	433	334	107	2
	48%	48%	48%	52%	-%	50%	52%	59%	83%	49%	49%	53%	59%
Office / Mainly from another location	732	258	485	71	3	226	298	38	1	314	238	59	-
	37%	36%	38%	34%	100%	34%	33%	22%	17%	35%	35%	30%	-%
		c	c										
Both equally	292	114	175	29	-	99	125	32	-	134	105	33	2
	15%	16%	14%	14%	-%	15%	14%	19%	-%	15%	15%	16%	41%
Don't know	11	2	6	1	-	2	5	1	-	4	1	1	-
	1%	*%	*%	*%	-%	*%	1%	1%	-%	*%	*%	*%	-%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	2223	1644	1220	924	1286	1059	50	603	466	453	118	81	471	436
Effective base	1068	785	575	458	610	516	18	309	227	219	62	45	228	210
Weighted Base	2000	1459	1062	863	1157	969	14	588	436	430	117	90	442	399
Mainly from home	964 48%	717 49%	564 53%	462 54%	577 50%	513 53%	2 12%	325 55%	244 56%	248 58%	70 60%	59 65%	225 51%	222 56%
Office / Mainly from another location	732 37%	537 37%	341 32%	269 31%	416 36%	317 33%	7 50%	170 29%	129 30%	113 26%	31 26%	14 15%	166 37%	125 31%
Both equally	292 15%	201 14%	153 14%	130 15%	159 14%	135 14%	5 38%	92 16%	61 14%	69 16%	16 13%	18 20%	50 11%	51 13%
Don't know	11 1%	5 *%	3 *%	2 *%	5 *%	4 *%	- -%	* *%	2 *%	1 *%	1 1%	- -%	1 *%	- -%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	2223	170	98	79	36	1932	1385	2014	1445	1409	905	1847	269	2	1659	115
Effective base	1068	81	41	37	19	916	630	956	661	644	411	894	125	2	784	66
Weighted Base	2000	153	69	66	40	1706	1135	1781	1219	1159	786	1668	227	*	1468	125
Mainly from home	964	97	27	36	22	806	513	837	559	514	383	809	117	-	745	59
	48%	64%	40%	54%	55%	47%	45%	47%	46%	44%	49%	49%	52%	-%	51%	47%
		b														
Office / Mainly from another location	732	36	23	15	16	653	451	677	487	467	281	625	75	*	538	46
	37%	23%	33%	23%	40%	38%	40%	38%	40%	40%	36%	37%	33%	100%	37%	36%
Both equally	292	20	18	14	2	242	169	261	172	175	120	229	33	-	185	18
	15%	13%	27%	22%	5%	14%	15%	15%	14%	15%	15%	14%	15%	-%	13%	15%
Don't know	11	-	*	*	-	6	2	6	1	3	2	5	1	-	1	2
	1%	-%	*%	1%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	2%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	2223	715	1315	601	33	297	431	249	1439	443	326	337	1453
Effective base	1068	356	631	266	17	124	201	113	698	213	152	153	720
Weighted Base	2000	691	1159	523	40	244	401	196	1327	397	266	305	1341
Mainly from home	964 48%	374 54%	557 48%	255 49%	24 60%	106 44%	200 50%	108 55%	635 48%	191 48%	123 46%	138 45%	669 50%
Office / Mainly from another location	732 37%	206 30%	451 39%	185 35%	11 27%	89 36%	135 34%	65 33%	504 38%	133 34%	103 39%	105 35%	495 37%
Both equally	292 15%	109 16%	142 12%	82 16%	5 13%	49 20%	65 16%	23 12%	181 14%	73 18%	38 14%	61 20%	172 13%
Don't know	11 1%	1 *%	8 1%	2 *%	- -%	- -%	2 *%	- -%	6 *%	1 *%	2 1%	- -%	5 *%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	2223	1165	1058
Effective base	1068	513	555
Weighted Base	2000	930	1070
Mainly from home	964 48%	389 42%	575 54%
		a	
Office / Mainly from another location	732 37%	379 41%	354 33%
		b	
Both equally	292 15%	161 17%	131 12%
		b	
Don't know	11 1%	1 *%	10 1%

Columns Tested: a,b

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	2223	-	92	366	417	43	160	132	259	210	190	225	129
Effective base	1068	-	37	177	200	16	91	38	118	124	64	148	75
Weighted Base	2000	-	68	360	356	35	182	53	204	243	66	310	123
Mainly from home	964	-	31	186	165	16	88	31	119	116	27	143	43
	48%	-%	45%	52%	46%	47%	49%	57%	58%	48%	41%	46%	35%
				l				l	djkl				
Office / Mainly from another location	732	-	25	137	138	16	62	13	64	87	28	108	55
	37%	-%	37%	38%	39%	47%	34%	24%	31%	36%	42%	35%	44%
													g
Both equally	292	-	12	36	52	2	32	10	21	39	11	55	22
	15%	-%	18%	10%	15%	7%	17%	19%	10%	16%	16%	18%	17%
												c	
Don't know	11	-	-	1	*	-	-	-	*	1	1	4	4
	1%	-%	-%	*%	*%	-%	-%	-%	*%	*%	1%	1%	3%
													cdh

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l

Table 417 (continuation)

QWFH. At the moment do employees in your organisation mainly work from home or another location?

Base: All respondents

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2223	492	586	601	544	1078	1145
Effective base	1068	240	284	278	271	520	548
Weighted Base	2000	500	500	500	500	1000	1000
Mainly from home	964 48%	235 47%	252 50%	265 53%	213 43%	486 49%	478 48%
Office / Mainly from another location	732 37%	201 40%	176 35%	164 33%	191 38%	378 38%	355 35%
Both equally	292 15%	63 13%	71 14%	70 14%	87 17%	134 13%	157 16%
Don't know	11 1%	1 *%	* *%	1 *%	9 2%	1 *%	10 1%
					bc		

Columns Tested:: a,b,c,d - a,b

Table 418

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Royal Mail	932	173	759	884	39	6	3	48
	73%	67%	74%	73%	71%	79%	80%	72%
Evri (formerly known as Hermes)	132	8	124	126	4	1	*	5
	10%	3%	12%	10%	8%	9%	7%	8%
			a					
Parcelforce	97	11	86	90	6	1	*	7
	8%	4%	8%	7%	11%	8%	11%	11%
DHL	85	12	73	75	6	2	1	10
	7%	4%	7%	6%	12%	27%	27%	14%
					a	abe	abe	a
DPD/DPD Local	64	23	41	57	6	1	*	7
	5%	9%	4%	5%	10%	9%	12%	10%
		b			a		a	a
UPS	63	11	52	59	3	1	1	4
	5%	4%	5%	5%	6%	9%	14%	7%
							abe	
Yodel	58	3	55	54	2	*	*	3
	5%	1%	5%	4%	5%	5%	8%	5%
			a					
UK Mail	51	1	50	46	3	1	1	5
	4%	*%	5%	4%	6%	13%	13%	8%
			a			a	a	a
FedEx	40	3	37	37	2	1	*	3
	3%	1%	4%	3%	5%	10%	5%	5%
						a		
Amazon Logistics	18	2	16	16	1	1	*	2
	1%	1%	2%	1%	3%	10%	3%	4%
						ab		
DX	15	1	15	13	2	*	*	3
	1%	*%	1%	1%	5%	*%	2%	4%
					a			a
TNT Express	8	1	7	6	1	*	*	2
	1%	*%	1%	1%	2%	4%	5%	3%
					a	a	a	a

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1415	341	1074	949	227	77	162	466
Effective base	663	157	511	603	134	49	97	185
Weighted Base	1279	259	1020	1213	54	8	4	66
Secured Mail	8 1%	* *%	8 1%	7 1%	1 2% a	* *%	* 1%	1 2%
MHI (Mail Handling International)	7 1%	* *%	7 1%	6 1%	* 1%	- -%	* 1%	1 1%
Pitney Bowes	5 *%	- -%	5 *%	4 *%	* 1%	- -%	* 1%	1 1%
Citipost	5 *%	* *%	4 *%	4 *%	* 1%	- -%	* 5% abe	1 1%
Whistl (Previously known as TNT Post)	4 *%	* *%	3 *%	3 *%	1 2% a	- -%	* 2% a	1 2% a
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	50 19%	174 17%	216 18% cde	7 13% cd	* 3%	* 5%	7 11%
NET: Royal Mail	932 73%	173 67%	759 74%	884 73%	39 71%	6 79%	3 80%	48 72%
NET: Provider other than RM	404 32%	55 21%	349 34% a	377 31%	20 38%	5 63% abe	2 55% abe	27 42% a
NET: RM ONLY	652 51%	154 59% b	497 49%	620 51% cd	27 49%	3 35%	2 40%	31 47%
NET: Provider other than RM ONLY	124 10%	37 14% b	87 9%	113 9%	9 16% a	1 18% a	1 15%	11 16% a

Columns Tested:: a,b - a,b,c,d,e

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Royal Mail	932	551	275	58	25	19	3	884	39	9
	73%	74%	71%	70%	69%	77%	80%	73%	71%	79%
Evri (formerly known as Hermes)	132	88	36	3	3	2	*	126	4	1
	10%	12%	9%	3%	7%	9%	7%	10%	8%	8%
		c								
Parcelforce	97	59	27	4	3	4	*	90	6	1
	8%	8%	7%	5%	8%	15%	11%	7%	11%	9%
						bg				
DHL	85	41	23	12	3	5	1	75	6	3
	7%	5%	6%	14%	9%	20%	27%	6%	12%	27%
				abg		abdg	abcdgh		ag	abdgh
DPD/DPD Local	64	28	26	4	4	3	*	57	6	1
	5%	4%	7%	4%	10%	10%	12%	5%	10%	10%
					ag	ag	ag		ag	ag
UPS	63	43	12	4	1	3	1	59	3	1
	5%	6%	3%	4%	2%	12%	14%	5%	6%	11%
						bdg	abcdgh			bdg
Yodel	58	42	8	4	*	2	*	54	2	1
	5%	6%	2%	5%	1%	10%	8%	4%	5%	6%
		b				bd	bd			
UK Mail	51	28	11	7	2	3	1	46	3	2
	4%	4%	3%	8%	4%	11%	13%	4%	6%	13%
						abg	abdgh			abdgh
FedEx	40	24	10	2	1	2	*	37	2	1
	3%	3%	3%	3%	4%	7%	5%	3%	5%	9%
										abg
Amazon Logistics	18	8	5	3	1	1	*	16	1	1
	1%	1%	1%	3%	3%	5%	3%	1%	3%	8%
						ag				abg
DX	15	9	4	-	1	1	*	13	2	*
	1%	1%	1%	-%	4%	4%	2%	1%	5%	1%
					g	g			abg	
TNT Express	8	2	2	2	1	*	*	6	1	1
	1%	*%	1%	2%	3%	2%	5%	1%	2%	4%
					ag		abg		ag	abg

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	487	338	124	141	163	162	949	227	239
Effective base	663	340	206	73	92	74	97	603	134	99
Weighted Base	1279	740	389	84	37	25	4	1213	54	12
Secured Mail	8 1%	5 1%	1 *%	1 1%	* 1%	1 4%	* 1%	7 1%	1 2%	* 1%
						abg			bg	
MHI (Mail Handling International)	7 1%	3 *%	4 1%	- -%	* 1%	- -%	* 1%	6 1%	* 1%	* *%
Pitney Bowes	5 *%	4 1%	* *%	- -%	* 1%	- -%	* 1%	4 *%	* 1%	* *%
Citipost	5 *%	2 *%	2 *%	* *%	- -%	* 1%	* 5%	4 *%	* 1%	* 2%
							abdgh			
Whistl (Previously known as TNT Post)	4 *%	- -%	1 *%	2 2%	1 3%	- -%	* 2%	3 *%	1 2%	* 1%
				ag	abg		abg		ag	
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	131 18%	71 18%	14 17%	5 14%	2 9%	* 5%	216 18%	7 13%	* 3%
		fi	efi	fi	fi			efi	fi	
NET: Royal Mail	932 73%	551 74%	275 71%	58 70%	25 69%	19 77%	3 80%	884 73%	39 71%	9 79%
NET: Provider other than RM	404 32%	227 31%	121 31%	29 34%	14 37%	12 46%	2 55%	377 31%	20 38%	7 60%
						abg	abcdgh			abcdgh
NET: RM ONLY	652 51%	383 52%	197 51%	41 49%	18 49%	12 46%	2 40%	620 51%	27 49%	4 36%
		fi	i					fi	i	
NET: Provider other than RM ONLY	124 10%	59 8%	43 11%	12 14%	7 18%	4 15%	1 15%	113 9%	9 16%	2 17%
					ag		a		ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e	a	b	c	d	e
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Royal Mail	932	727	157	39	6	3	585	152	33	17	26
	73%	74%	69%	71%	79%	80%	75%	78%	76%	65%	80%
Evri (formerly known as Hermes)	132	115	11	4	1	*	92	16	4	1	1
	10%	12%	5%	8%	9%	7%	12%	8%	8%	3%	4%
Parcelforce	97	73	18	6	1	*	62	20	2	2	3
	8%	7%	8%	11%	8%	11%	8%	10%	5%	8%	8%
DHL	85	50	25	6	2	1	37	25	3	7	3
	7%	5%	11%	12%	27%	27%	5%	13%	7%	27%	9%
DPD/DPD Local	64	41	16	6	1	*	29	8	1	5	2
	5%	4%	7%	10%	9%	12%	4%	4%	2%	18%	5%
UPS	63	49	10	3	1	1	32	15	1	5	2
	5%	5%	4%	6%	9%	14%	4%	8%	3%	19%	8%
Yodel	58	49	6	2	*	*	46	9	1	-	1
	5%	5%	3%	5%	5%	8%	6%	5%	2%	-%	3%
UK Mail	51	30	17	3	1	1	17	23	7	1	2
	4%	3%	7%	6%	13%	13%	2%	12%	16%	4%	6%
FedEx	40	28	9	2	1	*	13	15	5	2	1
	3%	3%	4%	5%	10%	5%	2%	8%	11%	9%	4%
Amazon Logistics	18	11	5	1	1	*	7	4	3	3	1
	1%	1%	2%	3%	10%	3%	1%	2%	6%	10%	3%
DX	15	9	4	2	*	*	1	11	2	1	*
	1%	1%	2%	5%	-%	2%	-%	6%	4%	2%	1%
TNT Express	8	2	4	1	*	*	2	4	1	*	1
	1%	-%	2%	2%	4%	5%	-%	2%	3%	-%	3%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	627	322	227	77	162	567	223	89	71	177
Effective base	663	444	205	134	49	97	370	109	39	24	28
Weighted Base	1279	986	227	54	8	4	779	194	44	26	32
Secured Mail	8 1%	5 1%	1 1%	1 2%	* *% 1%	* 1%	4 *% 2%	4 2%	* 1%	- -% 1%	- -% 1%
MHI (Mail Handling International)	7 1%	3 *% 2%	3 2%	* 1%	- -% 1%	* 1%	4 *% 1%	3 1%	* 1%	- -% 1%	- -% 1%
Pitney Bowes	5 *% 1%	4 *% -%	- -% 1%	* 1%	- -% 1%	* 1%	* *% 1%	2 1%	2 5% a	- -% 1%	- -% 1%
Citipost	5 *% 1%	2 *% 1%	2 1%	* 1%	- -% 5%	* abc	* *% 1%	2 1%	* 1%	2 6% a	* *% 1%
Whistl (Previously known as TNT Post)	4 *% 1%	- -% 1%	3 1% a	1 2% a	- -% 2%	* 2% a	2 *% 1%	1 *% 1%	* 1%	- -% 1%	* 1%
Someone else	- -% 1%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%	- -% -%
Have not sent a parcel in the last month	224 17%	178 18% de	38 17% de	7 13% de	* 3% 5%	* 5%	132 17%	29 15%	5 10%	2 7%	2 8%
NET: Royal Mail	932 73%	727 74%	157 69%	39 71%	6 79%	3 80%	585 75%	152 78%	33 76%	17 65%	26 80%
NET: Provider other than RM	404 32%	296 30%	81 36%	20 38%	5 63% abc	2 55% abc	234 30%	71 36%	21 48% a	15 59% ab	12 38%
NET: RM ONLY	652 51%	512 52% de	108 48%	27 49%	3 35%	2 40%	413 53%	95 49%	18 42%	9 33%	18 54%
NET: Provider other than RM ONLY	124 10%	81 8%	33 14% a	9 16% a	1 18% a	1 15% a	62 8%	14 7%	6 14%	7 28% ab	4 13%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Royal Mail	932	87	69	151	54	68	134	120	77	72
	73%	74%	86% ef	70%	81%	66%	69%	73%	75%	74%
Evri (formerly known as Hermes)	132	6	8	16	4	20	23	20	16	6
	10%	5%	10%	7%	6%	19% aci	12%	12%	16%	6%
Parcelforce	97	8	11	12	9	12	13	11	3	7
	8%	7%	14% h	6%	13% h	11%	7%	7%	3%	8%
DHL	85	8	5	22	6	6	5	9	9	4
	7%	7%	6%	10% f	9%	6%	3%	5%	9%	5%
DPD/DPD Local	64	4	1	19	2	5	9	7	6	6
	5%	3%	1%	9%	3%	5%	5%	4%	5%	6%
UPS	63	6	6	11	1	5	14	8	7	*
	5%	5%	7% i	5%	2%	5%	8% i	5%	6%	*%
Yodel	58	10	4	6	2	7	5	8	11	1
	5%	9%	5%	3%	3%	6%	3%	5%	11% ci	1%
UK Mail	51	6	2	17	2	2	5	4	5	4
	4%	5%	3%	8%	2%	2%	3%	2%	5%	4%
FedEx	40	3	5	8	5	3	5	4	3	-
	3%	3%	7% i	4%	7% i	3%	2%	2%	3%	-%
Amazon Logistics	18	2	6	1	4	-	1	2	1	-
	1%	2%	8% cefi	1%	5%	-%	*%	1%	1%	-%
DX	15	-	2	3	-	1	1	6	-	2
	1%	-%	3%	1%	-%	1%	*%	4%	-%	2%
TNT Express	8	*	2	*	1	1	1	1	1	-
	1%	*%	3%	*%	1%	1%	*%	1%	1%	-%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1415	88	66	145	59	93	111	94	87	87
Effective base	663	59	44	88	40	64	81	67	58	60
Weighted Base	1279	117	81	215	67	104	192	166	103	98
Secured Mail	8	-	-	1	-	3	-	4	-	-
	1%	-%	-%	1%	-%	3%	-%	2%	-%	-%
MHI (Mail Handling International)	7	-	2	1	-	-	-	3	*	-
	1%	-%	3%	*%	-%	-%	-%	2%	*%	-%
Pitney Bowes	5	-	2	-	-	-	-	-	*	2
	*%	-%	3%	-%	-%	-%	-%	-%	*%	2%
Citipost	5	2	2	*	-	*	-	-	-	-
	*%	1%	3%	*%	-%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	4	1	-	*	*	1	1	-	*	-
	*%	*%	-%	*%	1%	1%	*%	-%	*%	-%
Someone else	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	24	8	38	8	20	38	35	13	18
	17%	21%	10%	18%	12%	19%	20%	21%	12%	19%
NET: Royal Mail	932	87	69	151	54	68	134	120	77	72
	73%	74%	86%	70%	81%	66%	69%	73%	75%	74%
			ef							
NET: Provider other than RM	404	33	29	77	24	44	58	40	35	24
	32%	28%	35%	36%	35%	43%	30%	24%	34%	25%
						gi				
NET: RM ONLY	652	60	44	100	36	40	97	90	55	55
	51%	51%	54%	46%	53%	38%	50%	55%	53%	56%
NET: Provider other than RM ONLY	124	6	3	26	5	16	21	10	13	7
	10%	5%	4%	12%	7%	16%	11%	6%	13%	7%

Columns Tested: a,b,c,d,e,f,g,h,i

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
Royal Mail	932	195	233	405	833	99	50	33	17
	73%	72%	78%	71%	73%	72%	70%	76%	75%
Evri (formerly known as Hermes)	132	30	31	59	119	12	5	4	3
	10%	11%	10%	10%	10%	9%	7%	10%	13%
Parcelforce	97	28	22	37	87	11	5	4	2
	8%	10%	7%	6%	8%	8%	7%	9%	9%
DHL	85	17	21	36	74	10	5	3	2
	7%	6%	7%	6%	7%	8%	7%	8%	8%
DPD/DPD Local	64	13	10	36	59	5	3	2	1
	5%	5%	3%	6%	5%	4%	4%	4%	4%
UPS	63	6	19	33	58	5	3	1	1
	5%	2%	6%	6%	5%	4%	4%	1%	6%
Yodel	58	10	25	19	53	5	2	2	1
	5%	4%	8%	3%	5%	3%	3%	5%	3%
UK Mail	51	8	13	26	47	4	1	1	1
	4%	3%	4%	5%	4%	3%	2%	2%	6%
FedEx	40	8	12	16	36	4	2	2	1
	3%	3%	4%	3%	3%	3%	2%	4%	5%
Amazon Logistics	18	4	9	4	17	2	1	*	1
	1%	1%	3%	1%	1%	1%	1%	*%	3%
DX	15	3	2	10	15	1	*	*	*
	1%	1%	1%	2%	1%	1%	1%	*%	1%
TNT Express	8	1	4	2	7	1	1	*	*
	1%	1%	1%	*%	1%	1%	1%	*%	1%
Secured Mail	8	3	-	5	7	1	-	1	*
	1%	1%	-%	1%	1%	*%	-%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1415	239	241	350	830	585	213	186	186
Effective base	663	163	161	236	544	277	117	101	90
Weighted Base	1279	269	301	573	1143	136	71	43	22
MHI (Mail Handling International)	7 1%	- -%	3 1%	3 1%	6 1%	1 1%	* 1%	* *%	* 1%
Pitney Bowes	5 *%	2 1%	2 1%	- -%	4 *%	* *%	- -%	* *%	* 1%
Citipost	5 *%	* *%	4 1%	* *%	4 *%	* *%	- -%	* 1%	- -%
Whistl (Previously known as TNT Post)	4 *%	1 1%	1 *%	1 *%	3 *%	* *%	- -%	* 1%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	46 17%	45 15%	111 19%	202 18%	22 16%	13 18%	6 15%	2 10%
NET: Royal Mail	932 73%	195 72%	233 78%	405 71%	833 73%	99 72%	50 70%	33 76%	17 75%
NET: Provider other than RM	404 32%	93 34%	97 32%	176 31%	365 32%	39 28%	20 29%	11 25%	8 34%
NET: RM ONLY	652 51%	130 49%	158 53%	287 50%	575 50%	76 56%	38 53%	26 60%	12 56%
NET: Provider other than RM ONLY	124 10%	28 10%	22 7%	58 10%	108 9%	16 12%	8 12%	4 9%	3 15%

Columns Tested: a,b,c,d,e,f,g,h

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Royal Mail	932	48	79	23	103	95	254	25	7	396
	73%	76%	72%	66%	70%	66%	80%	66%	34%	73%
		h	h		h	h	ehi			h
Evri (formerly known as Hermes)	132	1	7	2	9	8	47	3	*	64
	10%	1%	6%	6%	6%	5%	15%	8%	1%	12%
							a			
Parcelforce	97	1	6	5	11	20	31	3	*	32
	8%	1%	6%	13%	8%	14%	10%	7%	2%	6%
						i				
DHL	85	1	12	8	20	19	14	2	*	27
	7%	2%	11%	22%	14%	13%	5%	6%	2%	5%
					fi	fi				
DPD/DPD Local	64	4	15	1	16	9	14	2	2	17
	5%	6%	14%	2%	11%	6%	5%	6%	10%	3%
			fi		i					
UPS	63	1	15	7	22	7	12	*	1	20
	5%	1%	13%	21%	15%	5%	4%	*%	3%	4%
			fi		fi					
Yodel	58	-	5	3	8	7	16	1	1	25
	5%	-%	5%	8%	6%	5%	5%	2%	3%	5%
UK Mail	51	6	2	6	8	14	10	1	*	13
	4%	9%	2%	17%	5%	10%	3%	1%	1%	2%
						fi				
FedEx	40	2	4	-	4	9	10	1	*	14
	3%	4%	4%	-%	3%	6%	3%	2%	*%	3%
Amazon Logistics	18	2	2	3	5	*	4	2	-	4
	1%	4%	2%	8%	4%	*%	1%	5%	-%	1%
								i		
DX	15	-	4	-	4	3	8	-	-	*
	1%	-%	4%	-%	3%	2%	3%	-%	-%	*%
			i		i		i			
TNT Express	8	-	2	-	2	*	4	-	*	2
	1%	-%	2%	-%	1%	*%	1%	-%	*%	*%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1415	56	116	24	140	125	393	56	47	591
Effective base	663	28	46	13	60	59	208	23	14	288
Weighted Base	1279	63	110	35	146	144	316	38	20	546
Secured Mail	8 1%	- -%	1 1%	3 8%	4 3%	3 2%	1 *%	- -%	- -%	* *%
MHI (Mail Handling International)	7 1%	- -%	3 2%	* *%	3 2%	3 2%	1 *%	- -%	- -%	* *%
Pitney Bowes	5 *%	- -%	* *%	* *%	* *%	- -%	4 1%	- -%	- -%	* *%
Citipost	5 *%	2 3%	- -%	- -%	- -%	* *%	3 1%	- -%	- -%	* *%
Whistl (Previously known as TNT Post)	4 *%	- -%	1 1%	1 3%	2 1%	- -%	* *%	- -%	- -%	2 *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	11 17%	15 13%	11 32%	26 18%	29 20%	28 9%	11 28%	11 54%	106 19%
NET: Royal Mail	932 73%	48 76%	79 72%	23 66%	103 70%	95 66%	254 80%	25 66%	7 34%	396 73%
NET: Provider other than RM	404 32%	11 17%	51 46%	16 44%	66 46%	59 41%	109 34%	7 20%	3 17%	147 27%
NET: RM ONLY	652 51%	41 66%	45 41%	8 23%	53 37%	56 39%	179 57%	19 52%	6 28%	293 54%
NET: Provider other than RM ONLY	124 10%	4 6%	17 15%	1 2%	17 12%	20 14%	34 11%	2 5%	2 12%	44 8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	a	b	*c	a	b	a	*b
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Royal Mail	932	246	254	432	781	151	-	865	67	917	14
	73%	70%	80%	71%	72%	76%	-%	73%	69%	73%	53%
			ac								
Evri (formerly known as Hermes)	132	17	47	68	107	25	-	120	11	131	1
	10%	5%	15%	11%	10%	12%	-%	10%	12%	10%	3%
			a	a							
Parcelforce	97	32	31	35	83	14	-	89	9	97	*
	8%	9%	10%	6%	8%	7%	-%	8%	9%	8%	1%
DHL	85	40	14	30	76	9	-	78	7	84	1
	7%	11%	5%	5%	7%	4%	-%	7%	7%	7%	2%
		bc									
DPD/DPD Local	64	28	14	21	61	3	-	53	11	63	1
	5%	8%	5%	3%	6%	2%	-%	5%	11%	5%	4%
		c							a		
UPS	63	30	12	21	55	8	-	61	2	63	*
	5%	8%	4%	3%	5%	4%	-%	5%	2%	5%	1%
		c									
Yodel	58	15	16	27	48	10	-	56	2	57	*
	5%	4%	5%	4%	4%	5%	-%	5%	2%	5%	1%
UK Mail	51	27	10	14	44	7	-	47	4	51	*
	4%	8%	3%	2%	4%	3%	-%	4%	4%	4%	1%
		c									
FedEx	40	15	10	15	33	7	-	38	2	40	*
	3%	4%	3%	2%	3%	4%	-%	3%	2%	3%	1%
Amazon Logistics	18	8	4	6	16	3	-	17	1	18	-
	1%	2%	1%	1%	1%	1%	-%	1%	1%	1%	-%
DX	15	7	8	*	11	5	-	14	1	15	-
	1%	2%	3%	*%	1%	2%	-%	1%	1%	1%	-%
		c	c								
TNT Express	8	2	4	2	5	3	-	7	1	8	-
	1%	1%	1%	*%	*%	1%	-%	1%	1%	1%	-%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
Secured Mail	8 1%	7 2%	1 *%	* *%	8 1%	* *%	- -%	8 1%	* *%	8 1%	* 1%
MHI (Mail Handling International)	7 1%	5 2%	1 *%	* *%	7 1%	- -%	- -%	6 1%	* *%	7 1%	- -%
Pitney Bowes	5 *%	* *%	4 1%	* *%	3 *%	2 1%	- -%	5 *%	- -%	5 *%	- -%
Citipost	5 *%	2 1%	3 1%	* *%	2 *%	2 1%	- -%	4 *%	* *%	4 *%	* 1%
Whistl (Previously known as TNT Post)	4 *%	2 *%	* *%	2 *%	4 *%	- -%	- -%	3 *%	1 1%	3 *%	* 1%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	65 19%	28 9%	130 21%	189 17%	35 17%	- -%	209 18%	15 15%	212 17%	12 44%
NET: Royal Mail	932 73%	246 70%	254 80%	432 71%	781 72%	151 76%	- -%	865 73%	67 69%	917 73%	14 53%
NET: Provider other than RM	404 32%	137 39%	109 34%	159 26%	347 32%	57 29%	- -%	367 31%	37 38%	402 32%	2 7%
NET: RM ONLY	652 51%	151 43%	179 57%	321 53%	544 50%	107 54%	- -%	606 51%	45 47%	638 51%	13 49%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Industry				Urbanity			Location		Internet connection	
	Total base	Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1415	321	393	701	1209	206	-	1206	209	1386	29
Effective base	663	146	208	328	569	95	-	601	67	650	13
Weighted Base	1279	353	316	610	1080	199	-	1182	97	1252	27
NET: Provider other than RM ONLY	124	41	34	48	111	13	-	108	16	123	1
	10%	12%	11%	8%	10%	7%	-%	9%	16%	10%	3%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
Royal Mail	932	470	171	282
	73%	67%	77%	84%
		a	a	a
Evri (formerly known as Hermes)	132	48	21	59
	10%	7%	10%	18%
		a	a	a
Parcelforce	97	48	21	28
	8%	7%	9%	8%
DHL	85	26	27	30
	7%	4%	12%	9%
		a	a	a
DPD/DPD Local	64	32	8	24
	5%	5%	4%	7%
UPS	63	17	16	30
	5%	2%	7%	9%
		a	a	a
Yodel	58	24	12	22
	5%	3%	5%	6%
UK Mail	51	18	21	11
	4%	3%	10%	3%
		a	ac	a
FedEx	40	19	11	10
	3%	3%	5%	3%
Amazon Logistics	18	4	9	5
	1%	1%	4%	1%
		a	a	a
DX	15	10	2	3
	1%	1%	1%	1%
TNT Express	8	2	4	2
	1%	*%	2%	1%
Secured Mail	8	5	*	3
	1%	1%	*%	1%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	c
Unweighted Base	1415	726	302	371
Effective base	663	365	113	180
Weighted Base	1279	706	223	338
MHI (Mail Handling International)	7 1%	3 *%	3 1%	* *%
Pitney Bowes	5 *%	2 *%	2 1%	* *%
Citipost	5 *%	* *%	4 2% a	* *%
Whistl (Previously known as TNT Post)	4 *%	* *%	2 1%	1 *%
Someone else	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	181 26% bc	21 9%	22 7%
NET: Royal Mail	932 73%	470 67%	171 77% a	282 84% a
NET: Provider other than RM	404 32%	169 24%	85 38% a	145 43% a
NET: RM ONLY	652 51%	356 50%	118 53%	170 50%
NET: Provider other than RM ONLY	124 10%	56 8%	32 14% a	33 10%

Columns Tested: a,b,c

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Royal Mail	932	738	137	28	5	17	4	2	*	875	56	28
	73%	70%	86% ai	79%	71%	90%	87%	99%	100%	72%	82%	86%
Evri (formerly known as Hermes)	132	93	32	3	*	*	2	1	-	126	6	3
	10%	9%	20% ai	8%	*%	1%	48%	35%	-%	10%	9%	9%
Parcelforce	97	74	16	4	*	2	*	1	-	90	7	4
	8%	7%	10%	10%	4%	10%	9%	53%	-%	7%	11%	11%
DHL	85	46	18	11	*	7	1	1	*	64	21	10
	7%	4%	11% ai	32% abi	2%	39%	25%	57%	17%	5%	31% abi	30% abi
DPD/DPD Local	64	48	10	2	2	1	*	1	-	58	6	4
	5%	5%	6%	6%	27%	6%	4%	35%	-%	5%	9%	13%
UPS	63	38	7	12	1	5	*	1	*	44	19	7
	5%	4%	4%	34% abi	12%	25%	9%	35%	100%	4%	28% abi	21% abi
Yodel	58	43	7	3	*	*	2	1	-	50	8	4
	5%	4%	5%	10%	4%	1%	56%	61%	-%	4%	11%	13%
UK Mail	51	19	17	2	2	5	3	2	*	37	14	12
	4%	2%	11% ai	6%	29%	26%	69%	99%	17%	3%	21% ai	37% abci
FedEx	40	22	8	5	1	1	2	1	-	30	10	5
	3%	2%	5%	15% ai	12%	6%	49%	53%	-%	2%	15% ai	16% ai
Amazon Logistics	18	6	6	1	2	1	2	1	-	12	6	6
	1%	1%	4% ai	2%	23%	4%	48%	42%	-%	1%	9% ai	17% abi
DX	15	9	2	1	*	1	2	*	-	11	4	3
	1%	1%	1%	3%	*%	3%	48%	19%	-%	1%	6% ai	10% ai
TNT Express	8	4	*	1	*	*	2	1	-	4	4	3
	1%	*%	*%	2%	*%	*%	48%	53%	-%	*%	6% ai	10% abi

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1415	989	274	80	19	28	16	7	2	1263	152	72
Effective base	663	529	102	20	5	8	4	3	1	626	37	17
Weighted Base	1279	1051	160	35	7	19	4	2	*	1211	68	33
Secured Mail	8	7	-	1	*	-	*	-	-	7	1	*
	1%	1%	-%	3%	1%	-%	5%	-%	-%	1%	2%	1%
MHI (Mail Handling International)	7	6	-	*	*	*	-	*	-	6	1	1
	1%	1%	-%	1%	1%	1%	-%	19%	-%	*%	2%	2%
Pitney Bowes	5	2	-	*	-	*	2	-	-	2	3	2
	*%	*%	-%	1%	-%	1%	47%	-%	-%	*%	4%	7%
											ai	abi
Citipost	5	1	*	-	1	1	2	-	-	1	4	11
	*%	*%	*%	-%	12%	4%	47%	-%	-%	*%	6%	14%
											abi	abi
Whistl (Previously known as TNT Post)	4	1	1	*	-	*	1	1	-	2	2	2
	*%	*%	*%	1%	-%	*%	21%	35%	-%	*%	3%	5%
											ai	ai
Someone else	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	218	4	2	*	*	-	-	-	221	2	*
	17%	21%	2%	7%	*%	*%	-%	-%	-%	18%	4%	*%
		bjk								bj		
NET: Royal Mail	932	738	137	28	5	17	4	2	*	875	56	28
	73%	70%	86%	79%	71%	90%	87%	99%	100%	72%	82%	86%
			ai									
NET: Provider other than RM	404	280	81	25	3	9	4	2	*	361	43	18
	32%	27%	51%	69%	46%	47%	91%	99%	100%	30%	63%	56%
			ai	ai							ai	ai
NET: RM ONLY	652	553	75	8	4	10	*	*	-	629	23	14
	51%	53%	47%	24%	54%	53%	9%	1%	-%	52%	33%	44%
		cj								cj		
NET: Provider other than RM ONLY	124	95	19	5	2	2	1	*	-	114	10	5
	10%	9%	12%	15%	29%	10%	13%	1%	-%	9%	14%	14%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
Royal Mail	932	333	405	193	782	756	833	932	502	322	118	569	27	49	32	26	13
	73%	61%	80%	85%	73%	74%	73%	73%	75%	82%	74%	71%	75%	80%	83%	86%	75%
Evri (formerly known as Hermes)	132	36	57	38	116	115	122	132	76	53	14	88	4	4	4	6	3
	10%	7%	11%	17%	11%	11%	11%	10%	11%	14%	8%	11%	10%	7%	9%	20%	17%
Parcelforce	97	22	52	23	88	72	91	97	59	36	18	54	6	6	2	3	*
	8%	4%	10%	10%	8%	7%	8%	8%	9%	9%	11%	7%	16%	10%	6%	11%	3%
DHL	85	9	37	39	74	76	80	85	68	60	7	35	5	14	5	12	3
	7%	2%	7%	17%	7%	7%	7%	7%	10%	15%	4%	4%	13%	23%	14%	38%	20%
DPD/DPD Local	64	23	25	16	40	35	43	64	26	27	12	20	1	3	2	5	-
	5%	4%	5%	7%	4%	3%	4%	5%	4%	7%	8%	3%	3%	5%	4%	16%	-%
UPS	63	4	34	26	50	52	54	63	47	40	5	22	7	9	3	5	3
	5%	1%	7%	11%	5%	5%	5%	5%	7%	10%	3%	3%	19%	15%	8%	15%	18%
Yodel	58	10	33	15	49	55	56	58	39	28	8	34	4	3	1	2	5
	5%	2%	7%	6%	5%	5%	5%	5%	6%	7%	5%	4%	10%	5%	4%	8%	29%
UK Mail	51	6	13	32	49	50	50	51	49	46	-	26	5	5	3	9	2
	4%	1%	3%	14%	5%	5%	4%	4%	7%	12%	-%	3%	14%	9%	8%	29%	11%
FedEx	40	3	19	18	38	38	38	40	29	31	-	24	3	6	2	4	1
	3%	1%	4%	8%	4%	4%	3%	3%	4%	8%	-%	3%	9%	9%	4%	12%	4%
Amazon Logistics	18	2	4	12	16	16	16	18	14	14	*	8	3	1	2	4	*
	1%	*%	1%	5%	2%	2%	1%	1%	2%	4%	*%	1%	7%	1%	4%	12%	*%
DX	15	2	7	6	15	13	15	15	14	12	2	10	-	1	*	1	*
	1%	*%	1%	3%	1%	1%	1%	1%	2%	3%	1%	1%	-%	1%	1%	4%	2%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
TNT Express	8 1%	2 *% %	2 *% %	4 2% %	8 1% %	7 1% %	8 1% %	8 1% %	7 1% %	5 1% %	* *% %	6 1% %	* *% %	* 1% %	* *% %	1 3% %	* 3% %
Secured Mail	8 1%	- -% %	7 1% %	1 1% %	8 1% %	8 1% %	8 1% %	8 1% %	8 1% %	8 2% %	- -% %	3 *% %	3 8% ab	1 1% %	- -% %	1 4% %	- -% %
MHI (Mail Handling International)	7 1%	- -% %	6 1% %	1 *% %	7 1% %	7 1% %	7 1% %	7 1% %	7 1% %	7 2% %	- -% %	3 *% %	- -% %	1 2% %	* 1% %	* *% %	3 17% abc
Pitney Bowes	5 *% %	2 *% %	* *% %	3 1% %	5 *% %	5 *% %	5 *% %	5 *% %	5 1% %	5 1% %	- -% %	4 *% %	- -% %	* 1% %	* 1% %	- -% %	* 1% %
Citipost	5 *% %	- -% %	1 *% %	4 2% %	4 *% %	4 *% %	4 *% %	5 *% %	4 1% %	4 1% %	- -% %	2 *% %	* 1% %	* 1% %	* *% %	2 5% b	- -% %
Whistl (Previously known as TNT Post)	4 *% %	* *% %	1 *% %	3 1% %	4 *% %	3 *% %	4 *% %	4 *% %	3 *% %	3 1% %	* *% %	1 *% %	1 2% %	1 1% %	* *% %	1 2% %	- -% %
Someone else	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %	- -% %
Have not sent a parcel in the last month	224 17%	175 32% bc	42 8% c	6 3% %	201 19% f	175 17% f	205 18% f	224 17% f	112 17% f	33 8% f	29 19% e	163 20% e	6 16% %	6 10% %	1 1% %	1 3% %	- -% %
NET: Royal Mail	932 73%	333 61% bc	405 80% c	193 85% a	782 73% f	756 74% f	833 73% f	932 73% f	502 75% f	322 82% abcde	118 74% e	569 71% e	27 75% %	49 80% %	32 83% %	26 86% %	13 75% %
NET: Provider other than RM	404 32%	97 18% a	182 36% a	124 54% ab	341 32% %	330 32% %	363 32% %	404 32% %	244 36% %	191 49% abcde	46 29% %	217 27% %	19 53% ab	32 53% ab	17 46% %	22 71% ab	10 57% b
NET: RM ONLY	652 51%	271 50% c	282 56% %	98 43% %	533 50% %	519 51% %	572 50% %	652 51% f	316 47% %	168 43% %	83 52% f	419 52% f	11 32% %	23 37% %	20 53% %	8 26% %	7 43% %

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small a	Medium b	Large c	Letters a	Large Letters b	Any Letters c	Parcels and Packets d	Other types of post e	Bulk mail f	1-24 a	25-49 b	50-99 c	100-249 d	250-499 e	500-4,999 f	5,000+ g
Significance Level: 95%																	
Unweighted Base	1415	453	536	426	1238	1173	1295	1415	781	551	160	776	80	100	72	72	35
Effective base	663	260	270	138	560	532	598	663	344	201	95	402	23	31	21	17	12
Weighted Base	1279	544	506	229	1076	1023	1141	1279	672	391	159	799	36	61	38	31	17
NET: Provider other than RM ONLY	124	36	59	29	93	93	102	124	57	37	12	67	3	6	6	3	4
	10%	7%	12%	13%	9%	9%	9%	10%	9%	9%	7%	8%	9%	10%	15%	11%	25%
			a	a													b

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of letters sent							Number of large letters sent						
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9
Royal Mail	932	631	60	35	24	13	12	7	556	94	38	37	16	7	7
	73%	72%	76%	65%	83%	88%	94%	61%	71%	79%	91%	87%	89%	60%	78%
Evri (formerly known as Hermes)	132	98	6	3	3	2	1	2	73	24	5	4	1	5	2
	10%	11%	8%	6%	11%	16%	9%	18%	9%	20%	13%	10%	5%	43%	21%
Parcelforce	97	70	10	3	2	2	*	*	51	7	7	5	1	2	*
	8%	8%	13%	6%	6%	16%	%	4%	7%	6%	17%	11%	7%	14%	%
DHL	85	37	6	13	5	3	7	3	24	26	11	8	1	5	*
	7%	4%	8%	24%	16%	18%	59%	26%	3%	22%	27%	20%	5%	40%	4%
DPD/DPD Local	64	28	3	3	*	5	*	-	23	4	1	4	3	*	-
	5%	3%	4%	6%	2%	32%	3%	-%	3%	3%	2%	9%	14%	3%	-%
UPS	63	29	7	5	*	6	*	3	19	10	11	6	1	4	*
	5%	3%	9%	9%	2%	41%	1%	24%	2%	8%	28%	13%	7%	36%	3%
Yodel	58	36	4	*	1	2	*	5	39	3	5	3	1	-	2
	5%	4%	5%	%	5%	16%	1%	43%	5%	3%	13%	8%	8%	-%	25%
UK Mail	51	26	5	7	*	4	5	2	16	16	10	2	3	2	*
	4%	3%	7%	12%	1%	27%	38%	14%	2%	14%	24%	6%	19%	14%	3%
FedEx	40	26	5	2	1	4	-	1	20	6	3	7	2	*	-
	3%	3%	6%	3%	5%	26%	-%	6%	3%	5%	7%	17%	11%	3%	-%
Amazon Logistics	18	7	5	1	*	4	*	*	6	5	*	3	2	*	-
	1%	1%	6%	2%	1%	25%	1%	%	1%	4%	1%	7%	10%	1%	-%
DX	15	11	2	-	-	1	*	*	6	4	-	2	*	*	-
	1%	1%	2%	-%	-%	7%	3%	4%	1%	4%	-%	6%	1%	%	-%
TNT Express	8	5	1	-	*	1	*	*	3	2	*	1	1	*	-
	1%	1%	1%	-%	%	7%	%	4%	%	2%	%	2%	4%	2%	-%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	1415	859	125	89	73	36	36	20	772	164	93	58	42	25	19	
Effective base	663	447	49	27	18	10	5	6	406	56	23	23	11	8	7	
Weighted Base	1279	877	79	53	29	14	13	11	780	119	42	43	18	12	9	
Secured Mail	8	6	1	-	*	1	-	-	3	*	3	2	*	*	-	
	1%	1%	1%	-%	1%	7%	-%	-%	*%	*%	7%	4%	1%	*%	-%	
						a					a	a				
MHI (Mail Handling International)	7	3	1	*	*	-	-	3	3	-	-	2	*	2	*	
	1%	*%	1%	*%	*%	-%	-%	25%	*%	-%	-%	4%	1%	20%	1%	
												a				
Pitney Bowes	5	5	-	*	-	-	-	-	2	2	-	*	*	-	*	
	*%	1%	-%	*%	-%	-%	-%	-%	*%	2%	-%	1%	1%	-%	1%	
Citipost	5	2	1	*	-	2	-	-	-	3	*	1	1	-	-	
	*%	*%	1%	*%	-%	12%	-%	-%	-%	2%	1%	2%	5%	-%	-%	
						a				a		a	a			
Whistl (Previously known as TNT Post)	4	2	1	*	-	1	-	-	*	1	1	1	1	-	-	
	*%	*%	1%	*%	-%	5%	-%	-%	*%	1%	1%	2%	4%	-%	-%	
						a						a	a			
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Have not sent a parcel in the last month	224	182	8	10	1	-	1	-	163	9	1	1	*	*	-	
	17%	21%	10%	18%	3%	-%	6%	-%	21%	7%	3%	3%	*%	*%	-%	
									bcd							
NET: Royal Mail	932	631	60	35	24	13	12	7	556	94	38	37	16	7	7	
	73%	72%	76%	65%	83%	88%	94%	61%	71%	79%	91%	87%	89%	60%	78%	
											a					
NET: Provider other than RM	404	249	35	20	10	10	9	8	190	65	30	24	7	12	3	
	32%	28%	44%	38%	36%	69%	73%	75%	24%	55%	71%	56%	37%	99%	28%	
			a			a	a			a	a	a				
NET: RM ONLY	652	446	36	23	18	4	3	3	427	46	11	17	12	*	6	
	51%	51%	46%	44%	61%	31%	21%	25%	55%	38%	26%	41%	62%	1%	72%	
									bc				c			
NET: Provider other than RM ONLY	124	64	11	9	4	2	*	4	61	17	2	4	2	5	2	
	10%	7%	14%	16%	14%	12%	*%	39%	8%	14%	6%	10%	10%	39%	22%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
Royal Mail	932	691	99	49	32	28	14	18	319	161	232	70	45
	73%	71%	78%	79%	75%	86%	100%	83%	63%	72%	88%	78%	93%
Evri (formerly known as Hermes)	132	79	20	13	8	8	1	4	47	27	26	7	13
	10%	8%	16%	20%	18%	24%	5%	19%	9%	12%	10%	8%	27%
			a	a		a					ab	a	acd
Parcelforce	97	70	8	9	2	5	*	3	24	21	34	6	4
	8%	7%	6%	14%	6%	17%	*%	15%	5%	9%	13%	7%	9%
											a		
DHL	85	34	8	16	9	8	1	8	22	21	21	6	10
	7%	3%	6%	26%	22%	25%	9%	35%	4%	9%	8%	6%	21%
				ab	ab	ab		ab					ad
DPD/DPD Local	64	39	15	2	3	4	*	*	16	11	9	5	2
	5%	4%	12%	4%	7%	11%	1%	2%	3%	5%	3%	5%	4%
			a										
UPS	63	24	13	8	7	6	1	4	8	10	23	5	7
	5%	2%	10%	13%	18%	18%	6%	17%	2%	5%	9%	6%	15%
			a	a	a	a		a			a		a
Yodel	58	32	5	6	6	7	*	3	21	9	17	5	4
	5%	3%	4%	9%	14%	21%	*%	11%	4%	4%	6%	5%	7%
					a	ab							
UK Mail	51	12	6	12	10	6	*	4	11	7	19	6	7
	4%	1%	5%	19%	24%	19%	3%	18%	2%	3%	7%	7%	13%
			a	ab	ab	a		a			a		ab
FedEx	40	21	7	2	6	1	1	2	4	6	19	6	4
	3%	2%	5%	4%	14%	4%	5%	11%	1%	3%	7%	6%	8%
					a						a	a	a
Amazon Logistics	18	8	1	2	3	2	*	2	2	1	8	3	2
	1%	1%	*%	3%	7%	6%	2%	10%	*%	*%	3%	4%	4%
					a			ab			a		
DX	15	9	1	3	*	-	-	3	7	1	2	2	2
	1%	1%	1%	5%	*%	-%	-%	12%	1%	*%	1%	3%	5%
				a				ab					

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
TNT Express	8 1%	4 *%	1 1%	* *%	- -%	1 2%	* 2%	2 10%	2 *%	1 1%	2 1%	2 2%	1 3%
Secured Mail	8 1%	3 *%	* *%	1 2%	3 6%	* 1%	- -%	- -%	3 1%	* *%	5 2%	- -%	1 1%
MHI (Mail Handling International)	7 1%	4 *%	* *%	2 4%	- -%	* 1%	- -%	* 1%	3 1%	* *%	1 *%	- -%	3 6%
Pitney Bowes	5 *%	2 *%	* *%	- -%	- -%	* 1%	- -%	2 10%	2 *%	* *%	- -%	2 2%	* 1%
Citipost	5 *%	* *%	- -%	* 1%	2 5%	* *%	- -%	2 9%	- -%	* *%	1 *%	3 3%	* *%
Whistl (Previously known as TNT Post)	4 *%	1 *%	- -%	1 2%	- -%	1 3%	- -%	1 2%	* *%	1 1%	1 *%	- -%	1 2%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	205 21%	12 9%	2 2%	4 9%	* 2%	- -%	1 3%	149 29%	37 16%	10 4%	9 10%	* *%
NET: Royal Mail	932 73%	691 71%	99 78%	49 79%	32 75%	28 86%	14 100%	18 83%	319 63%	161 72%	232 88%	70 78%	45 93%
NET: Provider other than RM	404 32%	237 24%	56 44%	39 62%	30 71%	23 72%	2 15%	16 72%	108 21%	79 36%	111 42%	30 33%	32 67%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1415	965	155	114	69	54	23	35	428	272	310	188	88
Effective base	663	500	64	40	25	17	7	11	248	122	142	55	26
Weighted Base	1279	978	128	63	42	32	15	22	506	223	264	91	49
NET: RM ONLY	652	535	60	22	8	8	12	6	250	107	143	51	16
	51%	55%	47%	36%	19%	26%	85%	25%	49%	48%	54%	57%	33%
		cdeg	d								e	e	
NET: Provider other than RM ONLY	124	82	17	12	7	4	*	3	38	25	22	11	3
	10%	8%	13%	19%	16%	13%	*%	14%	8%	11%	8%	12%	7%
				a									

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1415	506	245	251	164	63	464	240	251	140	65
Effective base	663	282	112	111	41	15	258	100	102	46	21
Weighted Base	1279	583	198	195	63	26	521	194	181	76	42
Secured Mail	8 1%	3 *%	* *%	4 2%	- -%	1 2%	3 1%	3 1%	2 1%	- -%	1 1%
MHI (Mail Handling International)	7 1%	5 1%	- -%	1 1%	* *%	* *%	3 1%	* *%	1 1%	- -%	3 6%
Pitney Bowes	5 *%	4 1%	* *%	- -%	* *%	* *%	2 *%	* *%	* *%	2 3%	* 1%
Citipost	5 *%	2 *%	1 1%	- -%	1 2%	- -%	- -%	* *%	2 1%	2 3%	* *%
Whistl (Previously known as TNT Post)	4 *%	3 *%	* *%	* *%	- -%	1 3%	- -%	1 1%	1 *%	1 1%	* 1%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	149 26%	34 17%	9 5%	9 15%	* *%	141 27%	21 11%	7 4%	5 6%	- -%
NET: Royal Mail	932 73%	387 66%	145 73%	172 88%	42 68%	26 97%	332 64%	158 81%	161 89%	61 81%	39 93%
NET: Provider other than RM	404 32%	153 26%	60 30%	87 45%	20 32%	16 62%	127 24%	74 38%	68 38%	27 36%	31 73%
NET: RM ONLY	652 51%	282 48%	105 53%	98 50%	33 53%	10 38%	253 49%	100 51%	106 59%	44 58%	11 27%
NET: Provider other than RM ONLY	124 10%	47 8%	19 10%	14 7%	11 18%	1 3%	48 9%	16 8%	13 7%	10 13%	3 7%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Royal Mail	932	428	167	180	98	43	573	51	294	816	115	729	53
	73%	65%	82%	82%	80%	87%	79%	78%	62%	78%	50%	75%	54%
			a	a	a	a	c	c		b		b	
Evri (formerly known as Hermes)	132	43	25	30	14	14	92	6	33	78	54	98	17
	10%	6%	12%	14%	12%	27%	13%	10%	7%	7%	23%	10%	18%
			a	a	a	a	c			a			
Parcelforce	97	40	21	25	10	1	64	6	26	74	24	74	13
	8%	6%	10%	12%	8%	2%	9%	10%	6%	7%	10%	8%	14%
			a	a									
DHL	85	27	18	17	19	4	63	7	15	58	27	51	23
	7%	4%	9%	8%	15%	9%	9%	11%	3%	6%	11%	5%	23%
				a	a		c	c			a		a
DPD/DPD Local	64	20	9	16	15	4	44	5	15	36	28	34	6
	5%	3%	5%	7%	12%	7%	6%	7%	3%	3%	12%	3%	6%
			a	a	a						a		
UPS	63	13	18	12	13	8	46	5	12	43	20	34	17
	5%	2%	9%	5%	10%	16%	6%	8%	2%	4%	9%	3%	17%
			a	a	a		c				a		a
Yodel	58	17	11	16	7	4	46	3	9	30	28	37	12
	5%	3%	5%	7%	6%	8%	6%	5%	2%	3%	12%	4%	12%
			a	a			c				a		a
UK Mail	51	8	10	10	21	1	37	3	11	32	19	29	20
	4%	1%	5%	4%	17%	2%	5%	5%	2%	3%	8%	3%	20%
			a	a	abce						a		a
FedEx	40	11	5	10	6	6	29	3	8	26	14	26	12
	3%	2%	3%	5%	5%	12%	4%	5%	2%	2%	6%	3%	13%
						ab					a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
Amazon Logistics	18 1%	4 1%	2 1%	7 3%	2 2%	1 3%	12 2%	* 1%	6 1%	11 1%	7 3%	12 1%	4 5%
DX	15 1%	4 1%	3 1%	1 *%	3 2%	3 6%	10 1%	3 5%	2 *%	6 1%	9 4%	8 1%	7 7%
TNT Express	8 1%	2 *%	1 *%	1 *%	2 2%	1 1%	5 1%	1 1%	3 1%	5 *%	3 1%	5 *%	3 3%
Secured Mail	8 1%	3 1%	* *%	1 1%	3 3%	* *%	7 1%	1 2%	* *%	4 *%	4 2%	4 *%	4 4%
MHI (Mail Handling International)	7 1%	3 1%	- -%	3 1%	* *%	1 1%	6 1%	1 2%	- -%	4 *%	3 1%	4 *%	3 3%
Pitney Bowes	5 *%	- -%	2 1%	* *%	* *%	* *%	* *%	2 3%	2 *%	* *%	4 2%	* *%	4 4%
Citipost	5 *%	* *%	- -%	1 1%	1 1%	- -%	2 *%	* *%	2 *%	* *%	4 2%	* *%	4 4%
Whistl (Previously known as TNT Post)	4 *%	* *%	* *%	3 1%	1 1%	* *%	3 *%	1 2%	- -%	2 *%	2 1%	2 *%	2 2%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	194 29%	12 6%	6 3%	6 4%	2 5%	67 9%	8 12%	147 31%	184 18%	40 17%	185 19%	16 16%
		bcde					ab						

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1415	602	234	286	181	85	808	106	485	1136	279	1100	138
Effective base	663	330	98	129	68	29	381	47	231	546	117	511	50
Weighted Base	1279	661	205	219	123	50	727	66	471	1047	232	978	98
NET: Royal Mail	932	428	167	180	98	43	573	51	294	816	115	729	53
	73%	65%	82%	82%	80%	87%	79%	78%	62%	78%	50%	75%	54%
			a	a	a	a	c	c		b		b	
NET: Provider other than RM	404	128	84	89	68	28	280	28	95	255	149	272	69
	32%	19%	41%	41%	56%	56%	39%	43%	20%	24%	64%	28%	71%
			a	a	ac	a	c	c			a		a
NET: RM ONLY	652	339	109	123	49	19	380	30	229	609	42	521	13
	51%	51%	53%	56%	40%	39%	52%	46%	49%	58%	18%	53%	13%
				d						b		b	
NET: Provider other than RM ONLY	124	39	26	32	19	4	87	7	30	47	77	64	29
	10%	6%	13%	15%	16%	8%	12%	11%	6%	5%	33%	7%	30%
			a	a	a		c				a		a

Columns Tested: a,b,c,d,e - a,b,c - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
Royal Mail	932	677	79	712	220	730	52	673	83	708	223
	73%	76%	61%	79%	57%	74%	54%	76%	60%	79%	58%
		b		b		b		b		b	
Evri (formerly known as Hermes)	132	91	24	49	83	99	17	88	27	47	84
	10%	10%	19%	5%	22%	10%	18%	10%	20%	5%	22%
		a		a		a		a		a	
Parcelforce	97	58	14	47	50	76	11	58	14	43	55
	8%	7%	11%	5%	13%	8%	12%	7%	10%	5%	14%
		a		a		a		a		a	
DHL	85	40	35	38	47	52	22	39	36	37	48
	7%	5%	28%	4%	12%	5%	23%	4%	26%	4%	13%
		a		a		a		a		a	
DPD/DPD Local	64	24	11	23	41	33	7	23	12	25	39
	5%	3%	8%	3%	11%	3%	7%	3%	8%	3%	10%
		a		a		a		a		a	
UPS	63	29	22	29	34	38	12	24	27	30	33
	5%	3%	17%	3%	9%	4%	13%	3%	20%	3%	9%
		a		a		a		a		a	
Yodel	58	41	13	20	38	37	12	41	14	20	38
	5%	5%	10%	2%	10%	4%	12%	5%	10%	2%	10%
		a		a		a		a		a	
UK Mail	51	17	33	24	27	25	24	20	29	21	30
	4%	2%	26%	3%	7%	3%	25%	2%	21%	2%	8%
		a		a		a		a		a	
FedEx	40	25	14	11	29	27	12	21	18	13	27
	3%	3%	11%	1%	8%	3%	12%	2%	13%	1%	7%
		a		a		a		a		a	
Amazon Logistics	18	11	6	9	9	12	4	10	6	11	8
	1%	1%	4%	1%	2%	1%	5%	1%	5%	1%	2%
		a		a		a		a		a	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
DX	15 1%	6 1%	7 5% a	3 *% a	12 3% a	7 1% a	8 8% a	5 1% a	8 6% a	5 1% a	11 3% a
TNT Express	8 1%	4 *% a	3 2% a	2 *% a	6 2% a	5 1% a	3 3% a	3 *% a	4 3% a	3 *% a	6 1% a
Secured Mail	8 1%	4 *% a	4 3% a	3 *% a	5 1% a	4 *% a	4 4% a	4 *% a	4 3% a	4 *% a	4 1% a
MHI (Mail Handling International)	7 1%	6 1% a	1 1% a	3 *% a	4 1% a	6 1% a	1 1% a	3 *% a	4 3% a	3 *% a	3 1% a
Pitney Bowes	5 *% a	* *% a	4 3% a	1 *% a	4 1% a	1 *% a	4 4% a	* *% a	4 3% a	* *% a	5 1% a
Citipost	5 *% a	1 *% a	3 3% a	* *% a	4 1% a	1 *% a	3 3% a	* *% a	4 3% a	1 *% a	4 1% a
Whistl (Previously known as TNT Post)	4 *% a	2 *% a	2 1% a	1 *% a	3 1% a	3 *% a	1 1% a	1 *% a	2 2% a	1 *% a	3 1% a
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	162 18%	13 10%	165 18%	59 15%	184 19%	17 18%	160 18%	15 11%	168 19%	56 15%
NET: Royal Mail	932 73%	677 76%	79 61%	712 79%	220 57%	730 74%	52 54%	673 76%	83 60%	708 79%	223 58%
		b		b		b		b		b	

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1415	976	197	935	480	1105	133	970	203	936	479
Effective base	663	470	63	470	193	513	47	462	70	472	192
Weighted Base	1279	895	128	896	383	981	95	886	137	896	383
NET: Provider other than RM	404	229	100	159	245	272	69	226	104	153	251
	32%	26%	78%	18%	64%	28%	72%	25%	76%	17%	66%
			a		a		a		a		a
NET: RM ONLY	652	504	15	571	80	524	9	500	18	576	76
	51%	56%	12%	64%	21%	53%	10%	56%	13%	64%	20%
		b		b		b		b		b	
NET: Provider other than RM ONLY	124	56	37	19	105	66	27	54	39	20	104
	10%	6%	29%	2%	27%	7%	28%	6%	29%	2%	27%
			a		a		a		a		a

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Royal Mail	932	484	576	148	-	471	504	126	3	664	502	166	2
	73%	81%	70%	81%	-%	81%	73%	81%	96%	75%	74%	83%	59%
Evri (formerly known as Hermes)		b	b	b		b				b			
	132	75	94	20	-	72	83	21	-	108	67	20	-
	10%	12%	11%	11%	-%	12%	12%	14%	-%	12%	10%	10%	-%
Parcelforce	97	56	63	18	-	52	48	14	-	80	44	21	-
	8%	9%	8%	10%	-%	9%	7%	9%	-%	9%	6%	10%	-%
DHL	85	47	52	16	1	54	37	18	-	73	31	14	-
	7%	8%	6%	9%	48%	9%	5%	11%	-%	8%	5%	7%	-%
		b		b		b		b		b			
DPD/DPD Local	64	26	27	8	-	25	19	7	-	48	28	8	-
	5%	4%	3%	5%	-%	4%	3%	4%	-%	5%	4%	4%	-%
UPS	63	33	36	13	1	38	29	18	-	51	26	15	-
	5%	5%	4%	7%	48%	7%	4%	12%	-%	6%	4%	7%	-%
								b					
Yodel	58	30	32	11	-	39	35	10	-	51	21	8	-
	5%	5%	4%	6%	-%	7%	5%	7%	-%	6%	3%	4%	-%
UK Mail	51	41	32	12	-	44	18	12	-	46	20	18	-
	4%	7%	4%	7%	-%	8%	3%	8%	-%	5%	3%	9%	-%
						b		b		b		b	
FedEx	40	27	31	10	-	29	22	10	-	35	16	15	-
	3%	4%	4%	5%	-%	5%	3%	6%	-%	4%	2%	7%	-%
												b	
Amazon Logistics	18	14	12	7	-	14	10	7	-	14	13	10	-
	1%	2%	1%	4%	-%	2%	1%	4%	-%	2%	2%	5%	-%
												a	
DX	15	11	7	5	-	12	5	5	-	12	10	5	-
	1%	2%	1%	3%	-%	2%	1%	3%	-%	1%	2%	3%	-%
TNT Express	8	7	5	5	-	6	2	4	-	7	4	5	-
	1%	1%	1%	3%	-%	1%	*%	3%	-%	1%	1%	2%	-%
								b					

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Significance Level: 95%													
Unweighted Base	1415	720	908	242	3	688	797	202	3	994	756	247	2
Effective base	663	310	432	98	2	300	374	86	2	460	367	111	2
Weighted Base	1279	598	822	183	3	581	694	155	4	885	679	199	4
Secured Mail	8 1%	5 1%	4 1%	3 2%	- -%	8 1%	2 *%	* *%	- -%	5 1%	3 *%	1 1%	- -%
MHI (Mail Handling International)	7 1%	2 *%	6 1%	- -%	- -%	5 1%	1 *%	3 2%	- -%	4 *%	3 *%	1 1%	- -%
Pitney Bowes	5 *%	5 1%	2 *%	2 1%	- -%	5 1%	1 *%	2 1%	- -%	5 1%	2 *%	2 1%	- -%
Citipost	5 *%	4 1%	4 1%	3 2%	- -%	4 1%	2 *%	3 2%	- -%	4 *%	4 1%	3 2%	- -%
Whistl (Previously known as TNT Post)	4 *%	3 1%	1 *%	1 1%	- -%	2 *%	1 *%	2 1%	- -%	3 *%	1 *%	1 1%	- -%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	71 12%	176 21%	23 13%	2 52%	64 11%	132 19%	15 9%	* 4%	117 13%	139 20%	22 11%	2 41%
NET: Royal Mail	932 73%	484 81%	576 70%	148 81%	- -%	471 81%	504 73%	126 81%	3 96%	664 75%	502 74%	166 83%	2 59%
NET: Provider other than RM	404 32%	228 38%	238 29%	69 38%	1 48%	227 39%	207 30%	63 41%	- -%	333 38%	173 25%	76 38%	- -%
NET: RM ONLY	652 51%	299 50%	408 50%	91 50%	- -%	290 50%	355 51%	78 50%	3 96%	435 49%	367 54%	102 51%	2 59%
NET: Provider other than RM ONLY	124 10%	43 7%	70 9%	12 7%	1 48%	46 8%	58 8%	15 10%	- -%	104 12%	39 6%	12 6%	- -%

Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
Royal Mail	932	692	641	710	569	480	12	467	373	375	103	80	186	181
	73%	74%	77%	82%	75%	75%	87%	79%	86%	87%	88%	89%	75%	76%
				ab						a				
Evri (formerly known as Hermes)	132	91	90	66	62	71	1	49	42	39	13	8	24	32
	10%	10%	11%	8%	8%	11%	7%	8%	10%	9%	11%	8%	10%	14%
Parcelforce	97	74	63	60	55	50	2	33	39	44	14	9	16	15
	8%	8%	7%	7%	7%	8%	16%	6%	9%	10%	12%	10%	6%	6%
DHL	85	51	53	35	48	34	2	18	18	27	9	9	21	15
	7%	5%	6%	4%	6%	5%	16%	3%	4%	6%	7%	10%	8%	6%
												a		
DPD/DPD Local	64	35	21	32	28	19	5	26	13	23	5	5	7	7
	5%	4%	3%	4%	4%	3%	34%	4%	3%	5%	5%	6%	3%	3%
							ab							
UPS	63	29	41	33	26	25	2	23	15	24	11	5	7	11
	5%	3%	5%	4%	3%	4%	17%	4%	4%	6%	9%	5%	3%	5%
							ab							
Yodel	58	36	38	29	23	34	1	16	11	22	7	1	12	18
	5%	4%	5%	3%	3%	5%	7%	3%	3%	5%	6%	1%	5%	8%
UK Mail	51	28	34	21	30	30	2	10	11	20	12	7	7	11
	4%	3%	4%	2%	4%	5%	14%	2%	2%	5%	10%	8%	3%	5%
							a			a	ab	a		
FedEx	40	27	29	19	23	23	4	10	10	16	8	3	7	8
	3%	3%	3%	2%	3%	4%	26%	2%	2%	4%	6%	4%	3%	3%
							ab				a			
Amazon Logistics	18	16	12	14	14	15	4	12	6	10	6	4	5	4
	1%	2%	1%	2%	2%	2%	27%	2%	1%	2%	5%	4%	2%	2%
							ab							
DX	15	8	6	4	7	7	-	1	1	3	2	-	1	2
	1%	1%	1%	*%	1%	1%	-%	*%	*%	1%	2%	-%	1%	1%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
TNT Express	8 1%	7 1%	4 1%	4 *%	8 1%	6 1%	1 6%	1 *%	2 *%	4 1%	3 3%	1 1%	* *%	* *%
Secured Mail	8 1%	2 *%	4 1%	1 *%	4 *%	2 *%	- -%	1 *%	1 *%	1 *%	* *%	* *%	1 *%	1 1%
MHI (Mail Handling International)	7 1%	2 *%	5 1%	1 *%	7 1%	1 *%	* 3%	* *%	* *%	1 *%	* *%	- -%	3 1%	1 *%
Pitney Bowes	5 *%	3 *%	* *%	3 *%	2 *%	3 *%	* 3%	* *%	- -%	3 1%	2 2%	- -%	- -%	* *%
Citipost	5 *%	4 *%	2 *%	4 *%	3 *%	4 1%	2 12% ab	2 *%	2 *%	4 1%	3 2%	1 1%	* *%	* *%
Whistl (Previously known as TNT Post)	4 *%	2 *%	1 *%	2 *%	2 *%	1 *%	1 8% ab	1 *%	1 *%	1 *%	1 1%	1 1%	* *%	* *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	179 19%	140 17%	137 16%	132 17%	122 19%	* 2%	111 19% c	57 13%	48 11%	12 10%	9 10%	45 18%	42 18%
NET: Royal Mail	932 73%	692 74%	641 77%	710 82% ab	569 75%	480 75%	12 87%	467 79%	373 86%	375 87% a	103 88%	80 89%	186 75%	181 76%
NET: Provider other than RM	404 32%	267 29% c	242 29% c	193 22%	203 27%	184 29%	8 59% ab	121 21%	107 25%	134 31% a	44 37% a	29 32%	68 28%	68 29%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1415	1053	946	924	865	689	48	603	466	453	118	81	293	261
Effective base	663	487	442	458	391	333	17	309	227	219	62	45	129	119
Weighted Base	1279	937	835	863	756	644	13	588	436	430	117	90	248	237
NET: RM ONLY	652	490	453	533	420	337	5	356	272	248	62	52	135	127
	51%	52%	54%	62% ab	56%	52%	39%	61%	62%	58%	53%	58%	54%	54%
NET: Provider other than RM ONLY	124	65	54	16	55	41	1	10	5	7	3	2	17	14
	10%	7%	6%	2%	7%	6%	11%	2%	1%	2%	2%	2%	7%	6%
		c	c											

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Royal Mail	932	105	54	43	34	767	576	815	649	527	476	737	136	-	713	55
	73%	87%	88%	73%	96%	72%	76%	72%	75%	71%	78%	71%	78%	-%	77%	64%
Evri (formerly known as Hermes)	132	12	8	20	10	100	75	108	103	78	80	108	22	-	86	12
	10%	10%	13%	34%	28%	9%	10%	10%	12%	10%	13%	10%	12%	-%	9%	14%
Parcelforce	97	11	8	10	3	78	67	91	75	62	67	82	23	-	62	12
	8%	9%	13%	17%	7%	7%	9%	8%	9%	8%	11%	8%	13%	-%	7%	14%
DHL	85	12	12	13	6	61	42	67	51	52	53	52	15	*	46	12
	7%	10%	20%	23%	17%	6%	6%	6%	6%	7%	9%	5%	8%	100%	5%	14%
DPD/DPD Local	64	8	1	6	1	51	43	58	59	37	30	57	14	-	42	4
	5%	7%	2%	10%	4%	5%	6%	5%	7%	5%	5%	5%	8%	-%	5%	5%
UPS	63	12	5	9	7	45	35	52	46	30	44	46	9	-	39	8
	5%	10%	8%	15%	20%	4%	5%	5%	5%	4%	7%	4%	5%	-%	4%	9%
Yodel	58	11	3	9	6	39	34	51	33	26	28	43	11	-	38	7
	5%	9%	5%	15%	17%	4%	5%	5%	4%	3%	5%	4%	6%	-%	4%	9%
UK Mail	51	10	17	4	7	21	24	30	31	30	38	21	7	-	32	1
	4%	8%	28%	7%	20%	2%	3%	3%	4%	4%	6%	2%	4%	-%	3%	1%
FedEx	40	6	4	5	4	28	25	33	29	31	27	31	12	-	31	2
	3%	5%	7%	9%	10%	3%	3%	3%	3%	4%	4%	3%	7%	-%	3%	2%
Amazon Logistics	18	5	5	1	2	13	14	16	13	16	14	8	5	-	11	2
	1%	4%	9%	1%	7%	1%	2%	1%	1%	2%	2%	1%	3%	-%	1%	3%
DX	15	2	*	3	3	8	7	11	10	10	12	10	2	-	10	-
	1%	1%	*%	4%	9%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	-%
TNT Express	8	1	1	1	2	6	5	6	6	6	6	5	2	-	5	-
	1%	1%	2%	2%	7%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
Secured Mail	8	1	-	3	1	2	7	8	5	2	5	4	2	-	5	-
	1%	1%	-%	5%	2%	*%	1%	1%	1%	*%	1%	*%	1%	-%	1%	-%
MHI (Mail Handling International)	7	-	*	5	2	2	3	5	4	4	4	6	1	-	4	3
	1%	-%	*%	8%	4%	*%	*%	*%	*%	1%	1%	1%	1%	-%	*%	3%
				a											a	
Pitney Bowes	5	-	*	*	2	*	*	1	4	5	5	3	*	-	2	*
	*%	-%	*%	*%	7%	*%	*%	*%	*%	1%	1%	*%	*%	-%	*%	*%
				a												
Citipost	5	2	*	*	2	2	1	2	4	4	4	1	1	-	4	*
	*%	1%	*%	*%	6%	*%	*%	*%	*%	1%	1%	*%	1%	-%	*%	*%
Whistl (Previously known as TNT Post)	4	*	2	*	*	2	1	2	1	3	2	2	1	-	2	*
	*%	*%	3%	1%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	6	1	5	*	205	119	213	126	140	72	206	21	-	169	13
	17%	5%	1%	9%	1%	19%	16%	19%	15%	19%	12%	20%	12%	-%	18%	16%
						d						a				
NET: Royal Mail	932	105	54	43	34	767	576	815	649	527	476	737	136	-	713	55
	73%	87%	88%	73%	96%	72%	76%	72%	75%	71%	78%	71%	78%	-%	77%	64%
				c							b					
NET: Provider other than RM	404	48	34	38	22	309	240	344	304	237	252	310	71	*	244	43
	32%	40%	56%	65%	62%	29%	32%	30%	35%	32%	41%	30%	40%	100%	26%	51%
				a					a		b		b		a	
NET: RM ONLY	652	67	26	15	13	553	402	572	439	368	287	528	83	-	518	29
	51%	55%	43%	26%	37%	52%	53%	51%	50%	49%	47%	51%	47%	-%	56%	34%
		c													b	

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	RM product changes:					Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
	Total base	Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
	a	b	c	d	a	b	c	d	e	a	b	c	*d	a	b	
Significance Level: 95%																
Unweighted Base	1415	140	89	71	34	1201	912	1270	984	876	696	1134	212	1	1049	75
Effective base	663	68	35	33	17	557	407	588	454	399	314	543	95	1	486	43
Weighted Base	1279	121	61	59	36	1068	761	1129	869	744	611	1044	175	*	931	86
NET: Provider other than RM ONLY	124	10	7	11	1	96	66	102	94	78	63	101	18	*	48	17
	10%	8%	11%	18%	3%	9%	9%	9%	11%	10%	10%	10%	10%	100%	5%	20%
																a

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
Royal Mail	932 73%	419 80%	465 74%	315 67%	28 73%	182 80%	220 62%	138 78%	602 72%	180 70%	157 70%	224 82%	531 70%
Evri (formerly known as Hermes)	132 10%	57 11%	52 8%	96 20%	2 4%	36 16%	70 20%	33 19%	78 9%	20 8%	38 17%	36 13%	55 7%
Parcelforce	97 8%	42 8%	42 7%	60 13%	6 15%	34 15%	48 13%	21 12%	54 6%	22 9%	22 10%	34 12%	40 5%
DHL	85 7%	49 9%	20 3%	50 11%	2 6%	43 19%	23 6%	15 9%	44 5%	25 10%	20 9%	30 11%	33 4%
DPD/DPD Local	64 5%	20 4%	29 5%	46 10%	1 2%	19 8%	29 8%	16 9%	43 5%	5 2%	22 10%	8 3%	34 4%
UPS	63 5%	40 8%	14 2%	43 9%	- -%	33 14%	18 5%	10 6%	42 5%	11 4%	15 7%	28 10%	19 3%
Yodel	58 5%	34 6%	15 2%	33 7%	7 19%	22 10%	26 7%	11 6%	39 5%	8 3%	26 12%	18 7%	12 2%
UK Mail	51 4%	41 8%	1 *%	33 7%	2 5%	41 18%	3 1%	16 9%	22 3%	13 5%	11 5%	26 10%	13 2%
FedEx	40 3%	26 5%	9 1%	33 7%	- -%	28 12%	8 2%	10 5%	26 3%	4 2%	15 6%	18 7%	7 1%
Amazon Logistics	18 1%	12 2%	6 1%	9 2%	- -%	10 4%	4 1%	11 6%	5 1%	2 1%	11 5%	4 1%	4 *%
DX	15 1%	8 2%	3 *%	11 2%	2 5%	14 6%	1 *%	5 3%	6 1%	4 2%	3 1%	10 4%	2 *%

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
		a	b	a	*b	a	b	a	b	c	a	b	c
Significance Level: 95%													
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
TNT Express	8 1%	6 1%	2 *%	4 1%	- -%	4 2%	2 1%	4 2%	1 *%	2 1%	4 2%	1 *%	4 *%
Secured Mail	8 1%	5 1%	* *%	8 2%	- -%	8 4%	- -%	* *%	7 1%	1 *%	* *%	7 3%	1 *%
MHI (Mail Handling International)	7 1%	7 1%	* *%	6 1%	- -%	7 3%	- -%	1 *%	5 1%	1 *%	1 *%	6 2%	- -%
Pitney Bowes	5 *%	3 1%	- -%	2 *%	- -%	5 2%	- -%	2 1%	2 *%	* *%	2 1%	2 1%	- -%
Citipost	5 *%	4 1%	* *%	2 *%	- -%	4 2%	* *%	4 2%	1 *%	* *%	4 2%	1 *%	- -%
Whistl (Previously known as TNT Post)	4 *%	2 *%	1 *%	2 *%	1 2%	3 1%	1 *%	1 *%	3 *%	- -%	1 1%	1 *%	1 *%
Someone else	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	67 13%	130 21%	53 11%	9 23%	14 6%	56 16%	8 5%	155 19%	59 23%	29 13%	21 8%	169 22%
NET: Royal Mail	932 73%	419 80%	465 74%	315 67%	28 73%	182 80%	220 62%	138 78%	602 72%	180 70%	157 70%	224 82%	531 70%
NET: Provider other than RM	404 32%	192 37%	138 22%	265 56%	19 49%	151 66%	175 49%	90 51%	236 28%	78 30%	103 46%	134 49%	162 21%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1415	553	711	539	27	278	374	228	902	268	269	304	807
Effective base	663	266	334	237	16	114	176	104	427	128	125	136	388
Weighted Base	1279	525	633	472	38	227	356	176	831	259	225	272	754
NET: RM ONLY	652	265	365	155	10	63	125	78	441	122	92	117	424
	51%	51%	58%	33%	28%	27%	35%	44%	53%	47%	41%	43%	56%
NET: Provider other than RM ONLY	124	39	38	104	1	31	79	30	74	20	39	27	54
	10%	7%	6%	22%	4%	14%	22%	17%	9%	8%	17%	10%	7%
								bc			c		

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
Royal Mail	932	396	535
	73%	73%	73%
Evri (formerly known as Hermes)	132	50	81
	10%	9%	11%
Parcelforce	97	37	60
	8%	7%	8%
DHL	85	52	33
	7%	10%	5%
		b	
DPD/DPD Local	64	37	27
	5%	7%	4%
UPS	63	37	26
	5%	7%	4%
Yodel	58	31	27
	5%	6%	4%
UK Mail	51	38	13
	4%	7%	2%
		b	
FedEx	40	25	15
	3%	5%	2%
Amazon Logistics	18	10	9
	1%	2%	1%
DX	15	10	6
	1%	2%	1%
TNT Express	8	4	4
	1%	1%	1%
Secured Mail	8	7	1
	1%	1%	*%
		b	

Columns Tested:: a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1415	663	752
Effective base	663	280	383
Weighted Base	1279	542	737
MHI (Mail Handling International)	7 1%	5 1%	2 *%
Pitney Bowes	5 *%	3 1%	2 *%
Citipost	5 *%	3 *%	2 *%
Whistl (Previously known as TNT Post)	4 *%	3 1%	1 *%
Someone else	- -%	- -%	- -%
Have not sent a parcel in the last month	224 17%	92 17%	132 18%
NET: Royal Mail	932 73%	396 73%	535 73%
NET: Provider other than RM	404 32%	192 35%	212 29%
NET: RM ONLY	652 51%	258 48%	393 53%
NET: Provider other than RM ONLY	124 10%	54 10%	70 10%

Columns Tested:: a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
Royal Mail	932	-	41	165	107	24	86	26	105	114	27	178	59
	73%	-%	82%	71%	71%	93%	74%	63%	79%	69%	67%	73%	74%
Evri (formerly known as Hermes)	132	-	1	16	11	2	14	4	17	16	7	33	10
	10%	-%	2%	7%	7%	8%	12%	10%	13%	10%	17%	14%	13%
Parcelforce	97	-	6	16	6	4	7	2	9	4	3	34	8
	8%	-%	11%	7%	4%	17%	6%	4%	6%	2%	6%	14%	10%
DHL	85	-	2	10	12	2	14	2	8	13	3	16	2
	7%	-%	4%	4%	8%	7%	12%	6%	6%	8%	7%	7%	3%
DPD/DPD Local	64	-	3	16	8	5	4	5	3	8	1	7	5
	5%	-%	6%	7%	5%	18%	3%	12%	2%	5%	4%	3%	7%
UPS	63	-	1	13	4	3	13	1	5	7	1	15	*
	5%	-%	2%	5%	2%	12%	11%	3%	4%	4%	4%	6%	*%
Yodel	58	-	1	10	4	3	8	1	6	10	3	10	2
	5%	-%	2%	4%	3%	12%	7%	1%	4%	6%	7%	4%	3%
UK Mail	51	-	1	8	1	*	6	*	4	18	1	8	2
	4%	-%	2%	4%	1%	2%	5%	1%	3%	11%	2%	3%	3%
FedEx	40	-	*	6	2	*	10	*	4	5	1	8	3
	3%	-%	1%	3%	1%	1%	9%	*%	3%	3%	3%	3%	4%
Amazon Logistics	18	-	*	5	-	2	2	*	1	5	1	2	-
	1%	-%	*%	2%	-%	7%	2%	1%	1%	3%	2%	1%	-%
DX	15	-	-	1	1	-	-	-	3	5	-	4	-
	1%	-%	-%	*%	1%	-%	-%	-%	3%	3%	-%	2%	-%
TNT Express	8	-	-	1	*	-	*	*	2	4	1	1	*
	1%	-%	-%	*%	*%	-%	*%	*%	1%	2%	1%	*%	1%
Secured Mail	8	-	*	*	1	3	-	*	1	-	-	3	-
	1%	-%	1%	*%	1%	11%	-%	1%	1%	-%	-%	1%	-%

cdfhij

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1415	-	67	236	214	35	105	89	174	135	123	156	81
Effective base	663	-	26	115	87	12	52	28	79	84	41	111	48
Weighted Base	1279	-	50	233	151	26	117	41	133	165	40	244	79
MHI (Mail Handling International)	7	-	-	*	*	-	2	-	1	-	*	3	-
	1%	-%	-%	*%	*%	-%	2%	-%	1%	-%	*%	1%	-%
Pitney Bowes	5	-	-	-	*	-	*	-	2	2	*	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	2%	1%	*%	-%	-%
Citipost	5	-	*	*	*	-	*	-	*	4	-	-	-
	*%	-%	1%	*%	*%	-%	*%	-%	*%	2%	-%	-%	-%
Whistl (Previously known as TNT Post)	4	-	*	*	*	-	-	*	2	1	-	-	-
	*%	-%	1%	*%	*%	-%	-%	*%	2%	1%	-%	-%	-%
Someone else	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	-	5	48	28	1	18	9	18	32	7	44	12
	17%	-%	10%	21%	19%	6%	16%	22%	14%	19%	17%	18%	16%
NET: Royal Mail	932	-	41	165	107	24	86	26	105	114	27	178	59
	73%	-%	82%	71%	71%	93%	74%	63%	79%	69%	67%	73%	74%
NET: Provider other than RM	404	-	11	68	29	16	42	12	38	58	14	89	26
	32%	-%	22%	29%	20%	62%	36%	30%	28%	35%	35%	36%	33%
						bcdh	d			d		d	
NET: RM ONLY	652	-	34	117	93	8	57	19	77	76	19	111	41
	51%	-%	68%	50%	62%	32%	48%	47%	58%	46%	47%	46%	51%
			ek		ik								
NET: Provider other than RM ONLY	124	-	4	19	16	*	12	6	10	20	6	22	8
	10%	-%	8%	8%	10%	2%	11%	14%	7%	12%	15%	9%	10%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Royal Mail	932	216	207	245	263	424	508
	73%	71%	76%	72%	73%	73%	72%
Evri (formerly known as Hermes)	132	17	27	37	50	44	87
	10%	6%	10%	11%	14%	8%	12%
				a			a
Parcelforce	97	22	18	14	44	39	58
	8%	7%	6%	4%	12%	7%	8%
				c			
DHL	85	15	25	24	21	40	45
	7%	5%	9%	7%	6%	7%	6%
DPD/DPD Local	64	19	17	15	13	35	29
	5%	6%	6%	4%	4%	6%	4%
UPS	63	13	19	13	17	33	30
	5%	4%	7%	4%	5%	6%	4%
Yodel	58	10	15	17	15	26	32
	5%	3%	6%	5%	4%	4%	5%
UK Mail	51	9	7	23	11	16	35
	4%	3%	3%	7%	3%	3%	5%
FedEx	40	6	12	9	12	19	21
	3%	2%	5%	3%	3%	3%	3%
Amazon Logistics	18	5	4	6	3	9	9
	1%	2%	1%	2%	1%	2%	1%
DX	15	1	1	9	4	2	13
	1%	*%	*%	3%	1%	*%	2%
TNT Express	8	1	*	6	1	1	7
	1%	*%	*%	2%	*%	*%	1%
Secured Mail	8	*	4	1	3	4	4
	1%	*%	1%	*%	1%	1%	1%
MHI (Mail Handling International)	7	*	3	1	3	3	4
	1%	*%	1%	*%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Table 418 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV2a=1-11 for column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
		a	b	c	d	a	b
Significance Level: 95%							
Unweighted Base	1415	313	344	398	360	657	758
Effective base	663	149	141	189	186	290	374
Weighted Base	1279	304	273	339	363	577	702
Pitney Bowes	5	-	*	4	*	*	4
	*%	-%	*%	1%	*%	*%	1%
Citipost	5	1	*	4	-	1	4
	*%	*%	*%	1%	-%	*%	1%
Whistl (Previously known as TNT Post)	4	1	*	3	-	1	3
	*%	*%	*%	1%	-%	*%	*%
Someone else	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Have not sent a parcel in the last month	224	61	40	59	63	101	123
	17%	20%	15%	18%	17%	17%	17%
NET: Royal Mail	932	216	207	245	263	424	508
	73%	71%	76%	72%	73%	73%	72%
NET: Provider other than RM	404	82	85	108	129	167	237
	32%	27%	31%	32%	36%	29%	34%
NET: RM ONLY	652	161	148	172	171	309	342
	51%	53%	54%	51%	47%	54%	49%
NET: Provider other than RM ONLY	124	26	26	35	36	52	72
	10%	9%	9%	10%	10%	9%	10%

Columns Tested: a,b,c,d - a,b

Table 419

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Method		Business Size 1				
		CATI	CAWI	0-9	10-49	50-99	100-249	10+
		a	b	a	b	c	d	e
Significance Level: 95%								
Unweighted Base	1259	267	992	856	197	66	140	403
Effective base	597	120	481	545	118	41	83	162
Weighted Base	1166	196	970	1109	47	6	3	57
1st class - all the time	318	81	236	296	19	2	1	22
	27%	42%	24%	27%	40%	26%	37%	38%
		b			a		a	a
1st class - most of the time	258	19	239	245	11	1	1	13
	22%	9%	25%	22%	23%	21%	20%	22%
			a					
1st and 2nd class in equal amounts	138	29	108	131	5	2	1	7
	12%	15%	11%	12%	10%	26%	17%	12%
						abe		
2nd class - most of the time	306	42	265	298	7	1	1	9
	26%	21%	27%	27%	16%	11%	21%	15%
				bce				
2nd class - all the time	104	14	90	101	3	*	*	3
	9%	7%	9%	9%	6%	5%	4%	6%
Never send parcels	24	3	21	23	1	*	-	1
	2%	2%	2%	2%	2%	*%	-%	2%
Don't Know (DO NOT READ OUT)	19	7	11	16	2	1	*	2
	2%	4%	1%	1%	3%	10%	2%	4%
		b				ad		
NET: Any 1st Class	713	129	584	672	34	5	3	42
	61%	66%	60%	61%	73%	73%	74%	73%
					a		a	a
NET: Any 2nd Class	548	85	463	529	15	3	1	19
	47%	44%	48%	48%	32%	42%	41%	34%
				be				

Columns Tested: a,b - a,b,c,d,e

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Business Size 2								
		0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249)
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1259	447	297	112	122	141	140	856	197	206
Effective base	597	314	180	65	81	64	83	545	118	85
Weighted Base	1166	686	346	76	32	22	3	1109	47	10
1st class - all the time	318 27%	178 26%	93 27%	26 34%	14 43%	7 32%	1 37%	296 27%	19 40%	3 30%
					abg		ag		abg	
1st class - most of the time	258 22%	150 22%	73 21%	22 28%	6 19%	6 28%	1 20%	245 22%	11 23%	2 21%
1st and 2nd class in equal amounts	138 12%	77 11%	48 14%	6 8%	3 11%	3 14%	1 17%	131 12%	5 10%	2 23%
										acdgh
2nd class - most of the time	306 26%	197 29%	85 24%	15 20%	5 16%	3 14%	1 21%	298 27%	7 16%	1 14%
		dehi						dehi		
2nd class - all the time	104 9%	61 9%	37 11%	3 4%	3 8%	1 3%	* 4%	101 9%	3 6%	* 5%
Never send parcels	24 2%	16 2%	4 1%	4 5%	1 3%	* 1%	- -%	23 2%	1 2%	* *%
				fi						
Don't Know (DO NOT READ OUT)	19 2%	8 1%	7 2%	1 2%	1 2%	2 7%	* 2%	16 1%	2 3%	1 8%
						ag				abg
NET: Any 1st Class	713 61%	405 59%	214 62%	53 69%	23 72%	16 74%	3 74%	672 61%	34 73%	7 73%
					a	ag	ag		ag	ag
NET: Any 2nd Class	548 47%	335 49%	170 49%	24 31%	11 34%	7 32%	1 41%	529 48%	15 32%	4 41%
		cdeh	cdeh					cdeh		

Columns Tested: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Business Size 3					Turnover				
		0-1	2 - 9	10 - 49	50 - 99	100 - 249	£0-£99,999	£100,000-£499,999	£500,000-£999,999	£1,000,000-£1,499,999	£1,500,000 +
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1259	580	276	197	66	140	522	197	76	67	156
Effective base	597	411	178	118	41	83	347	94	33	22	24
Weighted Base	1166	919	190	47	6	3	736	172	39	25	29
1st class - all the time	318 27%	245 27%	51 27%	19 40%	2 26%	1 37%	186 25%	42 25%	9 24%	9 37%	12 44%
1st class - most of the time	258 22%	202 22%	43 23%	11 23%	1 21%	1 20%	163 22%	48 28%	11 28%	6 24%	9 30%
1st and 2nd class in equal amounts	138 12%	100 11%	31 16%	5 10%	2 26%	1 17%	85 12%	21 12%	5 12%	3 13%	2 7%
2nd class - most of the time	306 26%	252 27%	46 24%	7 16%	1 11%	1 21%	204 28%	44 25%	9 24%	2 10%	3 12%
2nd class - all the time	104 9%	89 10%	12 6%	3 6%	* 5%	* 4%	76 10%	10 6%	4 11%	3 10%	2 6%
Never send parcels	24 2%	18 2%	4 2%	1 2%	* *%	- -%	14 2%	6 4%	- -%	1 5%	* 1%
Don't Know (DO NOT READ OUT)	19 2%	13 1%	3 2%	2 3%	1 10%	* 2%	10 1%	1 1%	1 1%	* 1%	- -%
NET: Any 1st Class	713 61%	547 59%	125 66%	34 73%	5 73%	3 74%	433 59%	111 65%	25 63%	19 75%	23 81%
NET: Any 2nd Class	548 47%	441 48%	88 47%	15 32%	3 42%	1 41%	364 49%	75 43%	18 47%	8 33%	7 25%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	GOR (QC3)								
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber
		a	b	c	d	e	f	g	h	i
Significance Level: 95%										
Unweighted Base	1259	80	56	125	53	80	101	86	79	78
Effective base	597	54	38	78	36	56	74	62	53	53
Weighted Base	1166	110	72	192	62	91	178	156	95	86
1st class - all the time	318	21	18	62	25	20	58	33	20	20
	27%	19%	25%	32%	41%	22%	32%	21%	21%	23%
					agh					
1st class - most of the time	258	23	11	41	13	22	36	44	20	25
	22%	21%	16%	21%	21%	25%	20%	28%	21%	29%
1st and 2nd class in equal amounts	138	20	8	13	5	19	24	16	12	4
	12%	18%	11%	7%	8%	21%	14%	10%	12%	5%
		i				ci				
2nd class - most of the time	306	27	21	55	10	22	40	47	33	23
	26%	24%	30%	28%	16%	24%	22%	30%	35%	27%
2nd class - all the time	104	18	9	14	6	6	10	11	8	12
	9%	17%	13%	7%	9%	7%	6%	7%	8%	13%
Never send parcels	24	-	2	8	1	-	6	4	-	1
	2%	-%	2%	4%	1%	-%	3%	3%	-%	1%
Don't Know (DO NOT READ OUT)	19	1	3	*	3	1	4	1	3	1
	2%	1%	4%	*%	4%	2%	2%	1%	4%	1%
NET: Any 1st Class	713	64	37	116	43	61	119	93	51	49
	61%	58%	52%	60%	69%	67%	67%	59%	54%	57%
NET: Any 2nd Class	548	65	38	82	21	47	75	74	52	39
	47%	59%	54%	42%	34%	52%	42%	47%	55%	45%
		d							d	

Columns Tested:: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	GOR (QC3)							
		Net: North	Net: Midlands	Net: South	Net: England	Net: Scotland, Wales and Northern Ireland	Scotland	Wales	Northern Ireland
		a	b	c	d	e	f	g	h
Significance Level: 95%									
Unweighted Base	1259	211	215	312	738	521	194	166	161
Effective base	597	146	145	214	490	250	106	91	79
Weighted Base	1166	239	277	527	1043	124	64	40	20
1st class - all the time	318 27%	65 27%	59 21%	153 29%	277 27%	40 33%	21 33%	12 31%	7 35%
						b	b		b
1st class - most of the time	258 22%	60 25%	54 20%	121 23%	235 23%	23 18%	13 21%	7 18%	2 12%
		h		h	h				
1st and 2nd class in equal amounts	138 12%	28 12%	39 14%	53 10%	121 12%	17 14%	10 15%	6 15%	1 7%
2nd class - most of the time	306 26%	55 23%	81 29%	142 27%	278 27%	29 23%	13 21%	9 23%	6 30%
2nd class - all the time	104 9%	24 10%	35 13%	35 7%	93 9%	11 9%	3 5%	4 11%	3 16%
									cf
Never send parcels	24 2%	1 1%	2 1%	18 3%	21 2%	3 2%	2 4%	1 2%	* *%
Don't Know (DO NOT READ OUT)	19 2%	5 2%	7 3%	5 1%	18 2%	1 1%	1 1%	* 1%	* *%
NET: Any 1st Class	713 61%	153 64%	152 55%	328 62%	633 61%	80 65%	44 69%	25 64%	11 54%
							bh		
NET: Any 2nd Class	548 47%	107 45%	155 56%	230 44%	492 47%	56 46%	27 41%	19 49%	10 53%
			cef						

Columns Tested:: a,b,c,d,e,f,g,h

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Industry								
		Agriculture	Manufacturing	Utilities	Manufacturing and utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%		a	b	*c	d	e	f	g	h	i
Unweighted Base	1259	50	101	17	118	113	346	50	44	533
Effective base	597	24	39	10	48	53	187	20	13	267
Weighted Base	1166	56	98	24	121	129	289	34	18	514
1st class - all the time	318	12	27	1	28	45	79	7	5	142
	27%	22%	28%	3%	23%	35%	27%	21%	28%	28%
1st class - most of the time	258	10	19	11	30	30	45	9	7	123
	22%	17%	20%	46%	25%	23%	16%	26%	38%	24%
									f	f
1st and 2nd class in equal amounts	138	11	7	7	13	16	32	8	1	55
	12%	20%	7%	28%	11%	13%	11%	23%	5%	11%
2nd class - most of the time	306	11	30	5	35	21	90	5	4	141
	26%	19%	30%	23%	29%	16%	31%	15%	21%	27%
							e			
2nd class - all the time	104	5	13	-	13	8	30	5	1	42
	9%	8%	14%	-%	11%	6%	10%	16%	7%	8%
Never send parcels	24	5	1	-	1	6	8	-	*	4
	2%	9%	1%	-%	1%	5%	3%	-%	1%	1%
		i				i				
Don't Know (DO NOT READ OUT)	19	3	1	-	1	4	4	-	*	7
	2%	5%	1%	-%	1%	3%	1%	-%	*%	1%
NET: Any 1st Class	713	33	53	18	71	91	156	24	13	321
	61%	59%	54%	77%	59%	70%	54%	69%	71%	62%
						f				
NET: Any 2nd Class	548	27	50	12	62	45	152	18	6	238
	47%	47%	51%	51%	51%	35%	53%	53%	33%	46%
							e			

Columns Tested: a,b,c,d,e,f,g,h,i

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Industry			Urbanity			Location		Internet connection	
		Net: Agriculture, Manufacturing & Construction	Net: Retail/Distribution/Communication	Net: Hospitality, Financial, and Non-financial/ Other/ DK	Urban	Rural	Unknown	Head office	Branch / local office	Yes	No
		a	b	c	a	b	*c	a	b	a	*b
Significance Level: 95%											
Unweighted Base	1259	281	346	632	1076	183	-	1082	177	1235	24
Effective base	597	125	187	302	512	86	-	544	57	585	12
Weighted Base	1166	307	289	571	982	184	-	1084	82	1144	22
1st class - all the time	318 27%	85 28%	79 27%	154 27%	273 28%	45 24%	- -%	281 26%	37 45%	312 27%	6 27%
1st class - most of the time	258 22%	70 23%	45 16%	143 25%	226 23%	32 17%	- -%	242 22%	16 19%	253 22%	4 19%
1st and 2nd class in equal amounts	138 12%	41 13%	32 11%	65 11%	111 11%	26 14%	- -%	132 12%	6 7%	136 12%	2 8%
2nd class - most of the time	306 26%	67 22%	90 31%	150 26%	258 26%	49 26%	- -%	294 27%	13 16%	300 26%	6 27%
2nd class - all the time	104 9%	25 8%	30 10%	48 8%	86 9%	18 10%	- -%	98 9%	6 8%	103 9%	1 3%
Never send parcels	24 2%	12 4%	8 3%	4 1%	15 2%	9 5%	- -%	24 2%	* *%	24 2%	- -%
Don't Know (DO NOT READ OUT)	19 2%	8 2%	4 1%	7 1%	13 1%	6 3%	- -%	14 1%	5 6%	15 1%	4 16%
NET: Any 1st Class	713 61%	195 64%	156 54%	362 63%	610 62%	103 56%	- -%	655 60%	58 71%	701 61%	12 54%
NET: Any 2nd Class	548 47%	133 43%	152 53%	263 46%	455 46%	93 51%	- -%	524 48%	25 30%	540 47%	8 38%

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Role of mail services		
		Administrative	Critical for communications	Core to business operations
		a	b	c
Significance Level: 95%				
Unweighted Base	1259	648	261	336
Effective base	597	330	98	165
Weighted Base	1166	651	193	311
1st class - all the time	318	177	54	84
	27%	27%	28%	27%
1st class - most of the time	258	155	45	56
	22%	24%	23%	18%
1st and 2nd class in equal amounts	138	72	26	37
	12%	11%	14%	12%
2nd class - most of the time	306	156	52	98
	26%	24%	27%	32%
2nd class - all the time	104	67	15	21
	9%	10%	8%	7%
Never send parcels	24	14	*	10
	2%	2%	*%	3%
Don't Know (DO NOT READ OUT)	19	10	1	4
	2%	2%	1%	1%
NET: Any 1st Class	713	404	125	177
	61%	62%	65%	57%
NET: Any 2nd Class	548	295	93	156
	47%	45%	48%	50%

Columns Tested:: a,b,c

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Annual postal spend										
		<£1,200	£1,200 - <£12,000	£12,000 - <£60,000	£60,000 - <£120,000	£120,000 - <£300,000	£300,000 - <£600,000	£600,000 - <£1,200,000	£1,200,000+	0 - <£12,000	£12,000+	£60,000+
		a	b	c	*d	*e	*f	*g	*h	i	j	k
Significance Level: 95%												
Unweighted Base	1259	896	236	69	18	22	11	5	2	1132	127	58
Effective base	597	484	86	18	5	6	5	2	1	567	30	13
Weighted Base	1166	977	138	30	7	11	1	1	*	1115	51	21
1st class - all the time	318	260	35	14	4	3	*	*	*	295	23	8
	27%	27%	25%	48%	58%	31%	36%	38%	83%	26%	45%	41%
				i							abi	
1st class - most of the time	258	222	20	6	2	6	*	1	*	242	16	10
	22%	23%	14%	20%	30%	58%	40%	62%	17%	22%	31%	47%
											b	abi
1st and 2nd class in equal amounts	138	115	17	4	1	1	*	-	-	132	5	2
	12%	12%	13%	12%	11%	8%	2%	-%	-%	12%	11%	8%
2nd class - most of the time	306	263	41	3	*	*	*	*	-	303	3	*
	26%	27%	29%	8%	1%	3%	1%	1%	-%	27%	6%	2%
		jk	jk							jk		
2nd class - all the time	104	85	18	2	-	*	*	-	-	102	2	*
	9%	9%	13%	5%	-%	1%	20%	-%	-%	9%	4%	1%
Never send parcels	24	16	7	1	-	-	-	-	-	23	1	-
	2%	2%	5%	2%	-%	-%	-%	-%	-%	2%	1%	-%
			a									
Don't Know (DO NOT READ OUT)	19	17	1	1	-	-	-	-	-	17	1	-
	2%	2%	*%	5%	-%	-%	-%	-%	-%	2%	3%	-%
NET: Any 1st Class	713	597	72	24	7	11	1	1	*	669	44	20
	61%	61%	52%	80%	99%	96%	79%	99%	100%	60%	87%	97%
				b							abi	abi
NET: Any 2nd Class	548	463	75	8	1	1	*	*	-	538	10	2
	47%	47%	55%	26%	12%	12%	23%	1%	-%	48%	20%	12%
		jk	cjk							jk		

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Annual postal spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Other types of post	Bulk mail	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
		a	b	c	a	b	c	d	e	f	a	b	c	d	e	f	*g
Significance Level: 95%																	
Unweighted Base	1259	404	492	363	1108	1058	1162	1259	691	473	141	710	69	91	62	61	28
Effective base	597	234	252	116	509	489	544	597	309	174	84	375	20	29	18	14	9
Weighted Base	1166	500	477	189	990	949	1050	1166	613	347	142	758	32	50	31	27	10
1st class - all the time	318	122	138	58	264	247	278	318	174	115	42	197	7	9	11	8	3
	27%	24%	29%	31%	27%	26%	26%	27%	28%	33%	30%	26%	23%	18%	34%	29%	33%
1st class - most of the time	258	114	108	35	235	217	239	258	149	95	23	171	12	17	10	4	2
	22%	23%	23%	19%	24%	23%	23%	22%	24%	27%	16%	23%	38%	34%	34%	14%	17%
												a					
1st and 2nd class in equal amounts	138	56	59	23	130	121	134	138	76	49	17	102	3	4	2	3	3
	12%	11%	12%	12%	13%	13%	13%	12%	12%	14%	12%	13%	10%	8%	7%	10%	25%
2nd class - most of the time	306	136	127	43	256	255	281	306	150	54	40	210	8	14	3	4	1
	26%	27%	27%	23%	26%	27%	27%	26%	25%	16%	28%	28%	26%	28%	10%	16%	7%
					f	f	f	f	f								
2nd class - all the time	104	49	36	19	71	75	83	104	37	24	17	52	1	5	5	2	2
	9%	10%	8%	10%	7%	8%	8%	9%	6%	7%	12%	7%	2%	11%	14%	6%	19%
Never send parcels	24	14	2	8	22	23	23	24	19	5	1	15	-	*	-	7	-
	2%	3%	*%	4%	2%	2%	2%	2%	3%	2%	*%	2%	-%	1%	-%	25%	-%
		b		b												abcde	
Don't Know (DO NOT READ OUT)	19	10	7	2	12	11	13	19	8	4	3	9	*	1	*	-	-
	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	-%	-%
NET: Any 1st Class	713	291	305	116	629	585	651	713	399	259	82	471	23	30	23	14	8
	61%	58%	64%	61%	64%	62%	62%	61%	65%	75%	58%	62%	71%	60%	75%	53%	74%
										abcde							
NET: Any 2nd Class	548	241	222	86	457	451	498	548	264	128	74	365	12	23	10	9	5
	47%	48%	46%	45%	46%	48%	47%	47%	43%	37%	52%	48%	37%	46%	32%	32%	51%
					f	f	f	f									

Columns Tested: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Number of letters sent							Number of large letters sent							
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
		a	b	c	d	e	f	*g	a	b	c	d	e	*f	*g	
Significance Level: 95%																
Unweighted Base	1259	778	107	78	65	32	33	15	723	132	84	49	37	17	16	
Effective base	597	414	42	24	15	9	5	3	383	47	22	20	8	6	6	
Weighted Base	1166	825	71	42	22	13	13	5	744	105	34	35	14	8	9	
1st class - all the time	318	211	28	8	11	1	4	1	185	32	12	9	7	*	3	
	27%	26%	40%	20%	49%	6%	36%	15%	25%	30%	35%	25%	47%	*%	32%	
		ae		ae												
1st class - most of the time	258	195	15	13	2	8	2	*	163	26	12	10	5	1	1	
	22%	24%	22%	32%	10%	57%	16%	5%	22%	25%	34%	28%	32%	10%	14%	
						abd										
1st and 2nd class in equal amounts	138	105	11	6	2	2	1	2	96	16	3	1	1	1	2	
	12%	13%	16%	14%	11%	18%	9%	43%	13%	16%	10%	3%	7%	10%	24%	
2nd class - most of the time	306	225	13	13	4	*	*	*	213	23	6	9	2	3	1	
	26%	27%	18%	32%	17%	1%	2%	1%	29%	22%	17%	25%	14%	32%	8%	
2nd class - all the time	104	62	2	1	2	2	*	2	62	3	1	6	-	2	2	
	9%	7%	3%	2%	11%	18%	1%	37%	8%	3%	2%	18%	-%	20%	23%	
												b				
Never send parcels	24	18	-	*	*	-	4	-	16	4	*	-	*	2	-	
	2%	2%	-%	*%	*%	-%	36%	-%	2%	4%	*%	-%	*%	28%	-%	
							abcd									
Don't Know (DO NOT READ OUT)	19	10	*	1	*	-	-	-	10	*	1	-	-	-	-	
	2%	1%	1%	1%	1%	-%	-%	-%	1%	*%	2%	-%	-%	-%	-%	
NET: Any 1st Class	713	510	55	27	15	11	8	3	444	74	27	20	12	2	6	
	61%	62%	78%	65%	70%	81%	61%	62%	60%	71%	79%	57%	86%	20%	69%	
			a													
NET: Any 2nd Class	548	391	27	20	9	5	2	4	370	42	10	16	3	5	5	
	47%	47%	38%	47%	40%	37%	12%	80%	50%	40%	28%	47%	21%	62%	54%	

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e,f,g

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Number of parcels and packets sent							Frequency - letters/large letters sent				
		1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	*f	*g	a	b	c	d	e
Significance Level: 95%													
Unweighted Base	1259	888	135	83	61	45	20	27	400	234	281	165	74
Effective base	597	466	54	27	22	15	7	8	235	106	131	49	23
Weighted Base	1166	921	111	45	36	22	14	16	486	202	241	75	41
1st class - all the time	318 27%	251 27%	27 24%	8 18%	4 12%	11 48%	7 48%	10 59%	115 24%	75 37%	55 23%	28 37%	3 7%
						cd				ace		e	
1st class - most of the time	258 22%	193 21%	31 28%	15 33%	10 26%	3 14%	4 32%	2 11%	130 27%	41 20%	44 18%	14 19%	10 23%
1st and 2nd class in equal amounts	138 12%	114 12%	12 10%	4 9%	4 12%	3 15%	1 4%	* 1%	47 10%	26 13%	39 16%	15 20%	4 10%
												a	
2nd class - most of the time	306 26%	240 26%	33 30%	10 22%	16 43%	5 23%	* *%	2 15%	140 29%	43 21%	73 30%	9 12%	16 38%
									d		d		d
2nd class - all the time	104 9%	89 10%	8 7%	3 7%	2 6%	- -%	2 15%	- -%	30 6%	16 8%	27 11%	6 9%	4 10%
Never send parcels	24 2%	17 2%	* *%	4 10%	- -%	- -%	- -%	2 13%	15 3%	1 1%	2 1%	* *%	4 11%
				ab									bcd
Don't Know (DO NOT READ OUT)	19 2%	17 2%	1 1%	1 2%	- -%	- -%	- -%	- -%	9 2%	* *%	2 1%	2 2%	- -%
NET: Any 1st Class	713 61%	558 61%	70 63%	27 60%	18 51%	17 77%	12 85%	12 72%	292 60%	143 71%	138 57%	57 77%	17 40%
										ce		ace	
NET: Any 2nd Class	548 47%	443 48%	52 47%	17 38%	22 62%	8 38%	3 20%	3 16%	217 45%	85 42%	138 57%	31 41%	24 59%
											ab		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Frequency - letters sent					Frequency - large letters sent				
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
		a	b	c	d	e	a	b	c	d	e
Significance Level: 95%											
Unweighted Base	1259	448	219	234	146	53	436	212	223	120	57
Effective base	597	257	100	105	37	13	244	90	94	41	18
Weighted Base	1166	541	180	187	50	24	502	182	163	61	35
1st class - all the time	318 27%	142 26%	55 31%	45 24%	18 36%	2 8%	123 25%	63 34%	31 19%	24 39%	3 8%
1st class - most of the time	258 22%	142 26%	39 22%	40 22%	8 17%	5 22%	128 26%	40 22%	29 18%	12 20%	7 20%
1st and 2nd class in equal amounts	138 12%	61 11%	26 14%	29 15%	11 22%	1 6%	54 11%	23 13%	28 17%	9 15%	3 10%
2nd class - most of the time	306 26%	140 26%	44 25%	52 28%	6 12%	9 35%	141 28%	42 23%	49 30%	9 15%	13 39%
2nd class - all the time	104 9%	30 6%	15 8%	19 10%	5 10%	2 10%	30 6%	13 7%	22 14%	6 10%	4 10%
Never send parcels	24 2%	15 3%	1 *%	2 1%	* *%	4 18%	15 3%	1 1%	* *%	* *%	4 13%
Don't Know (DO NOT READ OUT)	19 2%	9 2%	* *%	1 *%	2 3%	- -%	9 2%	* *%	2 1%	* *%	- -%
NET: Any 1st Class	713 61%	346 64%	120 67%	114 61%	37 75%	9 36%	306 61%	126 69%	89 55%	45 74%	13 38%
NET: Any 2nd Class	548 47%	232 43%	85 47%	99 53%	22 44%	12 52%	226 45%	78 43%	100 61%	25 41%	20 59%

Columns Tested: a,b,c,d,e - a,b,c,d,e

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Frequency - parcels and packets sent					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
		a	b	c	d	e	a	b	c	a	b	a	b
Significance Level: 95%													
Unweighted Base	1259	557	202	249	157	71	713	84	448	1059	200	1022	86
Effective base	597	308	89	111	58	25	344	37	212	516	82	480	29
Weighted Base	1166	626	187	190	102	44	662	52	439	995	172	925	65
1st class - all the time	318	164	54	60	26	8	178	13	123	277	40	255	9
	27%	26%	29%	31%	25%	19%	27%	26%	28%	28%	24%	28%	14%
1st class - most of the time	258	140	53	37	16	10	147	14	96	227	31	213	23
	22%	22%	28%	19%	16%	23%	22%	26%	22%	23%	18%	23%	35%
1st and 2nd class in equal amounts	138	73	12	31	15	5	69	7	61	121	17	115	15
	12%	12%	6%	16%	14%	12%	10%	13%	14%	12%	10%	12%	22%
2nd class - most of the time	306	167	48	43	28	17	190	7	103	257	50	247	9
	26%	27%	26%	22%	28%	38%	29%	14%	24%	26%	29%	27%	14%
2nd class - all the time	104	54	18	17	10	1	62	3	39	92	12	70	2
	9%	9%	10%	9%	10%	3%	9%	6%	9%	9%	7%	8%	2%
Never send parcels	24	13	1	*	6	2	6	3	14	10	14	16	6
	2%	2%	1%	*%	5%	5%	1%	7%	3%	1%	8%	2%	10%
Don't Know (DO NOT READ OUT)	19	14	-	2	2	-	11	4	3	11	8	10	2
	2%	2%	-%	1%	2%	-%	2%	8%	1%	1%	5%	1%	3%
NET: Any 1st Class	713	377	119	127	57	24	394	34	280	625	88	583	46
	61%	60%	64%	67%	55%	54%	59%	65%	64%	63%	51%	63%	71%
NET: Any 2nd Class	548	294	79	91	53	23	320	17	204	470	79	432	25
	47%	47%	42%	48%	52%	53%	48%	34%	46%	47%	46%	47%	39%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Main Postal provider - volume: large letters		Main Postal provider - volume: parcels and packets		Main Postal provider - contract value: letters		Main Postal provider - contract value: large letters		Main Postal provider - contract value: parcels and packets	
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b
Unweighted Base	1259	920	138	874	385	1023	85	917	141	879	380
Effective base	597	445	44	443	154	481	29	441	48	446	152
Weighted Base	1166	855	94	849	317	924	66	851	98	851	316
1st class - all the time	318	223	24	235	83	255	9	226	21	237	81
	27%	26%	26%	28%	26%	28%	13%	27%	22%	28%	26%
1st class - most of the time	258	190	27	194	64	215	21	184	33	197	61
	22%	22%	29%	23%	20%	23%	32%	22%	33%	23%	19%
1st and 2nd class in equal amounts	138	103	17	104	34	115	15	99	22	106	32
	12%	12%	18%	12%	11%	12%	23%	12%	22%	12%	10%
2nd class - most of the time	306	239	16	225	81	243	12	243	12	222	85
	26%	28%	17%	27%	26%	26%	19%	29%	12%	26%	27%
2nd class - all the time	104	73	2	73	31	71	-	73	2	72	32
	9%	9%	2%	9%	10%	8%	-%	9%	2%	8%	10%
Never send parcels	24	16	7	9	15	15	7	15	8	9	15
	2%	2%	8%	1%	5%	2%	11%	2%	8%	1%	5%
			a		a		a		a		a
Don't Know (DO NOT READ OUT)	19	11	*	9	9	10	2	11	*	9	9
	2%	1%	*%	1%	3%	1%	3%	1%	*%	1%	3%
NET: Any 1st Class	713	516	69	533	180	584	45	509	76	539	174
	61%	60%	73%	63%	57%	63%	68%	60%	77%	63%	55%
			a						a		
NET: Any 2nd Class	548	416	35	402	146	430	27	416	36	399	149
	47%	49%	37%	47%	46%	46%	41%	49%	36%	47%	47%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Types of services used: letters				Types of services used: large letters				Types of services used: parcels and packets			
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
		a	b	c	*d	a	b	c	*d	a	b	c	*d
Unweighted Base	1259	632	845	215	2	616	745	174	3	881	693	222	2
Effective base	597	275	406	90	1	274	357	76	2	408	342	100	2
Weighted Base	1166	541	775	171	2	535	668	139	4	793	640	181	4
1st class - all the time	318	154	192	37	*	157	139	27	2	229	143	39	-
	27%	28%	25%	22%	10%	29%	21%	19%	50%	29%	22%	22%	-%
1st class - most of the time	258	157	180	51	-	160	149	49	-	200	143	54	-
	22%	29%	23%	30%	-%	30%	22%	36%	-%	25%	22%	30%	-%
1st and 2nd class in equal amounts	138	71	107	16	-	60	105	14	-	98	89	24	-
	12%	13%	14%	10%	-%	11%	16%	10%	-%	12%	14%	13%	-%
2nd class - most of the time	306	125	219	57	-	122	200	38	2	194	188	53	2
	26%	23%	28%	33%	-%	23%	30%	27%	50%	25%	29%	29%	59%
2nd class - all the time	104	23	59	10	-	24	60	11	-	47	66	10	-
	9%	4%	8%	6%	-%	5%	9%	8%	-%	6%	10%	6%	-%
Never send parcels	24	8	18	-	-	8	14	-	-	12	8	-	2
	2%	1%	2%	-%	-%	2%	2%	-%	-%	2%	1%	-%	41%
Don't Know (DO NOT READ OUT)	19	3	*	*	1	3	2	*	-	13	2	1	-
	2%	1%	*%	*%	90%	1%	*%	*%	-%	2%	*%	1%	-%
NET: Any 1st Class	713	382	479	104	*	377	392	90	2	526	375	117	-
	61%	71%	62%	61%	10%	70%	59%	65%	50%	66%	59%	65%	-%
NET: Any 2nd Class	548	219	385	83	-	207	365	62	2	339	344	87	2
	47%	40%	50%	49%	-%	39%	55%	45%	50%	43%	54%	48%	59%

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Standard	Signed for	Tracked services/special delivery	International tracked services/special delivery	International standard/economy services	First class services	Second class services
		a	b	c	a	b	c	a	b	c	d	e	a	b
Significance Level: 95%														
Unweighted Base	1259	987	890	877	806	648	47	579	448	431	113	80	273	249
Effective base	597	460	421	436	366	316	16	298	221	209	59	45	121	115
Weighted Base	1166	894	796	830	713	615	13	571	428	415	113	90	233	224
1st class - all the time	318	246	204	222	247	59	4	122	114	104	22	11	73	12
	27%	28%	26%	27%	35%	10%	32%	21%	27%	25%	19%	12%	31%	5%
					b		b		e				b	
1st class - most of the time	258	204	177	185	198	114	4	139	125	106	34	27	60	49
	22%	23%	22%	22%	28%	19%	33%	24%	29%	26%	30%	30%	26%	22%
					b									
1st and 2nd class in equal amounts	138	110	98	101	99	94	2	79	54	58	12	14	40	36
	12%	12%	12%	12%	14%	15%	18%	14%	13%	14%	11%	16%	17%	16%
2nd class - most of the time	306	241	227	232	140	250	2	161	104	113	36	34	51	101
	26%	27%	29%	28%	20%	41%	16%	28%	24%	27%	32%	38%	22%	45%
					ac								a	
2nd class - all the time	104	67	68	77	16	78	-	59	25	24	9	4	7	23
	9%	7%	9%	9%	2%	13%	-%	10%	6%	6%	8%	5%	3%	10%
					a								a	
Never send parcels	24	21	14	7	12	15	-	7	5	5	-	-	2	4
	2%	2%	2%	1%	2%	3%	-%	1%	1%	1%	-%	-%	1%	2%
Don't Know (DO NOT READ OUT)	19	6	8	7	1	5	*	4	*	4	*	*	*	*
	2%	1%	1%	1%	*%	1%	1%	1%	*%	1%	*%	*%	*%	*%
NET: Any 1st Class	713	560	480	508	545	267	11	340	294	268	68	52	173	96
	61%	63%	60%	61%	76%	43%	82%	60%	69%	65%	60%	57%	74%	43%
					b		b		a				b	
NET: Any 2nd Class	548	417	393	410	255	422	4	300	183	196	57	52	98	160
	47%	47%	49%	49%	36%	69%	34%	52%	43%	47%	50%	58%	42%	71%
					ac			b					a	

Columns Tested: a,b,c - a,b,c - a,b,c,d,e - a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	RM product changes:				Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail	
		Higher Cost to lower cost	Lower Cost to higher cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied
		a	b	c	*d	a	b	c	d	e	a	b	c	*d	a	b
Significance Level: 95%																
Unweighted Base	1259	131	73	58	27	1096	820	1147	885	766	624	1036	195	1	976	67
Effective base	597	64	28	28	15	509	369	536	410	352	288	497	88	1	456	40
Weighted Base	1166	116	52	51	27	992	699	1044	792	667	565	968	163	*	878	79
1st class - all the time	318	25	17	5	8	274	178	288	213	183	153	259	36	-	245	22
	27%	21%	33%	9%	31%	28%	25%	28%	27%	27%	27%	27%	22%	-%	28%	28%
			c													
1st class - most of the time	258	26	15	16	5	223	155	241	162	132	162	204	41	-	196	6
	22%	23%	28%	31%	17%	23%	22%	23%	21%	20%	29%	21%	25%	-%	22%	7%
											b				b	
1st and 2nd class in equal amounts	138	14	12	6	7	120	99	128	105	97	73	117	23	-	93	9
	12%	12%	23%	12%	24%	12%	14%	12%	13%	15%	13%	12%	14%	-%	11%	12%
2nd class - most of the time	306	38	5	18	3	255	188	264	207	180	131	270	52	-	248	30
	26%	33%	10%	36%	13%	26%	27%	25%	26%	27%	23%	28%	32%	-%	28%	38%
		b		b												
2nd class - all the time	104	13	2	4	3	84	61	88	77	50	26	88	9	-	78	9
	9%	11%	4%	8%	11%	8%	9%	8%	10%	8%	5%	9%	5%	-%	9%	12%
												a				
Never send parcels	24	-	-	2	-	23	9	23	13	16	12	19	-	-	14	3
	2%	-%	-%	4%	-%	2%	1%	2%	2%	2%	2%	2%	-%	-%	2%	3%
Don't Know (DO NOT READ OUT)	19	-	1	-	1	12	10	13	13	9	8	10	1	*	5	-
	2%	-%	1%	-%	4%	1%	1%	1%	2%	1%	1%	1%	1%	100%	1%	-%
NET: Any 1st Class	713	65	44	27	20	618	432	657	481	412	388	581	100	-	533	37
	61%	56%	85%	52%	72%	62%	62%	63%	61%	62%	69%	60%	62%	-%	61%	47%
			ac								b					
NET: Any 2nd Class	548	65	20	28	13	459	347	480	390	327	230	476	84	-	419	49
	47%	56%	38%	55%	48%	46%	50%	46%	49%	49%	41%	49%	52%	-%	48%	61%
												a				

Columns Tested: a,b,c,d - a,b,c,d,e - a,b,c,d - a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
		Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	1259	501	668	455	20	219	328	185	819	240	219	262	749
Effective base	597	248	313	203	13	93	156	85	392	116	106	121	360
Weighted Base	1166	492	598	409	34	187	322	150	775	231	192	242	709
1st class - all the time	318	129	170	101	4	32	90	39	231	46	42	69	205
	27%	26%	28%	25%	13%	17%	28%	26%	30%	20%	22%	29%	29%
						a			c				
1st class - most of the time	258	106	133	97	4	54	56	40	163	54	43	65	148
	22%	22%	22%	24%	13%	29%	18%	27%	21%	23%	22%	27%	21%
						b							
1st and 2nd class in equal amounts	138	49	78	46	*	20	33	20	97	20	27	33	74
	12%	10%	13%	11%	1%	11%	10%	13%	13%	9%	14%	14%	10%
2nd class - most of the time	306	152	142	113	20	57	95	35	198	72	57	52	190
	26%	31%	24%	28%	58%	30%	29%	24%	26%	31%	29%	22%	27%
2nd class - all the time	104	46	52	37	4	12	36	12	62	28	19	14	67
	9%	9%	9%	9%	11%	7%	11%	8%	8%	12%	10%	6%	9%
Never send parcels	24	9	13	10	-	8	7	3	12	9	-	5	18
	2%	2%	2%	2%	-%	4%	2%	2%	2%	4%	-%	2%	3%
Don't Know (DO NOT READ OUT)	19	1	11	5	1	5	5	-	11	2	4	2	6
	2%	*%	2%	1%	4%	3%	1%	-%	1%	1%	2%	1%	1%
NET: Any 1st Class	713	284	381	243	9	106	179	99	492	121	112	168	428
	61%	58%	64%	59%	27%	56%	56%	66%	64%	52%	58%	69%	60%
								c	c				
NET: Any 2nd Class	548	247	272	196	24	90	164	67	357	120	103	100	331
	47%	50%	45%	48%	70%	48%	51%	45%	46%	52%	54%	41%	47%

Columns Tested: a,b - a,b - a,b - a,b,c - a,b,c

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Have moved to communication methods other than post	
		Yes	No
Significance Level: 95%		a	b
Unweighted Base	1259	563	696
Effective base	597	242	355
Weighted Base	1166	475	692
1st class - all the time	318 27%	160 34%	158 23%
		b	
1st class - most of the time	258 22%	89 19%	169 24%
1st and 2nd class in equal amounts	138 12%	53 11%	85 12%
2nd class - most of the time	306 26%	120 25%	186 27%
2nd class - all the time	104 9%	36 8%	68 10%
Never send parcels	24 2%	12 3%	12 2%
Don't Know (DO NOT READ OUT)	19 2%	5 1%	14 2%
NET: Any 1st Class	713 61%	302 64%	412 60%
NET: Any 2nd Class	548 47%	209 44%	339 49%

Columns Tested:: a,b

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Month											
		Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Significance Level: 95%		*a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Base	1259	-	59	209	183	34	92	80	158	112	111	148	73
Effective base	597	-	22	103	72	12	46	27	74	70	37	108	43
Weighted Base	1166	-	43	214	124	26	102	40	127	141	38	240	71
1st class - all the time	318	-	18	63	35	5	24	19	33	31	5	60	24
	27%	-%	41%	29%	28%	20%	24%	49%	26%	22%	14%	25%	34%
			j					fhijk					j
1st class - most of the time	258	-	14	46	17	8	19	9	28	27	12	64	14
	22%	-%	31%	22%	14%	32%	19%	22%	22%	19%	32%	27%	19%
											d	d	
1st and 2nd class in equal amounts	138	-	5	23	17	2	14	5	21	11	6	22	11
	12%	-%	11%	11%	14%	8%	14%	13%	17%	8%	15%	9%	15%
2nd class - most of the time	306	-	7	52	36	10	36	4	39	53	6	48	15
	26%	-%	16%	24%	29%	39%	35%	11%	30%	38%	17%	20%	21%
						g	gk		g	gjk			
2nd class - all the time	104	-	*	21	14	*	8	2	4	8	5	36	6
	9%	-%	*%	10%	11%	1%	8%	4%	3%	6%	13%	15%	9%
												bh	
Never send parcels	24	-	*	3	4	-	1	*	*	9	*	6	1
	2%	-%	1%	2%	3%	-%	1%	*%	*%	6%	1%	2%	2%
										h			
Don't Know (DO NOT READ OUT)	19	-	*	5	2	*	-	1	2	1	3	4	-
	2%	-%	*%	2%	1%	1%	-%	1%	2%	1%	9%	2%	-%
NET: Any 1st Class	713	-	36	132	69	15	58	34	82	69	23	146	49
	61%	-%	82%	62%	56%	60%	56%	84%	65%	49%	61%	61%	69%
			dfi					cdfijk					i
NET: Any 2nd Class	548	-	12	96	67	12	58	11	64	73	17	106	32
	47%	-%	27%	45%	54%	47%	57%	28%	50%	52%	44%	44%	45%
					bg		bg		g	bg			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Table 419 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All sending parcels or packets via RM or Parcelforce (QN1=1 or 6 and QV2a=1-11 column C)

	Total base	Quarter				Half	
		Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3-4 2022	Q1-2 2023
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1259	275	302	350	332	577	682
Effective base	597	130	123	169	177	253	345
Weighted Base	1166	271	238	308	349	509	657
1st class - all the time	318	82	62	84	89	144	173
	27%	30%	26%	27%	26%	28%	26%
1st class - most of the time	258	60	44	63	90	104	153
	22%	22%	19%	21%	26%	20%	23%
1st and 2nd class in equal amounts	138	35	27	38	39	61	76
	12%	13%	11%	12%	11%	12%	12%
2nd class - most of the time	306	64	77	96	69	141	166
	26%	24%	32%	31%	20%	28%	25%
2nd class - all the time	104	21	22	14	47	43	61
	9%	8%	9%	4%	14%	8%	9%
Never send parcels	24	4	4	9	7	8	16
	2%	1%	2%	3%	2%	2%	2%
Don't Know (DO NOT READ OUT)	19	5	2	4	8	7	11
	2%	2%	1%	1%	2%	1%	2%
NET: Any 1st Class	713	177	133	185	218	310	403
	61%	65%	56%	60%	62%	61%	61%
NET: Any 2nd Class	548	120	125	148	155	245	303
	47%	44%	53%	48%	44%	48%	46%

Columns Tested: a,b,c,d - a,b